
Down To Earth

Business Software

Work Order

User's Reference Manual



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Work Order Entry

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Work Order Entry

The Work Order Entry application operates in conjunction with Inventory, Name/Address, and Water Billing applications. **Inventory** manages the items sold, **Name/Address** defines the Owners of the Land, and **Water Billing** tracks and manages the history and open invoices to be paid if a work order is billable.

Work orders are created for any customer call that results in a fieldman inquiry or problem resolution. There are a variety of work order types from standard and quick service calls to complex calls that can take several days. Any of the work orders are also classified for accounting considerations as LID cost related, internal company repair, or billable to a contractor or owner.

Work orders are entered with a variety of options, printed for delivery or direct to the field shop, and any expenses to track are entered once the solution is found. When the order is complete, it's type is decided for accounting considerations, an invoice is printed, then the work order is posted into the history files for analysis and reporting at a later date.

In addition, Down To Earth Work Order Entry enables you to

- Access Name/Address, Item and individual code masters
- Define the format of the work order being printed
- Re-print an invoice, after it has been posted, if necessary
- Print reports or inquiry via the screen for open work orders still in progress or closed and invoiced orders
- Purge data files of records not needed for access any longer

Item master quantities are updated in what is commonly referred to as 'real time' As the work order lines are entered, the item's on hand quantities for items associated with the order are updated. By the time the invoice is ready to be printed, the quantities are adjusted to reflect the items already relieved from the inventory.

Down To Earth Work Order Entry offers many different **screen inquires** to find historical information regarding an invoice, customer, or item, track a shipment in progress, or check the outstanding POs for future shipments expected.

When invoices are posted in Work Order Entry, in addition to the standard work order history files, the invoice is recorded in the Water Billing unpaid invoices (**wbinvc.ism**) files, history files (**arhist.ism** and **wbinhs.ism**), and values updated in the owner/customer master file (**arcust.ism**). The income, cost of sales, inventory, and accounts receivable general ledger distribution is written to the Work Order distribution file (**wodist.ism**) to be interfaced to General Ledger at month end. (If you have not installed Down To Earth's General Ledger application, you can print the W/O to G/L distribution report for journal entry into separate accounting software.)

1 Getting Started

To set up Work Order Entry, select “Work Order” from the Operations menu column. The Work Order Entry main menu is displayed with “Enter orders” as the default selection. For details about getting around within Down To Earth or shortcuts for data entry, please refer to the General Concepts User’s Reference Manual.

Before you begin using the Work Order Entry application, you must perform the following functions in the order specified below.

1. Set up the company (DTE Controls) by following the detailed instructions in the section, “Setting up your company.” You need to enter the information required to define the company’s options that are to be processed within the Down To Earth software.

For example, via the DTE control variables, you determine if you manually assign the order and invoice numbers or have the system automatically assign them sequentially. You also determine what the next order and invoice numbers are, the invoice form number you will be using, if you want the invoices to automatically print on a specific printer, and various default values. In addition, you can choose to include printing extended descriptions, Kit components, and the Form number to utilize for Work Orders.

Cost determinations are also defined. You choose if the system should check to insure the price is not less than the cost, if operators are allowed to change costs, and if you even want the operators to view the cost of an item.

2. If you have not created a code for each **Car**, **Problem**, **Sales Tax**, or **Alert** code, you can create them via Work Order Entry, “Codes ►” Maintenance menu selection. Follow the instructions in the Name/Address User’s Reference manual, “Codes ► Sales ►” Maintenance Menu Column” or “Codes ► Other ►” section, for the respective code definitions.
3. If you did not define all of your owner/customers using the Name/Address application, define them via Work Order Entry “Name/Address” Maintenance menu selection. Refer to the section, “Defining Addresses & Masters” within the Name/Address User’s Reference manual, “Owner Maintenance Tab window” section for more detail.
4. If you have not defined each item, service, labor, or vehicle time that you provide to your owner/customers within the Inventory application, you can define by selecting “Items” from the Work Order Maintenance menu column. Refer to the section, “Defining inventory items” within the Inventory User’s Reference Manual, “Maintaining inventory item records” for details of each field entry.



NOTE: Both the owner and item master records must be defined before any orders can be entered. In addition, reference codes, such as Terms, Tax, Location, Catalog, Category, and Unit of Measure codes (for the items) must also be defined.

5. Optional. Enter all open work orders by following the instructions in the section, “Entering orders.” Then print an Orders Entered report, and/or an Open Orders (by owner or item) report to check your entries for accuracy. To print these reports, follow the instructions outlined in the Work Order Entry User’s Reference manual, “The Reports/Inquiry Menu Column,” “Orders ►” section.



NOTE: The best time to begin using Down To Earth Work Order Entry is at the beginning of a new accounting month or period, so plan your installation accordingly.

2 The Maintenance Menu Column

Most Master and Transaction maintenance window entry allows for ID code creation ‘on the fly’ by using the “Field maintenance” shortcut for that field. However, creating as many master records as possible at one time is the most efficient method of data entry. The individual codes identified within any master should be defined before the actual master record. Select “Codes ►” to define system wide sales (such as *Terms or Tax*), item, purchasing, and other codes used throughout Down To Earth. Select “Name/Address” to enter vendors, *customers*, ship to, mail to, contact, and group masters.

You can select “Name/Address” or “Codes ►” from any Maintenance menu column within any application that utilizes any of the codes defined. Then create the necessary vendor, customer, ship to, mail to address, and contact information required. You can optionally also define Call management information for the Contact and Groups associated with the addressee.

The Maintenance menu column enables you to define the codes and records needed to process Work Order Entry transactions. It contains entries that enable you to

- ✓ Create Name/Address records for Owners not previously defined
- ✓ Define the items for use in repairing lines or resolving reported issues. This also includes services or labor/machinery time to be tracked
- ✓ Define the codes for your Owner and Item records such as territories, customer terms, tax rates (via “Sales ►” code selection), category, commission, location, unit of measure, and warranty codes (via the “Items ►” codes selection), and car and problem codes (via the “Other ►” codes selection),.
- ✓ Define the Work Order form to use for internal routing and optionally billing the owner/customer.
- ✓ Set up your company to determine how Work Orders are processed for your company

“Locate record” and “Find” shortcut: If you’re using any Maintenance menu selection to change an existing record, you can use the “Locate record” shortcut to search for the record by any of the field choices displayed, based on the record key(s). Use the “Find” shortcut to search for a previously defined code during data entry if not already known. Most “Find” shortcuts do not offer search options but instead simply display a list of valid codes to use for data entry.

The two choices are indicated by the “Locate record” shortcut enabled by the Binoculars button or displaying a “Find” button next to the field with three periods. Either click on the enabled button or use the equivalent keyboard key as noted when you pull down the Records menu column.

For example, to locate a Name/Address record for a customer, use the “Locate record” shortcut to display the search options for ID, Name, Telephone, Zip, or City.

Use the “Fill defaults” shortcut to search alphabetically by Search name or press <Enter> for ID, enter a blank for the Search name field (using the <Spacebar>) and enter data in any other field to search on. Wildcards are allowed along with several “Locate record” shortcut search options. Please refer to the General Concepts User’s Reference manual for complete descriptions and additional examples.

“Field Maintenance” shortcut: Throughout Down To Earth applications there are some Master fields that can be defined ‘on the fly’ while in other routines. For example, you can define a new Vendor, Terms code, or Chart of Account number while entering AP invoices or define a new Customer, Cost Center, or Cost Category while entering AR transactions.

Fields enabling the use of the “Field Maintenance” shortcut are noted by a different color field name – the standard color is green. Click on the green field name to display the maintenance input window for that code.

Keyboard shortcuts: For your system’s actual keyboard shortcuts, pull down the General or Records menu column for Windows environments, within a menu column selection. Pull down the General, Records, and/or Input menu columns for the keyboard shortcuts in a non-Windows environment.

2.1 Defining owners/customers

Before you can create an order for a owner/customer, that customer and address must be defined for your company. Customers are companies or individuals who are requesting assistance from your company.

Once all the required codes are established (tax, terms, etc.), you can define new customers or ship to addresses via any application that offers “Name/Address” as a selection from the Maintenance menu column.



NOTE: Please refer to the “Defining Addresses & Masters” section of the Name/Address application manual for detailed instructions and field descriptions of the Owner input windows (Tabs).

In the relationship to Work Order entry application the owner master specifies such information as comments to optionally display on that customer’s order, their credit limit, terms for payment, credit card information, and if the customer should be charged tax on an order.

Although the Owner/customer masters are accessible by selecting “Name/Address” from the Work Order Maintenance menu column, all master records are stored in a single file from the Name/Address application (*namast.ism*). The actual owner master data (Tab) is carried in a separate file, *arcust.ism*. Any manipulation or reporting of the master file data is done from within the Name/Address application. For example, instructions to define list and label printing is contained within the Name/Address User Reference Manual.

2.2 Defining inventory items

For the purpose of Work Order Entry, inventory items are goods or services that you sell to your customers. Before you begin using the Down To Earth Work Order Entry application, you must create a record for each item in your inventory, for each location it is stored. To create these records or to change or delete the data in an existing record, select “Items” from the Maintenance menu column. The Item Maintenance window is displayed along with the Location, Bin, Serial/Lot, Customers, Vendors, and Sales (tabs) windows.



NOTE: Please refer to the section, “Maintaining inventory item records,” of your Inventory User’s Reference Manual for detailed instructions and specific field descriptions of the Inventory item master maintenance windows.

Defining an inventory item entails assigning an ID code to the item and entering such basic information as the item’s description, category used for G/L information, if the item is taxable, the units in which the item is bought and sold, and what Water Billing code should be used when a Work Order is billable. In addition, the item’s costs, pricing levels, quantities, and reorder information are defined for each warehouse Location. Within each Location code, the Bin is assigned and carries Physical Count data, and each Serial/Lot number for the quantities carried in the Bin and Location. If an item is stored in more than one inventory location, you must define that item for each of those locations.

Please refer to the Inventory User’s Reference Manual for instructions for each process relating to the inventory management.

2.3 Defining codes

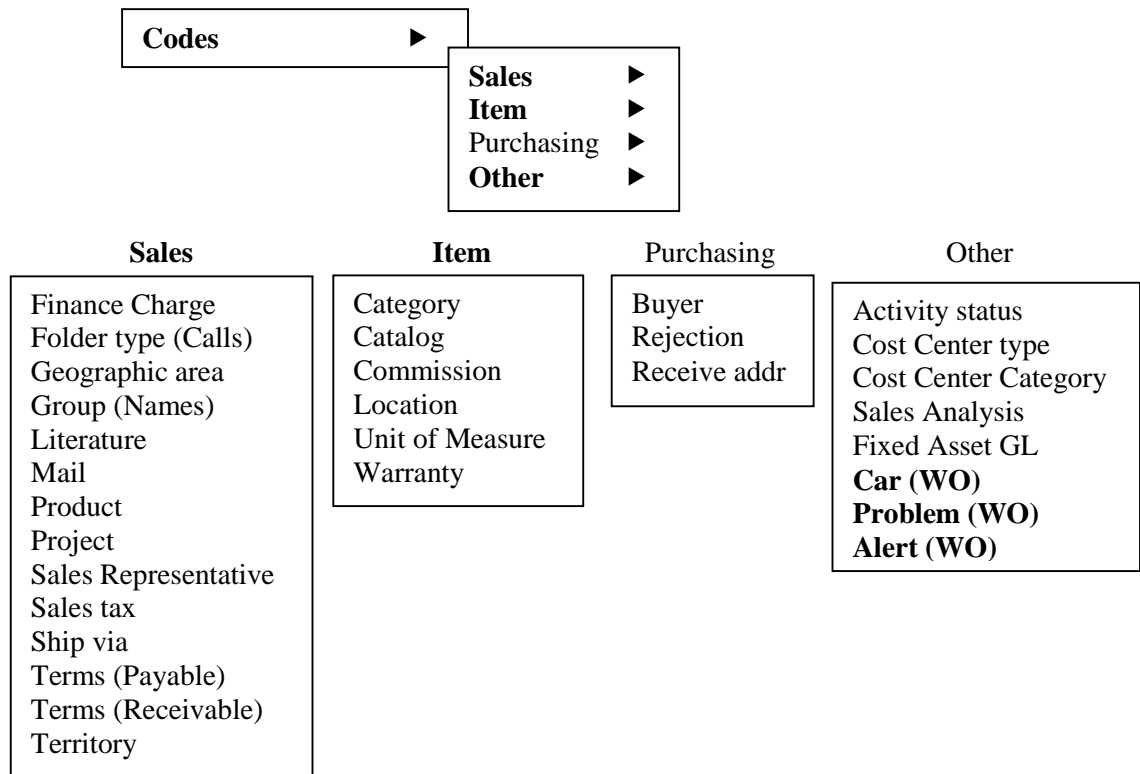
Select “Codes ►” from the Maintenance menu column to define the various codes used by all the applications in Down To Earth except those specific to the Water Billing application.

Although you can define or edit any of the application codes from this menu selection, only the codes defined under the **Sales ►**, **Item ►**, or **Other ►** sub-menus are actually referenced within the Work Order Entry application.



NOTE: For more detailed information regarding each input field within any Codes Maintenance window, please refer to the Name/Address User’s Reference manual, “Defining codes” section.

From the “Codes ►” selection, choose either “Sales ►,” “Item ►,” “Purchasing ►,” or “Other ►” to display the respective code selection menu. To define codes used within the Owner record, choose “Sales ►.” Choose “Item ►” to define codes used for item and location masters. Choose “Other ►” to define Car, Problem, and/or Alert codes used in this application. The respective code selection displays their Maintenance window for entry or edits.



Entry Information: Choose the “Add record” shortcut to add a new record, the “Edit record” shortcut to edit the displayed record, or the “Exit” shortcut to return to the Menu column. You can also utilize the “Locate record,” “Next record,” “Last record,” “Prior record,” or “First record” shortcuts to display a specific record in the entry window. You can use the “Help” shortcut for a brief description of any individual field. To cancel your input, use the “Cancel process” shortcut and be sure to use the “Update record” shortcut if any changes are made.

2.4 Establishing Land master information

The Land master consists of four distinct sections, standard information regarding the actual land parcel identified by the parcel number (Land Tab), the long legal description (Legal Tab), the owner(s) associated with that parcel (Owner Tab), and the water rights/billing information (Water Right Tab) to use when calculating assessment or domestic charges. Although only a single Legal description is allowed for each Land ID, you can associate multiple owners and/or water rights assigned to a given parcel of land.

The Land master is usually defined within the Water Billing application although changes are allowed via Work Order if necessary and if security allows this function. For a complete description of each Tab and field within the Tab, please refer to the Water Billing User’s Reference manual, “Establishing Land master information” section.

2.5 Work order format definition

The basic Work Order form is pre-designed by the program and designed to print on Line printer 132 column printer or to be reduced to an approximate 16.6 point font for a laser. However, the individual items used most often that print in the body of the work order can be customized into several formats by selecting “Work order format” from the Maintenance menu column.

The standard work order includes all the information as entered from both the (work) Order header (first) and the Field Entry windows. The primary incident information prints at the top of the form, followed by any special instructions and alerts for the field to take special note of.

The next section is designed to be filled out by the field for the crew, starting/ending dates, labor hours, and if applicable, equipment hours necessary for the resolution.

The body of the work order contains the different descriptions of items most commonly used. The print position of a description is determined by an “X and Y” coordinate of row and column. For example Row 1 and Column 12 is the first printable X and Y position due to the 10 position line programmed to print.

Seq	Line	Row	Col
1	30	3	12
2	40	3	82
3	50	4	12
4	60	4	82
5	70	5	12
6	80	5	82
7	90	6	12
8	100	6	82
9	110	7	12
10	120	7	82

The lines in this section are assigned a Sequence number within the List Selections window labeled Detail Lines. Each sequence number is also assigned a line number that actually determines the order of the assigned commands. It is suggested that the line numbers be incremented by 10 to allow for adjustments or inserting at a later time. Within each line number, the row, column, and description to print are defined. There is designated space within the work order format for up to 25 lines of user defined data.

As an example, the Detail Lines window show to the left, selected displays the Format Lines window below and together with all the format lines, creates the body section of a work order shown following.

Line	030
Row	3
Column	12
Description	ADAPTER, MALE, PVC
OK	

QTY	DESCRIPTION	SIZE	QTY	DESCRIPTION	SIZE
	ADAPTER, MALE, PVC			90 ELBOW, GALVANIZED	
	ADAPTER, FEMALE, PVC			90 ELBOW, 2" PVC SCH 80, S/TH	
	ADAPTER, PIPE TO HOSE			90 ELBOW, PVC, S/S _____ S/TH _____	
	BUSHING, REDUCER, GALVANIZED			90 ELBOW, STREET	
	Collac, PVC, s/s _____ s/TH _____			HANGERS, PIPE (2-HOLE)	
	Collac, Galvanized			POST, 4" X 4" LENGTH _____	
	Concrete - Throat Block			Speed Plug, Gallon	
	Coupling, Ramac			Ice - PVC, s/s	
	Union, PVC			Union, Galvanized	
	Nipple, Galvanized, Close			Union, Galvanized	
	Pipe-Class 200, PVC, Lgth: _____			Valve Box, Standard (Fiberglass)	
				Valve Box, Tyler, with lid 24"30"36"	

brief description of any individual field. To cancel your input, use the “Cancel process” shortcut, the “Delete record” shortcut deletes the active record displayed, and be sure to use the “Update record” shortcut if any changes are made to the header data.

If editing an existing format and no changes are required in the displayed fields, press <Enter> (or click Entries) to display the List selection window and the corresponding format commands.

Work Order Format Maintenance window

Format type: Assign a three character identifier to the format being defined. This field is Display only when editing an existing record.

Description: Enter a description, up to 30 characters in length, of the work order format. This description is displayed when using the “Locate record” shortcut.

Press <Enter> or click on the “Entries” shortcut to define or edit the work order body commands. Use the “Exit” shortcut to return to the Maintenance menu column.

List selection window

The sequence number is automatically assigned to each record (line) in the format. The maximum number of sequence records per format name is 999. Double-click the mouse or press <Enter> to select a marked sequence number record. Choose one of the following options

- ✓ Select the first sequence line when adding a new record to display input fields for a new format.
- ✓ Select a displayed sequence number to edit existing format command.
- ✓ Select an unused sequence number (where the line number equals zero (0) to add to the list of existing format commands.
- ✓ Mark/Block (do not select) an existing sequence number within the Format Lines window then use the “Delete entry” shortcut to mark the sequence number as deleted. The sequenced record remains in the file (and displayed in the window) but is marked as deleted by the “ x ” to the right of the sequence number. To undelete the format command, repeat the “Delete entry” shortcut action. The “ x ” no longer displays.

Format Line window

Line number: Enter the line number assigned to the command you want to add or change. If this is a new format, it is recommended that you space your lines 10 numbers apart (i.e., 10, 20, 30, 40, etc.). This allows you the ability to insert lines without renumbering the entire format. There is no default value for this field. There is designated space within the work order format for up to 25 lines of user defined data.

- ✓ To add line numbers between existing commands, select a sequence record not already defined, where the line number equals zero (0), and assign a line in sequence where it is to be inserted. For example, to add a line between line 50 and 60, you could assign the new line, 55.
- ✓ To move an existing line, select the line to be moved and change the line number to an unused line number. Complete the required input for the command. The command displays the current sequence number with the new line number in the List selection window. When you exit for format, the line is re-sequenced in the correct order.

Row: Enter the (horizontal) row number (horizontal) to begin the first description. The first printable row is 1, however, the spacing may require you to start with row 2 for your printer. The maximum rows allowed for the space of the body is 25.

