

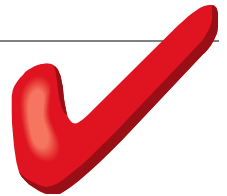
CAPITAL V8

Capital Business Software White Paper

*New Features Available in
Capital Office V8,
Release 8.8*

CAPITAL OFFICE BUSINESS SOFTWARE

Capital Business Software Technical Series



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General Enhancements

Improved Day To Day Processes

vCalendar

When emailing appointments the Calendar will now include a vCalendar attachment file. vCalendar files are industry standard appointment files that are used by applications such as Microsoft Office (i.e., Outlook) and various web services to automatically load meeting dates into their systems.

Assign Attendees to Appointments

Attendees, including contact information, may now be assigned to appointments.

Departmental Replenishment

The **Replenish From This Department** feature has been enhanced with a new ordering mode to permit a department to place an order for all stock items it requires, from a designated department. This is useful if a department does not have the authority to raise its own purchase orders and must raise orders and transfers through a 'main branch' department.

To access this function open a Sales Order and select from the Toolbox menu Replenish From This Department. This feature is available when the Departmental Transfers option 'Manufacture' or 'Full Replenish' are selected, found under Back Order Customization.

Order quantities are determined by the reorder requirement for each stock item. Factors that are considered include stock on hand, stock already in-coming (on transfers and purchase orders), customer back orders, the minimum unit of purchase, and the ideal holding level determined by the reorder point and overstock level values.

If a stock item is already found on your sales order, the item is ignored when **Replenish From This Department** is selected. Stock Kits are never ordered, however the individual items that make up stock kits will be, if required.

An intra-departmental order is sent to the *Back Order Control Centre* as would a conventional sales order. However, when allocated and released, a Stock Transfer will be raised in place of a conventional invoice. For this function to operate, Multi-Location Stock Control must also be activated.

WHAT'S NEW IN 8.8

Spell Check

Product descriptions on transactions such as invoices and purchase orders, now support the spell checking feature.

Back Order Purchase Order View

You may now view the list of open purchase orders for a back ordered item, by selecting from the Back Order Control Centre the applicable item and clicking on the **PO. No.** column cell or by selecting View | Purchase Orders from the menu.

Quick Allocate

A transaction may now be allocated available stock in one step inside the *Back Order Control Centre* by selecting from the menu Toolbox | Allocate Transaction. You may also allocate in one step by holding down the SHIFT key and pressing the Allocate button.

Query Builder Enhancements

Query Builder now supports the ability add questions to queries in order to allow queries to dynamically change their comparison values.

Question Wizard

What type of data will you be asking for?

Text
 Date
 Logical (True or False)
 Number

Enter the question you will prompt users for:
Column "Account" Equals

What message, by way of extra help, do you wish to place on the question's tooltip:
[Empty text box]

Enter a default answer if any:
CASH|

Help Cancel Back Finished

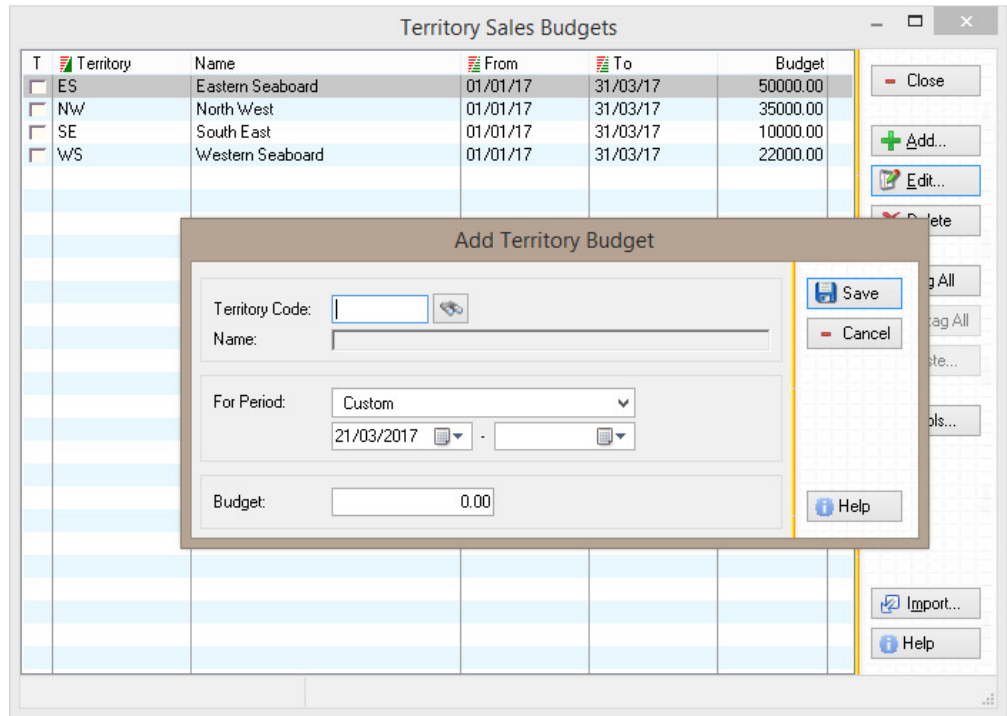
1.1 Query Builder Define Question Wizard

Query Builder also now supports the ability to explicitly specify the type of comparison (date, text, true/false, numeric) to perform on the data being analyzed.

