

Quick User Guide

Integrated Business Solutions

Mantaray Software V7 | July 2017

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GETTING STARTED WITH MANTARAY

INTRODUCTION

Welcome to Mantaray CRM! In this guide, we will help you through some of the main functions that are needed to perform. Before we get started, please make note of these general notes:

THE 3 MODES OF A DATA FILE

To protect your data and to ensure that multiple users are able to work on the databank, Mantaray uses 3 specific modes in which a data file can appear. According to these modes, a user will have the ability or inability to perform certain actions:

- **Browse/View:** This mode allows you to consult the data you need, without having the ability to modify direct data. In this mode it's possible to perform actions that you wish to link to a data (ie.: you can add an appointment or a document.) Multiple users can access data in this mode.
- **Modification:** This mode allows you to modify the direct data of a data file and save the changes afterwards. Going into this mode will also lock the data file so that other users cannot modify that specific data file. This will avoid losing data in cases when multiple users try to edit data.
- **Creation:** This mode allows you to enter a completely new data file with its direct data. It is not yet possible to link actions directly to the data file as the data file will only exist after it is saved for the first time.

DATA TREATMENT IN THE DATABASE

No matter where you are within Mantaray, the system always follows the same procedure when treating your data. No matter what kind of data you want to add, modify or delete, Mantaray provides easily recognizable icons to show you the steps for doing so.

ADDING NEW DATA TO A FILE

To create a new record within a data file (for example: add a new contact, add a new invoice, ...), look for the icon with a green "+" sign under the "FILE" group of your maintenance window or in the toolbar of your browse window. It is usually accompanied by a background to show what the datafile is about. Example:



"ADD" icon



Add new contact

Once you've clicked that icon, the maintenance window will appear in the "Creation" mode and you will be able to fill out the data.

MODIFYING EXISTING DATA IN A FILE

To modify existing data in a data file, look for the icon that looks like a pencil under the "FILE" group of your maintenance window or in the toolbar of your browse window. It is usually accompanied by a background to show what the data file is about. Example:



"EDIT" icon



Modify a contact

DELETING A RECORD IN A FILE

To delete existing data in a data file, look for the icon that looks like a red "X" under the "FILE" group of your maintenance window or in the toolbar of your browse window. It is usually accompanied by a background to show what the data file is about. Example:



"DELETE" icon



Delete a contact

SAVING A RECORD OR CHANGES MADE TO A RECORD

Once you've opted to create or modify a record, the "FILE" group in the maintenance window will change. Two new buttons will become accessible. One of which is the "SAVE" button, which looks like a green "V". It is usually accompanied by a background to show what the data file is about. Example:



"SAVE" icon



Save changes for contact

CANCELLING A RECORD OR CHANGES MADE TO A RECORD

The second button that becomes available in the "FILE" group of the maintenance window is the cancel button. This looks like a red stop sign and is usually accompanied by a background to show what the datafile is about. Example:



"CANCEL" icon



Cancel the changes made for this contact

CHAPTER 1 | BASIC DATA PROCEDURES

LOGIN
MODULES

INTRODUCTION

This chapter will explain some of the basic procedures that you'll come across in Mantaray. This ranges from logging in to navigating within Mantaray. Usually these procedures are generally called upon from anywhere within Mantaray and therefore have a general use.

LOGIN

To log in, please follow these steps:

1. Open Mantaray
2. When you have multiple databases, please **select the correct database**



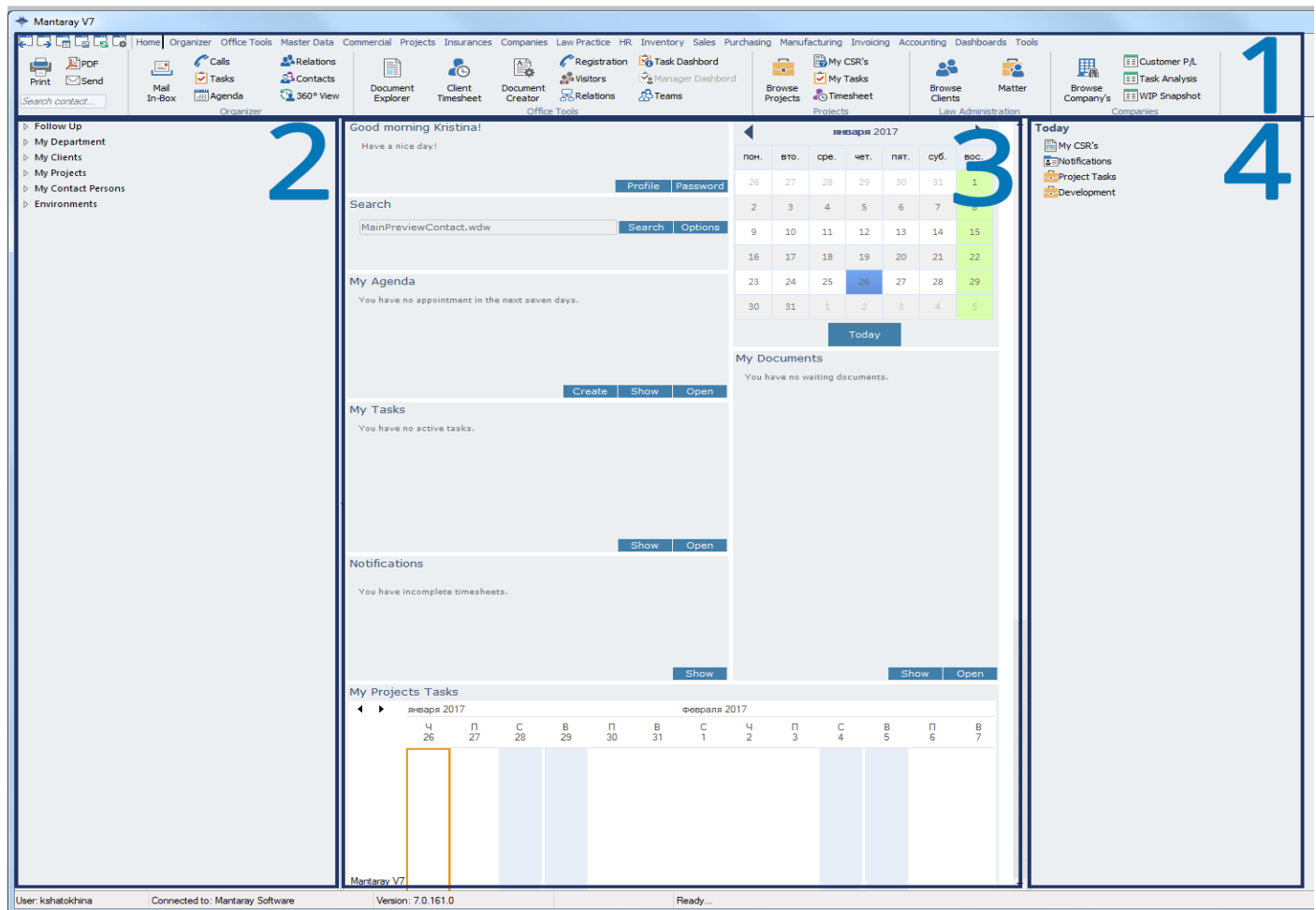
3. Fill out the UserID and the password you were given by your system administrator in the corresponding fields and confirm by clicking on "CRM/ERP".



You can also go directly to certain functionalities, like Timesheet Registration or your Task Dashboard without opening the system. You do this by clicking on the relevant button.

