Protean Software

Hire Module User Guide

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Protean Software General Introduction

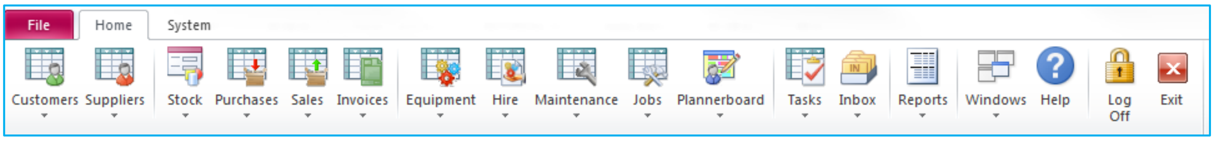
Once you have logged into Protean there are 3 Tabs – File / Home / System.

File: contains information about the version of Protean you are running and contact details for Protean Support.

Home: is the tab that you will go to when logged into Protean, this contains all the items you will use on a day to day basis within Protean.

System: is where the settings and setup of Protean is done, so any configuration details will be done through this tab.

Home Tab: this is what we call the Protean Ribbon:

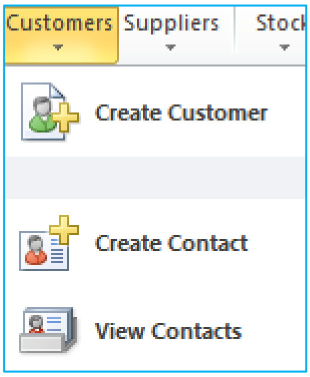


This is broken up into sections for each module that you have access to.

There is a global enquiry button,

and a drop down for each section.

If you hit the dropdown it gives you the other functionality to do with this section of Protean.

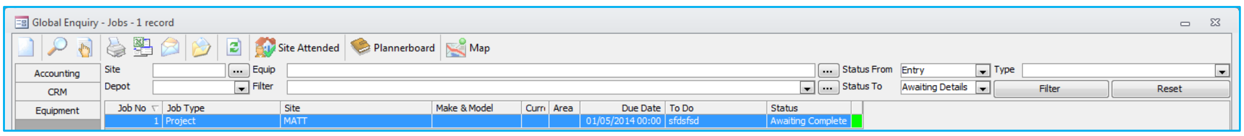


Depending on which section you click on you will get different options.

The example here is the customers section.

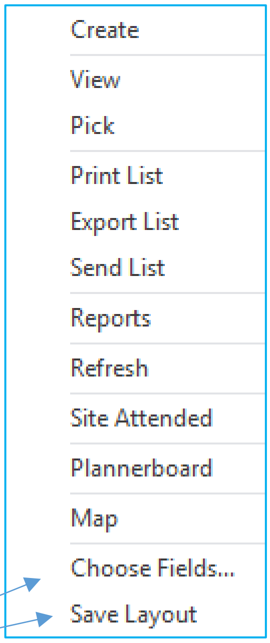
(Again these options can be controlled by access rights).

If you hit the Global Enquiry button, this brings up a list of all the current items within this section of Protean.



These Lists (Global Enquiries) are how each individual user can quickly get the information they need about that particular module of protean.

Every global enquiry has common buttons at the top left, which are also available by right clicking on within the middle of the global enquiry:



Create, creates a new record.

View, drills into the record selected.

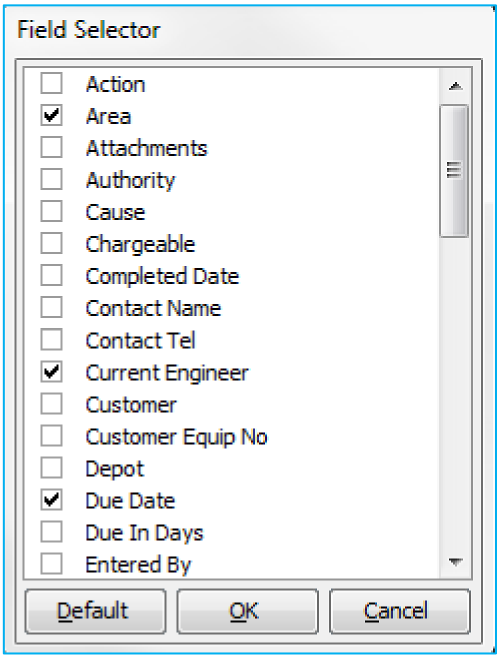
Pick, is used when a global enquiry is bought up within another record.

Print / Export / Send, will send your list to Printer / Excel / Email.

Reports, will shortut to the reports for this module of Protean

Refresh, just refrehses your list (can be set to happen automatically).

The final 2 options are for customising the Global Enquiry view per user.



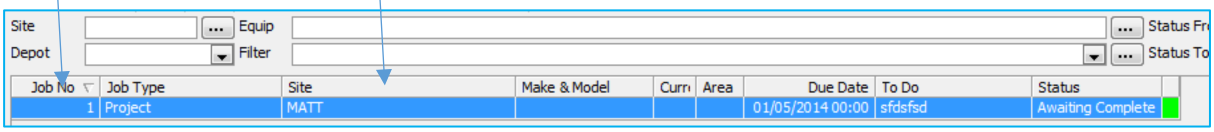
Choose Fields, brings up a lit of fields you can see, tick any you want, untick any you don't want.

This then dispays these fields this one time you are in the global enquiry.

If you wish (per user) to always see these fields, then right click on the global enquiry and click "Save Layout".

Save Layout, can also be used to save a users prefernce for a sort order, or column order within each global enquiry screen, which can be achieved by clicking on or dragging a column as below.

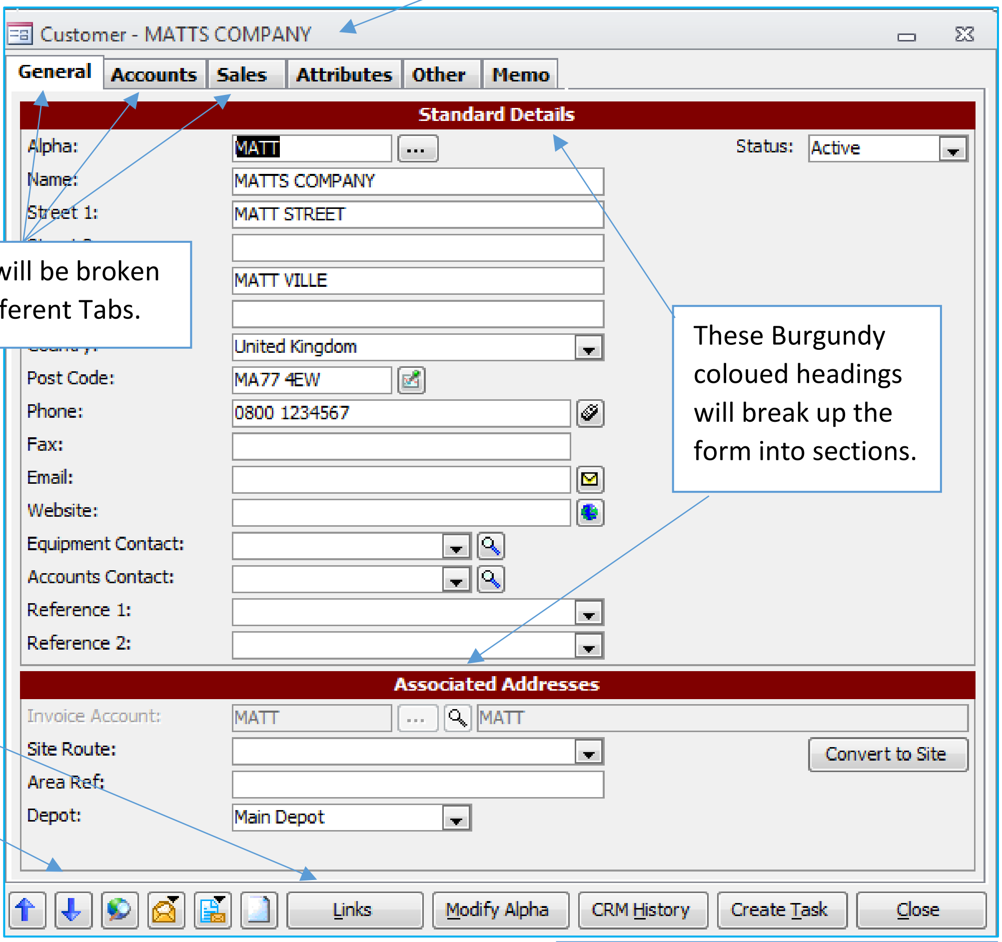
Click to sort. Click and hold to drag



Common Layouts & Features:

When you are in a record within Protean it will follow a common layout:

The Top left will show you where you are / what you are looking at.



The form will be broken up into different Tabs.

These Burgundy coloued headings will break up the form into sections.

And the bottom of the form will have buttons.

The first 6 are consistant in every module.

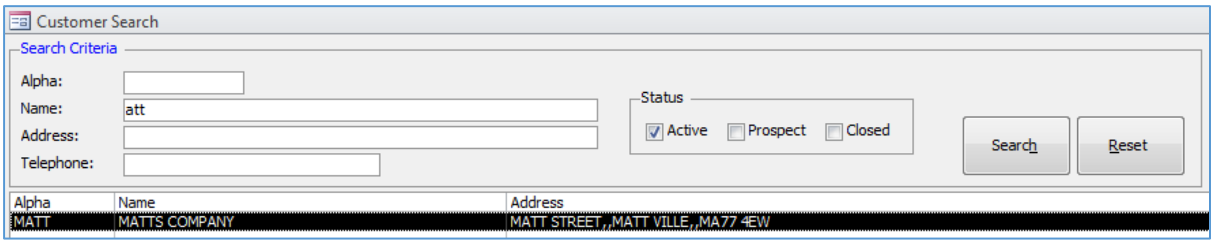
The other ones depend on what type of record you are viewing.

Other Common Features:

These (...) buttons will open up a Search screen.

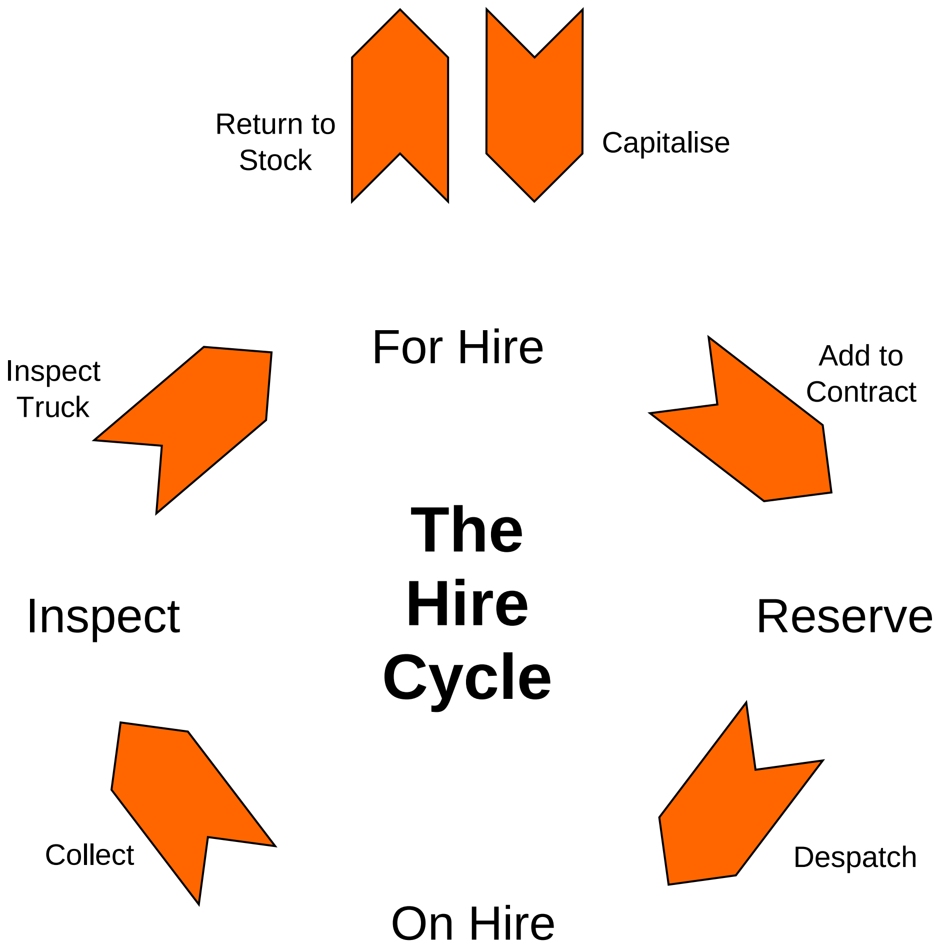
A Magnifying Glass will Drill into a record and move you to that record in Protean.

If you open up a search screen in Protean, its an automatic smart search, so it will wildcard before and after what you type, and you can fill out any, or a combination of search boxes.