Column: Enter the (vertical) column number to start printing the description of this command line. You must allow for the Quantity and Size lines to print at specific positions as designed by the DTE program. It is suggested that the left column description start in position **12** while the right column position in **80**.

Description: Enter up top 40 characters as the description of the item as you want it to print on the work order. The description is not required to match the item master and can optionally include the actual item ID or any other necessary information. To print a line for write-in item descriptions, enter the underscore character for the full field length.

 Press <Enter> or click OK to save your command line entered. If creating a new format, the cursor returns to the Line field for the next entry. If editing an existing format, the List selection window is enabled for the next edit. Use the “Exit” shortcut to return to the Maintenance menu column.

2.6 Setting up your company

This menu entry allows you to define data file and customer order options; designate which forms are used to print invoices; and specify automatic and default entry options such as

- ✓ Automatically assign numbers to customer orders and invoices and control the next order and invoice number
- ✓ Select the format of the Invoice form
- ✓ Automatically send orders, invoices, picking tickets, and shipping labels to printers set up for those purposes
- ✓ Retain transaction detail in the work order invoice history files (*woihdr.ism* and *woilin.ism*)
- ✓ Process multiple locations, include extended description, and print kit components on an order/invoice

DTE Controls Maintenance summary: The DTE Control variable and field definition is created via the System Manager application, “DTE Controls” in the

Maintenance menu column. This method of creating Company controls allows for customization of the Company options for each application. (Please refer to your System Manager User's Reference manual for more information re creating custom control variables.)

Defining the values for the standard DTE Control variables already in place are entered via the "Company" selection of each application and those values written to the *UTF:smctrl.ism* file. The Company, Application code, and Variable assigned automatically display at the top of the window, as well as a brief instruction message as help for its function at the bottom.

Not all Controls allow change within the application but are visible for information. In addition, some Controls, such as the data files, are considered system files and are only accessible via System Manager.

Changing DTE control values: Changing the value of a DTE controls variable requires you to completely exit Down To Earth and return again. When you re-enter that application, the change has taken affect.

Entry Information: Select "Company" to display the (Company) Control Maintenance window. Choose the "Edit record" shortcut to edit the displayed record. You can also use the "Locate record," "Next record," "Last record," "Prior record," or "First record" shortcuts to display a specific record. A brief help description is automatically displayed for each input field in lieu of the "Help" shortcut. Use the "Cancel process" shortcut to cancel any input or the "Exit" shortcut to return to the Menu column. Be sure to use the "Update record" shortcut if any changes are made.

(Company) Control Maintenance window

Company code: Display only. The code of the current company is displayed in this field.

Application: Display only. The application code assigned for the current application loaded.

Control: Display only. The variable assigned to the control of the function being defined. The order of the records displayed is alphabetical, by this field.



NOTE: Please see chart following each field description for the standard specifications of each option within the current application.

Spec type: Display only. This field identifies the specification code assigned to the current variable. Please see chart to follow for standard specifications for each option within the application. The different types codes are:

- ✓ **ITM:parameter** - A parameter value entered by the user and not chosen from a selection window. The current fiscal year, your A/P Aging periods, the next invoice number, etc. are examples.

- ✓ **FIL:**data file - Not displayed within the individual application Company maintenance window. This identifies the data files and location (FIL) and is only displayed within the System Manager, “DTE controls” menu selection.
- ✓ **SEL:**selection - An option to be selected from a list of displayed choices. Yes/No values, the type of accounting basis - Cash or Accrual, printing an A/P proof list in order of entry or by vendor ID are just a couple of examples.
- ✓ **RPT:**report - Links the particular custom report specified to the “Custom reports” menu function in the Reports menu column.
- ✓ **ACT:**glaacct - Specifying the default account to be used for posting transactions is identified as this type of control.

Data type: Display only. Identifies this variable as **Alpha/numeric**, **Date**, or **Numeric** only field.

Alpha Value: Displayed only if the **Data type** field value is **Alpha/numeric**. Enter one of the choices as displayed in the available list or enter the text required as indicated for the particular variable. (An example is **Yes** or **No** to answer a question or the default G/L account numbers.)

Date: Enabled only if the **Data type** field value is **Date**. Enter the date that applies to the variable being defined. (An example is Last A/P Check date, automatically updated with each check post.)

Number: Enabled only if the **Data type** field value is **Numeric**. Enter the numeric value that applies to the variable being defined. (An example is the G/L current fiscal year.)

Entered: Display only. The date this record was originally entered.

Changed: Display only. The date this record was last changed.

Company Maintenance Options

Automatic invoice nos: To enable Down To Earth to automatically assign the next sequential invoice number to each invoice, choose **Yes** from the displayed selection window. If you want to assign your own invoice numbers, choose **No**.

Control	Spec type	Data type	Alpha value	Date	Number
AUTOINVCNO	SEL:selection	Alpha	Yes/No		

Automatic order numbers: To enable Down To Earth to automatically assign the next sequential order number to each order, choose **Yes** from the displayed selection window. If you want to assign your own order numbers, choose **No**.

Control	Spec type	Data type	Alpha value	Date	Number
AUTOORDERNO	SEL:selection	Alpha	Yes/No		

Automatic re-print partial orders: Select **Yes** for Down To Earth to automatically re-print an order for all partially completed orders, otherwise, select **No**. The same order number is used for the re-print as with the original order.

Control	Spec type	Data type	Alpha value	Date	Number
AUTOREPRINT	SEL:selection	Alpha	Yes/No		

Allow cost changes: To enable Down To Earth to display and allow you to change an item's cost when entering an order for that item, choose **Yes** from the displayed selection window. To prohibit an item's cost from being changed during Work Order Entry, select **No** (the default). The DTE Control variable DISPLAYCOST must also be defined as **Yes** to enable the field for data entry.

Control	Spec type	Data type	Alpha value	Date	Number
COSTCHANGE	SEL:selection	Alpha	Yes/No		

Save Owner/use information: Select **Yes** to save the owner's last purchase/use data in the item master file (from the *initvs.ism* data file) for the item and location product was taken from. The Last purchase/use date, unit cost, and quantity ordered information is then available when displaying the Customers Tab of the Item master record. If you do not want to keep this information with the item master, select **No**.

Control	Spec type	Data type	Alpha value	Date	Number
CUSTPURCH	SEL:selection	Alpha	Yes/No		

Default location code: Enter the code value to use within Work Orders as the default location. The code entered is the warehouse location you ship out of most often. This code becomes the default value for the **Location** field (in the Order Header window) of new orders.

Control	Spec type	Data type	Alpha value	Date	Number
DEFAULT-LOCN	ITM:parameter	Alpha	aaa		

Default tax code: Enter the code value to use within Work Orders as the default sales tax code. The code entered is the sales tax code associated with the area you do business with most often. This code becomes the default value for the **Sales tax** field (in the Work Order Sales Tax window) of new orders.

Control	Spec type	Data type	Alpha value	Date	Number
DEFAULT-TAXC	ITM:parameter	Alpha	aaa		

Default taxable status: Enter **Yes** if sales tax is most often charged for work orders or choose **No** if the services you perform/items you supply are not usually taxable.

Control	Spec type	Data type	Alpha value	Date	Number
DEFAULT-TAXT	SEL:selection	Alpha	Yes/No		

Billable WB sales tax code: Enter the code value to use within Work Orders and for Water Billing as the WB Adjustment code for sales tax. The same value defined for this Control must also be defined within Water Billing application as an Adjustment code. The adjustment code carries the account numbers used to apply when the payment is posted.

When a billable work order is posted, the different parts of the work order charges are carried over to Water Billing to await payment. When the payment is applied and posted within WB, the Adjustment code defined as the same value as this Control determines the account numbers to use. Generally, the credit account number in the WB Adjustment code is the same as the Accounts Receivable used for the Work Order posting.

Control	Spec type	Data type	Alpha value	Date	Number
DEFSALESTAX	ITM:parameter	Alpha	aaaaa		

Display unit cost: If an item’s unit cost should not be displayed (and subsequently not changed) when Work Orders are entered, choose **No**. To display the cost when orders are entered, enter the default value, **Yes**. The COSTCHANGE Control variable must also be defined as Yes to allow changes to the cost during order entry.

Control	Spec type	Data type	Alpha value	Date	Number
DISPLAYCOST	SEL:selection	Alpha	Yes/No		

Printing extended description – Invoice: Enter **Item** to always print the item master’s extended description on the invoice. Enter **Order** (line file) to print the extended description as entered on the order, from the Line items window. Enter **No** to continue to use the extended description within both the item master and the order but not print anything on the Invoice. (The extended description is defined within the Items Tab of the item master and entered on the order line by using the “Extd Desc” shortcut.)

Control	Spec type	Data type	Alpha value	Date	Number
EXTDONINVC	SEL:selection	Alpha	Item, Order, No		

Format number for Work orders: Enter the value assigned to an existing Work Order Format definition to use as the work order form. Work order formats are defined via the “Work order format” Maintenance menu selection and more than one format can be defined with this Control determining the format to use.

Control	Spec type	Data type	Alpha value	Date	Number
FORMNO	ITM:parameter	Alpha	aaa		

Parsing the item ID: Requires custom programming. Select **Yes** if using a customized version of Work Order Entry application that parses the item ID for entry. (*wo4000i.dbl*). If not customized, select **No**.

Control	Spec type	Data type	Alpha value	Date	Number
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IDPARSING	SEL:selection	Alpha	Yes/No		
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Invoice form number: From the displayed selection window, choose the form type you will be using to print invoices. It is suggested that API printers are not used for special forms – the standard form is designed to print 10 characters per inch. Your choices are

- 1:Nebs 9044**
- 2:Laser**
- 5:Nebs 9051 (blank with space for a Company logo)**
- 6:Nebs 9051 (blank)**
- 9:Custom**

Nebs form 9044 is preprinted with field titles, a place for your company logo, and column headings for the items sold. With Nebs 9044, the Subtotal, Sales Tax, and Invoice Total amount identifiers are printed by DTE.

Nebs form 9051 is not preprinted in that DTE prints the field titles on the header and column headings for the items sold. If you use Nebs form 9051 that has your company’s name/logo preprinted on it, select **5** for **Nebs 9051 comp**. If Down To Earth should print your company’s name on the blank form when it prints invoices, select **6** for **Nebs 9051 (blank)**. The name and address printed by DTE is taken from the “Company” Controls definitions, System Manager application. You must use Nebs form 9051 (or a form with a similar layout) to print your invoices if you are using three decimal places for inventory item quantities (**3** was entered in the **Unit decimal places** field when your company was set up for the Inventory application.)

Laser invoices require minimum custom programming for format changes required for your company. For a sample of the laser format included with Down To Earth, this Control value must be defined as **Laser** and you must change the **Hidden** field value of printer 99 (via System Manager) to **No**. When you print a sample invoice, choose printer 99 to produce a sample Laser format. Contact Down To Earth Technical support for custom changes necessary.

Custom invoice format is reserved for an invoice form that is completely customized by Down To Earth Solutions for your business.

Control	Spec type	Data type	Alpha value	Date	Number
INVCFORM	SEL:selection	Alpha	9044, Laser, 9051 comp, 9051 blank, custom		

Invoice printer: Choose a pre-defined printer number designated as the invoice printer. This printer is automatically used when printing invoices from the Work Order application, bypassing any individual printer selection. To display the printer choices when printing invoices, enter **0**. Valid entries are whole numbers from **0** through **99**.

Control	Spec type	Data type	Alpha value	Date	Number
INVCPRINTER	ITM:parameter	Numeric			0 - 99

Keep history: If work order invoice detail should be retained in the history files (*woihdr.ism* and *woilin.ism*) after transactions are posted, select **Yes** (the default). If invoice history should not be retained, select **No**.

We suggest that you do retain invoice history. It can be deleted at any time using the “Purge history” entry from the Miscellaneous menu column. The History report within the Work Order application cannot be printed if invoice history is not retained.

Control	Spec type	Data type	Alpha value	Date	Number
KEEPSALEHIST	SEL:selection	Alpha	Yes/No		

Multi locs/order: Choose **Yes** if you want to allow items from multiple locations to be included on a single order. Choose **No** if all items on an order must be shipped from a single location.

Control	Spec type	Data type	Alpha value	Date	Number
MULTILOCS	SEL:selection	Alpha	Yes/No		

Next invoice number: Companies that are assigning their own invoice numbers do not define this variable. If you entered **Yes** in the Automatic invoice numbers variable, AUTOINVCNO, enter the next invoice number that you want Down To Earth to assign. Invoice numbers must be whole numbers less than or equal to **999999**.

Control	Spec type	Data type	Alpha value	Date	Number
NEXTINVCNO	ITM:parameter	Numeric			1-999999

Next order number: Companies that are assigning their own order numbers do not define this variable. If you entered **Yes** in the Automatic order numbers variable, AUTOORDERNO, enter the next order number you want Down To Earth to assign. Order numbers must be whole numbers less than or equal to **999999**.

Control	Spec type	Data type	Alpha value	Date	Number
NEXTORDERNO	ITM:parameter	Numeric			1-999999

Price vs cost: Choose how you want Down To Earth to restrict the price entered for an item compared to its cost. When you enter an order, Down To Earth compares the price entered for the ordered item to the last cost of the item. (An item’s last cost is stored in its master record.)

- ✓ If you want Down To Earth to prohibit entering a price that is less than an item’s last cost, select **Not allowed** from the displayed selection window.
- ✓ For Down To Earth to allow entry of a price that is less than an item’s last cost but display a warning message, select **Allowed with warning**.
- ✓ For Down To Earth to allow entry of a price that is less than an item’s last cost without displaying a warning message, select **Allowed**.

Control	Spec type	Data type	Alpha value	Date	Number
PRICEVSCOST	SEL:selection	Alpha	Allowed,		

			Not allowed, Allow with warning		
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Print kit components: Choose the option for printing Kit and Kit components on invoices. Enter **Yes** to print the kit component item IDs without serial/lot numbers or **Serial/lot** to print kit components and also include the serial/lot numbers. Choose **No** if you want only the main kit item ID to print on the invoice, not the individual components.

Control	Spec type	Data type	Alpha value	Date	Number
PRINTKITS	SEL:selection	Alpha	Yes, Serial/lot, No		

Print serial/lot on invoices: Enter **Yes** to print all serial numbers on a customer’s invoice for items identified as such. Enter **No** if serial/lot numbers should not be printed on the invoice.

Control	Spec type	Data type	Alpha value	Date	Number
PRINTSERIAL	SEL:selection	Alpha	Yes/No		

Reuse invoice numbers: If the number assigned to the original invoice should be re-used when subsequent invoices are printed for an order, enter **Yes** (the default). If each invoice printed for an order should be assigned a new invoice number, enter **No**. To have the invoice number assigned be the same value as the work order for which it is printed, choose **Order**.

Control	Spec type	Data type	Alpha value	Date	Number
REUSEINVCNO	SEL:selection	Alpha	Yes/No, Order		

Work Order printer: Enter the number of the printer on which you want to print Work Orders. A value between **1** and **99** automatically sends all Work Orders to that printer without prompting the operator. If you enter **0**, the operator is prompted for the printer number each time Work Orders are printed.

Printer numbers are assigned via the “Printer specifications” entry from the Maintenance menu column in the System Manager application. Valid entries are whole numbers from **0** through **99**.

Control	Spec type	Data type	Alpha value	Date	Number
SORDPRINTER	ITM:parameter	Numeric			0 - 99

Work Order line log: Enter the default, **Yes**, to create a log file for all order line records added, changed, or deleted.. Enter **No** if a order line log is not needed. The data within all log files is then accessed from the System Manager application. Because a record is written to the log file EACH TIME an addition, change or

deletion is entered, the file can grow rapidly. For this reason, it is strongly suggested that you purge the log records on a regular basis via the “Purge log file” selection from the System Manager Files menu column for the *woline.ism* file. The value of this Control must be defined as **Yes** for accurate data on the Weekly Orders Report.

Control	Spec type	Data type	Alpha value	Date	Number
WOLINE-LOG	SEL:selection	Alpha	Yes/No		

3 The Transaction Menu Column

The main functions of the Transaction menu column are to create a standard work order for a reported problem, use it in the field for the parts used to provide the solution, and optionally bill the owner/customer for the service. From the Transaction menu column, you can

- [Enter, Modify, Finalize and Print](#) (quantities of) a Work Order. Work orders can be printed individually or grouped together.
- Optionally [print invoices for billing](#), report on the invoices printed, and post the invoices to the Water Billing and Accounts Receivable application files.
- Re-print a previously posted invoice

Shortcut options: There are several shortcuts available during the process of work order entry and printing. For a detailed description of each, please refer to the [“Entering work orders”](#) section in the following chapter.

Work Order options: Many options are offered to fit your company’s method of operation. These are defined via the “Company” Maintenance menu column selection. Please be sure you are familiar with the DTE Control settings defined for your company in both the Work Order Entry and Inventory applications regarding:

- ✓ automatically assigning order and invoice numbers, forms to be used, and printers with Work Order Entry Controls AUTOORDERNO, AUTOINVCNO, INVCFORM, INVCPRINTER, and SORDPRINTER, respectively
- ✓ if operators are allowed to view or change item costs when work orders are entered via the Work Order DISPLAYCOST and COSTCHANGE Controls
- ✓ default (warehouse) location code and the Taxation information to use for entering orders, DEFAULT-LOCN, -TAXC, and -TAXT, respectively
- ✓ Which cost to use for the accounting considerations via the Inventory SALESCOST Control

Deleting Orders/Lines: Deleting an entire order is similar to any DTE transaction in that the order must be located and displayed in the window as the first step. Once displayed, use the “Edit” shortcut, then the “Delete” shortcut, and confirm the process. The order is then marked as closed and will purge the next time the “Purge cancelled orders,” via the Miscellaneous menu column is run.

Deleting lines is similar to deleting a line of a transaction. The first step is to locate the order then use the “Edit” shortcut to enable that order header record. Then use the “Entries” shortcut to display the List selection window with the sequence numbers assigned to each line item. (Do not display the detail line when deleting.)

Mark/Block (do not select) an existing sequence number within the List selection window then use the “Delete entry” shortcut to mark the sequence as deleted. The sequenced record remains in the file (and displayed in the window) but is marked as

deleted by the “ x ” to the right of the sequence number. To undelete the line item, repeat the “Delete entry” shortcut action. The “ x ” no longer displays.

Work Order process description: Each situation requiring a work order has different circumstances and resolutions therefore, adjusting the following procedure as needed. Generally, the process of a work order is outlined below from the initial report from a owner/customer to the completed work order posted. For additional information regarding procedures, please refer to “[Appendix B: Procedures.](#)”

- ✓ The call comes in from the Owner/customer. It is determined that a work order should be issued for the problem reported. Work orders can be entered via the Work Order application, “[Work order entry](#)” Transaction menu selection or using the “ Work Ord” shortcut from within the Water Billing, Customer Service Inquiry window.
- ✓ All existing (open) orders automatically display for either new entry (F6 key or “Add” a record shortcut) or to locate an existing work order (F5 key or “Locate record” shortcut).
- ✓ The operator generates a new work order by entering the Incident house#” field value, verifying the data displayed, and entering any other required data.
- ✓ If any Field information is known, that can be entered also, prior to printing the work order by using the “[Field](#)” shortcut.
- ✓ Optionally print the Work Order to the printer of your choice using the “Print W/O” shortcut. The format is predefined with the most commonly used inventory items pre-printed (via the “Work order format” Maintenance menu selection). This printer may also be a printer off-site if networked into the same system. For example, printed at the maintenance shop.

The work order is considered ‘open’ until it is finalized, invoiced, and posted. When the service is complete, the field representative or business office then completes the process . . .