NAVIGATING THROUGH THE MAIN WINDOW

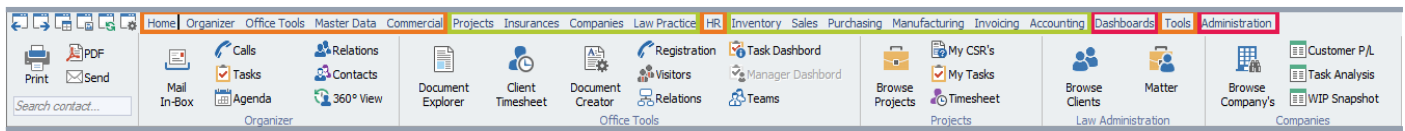
When your login has been accepted, Mantaray will open and you will be shown the Main Window of Mantaray. This window contains all the elements needed to navigate to your data.



There are 4 main elements to the main window:

- 1. The ribbon on top** will allow you to navigate through the different modules offered by Mantaray. Each module offers different shortcut to your available programs and updates the content of your Follow-up tree (2) on the left.
- 2. The follow-up tree on the left** shows you an overview of the critical data you have access to. Depending on the selected module in the ribbon (1), it will show different data sets relevant to the module.
- 3. The inner window in the centre** allows you to preview the elements of your Today list (4) and your follow-up tree (2). Selecting an element in one of those trees will change the content of the inner window to show you a preview of the data you've selected. In a default state, it will show you a list of usable widgets that you can modify according to your needs.
- 4. The today pane on the right** will show all your alerts: Tasks to be completed, missed or planned phonecalls, meetings, etcetera. Selecting an element from this list will allow you to see a preview in the inner window and with a simple right click, you can perform multiple actions related to that element.

THE AVAILABLE MODULES



Always visible



Based on selected modules



Based on user rights

The modules shown in the window are dependant of the product you have chosen and the security clearance you have received. However there are certain modules that will always be accessible as a user. These are the fixed modules.

FIXED MODULES

HOME

The Home Module is a general module that holds the most commonly used programs for your daily use. You can access your contacts, your agenda, your tasks and your timesheet entries with ease.

ORGANIZER

The Organizer Module holds all the information you need to plan your work. Access your tasks, appointments and reminders or view all the contacts that have been entered in to the database. It is also possible to synchronize your Organizer with Outlook from this module.

OFFICE TOOLS

The Office Tools Module holds all the programs you need to register your timesheets, phone calls and Meeting Notes. It also allows you to archive documents, manage your binders and your tasks

MASTER DATA

The Master Data Module shows the available programs to manage your critical data like Customers, Suppliers, Employees, Resources and many other things. From within this module, you can update all the relevant data.

COMMERCIAL

The Commercial module shows all the programs you need to manage the commercial aspect of your business. Manage your prospects and business opportunities, add and modify sales quotations, launch a campaign and even send out newsletters to your contacts.

HR

The HR module allows a user to manage your employees, resources and team. Define your resources by adding skills and experiences to their profiles.

TOOLS

The Tools module is a small module that allows you to customize your user experience. It allows the user to change his password, his color scheme as well as configure your UserID according to your preferences.

VARIABLE MODULES

Variable modules are the modules you will have access to if your purchased license of Mantaray includes the module. Usually these modules are relevant to your line of service (Insurances, Fiduciaries, Law Administration, ...) but it may also include parts of your business that are not included in the standard package (Project management, HR, Inventory, ...)

Another part of the variable modules, are those that are only available to a selection of users in your company. These are the administrative functions, like user management and the reporting module.

PROJECTS

This module allows you to manage your projects. Create projects, manage your resources, add Customer Service Requests and create Project Tasks. For more information on this module, please refer to the chapter "Advanced data procedures".

When you have this module, you will automatically gain access to the invoicing module as well.

INSURANCES

This module allows you to manage your insurance policies, damage cases and brokers. When you have this module, you will automatically gain access to the invoicing module as well.

COMPANIES

This module will allow you to access programs that are specifically related to the work environment within a fiduciary.

For example: the customer window you access through here, will have all the necessary data fields related to your work as an accountant, legal advisory and compliance. When you have this module, you will automatically gain access to the invoicing module as well.

LAW ADMINISTRATION

This module will allow you to perform activities within the sector of law administration. You will be able to create and manage law case engagements, plan your resources and create documents.

For more information on this module, please refer to chapter "Advanced data procedures". When you have this module, you will automatically gain access to the invoicing module as well.

INVENTORY

This module becomes available when you have purchased a license including a "Purchasing", "Distribution" or "Manufacturing" module. This module allows you to virtually manage your inventory by keeping track of inventory statuses, managing your receipts and creating transactions.

SALES AND PURCHASING

These modules become available when you have purchased a license including a "Purchase" or "Distribution" module. It allows you to manage the item flow in your company by creating sales and purchase orders, planning the picking, packing and shipping and by creating receipts.

MANUFACTURING

This module becomes available when you have purchased a license including a "Manufacturing" module. This module allows you to manage work orders, plan the materials you need for a manufactured item and create product structures.

INVOICING

This module becomes available when you purchase a license including a "Insurance", "Company Management", "Project Management", "Distribution", "Manufacturing" or "Law Administration" module. This module allows you to convert your activities into invoices.

This module will assist you in generating the cash flow within your company. For more information regarding this module, please refer to chapter "Advanced data procedures".

ACCOUNTING

This module becomes available when you purchase a license including a "Finance" module. This module allows you to manage your daybooks, journals and have a look at your general ledger.

DASHBOARDS

This module is always available to all licenses, but only users with the correct permissions have access to this module. It allows you to test your company's KPI's with relevant graphs.

ADMINISTRATION

This module is always available to all licenses, but only users with the correct permissions have access to this module. It allows you to set up your database parameters, for example security groups, users, system documents, the validation tables, ...

CHAPTER 2 | CRITICAL DATA PROCEDURES

CONTACTS

ROLES

ITEMS

INTRODUCTION

This chapter will show you how to perform procedures related to the critical data (the master data) in your database. This master data includes, but is not limited to,

- **Contacts**
 - Customers
 - Suppliers
 - Salespeople
 - Resources
 - Employees
 - Brokers
- **Items**

This data, once filled out correctly, will be used as references in many other procedures within Mantaray (see Chapter "Advanced data procedures") and therefore they form the core of your database.

CONTACTS

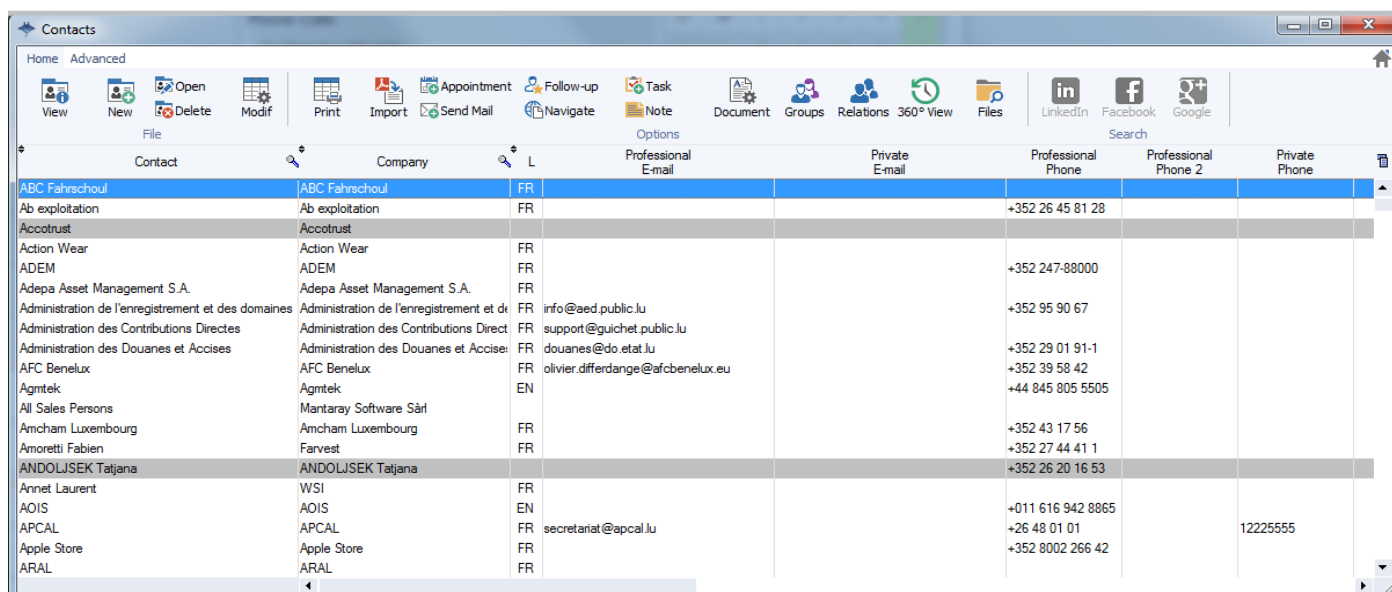
Mantaray views the acronym CRM as "Contact Relation Management" instead of just "Customer Relation Management". This philosophy means that the database is centered around all forms of contacts, after which we assign those contacts different roles (ie.: as a customer, as a resource, as an employee, as a user, ...)

