Exact Synergy

# User Guide

# Professional Services (PSA)

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# 1. INTRODUCTION

**Exact PSA** is a solution that automates the key business processes in organizations that deliver professional services to their customers (PSOs).

**Exact PSA** is specifically suited for organizations that do project-based work with strict requirements on flexible project management, correct hour or expense realizations, invoicing, and reporting. These organizations normally perform management consulting, IT consulting, or engineering consulting.

**Exact PSA** covers most of the important processes of a PSA cycle, such as the following:



Professional Services Automation: Optimizing Project and Service Oriented Organizations by Rudolf Melik et al.

## Single solution and multiple ways of working

As a business automation suite for PSOs, **Exact PSA** automates the business processes that employees of a typical PSO go through in their daily work.

**Exact PSA** works with two propositions by supporting two ways of working, such as on a broader horizontal proposition and a more specific vertical proposition. The differences between the two propositions are summarized in the following table:

| Proposition | Target market | Key advantage | Key process |
|---|---|---|---|
| Horizontal | All PSOs that need a flexible project administration suite. | Flexibility - **Exact PSA** can be implemented and configured to exactly match the ways of administration of a PSO. | Project administration |
| Vertical | All PSOs that need an integrated project management suite. | Integration - **Exact PSA** does not only automate project management work but it is tightly integrated with other Exact Synergy Enterprise and Exact Globe Next functionalities, such as HRM, CRM, document management, workflow, cost control, invoicing, and others. | Project management |

**Exact PSA** addresses the following:

- The simple requirements of PSOs that only work with project administration, such as realizing hours or expenses, and invoice them quickly and correctly.
- The advanced requirements of PSOs with larger or complex projects that require project management, such as budgeting and scope management.

Since both the main processes are covered by **Exact PSA**, this allows the PSOs to start the implementations with the simple project administration and use the more advanced project management functionalities in the future.

## Users of PSOs

With **Exact PSA**, employees in any field can work with the system, such as the following:

| User | Description |
|---|---|
| Consultant | An employee that delivers the actual service to the PSO customer. |
| Project manager | An employee that is responsible for the delivery of the project and manages it on a daily basis. |
| Project supervisor | A senior manager in a PSO or director that does not manage specific projects but oversees the execution of multiple projects in an organization. |
| Resource manager | A line manager for the consultants. This person has consultants reporting to him/her in the organization and will take care of consultants' non-project related availability requests. |
| Financial controller | An employee that checks all the financial data from the projects to ensure the projects are profitable and within the budget. |
| Hour planner | An employee that is responsible for processing reservations and planning the hours of the consultants or project managers. This person is often a member of the project office. |
| Hour or expense approver | An employee that approves hours or expenses. This person is often a member of the project office. |
| Hour or expense invoicer | An employee that is responsible for the trial or final printing of invoices in the back office and checks the consistency of the projects. This person is often a member of the project office. |
| Back office finance and administration | An employee that is responsible for the trial or final printing of the invoices in the back office and checks the consistency of the projects. |
| Administrator | A technical resource in the PSO that configures and maintains **Exact PSA** for both Exact Synergy Enterprise and Exact Globe Next. |

## Supported project types

**Exact PSA** supports three project types and three types of invoicing, such as the following:

| Project type | Description | Invoicing |
|---|---|---|
| Time and material | A project where hours and expenses are realized as the project is executed and invoiced. | Individual realizations are grouped together and invoiced. |
| Fixed price | A project where hours and expenses are realized as the project is executed but the invoiced amounts are defined upfront. | Individual realizations are not invoiced. Invoicing is done in bulk via terms (total amounts). |
| Internal | A project where hours and expenses are realized as the project is executed but there is no external customer to invoice to. | None. |

## Key processes in project administration for hours and expenses realization and invoicing

The main process for project administration is called time & expense realization and billing, or time and billing process. This process involves defining realized hours and expenses incurred for the projects and invoicing the realized hours and expenses to the customers.

Previously, **Exact PSA** was called **Exact Time & Billing**. However, from product updates 249 and 404 onward, the solution has improved significantly and more functionalities are offered.

The time & expense realization and billing process consists of the following:

| Action | Person | Product |
|---|---|---|
| Planning of hours | Project manager | Exact Synergy Enterprise |
| Entry and realization of hours or expenses | Consultant | Exact Synergy Enterprise |
| Approval of realized hours or expenses | Project manager | Exact Synergy Enterprise |
| Preparation of invoiced proposals | Invoice person | Exact Synergy Enterprise |
| Preparation and sending of invoices | Finance and administration employee | Exact Globe Next |

This process is supported by the rate structure for both sales prices and costs, and cost registrations in the back office and reporting. It is also possible to plan the employees based on hours, days, and timeframes.

**Exact PSA** is flexible because each process step can be assigned to a different group of employees. For example, salary administration employees can approve hours instead of project managers, or managing directors can create invoice proposals instead of project controllers. Various roles and function rights can be assigned to the employees.

## Key processes in project management (from quotations to invoices)

The process in project management is called from quotations to invoices. This covers the most complex project setup.

The project management process provides additional processes compared to the hours or expenses realization and invoicing process:

| Action | Person | Product |
|---|---|---|
| Budget preparation | Project manager | Exact Synergy Enterprise |
| Budget approval | Project supervisor | Exact Synergy Enterprise |
| Export of budget to the back office | Project manager | Exact Synergy Enterprise and Exact Globe Next |
| Scoping (creation of deliverables) | Project manager | Exact Synergy Enterprise |
| Scoping (creation of WBS lines for activities and materials) | Project manager | Exact Synergy Enterprise |
| Corrections | Consultant and Project manager | Exact Synergy Enterprise |
| Credit invoices | Project manager and invoice person | Exact Synergy Enterprise |
| Overtimes | Consultant and Project manager | Exact Synergy Enterprise |
| Intercompany transactions | Consultant and Project manager | Exact Synergy Enterprise |
| WIP transactions | Consultant and Project manager | Exact Synergy Enterprise |

Reports are available for these processes.

## Mobile usage

**Exact PSA** comes with a mobile application that can be used on both iOS and Android platforms. This application covers on-the-move needs for consultants whereby the actions only require a few seconds to complete.

With the mobile application, consultants can do the following:

- enter and realize planned hours,
- enter and realize unplanned hours, and
- enter and realize expenses.

The mobile application must be downloaded separately from the corresponding application store and linked to the **Exact PSA** installation.

## Enhancements in product updates

For information on the contents of individual product updates, go to the release notes by clicking ⓘ **About** at the top right of the screen.

# 2. EXACT PSA SETTINGS

Since **Exact PSA** is a solution that is built on top of Exact Synergy Enterprise and Exact Globe Next, it is important that both of these products are installed and configured properly. **Exact PSA** has an array of settings of its own and most of them are pre-configured to most frequently used defaults. It is important that you review the settings to make sure that they are configured correctly to meet the needs of your specific organization.

Before using the **Exact PSA** solution, you are required to define the general settings. These settings will control the user accessibility to activities involving hours and expenses, such as creating project rates and authorizing the labor hours. Not only that, you can specify the types of requests that will be used when requests are generated automatically by the system, which include credit invoices and travel expenses.

## 2.1 IMPORTANT PREREQUISITES

Before proceeding to configure **Exact PSA** settings, the following prerequisites must be set up correctly:

- Multiple currencies - All exchange rates to be used must be configured and maintained correctly in Exact Synergy Enterprise.
- It is important that all project items for activities and material assortments are linked to the correct sales price and currency per country. Every item should have a standard sales price per country.

> **Note:**
> The **Finance**, **Order**, **Invoice**, **Projects**, **XML Server Logistics**, and **XML Server Project** modules in Exact Globe Next must be available to import **Exact PSA** invoice proposals from Exact Synergy Enterprise.

## 2.2 ROLES AND FUNCTION RIGHTS

**Exact PSA** is designed to automate the daily work of the following people working in a professional services company:

- Consultants
- Project managers (at multiple levels of an organization)
- Project controllers
- Finance and administration employees

Each of these people needs a set of roles and function rights in order to use the functionality of **Exact PSA**, as displayed in the following table:

| Person | License role | Role level |
|--------|--------------|------------|
| Consultant | Hour entry (Exact Synergy Enterprise license role) | Not used |
| Project manager | Project manager (Exact Synergy license role) | Project |
| Project controller | Project manager (Exact Synergy Enterprise license role) | Cost center and higher |
| Finance and administration  employee | Exact Globe Next specific roles | Not used |

License roles can be given to any Exact Synergy Enterprise user, starting from the basic Synergy user, up to **Employee self-service**, **CRM**, and **Professional** users. License roles can be added to the **Professional** license role without any restrictions or additional charges.

### 2.2.1 License roles

**Exact PSA** currently offers two license roles, which are:

- **YA1403 - Project manager**, and
- **YA1401 - Hour entry**.

> **Note:**
> Each role also serves as a marker, so that certain **Exact PSA** related function rights can only be assigned to the user that holds a corresponding role. For more information, see *Chapter 2.2.2 Function rights*.

## 2.2.2  Function rights

**Exact PSA** currently has the following function rights that cover key activities of a professional services company:

a) The following system roles (and the function rights linked) can be assigned to users with the **Hour entry** role:

| Role | Function right |
| --- | --- |
| **Hour planning** | 889 – Plan hours & expenses |
| **Project customization** | 899 – Customize person-specific project card |

b) The following system roles (and the function rights linked) can be assigned to users with the **Project manager** role:

| Role | Function right |
| --- | --- |
| **Hour planning** | 889 – Plan hours & expenses |
| **Project administration** | 889 – Plan hours & expenses |
|  | 890 – Approve project hours & expenses |
|  | 891 – Hour & expense invoicing |
|  | 903 – Manage deliverables/WBS |
|  | 1015 – Maintain rates |
|  | 1016 – Create and View WBS version |
| **Project customization** | 899 – Customize person-specific project card |
| **Project invoicer** | 891 – Hour & expense invoicing |
| **Project planner** | 889 – Plan hours & expenses |
|  | 903 – Manage deliverables/WBS |
|  | 1017 – Approve WBS version |
| **User-defined role** | 900 – Realize hours for others |

You can define roles with the following levels:

- **Project**
- **Cost center**
- **Cost center group**
- **Division**
- **Division group**
- **Corporate**

Depending on the level selected, the function rights in the role will have effect only up to the selected level. For example, if you are assigned the **Project manager** role with the function right **890 - Approve project hours & expenses**:

- at the **Project** level — You will be able to approve project hours and expenses for all projects of which you are the project manager.
- at the **Cost center** level — You will be able to approve project hours and expenses for all projects within your cost center.
- at the **Cost center group** level — You will be able to approve project hours and expenses for all projects within your cost center group.
- at the **Division** level — You will be able to approve project hours and expenses for all projects within your division.
- at the **Division group** level — You will be able to approve project hours and expenses for all projects within your division group.
- at the **Corporate** level — You will be able to approve project hours and expenses for all projects.

## 2.3  SETTINGS

In the **Exact PSA** settings, you can configure the following:

- request types required for normal operations of the solution,
- assortments to host different kinds of items needed by the solution,
- specific behaviors for the **Hours & expenses** page,
- intercompany and work-in-progress (WIP), and
- other miscellaneous options.

## 2.3.1 Request types

## Professional services automation: Settings

Close    Save

### Request types

| | | |
|---|---|---|
| Hour planning | 3113 | Hour planning & realization |
| Capacity planning | 3124 | PSA-Capacity planning |
| Travel expenses | 3117 | Travel expenses |
| Material & expenses | 3116 | Material & expenses |
| | | |
| Invoice proposal | 109 | Invoice proposal |
| Budget request | 202 | Budget request |
| WBS approval | 117 | WBS approval |
| Invoicing terms | 3114 | Invoicing term |
| Credit invoice | 92 | Credit invoice |
| | | |
| Sick leave | 11 | Sick report |
| Vacation | 10 | Vacation |
| Special leave | 12 | Special leave |
| Maternity leave | | |
| Credit days | 13 | Credit days |
| | | |
| Week timesheet | 110 | Week timesheet |
| | | |
| I need | 115 | I Need |
| I received | 116 | I Received |
| | | |
| Other availability request types | | Selected: 2 |
| Error notification | 0 | Task |

Some request types are mandatory, while some are not. All mandatory request types must be configured before **Exact PSA** can be used.

All requests are grouped in several categories of which the most important ones are:

- Billable project hours, expenses or amounts, which can be invoiced to the customers.
- Non-project hours, which are not related to any specific project and will not be invoiced to the customers.
- Availability, which are hours that affect the amount of work an employee can do during the day and need to be taken into account during planning.

The following table describes the fields:

| Request type name | Description | Default value |
|---|---|---|
| **Hour planning** | This request type is used to plan, realize, and approve project hours. It is also used to prepare invoice proposal lines for project hours.<br><br>Apart from that, this request type is used for planning time slots, which are up to a maximum of 24 hours in the course of a single day (as opposed to the **Capacity planning** request type). | By default, this field is defined when creating a database. The default request type is **Hour planning & realization**.<br><br>If this field is blank, you can define your own request type for this field. Alternatively, you can import the standard **Exact PSA** request type definition for **Hour planning & realization** via XML and define the imported request type at this field. |
| **Capacity planning** | This request type allows the project manager to provide a timeframe, within which an assignment should be completed, unlike the **Hour planning & realization** request type which is use to plan a specific time slot. This timeframe can span as many days as needed, and needs to contain the total duration of hours that should be spent on it.<br><br>Subsequent realizations (and invoice proposal lines) for requests of this type are made via **Hour planning & realization** requests. | By default, this field is defined when creating a database. The default request type is **Capacity planning & realization**.<br><br>If this field is blank, you can define your own request type for this field. Alternatively, you can import the standard **Exact PSA** request type definition for **Capacity planning & realization** via XML and define the imported request type at this field. |
| **Travel expenses** | This is the request type used to file travel expenses, both fixed (for example, lodging expenses) and variables (for example, mileage) based on the amount filled on the **Hours & expenses** page.<br><br>It is possible to configure **Hour planning & realization** requests in such way that travel expenses are created automatically. For more information see *Chapter 2.3.4 Other settings*. | By default, this field is defined when creating a database. The default request type is **Travel expenses**.<br><br>If this field is blank, you can define your own request type for this field. Alternatively, you can import the standard **Exact PSA** request type definition for **Travel expenses** via XML and define the imported request type at this field. |
| **Material & expenses** | This is the request type used to file any other project expenses of project members (such as procured material) based on the amount filled on the **Hours & expenses** page. | By default, this field is defined when creating a database. The default request type is **Material & expenses**.<br><br>If this field is blank, you can define your own request type for this field. Alternatively, you can import the standard **Exact PSA** request type definition for **Material & expenses** via |

| Request type name | Description | Default value |
|---|---|---|
| | | XML and define the imported request type at this field. |
| **Invoice proposal** | This is the request type used to group billable requests submitted by employees. | By default, this field is defined when creating a database. The default request type is **Invoice proposal**. |
| **Budget request** | This is the request type used by the project manager to get approval on allocation of cost and revenue budgets.<br><br>This is a non-mandatory request type, and it enables the budget request functionality on the budget page when configured. | By default, this field is defined when creating a database. The default request type is **Budget request.**<br><br>If this field is blank, you can define your own request type for this field. Alternatively, you can import the standard **Exact PSA** request type definition for **Budget request** via XML and define the imported request type at this field. |
| **WBS approval** | This is the request type used to attach the snapshot of the deliverable and WBS lines, which is then routed to project planners or anyone with function right **1017 – Approve WBS version** for approval. | The request type set up for this purpose is **WBS approval**. When this request type is defined, **WBS approval** requests will be automatically created upon the creation of snapshots on the **Project deliverables** page. For more information, see *Chapter 5.3.3 Snapshots of deliverables and WBS lines*.<br><br>By default, there is no request type defined. In this case, no request will be created upon the creation of snapshots. |
| **Invoicing terms** | This is the request type used to invoice terms on fixed price projects.<br><br>Examples of terms can be milestones, deliverables, or other agreements on which the project is invoiced.<br><br>It is important to configure a default invoicing term item in **Other settings**. | By default, this field is defined when creating a database. The default request type is **Invoicing terms**.<br><br>If this field is blank, you can define your own request type for this field. Alternatively, you can import the standard **Exact PSA** request type definition for **Invoicing terms** via XML and define the imported request type at this field. |
| **Credit invoice** | This is the request type used to create credit invoices. | By default, this field is defined when creating a database. The default request type is **Credit invoice**.<br><br>If this field is blank, you can define your own request type for this field. Alternatively, you can import the standard **Exact PSA** request type definition for **Credit invoice** via XML |

| Request type name | Description | Default value |
| --- | --- | --- |
| | | and define the imported request type at this field. |
| **Sick leave** | This is the request type used for absences caused by sickness. | By default, this field is defined based on the **HRM** settings. |
| **Vacation** | This is the request type used for vacations and other paid leave days. | By default, this field is defined based on the **HRM** settings. |
| **Special leave** | This is the request type used for other kinds of leave, usually non-paid ones. | By default, this field is defined based on the **HRM** settings. |
| **Maternity leave** | The request type used to plan maternity leave days. | By default, this field is defined based on the **HRM** settings. |
| **Credit days** | The request type used to credit days to employees. | By default, this field is defined based on the **HRM** settings. |
| **Week timesheet** | This is the request type used to group **Hour planning & realization** and non-project hours requests submitted by employees. | By default, this field is defined when creating a database. The default request type is **Week timesheet**. Defining a request type enables the **Week timesheet** feature on the **Hours & expenses** page.<br><br>Removing this request type will disable the **Week timesheet** feature. |
| **I need** | This is the request type used to request for third party items or people. | The request type set up for this purpose is **I Need**. The purchase feature is enabled when this request type is defined. For more information, see *Chapter 5.4 Purchase Feature*.<br><br>By default, there is no request type defined. |
| **I received** | This is the request type used to acknowledge receipt of third party items or people. | The request type set up for this purpose is **I Received**. For more information, see *Chapter 5.4 Purchase Feature*.<br><br>By default, there is no request type defined. |
| **Other availability request types** | Any other additional request types that should be shown in planning pages and taken into account when calculating the availability of a person. | By default, there are no additional availability request types configured. |
| **Error notification** | This is the request type used to send any error messages that took place in **Exact PSA** to an employee who can take corrective action, such as an administrator. | Default value is the request type **0 - Task**. |

**Note:**
Labels for statuses and actions of all requests can be renamed to reflect the naming conventions used in your professional services organization.

### 2.3.2  Assortments

Assortments in Exact Synergy Enterprise are collections of items. Items in **Exact PSA** are used to express among others project activities & materials, and deliverables.



**Exact PSA** requires at least two assortments to be configured in order to operate correctly. The following table describes the fields:

| Field | Description |
| --- | --- |
| **Activities & material** | This is the assortment with activities and materials that will be used across all projects. |
| | This assortment holds items that represent project activities (kinds of work that will be done on the project, such as consultancy, or senior project management) and project materials (kinds of objects that are typically used on the project, such as equipment, licenses, or expense types). |
| | It is important that all items within this assortment are linked to the correct sales price and currency per country. Every item should have a standard sales price per country. |
| **Deliverables** | This assortment will contain automatically created items that underpin project deliverables. |
| | Changing the default value will automatically remove the default value defined at the **Default deliverable item** field under the **Other settings** section. |

### 2.3.3 Hour & expense entries

You can configure specific behaviors of the **Hours & expenses** page here.

The following table describes the fields:

| Field | Description | Default value |
|---|---|---|
| **Show project hours** | This setting determines whether the **Project hours** section will be displayed on the **Hours & expenses** page. | By default, this check box is selected. |
| **Show non-project hours** | This setting determines whether the **Non-project hours** section will be displayed on the **Hours & expenses** page. | By default, this check box is selected. |
| **Show material & expenses** | This setting determines whether the **Other expenses** section will be displayed on the **Hours & expenses** page. | By default, this check box is selected. |
| **Show travel expenses** | This setting determines whether the **Travel expenses** section will be displayed on the **Hours & expenses** page. | By default, this check box is selected. |
| **Allow saving of draft hours** | This setting determines whether entered hours and expenses can be saved as draft before being sent for approval. | By default, this check box is selected. |
| **Allow realizing hours on proposed projects** | This setting determines whether it is possible to realize hours on projects in the **Proposed** status (in addition to the **Active** status). | By default, this check box is selected. |
| **Allow submitting timesheets if previous weeks are still open** | This setting determines whether employees can submit hour and expense entries for the current week if timesheet entries for the previous weeks have not been submitted. This check box is available only if the **Week timesheet** feature is enabled. | By default, this check box is not selected. |
| **Allow submissions to complete month** | This setting determines whether employees can submit partial week timesheet entries to complete the entries for the month. This check box is available only if the **Week timesheet** feature is enabled and the value of the **IsNewHourEntryScreen** baco setting is set to "1". The baco setting can only be defined by your administrator at Modules → System → Setup → Settings – General → All. | By default, this check box is not selected. |
| **Hide warnings for rejected or reopened requests older than** | This setting determines if the warning messages for rejected or reopened requests are displayed or hidden on the **Hours & expenses** page. If **1**, **2**, **3**, **4**, or **8** is selected, the warning messages for rejected or reopened requests that are older than the selected week(s) will not be displayed. | By default, this field is blank. |
| **Policy** | This setting determines whether a Synergy Enterprise document with the policy on hour | By default, this field is blank. |

|  |  |  |
|---|---|---|
|  | and expense entry will be available directly from the page. |  |
| **Default hour sheet report** | This setting determines the default report to be used for the hour sheet. This report can be accessed via the **Hours & expenses** page. | The default request type is **Hour sheet**. |

### 2.3.4  Other settings



The following table describes the fields:

| Field | Description | Default value |
|---|---|---|
| **Default fixed price invoicing term** | This setting determines the default item for the invoicing term requests on fixed price projects. Only the following items will be listed for selection:<br><br>• PSA assortment items with the **Standard** or **Labour hour** type and have the **Billable** attribute, and<br>• PSA assortment items that do not have the **Billable** attribute. | This is a mandatory setting, with no default value. |
| **Default travel expenses item** | This setting determines the item that will be used for travel expenses by default, when a travel expense request is created automatically. | This is a mandatory setting, with no default value. |

| Field | Description | Default value |
|---|---|---|
| **Default budget buffer item** | This setting determines the default item that will be used during creation of budget buffer lines. | This is a mandatory setting, with no default value. |
| **Default deliverable item** | This setting determines the default item that will be used during creation of project deliverables. The item defined in this field will be removed every time the item at the **Deliverables** field under the **Assortments** section is changed. | There is no default value. The items available for selection in this field are items of the **Standard** type and the **Make** attribute. |
| **Create travel expenses request when hours are** | This setting determines exactly when a new **Travel expenses** request will be created automatically in relation to the status of the **Hour planning & realization** request. | The default value is the first step of the hour planning request. The **Realized** option will not be available if the **Week timesheet** feature is enabled. |
| **Time interval (minutes)** | This setting determines the smallest time interval for realization of hours in **Exact PSA**. Once enabled, all hour entries will be rounded off to the closest increment of this time interval. There is a related setting under the request type settings that allows you to choose between the hour and minutes and decimal entry for time. To control that, go to the request type definition settings of the **Hour planning & realization** request. Under the **Fields** tab, for the **Planned duration** and the **Realized duration** fields, select either the **Hours & minutes** or **Hours** option at the **Show** field under the **Calculation** section. | The default value is **15** minutes. Other values are **6**, **10**, and **None**. Selecting **None** will allow you to enter the time per minute. |
| **Plan hours using** | This setting determines whether a project manager needs to specify both the start time and duration, or duration only when planning hours. | The default value is **Duration only**. |
| **Invoicing method** | This setting determines the invoice code that will be used in the preparation of invoice proposals. | The default value is **Division**, and it is possible to set up invoicing method per project. |
| **Invoice line cost centre** | This setting determines the cost center to be used as the cost center in the invoice line in Exact Globe Next. Select **Resource** to use the cost center of the person or **Project** to use the cost center of the project when recording your revenue. | The default value is **Project**. |
| **Purchase journal** | This setting determines which purchase journal in Exact Globe Next will be used to record purchase invoices when registering costs. This is required when the non-labor cost is marked as reimbursable. | There is no default value. |

| Field | Description | Default value |
|---|---|---|
| **Personal rates currency default** | This setting determines if the default currency to be used for personal rates follows the currency defined for the person (in the personal card) or the division of the person (in the division card). | The default value is **Person**. |
| **Use gauges to display percentage of completion** | When this check box is selected, the initial and current estimated values, planned, actual, and invoiced values on the **WBS lines** and **WBS line** pages are displayed in colored bars. Otherwise, the values are displayed in columns. | By default, this check box is not selected. |
| **Enable intercompany & work in progress transactions** | This check box enables or disables the **Intercompany settings** section on this page. This setting enables the intercompany and work-in-progress functionality in **Exact PSA**. | By default, this functionality is disabled. |

## Invoice code by project or division

By default, Exact Synergy Enterprise has the possibility to indicate which invoice code is used when importing invoices, per division, in Exact Globe Next. This standard functionality results in all invoices using the same invoice code. This is often an unwanted situation for financial departments. Therefore, you have a choice between the following:

- When the **Division** option is selected, the standard functionality will be maintained.
- When the **Project** option is selected, the **Assortment** field will be displayed, as shown in the following:



This option refers to the assortment that is used to determine the invoice code. Each new invoicing method is kept as an item in this assortment. It will be displayed on the project card as a new field, as shown in the following:

## 2.3.5 Intercompany settings

Once the **Enable intercompany & work-in-progress transactions** setting is enabled, additional settings for intercompany transactions become available, as displayed in the following:

Intercompany settings

| | | |
|---|---|---|
| Hour planning | 3121 | 🔍Hour planning & realization (IC) |
| Travel expenses | 3123 | 🔍Travel expenses (IC) |
| Material & expenses | 3122 | 🔍Material & expenses (IC) |
| Intercompany item: Free field | ▼ | |

The following table describes the fields:

| Field | Description | Default value |
|---|---|---|
| **Hour planning** | This setting allows you to define which request type you want to use when hours have to be charged from the division of the person to the division of the project (this is when the division of the person differs from the division of the project). | The default intercompany hour planning request that is shipped with **Exact PSA**. |
| **Travel expenses** | This setting allows you to define which request type you want to use when travel expenses have to be charged from the division of the person to the division of the project (this is when the division of the person differs from the division of the project). | The default intercompany travel expenses request that is shipped with **Exact PSA**. |
| **Material & expenses** | This setting allows you to define which request type you want to use when material and expenses have to be charged to the person's division by the project division (this is when the division of the person differs from the division of the project). | The default material & expenses request that is shipped with **Exact PSA**. |
| **Intercompany item: Free field** | This setting allows you to enable a free field on the item card that will contain a specific item for intercompany transactions. | Free field 10. |

**Caution:**
If you are working with a completely new installation of **Exact PSA** and have started editing the settings, you will not be able to save the settings without filling out all the mandatory fields.