- ✓ The supplies (inventory items), labor, and equipment time used to resolve the issue, are entered via the “[Entries](#)” shortcut. Some businesses choose to have the main accounting office enter this information or it can be done from a networked computer in the field.
- ✓ After all modifications are complete, the work order is finalized via the “[Finalize](#)” shortcut.
- ✓ Optionally, an invoice is printed from within the work order using the “[Print Iny](#)” shortcut and sent to the owner customer (if billable) or used as internal records as the final work order confirmation.

The last step of the day is to update the records with all work orders processed and invoiced for the day. Select the procedures to follow in order as they display from the “Invoice ►” submenu. These processes include

- ✓ [Printing any invoices](#) not printed from within the work order throughout the day.
- ✓ It is strongly suggested to print a [pre-posting register](#) as a proof list to what will post. Make any changes necessary to correct work orders and/or print invoices

for those work orders considered completed but had not actually printed an invoice yet. The proof list should contain all orders finalized and invoiced.

- ✓ You are ready to [post the work orders completed](#) and update the history files. During the post process, billable orders are transferred to the Water Billing application for future payment and the work orders deleted from the open orders file.

Optionally, you can re-print an invoice that has already been posted with the “Re-print” selection.

Single or All, Work orders or Invoices: There are two methods of printing Work orders and Invoices.

- ✓ Print either a work order or invoice by using the “Print W/O” and “Print Inv” shortcuts from within the order itself. If the work order or invoice is printed from within the work order, it is not included if you also print them from the transaction menu column selections.
- ✓ Print all remaining work orders or invoices for the day from the respective “Print work orders” or “Invoicing ►,” sub menu “Print invoices” menu selection. If you print either from within the order, that order is NOT included when you print ‘ALL’ later using these menu selections. To reprint prior to posting, you must be in the order and use the Print shortcut or choose to print **One order**.

Customer Notes and Contact Management application: Throughout many Down To Earth applications, the “Notes” shortcut is available for use. When the option is enabled, a small ‘pushpin’ icon is displayed on the task bar of the window.

There are two types of windows displayed when the “Notes” shortcut is used. If you do not have Contact Management application installed, a small utility logging window is displayed for entry of a four line notation. There are no standard reports for this feature but the single data file (*utnote.ism*) carries the entered information and can be available for access via Report Writer, or ODBC connectivity. Please refer the “Notes Utility” section of the General Concepts User’s Reference manual for more complete entry descriptions.

When Contact Management application is installed, this shortcut automatically displays the Bill to customer’s Activity Entry input window and all the previously established folders. (The Contact Management application must be installed prior to using this function.) This shortcut automatically displays the Bill to customer’s Activity Entry input window and all the previously established folders. For more detailed information, please refer to the Contact Management User’s Reference Manual.

“Locate record” and “Find” shortcuts: If you’re using any Transaction menu selection to change an existing order, you can use the “Locate record” shortcut to search for a record by any of the field choices displayed (such as **Order no**, **Bill to** or **Ship to Customer ID** or **Customer PO**). Use the “Find” shortcut to search for a previously defined code during data entry if not already known. Most “Find” shortcuts do not offer search options but instead simply display a list of valid codes to use for data entry.

The “Locate record” shortcut is allowed by enabling the Binoculars button or displaying a “Find” button next to the field with three periods. Either click on the enabled button or use the equivalent keyboard key as noted when you pull down the Records menu column.

There are several “Locate record” shortcut search options and rules for selection and display. Please refer to the General Concepts User’s Reference manual for complete descriptions and additional examples.

“Field Maintenance” shortcut: Throughout Down To Earth applications there are some Master fields that can be defined ‘on the fly’ while in other routines. For example, you can define a new Customer, Terms, or Tax code, or Chart of Account number while entering AR transactions or Vendor, Terms code, or Chart of Account number while entering AP invoices.

Fields enabling the use of the “Field Maintenance” shortcut are noted by a different color field name – the standard color is green. Click on the green field name to display the maintenance input window for that field.

Keyboard shortcuts: For your system’s actual keyboard shortcuts, pull down the General or Records menu column for Windows environments, within a menu column selection. Pull down the General, Records, and/or Input menu columns for the keyboard shortcuts in a non-Windows environment.

3.1 Entering work orders

Select “Enter work orders” from the menu to start the process of an issue needing a work order. You can use this same menu selection to add new orders, change existing orders, and delete orders.

Work Order Entry Shortcuts: To assist order entry in more detailed information, DTE offers several “Hot key” shortcut options to update field information, print a work order, enter extended information, view history or other information and functions. For example, from within the work order header you can . . .

- ✓ Print a Work Order or an Invoice for a single order by using the “[Print W/O](#)” or “[Print Inv](#)” shortcuts. Printing an individual work order or invoice excludes that work order or invoice when printing via “Print work orders” menu selection or the “Invoicing ►” sub menu selection, “Print invoices,” respectively. (Note that an work order must be finalized prior to printing an invoice.)
- ✓ Enter the “[Field](#)” information identifying details from the fields investigation of the issue or resolution of the problem.
- ✓ Display/Enter line item detail with “[Entries](#).” This is where the stocked and non-stocked items used for the repair are detailed for this order and optionally including any labor or machinery costs.
- ✓ Complete the work order as “[Finalize](#)” for accounting and billing purposes. This is required to print an invoice and post the order as completed.

- ✓ Display the Customer Service Inquiry using the “CS Inq” shortcut or the Water Billing inquiry by using the “WB Inq” shortcut. (Please refer to the Water Billing User’s Reference manual for complete shortcut and field descriptions.)

From within the line item detail window (“Entries” shortcut), you can also . . .

- ✓ Add “Remarks” to an invoice by line item
- ✓ Display an Extended description. Each item ID can have extended description, up to 240 characters defined in the master and displayed during entry with the “Ext Desc” shortcut. (Depending on the value defined in the EXTDONINVC DTE control variable, this description can also print on the invoice form.)
- ✓ Display Work Order historical data with the “History” shortcut. It displays the customer and item combination for reference in addition to the Customer use, “Owner Use” shortcut, for all items ordered
- ✓ Display Pricing levels 1-5 for any item entered with the “Pricing” shortcut
- ✓ View any Purchase Orders that exist from the DTE PO application for this item with the “On Order” shortcut

Reversing an posted/invoiced work order: A work order may be finalized, invoiced, and posted in error on occasion, requiring a reversal of that invoice to correct. The reversal starts by entering a new work order for the same customer, same address, and for the same line item entries as the original. The one difference is that all quantities for the item IDs must be entered as negative values.

For accounting considerations and accurate audit trail the reversal work order must be entered and processed EXACTLY as the original work order with the negative qualities as the only difference. It is very important that the Order type and the item IDs be match the original to insure accurate distribution when the invoice is posted.

Entry Information: Select “Enter orders” to display the Work Order Header window. Choose the “Add record” shortcut to add a new record (order), the “Edit record” shortcut to edit the displayed record (order), or the “Exit” shortcut to return to the Menu column. You can also utilize the “Locate record,” “Next record,” “Last record,” “Prior record,” or “First record” shortcuts to display a specific record in the entry window. You can use the “Help” shortcut for a brief description of any individual field. To cancel your input, use the “Cancel process” shortcut, the “Delete record” shortcut deletes the active record displayed, and be sure to use the “Update record” shortcut if any changes are made to the transaction header fields.

Order Header window



NOTE: Because each incident is different, none of the following fields are required entry to print a work order. If the information is not known, press <Enter> for a blank value. It is strongly suggested, however, this missing information be added later for accurate history and reporting when the work order is completed.

Order no: If you defined the AUTOORDERNO Control variable as **Yes**, the order number is displayed but the field is disabled for entry. Down To Earth automatically

assigns the next sequential order number on file. Otherwise, assign the order a unique number up to six characters long and enter that number in this field if you have chosen to enter you own order numbers.

(Order) Date: The current system date is automatically assigned to this order, displaying for visual reference.

Incident house#: Enter the street number of the incident to automatically display a list of all Lands defined with that same house number.

Within the results window, you can use the “Page down,” “Page up,” or Ctrl-F (Find) shortcuts to locate the correct address, then select that record. If the property is not found in the results window, use the “Exit” shortcut to remove the results window move the cursor to the address field for manual entry or the remaining address.



NOTE: Selecting an address record automatically brings in the complete address and corresponding Water Billing Land master information such as the Parcel number and any Alert codes assigned to that Land ID.

Owner: This field automatically displays from the Incident field record selection but allows override if the value should be different. Otherwise, enter the Owner ID of the Land, if known. If unknown at this time, press <Enter> for the value of **000000**.

Caller: Enter up to 20 characters as the name of the caller reporting the incident. This field is user defined and not verified with any data file.

Home phone: Displayed from the owner ID record or enter the home telephone number. You can enter up to 10 characters, unformatted. Formatting is done automatically as follows: **(aaa)ppp-nnnn/eeee**, where **aaa** is the area code, **ppp** is the prefix, and **nnnn** is the number.



NOTE: Any value entered in the **Home phone** field automatically updates the Name/Address master record for the Owner ID displayed. Any temporary contact phone number may be entered in either the **Office phone** or **Other phone** fields. Entry values for these two fields do not update the Name/Address master record.

Office phone: Displayed from the owner ID record or enter the home telephone number. You can enter up to 10 characters, unformatted. Formatting is done automatically as follows: **(aaa)ppp-nnnn/eeee**, where **aaa** is the area code, **ppp** is the prefix, and **nnnn** is the number. (Note that there is no allowance for an extension for this Office telephone number.)

Other phone: Displayed from the owner ID record or enter another contact telephone number for this address. For example, a Cell, message or any other method of contacting the Caller. You can enter up to 10 characters, unformatted. Formatting is done automatically as follows: **(aaa)ppp-nnnn/eeee**, where **aaa** is the area code, **ppp** is the prefix, and **nnnn** is the number.

Call type: Choose from the default value, **Service** for standard or non emergency types of calls or choose **Emergency** if the call requires priority assistance to resolve. This field value is written to the work order header file (*wohdr.ism*) and the work order invoice history file (*woihdr.ism*) for reference or reporting in the future.

 If no other information is known for this work order at this time, use the “Fill defaults” shortcut to process the remaining fields. Use the “Print WO” shortcut to print a work order all entry is complete and automatically update the record.

After the work order is printed, use the “Edit” shortcut to enable the work order record and use any of the other shortcuts available.

Problem: Enter the problem code that best describes the incident, if known. (The different problems used for Work Orders are defined via the “Codes ,” “Other ►,” “Problem (WO)” selection of any Maintenance menu column. or via the “Field maintenance” shortcut for this field.)

Other instructions: Enter any applicable instructions, comments, or information pertaining to this incident. This field automatically wraps around for a maximum of two lines of 40 characters each.

Alerts 1 - 3: Enter up to three alert codes that apply to this incident in the respective fields. Based on the Land ID master, the Alert codes previously associated with the Land automatically display. If less than three codes, you may add other codes that apply only to this work order, if needed.

Car: Enter the car code assigned to this incident, if known. (The different vehicles used for Work Orders are defined via the “Codes ,” “Other ►,” “Car (WO)” selection of any Maintenance menu column. or via the “Field maintenance” shortcut for this field.)

The description field of the car code within a work order functions differently than other DTE code descriptions. The description field value is actually written to the work order header file, not just displayed in the window. The result is that the description value within the work order does not change if the code description changes. If the code itself is changed within the work order, the description re-writes with the new value.

LID: The Local Improvement District code assigned as the Water Right Tab code associate with the Owner/Land ID is displayed as the default value. For Work Orders where no specific Land or Owner ID applies, an LID code should be entered as the nearest LID association. Work Orders that are determined to be **L:LID Order types** require the LID for accounting considerations.

Turnout: Display only. The Turnout code assigned to that Water Rights Tab LID code.

Gate: Display only. The Gate corresponding to the LID Water Rights code

Land ID: Display only. The Land ID code associated with the incident address is displayed.

Invoiced: Display only. A value of **Y** displays if this work order has been invoiced but not posted.

Service rep: Display only. The Unique ID code assigned to the Operator ID entering the work order is displayed.

Order type: Display only. The type of work order defined as part of the Finalize process is displayed for reference. Until the order has been altered for processing, this value will display as **Order**. Other options include **L**-LID work order, **K**-Internal work order, **C**-Contractor billable, or **X**-Cancelled.

Called out: Select the default, **No**, to indicate that the work order incident was called out to the field or select **Yes** if it has already been called out.

Shut-off date: If the incident involved shutting off the water, enter the date the water was shut off.

Shut-off notes: Enter up to two lines of 30 characters each as miscellaneous comments or notes re this incident and shutting off the water.

 When you are sure the entry is complete, choose any of the optional shortcuts to enter Field information, Print the work order, Enter the inventory items used to resolve this incident, and/or Finalize the work order. When all optional functions are completed, use the “Exit” shortcut to return to the Transaction menu column.

Print Work Order shortcut

Printing the Work order form for a work order can be done either from within the individual order with the shortcut or as a continuous print process from the Transaction menu column selection.

When the “Print WO” shortcut is used, the Print Option menu is pulled down to choose the printer. Printing a work order is optional and not required for any other work order process.

Print one or all from the menu: If a Work order is printed from within the order using the shortcut, it is **NOT** included in the continuous printing selected from the menu with the **Option** of **All**. To re-print a Work order prior to posting, you can, however, choose to print only that one work order number.

Work order format: The format of the center section of the work order is determined by the “Work order format” Maintenance menu selection. This determines what prints on each line and which inventory items to include as standard pre-printed items. For additional information, please refer to the previous section “[Work order format definition](#).”

Field Information shortcut

The following filed values are normally entered after the field has assessed the incident and reported this information back to the office for processing. Not all the fields apply

to every incident and the field entries are not verified. In all cases you can use the <Enter> key for any default field values or the “Fill defaults” shortcut for the remaining fields of entry.

The information entered in this window is for reference, historical reporting, and to assist the Operator finalizing the work order to determine if the work order is billable and to calculate labor and machinery expense incurred.

Initial crew: Enter up to 25 characters as the user defined crew responding to the incident.

Field notes: Enter up to two lines of 30 characters each as miscellaneous comments or notes re this incident.

Start date: Enter the date someone in the field started trying to resolve the incident or press <Enter> to default to the current system date.

Complete date: Enter the date of completion for this incident. This field does not have a default. You must enter a date or as with all DTE date fields, entering the day only value assumes the current month and year. If entered, this date is also used as the invoice date and subsequently the General Ledger distribution date.

Engineer called: Enter **Yes** if anyone from the Engineering department was called for this incident. Enter **No** if no one from the Engineering department was contacted.

Time: Enter the time that the Engineering department was contacted or press <Enter> for a value of **0** as no time entered.

Engineer respond: Enter **Yes** if anyone from the Engineering department has responded to this incident. Enter **No** if no one from the Engineering department was involved at this point in time.

Time: Enter the time that the Engineering department responded or press <Enter> for a value of **0** as no time entered.

Followup crew: Enter up to 25 characters as the user defined second or followup crew responding to the incident.

Followup notes: Enter up to two lines of 30 characters each as miscellaneous comments or notes re this incident as followup notations.

Start date: Enter the date someone in the field started the followup for the resolution of the incident.

Complete date: Enter the date of completion for the followup portion of this incident. This field does not have a default. You must enter a date or as with all DTE date fields, entering the day only value assumes the current month and year.

Followup car: Enter the vehicle (car) code assigned to the vehicle that responded to this incident if known.

Est on date: Enter the estimated date the water will be turned back on.

Time: Enter the time estimated for the water to be turned back on.

 When all fields have either been entered, the <Enter> key is pressed, or the “Fill defaults” shortcut is used, the Field Information window data is automatically written to the file and the order header is displayed for another shortcut function. When completed with the order, use the “Exit” shortcut to return to the Transaction menu.

Entries shortcut

The Entries shortcut displays first a list selection window to manage the individual detail of items used, labor, machine time, etc, regardless if the Work Order will be invoiced and charged to the owner/contractor. When this shortcut is used, the first window (List Selection) manages the different line sequence numbers. Select a sequence record for the detail entry window associated with that item or service for processing and accounting considerations.

Work Order Lines (List Selection) window

The sequence number is automatically assigned to each line item detail record in the order List selection window. The maximum number of sequence records (line items) per order is 499. Double-click the mouse or press <Enter> to select a marked sequence number record. Choose one of the following options

- ✓ Select the first sequence line when adding a new record to display input fields for a new line item entry.
- ✓ Select a displayed sequence number to edit existing line item records.
- ✓ Select an unused sequence number to add to the list of existing line items
- ✓ Mark/Block (do not select) an existing sequence number within the List selection window then use the “Delete entry” shortcut to mark the sequence as deleted. The sequenced record remains in the file (and displayed in the window) but is marked as deleted by the “ x ” to the right of the sequence number. To undelete the line item, repeat the “Delete entry” shortcut action. The “ x ” no longer displays.

(Work Order) Line Item Detail window

Line type: Select the default **I:stocked** item to enter an item ID previously defined. In this case, the default values for many of the remaining fields are determined by the values defined for the stocked item master. Select **N:Non-stocked** if the item being entered is not and will not be carried in your inventory in the future. Non-stocked items have no default field values defined so the remaining fields must be entered manually for accurate inventory management and accounting considerations.

Item ID: Enter the ID code of the item being ordered or if a scanner is available and the UPC code has been defined in the item master, scan the item. The value from the scanner is determined to be either the UPC or the item ID by the definition of the Inventory DTE Control variable, UPCUSED. For non-stocked items, this field is user defined.

Remember that the item ID search is available from this field by clicking on the box with three dots to the right of the field. Within the search window, enter all or part of the item ID code or press <Enter> to move the cursor to the Description field and search for all or part of the item description. Using the default field values lists the entire item master file either in ID or Description order. When the search data is entered, use the “Fill defaults” shortcut to execute the search function.

Location: Enter the location code for this line item or press <Enter> for the default Location code defined for the DERAULT-LOCN Control. If you are managing more than one location, it is very important that the location code be accurate to maintain correct quantities within that location.

Description: If an item record with the ID code you entered in the **Item ID** field above is a stocked item, that item’s description is displayed for visual verification. Enter the item description if the item ID entered in the previous field is a non-stocked item.

Category: Press <Enter> for the default category code as defined in the item master of a stocked item. If you’re entering a non-stocked item, enter the code assigned to the category to which the item belongs. The category code associated with each item determines the general ledger account distribution to the A/R, income, cost of goods, and inventory accounts for the sale of the item.



NOTE: This field is required for all non-stocked items to accurately create the accounting journal transactions. Be sure that the category code you use is accurate for the item being entered.

WB Code: Enter the Water Billing adjustment code to categorize the billing detail and the financial account numbers used for billable work orders. This code is required to record payments entered for the invoices, from within the Water Billing application.

Order qty: Enter the number of units the incident repair required for this item. Service items such as labor or machinery use are often entered as fractions. For example if Labor is billed at an hourly rate and 45 minutes was spent on this repair, the value entered in this field is **.75**. The maximum value allowed in this field is **99,999.999**.

Down To Earth verifies the number of available units for the location (**Qty in stock**) for Controlled items. Usually services such as labor are not defined as Controlled. If you try to order more units than are available, the “Item Quantities” window displays with the number of units on hand, allocated, available, and on order for your information.

Unit price: The default price for which one unit of the ordered item would be billed as, even if this work order may not be considered billable. Press <Enter> for the default price. If you want to override the default, enter a new value. Price levels 1 – 5 for a given item can be viewed for the ordered item by using the “Pricing” shortcut. Press

<Enter> for the displayed default or enter a different value for the price of a single item unit.

The unit price displayed for a standard customer work order is dependant upon the customer master **Owner type** field value. The **Owner type** field is defined in the Owner Tab of the Name/Address record (not the Land ID Tab). The value **1 – 5** entered as the **Owner type** corresponds to the item **Price 1 through 5** within the Inventory Item master. This is commonly used with different pricing tiers for retail vs. contractor pricing differences.