To maintain an overview of all these different roles, there are different ways to go and check the relevant data for each contact.

FINDING YOUR CONTACTS

To access all your contacts, please follow these steps:

1. In the ribbon, select the "Home"/"Organizer" module.
2. Click on the button "Contacts"/"Browse" to open a list of all your existing contacts.



Contact	Company	L	Professional E-mail	Private E-mail	Professional Phone	Professional Phone 2	Private Phone
ABC Fahrshoul	ABC Fahrshoul	FR					
Ab exploitation	Ab exploitation	FR			+352 26 45 81 28		
Accotrust	Accotrust						
Action Wear	Action Wear	FR					
ADEM	ADEM	FR			+352 247-88000		
Adepa Asset Management S.A.	Adepa Asset Management S.A.	FR					
Administration de l'enregistrement et des domaines	Administration de l'enregistrement et des domaines	FR	info@aed.public.lu		+352 95 90 67		
Administration des Contributions Directes	Administration des Contributions Directes	FR	support@guichet.public.lu				
Administration des Douanes et Accises	Administration des Douanes et Accises	FR	douanes@do.etat.lu		+352 29 01 91-1		
AFC Benelux	AFC Benelux	FR	olivier.differdange@afcbenelux.eu		+352 39 58 42		
Agntek	Agntek	EN			+44 845 805 5505		
All Sales Persons	Mantaray Software Sàrl						
Amcham Luxembourg	Amcham Luxembourg	FR			+352 43 17 56		
Amoretti Fabien	Farvest	FR			+352 27 44 41 1		
ANDOLJSEK Tatjana	ANDOLJSEK Tatjana				+352 26 20 16 53		
Annet Laurent	WSI	FR					
AOIS	AOIS	EN			+011 616 942 8865		
APCAL	APCAL	FR	secretariat@apcal.lu		+26 48 01 01		12225555
Apple Store	Apple Store	FR			+352 8002 266 42		
ARAL	ARAL	FR					

The list here will show all the contacts that exist in your database. If you want to search a contact with a specific role, it is advised to search within the parameters of that role.

CREATING AND EDITING A CONTACT

Once you have navigated to the maintenance window, you will be able to create a new contact or modify an existing contact.

To do so, please follow these steps:

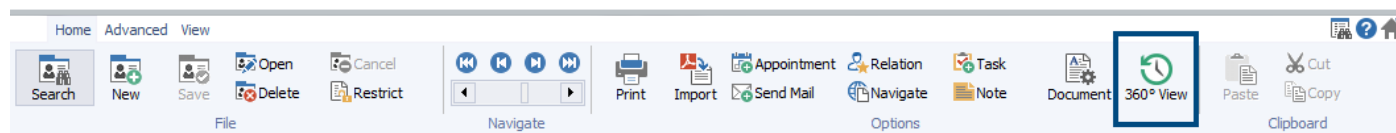
1. In the ribbon, select the "Home"/"Organizer" module. You will find the "Contacts" section there.
2. Select a contact and click on "Open" icon. The new maintenance window with the selected contact will be opened.

3. Once you have opened a new or existing file, you will be able to modify the fields. Another thing to note is that two new buttons will become available, the "Save" and "Cancel" buttons.
4. When you have filled out the necessary data, click the "Save" button to save the changes made or "Cancel" if you don't want to maintain these changes.

VIEWING ALL RELATED INFO TO A CONTACT

To have a view of every document, task, invoice, meeting or phone call linked to this contact, please follow these steps:

1. **Navigate to the Contact Maintenance Window** by following the previously described steps.
2. Once in the Contact Maintenance Window, **click on the 360° view** in the toolbar above, in the "Home" tab.



3. This will open a new window, in which you will find E-mails, your agenda, phone calls, tasks, documents, business opportunities, comments, binders, your timeline, reminders, invoices, timesheets, files and organigram.

DEFINING THE ROLES FOR YOUR CONTACT

Once you've created your contact, you have the ability to give it any of the available roles. Each role will give access to new information that you can fill out and is relevant to that role. The available roles are:

- **Customer:** Allows you to fill out information relevant to its role as a customer (Customer N°, VAT N°, GL Accounts for when it takes up the role as a customer, ...)
- **Supplier:** Allows you to fill out information relevant to its role as a supplier (Supplier N°, VAT N°, GL Accounts for when it takes up the role as a supplier, ...)
- **Resource:** Allows you to fill out information relevant to its role as a resource (Hourly fee that will be used to invoice this resources' time to a customer, an Invoice reference, set of skills,...)
- **Employee:** Allows you to fill out information relevant to its role as an employee (Working hours, Base salary, Bank account number, GL Accounts for activities as an employee,...)
- **Transporter:** Allows you to fill out information relevant to its role as a transporter (Transporter type, their price list, delay, ...)
- **Broker:** Allows you to fill out information relevant to its role as a broker (Broker N°, Broker group, ...)

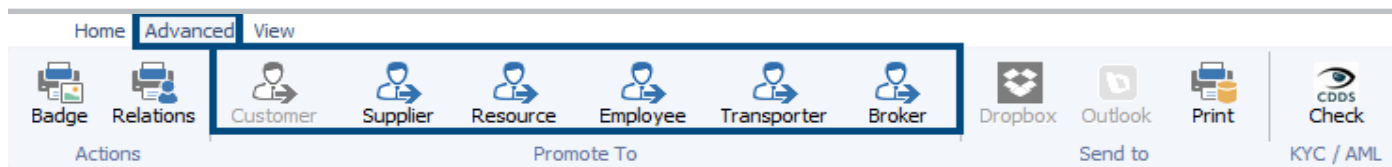
These roles will become important for other procedures and applications in Mantaray. For example: You can only generate sales invoices for contacts that have the role "Customer" and you can only generate purchase invoices for contacts that have the role "Supplier". A "Resource" will be used to calculate the fees you'll be invoicing to your "Customer".

For each role you assign to a contact, Mantaray will provide specific lists in which you can find contacts only in that specific role.

HOW TO ASSIGN A ROLE

To assign a role to a contact, please follow these steps:

1. **Navigate to the Contact Maintenance Window** by following the previously described steps.
2. Once in the Contact Maintenance Window, **go to the "Advanced" tab** of the toolbar above.



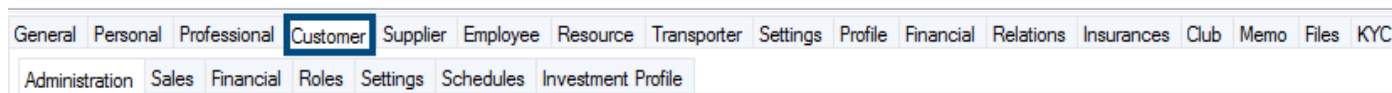
3. In the "Advanced" tab, select the role(s) you wish to assign to a contact.