However, if you have not checked the new settings after an upgrade, **Exact PSA** will not allow you to run it with an incomplete configuration. When a user executes an action that relies on a mandatory setting that was not defined, an error message will be shown, with a link to settings.

# 3.  NEW PROJECTS

All **Exact PSA** functionalities are centered around projects. All work that can be done in **Exact PSA** is project-based work. Hence, **Exact PSA** makes wide use of existing project functionalities in Exact Synergy Enterprise and Exact Globe Next, while enhancing these with additional features.

## 3.1  PROJECT TYPES

**Exact PSA** projects build upon existing project structures in Exact Synergy Enterprise. You can create **Fixed price**, **Time & material**, **Internal**, or **Training** project types.

### 3.1.1  Time & material

For **Time & material** project types, you can invoice hours and expenses as they are realized and approved. Project costs will be registered in Exact Globe Next immediately after approval.

**To create projects of the Time & material type:**

1.  Go to Modules → Projects → Entry → Entry → Project.
2.  Under the **General** section at **Type**, select the **Time & material** option. The following page will be displayed:



3.  At **Code**, type the code for the project.
4.  At **Description**, type a description for the project.
5.  At **Start date**, type or select the start date of the project. Click **+ end date** to define the end date of the project.
6.  At **Division**, type or select the division linked to the project.

7. At **Manager**, type or select the manager in charge of the project.
8. At **Parent**, type or select the parent of the project.
9. At **Security level**, select a security level for the project. This limits the access to the project card.
10. At **Status**, select **Active**, **Blocked**, **Completed**, or **Proposed** to indicate the status of the project.

> **Note:**
> All project administration and project management operations can only be carried out only if the project status is **Active**. An exception to this can be configured in the **Exact PSA** settings, which will allow project members to enter hours on projects with the **Proposed** status as well.

11. Select the **Use deliverables & WBS** check box if you want to use deliverables and work breakdown structure for the project.
12. Under the **Contract** section at **Ordered by**, type or select the code of an account linked to the project. Once selected, the same account will be automatically filled at **Delivery to** and **Invoice to**. The default contact person will also be automatically filled at the respective **Contact person** fields.
13. At **Invoicing method**, type or select the invoice code used to import invoices to Exact Globe Next for the project.
14. Under the **Financial** section at **Cost centre**, type or select the code of the cost center (if any), linked to the project.
15. At **Cost unit**, type or select the code of the cost unit, if any, linked to the project.
16. At **Billing currency**, type or select the billing currency used for the project.
17. At **WIP method**, select the WIP method or calculation used for the project.
18. At **Invoice to**, select **Account**, **Parent account**, **Reseller**, or **No invoice** as the default invoice value where the invoice is to be sent.
19. At **Invoice proposal line grouping**, select the way to group the invoicing lines in the invoice that will be sent to Exact Globe Next for this project.
20. At **Your reference**, type the reference to be displayed on the invoice for the project.
21. Click **Save** to save the project or **Save + New** to save the project and create another project.

> **Note:**
> All fields with the "**!**" icon are mandatory.

### 3.1.2 Fixed price

For the **Fixed price** project types, you will have to create invoicing terms, and bill them to the customers. Just like with the **Time & material** project types, your project costs will be registered in Exact Globe Next immediately after approval.

**To create projects of the Fixed price type:**

1.  Go to Modules → Projects → Entry → Entry → Project.
2.  Under the **General** section at **Type**, select the **Fixed price** option. The following page will be displayed:



2.  At **Code**, type the code for the project.
3.  At **Description**, type a description for the project.
4.  At **Division**, type or select the division linked to the project.
5.  At **Manager**, type or select the manager in charge of the project.
6.  At **Parent**, type or select the parent of the project.
7.  At **Security level**, select a security level for the project. This limits the access to the project card.
8.  At **Start date**, type or select the start date of the project. Click **+ end date** to define the end date of the project.
9.  At **Status**, select **Active**, **Blocked**, **Completed**, or **Proposed** to indicate the status of the project. By default, **Proposed** is selected.

> **Note:**
> All project administration and project management operations can only be carried out only if the project status is **Active**. An exception to this can be configured in the **Exact PSA** settings, which will allow project members to enter hours on projects with the **Proposed** status as well.

10. Select the **Use deliverables & WBS** check box if you want to use deliverables and work breakdown structure for the project.
11. Under the **Contract** section at **Ordered by**, type or select the code of an account linked to the project. Once selected, the same account will be automatically filled at **Delivery to** and **Invoice to**. The default contact person will also be automatically filled at the respective **Contact person** fields.
12. At **Invoicing method**, type or select the invoice code used to import invoices to Exact Globe Next for the project.
13. Under the **Financial** section at **Cost centre**, type or select the code of the cost center (if any), linked to the project.

14. At **Cost unit**, type or select the code of the cost unit, if any, linked to the project.
15. At **Billing currency**, type or select the billing currency used for the project.
16. At **WIP method**, select the WIP method or calculation used for the project.
17. At **Invoice to**, select **Account**, **Parent account**, **Reseller**, or **No invoice** as the default invoice value where the invoice is to be sent.
18. At **Your reference**, type the reference to be displayed on the invoice for the project.
19. Click **Save** to save the project or **Save + New** to save the project and create another project.

> **Note:**
> All fields with the "**!**" icon are mandatory.

### 3.1.3 Internal

If you do not intend to invoice any customer, but want to track of all costs and make use of the budgeting, scoping, and other **Exact PSA** project administration and project management functionalities, you can create an **Internal** type project, with the **Register hours & costs on this project** check box selected.

**To create projects of the Internal type:**

1. Go to Modules → Projects → Entry → Entry → Project.
2. Under the **General** section at **Type**, select the **Internal** option. The following page will be displayed:



3. Select the **Register hours & costs on this project** check box to register hours and costs for the **Internal** type projects.
4. At **Code**, type the code for the project.
5. At **Description**, type a description for the project.
6. At **Start date**, type or select the start date of the project. Click **+ end date** to define the end date of the project.
7. At **Division**, type or select the division linked to the project.
8. At **Manager**, type or select the manager in charge of the project.
9. At **Parent**, type or select the parent of the project.
10. At **Security level**, select a security level for the project. This limits the access to the project card.
11. At **Status**, select **Active**, **Blocked**, **Completed**, or **Proposed** to indicate the status of the project.

> **Note:**
> All project administration and project management operations can only be carried out only if the project status is **Active**. An exception to this can be configured in the **Exact PSA** settings, which will allow project members to enter hours on projects with the **Proposed** status as well.

12. Select the **Use deliverables & WBS** check box if you want to use deliverables and work breakdown structure for the project.
13. Under the **Contract** section at **Invoicing method**, type or select the invoice code used to import invoices to Exact Globe Next for the project.
14. Under the **Financial** section at **Cost centre**, type or select the code of the cost center (if any), linked to the project.
15. At **Cost unit**, type or select the code of the cost unit, if any, linked to the project.
16. Click **Save** to save the project or **Save + New** to save the project and create another project.

> **Note:**
> All fields with the "**!**" icon are mandatory.

### 3.1.4 Training

This type of project is used to register the costs of a training held within your company. This type of training usually consists of an output, for example, the labor hours of the trainer.

**To create projects of the Training type:**

1. Go to Modules → Projects → Entry → Entry → Project.
20. Under the **General** section at **Type**, select the **Training** option. The following page will be displayed:



21. At **Code**, type the code for the project.
22. At **Description**, type a description for the project.
23. At **Start date**, type or select the start date of the project. Click **+ end date** to define the end date of the project.

24. At **Manager**, type or select the manager in charge of the project.
25. At **Security level**, select a security level for the project. This limits the access to the project card.
26. At **Status**, select **Active**, **Blocked**, **Completed**, or **Proposed** to indicate the status of the project.

> **Note:**
> All project administration and project management operations can only be carried out only if the project status is **Active**. An exception to this can be configured in the **Exact PSA** settings, which will allow project members to enter hours on projects with the **Proposed** status as well.

27. Select the **Use deliverables & WBS** check box if you want to use deliverables and work breakdown structure for the project.
28. Under the **Management** section at **Item (Output)**, type or select an item code to define the output for the project.

> **Note:**
> All fields with the "**!**" icon are mandatory.

## 3.2   PROJECT CARDS

The project card displays the master data of a project. Whenever you create a project, a new card is automatically created containing the initial information registered, such as the contract, financial, and other information. The project card displays the registered information in sections and tabs, and also incorporates other information related to the project, such as the children, members of the project, and recent requests related to the project.

### 3.2.1   Sections

The following are some of the default sections that are displayed on the project card.

**Summary**



DEMO PROJECT - Demo Project | Active

| | |
|---|---|
| Type | Time & material |
| Start date — End date | 01-01-2013 — 31-12-2019 |
| Division | 004 — Deltabike China |
| Assortment | GUAR — Accessoires |
| Manager | 1013 — Mandy Chin |
| Parent | |

This section provides a brief summary of the project, such as the project code, description, and status. This section is located on the top left of the card and cannot be moved to a different location or hidden from view on the project card.

## Monitor

| Accounts | Activities &... | Budget | Budget rep... | Competency |
|----------|----------------|--------|---------------|------------|
| Credit invoi... | Deliverable... | Documents | Financial | Hour & ex... |

This section consolidates all the links associated with the creation, management, and reporting of a particular project. It allows users to quickly and conveniently access the functionalities of **Exact PSA**, such as budgeting and hour approval. Visibility of certain hyperlinks in this section is dependent on the customized settings, types of projects, and function rights available to a user. If the number of hyperlinks selected to be displayed do not fit in two rows, you can hover the mouse over the section and scroll down to view other hyperlinks.

The following table describes the hyperlinks:

| Hyperlink | Description |
|-----------|-------------|
| **Accounts** | Click this to obtain an overview of accounts linked to the project or link the project to other accounts available in the **Customers** module. |
| **Activities & material** | Click this to view and/or define activities and materials that will be used in a project. This helps to ensure that only relevant and related items will be used in the scope of the project.<br><br>**Note:**<br>This is available only if you have the **Project manager** role (with projects assigned). |
| **Budget** | Click this to view and/or create project budgets for the project.<br><br>**Note:**<br>This is available only if you have the **Project manager** role (with projects assigned). |
| **Budget reporting** | Click this to obtain an overview of budgets for the project. You can also approve draft budgets and reopen approved or processed budgets here. |
| **Competency** | Click this to obtain a list of competency profiles created for the project or to create competency profiles. |
| **Credit invoices** | Click this to obtain an overview of invoiced amounts, credit invoices, and correction invoices. You can also create credit invoices. |
| **Deliverables & WBS lines** | Click this to view and/or create project deliverables for the project. |

| | |
|---|---|
| **Documents** | Click this to obtain an overview of documents linked to the project. |
| **Hour & expense approval** | Click this to approve or reject the selected hours for the project. |
| **Hour & expense entry** | Click this to define hours or expenses. |
| **Invoice proposals** | Click this to obtain an overview of billable **Exact PSA** requests and also to invoice the requests. |
| **Invoices** | Click this to obtain an overview of the amount defined in requests for a project. |

> **Note:**
> This is not available for projects of the **Internal** type.

| | |
|---|---|
| **Invoicing terms** | Click this to create invoicing terms for a project. This is only available for **Fixed price** projects. |
| **Opportunities** | Click this obtain an overview of opportunities related to the project. |
| **Planning** | Click this to view the planning as well as the capacity and availability of employees to be planned for the project. |
| **Planning and realizations** | Click this to view the planning as well as the capacity and availability of employees to be planned for the project. |
| **Rates** | Click this to view and/or create project rates for the project. |

> **Note:**
> This is available only if you have the **Project manager** role (with projects assigned).

| | |
|---|---|
| **Relation** | Click this obtain an overview of the planned and actual periods of the project together with the related projects such as the parent or child projects. |
| **Reports** | At this page, you can obtain an overview of the reports available for this project. |
| **Request planning: Members** | Click this to obtain an overview of requests planned for each project member. |
| **Request planning: Request** | Click this to obtain an overview of planning with the requests created for the project. |
| **Tags** | Click this to view the tag cloud of the top 40 tags related to the project. |
| **Transactions** | Click this to obtain an overview of the financial transaction report for the project. Transactions need to be imported from Exact Globe Next. |
| **Workflow** | Click this to obtain an overview of requests linked to the project. You can link requests to projects if the **Project** field is added to the corresponding request type definition. |

## Links

This section allows you to display the **New Link** and **Simple request** widgets, providing easy access to a specified hyperlink or document, and to create a request for the project respectively.

## General

This section displays general information of the project, such as the security level and if non-project members are able to make hour and expense entries for this project.

## Financial

This section displays the financial aspect of the project, such as the cost center to which the project is linked, and the default and billing currencies.

## Remarks

This section displays any remarks filled for this project.

## Documents list

This is the **Documents list** widget, which when defined, will display the documents belonging to the specified document type and linked to the project.

## Requests list

This is the **Requests list** widget, which when defined, will display the requests belonging to the specified request type and linked to the project.

## Members
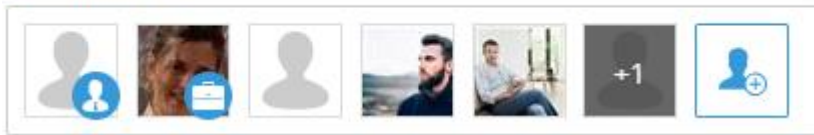


This sections displays the members of this project. The first person to be listed under this section will always be the project manager followed by the main contact of the account (if available). When the number of members cannot fit the section, "+ x" will be displayed as an overlay on the rightmost picture, with "x" being the number of remaining members.

## Timeline

This section is a record wall, which displays posts that include mentions or Synergy links of the records of the project from the **Timeline** page. You can view existing communication related to the specific records of the project, and start discussions about the records from this section without navigating to the **Timeline** page.

## 3.2.2  Tabs

The **Child projects**, **Workflow**, **Invoices**, and **Report** tabs in the project card allows you to view the child projects, workflow, invoices, and reports linked to the project.

| Child projects | Workflow | Invoices | Report |
| --- | --- | --- | --- |

| | | | | | Add | New |
| --- | --- | --- | --- | --- | --- | --- |
| | Project | Status | Description | Manager | Start date | End date |
| ✖ | WTY1.001 | Proposed | WT Child Project1 | Wai Ting Yong | 2018.09.28 | 2099.12.31 |

The following table describes the functions of each tab:

| Tab | Description |
| --- | --- |
| **Child projects** | This tab displays the details of the children of the project, such as the project code, status, description, project manager, and the planned start and end dates of the projects. You can click the hyperlinked project code and project manager to view the corresponding project and personal card. If you are a member of the project, you can click **Add** to an existing project as child project or click **New** to create a child project. Click ✖ to delete the corresponding child project. |
| **Workflow** | This tab displays the details of the requests recently created for the project, such as the start and end dates, person, planned hours, type, description, and status. You can create requests at Modules → Workflow → Entry → Requests → Requests: New. Click the hyperlink in the **Person** column and description in the **Description** column to view the corresponding personal card and request. The icons are described below:<br><br>✔ **Completed** – This indicates that the corresponding request has been completed. Completed requests are requests that have completed the final stage of the workflow process.<br><br>✖ **Not:Completed** – This indicates that the corresponding request is still incomplete. |
| **Invoices** | This displays the top 10 normal invoices belonging to the project and does not include credit notes.<br><br>**Note:**<br>This tab will not be displayed if the project is not a **PSA** project (projects with the **Type** field defined as **Internal** in the **General** section). |
| **Report** | This is a user-defined tab which allows you to view or add reports on the project card. To add this tab, click **New tab** in the customize mode and select the **Report** option. You can customize the name for this tab. |

### 3.2.3 Customizing project cards

Project cards can be customized by selecting the fields and links that you want to be displayed in the project card.

To customize project cards, function right **322 - Maintain project settings** or **899 - Customize person-specific project card** is needed. Function right **322 - Maintain project settings** will allow you to customize project cards on a corporate level while function right **899 - Customize person-specific project card** will allow you to customize project cards on a personal level.

**To customize project cards:**

1.  On the related project card, click the 🔧 **Customize** icon. You will see the following page:



2.  Select or clear the required check boxes.
3.  Click **Save** to save the customized settings, and then click **Close** to exit.

**To add tabs on project cards:**

1.  On the related project card, click the 🔧 **Customize** icon.
2.  Under the **Tab** section, click **New tab**. You will see the following page:



3.  At **Tab name**, type the required name for the new tab.
4.  At **Tab content**, select one of the following options for the content of the new tab:

-   **Report** — Select this option to add a report on the project card.
-   **Pivot analysis** — Select this to add a pivot analysis on the project card.
-   **Search template** — Select this to add a search template on the project card.
-   **Document** — Select this to add an Exact Synergy Enterprise document on the project card.

5. Click **Add**.
6. Click **Save** to save the settings and **Close** to exit.

**To remove tabs from project cards:**

1. On the related project card, click the 🔧 **Customize** icon.
2. Under the **Tab** section, click the ❌ **Delete** icon on the relevant tab.
3. Click **Save** to save the settings and **Close** to exit.

> **Note:**
> Only user-defined tabs can be deleted.

## Adding project members

As a project manager, you can add members to an **Exact PSA** project via the project card.

You can also add a new member using the **People** search. From the **HRM: Search – People** page, search for the people, select the check boxes next to the respective people (available when the results are displayed in the **Column** view), and then click the **Add to project** button.

**To add project members via project cards:**

1. On the project card, click the **Members** section or click [icon]. The following page will be displayed:

## Members (7)

Add members    [Search for people]    🔍

☐ Notify

↓ Add

**Project manager**

Mandy Chau pe...
01-01-2013 - 31-12-2013    ⋮

**Members**

Claudia de Keize...
01-01-2013 - 31-12-2013    ⋮

Connie Loo pers...
01-01-2013 - 31-12-2013    ⋮

Dan Brands
01-01-2013 - 31-12-2013    ⋮

James Brouw
01-01-2013 - 31-12-2013    ⋮

Kae Yi Tay perso...
01-01-2013 - 31-12-2013    ⋮

Ryan
01-01-2013 - 31-12-2013    ⋮

[Cancel]    [Remove all]    [Save]

2. At **Add members**, type the name of the person or click 🔍 to select the person or people to be members of the project.
3. Select the **Notify** check box to notify the person. You can also add a message to the person by typing the message in the box provided.
4. Click **Add** to add the person or people to the project.

To remove members from the project, you will need to go back to the project card.

## Adding child projects

To break down a complex project into sub-projects, or management stages, you will need to use child projects. Child projects can be created directly from the project card via the **Child projects** tab, or, if you are scoping the project with the help of deliverables, when creating a deliverable. When working with deliverables, the child project should always be created at the deliverable. The child project can be created after saving the deliverable. The deliverable and all its sub-deliverables will be created in the child project, which they will then be linked to the main project.

**To add child projects via project cards:**

1. On the project card, click the **Child projects** tab.
2. Under the **Child projects** tab, click **Add**. You will see the following page:



3. Define the required search criteria and click **Search**.
4. Select the required project in the **Project** column.

**To create child projects via project cards:**

1. On the project card, click the **Child projects** tab.
2. Under the **Child projects** tab, click **New**. You will see the following page:



3. Define the relevant fields.
4. Click **Save** to save the new child project or click **Save + New** to create another child project.

> **Note:**
> All fields with the "**!**" icon are mandatory.

**To delete child projects via project cards:**

1. On the project card, click the **Child projects** tab.
2. Click the ❌ **Remove** icon next to the required project listing. A notification with the message, "Are you sure you want to delete this child project?" will be displayed.
3. Click **OK**.

# 4. ACTIVITIES AND RATES

In the project cards, activities and rates can be viewed for the selected project.

## 4.1 ACTIVITIES

Since a typical professional services organization derives most of its costs and revenues from realizing and invoicing hours, **Exact PSA** provides several functionalities to support this.

In an **Exact PSA** project, all hours that project members work on are split into multiple categories, called activities. Activities are types of services that project members can deliver, such as consultancy, project management, and others.

In Exact Synergy Enterprise and Exact Globe Next, an activity is a labor hour item, with a code, a name, a cost, and a sales price, as well as other attributes. The following is an example of a labor hour item:

## Item: Consultancy

[ Close ] [ Edit ]

### General

| | |
|---|---|
| Code | **CONS** |
| Country | **- World -** |
| Description | Consultancy |
| Division | 001 Deltabike Holding N.V. |
| Person | admin |
| Type | Labour hour |
| Status | **Active** |
| Active from | 21-09-2011 |
| Active to | |
| Security level | **10** (Item=10, Assortment=10) |

### Prices

| | |
|---|---|
| Type | Discount |
| Sales price | 180.000 EUR / hour |
| Costs | 150.00 EUR / hour |
| Purchase | |
| Supplier | None |

### Attributes

| | | |
|---|---|---|
| ✔ Sales | Part | Explode |
| Buy | ✔ Divisible | Batch |
| Stock controlled | Policy | ✔ Text |
| From stock | ✔ Make | Print on invoice |
| Serial numbers | No discount | ✔ Service |
| ✔ Billable | ✔ Productive | |

The **Billable** and **Productive** attributes are displayed only if you select assortments related to **PSA** at the **Assortment** field and labor hour or standard items at **Type** on the item card. These attributes can be used to determine if a **PSA** labor hour or standard item is billable or non-billable, and productive or non-productive.

Only a billable **PSA** labor or standard item is displayed at Modules → Projects → Reports → Professional services automation → Invoice proposals for invoicing purposes. The billable and non-productive combination is an invalid option. Thus, a billable item will always have the **Productive** attribute selected. The **Productive** attribute is only used for reporting purposes.

You can view project activities via the related project card by clicking on the **Activities & material** hyperlink under the **Monitor** section, as displayed in the following:
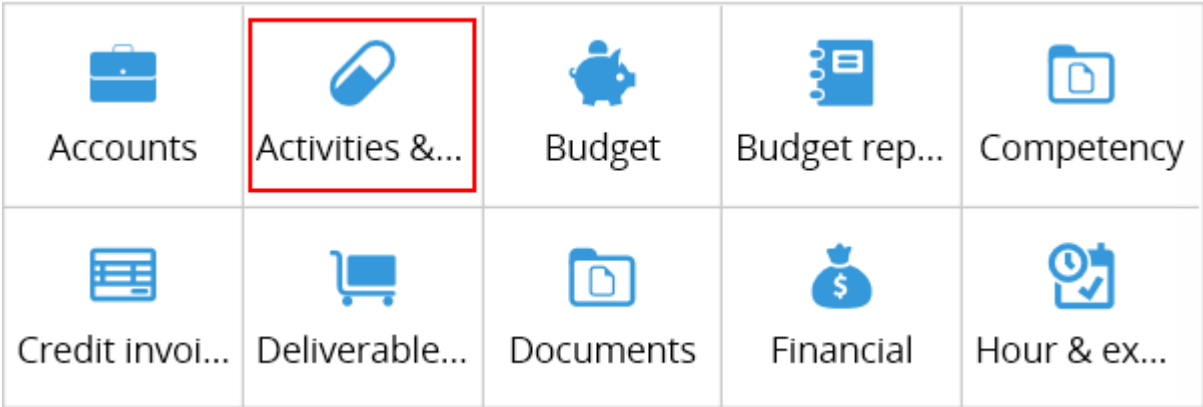
In order to use activities, the following should be done:

- Labor hour items must be created for each activity that will be used in the company. For more information, see *Creating and modifying items* (ID 15.428.597) in Exact Synergy Enterprise.
- Assortments with these labor hour items or activities must be configured under the **Assortments** section in the **Exact PSA** settings, as displayed in the following:
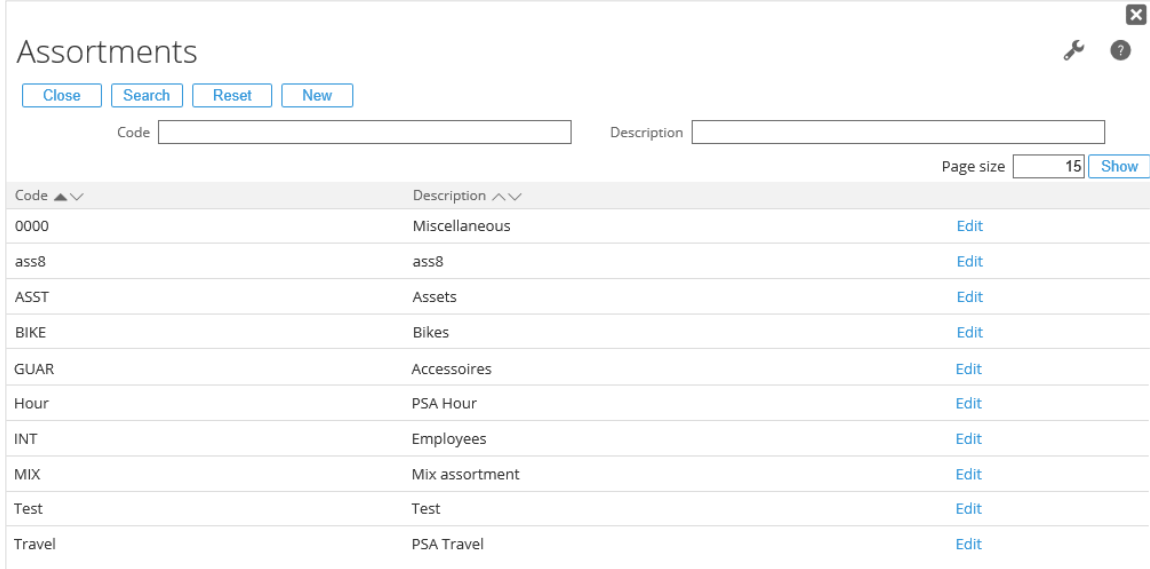


For more information, see *Chapter 2.3.2 Assortments*.

Once properly configured, **Exact PSA** can make a distinction between project activities and personal activities.

## Project activities

Project activities are activities from the list of assortments configured in the **Exact PSA** settings that may be used on the related project. In other words, no project member will be able to enter hours on any activities other than the ones defined in project activities on the project card.

## Personal activities

Personal activities are activities from the list of assortments configured in the **Exact PSA** settings that may be used by the related person. In other words, no project member will be able to enter hours on any activities other than the ones defined in personal activities on the personal card.

> **Note:**
> If no personal or project activities are defined on the corresponding personal or project card, then all activities defined in the **Exact PSA** settings are allowed to be used by the person and in the project. If a project member has activities X, Y, and Z defined in his personal card, and activities Y, Z, and Q are defined as project activities, he will only be able to realize hours on activities Y and Z, which is the intersection of both sets.

When an activity is used in rates, requests, work breakdown structure (WBS) lines, or budget lines, it will be automatically be added to activities and materials list at the project card.

