ROUTE MANAGEMENT

USER GUIDE

Acumatica ERP 2018 R2

Acumatica

Contents

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11235 SE 6th Street, Suite 140
Bellevue, WA 98004

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Overview of Route Management Processes

You use the Route Management module to plan and manage your organization's routes and the route services (that is, the services provided when each route is executed), along with processing the contracts related to the routes. In the system, you create the general routes, and for each particular execution of the route, you create route executions. Each stop in the route execution is a route appointment—that is, an appointment with a service order type of the *Route* behavior. Each route execution is based on a particular route and inherits some of its settings.

You can track your executed routes by using Bing maps and get the statistics on each execution of a route, such as the distance and the time needed to execute the route. With the integration between the Route Management module and the Service Management module of Acumatica ERP, you can create appointments related to route executions and generate invoices for services that have been provided.

You use the forms of the Route Management module to perform a variety of procedures related to processing routes and related documents and entities. These procedures are briefly described in the following sections of this topic.

Integrating the Route Management Module with Other Modules

Each route execution created or generated in the Route Management module has appointments (which are related to service orders) that have been created in the Service Management module. After the appointments and the route execution are completed or closed, you can generate billing documents in the appropriate module, depending on the settings of the Service Management module. The following options are available:

- Generating documents in the Accounts Receivable or Accounts Payable module
- Generating documents in the Sales Orders module

Along with billing documents, you can generate inventory documents (such as issues and receipts) in the Inventory module; this requires additional configuration of the Route Management module. For details, see *Configuring Route Management*.

The documents are further processed in the respective modules and financial transactions are posted to the General Ledger module. In the following figure, you can see the flow of documents from the Route Management module.

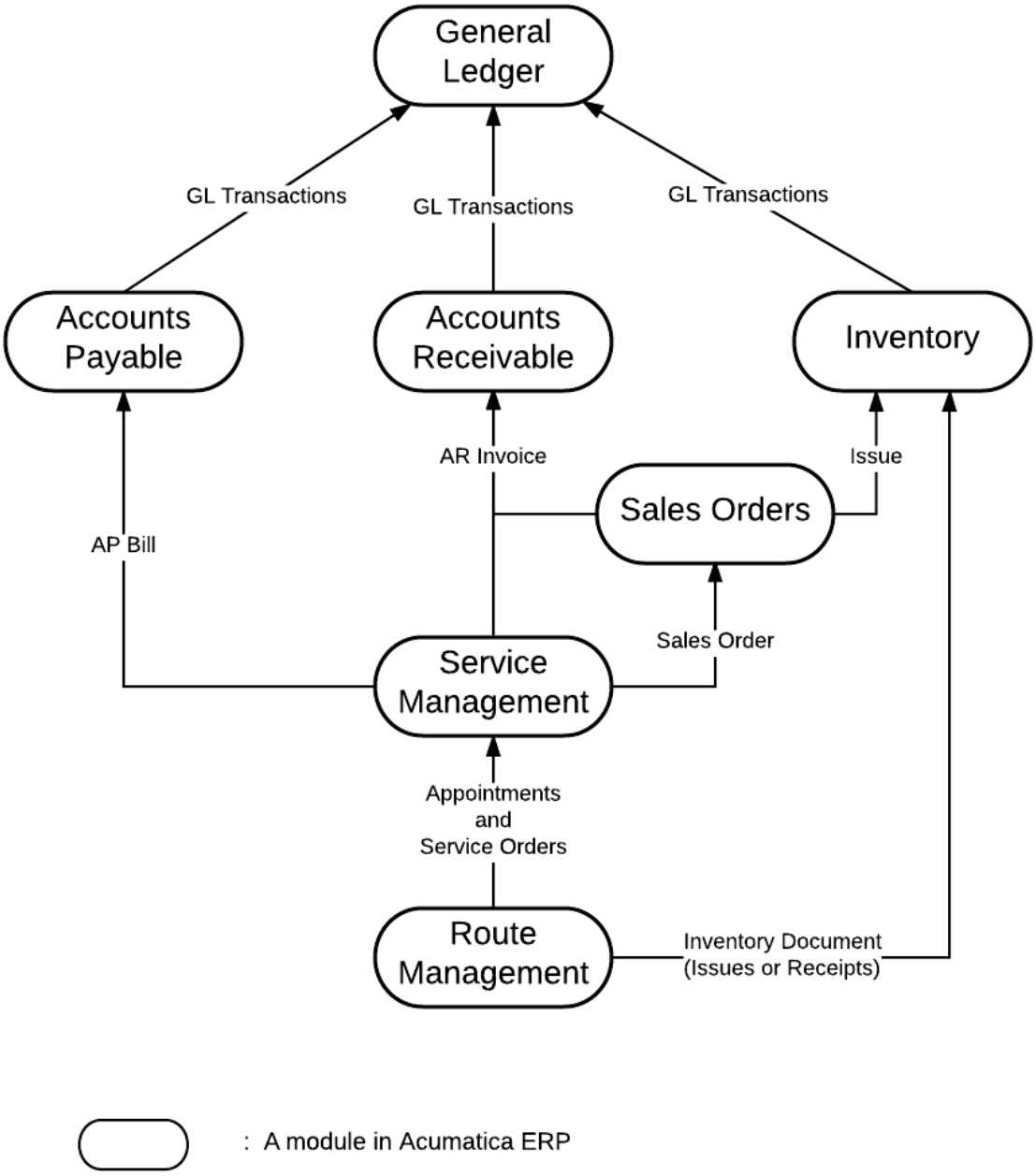


Figure: Document flow from Route Management

Managing Staff Members (Drivers)

The integration of the Route Management module with the Service Management module gives you the ability to define drivers in the system in order to track and assign them to routes. A driver is staff member that can perform services related to routes. You can quickly and easily select the most appropriate available person to deliver your services. For details, see *Managing Drivers*.

Managing Vehicles

You can enter and store information about each vehicle of your company. Because the Route Management module is integrated with the Equipment Management module, each vehicle can be also

tracked there. In the Route Management module, you can quickly select a vehicle to execute a route from all available vehicles. For details, see *Managing Vehicles*.

Managing Inventory Items

With the integration between the Route Management module and the Inventory module, you can register the items that are transferred to or from warehouses while route services are performed. For each route execution that you process in the system, you can generate inventory documents that account for transactions that result in changing inventory quantities and costs. For details, see *Managing Inventory Items*.

Managing and Processing Routes

Acumatica ERP provides tools that make it possible to create and process routes quickly as well as optimize them to minimize gas consumption and travel time. With Bing Maps integrated into the Route Management module, the system calculates the distances and time of the executed route. If you rearrange the order of the appointments in the route to be executed, Bing Maps plots and calculates the route again. You can easily track executed routes and their appointments for particular days and staff members that execute routes by using Bing Maps. For details, see *Managing Routes*.

Processing Route Service Contracts

With the Route Management module, you can ease the processing of repeat customers' appointments that require route planning. You can create schedules when the services need to be performed, and based on these schedules, the system can generate the routes to be executed, with appointments automatically assigned to them. This reduces time and errors when users are entering the necessary routes into the system. For details, see *Processing Route Service Contracts*.

Configuring Route Management

This topic describes the process of implementing the Route Management module in Acumatica ERP. In this topic, you will read about the preparation stage and the actual implementation of the Route Management module.

Prerequisites and Dependencies

Note the following information about steps you must perform before you implement and configure the Route Management module:

1. Your organization's license for Acumatica ERP should include the *Route Management* feature and the appropriate *Vehicles Pack*. The feature should be enabled on the *Enable/Disable Features* (CS100000) form. For details, see *Enabling Features*.
2. The initial system configuration must be completed and the General Ledger module must be configured before you implement the Route Management module. The Service Management module has to be configured before or in conjunction with the Route Management module. Also, the Route Management module can be tightly integrated with the Inventory module. The Inventory module does not require any changes to its configuration when the Route Management module is implemented.

Preparation

This section covers the preparation steps you need to perform before you begin the basic configuration of the Route Management module.

The preparation for the basic configuration of the Route Management module should be performed along with the preparation of the Service Management module, as described in *Prerequisites and Preparation*. You should also do the following preparatory steps:

- **Define autonumbering sequences**: Develop the numbering rules (which will later determine how the autonumbering sequences are configured) for route executions.
- **Decide whether the inventory has to be updated**: For the service order types with the *Route* behavior, decide whether the inventory has to be updated when stock items are picked up or delivered while the services are performed.

Initial Configuration in the Service Management Module

The configuration steps for the Service Management module are described in *Configuration Flow*. Because you are also configuring the Route Management module, in Step 6 (configure Service Management preferences), you have to also define the Bing Maps API key, which you specify in the **Bing Map API Key** box of the **General Settings** tab in the **Calendar Board Settings** section of the *Service Management Preferences* (FS100100). For instructions on how to get the key, see *Getting a Bing Maps Key*.

Initial Configuration in the Route Management Module

On the *Route Management Preferences* (FS100400) form, you have to define the numbering sequence that will be used to generate numbers for new route executions; configure the numbering sequence on the *Numbering Sequences* (CS201000) form and select the numbering sequence by its ID in the **Route Numbering Sequence** box.

For the standardized billing service contracts, in the **Invoice Generation Settings** section, you have to specify the module in which the invoices are generated. You do one of the following under **Generate Invoices In**:

- If you need to generate invoices for service contracts with services only, you select the **Accounts Receivable** option button. With this option selected, you can manage receivables and automate customer invoicing and payment collection in the Accounts Receivable module.
- If you need to generate invoices for service contracts with both services and inventory items that were sold to customers along with the services, you select the **Sales Orders** option button. With this option selected, you can create shipments if needed and add additional freight costs in the Sales Orders module.

When you have selected the module, you specify the default settings for it (also in the **Invoice Generation Settings** section) to be used in the invoice documents.

To set the system to activate automatically the next period after an invoice is generated for the previous one, you select the **Activate Upcoming Period on Invoice Generation** check box.

Additional Configuration in the Route Management Module

For faster data entry, you can specify a route service order type that will be selected on the data entry forms in the **Default Service Order Type** box of the *Route Management Preferences* (FS100400) form.

If your company needs to update inventory when the stock items are transferred, you need to perform the configuration steps described in *Configuration of the System for Inventory Updates*.

You can also do the following optional steps on the *Route Management Preferences* form:

- To set up the system to calculate statistics on route execution by using Bing Maps API on the *Route Document Details* (FS304000) form, you select the **Calculate Route Statistics Automatically** check box. If this check box is cleared, to calculate route execution statistics, you will have to click the **Calculate Route Statistics** button on the *Route Document Details* form.
- To enable the tracking of GPS locations at start and end point of the executed route, you select the **Track Start and Complete Location of Route** check box. The GPS locations will be displayed on the **Location** tab of the *Route Document Details* form.
- To set up appointments added manually to a route on the *Routes* (FS203700) form to be first in the route, you select the **Set Appointments Created Manually as First in Route** check box. If this check box is cleared, the added appointments are placed last in the route.
- To make possible to specify months in route contract schedules when they are applicable, you select the **Enable Seasons in Schedule Contracts**. The system makes the **Season Settings** section available on the **Recurrence** tab of the *Service Contract Schedules* (FS305100) and *Route Service Contract Schedules* (FS305600) forms.

Managing Drivers

In Acumatica ERP, you can define employees of your company as *staff members*: people responsible for delivering the services that your company offers to customers. You can define staff members as drivers by assigning them a driving skill to indicate that they can execute the routes. You then can easily select the correct person to perform particular route services.

This chapter describes how to manage the drivers of your company in the system.

In This Chapter

Drivers

A driver is an employee of your company who has a driving skill assigned and who is responsible for delivering the route services that your company offers to customers. By using the integration between the Service Management module and Route Management module, you can create, manage, and assign drivers.

In this topic, you will read about adding drivers to the system and assigning drivers to routes.

Adding Drivers

Before you add drivers to the system, you should add to the system the driving skills that apply to the drivers of your company on the *Skills* (FS200600) form. You might add just one driving skill if in your company all drivers require the same skill, or you might have multiple driving skills if you need to assign drivers with somewhat different skills to different routes. For details on skills, see *Skills*.

If the staff members who will be designated as drivers have not been added to the system, you should add drivers on the *Staff* (FS205500) form as follows:

1. Add a staff member of the *Employee* type.
2. Assign a driving skill to the staff member.

For details, see *To Add a Driver*.

You can also define an existing staff member of the *Employee* type as a driver by assigning a driver skill to the staff member on the **Skills** tab of the *Employees* (EP203000) form. When you assign a driving skill to the staff member, the system selects the **Driver** check box for the staff member on the **General Info** tab of the form.

Adding Drivers to a Route

In the system, you create the general routes, and for each particular execution of the route, you create route executions. For details, see *Route Processing Workflow*.

For each route that you define in the system, you should include the drivers that can possibly execute this route. These drivers will be available for selection when you assign a driver to a route execution on a particular day.

When you define each route in the system on the *Routes* (FS203700) form, you add possible drivers to the particular route on the **Route Employees**. For each driver you want to add, you click **Add Row** on the table toolbar and select a driver in the **Employee ID** column.

In the **Priority Preference** column, you can also specify the priority with which each assigned driver should be selected to perform services for the route. For example, if one driver has performed the services of this route and knows it well, he or she might have higher priority than a driver who is new and is not familiar with the route or who has served a different geographical area.

The lower the digit you specify in this column, the higher the priority for a driver to be selected for a route service. When you later select drivers for a particular execution of this route, the drivers are listed according to the priority specified for them for this route. If the drivers have the same priority, they are listed according their reference number in the system.

: If you do not assign any drivers to a route, you will not be able to select a driver when you create a route execution based on this route.

Assigning Drivers to Execute a Route

For each route execution defined in the system, you should select at least one driver as follows:

- To assign a driver to a particular execution of a route, you use the *Route Document Details* (FS304000) form. On this form, you enter or select the route execution to which you want to assign the driver, and you click the **Driver Selector** button. You then select the driver in the **Driver Selector** dialog box, which opens.

  : Alternatively, you can select a driver by clicking the magnifier icon in the **Driver** box and selecting the driver in the **Driver** lookup table.

- To assign drivers to multiple route executions for a specific date range, you use the *Route Document Worksheets* (FS403900) form. On this form, for each route to which you want to assign a driver, you click the line with the needed route and then click **Assign Driver** on the table toolbar. You then select the driver in the **Driver Selector** dialog box, which opens.

  : Alternatively, you can select a driver by clicking the magnifier icon in the **Driver** column and selecting the driver in the **Driver** lookup table.

In the **Driver Selector** dialog box, you select the driver to execute the route from the list of available drivers. This list contains the drivers that have been specified for the route on the **Route Employees** tab of the *Routes* (FS203700) form and have not yet been assigned to any route on the day of the route execution. To select a particular driver, you click the line with the needed driver in the table, and click **Select Driver**.

If it is necessary for two drivers to perform the route service, you can assign an additional driver as follows:

- To assign an additional driver to a particular route execution on the *Route Document Details* form, you select the driver in the **Additional Driver** box.
- To assign additional drivers to multiple route executions that are listed on the *Route Document Worksheets* form, you select the additional driver for each needed route execution in the **Additional Driver** column.

For instructions, see *To Assign Drivers to Execute Routes*.

To Create Driving Skills

You create driving skills on the *Skills* (FS200600) form.

To Create Driving Skills

1. On the **Services** tab, click **Service Management**. In the left pane, click the **Configuration** tab, and then navigate to **Staff** > **Skills**.
2. Click **Add Row**.
3. In the **Skill ID** column of the row that was added, specify the identifier you want to assign to the skill you are adding.
4. In the **Description** column, enter a description of the skill.
5. In the **Driver Skill** column, select the check box.
6. Perform Steps 2–5 for each additional skill you want to create in the system.
7. Click **Save**.

To Add a Driver

You use the *Employees* (EP203000) form to define an employee as a driver. You can go directly to this form, as described in the procedure below, or invoke the form from the *Staff* (FS205500) form by clicking **Add Employee** on the form toolbar and then performing Steps 2–5 of the procedure below.

To Define an Employee as a Driver

1. On the **Organization** tab, click **Organization Structure**. In the left pane, then navigate to **Manage** > **Employees**.
2. In the **Employee ID** box of the Summary area, select the identifier of the employee you want to define as a driver.
3. Check the **Status** box, and change it if necessary.
4. In the **Service Management** section of the **General Info** tab, do the following:
   - Select the **Staff Member in Service Management** check box.
   - If you want to send emails with appointment details to this employee, select the **Allow Appointment Notifications** check box.

     : Make sure an email address is specified for the staff member on this form.

   - Optional: Click the **Schedule** button, and define a schedule rule for the employee. For details, see *To Create a Staff Schedule Rule*.
5. On the **Skills** tab, click the **Add Row** button, and in the new row, select one of the driver skills you have defined on the *Skills* (FS200600) form. Repeat this step for any other driver skills you want to add for this employee.

   : After you have added at least one driver skill, the system selects the **Driver** box on the **General Info** tab of the current form.

6. Click **Save**.

You can also assign other skills, licenses, and service areas to the employee if necessary. For details, see *To Assign Skills*, *To Create Licenses*, and *To Add a Service Area*. After you complete these steps, you can assign this staff member to a route.

To Add Drivers to a Route

You populate the list of drivers who can execute a route on the *Routes* (FS203700) form so you can later select any of these drivers for an execution of that route on the *Route Document Details* (FS304000) form.

To Add Drivers to a Route

1. On the **Service** tab, click **Route Management**. In the left pane, click the **Work Area** tab, and then navigate to **Manage** > **Routes**.
2. In the **Route ID** box, select the identifier of the route to which you want to add drivers.
3. On the **Route Employees** tab, for each driver you want to be available to perform this route do the following:
   a. Click **Add Row**.
   b. In the **Employee ID** column, select the identifier of the driver.
   c. In the **Priority Preference** column, select the priority of the driver to execute the route. The lower the digit, the higher the priority of the driver.
4. Click **Save** on the form toolbar.

To Assign Drivers to Execute Routes

You can assign drivers to a particular route execution on the *Route Document Details* (FS304000) form, or you can assign drivers to multiple route executions for a specific date range on the *Route Document Worksheets* (FS403900) form.

Before You Proceed

Before you start assigning drivers to route executions, make sure that the necessary drivers have been added to the list of drivers that can execute a route on the *Routes* (FS203700) form.

To Assign Drivers to a Particular Route Execution

1. On the **Service** tab, click **Route Management**. In the left pane, click the **Work Area** tab, and then navigate to **Enter** > **Route Document Details**.
2. In the **Route Nbr.** box, select the route execution to which you want to assign the driver.
3. Click the **Driver Selector** button.
4. In the **Driver Selector** dialog box, which opens, click the line with the driver that you want to assign to execute the route and its appointment, and click **Select Driver**.

   : Alternatively, you can select a driver by clicking the magnifier icon in the **Driver** box and selecting the driver in the **Driver** lookup table.

5. Optional: If a second driver is necessary for this route execution, do the following:
   - In the **Additional Driver** box, click the magnifier icon.
   - In the **Additional Driver** lookup table, which opens, click the line with the necessary driver and then click **Select**.
6. Click **Save**.

To Assign Drivers to Multiple Route Executions

1. On the **Service** tab, click **Route Management**. In the left pane, click the **Work Area** tab, and then navigate to **Enter** > **Route Document Worksheets**.
2. In the **From** box, select the start date of the range for which the route executions will be displayed in the table.
3. In the **To** box, select the end date of the range for which the route executions will be displayed in the table.
4. For each route execution to which you want to assign a driver, do the following:
   a. In the table, click the line with the route execution.
   b. On the table toolbar, click the **Assign Driver** button.
   c. In the **Driver Selector** dialog box, click the line with the driver that you want to assign to the route execution, and click **Select Driver**.

      : Alternatively, you can select a driver by clicking the magnifier icon in the **Driver** column and selecting the driver in the **Driver** lookup table.
5. Optional: If a second driver is necessary to perform route services, do the following:
   - In the **Additional Driver** column, click the magnifier icon.
   - In the lookup table, which opens, click the line with the necessary driver and click **Select**.

Managing Vehicles

In Acumatica ERP, you can enter and track the vehicles that your company uses to perform services.

This chapter describes how to manage your company's vehicles in the system.

In This Chapter

Vehicle Entry

In Acumatica ERP, you can enter information about all your company's vehicles.

In this topic, you will read about adding vehicle types in the system and entering the details of all vehicles.

Adding Vehicle Types

Vehicle types are used to group vehicles with the same properties. When you add a vehicle type on the *Vehicle Types* (FS204200) form, you specify the identifier and a description of the type. On the **Attributes** tab, you can also specify any number of attributes that you want to track for the vehicles of the type. For attributes to be added on this tab, they must be defined on the *Attributes* (CS205000) form.

When you create a vehicle and assign a vehicle type on the *Vehicles* (FS203600) form, the system fills in the **Attributes** tab on this form with the attributes that have been specified for the vehicle type (and any default values you have specified for the attributes).

For instructions on creating a vehicle type, see *To Add a Vehicle Type*.

Entering a Vehicle

You use the *Vehicles* (FS203600) form to enter into the system the details about a particular vehicle of your company. For each vehicle you add, you have to specify the type of the vehicle in the **Vehicle Type ID** box and the branch location where the vehicle is located in the **Branch Location** box.

If attributes are specified for the vehicle type, you can specify or modify the values of these attributes on the **Attributes** tab of the form. Values must be specified for each attribute for which the **Required** check box is selected

If the vehicle you're entering has already been entered as a fixed asset in the system, you can associate the fixed asset with the vehicle. To do this, you select the identifier of the necessary fixed asset in the **Fixed Asset** box. If the serial number (that is, the vehicle identification number or VIN) and purchase information has been specified for the vehicle on the *Fixed Assets* (FA303000) form, the system fills this information on the *Vehicles* form. For details on fixed assets, see *Fixed Asset Entry*.

When you save the vehicle information you have entered, the system creates an equipment entity that corresponds to the vehicle on the *Equipment* (FS205000) form. For this equipment, the system selects the **Vehicle** check box on this form. In the **Equipment Nbr.** box, the system assigns an identifier to the equipment based on the numbering sequence specified in the **Equipment Numbering Sequence** box on the *Service Management Preferences* (FS100100) form. The system copies this number into

the **Vehicle ID** box of the *Vehicles* form when you save a new vehicle. For details on equipment, see *Managing Equipment*.

Specifying Identification Numbers and General Information for a Vehicle

In the Summary area of the *Vehicles* (FS203600) form, you can specify the license plate number of a vehicle in the **License Nbr.** box and the vehicle identification number in the **VIN** box.

On the **General Info** tab of the form, you can specify the following information:

- The date when the vehicle was registered in your company in the **Registered Date** box
- The identification number marked on the engine of the vehicle in the **Engine Nbr.** box
- The number of axles of the vehicle in the **Axles** box
- The maximum number of miles per hour for the vehicle in the **Max. Miles** box
- The unladen weight of the vehicle in the **Tare Weight** box
- The maximum weight at which a vehicle can be operated in the **Gross Vehicle Weight** box
- The color of the vehicle in the **Color ID** box

Specifying Purchase Information

You can specify the following information related to purchasing the vehicle on the **Purchase Info** tab of the *Vehicles* (FS203600) form:

- The way the vehicle was acquired (**Property Type**)
- The vendor that sold or rented the vehicle (**Vendor**)
- The date of the purchase (**Purchase Date**)
- The purchase order number (**Purchase PO Number**)
- The adquisition cost of the vehicle (**Purchase Amount**)

: If you select a fixed asset in the **Fixed Asset** box for which the purchase information has been specified on the *Fixed Assets* (FA303000) form, the system fills in the boxes of the **Purchase Info** tab of the *Vehicles* form automatically.