This function is only available when the contact file is in Browse/View state. If it's greyed out, make sure that your file is saved.

For each role you assign to a contact, a new tabulator will appear in that contact maintenance window. You can now start filling out data relevant to that role.

ROLE PROPERTIES

In this part we gloss over the most important properties that each role offer. These properties will be used in procedures that you can find in the "Advanced data procedures".



CUSTOMERS

Your customers are probably the most important master data in the database. They will be the basis for your invoices and therefore the main source of income. In order for Mantaray to optimally perform its procedures, these customer specific properties should be filled out correctly.

ADMINISTRATION

- **Customer N°:** The unique reference for each customer which will be used as a search key.
- **VAT Number:** The VAT number for each customer
- **Official Name:** The official name used in the creation of documents

FINANCIAL

- **Sales Account:** the GL Account used for all sales
- **AR Account:** the GL Account used for the Receivables
- **Credit Term:** the amount of days this customer has to pay an invoice.
- **Taxable:** indicate if a customer is taxable or not. This has impact on the invoice generator.
- **Currency:** the default currency this customer uses. This has impact on the GTM system during invoicing.

SETTINGS

- **Show on Timesheets:** Checked by default and it defines if a customer appears in the timesheet list of customers.

SCHEDULES

This part of the customer definition is used to create invoice schedules, which allow you to invoice fixed amounts to a customer on a periodical basis. For more information on how this is used, please refer to the chapter "Advanced data procedures".

SUPPLIERS

Your suppliers are the people you buy your needed items from. They will be the basis for your purchase invoices. In order for Mantaray to optimally perform its procedures, these supplier specific properties should be filled out correctly.

ADMINISTRATION

- **Supplier N°:** The unique reference for each supplier which will be used as a search key
- **VAT Number:** The VAT Number for each supplier.

FINANCIAL

- **Credit Term:** The amount of days you have to pay invoices from this supplier.
- **Currency:** The default currency this supplier uses. This has impact on the GTM system during invoicing.
- **Bank Account:** The bank account for this supplier.
- **Purchase Account:** The GL Account used for all purchases.
- **AP Account:** The GL Account used for the Payables.

RESOURCES

Your resources are the contacts you have at your disposal who will do the activities necessary as a service to your customers. Their role, and the data corresponding with that role, are needed to perform calculations on how much their time would cost the customer. Mantaray offers a detailed setup of hourly fees, in which you can define a default hourly fee or an hourly fee based on what task each resource can perform.

It is also possible to create a list of skills and experiences each resource has, which comes in to play when creating teams for a specific project or engagement.

EMPLOYEES

Your employees are the contacts you have on your payroll. This role allows you to manage all the relevant data when it comes to determining an employees salary, holidays and working time.

ADMINISTRATION

- **Base Salary:** The base salary for this employee
- **Bank Account:** The bank account data needed to perform transactions.
- **Leg. Work time / day:** the amount of hours an employee has to work per day.
- **Holiday/Year:** the amount of holidays an employee has per year.

TIMESHEETS

Fill out the amount of hours an employee has to work on each day and define the start and end time. This can be expanded upon with pair and unpair weeks.

The performance index is used to indicate how much of an employees working time needs to be chargeable to a customer. This percentage will be used in calculations during the reporting procedures.

ACCOUNTING

- **Salary GL Account:** the GL Account used when paying the salary.
- **Soc. Sec. GL Account:** the GL Account used when paying the Social Security.

ITEMS

Items are the virtual references of the services you offer in your company. These references will allow you to structurize and categorize the types of activity, define a price for these activities. Items will be used as a reference during invoicing.

FINDING YOUR ITEMS

To access all your items, please follow these steps:

1. In the ribbon, **select the “Master Data” module**. You will find the “Items” section there.
2. Click the **“Browse” element** to open a list of all your existing items.

The list here will show all the items that exist in your database. From that list, you can add, edit or delete items. The buttons “New” and “Open” will open the Item Maintenance window.

CREATING AND EDITING AN ITEM

Once you have navigated to the maintenance window, you will be able to create a new item or modify an existing item.

To do so, please follow these steps:

1. **Navigate to the Item Maintenance Window** by following the previously described steps.

The screenshot shows the 'Items' maintenance window. The ribbon includes buttons for New, Save, Open, Cancel, Delete, Navigate, Paste, Cut, Copy, Print, Lists, and History. The 'General' tab is active, displaying the following fields:

- Item Number: BX-DB-MR-000001
- Created: 30/04/2010
- Last Mod.: 04/05/2010
- Product Line: Box
- Product Group: DispBox
- Product Type: MRBox
- Name: Mantaray Empty Box
- Description: Mantaray Empty Box
- Class:
- Brand:
- Config.:
- Status Code:
- Substitution:
- Date:
- Unit of Measure: UN
- Project:
- Binder:
- Salesperson:

2. In the toolbar above, **you will find buttons that allow you to modify the data file.** As mentioned in the introduction of this document, a data file needs to have a certain mode to be able to perform certain actions
 - a. The **“New” button** allows you to create a new item. It will put the file in the “Creation” mode.
 - b. The **“Open” button** allows you to modify an existing item. It will put the file in the “Modification” mode.
 - c. The **“Delete” button** allows you to delete the shown item and jump to the next item.
3. Once you have opened a new or existing file, **you will be able to modify the fields.** Another thing to note is that two new buttons will have appeared, the “Save” and “Cancel” buttons.
4. When you have filled out the necessary data, **click the “Save” button** to save the changes made **or “Cancel”** if you don't want to maintain these changes.

MANDATORY FIELDS FOR ITEM CREATION

Certain fields are important for the advanced procedures in Mantaray. Because of this, the system will not allow you to save an item if the following fields aren't filled out correctly:

- **Item Number:** The unique reference for each item. This reference is used during invoicing and when linking it to other elements, like Timesheet tasks.
The item number can be generated automatically by setting up a product configuration (Product Line – Product Group – Product Type)
- **Unit of Measure:** It's important to indicate the correct unit of measure, whether it be hours or singular units.

IMPORTANT FIELDS

For certain specific procedures, these fields become important. For example: during the Task Template setup procedure, it is possible to indicate that the price is taken directly from the item reference. In that case, it's important to have this field filled out.

PRICE

In this tabulator, you will find all the information relevant for the pricing of the item. The following fields are commonly used in Mantaray.

The screenshot shows the 'Items' window with the 'Price' tab selected. The 'Item Number' field contains 'BX-DB-MR-000001'. Below this, there are fields for 'Profit %' (0.00), 'Min. Margin %' (0.00), 'Tax Code' (L17), and 'Discount %' (0.00). A table displays 'Cost' and 'Sales Price' for 'Standard', 'Current', and 'Average' categories. To the right of the table are 'Effective Date' (1/31/2017), 'Purchase Capacity Price' (0.000), and 'Sale Capacity Price' (0.000). At the bottom, there is an 'Auto Adjust' checkbox, an 'Invoice Reference' field, a 'Pct' field (0), and an 'Invoice Line Position' field (0).

	Cost	Sales Price	
Standard	2.00	2.00	Effective Date 1/31/2017
Current	2.00	2.00	Purchase Capacity Price 0.000
Average	0.00	0.00	Sale Capacity Price 0.000

- **Tax Code:** While invoicing, when you select an item, the invoice will use this tax code to indicate the Tax percentage of the item.
- **Current Sales Price:** This field is used in calculations when the item price is used.
- **Current Sales Cost:** This field is used in calculations when the item cost is used.
- **Auto Adjust:** Check this box if you want to add in a price adjustment on the invoice when selecting this item. The following fields need to be filled out when you check this box:
 - **Invoice Reference:** Another item reference that will be used to indicate the adjustment on the invoice
 - **Pct:** The percentage used to calculate the adjustment. I.e.: 3% of a price of 100 EUR for an item, will add an extra line in the invoice for the amount of 3 EUR.