Sales Territory Budgets

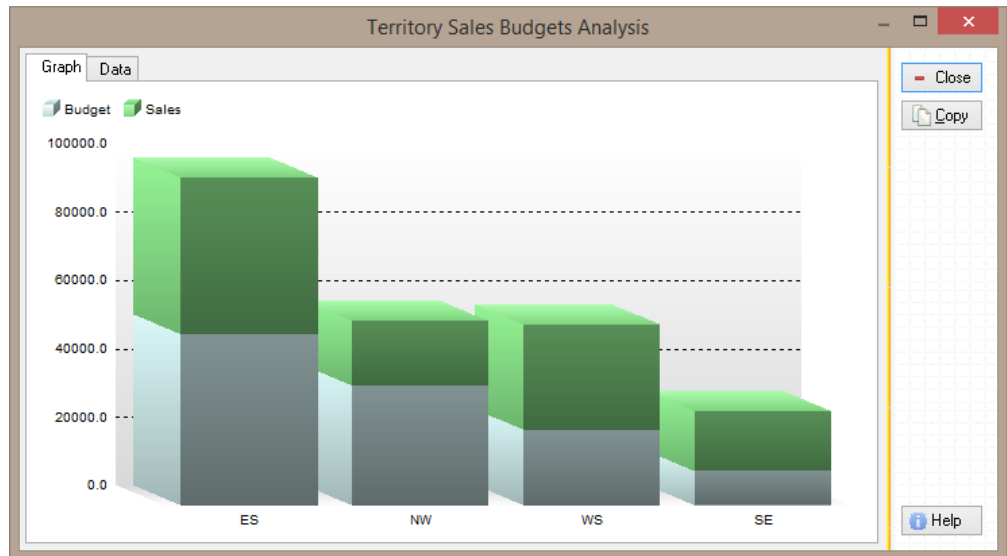
Customer Sales Territory Budgets allow you to define sale budgets for individual customer accounts by sales territory.

WHAT'S NEW IN 8.8



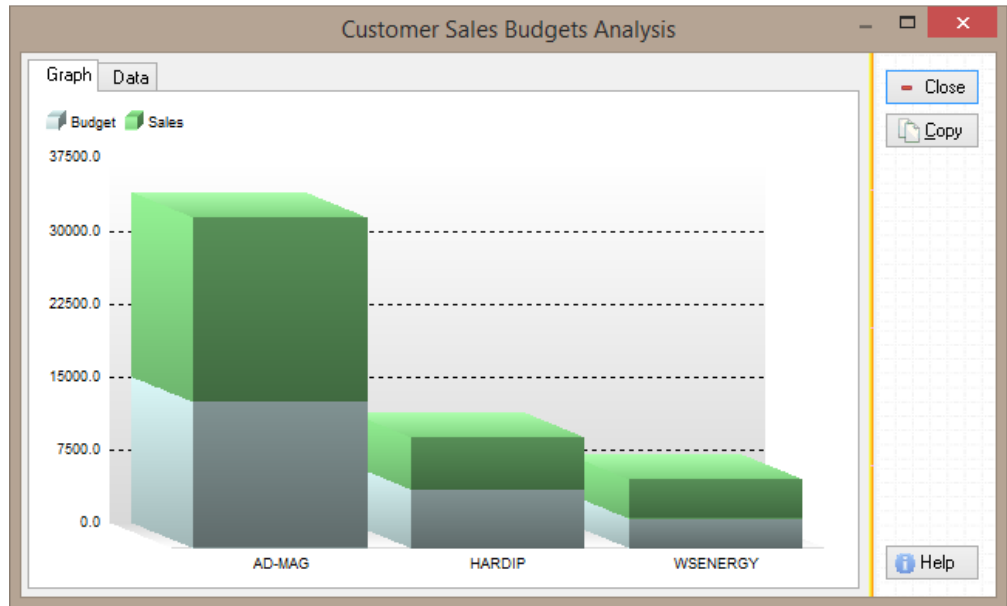
1.2 Territory Sales Budgets

The **Customer Sales Territory Budget Analysis** allows you to monitor sales targets by customer territory.