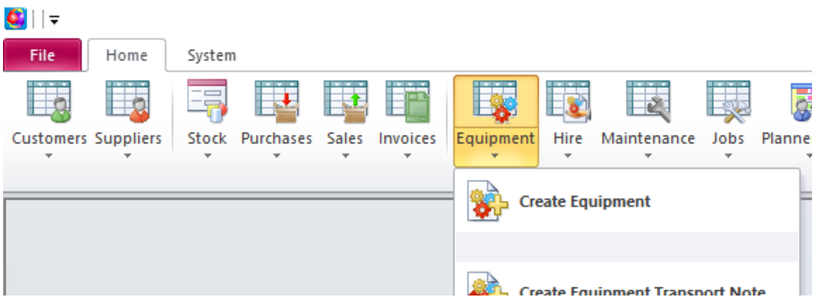
The Hire Cycle

Below is a diagram which is intended to show the complete Hire process:

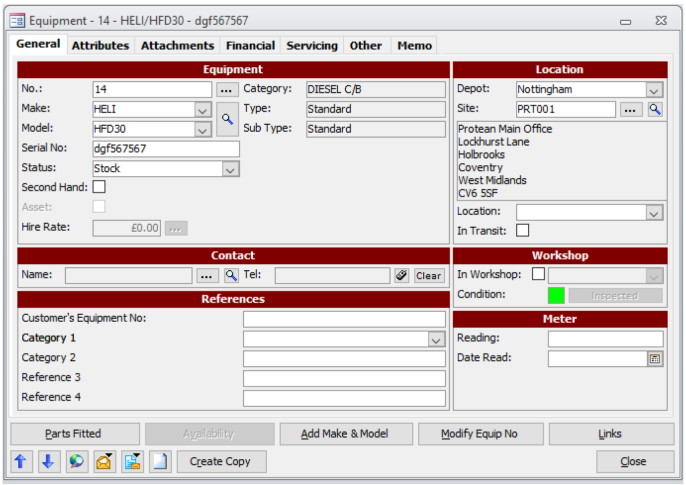


Setting up Equipment for Hire:

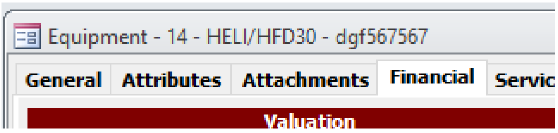
In order to have an item of equipment available to be hired out, it must first be Capitalised. In order to do this, you first of all need to create the Equipment record. This is done by clicking on the drop down arrow below the **Equipment** Icon and selecting **Create Equipment**:



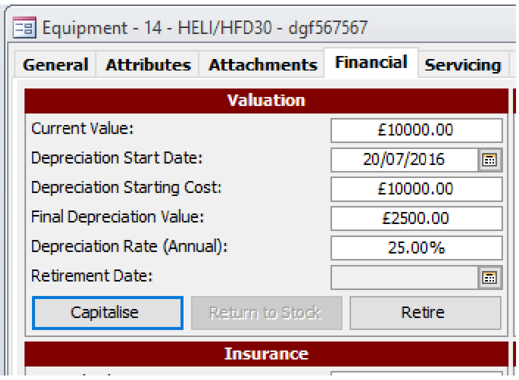
1. Then enter the details of the piece of equipment as required and change the **Status** to **Stock**:



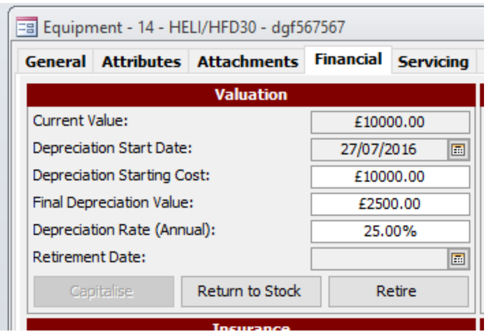
2. Then click on the **Financial** Tab:



3. Then enter the current value of the item, the Date Depreciation started (or needs to start if a new item) and the original cost of the item when purchased. Also enter the Final Depreciation Value and the Depreciation Rate (Please note that this information doesn't need to be completed if not required):



4. Then click on the **Capitalise** button. You will be asked for confirmation. Click '**Yes**' and then enter the date as required. The Current Value & Start Date are greyed out, as they cannot be amended manually on a capitalised item.



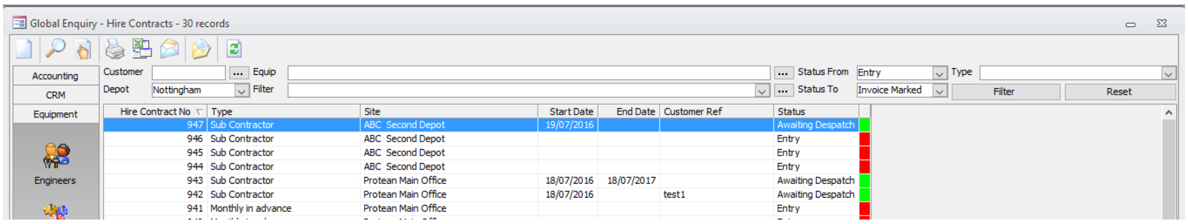
The Status of the Equipment will be automatically advanced to **'For Hire'**.

Searching for an existing Hire Contract

To view a list of current Hire Contracts, click on the Hire Global Enquiry icon: 

.

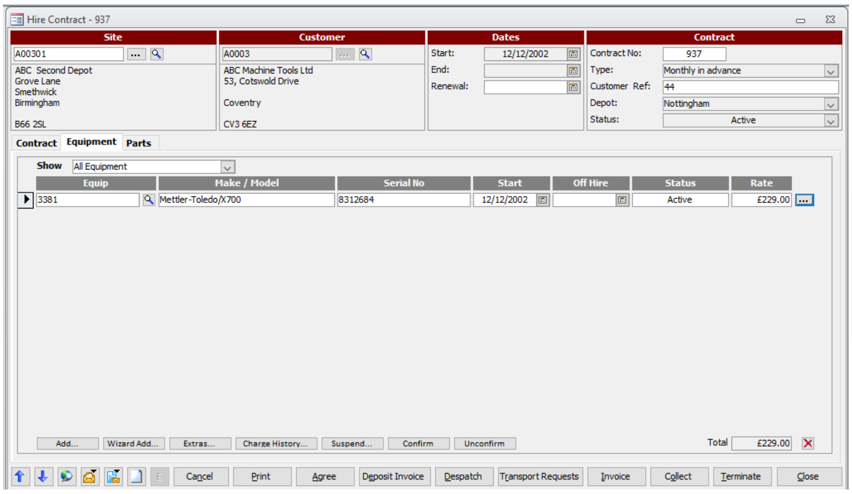
The system will then display a screen similar to the one shown below:



Every global enquiry has common buttons at the top left, which are also available by right clicking on within the middle of the global enquiry.

- **Create:** Used to create a new Hire Contract.
- **View:** Drills into the record selected.
- **Pick:** Used when a global enquiry is bought up within another record.
- **Print / Export / Send:** Used to send the list to Printer / Excel / Email.
- **Reports:** Provides a shortcut to the reports for this module of Protean.
- **Refresh**: Refrehses the list displayed (Can be set to happen automatically).

To then view the details of the existing Hire Contract, double click on the record and the system will display a screen similar to the one shown below:



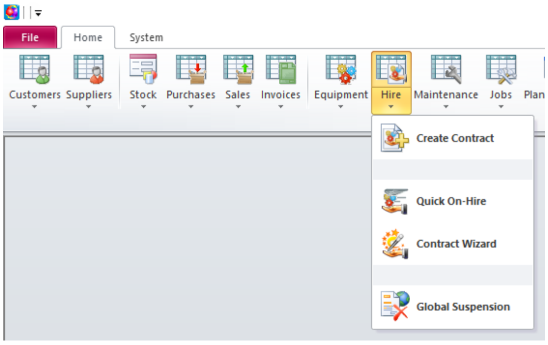
Creating Hire Contracts

There are 3 main ways to create a New Hire Contract on the Protean system, which are as follows:

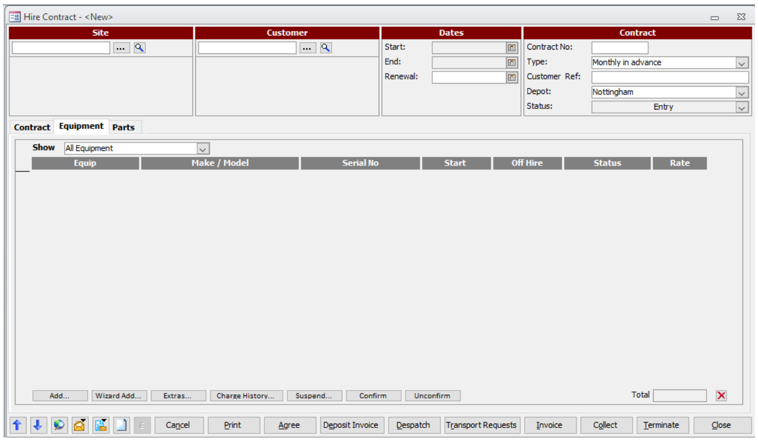
1. **The Main Contract screen:** When you need full control over all options and settings.
2. **The Quick On-Hire screen:** For creating simple Contracts, when time is at a premium.
3. **The Hire Contract Creation Wizard:** Step by step Contract creation for those that like a helping hand.

Hire Contract Creation

To create a new Hire Contract, click on the drop down arrow below the **Hire Icon** and select **Create Contract:**



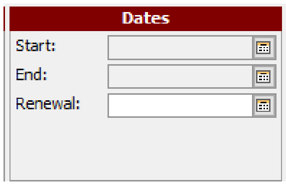
The system will then display a screen similar to the one shown below:



First of all select the Site Address for this Hire, by either typing in the account code and pressing enter or using the  button to open the Address Search screen. After selecting a Site the Customer will automatically be filled in with the correct Invoice Address.

Note: *It is also possible to select the Customer first and then change the Site if necessary.*

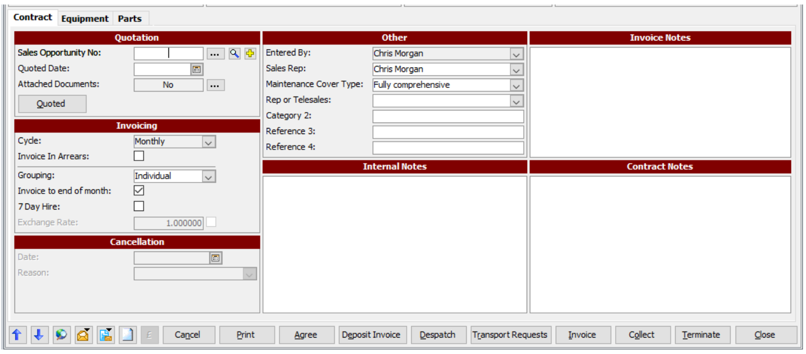
If required, you can enter a **Renewal Date** for the contract:



This can then be used in the **Hire Renewals Due report**, to list any contracts that require renewal within a certain date range.

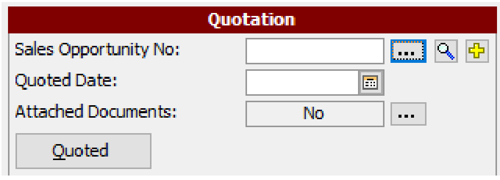
- **Contract Type:** Select the appropriate Contract Type for this Contract. (If the Contract Type you need is not in the list, you can add it through **System ¦ Hire ¦ Contract Types**).
- **Customer Ref:** This field can be used to record a reference number from the customer if required.

  If you wish you may then go to the **Contract Tab** in the body of the screen, and check or modify the details recorded there:



<u>Quotation Section:</u>

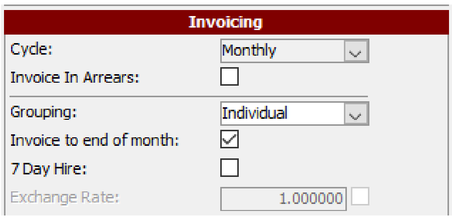
- You can use this section to link this Hire Contract to an existing Sales Opportunity and attach any documents as required.



<u>Invoicing Section:</u>

The Invoicing details are all defaulted from the Contract Type (Cycle, Grouping & Arrears flag) and the rest from general Settings.

***NB** All but the Cycle and Arrears flag can be changed here on a per Contract basis.*



- **Cycle:** This will default in from the settings displayed on the Accounts Tab shown on the Invoice Customer record selected. It controls how often this customer is invoiced.
- **In Arrears:** Enter a tick in this field to invoice the customer in arrears. If not selected, the customer will be invoiced in advance.
- **Grouping:** This will default in from the settings displayed on the Accounts Tab shown on the Invoice Customer record selected. It ddetermines if invoices are to be consolidated or not, and if so how:

  1. **Individual:** Invoice raised for this contract only.
  2. **Site:** Groups invoices of same type by site address.
  3. **Site Mixed:** Groups invoices of all types by site (excl. equipment sales orders)
  4. **Customer:** Groups invoices of same type by Invoice Customer.
  5. **Customer mixed:** Groups all types by Invoice Customer.
  6. **Order reference:** Groups all documents with same Customer Order Ref.

- **Invoice to End of Month:** Do you wish this Hire Contract to invoice up to the end of a month.

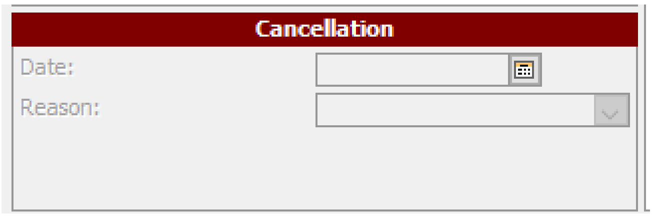
For example, with the option set to **Yes**, you create a Hire Contract that starts on 24th October. When you raise the first invoice it will be generated from 24th to the 1st of November (not inclusive). From then on the system will generate tidy monthly invoices for this contract.

With the option set to **No**, a monthly contract would create invoices from 24th Oct to 24th Nov, 24th Nov to 24th Dec etc.

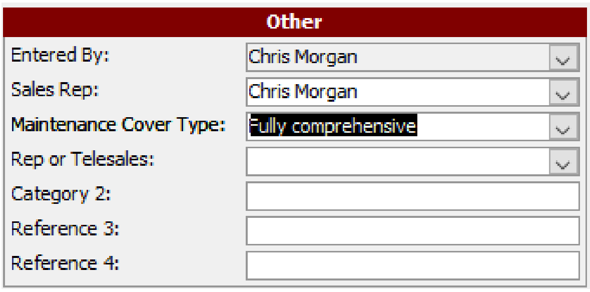
- **7 Day Hire:** Determines whether to base the Hire invoicing on a 7 day week, or the default 5 day week.

Cancellation Section:

- If the Hire Contract is cancelled, details will be shown here.