## Multiple currencies

**Exact PSA** allows multiple currencies to be used in any project. That means that:

- All currencies (and exchange rates) which can be used on a project have to be configured in Exact Synergy Enterprise. For more information, see *Chapter 2 Exact PSA Settings*.
- Project managers can define the billing currency, the currency in which the project invoices will be created in. For more information, see *Chapter 3 New Projects*.
- The **Invoice proposals** page will show the amounts in both project and billing currencies.
- Project members can choose the currency other than default billing currency when entering expenses. Only currencies that have been configured can be chosen.
- All expenses in currencies other than the billing currency will be automatically converted using the exchange rate based on the date specified in the corresponding request. By default, it is the date on which the request is realized.
- Multiple currencies are also reflected in the relevant MS SQL Reporting Services reports. The currency used will be based on the type of amount that is shown on the report. See the following table for the currency used for the following reports:

**Time and material project overview**

| Display scenario | Condition | Type of amount shown | Currency used |
|---|---|---|---|
| By project | There are no conditions for this display scenario. | Revenue | Billing |
| Multiple projects | All projects that have the same billing currency and are under the same account. | Revenue | Billing |
| Multiple projects | All projects that have different billing currencies and are under the same account. | Revenue | Corporate |

**Time and material project overview (visual)**

| Display scenario | Condition | Type of amount shown | Currency used |
|---|---|---|---|
| By project | There are no conditions for this display scenario. | Revenue | Billing |
| Multiple projects | Projects with the same billing currency. | Revenue | Billing |
| Multiple projects | Projects with different billing currencies. | Revenue | Corporate |

**Fixed price and internal project overview**

| Display scenario | Condition | Type of amount shown | Currency used |
|---|---|---|---|
| By project | There are no conditions for this display scenario. | Costs | Default |
| By project | There are no conditions for this display scenario. | Revenue | Billing |

**Fixed price and internal project overview (visual)**

| Display scenario | Condition | Type of amount shown | Currency used |
|---|---|---|---|
| By project | There are no conditions for this display scenario. | Costs / Revenue | Default |
| Multiple projects over multiple divisions | All projects with the same default currency. | Costs / Revenue | Default |
| Multiple projects over multiple divisions | All projects that have different default currencies. | Costs / Revenue | Corporate |
| Multiple projects within the same division | There are no conditions for this display scenario. | Costs / Revenue | Default |

**Revenue vs Costs Globe**

| Display scenario | Condition | Type of amount shown | Currency used |
|---|---|---|---|
| By project | There are no conditions for this display scenario. | Revenue | Billing |
| By project | There are no conditions for this display scenario. | Costs | Default |

**Project progress overview**

| Display scenario | Condition | Type of amount shown | Currency used |
|---|---|---|---|
| By project | There are no conditions for this display scenario. | Revenue amounts in the **Budget**, **Total planned**, **Total actual**, and **Total remaining** columns. | Billing |

**Project calculation**

| Display scenario | Condition | Type of amount shown | Currency used |
|---|---|---|---|
| By project | There are no conditions for this display scenario. | Revenue amount at the **Total amount** field. | Billing |
| By project | There are no conditions for this display scenario. | Amount in the **Rate** column. | Based on the currency defined on the **Project rates** page. |

**Hours to be invoiced**

| Display scenario | Condition | Type of amount shown | Currency used |
|---|---|---|---|
| By project | There are no conditions for this display scenario. | Revenue amount in the **Amount to invoice** column. | Billing |
| By project | There are no conditions for this display scenario. | Amount in the **Project rate** column. | Based on the rate currency. |

**Hours to be approved**

| Display scenario | Condition | Type of amount shown | Currency used |
|---|---|---|---|
| By project | There are no conditions for this display scenario. | Revenue amount in the **Amount to invoice** column. | Billing |
| By project | There are no conditions for this display scenario. | Amount in the **Project rate** column. | Based on the rate currency. |

## 4.2  RATES

On top of default costs and sales prices of activities (via labor hour items), additional rates can be defined to allow flexible billing rules.

A rate is a pairing of both the sales price and the cost assigned to a combination of criteria, such as a person, project, customer, or activity. All rates have a date range and follow a defined order, starting from the most important:

- Project + person + activity
- Project + person
- Project + activity
- Project + person + activity of the parent project (if applicable)
- Project + person of the parent project (if applicable)
- Project + activity of the parent project (if applicable)
- Customer + activity
- Person + activity
- Person
- Activity

The following diagram illustrates how the rates are determined and they are applicable to costs and sales prices:
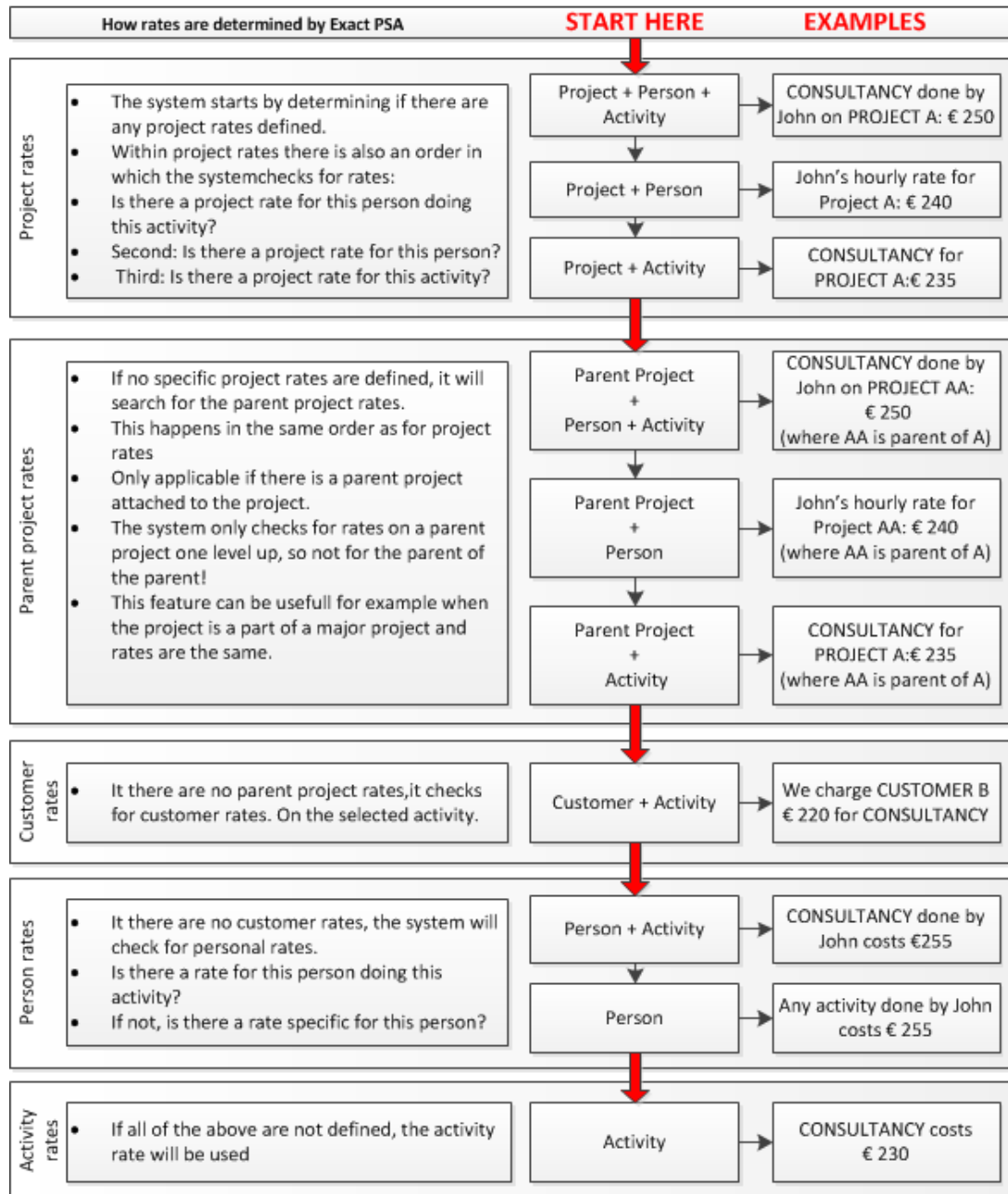


With this setup, rates in **Exact PSA** are grouped according to three categories, namely personal rates, customer rates, and project rates. When the system needs to look up a specific rate to define the sales price of a billable hour, it starts from the top of the list and progresses down until the first non-zero match is found. In cases where no rates have been defined in the system, the sales price and the cost of an item that represents an activity is used.

You can always check what is the current applicable rate when looking at the **Hour planning & realization** request. When you mouse over the ✎ icon next to the **Amount to invoice** field, a tool tip with the applicable rate will be displayed.

> **Note:**
> Only the project manager will be able to see the cost.

You can add, remove, and edit rates in the same way in three locations:

- Personal rates can be maintained from the personal card.
- Customer rates can be maintained from the customer card.
- Customer and project rates can be maintained from the project card.

## 4.2.1  Adding rates

To add rates, you will need to define the criteria, such as person, project, activity, or customer (depending on the rate) and the rate's range, cost, and sales price.

The range of the rate defines the period which will be taken into account when determining the cost and the sales price of the hour.

Note that "0" is valid value for both cost and sales price. At the same time, you can configure **Exact PSA** to not take into account the cost or sales price of this rate when determining the applicable rate and to skip to the next level in the hierarchy (as described in the beginning of this chapter). To do so, select the **No value** option, and the sales price or the cost of the rate will be skipped, in favor of the next available rate.

> **Note:**
> You cannot define the cost for a customer rate.

**To add personal rates:**

1. On the project card under the **Monitor** section, click **Rates**. You will see the following page:

## Project rates: DEMO ☆ ❓

[ Close ] [ Apply rates ] [ End date ]

### General

| | |
|---|---|
| Project | DEMO - demo |
| Customer | ADC |
| Plan period | 11-09-2012 - 11-10-2018 |
| Currency | EUR |

### Members

[ New ]

| | Name | Job title | Division | Country | Start date | End date | Action |
|---|---|---|---|---|---|---|---|
| 👤 | admin | CEO | Deltabike Holding N.V. | Netherlands | 11-09-2012 | 11-10-2014 | Edit |
| | person 1004 | Customer Support Staff | Deltabike Holding N.V. | Netherlands | 11-09-2012 | 11-10-2018 | Edit |
| | Sun Girdhari | CEO | Deltabike Holding N.V. | Netherlands | 11-09-2012 | 11-10-2018 | Edit |

### Project rates

[ New ]

| Person | Activity | Description | Start date | End date | Cost | Markup % | Sales price | Action |
|---|---|---|---|---|---|---|---|---|
| — | CONS | Consultancy01 | 01-09-2013 | 11-10-2013 | € 1,000.00 | — | € 2,000.00 | Edit |
| Person | Material | Description | Start date | End date | Cost | Markup % | Sales price | Action |
| — | CABLES | Cables | 11-09-2012 | 11-10-2018 | € 11.00 | — | $ 12.00 | Edit |

### Customer rates

[ New ]

| | Activity | Description | Start date | End date | Cost | Markup % | Sales price | Action |
|---|---|---|---|---|---|---|---|---|
| ℹ️ No activity rates defined | | | | | | | | |
| | Material | Description | Start date | End date | Cost | Markup % | Sales price | Action |
| ℹ️ No material rates defined | | | | | | | | |

2. Under the **Members** section in the **Name** column, click the name of the related person.
3. On the personal card, click **Personal rates**.

4. On the **Personal rates** page, under the **Personal rates** section, click **New**. You will see the following page:



Personal rate: Sun Girdhari

Close   Save   Save + New

Created by Angel Chan 02-06-2015 10:19

General

◉ Activity ○ Material
Activity
Start date - End date   - -   — - -
Sales price ◉ EUR        0.0000   ○ No value
Cost ○ EUR               0.0000   ◉ No value
Intercompany

5. On the **Personal rate** page, select the **Activity** option to define an activity rate, or the **Material** option to define a material rate for the person. Depending on your selection, the subsequent field will either be **Activity** or **Material**.
6. At **Activity** or **Material**, type or select an item.
7. At **Start date - End date**, type or select a date range for the rate.
8. At **Sales price**, type or select a currency, and then define a sales price for the personal rate during the specified period. Alternatively, you can select **No value** for the system to skip this when searching through the rates hierarchy for the sales price.
9. At **Cost**, type or select a currency, and then define a cost for the personal rate during the specified period. Alternatively, you can select **No value** for the system to skip this when searching through rates hierarchy for the cost.

**Note:**
- All fields with the "**!**" icon are mandatory.
- You can also add personal rates via Modules → Projects → Setup → Professional services automation → Personal rates. On the **Personal rates: Search** page, define the criteria, and then click **Show**. Click **Edit** in the **Action** column of the corresponding person. On the **Personal rates** page under the **Personal rates** section, click **New**. Then, follow steps 5 to 9 as listed above.

**To add project rates:**

1. On the project card, under the **Monitor** section, click **Rates**.
2. Under the **Project rates** section, click **New**. You will see the following page:



3. On the **Project rate** page, select the **Activity** option to define an activity rate, or the **Material** option to define a material rate for the project. Depending on your selection, the field after **Person** will either be **Activity** or **Material**.
4. At **Person**, type or select a person.
5. At **Activity** or **Material**, type or select an item.
6. At **Start date - End date**, type or select a date range for the rate.
7. At **Sales price**, type or select a currency, and then define a sales price for the project rate during the specified period. Alternatively, you can select the **Markup %** option to define the amount of percentage rate to mark up the cost price, or you can select **No value** for the system to skip this when searching through the rates hierarchy for the sales price.
8. At **Cost**, type or select a currency, and then define a cost for the project rate during the specified period. Alternatively, you can select **No value** for the system to skip this when searching through rates hierarchy for the cost.

> **Note:**
> - If you define both the **Person** and **Activity** (or **Material**) fields, you will create a project rate that is applicable for the related project, the defined person and the defined item. If you define only one of the fields, the project rate will only be applicable for the related project and the defined person or defined item.
> - All fields with the "**!**" icon are mandatory.
> - You can also add project rates via Modules → Projects → Setup → Professional services automation → Project rates. On the **Project rates: Search** page, define the criteria, and then click **Show**. Click **Edit** in the **Action** column of the corresponding project. On the **Project rates** page under the **Project rates** section, click **New**. Then, follow steps 3 to 8 as listed above.
> - For more information on the **Sales price**, **Markup %**, and **Cost** fields, see *Appendix C: Calculation of amount to invoice related to customer and project rates*.

**To add customer rates:**

1. On the project card under the **Monitor** section, click **Rates**.
2. At the **Customer rates** section, click **New**. You will see the following page:

## Customer rate: ADC

| Close | Save | Created by Angel Chan 02-06-2015 10:24 |

### General

◉ Activity ○ Material

Activity | [                    ] 🔍 ⚠

Start date — End date | 02-06-2015 📅 — - - 📅 ⚠

Sales price | ◉ EUR 🔍 0.0000 ○ Markup % [        ] ○ No value

Cost | ○ EUR 0.0000 ◉ No value

3. On the **Customer rate** page, select the **Activity** option to define an activity rate, or the **Material** option to define a material rate for the project. Depending on your selection, the subsequent field will either be **Activity** or **Material**.
4. At **Activity** or **Material**, type or select an item.
5. At **Start date - End date**, type or select a date range for the rate. By default, the **Start date** field will be defined with the creation date of the customer rate.
6. At **Sales price**, type or select a currency, and then define a sales price for the customer rate during the specified period. Alternatively, you can select the **Markup %** option to define the amount of percentage rate to mark up the cost price, or you can select **No value** for the system to skip this when searching through the rates hierarchy for the sales price.

---

**Note:**
- All fields with the "**!**" icon are mandatory.
- You can also add customer rates via Modules → Projects → Setup → Professional services automation → Customer rates. On the **Customer rates: Search** page, define the criteria, and then click **Show**. Click **Edit** in the **Action** column of the corresponding account. On the **Customer rates** page under the **Customer rates** section, click **New**. Then, follow steps 3 to 6 as listed above.
- For more information on the **Sales price**, **Markup %**, and **Cost** fields, see *Appendix C: Calculation of amount to invoice related to customer and project rates*.

---

## 4.2.2 Applying rates

When a rate is adjusted after it has been used in hour planning, the hours will be saved in the request with the wrong rate. By applying rates, you will ensure the correct, adjusted rates are used.

**To apply rates:**

1. On the project card under the **Monitor** section, click **Rates**.
2. Click **Apply rates**. A notification with the message, "Apply updated rates to all unapproved hour planning, material & expenses and travel expenses requests for this project?" will be displayed.
3. Click **Yes**.

### 4.2.3  Adjusting end dates

Quite often price agreements are prolonged. The **End date** functionality makes it possible to adjust existing data at once in bulk.

**To adjust end dates:**

1. On the project card under the **Monitor** section, click **Rates**.
2. On the **Project rates** page, click **End date**. The **End date** section will be displayed on the **Project rates** page, as shown in the following:



3. At **Current end date** and **New end date**, type or select the current and new end dates respectively.
4. At **Apply to**, select one or more of the following options:

   - **Project** — Select this option to apply the new end date to the project.
   - **Members** — Select this option to apply the new end date to the project members.
   - **Project rates** — Select this option to apply the new end date to the project rates.
   - **Customer rates** — Select this option to apply the new end date to the customer rates.
5. Click **Save** to save the settings.

> **Note:**
> The changes made will only be applied to all selected data which has the current end date.

### 4.2.4  Overlapping rates

It is likely that a new rate is created for an item on a date for which a rate already exists. **Exact PSA** handles these situations intelligently.

If the end date of the new rate is further in the future, a new line will be created with the entered date as the start date and the entered end date as the end date. Next, the end date of the existing line will be changed to one day before the start date of the new line. This prevents the rates from overlapping.

If for instance, a discounted rate is applicable on a specific date, and this rate is entered on a date where the standard rate already applies, this line will be created anyway. At the same time, the existing line is ended one day before the start of the discounted rate and a new line is automatically generated with the start date set to one day after the discounted rate ends and the end date set to the original end date.

### 4.2.5  Overtimes

Overtime items can be linked to other PSA activities in the item card. When an overtime item is linked to a PSA activity, the overtime item becomes available in all places where the PSA activity is available. This makes registering of overtime items on a project possible without linking them to a project or person.

You can add overtime items to the item by clicking the **Overtime** hyperlink under the **Monitor** section in the item card.

# 5. BUDGETS, DELIVERABLES, AND WORK BREAKDOWN STRUCTURE (WBS)

## 5.1 BUDGETS

**Exact PSA** allows project managers to create and maintain a project budget to keep track of all budgeted costs and revenues.

The **Project budget** page is accessible from the project card via the **Budget** hyperlink under the **Monitor** section. It is integrated with project activities (see *Chapter 4 Activities and Rates*) and work breakdown structure (WBS). The following is an example of a typical project budget:

### 5.1.1 General section



The **General** section shows general information about the project and several key budget parameters.

The following table describes the fields:

| Field | Description |
|---|---|
| **Project** | This displays the name of the project. Click the hyperlinked name to view the corresponding project card. |
| **Customer** | This displays the name of the customer linked to the project. Click the hyperlinked name to view the corresponding account card. |
| **Manager** | This displays the name of the manager of the project. Click on the hyperlinked name to view the corresponding person card. |
| **Start date - End date** | This displays duration of the project. |
| **Update with WBS** | Select this check box to compare values from the budget and WBS for each activity and material related to the project. |

### 5.1.2 Budget requests section



The **Budget requests** section displays all the budget requests and related information, created for this project. The section will only be displayed if the corresponding request type has been defined under the **Request types** section of the **Exact PSA** settings.

You can also create budget requests by clicking the **Request budget** button. When you create a budget request from here, the **Revenue budget** and **Cost budget** fields under the **Budget details** section of the **Budget request** will be automatically defined based on the total cost and revenue of the budget lines.

## 5.1.3 Budget lines section

| Budget lines | | | | | | | New |
|---|---|---|---|---|---|---|---|
| **Activities** | **Description** | **Start date** | **End date** | **Budgeted** | **Cost budget** | **Revenue budget** | **Actions** |
| CONS — Consultancy | Consultancy | 11-05-2015 | 11-06-2021 | 100.00 | € 1,200.00 | € 5,500.00 | ✏ ✗ |
| CON2 — Senior consultancy | Senior consultancy | 11-05-2015 | 15-05-2015 | 100.00 | € 3,000.00 | € 6,000.00 | ✏ ✗ |
| | | | **Total for all activities** | **200.00** | **€ 4,200.00** | **€ 11,500.00** | |
| **Material** | **Description** | **Start date** | **End date** | **Budgeted** | **Cost budget** | **Revenue budget** | **Actions** |
| KM — Kilometer | Kilometer | 11-05-2015 | 11-06-2021 | 100.00 | € 2,000.00 | € 5,000.00 | ✏ ✗ |
| CABLES — Cables | Cables | 11-05-2013 | 11-06-2021 | 101.00 | € 3,020.00 | € 7,030.00 | ✏ ✗ |
| | | | **Total for all material** | **201.00** | **€ 5,020.00** | **€ 12,030.00** | |
| **Buffer** | **Description** | **Start date** | **End date** | | **Cost budget** | **Revenue budget** | **Actions** |
| ⓘ No buffer defined | | | | | | | |
| **Totals** | | | | | **Cost budget** | **Revenue budget** | |
| | | | Total budgeted lines | | € 9,220.00 | € 23,530.00 | |

In this section, you can break down your total cost and total revenue budgets into individual budget lines across three categories, namely activities, material, and buffer. There are two ways of creating a budget, which is either from WBS lines, or manually, line by line, via the **New** button.

> **Note:**
> In order to create a budget from WBS lines, the **Use deliverables & WBS** check box on the related project card must be selected and WBS lines have been previously created. The **Create from WBS** button will be displayed on the **Project budget** page upon fulfillment of these two criteria.

For each line, you will need to select the category, define the description, the range, the duration for activity or quantity for material budget lines, as well as the cost and revenue budget amounts. Buffer lines allow you to enter lump amounts. All these values are shown in the **Budget lines** section in the corresponding columns.

Once you have finished populating the budget with specific lines, the bottom part of the **Budget lines** section will give you a quick overview of the budget totals, as seen in the following example:

| **Totals** | | | | **Cost budget** | **Revenue budget** | |
|---|---|---|---|---|---|---|
| | | Total budgeted lines | | € 9,220.00 | € 23,530.00 | |

**Total budgeted lines** displays the sum of all cost and/or revenue amounts in individual budget lines.

Once the work breakdown structure is defined, the project manager can select the **Update with WBS** check box under the **General** section to compare WBS lines with budget lines, as displayed in the following example:

## Project budget: FP_FULL_001

Close    Create from WBS    Export to Globe Next

### General

| | |
|---|---|
| Project | FP_FULL_001 — Fixed price full complex 001 |
| Customer | ADC |
| Manager | admin |
| Start date — End date | 11-05-2013 — 11-06-2021 |

Table ☑ Update with WBS

### Budget requests

Request budget

| ID | Description | Cost | Revenue | Status | Date completed |
|---|---|---|---|---|---|
| 00.005.893 | FP_Budgetline 1 | € 0.00 | € 22,030.00 | Completed | 12-05-2015 |

### Budget lines

New

| Activities | Start date | End date | Budgeted | WBS duration | Cost budget | WBS cost | Revenue budget | WBS revenue |
|---|---|---|---|---|---|---|---|---|
| CONS — Consultancy | 11-05-2015 | 11-06-2021 | 100.00 | 100.00 | € 1,200.00 | € 1,200.00 | € 5,500.00 | € 5,500.00 |
| CON2 — Senior consultancy | 11-05-2015 | 15-05-2015 | 100.00 | 100.00 | € 3,000.00 | € 100,000.00 | € 6,000.00 | € 200,000.00 |
| **Total for all activities** | | | 200.00 | 200.00 | € 4,200.00 | € 101,200.00 | € 11,500.00 | € 205,500.00 |

| Material | Start date | End date | Budgeted | WBS quantity | Cost budget | WBS cost | Revenue budget | WBS revenue |
|---|---|---|---|---|---|---|---|---|
| KM — Kilometer | 11-05-2015 | 11-06-2021 | 100.00 | 100.00 | € 2,000.00 | € 2,000.00 | € 5,000.00 | € 5,000.00 |
| CABLES — Cables | 11-05-2013 | 11-06-2021 | 101.00 | 101.00 | € 3,020.00 | € 2,020.00 | € 7,030.00 | € 3,030.00 |
| **Total for all material** | | | 201.00 | 201.00 | € 5,020.00 | € 4,020.00 | € 12,030.00 | € 8,030.00 |

| Buffer | Start date | End date | | | Cost budget | | Revenue budget | |
|---|---|---|---|---|---|---|---|---|
| 🛈 No buffer defined | | | | | | | | |

| Totals | | | | | Cost budget | WBS cost | Revenue budget | WBS revenue |
|---|---|---|---|---|---|---|---|---|
| Total lines | | | | | € 9,220.00 | € 105,220.00 | € 23,530.00 | € 213,530.00 |
| Difference between budgeted lines & WBS totals | | | | | € 96,000.00 | | € 190,000.00 | |

In this view, the **Budgeted**, **Cost budget**, and **Revenue budget** columns are complemented by the **WBS cost** and **WBS revenue** columns, which display the amounts from the project WBS. All individual lines under the same activity, material, or buffer are consolidated into a single line to allow comparison.

For the totals, **Total lines** is the sum of all cost and revenue amounts of consolidated budget lines and WBS lines shown on the page. **Difference between budgeted lines & WBS totals** is the difference between total cost and/or revenue calculated for all consolidated budgeted lines, and the total for all consolidated WBS lines.

**To create activity budget lines:**

1. On the project card under the **Monitor** section, click **Budget**.
2. On the **Project budget** page under the **Budget lines** section, click **New**.
3. On the **Budget line** page under the **General** section, select the **Activity** option. You will see the following page:



4. At **Activity**, type or select an item.
5. At **Description**, type a short description for the activity budget line.
6. At **Start date - End date**, type or select a duration for the activity budget line.
7. At **Budgeted duration**, type the amount for the budgeted duration.
8. Under the **Cost budget** section at **Amount**, type the amount of the budgeted cost. The amount is prefilled with the calculated amount based on the applicable rate.
9. Under the **Revenue budget** section at **Amount**, type the amount of the budgeted revenue. The amount is prefilled with the calculated amount based on the applicable rate.

> **Note:**
> - If there are activities or material added previously, you can only select those items. If not, it will be filtered according to assortments configured in the **Exact PSA** settings.
> - All fields with the "**!**" icon are mandatory.

**To create material budget lines:**

1. On the project card under the **Monitor** section, click **Budget**.
2. On the **Project budget** page under the **Budget lines** section, click **New**.
3. On the **Budget line** page under the **General** section, select the **Material** option. You will see the following page:

## Budget line

☆ ❓

| Close | Save |

### General

○ Activity ⦿ Material ○ Buffer

| Item | | 🔍 ⚠️ |
| Description | | ⚠️ |
| Start date — End date | 11-05-2013 📅 — 11-06-2021 📅 |
| Budgeted quantity | 0.00 |
| Purchased | ☐ |

### Cost budget

| Amount | 0.00 | EUR |

### Revenue budget

| Amount | 0.00 | EUR |

4. At **Item**, type or select an item.
5. At **Description**, type a short description for the material budget line.
6. At **Start date - End date**, type or select a duration for the material budget line.
7. At **Budgeted quantity**, type the amount for the material budget line.
8. Select the **Purchased** check box to indicate the material budget line to be flagged as purchasing. This check box is disabled and cleared by default, and is only enabled when the **Material** option is selected. For more information on the purchase feature, see *Chapter 5.4 Purchase Feature*.
9. Under the **Cost budget** section at **Amount**, type the amount of the budgeted cost. The amount is prefilled with the calculated amount based on the applicable rate.
10. Under the **Revenue budget** section at **Amount**, type the amount of the budgeted revenue. The amount is prefilled with the calculated amount based on the applicable rate.