1.3 Territory Sales Budgets Analysis

WHAT'S NEW IN 8.8

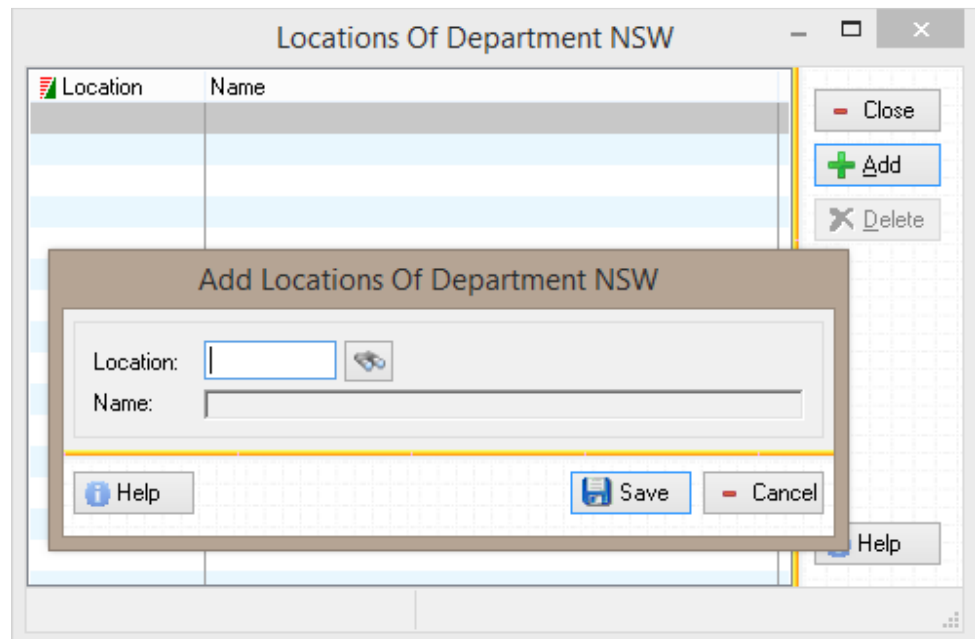


1.5 Customer Product Sales Budgets Analysis

Location Access

Locations that an individual department can access may now be restricted.

For example, you can prevent your NSW department from selecting stock locations located in Western Australia.



1.6 Departmental Location Access Restrictions

WHAT'S NEW IN 8.8

In multi-location stock control mode it is now possible to change a transaction's location if the wrong location has been assigned to a transaction, without restarting from scratch.

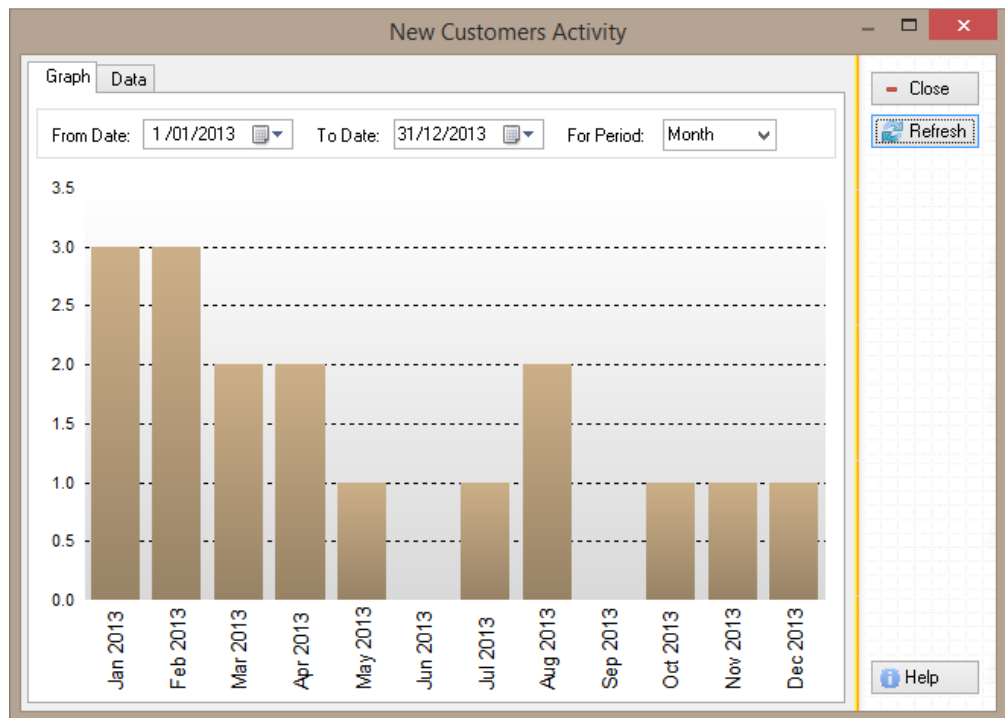
To perform this action open a transaction and from the menu select **Toolbox | Change Location**.

Customer Sales Report

The **Customer Sales Report** has been enhanced with features to sub group the report by state or department.

New Customer Acquisition Analysis Tool

The **New Customer Account Activity** feature charts the acquisition of new customer accounts.



1.7 New Account Activity Analysis Tool

To access this function open the Customers area and select **Toolbox | New Account Activity**.

Stock Order Availability

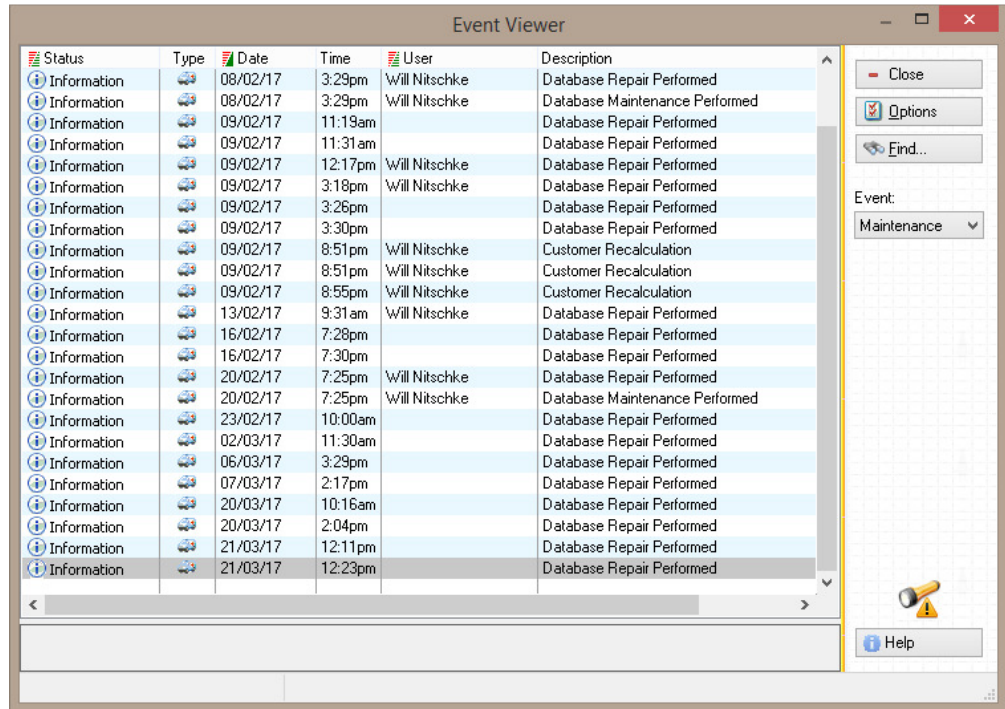
The Stock Order Availability Report lists items on back order. You may also exclude back ordered items based on criteria such as the customer required date, customer account or category or internal reference, or limit the report to a specific stock group or supplier group.