DESCRIPTIONS

When you are dealing with a multi-lingual customer base, it is possible to use a different description for each item. Mantaray will pick up the language the customer speaks, and find the corresponding description when adding the item to for example an invoice.

The screenshot shows the 'Items' window in Mantaray software. The window has a title bar with 'Items' and standard window controls. Below the title bar is a ribbon with two tabs: 'Home' and 'Advanced'. The 'Home' tab is active, showing a group of icons for 'File' (New, Save, Open, Cancel, Delete), 'Navigate' (back, forward, search), 'Clipboard' (Paste, Cut, Copy), 'Options' (Print), and 'Pricing' (Lists, History). Below the ribbon is a sub-ribbon with tabs for 'General', 'Advanced', 'Inventory', 'Production', 'Price', 'Descriptions', 'Investments', and 'Accounting'. The 'Descriptions' tab is selected. Below the sub-ribbon, there is a text field labeled 'Item Number' containing the value 'BX-DB-MR-000001'. Below this field, there are four rows of input fields, each consisting of a small checkbox followed by a text box. The first row has a checked checkbox, while the others are unchecked.

CHAPTER 3 | ADVANCED DATA PROCEDURES

TASK MANAGEMENT
DOCUMENT MANAGEMENT
TIMESHEETS
INVOICING

INTRODUCTION

The previous chapter has shown us how to handle our critical data that forms the center of the database. This chapter will show you some of the general advanced procedures you can now execute when your master data has been created.

In this chapter, we will discuss the 360° view and all of its elements and functionalities. We will also discuss the timesheet functionality.

360° ACTIVITIES

The 360° view provides you with all the information related to the master data. Whether it's a contact, policy, damage case, project, binder or engagement, Mantaray will filter out all the linked data and show it in one easily accessible window.

ACCESSING THE 360° WINDOW

Whenever you are in a maintenance or browse window of your master data, Mantaray will offer a "360°" button in the ribbon of that window.



This button will open the activities window with the selected master data as a filter.

A screenshot of the Mantaray 360° View window. The window has a title bar "Activities" and a ribbon with tabs: "Activities", "Explorer", "History", "Resources", "Basic", "Overview", "Normal", and "Detailed". Below the ribbon is a "Print" button. The main area is divided into several sections: "Agenda", "Email", "Phone Calls", "Tasks", "Documents", "Opportunities", "Comments", "Binders", "Timeline", "Reminders", "Invoicing", "Timesheets", "Files", "Organigram", and "Task Planning". The "Timeline" section is active, showing a list of activities with columns for "Type", "Date", "Time", "Description", and "Userid". The activities listed include "Scan Braun Daniel", "Certificat maladie Braun Daniel", "Déclaration trimestrielle demande aides à l'embauche", "Certificat maladie Braun Daniel", "Lettre de démission", "Certificat salaire, retenue d'impôt et crédit d'impôts Braun Daniel 2015", "Certificat Braun Daniel", "Démission 5.01.16", "Certif salaire, retenue et crédit impôt 2016", "Journal", "Created contact", "Modified contact", "Fiche d'impôt 2015 Daniel Braun", "Annexes CDI", "Carte de sécurité sociale", "Carte d'identité", "CDI 15.04.2015", "Carte d'identité", and "Fwd: Coopération". The "Userid" column shows "dbehier" for most activities and "dbraun" for the last one. At the bottom of the window is a calendar for July 2017, with the 7th of July highlighted in orange.

USING THE 360° WINDOW

Agenda	Email	Phone Calls	Tasks	Documents	Opportunities	Notes	Binders	Timeline	Reminders	Invoicing	Timesheets	Files	Organigram	Task Planning	Purchasing	Chat
Userid / Date				Time		Subject				Location						

Each tabulator within this window shows a different form of activity your users have performed for the selected master data. From within the table it is possible only to look through an activity of that type.

AGENDA

The agenda is an overview of all your appointments related to that master data. It will show the date, time, subject and location for each entry. When you open an appointment, it will refer you to the agenda maintenance window, where more details are present.

EMAIL

When configured, it is possible to archive your e-mails from your mail server. Please refer to the system administrator guide to learn how to set up the synchronisation between Mantaray and your e-mail server. The mails will be categorized following the same basic structure as the one in applications like Outlook.

PHONE CALLS

This tabulator will show a list of all the registered phone calls that were performed and that are relevant to the master data. The table shows the timestamp and the user who performed the call along with the memo that was written down.

When you add or open a phone call, it will refer you to the phone call maintenance window, where you will find more detailed information.

TASKS

This tabulator shows all tasks that have been created for this master data. It will show for whom the task is for, a description of the task, start date, due date, end date, the priority and the status.

When you add or open a task, it will refer you to the task maintenance window, where you will find more detailed information regarding the task.

DOCUMENTS

The activities window will also show you all the documents you have integrated regarding this master data. Selecting this section will also give access to a new section in the ribbon that allows you to perform actions with the document you select.

To find out more about the document integration procedures, please refer to the chapter "Miscellaneous data procedures".

OPPORTUNITIES

This tabulator shows all the business opportunities that have been registered regarding this master data. Business Opportunities are generated through the "Commercial" module. When modifying a business opportunity, it will bring you to the Business Opportunity Maintenance window.

NOTES

This tabulator allows you to view all the comments that have been written by the users regarding this master data. When adding or modifying a comment, it will bring you to the Comment Maintenance window.

BINDERS

Binders are digital representations of a real life binder and it allows you to store other data (tasks, documents, ...) for an easy categorization of activities. Binders are unique in this list as they can also be used to filter all the other activities in this window. When you opt to add or modify a binder, it will take you to the binder maintenance window.

TIMELINE

The timeline shows the history of all the activities that have been performed for the master data. It puts it in a chronological order. This is visualised in a table as well as a timeline field. This form of journalisation can't be altered and is recorded automatically every time someone performs an action regarding the master data.

REMINDERS

Reminders are internal notes to remind you of certain events. These can be used to create a trigger for a user alongside tasks and phone calls. When you add or modify a reminder, you will be taken to the reminder maintenance window.

INVOICING

This tabulator shows you all the invoices that have been generated for a specific master data. While it's not possible to add or modify invoices from this window (these specific features come from the invoicing module), it still gives you an idea of the amounts you have invoiced regarding this master data.

TIMESHEETS

This tabulator shows you all the timesheet entries the users have entered regarding this specific master data. As with the invoices, it's not possible to add or modify timesheet entries, as these features require their own procedures.

FILES

The files section allows you to manage external documents that you actively work with for this specific master data. Using this section, it will create explorer tree structures that are predefined by your system administrator to store any kind of file.

TIMESHEETS

Once you have defined your customers, it is possible to enter your time spent in a timesheet. This section will explain how to navigate to your own timesheet, as well as the validation process, which will enable your invoicing department to generate invoices based on those timesheet entries.

OPENING YOUR TIMESHEET

There are several ways to access your timesheet. The first one will appear immediately when you try to open Mantaray.



Instead of opening the complete application, you can opt to open the "Timesheets" window only. Not only is it possible to open your timesheets without launching the complete application, it is also possible to have your timesheet window open alongside the Mantaray application. This means that you could work in Mantaray on your day to day tasks and immediately fill out a timesheet once you've finished working on a task. Another way to access your timesheets is from the Main window after you've opened the CRM/ERP Application.

To open your timesheet, please follow these steps:

1. In the ribbon, select either the "HOME" or the "OFFICE TOOLS" module.
2. Click on the button "CLIENT TIMESHEET" under group "OFFICE TOOLS" or "ENTER TIMESHEET" under group "TIMESPEND" to open a list of your timesheet entries for the filter set in that window.