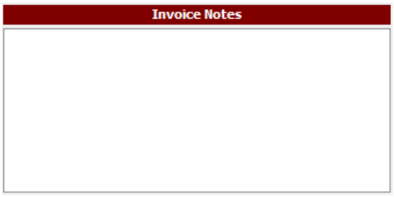
Other Section:



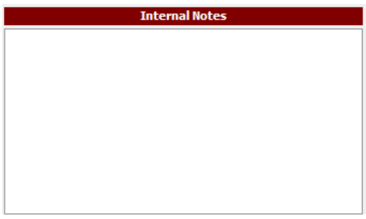
- **Sales Rep:** Enter details of the Sales Rep as required.
- **Maintenance Cover Type:** If you wish to link this Hire Contract to a Maintenance Contract Type then select the correct Type from the list here. It is **not** necessary to link this Contract to a Maintenance Contract Type in order to service your hire Equipment.
- **Reference Fields:** Enter additional information in the Reference fields as required. The names of these fields, can be setup in the System Settings area of the system (**System Tab ¦ General ¦ More ¦ User References**).

Notes Section:

- **Invoice Notes:** Enter any text that you wish to be displayed on Invoices created for this Hire Agreement.



- **Internal Notes:** Enter any internal notes for this contract.



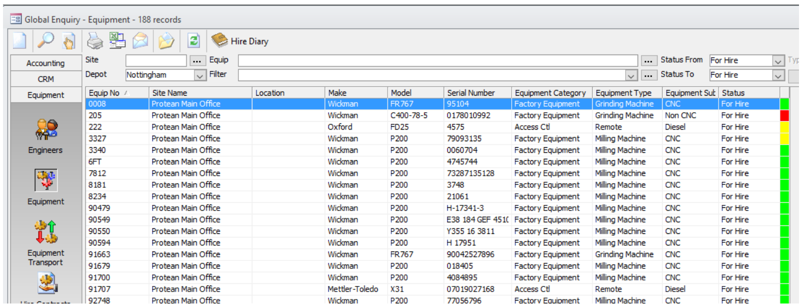
- **Contract Notes:** Enter any specific notes regarding this contract if required.

  (These notes appear on the Hire Contract print out).

Adding Equipment to a Hire Contract

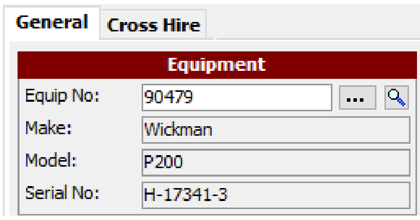
Click back onto the Equipment Tab. We can now add Equipment to this Contract.

1. To do this you can either click onto the Add... button or the Wizard Add... button.
2. Click the 'Add' button. The Hire Period Detail screen open as shown below. Either type in the Equipment number of the item to hire out, or use the ... button to see a list in Global Enquiry of items within the 'Hire Cycle':



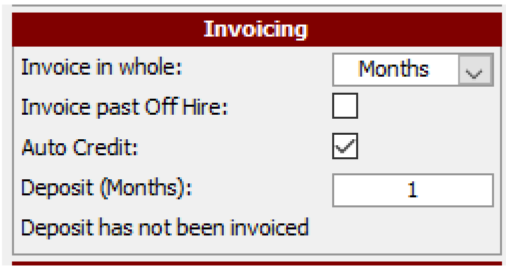
3. Use the Pick Icon to select the Equipment Record required: .

Equipment Section:



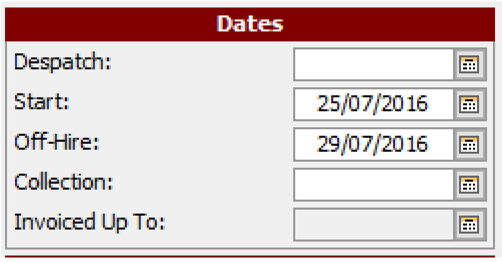
- After selecting the equipment, the Make, Model & Serial No are then all filled in:

Invoicing Section



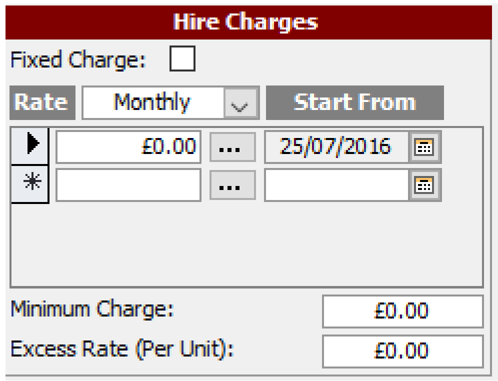
- **Invoice in Whole:** Next select how you wish to invoice this item. That is in whole days, weeks, months, quarters, six months, years. The default value shown, depends on the Contract Type selected earlier.
- **Invoice Past Off-Hire**: Defaults whether hire should continue past the end date until the equipment is collected. Dependant on selections in settings, but can be changed per item of equipment.
- **Auto Credit:** Default whether credit notes should be generated for early termination of hire contracts. Dependant on selections in settings, but can be changed per item of equipment.
- **Deposit (Months):** If you wish to raise a Deposit Invoice, fill in the time period to be invoiced here.

Dates Section



- Enter the **Start Date** for the Hire and the **Off-Hire date** if know. These can be left blank.

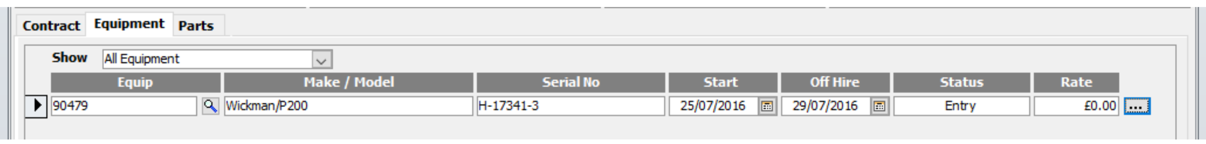
Hire Charges Section



Then select the charging structure for this item.

- **Fixed Charge:** You can enter a fixed charge for the period of hire if required. An Off Hire date must have been entered earlier in order to use this facility.
- You can also choose the units to charge in, the rate to be used and when that rate should be enforced. The date of the first rate always defaults to the Start Date of the Equipment item.
- You may enter here a **Minimum charge** value to be invoiced for this item on this Contract. In the event of the Hire Rate calculation returning a lower figure than this, then it is topped up to meet the Minimum Charge. The field is populated automatically by the system, calculated using the Minimum Hire Period Setting.
- The **Excess Rate (Per Unit)** field can be used for any hours over and above the Weekly Duty specified on this screen. It is calculated using the Rate entered and the Hours worked - it is the charge for 1 hour, but can be overtyped.
  (At present the system does not automatically add these excess hours to Hire Invoices. These must be raised manually if required).

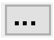
Once all the details required have been entered, click on **Close** to close the Hire Period screen and return to the main Contract screen where the item you have added is then displayed:

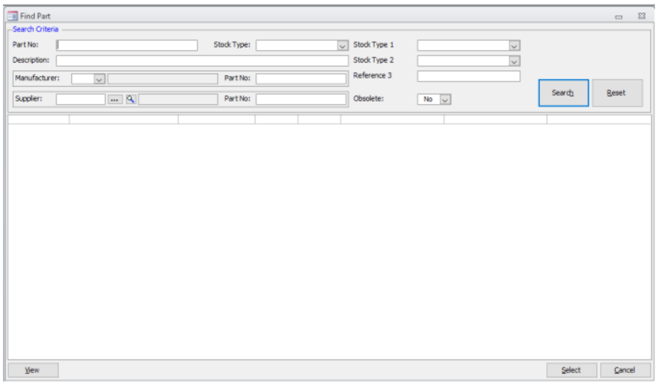


You can add further Equipment by either using the Wizard Add button, or the method above.

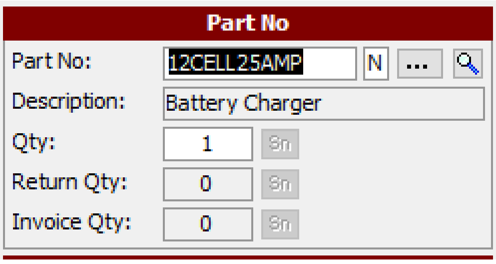
Adding Parts to a Hire Contract

You can add Parts to a Hire Contract that already contains Equipment, or you can create a Contract purely for 'hire' Parts. If Parts are also to be hired to the customer, click the **Parts Tab** on the Contract screen:

Then click the small '**Add**' button. Either type in the Part Number of the item to hire out or use the  button to open the Stock Search screen:

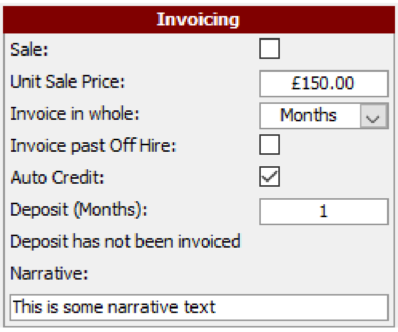


Choose the part required and click the select button (after selection the Part No, Part Status and description are all filled in):

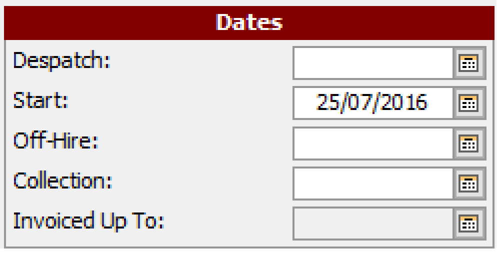


- **Qty:** Enter the number of Parts required to be hired out.

Invoicing Section:

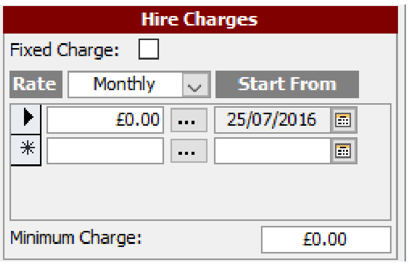


- **Sale:** If you are adding a 'sale' item, tick the box provided. This will disable or grey-out most of the fields described below as they are no longer needed. The sale price is entered automatically from the stock record.
- **Invoice in Whole:** Next select how you wish to invoice this item. That is in whole days, weeks, months, quarters, six months, years. The default value shown, depends on the Contract Type selected earlier.
- **Invoice Past Off-Hire**: Defaults whether hire should continue past the end date until the equipment is collected. Dependant on selections in settings, but can be changed per stock item.
- **Auto Credit:** Default whether credit notes should be generated for early termination of hire contracts. Dependant on selections in settings, but can be changed per stock item.
- **Deposit (Months):** If you wish to raise a Deposit Invoice fill in the time period to be invoiced here.
- **Narrative:** Enter any additional text to appear below this part number on the invoice.



Dates Section:

- Enter the Start Date for the Hire and the Off-Hire date if know. These can be left blank.



Hire Charges Section:

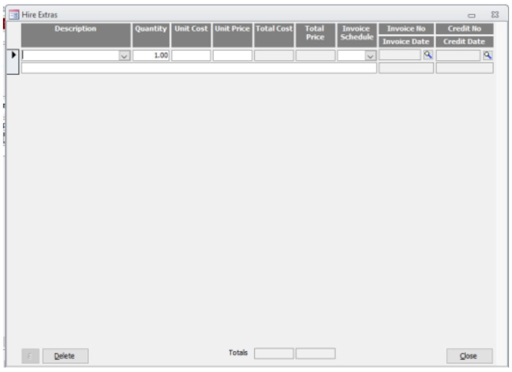
- Then select the hire rate charging structure for this part by choosing the units to charge in, the rate to be used and when that rate should be enforced. The date of the first rate always defaults to the Start Date of the Equipment item.
- **Minimum Charge:** This will automatically calculate itself based on the rate you have entered above but both can be manually overwritten.

Click on **Close** to close the Hire Period screen and return to the main Contract screen where the item you have added is waiting for you.

Adding Extras to a Hire Contract

Use the Extras... button to open the Extras screen where you can select which items you wish to include with the hire of the Equipment e.g. Delivery Charges, Fuel etc.

(The list of extras displayed are setup in **Settings ¦ Hire ¦ Hire Extras**).



Click on the drop down arrow icon in the description field and select the Extra required. The default settings for the extra are then displayed, however these can be amended if required.

- **Quantity:** Enter a quantity for this item.
- **Unit Cost:** Enter the cost value to your company, for this item.
- **Unit Price:** Enter the selling price to the customer, for this item.
- **Invoice Schedule:** Choose whether this Hire Extra should be invoiced on the **Next** (first); the **Last** invoice generated by the Hire Contract it is on or **Every**. For example, you may have Delivery on the Next invoice and Collection on the Last or Insurance on every invoice.
- **Narrative Box:** Enter any additional text that you wish to display on the invoice for this extra

Once all the extras required have been added, click on **Close**.

Activate the Hire Contract:

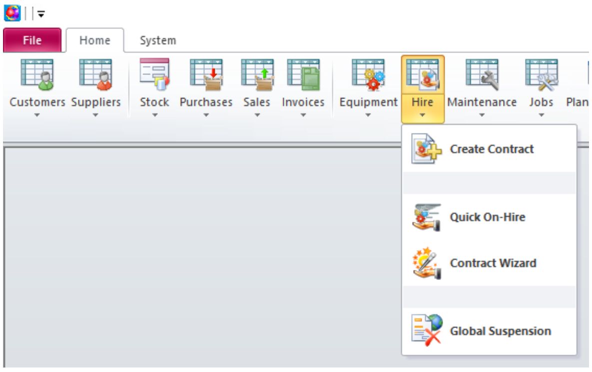
Once all of the items required are on the contract, then click on the Agree button to activate the Contract and then you are ready to despatch the Equipment to Site.