Event Viewer

The **Event Viewer** has been redesigned to better facilitate event monitoring and troubleshooting.

WHAT'S NEW IN 8.8

All events are now assigned unique event ID numbers. And more detailed event descriptions are included in event logging.



1.8 Improved Event Viewer Management Tool

The Automatic Bank Reconciliation Tool

Save 5-95% of Your Time When Reconciling

The Automatic Bank Reconciliation function allows you to import a bank statement downloaded from your banking software, and have the system attempt to reconcile the entries in the data file with the entries in your cash book. Automatic Bank Reconciliation attempts to match the entries found on your bank's transaction list with the entries found in your selected cash book.

To access the Automatic Bank Reconciliation function, open the *Cash Manager* and select from the menu Reconcile | New Bank Statement

When matching, the most important factors are the amounts, the date range, and any reference information attached to the transaction. For a match to occur, an amount found on the bank's transaction list must exactly match the amount found in your cash book. Differing amounts will never score a match, even if very close.

After you have automatically reconciled your statement, it is common to find that some entries are missing from your cash book. These are typically bank fees, interest and other miscellaneous charges. Or any entries, for example on credit cards, that were not entered into the system when charged out.

There are two ways to enter missing transactions:

- Enter the missing transaction into your cash book. This can be done during the automatic reconciliation process by pressing the Add button.
- Assign a Short-Cut to the entry.

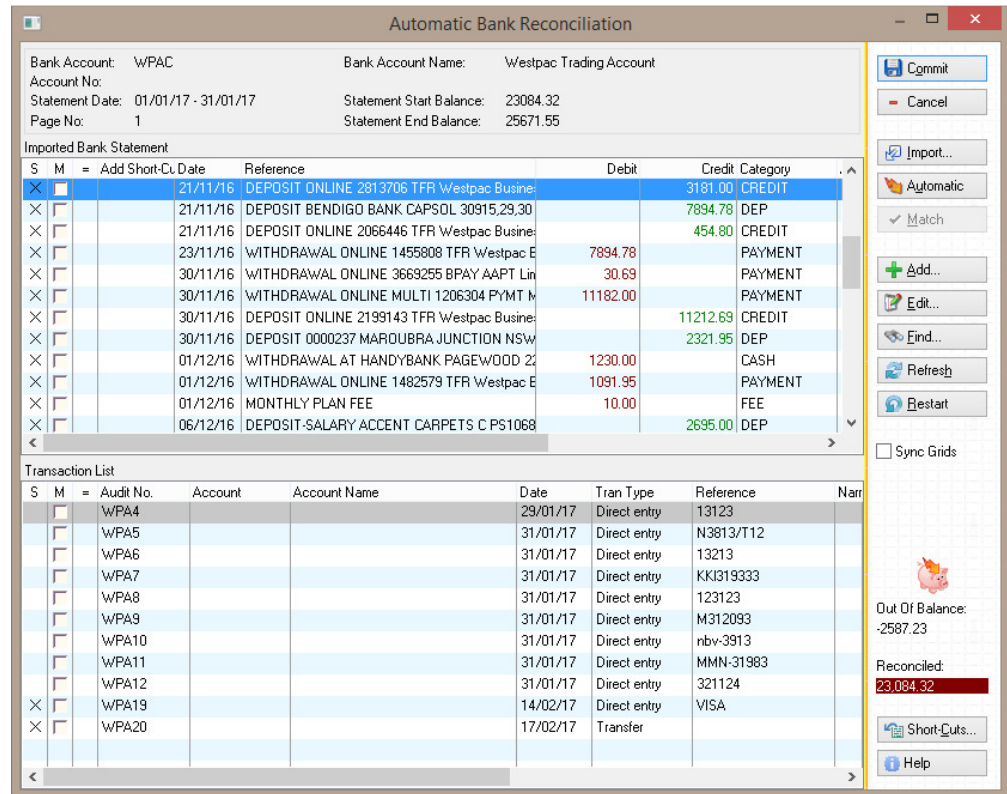
Shortcut Entries

The Short-Cut method involves clicking under the **Add Short-Cut** column, next to the missing entry found on your Imported Bank Statement List, and selecting from the drop down list, the type of transaction you wish to assign. For example, if the entry is a bank fee, you might choose 'Bank Fee' from the drop down list.