OVERVIEW OF YOUR TIMESHEET PAGE

Userid	Exercise	Date	Day	Customer	Customer N°	Engagement	Project	Binder	Task	Description	Start	End	Hours	Disbursement	R
kshatokhina	2017	1/30/2017	Monday	Cloudy Chincilla Fund	161226	161218		Documents	1100 - 002 - Perform analysis of underlying info	Perform analysis of underlying ir			04:00	0.00	

1. Delete and print functions
2. Standard filters
3. Registration Table (shows non-validated entries only)
4. Validation Table (shows validated entries only)
5. Custom period filter
6. Total time spent (in decimals and hours) and cost for selected period.

SETTING THE TIMESHEET FILTER

Setting the correct filter before you create timesheet entries is very important. The system will only allow timesheet entries within the filter range.

For example: if I set the filter to "THIS YEAR," I can no longer enter timesheet entries for the previous year.

By default, Mantaray will set the filter on "THIS MONTH." This means that only the timesheet entries for this month are shown in the tables.

You can filter your timesheet entries to show only entries for a specific customer, whether or not Disbursements should be shown and off course, the date range for the entries that you need shown.

It is possible to select a predefined period (This Month, Last Month, This Year, ...), but if you want to show timesheet entries from a very specific period of time, you could enter that period of time in the date fields on the bottom of the screen.

CUSTOMIZING YOUR TABLES

By default, Mantaray will show a number of columns that are necessary for all types of activities. As a user, you can opt to link your timesheet entries not only to a customer, but only to a project, a binder and even an Entity. However, if these columns have no use for you as you are registering your timesheet, it is possible to hide them.

To hide the columns from your table, please follow these steps:

1. **Right click on the table**
2. **In the pop-up list, hover over the option "SELECT COLUMNS"**
3. **Select the columns** that you want to hide.

The same procedure is applied if afterwards you want to add in columns again.

Some columns are mandatory and configured through the user administration so they can't be hidden. Notable examples are the START-END columns.

CREATING A TIMESHEET ENTRY

Once you've set up the filter and the window to your liking, let's start entering your timespent.

You can directly go into the table by double-clicking on the first empty line in the registration table (N°3). The system will automatically fill out your userID and the date for today, but it is still possible to change that data while in the line. By using the "TAB" button on your keyboard, or simply by clicking into the correct column of the table, you can navigate between the data you want to enter.

The following data is obligatory:

- **UserID:** The user that has performed the activity
- **Date:** The date when the activity was performed. This date has to fall within the filter set-up.
- **Customer:** The customer you have performed the activity for.
- **Task:** The task you have performed.

If these fields are not correctly filled out, Mantaray will delete the line once you exit it.

Here is a description of all the remaining columns:

- **Excercise:** Fill out the Year of Excercise for which the activity was performed. By default, this will be the current year.
- **Day:** Shows the day of the week for the entered date. Updates automatically.
- **Customer N°:** The customer number for the selected Customer in the customer tab. If you enter a customer number here, it will look for the Customer name and update the column.
- **Project:** Select a project for which you have entered the timesheet entry.
- **Binder:** Select the binder you want to store the timesheet entry in.

- **Task:** Select the task from the list of available timesheet tasks. Selecting a task will automatically fill out the default description in the Description column.
- **Description:** Give a short description of the work you've performed. Selecting a task will fill out a basic description.
- **Start – End:** These columns are used to indicate the moment in time when you've started working on the task and when you finished working on the task. Filling this out will automatically update the Hours column.
- **Hours:** Alternatively, you can just add in the amount of time you spent without indicating time start and time end.
- **Disbursement:** When you've selected a task that is configured as a disbursement, you will no longer be able to enter a time spent. Instead this column allows you to indicate the amount that you have spent as a disbursement.
- **R:** "R" stands for Rejected. This field is a way for the manager to send back a timesheet entry to the user so that he or she may update the timesheet entry. When a manager rejects a task, he or she will be able to give a reason for the rejection so that the user may update the timesheet entry correctly.
- **GL Entity:** Select the GL Entity for which the timesheet entry should be invoiced. Mantaray will fill out this data automatically based on the configuration, but a user can still change the entity.
- **Entity:** The name of the Entity selected.

Once you've filled out all the relevant data, you can save the timesheet entry by simply exiting the line.

VALIDATING TIMESHEET ENTRIES

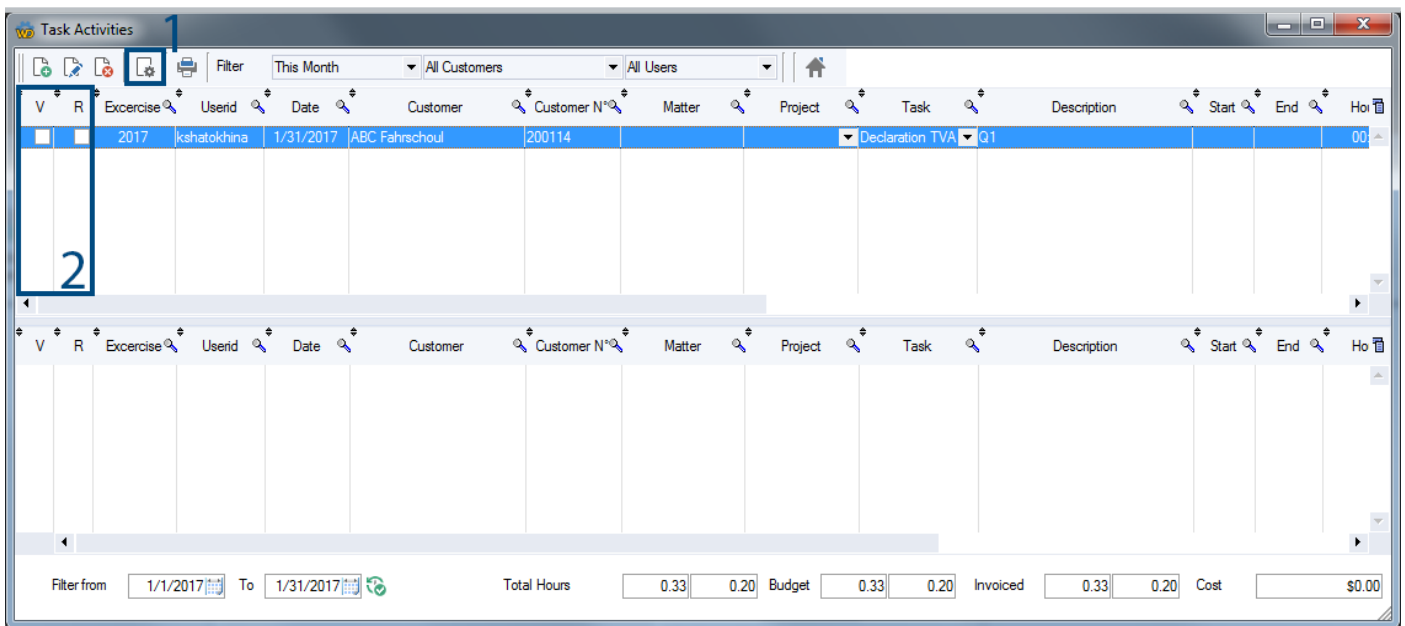
Before being able to invoice the timesheet entries, they need to be validated and marked as "Ready to invoice."

To do so, please follow these steps:

1. In the ribbon, select the "OFFICE TOOLS" module.
2. Under group "TIMESPEND" click on the button "VALIDATION" to open a list of your timesheet entries for the filter set in that window.

NOTE: This function may not be available to everyone! It is dependant on how the system security is set up.

Once you've opened the Validation window, you will notice how it is built up similarly to the registration browse, with a few exceptions:



1. The process button in the toolbar allows you to validate all lines at once for the entered filter.
2. The first 2 columns are used to validate or reject the entered timesheet entries. Validated will become ready to be invoiced. Rejected timesheet entries will go back to the user who created the timesheet entry. You will be able to fill out a comment or a reason for the rejection.
3. It's important to note that through this window, you will have access to the timesheet entries of all users. You can also filter through the timesheet entries for a specific user.