> **Note:**
> - If there are activities or material added previously, you can only select those items. If not, it will be filtered according to assortments configured in the **Exact PSA** settings.
> - All fields with the "**!**" icon are mandatory.

**To create buffer lines:**

1. On the project card under the **Monitor** section, click **Budget**.
2. On the **Project budget** page under the **Budget lines** section, click **New**.
3. On the **Budget line** page under the **General** section, select the **Buffer** option. You will see the following page:



4. At **Activity/Material**, type or select an item.
5. At **Description**, type a short description for the buffer budget line.
6. At **Start date – End date**, type or select a duration for the buffer budget line.
7. Under the **Cost budget** section at **Amount**, type the amount of the budgeted cost.
8. Under the **Revenue budget** section, at **Amount**, type the amount of the budgeted revenue.

> **Note:**
> - If there are activities or material added previously, you can only select those items. If not, it will be filtered according to assortments configured in the **Exact PSA** settings.
> - All fields with the "**!**" icon are mandatory.

## 5.2 DELIVERABLES AND WBS

### 5.2.1 Product breakdown structure (PBS)

**Exact PSA** provides the possibility to create and manage the project scope using the technique from PRINCE2 project management method, which is the product breakdown structure (PBS).

In this technique, the project scope is broken down into individual products until the smallest are discovered, and the project manager can estimate the duration of activities and quantities of material needed to deliver those products, as displayed in the following example:
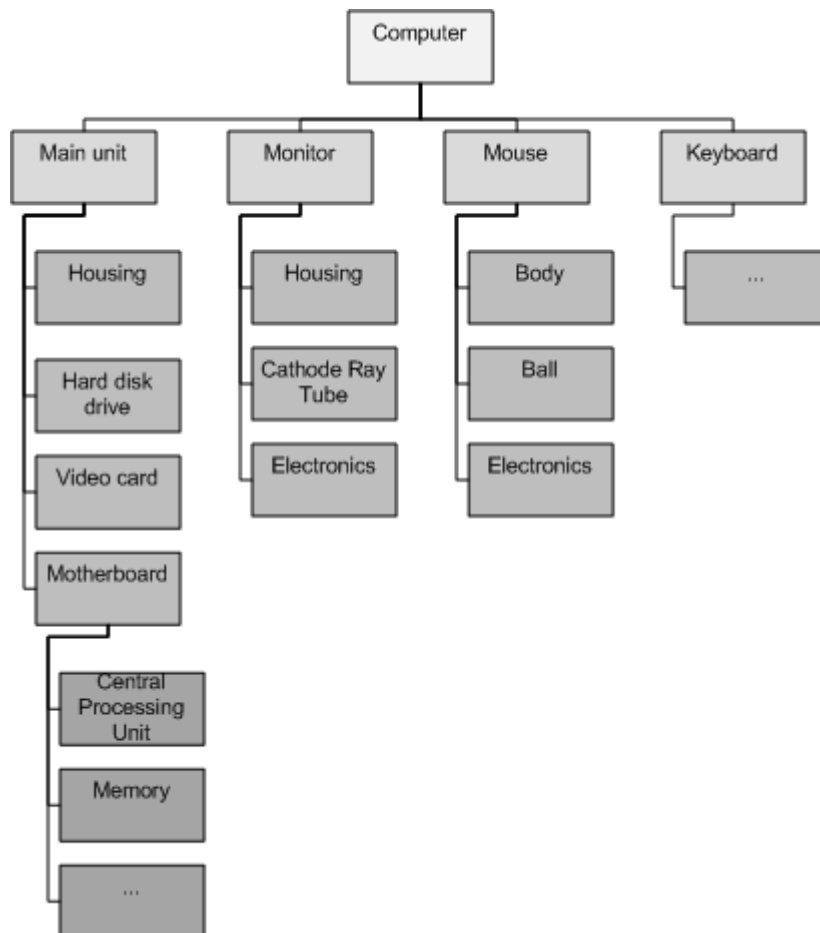


In **Exact PSA**, products are called deliverables, and are accessible to the project manager from the project card if the **Use deliverables & WBS** check box is selected on the related project card. If this check box is not selected, project manager can use budgets, but not deliverables and WBS.

## 5.2.2  Creating main deliverables

When you create a project and access the **Project deliverables** page for the first time, you will be prompted to create a main deliverable. Each project must have a main deliverable as it represents the complete result of the whole project. Later the project manager can break it down into smaller and better defined deliverables via the **New** button on the **Project deliverables** page.

For each deliverable, you should define the code and description in order to identify it quickly.

A project manager can also define the item to underpin a new deliverable, or to keep it empty (in this case, an item will be created automatically and placed into the assortment configured in the **Exact PSA** settings, as specified in *Chapter 2 Exact PSA Settings*).

A project manager should reuse the same item when he runs a project similar to the existing ones. Then, if all similar deliverables (for example, BLUEPRINTS) have the same item backing them, it becomes possible to create reports to compare how this item is realized across similar projects so that project performance can be assessed.

**To create main deliverables:**

1. On the related project card under the **General** section, select the **Use deliverables & WBS** check box.
2. Under the **Monitor** section, click **Deliverables & WBS lines**. You will see the following notification:



3. Select the **Create main deliverable** option.
4. At **Code**, type a code for main deliverable.
5. At **Description**, type a short description for the main deliverable.
6. At **Item**, type or select an item.
7. Click **OK**.

**To copy deliverables from another project:**

1. On the related project card under the **General** section, select the **Use deliverables & WBS** check box.

2. Under the **Monitor** section, click **Deliverables & WBS lines**. You will see the following notification:



3. Select the **Copy deliverables from another project** option. You will see the following:



4. At **Project**, select or type the project to copy from.
5. Select the **Also copy WBS lines** check box to copy the WBS lines.
6. Click **OK**.

## Creating deliverables

A typical populated **Project deliverables** page looks like the following:



In addition to standard columns with deliverable codes and descriptions, statuses, items, projects, and date ranges, the page contains the total estimated cost and revenue of the deliverable based on the estimated activities and material in its WBS. The estimated cost and revenue are calculated based on the rates and item prices. Any person related rates are omitted from the calculation since the person is unknown for the WBS lines. For each deliverable, a margin is calculated from these estimations. The totals for the main deliverable represent the totals for the whole project.

It is also possible to create a child project directly when editing a deliverable. This allows the project manager to extract parts of the product breakdown structure into separate stages and manage them separately, while consolidating all totals in the main project.

**To create deliverables:**

1. On the related project card under the **Monitor** section, click **Deliverables & WBS lines**.
2. On the **Project deliverables** page under the **Deliverables** section, click **New**. You will see the following page:



3. Under the **General** section at **Code**, type a code for the deliverable.
4. At **Description**, type a short description for the deliverable.
5. At **Item**, type or select an item to be linked to the deliverable.

6. At **Parent deliverable**, type or select the parent deliverable (if any) for the deliverable.
7. The **Project** field displays the project to which the deliverable is linked. By default, it is automatically defined and cannot be edited.
8. At **Start date - End date**, type or select a duration for the deliverable.
9. Click **Save** to save the deliverable or click **Save + New** to save the deliverable and create another deliverable.

> **Note:**
> All fields with the "**!**" icon are mandatory.

**To modify deliverables:**

1. On the related project card under the **Monitor** section, click **Deliverables & WBS lines**.
2. On the **Project deliverables** page under the **Deliverables** section, click the hyperlinked name of the required deliverable in the **Deliverable** column, or the corresponding ✏ **Edit** icon in the **Actions** column.
3. On the **Deliverable** page, modify the required fields.
4. Click **Save** to save the settings.

**To delete deliverables:**

1. On the related project card under the **Monitor** section, click **Deliverables & WBS lines**.
2. On the **Project deliverables** page under the **Deliverables** section, click the ✖ **Delete** icon in the **Actions** column of the corresponding required deliverable.

## 5.3 WORK BREAKDOWN STRUCTURE (WBS)

Once the scope of the project is established and it is clear for the project manager what the deliverables are, he can estimate the amount of work needed to complete the project by specifying the exact amount of work activity and quantity of material needed.

For each deliverable, you can access the WBS lines via the ▤ **View WBS lines** icon on the **Project deliverables** page, as displayed in the following:

WBS lines: DEMO_MAIN — DEMO Main deliverable1

Close

General

| | |
|---|---|
| Deliverable | DEMO_MAIN — DEMO Main deliverable1 |
| Parent deliverable | |
| Start date — End date | 11-09-2012 — 11-10-2018 |
| Project | DEMO — demo |

Table ☐ Show activities for child deliverables
☐ Show material for child deliverables

DEMO — demo / DEMO_MAIN — DEMO Main deliverable1    New

| ▼ Activities | Description | Start date | End date | Estimated | Planned | Submitted | Actual | Invoiced | ETC | Cost / hour | Total cost | Sales price / hour | Total sales price | Edited | Actions |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| CONS — Consul | wbs | 11-09-2013 | 05-02-2015 | 38.00 | 0.00 | 0.00 | 0.00 | 0.00 | 38 | € 0.00 | € 0.00 | € 0.00 | $ 0.00 | N/A | ▤🔍✏✖ |
| | Total for all activities | | | 38.00 | 0.00 | 0.00 | 0.00 | 0.00 | | | € 0.00 | | $ 0.00 | | |

| ▼ Material | Description | Start date | End date | Estimated | Planned | Submitted | Actual | Invoiced | ETC | Cost / item | Total cost | Sales price / item | Total sales price | Edited | Actions |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| CABLES — Cable | Cables | 11-09-2012 | 11-10-2014 | 16.00 | 0.00 | 0.00 | 0.00 | 0.00 | 16 | € 11.00 | € 176.00 | $ 12.00 | $ 192.00 | | 📂🔍✏✖ |
| CABLES — Cable | test | 11-09-2012 | 11-10-2018 | 10.00 | 0.00 | 0.00 | 0.00 | 0.00 | 10 | € 11.00 | € 110.00 | $ 12.00 | $ 120.00 | | 🛒🔍✏✖ |
| | Total for all material | | | 26.00 | 0.00 | 0.00 | 0.00 | 0.00 | | | € 286.00 | | $ 312.00 | | |
| | DEMO_MAIN — DEMO Main deliverable1 total | | | | | | | | | | € 286.00 | | $ 312.00 | | |
| | DEMO_MAIN — DEMO Main deliverable1 total (including children) | | | | | | | | | | € 697.00 | | $ 1,524.00 | | |

### 5.3.1 Creating activity and material WBS lines

For each activity or material WBS line, you need to define what the activity or material WBS line is going to be (always taken from project activities and materials), its description, period, and duration.

**Exact PSA** will also retrieve the best matching rate, if already defined, and will calculate the total cost and total revenue for the activity or material WBS line. The project manager defines the activity or material WBS line without specifying the person. Hence, if there are any person-related rates, they will be omitted.

If the activity or material WBS line is already used elsewhere in the WBS of another deliverable, **Exact PSA** will display the total amount of hours or quantity for it. It will also display the total amount of hours or quantity budgeted for this activity or material WBS line, if the budget was already created.

**To create activity WBS lines:**

1. On the related project card, under the **Monitor** section, click **Deliverables & WBS lines**.
2. On the **Project deliverables** page, in the **Actions** column, click the corresponding ▤ **View WBS lines** icon for the required deliverable.
3. On the **WBS lines** page, click **New**. You will see the following page:



4. Under the **General** section, select the **Activity** option.
5. The **Deliverable** field will display the linked deliverable. It cannot be edited. To view the deliverable, click on the hyperlink.
6. At **Activity**, type or select an item.
7. At **Description**, type a short description for the activity.
8. At **Start date - End date**, type or select a duration for the activity.
9. Under the **Estimations** section at **Estimated duration (initial)**, type the estimated duration in hours. This field is not enabled once the WBS line is saved.
10. Click **Save** to save the activity WBS line or click **Save + New** to save the activity WBS line and to create another activity WBS line.

> **Note:**
> All fields with the "**!**" icon are mandatory.

**To create material WBS lines:**

1. On the related project card, under the **Monitor** section, click **Deliverables & WBS lines**.
2. On the **Project deliverables** page in the **Actions** column, click the corresponding 📄 **View WBS lines** icon for the required deliverable.
3. On the **WBS lines** page, click **New**.
4. Under the **General** section, select the **Material** option. You will see the following page:



5. The **Deliverable** field will display the linked deliverable. It cannot be edited. To view the deliverable, click on the hyperlink.
6. At **Item**, type or select an item.
7. At **Description**, type a short description for the material.
8. At **Start date - End date**, type or select a duration for the material.
9. Select the **Purchase** check box to indicate the material WBS line to be flagged as purchasing. This check box is disabled and cleared by default, and is only enabled when the **Material** option is selected. For more information on the purchase feature, see *Chapter 5.4 Purchase Feature*.
10. Under the **Estimations** section at **Estimated quantity (initial)**, type the estimated quantity for the material. This field is not enabled once the WBS line is saved.
11. Instead of using the total cost and sales price amounts at the **Rate** field, you can define the total cost and sales prices for the WBS line by selecting the **Allow to edit** check box under the **Financial** section. Then, type the amounts in the **Total cost/sales price** fields. If you have defined the amounts, they will be reflected on the **WBS lines** page and these do not change even if the ETC values under the **ETC** columns are changed.

12. Click **Save** to save the material WBS line or click **Save + New** to save the material WBS line and to create another material WBS line.

---

**Note:**
All fields with the "**!**" icon are mandatory.

---

**To modify activity or material WBS lines:**

1. On the related project card, under the **Monitor** section, click **Deliverables & WBS lines**.
2. On the **Project deliverables** page, in the **Actions** column, click the corresponding ▤ **View WBS lines** icon for the required deliverable.
3. On the **WBS lines** page, click the corresponding ✎ **Edit** icon of the required activity or material.
4. On the **WBS line** page, modify the required fields.
5. Under the **Estimations** section at **Estimate to complete**, define the value of completion. Type "0" to indicate that the work on this WBS line is completed.
6. Click **Save** to save the WBS line.

**To delete activity or material WBS lines:**

1. On the related project card, under the **Monitor** section, click **Deliverables & WBS lines**.
2. On the **Project deliverables** page, in the **Actions** column, click the corresponding ▤ **View WBS lines** icon for the required deliverable.
3. On the **WBS lines** page, click the corresponding ✖ **Delete** icon for the required activity or material. A notification with the message, "Are you sure you want to delete this WBS line?" will be displayed.
4. Click **OK** to delete.
5. Alternatively, you can click the corresponding ✎ **Edit** icon of the required activity or material, and then click **Delete** on the **WBS line** page. A notification with the message, "Are you sure that you want to delete this record?" will be displayed.
6. Click **OK** to delete.

---

**Note:**
An activity or material WBS line cannot be deleted if it is linked to a request. The corresponding ✖ **Delete** icon for such an activity or material will not be displayed on the **WBS lines** page, and the **Delete** button in the edit mode will be disabled.

---

## 5.3.2 Viewing the total WBS for a project

By clicking the ▦ **View WBS lines** icon for the main deliverable, you can view the complete WBS for the whole project. For this, you need to select the **Show activities for child deliverables** and **Show material for child deliverables** check boxes, as displayed in the following:



This page will show the complete totals for the main deliverable (including all child deliverables), as well as the details for each individual deliverable. This information, but in a consolidated view, is available to the project manager, when the **Update with WBS** check box is selected on the **Project budget** page.

## 5.3.3 Snapshots of deliverables and WBS lines

All activities performed on the deliverables and WBS lines can be saved as snapshots for easy references. This allows you to keep track of the progress of the projects as frequent as required. The following flow chart illustrates the process of obtaining the snapshots:
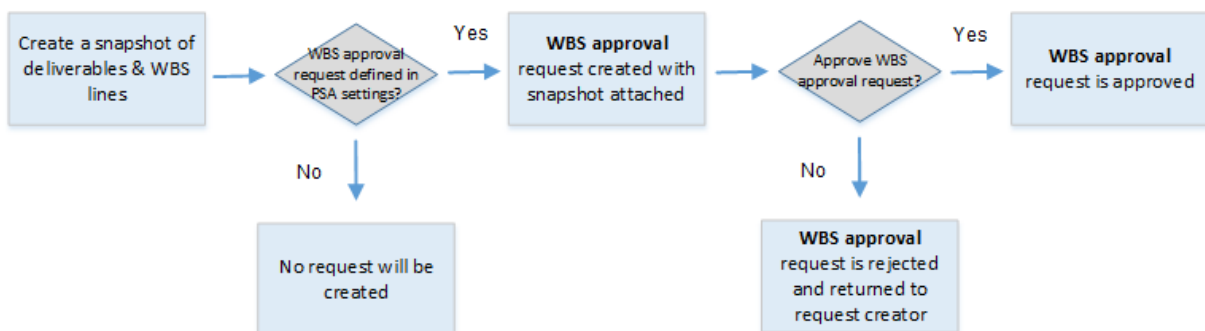
## Defining WBS approval request type

A request type needs to be defined beforehand at the **WBS approval** field at Modules → Projects → Setup → Professional services automation → Settings. This request type indicates the request that will be created upon the creation of snapshots. It is advisable to use the **WBS approval** request type, as it has been set up for this purpose.
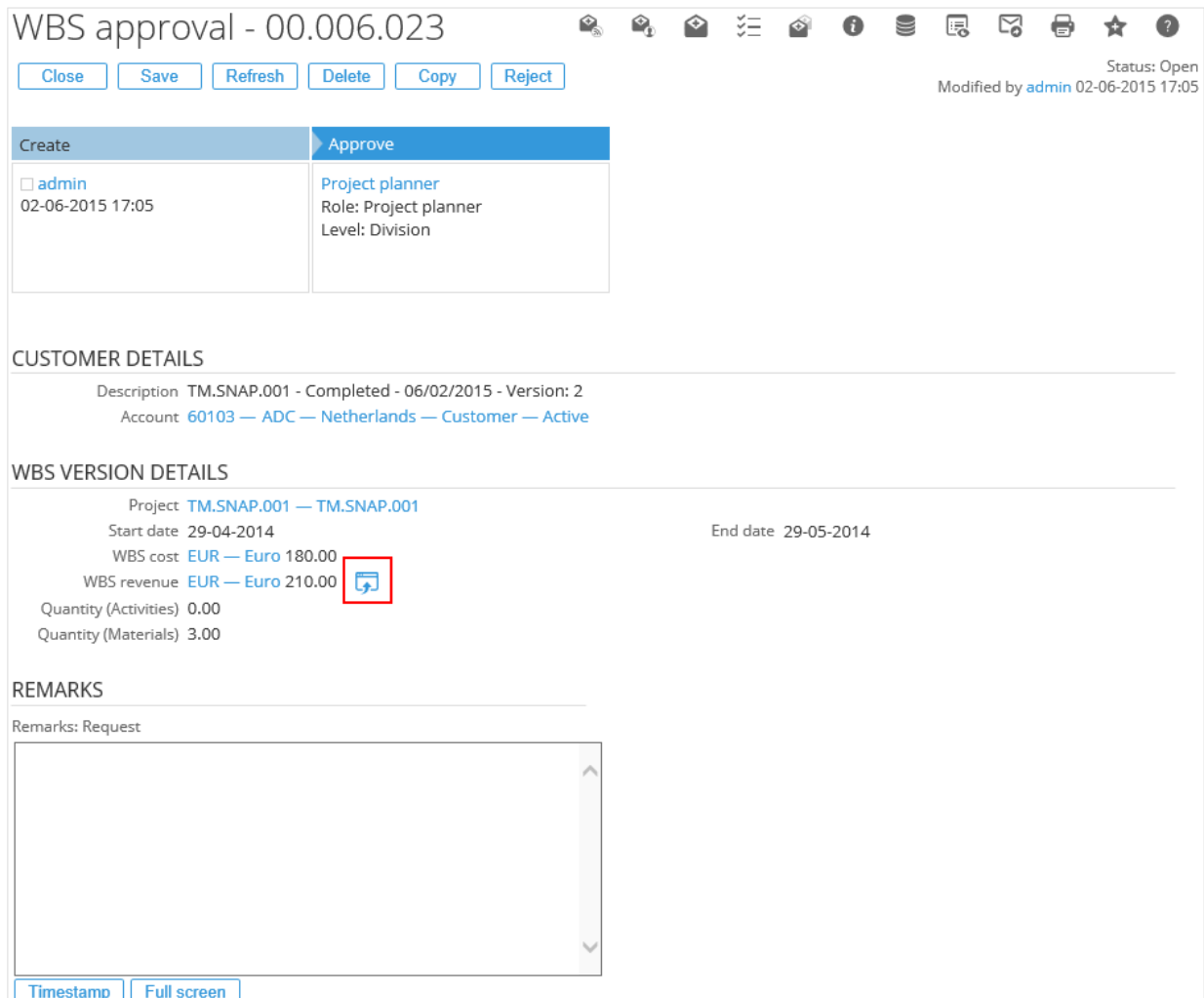
## Creating and viewing snapshots

In order to create snapshots, function right **1016 — Create and View WBS version** is required.

**To create snapshots:**

1. On the related project card, under the **Monitor** section, click **Deliverables & WBS lines**.
2. Click **New: Version**.
3. On the **WBS Version – New** page, type the description of the snapshot at **Description**.
4. Click **OK**. The **WBS approval** request will be automatically created with the snapshot attached.

You can view snapshots if you have function right(s) **1016 — Create and View WBS version** and/or **1017** — **Approve WBS version**. The respective snapshot can be viewed by clicking 🔲 **WBS version preview** in the **WBS approval** request. See the following example:

## WBS approval requests

On the **Project deliverables** page under the **WBS approval requests** section, you can view the **WBS approval** requests created for the deliverables and/or child deliverables belonging to the respective project. See the following example:



With function right **1017** — **Approve WBS version**, you can approve, delete, or reject the **WBS approval** requests.

- Approving the **WBS approval** request — The status of the request will be changed from **Incomplete** to **Completed**. Its status and approval date will be displayed under the **Status** and **Date completed** columns respectively on the **Project deliverables** page.
- Deleting the **WBS approval** request — The snapshot attached will be deleted. The request will be removed from the **WBS approval requests** section on the **Project deliverables** page.
- Rejecting the **WBS approval** request — The request will be returned to the person who created the request. The snapshot can still be accessed as long as the request has not been deleted.

## 5.4 PURCHASE FEATURE

There are times when project managers are required to purchase materials or hire external employees to complete projects. This feature helps the project managers to control the budgets and activities within the purchasing process.

In order to enable this feature, a request type has to be defined at the **I need** field at Modules → Projects → Setup → Professional services automation → Settings. This request type is used to raise the need to purchase or hire, and for the relevant person to approve the request based on the available budget. It is advisable to use the **I Need** request type, as it has been set up for this purpose.

Once the need (product or service) has been acquired, it is possible to register this via a request. For this, a request type has to be defined at the **I received** field at Modules → Projects → Setup → Professional services automation → Settings. It is advisable to use the **I Received** request type, as it has been set up for this purpose.

When this feature is enabled, an indicator will be available for budget lines to indicate when the product or service is planned to be acquired. This creates a distinction between internal budgets and outsourced budgets. A budget line is flagged as purchasing when the **Purchased** check box is selected. This indicator is available only for budget lines of the **Material** type.

**To flag a budget line as purchasing:**

1. On the related project card, under the **Monitor** section, click **Budget**.
2. On the **Project budget** page, click **New** to create a budget line or ✏ **Edit** to modify an existing budget line. See the following for an example of an existing budget line:



3. Under the **General** section, select the **Purchased** check box.
4. Click **Save**.

An indicator will also be available for WBS lines to indicate which WBS lines are to be realized externally. A WBS line is flagged as purchasing when the **Purchase** check box is selected. This indicator is available only for WBS lines of the **Material** type.

**To flag a WBS line as purchasing:**

1. On the related project card, under the **Monitor** section, click **Deliverables & WBS lines**.
2. On the **Project deliverables** page, in the **Actions** column, click the corresponding ▤ **View WBS lines** icon for the required deliverable.
3. On the **WBS lines** page, click **New** to create a WBS line or ✎ **Edit** to modify an existing WBS line. See the following for an example of an existing WBS line:



4. Under the **General** section, select the **Purchase** check box.
5. Click **Save**.


A WBS line that is flagged as purchasing is indicated with a 🛒 **Purchase** icon in the **Actions** column on the **WBS lines** page, as displayed in the following:

## 5.4.1 Requesting for goods or services via I Need requests

Goods or services that are required to complete a project can be raised via an **I Need** request. This allows the project manager to plan the amount or quantity required, and to define the preferred supplier.

**To create I Need requests based on material lines:**

1. On the related project card, under the **Monitor** section, click **Deliverables & WBS lines**.
2. On the **Project deliverables** page, in the **Actions** column, click the corresponding ▦ **View WBS lines** icon for the required deliverable.
3. On the **WBS lines** page, click 🛒 **Purchase** in the **Actions** column on the respective material line. The **I Need – New** page will be displayed. The mandatory fields will be defined by default based on the material line.

I Need - New

Status: New

Close | Create I Need | Edit | Draft

| Create I Need | Approve I Need | Realize I Need | Process I Need |
| --- | --- | --- | --- |
| Angel Chan
23-11-2015 15:59 | Manager: Project | Manager: Item | Angel Chan
Creator |

Default section

I NEED

Description test
Project DEMO — demo
Account 60103 — ADC — Netherlands — Customer — Active
Person 1058 — Angel Chan — Production Employee — Deltabike Holding N.V.          Deliverable — DEMO Main deliverable1
WBS line — test
Priority 3 - Medium

ORDER INFORMATION

Item CABLES — Cables          Needed quantity 10.00
Required delivery date from 11-09-2012          Supplier
Required delivery date to 11-10-2018          Contact
Quotation document
Amount (Planned) EUR — Euro 110.00          Your reference

FINANCIAL DETAILS

Register cost Via cost entry
Invoice to Account

4. Click **Create I Need**. The request will be created and routed to the manager of the project for approval.

> **Note:**
> An **I Need** request can also be created by clicking **+ Create**, and then clicking **Request**. Next, select the **I Need** request. This way, you will have to define the mandatory fields, such as the description of the request, related project, account, item required, and planned amount.