 The following Cost fields display and allow changes based on the values defined for the COSTCHANGE and DISPLAY COST Work Order Controls. The value displayed in any of the cost fields determines the accounting considerations for the cost of goods sold based on the Inventory Control, SALESCOST.

Avg Cost: The average cost as defined/calculated for this item location in the item master record at the time of entry is displayed. (Please refer to the Inventory application, “Maintaining Inventory Item records,” section for complete item master information including the formula used by DTE to calculate the Average cost value within the Location Tab window.)

Last Cost: The last cost as defined in the item master record at the time of entry is displayed. This value is updated when an item is restocked or receiving posted within the Purchase Order application.

Std Cost: The standard cost as defined in the item master record at the time of entry is displayed. This cost is not updated automatically by DTE within any process. This is typically the cost standardized and not based on any outside pricing flex.

Taxable: This field value determines if Sales Tax is to be calculated for this line item. Choosing **No**, will not calculate sales tax on the charge, even if a Sales Tax code is entered when the work order is Finalized. Choosing **Yes**, considers this line as taxable if a Tax code is entered that has been defined to calculate tax.

For stocked items, the default value of this field is determined by the other taxable considerations. If either the Customer or the item is identified as Not/Never taxable, this default is set to **No**. For non-stocked items, press <Enter> for the default value, **Yes**, if this item is taxable or select **No** if it is not.

 When you’ve entered all the data that is required in the Line Item Detail window, press <Enter> or click OK to complete input. The amount in the (work order) Totals window automatically reflects the new line item dollar amount. The cursor returns to the Line type field for additional line entry. Use the “Exit” shortcut as many times as necessary to return to the menu.

Be sure to review the description of each shortcut available at the beginning of this section of the manual. The following is a list of fields for shortcuts available from the Line Item Details window.

Remarks (Optional Shortcut)

Use the “Remarks” shortcut to print instructions or information on either the invoice, picking ticket or both. Use the “Exit” shortcut again when you have completed Remarks entry and return to the Line Item Detail window to utilize another shortcut or exit.

Remarks 1: If you want to print any comments on the invoice or picking ticket for this line item, type the comments you want printed and press <Enter>. You can enter up to 60 characters in this field.

Locate 1: From the displayed selection window, choose where you want the comments you entered in the **Remarks 1** field above to be printed. Your choices are **Nowhere** or **Invoice**.

Remarks 2: If you want to print any other comments on the invoice or picking ticket for this line item, type the comments you want printed and press <Enter>. You can enter up to 60 characters in this field.

Locate 2: From the displayed selection window, choose where you want the comments you entered in the **Remarks 2** field above to be printed. Your choices are **Nowhere** or **Invoice**.

(Extended) Description (Optional Shortcut)

Use the “Extd Desc” shortcut to display a window that allows the operator to enter up to 4 lines of 60 characters each as an extended description. Optionally the item extended description already defined for the item can also be displayed by using the “IN Descr” shortcut within the Description window. You can also add to the already existing description if remaining space allows.

The DTE Control variable EXTDONINVC determines if the extended description prints on the invoice. This variable provides the choice to use the extended description from the item file, the order line, or not to print on the invoice.

Owner Item Use (Optional Shortcut)

You can view the purchasing (usage if not billed) history for this owner for all items by using the “Owner Use” shortcut. The item description, quantity used, unit price at that time, date of the last invoice, and item ID display.

Pricing (Optional Shortcut)

Display Pricing levels 1-5 for any item entered with the “Pricing” shortcut. The prices displayed are defined within the Item master by selecting “Items” from the Work Order or Inventory application Maintenance menu column and specific to the Location code where the item is stored.

Work Order History (Optional Shortcut)

You can view the Work Order history for this customer and item combination by using the “History” shortcut. The order number and date, line within that order, item and description, quantity ordered, price, and selling unit display. (The window displayed is the same window found when selecting “Work Order customer history” from the Inquiry ► menu selection.)

On Order (Optional Shortcut)

View any Purchase Orders that exist from the DTE Purchase Order application for this item with the “On Order” shortcut. If not utilizing the DTE PO application, this shortcut does not apply.

Finalize Order shortcut

This step is the last one in the entry process of a work order incident. The “Finalize” shortcut must be selected to identify the type of work order and set a flag to be included in the next Invoice posting process. If the order is not finalized, an invoice can not be printed. If an invoice is not printed, it cannot be posted. An un-posted order remains in the file and is considered open until it is finalized, invoiced, and posted as complete.

Type of WO: Choose from the following types of work orders to categorize the orders for analysis, set up the correct accounting distribution, and to determine if the work order is to be billed. For full details of accounting considerations, please reference “[Work Order Invoice posting](#)” section to follow. Your choices are

- ✓ **L:LID W/O** - (the default) for services rendered and inventory items used to resolve it. The work order isn’t billable as is but the cost of repair is considered and could be billed out eventually to the LID via standard assessment charges. Inventory item quantities are updated accordingly.
- ✓ **K:Internal Co W/O** - an internal work order incident or on company owned property and not billable to an LID or specific person. In this case, the inventory items quantity are updated but limited account considerations are created.
- ✓ **C:Contractor/Owner** – Billable to the owner or a contractor that is responsible for the repair and payment thereof. As with the other types, inventory quantities are updated accordingly.
- ✓ **O:Order** – When an order is not finalized, the **Type of WO** field value of **Order** is the default. This default is established when the work order is originally created. If an order is incorrectly finalized, you can change the **Type of WO** field value back to **Order** until it truly should be finalized.

Note that only work order type **C:Contractor/Owner** are allowed sales tax calculation. If you mark an item as taxable but define the Type of WO field as **K:Internal W/O** or **L:LID W/O**, a message displays warning of the incompatibility.

 You have the option to use the “Fill defaults” shortcut for the remaining fields when the **Type of WO** field value is not C:Contractor. Billable work orders to an owner or contractor require operator entry for the remaining field values, however, the fields do not apply to non-billable work orders.

Bill to: Enter a zero (0) if this work order is not billable. If the work order is billable, enter the owner ID to use for the Billing name and address (from the Name/Address application). For a contractor that is not previously defined as an owner, a Name/Address record must be added for billing purposes, marked **Yes** as if he is an Owner or a Vendor. (You can use the **green Bill to** field link to add a new Name/Address record.)

Tax: Enter the Tax code that applies to this work order or press <Enter> for the default entry. When first displayed, the default value is defined by the DEFAULT-TAXC Control. Once the Bill to ID is entered, the value changes to display as defined in the Name/Address Owner Tab of the Bill to ID. If no tax code is defined for the Bill to ID, then the original value defined as the DEFAULT-TAXC Control is used.

Only line items that have been identified as **Yes** for the **Taxable** field are considered when DTE calculates the tax amount. The rate of tax is determined by the tax code entered in this field. If a tax code is entered that has no rate defined, no tax is calculated, even if the line item is identified as taxable.

Sales tax: Display only. Down To Earth automatically calculates the amount of tax charged to the customer based on the specified tax code rate (entered in the previous field) and **Taxable** field indicator within the line item of the order. That calculated value is displayed. This amount prints on the invoice and is distributed to the General Ledger Sales tax account as defined in the post invoice process. (The default Sales Tax code for posting is defined in the Accounts Receivable Company Maintenance, TAXACCT Control variable.)

Reference: Enter up to 20 characters as a reference for this work order. This field is for reference relating to the proof and posting register only and not carried in any history file.

 When all entry is complete, the order is automatically displayed for additional processes. Use the “Exit” shortcut to return to the Transaction menu column.

Print Invoice shortcut

Printing the Invoice for a finalized work order can be done either from within the individual order with the shortcut or as a continuous print process from the Transaction menu column selection, “Invoicing ►” submenu..

When the “Print Inv” shortcut is used, the print Option menu is pulled down for you to choose the printer. Note that printing an invoice requires that the work order has already been finalized.

Print one or all: If an Invoice is printed from within the order using the shortcut, it is NOT included in the continuous printing selected from the menu with the **Option of All**.

To re-print an Invoice prior to posting, you can, however, choose to print only that one work order number.

Invoice format: The format of the invoice is predefined based on several standard format options. Which format is used is defined with the INVCFORM Control. Your choices are **1:Nebs 9044** - preprinted with field titles, **2:Laser** - requires minimum custom programming, **5:Nebs 9051** - for use with plain paper including a space for a Company logo or letterhead, **6:Nebs 9051** - for use with blank paper, and **9:Custom** - not defined in any standard format.

Customer Service (CS) Inquiry shortcut

This shortcut is optional and merely provides a quicker method to display the same inquiry as if selecting “Customer Service” from the “Inquiry ►” Report/Inquiry Menu column from any application. For detailed descriptions of the options and display features, please refer to the “Inquiry – Customer Service” section of the Water Billing User’s Reference manual.

Water Billing (WB) Inquiry shortcut

This shortcut is also optional and provides a quicker method to display the same inquiry as if selecting “Water Billing” from the “Inquiry ►” Report/Inquiry Menu column from any application. For detailed descriptions of the options and display features, please refer to the “Inquiry – Water Billing” section of the Water Billing User’s Reference manual.

3.2 Printing Work Orders

Any open order can be printed to blank stock paper as an internal document by selecting “Print Work Orders” from the Transaction menu column. (This menu selection is not required for standard processing.)

Work Order format: The work order top and bottom sections are standard, however, the center section, where the standard items are printed, is controlled with a specific format. The work order formats are defined via the “[Work order format](#)” Maintenance menu selection. The format currently being used is determined with the FORMNO Control.

Work Order printer options: The choice of printer to use can be controlled by the SORDPRINTER Control variable defined via “Company” Maintenance menu column. This variable allows an absolute DTE printer number to be assigned to automatically print or to prompt the operator for the work order printer at the time of printing.

Printing All orders: When selecting the option to print **All** orders, you should also choose a range of order numbers. You can choose to use the default values and print all work orders currently open and not previously printed, however that process updates an internal indicator tracking if the work order is printed. When the cursor returns to **Option** field, use the “Go” shortcut to pull down the print option menu and choose your printer.

Note that when printing all orders, only those not previously printed are selected to be included in the print process. If you need to re-print a single order that was previously printed from within the Work Order, you must choose **One** at the **Option** field prompt.

Printing One order: Printing a single order is slightly different because you can choose multiple, single order numbers to print at the same time. After entering the first order to print, the cursor returns to the **Option** field. Use the “Go” shortcut to queue the work order as selected to print. The cursor then returns to the **Option** field for an additional choice. When all orders are selected to print, use the “Exit” shortcut to pull down the Print option menu and choose your printer.

Select Work Orders window

Option: Select to print **One** order, the default, or **All** orders. Depending on the **Option** chosen, the following fields are enabled. Note that when printing all orders, only those not previously printed are selected to be included in the print process. If you need to re-print a single order that was previously printed from within the Work Order, you must choose **One**.

Note that when **One** order is chosen to print, that order is queued to be printed and the cursor returns to this field for additional, single orders to select. When all selecting is complete, “Exit” to pull down the Print Option menu column.

Order number: Enabled only if **One** order was chosen in the **Option** field. Enter the number of the order to print a Work Order for. The Owner ID and corresponding name display for visual verification.

Beginning order no: Enabled only if **All** was chosen in the **Option** field. Enter the first order number to print or press <Enter> for the default value, **1**, and start with the lowest order number on file.

Ending order no: Enabled only if **All** was chosen in the **Option** field. Enter the last order number to print or press <Enter> to include up to the highest order number on file or order number **999999**.

When all required fields are complete, the cursor returns to the **Option** field for additional selections. Use the “Go” shortcut to indicate that the selection process is complete, then the “Exit” shortcut to pull down the Print Option column and choose where you want the Work Orders to print. Using the “Exit” shortcut without the “Go” shortcut returns to the Transaction menu column and clears any Work Order selections.

3.3 Undelete a Work Order

If a Work Order was Cancelled or marked for deletion in error, the order type can be changed from **X-Cancelled** to **Open** order by selecting “Un-delete a work order” from the Transaction menu column. There is only one field prompt to un-delete the displayed order. Locate the order to be changed, use the “Edit” shortcut to enable the window, and choose **Yes** for the Undelete field prompt. Use the “Update record” shortcut to change the order type value.

3.4 Processing invoices

To process invoices for orders that have been finalized, select “Invoicing ►” from the Transaction menu column to display a sub-menu. Follow the order of the selections within the sub-menu to

- ✓ [Print invoices](#) of finalized orders in not already printed
- ✓ Print a [Pre-post register](#) for information of those invoices to be posted as a proof list
- ✓ [Post the invoices](#) and print a Detailed or summary posting register that includes the invoices that were printed since the last posting
- ✓ [Reprint](#) any invoices already posted, if necessary.

(Print) Invoices window

You must print invoices only after you’re finalized your work orders and the printer of choice is loaded with the correct invoice forms, letterhead, or plain paper. (The invoice form is defined with the INVCFORM Control variable in the Company maintenance record.) All work orders must have an invoice printed to complete the process. If an invoice has no dollar amount to be billed, the process of generating a ‘no-charge’ invoice is still required to close the work order.

When the invoice is posted, various files within the Accounts Receivable, Water Billing, and Work Order applications are updated, depending on the **Order type** field value. At that time, the open order is also deleted from the open work orders file and added to the work order history file.

Invoice printing options: There are two primary options for printing invoices at various stages of order processing. You can print an invoice as soon as the work order is finalized by using the “Print” shortcut within the individual work order header (and choosing **Invoice**). You can also choose to print an invoice for a single order or for all orders via this “Invoicing ►” menu selection.



NOTE: If an invoice has been printed for an order since the last time you posted invoices, that invoice is not printed again if you select “Print invoices” from the “Invoicing ►” sub-menu selecting to print **All** for the **Option** field value.

Invoice printed by mistake: If an order was Finalized and an invoice printed by mistake, the order is still identified within DTE as invoiced. However, you can go back into the work order and change the **Order type** field value back to an “O”rder. All the verification and display messages within work order entry remain and the order will continue to print on the Pre-post report. When the order is completed, Finalize, re-print the invoice, then proceed as normal for posting.

Invoice format options: The format of the invoice is predefined based on several standard format options. Which format is used is defined with the INVCFORM Control. Your choices are

- ✓ **1:Nebs 9044** - preprinted with field titles, a place for your company logo, and column headings for the items sold.
- ✓ **2:Laser** - requires minimum custom programming for format changes required for your company.
- ✓ **5:Nebs 9051** (for use with plain paper with space for a Company logo) - Nebs form 9051 is not preprinted in that DTE prints the field titles on the header and column headings for the items sold. This format does not include the Company name and address allowing room for a logo in the upper left corner. This allows possible use with business letterhead.
- ✓ **6:Nebs 9051** (for use with plain paper) - Nebs form 9051 is also not preprinted in that DTE prints the field titles on the header and column headings for the items sold. With this option, the Name and address is taken from the System Manager DTE Controls and printed.
- ✓ **9:Custom** - not defined in any standard format. This option requires custom modifications.

Invoice printer options: The choice of printer to use can be controlled by the INVCPRINTER Control variable defined via “Company” Maintenance menu column. This variable allows an absolute printer to be automatically assigned or to prompt the operator for the invoice printer at the time of printing.

Invoice date: If a **Complete date** value is entered within the work order, “Field” shortcut data window, that value is used as the Invoice date and subsequently, the posting/G/L distribution date. If no date is entered as the **Complete date**, the current system date is used for the invoice date.

Option: Press <Enter> for the default value **One order** to create an invoice for only one order at a time or choose to print **All** orders. When choosing **All** orders, only those not already printed from within the Work Orders are included. Depending on the **Option** chosen, the following fields may be enabled.

Order number: Enabled only if **One** order was chosen in the **Option** field. Enter the number of the order to print an invoice for. The Owner/customer ID and corresponding name display for visual verification.

Use the “Go” shortcut to return the cursor to the **Option** field for another selection. Repeat the **One order** option for additional individual orders to select for invoice printing. When all invoices have been selected, use the “Exit” shortcut from the **Option** field to pull down the Print Option menu column.

Beginning order no: Enabled only if **All** was chosen in the **Option** field. Enter the first order number to print or press <Enter> for the default value, **1**, and start with the lowest order number on file.

Ending order no: Enabled only if **All** was chosen in the **Option** field. Enter the last order number to print or press <Enter> to include up to the highest order number on file or order number **999999**.

 When all required fields are complete, the cursor returns to the **Option** field. Use the “Go” shortcut to indicate that the selection process is complete, then the “Exit” shortcut to pull down the Print Option column to choose where you want the Invoices to print.

Print Invoice Pre-post report

To print a verification list of the work orders printed as invoices, select “Pre-Post report” from the “Invoicing ►” sub-menu. There is no selection criteria and the Print Option menu is pulled down automatically.

All order lines for invoices printed since the last time you posted invoices are included on one report, sorted by work order number. This report is primarily meant as a review of the individual line items for the invoices printed and any additional charges that apply. It is strongly suggested that this report be compared with the closed work orders for the same period of time to verify all work orders completed have been finalized, have had invoices printed, and are ready to be closed.

The report includes the Order number, Bill to Owner/Customer ID, name, and address, Completion date, LID, Land ID, Finalize Order type, the Unique ID of the operator that Finalized, Initial crew, if engineering was called, and the Field notes for each order. Each “Entries” line is then listed underneath including the item ID and description, the quantity used, the unit selling followed by the extended price, the unit cost, followed by the extended cost.

Work Order Invoice Posting

Select “Post invoices” from the “Invoicing ►” sub-menu to post the invoices that were printed since the last time Invoices were posted, no matter what method of printing used. The post updates the work order/invoice history files, purges the order from open orders files, passes the billable invoices to Water Billing, and generates the General Ledger accounting distribution for all invoices.



NOTE: If you haven’t already, it is strongly suggested to print [Pre-post report](#) to confirm all invoices have been printed and what order will be posted.

Accounting considerations: The G/L distribution date is determined by the Invoice date for a given work order. In turn, the invoice date is assigned as the current system date unless a value is entered in the **Complete date** field, “Field” shortcut data window, of the work order.

When you select “Post invoices,” the Work Order Invoice Posting window is displayed. In the fields of this window, the general ledger default accounts to which Cash, Accounts Receivable (for billable invoices only), and Sales Tax will be distributed are specified. If any of the accounts to which this group of invoices should be posted are different than the displayed accounts, you must overwrite the incorrect values with the

correct account numbers. Any value changed, affects the entire group of invoices being posted.



NOTE: To change the default value for future invoice posting, you must edit the values defined via the “Company” selection of the Accounts Receivable application for any of the, CASHACCT, RECEIVACCT, TAXACCT, and DISCOUNTACCT Controls.

The General Ledger account numbers for Income, Cost (of goods), Inventory, and some cases, Expense are taken from the definition of the Category code assigned to each Item ID/line item of an order. In addition, different types of Work Orders are treated differently for accounting distribution based on the following rules:

- ✓ **L:LID work orders** – Work on an LID is immediately “paid for” by the company. The payment is processed internally and no actual money transfers but is labeled and expense for a particular LID. In this case, the invoice total must be greater than .00 and the Finalize window, **Type of WO** field must be equal to **L:LID W/O**.

This type of General Ledger distribution is unique in there is no Accounts Receivable distribution created, no sales tax calculation allowed, and no Water Billing unpaid invoices record. Also be aware that only a single LID is allowed per work order.

Using the example of Pipe repair and an hour of Labor, the repair item has a cost of 35.87 and a price of 95.00 while labor has no inventory cost (.00) and “price” of 50.00. Applicable division codes are always division code **11** and the department code is taken as the LID number, in this case, LID 057.