Using the Quick on Hire process to create a Hire Contract

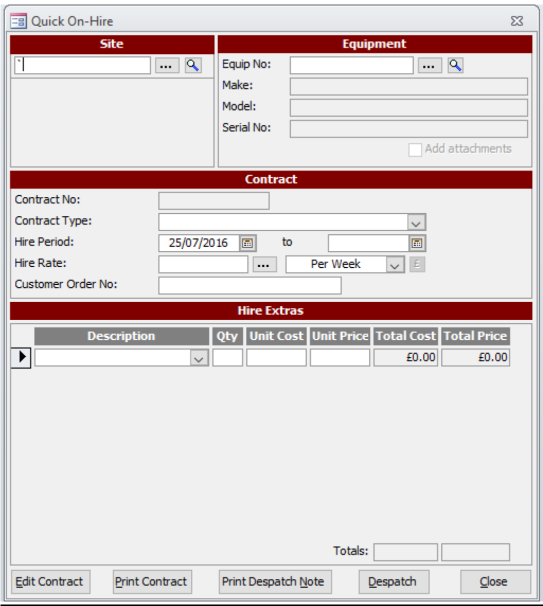
The primary purpose of the Quick On-Hire screen is for simple Contract creation when time is at a premium.

To save time, you only have to enter the minimum information about the Contract and the Equipment the Customer wishes to hire. All of the default values set up elsewhere in the system (Hire Contract Type & General Settings), are used to fill in the gaps, although any Contract created using this system is fully amendable via the main Contract screen once created.

1. To create a new Hire Contract using the Quick On-Hire method, click on the drop down arrow below the **Hire Icon** and select **Quick On Hire:**



2. The system will then display a screen similar to the one shown below:



Site Section:

3. Either type in the Site Alpha (account) Code and press enter, or use the  button to open the Address Search screen. Once selected the name and address of the Site will appear for confirmation.

Equipment Section:

4. Then select the item of Equip the Customer wishes to hire out, by either typing the Equipment Number and pressing enter, or using the ... button to open the Equipment Search screen.

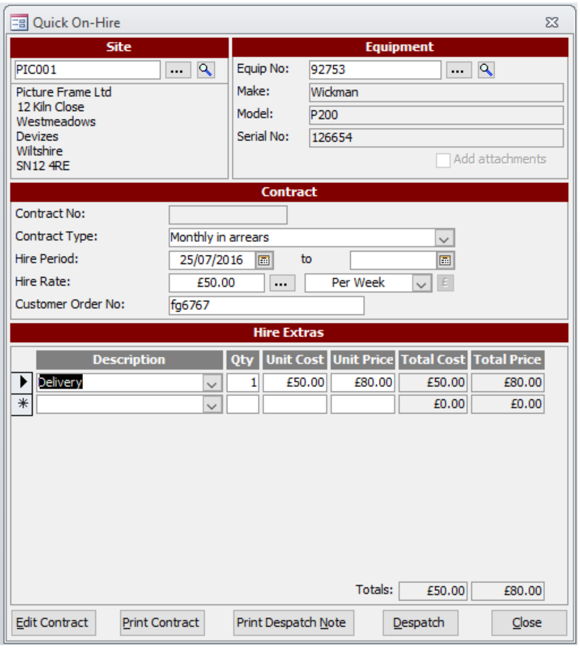
Contract Section:

5. Then select the Type of Contract you wish to create from the drop-down list (This list is maintained in **System ¦ Hire ¦ Contract Types**).
6. The Hire Period will default to today, with an open Off-Hire date. Both dates can be manually entered here.
7. Next, select the Hire Rate to be charged and the Order No if you have one.

Hire Extras Section:

8. If you need to add any Hire Extras to this Contract (for example, Transport), then select it from the drop-down list and then check and/or enter the cost and selling prices for these items (This list is maintained in **System ¦ Hire ¦ Hire Extras**).

Once all of the details have been entered, the screen will look similar to the one shown below:



Once you have entered the details you have a number of choices on how you wish to proceed. You can:

- Create the Contract and open it for Editing
- Create the Contract and Print a hard-copy of it
- Create the Contract and Print a Despatch Note for the Equipment
- Create the Contract and open the Despatch screen ready to despatch the Equipment listed.

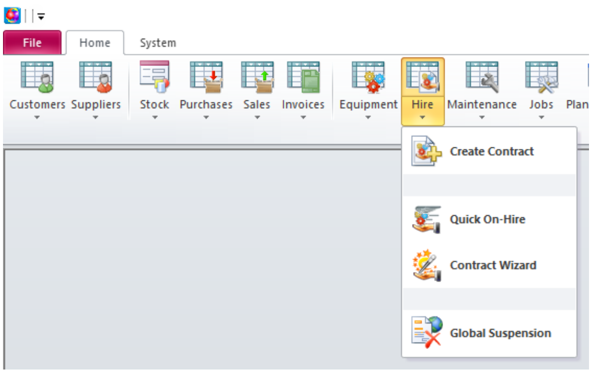
Using the Hire Contract Creation Wizard to create a Contract

The Contract Creation Wizard is designed to guide the user through creating a new Hire Contract as smoothly and painlessly as possible. The Wizard will ask you set of very simple questions. The answers to these questions are used as the skeleton to create the Contract.

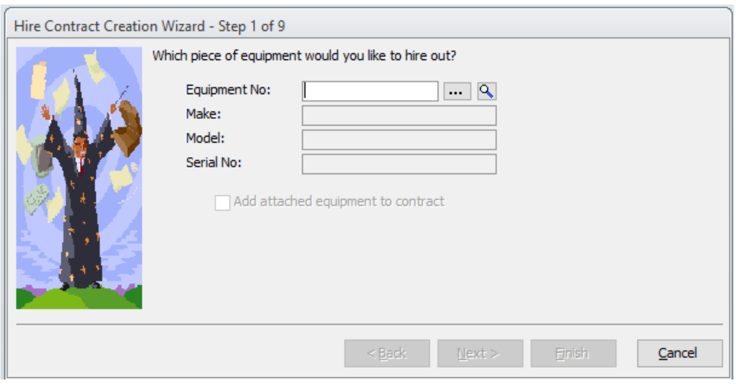
Some of the background detail will come from General Settings and the Hire Contract Type you select, although any Contracts created via the Wizard can quite simply be amended using the main Contract screen once created.

- You are only asked one question at a time on uncluttered screens.
- The Wizard will only allow you to move on from a question once a satisfactory answer has been given.
- If the questions does not need to be answered it will let you move on without answering.
- The 'navigation' buttons at the bottom of the Wizard will only become available if they are allowed in the circumstances.

To create a new Hire Contract using the Contract Wizard, click on the drop down arrow below the **Hire Icon** and select **Contract Wizard:**



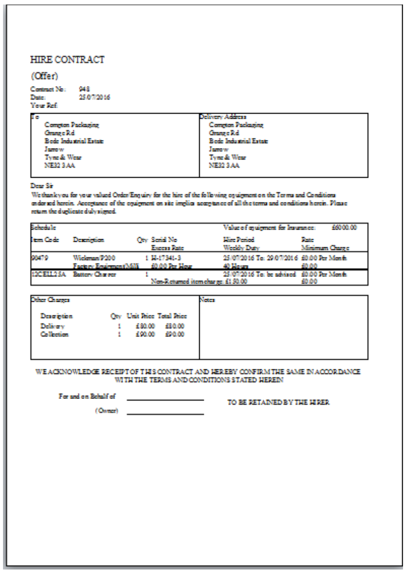
The system will then display a screen as shown below:



You then have to enter information as requested and then click on the Next button to work your way through the various screens as required.

Printing a Hire Contract

Once all of the items required are on the contract, you can print a hard copy of it if required. Click on the Print button and the system will display a copy of the contract which you can then print, fax or email to a customer:


HIRE CONTRACT

(Offer)

Contract No: 948
Date: 25/07/2016
Your Ref:

To	Delivery Address
Compton Packaging Grange Rd Bede Industrial Estate Jarrow Tyne & Wear NE32 3AA	Compton Packaging Grange Rd Bede Industrial Estate Jarrow Tyne & Wear NE32 3AA

Dear Sir

We thank you for your valued Order/Enquiry for the hire of the following equipment on the Terms and Conditions endorsed herein. Acceptance of the equipment on site implies acceptance of all the terms and conditions herein. Please return the duplicate duly signed.

Schedule — Value of equipment for Insurance: £6000.00

Item Code	Description	Qty	Serial No / Excess Rate	Hire Period / Weekly Duty	Rate / Minimum Charge
90479	Wickman/P200 Factory Equipment/Mill	1	H-17341-3 £0.00 Per Hour	25/07/2016 To: 29/07/2016 40 Hours	£0.00 Per Month £0.00
12CELL25A	Battery Charger	1	Non-Returned item charge: £150.00	25/07/2016 To: be advised	£0.00 Per Month £0.00

Other Charges

Description	Qty	Unit Price	Total Price
Delivery	1	£80.00	£80.00
Collection	1	£90.00	£90.00

Notes

WE ACKNOWLEDGE RECEIPT OF THIS CONTRACT AND HEREBY CONFIRM THE SAME IN ACCORDANCE WITH THE TERMS AND CONDITIONS STATED HEREIN

For and on Behalf of ____________

(Owner) ____________

TO BE RETAINED BY THE HIRER

- This not only produces a hard-copy of the contract but also sets the status of the contract to 'Quoted' so that you can identify those contracts awaiting agreement.
- When the Customer agrees the contract, click on the Agree button. This will activate the contract and allow you to despatch the equipment.
- If the Customer does not wish to pursue the contract you can cancel it by clicking on the Cancel button.

Alternative methods:

There are two alternative methods for producing a Hire Contract Quote, the difference being whether you use the templates options to create a quote from within Protean but using Word (for example), or you simply attach a document to the contract.

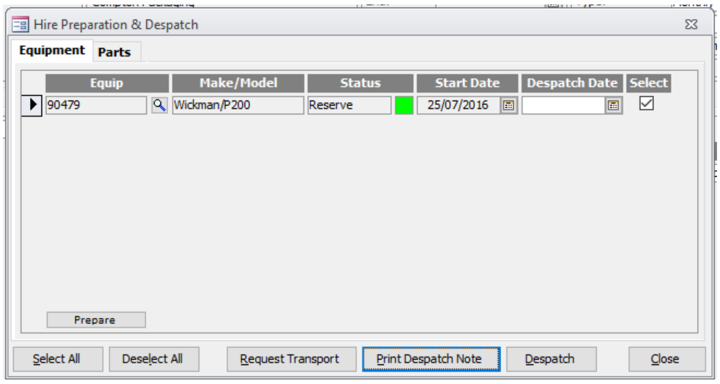
1. If you wish to use templates you have previously created to create the quote, create a contract as above and go to the Contract Tab. Then click on the ... button, next to the field called **Attached Documents**. This will open an Attachments window and list any attachments already on the Contract.

   Click the 'Create' button and a list of the templates you have set up appears. Select which one you wish to use and Protean will open up Microsoft Word and allow you to raise the quote. When you are finished simply close the document and Protean will attach it to the Contract.

2. Alternatively, after clicking the ... button to see the Attachments, click the Add File button. This will open a browse window. Find the file to attach and select it. You can attach multiple files of any type to a Contract in this way. If you have created the quote outside Protean you will need to click the 'Quoted' button back on the Contract to set the status to Quoted.

Dispatching Equipment on a Hire Contract

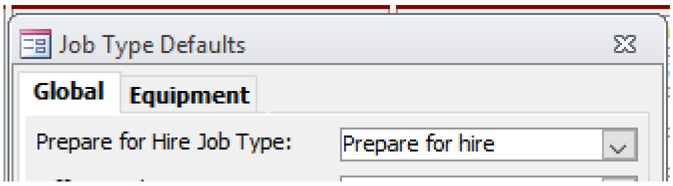
1. On the Contract containing the Equipment you wish to despatch click the Despatch button. This will open the Despatch screen containing a list of all the Equipment on this Contract that is able to be despatched to Site:



Note: By default all the items requiring despatch will be 'selected'. If you do not wish to despatch all these items then simply remove the tick from the selected box by clicking it with your mouse.

3. If you wish to print a hard-copy Hire Despatch Note then you may click the Print Despatch Note button.

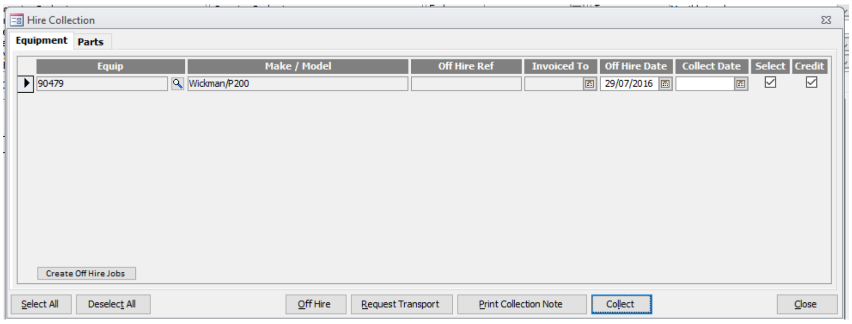
4. You can also create a Hire Preparation job from this screen if you wish by clicking the Prepare button. (A Job of the Job Type specified in **System ¦ Job ¦ Job Type Defaults** will be created).



5. When you are ready to despatch the selected Equipment, click the Despatch button. A message appears to inform you that the Equipment has been despatched. The Despatch Date is populated automatically, but can be overtyped if you wish. The Equipment is now on hire.

Off Hire Equipment on a Hire Contract

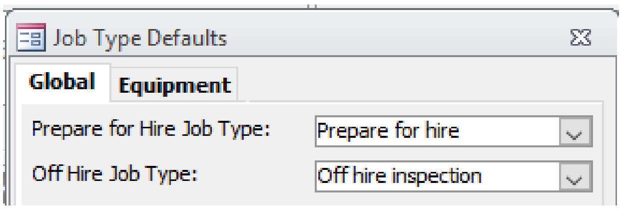
1. On the Contract containing the Equipment you wish to Off-Hire, simply click the Collect button. This will open the Collection screen:



2. This contains a list of all Equipment that is ready to be “Off-Hired”.

Note: By default all Equipment in this list is 'selected' via the tick-box. If you do not wish the Off-Hire to effect all of the selected Equipment then remove the ticks by clicking them with your mouse.