The process of acquiring the goods or services can begin once the **I Need** request is approved. From here, the project manager can create a **Material & expenses** request. A **Material & expenses** request that is created from an **I Need** request will inherit the relevant information from the **I Need** request if there are similar fields available in both requests:

- The value at the **Cost amount** field (in a **Material & expenses** request) is taken from the value at the **Amount (Planned)** field (in an **I Need** request).
- The value at the **Amount to invoice** field (in a **Material & expenses** request) is taken from the sales price of the item linked at the **Item** field (in an **I Need** request).
- If the **Via purchase invoice to supplier** option is selected at the **Register cost** field in the **I Need** request , the information of the supplier in an **I Need** request will be copied to the **Material & expenses** request.

## 5.4.2 Receiving goods and services via I Received requests

As a confirmation on the delivery of the goods or services required for the project, the project manager can create an **I Received** request.

**To create I Received requests based on I Need requests:**

1. Go to Modules → Workflow → Reports → Requests → Search.
2. Define the criteria to search for the relevant **I Need** request, and then click **Show**.
3. Click the hyperlink of the corresponding **I Need** request under the **Description** column.
4. On the **I Need** page, click **I received**. The **I Received – New** page will be displayed:



5. Define the required information in the **Receipt information** section, such as the quantity received and the amount excluding tax. Some fields will be automatically defined based on the **I Need** request.
6. Click **Enter I Received**. The request will be created and routed to the manager of the project for processing.

> **Note:**
> An **I Received** request can also be created by clicking **+ Create**, and then clicking **Request**. Next, select the **I Received** request. Some fields will only be automatically defined once you have selected an **I Need** request at the **I Need** field. You can only select an **I Need** request that has been approved or realized.

When an **I Received** request is rejected, the received quantity and amount will be deducted respectively at the **Received quantity** and **Received amount** fields in the linked **I Need** request.

### 5.4.3 Purchasing cost and revenue recognition

As the **I Need** and **Material & expenses** requests go through each stage, they cause the planned, submitted, actual, and invoiced WBS values to change accordingly. These values are reflected on the **WBS lines** page, whether in columns or a progress bar. The following flow chart illustrates the causes and effects:
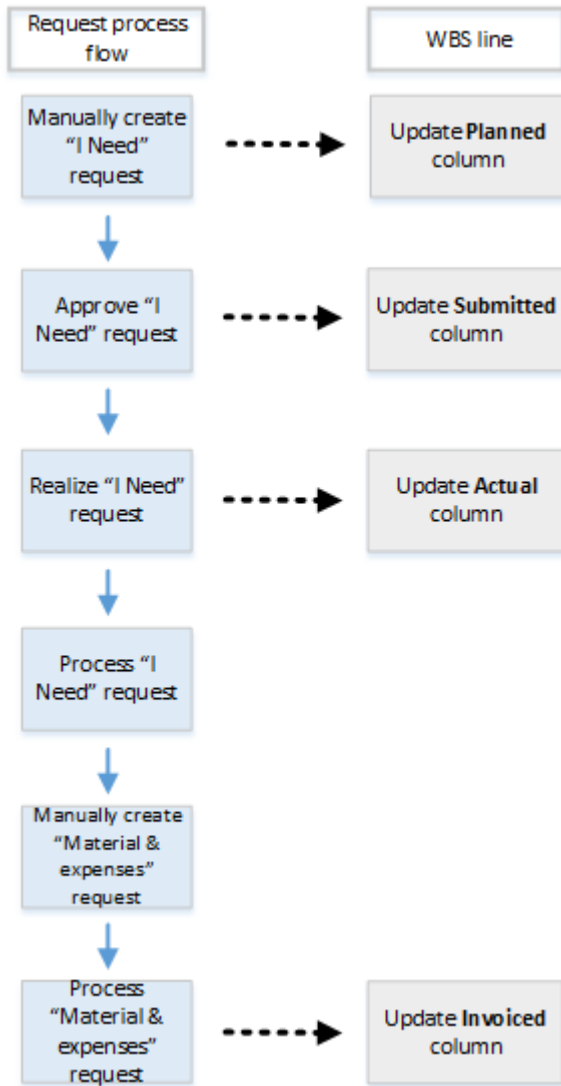


| Column | Description |
|---|---|
| **Planned** and **Submitted** | These columns will take into account the value defined at the **Needed quantity** field in the **I Need** request created. |
| **Actual** | Once the request is realized, the value at the **Received quantity** field will be updated to this column. |
| **Invoiced** | The value at the **Quantity to invoice** field in the **Material & expenses** request will be updated to this column. |

# 6. HOUR PLANNING, REALIZATION, AND APPROVAL

## 6.1 SCHEDULES

Each division will have its own default work schedule, which determines the schedule for employees to follow by default and indicates their availability.

For employees that have a specific schedule, this also needs to be defined correctly. **Exact PSA** takes this into account. If you work with an advanced work schedule, the same applies. It needs to be defined correctly, and only then will **Exact PSA** calculate with this schedule.

Finally, it is important that the public holidays per divisions are defined. These are generally non-working days for all employees.

## 6.2 PLANNING

You can access the **Project planning** page via the **Planning** hyperlink under the **Monitor** section of the related project card. Depending on whether the **Use drag-and-drop planning** check box is selected under the **General** section of the project card, you will either see the old layout or the new layout. If the **Use drag-and-drop planning** check box is not selected, you will see the old layout, as displayed in the following:

If the **Use drag-and-drop planning** check box is selected, you will see the new layout, as displayed in the following:



The new layout provides a drag-and-drop interface for planning the hours of project members. It shows all the availability requests (defined in the **Exact PSA** settings), which allows the project manager to assess the amount of time which the project member has to perform.

The following sections are used on the planning page:

## General section

This section contains information on the project and the linked customer and indicates the planning period, from the start date till the end date of the project. The date range can be adjusted. For the new layout, the available options for dates are **Range**, **Month**, **Week**, and **Day**.

## People search section

Often, one employee or more would be planned for a project. Generally, several plannings need to be checked to ascertain who is available. **Exact PSA** uses selection options to show the capacity of all employees in one overview.

| Field | Description |
|---|---|
| **Person** | This shows the availability of a specific employee. |
| **Cost centre** | This shows the availability of all employees linked to a specific cost center. |
| **Manager** | This shows the availability of all subordinates of a specific manager. |
| **Job group** | This shows the availability of all employees in a specific job group. |
| **Search template** | In Exact Synergy Enterprise, employee searches can be saved in a template. This template can be used in planning. Be aware that only public templates are available. It is, for instance, possible to show the availability for all persons with a specific set of criteria. |
| **Skills** | This allows you to type in a specific skill keyword to search for. |

## Daily capacity

In the old layout, the daily capacity is shown for each member and is color coded:

| Color | Meaning |
|---|---|
| 8.00 | The employee is fully available and can still be planned for. |
| 5.50 | The employee is partly available. Some hours have been planned, but there is still availability for other tasks. In this example, the available capacity for the employee is 5.50 hours. |
| 0.00 | The employee is fully planned for this day. |
| 0.00 | This is a non-working day (or a weekend) for the employee. |

In the new layout, the daily capacity is shown like the following:

| Color | Meaning |
|---|---|
| 8:00 | The employee is fully available and can still be planned for. |
| 1:00 | The employee is partly available. Some hours have been planned, but there is still availability for other tasks. In this example, the available capacity for the employee is 1 hour. |
| 0:00 | The employee is fully planned for this day or this is a non-working day (or a weekend) for the employee. |

### 6.2.1 Partial absence capacity

An employee can also be partly available due to being partially sick, and this will occur when an employee has created a **Sick report** request, but returns to work during the period indicated in this request. A **Return to work** request is then created to indicate the available hours during this period. The corresponding capacity and daily available work schedule for that employee will be updated upon the creation of both the **Sick report** and the **Return to work** requests. For more information, see *Creating and modifying requests* (ID 14.991.676) in Exact Synergy Enterprise.

> **Note:**
> Partial absence capacity is indicated on the **Project planning** page, the **Hours & expenses** page, and the **Hour realization overview** page. Partial absence capacity is also reflected in the relevant MS SQL Reporting Services reports.

## 6.3 PLANNED HOURS ON PROJECTS

The hours that have already been planned for the project will be displayed at the bottom of the old layout. It shows who has been planned to perform tasks for the project, as displayed in the following:

| Project planning | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| Person | Job title | 01-03 | 02-03 | 03-03 | 04-03 | 05-03 | 06-03 | 07-03 | 08-03 | 09-03 |
| Demo User | Sales director | | | | | | | | | |
| Gerrit van den Berg | Sales Staff | 8.00 | | 8.00 | | | | | 8.00 | |
| Jan Huygen | Marketing Staff | 8.00 | 8.00 | | | 8.00 | | | | |
| Martina Ortgez | Sales Staff | | | | | | | | | |

The hyperlinks linked to the planning requests and the numbers indicate the planned hours.

On the new layout, planned requests are directly visible. The project manager can view, move, and delete all requests that he is allowed to modify outside of the new layout, so that existing security levels and checks are maintained.

## 6.4 PLANNING FOR A DAY

In the old layout, the planning overview shows a check box per person, per day as displayed in the following:

| Person | Job title | Available capacity | ☐ Mon 18/5 | ☐ Tue 19/5 | ☐ Wed 20/5 | ☐ Thu 21/5 | ☐ Fri 22/5 |
|--------|-----------|-------------------|---------|---------|---------|---------|---------|
| Mars Sanders | Division Director | 40.00 | ☐ 8:00 | ☐ 8:00 | ☐ 8:00 | ☐ 8:00 | ☐ 8:00 |
| Bas de Waad | Division Director | 40.00 | ☐ 8:00 | ☐ 8:00 | ☐ 8:00 | ☐ 8:00 | ☐ 8:00 |
| Rachel Tan | Customer Support Manager | 0.00 | ☐ 0:00 | ☐ 0:00 | ☐ 0:00 | ☐ 0:00 | ☐ 8:00 |
| Sanne Klein | Division Director | 40.00 | ☐ 8:00 | ☐ 8:00 | ☐ 8:00 | ☐ 8:00 | ☐ 8:00 |

It is also possible to select all employees for one day. When people have been selected and planned, multiple **Hour planning & realization** requests will be created.

At the bottom of the request, rows are displayed for each planning with specific information for that planning.

| | Person | | Activity | | Date | Duration | Invoice travel expenses? |
|---|--------|---|----------|---|------|----------|--------------------------|
| 1 | 1003 | Mars Sanders — Division Director | | ⚠ | 18-05-2015 | 8:00 | Yes ∨ |
| 2 | 1004 | Bas de Waad — Division Director | | ⚠ | 18-05-2015 | 8:00 | Yes ∨ |

The descriptions of the columns are as follows:

| Column | Description |
|--------|-------------|
| **Person** | This is the employee as selected in the planning. |
| **Activity** | This is the activity required to be done by the person selected in the planning. It is mandatory. |
| **Date** | This is the selected start date. |
| **Planned start time** | This is the planned start time. |
| **Duration** | This is the duration required to complete the task. |
| **Invoice travel expenses?** | Select **Yes** to invoice travel expenses or select **No** to not invoice travel expenses. |

The header needs to be filled. By default, the following fields are defined:

- **Account**, which is the account linked to the project.
- **Project**, which is the project from where the planning is created.

After all the data has been defined correctly, you can click **Submit** to plan the hours on the specific days for the specific persons.

Submitting a request does not take double planning or overlapping hours into account. Therefore, it is possible to plan on non-working days or to plan 16 hours in one day. The functionality is identical to the existing handling of workflow and requests in Exact Synergy Enterprise.

In the new layout, you can plan hours by clicking **Plan day**. The **Hour planning & realization** request is then displayed in a pop-up on the **Project planning** page, as displayed in the following:

## 6.5   CAPACITY (TIMEFRAME) AND RECURRING PLANNING

**Exact PSA** allows planning of multiple days at the same time via two options:

- capacity (timeframe) planning, and
- recurring planning.

Both options are available via the **Plan multiple days** or **Plan recurring** button on the old and new layouts of the **Project planning** page respectively. It is also possible to plan capacity in the day directly from the new layout from any day.

When planning a timeframe, the project manager needs to define the activity and the time range for it, which is essentially a deadline before an assignment should be completed.

You will also need to provide the duration of hours that you have planned for this assignment. The project member will realize the planned timeframe in the same way as a specific time slot, using any of the hour entry methods.

Besides planning per day, it is also possible to create recurring planning. Recurring planning does not take availability into account, but it still is an efficient way to create planning for a person, for example, on every Wednesday, during a full year.

This functionality is available on both the project card and the **Project planning** page, as displayed in the following:

The following table describes the fields:

| Field | Description |
|---|---|
| **Person** | This is the employee to be planned. |
| **Description** | This is the description of the request. |
| **Deliverable** | This is the deliverable that is linked to the project. |
| **WBS line** | This is the WBS line that is linked to the selected deliverable. |
| **Activity** | This is the activity that is linked to the selected WBS line. |
| **Invoice travel expenses?** | Select **Yes** to invoice travel expenses based on this **Hour planning & realization** request or select **No** to not invoice travel expenses. |
| **Start date** | This is the start date of the recurring planning. |
| **End date** | This is the end date of the recurring planning. |
| **Days** | The days required for the planning are selected. |
| **Start time** | This is the start time of the planned day. This is available only if **Duration & start** is selected at the **Plan hours using** field at Modules → Projects → Setup → Professional automation services → Settings. |
| **Duration** | This is the duration of the planned day. |
| **Remarks** | Any remarks in the request. |

Requests created from this page will be saved as separate requests.

> **Note:**
> If the company has defined certain fields in the request type for the time planning and realization request type to be mandatory upon creation of a request (for example, the **Document** field is mandatory when creating a request), a notification message, such as "Mandatory: Document" will be displayed. Since these fields are not visible on the **Plan recurring** page shown above, you cannot create recurring planning in such cases. The solution for this is that such additional mandatory fields should be set to mandatory in the **Open** or **Approved** status, but not in case of "New".

## 6.6 PLANNING VIA DRAG-AND-DROP FROM WORK BREAKDOWN STRUCTURE (WBS) LINES

The bucket list displays the structure of project deliverables and work breakdown structure (WBS) lines. The WBS lines from the bucket list can be dragged and dropped onto the planner to create **Hour planning & realization** requests or **Capacity planning & realization** requests.



> **Note:**
> In accordance to a created or deleted request, the planned hours for the corresponding WBS line will either increase or decrease and planned hours that are more than the estimated hours will be displayed in red and bold fonts.
>
> If a person is available and a request for that person can be created, the background color of the entire row for the person is changed to green when you drag and drop a WBS line to that person.

When a WBS line is dragged and dropped onto the planner, the **Plan day / timeframe** pop-up is displayed. The **Hour planning & realization** request or **Capacity planning & realization** request can be defined in the pop-up, as shown:



The following table describes the fields:

| Field | Description |
|---|---|
| **Description** | This is the description of the WBS line. By default, the description of the WBS line that has been dragged and dropped is filled in. |
| **Start date / time** | This is the planned start date and start time of the request. By default, the date that the WBS line has been dragged and dropped is filled in, and the value for start time is **8:00**. |
| **Duration** | This is the planned duration of the request in hours. By default, the value is **8:00**. |
| **End date / time** | This is the planned end date and end time of the request. If this field is not defined, an **Hour planning & realization** request will be created, in which the maximum number of hours that can be defined is 24. If this field is defined, a **Capacity planning & realization** request will be created for either one day or more. |

> **Note:**
> If there are mandatory fields to be defined other than that on the pop-up, a warning message stating the other mandatory fields will be displayed. Clicking **OK** will open the respective **Hour planning & realization** or **Capacity planning & realization** request, in order to define the mandatory fields.

## 6.7  HOUR REALIZATIONS

Once the hours were planned by the project manager, they need to be realized by the project member.

### Hours & expenses page

You can access the **Hours & expenses** page via the following ways:

- Modules → Projects → Entry → Professional services automation → Hour & expense entry
- the **Hour & expense entry** hyperlink under the **Monitor** section on the project card, or
- the **Hour & expense entry** button on the personal card.

The following is an example of the **Hours & expenses** page:

There are four sections on the **Hours & expenses** page:

- **Project hours** section — This section caters for project hours that are realized and invoiced to the customer.
- **Non-project hours** section — This section caters for all other hours that were spent during the week.
- **Travel expenses** section — This section caters for all expenses that are entered in quantity.
- **Material & other expenses** section — This section caters for all expenses that are entered as an amount.

A project member can do the following on the **Hours & expenses** page:

- Define all hours which have been realized in the course of the week on all related projects (only for existing periods that have not been closed).
- Define hours for other activities, such as vacations, sick leave requests, or similar ones (only for existing periods that have not been closed).
- Define expenses and material which were incurred on projects.
- Submit all entered hours and expenses either for the full week or for individual days.
- Immediately see hours that were planned.
- Immediately see what hours and expenses have been rejected, and check them. Rejected hours and expenses have a yellow triangle in the cell to indicate that they have been rejected. Click the amount or quantity in the cell to view the submitted request.
- The consultant can select the **Show weekends** check box, in case the user needs to define hours and expenses for Saturdays and Sundays.
- The consultant can either select or clear the **Show planned hours & expenses** check box.
- The consultant can enter a separate description for each hours and expenses entry, and also attach a document to it.
- Add a description and or document to all days of the week in that line, reject planned hours, or remove draft hours from the pop-up page.
- Save the information defined in the **Project**, **Account**, **Deliverable**, **Activity**, **Type**, and/or **Item** columns as a favorite, so that the information will be remembered the next time the same project member accesses the page.
- Save all entered hours and expenses as a request (with the **Draft** status) and submit later.
- Customize the **Hours & expenses** page via 🔧 **Customize** to display only the required columns in the **Project hours** and **Non-project hours** sections.
- Preview hour sheet report.
- Submit partial week timesheet entries to complete the entries for the month.

## 6.8  HOUR APPROVALS

Hours that have been defined by a consultant will show in the workflow to be realized. This is the approval step for the hours of the person in the request. Most of the times, this person is the project manager.

Using his workflow, the project manager can realize hours in bulk, or probably choose to open them per request, to check if all data is filled correctly.

## 6.8.1   Approvals via the Hour & expense approval page

The **Hour & expense approval** page is available for project managers and line managers via Modules → Projects → Reports → Professional services automation → Hour & expense approval. Alternatively, you can access the page via the **Hour & expense approval** hyperlink under the **Monitor** section on the project card.



By default, a project manager can approve project hours and expenses, and a line manager can approve non-project hours (such as availability requests). You will be able to select between **Per person** and **Per project** views.

The **Hour & expense approval** page lists all hours and expenses available for approval, grouped by project, deliverable, activity, and person.

When the view is switched to the **Per Project** view, the following columns are displayed:

| Column | Description |
|---|---|
| **To be approved** | The total amount (per row, for the selected period) of hours in corresponding **Hour planning & realization** requests that are already realized by the project member, but not yet approved by the project manager. |
| **To be realized** | The total amount (per row, for the selected period) of hours in corresponding **Hour planning & realization** requests that were planned. |
| **Approved** | The total amount (per row, for the selected period) of hours that were already approved by the project manager. Once the hours from the **To be approved** column are approved, the hours are deducted from the **To be approved** column and is added to the **Approved** column. |
| **Total approved** | The total amount of hours that were approved from the start date of the project until the end date of the selected period. That means that it also includes the hours from the **Approved** column for the selected period. |
| **Total budgeted** | Total amount of hours from all budget lines on the **Project budget** page. |

If there are overtime hours, these are marked with a special icon and a badge so that they can be clearly seen by the project manager.

When the view is switched to **Per person** view, the following columns are displayed:

| Column | Description |
| --- | --- |
| **To be approved** | The total amount (per row, for the selected period) of hours in corresponding **Hour planning & realization** requests that were already realized by the project member, but not yet approved by the project manager. |
| **To be realized** | The total amount (per row, for the selected period) of hours that correspond to the **Hour planning & realization** requests that have been planned. |
| **Approved** | The total amount (per row, for the selected period) of hours that were already approved by the project manager.<br><br>Once the hours from the **To be approved** column are approved, the hours are deducted from the **To be approved** column and added to the **Approved** column. |
| **Scheduled** | The total amount of hours in the schedule of this person (per person name row, for the selected period). |

## 6.8.2   Rejecting hours via the Hour & expense approval page

It is also possible to reject hours. When this happens, the request will be sent back to the employee who submitted them and will be displayed on his **Hours & expenses** page with a yellow triangle. Rejected hour requests are of the **Open** status until the consultant resubmits or rejects them. Rejected hours via this page will be calculated in the totals on the **Hours & expenses** page.

> **Note:**
> Hours that have been rejected will not be included at the **Total realized / planned** row, and will not be displayed on the **Hours & expenses** and the **Project planning** pages if they have been rejected:
> * via the **Hours & expenses** page,
> * via the **Project planning** page, or
> * manually via the requests.

## 6.9   WEEK TIMESHEET FEATURE

Hour realizations, approvals, and rejections will be slightly different if the **Week timesheet** feature is enabled. With this feature enabled, the weekly project and non-project hours, and travel and material expenses submitted by a consultant will be linked to a **Week timesheet** request. This allows the project managers to easily track the activities of the consultants.

The **Week timesheet** feature is enabled by defining a request type in the **Week timesheet** field at Modules → Projects → Setup → Professional services automation → Settings. By default, the **Week timesheet** request type has been configured for this purpose.

The following flow chart illustrates the process flow of the **Week timesheet** request:
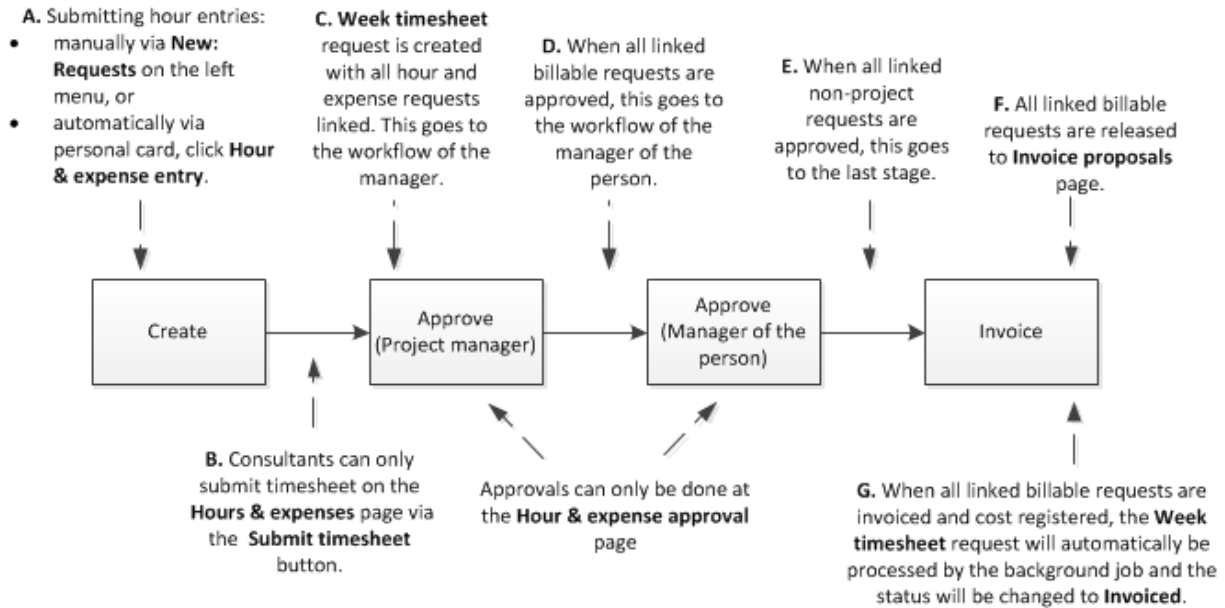


When there are no project or non-project hours to be approved, the approval step for the project manager or line manager respectively will be omitted.

### 6.9.1 Hour realizations with Week timesheet feature enabled

The process begins with the consultant filling in hours and expenses on the **Hours & expenses** page. When the hours and expenses have been submitted via the **Submit timesheet** button, a **Week timesheet** request will be submitted with the **Hour planning & realization**, **Travel expenses**, **Material & expenses**, and/or non-project hours requests linked to it.

When the **Week timesheet** request has been submitted, the following applies:

- All linked hour and expense requests cannot be edited.
- No hour and expense requests can be added to the **Week timesheet** request.
- You can view all linked requests by clicking 🔁 **Week timesheet preview**, available next to the **Realized duration** field in the **Week timesheet** request.

### Allow submitting timesheets if previous weeks are still open

By default, a consultant is not allowed to submit timesheet entries for the current week if the consultant has entries from the previous week that have yet to be submitted.

This setting can be changed via the **Allow submitting timesheets if previous weeks are still open** check box at Modules → Projects → Setup → Professional services automation → Settings.

## Allow submissions to complete month

By default, a consultant is not allowed to submit a partial week timesheet entry. In certain scenarios however, consultants will be required to submit partial week timesheet entries in order to complete the entries for the month.

This setting can be changed via the **Allow submissions to complete month** check box at Modules → Projects → Setup → Professional services automation → Settings and is only available if you have activated the new **Hours & expenses** page. For more information on the new **Hours & expenses** page, see *Chapter 6.7 Hour Realizations*.

The following scenarios will provide further explanations to how this setting, when enabled, will affect the submissions of timesheet entries:

**Scenario 1**

*Conditions:*

a) Total work schedule = 8 hours (per day) x 5 days (5 work days per week) = 40 hours.

b) Period = 29/07/2013 – 02/08/2013 (Monday to Friday).

c) The **Allow submissions to complete month** check box is selected.

d) The **Allow submitting timesheets if previous weeks are still open** check box is not selected.

| | Mon 29/07 | Tue 30/07 | Wed 31/07 | Thu 01/08 | Fri 02/08 | Total |
|---|---|---|---|---|---|---|
| Work schedule | 8 | 8 | 8 | 8 | 8 | 40 |
| Hours entered | 10 | 10 | 10 | - | - | 30 |

*Explanation:*

The week consists of the month end and beginning of next month. The total hours entered for the 3 days already fulfills the total work schedule (8 hours per day x 3 days), which is more than 24 hours. Hence, a week timesheet entry will be created upon submission for these 3 days.

When the hours for the 2-day (Thursday and Friday) balance are entered, another week timesheet entry will be created upon submission.

**Scenario 2**

*Conditions:*

a) Total work schedule = 8 hours (per day) x 5 days (5 work days per week) = 40 hours.

b) Period = 29/07/2013 – 02/08/2013 (Monday to Friday).

c) The **Allow submissions to complete month** check box is selected.

d) The **Allow submitting timesheets if previous weeks are still open** check box is not selected.

| | Mon 29/07 | Tue 30/07 | Wed 31/07 | Thu 01/08 | Fri 02/08 | Total |
|---|---|---|---|---|---|---|
| Work schedule | 8 | 8 | 8 | 8 | 8 | 40 |
| Hours entered | 16 | 16 | 16 | - | - | 48 |

*Explanation:*

The total hours entered for the 3 days already fulfills the total work schedule for the week (16 hours per day x 3 days), which is more than 40 hours. Hence, a week timesheet entry will be created upon submission. No hours can be entered for the 2-day (Thursday and Friday) balance. These columns will not be enabled.