Assignment of Vehicles to Route Executions

To each route execution that you have created in the system, you have to assign at least one vehicle that is used to execute the route. For details on routes and route executions, see *Route Processing Workflow*.

In this topic, you will read about assigning a vehicle (and possibly assigning additional vehicles) to route executions.

Assigning the First Vehicle to Route Executions

You select the first vehicle that will be used to execute the route as follows:

- To assign a vehicle to a particular route execution, you use the *Route Document Details* (FS304000) form. In the Summary area of this form, you select the route execution to which you want to assign the vehicle in the **Route Nbr.** box, and you click the **Vehicle Selector** button. You then select the vehicle in the **Vehicle Selector** dialog box, which opens.

  : Alternatively, you can select a vehicle by clicking the magnifier icon in the **Vehicle** box and selecting the driver in the **Vehicle** lookup table.

- To assign vehicles to multiple route executions for a specific date range, you use the *Route Document Worksheets* (FS403900) form. On this form, for each route to which you want to assign a vehicle, you click the line with the needed route and click **Assign Vehicle** on the table toolbar. You then select the vehicle in the **Vehicle Selector** dialog box, which opens.

  : Alternatively, you can select a vehicle by clicking the magnifier icon in the **Vehicle** column and selecting the driver in the **Vehicle** lookup table.

In the **Vehicle Selector** dialog box, you select the first (and perhaps only) vehicle for the route of the document. This list contains all the vehicles that have not yet been assigned to any route on the day of the route execution. To select a particular vehicle, you click the line with the necessary vehicle in the table of the dialog box and click **Select Vehicle**.

For instructions, see *To Assign Vehicles to Execute Routes*.

Assigning Additional Vehicles to Routes

If additional vehicles are necessary to perform the route service, you can assign up to two additional vehicles as follows:

- To assign additional vehicles to a particular route execution on the *Route Document Details* form (FS304000), you select the second vehicle in the **Additional Vehicle 1** box and the third in the **Additional Vehicle 2** box. You then save your changes by clicking **Save** on the form toolbar.
- To assign additional vehicles to multiple route executions for a specific date range on the *Route Document Worksheets* (FS403900) form, for each needed route execution, you select the second vehicle in the **Additional Vehicle 1** column and the third in the **Additional Vehicle 2** column.

To Add a Vehicle Type

You use the *Vehicle Types* (FS204200) form to add a vehicle type to the system.

: You can search for a form by its name or its form ID (without periods). For more information about search capabilities, see *Search in the Modern UI*.

To Add a Vehicle Type

1. Open the *Vehicle Types* (FS204200) form by searching for or navigating to it.
2. On the form toolbar, click **Add New Record**.
3. In the **Vehicle Type ID** box of the Summary area, type the identifier of the vehicle type.
4. In the **Description** box, type a brief description of the vehicle type.
5. Optional: On the **Attributes** tab, for each attribute you want to add, perform the following steps:
   a. On the table toolbar, click **Add Row**.
   b. In the **Attribute ID** column, select an attribute that defines a characteristic related to equipment of this type.
   c. Optional: In the **Sort Order** column, specify the order of the attribute for sorting in reports.
   d. If users must specify a value for the attribute for all vehicles, select the **Required** check box.
   e. Optional: In the **Default Value** column, select the value.
6. Click **Save**.

To Enter a Vehicle

You use the *Vehicles* (FS203600) form to enter the details of a vehicle that your company uses for executing routes.

: You can search for a form by its name or its form ID (without periods). For more information about search capabilities, see *Search in the Modern UI*.

Before You Proceed

Before you begin entering a vehicle, make sure that the necessary vehicle type has been created on the *Vehicle Types* (FS204200) form.

To Enter a Vehicle

1. Open the *Vehicles* (FS203600) form by searching for or navigating to it.
2. On the form toolbar, click **Add Row**.
3. In the **Vehicle Type ID** box, select the type of the vehicle.
4. Optional: In the **License Nbr.** box, type the number of the license plate.
5. Optional: In the **VIN** box, type the vehicle identification number.
6. Optional: In the **Description** box, type a brief description of the vehicle.
7. In the **Branch Location** box, select the branch location from which the vehicle departs.
8. Optional: In the **Fixed Asset** box, select the fixed asset that represents the vehicle.

   : If you specify a fixed asset for the vehicle, the system fills in the boxes on the **General Info** and **Purchase Info** tabs with the related details that have been specified for the fixed asset on the *Fixed Assets* (FA303000) form.
9. Optional: On the **General Info** and **Purchase Info** tabs, enter or edit the settings.
10. Click **Save**.
11. On the **Attributes** tab, if attributes are listed, enter or change (if necessary) the values in the **Value** column for each attribute.

    : Attributes (and any default values) are listed on this tab if they have been defined for the selected vehicle type.

To Assign Vehicles to Execute Routes

You can assign vehicles to a particular route execution on the *Route Document Details* (FS304000) form, or you can assign vehicles to multiple route executions for a particular date range on the *Route Document Worksheets* (FS403900) form.

To Assign Vehicles to a Particular Route Document

1. On the **Service** tab, click **Route Management**. In the left pane, click the **Work Area** tab, and then navigate to **Enter** > **Route Document Details**.
2. In the **Route Nbr.** box, select the route execution to which you want to assign the vehicle.
3. Click the **Vehicle Selector** button.
4. In the **Vehicle Selector** dialog box, which opens, click the line with the vehicle to be used to execute the route, and click **Select Vehicle**.

: Alternatively, you can select a vehicle by clicking the magnifier icon in the **Vehicle** box and selecting the driver in the **Vehicle** lookup table.

5. Optional: If a second vehicle is necessary for this route execution, do the following:
   - In the **Additional Vehicle 1** box, click the magnifier icon.
   - In the **Additional Vehicle 1** dialog box, which opens, click the line with the necessary vehicle and then click **Select**.
6. Optional: If a third vehicle is necessary for this route execution, do the following:
   - In the **Additional Vehicle 2** column, click the magnifier icon.
   - In the **Additional Vehicle 2** dialog box, which opens, click the line with the necessary vehicle and then click **Select**.
7. Click **Save**.

To Assign Vehicles to Multiple Route Executions

1. On the **Service** tab, click **Route Management**. In the left pane, click the **Work Area** tab, and then navigate to **Enter** > **Route Document Worksheets**.
2. In the **From** box, select the start date of the range for which the route executions will be displayed in the table.
3. In the **To** box, select the end date of the range for which the route executions will be displayed in the table.
4. For each route execution to which you want to assign a vehicle, do the following:
   a. In the table, click the line with the route execution.
   b. On the table toolbar, click the **Assign Vehicle** button.
   c. In the **Vehicle Selector** dialog box, click the line with the vehicle that you want to assign to the route execution, and click **Select Vehicle**.

      : Alternatively, you can select a vehicle by clicking the magnifier icon in the **Vehicle** column and selecting the driver in the **Vehicle** lookup table.
5. Optional: If a second vehicle is necessary to perform route services, do the following:
   - In the **Additional Vehicle 1** column, click the magnifier icon.
   - In the dialog box, which opens, click the line with the necessary vehicle and click **Select**.
6. Optional: If a third vehicle is necessary to perform route services, do the following:
   - In the **Additional Vehicle 2** column, click the magnifier icon.
   - In the dialog box, which opens, click the line with the necessary vehicle and click **Select**.

Managing Inventory Items

The Route Management module is integrated with the Inventory module, so that all inventory items transferred while drivers execute a route can be tracked and registered in the Inventory module. You need to configure the system and set up the services to be able to create inventory documents from the Route Management module.

In this chapter, you will read how to configure the system to be able to update inventory, and how to perform an inventory update.

In This Chapter

Configuration of the System for Inventory Updates

Before you start processing service orders that involve moving inventory items from and to warehouses, you need to configure the system and the services to make the applicable updates to the Inventory module.

In this topic, you will read about this configuration.

Configuring Inventory

To be able to register transferred inventory items in the Inventory module, you have to perform the following steps:

1. For each service order type that is used for route appointments, you select the **Post Pickup/Delivery Items to Inventory** check box on the **Preferences** tab of the *Service Order Types* (FS202300) form.
2. You define at least one item class as a route service class by selecting the **Route Service Class** check box on the **Service Management** tab of the *Item Classes* (IN201000) form.
3. You assign the route service classes to each service for which items are picked up or delivered in the **Item Class** box of the *Non-Stock Items* (FS202000) form.
4. For each route service for which items are picked up or delivered, do one of the following:
   - If the items are delivered to the customer, on the **Pickup/Delivery Item** tab of the *Non-Stock Items* form, you select *Items Will Be Delivered* in the **Pickup/Delivery Items** box and add each inventory item to the table by clicking **Add Row** and selecting the item.
   - If the items are picked up from the customer, on the **Pickup/Delivery Item** tab of the *Non-Stock Items* form, you select *Items Will Be Picked Up* in the **Pickup/Delivery Items** box and add each inventory item to the table by clicking **Add Row** and selecting the item.
5. You ensure that the items you plan to deliver are available in the needed quantities in a warehouse by using the *Stock Items* (IN202500) or *Inventory Summary* (IN401000) form.
6. You ensure that the **Validate Document Totals on Entry** check box is cleared on the *Inventory Preferences* (IN101000) form.

Now you can use the Route Management module to register the items to be picked up and delivered, which causes updates to the Inventory module.

Inventory Update

In the Route Management module, you can track inventory items if they are involved in route services and generate the appropriate inventory documents in Acumatica ERP for these items. Inventory items are involved in route services if during the execution of a route, the items are either picked up from the warehouse and delivered to the customer or picked up from the customer and delivered to the warehouse.

To correctly update inventory as these items are moved, you do the following:

1. Before or during the execution of the route, you specify the items that were picked up or delivered during an appointment that is part of the route.
2. After the appointment has been completed or closed, you generate the inventory documents to reflect the movement of the items. You further process the documents in the Inventory module.

In this chapter, you will read about specifying the inventory items that are picked up or delivered during route execution and generating the corresponding inventory documents in the Route Management module.

Specifying the Inventory Items that Are Picked Up or Delivered

To be able to reflect in inventory the movement of the items during an appointment, you have to specify the items on the **Pickup/Delivery Items** tab of the *Appointments* (FS300200) form for the appointment. On this tab, you add a line for each the item that was picked up or delivered, and specify the quantity of the item and the warehouse to or from which the item was moved. The information specified on this tab is used when inventory documents are generated in the system.

: To be able to select an item for the service, an appropriate setting for the service, which is defined in the system as a non-stock item, has to be specified on the *Non-Stock Items* (FS202000) form. For details, see Step 2 in *Configuration of the System for Inventory Updates*.

Generating Inventory Documents

You can generate the following inventory documents:

- If items have been delivered to the customer from the warehouse, an inventory document of the *Issue* type
- If items have been picked up from the customer and delivered to the warehouse, an inventory document of the *Receipt* type

You generate these inventory documents on the *Inventory Updates* (FS500500) form. On this form, to display the inventory items for which you want to generate documents, you specify the date of document creation, select all the listed inventory items for which you want to generate documents, and then generate the documents. For instructions, see *To Generate Inventory Documents*.

When you invoke the generation process, the system creates the applicable documents with the *Open* status in the Inventory module and creates a batch with the generated documents in the Route Management module. The system assigns the batch a reference number in accordance with the numbering sequence assigned to batches in the **Posting Batch Numbering Sequence** box on the *Service Management Preferences* (FS100100) form.

Viewing the Generated Documents

To view information on the batch in the Route Management module, you click the batch number in the **Batch Nbr.** column on the *Inventory Updates* (FS500500) form. The system opens the *Inventory Update Batches* (FS305900) form with the batch selected. On this form, you can find the following details about the batch: the billing cycle, the invoice date, the posting module, the customer, the branch, and the document, service order, and appointment numbers.

To open a generated document included in the batch you are viewing, in the row with the document on the *Inventory Update Batches* form, you click the document number in the **Document Nbr.** column; you can then process the document in the Inventory module.

To Specify Picked Up or Delivered Items in an Appointment

To update the Inventory module with the items picked up or delivered while the route was executed, you have to specify them on the *Appointments* (FS300200) form.

Before You Proceed

To be able to add inventory items to the appointment, the inventory items have to be configured, as described in *Configuration of the System for Inventory Updates*.

To Specify Picked Up or Delivered Items in an Appointment

1. On the **Services** tab, click **Service Management**. In the left pane, navigate to **Work Area** > **Enter** > **Appointments**.
2. In the **Service Order Type** box, select the service order type of the *Route* behavior related to the appointment in which you want to specify the items.
3. In the **Service Order Nbr.** box, select the service order for which the appointment was created.
4. In the **Appointment Nbr.** box, select the appointment in which you want to specify the items.
5. If services have not yet been added to the appointment, add them on the **Services** tab, as described in *To Add Services to a Service Order or Appointment*.
6. To add items that will be delivered to the customer at this appointment, on the **Pickup/Delivery Items** tab, do the following for each item you want to add:
    a. In the **Line Ref.** column, select the reference number of the service line (that is assigned to the service on the **Services** tab) to which the item is related.
    b. In the **Pickup/Delivery Item ID** column, select the delivered item by its identifier.
    c. In the **Warehouse** column, select the warehouse from which the item is taken in the appropriate quantity.
    d. In the **Quantity** column, specify the quantity of the item.
    e. Check the **Unit Price** column, and change the price of the item if necessary.
7. To add items that will be picked up from the customer on this appointment, on the **Pickup/Delivery Items** tab, do the following for each item you want to add:
    a. In the **Line Ref.** column, select the reference number of the service line (that is assigned to the service on the **Services** tab) to which the item is related.
    b. In the **Pickup/Delivery Item ID** column, select the item that was picked up by its identifier.
    c. In the **Warehouse** column, select the warehouse to which the item is delivered in the specified quantity.
    d. In the **Quantity** column, specify the quantity of the item.
    e. Check the **Unit Price** column, and change the price of the item if necessary.
8. Click **Save** on the form toolbar.

Notes About the Procedure

The notes in this section describe the nuances of the UI elements available on the form, such as when an element is required and when it is not, and when the system fills in settings by default. This section can include other notes.

Note the following about the **Services** tab: Services that are added to this tab have to be defined as route services in the system. For details see, *To Create a Route Service*.

Note the following about the **Pickup/Delivery Items** tab: The items available for selection on this tab include only those specified for the service on the **Pickup/Delivery Item** tab of the *Non-Stock Items* (FS202000) form.

To Generate Inventory Documents

To update your inventory with the items picked up or delivered while route services are performed, you need to generate inventory documents on the *Inventory Updates* (FS500500) form.

Before You Proceed

Before you proceed, make sure that both of the following steps have been performed:

- The **Post Pickup/Delivery Items to Inventory** check box is selected for the service order type of appointments in the routes on the *Service Order Types* (FS202300) form.
- The picked up and delivered inventory items have been specified on the **Pickup/Delivery Items** tab of the *Appointments* (FS300200) form for appointments that are part of the routes.

To Generate Inventory Documents

1. On the **Service** tab, click **Route Management**. In the left pane, navigate to **Processes** > **Recurring** > **Inventory Updates**.
2. Optional: In the **Up to Date** box, select the date up to which you want the system to display inventory items in the list. By default, the current business date is selected.
3. Optional: In the **Route Nbr.** box, select the route for which you want the system to display inventory items in the list at the bottom of the form.
4. Optional: In the **Appointment Nbr.** box, select the appointment for which you want the system to display inventory items in the list at the bottom of the form.
5. In the **Document Date** box, select the date to be used on the documents that are generated.

   : By default, the current business date is selected in the box, but you can select another date. The **Document Period** box is filled in automatically, based on the invoice date you select.

6. Do one of the following:
   - To process all listed inventory items, click **Process All** on the form toolbar.
   - To process only the inventory items you select, select the unlabeled check box for each appointment you want to process, and on the form toolbar, click **Process**.

Managing Routes

In Acumatica ERP, you can maintain all the necessary information about the routes that your company executes and each specific route execution. The route contains common information for route executions performed by your company—that is, the starting and ending locations of the route, the schedule when it can be performed, and the employees (drivers) who can be assigned to execute the route.

A route execution is a predefined path with appointment stops to perform services or deliver and receive inventory items. Each stop in the route execution is a route appointment—that is, an appointment with a service order type of the *Route* behavior.

You can enter all the information about each execution of a route, such as its start and end locations, time, appointments to be attended, and the staff member (driver) and vehicle used to execute the route. With this information in the system, users can quickly process customers' orders that require route planning.

This chapter describes how to manage routes in the system.

In This Chapter

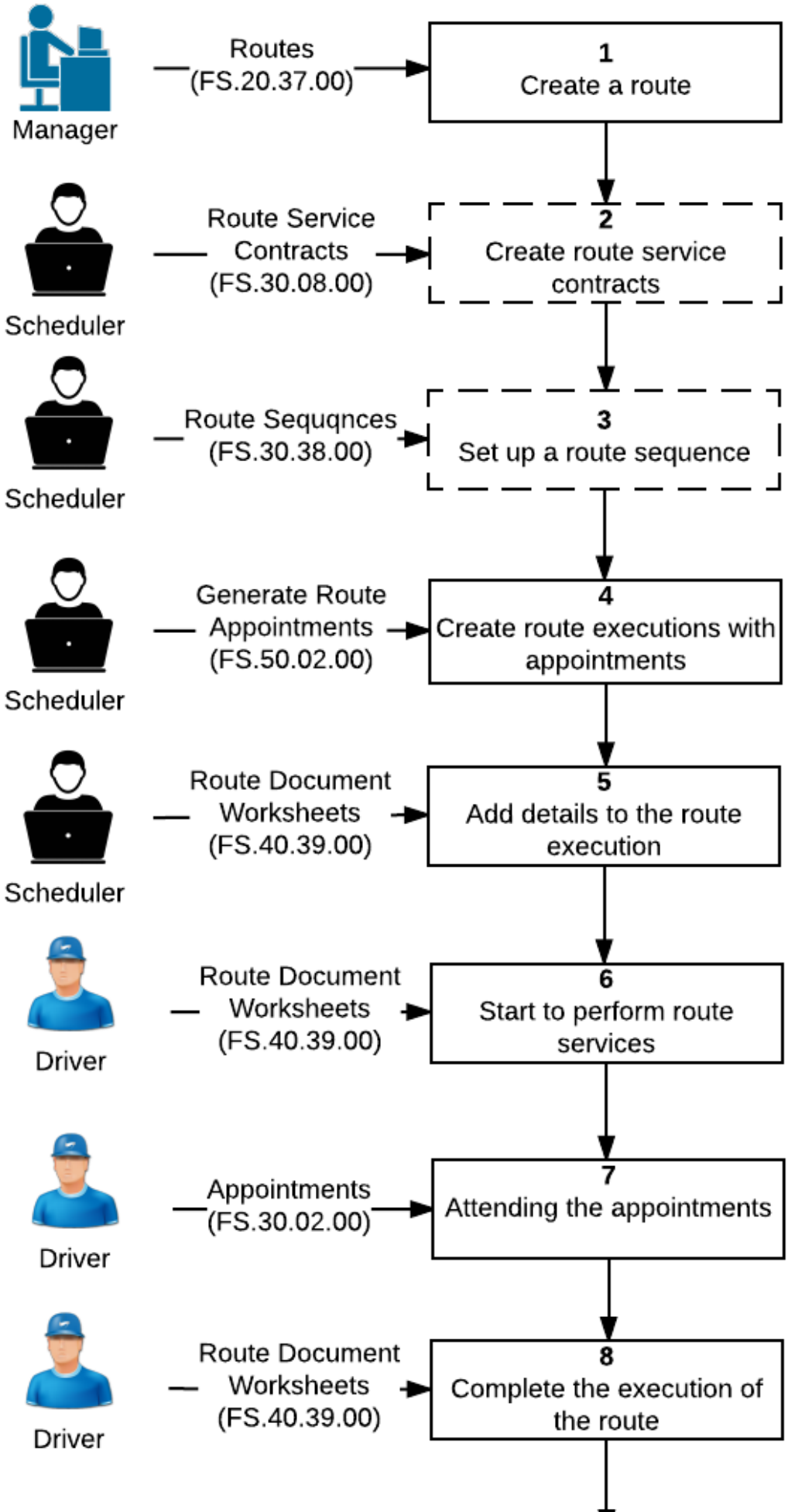
Route Processing Workflow

In general, the processing of a route and its executions in the system consists of the following steps:

1. Creating a route: If a route has not been created yet, a manager creates a route with the common details of the route to be executed. For details, see *Entry of Routes*.

2. Creating route service contracts for the customers who require recurrent service appointments to be included in a route (optional): The scheduler creates route service contracts. For each service order associated with the route, the scheduler specifies the customer, the schedule with services to be provided, and other details received from the customer. For details, see *Workflow of As Performed Billing Route Service Contracts* and *Route Service Contract Schedules*.
3. Setting up route sequences for scheduled appointments in contracts (optional): The scheduler checks in what order the customers will be visited when the route is executed, and changes the order if necessary. For details, see *Route Sequence Definition*.
4. Generating or creating route executions with appointments: If route service contracts have been created for customers, the scheduler generates appointments in the corresponding route execution in the order that is defined in the route sequence. If route service contracts have not been created, the scheduler creates a route execution manually. For details, see *Generation of Appointments for Route Executions* and *Entry of Route Executions*.
5. Adding details to the route execution: The scheduler assigns drivers and vehicles to the route execution defined in the system. Also, he or she adds, deletes, or changes the details and order of the appointments if necessary. The scheduler can manually add or delete appointments if he or she received customers' reactive calls. For details, see *Drivers*, *Assignment of Vehicles to Route Executions*, and *Modification of Route Executions*.
6. Starting to perform route services: On the day of the route execution, the driver finds in the system the route execution that he or she is assigned to, checks the details, goes to the start location, and starts executing the route. For details, see the *Starting a Route Execution* section.
7. Attending the appointments of the route: At each appointment location, the driver starts the appointment, performs services, and adds to the system additional information (such as any items that are picked up or delivered), if necessary. After all the work on the appointment is done and all information has been entered into the system and checked, the driver completes the appointment in the system. The driver then proceeds to the other appointments that are associated with the route execution and performs them. For details, see *Appointment Processing Workflow*.
8. Completing the execution of the route: After all appointments have been completed, the driver goes to the end location of the route, specifies the end time, and competes the route. For details, see *Completing a Route Execution* section.
9. Closing the execution of the route: The accountant verifies information on the route document and its appointments, and closes the route. For details, see the *Closing a Route Execution* section.
10. Generating invoices for the customers: An accountant generates invoices for the completed or closed appointments and processes them in the system. For details, see *Generation of Billing Documents from Service Orders*.
11. Generating inventory documents for the customers (optional): If inventory items were picked up or delivered, an accountant generates inventory documents to register transferred items and processes the documents in the system. For details, see *Inventory Update*.

See the illustration of route processing in the following diagram:


Manager
Routes
(FS.20.37.00)
1
Create a route
Scheduler
Route Service
Contracts
(FS.30.08.00)
2
Create route service
contracts
Scheduler
Route Sequqnces
(FS.30.38.00)
3
Set up a route sequence
Scheduler
Generate Route
Appointments
(FS.50.02.00)
4
Create route executions with
appointments
Scheduler
Route Document
Worksheets
(FS.40.39.00)
5
Add details to the route
execution
Driver
Route Document
Worksheets
(FS.40.39.00)
6
Start to perform route
services
Driver
Appointments
(FS.30.02.00)
7
Attending the appointments
Driver
Route Document
Worksheets
(FS.40.39.00)
8
Complete the execution of
the route

In the following sections, you will read about how to perform some of the steps of the route processing.

Starting a Route Execution

When a driver is at the start location and ready to execute a route, the driver starts the execution of the route by invoking the **Start Route** action and makes any needed changes to the time in the **Actual Start Time** box on the *Route Document Details* (FS304000) form. For details, see *To Start a Route Execution*.