When the automatic bank reconciliation is saved, these assigned transactions will be created automatically. This is a very quick and easy way to add missing transactions to your cash book.

WHAT'S NEW IN 8.8

➤ This feature requires CAPITAL ENTERPRISE or CORPORATE EDITION



2.1 The Automatic Bank Reconciliation Tool

The automatic reconciliation tool has bank mappings supplied for the following banks:

- ANZ
- Bank of Queensland
- Bankwest
- Bendigo Bank
- Commonwealth Bank of Australia (CBA)
- Citibank Credit Cards
- Delphi Bank
- Me Bank
- Rural Bank Limited

WHAT'S NEW IN 8.8

- St George
- Suncorp
- Westpac Credit Cards
- Westpac bank

However, it is easy to create a mapping file and import statements from other banks and credit unions.

New Features Using Hire Manager

Billing Plans Let You Fine Tune Your Invoicing Processes

CAPITAL BUSINESS MANAGER now includes a number of new features to make your hire and rental easier to control and manage.

Billing Plans

A sophisticated new billing system has been introduced for hire, called *Billing Plans*.

(The earlier billing method is now called *Express Billing* and can still be used.)

Billing Plans may be created to manage billing over different time periods. These include:

- **Hourly**
Customers assigned this plan will be charged based on an hourly billing rate.
- **Half Day**
Customers assigned this plan will be charged based on a half day rate. For example, if goods are hired and returned in the first half of the day, the billing rate will only be calculated once.
- **Daily**
Customers assigned this plan will be charged based on a daily rate. A charge will be calculated based on each day good(s) are on hire.
- **Weekly**
Customers assigned this plan will be charged a weekly rate. Each week of hire will incur a charge.
- **Monthly**
Customers assigned this plan will be charged based on a monthly rate. A charge will be incurred for each month of hire.

(Such a plan would assume that the customer is planning to hire your good(s) for several months or more.)

WHAT'S NEW IN 8.8

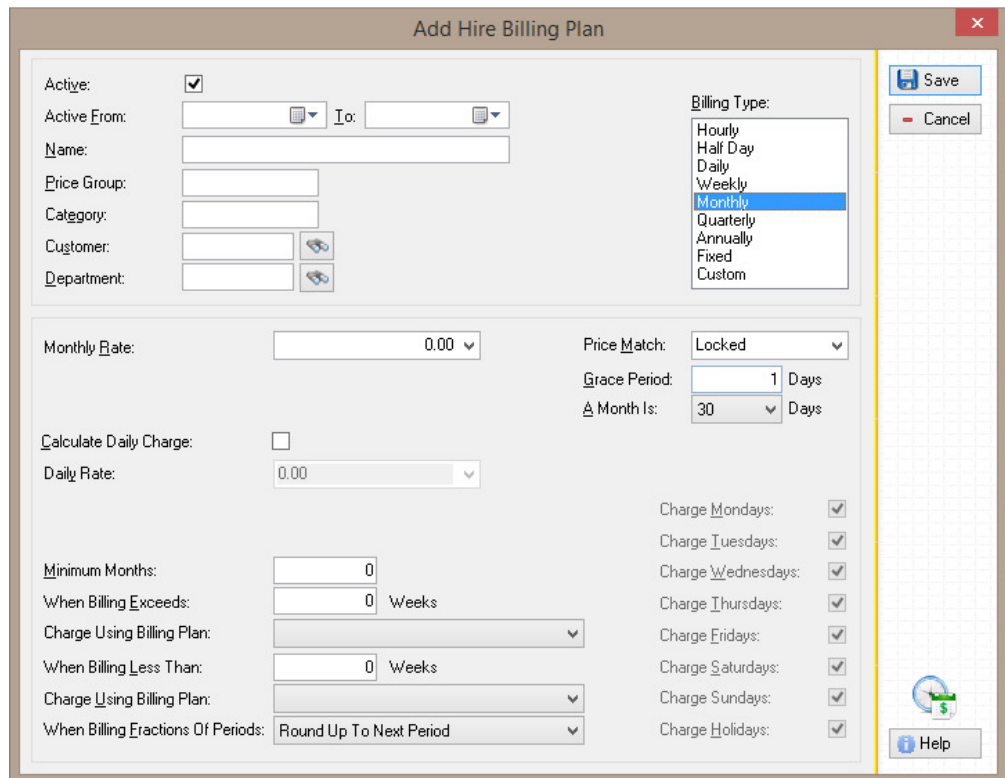
- **Quarterly**
Customers assigned this plan will be charged based on a quarterly (3 monthly) rate.
- **Annual**
Customers assigned this plan will periodically be charged an annual rate. For example, each year an invoice will be generated for the goods on hire or rental, or services provided.
- **'fixed/unspecified'**
A customer assigned a fixed rate plan will only be charged once for the hire irrespective of the length of the hire period.
- **Fully customized (scripted)**
A plan's billing calculations can be custom scripted by a consultant or your own IT personal to meet more specialized requirements.

To access Hire Billing Plans open the Hire Manager area and select from the menu Manage | Billing Plans.