Debit	Credit
145.00 (Posting Cash account)	145.00 (Posting cash account with division 11 and LID dept)
35.87 (Item category Cost)	35.87 (Item category Inventory)
95.00 (Item category Expense)	95.00 (Item category Sales/Income)
50.00 (Item category Expense, no division, LID dept)	50.00 (Item category Sales/Income)

- ✓ **K:Internal Company work orders** - Work on a canal or other repair that uses inventory to fix, not for a specific LID, and is not billable to anyone. In this case, the invoice total must be greater than .00 and the Finalize window, **Type of WO** field must be equal to **K:Internal Co W/O**.

This type of General Ledger distribution is unique in there is no Accounts Receivable, Cash transfer, Sales/Income, Sales tax, or Expense distribution and no Water Billing unpaid invoices record. The Cost and Inventory distribution does adjust for relieving the inventory value, however. Normally, labor and other non-item charges have no cost value and therefore do not create a distribution record for accounting.

Using the example of Pipe repair and an hour of Labor, the repair item has a cost of 35.87 and a price of 95.00 while labor has .00 cost and “price” of 50.00. Because only the cost is distributed and Labor carries no cost for work order consideration, there is no entry for the labor to G/L, only the cost of the item used.

Debit	Credit
35.87 (Item category Cost)	35.87 (Item category Inventory)

- ✓ **C:Contractor/Owner** work orders - Owner or Contractor is financially responsible for a repair and should be billed. In this case, the invoice total must be greater than .00 and the Finalize window, **Type of WO** field must be equal to **C:Contractor/owner W/O**.

The standard distribution is created for a billable invoice including an open invoice record in Water Billing to apply a payment to at a later date. For this type of work order, the billing accounts used are associated with the item ID as the WB code field value. When the invoice is paid, those same accounts are used to applied against for journal entries.

Using the same example of Pipe repair and an hour of Labor, the repair item has a cost of 35.87 and a price of 95.00 while labor has no inventory value cost and price of 50.00 per hour. In addition, there is sales tax on the item used in the repair.

Applicable division codes are always division code **11** and the department code is taken as the LID number, in this case, LID 057.

Debit	Credit
150.70 (Posting Accounts Receivable)	5.70 (Posting Sales tax account)
	50.00 (Item category Sales/Income)
	95.00 (Item category Sales/Income)
35.87 (Item category Cost)	35.87 (Item category Inventory)

In addition to the above standard distribution, the account values used when the invoice is paid, are established. At the time the invoice is posted, the debit and credit account numbers for the payment are taken from the Water Billing Adjustment code associated with each item ID, **WB Code** field value.

Any Sales Tax that might apply utilizes the WB Adjustment code defined as the DEFSALESTAX Work Order Control. Respectively, that same Control code defined must also be defined as an Adjustment code within the Water Billing application.

W/O to G/L distribution report:The general ledger distribution entries are posted to the Work Order distribution file (*wodist.ism*) to be interfaced to General Ledger at a later date. Select “W/O to G/L distribution” from the Reports/INQUIRY menu column after invoices are posted to get a complete listing of the distribution prior to interface.

Included in this report is the **Bill To** owner name when applicable, otherwise, the **Owner name** associated with the work order from the first window represents the 'Description' and the invoice number the 'Refer' within the report.

Coding default values: Category codes associated with each line item ID are assigned to that item when the item ID is defined. Refer to the sections, "Codes ► Item ► Maintenance Menu column" in the Name/Address for details to define the Category code and "Maintaining inventory item records," of the Inventory User's Reference Manuals for detailed input information.

WB Codes are also assigned to each item ID. The WB codes are actually Adjustment codes that have been previously defined within the Water Billing Maintenance menu column, "WB Codes ► Adjustment code" selection. The WB codes are used to hold the accounting distribution from work orders until the invoice has been paid. At the time of payment, the amounts paid are distributed in and out of the WB Code adjustment accounts are created.

Sales Tax /WB codes: Any sales tax billed within the Work Order uses the posting account for the Credit as noted in the previous table. The off setting debit amount is totaled in with the Accounts Receivable. In addition, a Water Billing Adjustment code must be defined for the sales tax credit account when the invoice is paid.

The "billing code" value within Water Billing invoice is determined by the DEFSALESTAX Work Order Control. This same code value must also be defined as a Water Billing Adjustment code. Most standard entries do not use the debit account defined but the credit account is distributed for the amount of sales tax paid along with the payment off-set account of cash.

Inventory quantities update: For each of the different types of work orders (KID, LID, Owner/Contractor), the quantity of the items used in the repair also reduces the inventory, if an item ID is defined as Controlled. For each item used, the **Quantity in stock** field values within the Item's Location Tab and the **Units on hand** field within the Bin Tab is reduced by the quantity entered via the "Entries" shortcut.

As a reference, each Item ID has a Location and within that location, you can define several Bins. For example, you might have Location 001 be the main warehouse and each Truck taking inventory from that location be a 'Bin.' The total of all Bins should equal the total for that location. During a physical count, each Bin is counted and quantities entered. When that count is posted, the Location Tab is then updated with that total of all Bins.

Posting Register: During the post process, a transaction posting register is created in the form of either **Detail** or **Summary**. This register lists the invoices that are to be recorded to the current period's activity and can be utilized as a proof list. Once the register is printed, the message "Continue posting?" displays for operator input before continuing. Choosing **Yes** continues with the post and updates the data files. Choose **No** to correct abort the post and correct any errors found on the posting register just printed. When you repeat the post menu selection, a new register prints.

You have the choice of printing this report with complete detail or a summarized version with one line per customer.

- ✓ The detailed report includes the Owner/customer ID and name, the invoice and corresponding order number, each line item included on the invoice, applicable sales tax, and the invoice total. The line item detail includes the item ID and description, quantity shipped, price, unit-of-measure, and the extended price.
- ✓ The summarized version of the report includes the Owner/customer ID and name, invoice and order number, total sale amount, sales tax, and invoice total.

It is strongly suggested that this register be reviewed for accuracy before continuing with the post process.

For each account number specified at the time of posting, you will also determine an optional division and department code. Leave the Division and Department code fields blank for no distinction.

Division: Optional. If the transactions you're posting are for a particular division, enter that division's code. The division code you enter will be recorded on the cash account specified in the preceding field for all invoices being posted.

Department: Optional. If the transactions you're posting are for a particular department, enter that department's code. The department code you enter will be recorded on the cash account specified in the preceding field for all invoices being posted.

Cash account: The account number to which cash is distributed when L:LID W/O type of Work Order is posted. If cash account for this group of transactions should be distributed to a different account than the displayed account, enter that account number. Please note that all work orders within this posted group will use the same cash account if applicable.

A/R account: The account number to which accounts receivables are distributed when Work Order Entry transactions are posted is displayed (defined with the RECEIVACCT Control variable via the "Company" maintenance function in Accounts Receivable). If accounts receivables for this group of transactions should be distributed to a different account, enter that account number.

Sales tax account: The default account number to which sales tax is distributed as a credit when Work Order Entry transactions are posted is displayed. (The default is defined with the TAXACCT Control variable via the "Company" maintenance function in Accounts Receivable.) If sales tax should be distributed to a different general ledger account, enter that account number.

Use the "Go" shortcut to indicate the account number entry is complete and display the **Report type** prompt. At the **Report type** prompt, choose whether you want the invoice register to print in **Detail** or **Summary** form. Use the "Go" shortcut again to pull down the Print Option menu to select where you want the posting register to be sent.

Verify the register data is what is expected and confirm the confirmation message to continue with the post. If the register is incorrect, choose to not continue with the post, the posting process is aborted, and the Transaction menu column is displayed. When

you continue with the posting process and it is complete, the Transaction menu column is pulled down.

Re-print Invoices window

To re-print an invoice that has been posted, select “Re-print invoices” from the “Invoicing ►” sub-menu. The data uses the invoice format defined with the INVCFORM Control variable, retrieving the data from the work order header history file (*woihdr.ism*) and work order line history file (*woilin.ism*). The format is the same as the original invoice except for the word “*REPRINT*” in the invoice header.

Invoice no: Enter the invoice number to reprint. The invoice number must have already been posted within the Work Order entry application.

Owner ID: Display only. The owner ID and name is displayed for visual verification.

Use the “Go” shortcut to Pull down the Print Option menu and select the printer to print invoices to.

4 The Reports/Inquiry Menu Column

The two selections from the Reports/Inquiry menu column, “Inquiry” and “Codes,” are available from any application that maintains the data inquired or reported on. For example, you can inquire or print Water Billing data from within the Accounts Payable or Inventory application because all three applications utilize some part of the Inquiry menu or master Codes. When either menu selection are selected, a sub menu of available choices displays.

This document includes detailed description of those Inquiries or Reports that apply directly to Work Order Entry. For detailed descriptions of other Inquiry or Code reporting, please refer to that application user’s reference manual.

From the inquiry sub menu you can choose to inquire on

- [Open work orders](#) currently in progress and not invoiced or posted
- Invoiced and posted [WO invoices](#) by invoice number, Owner/customer ID, or Item ID

From the Codes sub menu selection choose to print any codes but specifically the [Car, Problem, or Alert codes](#) defined for use within the Work Order application.

As with the first two selections, the “[Open work orders](#) ▶” menu selection reveals a sub menu with additional choices. Listed within this menu selection are report choices with the data from the open work order files (*wohdr.ism* and *woline.ism*). This means that any invoiced and posted work order will NOT be included on any open work order reports. From the Open work orders sub menu you can

- Print various reports on open orders for analysis and research
- Print open orders by Owner/customer or Item
- Print orders that have required a shut-off order to repair
- Print all open orders in order starting from the oldest work order as an Aging report
- Print all open work orders requiring person follow-up to the issue

The remaining report selections include either master reports or report data from invoiced and posted work orders. In addition to the above mentioned report items, from the Reports/Inquiry menu column, you can also

- Report on the [work order history](#) by owner or item and for a range of invoices or dates
- [Manage your inventory](#) by reporting those items that were used by owner/customers and also those items not recently used.

- Report for all work orders associated with an [LID](#)
- Print a list of account distributions to be interfaced to General Ledger

Default values: The most common report field entries are chosen as the default field values for most reports. Starting and ending fields are designated by either an asterisk (*) or the lowest and highest numeric values for all. Other field defaults are listed as the first of multiple choices from a selection window.

If you know you want to generate a report using all the default values in the report criteria fields, you can use the “Fill defaults” shortcut, then the “Go” shortcut to start the report generation. If keyboard input is required, the “Fill defaults” process will stop at those fields with a screen message as a reminder.

“Find” shortcut: Many of the reports enable the “Find” shortcut for standard maintenance masters such as vendor ID. You can use the “Find” shortcut to search for the record by any of the field choices displayed, based on the record key(s). For additional information, please refer to the Down To Earth General Concepts, User’s Reference manual.

Keyboard shortcuts: For your system’s actual keyboard shortcuts, pull down the General or Records menu column for Windows environments, within a menu column selection. Pull down the General, Records, and/or Input menu columns for the keyboard shortcuts in a non-Windows environment.

Printing Options: When printing, you have several options for the output of that report.

- ✓ **Printer** - brings up a selection window with all previously defined printers available for you system
- ✓ **Screen** - display the full report to your screen with shortcut options available to move the data up, down, left, right, first page, or last page
- ✓ **Queue** - write the report to your harddisk to print at a later time via Queued reports
- ✓ **Text file** - choose the logical directory and filename to write the report to your harddisk
- ✓ **Abort** - cancel the printing of the selected report

Printing to the screen: There are many shortcuts that can be used when printing a report to the screen. For the exact key assigned to each shortcut for your system, activate the menu bar and pull down the View and General menu columns.

Once the report is displayed, use the “Next page” and “Previous page” shortcuts to view the data one screen at a time vertically. Also use the “End of the line” and “Beginning of the line” shortcuts“ to move to the far right and back to the far left of a report. To move immediately to the last page of the report, use the “Last page” shortcut and the “First page” shortcut, returns you to the first page. Use the “Exit” shortcut to return to the original application menu column when viewing is completed.

Printing to an API printer: Windows environments have the option to define a printer as API (Application Programming Interface) allowing a preview mode with the use of all Windows based functions such as Zoom in and out based on a percentage, page by page viewing, and printing directly from the preview mode. For additional information on an API printer, please refer to the System Manager User Reference chapter, “Defining Printers” section.

4.1 Work Order/Invoice Inquiries

An inquiry is a quick method to see information about an order or item if you don’t need the ability to change any values or to see detailed information of existing orders or invoices. For example, an open Work Order and associated data can be viewed with the “Work Orders” selection from the “Inquiry ►” sub menu of the Reports/Inquiry menu column. Any special pricing for a combination of customer, item, location, etc is available for calculation and re-calculation with the “Item Special Pricing” inquiry. And, Work Order History is available from various sorting options such as Invoice, Customer, or Item history.

Although you can inquiry on any installed, listed inquiry selection, only the sub-menu selections pertaining to the Work Order Entry application are described in this manual. Please refer to the individual application manual for specific inquiry information.

From the Reports/Inquiry menu column, “Inquiry ►” sub menu, you can

- View the detail header and line information for an open work order with “[Work Orders](#)” inquiry selection
- Display a single line summary of the order status with “[Work Order Status](#)” – dates ordered and completed, and if the order has been invoiced or posted
- The “[Work Order Invoice History](#)” inquiry sequentially displays the orders invoiced, in order by invoice number
- The “[Work Order Owner History](#)” inquiry singles out a specific Owner and item ID combination
- The “[Work Order Item History](#)” inquiry for a specific item used and for which work orders

Entry Information: Some inquiries require specific field entry for the lookup such as “Work Order Item History.” With the “Work Orders” or “Work Order Invoice History,” use the “Locate record” shortcut to search for the desired invoice, the “Next record” shortcut to display consecutive invoices, or the “Last record” shortcut to display a specific record in the entry window. You can page through the inquiry listings, both forward and backward using the “Next page” and “Prev page” shortcuts. Use the “Go” shortcut once operator input is complete to start a process and the “Exit” shortcut to return to the Menu column.

Work Orders Inquiry

To view the detailed information for an open work order on the screen, select “Work Orders” from the “Inquiry ►” sub menu column. The Order Inquiry window is displayed.

The information displayed is taken from the order header (*wohdr.ism*) and line (*woline.ism*) files and includes the Field data if updated. Data is only available from these files if the order has not been posted via the “Invoicing ►” selection, “Post invoices” sub menu selection in the Transaction menu column. If you require information for an order and it has been posted, please refer to the section “[Work Order Invoice History Inquiry](#)” following.

Select the order to view the header information and use the “Lines” shortcut to display a list of the order’s lines. Select any line from the list to then display the detailed information from that line.

 Use the “Exit” shortcut as many times as necessary to return to the menu, the number dependent upon the windows displayed. No fields are enabled for input, however, the entire header and line entry is displayed as entered.

Work Order status

To view the status of a group, single, or all orders on record, select “Order status” from “Inquiry ►” sub menu column. An untitled input window is displayed prompting for the Starting order number to view. Press <Enter> to begin with the first open work order on file or enter the work order for the inquiry.

The Order status gives you a displayed list of what processing stage the open orders are, sorted by the work order number. A single line display includes the order number, owner/customer name, order date, completed date (if applicable), and Y(es) indicators if the order has had an Invoice printed.

Starting order no: Enter the number of the order with which you want to begin. To view the status for all orders on file, press <Enter> for the default value, **0**, and start with the first order on file.

 Use the “Go” shortcut to indicate the starting order entered is accurate and to display the Order Status list window. When you’re finished viewing the status of your orders, use the “Exit” shortcut to return the cursor to the Starting order field. Use the “Exit” shortcut again to redisplay the “Inquiry ►” sub menu column.

Work Order Invoice History Inquiry

To view the detailed information for an order invoiced and posted, select “Work Order Invoice History” from the “Inquiry ►” sub menu column. The Invoice History Inquiry window is displayed.

This information is very similar to the Work Orders Inquiry but is taken from the invoice header (*woihdr.ism*) and invoice line (*woilin.ism*) files instead of the open work order files. In addition, the key information to look up the data by is the invoice number, not the order number. Data is only available from these files if the order has been posted via the “Invoicing ►” selection, “Post invoices” sub menu selection in the Transaction menu column.

Select the invoice to view the header information and use the “Lines” shortcut to display a list of the order’s lines. Select any line from the list to then display the detailed information from that line.

 Use the “Exit” shortcut as many times as necessary to return to the menu, the number dependent upon the windows displayed. No fields are enabled for input however, the entire header and line entry is displayed as entered.

Work Order Owner History Inquiry

To view the detailed history for a customer and item combination or simply all the items ordered for a customer, select “Work Order Owner History” from the “Inquiry ►” sub menu column. Order lines that have been invoiced, posted, and not purged from the history files (*woihdr.ism* and *woilin.ism*) are considered. The Customer History Inquiry window is displayed for operator input of the customer and/or item ID.

The information displayed includes the order number and date, the line number of that order and the item ID and description. In addition, the quantities ordered, the price of each Unit of Measure, and that unit of measure code are included.

Owner: Enter the customer ID to inquiry on.

Item: Enter a specific item ID or press <Enter> to leave this field blank and include all items ordered for this customer.

 Use the “Go” shortcut to automatically display a list of items ordered by this customer. Use the “Exit” shortcut to return to the **Owner** field for another inquiry or use the “Exit” shortcut to return to the “Inquiry ►” sub menu.

Work Order Item History Inquiry

To view the detailed history of all the Work Orders and customer combinations that have had a specific item ordered, select “Work Order Item History” from the “Inquiry ►” sub menu column. The Item History Inquiry window is displayed for operator input of the item number.

The information displayed includes the work order number, customer ID, incident address, the order completion date, the quantity used, price, and invoice number assigned to the order.

Item: Enter an item ID to view history of.

Use the “Go” shortcut to automatically display a list of items ordered by all customers. Use the “Exit” shortcut to return to the **Item** field for another inquiry or use the “Exit” shortcut to return to the “Inquiry ▶” sub menu.

4.2 Printing Codes ▶ listings

Select “Codes ▶” from the Reports/Inquiry menu column to print a list the various codes used by all the applications in Down To Earth. Although you can print any of the application codes from this menu selection, only the codes directly associated with the Work Order Entry application are described in this section.

From the “Codes ▶” selection, choose either “Sales ▶,” “Item ▶,” “Purchasing ▶,” or “Other ▶” to display the respective code selection menu. To print a list of codes used within Work Order Entry, choose “Other ▶” then the type of code you wish to print. Related codes utilized include the Car, Problem, and Alert codes.

Other codes used when entering a work order are defined within the Inventory or Water Billing applications. These codes are printed by selecting any respective sub menu under the “Sales ▶” or “Item ▶” Reports/Inquiry menu selection.

There are no criteria fields for Work Order Entry or Inventory related codes. Selecting the type of code displays the Print Option menu column for you to select a printer.

4.3 Open Work Order Report options

Open orders (orders still being processed) can be analyzed and reported many different ways by choosing the “Open Work Orders ▶” and any one of the sub menu choices. For example, choose “Orders entered report” to list all open orders based on the date, order number, or warehouse location. In addition, open orders can be printed by Owner ID or item ID.

The following reports are available from the “Open Work Orders ▶” menu selection:

- [Orders entered report](#) – orders still being processed and not completed or invoiced
- [Daily order report](#) – by date and a single representative
- [Weekly order report](#) – by date and a range of representatives
- [Open orders by Owner](#) or [Item](#)
- [Shut-off report](#) identifying those open work orders where water shut off was necessary

- [Aging report](#) for follow up on work orders not completed
- [Follow up report](#) identifying those work orders with any Follow up required.

The information included on [all open order reports](#) is taken from the order header (*wohdr.ism*) and line (*woline.ism*) files. Data is only available from these files if the order has not been posted via the “Invoicing ▶” selection, “Post invoices” sub menu selection in the Transaction menu column. If you require information for an order and it has been posted, please refer to the previous section “[Work Order Invoice History Inquiry](#).”