- You can also create an Off Hire Job from this screen if you wish, by clicking the Create Off Hire Jobs button (A Job of the Job Type specified in **System ¦ Job ¦ Job Type Defaults** will be created).



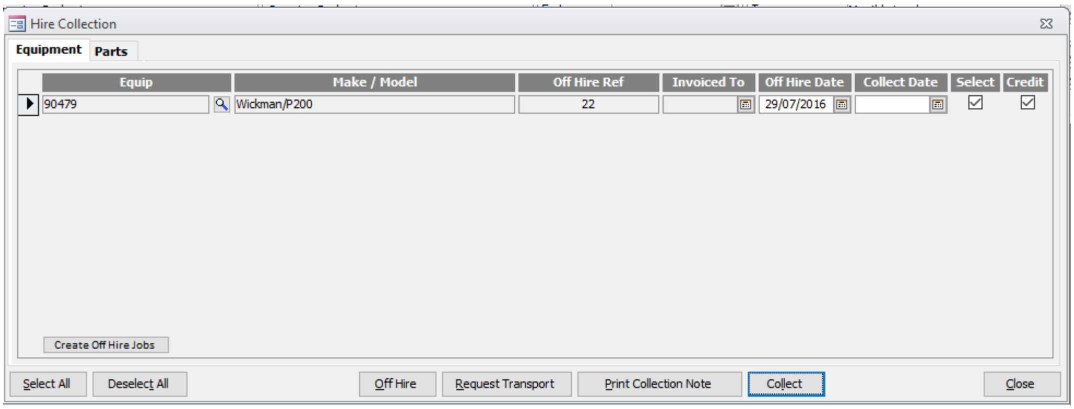
3. Click the **'Off-Hire'** Button. A message appears telling you that the selected Equipment has been Off-Hired. Each item is given an Off-Hire number generated by the system and a date. This date (today) can be overwritten if necessary.

Note: It is useful to note that if you type the date in first, before clicking the Off-Hire button, then this date is preserved and not overwritten by the system.

Collecting Equipment on a Hire Contract

The procedure for collecting Equipment from Site is very straight forward, simply follow the steps shown below:

1. On the Contract containing the Equipment you wish to collect, click the Collect button. This will open the Collection screen and show a list of Equipment that is able to be collected:



Note: By default these item will have a tick in the 'selected' column. If you do not wish to collect all of the items you should remove the tick from the box.

2. If you wish you may print a Hire Collection Note, by simply clicking the Print Collection Note button. All selected Equipment will feature on the document.

3. Click the Collect button. A message will appear stating that the Equipment has been collected and the Collected Date (and Off-Hired Date if not already filled in) will be populated, although these dates can be overtyped if required. Close the Collection screen.

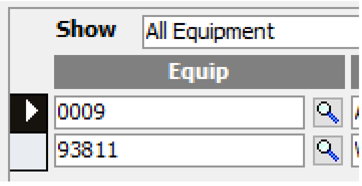
4. The Status of the Equipment line on the Contract will now read **Collected** and be of an Inspection Status.

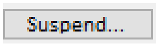
Suspending Hire

It is a very simple matter to set against a Hire Suspension period against individual items of Equipment on a Hire Contract. You can set up multiple suspension periods for as far in advance as you require. For example you may wish to suspend the hire charges over the Christmas period or you may agree to suspend the hire charges on a particular item that has been breaking down a lot.

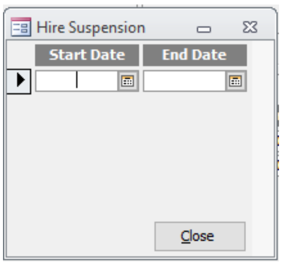
To suspend a Hire period against an item if Equipment:

1. Go to the Hire Contract in question and then ensue that the Equipment you wish to set up suspensions for is selected using the record selector box:



2. Then click the  button.

   A small box appears where you can enter the Start & End Dates of the suspension:

   If required you can set up several suspension periods now for as far in advance as you require.

3. Close the box to save your entries.
4. Now when you process Hire Invoices for this Contract the system will automatically (when the time comes) discount the suspended period from the normal invoice value.

Applying new Charge Rates

It is a simple matter to set up automatic price changes per item of Equipment on Hire Contracts.

1. On the Contract in question go to the Hire Period Detail screen by using the  button on the end of the Equipment lines.
2. Here in the lower right-hand corner you will see the Charges section:

   Here you can enter a Hire Rate and a date that this rate is in force from. Therefore it is easy to enter another rate below the first, with a date when that rate should be used. In this way it is possible to set up multiple rate changes as far in advance as you need.

3. The varied rates are shown on the Hire Invoice.

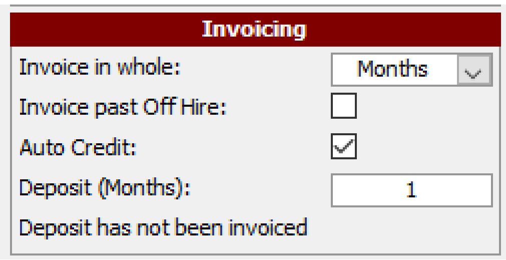
Raising Deposit Invoices

If you wish, you can raise a deposit invoice for a Contract. This has the effect of throwing the invoicing forward for this Contract.

For example, if you raised a one month deposit on a Contract that Contract would always be one month ahead of the rest of the Hire Contracts in terms of invoicing.

To raise a deposit simply follow these steps:

1. Enter a number of days, months, quarters etc. to invoice in the Deposit field on the Hire period Details screen on the Contract (one per item of Equipment):



2. Then click on the 

button:

Invoicing a Hire Contract

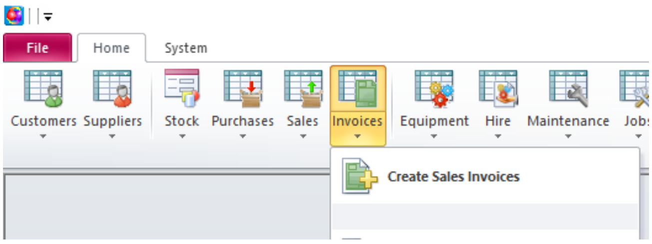
There are two methods of invoicing a Hire Contract, which are as follows:

1. Use the Batch Invoicing process.
2. Use the Immediate Invoice button on the Contract itself.

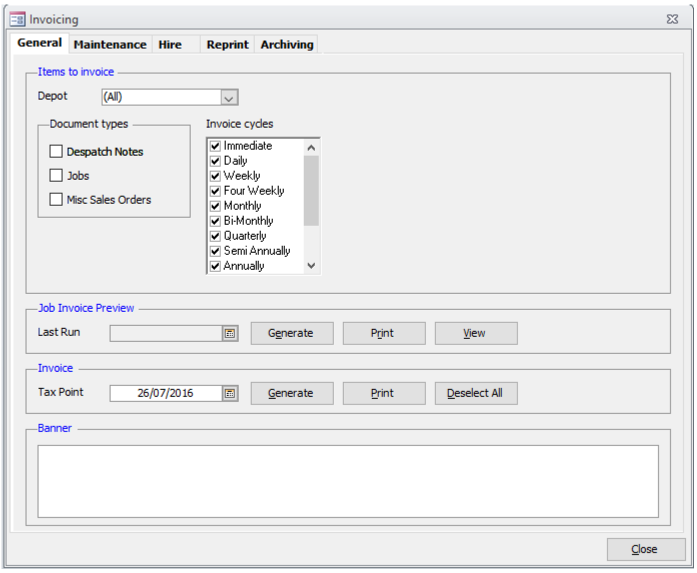
Using the Batch Invoicing process:

To produce Hire Contract Invoices using the Batch Invoicing process, simply follow these steps:

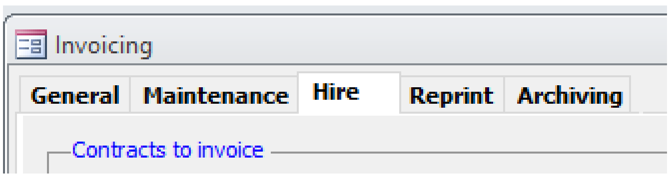
1. Click on the drop down arrow below the **Invoices** Icon and select **Create Sales Invoices**:



2. The system will then display a screen like the one shown below:



3. Then select the Hire tab:



4. If you operate a multi-depot operation then first select from the Depot drop-down list which Depots hire invoices you wish to raise now. If you do not have more than one Depot or you wish to raise invoices for all Depots, simply leave the Depot field on its default value of (All).
5. Select whether to invoice Active, Terminated (or both) Hire Periods using the tick boxes at the top of the form.
6. Using the **Invoice Cycle**, **Contract Type** and the **Advance/Arrears** drop-down lists, create the different combinations of invoicing you need.
7. Against each combination enter an up to date (inclusive).

8. If you wish to see a preview of what invoices will be raised based on the currently created template above, click the first **Generate** button, in the Invoice Preview section.
9. Then select to **print** or **view** it on-screen as you wish. You can at this stage amend any contracts individually or correct the template as you need.
10. Check the **Tax Point** (this is the date that will be printed on the invoices).
11. Then click the second **Generate** button.

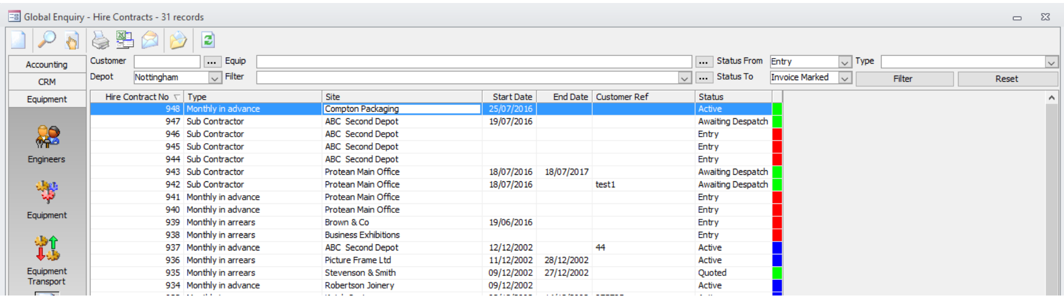
The system will select the contracts to invoice, based on the template created above and notify you of the number of contracts selected, and ask you if you wish to proceed with creation.

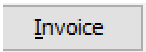
Once the invoices have been created, you have the option of printing straight away or later.

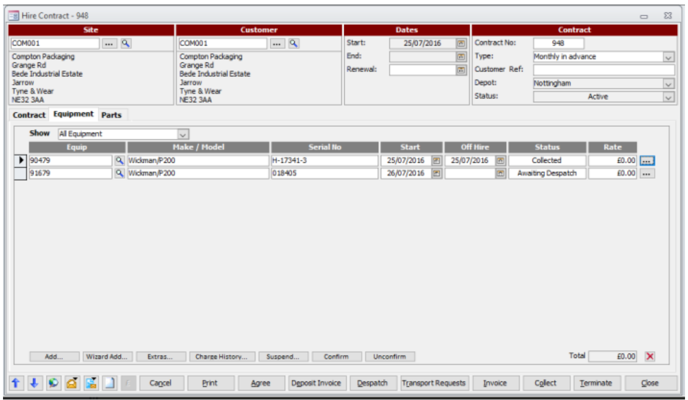
Immediate Invoicing process:

The other method to invoice a Hire Contract, is to use the Invoice button on the individual Hire Contract itself. To do this, follow these steps:

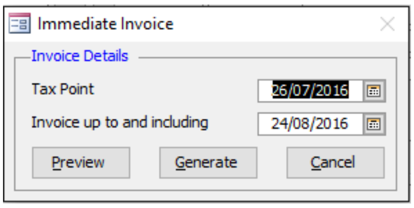
1. Use the Hire Global Enquiry screen to locate the Hire Contract required:



2. Select the Hire Contract and then click on the  button shown at the bottom of the screen:



3. A small pop-up window is opened, where you can confirm the Tax Point and Invoice Up To Date and either Preview or Generate the Invoice:

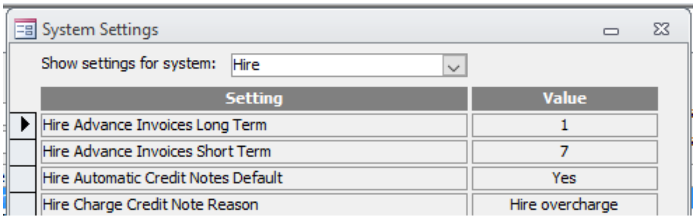


NB: Obviously this method only raises invoices for one contract at a time and ignores any invoice consolidation that may be set up.

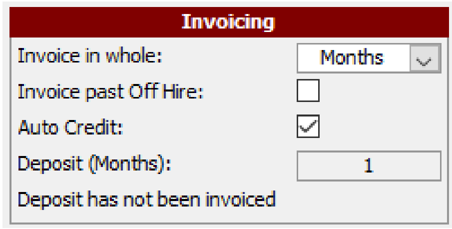
Raising Credit Notes

What do you do if you have invoiced a Customer in advance for a hire and then they decide to off-hire it before the agreed end date? You need to raise a Credit Note, but don't need the hassle of working out how much is owed for the 'overcharged' period. Protean can handle this for you.

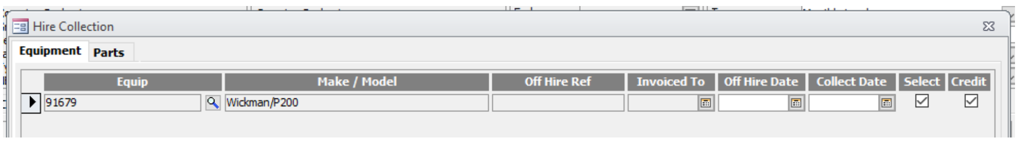
- In **System ¦ General ¦ Settings** there is a global option called: ***Hire Automatic Credit* Notes Default.**



- On each **Hire Period Detail screen** (one per item of Equipment per Contract), this flag is also available and amendable:



- On the Collection screen each line again shows the default option (yes or no) and has the ability to be amended here too:



To use this facility:

1. If you have 'overcharged' on a hire, then when you collect the item ensure that the **Auto Credit function** is selected for that item(s), by checking none of the methods mentioned above.