Once a route execution is started, it gets the *In Process* status. You can complete the route execution after all services have been performed, or you can cancel or reopen the route execution.

Completing a Route Execution

After all appointments related to the route execution have been performed and the driver has arrived at the end location, the driver makes sure all needed information has been entered into the route execution document, checks and changes (if necessary) the end time in the **Actual End Time** box, and completes the route execution by invoking the **End Route** action on the *Route Document Details* (FS304000) form. For details, see *Complete Routes*.

: You can also complete a particular route execution or multiple route executions on the *Complete Routes* (FS500700) form.

Once a route execution is completed, it gets the *Completed* status in the system. If any additional service has to be performed or any additional appointment has to take place, you reopen the route execution and complete it after all work is done.

Closing a Route Execution

After the employee designated to approve route execution documents in the system has checked the information in the completed route execution, and the appointments of the route execution are ready to be billed, the employee closes the route execution on the *Route Closing* (FS304010) form. Once the route execution document is closed, changes cannot be made to it, and it gets the *Closed* status. For details on how to close a route execution, see *To Close Route Executions*.

: You can also close a particular route execution or multiple route executions on the *Close Routes* (FS500800) form.

If you realize that some information is missing for the route execution, you can unclose it.

Canceling a Route Execution

If a route execution is not going to be performed, you can cancel the route execution document (if it has the *Open* or *In Progress* status) in the system on the *Route Document Details* (FS304000) form. Once you cancel a route execution, it is assigned the *Canceled* status. For details on how to cancel a route execution, see *To Cancel a Route Execution*. If it is later determined that the canceled route execution will take place, you can reopen it.

Reopening a Route Execution

In the system, if you accidentally have started a route execution or completed a route execution that is not completed yet, or if a canceled route execution is going to take place, you can reopen a route execution document of the *In Process*, *Completed*, or *Canceled* status on the *Route Document Details* (FS304000) form. Once you reopen a route execution document, it gets the *Open* status, its information can be edited, and it can be further processed in the system. For details on how to reopen an route, see *To Reopen a Route Execution*.

Unclosing a Route Execution

If you have already closed a route execution document and now you need to change any information in it, you can unclose the route on the *Route Closing* (FS304010) or *Route Document Details* (FS304000) form. Once you unclose a route execution, it gets the *Completed* status, and its information can be edited. For details on how to unclose a route execution, see *To Unclose a Route Execution*.

Entry of Routes

In the system, you define each route on the *Routes* (FS203700) form. The route defined on this form contains information that is generally common for multiple route executions performed by your company—that is, the starting and ending locations of the route, the schedule when it can be performed, and the employees (drivers) who can be assigned to execute the route. The route executions are tied to a particular day, a particular driver, a specific vehicle, and particular appointments and services, whereas the route is a template with only particular settings that will be common to the executions of a route.

In this topic, you will read about entering a route into the system and specifying appropriate settings for the route.

Entering a Route

You enter a route on the *Routes* (FS203700) form. For the route, you specify an identifier and a description, along with the following information:

- The starting and ending locations of the route
- The schedule when the route can be executed
- The drivers who can execute this route and their priority
- Optionally, the attributes of the route

For instructions, see *To Create a Route* .

After you have created a route in the system, when you create route executions or schedules for the route service contracts and select the route, the system fills in appropriate settings. You can edit routes at any time; the edits will not affect route executions that have already been created based on the route.

Specifying the Start and End Points of the Route

The start location of the route is a branch location form where a driver departs to execute a route. You specify the branch and its location in the **Branch** and **Branch Location** boxes of the **Start Location** section on the *Routes* (FS203700) form.

The ending location of the route is a branch location to where a driver arrives when he or she finishes to execute a route. You specify the branch and its location in the **Branch** and **Branch Location** boxes of the **End Location** section on the *Routes* form.

: Make sure that the addresses have been specified correctly for the branch locations. Otherwise, the system will not be able to calculate the route statistics and show the route on a map.

For each route execution created in the system, the start and end locations are defined by the route specified for the route execution. You cannot change the locations for a particular route.

Specifying a Schedule

For the route, you specify the possible schedule when the executions of this route can be performed on the **Execution Days** tab of the *Routes* (FS203700) form. You define a schedule as follows:

1. You specify the days of week when this route can be executed by selecting the appropriate check boxes.
2. For each selected day of week, you specify the time when executions of the route can be started in the **Start Time** column.
3. You specify the number of executions of this route that can be created per day in the **Nbr. Trip(s) per Day** column.

: Route executions do not necessarily have to be generated or created for all the days specified for the route. But the route executions can be created for *only* the days specified for the route associated with the route execution.

Adding Drivers to a Route

In the system, you create the general routes, and for each particular execution of the route, you create route executions. For details, see *Route Processing Workflow*.

For each route that you define in the system, you should include the drivers that can possibly execute this route. These drivers will be available for selection when you assign a driver to a route execution on a particular day.

When you define each route in the system on the *Routes* (FS203700) form, you add possible drivers to the particular route on the **Route Employees**. For each driver you want to add, you click **Add Row** on the table toolbar and select a driver in the **Employee ID** column.

In the **Priority Preference** column, you can also specify the priority with which each assigned driver should be selected to perform services for the route. For example, if one driver has performed the services of this route and knows it well, he or she might have higher priority than a driver who is new and is not familiar with the route or who has served a different geographical area.

The lower the digit you specify in this column, the higher the priority for a driver to be selected for a route service. When you later select drivers for a particular execution of this route, the drivers are listed according to the priority specified for them for this route. If the drivers have the same priority, they are listed according their reference number in the system.

: If you do not assign any drivers to a route, you will not be able to select a driver when you create a route execution based on this route.

Specifying Attributes for Routes

An attribute is a site-defined property (for instance, area or problem type) that gives users the ability to specify information for objects in the system beyond the preconfigured settings on the data entry forms. You can specify attributes for the classification of route executions by defining them for a particular route on the **Attributes** tab of the *Routes* (FS203700) form.

On this tab, you can select attributes only if they have already been defined in the system. If you need an attribute that has not been defined in the system, you can use the *Attributes* (CS205000) form to create the attribute. Then you will be able to select the new attribute for any route.

The active attributes you specify on this tab will be listed for executions of this route on the **Attributes** tab of the *Route Document Details* (FS304000) form.

On the *Routes* (FS203700) form, you can specify whether each attribute of the route is required. When creating a route execution, the user must specify values for all the required attributes. Also, you can specify default values for any attributes of the route; users can overwrite these values for a particular route execution.

You can deactivate an obsolete attribute for executions of a particular route by clearing the **Active** check box. If you do, the deactivated attribute will no longer be displayed for the executions of the route, but all attribute values that have already been specified for existing route executions will still be stored in the database. If you re-activate the attribute, its values (where specified) will become visible in the system again.

However, if it is not necessary to preserve the data related to an obsolete attribute, you can deactivate the attribute and then delete it by using the **Delete Row** button on the table toolbar. In this case, the attribute will be permanently deleted from the route and all attribute values will bedeleted from the database.

Entry of Route Executions

To process the routes that are executed by your company, you have to create route execution documents in the system for each specific day when the route services are provided. You can create route executions in one of the following ways:

- If your company regularly performs route services for a customer on a contract basis, you enter a contract in the Route Management module and set it up so that routes can be generated. For details, see *Workflow of As Performed Billing Route Service Contracts* and *Generation of Appointments for Route Executions*.
- If your company performs services for the customer rarely or you have no contract that defines the details of the services provided, you can create route execution documents manually.

In this topic, you will read about how to enter a route execution manually.

Entering a Route Execution Manually

You enter a route execution on the *Route Document Details* (FS304000) form. For the route execution, you specify the following information:

- The route to which the route execution relates. For details, see *Entry of Routes*.
- The date of the route execution. You can select a date that is one of the days of the week specified for the associated route.
- The driver or drivers who will perform the services of the route execution. For details, see *Assigning Drivers to Execute a Route*.
- The vehicle or vehicles to be used for the route execution. For details, see *Assignment of Vehicles to Route Executions*.
- The values of the attributes defined for executions of the route. You can specify or modify the values of any attributes that are listed on the **Attributes** tab; if the **Required** check box is selected for an attribute, you must specify a value for it.

After you have specified and saved this information, you can create and add appointments for the route execution by clicking **Create New Appointment** on the table toolbar and filling in information about each appointment on the *Appointments* (FS300200) form. For details, see *Appointment Creation*.

: You can assign to appointments on the route only services that are indicated as route services in the system (that is, they have the **Route Service** check box selected on the *Services* (FS400800) form). These services have to be assigned to the route service class (that, is the **Route Service Class** is selected on the *Item Classes* (IN201000) form). For instructions, see *To Create a Route Service Class* and *To Create a Route Service*.

By default, the system assigns a new route execution document the *Open* status. Reference numbers for new route execution documents are generated according to the numbering sequence specified in the **Route Numbering Sequence** box on the **Routes** tab of the *Service Management Preferences* (FS100100) form.

You can now process the route execution. For details, see *Route Processing Workflow*.

Viewing Route Statistics

The route execution statistics contain information about the number of appointments and services related to the executed route, the duration of activities related to it, and the total distance traveled. In the Summary area of the *Route Document Details* (FS304000) form (**Route Statistics** section), you can view the route statistics for the selected route execution.

The statistics can be calculated automatically by the system or the process of calculation can be invoked manually. If the **Calculate Route Statistics Automatically** check box is selected on the **Routes** tab of the *Service Management Preferences* (FS100100) form, the system will automatically update the **Route Statistics** section if you make changes in the route execution.

If the **Calculate Route Statistics Automatically** check box is cleared, you have to click the **Calculate Route Statistics** button on the form toolbar of the *Route Document Details* form to recalculate statistics in the **Route Statistics** section.

Modification of Route Executions

You can make changes to a route execution document created in the system on the *Route Document Details* (FS304000) form. Before the route execution is completed (that is, it has the *Open* or *In Process* status), you can perform the following changes:

- Add an appointment to the route execution: If there is urgent appointment that needs to be performed or no schedule has been created for some customer services, you can manually add an appointment to the route execution. For instructions, see *To Add an Appointment to a Route Execution*.
- Delete an appointment from the route execution: If the services of an appointment are not going to be performed or the customer canceled the appointment, you can delete it from the route execution by clicking the appointment line on the **Appointments** tab and clicking the **Delete Appointment** button on the table toolbar. For instructions, see *To Delete an Appointment from a Route Execution*.

  : If you delete an appointment from the route execution, it will be automatically deleted from all records in the system.

- Change the order of appointments in the route execution: If necessary, you can change the order of the appointments by clicking the appointment you want to move and clicking the **Move Up** or **Move Down** button, depending on where in the route execution you want to move the appointment. For details, see *To Change an Order of Appointments in a Route Execution*.

  : You can also change the order of appointments on the *Routes on Map* (FS300900) form. To do so, on the **Routes** tab, you drag and drop an appointment whose position in a route execution you want to change.

- Assign an appointment to a different route execution: If the appointment is going to be performed on another date or another route, you can move it to route execution of a different route or a route execution of a different date. For details, see *To Reassign an Appointment to Another Route Execution*.

In route executions that are not yet closed (that is, route executions that have the *Open*, *In Process*, or *Completed* status), you can make changes as follows.:

- Change the date (it should correspond to the schedule for the route associated with this route execution) and start time in the **Date** and **Start Time** boxes.
- Add or reassign drivers and vehicles. For details, see *To Assign Drivers to Execute Routes* and *To Assign Vehicles to Execute Routes*.

Ways to View Route Executions

Acumatica ERP provides you with multiple ways to view route executions that have been entered into the system. You can view all route executions, the route executions for a particular date, or the

route executions assigned to a particular driver (or to multiple drivers). Also, you can forecast the appointments that need to be generated according to schedules of route service contracts that have been entered into the system.

In this topic, you will read about the ways you can view route executions.

Viewing All Route Executions

If you want to find a particular route execution in the system, you use the *Route Inquiry* (FS404100) form. On this form, you can see all route executions or route executions with a particular status, for a particular route, or for a particular time period.

Viewing Route Executions by Date on a Map

To see the route executions of a particular day on a Bing map, you use the *Routes on Map* (FS300900) form. For each route execution of the day, you can see the route statistics and appointment information. You can also change the order of appointments in a route execution on this form.

Viewing Route Executions by Driver

You can view the entered route executions for drivers of your company and the details of the route executions on the following forms:

- If you want to see the route executions associated with a particular driver for a selected period of time, you use the *Route Document Worksheets* (FS403900) form.

  : On this form, you see the general route execution information, such as route execution number, status, route with which the execution is associated, date and time information, other drivers, and vehicles associated with the executed route. The closed route executions are not displayed on this form.

- If you want to see the route executions associated with drivers for a particular day on a Bing map, you use the *Staff Routes on Map* (FS301000) form. You can see the route execution number and address information on this form.

Forecasting Route Appointments

Before you generate appointments for the schedules created in the system, you can view the list of the appointments that will be generated. You use the *Route Appointment Forecasting* (FS404070) form. On this form, you can specify the criteria (such as route, service, customer, and date period) for which the data will be displayed in the table.

To Create a Route Service Class

A route service class is an item class that defines default settings for services that are performed during route executions. You create a route service class for routes on the *Item Classes* (IN201000) form. You open this form as described in the following procedure, or navigate directly to this form.

For details on general service classes, see *Service Classes* in the Field Services Guide.

Before You Proceed

Before you start creating service classes, make sure that the necessary units of measure for route services have been created on the *Units of Measure* (CS203100) form. If you want to specify different values for the unit conversions, make sure that the *Multiple Units of Measure* feature is enabled on the *Enable/Disable Features* (CS100000) form.

To Create a Route Service Class

1. Open the *Item Classes* (IN201000) form by searching for or navigating to it.

   : You can search for a form by its name or its form ID (without periods). For more information about search capabilities, see *Search in the Modern UI*.

2. Click **New Record** on the form toolbar.
3. In the **Enter Keys** dialog box, which opens, in the **Value** column, type the identifier to be used for this route service class, and click **Finish**. The *Item Classes* (IN201000) form opens.
4. Optional: In the **Description** box, enter a brief description of the route service class.
5. On the **General Settings** tab, in the **General Settings** section, perform the following instructions:
   - Make sure the **Stock Item** check box is cleared.

     This defines the item class as being for non-stock items.
   - Make sure that *Service* is selected in the **Item Type** box.

     Services (specifically route services) are the type of non-stock items this item class will contain.
   - Optional: In the **Tax Category** box, select the tax category to be assigned by default to new services of this class.
   - Optional: In the **Posting Class** box, select the posting class to be assigned by default to new services of this class.
   - Optional: In the **Lot/Serial Class** box, select the lot/serial class you want to be used for services of this class.
   - Optional: In the **Price Class** box, select the price class to be assigned to new items of this service class.
   - Optional: In the **Default Warehouse** box, select the warehouse that is used for receiving and issuing the items of this service class (that is, inventory items that are involved in route services). The selected warehouse will be assigned to new items (services) of this service class by default.
6. In the **Unit of Measure** section, do the following:
   - In the **Base Unit** box, select the unit of measure to be used as the default base unit for services of the service class.
   - In the **Sales Unit** box, select the unit of measure to be used as the default sales unit for services of the service class.
   - In the **Purchase Unit** box, select the unit of measure to be used as the default purchase unit for services of the service class.
7. On the **Service Management** tab, in the **Default Billing Rule** box, do one of the following to select the default billing option for the services of this class:
   - If you want to bill the services based on the time spent on the service, select *Time*.
   - If you want to bill the services at a fixed rate, regardless of the time spent on the service, select *Flat Rate*.
   - If you do not want to bill the services, select *None*.
8. In the **Route Management** area, select the **Route Service Class** check box.
9. Click **Save**.

Notes About the Procedure

The notes in this section describe the nuances of the UI elements available on the form, such as when an element is required and when it is not, and when the system fills in settings by default. This section can include other notes.

Notes about the **General Settings** tab:

- The **Lot/Serial Class** box, is available only if the *Lot and Serial Tracking* feature is enabled on the *Enable/Disable Features* (CS100000) form.
- The **Default Warehouse** box is available only if the *Multiple Warehouses* feature is enabled on the *Enable/Disable Features* form.

If the *Multiple Units of Measure* feature is disabled on the *Enable/Disable Features* form, if a unit of measure is selected for any of these three boxes, it will be automatically selected for the rest of the boxes.

To Create a Route Service

Route services are services that performed during a route, which could include just the pickup and delivery services and could include more extensive services. You create a service on the *Non-Stock Items* (IN202000) form.

Before You Proceed

Before you start creating route services, make sure that the necessary route service classes have been created on the *Item Classes* (IN201000) form, as described in *To Create a Route Service Class*.

To Create a Route Service

1. On the **Service** tab, click **Service Management**. In the left pane, select the **Work Area** tab, and then navigate to **Manage** > **Services**.
2. Click **Add New Record** on the form toolbar.
3. In the **Enter Keys** dialog box, which opens, in the **Value** column, type the identifier to be used for the route service, and click **Finish**. The *Non-Stock Items* (IN202000) opens.
4. Optional: In the **Description** box, enter a brief description of the service.
5. On the **General Settings** tab, perform the following instructions:
   a. In the **Item Class** box of the **Item Defaults** section, select the route service class (an item class that has been defined for non-stock items that are route services) the service belongs to.

      : After you select the route service class, the default billing rule on the **Service Management** tab and the units of measure on the **General Settings** tab are filled in automatically with the service class settings. If the posting class, tax category, and price class have been specified for the selected service class, they are also automatically assigned to the service.

      : The **Route Service** check box is automatically selected on the **Service Management** tab indicating that this service is a route service.

   b. Check the **Posting Class** box, and change the value if necessary.

      : The **GL Accounts** tab is filled in automatically based on the settings of the selected posting class. These settings can be overridden.

   c. Check the **Tax Category** box; change the value if necessary.

   d. Optional: Check the **Default Warehouse** box, and change the value if necessary.

   e. Check the **Units of Measure** section, and change the values if necessary.

6. Optional: On the **Price/Cost Information** tab, do the following:
   - Check the **Price Class** box, and change the value if necessary.
   - In the **Default Price** box, specify the default price for the base unit if necessary.
7. On the **Service Management** tab, do the following:
   - In the **Estimated Duration** box, specify the estimated time needed to perform the service.
   - Check the **Default Billing Rule** box, and change the value if necessary.
   - Optional: To display a pop-up note when the service is selected, select the **Pop Up Service's Note When Selecting the Service** check box.
8. Optional: On the **Service Skills** tab, specify any driving skills needed to perform a service, as described in *To Create Driving Skills*.
9. Optional: If any stock items will be picked up or delivered during this route service, on the **Pickup/Delivery Item** tab, add the stock items as follows:
   a. In the **Pickup/Delivery Items** box, do one of the following:
      - If the stock item or items will be picked up, select *Items Will Be Picked Up*.
      - If the stock item or items will be delivered, select *Items Will Be Delivered*.

   b. For each stock item you want to add to the list, click **Add Row**, and select the identifier of the stock item in the **Pickup/Delivery Item ID** column.
10. Click **Save**.

: After you have created the route service, the system displays this service on the *Services* (FS400800) form with the check box selected in the **Route Service** column.

To Create a Route

You use the *Routes* (FS203700) form to create a route that staff members (drivers) of your company are going to execute. When you create route executions in the system based on this route, they will inherit the basic settings of the route.

To Create a Route

1. Open the *Routes* (FS203700) form by searching for or navigating to it.
2. On the form toolbar, click **Add New Record**.
3. In the **Route ID** box of the Summary area, type the identifier to be used for the route.
4. In the **Description** box, type a brief description of the route.
5. In the **Start Location** section, do the following:
   a. In the **Branch** box, select the branch that is related to the starting location of the route.

   b. In the **Branch Location** box, select the branch location that is related to the starting location of the route.
6. In the **End Location** section, do the following:

a. In the **Branch** box, select the branch that is related to the ending location of the route.

b. In the **Branch Location** box, select the branch location that is related to the ending location of the route.

7. On the **Execution Days** tab, specify the days when this route can be executed:

a. In the **Day of Week** column, select the check boxes next to the days of week when the route can be executed.

b. For each selected day of the week, in the **Start Time** column, select the earliest time when staff members can start executing this route.

c. For each selected day of the week, in the **Nbr. Trip(s) per Day** column, specify the maximum number of times the route is executed during the day.

8. To be able to select drivers to execute a route, on the **Route Employees** tab, for each driver that can execute this route, do the following:

a. In the **Employee ID** column, select the driver.

b. In the **Priority Preference** box, select the priority of this driver to execute the route. The lower the digit, the higher the priority of the driver.

9. Optional: On the **Attributes** tab, for each attribute you want to add, perform the following steps:

a. On the table toolbar, click **Add Row**.

b. In the **Attribute ID** column, select an attribute that defines a characteristic related to executions of this route.

c. Optional: In the **Sort Order** column, specify the order of the attribute for sorting in reports.

d. If users must specify a value for the attribute for all executions of this route, select the **Required** check box.

e. Optional: In the **Default Value** column, select the value.

10. Click **Save** on the form toolbar.

To Create a Route Execution Manually

You use the *Route Document Details* (FS304000) form to enter details of a specific route execution.

Before You Proceed

Before you start creating a route execution document, make sure that the following have been created in the system:

- The necessary route on the *Routes* (FS203700) form. For details, see *To Create a Route* .
- The necessary service order type of the *Route* behavior on the *Service Order Types* (FS202300) form.
- The necessary route services on the *Services* (FS400800) form. For details, see *To Create a Route Service*.

To Create a Route Execution

1. Open the *Routes* (FS203700) form by searching for or navigating to it.
2. On the form toolbar, click **Add New Record**.

3. In the **Route** box, select the route for which you want to create the document.
4. Optional: If multiple trips are performed for the route on the specified date, in the **Trip Nbr.** box, specify the number of the trip.
5. In the **Date** box, select the date when the route execution will be performed.
6. In the **Start Time** box, select the time when the route execution is going to be started.
7. In the Summary area, click the **Driver Selector** button.
8. In the **Driver Selector** dialog box, which opens, select the driver from the list of available drivers assigned to the route related to this route execution.
9. In the Summary area, click the **Vehicle Selector** button.
10. In the **Vehicle Selector** dialog box, which opens, select the vehicle from the list of available vehicles.
11. If attributes are listed on the **Attributes** tab, enter or change (if necessary) the values in the **Value** column.

    : If the **Required** check box is selected for an attribute, you must enter a value. Other attributes are optional.

12. Click **Save** on the form toolbar.
13. On the table toolbar of the **Appointments** tab, add appointments as described in Steps 3 through 5 of *To Add an Appointment to a Route Execution*.

Notes About the Procedure

The notes in this section describe the nuances of the UI elements available on the form, such as when an element is required and when it is not, and when the system fills in settings by default. This section can include other notes.

You also can select a driver by clicking the magnifier icon in the **Driver** box and selecting the driver in the **Driver** lookup table. You can select a vehicle by clicking the magnifier icon in the **Vehicle** box and selecting the driver in the **Vehicle** lookup table.

To Add an Appointment to a Route Execution

You use the *Route Document Details* (FS304000) form to add a new appointment to a route execution.

To Add an Appointment to a Route Execution

1. Open the *Route Document Details* (FS304000) form by searching for or navigating to it.
2. In the **Route Nbr.** box, select the route execution to which you want to add the appointment.
3. On the table toolbar of the **Appointments** tab, click **Create New Appointment**.
4. In the **Select the Service Order Type for the New Appointment** dialog box, select a service order type with the *Route* behavior and click **Proceed**.

    : The default service order type is selected in the **Service Order Type** box if it has been specified in the **Default Service Order Type** box on the **Routes** tab of the *Service Management Preferences* (FS100100) form.

5. On the *Appointments* (FS300200) form, which opens, add the details of the appointment, and click **Save & Close** on the form toolbar to save the appointment details and close this form.