➤ This feature requires CAPITAL HIRE MANAGEMENT COMPONENT

A hire plan has the following features:

- A plan can be active or inactive or active over a certain date period (to allow for promotional rates).
- A plan can be limited to a particular *price group*, customer *category*, a specific *customer* or a particular *department*.
- Be based on a fixed rate, a rate that has already been assigned to a product item, a percentage or some other calculation of a particular product price, or an on-the-fly rate.
- 'Grace periods' may be assigned to most plans, such as 15 minute grace period where no extra billing occurs if goods are returned after the hour or an hour based rate period for a daily rate plan and so on.
- Minimum billing period may be defined. For example, there may be a minimum set of 2 days hire on a certain daily plan.
- Automatic plan switching: A daily rate may automatically be set to switch to a weekly plan if the period of hire exceeds 7 days.
- Exclude any day or combination of days from a particular billing plan. For example, exclude Sundays as a billable day.



3.1 Setting Up a Monthly Billing Plan

- Holidays may be excluded from billing if desired.
- Certain days, which are specific to individual hire contracts, may be excluded from billing.
- There is no limit to the number of billing plans that may be created and used.

Split Screen View

Hire Manager now features a new split screen view that optionally shows items on hire for each hire item on the hire contract.

There is no longer the need to click on the tab buttons to view which items are on hire. You can also add, edit, delete and return items all now from the one screen.

Non Hireable Items

Product items in Stock Control can now be set as *non-hireable*. This means that they will always be invoiced at their sale price, not at a hire rate, during the billing process.

Multi-Location Goods Return

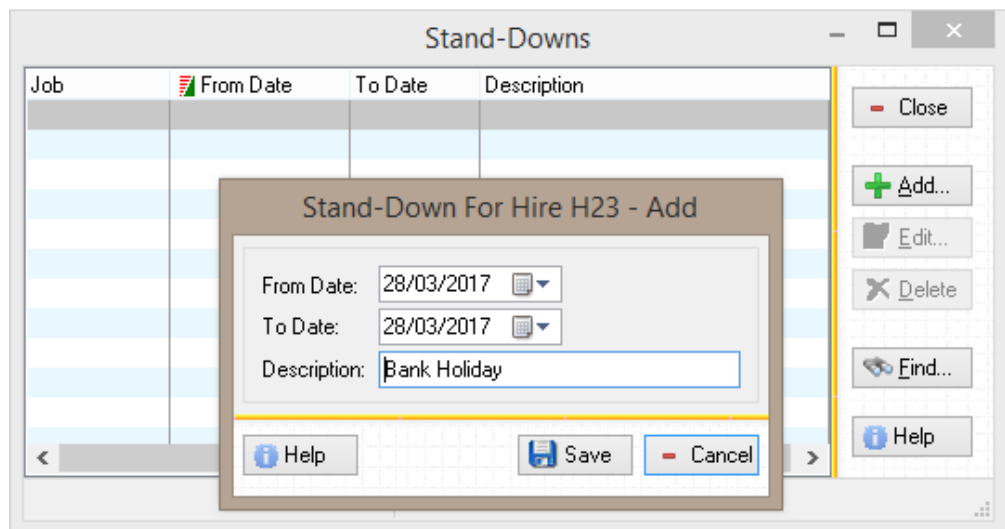
When returning hire goods, you may now specify a different location to return those goods to.

Quick Goods Return

When returning hire goods, you may now specify the return of all hired items in one step. Simply tick the 'Return All' setting.

Stand Downs

It is now possible to specify a *Stand-Down* period for a hire. Stand-Down days are days in which hire billing does not occur. Each hire can have separate Stand-Down periods. Stand-Downs only work in conjunction with Hire Plans.



3.2 Stand Downs

Other Enhancements

Other general hire enhancements include:

- The hire 'bill until' period may now be set to the current day in addition to the end of the previous month.
- Closing a hire has been enhanced with additional warnings and the option to invoice outstanding charges.
- When hiring goods, you may now alter or edit the product description that appears on your hire invoices for individual hire items. This allows you to alter the standard description without affecting the description elsewhere, or add custom notes and comments that are tied to specific product items on hire.

Other Component Enhancements

Miscellaneous Component Enhancements

Service Manager Scheduler

The Service Scheduler *Jobs To Schedule* list may now be sorted by newest jobs or by priority. To change the sort ordering right click on the list of unscheduled jobs and select the applicable sort order.

- This feature requires CAPITAL SERVICE MANAGER SCHEDULER COMPONENT

Service Manager

It is now possible to import from external data sources timesheet information directly into the Service Manager.

- This feature requires CAPITAL SERVICE MANAGER COMPONENT

EGate

The CAPITAL Egate component now supports the ability to import extended product descriptions up to 255 characters in length, including long comment lines.