Orders Entered report

To list the detailed information for open orders, select “Orders entered report” from the “Orders ▶” sub menu column. The Orders Entered Report window is displayed. This report prints somewhat in the same form as an order would in that the header information prints first (first and Field input windows of an order) followed by the detailed line item ID data for each line entered on the order.

Starting order date: Enter the first order date for which you want orders included on the list. The date you enter in this field is compared to the date stamp written to the file as the order date when the order was originally created. If you press <Enter> without entering a date, Down To Earth will automatically enter the current system date in this field.

Ending order date: Enter the last order date for which you want orders included on the list. If you press <Enter> without entering a date, Down To Earth will automatically enter the current system date in this field.

Starting order: Enter the first order number you want included on this report. To begin with the first order on file for the specified date range, press <Enter> for the default value, **0**.

Ending order: Enter the last order number you want included on this report. To begin with the last order on file for the specified date range, press <Enter> for the default value, **999999**.

Location: Enter the inventory warehouse location to print open orders entered for or press <Enter> to include all locations by entering the default value, *****.

 You can use the “Fill defaults” shortcut to enter the displayed default information in all fields. Use the “Go” shortcut to pull down the Print Option menu column and choose where you want the report to print.

Daily Order report

To list the summary usage and cost information for open orders by order number and for a range of dates, select “Daily order report” from the “Open Work Orders ►” sub menu column. The Daily Order Report window is displayed. This report prints a summary of the order, and items on each line of the order. The data includes the units used, the extended price and cost, and cost and profit percent.

As an alternative to the printed report, you can create a file **WRK:wo6020.txt** in a comma delimited format, including headings. The file includes the owner/customer ID, name, incident city state and zip, order number and date, invoice number and date (if partially invoiced), item description, item units, unit price and cost, the amount, cost, profit, and extended profit.

Starting order date: Enter the first order date for which you want orders included on the list. The date you enter in this field is compared to the date stamp written to the file as the order date when the order was originally created. If you press <Enter> without entering a date, Down To Earth will automatically enter the current system date in this field.

Ending order date: Enter the last order date for which you want orders included on the list. If you press <Enter> without entering a date, Down To Earth will automatically enter the current system date in this field.

Item ID: Enter a single item ID to report or press <Enter> for the default value, * and include all items for this report.

Type: Choose the default value, **Report**, and generate a report to your choice of printer. Choose **Export** to create a flat ASCII file that is comma delimited for import into a third party software such as Excel®. The ASCII file is written to the WRK directory as the filename **wo6020.txt**.

 You can use the “Fill defaults” shortcut to enter the displayed default information in all fields. Use the “Go” shortcut to pull down the Print Option menu column and choose where you want the report to print.

Weekly Order report

To reproduce an ‘order like’ report of the changes made to the order line file (*woline.ism*), select, “Weekly order report” from the “Open Work Orders ►” sub menu column. The Weekly Orders Report window is displayed.

This report prints only those orders that were added, changed, or deleted within the **Starting** and **Ending date** range selected. In order for the add, change, and delete information to be tracked, the DTE Control variable WOLINE-LOG must be defined as **Yes**. Then as any order lines are altered, that alteration is tracked in the log file (*smlogf.ism*).



NOTE: Because a record is written to the log file EACH TIME an addition, change or deletion is entered, the file can grow rapidly. For this reason, it is strongly suggested that you purge the log records on a regular basis via the “Purge log file” selection from the System Manager Files menu column for the *woline.ism* file.

The report prints the header information at the top of the page followed by each line item that was changed. This is very helpful for a Customer service representative or Manager to track any changes that were issued to work orders associated with their own representative code.

Starting log date: Enter the first date for which you want orders included on the list. If you press <Enter> without entering a date, Down To Earth will automatically enter the current system date in this field.

Ending log date: Enter the last date for which you want orders included on the list. If you press <Enter> without entering a date, Down To Earth will automatically enter the current system date in this field.

 You can use the “Fill defaults” shortcut to enter the displayed default information in all fields. Use the “Go” shortcut to pull down the Print Option menu column and choose where you want the report to print.

Open Orders by Owner report

You can generate an Open Orders Report for each customer, orders with invoices not yet posted, by selecting “Open orders by owner” from the “Open Work Orders ►” sub menu column..

This report groups each owner/customer’s orders that qualify for the report together and lists each order. The report includes the order number and date, order date, location, item ID and description, quantity used, and the extended amount of the item price. If an order is in the process of being finished but the invoice not posted, the quantities are shown as completed, and the total amount is .00 as this order is no longer truly ‘open’ any longer.

As an alternative to the printed report, you can create a file **WRK:wo6100.txt** in a comma delimited format, including headings. The file includes the order number, sold-to ID, name, and address, shipped to ID, name and address, contact name, telephone, and fax number.

Starting owner: To include the open orders for a sequence of owner/customers, enter the ID code of the first owner in that sequence. To begin the report with orders for the owner that has the lowest ID code on file, press <Enter> for the default value, **0**.

Ending owner: Enter the ID code of the last owner/customer in the sequence of owners you want included. To end the report with orders for the owner that has the highest ID code on file, press <Enter> for the default value, **99999999**.

Starting order date: Enter the first shipping date for which you want open orders included in the report. The date you enter in this field is compared to the date stamp written to the file as the order date when the order was originally created. If you press <Enter> without entering a date, the system enters **1/01/1901** and the report will begin with the earliest open order on file.

Ending order date: Enter the last shipping date for which you want open orders included in the report. Press <Enter> without entering a date in this field to enter the current system date and the report will include open orders through the current system date.

Type: Choose the default value, **Report**, and generate a report to your choice of printer. Choose **Export** to create a flat ASCII file that is comma delimited for import into a third party software such as Excel®. The ASCII file is written to the WRK directory as the filename **wo6100.txt**.

 You can use the “Fill defaults” shortcut to enter the displayed default information in all fields. Use the “Go” shortcut to pull down the Print Option menu column and choose where you want the report to print.

Open Orders by Item report

You can generate an Open Orders Report by item ID, orders with invoices not yet posted, by selecting “Open orders by item” from the “Open Work Orders ►” sub menu column..

This report groups orders together for each specific item ID (when printing in Item ID sequence) and lists the orders by number within. The order number and date, required (ship) date, location, customer ID and name, quantity used, extended price, and any customer reference information is included.

Starting item: To include the open orders for a sequence of inventory items, enter the ID code of the first item in that sequence. To begin the report with the open orders for the item that has the lowest ID code on file, press <Enter> for the default value, *.

Ending item: Enter the ID code of the last item in the sequence of items you want included. To end the report with open orders for the inventory item that has the highest ID code on file, press <Enter> for the default value, *.

Starting order date: Enter the order date for which you want open orders included in the report. The date you enter in this field is compared to the date stamp written to the file as the order date when the order was originally created. If you press <Enter>

without entering a date, the system enters **1/01/1901** and the report begins with the earliest open order on file.

Ending order date: Enter the last order date for which you want open orders included in the report. Press <Enter> without entering a date in this field to enter the current system date and the report will include open orders through the current system date.

Sequence: Choose the default, **Item**, and sort by order number within item ID, listing all open orders for that item. Choose **Order date** to list the items based on the oldest **Order date**. Each item record is listed separately within a given ship date and includes the order number and date, location, customer ID and name, quantity ordered, shipped, backordered the sale amount and any customer reference.

 You can use the “Fill defaults” shortcut to enter the displayed default information in all fields. Use the “Go” shortcut to pull down the Print Option menu column and choose where you want the report to print.

Shut off Report

You can generate a report that includes all open work orders that have had their water shut off, through a specific date by selecting “Shut off report” from the “Open Work Orders ►” sub menu column. All orders being processed where the **Shut-off date** field value from the Work Order header (first window) is prior or equal to the date entered by the operator, are included in this report.

This report groups orders together by the shut off date and lists in that order, starting with the oldest date. The work order number, incident address, LID, Land ID, Turnout and Gate are listed on the first line. The second line for each work order includes the initial Crew assigned to the work order, the shut off date, estimated back on date, and the shut off notes from the work order.

The report has only one prompt for the **Ending date**. The date entered is compared to the Shut off date on any open order. Once the date is entered, use the “Go” shortcut to pull down the Print Option menu and choose where you want the report to print.

Shut off Report by LID

You can also generate a shut off report listed in order by LID by selecting “Shut off report by LID” from the “Open Work Orders ►” sub menu column. All orders being processed where the **Shut-off date** field value from the Work Order header (first window) is prior or equal to the **Shut –off date** entered and there are line items associated with the order, are included in this report.

This report groups orders together by their LID code and lists in that order, starting with the lowest number LID. The date, initial crew, work order number, and the first item with corresponding quantity and pricing data, if any, are listed on the first line. Additional items used entered via the “Entries” shortcut of the order are listed on subsequent lines.

The report has only one prompt for the **Ending date**. The date entered is compared to the Shut off date on any open order. Once the date is entered, use the “Go” shortcut to pull down the Print Option menu and choose where you want the report to print.

Aging Report

You can generate a report that includes all open work orders through a specific date by selecting “Aging report” from the “Open Work Orders ►” sub menu column. All orders being processed where the **Order date** field value from the Work Order header (first window) is prior or equal to the date entered by the operator, are included in this report.

This report groups orders together by work order within date, starting with the oldest date on file. The work order number, incident address, LID, Land ID, Turnout and Gate are listed on the first line. The second line for each work order includes the initial Crew assigned to the work order, the shut off date, estimated back on date, and the shut off notes from the work order.

The report has only one prompt for the **Ending date**. The date entered is compared to the order date on any open order. (The order date is assigned by the system automatically and not entered by an operator.) Once the date is entered, use the “Go” shortcut to pull down the Print Option menu and choose where you want the report to print.

Follow-up Report

To generate a report with only those Work Orders requiring personal follow-up, select “Follow-up report” from the “Open Work Orders ►” sub menu column. This report includes only those open work orders (not invoiced and posted) that have a value in the **Follow-up** field of the “Field” shortcut window. If any characters are entered in this field, the work order qualifies and is included in the report.

This Follow up report groups orders together by work order within date, starting with the oldest date on file. The work order number and date, caller name, incident address, and the available contact numbers are listed on the first line. The second line for each work order includes the initial crew and follow-up crew assigned to the work order, in addition to the Comments entered.

The report has only one prompt for the **Ending date**. The date entered is compared to the order date on any open order. (The order date is assigned by the system automatically and not entered by an operator.) Once the date is entered, use the “Go” shortcut to pull down the Print Option menu and choose where you want the report to print.

4.4 Work Order Format master list

You may have multiple formats defined for the center section of the work order form, however, the current format being utilized is defined with FORMNO Control.

Formats are defined by selecting “Work order format” from the Maintenance menu column. The format commands defined for different work orders are available in a printed listing by selecting “W/O forms” from the Reports/Inquiry menu column.

The only report prompt is the three character format code or press <Enter> to print a list of all formats. Each command line and corresponding instruction is listed in order by the command line sequence number. Formats are user defined with complete instructions for the commands found within the “[Work order format definition](#)” section of this manual.

Use the “Go” shortcut to pull down the Print Option menu and choose the printer selection.

4.5 Printing a History Report

To print a list of the work orders that have been completed and invoiced but not purged from the history files (*woihdr.ism* and *woilin.ism*), select “History” from the Reports/Inquiry menu column. (History records purged via the “Purge history” selection of the Miscellaneous menu column are not included.)

You can select a sequence of owners, items, invoices, and invoice and order dates to include in this report. You can also specify whether you want the report to be organized and sorted by owner, item, or invoice.

The history report details each order and includes the owner ID and name, item ID and description, invoice number, order number, order date, and completion date. In addition, location, sell unit of measure, quantity ordered (used), total cost, total price, and margin percent are included for each item ordered. The order of the data listed differs slightly depending on the **Report sequence** chosen.

Work Order History Report window

Starting owner: Enter the first owner ID code to include in this report. To begin the report with history for the customer that has the lowest ID code on file, press <Enter> for the default value, *.

Ending owner: Enter the ID code of the last owner/customer you want included. To end the report with history for the owner that has the highest ID code on file, press <Enter> for the default value, *.

Starting item: To include the history for a sequence of inventory items, enter the ID code of the first item in that sequence. To begin the report with the history for the item that has the lowest ID code on file, press <Enter> for the default value, *.

Ending item: To include the history for a sequence of inventory items, enter the ID code of the last item in that sequence. To end the report with the history for the inventory item that has the highest ID code on file, press <Enter> for the default value, *.

Starting invoice: Enter the first invoice number to include on this report or press the <Enter> key to enter **0** and begin with the lowest invoice number on file.

Ending invoice: Enter the last invoice number to include history for or press <Enter> for the value, **99999999**, and include up to the last invoice on file.

Location: Enter the warehouse location to report history for or press <Enter> to include all locations by entering the default value, *****.

Starting invc date: Enter the first invoice date for which you want history included in the report. To include the earliest history on file, press <Enter> for the default value, **1/01/1901**.

Ending invc date: Enter the last invoice date for which you want history included in the report. To include the most recent history on file, just press <Enter> for the current system date.

Starting order date: Enter the first order date for which you want history included in the report. To include the earliest history on file, press <Enter> for the default value, **1/01/1901**. The order date is carried in the order header and applies to the entire order.

Ending order date: Enter the last order date for which you want history included in the report. To include the most recent history on file, just press <Enter> for the current system date.

Report sequence: To list the history according to customer ID code, press <Enter> to select the default, **Owner** from the displayed selection window. Other options to sort and list the report by **Item**, or **V:Invoice** number.

 You can use the “Fill defaults” shortcut to enter the displayed default information in all fields. Use the “Go” shortcut to pull down the Print Option menu column and choose where you want the report to print.

4.6 History by LID report

To print a list of the work orders sorted by Problem code within the LID, select “History” from the Reports/Inquiry menu column. Only orders that have been completed and invoiced but not purged from the history files (*woihdr.ism* and *woilin.ism*) are considered. (History records purged via the “Purge history” selection of the Miscellaneous menu column are not included.)

You can select a range of invoice dates for a single or all LIDs, single or all Problem codes, and in summary or detail format. The report includes LID code, Problem code (or blank if none was entered), invoice number, invoice date, street address of the problem, Owner ID (no name), Caller name entered on the work order, Type of work order (L:LID, K:Internal work order, C:Contractor, billable), amount of the work order, and any applicable Sales tax. Selecting Detail for the Report type field also includes the individual line items for that work order and their corresponding quantity and prices.

History by LID Report window

Starting invoice date: Enter the first invoice date for which you want history included in the report or press <Enter> for the current system date as the default value.

Ending invoice date: Enter the last invoice date for which you want history included in the report. To include the most recent history on file, just press <Enter> for the current system date.

LID: Enter a single LID value or press <Enter> to include all LIDs when reporting. The report is sorted first by the LID value, then within the LID, by the Problem code (next field). The Local Improvement District code (LID) is assigned as the Water Right Tab code to the land parcel and automatically carried within the work order for that land.

Problem: Enter a single Problem code or press <Enter> to include all problem codes when reporting. The problem code is optionally entered by the operator within Work Order entry and does allow a blank value. The code entered is taken from a list of previously defined DTE codes.

Order type: Select from the list to include **L:LID** work orders (the default), **K:Internal company work orders**, **C:Contractor** (billable) work orders, or ***:All** types.

Report type: Select from the drop down list to list the detail of each line item of the work order by choosing the default value, **Detail**, or if you prefer only a summary of the work order without the detail, choose **Summary**.

 You can use the "Fill defaults" shortcut to enter the displayed default information in all fields. Use the "Go" shortcut to pull down the Print Option menu column and choose where you want the report to print.

4.7 Items Used report

To list items used on work orders for owner/customers within a specific date range, select "Items used" from the Reports/Inquiry menu column. Work orders that have been invoiced but not purged from the history files (*woihdr.ism* and *woilin.ism*) are considered. Orders in progress and not yet invoiced and posted are not considered.

This report allows you to specify the starting and ending date of item use in a work order and also enter a date since there was no use of the item(s). This means you can include the starting and ending usage dates for the entire file but only list those items that have not been used from a specific date. For example, for all records in the file, enter a future date, **12/31/05** as the value in the **Date since no use** field. The items listed on the report are all items that have not been used since and including the date 01/01/06.

As an alternative to the printed report, you can choose to **Export** and create a file **WRK:ownrpur.txt** in a comma delimited format, including headings. The report

and file include the owner ID, name and address, contact name and phone, fax number, main representative, parent ID, item ID and description, last use date, and quantity, total quantity, and last price.

Items Used Report window

Starting date items used: Enter the first work order date for which you want items included on the list. If you press <Enter> without entering a date, Down To Earth automatically enters **1/01/1901** to begin with the first record in the file.

Ending date items used: Enter the last work order date for which you want items used included on the list. Press <Enter> to automatically enter the current system date in this field.

Date since no use: Enter the work order date to include items used up to. If the item was entered in a work order after this date, it is not considered for this report. For example, entering **12/31/04** as the value in this field lists all items that have not been used on a work order since and including the date 01/01/05.

Item ID: Enter a single item ID to report or press the <Enter> key to enter * and include all items for this report.

Location: Enter the warehouse location to report items used or press <Enter> to include all locations by entering the default value, *.

Category: Enter a single item category code to report item use or press <Enter> to include all category codes by entering the default value, *.

Output type: Choose the default value, **Report**, and generate a report to your choice of printer. Choose **Export** to create a flat ASCII file that is comma delimited for import into a third party software such as Excel®. The ASCII file is written to the WRK directory as the filename **ownrpur.txt**.

 You can use the “Fill defaults” shortcut to enter the displayed default information in all fields. Use the “Go” shortcut to pull down the Print Option menu column and choose where you want the report to print.

4.8 Listing items not used by owners

Select “Items not used” to list owner/customers that have NOT used a specific item since a particular date.

As an alternative to the printed report, you can choose to **Export** and create a file **WRK:wo6860.txt** in a comma delimited format, including headings. The report and file include the owner ID, name and address, contact name and phone, fax number, group code, parent ID, and item ID.

This report is primarily designed to let you know which customers no longer need a particular product for a repair order. For a specific item, it lists those customers that

have quit needing that one item. In either case, if a customer has used an item prior to the date entered and not since, they are included in the report.

Item Not Used Report window

Group code: Enter a single group code (defined in the Name and address record) for association or press <Enter> for the default value, *, and include all groups. Please refer to the Name/Address User's Reference manual, in the section titled, "(Associated) Groups Maintenance Tab window (optional)" for more detailed information re how group codes are used within DTE.

Date since no use: Enter the date to calculate items not used since. If a customer has used an item prior to the date entered and not since, they are included in the report. For example, entering **12/31/02** as the value in this field lists all customers that have used the item(s) (entered in the next field) prior to 12/31/02 and not used the item(s) since and including the date 01/01/03.

Item ID: Enter a single item ID to report. There is no default value for this field and no wildcards allowed to include all items.

Location: Enter the warehouse location to report items used for or press <Enter> to include all locations by entering the default value, *.

Output type: Choose the default value, **Report**, and generate a report to your choice of printer. Choose **Export** to create a flat ASCII file that is comma delimited for import into a third party software such as Excel®. The ASCII file is written to the WRK directory as the filename **wo6860.txt**.

 You can use the "Fill defaults" shortcut to enter the displayed default information in all fields. Use the "Go" shortcut to pull down the Print Option menu column and choose where you want the report to print.

4.9 Printing a W/O to G/L Distribution Report

To print a list of all journal entries generated in the Work Order application to be interfaced to the General Ledger, select "W/O to G/L distribution" from the menu.

This report is printed in General Ledger account number sequence, with the total dollar amount of debits and credits for each account and for the entire report. Included in this report is the **Bill To** owner name when applicable, otherwise, the **Owner name** associated with the work order from the first window represents the 'Description' and the invoice number the 'Refer' within the report.