**Scenario 3**

*Conditions:*

a) Total work schedule = 8 hours (per day) x 5 days (5 work days per week) = 40 hours.

b) Period = 29/07/2013 – 02/08/2013 (Monday to Friday).

c) The **Allow submissions to complete month** check box is selected.

d) The **Allow submitting timesheets if previous weeks are still open** check box is not selected.

| | Mon 29/07 | Tue 30/07 | Wed 31/07 | Thu 01/08 | Fri 02/08 | Total |
|---|---|---|---|---|---|---|
| Work schedule | 8 | 8 | 8 | 8 | 8 | 40 |
| Hours entered | - | - | - | 8 | 8 | 16 |

*Explanation:*

The week consists of the month end and beginning of next month. The total hours entered for the 2 days (Thursday and Friday) is less than the total work schedule of the week. Thus, the submission will not be successful, and an error message "To submit this timesheet, you need to have realized all your scheduled hours for this week" will be displayed.

**Scenario 4**

*Conditions:*

a) Total work schedule = 8 hours (per day) x 5 days (5 work days per week) = 40 hours.

b) Period = 29/07/2013 – 02/08/2013 (Monday to Friday).

c) The **Allow submissions to complete month** check box is selected.

d) The **Allow submitting timesheets if previous weeks are still open** check box is selected.

|  | Mon 29/07 | Tue 30/07 | Wed 31/07 | Thu 01/08 | Fri 02/08 | Total |
|---|---|---|---|---|---|---|
| Work schedule | 8 | 8 | 8 | 8 | 8 | 40 |
| Hours entered | - | - | - | 8 | 8 | 16 |

*Explanation:*

The week consists of the month end and beginning of next month. The total hours entered for the 2 days (Thursday and Friday) is less than the total work schedule of the week. Thus, a partial week timesheet entry is created for Thursday and Friday.

In this scenario, the consultant is able to submit a partial week timesheet entry because the **Allow submitting timesheets if previous weeks are still open** check box is selected.

## 6.9.2   Approving or rejecting requests
The **Week timesheet** request will be directed to the project manager for approval or rejection of project hours, and travel and material expenses. Once the **Week timesheet** request has been approved, it will be directed to the manager of the consultant for approval of non-project hours.

- The default setup of the **Week timesheet** request type routing can be modified. This means it can be configured in a way that the request is first directed to the manager of the person for approval and the project manager becomes the second approver. This request type can be configured by clicking the **Week timesheet** hyperlink at Modules → Workflow → Setup → Requests → Request types.
- If only non-project hours requests (such as, sick and vacation requests) are submitted, the **Week timesheet** request will skip the project manager and instead, go straight to the manager of the consultant for approval.
- **Week timesheet** requests can only be accessed if you have the **Hour entry** or **Project manager** role.
- The hour and expense requests can only be approved or rejected via Modules → Projects → Reports → Professional services automation → Hour & expense approval.

The **Week timesheet** request is rejected if any **Hour planning & realization**, **Travel expenses**, **Material & expenses** and/or non-project hours request linked to it gets rejected. The **Week timesheet** request and rejected requests will return to the consultant's workflow. Meanwhile, approved requests will remain in the manager's workflow and require no further action. At this stage, the requests that have been rejected or have not been approved can be edited, and new requests can be added to the **Week timesheet** request.

## 6.9.3   Processing Week timesheet requests

When all **Hour planning & realization**, **Travel expenses**, and/or **Material & expenses** requests are invoiced and cost registered, the **Week timesheet** request will be automatically processed by a background job. The status of the **Week timesheet** request will then be changed to **Invoiced**.

### 6.9.4  Creating requests manually

Consultants can also create individual requests manually by clicking **+ Create**, and then **Request**. The following criteria must be met:

- The timeframe of the request does not fall within the timeframe of a **Week timesheet** request that has been submitted.
- The request has to have at least three stages, or consists of the **Plan** and **Approve** stages (which corresponds to the **Open** and **Approved** statuses respectively).

These requests cannot be edited if they are linked to a **Week timesheet** request that has been submitted. They can only be approved or rejected via Modules → Projects → Reports → Professional services automation → Hour & expense approval.

When the individual requests have been approved, the **Week timesheet** request and the individual requests will be moved to the last stage. When these individual requests are in the last stage, the following will take place:

- Requests for non-project hours cannot be reopened or rejected directly. However, they can be processed or realized manually depending on the flow of the requests.
- Requests for project hours cannot be reopened, rejected, or processed directly. They will automatically be processed by the background job once costs are registered and invoiced.

# 7. MATERIALS AND EXPENSES ENTRIES AND APPROVALS

## 7.1 ENTRIES AND APPROVALS OF MATERIALS AND EXPENSES

Materials and expenses incurred can be created for projects. There are two types of requests used to register materials and expenses. Travel expenses registers expenses as a quantity of an item, material & expenses registers expenses as an amount. Travel expenses can also be created automatically with an **Hour planning & realization** request.

### 7.1.1 Expenses entry



On the **Hours & expenses** page, there are two sections for expenses entries, which are the **Travel expenses** and **Material & expenses** sections.

For each expense request, the project member must define the **Project**, **Item**, and **Description**. The **Account** field is defined automatically by the project.

### Travel expenses

When entering travel expenses manually, the value filled in the cell is the quantity of the used expense, for instance mileage. The unit is displayed on the pop-up page. It is also possible to enter a description, document, and the cost registration, depending on the request settings.

For travel cost, the revenue amount is calculated by multiplying the quantity entered with the sales price from the item or applicable rates.

### Material & expenses

When entering a material & expenses entry, the value filled in the cell is the amount spend on the expense, for instance a hotel invoice or lunch receipts. The currency is displayed on the pop-up page. It is also possible to change the currency, enter a description, document, and the cost registration, depending on the request settings. When the **Via purchase invoice from supplier** option is selected, a supplier for the expenses needs to be defined.

## 7.1.2  Automatic Travel expenses

**Travel expenses** requests can also be created automatically when hours are planned, entered, or approved depending on the settings. For that purpose, there are dedicated settings in the **Exact PSA** settings which define what item will be used by default in the travel expenses request if they are created automatically.

The determination of travel expenses amount is identical to the business logic used in hours, as displayed in the following:
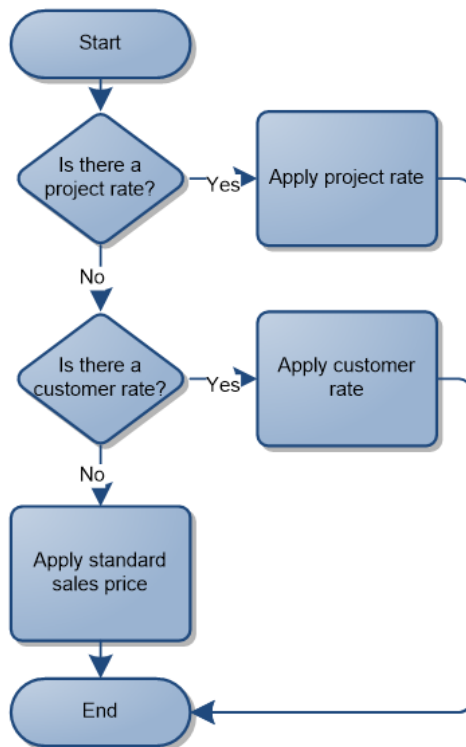


The only addition to this logic is that when visit costs do not apply but the setting for the creation on a company level is set to **External**, it is possible to create a customer rate or a project rate of "0,00". If the process visualized above results in an amount of "0,00" for visit costs, no visit costs request will be created.

## 7.1.3  Intelligence of creating travel expenses

The intelligence for creating visit costs is the dependency on the **Location** field in the **Hour planning & realization** request. The "free text field 1" is used to define the location and should have the selection options: external, <Own value>; internal, <Own value>.

When the setting is defined as **External**, created travel cost request will be created and linked to the **Hour planning & realization** request. This automatically created cost request immediately has the status **Realized** and is ready to be approved. It will be displayed in the workflow of the person as determined in the request definition to be approved.

## 7.1.4 Approval of Material and expenses

All material and expenses can be approved at Modules → Projects → Reports → Professional services automation → Hour & expense approval.

# 8.  COST REGISTRATIONS AND INVOICING OF BILLABLE REQUESTS

## 8.1  COST REGISTRATIONS

In **Exact PSA**, costs of the material, travel and hours are determined based on the rates hierarchy. For more information, see *Chapter 4 Activities and Rates*.

Costs are registered independently, regardless of whether and when hours and material are invoiced. The moment the requests are approved, costs are transferred to Exact Globe Next during the next run of the background job.

Once the requests are approved, there is no possibility to roll back or remove the requests that generated the cost.

For billable requests that do not require cost registrations to Exact Globe Next, select the **No cost registration** option at **Register cost** in the respective billable request. Once they are approved, these requests can be manually processed by clicking the **Process** button in the respective request.

## 8.2  INVOICING TIME & MATERIAL PROJECTS

After the hours and expenses have been processed in the corresponding requests, they can be invoiced.  The requests (also known as billable requests) that are for a project of the same division, customer, and currency will be linked to an **Invoice proposal** request for invoicing purposes. If the project has child projects, a separate **Invoice proposal** request will be created for each child project.

The invoicing of **Time & material** projects can be done via:

- the **Invoice proposals** hyperlink under the **Project monitor** section on the project card of a **Time & material** project, and
- Modules → Projects → Reports → Professional services automation → Invoice proposals.

On the **Invoice proposals** page, you can select hours and expenses to be invoiced in Exact Globe Next.



**To select billable requests for invoicing:**

1. Go to Modules → Projects → Reports → Professional services automation → Invoice proposals.
2. On the **Invoice proposals** page under the **Time & material** tab, define the following search criteria to find the required billable request.

| Field | Description |
|---|---|
| **Period** | The date range, for instance, from the start until the end of the month. |
| **Division** | The division (determined by the division in the project) for which the hours need to be displayed. |
| **Only show requests from my workflow** | To show only those lines for which the person is responsible according to the setup of the workflow. |
| **Customer** | The customer (determined by the customer in the project) for which the hours need to be displayed. |
| **Project manager** | The project manager for which hours need to be displayed. |
| **Project** | The project for which hours need to be displayed. |

3. Click **Show**.
4. On the search results listing, select the corresponding check boxes of the required billable requests.

5. At **Invoice proposal description** under the **Invoice proposal details** section, type the description of the **Invoice proposal** request that is to be created. If left blank, a default description "Invoice proposal: <Project number>" will be used.
6. At **Globe Next description lines**, type the description(s) for the sales invoice that is to be created in Exact Globe Next.
7. Click **Invoice**. A message "Click <u>here</u> to review the created invoice proposal request(s)" will be displayed at the top of the page. Click the word "here" to display the **Workflow: Search - Requests** page with a list of the **Invoice proposal** requests created.

---

**Note:**

- Before the billable requests are invoiced, it is possible to choose to invoice hours different from those realized by the employee. This can be done directly by clicking ✏ **Edit** on the respective line under the **Actions** column, changing the number at the **Quantity to invoice** field, and saving this change. Modifications can be done if the current user is able or allowed to invoice hours and expenses.

- You can add new billable lines to the invoice proposal groupings via the ⊕ **Add new billable line** icon. This icon is available next to each invoice proposal grouping line under the **Actions** column.

- You can add unlimited descriptions to billable requests via the 🗔 **Add new text line** icon. This icon is available next to each billable request.

- You can postpone billable lines from invoicing. Select the billable lines to be postponed and click the **Postpone** button. A message will be shown with the date until which the lines are postponed and a link to view the lines or reverse the action.

- Billable requests that have been invoiced will no longer be displayed on the **Invoice proposals** page.

---

### 8.2.1   Approving Invoice proposal requests

The project manager can view a list of billable lines that have been linked to the **Invoice proposal** request by clicking 🗔 **Invoice proposal preview** in the request. The **Invoice proposal** page will then be displayed, as shown in the following:

Once the project manager has approve and/or realize the **Invoice proposal** request, it will be at the **Process** stage, whereby all billable requests that are linked to the **Invoice proposal** request cannot be reopened, deleted, or rejected. Once the Exact.Timesheet.Core.Export background job has been performed, the **Invoice proposal** request will be automatically processed and a sales invoice will be created in Exact Globe Next.

## 8.2.2   Rejecting Invoice proposal requests

The project manager can reject an **Invoice proposal** request that has been submitted. When this happens, the linking of the billable requests to the **Invoice proposal** request will be automatically removed. These billable requests will then be displayed again on the **Invoice proposals** page with a warning icon next to each request. At this stage, modifications can be made to these requests. These requests can be invoiced again only when you mouse over the icon to display the "Dismiss the warning" message, and then click the message.

### 8.2.3 Exporting Invoice proposal requests to Exact Globe Next

When the background job has been performed, the **Invoice proposal** request will be exported to Exact Globe Next as a sales invoice. Also, the **Your reference** and **Globe sales invoice number** fields in the **Invoice proposal** request will be filled with details from the sales invoice.

The following table lists the mapping of fields of the **Invoice proposal** request in Exact Synergy Enterprise to the sales invoice in Exact Globe Next:

| Sales invoice (Exact Globe Next) | Invoice proposal request (Exact Synergy Enterprise) |
|---|---|
| Your reference | Invoice number |
| Sales invoice description | IPR: <Request number> |
| Transaction date | Invoice creation date |
| Person (on the sales invoice header) | The person defined in the billable request (if **None** is selected at the **Invoice proposal line grouping** field in the project card), or |
| | Creator of the **Invoice proposal** request (if **None** is not selected at the **Invoice proposal line grouping** field in the project card). |
| Item | Item description |
| Description | Item description |
| Long description | Description of the billable request (if **None** is selected at the **Invoice proposal line grouping** field in the project card), or |
| | Grouping line description from the **Invoice proposal** request (if **None** is not selected at the **Invoice proposal line grouping** field in the project card). |
| Quantity | Total quantity of the grouping |
| Fulfillment date | The latest date of all grouped billable lines |
| Sales price / Net price | Generated by Exact Globe Next |
| Amount | Total amount to invoice of the grouping |
| Project | **Grouping project** or **Main project** if it is across multiple child projects |
| Person (on the sales invoice lines) | If the person in all billable lines is the same person, this person will be defined by default, or |
| | If there are different people in the billable lines, the person defined is the creator of the request. |
| Request ID | ID of the **Invoice proposal** request |

## 8.3   INVOICING FIXED PRICE PROJECTS

For **Fixed price** projects, the invoicing is completely separated from the realization. The invoicing is done in two steps:

- Creating the term request (beforehand) and the possible approval.
- Preparing the invoice lines by invoicing the separate terms.

The creation of invoicing terms can be done via:

- the **Invoicing terms** hyperlink under the **Monitor** section on the project card of a **Fixed price** project,
- Modules → Projects → Entry → Professional services automation → Invoicing terms, and
- the **Invoice proposals** page at Modules → Projects → Reports → Professional services automation → Invoice proposals by clicking ⊕ **Add new invoicing term line** in the **Actions** column.

**To create Invoicing terms requests:**

1.  Go to Modules → Projects → Entry → Professional services automation → Invoicing terms. You will see the following page:



2.  Under the **Date** column, type or select the invoice date of the request.
3.  Under the **Deliverables** column, select the deliverable to be linked to the request. All deliverables with the **New**, **In progress**, and **Completed** statuses will be available for selection. This column is displayed only if the **Use deliverables & WBS** check box is selected on the selected project card of the respective project.

4. Under the **Project term** column, type or select the item code to define the item to be linked to the request. Only items that meet the following criteria will be available for selection:

   • PSA assortment items with the **Standard** or **Labour hour** type and have the **Billable** attribute.
   • PSA assortment items that do not have the **Billable** attribute.

5. Type the amount to be invoiced under the **Amount** column.
6. Under the **Description** column, type the description of the request.
7. Click **Create**.

<table>
<tr><td>

**Note:**
   • You can search for and display all requests created on the same page under the **General** section.
   • The created request will be directed to the workflow of the person defined in the **Who can approve the request?** and **Who can realize the request?** sections of the **Invoicing term** request. The person will have to approve or realize the request manually from the workflow.
   • All fields with the "**!**" icon are mandatory.

</td></tr>
</table>

**To create invoicing terms requests via Invoice proposals page:**

1. Go to Modules → Projects → Reports → Professional services automation → Invoice proposals.
2. Click the **Fixed price** tab, and then define the search criteria to find the required billable request.
3. Click **Show**.
4. On the search results listing, click the ⊕ **Add new invoicing term line** icon under the **Actions** column that corresponds to the required billable request. The **Add new invoicing term line** pop-up page will be displayed.
5. Define the following fields:

| Field | Description |
|---|---|
| **Project** | The code and description of the selected project are displayed. |
| **Description** | The description of the invoicing term line. |
| **Start date** | The start date of the invoicing term line. |
| **Deliverable** | The deliverable to be linked to the invoicing term line. All deliverables with the **New**, **In progress**, and **Completed** statuses will be available for selection. This field is available only if the **Use deliverables & WBS** check box under the **General** section of the project card is selected. |
| **Invoicing term** | The invoicing item for the invoicing term line. By default, the item defined at the **Default fixed price invoicing term** field at Modules → Projects → Setup → Professional services automation → Settings will be filled. |
| **Amount** | The amount for the project in the currency defined. |
| **Remarks** | Additional comments for the invoicing term line. |

6. Click **Save**.

When invoicing terms requests are invoiced, an **Invoice proposal** request will be created to group the invoicing terms requests that are for a project of the same division, customer, and currency. If the project has child projects, a separate **Invoice proposal** request will be created for each child project.

The invoicing of **Fixed price** projects can be done via:

- the **Invoice proposals** hyperlink under the **Monitor** section on the project card of a **Fixed price** project, and
- Modules → Projects → Reports → Professional services automation → Invoice proposals.

**To invoice Invoicing term requests:**

1. Go to Modules → Projects → Reports → Professional services automation → Invoice proposals.
2. On the **Invoice proposals** page, click the **Fixed price** tab.
3. Define the relevant search criteria and click **Show**.
4. Select the corresponding check boxes of the required invoicing terms requests.
5. At **Invoice proposal description** under the **Invoice proposal details** section, type the description of the **Invoice proposal** request that is to be created. If left blank, a default description "Invoice proposal: <Project number>" will be used.
6. At **Globe Next description lines**, type the description(s) for the sales invoice that is to be created in Exact Globe Next.
7. Click **Invoice**. A message "Click here to review the created invoice proposal request(s)" will be displayed at the top of the page. Click the word "here" to display the **Workflow: Search - Requests** page with a list of the **Invoice proposal** requests created.

**Note:**
- Before the billable requests are invoiced, it is possible to choose to invoice different amounts from those realized by the employee. This can be done directly by clicking ✏ **Edit** on the respective line under the **Actions** column, changing the number at the **Amount** field, and saving this change. Modifications can be done if the current user is able or allowed to invoice hours and expenses.
- Billable requests that have been invoiced will no longer be displayed on the **Invoice proposals** page.

Similar to the **Invoice proposal** request for a **Time & material** project, the project manager can approve or reject an **Invoice proposal** request for a **Fixed price** project. For more information, see *Chapters 8.2.1 Approving Invoice proposal requests*, *8.2.2 Rejecting Invoice proposal requests*, and *8.2.3 Exporting Invoice proposal requests to Exact Globe Next*.

## 8.4  CREDIT INVOICES

If the rate used was wrong after invoicing, you can create a credit invoice to correct for the difference.

For instance, you may have created the invoice for 8 hours of consultancy at a rate of "€120.00" per hour.

Meanwhile, the external rate for this customer was adjusted, as displayed in the following:



This means too much was charged, whereby 16 hours at €20,00. Creating a credit invoice to correct this can be done via Modules → Projects → Reports → Professional services automation → Credit invoices.

**To create credit invoices:**

1. Go to Modules → Projects → Reports → Professional services automation → Credit invoices.
2. Define the relevant search criteria under the **Criteria** section and click **Show**. Based on the entered criteria, you will see an overview of the invoiced amounts and the differences compared to the adjusted rates.
3. Select corresponding check box(es) of the required invoice line(s) for which  you want to create a credit invoice and click **Credit selected invoices**.
4. On the **Credit invoice** request, define the relevant criteria and click **Submit**.

> **Note:**
> Alternatively, it is possible to create a credit invoice by clicking **New credit invoice**, where an item and quantity can be entered from which an amount is calculated. The user should enter a negative quantity for a credit invoice.

# 9. WORK IN PROGRESS (WIP) AND INTERCOMPANY (IC) TRANSACTIONS

## Process flow in a single division

The basic process flow of **Exact PSA** consists of the following steps:

- Plan hours (optional)
- Enter hours
- Approve hours
- Adjust billable hours
- Create invoice proposals
- Authorize invoices (from Exact Globe Next)
- Process and print invoices (from Exact Globe Next)

The first five steps above that are from the Exact Synergy Enterprise environment are represented in the following:

**PSA Process Flow in Exact Synergy Enterprise Single Division**
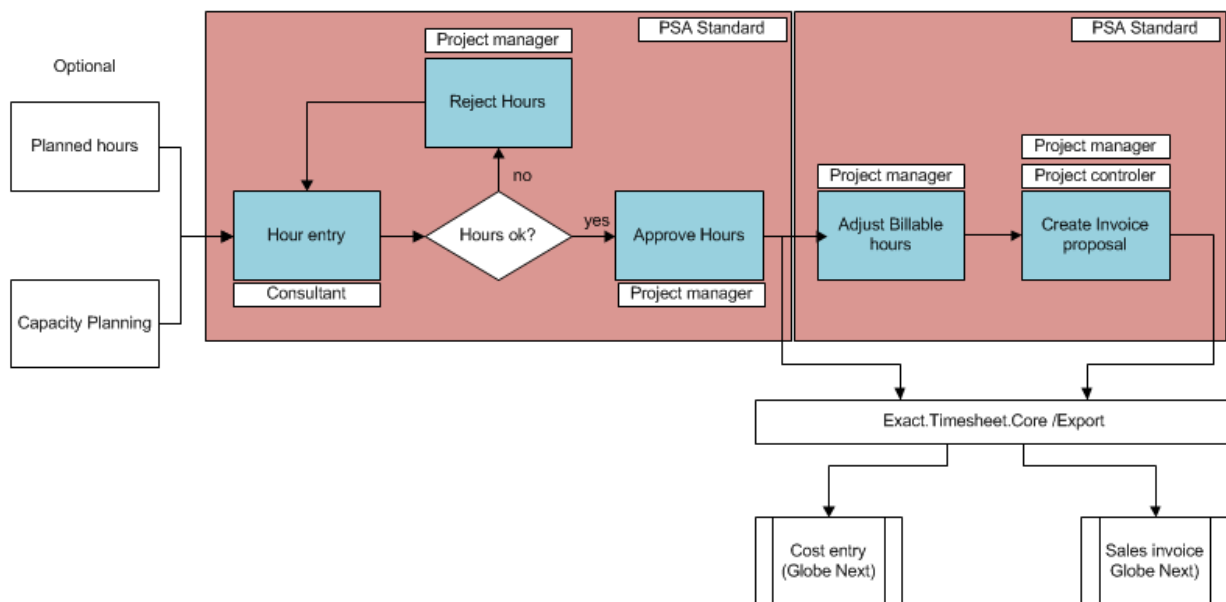


The registration of cost and creation of sales invoice in Exact Globe Next is split. After the project manager approves the hours, the background job ensures that the registered and approved hours are sent as realization entries to Exact Globe Next. Based on the internal cost rate, an entry is made directly in the Exact Globe Next administration.

After the approval of the hours, the project manager can decide whether he/she wants to change the invoice quantity for the customer. After the quantity in the invoice is changed, an invoice can be created, which will be sent to Exact Globe Next by the background job.

The sales invoice can then be authorized, processed, and printed in Exact Globe Next.

Working with multiple divisions means that people from one division can work on the projects from other divisions. This means the project manager hires (internally) a person from another division. Normally, both the divisions will agree to charge an intercompany rate for the person and project. The intercompany rate will be the sales rate for the resource division, whereby the same rate will be the base for the cost registration for the project division.

Based on the normal **Exact PSA** flow, the cost entry for the division of the resource is the same but since the external customer is billed from the project division, the resource division has to invoice the project division for the quantity of the hours multiplied by the intercompany rate.

To allow the division of the person the possibility to invoice the hours to the division of the project, a new request will be created after the project manager approves the hours spent on the project. In this request, the following information will be displayed:

- A standard intercompany project that will be used to charge the hours spent by the people from the division for the projects of the other (project) division.
- The intercompany rate will be used to determine the amount to be invoiced.
- The division controller (the person who manages the intercompany project) will be able to see all the hours spent on the projects for the other division and he/she can invoice them together.

Compared to the **Exact PSA** basic process flow for single division, the adjusted process flow will be as follows:



PSA Intercompany Process Flow in Exact Synergy Enterprise
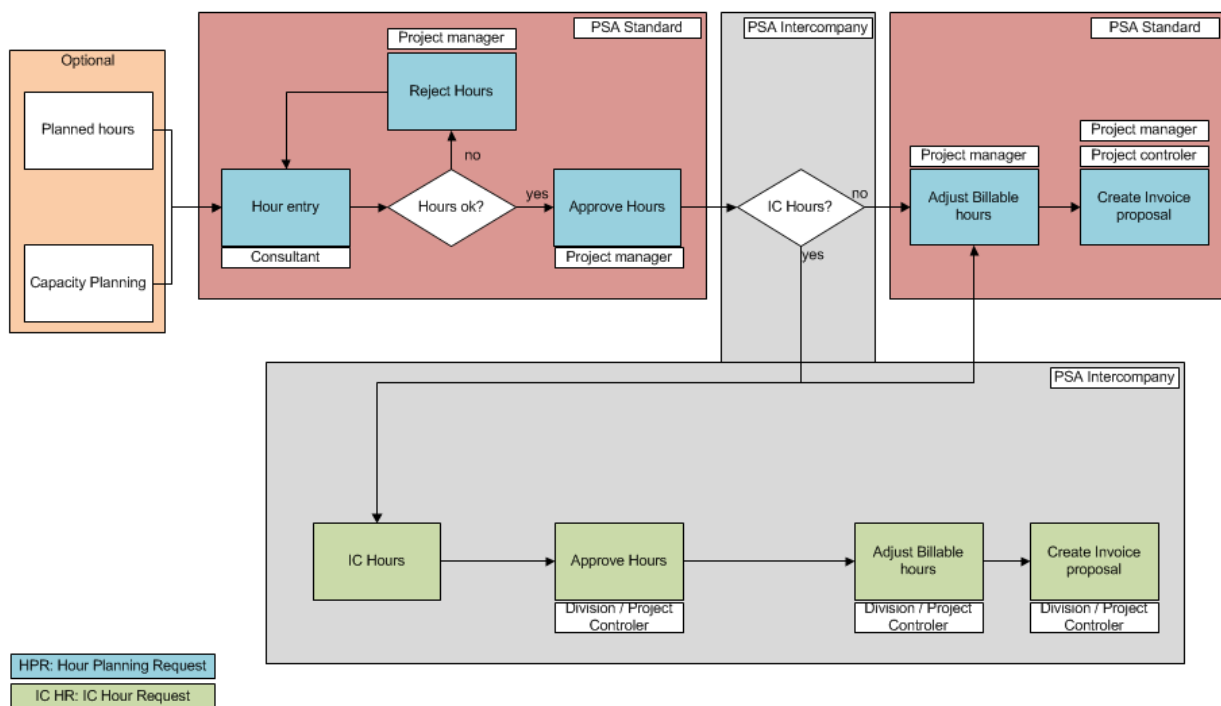
Based on the intercompany hours that will be spent on the project, there will be two requests which will be used:

- Register the costs in the resource division (cost to coverage based on the internal rate).
- Ability to invoice the hours (intercompany debtors to intercompany revenue based on the intercompany rate).
- Register the costs in the project division (intercompany costs to intercompany invoices to be received based on the intercompany rate).
- Invoice the external customers (debtors to revenue based on the external rate).