To Reassign an Appointment to Another Route Execution

You use the *Route Document Details* (FS304000) form to reassign an appointment to another route execution.

To Reassign an Appointment to Another Route Execution

1. Open the *Route Document Details* (FS304000) form by searching for or navigating to it.

   : You can search for a form by its name or its form ID (without periods). For more information about search capabilities, see *Search in the Modern UI*.

2. In the **Route Nbr.** box, select the route execution to which the appointment is currently assigned.
3. On the **Appointments** tab, click the appointment that you want to reassign.
4. On the table toolbar, click **Reassign**
5. In the **Route Appointment Assignment** dialog box, do the following:
   a. In the **Route Date** box of the **Filter Options** section, specify the date for which you want to view route executions to which the appointment can be reassigned.
   b. Optional: In the **Route** box, select the route for which you want to view route executions.
   c. In the **Available Routes** table, click the line with the route execution to which you want to reassign the selected appointment.
   d. Click **Reassign to Current Route**.

To Change an Order of Appointments in a Route Execution

You can use the following forms to change the order of appointments in a route execution of the *Open* or *In Process* status:

- The *Route Document Details* (FS304000) form: You change the order in the route execution document on the **Appointments** tab on which you can see details of each appointment.
- The *Routes on Map* (FS300900) form: You change the order on the **Routes** tab, and the system rebuilds the route on the map.

To Change an Order of Appointments on the Route Document Details Form

1. Open the *Route Document Details* (FS304000) form by searching for or navigating to it.
2. In the **Route Nbr.** box, select the route execution for which you want to change the order.
3. On the **Appointments** tab, for each appointment whose position in the route execution you want to change do the following:
   a. Click the appointment.
   b. If you want to move the appointment up, click **Move Up**.
   c. If you want to move the appointment down, click **Move Down**.
4. On the form toolbar, click **Save**.

To Change an Order of Appointments on the Routes on Map Form

1. Navigate to the *Routes on Map* (FS300900) form by searching for or navigating to it.

2. In the **Date** box, select the date of the route execution.
3. In the Route table, click the arrow button at the left of the route execution for which you want to change the order.
4. Drag the appointment you want to move and drop it at the position where you want it to be.
5. Perform Step 4 for each appointment you want to move.

To Delete an Appointment from a Route Execution

You use the *Route Document Details* (FS304000) form to delete an appointment from a route execution of the *Open* or *In Process* status.

To Delete an Appointment from a Route Execution

1. Open the *Route Document Details* (FS304000) form by searching for or navigating to it.
2. In the **Route Nbr.** box, select the route execution to which the appointment is currently assigned.
3. On the **Appointments** tab, click the appointment that you want to delete.
4. On the table toolbar, click **Delete Appointment**.
5. In the **Confirm Unassign Appointment** dialog box, click **Yes**.

: If you delete an appointment from the route execution, it will be automatically deleted from all records in the system.

To Start a Route Execution

You use the *Route Document Details* (FS304000) form to indicate to the system that you have started a particular route execution.

To Start a Route

1. Open the *Route Document Details* (FS304000) form by searching for or navigating to it.
2. In the **Route Nbr.** box, select the route which you want to start.
3. On the form toolbar, click **Actions** > **Start Route**.

   The route execution is assigned the *In Process* status.
4. In the **Actual Start Time** box of the **Actual Time** section, make sure the time when the route execution was started is correct.

To Complete Route Executions

You use the *Complete Routes* (FS500700) form to complete multiple route executions or a particular route execution. You can also complete a particular route execution on the *Route Document Details* (FS304000) form. When you complete a route execution, the status changes to *Completed*.

To Complete Multiple Route Executions

1. Open the *Complete Routes* (FS500700) form by searching for or navigating to it.

: You can search for a form by its name or its form ID (without periods). For more information about search capabilities, see *Search in the Modern UI*.

2. Optional: In the **Date** box, select the date for which you want to view the list of the route executions.

   : If you leave this box blank, all open or route executions that are in progress will be displayed in the list.

3. Do one of the following steps, each of which changes the status of the applicable route executions to *Completed*:

   - Select the unlabeled check boxes in the rows of the route executions that you want to complete, and click **Process** on the form toolbar.
   - Click **Process All** on the form toolbar to complete all the listed route executions.

To Complete a Particular Route Execution

1. Open the *Route Document Details* (FS304000) form by searching for or navigating to it.
2. In the **Route Nbr.** box, select the route execution that you want to complete.
3. On the form toolbar, click **Actions** > **Complete Route**.

   The route execution is assigned the *Completed* status.

To Close Route Executions

You use the *Close Routes* (FS500800) form to close multiple route executions or a particular route execution. You can also close a particular route execution on the *Route Closing* (FS304010) form. When you close a route execution, the status changes to *Closed*.

To Close Multiple Route Executions

1. On the **Service** tab, click **Route Management**. In the left pane, click the **Processes** tab, and then navigate to **Process** > **Close Routes**.
2. Optional: In the **Date** box, select the date for which you want to view the list of the route executions.

   : If you leave this box blank, all route executions that have not been closed will be displayed in the list.

3. Do one of the following steps, each of which changes the status of the applicable route executions to *Closed*:

   - Select the unlabeled check boxes in the rows of the route executions that you want to close, and click **Process** on the form toolbar.
   - Click **Process All** on the form toolbar to close all the listed route executions.

To Close a Particular Route Execution by Using the Route Closing Form

1. On the **Service** tab, click **Route Management**. In the left pane, click the **Work Area** tab, and then navigate to **Enter** > **Route Closing**.
2. In the **Route Nbr.** box, select the route execution that you want to close.
3. On the form toolbar, click **Actions** > **Close Route**.
4. In the **Confirm Route Closing** dialog box, click **Yes**.

The route execution is assigned the *Closed* status.

To Reopen a Route Execution

You can reopen a particular route execution of the *In Process*, *Completed*, or *Canceled* status on the *Route Document Details* (FS304000) form. When you reopen a route execution, the status changes to *Open*.

To Reopen a Route

1. Open the *Route Document Details* (FS304000) form by searching for or navigating to it.
2. In the **Route Nbr.** box, select the route execution that you want to reopen.
3. On the form toolbar, click **Actions** > **Reopen Route**.

   The route execution gets the *Open* status.

To Cancel a Route Execution

You can cancel a particular route execution with the *Open* or *In Process* status on the *Route Document Details* (FS304000) form. When you cancel a route execution, the status changes to *Canceled*.

To Cancel a Route Execution

1. Open the *Route Document Details* (FS304000) form by searching for or navigating to it.
2. In the **Route Nbr.** box, select the route execution that you want to cancel.
3. On the form toolbar, click **Actions** > **Cancel Route**.

   The route execution gets the *Canceled* status.

To Unclose a Route Execution

You can unclose a particular route execution on the *Route Document Details* (FS304000) or *Route Closing* (FS304010) form. Unclosing a route execution causes its status to change to *Completed*.

To Unclose a Route Execution on the Route Document Details Form

1. Open the *Route Document Details* (FS304000) form by searching for or navigating to it.

   : You can search for a form by its name or its form ID (without periods). For more information about search capabilities, see *Search in the Modern UI*.
2. In the **Route Nbr.** box, select the identifier of the route execution that you want to unclose.
3. On the form toolbar, click **Actions** > **Unclose Route**.
4. In the **Confirm Route Unclosing** dialog box, click **Yes**.

   The route execution gets the *Completed* status.

To Unclose a Route Execution on the Route Closing Form

1. On the **Service** tab, click **Route Management**. In the left pane, click the **Work Area** tab, and then navigate to **Enter** > **Route Closing**.
2. In the **Route Nbr.** box, select the route execution that you want to unclose.

3. On the form toolbar, click **Actions** > **Unclose Route**.
4. In the **Confirm Route Unclosing** dialog box, click **Yes**.

   The route execution is assigned the *Completed* status.

Processing Route Service Contracts

In the Route Management module, you can process and track contracts on recurring services that require a route to be performed. A route service contract represents a document that contains information on the predefined services that are going to be performed at the predefined frequency, according to the agreement between the customer and the company.

In Acumatica ERP you can select whether the billing for a service contract is performed after the appointments were attended based on what was done during the appointment (that is, *as performed* billing) or the billing is performed based on what is covered by the contract at the end of the billing period (that is, *standardized billing*).

This chapter describes the general workflow of two types of service contracts, creation, activation, cancellation, and suspension of the contracts in the system, their schedules, service order or appointment generation from contracts, and generation of invoices for standardized billing contracts in Acumatica ERP.

In This Chapter

Workflow of As Performed Billing Route Service Contracts

In Acumatica ERP, you can control the steps required to process your company's *as performed billing* route service contracts—that is, route service contracts that are billed after the appointments took place based on what was done during the appointment. For these contracts the *As Performed Billings* option is selected in the **Billing Type** box on the **Summary** tab of the *Route Service Contracts* (FS300800) form.

In this topic, you will read about the general workflow of processing as performed billing route service contracts and about tracking the history of actions performed for the contract.

Processing Workflow

In general, when processing a route service contract, your employees perform the following steps:

1. Entering the as performed billing route service contract: The scheduler or service manager enters the route service contract into the system. For details, see *Route Service Contract Entry*.

2. Creating schedules: The scheduler creates the schedule (or schedules) for route service delivery for the contract. For details, see *Route Service Contract Schedules*.
3. Checking and editing (if necessary) the order in which appointments for a contract will be generated in the route execution: This step is described in *Route Sequence Definition*.
4. Activating the as performed billing service contract: The scheduler activates the route service contract in the system so that he or she can generate appointments for the contract schedules. For details, see *Activation of a Route Service Contract*.
5. (Optional) Suspending the contract: If it is necessary to hold the contract for a while, the scheduler can suspend the contract. For details, see *Suspension of a Route Service Contract*.
6. (Optional) Canceling the contact: If the scheduler has activated the contract but the services for the contract are not going to be provided for some reason, the scheduler can cancel the contract. This step can be performed after your company started to provide services according to the contract. For details, see *Cancellation of a Route Service Contracts*.
7. Generating the appointments: The scheduler generates appointments in the Service Management module. For details, see *Generation of Appointments for Route Executions*.

   After the service orders have been generated, they are processed in the Service Management module, as described in *Service Order Processing Workflow*.
8. Generating and processing invoices for the service orders or appointments: An accountant approves service orders or appointments for generation invoices. He or she then generates invoices for the service orders and appointments and processes them in the system. For details on how to bill the customer for provided services, see *Generation of Billing Documents from Service Orders*.

Route Service Contract History

For each particular route service contract, you can view a history of actions performed on the contract or its schedules on the **Contract History** tab of the *Route Service Contracts* (FS300800) form.

For the service contract, you can view the date when the action was invoked and the date when the action is applied to the contract. The history of the following contract actions you can view: *Create*, *Activate*, *Suspend*, *Cancel*, and *Expire*.

For the schedules of the service contract, you can view the date when the action was invoked, the recurrence description and whether the recurrence has been modified (if the contract has been suspended and activated again). The history of the following schedule actions you can view: *Create*, *Inactivate*, and *Delete*.

Workflow of Standardized Billing Route Service Contracts

In Acumatica ERP, you can control the steps required to process your company's service contracts with the *standardized billing*—that is, service contracts that are billed at the end of the billing period for the items that have been specified in the contract as well as for overage items. For this contracts the *Standardized Plus Usage/Overage Billings* option is selected in the **Billing Type** box on the **Summary** tab of the *Route Service Contracts* (FS300800) form.

In this topic, you will read about the general workflow of processing route service contracts with the standardized billing and about tracking the history of actions performed for the contract.

Processing Workflow

In general, the processing of a service contract with the standardized billing consists of the following steps:

1. Entering the as performed billing route service contract: The scheduler or service manager enters the route service contract into the system. For details, see *Route Service Contract Entry*.
2. (Optional) Creating schedules: The scheduler creates the schedule (or schedules) for route service delivery for the contract. For details, see *Route Service Contract Schedules*.
3. (Optional) Checking and editing (if necessary) the order in which appointments for a contract will be generated in the route execution: If schedules are created for the contract, you check and modify the sequence in which customers will be visited. This step is described in *Route Sequence Definition*.
4. (Optional) Prepaying the contract: The customer can enter a prepayment for the route service contract.
5. Activating the as performed billing service contract: The scheduler activates the route service contract in the system so that he or she can generate appointments for the contract schedules. For details, see *Activation of a Route Service Contract*.
6. (Optional) Suspending the contract: If it is necessary to hold the contract for a while, the scheduler can suspend the contract. For details, see *Suspension of a Route Service Contract*.
7. (Optional) Canceling the contact: If the scheduler has activated the contract but the services for the contract are not going to be provided for some reason, the scheduler can cancel the contract. This step can be performed after your company started to provide services according to the contract. For details, see *Cancellation of a Route Service Contracts*.
8. Generating the appointments: The scheduler generates appointments in the Service Management module. For details, see *Generation of Appointments for Route Executions*.

   After the service orders have been generated, they are processed in the Service Management module, as described in *Service Order Processing Workflow*.
9. Generating and processing invoices for the standardized billing contract: An accountant approves service orders or appointments for generation invoices. He or she then generates invoices for the service orders and appointments and processes them in the system. For details on how to bill the customer for provided services, see *Generation of Billing Documents from Service Orders*.
10. (Optional) Modify the next billing period: If the changes are necessary, the scheduler modifies the service and non-stock item details for the next billing period.
11. (Optional) Activate the next billing period: If the **Activate Upcoming Period on Invoice Generation** check box is not selected on the *Equipment Management Preferences* (FS100300) form, the schedulers activates the next billing period for the contract. For details, see *To Activate the Next Period for Contracts with Standardized Billing*.

Route Service Contract History

For each particular route service contract, you can view a history of actions performed on the contract or its schedules on the **Contract History** tab of the *Route Service Contracts* (FS300800) form.

For the service contract, you can view the date when the action was invoked and the date when the action is applied to the contract. The history of the following contract actions you can view: *Create*, *Activate*, *Suspend*, *Cancel*, and *Expire*.

For the schedules of the service contract, you can view the date when the action was invoked, the recurrence description and whether the recurrence has been modified (if the contract has been suspended and activated again). The history of the following schedule actions you can view: *Create*, *Inactivate*, and *Delete*.

Route Service Contract Entry

In Acumatica ERP, you enter route service contracts on services that customers of your company order on the *Route Service Contracts* (FS300800) form. When you enter the contract you specify its general information such as date and customer information, specify the billing type, and assign schedules. Depending on the billing type, you provide different information on the service contract. You save the service contract with the *Draft* status; you can further modify the contract details or activate it.

In this topic, you will read about information to be specified when you create a as performed billing and standardized billing contracts.

General Information to Be Specified in a Service Contract

You start your work with the service contract by the entering the contract on the *Route Service Contracts* (FS300800) form. On this form, you specify the following information:

- The customer and its location: You specify the customer and the customer location (if required) in the **Customer** and the **Location** box on the Summary area of the form.
- Your company's branch and its location: You specify the branch and the branch location in the **Branch** and the **Branch Location** box.
- The date information of the service contract: You specify the start date and end date (if applies) in the **Contract Settings** section on the **Summary** tab of the form.
- The type of the billing to be used for the service contract: You select whether the billing for a service contract is performed after the appointments were attended based on what was done during the appointment (that is, as performed billing) or the billing is performed based on what is covered by the contract at the end of the billing period (that is, standardized billing) in the **Billing Type** box of the **Billing Settings** section.
- The account to which invoices will be sent: By default, the invoices are sent to the customer account related to the service order but you can change the account in the **As Performed Settings** section.
- The master contract (optional): You specify the master contract to which this service contract is related in the **Master Contract** box in the Summary area of the form.
- The vendor (optional): If a vendor rather than a staff member delivers services, you specify the vendor in the **Vendor** box in the **Contract Settings** section on the **Summary** tab of the form.
- The commission information (optional): If a salesperson is involved, you specify the commission information in the **Contract Settings** section on the **Summary** tab of the form.
- The attributes (optional): If additional properties (defined in the system as attributes) should be specified related to the service contract, you can specify or modify the values for the attributes on the **Attributes** tab. You have to specify values for the attributes for which the **Required** check box is selected. On this tab, the system inserts the attributes defined for service contracts on the *Attributes* (PM202000) form.

Information to Be Specified in the as Performed Contract

For post-paid contracts (that is, the contracts that have the *As Performed Billings* billing type), you create at least one schedule of the services that need to be performed, and you can then generate service orders or appointments for the customer according to the schedule. For details, see *Route Service Contract Schedules* and *Generation of Appointments for Route Executions*.

When the schedules are created for the contract, if prices should be taken from the contract (that is, *Contract* is selected in the **Take Prices From** box of the **As Performed Settings** section), you have to specify them on the **Service Prices** and **Inventory Item Prices** tabs (if stock items will be sold during the appointments) on the *Route Service Contracts* (FS300800) form.

For instructions on how to create a route service contract with as performed billing, see *To Create an As Performed Billing Route Service Contract*.

Information to Be Specified in the Standardized Billing Contract

For standardized billing contracts (that is, the contracts that have the *Standardized Plus Usage/Overage Billings* billing type), you have to define the period of billing in the **Period** box in the **Standardized Billing Settings** section on the **Summary** tab of the *Route Service Contracts* (FS300800) form. You can select one of the following options: *Week*, *Month*, *Quarter*, *Half a Year*, and *Year*.

On the **Services per Period** tab, you add services and non-stock items that are covered during the billing period. For each item, you specify the amount in the **Amount** column and the price that is paid for the specified amount of items in the **Recurring Item Price** column. You also specify the price for the case when the specified amount has been exceeded during the period in the **Overage Item Price** column.

If necessary, you can change the billing rule for each item in the **Billing Rule** column of the **Services per Period** tab and specify the related target equipment in the **Target Equipment ID** column.

For instructions on how to create a route service contract with standardized billing, see *To Create a Route Service Contract with Standardized Billing*.

Activation of a Route Service Contract

In Acumatica ERP, you have to activate a route service contract in the system to be able to generate appointments and invoices for the contract. You can activate a draft of a contract for the first time or activate previously suspended contract. For the activated contracts, you cannot change the billing type and date information of route service contracts.

In this topic, you will read about activation of the draft contracts and suspended contracts.

Activating a Route Service Contract with the Draft Status

When you create a contract in the system, the contract is automatically assigned the *Draft* status. When you complete entering the necessary information to the contract, you should activate the contract to be able to generate appointments or invoices for this contract.

You activate the contract on the *Route Service Contracts* (FS300800) form and invoke the **Activate Contract** action. The system changes the status of the service contract to *Active*. For the activated contracts, you cannot change the billing type and date information of service contracts.

For detailed instructions on how to activate contracts, see *To Activate a Route Service Contract with the Draft Status*.

Activating a Service Contract with the Suspended Status

Contracts with the *Suspended* status can be activated again from a particular date. To activate the suspended service contract, you open the necessary contract on the *Route Service Contracts* (FS300800) form and click **Actions** > **Activate Contract**. The system opens the **Activation Contract** dialog box where you specify the date since which the contract has to be activated.

If the activation date is different from the current date, when you click **OK** in the dialog box, the system displays that the service contract will be active (in the **Upcoming Status** box) and that the current status is effective until the activation date (in the **Effective Until Date** box).

If schedules have been generated for the service contract, you can view them in the table of the **Activation Contract** dialog box. You can change the date of the service orders or appointments to be generated when the contract is active. For example, suppose that a contract starting January 1 has a schedule with occurrence every 6 months on the 1st day of the month. You suspended it on January 31 and then reactivated on March 3. The system calculates the date when the service orders

or appointments can be generated as June 1. But you need the service orders or appointments to be generated on January 1 of the next year. You than change the recurrence start date to any date in the period between June 1 and January 1.

To change the start date of the recurrence, for each schedule, you select the check box in the **Change Recurrence** column. You then specify the date since which the service orders or appointments will be generated according to the schedule for the active contract in the **Effective Recurrence Start Date** column. The system recalculates the **Next Execution** date.

For detailed instructions on how to activate contracts, see *To Activate a Route Service Contract with the Suspended Status*.

Suspension of a Route Service Contract

In Acumatica ERP, if for some reason you need to hold an active route service contract, you can suspend it. When you suspend the contract, the system deletes the documents that were generated for the dates that are the same as or later than the suspension date. You cannot generate appointments or invoices from contracts with the *Suspended* status. The suspended contract can be then activated again or canceled at all. For details, see *Activation of a Route Service Contract* and *Cancellation of a Route Service Contracts*.

In this topic, you will read about how to suspend the route service contract in the system.

Suspending a Route Service Contract

To suspend the contract, you open the necessary contract on the *Route Service Contracts* (FS300800) form and click **Actions** > **Suspend Contract**. The system opens the **Suspend Contract** dialog box where you specify the date since which the contract has to be suspended.

If this date is different from the current date, when you click **OK** in the dialog box, the system displays that the service contract will be suspended (in the **Upcoming Status** box) and that the current status is effective until the suspension date (in the **Effective Until Date** box). If the suspension date is the same as the current date, when you click **OK** in the dialog box, the system assigns the *Suspended* status to the service contract.

For detailed instructions, see *To Suspend a Service Contract*.

Cancellation of a Route Service Contracts

In Acumatica ERP, if for some reason the services are not going to be provided for the customer, you can cancel a route service contract with the *Active* or *Suspended* status. When you cancel the route service contract, the system deletes the documents that were generated for the dates that are equal to or greater than the cancellation date. A contract with the *Canceled* status is read-only.

In this topic, you will read about how to cancel the service contract in the system.

Canceling a Route Service Contract

To cancel a service contract, you open the necessary contract on the *Route Service Contracts* (FS300800) form and click **Actions** > **Cancel Contract**. The system opens the **Terminate Contract** dialog box where you specify the date since which the contract has to be canceled.

If this date is different from the current date, when you click **OK** in the dialog box, the system displays that the service contract will be canceled (in the **Upcoming Status** box) and that the current status is effective until the cancellation date (in the **Effective Until Date** box). If the cancellation date is the same as the current date, when you click **OK** in the dialog box, the system assigns the *Canceled* status to the service contract.

For detailed instructions, see *To Cancel a Route Service Contract*.

Route Service Contract Schedules

With the Route Management module of Acumatica ERP, you can manage the schedules of the route service contracts. A route service contract schedule defines the route service (or services), inventory items, and other settings that the generated appointments of route executions will have, as well as the recurrence of the generation.

In this topic, you will read about creating a schedule and specifying its settings.

Creating a Route Service Contract Schedule

You create a new service contract schedule by using the *Route Service Contract Schedules* (FS305600) form, which opens when you click **Add Schedule** on the table toolbar on the **Schedules** tab of the *Route Service Contracts* (FS300800) form. (You can also open this form to view or edit an existing schedule by clicking a link in the **Schedule Ref. Nbr.** column on this tab.)

In the **Service Order Type** box of the *Route Service Contract Schedules* form, you select a service order type that has the *Route* behavior assigned on the *Service Order Types* (FS202300) form. This type will be used for the service orders that will be generated according to the schedule. You then specify the other settings of the schedule as follows:

- The services that are delivered, which you add on the **Services** tab
- Any stock items involved in the route services, which you add on the **Inventory Items** tab
- The schedule recurrence settings, which are specified on the **Recurrence** tab
- The route related to the contract, which is selected on the **Routes** tab
- Optionally, the values of the attributes related to the service orders or appointments generated from the schedule, on the **Attributes** tab

For details on how to add a schedule, see *To Add a Route Schedule*.

For a route service contract, you can create one schedule or multiple schedules. The system generates the reference numbers for schedules based on the reference number of the related route service contract and the sequence number of the schedule created for this route service contract (*1* for the first schedule, *2* for the second, and so on). For example, if the route service contract has the reference number *000001* in the system and you create the first schedule for this route service contract, the reference number of the schedule will be *000001-1*. You can view the list of schedules that have been created for a particular route service contract on the **Schedules** tab of the *Route Service Contract Schedules* form.