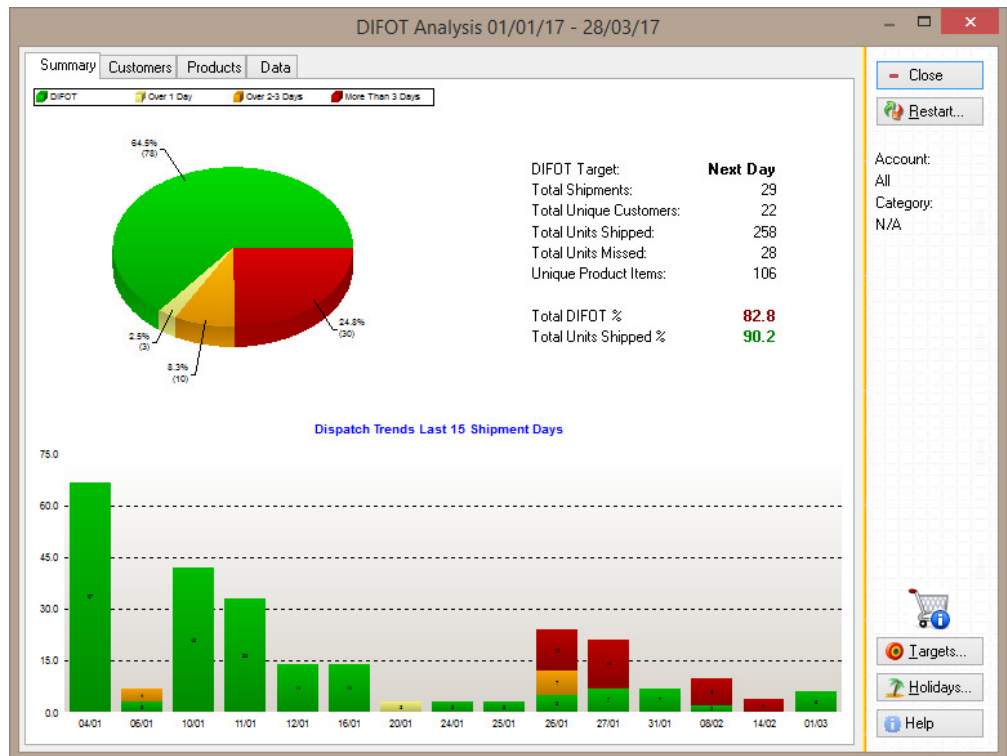
And CAPITAL Egate now supports automated FTP file download without scripting.

Section
5

Dispatched In-Full On-Time Analysis (DIFOT)

Monitoring The Efficiency Of Your Order and Dispatch Processes

Dispatched In-Full On-Time Analysis (DIFOT) is a tool used to monitor the order processing and warehouse picking and processing procedures of your business. The tool compares your target dispatch goal--how quickly you are seeking to dispatch goods once an order is received--against actual dispatch dates and times.



5.1 Dispatched In Full On Time Analysis

➤ This feature requires CAPITAL CORPORATE EDITION

To access the Dispatched In-Full On-Time tool, open the *Back Order Control Centre* and from the menu select *Toolbox | Dispatched In-Full On-Time Analysis*.

DIFOT Targets

Besides monitoring order and shipment activity, you may establish targets for dispatch. A target may relate to:

- A specific customer account, for example if you must meet a service level agreement.
- A particular dispatch delivery zone. You may establish different performance criteria based on where you are shipping to. This can be especially useful when you have your own dispatch vehicles.
- By state.
- By postcode range.

Targets are defined as a number of days. This is relative to the sales order date compared to the invoice date. The system assumes an invoice is raised on the day of dispatch. For example, if your Target Days is set to zero (0), your goal is same day dispatch.

DIFOT Analysis

Shipments (raised invoices) are analyzed by individual customer and product.

For both the customer and product item analysis the metrics include:

- Total number of shipments
- The % of shipments that have met the target
- Units ordered
- Units shipped
- Units back ordered
- % of units shipped
- Average days to dispatch

The core data upon which the analysis is based may also be exported to a spreadsheet for more specialized analysis if required, or if the data needs to be presented to external parties, such as customers with service level agreements.

Warranty Register

Superior Management Of Extended & Repair Warranties

The Warranty Register is used to record and track extended warranties and special warranty arrangements for your product items.

You may access Warranties from the Products area of the Explorer Bar and from *Service Manager* and *Invoicing*.

To assign or edit a warranty, select the product item and press the Warranty button found on the action panel to the right.

Adding Warranties

The screenshot shows the 'Add Record' dialog box with the following fields and values:

- Warranty ID: [Empty]
- Job No: [Empty]
- Asset ID: [Empty]
- Invoice No: 1370
- Warranty Type: 2 Year Extended
- Product Item: HWM09
- Description: Pieropan Soave Classic (Italy)
- Account: ACCFIRD
- Sale: [Empty]
- Start Warranty: 28/03/2017
- End Warranty: [Empty]
- Returned: [Empty]
- Repair: [Empty]
- Value: 352.28
- Problem: [Empty]
- Department: [Empty]
- Location: [Empty]

Buttons on the right: Save, Cancel, References..., Help.

6.1 Adding a Warranty to The Warranty Register

- This feature requires CAPITAL CORPORATE EDITION

WHAT'S NEW IN 8.8



If you assign warranties to invoices and then later amend those invoices, warranty items may be removed automatically from the warranty register if the line items associated with those warranty records are removed. This will occur when applicable, when the transaction is re-saved.

Warranties may be assigned to Asset's, Stock Items, Service Manager Jobs, and cross referenced against customer invoices.

You may define different warranty types and assign the warranty type to your product items.

You may also define on a warranty record:

- The customer's account
- The sale date
- The warranty start and end dates
- The return date
- A repair date (when applicable)
- The original problem note
- Claim information (such as the supplier, return authority reference, status, claim number, claim amount)
- Address and contact information
- The items' value
- The location and department when applicable
- Special notes and comments relating to the warranty (of unlimited length)



You may also print warranty and extended warranty certificates when required.