2. Then when you raise the final invoice (if there is not one to raise then run invoicing anyway), the system will produce a Credit Note for the correct amount.

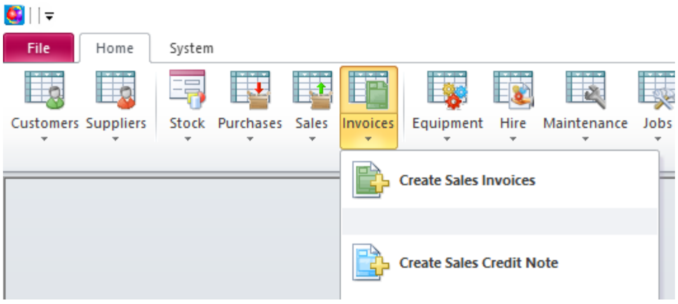
For example:

- You hire out Equip No 1234 to Customer ABC at £100/month for 3 months.
- You raise an invoice for the whole amount up front (£300).
- Then ABC decides to off-hire it half way through the last month.
- On collection you ensure that the Auto Credit box is ticked and collect the Equipment.
- Then click the Immediate Invoice button.
- The system raises a Credit Note for the overcharged portion automatically.

Raising Manual Credit Notes

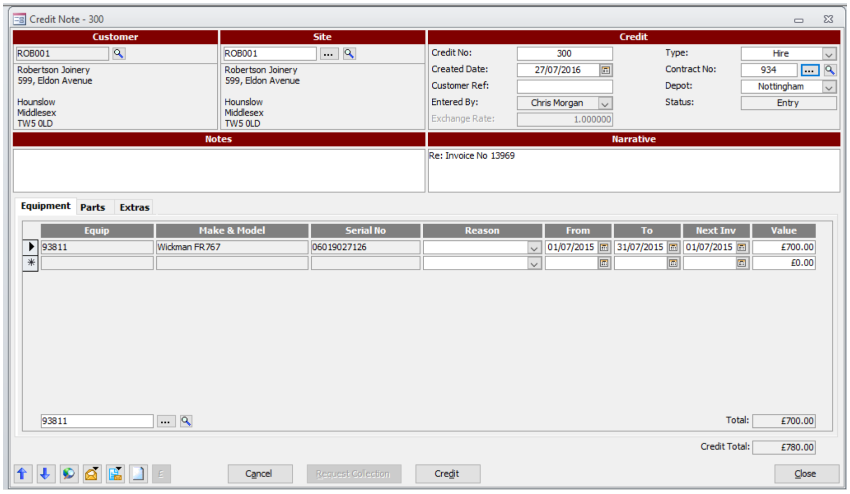
You can also raise a manual credit note, by following these steps:

1. Click on the drop down arrow below the **Invoices** icon and select **Create Sales Credit Note:**



2. Ensure that the Type box in the top right-hand corner of the Credit Note screen is set to Hire (this is the default position):

3. In the field below the Type box either enter the Contract number you wish to credit and press enter or use the ... button to open the Global Enquiry screen to search for it.
4. Once selected, the Credit Note screen is automatically filled in with the details from the Contract (the Customers name and address and Equipment information):



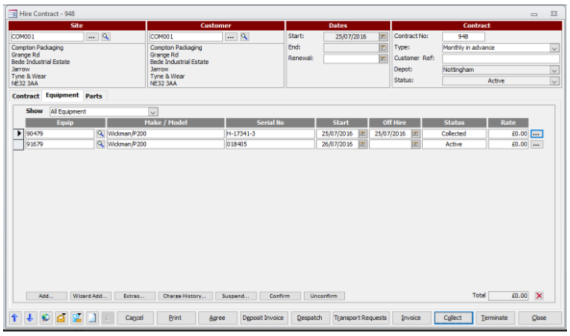
5. Enter the value you wish to raise a Credit for, in the Credit Value box.

***NB:** Whatever items remain on the screen, when you press the **Credit** button will appear on the Credit Note.*

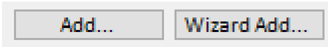
6. Next, for each line that remains on the Credit Note you need to select a Reason. This reason will determine what happens to this line on the Credit, depending under which Stock Adjustment Category it was created under.
7. Check the Credit Total box just above the **Close** button. This is the Net Credit Note value. If it is satisfactory, click the **Credit** Button. This will raise the Credit Note based on the details left on-screen. If you have not allocated Reasons to all the remaining lines, the system will remind you.

Adding Equipment to an existing Hire Contract

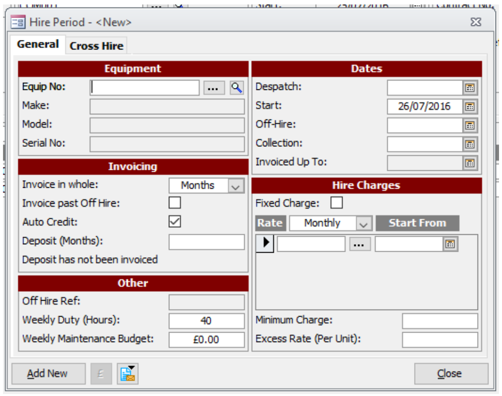
1. Go to the Hire Contract you wish to add an item to:



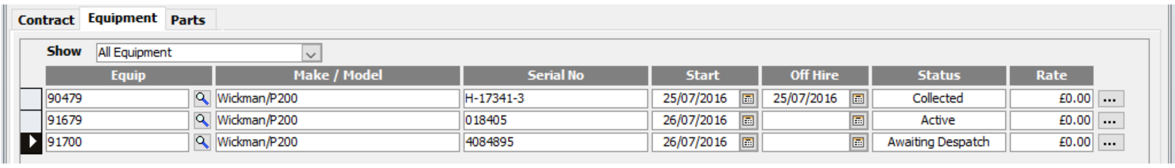
2. Then click the **Add** or **Wizard Add** button as you wish:



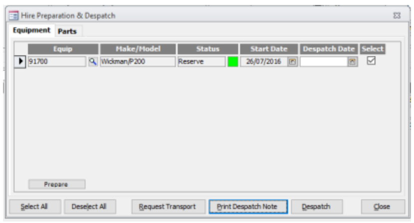
3. The Hire Period Details screen opens:



4. Select the Equipment and enter the details as appropriate.
5. On closing the Hire Period Detail screen, you will be returned to the Schedule List view and the new item of Equipment will be there, and of status **'Awaiting Despatch'**:



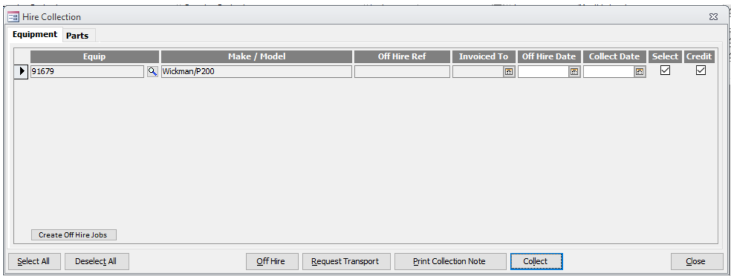
6. Click the **Despatch** button and the Despatch screen opens and shows only your new item as ready for despatch:



7. Click the **Despatch** button. The item is now “On-Hire”.

How to collect one item of Equipment from a list on a Hire Contract

1. Go to the Hire Contract in question and click the **Collect** button. The Collection screen opens:



2. Ensure that the only item 'selected' (with a tick in the selected column), is the item you wish to collect (or off-hire).

3. If you wish. You can print a Hire Collection Note for the selected item. By clicking the **Print Collection Note** button.

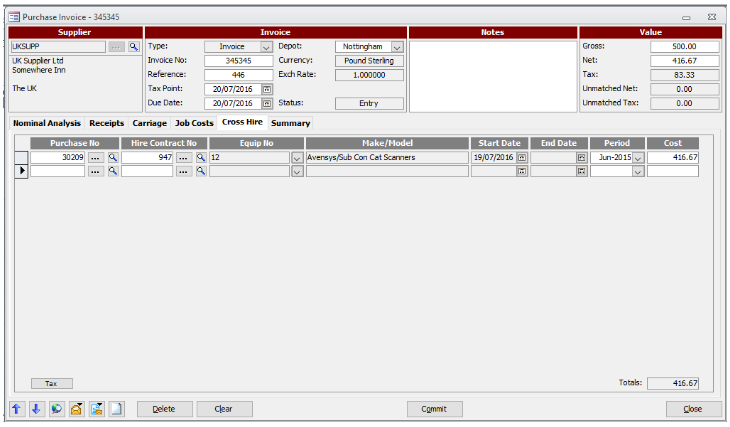
4. Then click the **Collect** Button (and/or the **Off-Hire** button). Only the selected item is collected, the rest remain 'On Hire'.

How to record Cross Hire costs on a Contract

There is one method of recording cross-hire costs, which is via the Purchase Invoice Matching process.

Entering Cross Hire Costs:

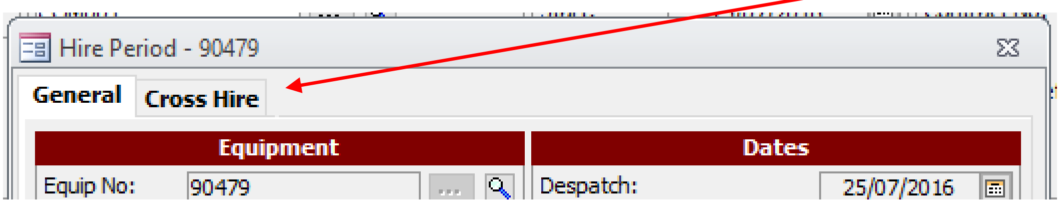
When you post your purchase invoice(s) from the cross-hire Supplier, you can allocate the costs on the invoice to a cross-hire item of equipment on a Hire Contract, via the PI Matching screen (**Invoices ¦ Enter Purchase Invoice / Credit Note**):



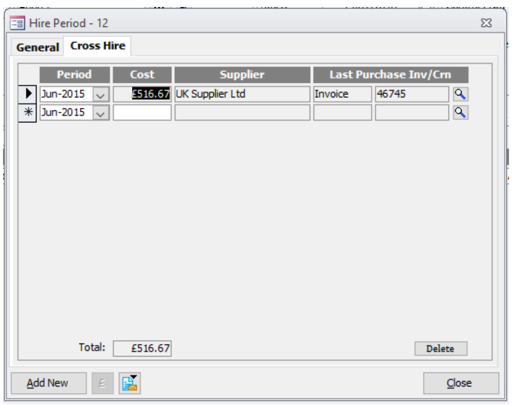
Simply select a financial period for this cost to be booked into and the system does the rest. As well as updating the Nominal Ledger on your accounts and the Hire & Equipment Profit tables in Protean, the costs are shown on the Hire Period for the cross-hire item on the Contract.

Viewing Cross Hire Costs:

Details of the Cross Hire costs recorded in this way, can then be viewed by selecting the Hire Contract required and then on the Hire Period for the cross-hire equipment in question, there is a **Cross-Hire Tab**:

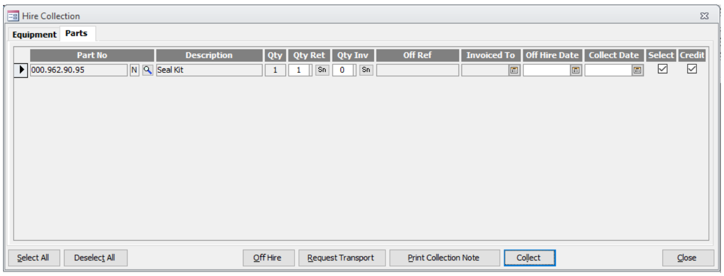


In the screen displayed, you can view the costs recorded against the item period by period, to accurately reflect the costs as you incur them allowing you to see the true profitability of this Contract:

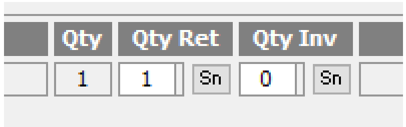


How to handle “Sale or Return” Parts on a Contract

1. At the end of the 'hire' use the **Collect** button on the Hire Contract to open the Collection screen. Click the **Parts** Tab to see a list of Parts that can be collected:



2. The '**Qty**' field shows you how many of each part were despatched to site. The **'Qty Ret'** field will default to the same amount. This is the amount of each Part coming back from site. If it is not a full return then simply amend the returned quantity here:



3. The system will automatically place any variance between what was despatched and what was returned into the 'Qty Inv' so that you can invoice the Customer for the shortfall. This serves two purposes. Firstly, for lost or damaged hire items and secondly, for goods sold on a 'use or return' basis, such as cleaning fluid or gas bottles.

Note: *If you do not wish to invoice the Customer for non-returned items simply zero the 'Inv Qty'. The system will then write these parts off.*

4. You may then use the **Off-Hire** and/or the **Collect** buttons to return the Parts back to the Depot.

5. Any items requiring invoicing, will be invoiced when the final termination invoice is raised.

How to dispatch Hire Parts

1. On the Contract containing the Parts you wish to despatch, click the Parts Tab and then the Despatch button. This will open the Despatch screen containing a list of all the Parts on this Contract that are able to be despatched to Site.
2. By default, all the parts requiring despatch will be 'selected'. If you do not wish to despatch all these parts then simply remove the tick from the selected box by clicking it with your mouse.
3. If you wish to print a hard-copy Hire Despatch Note then you may click the Print Despatch Note button.
4. When you are ready to despatch the selected Parts click the 'Despatch' button. A message appears to inform you that the Parts have been despatched. If there is insufficient stock available to despatch the parts you will be informed. The Despatch Date is populated automatically, but can be overtyped if you wish. The Parts are now on hire (or sold if so flagged).

How to collect Hire Parts

1. At the end of the 'hire' use the **Collect** button on the Hire Contract to open the Collection screen. Click the Parts Tab to see a list of Parts that can be collected.