Defining Schedule Settings

On the *Route Service Contract Schedules* (FS305600) form, for each schedule, you have to specify the recurrence frequency type and the schedule settings. Frequency type defines how often the schedule appointments can be generated for the schedule.

: The route can be executed only on the days specified in the route related to the contract. For details, see *Entry of Routes*.

On the **Recurrence** tab, you can select one of the following option buttons:

- **Daily**: The schedule applies daily or every *x* days.
- **Weekly**: The schedule applies weekly or every *x* weeks.
- **Monthly**: The schedule applies monthly or every *x* months.
- **Yearly**: The schedule applies yearly or every *x* years.

After you select the frequency type, you have to specify settings for the selected type as follows:

- If you selected the **Daily** frequency type, you have to specify the time interval in days when the schedule applies. For example, if you specify every 1 day, the schedule applies every day, and if you specify every 2 days,the schedule applies every other day.
- If you selected the **Weekly** frequency type, you have to specify the time interval in weeks and the day or days of the week when the schedule applies. For example, if you specify every 2 weeks and select Monday, the schedule applies Monday of every other week.
- If you selected the **Monthly** frequency type, you have to specify the time interval in months and the day or days of the month when the schedule applies. There are two options for specifying the day: by the number of the day of the month, or by the week of the month and the day of the week. For example, you can specify that the schedule repeats every 2 months on the 2nd day of the month, or on the 2nd Monday of the month. You can specify up to four days for the **Monthly** frequency type by selecting and appropriate check box and specifying days in the **Second Recurrence Monthly Settings**, **Third Recurrence Monthly Settings**, and **Fourth Recurrence Monthly Settings** sections.
- If you selected the **Yearly** frequency type, you have to specify the time interval in years, the month or months of the year, and the day of the month when the schedule applies. There are two options for specifying the day of the month: by the number of the day of the month (for example, every 2 years on the 2nd day of February and March), or by the week of the month and the day of the week (for example, every year on the 2nd Monday of February and March).

If the **Enable Seasons in Schedule Contracts** check box is selected on the *Service Management Preferences* (FS100100) form, you can also specify the months when the schedule is applicable for the **Daily**, **Weekly**, and **Monthly** frequency types in the **Season Settings** section of the *Route Service Contract Schedules* form.

Route Sequence Definition

The appointments for different contracts with the same route are generated automatically in one route execution for a specific date. Thus, you may need to define the order of appointments for each route execution.

In this topic, you will read about how to define a route sequence in the system and how to reset the route order numbers of a sequence.

Route Sequence Definition

When you create a schedule on the *Route Service Contract Schedules* (FS305600) form, the system assigns the order number to the schedule in the **Order** box of the **Routes** tab. You can change the order number as follows:

- You can change the number that defines the order of appointments of a particular route service contract in the **Order** box on the **Routes** tab of the *Route Service Contract Schedules* form.
- You can define the sequence in which appointments are generated in a route execution on the *Route Sequences* (FS303800) form, which displays the appointments and includes the **Order** column. For instructions, see *To Set Up a Route Sequence*.

The number that defines the order of the appointment (that is, the **Order** value) can contain up to five digits. To define the sequence, the system uses numbers that go up in increments of 10, such as 00010, 00020, 00030, and so on. You can change the order values to change the order of the appointments. You can use any number, such as 00008 or 00012. After you change the order number, the system changes the order of the appointments as follows: The appointment for a schedule with a lower number takes place earlier than an appointment for a schedule with a higher number.

Based on the sequence settings you specify, a route execution will be built and the route distances and travel time will be calculated. For a particular route execution, you can change the order of appointments manually. For details, see *Modification of Route Executions*.

Order Number Reset

You can reset the order numbers to the numbering defined by default by the system (that is, 00010, 00020, 00030, and so on) by clicking **Reset Sequence** on the form toolbar. The order of appointments will not be changed (only the numbering sequence).

Consider the following example. Suppose that the order 00010, 00020, and 00030 is set by default as order of the appointments for the schedules of Customer 1, Customer 2, and Customer 3, respectively. You then decide to change the order in which the customers are visited during a route execution; you want Customer 3 to be visited first, and then Customer 1 and Customer 2. To do this, you change the order number of the schedule of Customer 3 to a lower number, such as 00001. Now you have the following order:

- 00001 for the schedules of Customer 3
- 00010 for the schedules of Customer 1
- 00020 for the schedules of Customer 2

Suppose that you then learn that the new order will not work for one of the customers. To revert to the system-assigned order, click **Reset Sequence**. The system updates the order numbers as follows:

- 00010 for the schedules of Customer 3
- 00020 for the schedules of Customer 1
- 00030 for the schedules of Customer 2

Generation of Appointments for Route Executions

In Acumatica ERP, the final step of processing a route service contract is generating the appointments for route executions. If a route execution for a specific day does not yet exist in the system, the system generates a route execution along with the appointments. If a route execution for a specific day exists in the system, the system generates appointments, and they are included in the existing route execution.

In this topic, you will read about how the appointments of route executions are generated for a route service contract and how the generation process can be canceled in the system.

Generating Appointments

You generate the route appointments in the system according to the route service contract schedules you have created. You can generate appointments manually or create an automation schedule to generate the appointments. For more information on automation, see *Scheduled Processing*.

To generate schedules manually, you use the *Generate Route Appointments* (FS500200) form. You can navigate directly to this form, or you can navigate to this form from the *Route Service Contract Schedules* (FS305100) form by clicking the **Generate Route Appointments** button on the form toolbar. (This button becomes available after you have specified the schedule recurrence settings and saved the route service contract schedule.)

On the *Generate Route Appointments* form, you can filter the list of schedules by route, and you should select the date range for which you want to generate schedules in the system. You can then generate route executions for all listed route service contract schedules or only those you select. For details, see *To Generate Route Appointments*.

You can process the route executions with the generated appointments. For details, see *Route Processing Workflow*.

Viewing and Canceling Generation Processes

On the **Run History** tab of the *Generate Route Appointments* (FS500200) form, you can view information about the generation process, such as the date until which the appointments have been generated and the date when the appointments have been generated.

If you have accidentally generated the wrong appointments, you can cancel the latest generation process by clicking **Roll Back Latest Generation Process** on the **Run History** tab of the *Generate Route Appointments* form.

Once you have canceled the latest generation process, the schedules used to generate appointments during this process appear on the **Schedules** tab (for the date range that was specified for the generation process). You can view and change the schedules' details, and generate them again or delete them from the system. You can cancel all generated schedules by rolling back each schedule generation process one by one.

Standardized Billing Route Service Contracts Payments

For the service contracts with the standardized billing, at the end of each billing period, you have to generate a billing document (such as, invoice) for the customer. The document includes the services and non-stock items that are covered by the contract as well as other items included in appointments related to the contract. The items that are covered by the contract included in the document with the price specified in the contract. If amount of this prices has been exceeded during the period, the overage amount of items is included with the overage price specified for the contract.

In this topic, you will read about how to generate billing documents for the standardized billing contracts in the system and how to create a prepayment.

Generating Invoices and Creating Batches

The invoice document can be generated in the Accounts Receivable or Sales Order module. You set the invoice generation settings on the *Route Management Preferences* (FS100400) for as described in *Initial Configuration in the Route Management Module*.

You generate the documents on the *Generate Invoices from Contracts* (FS501300) form. You specify the date of document creation, select all listed service contracts for which you want to bill a customer or customers, and generate the documents. For details on how to generate documents, see *To Generate Invoices for Contracts with Standardized Billing*.

When you generate these documents, the system creates the documents in the selected module and creates a batch of generated documents in the Equipment Management module. The system assigns the batch a reference number in accordance with the numbering sequence assigned to batches in the **Posting Batch Numbering Sequence** box on the *Service Management Preferences* (FS100100) form. To view information on the batch, you click the batch number in the **Batch Nbr.** column on the form where the generation process took place. The system opens the *Contract Invoice Generation Batches*(FS306100) form with the batch. On this form, you can find the contract reference number, the invoice date, the customer, the branch, and the next billing date for the contract.

Processing Documents

The appropriate employees process the generated documents in the module where the documents were created. To open a generated document for the selected batch, you click the document number in the **Document Nbr.** column of the *Contract Invoice Generation Batches* (FS306100) form, and then process it in the system. For details on processing documents in the Accounts Receivable, Accounts Payable, and Sales Orders modules, see *Processing Invoices*, *Entry of Bills*, and *Managing Sales Documents*.

To Create an As Performed Billing Route Service Contract

You use the *Route Service Contracts* (FS300800) form to create a service contract related to route services.

Before You Proceed

Make sure that the necessary route definition has been created on the *Routes* (FS203700) form.

To Create an As Performed Billing Service Contract

1. Open the *Route Service Contracts* (FS300800) form by searching for or navigating to it.
2. On the form toolbar, click **Add Row**.
3. In the **Customer** box, select the customer with which the contract is signed.
4. Check the location of the customer in the **Location** box, and change it if necessary.
5. In the **Branch** box, check the branch of your company that handles the service orders, and change it if necessary.
6. In the **Branch Location** box, check the branch location of your company that handles the service orders, and change it if necessary.
7. Optional: In the **Description** box, enter a brief description of the service contract.
8. On the **Summary** tab, in the **Contract Settings** section, do the following:
   a. In the **Start Date** box, select the start date when the service orders or appointments can be generated for this contract.
   b. If the contract expires on a certain date, in the **Expiration Type** box, select *Expiring*.
   c. If the contract has an expiration date, in the **Expiration Date** box, select the end date of the contract.
   d. If a vendor performs services associated with the service contract, in the **Vendor** box, select the vendor.

      : To be selected on the current form, the vendor has to be enabled as a staff member in the **Service Management** section on the *Vendors* (AP303000) form.

   e. If a particular salesperson sells services to the customer, in the **Salesperson ID** box, specify the salesperson who is assigned to the customer.
   f. If the commission is paid to the salesperson, select the **Commissionable** check box
9. In the **Billing Type** box of the **Billing Settings** section, make sure that *As Performed Billings* is selected.
10. In the **As Performed Settings** section, perform the following steps:
    a. In the **Bill To** box, select *Specific Account*.
    b. In the **Account** box, specify the customer account to which invoices have to be sent.
    c. In the **Location** box, make sure that the correct location (to which invoices must be sent) is selected, and change the location if necessary.
11. If attributes are listed on the **Attributes** tab, enter or change (if necessary) the values in the **Value** column.

    : If the **Required** check box is selected for an attribute, you must enter a value. Other attributes are optional.

12. Click **Save**.

After you have saved the entered information of the contract, you add schedule or multiple schedules to the service contract to define the service, inventory items, and the recurrence of the generation. For details, see *To Add a Route Schedule*.

To Create a Route Service Contract with Standardized Billing

You create a service contract whose services and inventory items are prepaid on the *Route Service Contracts* (FS300800) form.

To Create a Route Service Contract with Standardized Billing

1. Open the *Route Service Contracts* (FS300800) form by searching for or navigating to it.
2. On the form toolbar, click **Add Row**.
3. In the **Customer** box, select the customer with which the contract is signed.
4. Check the location of the customer in the **Location** box, and change it if necessary.
5. In the **Branch** box, check the branch of your company that handles the service orders, and change it if necessary.
6. In the **Branch Location** box, check the branch location of your company that handles the service orders, and change it if necessary.
7. Optional: In the **Description** box, enter a brief description of the service contract.
8. On the **Summary** tab, in the **Contract Settings** section, do the following:
   a. In the **Start Date** box, select the start date when the service orders or appointments can be generated for this contract.
   b. If the contract expires on a certain date, in the **Expiration Type** box, select *Expiring*.
   c. If the contract has an expiration date, in the **Expiration Date** box, select the end date of the contract.
   d. If a vendor performs services associated with the service contract, in the **Vendor** box, select the vendor.

      : To be selected on the current form, the vendor has to be enabled as a staff member in the **Service Management** section on the *Vendors* (AP303000) form.

   e. If a particular salesperson sells services to the customer, in the **Salesperson ID** box, specify the salesperson who is assigned to the customer.
   f. If the commission is paid to the salesperson, select the **Commissionable** check box
9. In the **Billing Type** box of the **Billing Settings** section, select *Standardized Plus Usage/ Overage Billings*.
10. In the **Standardized Billing Settings** section, in the **Period** box, select the duration of the periods at the end of which invoices will be generated.
11. If the invoices have to be sent to email address other then specified for the customer, in the **As Performed Settings** section, perform the following steps:
    a. In the **Bill To** box, select *Specific Account*.
    b. In the **Account** box, specify the customer account to which invoices have to be sent.
    c. In the **Location** box, make sure that the correct location is selected, and change it if necessary.

12. On the **Services per Period** tab, for each route service or non-stock item you want to add, click **Add Row** and do the following:
    a. In the **Line Type** column, make sure the correct line type is selected, and change it if necessary.
    b. In the **Inventory ID** column, select the service or non-stock item you want to add to the prepaid contract.
    c. Optional: In the **Target Equipment ID** column, select the piece of target equipment associated with the service or non-stock item.
    d. In the **Billing Rule** column, check the billing rule related to the service or non-stock item, and change it if necessary.
    e. In the **Amount** column, check the amount of the service or non-stock item, and change it if necessary.
    f. In the **Recurring Item Price** column, specify the price of the service or non-stock item that the customer prepays in each period.
    g. In the **Overage Item Price** column, specify the price of the service or non-stock item that is paid by the customer if the amount of the service or non-stock item is exceeded in the period.
13. If attributes are listed on the **Attributes** tab, enter or change (if necessary) the values in the **Value** column.

    : If the **Required** check box is selected for an attribute, you must enter a value. Other attributes are optional.
14. Click **Save**.

After you have saved the entered information of the contract, you add schedule or multiple schedules to the service contract to define the service, inventory items, and the recurrence of the generation. For details, see *To Add a Route Schedule*.

To Activate a Route Service Contract

You activate a service contract with the *Draft* or *Suspended* status on the *Route Service Contracts* (FS300800) form. For details on contract activation, see *Activation of a Route Service Contract*.

To Activate a Route Service Contract with the Draft Status

1. Open the *Route Service Contracts* (FS300800) form by searching for or navigating to it.
2. In the **Customer** box, select the customer whose contract you want to activate.
3. In the **Contract Nbr.** box, select the contract you want to activate.
4. On the form toolbar, click **Actions** > **Activate Contract**.

   The system assigns the contract the *Active* status.

To Activate a Route Service Contract with the Suspended Status

1. Open the *Route Service Contracts* (FS300800) form by searching for or navigating to it.
2. In the **Customer** box, select the customer whose contract you want to activate.
3. In the **Contract Nbr.** box, select the contract you want to activate.
4. On the form toolbar, click **Actions** > **Activate Contract**.

The **Activation Contract** dialog box opens.

5. In the **Activation Date** box of the dialog box, select the date since which the contract has to be activated.
6. If schedules has been applied to the contract, do the following for each schedule for which you want to change the default date since which the service orders or appointments can be generated:
   a. In the **Change Recurrence** column, select the check box.
   b. In the **Effective Recurrence Start Date** column, specify the date since which the service orders or appointments can be generated for the schedule.
7. Click **OK**.

   The system assigns the contract the *Active* status.

To Suspend a Route Service Contract

You suspend a service contract with the *Active* status on the *Route Service Contracts* (FS300800) form.

To Suspend a Route Service Contract

1. Open the *Route Service Contracts* (FS300800) form by searching for or navigating to it.
2. In the **Customer** box, select the customer whose contract you want to suspend.
3. In the **Contract Nbr.** box, select the contract you want to suspend.
4. On the form toolbar, click **Actions** > **Suspend Contract**.

   The **Suspend Contract** dialog box opens.
5. In the **Suspension Date** box, select the date since which the contract has to be suspended and click **OK**.

   The system assigns the contract the *Suspended* status.

To Cancel a Route Service Contract

You activate a service contract with the *Active* or *Suspended* status on the *Route Service Contracts* (FS300800) form.

To Cancel a Route Service Contract

1. Open the *Route Service Contracts* (FS300800) form by searching for or navigating to it.
2. In the **Customer** box, select the customer whose contract you want to cancel.
3. In the **Contract Nbr.** box, select the contract you want to cancel.
4. On the form toolbar, click **Actions** > **Cancel Contract**.

   The **Terminate Contract** dialog box opens.
5. In the **Cancellation Date** box, select the date since which the contract has to be canceled and click **OK**.

   The system assigns the contract the *Canceled* status

To Add a Route Schedule

You create a schedule for a particular route service contract on the *Route Service Contract Schedules* (FS305600) form.

To Add a Route Schedule

1. Open the *Route Service Contracts* (FS300800) form by searching for or navigating to it.
2. In the **Customer** box, select the customer with which the contract is signed.
3. In the **Service Contract Nbr.** box, select the service contract for which you want to create a schedule.
4. On the **Schedules** tab, click **Add Schedule**. The *Route Service Contract Schedules* (FS305600) form opens.
5. In the **Location** box, check the customer location, and change it if necessary.
6. In the **Service Order Type** box, select the type of the service orders you want to associate with the contract.
7. If the start date for the schedule differs from the start date of the contract, select the **Enable Custom Start Date** check box.
8. If the **Enable Custom Start Date** check box is selected, in the **Custom Start Date** box, specify the date when the schedule is applicable.
9. Optional: On the **Services** tab, add each line item by doing the following:
    - Click **Add Row**.
    - In the **Line Type** column, do the following:
        - To add to the schedule a service (that is, a non-stock item of the *Service* type), select *Service*.
        - To add to the schedule a non-stock item of a type other than *Service*, select *Non-Stock Item*.
        - To add to the schedule a service template, select *Service Template*.
        - To leave a comment on the services related to the schedule, select *Comment*.
        - To leave an instruction related to the schedule, select *Instruction*.
    - If you have selected *Service* or *Non-Stock Item* in the **Line Type** column, do the following:
        - In the **Service ID** column, select the identifier of the service to be performed according to the schedule.
        - Check the billing rule for the service in the **Billing Rule** column, and change it if necessary.
        - Check the quantity of the line item in the **Quantity** column, and change it if necessary.
        - Optional: In the **Equipment ID** column, select the identifier of the equipment for which the service is needed.
        - Check the description of the service or non-stock item in the **Transaction Description** column, and change the description if necessary.
    - If you have selected *Service Template* in the **Line Type** column, do the following:

- In the **Service Template ID** column, select the service template, by its identifier, whose services are performed according to the schedule.
- Check the billing rule for the service in the **Billing Rule** column, and change the rule if necessary.
- Check the description of the service template in the **Transaction Description** column, and change the description if necessary.
- Optional: In the **Equipment ID** column, select the identifier of the equipment for which the services are needed.

- If you have selected *Comment* or *Instruction* in the **Line Type** column, in the **Transaction Description** column, enter the comment or instruction for the services related to the schedule.

10. Optional: If the appointments of the service contract include stock items along with services, on the **Inventory Items** tab, click **Add Row** and select the stock item from the list in the **Inventory ID** column. Perform this step for each needed stock item.

: You can add the stock items only if **Sales Order** or **None** is selected in the **Invoice Generation Settings** section on the *Service Order Types* (FS202300) form for the selected service order type.

11. On the **Recurrence** tab, do the following:

: You have to define the schedule according to the days specified for the selected route on the **Execution Days** tab of the *Routes* (FS203700) form.

a. Under **Frequency Settings**, select one of the following options:

- If you want to repeat the schedule daily or every *x* days, click **Daily**.
- If you want to repeat the schedule weekly or every *x* weeks, click **Weekly**.
- If you want to repeat the schedule monthly or every *x* months, click **Monthly**.
- If you want to repeat the schedule annually or every *x* years, click **Annual**.

b. If you have selected the **Daily**, **Weekly**, or **Monthly** frequency type, and the **Season Settings** section is available, in the **Season Settings** section, clear the check boxes for the months when the schedule does not occur, if applicable. (By default, all the months are selected.)

: The **Season Settings** section is available only if the **Enable Seasons in Schedule Contracts** check box is selected on the *Service Management Preferences* (FS100100) form.

c. If you have selected the **Daily** frequency type, in the **Every** box of the **Daily Settings** section, specify the integer that represents how often in days the schedule occurs.

d. If you have selected the **Weekly** frequency type, in the **Weekly Settings** section, do the following:

- In the **Every** box, specify the integer that represents how often in weeks the schedule occurs.
- Select the check boxes of the days of week when the recurrence is applied to the schedule.

e. If you have selected the **Monthly** frequency type, in the **Monthly Settings** section, do the following:

- In the **Every** box, select the integer that represents how often in months the schedule occurs.

- If you want to specify the specific day of the month when the schedule occurs, select the **Fixed Day of Month** option button, and specify the number of the day of the month.
- If you want to specify the week of the month and the day of the week when the schedule occurs, select the **Fixed Day of Week** option button, and specify the applicable week of the month and the day of the week.

f. If you have selected the **Monthly** frequency type and you want to apply a second rule for the same month, select the **Monthly 2 Selected** check box in the **2nd Recurrence Monthly Setting** section, and make your selections as described in substep.

g. If you have selected the **Monthly** frequency type and you want to apply a third rule for the same month, repeat Step 11.e in the **3rd Recurrence Monthly Setting** section.

h. If you have selected the **Monthly** frequency type and you want to apply a fourth rule for the same month, repeat Step 11.e in the **4th Recurrence Monthly Setting** section.

i. If you have selected the **Annual** frequency type, in the **Annual Settings** section, do the following:

- In the **Every** box, select the integer representing how often in years the schedule occurs.
- Select the check boxes of the months when the schedule occurs.
- If you want to specify the specific day of the month when the schedule occurs, select the **Fixed Day of Month** option button, and specify the number of the day of the month.
- If you want to specify the week of the month and the day of the specific week when the schedule occurs, select the **Fixed Day of Week** option button, and specify the number of the week of the month and the day of the week.

12. On the **Route** tab, in the **Route ID** box, select the route related to the schedule.

13. If attributes are listed on the **Attributes** tab, enter or change (if necessary) the values in the **Value** column.

: If the **Required** check box is selected for an attribute, you must enter a value. Other attributes are optional.

14. Click **Save**.

After you have created a schedule, you can generate service orders according to the schedule. For details, see *To Generate Service Orders or Appointments*.

To Set Up a Route Sequence

You use the *Route Sequences* (FS303800) form to change an order of the appointments in a route.

To Set Up a Route Sequence

1. Open the *Route Sequences* (FS303800) form by searching for or navigating to it.

2. In the **Route** box, select the route for which you want to change the order of appointments.

3. In the table, in the **Order** column, type a new order number for each appointment whose order you want to change.

4. Click **Save**.

To Generate Route Appointments

You use the *Generate Route Appointments* (FS500200) form to create appointments for the schedules of a route or multiple routes.

To Generate Route Appointments

1. Open the *Generate Route Appointments* (FS500200) form by searching for or navigating to it.
2. Optional: In the **Route** box, select the route for which you want to generate appointments.

   If you leave this box blank, schedules for all routes are displayed on the form.
3. In the **Generation Options** section of the form, specify the date range for which you want the schedules to be displayed as follows:
   - In the **Generate From** box, select the start date of the range. By default, the current date is selected.
   - In the **Generate Up To** box, select the end date of the range. By default, the current date is selected.
4. Do one of the following:
   - To generate appointments for all listed schedules, click **Process All** on the form toolbar.
   - To generate appointments for only the schedules you select, on the **Schedules** tab, select the unlabeled check box for each schedule you want to generate, and on the form toolbar, click **Process**.

To Generate Invoices for Contracts with Standardized Billing

For contracts with the *Standardized Plus Usage/Overage Billings* type selected on the *Service Contracts* (FS305700) form (in the **Billing Type** box on the **Summary** tab), you use the *Generate Invoices from Contracts* (FS501300) form to generate invoices for active periods.