When printing for all accounts and through the end of a period, the debits and credits should balance. If not, review for errors and inform the operator that will be interfacing the records. In most cases, errors can be corrected after the interface but before the interfaced transactions are posted in G/L. Report entries include the accounts to which receivables (for billable work orders), cash, inventory, sales, sales tax, and cost of goods sold are distributed.

Totals only option: You can optionally print summary totals as double (debit and credit) or single (net difference) entries or the and by period or day. The summary totals interfaced are dependent on the value of the **Interface type** (INTERFACETYP) and **Interface summary** (INTERFACESUM) fields in the General Ledger DTE Controls (Company maintenance) AT THE TIME OF TRANSACTION POSTING. The value of these fields determines what is written to the distribution file.

Interfacing to General Ledger: You should print this report and keep it for a permanent record prior to interfacing the data to the General Ledger application. Select “Interface from other applications” from the General Ledger Miscellaneous menu column to perform the actual interface. Please refer to the separate “General Ledger” section of this manual for additional information. Down To Earth automatically purges the Work Order distribution file when it transfers the information to General Ledger. And if indicated in the Chart of Accounts, will summarize the distribution at the time of interface.

Errors: If errors occur in this report, it is important that they be researched and a resolution found before updating General Ledger. In most cases, errors can be corrected after the interface but before the interfaced transactions are posted in G/L. In some cases, the error source required correction.

For example, if the account number prints “SALES,” “COST,” and/or “INVENT” instead of the correct account numbers, the problem is usually related to a Category code assigned to an Inventory item sold via Order Entry that has an invalid Sales, Cost of goods, or Inventory account number defined. Trace back the Invoice and Item ID sold in Order Entry. Inquire on the Category code assigned to that item or items. Although the account number must be a valid account when entered, if deleted from the chart of accounts after defined in the product category, this situation will occur. Change the Category code via the Maintenance menu column to a valid account to eliminate the problem for the future. Edit the journal transaction after interface to correct the current situation.

Not interfacing to General Ledger: If you’re not interfacing to General Ledger, you can use this menu entry to get the information to record your journal entries in another fashion. In this case, once the distribution is correct and printed, you should manually clear the distribution file using the “Clear W/O to G/L distribution” entry in the Miscellaneous menu column.

W/O to G/L Distribution Report window

Period starting date: Enter the first date for which you want transactions included in the report. To include all transactions, just press <Return> to enter the current system date.



NOTE: Interfacing from Work Order to General Ledger does not prompt for the **Period starting date**. The interface process includes all transactions through the **Period ending date**, even if the transaction date is prior to the current period. This can distort the totals if balancing this report with the interfaced transactions.

Period ending date: Enter the last date for which you want transactions included in the report. To include all transactions, just press <Return> to enter the current system date.

Starting account: Enter the number of the first account you want included. If you want to start the report with the lowest account number on file, press <Return> to enter the default value, *.

Ending account: Enter the number of the last account you want included. If you want to end the report with the highest account number on file, press <Return> to enter the default value, *.

Starting division: Enter the first division code associated with the accounts selected in the previous fields. If you want to include the lowest division code on file, press <Return> to enter the default value, *.

Ending division: Enter the last division code associated with the accounts selected in the previous fields. If you want to include the lowest department code on file, press <Return> to enter the default value, *.

Starting department: Enter the first department code associated with the accounts selected in the previous fields. If you want to include the lowest department code on file, press <Return> to enter the default value, *.

Ending department: Enter the last department code associated with the accounts selected in the previous fields. If you want to include the lowest department code on file, press <Return> to enter the default value, *.

Report sequence: Select to sort and print this report in order by either **Account** or **Department**. Within any primary sort order, the activity is listed in order by distribution date.

Report type: Select **Detail** to include listings for each distribution record and sub-total each day. To summarize each day and print only the totals, select **Totals only**. To include detail records without the sub-total by day, choose **Detail/no day totals**. Choose **Totals only/no day totals** to get a listing with only a total for each account.

 You can use the “Fill defaults” shortcut to enter the displayed default information in all fields. Use the “Go” shortcut to pull down the Print Option menu column and choose where you want the W/O to G/L distribution report to print.

4.10 Custom Reports and Processes

Any custom programmed report or process installed for your business is displayed in the Custom Reports window by selecting “Custom reports” from the Reports/Inquiry menu column.

The program name and description must be defined via the DTE Controls maintenance variable CUSTOM-## where ## is a number 01 – 28 for the specific application. The actual program name and the description that appears in the Custom

Reports window, is defined via the “DTE Controls” Maintenance menu selection, in the System Manager application.

Custom Reports window

Program number: Chose number 1 – 28 from the displayed list of available custom reports or processes. If a custom report of process is not displayed but you know is installed, verify that the DTE Controls variable is defined fir that company and application. Any subsequent input windows are custom and not defined in this manual.

Use the “Go” shortcut to pull down any additional customized input windows or the Print Option menu column to choose where you want the report to print.

4.11 Printing queued reports

To display a list of the reports that have been printed to the Queue, select “Queued reports” from the menu. The report description, (file) name, date and time queued, company code, and unique ID of the user who queued the report is automatically displayed. Choose the report you are now ready to print from the displayed window. Use the “Page up” and “Page down” shortcuts or the up and down arrow keys to find the correct report.



NOTE: The reports listed are created when the Print Option menu column is pulled down and an operator has chosen “Queue” from the list. The reports you can access will depend on your user security set up in System Manager.

You can print one or more copies of the report, delete a report from the print queue, or rename a report. We also suggest that you use this menu entry to view the queued reports before you clear the print queue (via the File menu column in the System Manager application).

Print Queued Report window

File: From the displayed selection window, select the report you want to print, delete, or rename.

Copies: Enter the number of copies you want to print. If you want just one copy printed, press <Enter> for the default value, **1**. If you want to delete or rename the report, enter **0**.

Delete: If you want to leave the report in the queue, press <Enter> to select **No**, the default value. If you want to delete the report from the queue once it is printed, select **No**. If you do not delete the report at this time, you can return to this input window, choose to print **0** copies and select **Yes** to delete the report.

Rename: If you want to rename the report, select **Yes**. If you don’t want to rename the report, press <Enter> to select the default value, **No**. If you rename the report,

it's deleted from the print queue, but you can access it using other software products (for example, Lotus 1-2-3 or WordPerfect).



NOTE: The number of copies must be equal to **0** to recognize the entry of the full path and/or of the filename.

To: If you selected **Yes** at the **Rename** prompt, enter the new report name. The report name can be up to 20 characters in length including any system defined logical and filename extension. If no logical or filename extension is included, the system automatically defaults to the **RPT** directory and assigns the extension **.prt** to the name.

The Print Option menu is automatically pulled down to choose where you want to print the report for any number of copies greater than zero (**0**).

5 The Miscellaneous Menu Column

The Miscellaneous menu column lists selections for tasks performed infrequently. Many businesses keep the transaction history intact for many years. The standard suggestion is at least five years unless your system is short on storage space. This allows inquiry and reporting on customer history when needed. Even when history is purged, you have the option to save the deleted data to a separate file that can be stored on a different device to be merged with current data later, if necessary.

From the Miscellaneous menu column you can

- [Purge deleted or cancelled orders](#) that were otherwise not completed through the entire process of Finalizing and posting an invoice
- [Purge order history records](#) that are no longer needed for records
- [Purge the Customer and item use](#) history storage file

Default values: The most common criteria entries are chosen as the default field values such as the current system date. When purging data, defaults are designated NOT to perform the function – you must enter dates and confirmations carefully. Selection field defaults are listed as the first of multiple choices from the window.

Entry Information: If you know you want to execute a process using all the default values in the criteria fields, don't forget you can use the "Fill defaults" shortcut, then the "Go" shortcut to start the process.

Confirming the process: Many of the processes selected from the Miscellaneous menu column are irreversible once started. For this reason, many processes have a confirmation field as a double check for the operator. If the confirmation field is more than one position and displays **NO** as the default, the entire word **YES** is required to actually start the process. A value of **Y** reverts to **NO** and does nothing.

If the confirmation field is a single position and the field prompt displays the field choices **Y/N**, a single entry of **Y** starts the process. For Windows environments, an Inquire window can display and require you to click OK or press <Enter> to confirm.

"Find" shortcut: Few functions within the Miscellaneous menu column offer the "Find" shortcut option. When enabled, you can use the "Find" shortcut to search for the record by any of the field choices displayed, based on the record key(s). For additional information regarding wildcards, options, and details of the "Find" shortcut, please refer to the General Concepts User's Reference manual.

Keyboard shortcuts: For your system's actual keyboard shortcuts, pull down the General or Records menu column for Windows environments, within a menu column selection. Pull down the General, Records, and/or Input menu columns for the keyboard shortcuts in a non-Windows environment.

5.1 Purging cancelled orders

To purge cancelled work orders for a single order, select “Purge cancelled orders” from the Miscellaneous menu column. You should purge cancelled work orders from the header and line files (*wohdr.ism* and *woline.ism*) at regular intervals to clear out orders that are cancelled/deleted, not completed, posted, or invoiced.

Purge Cancelled Orders window

Purge through (order) date: Enter the last order date to purged through. The date entered here is compared to the ship date of the order header. If purging all orders, all qualifying orders with an order date on or before the date entered are purged. You can view the order dates that may apply via the “Work Order Status,” Inquiry for a given order or range of orders. This field does not have a default value, you must enter a valid date.

Option: You can purge orders for only one order or for all orders on file. From the displayed selection window, specify whether you want to purge **One order** or **All** cancelled orders. (The value entered in this field determines if the next field is enabled.)

Order ID: If you selected **One order** in the **Option** field above, you are prompted for this field. Enter a valid order number to purge.

Owner ID: Display only. If you’re purging only one order, the ID code and description of the customer who placed that order is displayed in this field.

Status: Display only. If you are purging only one order, the status of that order in relationship to purging is displayed. For example, “Order has NOT been posted,” “Order cannot be deleted,” or “Order posted” is displayed as the status. If the status determines the order cannot be purged, the **Confirm** field (next) is disabled and the cursor returns to the **Date** field.



NOTE: The status message “Order cannot be deleted” is usually caused when an identifier within the order has been set as in progress and therefore cannot be deleted.

Confirm: Type **YES** and press <Enter> to verify that you want to purge the selected order(s). The entire word **YES** is required to actually start the process. A value of **Y** reverts to **NO** and does nothing. If you press <Enter> without typing **YES**, Down To Earth will automatically enter **NO** in this field and the orders will not be purged.

Use the “Go” shortcut to begin the process – there is no report. The Miscellaneous menu column is displayed when completed.

5.2 Purging work order invoice history

Select “Purge history” from the Miscellaneous menu column to purge the invoice header and line history files (*woihdr.ism*, *woilin.ism*) of all transactions through the specified date.



Use this function with caution! Although you can choose to save deleted records and create archive files, once the history is purged, you can no longer view or print history reports from the menu column.

Archiving data: You have the option of saving the deleted records in case you need to bring them back for some reason. The purged records for the detail transaction files are saved in sequential files named **woihdr.pur**, **woilin.pur**, and **woisnl.pur**, respectively, in the directory assigned to the **WRK** logical. It is recommended that you rename and store these archive files in a directory other than **WRK**. Many operating systems write over a file with the same name. Renaming and moving the archive files will keep them from being overridden the next time you purge.

Printing backup hardcopy: Before you purge history, we recommend that you print a (Work Order) History Report via the “History” selection in the Reports/Inquiry menu column through the same dates to be specified for the purge. This report then provides a hardcopy backup for those records purged if needed at a later date.

Entry Information: Select “Purge history” from the menu, enter the purge date, choose if you want to save the purged records to a text file, confirm the process, and use the “Go” shortcut to start the purge function. Using the “Exit” shortcut prior to the “Go” shortcut, returns to the Menu column. Once the purge has been confirmed, it cannot be aborted by the operator.

Purge Order Invoice History window

Purge through date: Enter the date through which you want to purge the history file. This field does not have a default value, you must enter a valid date.

Save deleted records: Choose **No** if you do not want to save purged records. If you choose **Yes**, the purged records will be saved as sequential files named **WRK:woihdr.pur** and **WRK:woilin.pur**, respectively. If you choose to save the purged records, it is suggested that you copy off the newly created files into a separate directory in preparation for a future purge. For most operating systems, the next time you purge and save the deleted records, the new file will override the previous file of the same name.

Confirm: Type **YES** and press <Enter> to verify that you want to purge the history files. The entire word **YES** is required to actually start the process. A value of **Y** reverts to **NO** and does nothing. If you press <Enter> without typing **YES**, Down To Earth will automatically enter **NO** in this field and the history file will not be purged.

 Use the “Go” shortcut to begin the process – there is no report. The Miscellaneous menu column is displayed when completed.

5.3 Purge owner/customer items used

Customer and item use statistics are carried in a separate file (**woprch.ism**) that also needs to be periodically purged. The data stored in this file can be viewed when using the “Owner Use” shortcut within the line entry of an order. This visual display includes the item

description, quantity shipped, unit price at that time, date of last invoice, and item ID. There is no report to print this information, only the line item shortcut display.

Use this function with caution! Although you can choose to save deleted records and create archive files, once the history is purged, you can no longer include customer items used history data in reports or view when entering orders.

Archiving data: You have the option of saving the deleted records in case you need to bring them back for some reason. The purged records for the detail transaction files are saved in a sequential file named **woprch.pur** in the directory assigned to the **WRK** logical. It is recommended that you rename and store these archive files in a directory other than **WRK**. Many operating systems write over a file with the same name. Renaming and moving the archive files will keep them from being overridden the next time you purge.

Printing backup hardcopy: Before you purge history, we recommend that you print a (Work Order) History Report via the “History” selection in the Reports/Inquiry menu column.

Entry Information: Select “Purge owner item use” from the menu, enter the purge date, confirm the process, and use the “Go” shortcut to start the purge function. Using the “Exit” shortcut prior to the “Go” shortcut, returns to the Menu column. Once the purge has been confirmed, it cannot be aborted by the operator.

Purge Owner Use History window

Purge through date: Enter the date through which you want to purge the customer history file containing the records of each customer and the items they used for previous work orders. This field does not have a default value, you must enter a valid date.

Save deleted records: Choose **No** if you do not want to save purged records. If you choose **Yes**, the purged records will be saved as a sequential file named **WRK:woprch.pur**. If you choose to save the purged records, it is suggested that you copy off the newly created files into a separate directory in preparation for a future purge. For most operating systems, the next time you purge and save the deleted records, the new file will override the previous file of the same name.

Confirm: Type **YES** and press <Enter> to verify that you want to purge the history files. The entire word **YES** is required to actually start the process. A value of **Y** reverts to **NO** and does nothing. If you press <Enter> without typing **YES**, Down To Earth will automatically enter **NO** in this field and the history file will not be purged.

Use the “Go” shortcut to begin the process – there is no report. The Miscellaneous menu column is displayed when completed.

5.4 Clearing the W/O to G/L distribution file

If you don't interface with the Down To Earth General Ledger application, you should manually clear the Work Order to General Ledger distribution file. This is only done when you've printed a W/O to G/L distribution report, are sure the distribution is correct, and no longer need to reference the data. If you do interface to General Ledger, Down To Earth

clears this distribution file for you after all the transactions are interfaced. To clear the distribution file manually, select “Clear W/O to G/L distribution” from the menu.



NOTE: Do not clear the distribution file until you’re positive that you will no longer need the data. We recommend that you print a distribution report right before you clear the distribution file.

Clear W/O to G/L Distribution window

Period ending date: Enter the date through which you want to clear entries from the Work Order to General Ledger distribution file. If you have the Down To Earth General Ledger application, do not clear any entries; they are automatically purged when you interface Work Order with General Ledger. (See the section “Interfacing from other applications” in the “General Ledger” User’s Reference Manual.) Press <Return> to enter today’s date.

Confirm: Type **YES** and press <Return> to confirm that you want to purge through the specified date. To abort the process, just press <Return> to enter the default, **NO**. The entire word **YES** is required to actually start the process. A value of **Y** reverts to **NO** and does nothing.

Use the “Go” shortcut to start the process. When complete, the Miscellaneous menu column displays.

6 Appendix A: Troubleshooting / Common Down To Earth & DBL errors

◆ Invoice is Finalized but did not post

The cause of an invoice to be included on the Pre-post report but not on the Posting register is most likely the Order type field value within the Work Order. To resolve the situation, display the order via “Enter work orders” transaction menu selection and verify the Order type field value on the first screen. If this value is **O**, the invoice will not post. This field must be correctly written as either **L**:LID, **K**:Internal Co work order, or **C**:Contractor billable type.

Edit the order and re-enter the **Order type** value from the “Finalize” shortcut. Re-post the invoice.

◆ Price of an item on an order is not listed as any price level or special price.

If an item displays a price that is not defined as price 1-5 or for any special pricing, it may be that the customer entered on the order does not have a price level defined.

If a nonexistent price level is defined, the price is calculated using the **Desired margin** value. The formula used is $\text{Cost} / (100 - \text{margin} \%)$. For example, if the Last cost value is \$125.00 and the margin is defined as 45%, the formula used is $125.00 / .55 = 227.27$. If there is no **Desired margin** value defined for the item, the order price becomes the value in the Price 1 field.

To verify the price level for the customer, select the Customers Tab from within the Name/Address record and make sure there is a value **01 - 05** in the **Customer type** field.

◆ Error 18: File not found

The file specified was being accessed by a program but was not found in the location assigned to the logical specified. Either the file is truly not there and must be created or the Device assignment is incorrect. An incorrect device assignment indicates the file is most likely created but the program was looking in the wrong place.

◆ Record to be added already exists . . .in the table . . .

Followed by a slash (/), the record key, and the data file name. For example, the following message says that for company **01**, order number **600045** already has a record in the *wohedr.ism* file found in the full path, FIL folder.

Record to be added already exists/**01600045** in the table X:\dte\dtev70\FIL*wohedr.ism*

Each isam data file is assigned a field or group of fields designated as the primary ‘key’ to the record. When the files are created, it is specified whether or not the file is to allow records that have the exact same data for the record key. Most files do not allow duplicate keys and therefore if you try to add a record where the record key is an exact duplicate of a record that already exists, this message displays and requires you to “Press <Enter> to continue.” If this

message appears, it indicates that the record being written was not added, and the record that existed remains the same.

If you have more than one record that is a duplicate, it may appear that this message is continues to display, even after you press <Enter>. Repeat pressing the <Enter> for each duplicate until the input window or menu column is redisplayed.

7 Appendix B: Procedures

This section takes an operator through various procedures, step by step within the Down To Earth Work Order processes. Your internal office procedure may reflect differences to suite your audit requirements. Detailed instructions and field descriptions are found within the menu definitions section of the respective application.

Things to remember:

- ✓ A Work Order must have any charges entered (via “Entries) prior to finalizing (via “Finalize”)
- ✓ A Work Order must be finalized, prior to printing an invoice
- ✓ An invoice must be printed either from within the order or from the menu selection prior to posting
- ✓ A Work Order may be deleted but will display with an Order type of **X** until the next posting or purge. During the post, the order will be removed from the file. Prior to the post, the order can still be un-deleted via the menu selection “Un-delete a work order.”
- ✓ A Work Order must be invoiced and posted to be considered complete
- ✓ Once completed, Work Order is no longer considered for any Open Orders reports, only History reports and Invoice inquiries.

7.1 Standard Service WO entry

There are many different situations that require different labor and time spent such as a standard, 15 minute action from a fieldman to the more detailed and complex, several days, machinery brought in, many fieldmen, etc. issue. This procedure covers the simple service order entry.