The advantage for the project manager is that after the hours of the people are approved, the cost will be financially allocated to his/her project and this does not depend on the internal invoice that will be sent at the end of the period.

## Process flow including Exact Globe Next

The following displays the basic process flow of **Exact PSA** including the transactions in Exact Globe Next.
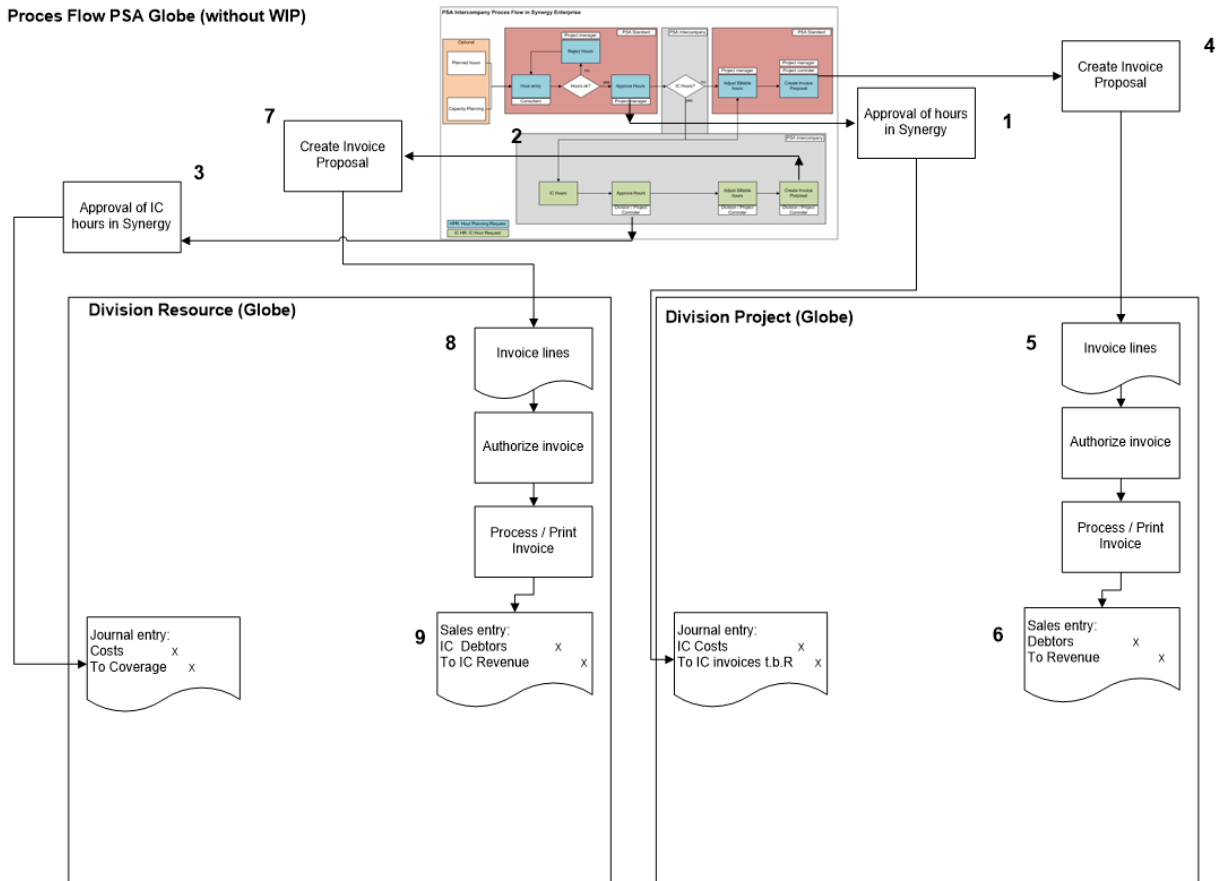


After the hours are entered for the intercompany process, the hours will be registered in Exact Synergy Enterprise and Exact Globe Next. The following steps are based on the process flow depicted above:

1. Approval of hours by the project manager will create a journal entry that books the cost of the hours to the project. The journal entry is as follows:

| General ledger | Debit | Credit |
|---|---|---|
| Intercompany costs | Duration realized * Intercompany rate | |
| Intercompany invoices to be received | | Duration realized * Intercompany rate |

2. The approval will lead to the creation of the intercompany hours request that will be used for the cost entry in the resource division and intercompany invoice that is sent from the resource division to the project division.

3. The approval of the intercompany hours request will create a realization entry in Exact Globe Next that will book the cost of the person to the intercompany project. The journal entry is as follows:

| General ledger | Debit | Credit |
|---|---|---|
| Cost | Duration realized * Internal rate | |
| Coverage | | Duration realized * Internal rate |

4. By creating the invoice proposal, an invoice will be created in Exact Globe Next based on the request of the individual that has been selected to be invoiced.
5. The invoice can be modified in Exact Globe Next but the lines should not be changed because the administration will not be consistent.
6. After the invoice is processed, the debtors and revenue entries will be created. The journal entry is as follows:

| General ledger | Debit | Credit |
|---|---|---|
| Debtors | Quantity * External rate | |
| Revenue | | Quantity * External rate |

7. The invoice proposal from the intercompany hours request will create an invoice in Exact Globe Next.
8. The invoice can be modified in Exact Globe Next but do not change the lines because the administration will not be consistent.
9. After the invoice is processed, the financial administration will be updated whereby the intercompany debtors and intercompany revenue entries will be created. The journal entry is as follows:

| General ledger | Debit | Credit |
|---|---|---|
| Intercompany debtors | Quantity * Intercompany rate | |
| Intercompany revenue | | Intercompany * External rate |

10. When the intercompany invoice is received by the project division, it can be manually entered and booked in the intercompany invoices to be received account (in step 1).


## 9.1  WORK IN PROGRESS (WIP)

In a lot of projects, there is a time gap between from the time the costs are registered to the time the corresponding revenue is generated. To be able to get a good idea of what the company has earned, you would want to see the costs and revenues that are booked in the report for the same period. The profit and loss statement will state the revenues and costs that belong to the projects.

When working for a customer assignment (project), normally there is an agreement on how the actual sales are invoiced, such as the following:

- Time and material — Every hour spent on the project will be invoiced to the customer.
- Fixed price — The total amount for the agreed work will be invoiced for the fixed amount. Normally, the invoicing date is agreed upon.

In the current solution, it is possible to support one WIP method **To be invoiced**. This method is used for projects with the type **Time & material** because this contract method is to invoice for every hour spent. The revenue can be claimed based on the time the cost of the project is registered.

### 9.1.1 Process flow of WIP (invoiced in a single division solution)

Journal entries are used to explain how this will work from a single division solution.

1. Hours are entered.
   After the hours are entered, the hours can be rejected, activity code can be changed, and other reasons. However, nothing happens because the costs are not finalized yet.
2. Hours are approved.
   When the hours are approved, a journal entry will be created to register the costs in the financial administration (Exact Globe Next). The hours will be finalized. Based on the contract (time and material) and the chosen WIP method, revenue can be claimed for the project although the invoice has not been sent.
   This entry will be based on the initial WIP:

| General ledger | Project | Debit | Credit |
|---|---|---|---|
| WIP (BS) | Time and material | Duration realized * External rate | |
| To WIP change (P&L) | Time and material | | Duration realized * External rate |

3. Billable hours are adjusted.
   You can change the quantity to be invoiced during the creation of the invoice proposal. You can keep changing it until you decide to invoice the selected lines on the invoice proposal page.
4. Invoice proposal is created.
   The background job (Exact.Timesheet.Core) will create the invoice lines in Exact Globe Next. The basic principle for the **To be invoiced** method is that when you know the amount to be invoiced will change, a correction has to be made so that the total balance of the WIP corresponds with the actual amount to be invoiced. The entry will be called "Change WIP".

| General ledger | Project | Debit | Credit |
|---|---|---|---|
| WIP (BS) | Time and material | (Quantity 1 realized - Duration realized) * External rate | |
| To WIP change (P&L) | Time and material | | (Quantity 1 realized - Duration realized) * External rate |

**Note:**
The quantity will be deducted first. Also, the Change WIP journal will only be created after the invoice has been processed in Exact Globe Next.

5. Invoice processed in Exact Globe Next.
   When the invoice is processed, the amount to be invoiced will be finalized, and the WIP can be released.
   The entry will be called "WIP release".

| General ledger | Project | Debit | Credit |
|---|---|---|---|
| WIP change (P&L) | Time and material | Quantity 1 realized * External rate | |
| To WIP (BS) | Time and material | | Quantity 1 realized * External rate |

The process flow for the single division including WIP will be as follows:
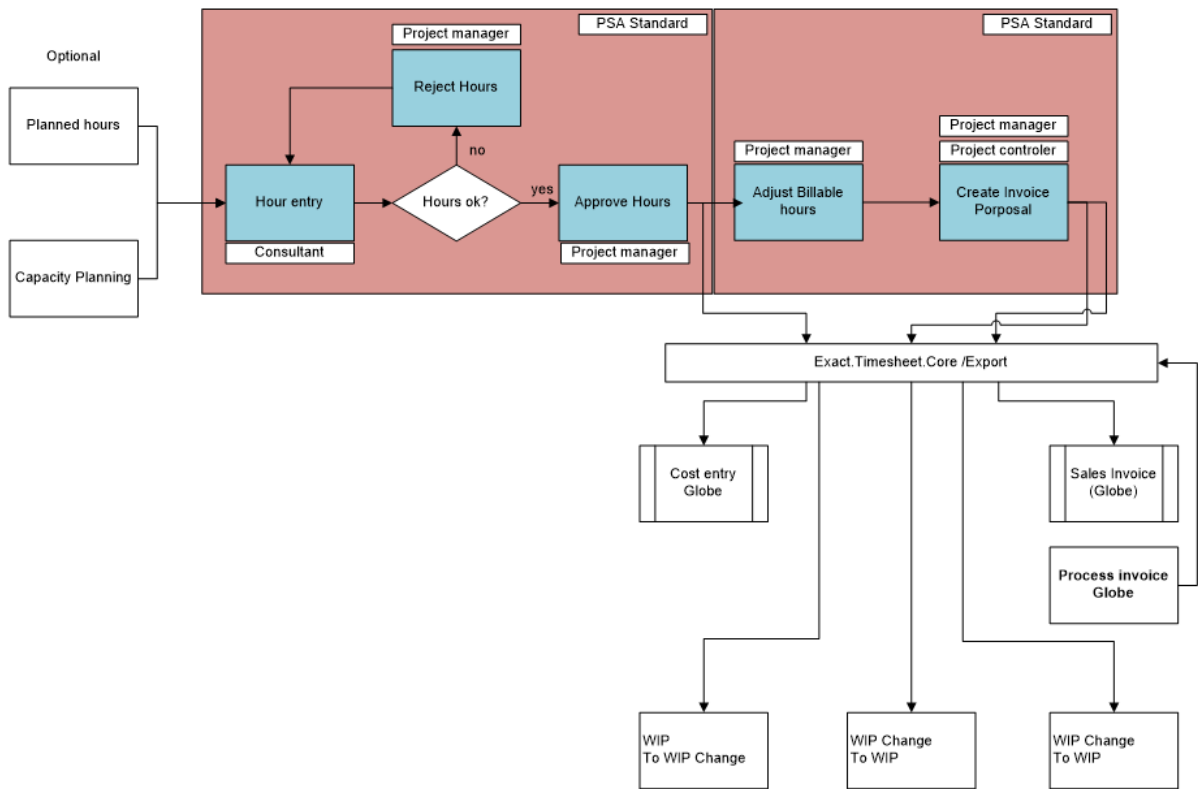
## 9.1.2 Process flow of WIP (invoiced in a multi-division solution)

Nothing in the multi-division setup for the WIP will change except the hour entry of the resource booking hours for a project from another division. Two projects and two process flows will be involved:



Proces Flow PSA Globe (with WIP)
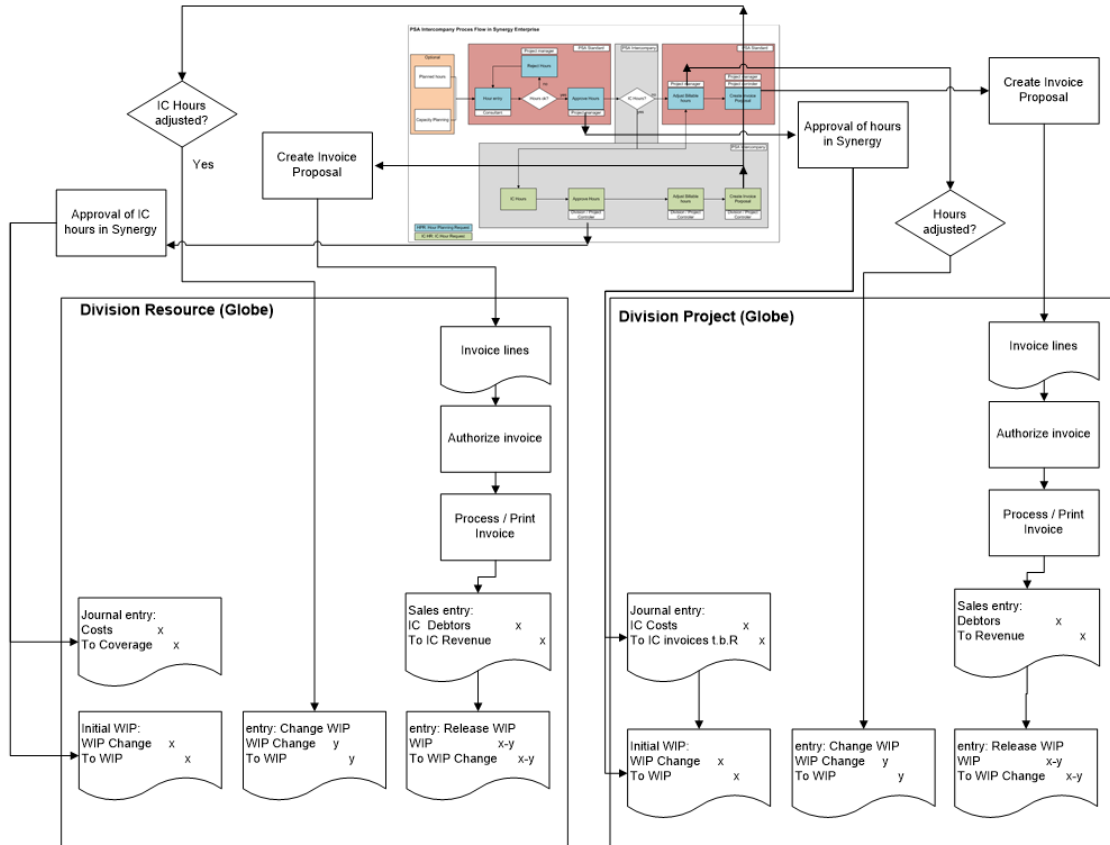
Within the two project flows, the following rates will be taken into account:

- Internal cost rate
- Intercompany rate
- External rate

Based on the WIP transactions, the following entries will be created during the process:

1. Initial WIP in the resource division:

| General ledger | Project | Debit | Credit | Comment |
|---|---|---|---|---|
| WIP (BS) | Time and material | Duration realized * Intercompany rate | | The duration realized is taken from the intercompany hours request. |
| To WIP change (P&L) | Time and material | | Duration realized * Intercompany rate | The duration realized is taken from the intercompany hours request. |

2. Initial WIP in the project division:

| General ledger | Project | Debit | Credit | Comment |
|---|---|---|---|---|
| WIP (BS) | Time and material | Duration realized * External rate | | The duration realized is taken from the hour request. |
| To WIP change (P&L) | Time and material | | Duration realized * External rate | The duration realized is taken from the hour request. |

3. Change WIP in the resource division:

| General ledger | Project | Debit | Credit | Comment |
|---|---|---|---|---|
| WIP (BS) | Time and material | (Quantity 1 realized - Duration realized) * Intercompany rate | | The duration realized is taken from the intercompany hours request. |
| To WIP change (P&L) | Time and material | | (Quantity 1 realized - Duration realized) * Intercompany rate | The duration realized is taken from the intercompany hours request. |

4. Change WIP in the project division:

| General ledger | Project | Debit | Credit | Comment |
|---|---|---|---|---|
| WIP (BS) | Time and material | (Quantity 1 realized - Duration realized) * External rate | | The duration realized and quantity 1 are taken from the hour request. |
| To WIP change (P&L) | Time and material | | (Quantity 1 realized - Duration realized) * External rate | The duration realized and quantity 1 are taken from the hour request. |

5. Release WIP in the resource division:

| General ledger | Project | Debit | Credit | Comment |
|---|---|---|---|---|
| WIP change (P&L) | Time and material | Quantity 1 realized * Intercompany rate | | The duration realized is taken from the intercompany hours request. |
| To WIP (BS) | Time and material | | Quantity 1 realized * Intercompany rate | The duration realized is taken from the intercompany hours request. |

6. Release WIP in the project division:

| General ledger | Project | Debit | Credit | Comment |
|---|---|---|---|---|
| WIP change (P&L) | Time and material | Quantity 1 realized * External rate | | The quantity 1 is taken from the hour request. |
| To WIP (BS) | Time and material | | Quantity 1 realized * External rate | The quantity 1 is taken from the hour request. |

## 9.2 INTERCOMPANY (IC) HOUR REGISTRATIONS

In a multi-division company whereby there are a lot of people working to deliver good services to customers, a good administration is essential for the organization to perform.

Previously, the solution for the administration was based on a single division solution. The single division solution only allows consultants to enter the hours or costs for the projects of his or her own division. With the multi-division solution, consultants can work on the projects for other divisions.

The advantages for the multi-division solution are as follows:

- All the information for the projects is stored in the same database. Thus, it can be accessed by everyone.
- The project managers will know the actual figures after entering the hours so they can act on it immediately.
- There is no need for manual processing of hours for the intercompany invoices. This leads to less mistakes and a more accurate process.
- The information provided by the consultants can be acted upon directly at the hour entry. This improves the collaboration of the project teams.
- The integration of the intercompany functionalities within the current PSA solution allows multi-division organizations to use all the new features, such as the product breakdown structure, work breakdown structure, and new planning functionalities.

## 9.3 WORK IN PROGRESS (WIP) AND INTERCOMPANY (IC) SETTINGS

It is assumed the basic **Exact PSA** setting has been completed. The following settings are specifically for the intercompany and work in progress transactions.

### 9.3.1 General setup

The general settings for WIP and IC can be defined at Modules → Projects → Setup → Professional services automation → Settings. However, this menu path only allows you to set up the standard setting for the **Exact PSA** solution for a single division.

**To set up single divisions:**

1. Go to Modules → Projects → Setup → Professional services automation → Settings.
2. Define the fields.
3. Click **Save**.

> **Note:**
> All fields with the "**!**" icon are mandatory.

The settings for intercompany are mainly the following:

- Hour planning
- Travel expenses
- Material & expenses
- Intercompany item: Free field



## Hour planning

This setting allows you to define the request type for the hours that will be charged from the resource division to the project division. This setting is used if the division of the resource differs from the division of the project.

## Travel expenses

This setting allows you to define the request type for the travels that will be charged from the resource division to the project division. This setting is used if the division of the resource differs from the division of the project.

## Material & expenses

This setting allows you to define the request type for the materials and expenses that will be charged from the resource division to the project division. This setting is used if the division of the resource differs from the division of the project.

## Intercompany item: Free field

When an intercompany request is created, the same item will be used in the intercompany request. However, the standard method of journalizing the intercompany revenue will be mixed with the normal revenue. This can be solved by selecting a journalizing method in Exact Globe Next based on the general ledger linked to the debtor card. However, all the revenue will be booked in this general ledger but this can be fixed by the **Accounting** module. Another way is to link the item to every labor hour. Under the **Financial** section of the item card, the general ledger can be defined for each division. This allows you to manage how the intercompany revenue will be booked for each division. This will lead to an easier financial consolidation process.

### 9.3.2 Division settings

The division settings allow you to define the purchase, invoice, and work in progress journals.

The following table describes the fields:

| Field | Description |
| --- | --- |
| **Division** | This is the division for the division settings. |
| **Purchase journal** | This journal is used for creating purchase entries for the division. |
| **Cost and IC entries general journal** | This journal is used for creating invoice entries for the division. |
| **WIP journal** | This journal is used for creating WIP entries for the division. |
| **Work in progress** | This field allows you to define the general ledger for the division that will be used as the balance sheet account for the WIP entries. |
| **Work in progress (change)** | This field allows you to define the general ledger for the division that will be used as the profit and loss account for the WIP entries. |

**To define division settings:**

1. Go to Modules → Projects → Setup → Professional services automation → Division settings.
2. Under the **Criteria** section, type or select a division at **Division**.
3. Click **Show**.
4. Click **New**.
5. Define the fields.
6. Click **Save**.

**Note:**
All fields with the "**!**" icon are mandatory.

### 9.3.3 Intercompany settings

The intercompany settings allows you to define the intercompany project for the resource division, and intercompany costs, intercompany invoices to be received, cost center, and cost unit for the project division.

The value defined at **Intercompany project** will be used by the division of the resource to book the hours that will be charged to the project division. This project will also be used to invoice the intercompany hours.

The values at **Cost center** and **Cost unit** will be used in the cost entry by the project division.



**To define intercompany settings:**

1. Go to Modules → Projects → Setup → Professional services automation → Intercompany settings.
2. Define the search criteria.
3. Click **Show**.
4. Click **New**.
5. Define the fields.
6. Click **Save**.

> **Note:**
> All fields with the "**!**" icon are mandatory.

# 10. REPORTS

**Exact PSA** includes a large amount of MS SQL Reporting Services reports. The following sections explain the various reports that are available.

## 10.1 SCHEDULED AND WORKED HOURS

With this report, management will be able to see if an employee has registered his full schedule. The report shows the employee's total scheduled working hours, total hours planned (estimated), and the total hours entered. The hours entered are further divided into project and non-project hours. The following is an example of the report:

### Schedule and worked hours

| | | Request | Date | Status | Schedule | Estimated | Entered | Difference | Project hours | Sick | Vacation | Special | Maternity | Others |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **General & Management** | | | | | | | | | | | | | | |
| Project Manager | | | | | | | | | | | | | | |
| | ⊞ Jenneth | | | | 32.00 | 32.00 | 32.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 32.00 | 0.00 |
| | ⊟ project Consultant test | | | | 32.00 | 26.50 | 32.50 | 0.50 | 5.50 | 8.00 | 0.00 | 8.00 | 8.00 | 3.00 |
| | | 00.000.739 | 15 Dec 2011 | Open | | 8.00 | 8.00 | | 0.00 | 0.00 | 0.00 | 0.00 | 8.00 | 0.00 |
| | | 00.000.651 | 1 Jan 2012 | Approved | | 5.50 | 5.50 | | 5.50 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| | | 00.000.671 | 1 Jan 2012 | Open | | 1.00 | 0.00 | | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| | | 00.000.738 | 2 Jan 2012 | Open | | 2.00 | 0.00 | | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| | | 00.000.669 | 2 Jan 2012 | Open | | 8.00 | 8.00 | | 0.00 | 0.00 | 0.00 | 8.00 | 0.00 | 0.00 |
| | | 00.000.662 | 3 Jan 2012 | Open | | 8.00 | 8.00 | | 0.00 | 8.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| | | 00.000.670 | 4 Jan 2012 | Approved | | 3.00 | 3.00 | | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 3.00 |
| | | 00.000.652 | 5 Jan 2012 | Open | | 1.00 | 0.00 | | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| | ⊞ Project controller test | | | | 32.00 | 0.00 | 0.00 | 32.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| **Service & Support** | | | | | | | | | | | | | | |
| Project Manager | | | | | | | | | | | | | | |
| | ⊞ User 1 (CRM) | | | | 32.00 | 0.00 | 0.00 | 32.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

⊟ **Explanation**
* Schedule = Total scheduled working hours of employee in the selected date range
* Estimated = Total hours planned for employee (in HPR: Open status) + **Entered**
* Entered = Total hours entered by employee (in **Project hours, Sick, Vacation, Special, Maternity & Others**)
* Difference = Difference between scheduled (**Schedule**) and entered (**Entered**) hours
* Project hours = Total hours realized by employee (in HPR: Approved, Realized or Processed status)
* Sick = Total hours entered for Sick requests
* Vacation = Total hours entered for Vacation requests
* Special = Total hours entered for Special requests
* Maternity = Total hours entered for Maternity requests
* Others = Total hours entered for other availability requests which are defined in PSA settings.