To Generate Invoices from Contracts

1. On the **Services** tab, click **Equipment Management** (or **Route Management**). In the left pane, navigate to **Processes** > **Recurring** > **Generate Invoices from Contracts** (FS501300).
2. Optional: In the **Billing Customer** box, select a customer if you want to view (and possibly generate invoices for) the appointments associated with contracts of only this customer.
3. Optional: In the **Up to Date** box, select the date up to which you want the system to display service contracts in the list. By default, the current business date is selected.
4. In the **Invoice Date** box, select the date to be used on the generated invoices.

   : By default, the current business date is selected in the box, but you can select another date. The **Invoice Period** box is filled in automatically based on the invoice date you select.
5. Do one of the following:
   - To process all listed appointments, click **Process All** on the form toolbar.
   - To process only selected appointments, select the unlabeled check box for each appointment you want to process, and on the form toolbar, click **Process**.

Managing Week Codes

This chapter describes how to manage week codes in the system.

In This Chapter

Creating Week Codes

The week code is a one- to four-digit recurrence system that you can use to reschedule the appointment in a multiple of 4 week interval.

The week code is directly related to the calendar. If a week with a 4-digit recurrence is defined, the rest of the calendar can be calculated.

The advantage of the week code system is that without generating a recurrence of an appointment, you can easily calculate the previous and next recurrences that have taken place or will take place. The disadvantage is that the recurrence can be set only in multiples of four weeks (that is, for example, every four or eight weeks.

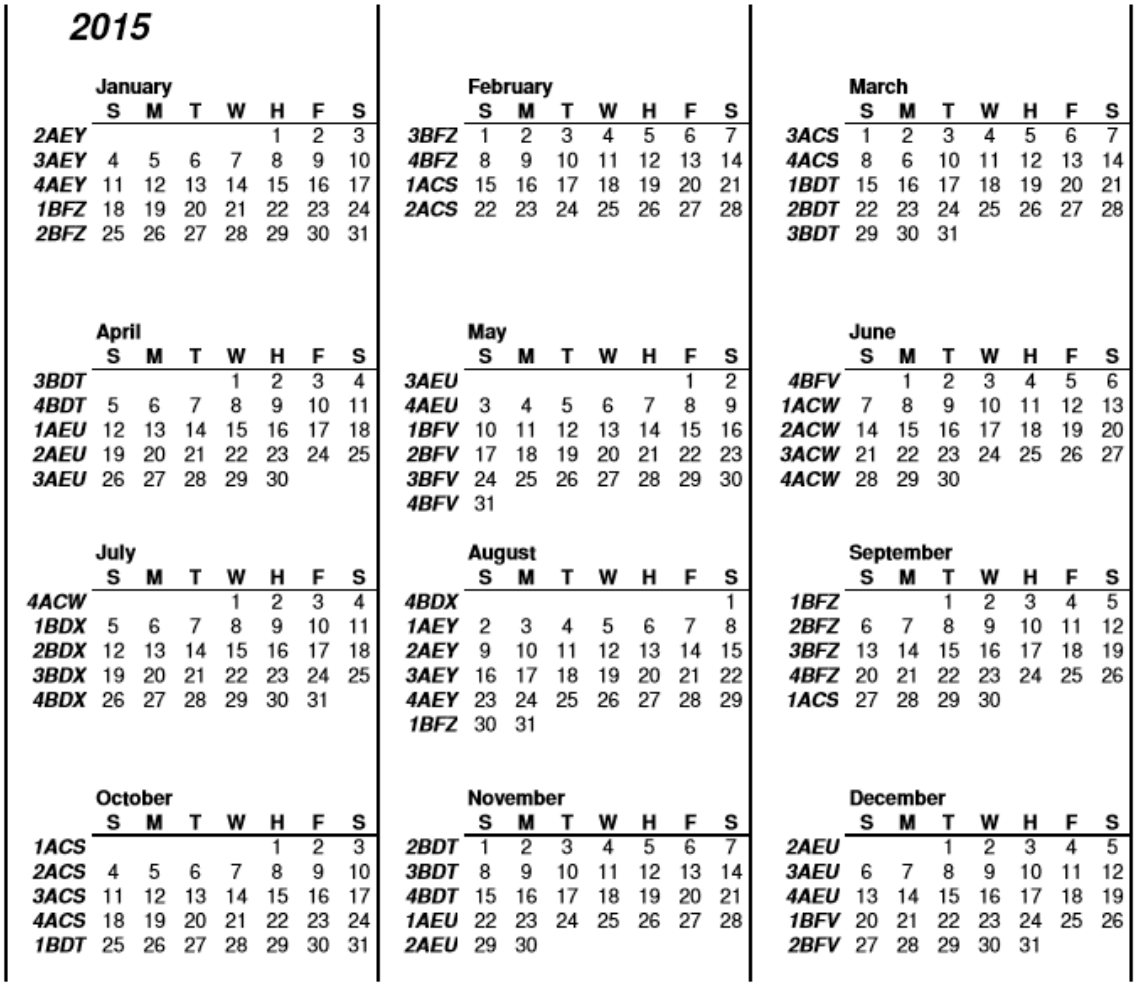
Attention: The week codes are currently used for validation purposes in the Route Management module. The recurrence of the route will be taken from the Route Management recurrence form.

Generation of the Calendar

Because the week code is calculated on a fixed calendar, the first step is to generate the calendar. This will define the correspondence between the week code and the calendar weeks.

To generate the weekcode calendar, you use the *Calendar Week Codes* (SD205900) form.

Structure of the week codes



2015

January

S	M	T	W	H	F	S
2AEY				1	2	3
3AEY	4	5	6	7	8	9	10
4AEY	11	12	13	14	15	16	17
1BFZ	18	19	20	21	22	23	24
2BFZ	25	26	27	28	29	30	31

February

S	M	T	W	H	F	S
3BFZ	1	2	3	4	5	6	7
4BFZ	8	9	10	11	12	13	14
1ACS	15	16	17	18	19	20	21
2ACS	22	23	24	25	26	27	28

March

S	M	T	W	H	F	S
3ACS	1	2	3	4	5	6	7
4ACS	8	6	10	11	12	13	14
1BDT	15	16	17	18	19	20	21
2BDT	22	23	24	25	26	27	28
3BDT	29	30	31				

April

S	M	T	W	H	F	S
3BDT			1	2	3	4
4BDT	5	6	7	8	9	10	11
1AEU	12	13	14	15	16	17	18
2AEU	19	20	21	22	23	24	25
3AEU	26	27	28	29	30		

May

S	M	T	W	H	F	S
3AEU					1	2
4AEU	3	4	5	6	7	8	9
1BFV	10	11	12	13	14	15	16
2BFV	17	18	19	20	21	22	23
3BFV	24	25	26	27	28	29	30
4BFV	31						

June

S	M	T	W	H	F	S
4BFV		1	2	3	4	5	6
1ACW	7	8	9	10	11	12	13
2ACW	14	15	16	17	18	19	20
3ACW	21	22	23	24	25	26	27
4ACW	28	29	30				

July

S	M	T	W	H	F	S
4ACW			1	2	3	4
1BDX	5	6	7	8	9	10	11
2BDX	12	13	14	15	16	17	18
3BDX	19	20	21	22	23	24	25
4BDX	26	27	28	29	30	31	

August

S	M	T	W	H	F	S
4BDX						1
1AEY	2	3	4	5	6	7	8
2AEY	9	10	11	12	13	14	15
3AEY	16	17	18	19	20	21	22
4AEY	23	24	25	26	27	28	29
1BFZ	30	31					

September

S	M	T	W	H	F	S
1BFZ			1	2	3	4	5
2BFZ	6	7	8	9	10	11	12
3BFZ	13	14	15	16	17	18	19
4BFZ	20	21	22	23	24	25	26
1ACS	27	28	29	30			

October

S	M	T	W	H	F	S
1ACS				1	2	3
2ACS	4	5	6	7	8	9	10
3ACS	11	12	13	14	15	16	17
4ACS	18	19	20	21	22	23	24
1BDT	25	26	27	28	29	30	31

November

S	M	T	W	H	F	S
2BDT	1	2	3	4	5	6	7
3BDT	8	9	10	11	12	13	14
4BDT	15	16	17	18	19	20	21
1AEU	22	23	24	25	26	27	28
2AEU	29	30					

December

S	M	T	W	H	F	S
2AEU			1	2	3	4	5
3AEU	6	7	8	9	10	11	12
4AEU	13	14	15	16	17	18	19
1BFV	20	21	22	23	24	25	26
2BFV	27	28	29	30	31		

The digits in the week codes indicate the following:

- P1: The first digit can be 1, 2, 3 or 4, and this recurrence will happen every four weeks.

For example, if a route is set for week code 1, starting on the fourth week of January, the route will happen every 4 weeks. But if the week code is 2, it will also happen every four weeks but starting in the fifth week of January.

Tip: The recurrence can be more than one week code. For example, a route can be on the week codes 1, 2, 3, or 4, meaning that it will be every week, or it can be 1,3 or 2,4, meaning it will be every two weeks, starting on the first or second week of the year.

- P2: The second digit can be *A* or *B*, and the combination of the first and second digit will happen every eight weeks.

For example, if a route is set for *1B*, the first appointment of the year will be in the fourth week of January, and the second appointment will be in the third week of March (that is, eight weeks later).

- P3: The third digit can be *C*, *D*, *E*, or *F*, and the combination of the first, second, and third digits will happen every 16 weeks.

For example, if a route is set for *1BF*, the first appointment of the year will be in the fourth week of Januar,y and the second appointment will be in the third week of May (that is, 16 weeks later).

- P4: The fourth digit can be *S*, *T*, *U*, *V*, *W*, *X*, *Y*, or *Z*. The combination of the first, second, third, and fourth digits will happen every 32 weeks.

For example, if a route is set for *1BFZ*, the first appointment of the year will be in the fourth week of January, and the second appointment will be in the last week of August or first week of September (that is, 32 weeks later).

Appendix

The appendix provides some reference information relevant for this document. The additional information in this section is a useful source for readers who need some reference material that is related to system forms and tables, as well as running reports.

In this section:

Reports

In addition to offering a comprehensive collection of reports for each module, Acumatica ERP gives you a high degree of control over each report.

A typical report form, described in *Report Form*, lets you adjust the report settings to meet your specific informational needs. You can specify sorting and filtering options and select the data by using report-specific settings—such as financial period, ledger, and account—and configure additional processing settings for each report. The settings can be saved as a report template for later use. For details, see *To Run a Report* and *To Create a Report Template*.

After you run a report, the prepared report appears on your screen. You can print the report, export the report to a file, or send the report by email.

This chapter describes a typical report form and the main tasks related to using reports.

In This Chapter

Report Form

Before you run a report, you set a variety of parameters on the report form. You can select a template or manually make selections that affect the information collected. Also, you can specify appropriate settings to print or email the finished report.

The following screenshot shows a typical report form.

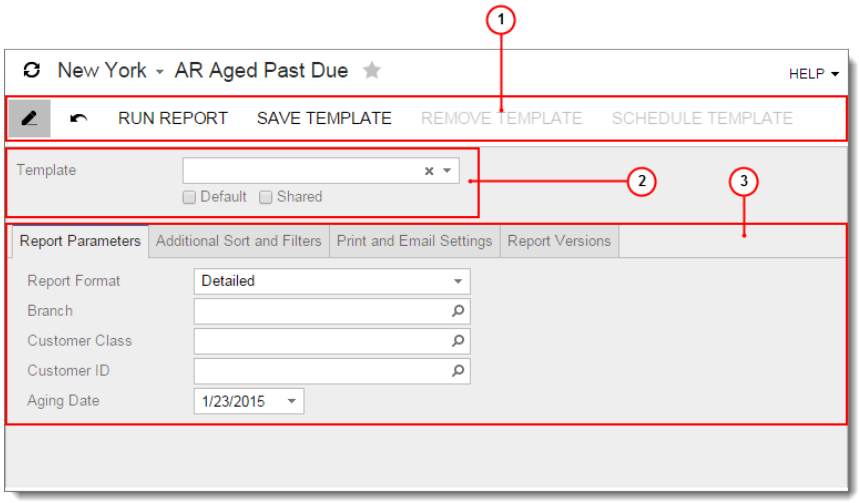


Figure: Parameters View of Report Form

1. Report Form Toolbar
2. Parameters Toolbar
3. Template Area
4. Details Area

Report Form Toolbar

The following table lists the buttons of the report form toolbar when you are configuring a report.

Button	Description
Cancel	Clears any changes you have made and restores default settings.
Run Report	Initiates data collection for the report and displays the generated report.
Save Template	Gives you the ability to save the currently selected report as a template with all the selected settings.
Remove Template	Removes the previously saved template. This button is available only when you select a template.
Schedule Template	Opens the *Select Schedule Name* dialog box, which you can use to schedule report processing. This button is available only when you select a template.

Select Schedule Name Dialog Box

Element	Description
Schedule	The schedule for report processing. Select an existing schedule, or leave the box blank and click **OK** to open the *Automation Schedules* (SM205020) form to create a new schedule for running the report. For more information on scheduling, see *Scheduled Processing* in the Acumatica ERP System Administration Guide.
Merge Reports	A check box that indicates (if selected) that this report will be merged with the other reports selected for merging into one net report when processed.

Element	Description
	: You can check the reports that will be merged when processed on the *Send Reports* (SM205060) form.
Merging Order	The number of the report in the net report.

Report Toolbar

The following table lists the buttons of the toolbar after you run the configured report.

Buttons	Icon	Description
Parameters		Navigates back to the report form to let you change the report parameters.
Refresh		Refreshes the information displayed in the report (if any data changes were made).
Groups		Adds to the report a left pane where the report structure is shown. Click a report node to highlight the pertinent data in the right pane.
View PDF / **View HTML**	 / 	Displays the report as a PDF, or displays the report in HTML format. The available button depends on the current report view; if you're viewing a PDF, for instance, you will see the **View HTML** button.
First		Displays the first page of the report.
Previous		Displays the previous page.
Next		Displays the next page.
Last		Displays the last page of the report.
Print		Opens the browser dialog box so you can print the report.
Send		Opens the **Email Activity** dialog box, which you use to send the report file (in the chosen format) to the specified email address.
Export		Enables you to export the data in the chosen format (Excel or PDF).

Template Area

Use the elements in this area to select an existing template and then use the template, share it with other users, or use it as your default report settings.

The Template area elements, which are available for all reports, are described in the following table.

Template Area Elements

Element	Description
Template	The template to be used for the report. If any templates were created and saved, you can select a template to use its settings for the report.

Element	Description
Default	A check box that indicates (if selected) that the selected template is marked as the default one for you. A default template cannot be shared.
Shared	A check box that indicates (if selected) that the selected template is shared with other users. A shared template cannot be marked as the default.
Locale	A locale that you select to indicate to the system that the report should be prepared with the data translated to the language associated with this locale. This box is displayed if there are multiple active locales in the system. For details, see *Locales and Languages*.

Report Parameters Tab

The **Report Parameters** tab includes sections where you can specify the contents of the report depending on the current report and vary in the following regards:

- How many elements and which elements are available on a particular report
- Whether elements contain default values
- Whether specific elements require values to be selected
- Whether elements may be left blank to let you display a broader range of data

Additional Sort and Filters Tab

The **Additional Sort and Filter** tab contains additional sorting and filtering conditions:

- **Additional sorting conditions**: Defines the sorting order. You can add a line, select one of the report-specific properties, and select the *Descending* or *Ascending* sort order for the column.
- **Additional filtering conditions**: Defines the report filter. You can add a line, select one of the report-specific properties, and define a condition and its value. The list of conditions include one-operand and two-operand conditions. To create a more complicated logical expression, you can use brackets and logical operations between brackets. For more information on creating filters, see *Creation of Advanced and Ad Hoc Filters* in Acumatica ERP Getting Started Guide. For detailed procedures on using ad hoc filters, see *To Configure a Filter on a Report Form* and *To Modify a Filter on a Report Form*.

Print and Email Settings Tab

If you plan to print the report or save the report as a PDF, select the appropriate settings in the **Print Settings** area.

Print Settings Section

Element	Description
Deleted Records	Selects the visibility of the data deleted from the database.
Print All Pages	Causes all pages of the report to be printed.
Print in PDF format	Displays the report in PDF format.
Compress PDF file	Indicates that the system will generate a compressed PDF.
Embed fonts in PDF file	Indicates that the system will generate the PDF with fonts embedded.

If you plan to send the report as an email, in the **Email Settings** area, specify the format in which the report will be sent, as well as the email subject, the recipients of copies of the report, and the email account of the recipient.

Email Settings Section

Field	Description
Format	The format (*HTML*, *PDF*, or *Excel*) in which the report will be emailed. **:** Merge function for reports in Excel format is not supported. If you want to merge a report with other reports and send an aggregated report by email, you should select either the HTML or PDF format for the report.
Email Account	The email address of the recipient.
CC	An additional addressee to receive a carbon copy (CC) of the email.
BCC	The email address of a person to receive a blind carbon copy (BCC) of the email; an address entered in this box will be hidden from other recipients.
Subject	The subject of the email.

Report Versions Tab

If the report has multiple versions, you can select one of them.

This tab displays the data only to users assigned with report designer user role.

Report versions are designed in the Report Designer. To activate editing report versions, give the user report designer role.

Report Versions Tab Toolbar

Button	Description
Refresh	Refreshes the list of report versions.
Select	Temporarily activates the selected report version.

Report

Once you click **Run Report**, the prepared report appears on your screen. You can print the report, export the report to a file, or send the report by email.

The prepared report is displayed in the report view of the report form. For more information about setting up the report parameters and the parameters view of the report form, see *Report Form*.

Report Toolbar

The following table lists report toolbar buttons.

Buttons	Icon	Description
Parameters		Navigates back to the report form to let you change the report parameters.
Refresh		Refreshes the information displayed in the report (if any data changes were made).

Buttons	Icon	Description
Groups		Adds to the report a left pane where the report structure is shown. Click a report node to highlight the pertinent data in the right pane.
View PDF / **View HTML**	/	Displays the report as a PDF, or displays the report in HTML format. The available button depends on the current report view; if you're viewing a PDF, for instance, you will see the **View HTML** button.
First		Displays the first page of the report.
Previous		Displays the previous page.
Next		Displays the next page.
Last		Displays the last page of the report.
Print		Opens the browser dialog box so you can print the report.
Send		Opens the **Email Activity** dialog box, which you use to send the report file (in the chosen format) to the specified email address.
Export		Enables you to export the data in the chosen format (Excel or PDF).

Form Toolbar

The form toolbar, available on most forms, is located near the top of the form, under the form title bar (see the screenshot below). The form toolbar may include standard and form-specific buttons.

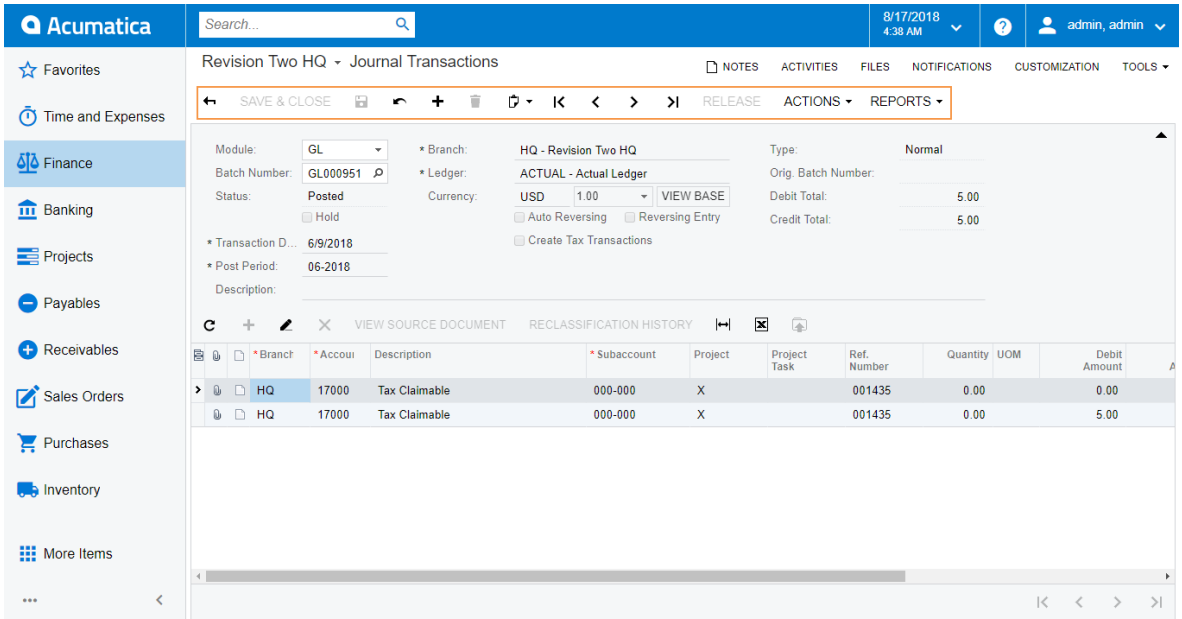


Figure: Form toolbar

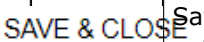
You use the standard buttons on the form toolbar to navigate through entities that were created by using the current form, insert or delete an entity, use the clipboard, save the data you have entered, or cancel your work on the form.

A form toolbar on a particular form may include form-specific buttons in addition to standard buttons. These buttons usually provide navigation to other forms, invoke specific actions, and perform modifications or processing related to the functionality of the form.

Standard Form Toolbar Buttons

The following table lists the standard buttons of the form toolbar. A form toolbar may include some or all of these buttons.

Standard Form Toolbar Buttons

Button	Icon	Description
Discard Changes and Close		Discards any unsaved changes made to the entity, and navigates to the list as entry point that is related to the current form.  **:** If the system opened the current form in a pop-up window (from a different form), this button is not displayed. To return to the original form, click **Close**.
Save & Close		Saves the changes made to the entity, and navigates to the list as entry point that is related to the current form.
Save		Saves the changes made to the entity.
Cancel		Depending on the context, does one of the following: • Discards any unsaved changes you have made to entities and retrieves the last saved version. • Clears all changes and restores the default settings.
Add New Record		Clears any values you've specified on the form, restores any default values, and initiates the creation of a new entity.
Delete		Deletes the currently selected entity, clears any values you have specified on the form, and populates elements with the default values that the system inserts when a new entity is created.  **:** You can delete an entity only if it is not linked with another entity.
Clipboard		Provides options to do the following: • *Copy*: Copy the selected entity to the clipboard. • *Paste*: Paste an entity or template from the clipboard. • *Save as Template*: Create a template based on the selected entity. • *Import from XML*: Import an entity, or template from an .xml file. • *Export to XML*: Export the selected entity to an .xml file. For more information on templates and copy-and-paste operations in Acumatica ERP, see *Using Forms*. For more information on importing

Button	Icon	Description
		and exporting .xml files, see *System-Wide Actions in Acumatica ERP* in the Acumatica ERP User Guide.
Go to First Record		Displays the first entity (in the list of entities of the specific type) and its details.
Go to Previous Record		Displays the previous entity and its details.
Go to Next Record		Displays the next entity and its details.
Go to Last Record		Displays the last entity (in the list of entities of the specific type) and its details.
Schedules		Gives you the ability to schedule the processing. For more information, see *To Schedule Processing* topic in the Acumatica ERP User Guide.

Inquiry Form Toolbar Buttons

Acumatica ERP inquiry forms present the data in a tabular format. These forms can be designed by a user with the appropriate access rights by using the Generic Inquiry tool (for details, see *Managing Generic Inquiries* in the Acumatica ERP Reporting Tools Guide), or can be initially configured in your system. A toolbar of an inquiry form contains both the standard form toolbar buttons (described in the table above) and additional buttons described below.