During the business day:

1. The call comes into the business office and is taken by a Customer Service Representative.
2. A new Work Order is created with the minimum of data entry but should contain the **Incident house address, Owner ID, Caller, Phones, and Call type** fields.
3. Printing a work order, via the “Print WO” shortcut, is optional at this point. You may choose not to print a work and simply call the issue out to the field. Later, you can print a work order based on the field’s findings.
4. If the fieldman indicates it was a simple issue and is fixed, his/her time spent is then recorded as a Labor line item by CS, via the “Entries” shortcut and

the specific problem identified in the **Problem** field of the header (first window).

5. Customer Service optionally can “Finalize” the work order or simply print and pass the hard copy to the designated operator for completion.

NOTE: When finalizing, be sure to select and <Enter> the **Type of W/O** field value to insure correct accounting considerations.

6. Customer Service can also choose to print an invoice by selecting “Print Inv” shortcut. This invoice will not re-print with the series of invoices printed at the end of the day but is included on final reports and the post.

At the end of the day:

1. A designated operator may be assigned to verify all the line items, labor, and other “charges” are entered within the “Entries” shortcut. Optionally, the invoice may also be printed from within the Work Order or as part of a group from the menu selection.
2. The next step is to print all invoices not otherwise printed from within the Work Order, via the Transaction menu column, “Invoicing ►” sub menu selection, “Print Invoices.” Together with invoices printed from within the Work Order, these represent the completed Work Orders for the day.
3. The Pre-post report is optional but can be used as a proof list of what will be posted and it is suggested this report is printed and verified against the group of actual invoices.
4. When all invoices are printed, the last step is to Post invoices. The account numbers display for visual verification and will be used as part of the complete accounting consideration. A posting register also prints to confirm those invoices posted.



NOTE: It is suggested that the posting register and the pre-post report be balanced for matching totals. If an invoice is included in the Pre-post report but not on the register, it is possible the **Order type** is not correctly written as either **L:LID**, **K:Internal Co work order**, or **C:Contractor billable**.

5. Any Billable invoices should then be sent to the responsible party. Billable invoices update the associated Owner for later payment via the Water Billing application, payment entry process.

7.2 Detailed Service WO entry

There are many different situations that require different labor and time spent from a standard, 15 minute action to the more complex, several days, machinery brought in, many fieldmen, etc. issue. This procedure covers the more detailed service order entry, possibly covering a time span of several days.

During the business day:

1. The call comes into the business office and is taken by a Customer Service Representative.
2. A new Work Order is created with the minimum of data entry but should contain the **Incident house address, Owner ID, Caller, Phones, and Call type** fields.
3. It is strongly suggested a work order be printed for the fieldmen, however printing a work order, via the “Print WO” shortcut, is optional at this point. You may choose not to print a work and simply call the issue out to the field. Later, you can print a work order based on the field’s findings.
4. With a more complex issue, additional information regarding any water **Shut off** and/or the specific **Problem** code, may be entered on the header (first) window. There may also be some “Field” shortcut information required such as the **Crew, Engineer, Follow-up** notes, etc required. Except for the **Problem** code, this information is optional, also.
5. The Work Order is then printed to the field/shop printer or in the business office and transferred to the fieldman in charge of the solution. Any machinery, labor, parts, etc that are used to resolve the issue are noted on the Work Order by someone in the field and passed back to the business office for completion.
6. A designated operator enters any additional labor, parts, or additional charges via the “Entries” shortcut. If the items are taxable, be sure the Taxable field value is set to **Yes** for each respective item ID.
7. When all the entries have been made, the Work Order must be finalized via the “Finalize” shortcut. Be sure to select the **Type of W/O** field value to insure correct accounting considerations.
8. Optional. Print an individual invoice from within the work order or continue to the next Work Order to be processed.

At the end of the day:

The end of the day processing is the same, whether the work order is standard, detailed, LID, internal with the company, or billable. Please refer to the previous section, “Standard Service WO entry,” [At the end of the day:](#) for the detailed steps

7.3 Sample Entry Steps

Below is a chart sample of the entry steps for a standard work order. From the Operations menu column, selection Work Orders, then Enter work orders from the Transaction menu column. For immediate reference, this single page can be printed and kept at each operator's desk.

Add a new work order	<ul style="list-style-type: none"> ▪ Enter the street number – such as 321 ▪ Select the correct address from the displayed list ▪ Verify the information as needed. >>(If no address found, “Exit” to enter address manually.) ▪ Enter the Caller name and necessary phone numbers ▪ Choose if the Call type is Service or Emergency ▪ Use the “Fill Defaults” shortcut for remaining fields
Print the work order (optional)	<ul style="list-style-type: none"> ▪ Prior to using the “Update record” shortcut for the above entry, click the “Print W/O” shortcut to display the Print Option menu. ▪ Once printed, the entered information is automatically updated for the most efficient entry process.
Enter Field information (optional)	<ul style="list-style-type: none"> ▪ Either before or after the work order is printed, use the “Field” shortcut to enter crews assigned and field data, if applicable. ▪ When completed, use the “Fill Defaults” shortcut for the remaining fields and automatically update the data entered.
Enter labor and materials used	<ul style="list-style-type: none"> ▪ Regardless if the work order is billed or not, the labor and materials is accounted for via the “Entries” shortcut. See the section, “Work Order Lines (List Selection) window” for the start of detailed description of this process. ▪ When completed, press <Enter> or click “OK” to write the line item to the data file and enter additional line items if necessary. ▪ Use the “Exit” shortcut from the List selection window when all entry is complete.
Finalize the work order	<ul style="list-style-type: none"> ▪ Select the type of work order ▪ If not billable, use the “Fill Defaults” shortcut for the remaining fields. ▪ Billable work orders require more specific information for billing purposes and remaining fields must be entered.
Print an Invoice	<p>Although an invoice is required, you can optionally print one from within the work order or via the “Invoices ►” sub menu selection. Any work order must be Finalized prior to printing an invoice.</p>
Post invoices	<p>Usually daily, all the invoices that are finalized and printed are posted via the “Invoices ►” sub menu selection. It is also suggested that a Pre-post report be printed and reviewed for accuracy. Please refer to the section, “Posting invoices” for complete details of this process.</p>

8 Appendix C: Record Layouts

Filename: woform.rec - Work Order report format file

;Record size: 82

;Primary key: 1.6 wof_type, wof_page, wof_seqn

```

-----
record          wform
-----
      wof_key      ,a6          ; Primary key
      wof_name     ,a3          @wof_key   ; Invoice type
      wof_seqn     ,d3          @wof_key+3 ; Sequence number
      wof_iddescr  ,a30        ; Invoice description
                  ,a45
      wof_status   ,a1          ; Deleted status
record  ,X
      ,a6
      wof_row      ,d3          ; Row number
      wof_col      ,d3          ; Column number
      wof_descr    ,a40        ; Line description
                  ,a30

```

Filename **wohedr.rec - Order Entry header file record map**

Record size: **700**

Primary key: **1.8** **wom_comp, wom_order**

Alternate 1: **9.8** **wom_cust**

Alternate 2: **131.20** **wom_custref**

Alternate 3: **1.2** **wom_comp**
407.6 **wom_invno**
3.6 **wom_order**

```
-----
record wohedr
-----
wom_key      ,a8          ; Primary key
wom_comp     ,a2          @wom_key ; Company code
wom_order    ,d6          @wom_key+2; Order number
                    (from wbland vv)
wom_cust     ,d8          ; Owner number (from wbland vv)
wom_incid    ,a8          ; Incident street address
wom_incstreet ,a30        ; Incident street name
wom_inccity  ,a20        ; Incident city
wom_incstate ,a2          ; Incident state
wom_inczip   ,a10        ; Incident zip code
;            ^^
;            from wbwatr vv
wom_lid      ,a4          ; LID
wom_parcel   ,a20        ; Parcel number
wom_turnout  ,a12        ; Turnout
wom_gate     ,a8          ; Gate
;            ^^
wom_custref  ,a20        ; Owner reference
wom_caller   ,a20        ; Caller
wom_calhome  ,a10        ; Caller home phone #
wom_calwork  ,a10        ; Caller work phone #
wom_calothr  ,a10        ; Caller other phone #
wom_techcar  ,a3          ; Car code
wom_called   ,a1          ; Called out? Y/N
wom_problem  ,a3          ; Problem code
wom_special  ,[2]a40      ; Other Instructions
wom_alerts   ,[4]a3      ; Alerts
wom_flag1    ,a1          ; Flags - invoice printed
wom_flag2    ,a1          ; Flags - posted complete
wom_slmncode ,a3          ; Customer Service Rep
wom_entdate  ,d8          ; Date entered (date stamp)
wom_enttime  ,d6          ; Time entered (time stamp)
;            entered after initial call is taken vv
wom_type     ,a1          ; Order type
                    ; K-KID W/O
                    ; L-LID W/O
                    ; C-Contractor/Owner W/O (Billed)
                    ; H - Hold
                    ; X - cancelled
wom_suprcode ,a3          ; Supervisor Code
```

```

wom_finlcode      ,a3          ; Rep Code (finalizer)
wom_taxcode       ,a3          ; Tax code
wom_locncode      ,a3          ; Location
wom_crew          ,a25         ; Crew
wom_engcall       ,a1          ; Engineering called? Y/N
wom_engctime      ,d4          ; Call time
wom_engresp       ,a1          ; Engineering responded? Y/N
wom_engrtime      ,d4          ; Response time
wom_strtdate      ,d8          ; Start date                (YMD)
wom_compdate      ,d8          ; Completed date            (YMD)
wom_bill          ,d8          ; Bill to number
;                ^^
wom_invdate       ,d8          ; Invoice date                (YMD)
wom_invcno        ,d6          ; Invoice number
wom_invcamt       ,d9.2        ; Invoice total              (7.2)
wom_ordcost       ,d9.3        ; Order cost                 (6.3)
wom_salestax      ,d7.2        ; Sales tax                  (5.2)
wom_ordamt        ,d9.2        ; Order total amount        (7.2)
wom_ordqty        ,d6          ; Order total quantity      (6.0)
wom_taxtype       ,a1          ; Cust sales tax type code
wom_userid        ,a3          ; User ID
wom_entstatus     ,a1          ; Status of entry
wom_comment       ,[2]a30      ; Field comments
;                ; second crew info vv
wom_crew2         ,a25         ; crew
wom_comment2      ,[2]a30      ; comments
wom_strtdate2     ,d8          ; start date
wom_compdate2     ,d8          ; end date
wom_ohcar2        ,a3          ; car #
wom_shutdate      ,d8          ; shut off date
wom_shutnote      ,[2]a30      ; shut off notes
wom_backdate      ,d8          ; back on date
wom_backtime      ,d4          ; back on time
wom_ltype         ,a1          ; Type of water right (wbwatr)
wom_yesno         ,a1          ; used for undeleting order
;                ; Filler
;                ,a5

```

Filename: woline.rec – Work order line item file record map

Record size: 516

Primary key: 1.11 wol_comp, wol_order, wol_lineno

Alternate 1: 13.24 wol_item

Alternate 2: 1.8 wol_comp, wol_order
13.24 wol_item
9.4 wol_lineno, wol_linetype

```

-----
record          woline
-----
wol_key         ,a11          ; Primary key
  wol_comp      ,a2          @wol_key      ; Company code
  wol_order     ,d6          @wol_key+2    ; Order number
  wol_lineno    ,d3          @wol_key+8    ; Line number
  wol_linetype  ,a1          ; Line type
                                ; I:stock item
                                ; J:stock item (no qty updt)
                                ; N:nonstock item
  wol_item      ,a24          ; Item id
  wol_locncode  ,a3          ; Location
  wol_descr     ,a30         ; Description
  wol_catgcode  ,a3          ; Category code
  wol_uomcode   ,a3          ; UOM code
  wol_ucost     ,[3]d9.3     ; Unit costs (6.3)
                                ; A:average cost
                                ; L:last cost
                                ; S:standard cost
  wol_ucosttype ,a1          ; Unit cost type (A,L,S)
  wol_uprice    ,d9.3       ; Unit price (6.3)
  wol_pricetype ,a1          ; Price type
                                ; S:standard (computed)
                                ; O:override (entered)
                                ; P:promotion (computed)
                                ; V:volume (computed)
  wol_ordqty    ,d9.3       ; Qty ordered (6.3)
  wol_taxstatus ,a1          ; Taxable status
                                ; Y:yes
                                ; N:no
  wol_linestatus ,a1        ; Line status
                                ; b:active
                                ; C:completed
                                ; D:deleted
  wol_compdate  ,d8          ; Completed date (YMD)
  wol_slst      ,a1          ; Serial/lot numbered item
                                ; S:serial numbered
                                ; L:lot numbered
                                ; K:kit
                                ; N:none
  wol_remlprt   ,a1          ; Where to print remarks line 1
                                ; I:invoice
                                ; P:picking ticket
                                ; B:both

```

wol_remark1	,a60	; Remarks line 1
wol_rem2prt	,a1	; Where to print remarks line 2
		; I:invoice
		; P:picking ticket
		; B:both
wol_remark2	,a60	; Remarks line 2
wol_extdescr	,[4]a60	; Extended descriptions
wol_pfactor	,d1	; Price factor
wol_wbcode	,a5	; WB code
	,a15	

Filename: woihdr.rec – Work order invoice header history file

Record size: 551

Primary key: 1.16 woih_comp, woih_invcno, woih_invdate

Alternate 1: 101.4 woih_lid
9.8 woih_invdate

Alternate 2: 1.2 woih_comp
329.3 woih_slmncode
323.8 woih_orddate

Alternate 3: 1.2 woih_comp (descending)
23.8 woih_cust
17.6 woih_order

Alternate 4: 1.2 woih_comp
17.6 woih_order

Alternate 5: 1.2 woih_comp
145.20 woih_custref

Alternate 6: 31.38 woih_incid, woih_incstreet
9.8 woih_invdate

Alternate 7: 39.30 woih_incstreet
31.8 woih_incid
9.8 woih_invdate

```

-----
record woihdr
-----
    woih_key      ,a16          ; Primary key
    woih_comp     ,a2           @woih_key  ; Company code
    woih_invcno   ,d6           @woih_key+2 ; Invoice number
    woih_invdate  ,d8           @woih_key+8 ; Invoice date      (YMD)
    woih_order    ,d6           ; Order number
    woih_cust     ,d8           ; Owner number
    ;
    ;                          from wbland vv
    woih_incid    ,a8           ; Incident street address
    woih_incstreet ,a30         ; Incident street name
    woih_inccity  ,a20         ; Incident city
    woih_incstate ,a2          ; Incident state
    woih_inczip   ,a10         ; Incident zip code
    ;
    ;                          ^^
    ;                          from wbwatr vv
    woih_lid      ,a4           ; LID
    woih_parcel   ,a20         ; Parcel number
    woih_turnout  ,a12         ; Turnout
    woih_gate     ,a8          ; Gate
    ;
    ;                          ^^
    woih_custref  ,a20         ; Owner reference
    woih_caller   ,a20         ; Caller
    woih_calhome  ,a10         ; Caller home phone #

```

```

woih_calwork      ,a10      ; Caller work phone #
woih_calothr     ,a10      ; Caller other phone #
woih_techcar     ,a3       ; Car code
woih_called      ,a1       ; Called out? Y/N
woih_problem     ,a3       ; Problem code
woih_special     ,[2]a40    ; Other Instructions
woih_alerts      ,[4]a3    ; Alerts
woih_type        ,a1       ; Order type
                   ; S - Standard order
                   ; B - Billable order
                   ; P - Pump repair
                   ; H - Hold
                   ; X - cancelled

woih_locncode    ,a3       ; Location
woih_taxcode     ,a3       ; Tax code
woih_slmncode    ,a3       ; Service Rep
woih_suprcode    ,a3       ; Field supervisor
woih_finlcode    ,a3       ; Accounting rep
woih_entdate     ,d8       ; Date entered (date stamp)
woih_enttime     ,d6       ; Time entered (time stamp)
                   ;
                   entered after call is completed vv
woih_bill        ,a8       ; Bill to #
woih_crew        ,a25      ; Crew
woih_engcall     ,a1       ; Engineering called? Y/N
woih_engctime    ,d4       ; Call time
woih_engresp     ,a1       ; Engineering responded? Y/N
woih_engrtime    ,d4       ; Response time
woih_strtdate    ,d8       ; Start date (YMD)
woih_compdate    ,d8       ; Completed date (YMD)
woih_comment     ,[2]a30   ; Comments
                   ;
                   ^^
woih_invcamt     ,d9.2     ; Invoice total (7.2)
woih_ordcost     ,d9.3     ; Order cost (6.3)
woih_salestax    ,d7.2     ; Sales tax (5.2)
woih_ordamt      ,d9.2     ; Order total amount (7.2)
woih_ordqty      ,d6       ; Order total quantity (6.0)
woih_taxtype     ,a1       ; Cust sales tax type code
woih_userid      ,a3       ; User ID
                   ,a45     ; unused

```

Filename: woilin.rec - Work order invoice line item history file

Record size: 522

Primary key: 1.19 woil_comp, woil_invcno, woil_invdate, woil_lineno

Alternate 1: 29.24 woil_item
9.8 woil_invdate

Alternate 2: 3.14 woil_invcno, woil_invdate
17.3 woil_lineno

Alternate 3: 1.2 woil_comp
21.32 woil_cust, woil_item

Alternate 4: 29.24 woil_item (descending)
9.8 woil_invdate

```

-----
record          woilin
-----
woil_key        ,a19          ; Primary key
woil_comp       ,a2          @woil_key      ; Company code
woil_invcno     ,d6          @woil_key+2    ; Invoice number
woil_invdate    ,d8          @woil_key+8    ; Invoice date
woil_invcyr     ,d4          @woil_invdate
woil_invcmo     ,d2          @woil_invdate+4
woil_lineno     ,d3          @woil_key+16   ; Line number
woil_linetype   ,a1          ; Line type
                  ; I:stock item
                  ; J:stock item (no qty updt)
                  ; N:nonstock item
woil_cust       ,d8          ; Customer ID
woil_item       ,a24          ; Item id
woil_locncode   ,a3          ; Location
woil_descr      ,a30         ; Description
woil_catgcode   ,a3          ; Category code
woil_uomcode    ,a3          ; Unit of measure
woil_ucost      ,[3]d9.3     ; Unit costs (6.3)
                  ; 1:average cost
                  ; 2:last cost
                  ; 3:standard cost
woil_ucosttype  ,a1          ; Unit cost type (A,L,S)
woil_uprice     ,d9.3        ; Unit price (6.3)
woil_pricetype  ,a1          ; Price type
                  ; S:standard (computed)
                  ; O:override (entered)
                  ; P:promotion (computed)
                  ; V:volume (computed)
woil_ordqty     ,d9.3        ; Qty ordered (6.3)
woil_taxstatus  ,a1          ; Taxable status
                  ; Y:yes
                  ; N:no
woil_cmpdate    ,d8          ; Completed date (YMD)
woil_cmpyr      ,d4          @woil_cmpdate
woil_cmpmo      ,d2          @woil_cmpdate+4
woil_slst       ,a1          ; Serial/lot numbered item

```

		; S:serial numbered	
		; L:lot numbered	
		; K:kit	
		; N:none	
woil_pfactor	,d6	; Price factor	(6.0)
woil_sasum	,d5	; Sales analysis flags	
woil_ordtype	,a1	; Order type	
woil_remlprt	,a1	; Where to print remarks line 1	
		; I:invoice	
		; P:picking ticket	
		; B:both	
woil_remark1	,a60	; Remarks line 1	
woil_rem2prt	,a1	; Where to print remarks line 2	
		; I:invoice	
		; P:picking ticket	
		; B:both	
woil_remark2	,a60	; Remarks line 2	
woil_extdescr	,[4]a60	; Extended descriptions	

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