2. The '**Qty**' field shows you how many of each part were despatched to site. The **'Qty Ret'** field will default to the same amount. This is the amount of each Part coming back from site. If it is not a full return then simply amend the returned quantity here.

3. The system will automatically place any variance between what was despatched and what was returned into the **'Qty Inv'** so that you can invoice the Customer for the shortfall. This serves two purposes. Firstly, for lost or damaged hire items and secondly, for goods sold on a 'use or return' basis, such as cleaning fluid or gas bottles.

NB *If you do not wish to invoice the Customer for non-returned items simply zero the 'Inv Qty'. The system will then write these parts off.*

4. You may then use the Off-Hire and/or the Collect buttons to return the Parts back to the Depot.

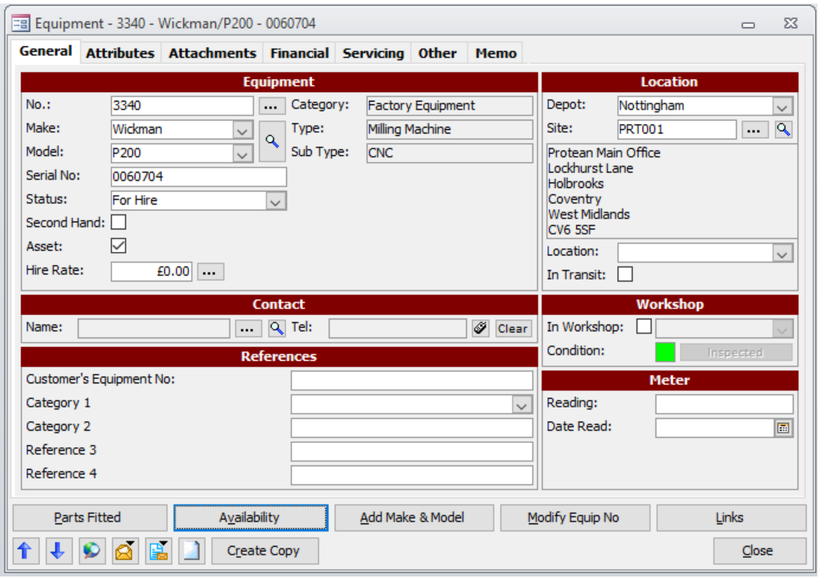
5. Any items requiring invoicing will be invoiced when the final termination invoice is raised.

Hire Diary

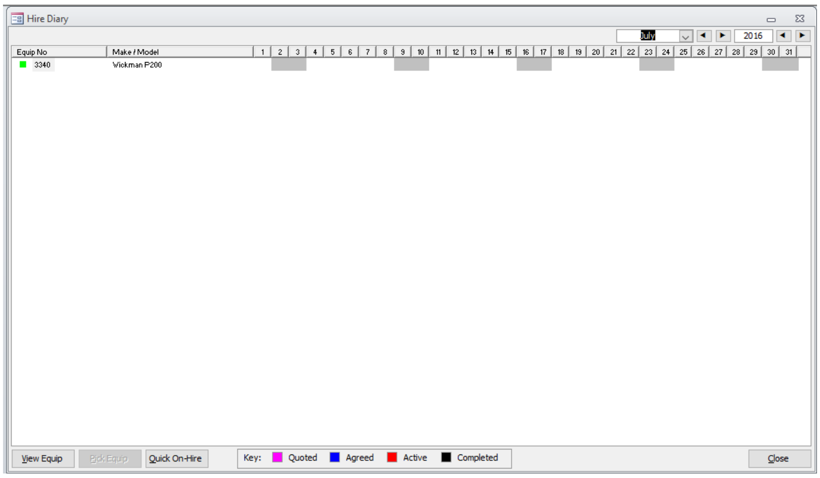
You can access the Hire Diary from a number of different areas of the system. The two principle routes are:

1. On the Equipment Record
2. The Hire Global Enquiry screen

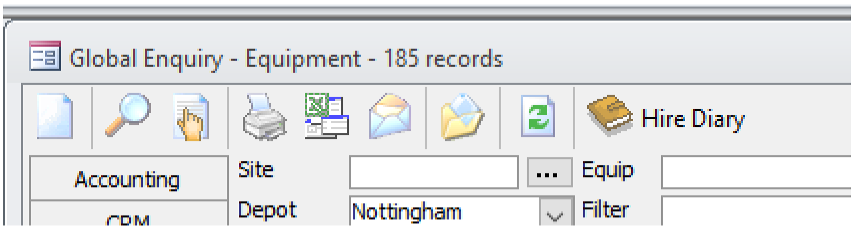
On the Equipment screen, for hire equipment, there is an '**Availability**' button:



Clicking this will open the Hire Diary just for that one item of Equipment:



Alternatively, from the Global Enquiry screen for Equipment you can click the Hire Diary button:



This will open and display the diary for the list of Equipment currently in the Global Enquiry list:

This means that you can sort and filter the Global Enquiry list as required and then click Hire Diary.

For example:

You have a customer looking to hire a counter-balance truck from you. Open Global Enquiry for Equipment. Alter the Status From to 'For Hire' and the Status To 'Inspect'. We are now only looking at hire items. Then in the Category column, find 'Truck' and double-click. We are now only looking at hire trucks. Find a counter-balance truck in the Type column and double-click. We now have a list of hire counter balance trucks. Click the Hire Diary button. We can now check their availability.

- Once in the screen we are shown the diary for the current month. You can alter this by either selecting a month from the list or using the < and > buttons to step through the months, similarly for the year.

Note: By hovering your mouse over the Equip No the Serial No is displayed. By hovering over the coloured bars (representing contracts) the Contract No, Start & End Dates and the Contract Type are displayed.

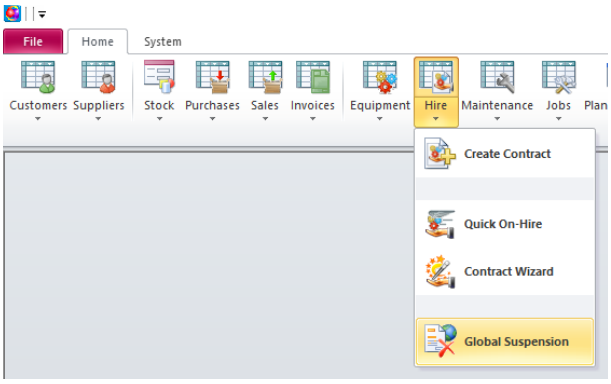
- From here we can view an Equipment Record by clicking the Equip No in the list and clicking the 'View Equip' button. We could also create a quick hire by clicking the 'Quick On-Hire' button.

- The 'Pick Equip' button is used when entering this screen from a Hire Contract (via Global Enquiry).

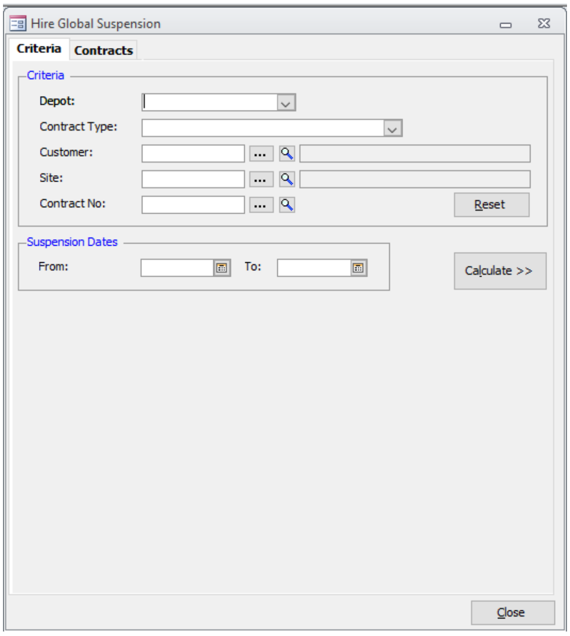
Global Suspensions

This screen allows you to set a global suspension on all, or a chosen set of Hire Contracts.

1. Go to **Hire ¦ Hire Global Suspension** on the menu:



2. In the top half of the 'Criteria' Tab select any criteria that you wish to enter:



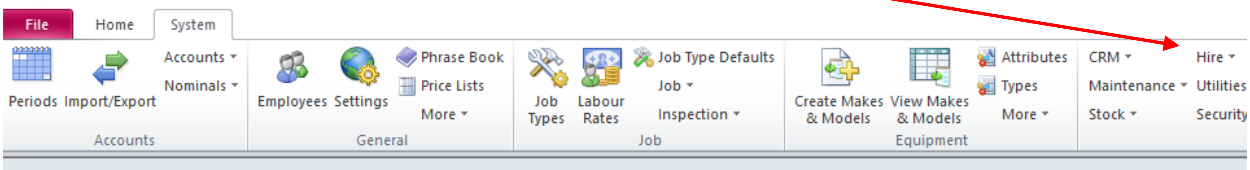
3. Leaving all criteria boxes blank, means that the system will apply this Suspension to ALL Hire Contracts. If you do not want to do this you must enter some criteria. You can use Depot, Customer, Site and Contract No as criteria to cut down this list.
4. Then enter the date range for the Suspension.

For example: If you were giving your Customers a payment holiday for Christmas, you would enter 24/12/16 in the 'From' box and 27/12/16 in the 'To' box.

5. Click the **Calculate** button.
6. The system will switch Tabs to the '**Contracts**' Tab and display a list of all affected Contracts based on the criteria you selected previously.
7. If you are happy with the selection click **Apply**. If not, go back to the '**Criteria**' Tab and start again.

Hire Module Setup

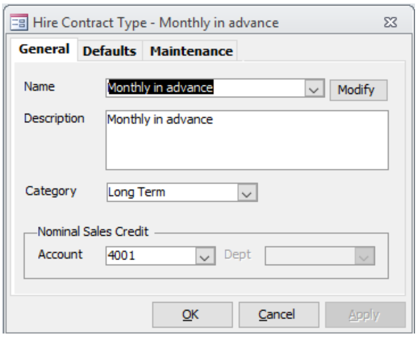
In order to use the Protean Hire Module, a number of pre - determined settings and lists must be setup. This is done, by clicking on the **System tab** and then selecting the Hire option as shown:



Contract Types:

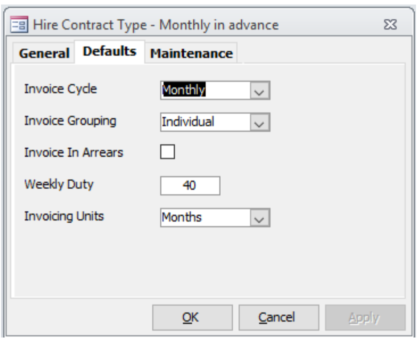
This is where you can create a number of different types of Hire Contract with different cycles, defaults etc.

General Tab:



- **Name:** In the Name box type (or overtype an existing name) the name of the new Contract Type that you are creating. For example; Fixed Rate; Contract Hire; Casual etc.
- **Description:** Add a short Description, which is a required field. Notes recorded here can be useful some time later when you or another user is looking back.
- **Category:** Use the drop down arrow icon to select the appropriate entry, either Long Term or Short Term.
- **Account:** Select the Nominal Sales Account and Dept (if applicable) that you wish the revenue from contracts of this Type to go to in your Accounts Software.

Defaults Tab:



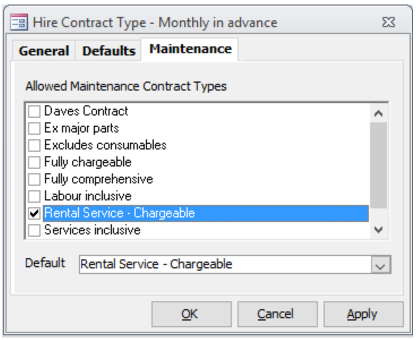
- **Invoice Cycle:** This will default in from the settings displayed on the Accounts Tab shown on the Invoice Customer record selected. It controls how often this customer is invoiced.
- **Invoice Grouping:** This will default in from the settings displayed on the Accounts Tab shown on the Invoice Customer record selected.

It determines if invoices are to be consolidated or not, and if so how:

- **Individual:** Invoice raised for this contract only.
- **Site:** Groups invoices of same type by site address.
- **Site Mixed:** Groups invoices of all types by site (excl. equipment sales orders)
- **Customer:** Groups invoices of same type by Invoice Customer.
- **Customer mixed:** Groups all types by Invoice Customer.
- **Order reference:** Groups all documents with same Customer Order Ref.

- **In Arrears:** Enter a tick in this field to invoice the customer in arrears. If not selected, the customer will be invoiced in advance.
- **Weekly Duty:** The rate to be used for any hours over and above the standard specified on the Contract.
- **Invoicing Units:** Enter the default units that will be used on the invoice.

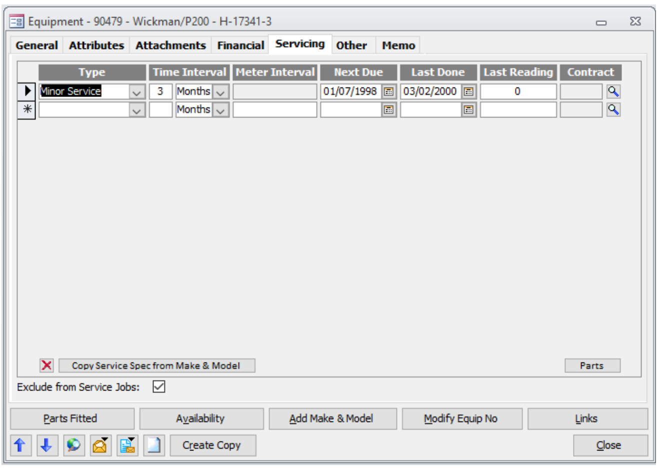
Maintenance Tab:



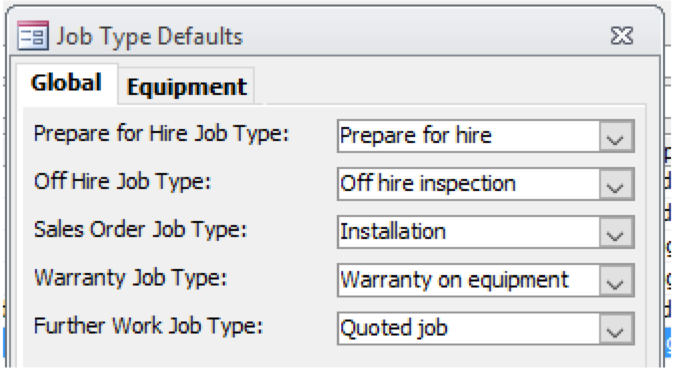
- On the Maintenance Tab, select the Maintenance Contract Types that you wish to associate with this Hire Contract Type. This need only be done if you require special servicing regimes to be available for your Hire Fleet.