Button	Icon	Description
Fit to Screen		Expands the form to fit on the screen and adjusts the column widths proportionally.
Export to Excel		Exports the data to an Excel file. For more information, see *Integration with Excel* in the Acumatica ERP Getting Started Guide.
Filter Settings		Opens the **Filter Settings** dialog box, which you can use to define a new filter. After the filter has been created and saved, the corresponding tab appears on the table. For more information about filtering, see *Filters*.

Table Toolbar

Each table on an Acumatica ERP form, tab, or dialog box has a table toolbar, which contains the buttons you can use to work with the details or objects of the table. A toolbar, shown in the following screenshot, includes buttons that are specific to the table, standard buttons that most table toolbars have, and the search box (for some tables; for others, the search box is displayed in the filtering area).

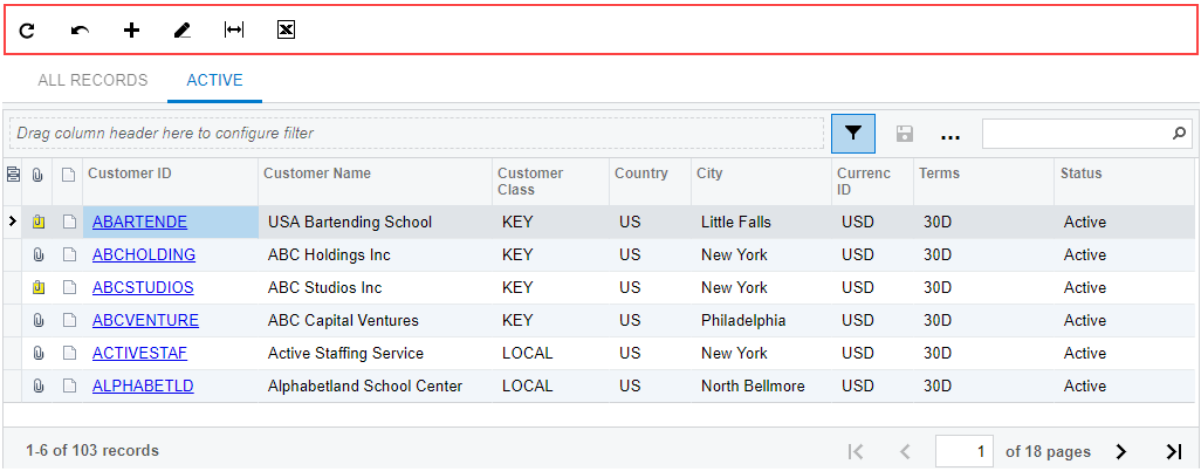


Figure: Table toolbar

Standard Table Toolbar Buttons

The following table describes the standard table toolbar buttons. A table toolbar may include some or all of those buttons. If a table toolbar includes table-specific buttons, they are described in the form reference help topic.

Button	Icon	Description
Refresh		Refreshes the data in the table.
Switch Between Grid and Form		Controls how the elements are displayed on the form: in a table (grid) with rows and columns; or as separately arranged elements for one table row on a form, with navigation tools you use to move between row data.
Add Row		Appends a new row to the table so you can define a new detail or object. The new row may contain some default values.
Delete Row		Deletes the selected row.
Move Row Up		Moves the selected row one position up.
Move Row Down		Moves the selected row one position down.
Fit to Screen		Adjusts the table to the screen width and makes the column width proportional.
Export to Excel		Exports the data in the table to an Excel file. For more information, see *Integration with Excel* in the Acumatica ERP Getting Started Guide.
Filter Settings		Opens the **Filter Settings** dialog box, which you can use to define a new advanced filter. After you create and save the filter, the corresponding tab appears on the table. For more information about filtering, see *Filters*. For details on the **Filter Settings** dialog box, see *Filter Settings Dialog Box*.

Button	Icon	Description
Load Records from File		Opens the **File Upload** dialog box, described in detail below, so you can locate and upload a local file for import. You can use this option to import data from an Excel spreadsheet (`.xlsx`) or `.csv` file. For the detailed procedure, see *To Import Data from a Local File to a Table*.
Search		A box in which you can type a word, part of a word, or multiple words. As you type, the system filters the contents of the table to display only rows that contain the string you have typed in any column.

File Upload Dialog Box

With the **File Upload** dialog box, you select a file of one of the supported formats (`.csv` or `.xlsx`) to import data from the file.

Element	Description
File Path	The path to the file you want to upload. To select the file, click **Browse**, and then find and select the file you want to upload.
The dialog box has the following button.	
Upload	Closes the dialog box and opens the **Common Settings** dialog box, where you specify the import settings.

Common Settings Dialog Box

In the **Common Settings** dialog box, which opens if you click **Upload** in the **File Upload** dialog box, you specify the import settings for a file that you has selected in the **File Upload** dialog box.

Element	Description
Separator Chars	The character that is used as the separator in the imported file. By default, the comma is used as the separator. You specify the separator character if the imported file uses any other separator. This box appears only if you import data from a `.csv` file.
Null Value	Optional. The value that is used to mark an empty column in the imported file. You specify the null value if the value in the imported file differs from the empty string.
Encoding	The encoding that is used in the imported file. This box appears only if you import data from a `.csv` file.
Culture	The regional format that has been used to display the time, currency, and other measurements in the imported file.
Mode	The mode defining which rows of the uploaded file will be imported into the table. The following options are available: • *Update Existing*: The rows already present in the table will be updated, and the rows not present in the table will be added. • *Bypass Existing*: Only the new rows that are not present in the table will be imported. The rows that are already present in the table will not be updated. • *Insert All Records*: All the rows from the file will be imported into the table.

Element	Description
	: If you select this option, you may get duplicated rows because the system won't check for duplicates when importing rows from the file.
The dialog box has the following buttons.	
OK	Closes the dialog box and opens the **Columns** dialog box.
Cancel	Closes the dialog box without importing the data from the file.

Columns Dialog Box

In the **Columns** dialog box, which opens if you click **OK** in the **Common Settings** dialog box, you match the columns in the imported file that you have selected in the **File Upload** dialog box to the columns in the Acumatica ERP table to which you are importing data.

Element	Description
Column Name	The name of the column in the uploaded file.
Property Name	The name of the corresponding column in the table in Acumatica ERP.
The dialog box has the following buttons.	
OK	Closes the dialog box and imports the selected file.
Cancel	Closes the dialog box without importing the data from the file.

Glossary

A B C D E F G H I J K L M N O P Q *R S T U V W* X *Y* Z

A	
account	A General Ledger entity that holds a detailed record of similar transactions involving a particular item, such as a source of cash or a recipient of income. supports several account types: *Asset*, *Liability*, *Income*, and *Expense*. All of a company's accounts are listed on its chart of accounts. In Acumatica ERP, accounts are used with subaccounts, and at system setup, you choose whether account identifiers should be composed of segments. See also *General Ledger*, *chart of accounts*, *subaccount*, *segment*.
account class	A user-defined class that is used to group related accounts of the same type and that can be used in reports and inquiries for convenient grouping, sorting, and filtering of information associated with accounts. For example, you can create a class for long-term liabilities and another for middle-term liabilities.
Accounts Payable (AP)	An Acumatica ERP module that provides functionality for efficient management of your company’s vendors, primarily for goods and services purchased by your company. See also *module*, *vendor*.
Accounts Receivable (AR)	An Acumatica ERP module that provides functionality for efficient management of your company’s customers, primarily for goods and services sold by your company. See also *module*, *customer*.

home page	The first page a user sees upon signing in to the web site. By default, the home page displays the documentation list, but it can be configured to display the home page dashboard. See also *dashboard*.
adjustment period	A financial period with the same start and end dates (and, thus, a duration of zero days) that is the last period in the financial year. An adjustment period can be added only at initial setup. On data entry forms, an adjustment period is available only when you directly type it in the **Fin. Period** box. See also *financial period*, *financial year*.
aging period	One of a group of time intervals used for sorting a company's open AR documents by age or its open AP documents by days outstanding. For example, aging periods may be defined as follows: -999 to 0 days past due, 1 to 30 days past due, 31 to 60 days past due, and 61 to 91 days past due.
aggregating value	A special value of a segment of a subaccount that indicates the sum of appropriate budget articles whose subaccounts have other values in this segment. Aggregating values let you build a hierarchical structure of budget articles. See also *segment*, *subaccount*.
allocation template	A group of settings, saved as a whole, used in to help you automate allocations; allocation templates can be defined using the *Allocations* (GL204500) form. You can create an allocation source by using input masks to specify multiple accounts and subaccounts at once, and you can set up rules for distributing the source amount over multiple accounts. See also *input mask*, *account*, *subaccount*.
AP bill	A document created for each vendor invoice that includes information about the vendor, location, and currency used for the transaction. A bill may contain either line items or one summary line with a tax category specified. Some taxes are calculated for the entire document, and some are calculated for each line item, depending on each tax's *Calculate On* setting on the *Taxes* (TX205000) form. See also *vendor*, *location*, *tax category*, *tax*.
AP check	A payment document created for a vendor. A separate AP check may be required for each AP document, depending on your selected configuration options. AP checks should always have zero unapplied balance; that is, the amount of a check should be exactly the amount of the bill or bills it pays for. See also *vendor*.
AP credit adjustment	A clearing document created to correct errors on an existing bill, or in response to a vendor's overdue charges or a debit memo. Posting a credit adjustment increases the balance of Accounts Payable.
AP debit adjustment	An AP document created on the *Bills and Adjustments* (AP301000) form for a vendor refund. It may be applied to any bills of the same vendor. Discounts cannot be taken on debit adjustments. See also *vendor*.
approval	The act of formally giving permission for a document to proceed to the next step in its workflow. An organization may require documents, such as purchase orders or expense claims, to be approved by authorized persons before they may be paid. Also, you can require that wiki articles be approved before they may be published. In Acumatica ERP, you can configure approvals by assigning documents to specific persons for approvals and by giving only authorized persons access to certain processing forms. See also *form*.

AR credit memo	A clearing document created for damaged goods or a previous overcharging invoice. A credit memo may have one summary line or multiple line items. A credit memo may be applied against invoices, debit memos, and overdue charges. See also *overdue charges*.
AR debit memo	A document that adjusts the amount in one or several previous undercharging invoices. It doesn't contain a direct reference to any original invoices; if needed, you can reference the original invoice in the *Description* box. Debit memos may be numbered differently from invoices.
AR invoice	An itemized request for payment for goods sold or services rendered. An invoice includes the customer information, location, currency, and any reference number in the original customer document. The due date of the document is calculated based on the credit terms associated with the customer. An AR invoice may have a single summary line or multiple line items. For each line, a tax category may be specified. See also *customer*, *location*, *credit terms*, *tax category*.
assignment map	A structure representing the hierarchy of workgroups involved in processing or approval. See also *approval*.
assignment rules	A set of rules you can configure—based on the properties of an entity (such as a lead or case) or a document (such as an expense claim, sales order, or purchase order)—to enable automatic assignment to appropriate employees for processing or approval. For the selected entity type, you facilitate automatic assignment of entities to workgroups and to particular users by creating an assignment map and rules based on properties of the entity or document. See also *approval*, *assignment map*.
attribute	A custom element that your company can add to forms to keep additional information about products, leads, customers, inventory items, and other entities. Attributes—which are used by the Inventory, Customer Management, and Common Settings modules—allow you to gather details that are meaningful for your business. See also *form*, *customer*, *inventory item*, *Inventory*, *module*.
attribute class	A grouping of your company's leads, opportunities, customers, or cases by a specific set of attributes. For more information, see Attribute Classes. See also *attribute*, *attribute class*.
authentication	The process by which establishes a potential user as valid and grants access to the system. A user must use a valid user name and password pair for successful authentication. See also *user*.
authorization	The process by which verifies whether a user has sufficient access rights to particular forms, elements, and actions. The system makes this determination for a user who has successfully signed in, based on the roles assigned to the user and the restriction groups that include the user as a member. See also *user*, *form*, *role*, *restriction group*.
auto-reversing batch	A batch for which the General Ledger module automatically creates another batch that reverses debit and credit entries into the next financial period; the debit entry is reversed as a credit entry and vice versa. Auto-reversing entries are used to reverse some period-end adjustments. See also *batch*, *General Ledger*, *module*, *financial period*.
automation definition	A complete set of all automation steps defined for all forms created using the *Automation Definitions* (SM205010) form. You can use

	definitions created before system upgrades (or before major changes in automation steps) as backups of various states of automation in your system. See also *automation steps*, *automation definition*.
automation schedule	A schedule defined for an processing form to direct the system to perform specific processing periodically. You can create automation schedules using the *Automation Schedules* (SM205020) form. See also *automation schedule*
automation steps	Steps to be executed for specific records or objects on a particular form, depending on the record or object properties. Automation steps allow you to extend the functionality of data entry and processing forms. You can add new object statuses, associate statuses with certain actions, and enable or disable actions, depending on object properties. See also *form*.
B	
bank account	A cash account associated with a specific bank (which in is defined as a vendor) and with one or more linked clearing accounts. Bank charges can be configured as entry types associated with the bank account. Bank accounts generally require periodic reconciliations to be performed. See also *vendor*, *clearing account*, *entry type*, *reconciliation*.
base currency	The currency of the environment in which the company generates and expends cash. A base currency can be the only currency used in the system or one of multiple currencies used. The base currency is the default currency for recording transactions, budgets, and other GL data, and it is used for reporting, income statement, and balance sheet calculations. For General Ledger accounts denominated to a foreign currency, maintains the history of transactions and balances in both the currency of denomination and the base currency. See also *General Ledger*, *account*.
base price	A price for an item set with respect to the base unit, expressed in the base currency and offered to customers of the base price class (those not associated with any specific price class by default). Base prices can be defined and maintained directly, following your company's pricing policy, via the Inventory or Sales Orders module. See also *base unit*, *base currency*, *customer*, *Inventory*.
base unit	The unit of measure in which a particular item is tracked from the moment it is received at a warehouse or produced at one of your facilities until it is picked for shipping. Generally, the base unit is the smallest unit defined in the system for a particular item. Also, the base unit is the unit of measure used for calculating item costs. See also *warehouse*.
batch	A set of related transactions or journal entries that are in the same currency, refer to the same ledger, and occur in the same financial period. A batch's debit total and credit total are calculated over all the transactions. Some batches are generated by the system automatically, such as those implementing revaluations. Only balanced batches (those for which the credit total equals the debit total) can be released and posted to the specified ledger. See also *journal entry*, *financial period*, *revaluation*

batch control total	A user-entered total that is used for batch status validation if it is enforced in your system—that is, if the **Validate Batch Control Totals on Entry** check box on the *General Ledger Preferences* (GL102000) is selected. A batch can be saved with the *Balanced* status only if the user types into this box a value that is equal to the batch's debit total and credit total amounts. We recommend that you use batch control total validation to reduce data input errors. See also *batch*.
budget article	An account-subaccount pair recorded in a budget ledger with a budget amount. A budget article has subarticles if its subaccount has at least one aggregating value in any segment. See also *account*, *subaccount*, *aggregating value*, *segment*.
business account	A set of information about one of your company's vendors or customers, including its locations, contacts, and payment and shipping options. Acumatica ERP uses this information, which is specified on data entry forms, in a variety of modules. Your company also has a business account to record its own locations, contacts, and shipping settings. See also *vendor*, *customer*, *location*, *module*.
C	
cash account	A special type of General Ledger account used to record various monetary transactions in a specific currency. You can specify entry types and payment methods with which the cash account is associated. Each cash account is assigned to a specific branch. See also *General Ledger*, *account*, *entry type*, *payment method*.
cash-in-transit account	An account used for cash that is being moved from one currency to another. Because cross-rates are not used in Acumatica ERP, currency conversion is performed via the base currency with the use of the cash-in-transit account and subaccount. See also *account*, *base currency*, *subaccount*.
cash discount	A deduction from the total payable amount, allowed if the amount owed is paid within a specified time period on or before a due date. Cash discounts available for your organization are defined by credit terms assigned to vendors, and cash discounts available for customers are defined by credit terms assigned to customers. See also *credit terms*, *vendor*, *customer*
Cash Management	An Acumatica ERP module that manages cash and bank accounts, cash transactions (including funds transfer), and bank statement reconciliations. The module is integrated with the Accounts Payable and Accounts Receivable modules for smooth payment processing. See also *module*, *cash account*, *bank account*, *funds transfer*, *reconciliation*.
chart of accounts	A listing of the accounts in the system to which you will record accounting transactions. The chart of accounts, which you maintain in Acumatica ERP via the *Chart of Accounts* (GL202500) form, consists of balance sheet accounts (assets and liabilities) and income statement accounts (income and expenses). The chart of accounts should follow national and industry standards while also reflecting the operations of your company. See also *account*.
clearing account	A cash account that temporarily holds customer payments included in a deposit. Once the money is actually deposited to the bank and the deposit is released, a batch of transactions will be generated to move the payment amounts from clearing accounts to the bank account and

	to record the charges incurred as expenses. See also *cash account*, *customer*, *deposit*, *batch*, *bank account*.
combined subaccount	A subaccount that can be combined from multiple involved subaccounts, based on rules you create, for certain transactions; use elements with labels such as **Combine Subaccount From** to set up such rules. A box for a combined subaccount displays a subaccount mask, such as ––––.––.–––.––––, in accordance with the segmented structure of subaccounts defined for your company. For each segment, you can specify one of the involved subaccounts as the source of the segment value. See the Combined Subaccounts article for more information. See also *subaccount*, *combined subaccount*.
commission	A payment made to a salesperson for goods and services sold. Commission is calculated once in a commission period based on total invoice amounts or payments received, depending on your configuration choice. For each document, calculates the commission amount as a percentage. For an invoice, the commission may be split among multiple salespersons.
Common Settings	A module used to control global system settings. Some configuration settings—such as company information, segmented keys, and numbering sequences—must be provided during initial system setup and cannot be modified later. Other information, such as credit terms and logistics settings, can be added at any time. See also *module*, *segmented key*, *numbering sequence*, *credit terms*.
consolidation	The process of combining separate accounting data into one set of data by importing data from subsidiaries to the parent company. Whether your organization is a parent company or a subsidiary of a larger company, the General Ledger module enables you to prepare and consolidate the data into one consolidation ledger in the parent company. See also *General Ledger*, *module*.
consolidation data	The data imported to the parent company (as GL batches with system-generated descriptions) to enable consolidation. Consolidation data prepared by consolidation units is available via the SOAP gateway as a set of GLConsolRead instances. See also *General Ledger*, *batch*, *consolidation*.
consolidation mapping	The process of matching accounts and subaccounts in a subsidiary against those of the parent company for consolidation. Mapping of subaccounts can be performed across subaccount segments. See also *account*, *subaccount*, *segment*.
credit terms	Conditions and stipulations used by vendors in their relations with your company and by your company in its relations with customers when any outstanding balance is paid. Credit terms include an installment option (one payment or multiple installments), a payment schedule, and terms for cash discount (for only the single-installment option). Also, credit terms can be used as a schedule for overdue charges. For more information about setting up credit terms in Acumatica ERP, see Credit Terms. See also *vendor*, *customer*, *cash discount*, *credit terms*.
Currency Management	An Acumatica ERP module that lets you define multiple currencies, enabling foreign currency transactions throughout other modules. You can maintain the lists of currencies, track exchange rate fluctuations, and perform periodical revaluations. See also *module*, *revaluation*.

currency rate	The rating of one currency valued against another. You use the *Currency Rates* (CM301000) form to enter foreign currencies' exchange rates and the base currency rates. Rates for each rate type are specified with respect to the base currency and are recorded to the database with the type of arithmetic operation required to apply the rate. Each record contains the rate and the date when it becomes effective. The rate is used for currency conversions for documents that have later dates until a new rate is recorded. See also *currency rate*, *base currency*.
customer	One of your company's trade debtors. Acumatica ERP lets you set up default values for individual customers, customer classes, and customer documents to help make data entry easier and less error-prone. When you enter a new invoice for a customer, calculates the due date, discount date, and amount automatically, based on its credit terms. Tax settings are by default those of the tax zone associated with the customer location. See also *customer class*, *credit terms*, *tax*, *tax zone*.
customer class	A group of settings that provides default values when users create new customer accounts, thus saving them time. You divide customers into classes based on the types of goods or services they purchase from you. For more details, see Customer Defaults and Overrides. See also *customer*.
Customer Management	An Acumatica ERP module that helps your company set up customer service based on contracts and effectively track service issues reported by customers. Also, the module provides tools to help salespeople generate quality leads, track and analyze sales opportunities, and manage marketing campaigns by sending personalized emails in bulk. See also *module*, *customer*.
customer price class	A group of customers that may be offered special prices because of their buying habits. All customers of the same customer price class are charged the same price for the same item, and you can set different prices for the same item for different customer price classes. See also *customer*.
customer statement	A complete record of the customer's invoices, debit and credit memos, payments, prepayments, and overdue charges for a specific period. A statement includes all new activity for a statement cycle, from the previous statement date to the current statement date. Any open debit items from prior periods are included in the statement, grouped by days outstanding. See also *statement cycle*, *prepayment*.
D	
dashboard	An interface that organizes and presents key information in a format that users can interpret easily. A dashboard can be configured for the home page and for each module web page. System administrators can design a set of company-specific template dashboards. A user can modify any of them or create from scratch a set of personalized dashboards that display information tailored to job and information needs. For details, see Dashboards. See also *user*, *module*, *dashboard*.
deferral code	A code used in Acumatica ERP to configure how revenues and expenses are recognized. If a line amount in an invoice or a bill should be

	recognized over several periods, a deferral code (of the revenue or expense type, respectively) is assigned to this line.
deferral schedule	A number of related transactions automatically generated for the documents whose lines have deferral codes assigned. See also *deferral code*.
Deferred Revenue	An Acumatica ERP module that stores definitions of deferral codes, while allowing you to view and edit deferral schedules generated for AP and AR documents and recognize parts of deferred amount according to these schedules. See also *module*.
deposit	1. An instance of physically placing money in a bank. 2. In Acumatica ERP, an internal document created using the *Bank Deposits* (CA305000) form. Batch deposits are used to group customer payments deposited to the bank in bulk. When you enter payments intended for such deposits into Acumatica ERP, they are recorded to special clearing accounts, which temporarily hold payments drawn from customers' AR accounts. Before you make a deposit to the bank, you create a deposit in Acumatica ERP, list the payments and cash to be deposited, and print a deposit slip. After the money was actually deposited, the deposit can be corrected to contain only payments accepted by the bank and released. On the deposit's release, a batch of transactions will be generated to move the payment amounts from clearing accounts to the bank account and to record the charges incurred as expenses. See also *deposit*, *batch*, *customer*, *clearing account*, *bank account*.
discount	A means of reducing sales prices. Acumatica ERP allows your company to configure various types of discounts applicable to sales orders and intended to attract customers: document-level discounts that are subtracted from the document total, item-level discounts that apply to a document line, and flat-price discounts, which are special discounted prices that depend on the quantities of goods purchased. See also *customer*.
E	
entry type	A user-defined type of transaction (which can be a cash receipt or cash disbursement) entered by using the Cash Management module. Entry types are used to categorize cash transactions. See also *Cash Management*, *module*.
event	An activity that has a specific start time and duration. You create events for all or several users and invite users, leads, contacts, and customers as attendees. You can send invitation or rescheduling emails to attendees.
F	
Favorites	Links to the forms the particular user accesses most frequently. Any user can create his or her own list of favorites for personal use.
financial period	A part of a financial year defined by its start date and end date. A financial year can be divided into monthly, bimonthly, quarterly, or custom-defined periods. For each next new year, generates financial periods in accordance with initial system settings. We recommend that