## 10.2 HOURS PER EMPLOYEE PER ASSORTMENT

With this report, the management will be able to see the activities for which consultants enter their hours. The report is grouped and displayed per employee and assortment. The following is an example of the report:

### Hours per employee per assortment

| Person | Assortment | Activity | Hours | % Schedule | % Capacity |
|---|---|---|---|---|---|
| Ian Smith | Internal Products | Consultancy_200 | 4.75 | 5.278 | 0.025 |
| | | Customer support | 2.00 | 2.222 | 0.011 |
| | | Time & Material | 3.00 | 3.333 | 0.016 |
| | | Total per assortment | 9.75 | 10.833 | 0.052 |
| | Total per person | | 9.75 | 10.833 | 0.052 |
| Marcus Stanley | Internal Products | Consultancy | 5.00 | 6.250 | 0.026 |
| | | Hour | 6.50 | 8.125 | 0.034 |
| | | Total per assortment | 11.50 | 14.375 | 0.061 |
| | Miscellaneous | ITEM A | 1.00 | 1.250 | 0.005 |
| | | WPH | 2.00 | 2.500 | 0.011 |
| | | Total per assortment | 3.00 | 3.750 | 0.016 |
| | Total per person | | 14.50 | 18.125 | 0.077 |
| Sylvain Diaite | Internal Products | Fixed | 3.25 | 4.063 | 0.017 |
| | | Internal | 3.75 | 4.688 | 0.020 |
| | | Total per assortment | 7.00 | 8.750 | 0.037 |
| | Miscellaneous | ITEM A | 2.00 | 2.500 | 0.011 |
| | | Total per assortment | 2.00 | 2.500 | 0.011 |
| | Total per person | | 9.00 | 11.250 | 0.048 |
| Grand total | | | 33.25 | 40.208 | 0.176 |

## 10.3 GANTT CHART REPORT FOR ESTIMATED, PLANNED, AND ACTUAL HOURS OF WBS LINES

This report displays the estimated, planned, and actual hours for WBS lines related to the deliverables of a project. The following is an example of the report:

### Gantt chart

| | | | | 2012 | | | | |
|---|---|---|---|---|---|---|---|---|
| | | | | February | | | March | |
| | | | | w7 | w8 | w9 | w10 | w11 |
| Code — Description | Estimated | Planned | Actual | 15 16 17 | 20 21 22 23 24 | 27 28 29 | 1 2 5 6 7 8 9 | 12 13 14 15 |
| ⊟ 123DATE123TEST_MAIN — 123TEST Main deliverable | 33.00 | 0.00 | 0.00 | | | | | |
| ⊟ 123DATEdeliv123 — test | 5.00 | 0.00 | 0.00 | | | | | |
| CONS1 — sagsd | 5.00 | 0.00 | 0.00 | | | | | |
| CONS — test | 23.00 | 0.00 | 0.00 | | | | | |
| CONS1 — ssgd | 5.00 | 0.00 | 0.00 | | | | | |

## 10.4 TIME AND MATERIAL PROJECT OVERVIEW

This report displays the planned, approved, realized, or processed hours, or amount versus the budget per project. The following is an example of the report:

### Time and material project overview

| | Budget | | Open | | Approved | | Realized | | Qu |
|---|---|---|---|---|---|---|---|---|---|
| | Quantity | Amount | Quantity | Amount | Quantity | Amount | Quantity | Amount | |
| **Aalbers Verpak B.V.** | 40.00 | € 0.00 | 10.00 | € 0.00 | 0.00 | € 0.00 | 0.00 | € 0.00 | |
| ⊞ Deltabike 2005 Development | 40.00 | € 0.00 | 10.00 | € 0.00 | 0.00 | € 0.00 | 0.00 | € 0.00 | |
| **Belastingdienst** | 80.00 | € 56,000.00 | 0.00 | € 0.00 | 1.00 | € 0.60 | 8.00 | € 8,000.00 | |
| ⊞ Cosmin-Project1 | 80.00 | € 56,000.00 | 0.00 | € 0.00 | 0.00 | € 0.00 | 0.00 | € 0.00 | |
| ⊞ Proj1 | 0.00 | € 0.00 | 0.00 | € 0.00 | 1.00 | € 0.60 | 8.00 | € 8,000.00 | |
| **Belastingdienst CBA Apeldoorn** | 5,000.00 | € 488,750.00 | 8.00 | € 8,000.00 | 27,029.00 | € 17,277.20 | 16.00 | € 8,160.00 | |
| ⊞ 123 Case 1 | 0.00 | € 0.00 | 0.00 | € 0.00 | 11.00 | € 6,003.00 | 0.00 | € 0.00 | |
| ⊞ 123 date | 0.00 | € 0.00 | 0.00 | € 0.00 | 14.00 | € 11,001.80 | 0.00 | € 0.00 | |
| ⊞ RAR Project | 5,000.00 | € 488,750.00 | 0.00 | € 0.00 | 27,000.00 | € 270.00 | 0.00 | € 0.00 | |
| ⊞ Test Project | 0.00 | € 0.00 | 8.00 | € 8,000.00 | 4.00 | € 2.40 | 16.00 | € 8,160.00 | |
| **Belastingdienst CBA Apeldoorn** | 440.00 | € 1,640.00 | 120.00 | € 0.00 | 11.00 | € 6.60 | 1.00 | € 0.00 | |
| ⊞ MARIA PROJ | 400.00 | € 1,500.00 | 120.00 | € 0.00 | 6.00 | € 3.60 | 0.00 | € 0.00 | |
| ⊞ P006 | 20.00 | € 80.00 | 0.00 | € 0.00 | 1.00 | € 0.60 | 1.00 | € 0.00 | |
| ⊞ P007 | 20.00 | € 60.00 | 0.00 | € 0.00 | 4.00 | € 2.40 | 0.00 | € 0.00 | |
| **Bike Sport** | 2,230.00 | € 22,270.00 | -22.00 | € 59,960.00 | 36.00 | € 74,677.20 | -175.00 | € 48,000.60 | |
| ⊞ claudia proj | 2,230.00 | € 22,270.00 | -106.00 | € 59,960.00 | -6.00 | € 38,634.80 | -175.00 | € 48,000.60 | |
| ⊞ claudia proj2 | 0.00 | € 0.00 | 84.00 | € 0.00 | 42.00 | € 36,042.40 | 0.00 | € 0.00 | |
| **Brasserie Pigalle** | 30.00 | € 0.00 | 0.00 | € 0.00 | 0.00 | € 15.00 | 0.00 | € 0.00 | |
| ⊞ PSA project | 30.00 | € 0.00 | 0.00 | € 0.00 | 0.00 | € 15.00 | 0.00 | € 0.00 | |
| **Cafe de Lantaarn** | 50.00 | € 105,000.00 | 0.00 | € 0.00 | 0.00 | € 0.00 | 0.00 | € 0.00 | |
| ⊞ Project Demo Time & Material 001 | 50.00 | € 105,000.00 | 0.00 | € 0.00 | 0.00 | € 0.00 | 0.00 | € 0.00 | |
| **Cafe Hout** | 0.00 | € 0.00 | 8.00 | € 160.00 | 15.00 | € 11,002.40 | 0.00 | € 0.00 | |
| ⊞ project for US 280 | 0.00 | € 0.00 | 8.00 | € 160.00 | 1.00 | € 0.60 | 0.00 | € 0.00 | |
| ⊞ project for US 292 | 0.00 | € 0.00 | 0.00 | € 0.00 | 13.00 | € 11,001.20 | 0.00 | € 0.00 | |
| ⊞ project for US 298 | 0.00 | € 0.00 | 0.00 | € 0.00 | 1.00 | € 0.60 | 0.00 | € 0.00 | |
| **Contantdebiteur** | 129.00 | € 236.00 | 0.00 | € 0.00 | 1.00 | € 0.60 | 0.00 | € 0.00 | |

## 10.5 TIME AND MATERIAL PROJECT OVERVIEW (VISUAL)

This report displays the planned, approved, realized, or processed hours versus the budget per project. It is the graphical depiction of the time and material overview report. The following is an example of the report:
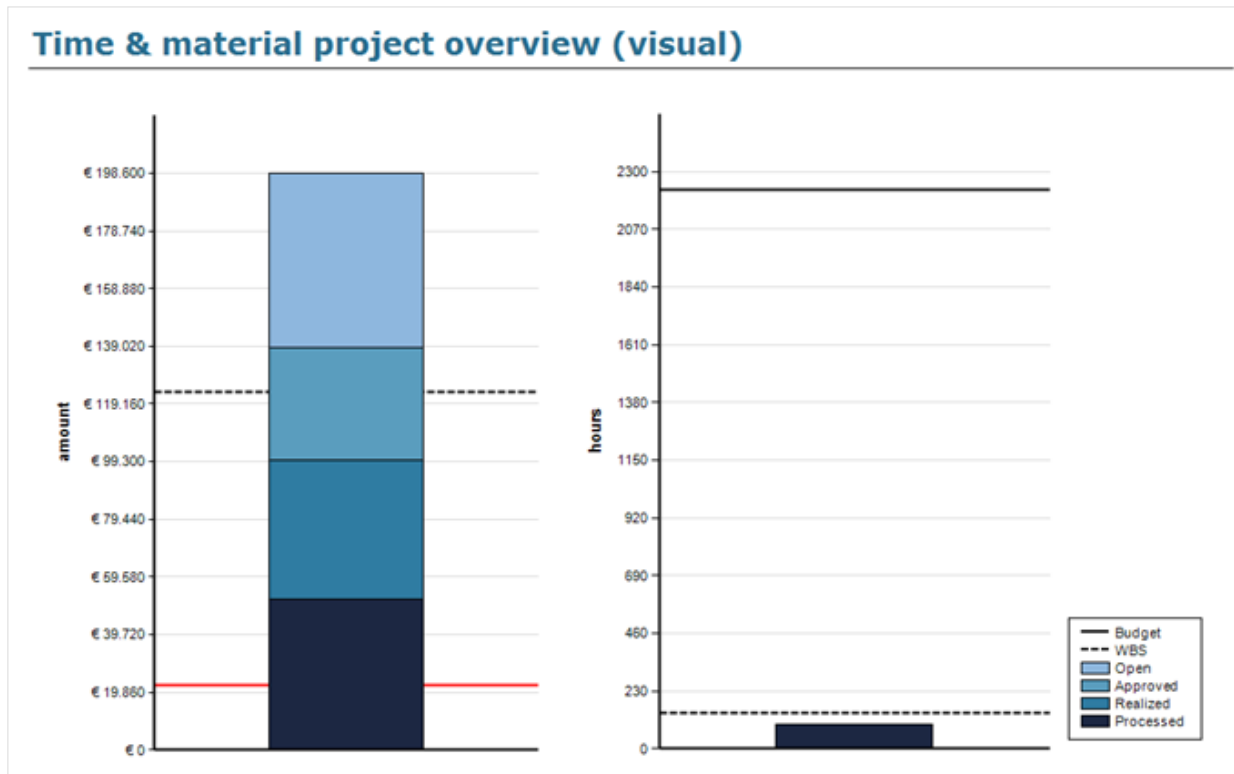


## 10.6 CAPACITY OVERVIEW

This report provides an insight to the remaining capacity for a certain period. The following is an example of the report:

**Capacity overview (01/05/2012 — 31/05/2012)**

| | Week | 18 | 19 | 20 | 21 | 22 |
|---|---|---|---|---|---|---|
| **Deltabike Holding N.V.** | | | | | | |
| **General & Management** | | | | | | |
| ⊞ admin | Available capacity | 39,58 | 39,58 | 39,58 | 39,58 | 39,58 |
| | Capacity | 40 | 40 | 40 | 40 | 40 |
| | Realized | 0 | 0 | 0 | 0 | 0 |
| | Planned | 0 | 0 | 0 | 0 | 0 |
| | Other | 0,42 | 0,42 | 0,42 | 0,42 | 0,42 |
| | Absences | 0 | 0 | 0 | 0 | 0 |

## 10.7 CAPACITY OVERVIEW (VISUAL)

This report provides an insight to the remaining capacity for a certain period. It is a graphical depiction of the capacity overview report. The following is an example of the report:
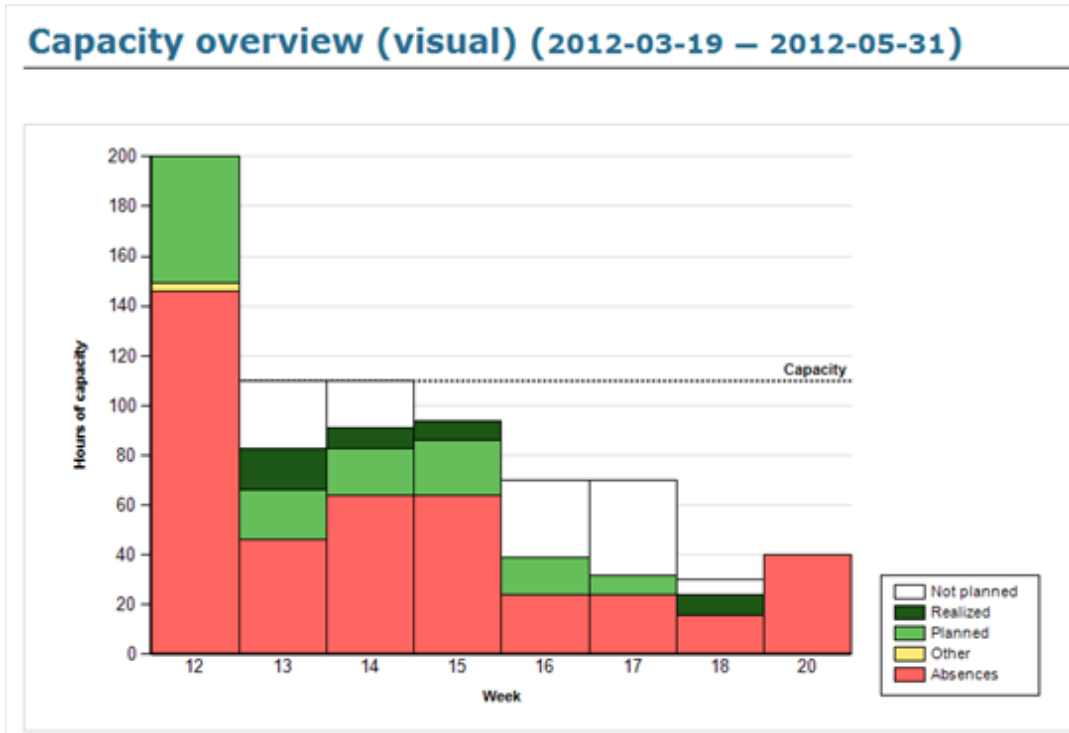


## 10.8 FIXED PRICE AND INTERNAL PROJECT OVERVIEW

This report displays the planned, approved, realized, or processed hours versus the budget per fixed and internal type project. The following is an example of the report:

## 10.9 FIXED PRICE AND INTERNAL PROJECT OVERVIEW (VISUAL)

This report displays the planned, approved, realized, or processed hours versus the budget per fixed and internal type project. It is a graphical depiction of the fixed price and internal project overview report. The following is an example of the report:
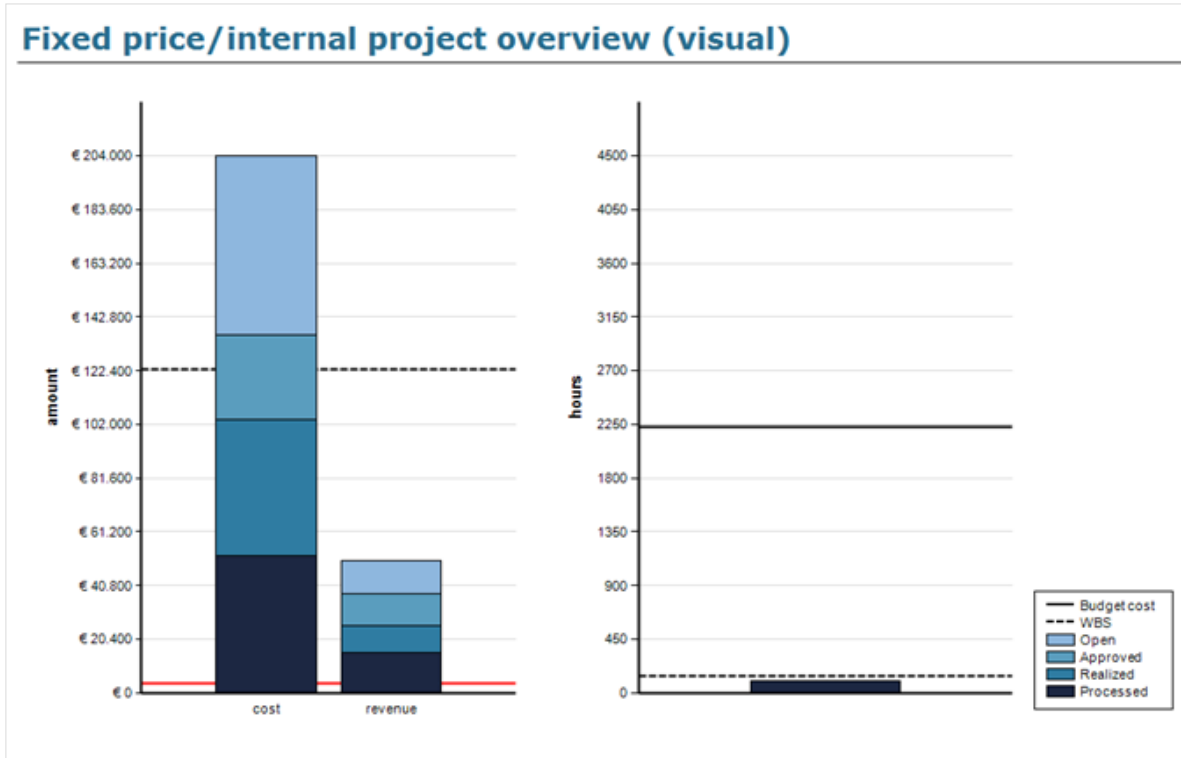


## 10.10 MONTH CLOSURE REPORT

This report displays the statuses of all billables and non-billables that have been processed. This helps project managers to verify that all planned hours are realized and invoiced by the end of every month.

The following is an example of the report:



### Adding reports to project cards

Report previews can be added to the project card. For more information, see *Chapter 3 New Projects.*

# APPENDIX A: PRODUCT UPDATE CHANGES

| Product Update | Chapter |
|---|---|
| 262 | 3.1, 3.2, 4.1, 4.2, 5.1, 5.2, 5.3, 5.4, 6.2, 6.7, 6.8, 8.3 |
| 258 | 3.1.4, 4.2.1 |
| 257 | 6.7, 8.3 |
| 256 | 2.3.2, 5.3.1, 8.3 |
| 255 | All chapters |
| 253 | 1, 2.2.2, 2.3.4, 4.1, 4.2, 6.2, 6.7, 7.1.1, 8.2.3, 10.10, Appendix B, Appendix C |
| 252 | 2.2, 2.3, 4.1, 4.2, 5.1, 5.3, 6.2, 6.6, 6.7, 6.8, 6.9 |
| 251 | All chapters |
| 250 | Appendix B |
| 249 | All chapters |

# APPENDIX B: LIST OF ERROR MESSAGES

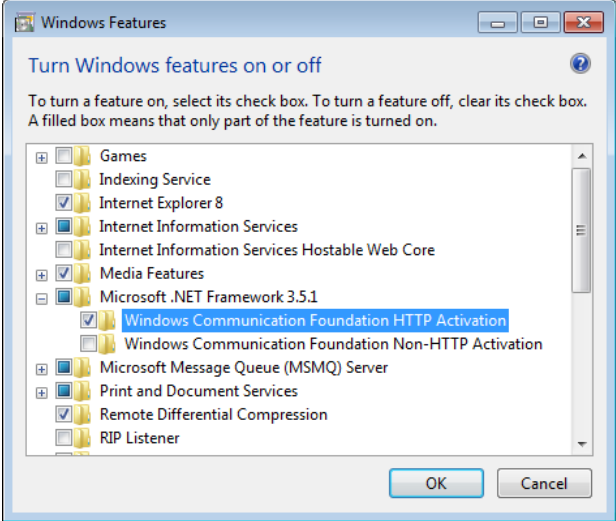This appendix contains information on known error messages and what you can do to resolve them.

| Error message | What can you do? |
|---|---|
| Add new realization line - 1115: Validation failed or record not validated.<br><br>• Line: Labor_Hour - Item CONS2 - Person 1: Not linked. | You will see this error message if the person in the hour booking request type is not added to the list of people linked to the item in Exact Globe Next.<br><br>You can see this error in product update 244, but this has been fixed in product update 245. |
| Add new realization line - 1115: Validation failed or record not validated.<br><br>• Line: Labor Hour - Type mismatch. | This error can be solved in Exact Globe Next. This error states that there is no connection in Exact Globe Next from the hour item with the employee. In the hour item on the sheet employee, the employee should be there. |
| Add new realization line - 1115: Validation failed or record not validated.<br><br>• Line: Labor Hour - Employee: Creditor - Empty, Item: Connected – Creditor account. | This error states that the employee in Exact Globe Next is not a creditor. On the employee card, the employee has to be defined as a creditor. |
| Fail to create Purchase invoice<br><br>Request: XX.XXX.XXX<br><br>Message: Type mismatch | This means that you have not configured the purchase invoice journal correctly and probably do not have a general ledger account added to the sales item as well.<br><br>For more details, see the PSA user manual. |
| Fail to create Purchase invoice<br><br>Request: XX.XXX.XXX<br><br>No cost of goods sold G/L account linked to the item in the request. | You need to link the G/L accounts to the item in Exact Synergy Enterprise. |
| Fail to create Purchase invoice<br><br>Request: XX.XXX.XXX<br><br>Message: Validation failed.<br><br>• Header: Field 'Creditor number', Value '': Cannot be empty. | A creditor number needs to be linked to the employee in Exact Synergy Enterprise. |
| Invoice number: 4     5<br><br>Report: | This error states that there is no item (not an hour item) for the travel expenses in Exact Globe Next. |

| Error message | What can you do? |
|---|---|
| • Invoice line 00.000.633: Field 'Item code', Value 'Travel costs': Does not exist.<br>• Invoice line 00.000.633: Field 'VAT-code', Value '': May not be empty.<br>• Invoice line 00.000.633: Field 'VAT-code', Value '': May not be empty.<br>• Invoice line 00.000.633: Field 'Item code', Value 'Travel costs':  Invalid reference. | |
| Invoice number: 111   32<br><br>Messages:<br><br>• Header: Field 'Delivery to debtor number', Value '': Cannot be empty.<br>• Header: Field 'Debtor number', Value '': Cannot be empty.<br>• Header: Field 'Debtor number', Value '': Cannot be empty.<br>• Header: Field 'Representative', Value '0': Invalid reference. | Check if the division of the debtor is identical to the division of the project. |
| Invoice number: 11000002<br><br>Messages:<br><br>• Header: Field 'Debtor number', Value '100096': Invalid reference.<br>• Header: Field ' Debtor number', Value '100096': Invalid reference.<br>• Header: Field ' Debtor number', Value '100096': Invalid reference.<br>• Header: Field 'Representative', Value '0': Invalid reference.<br>• Header: Field 'Delivery to debtor number', Value '100096': Invalid reference. | Exact Synergy Enterprise has three numbers for a debtor and these numbers are not identical in this case. |
| Realization: 4 2<br><br>Add new realization line - 1115: Validation failed or record not validated.<br><br>• Line: Project - Mandatory : Relation<br>• Line: Labor Hour - Unknown: Project. | The project needs to be exported to Exact Globe Next. |
| Realizations: 11    10<br><br>Add new realization line - 1115: Validation failed or record not validated.<br><br>• Line: Labor_Hour - Employee: Creditor - Empty, Item: Linked – Creditor account. | Link G/L accounts to the item for the material. |

| Error message | What can you do? |
|---|---|
| Realizations: 111   24<br><br>Add new realization line - 1115: Validation failed or record not validated.<br><br>• Line: Labor_Hour - Date : 2011-May-18 – No period-date table present for this financial year and period. | Create the financial year in the Exact Globe Next administration. |
| The remote server returned an unexpected response: (405) Method Not Allowed. | The component 'Windows Communication Foundation HTTP Activation' needs to be installed. To install this component, use the **Start** button to go to the **Control Panel**, and then select the **Programs and Features** option. Select the **Turn Windows features on or off** option. Open the **Microsoft .NET framework 3.5.1** node. Select the **Windows Communication Foundation HTTP Activation** check box, and then click **OK**:<br><br> |
| There was no endpoint listening at http://dong17929-1/ESE_248/docs/Portal.aspx/services/Exact.Entity.Request.svc that could accept the message. This is often caused by an incorrect address or SOAP action. | The URL of the Exact Synergy Enterprise environment has been entered incorrectly at the **Web address** field in the **Downloads** section of the XML server settings. The correct URL should be entered without 'docs/Portal.aspx'. |
| To create invoices you have to define the following settings:<br><u>Division: Invoice code</u><br>Order number (Length): Must be <= 8. Check Settings or Sequence number. | To solve this error you have to create an invoice code at System → Logistics → Invoice codes in Exact Globe Next and make sure it is the same number defined in the settings of the division. |
| Which URL are you using for Exact Synergy Enterprise (XML Server settings) | Enter the URL of the Exact Synergy Enterprise environment at the **Web address** field in the **Downloads** section of the XML server settings. |

# APPENDIX C: CALCULATION OF AMOUNT TO INVOICE RELATED TO CUSTOMER AND PROJECT RATES

The **Cost** field on the **Customer rate** page enables project managers to indicate the specific costs when purchasing using customer rates.

Meanwhile, the **Markup %** field on the **Customer rate** and **Project rate** pages applies to both the **Activity** and **Material** options. You can increase or decrease the purchase rate by defining a positive or negative value respectively at the **Markup %** field.

When there is a change to the value defined at the **Markup %** field, the impact is as follows:

| Impacted area | Changes to |
|---|---|
| Existing request | <ul><li>The **Amount to invoice** field.</li><li>The rate tooltip.</li></ul> |
| WBS line | <ul><li>The **Rate** field.</li><li>The **Total cost/sales prices** field.</li><li>The rate tooltip.</li></ul> |
| Budget line | <ul><li>The **Revenue budget** section.</li><li>The rate tooltip.</li></ul> |

When there are changes to the values defined at the **Cost**, **Markup %**, and **Sales price** fields, the changes in the values at the impacted areas are calculated as follows:

| Change in value | Condition | Change at impacted area | Remarks |
| --- | --- | --- | --- |
| Change in the value at the **Cost price** field = a | <ul><li>Cost price (old) = b</li><li>Cost price (new) = a</li><li>Markup % = c</li><li>Entered hours = d</li><li>Conversion rate = e</li></ul> | <ul><li>Without currency conversion: Value at the **Amount to invoice** field = (a + c) x d</li></ul><ul><li>With currency conversion: Value at **the Amount to invoice** field = [(a + c) x d] x e</li></ul> | Existing requests will be updated only when the value at the **Cost price** field that is in use is changed. |
| | <ul><li>Cost price (old) = b</li><li>Cost price (new) = a</li><li>Sales price = c</li><li>Entered hours = d</li><li>Conversion rate = e</li></ul> | <ul><li>Without currency conversion: Value at the **Amount to invoice** field = c x d</li></ul><ul><li>With currency conversion: Value at the **Amount to invoice** field = (c x d) x e</li></ul> | |
| | <ul><li>Cost price (old) = b</li><li>Cost price (new) = a</li><li>Sales price = no value</li><li>Conversion rate = e</li></ul> | No changes to the value at the **Amount to invoice** field. | |
| Change in the value at the **Markup %** field = *x* | <ul><li>Cost price = v</li><li>Markup % (old) = w</li><li>Markup % (new) = *x*</li><li>Entered hours = y</li><li>Conversion rate = z</li></ul> | <ul><li>Without currency conversion: Value at the **Amount to invoice** field = (v + *x*) x y</li></ul><ul><li>With currency conversion: Value at the **Amount to invoice** field = [(v + *x*) x y] x z</li></ul> | Existing requests will be updated only when the value at the **Markup %** field that is in use is changed. |
| Change in the value at the **Sales price** field = i | <ul><li>Cost price = g</li><li>Sales price (old) = h</li><li>Sales price (new) = i</li><li>Entered hours = j</li><li>Conversion rate = k</li></ul> | <ul><li>Without currency conversion: Value at the **Amount to invoice** field = i x j</li></ul><ul><li>Without currency conversion: Value at the **Amount to invoice** field =</li></ul> | Existing requests will be updated only when the value at the **Sales price** field that is in use is changed. |