Once Timesheet entries have been validated, they are ready to be invoiced.

WIP SNAPSHOT

A new window accessible for all the users in spite of the rights has been created to show specific statuses of your client management. The window is used to show an overview of the hours worked, the hours that are chargeable, non-chargeable, internal, to invoice, the hours that are internal or when a user was absent, and finally the hours that were valuable.

The data can then be printed out directly or be exported to an excel file.

To open it:

1. Go to "OFFICE TOOLS" module
2. Under group "TIMESPEND" you will find "W.I.P." button, click on it.

The screenshot shows the 'Timesheet WIP' application window. It features a top navigation bar with filters for 'This Month', 'All Customers', 'All Users', and 'Status: All'. Below this is a table with columns: Userid, Exercise, Date, Customer, Customer Type, Task, Description, Start, End, Worked, To Invoice, Budget, Invoice Reference, and Disbur. Two rows are visible, both for user 'kshatokhina' on '2/6/2017' for customer 'ABC Fahrschoul' and 'Mantaray Software S&Rt' (both BUSS), performing the task 'Declaration TVA 'Q1'. The 'Worked' column shows '01:00' for both, and 'To Invoice' and 'Budget' also show '01:00'. At the bottom, a summary bar shows 'Filter from 2/1/2017 To 2/28/2017', 'Total Hours 2.00', 'Budget 2.00', 'Invoiced 2.00', 'Cost 0.00', and 'Fee 0.00'.

Userid	Exercise	Date	Customer	Customer Type	Task	Description	Start	End	Worked	To Invoice	Budget	Invoice Reference	Disbur
kshatokhina	2017	2/6/2017	ABC Fahrschoul	BUSS	Declaration TVA	Q1			01:00	01:00	01:00		
kshatokhina	2017	2/6/2017	Mantaray Software S&Rt	BUSS	Declaration TVA	Q1			01:00	01:00	01:00		

Filter from 2/1/2017 To 2/28/2017

Total Hours 2.00 Budget 2.00 Invoiced 2.00 Cost 0.00 Fee 0.00

SETTING UP THE WORK FILE

To set up the work file, you need to fill out 3 relevant data:

- **The period range** you wish to see a Snapshot from
- **The customer** you wish to calculate for. Select "All Customers" if you wish to have a grand total.
- **The user** you wish to calculate for. Select "All Users" if you wish to have a grand total.

Mantaray has another WIP Snapshot window with more detailed view due to needs of a manager. For more information, please refer to Chapter 4.

DOCUMENT MANAGEMENT

This section shows you how you can maintain a paperless office by using Mantaray. It offers a variety of ways to create a clear knowledge base in which you can find your documents.

You can add documents to the knowledge base in many different ways:

- By using the module "OFFICE TOOLS" / the group "DOCUMENTS".
- Dynamically from other maintenance windows
- By accepting documents that appear in your Today window.

NAVIGATION

You will find the group "DOCUMENTS" in the module "OFFICE TOOLS". Within that module, there are 3 main applications that you will use:

- **Document Import:** Use this window to import the necessary documents from your device
- **Document Explorer:** This window will provide an overview of your existing documents, also is used to create, modify and delete documents.
- **Document Creator:** This window contains all kind of tools to create your own documents

CREATE A NEW DOCUMENT

Follow these steps to create a new document, using the "OFFICE TOOLS" module:

1. In your main menu, go to OFFICE TOOLS > DOCUMENTS > ADD NEW DOCUMENT. A maintenance window will open.

The screenshot shows the 'Document Maintenance' window with the following fields and tabs:

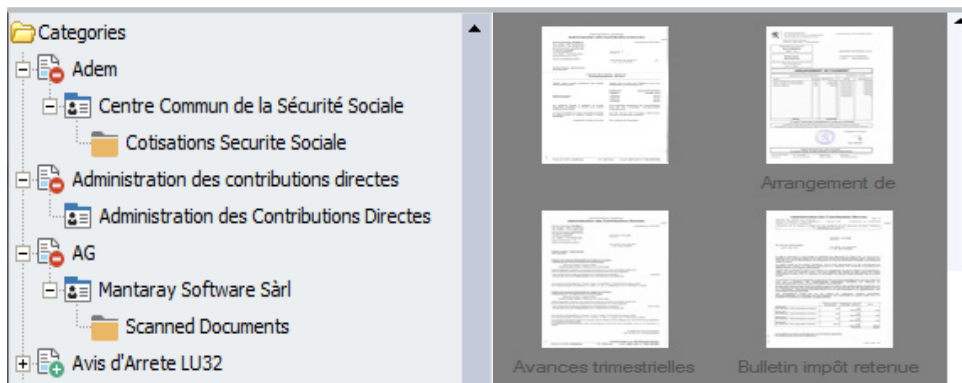
- Tabs:** Identification, Properties, Advanced, Keywords, Preview.
- Toolbar:** Includes icons for file operations (add, delete, copy, paste, etc.), a search icon, and an 'Actions' dropdown menu set to 'Modify Document'.
- Fields:**
 - Contact:
 - Binder:
 - Project:
 - Contract N°:
 - Theme:
 - Value:
 - Source:
 - Date: (with a calendar icon)
 - Engagement:
 - Task:
 - Damage N°:
 - Invoice N°:
 - Amount:
 - Custom 1:
 - Custom 2:
 - Custom 3:
 - Custom 4:
 - Reference:

2. Complete the data in the necessary fields.
3. Add the document file in one of the following ways:
 - a. Drag and drop the document in this window
 - b. Enter the directory path of the file in the field "FILENAME" in "IDENTIFICATION" tab.
4. Save the changes.

MODIFY AN EXISTING DOCUMENT

To modify the data of an existing document, follow these steps:

1. Go to **OFFICE TOOLS > DOCUMENTS > EXPLORER**. A browse window with all your documents should appear.
2. Search the document you wish to modify.
 - a. You can sort documents by title, date and category
 - b. Filter your documents by category or binder to ease your search.
 - c. You can search a certain document by typing the first letter of it's title in the window.
3. Expand the hierarchy to choose the necessary file and then click on the specific one in the preview panel.



Selecting the file this way will allow you to open it's maintenance window, so you can click on "OPEN" button now.

4. Edit the data at your own discretion.
5. Save the changes.

DELETE AN EXISTING DOCUMENT

To delete a document entirely, follow these steps.

1. Go to **OFFICE TOOLS > DOCUMENTS > EXPLORER**. A browse window with all your documents should appear.
2. Search the document you wish to delete.
 - a. You can sort documents by title, date and category.
 - b. Filter your documents by category or binder to ease your search.
 - c. You can search a certain document by typing the first letter of it's title in the window.
3. Delete the data by clicking on "DELETE" button.
4. Mantaray will ask for a confirmation. Click 'YES' to accept.
5. A prompt will appear, asking you if you want to delete the file attached to it. If you don't accept this action, the file will still exist in the database, but the registry will be gone.

DYNAMIC INTEGRATION

Documents can be linked to projects, contacts, contracts and damage cases. If you do this, the documents will appear in their respective windows. You can easily add, modify and delete documents from within these windows.

NAVIGATION

To dynamically import documents, open a maintenance window of one of the four basic data. You can find them in specific places.

IMPORT A NEW DOCUMENT

To import a new document, follow this procedure:

1. Go to **"OFFICE TOOLS" module > "DOCUMENTS" group > IMPORT**
2. You can add a document by clicking on **"FILE"** button under **"IMPORT"** group and choosing the necessary file.
3. **Complete the necessary data** by opening the properties of the document.
4. **Save the changes** by clicking .