	you not change financial settings in once transactions have been posted to any of the periods. See also *financial year*.
financial year	A time interval used for calculating annual financial statements. The year is defined by its start date, which you determine, and lasts 12 months. For example, the U.S. government's financial year begins on October 1 of the previous calendar year and ends on September 30 of the year that gives the financial year its number. A financial year consists of a number of financial periods and may include an additional adjustment period. See also *financial period*, *adjustment period*.
FOB point	A destination at which the vendor delivers the goods to be loaded to the transportation provided by the carrier. The customer covers the freight and other expenses for the cargo from a FOB (meaning *freight on board*) point. See also *vendor*, *customer*.
foreign currency translation	The process of restating the account balances in a reporting currency. For accounts denominated to currencies other than the reporting currency, the balances expressed in the base currency are recalculated to the reporting currency. For more details, see Overview of Translations. See also *account*, *base currency*.
form	A screen in Acumatica ERP that lets you, using various actions and elements, enter needed data and perform functions that are key to the capabilities of the module. In most modules, forms are grouped into the following categories: Data Entry, Processing, Inquiries, Maintenance, and Setup. See also *module*.
form toolbar	A toolbar present on most forms with data navigation and processing actions that apply to the entire form. For example, its actions allow you to cancel or save changes you've made, to insert or delete objects, or to navigate through the objects created via the form. See also *form*.
funds transfer	A transaction that moves an amount from one cash account to another, with related service charges. Funds can be transferred between accounts denominated to different foreign currencies in two steps, using the cash in transit account for currency conversion to the base currency and from the base currency. See also *cash account*, *cash-in-transit account*, *base currency*.
G	
General Ledger (GL)	An Acumatica ERP module that serves as the central application where all financial information is collected for analyzing, summarizing, and reporting. You use the module to set up your company's financial structure through the chart of accounts and subaccounts, collect information through transactions entered by users and imported from other modules, and prepare data for generating various financial statements. See also *module*, *chart of accounts*, *subaccount*.
H	
historical rate	An exchange rate for the foreign currency with respect to the base currency that was effective during a certain past period. The General Ledger module uses historical rates for foreign currency translations and "past-date" transactions. See also *base currency*, *General Ledger*, *module*.
I	

inline editor	An editing tool you can use to edit a section of a Wiki article or its full text. The inline editor contains both a text box (which contains the text of the applicable section) and a Formatting toolbar.
input mask	A mask implemented to govern what a user may enter into a box, so that the required format is used on data entry forms. Masks are used, for example, for phone numbers, postal codes, and tax registration IDs. Moreover, input masks can be created using regular expressions to validate entered values, since the values for some elements must follow not only input format requirements but also specific rules. For more details, see Input Validation Options.
integration services	The powerful capabilities, provided as part of the Integration module, that allow you to filter and import data from external sources, converting it into internal format, and configure data synchronization between and third-party applications to be performed on schedule. Also, you can configure data export with conversion to required formats. See also *module*.
inventory item	A stock or non-stock item defined and tracked in Acumatica ERP. The record's unique identifier, **Inventory ID**, as with other identifiers in Acumatica ERP, can be segmented, with special meaning assigned to each segment. (The INVENTORY key is used to configure inventory IDs.) Well-designed inventory IDs can help you sort and group items in operational and management reports. See also *stock item*, *non-stock item*.
Inventory	An Acumatica ERP module that provides real-time access to item availability data configured in accordance with your company's policies. The Inventory module lets you maintain a perpetual inventory system as well as performing physical inventories, which can be performed as full inventory and by cycles. You can use subitems as an additional means of tracking special types of inventory items, and you can track inventory items by either lot or serial numbers and expiration dates. (See lot serial numbers for more details.) Advanced functionality of the module includes flexible posting settings, multiple warehouses with multiple specialized locations, and automatic replenishments. See also *module*, *subitems*, *inventory item*, *lot or serial numbers*.
inventory price class	A class used to group inventory items by the method of their price calculation. An inventory price class may include items of one or more item classes. See also *inventory item*, *item class*.
item class	A class used to group stock or non-stock items with similar properties and to provide default settings for new items. See also *stock item*, *non-stock item*.
J	
journal entry	A record of debit or credit to any account in General Ledger. Journal entries (or transactions), which are added in batches, must follow the generalized double-entry rule: The debits total must be equal to the credits total through all the entries in a batch. The batch contains the date, the accounts and subaccounts to be debited, the accounts and subaccounts to be credited, and the debit or credit amounts for each transaction. A batch of journal entries can be marked as recurring or auto-reversing. See also *account*, *General Ledger*, *batch*, *subaccount*, *auto-reversing batch*.

K	
kit	An inventory item that consists of other stock or non-stock items as components and requires assembling (or packaging) to become a salable good. You enter a kit as a stock or non-stock item using either the *Stock Items* (IN202500) or *Non-Stock Items* (IN202000) form and select the **Is a Kit** option. You can specify the kit's components (with their quantities) using the *Kit Specifications* (IN209500) form. A kit may include a number of stock and non-stock components. See also *inventory item*, *non-stock item*, *stock item*.
L	
landed costs	All extra costs—beyond the prices at which the goods are purchased from vendors—associated with acquiring products and "landing" them at one of your company's locations. These costs might include customs duties, handling fees, freight charges, value-added taxes, and other costs for a particular product. In Acumatica ERP, you can define these costs via the *Landed Cost Codes* (PO202000) form. See also *vendor*, *tax*.
location	1. One of multiple places of business for a particular company. Each location is assigned to a tax zone and, as a business entity, may have a separate tax registration ID from that of the main location of the company. 2. A warehouse location. See also *tax zone*, *warehouse location*.
location table	The list of a particular warehouse's locations and their properties. Use the location table to configure your warehouse to fit the logistical processes established in your company. For each location table, you can specify whether to include the quantities of stock items stored at this location in the quantity of available items calculated for the warehouse, whether to cost the inventory on this location separately, what inventory operations are allowed for the location, and what the location's pick priority is. Users can consult this table for reference when they're creating receipts, issues, or transfers. See also *warehouse*, stock items.
lot or serial numbers	Identifying numbers through which you track goods in your inventory. Serial numbers are used when you need to trace each item of the same inventory ID, while lot numbers are used to trace items (of the same ID) that were purchased or produced together and have the same expiration dates (if applicable). You can segment lot and serial numbers via the *Lot/Serial Classes* (IN207000) form. Acumatica ERP supports the following types of segments for lot/serial numbers: constant, date, and auto-incrementing. See also *segment*.
low seasons	Time intervals in which the decreasing factors (used to divide the standard replenishment quantity to get lower replenishment quantities during low seasons) should be applied to quantities on purchase orders generated to replenish the stock. Each inventory item may have multiple low seasons, each with different decreasing factors. See also *inventory item*.
M	

main menu	A menu, that fits across the top on each page, containing functions that are not specific to the form or wiki article. The toolbar allows you to navigate to a Help article for the form (if available), add the form to Favorites and dashboards, among other capabilities. For details, see *Main Menu*. See also *form*, *Favorites*, *dashboard*
Management	An Acumatica ERP module that lets you define users, roles, and restriction groups for security management. It also provides site management, Wiki management, task management, customization management, and file management capabilities, as well as integration services. See also *module*, *user*, *role*, *restriction group*, *integration services*.
module	A software component of Acumatica ERP that consists of a variety of forms. While each module provides specialized functionality, it is tightly integrated with other modules. See also *form*.
multi-currency	A mode in which Acumatica ERP can function to support multiple currencies. If you have activated multi-currency support, you can manage transactions in various foreign currencies, record exchange rates for multiple rate types as needed, report in a specific foreign currency, and revalue GL, AP, and AR accounts in the base currency. The base currency is used for reporting and income statement calculation. See also *base currency*, *Currency Management*, *module*.
N	
navigation pane	A pane, located on the left side of any page, that allows you to select the form, or article you wish to display in the right pane. The navigation pane contains the tree structure of a module or wiki, which shows the hierarchy of its forms or articles and contains links to those items. When you click a link, the requested form or article opens in the right pane. See also *form*, *dashboard*, *module*.
negative inventory	An option, offered in Acumatica ERP, allowing a negative inventory balance for an inventory item or a group of items. This can occur when the inventory issue is made before the necessary quantity of the item arrives at the warehouse. To calculate the balance of over-issued inventory items, the most recent historical cost will be used until the item is received. When the inventory is received, the system will match the receipt cost with the issue cost, and generate a cost adjustment for the difference. Appropriate warnings are issued on transactions that will result in negative inventory balances. See also *inventory item*, *warehouse*.
non-stock item	An inventory item that is not stored in a warehouse. Such items can be of different types: labor, service (such as product assembly, installation, or personalization), charge, expense, and actual non-stock items, such as goods used only for drop-shipments. For a non-stock item, you can specify the following information in Acumatica ERP: base, sales, and purchase units; conversion coefficients; price and cost information; and the default GL accounts and subaccounts to be used for transactions with the items. See also *inventory item*, *warehouse*, *General Ledger*, *account*.
notification template	An article in the Notification Templates Wiki that is an email template with variables denoting values in an employee or contact record. When the email is sent, the system replaces variables with values

	from the database record associated with each addressee for email personalization.
numbering sequence	A set of rules the system uses to generate the next unique identifier when you create a new object of certain type (such as a batch). provides a number of predefined numbering sequences you can use. A numbering sequence may have subsequences. If one numbering sequence is used for multiple object types, all the objects get numbers according to the order in which they were created, so successive numbers can be assigned to objects of different types. See also *batch*.
O	
overdue charges	Charges calculated on open Accounts Receivable items that are past due. Acumatica ERP calculates overdue charges and displays them on customer statements. You can configure these charges to be compound charges (charges calculated on charges) or not. Overdue charges are based on terms that provide a schedule for payment. See also *Accounts Receivable*, *customer statement*.
P	
payment method	A way in which customers pay for goods they purchase from your organization. For each payment method, you can use a number of predefined elements: define the element names as you want them to appear on the interface, and set up input validation for these elements (input masks or regular expressions). Payment methods are based on the following general means of payment: credit cards, gift certificates, purchase orders, cash cards, and custom methods. See also *customer*, *input mask*.
PI cycle	The physical inventory cycle assigned to the stock item. PI cycles are used to arrange the items into groups for periodic counting. For more details on using PI cycles, see Planning for Physical Inventory. See also *stock item*.
posting class	A group of items in the Inventory module that defines the default account to be used and the rules for composing the default subaccount for transactions with the applicable inventory items. Accounts and subaccounts for transactions can be obtained from the following sources: inventory item, warehouse, or posting class. See also *combined subaccount*, *Inventory*, *module*, *account*, *subaccount*, *combined subaccount*, *warehouse*, *inventory item*.
prepayment	A document that represents amounts paid in advance for future purchases. In the Accounts Payable module, a vendor's request for prepayment is processed as follows: You use the *Checks and Payments* (AP302000) form to enter the prepayment. Then the prepayment is paid in full by an AP check in the same currency as the default cash account. If the payment method associated with the default cash account requires printing a check, print it and release the AP check, which changes its status to *Closed* and creates a payment of the *Prepayment* type with the reference number of the original prepayment request. After that, you can apply the prepayment to bills and adjustments. See also *Accounts Payable*, *module*.
price list	A list of sales prices that is set for goods sold in a specific currency, offered to customers of a particular customer price class, and specified with respect to various units of measure available for the items. In

	Acumatica ERP, you can maintain multiple price lists. See also *sales price*, *customer*, *customer price class*.
Purchase Orders	An Acumatica ERP module that provides functionality for efficient management of your company's supply chain and optimization of the cost of acquiring materials or services. See also *module*.
Purchase Requisitions	An Acumatica ERP module that allows you to streamline and customize the process of requesting needed items. You can request goods and services, approve requests, and prevent cost overruns. See also *module*.
R	
reason code	A code used to provide additional information regarding transactions in the system. When you configure a reason code via the *Reason Codes* (CS211000) form, you can specify whether this code is used in the Inventory module and, if so, how it is used. Inventory-related reason codes allow you to post transactions related to direct inventory operations (such as receipts, issues, transfers, adjustments, and physical inventory counts) to specific accounts and assign particular subaccounts to them to allow for more detailed reporting. See also *reason code*, *Inventory*, *module*, *account*, *subaccount*.
reconciliation	The process of matching the cash transactions recorded in Acumatica ERP against those presented on a bank statement. Theoretically, the balance of the cash account associated with the bank should reconcile to the balance of the bank statement, but there may be some discrepancy between account balances. The goal of reconciliation is to find discrepancies and determine whether each is due to error or timing. In Acumatica ERP, you mark documents as cleared as you receive preliminary information from the bank. Later, when you have received the bank statement, you reconcile transactions with the bank statement.
recurring GL transactions	GL transactions that repeat regularly. To automate the entering of recurring transactions, such as depreciation transactions, allows you to create schedules for them. A schedule defines how many times and how often specific batches should be repeated. One or several batches can be assigned to a schedule, but only batches with the *Balanced* status can be scheduled. Once a batch is assigned to a schedule, its status changes to *Scheduled*. To create schedules, use the *Recurring Transactions* (GL203500) form. See also *schedule*, *batch*.
replenishment policy	Settings that define how automatic replenishment for the inventory item is initiated, as well as its source, quantity, and time intervals, including low seasons, during which replenishment is initiated in smaller quantities. See also *inventory item*.
restriction group	A set of objects (such as users, accounts, and subaccounts) of two or more types created to, if the group includes users, restrict users' access to only objects in the same group; if the group doesn't include users, the restriction group relates its objects in a way that limits their use. For instance, one restriction group may include two users and a number of special-use accounts that only these two users can update, and another restriction group may include several GL expense accounts and a subaccount that should be used only with these particular accounts. If a restriction group is defined as inverse, the objects in the group instead cannot be used with one another. To learn more about

	restriction groups, see the *Managing Visibility with Restriction Groups* section in System Administration Guide.
Retained Earnings account	A special system-maintained accounts that is of the *Liability* type and must be created before any actual data is entered. The Retained Earnings account accumulates the company's net income (or loss) after the dividends have been paid. Retained earnings are summarized over the years since the first year of company operations. During the financial year closing, this account is updated by the amount accumulated on the YTD Net Income account. See also *YTD Net Income*.
revaluation	The process of revising the value of AP, AR, or GL accounts that are maintained in a foreign currency. For more information, see Overview of Revaluations.
role	A set of access rights to certain system objects—such as specific Wiki articles, forms, form elements, and toolbar actions—to which you assign users. When you define roles, give only the access rights necessary to perform typical tasks. Sets of access rights by different roles should not intersect. We recommend that you assign to a user several roles rather than creating a more complicated role with the same privileges as multiple already-defined roles. Acumatica ERP has several preconfigured roles. For more information about roles, see Role-Based Security.
S	
Sales Orders	An Acumatica ERP module with the functionality required to manage sales-related activities, such as maintaining multiple price lists, configuring the system to calculate discounts, entering quotes, fulfilling sales orders, generating pick lists, creating shipments, and adding landed costs. See also *module*.
sales price	A price you set for a particular item that you sell in a specific currency, offer to customers of a particular customer price class, and specify with respect to an appropriate unit of measure. Sales prices can be maintained with regard to items' sales units or base units. See also *customer*, *customer price class*, *sales unit*, *base unit*.
sales unit	The unit of measure in which a particular item is sold to a customer. See also *customer*.
schedule	A definition in Acumatica ERP of how many times and how often specific AP batches, AR documents should be generated for recurring transactions. Once a batch or a document is assigned to a schedule, its status changes to *Scheduled*. The system uses the original documents or batches as templates to generate similar documents or batches with only transaction dates being changed as dictated by the schedule. See also *batch*.
Search text box	A text box, located on the top of the navigation pane on any page, that allows you to perform a quick search in the entities. You can click the Search icon to open the Search form, which offers more extensive capabilities to search the wikis, files, or entities in the system. See also *navigation pane*.
segment	1. In Acumatica ERP, one of the parts of an identifier of an entity —such as account, subaccount, inventory item, subitem, warehouse or location reserved to carry special meaning.

	Segments should be populated with values before entities are created. Segment values are alphanumeric strings of the fixed length, and one of the segments may be assigned a numbering sequence. Several input validation options can be used to verify the segment values when users create new entities of the type. **2.** To break the identifier into segments (as described above). See also *account*, *subaccount*, *inventory item*, *location*, *warehouse*.
segmented key	A system entity that lets you define the structure of identifiers for a certain type of object and then serves as a template when a user creates an identifier for a new object. The current version of Acumatica ERP provides the following segmented keys: *ACCOUNT*, for GL accounts; *SUBACCOUNT*, for GL subaccounts; *BIZACCT*, for vendor and customer accounts in the Accounts Payable and Accounts Receivable modules; *INVENTORY*, for inventory items; and *SALESPER*, for salesperson accounts. For more detailed information, see *Segmented Identifiers* in the Acumatica ERP System Administration Guide. See also *General Ledger*, *account*, *subaccount*, *vendor*.
standard cost method	A method for inventory item valuation in which standard cost is calculated outside the system using company-specific policies. With this method, the currently effective standard costs are assigned to inventory items on their receipt, issue, adjustment or transfer, regardless of their actual costs. When items assigned to this method are received at the warehouses, any differences between the actual and standard costs are recorded to the specified standard cost variance accounts and posted to the General Ledger. Standard costs can be updated as often as is needed. See also *inventory item*, *warehouse*.
stock item	An inventory item stored and maintained in steady volumes at some warehouse. For each stock item, Acumatica ERP tracks a basic set of item properties, such as the item's identifier, description, price, cost, units of measure, and default warehouse and vendor information. Stock items can have many additional properties, known as attributes in Acumatica ERP, that do not affect item processing but may be important for analyzing the stock movements or item sales. See also *inventory item*, *attribute*.
statement cycle	The schedule for customer statements. You can also set up four aging periods that sort open documents by days past due. You can use the aging periods to prepare an AR aging schedule at the end of each month, which you can analyze to identify potential cash flow problems. Statement cycles can be assigned to customer classes and to individual customers. See also *customer statement*, *aging period*, *customer class*, *customer*.
subaccount	A subcategory of the account that carries identifying information; in Acumatica ERP, you use subaccounts with accounts to virtually split accounts into smaller, more specific ones. This gives you finer classification within the account for reporting and internal management purposes. While account identifiers carry the information about the account type along with the actual account number, subaccount identifiers can provide such information as the division, department, and cost center. Each journal entry is recorded with the appropriate account and subaccount combination. See the Hierarchy of Accounts and Subaccounts article for more details. See also *account*, *journal entry*.

subitems	Codes that allow further categorization of an inventory items. Subitems are used in the system if you have otherwise-identical products with different colors, sizes, or other properties tracked because of their importance to customers. Thus, under the same inventory ID, there may be a number of subitems—records about products that share all settings of the inventory item record but have additional properties that differ. If your site uses subitems, they should be specified for each inventory ID related to a stock item. See also *inventory item*, *customer*, *stock item*.
T	
table	An arrangement of similar objects or details, each displayed with the same number of properties, on many forms. In a details table, each row represents an object or detail (for example, an account, subaccount, document line, or journal entry) and its properties; elements specifying properties are grouped into columns.
table toolbar	A toolbar on most forms, located above (and sometimes above and below) the Details table, that allows you to perform detail-related actions, including the following: add, edit, or delete details; filter details; perform custom actions; and rearrange details by changing the order of values in any column.
task	An activity that you have to complete before a due date but that doesn't have a specific time or duration. By default, you create tasks for yourself, but you also can create tasks and assign them to other employees.
tax	A compulsory financial contribution imposed by a government. In Acumatica ERP, you can configure taxes of the following major types: *Sales*, *Use*, *VAT*, and *Withholding*. The definition of each tax includes the tax rate (used to calculate the tax amount), the method of calculation, the effective date, and the accounts to which the tax amounts are posted. Each tax is reported to a specific tax agency and is paid to or claimed from the agency. See also *account*, *tax agency*.
tax agency	A tax authority, defined in as a vendor, that requires tax reports to be filed regularly. For your convenience, you can create a vendor class for tax agencies (local and federal). Each tax agency requires tax reports to be filed regularly. See also *vendor*, *vendor class*.
tax category	A list of taxes associated with a product or a service when it is purchased or sold. See also *Taxes*.
Taxes	An Acumatica ERP module that stores definitions of taxes, tax categories, and tax zones that are used across Acumatica ERP for automatic tax calculation for every document and transaction. See also *module*, *Taxes*, *tax category*, *tax zone*.
tax reporting group	An entity used to accrue taxable amounts and tax amounts charged on GL, AP, and AR transactions for tax reporting purposes. For example, a VAT requires two groups (input and output): one for tax amounts charged on sales, and another for tax amounts charged on purchases. A sales tax requires one output group for taxes on sales. Tax reporting groups are used to calculate the report lines for a report to a tax authority. For more information, see *Tax Report Configuration* in the Acumatica ERP Financial Management Guide.

tax report lines	Lines configured for a tax agency as a combination of output and input reporting groups for various taxes associated with the same tax agency. See also *tax agency*, *Taxes*.
tax zone	An area or tax jurisdiction where the same taxes are enforced. In Acumatica ERP, a tax zone includes a list of taxes to be applied to a customer's invoice or a vendor's bill depending on the location. Tax zones are used in other modules, such as General Ledger, Accounts Payable and Accounts Receivable.
U	
user	A person who uses the ERP system. Once a user has been authenticated, the system checks the user's membership in roles. Users can view only the forms, articles, and elements authorized by their roles, and can perform only the actions permitted by these roles. Users may be members of restriction groups, which let them access specific entities included in the groups. See also *role*, *form*, *restriction group*.
V	
vendor	One of your company's trade creditors. For ease of use, you can set up default values for vendor classes, individual vendors, and vendor documents. When users enter new bills, they must specify a vendor for each bill. Once they choose the vendor, certain elements on the form will be automatically populated with the vendor's default values. The due date and available discount are calculated automatically, based on the vendor's credit terms. See also *vendor class*, *credit terms*.
vendor class	A group of settings that provides default values when users create new vendor accounts. Divide vendors into classes based on the types of goods they sell or services they provide. For details, see Vendor Defaults and Overrides. See also *vendor*.
W	
warehouse	A place where goods are stored. A warehouse in Acumatica ERP does not necessarily represent one physical building where your inventory is stocked; you can divide a large physical storage space into several areas and define each as a warehouse in Acumatica ERP. A warehouse can even be virtual: For example, all goods that are on the way to you from the supplier can be considered as located in the virtual goods-in-transit warehouse.
warehouse location	An actual or virtual place in a warehouse that can be used to receive, store, or issue specific goods or all goods. Each warehouse can include several locations. Warehouse location IDs are defined with the *INLOCATION segmented key.* See also *warehouse*.
wiki article	An entity that consists of digital content on a particular topic and, along with other articles, makes up a wiki. Articles can be organized in folders in ways that best fit your needs.
wiki editor	The form, invoked when you click **Edit** for an open wiki article, that lets you edit both the article text and its properties.
wiki markup	1. The syntax used to create wiki articles. Using wiki markup, you can create articles, add headings, tables of contents, hint boxes, and warning boxes.

	2. A mode in which you can edit wiki articles, which lets you view the wiki markup.
Wiki toolbar	A toolbar, appearing below the main menu when you open a wiki article, that provides a variety of actions you can use as you browse the wiki and work with articles. These actions include creating a new article, moving to the previous or next article in the wiki tree, and printing or deleting the current article.
Y	
YTD (Year-to-Date) Net Income account	A special account, automatically maintained by the system, that records the net income (the difference between the amounts posted on income and expense GL accounts) accumulated since the beginning of the financial year. This difference is updated by every transaction posted. During closing of the financial year, the balance of the YTD Net Income account is transferred to the Retained Earnings Account and is reset to zero for a new financial year. The YTD Net Income account should be of the *Liability* type and must be created before any actual data is entered. See also *account*, *financial year*.