Note: A general rule of thumb with Hire (asset) Equipment is that Protean wants to maintain and service it. Unless you tell it otherwise it will produce service jobs for the entire hire fleet. It does this through the data input on two screens:

- Firstly, the Equipment Servicing screen. Here you must list the applicable Service Type(s), check the Interval and Next Due Date and list any associated Parts:



Secondly, the Service Types Defaults screen (**System ¦ Job ¦ Job Type Defaults**):



- Here you must select the Job Type to use when creating service Jobs for the Hire Equipment linked through the Service Type.

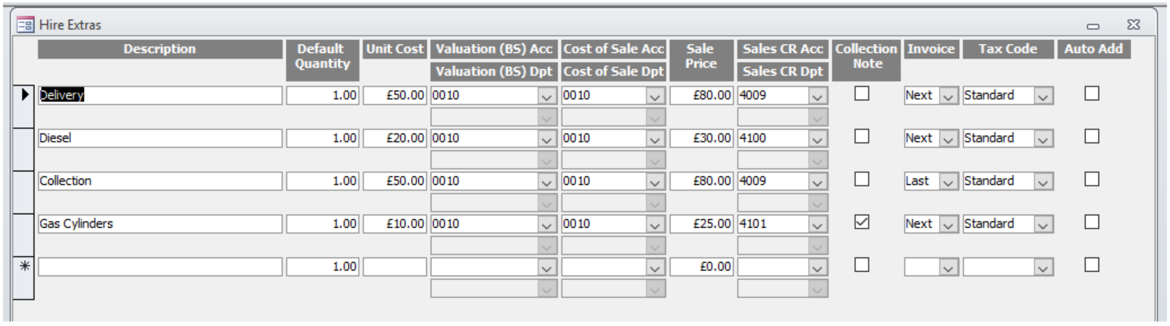
- If these two screens are set up then when you run Update Service Jobs on the Maintenance menu, then the system will generate Service Jobs for the Hire Equipment.

- Should you wish or need to set up anything out of the ordinary then that's where the Maintenance Tab on the Hire Contract Type screen comes in. This allows you to access the customised Job Types, Labour rates and so on configured on these Maintenance Contract Types.

When you are satisfied with your selections click **OK** to save your new Contract Type and exit the screen, or **Apply** to save this one and leave you in the screen to create another.

<u>Hire Extras:</u>

Here you can create items that you wish to add to a Hire Contract other than Equipment & Parts, such as Delivery, Collection, Fuel etc.



Hire Extras

Description	Default Quantity	Unit Cost	Valuation (BS) Acc / Valuation (BS) Dpt	Cost of Sale Acc / Cost of Sale Dpt	Sale Price	Sales CR Acc / Sales CR Dpt	Collection Note	Invoice	Tax Code	Auto Add
Delivery	1.00	£50.00	0010	0010	£80.00	4009	☐	Next	Standard	☐
Diesel	1.00	£20.00	0010	0010	£30.00	4100	☐	Next	Standard	☐
Collection	1.00	£50.00	0010	0010	£80.00	4009	☐	Last	Standard	☐
Gas Cylinders	1.00	£10.00	0010	0010	£25.00	4101	☑	Next	Standard	☐
	1.00				£0.00		☐			☐

- **Description:** Enter in the Description box the name of this Hire Extras as it will appear on the Invoice and Contract prints.
- **Default Quantity:** Enter a default quantity for this item. If it is an item like 'insurance' simply enter 1.
- **Unit Cost:** In the Cost box enter the cost value of this Extra to you.
- **Valuation Acc / Cost of Sale Acc:** Enter a Cost CR and DR Account (and Dept. if applicable). The cost value just entered will be credited from the first account and debited into the second on invoicing. The first account would be a Balance Sheet 'valuation' type account, and the second a Cost of Sales account.

- **Sale Price:** Enter the selling price in Unit Value. Both the Cost & Value fields are defaults and can be amended when this item is added to a Hire Period.
- **Sale CR Acc:** Select the correct Sales Account (NL) for the revenue to go to.
- **Collection Note:** If you wish this extra to be listed on the Hire Collection Note, that you can print when collecting Equipment, then tick the box labelled 'Collection Note'.
- **Invoice:** Then choose whether this Hire Extra should be invoiced on the **Next** (first); the **Last** invoice generated by the Hire Contract it is on or **Every**.

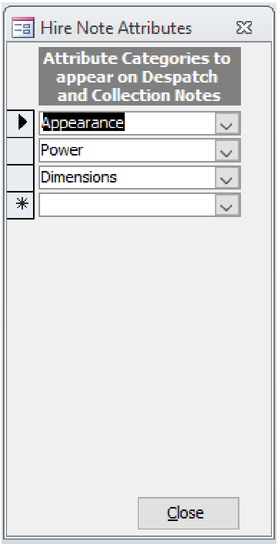
Example 1: You may have Delivery on the Next invoice and Collection on the Last or Insurance on every invoice.

Example 2: You hire out an item of equipment and wish to also charge for delivery, collection and fuel.
You create three Hire Extras, Delivery, Collection, and Diesel. The Delivery and Diesel you set to invoice on the Next (first) invoice, whereas the Collection charge you set to invoice on the Last invoice.

- **Tax Code:** Select the appropriate VAT Rate for this Extra. For example, if adding Red Diesel to a Hire Contract then ensure you are using the reduced rate of VAT.
- **Auto Add:** If ticked, this extra will be automatically added to every new Hire Contract created.

<u>Note Attributes:</u>

Here you can select which Equipment Attributes you wish to appear on Hire Despatch & Collection Notes:



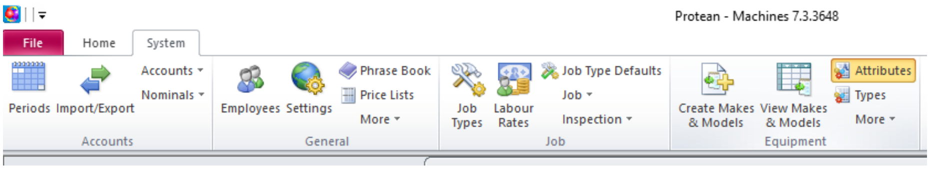
This screen allows you to choose what information, relating to the Equipment, appears on Hire Despatch and Collection Notes. Equipment Attributes are stored against individual items of Equipment. Each Attribute belongs to a Category of your creation.

Here select from the list the Categories which contain the Attributes you wish to see on the above documents. If left blank then the documents will just carry the Equipment No, Make, Model and Serial No.

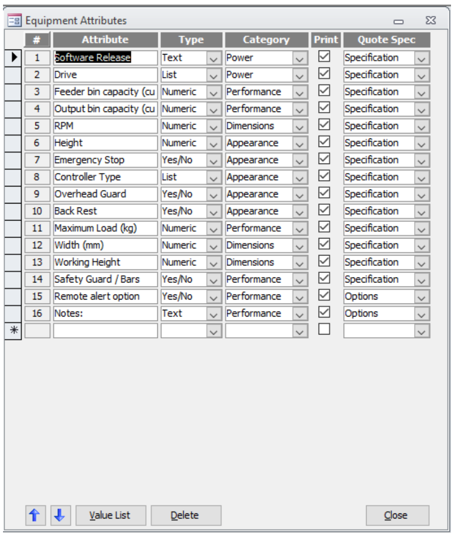
Equipment Attributes & Categories

Attributes allow you to store information about an item of Equipment (and Customer, Sales Opportunity or Employee). They are completely user-defined, allowing you to hold as much or as little information as you wish about any item of equipment on Protean.

To Setup Equipment Attributes & Categories, click on **System ¦ Equipment ¦ Attributes:**



The system will then display a screen, similar to the one shown below:



There are various 'Types' of Attribute that essentially govern in what form the information is held. These Types are Numeric, Text, Yes/No, List & Date. Each Attribute can also be Categorised (again using user-defined Categories), to enable you to control long lists of information.

- **Printing:**
  Attributes can be printed on Equipment Despatch Notes, Sales Invoices, Hire Despatch & Collection Notes, Hire Contracts and so on.

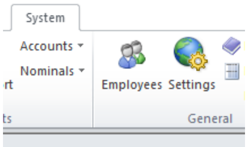
- **Searching:**
  Using the Advanced Query option in Global Enquiry you can also search on Attributes.

  For example:
  You have an Attribute called "No of Wheels". This would be a Numeric or List Type (depending how many possible values there were). A customer calls and wishes to hire some equipment from you. He does not mind what Make or Model it is but it must have 3 wheels. Using the Advanced Query you could ask Protean to show you any equipment that was available for hire and that had 3 wheels.

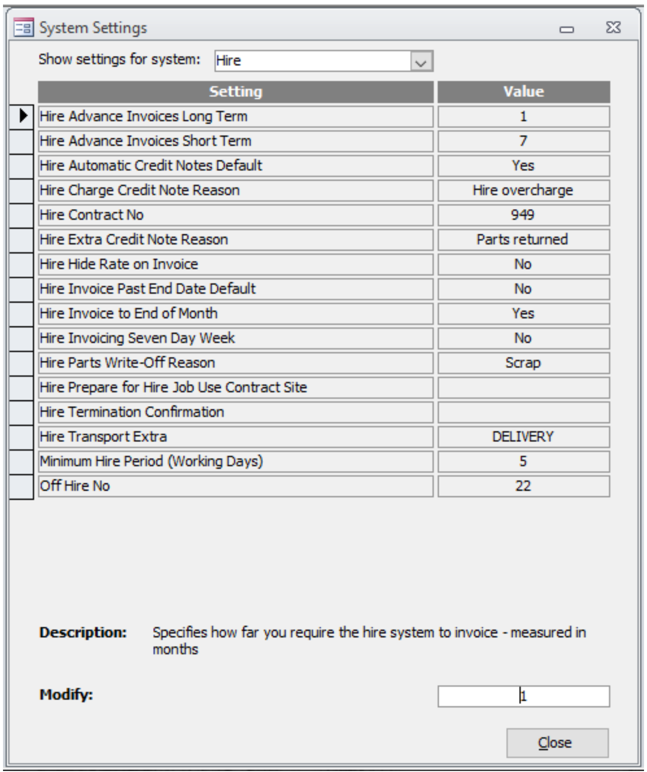
- **Time Saving:**
  To save you time in setting up the Attributes for each individual item of equipment the system allows you to set up default Attributes at the Make & Model level which can automatically copy down to the Equipment Record screen when you create new equipment.

Hire Module Settings

Please find below a summary of the various System settings, some of which have already been mentioned in this guide. These are accessed by clicking on **System ¦ Settings:**



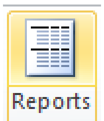
In the **Show Settings For System** field, use the drop down arrow icon and select Job. The system will then display the various settings used in the Job Management area of the system:



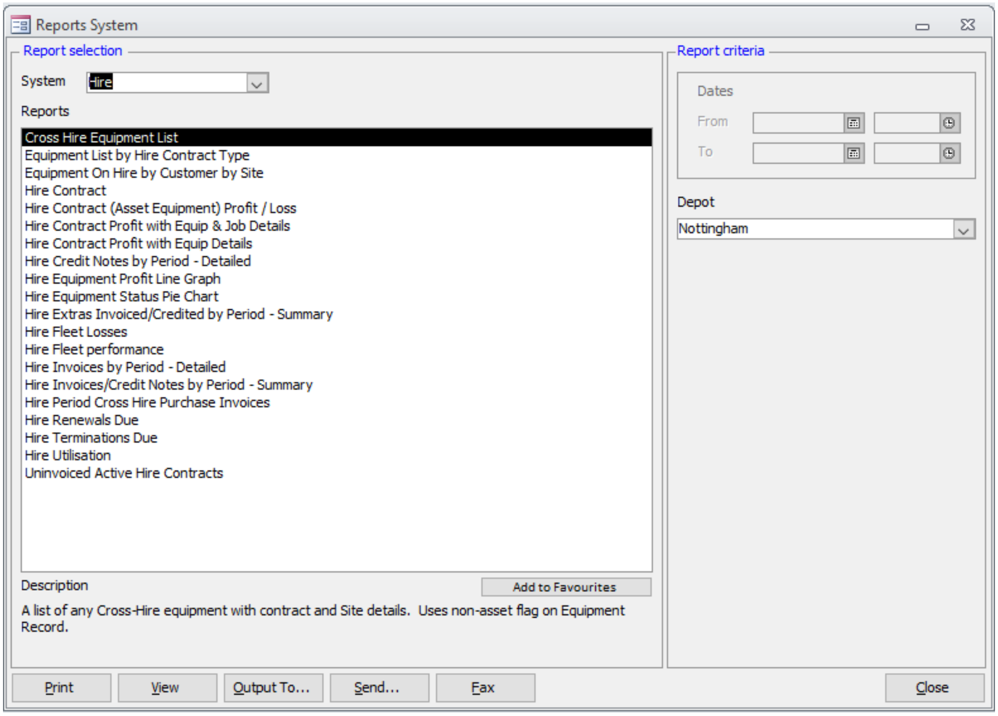
An explanation of each setting is given at the bottom of the screen. Please contact our support team for any additional help with these settings.

Hire Module Reports

Protean has a number of Hire Reports available and these can be accessed by clicking on the Reports Icon, shown at the top to Home screen:



In the **System field**, use the drop down arrow icon to select **Hire**. The system will then display a list of the standard stock reports available:



An explanation of each report is shown at the bottom of the screen.