Warranties may be assigned an unlimited number of alternative references, such as the product serial number, barcode, or other identifying criteria. This assists in matching one of these identifiers with the item under warranty.

Sales Force Manager

New Analysis & Communication Enhancements

Contact Income Analysis allows you to perform a sales and profit analysis by contact and consequentially by market segment, contact type and other criteria.

To access this tool open Contact Manager and from the menu select View|Income Contact Analysis.

Use the Contact Income Analysis tool to gather sales and profit information based on your contact list.

Contacts must be income generating (customers, resellers or distributors) in order for them to be included on this list.

The tool begins by generating a list of candidate contacts. The system will then collect sales data on your target list.

You may export your results for further analysis, i.e., by sending your generated data to Microsoft Excel. To do this, right click on the list and select Export, then save as an Excel spreadsheet.

Your income and profit information is categorized by:

- Account
- Contact category
- Origin code
- Promotional code
- Revenue
- Market Segment
- State

WHAT'S NEW IN 8.8

- Territory
- Customer type

The Contact Income Analysis tool is useful for performing income analysis by the additional contact categories such as market segment or contact type, which are not found in the customers area. Hence a standard customer sales report is not capable of performing an analysis by market segment, for example.

A Contact Income Analysis is performed on the currently selected list of contacts displayed inside the Contact Manager. If you wish to limit your analysis to a particular group of contacts, use the various query tools such as Quick Query or Query Builder to filter your list before opening the tool.

Reassign Communications

You may now re-assign a communication to a different contact from within the Communications Log.

Call tracking on Opportunities

It is now possible to directly link and track calls made and appointments made to an opportunity.

Mail Communications History

InTray now allows you to view all Email received and sent to a selected contact. Select View | Mail History from the menu or press ALT+SHIFT+H.

Quick Actioning Of Mail

InTray now allows you to open contacts or accounts, or create tasks and appointments and cases from received Email. You may also selectively view only Email that has not yet been replied to, and override default routing or change the status of an Email received.

Improved Spam Filtering

Blacklisted Email will automatically be identified as spam and immediately deleted from your mail server.

Bulk Mail Delete

The InTray Email Delete function allows you to quickly delete old Email in bulk.

Direct Access To Your Mail Server

The Mail Server Messages tool allows you to manage mail on your mail server before downloading it into the CAPITAL mail database. Or to remove non-routable mail that will not be downloaded.

WHAT'S NEW IN 8.8

Enhanced Mail Routing



Mail Routing has been improved including improved product documentation.

The screenshot shows the CAPITAL Sales Force Manager interface with an email list and a domain expiration notice. The email list includes columns for T, S, Group, Age, Time, From, Received, and Subject. The domain expiration notice is from lianne@coastlinesinternational.com and states that the domain capitaloffice.com.au is due to expire in 60 days.

T	S	Group	Age	Time	From	Received	Subject
			162	09:17am	naomi@capsol.com.au	08:19am 18/10/16	RE: CAPITAL Office Soft
			113	03:36pm	nat@cwe.com.au	06:04pm 06/12/16	RE: CAPITAL Office Soft
			112	08:29am	rdwoody@bigpond.net.au	09:46am 07/12/16	RE: CAPITAL Office Soft
			103	10:11pm	nick@capsol.com.au	09:52am 16/12/16	RE: CAPITAL Office Soft
			99	12:13pm	nick@capsol.com.au	02:02pm 20/12/16	RE: CAPITAL Office Soft
			98	03:47pm	philip@assteel.com.au	03:59pm 21/12/16	Cash sale rounding
			57	11:20am	nat@cwe.com.au	11:50am 31/01/17	RE: CAPITAL Office Soft
			21	01:44pm	nick@capsol.com.au	01:44pm 08/03/17	RE: CAPITAL Office Soft
			14	11:01am	noreply@ventraip.com.au	11:26am 15/03/17	capitaloffice.com.au is du
			13	10:47am	akalyk@jendi.com.au	05:29pm 16/03/17	Customer letter
			12	07:47am	rdwoody@bigpond.net.au	09:30am 17/03/17	Delivery Contacts and ad
			7	04:36pm	jacki@rsimberflooring.com.au	09:21am 22/03/17	Fw: CAPITAL Office Soft
			2	04:37pm	lianne@coastlinesinternational.com	08:37am 27/03/17	Re: CAPITAL Office !
			2	05:11pm	lianne@coastlinesinternational.com	08:37am 27/03/17	Fwd: CAPITAL Office Sof
			1	11:55am	naomi@capsol.com.au	12:28pm 28/03/17	Confirmation of Purchase
			1	11:56am	naomi@capsol.com.au	12:28pm 28/03/17	Confirmation of Purchase
			1	02:13pm	nick@capsol.com.au	02:40pm 28/03/17	RE: CAPITAL Office Soft

Hello Will,

Your domain name capitaloffice.com.au is due to expire in 60 days.

If you fail to renew your domain name before the expiry date of 14/05/2017 any email or hosting services you have will cease to function.

Whilst we will send you further expiry notices reminding you to renew your domain name, it's imperative to ensure that you do not let your domain expire.

Further information on how to renew your domain name can be found online at <https://ventraip.com.au/domain-names/renew>

If you require any assistance, please login to VIPControl and submit a new eTicket to our support team.

7.1 Upgraded InTray

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