"TODAY" SECTION

Mantaray has the possibility to monitor folders and archiving the documents that are within those folders.

NAVIGATION

Accepting document files is as easy as looking in your Today panel. Whenever documents are present in the folders you are monitoring, Mantaray will show them there.

ADD A DOCUMENT TO THE KNOWLEDGE BASE

You can add a document to the knowledge base, or archive it, by following these steps:

1. **Right-click the document** in the Today panel.
2. **Select the option "ACCEPT DOCUMENT"** from the contextual popup. An acceptance window will now open and Mantaray will analyze the document.
3. **Complete the data** in the necessary fields.
4. **Save and archive** the document by clicking .

CHAPTER 4| MODULAR DATA PROCEDURES

MANTARAY FOR FIDUCIARIES
INVOICING

MANTARAY FOR FIDUCIARIES

INTRODUCTION

Mantaray for Fiduciaries is a sector-specific module that allows you to store extra information regarding your customers.

The main addition to this module is a more detailed customer maintenance window, that allows you to store all the information you need from a company.

Other than that, this module allows you to generate customer tasks, declaration tasks, manage bank accounts and manage budgets for each customer.

FINDING A CUSTOMER

Fiduciaries have some specific demands when it comes to the needed data for their customers. That is why Mantaray offers a completely different module to navigate through.

To access your customers, please follow these steps:

1. In the ribbon, **select the "COMPANIES" module** if available.
2. **Under group "CLIENTS" click on the button "BROWSE COMPANIES"** to open a tree view of all the available programs.

Alternatively, click on the button "COMPANY MAINTENANCE" to go directly to the detail window. From there you can also navigate to the contact you need by using the search functions within.

Once you open a customer data file, it will show you the details related to it as a contact, as well as the necessary data for it to be a customer (Customer Number, VAT Number, etcetera). This window will also show a lot more details related to the information used by fiduciaries.

CUSTOMER MAINTENANCE FOR FIDUCIARIES

Once you have navigated to the Company maintenance window, it is possible to store extra information that is relevant to your activities as a fiduciary.

The screenshot shows the '3i Group plc' window in 'Summary' mode. The interface includes a menu bar (Home, Advanced, View), a toolbar with icons for New, Save, Open, Cancel, Restrict, and a 'Summary' dropdown. Below the toolbar are sections for File, Navigate, Clipboard, Search, and Actions. The main area contains the following fields:

- Company:** 3i Group plc, Active (checked), Domiciled At: [empty]
- Address Line 1:** [empty], **Language:** [empty]
- Address Line 2:** [empty]
- Postal Code:** [empty]
- Main Contact:** [empty], **Department:** [empty], **Reference N°1:** [empty]
- Customer Type:** BUSS, **Customer N°:** 1000007, **Official Name:** 3i Group plc
- Registration:** [empty], **Jurisdiction:** [empty], **Fiscal Number:** [empty], **VAT Number:** [empty]
- Incorporation Type:** [empty], **Legal Form:** [empty], **Tax Office:** [empty]
- Incorporated:** [empty], **By:** [empty], **Section N°:** [empty]
- Directors:** [empty list]
- Shareholders:**

	8.00	8.00	10.00	10.00
ABT AIFM				
ABT Solutions	20.00	20.00	0.00	0.00
Acquaviva Freddie	20.00	20.00	0.00	0.00
AstraZeneca	10.00	10.00	10.00	10.00
NMR	50.00	50.00	0.00	0.00
- Manage Mode:** [empty]

- General Tab: Shows an overview of most relevant information
- Detailed information is categorized in contextual tabs
- Quick research and navigation between your clients

The screenshot shows the '3i Group plc' window in 'Detail' mode. The interface includes a menu bar (Home, Advanced, View), a toolbar with icons for New, Save, Open, Cancel, Restrict, and a 'Detail' dropdown. Below the toolbar are sections for File, Navigate, Clipboard, Search, and Actions. The main area contains the following fields:

- Company:** 3i Group plc, Short Name: 3i, Domiciled At: [empty]
- Address Line 1:** [empty], **Address Line 2:** [empty]
- Postal Code:** [empty], **Country Code:** [empty], **State:** [empty]
- Main Contact:** [empty], **Type:** Business, **Reference:** [empty]
- Communication:** [empty]
- Member of:** [empty]
- Language:** [empty], **Industry:** [empty], **Activity:** [empty]
- Customer Type:** BUSS, **Customer N°:** 1000007, **Official Name:** 3i Group plc, **Active:** (checked)
- Address Label:** 3i Group plc
- HTTP:** [empty], **FTP:** [empty]

- Overview of all your activities for a client. Either in one history or categorized by the type of action (tasks, documents, phone calls, meetings, ...)

The screenshot displays the '3i Group plc' software window. The interface includes a top menu bar with 'Home', 'Advanced', and 'View'. Below this is a toolbar with icons for 'New', 'Save', 'Open', 'Cancel', 'Delete', 'Restrict', 'Detail', 'Navigate', 'Back', 'Paste', 'Cut', 'Copy', 'Search', 'Start Timer', and 'Modif Contact'. A secondary menu bar lists various modules: 'General', 'Incorporation', 'Shareholding', 'Directorship', 'Assets', 'Compliance', 'Servicing', 'Bus. Development', 'Deliverables', 'Invoicing', 'Relations', 'Projects', 'Memo', 'Settings', 'Event', and 'Files'. The main form area contains several input fields and checkboxes organized into sections. The first section includes 'Closing Day' (set to 'Weekend'), 'Distance' (0), 'GL Entity', and 'Entity'. The second section has 'Sales Account' (999999), 'AR Account', and 'Bank Account'. The third section includes 'Credit Term' (30Days), 'Credit Limit' (0.00), 'Currency', 'CR Status', 'Tax Class', 'Taxable' (checked), and 'Send Statements' (checked). The fourth section contains 'Last Invoice' (0), 'Balance Amount' (0.00), 'Sales this Year' (0.00), 'Date', 'Balance Date', 'Sales last Year' (0.00), 'Creation Date', 'Modification Date', and 'Transaction Date'. The bottom section has three fields for 'Bank Account (Issuer)', 'Bank Account (Beneficiary)', and 'Bank Account (Correspondent)'.

- Automatically generate invoices and tasks by giving your customers declaration profiles

The screenshot shows the '3i Group plc' software window with the 'Files' menu selected. The address bar displays the path 'C:\Users\kshatokhina\Desktop\Documents\Contacts\3i Group plc'. The main content area shows a file explorer view with a single folder named 'Tasks' highlighted in blue. To the right of the folder name, it says 'Type : Folder'. The interface elements (menu bar, toolbar, and secondary menu bar) are identical to the previous screenshot.

- Keep easy track of all your workdocuments in automatically generated knowledge base directories.

WIP SHAPSHOT

To navigate to that window, please follow these steps:

1. Go to "COMPANIES" module
2. Under group "TOOLS" you will find "WIP SNAPSHOT" button. Click on that button will open the browse window.
3. Set up the filters in the way you need.

Hierarchy	Description	Date	Cost	Fee	Worked
ABC Company			\$0.00	\$90.00	0.00
mgoeyers			\$0.00	\$90.00	0.00
Declaration TVA 1	Q1		\$0.00	\$90.00	0.00
05/01/2017	Support	1/5/2017	\$0.00	\$90.00	0.00
Arendt Services S.A.			\$0.00	\$0.00	0.50
mgoeyers			\$0.00	\$0.00	0.50
Goeyers Manuel			\$0.00	\$90.00	0.02
mgoeyers			\$0.00	\$90.00	0.02
Mantaray Software Sàrl			\$0.00	\$0.00	22.25
kshatokhina			\$0.00	\$0.00	22.25
User Guides	Mantaray User Guides		\$0.00	\$0.00	22.25
23/01/2017	working on quick user's guide	1/23/2017	\$0.00	\$0.00	8.83
24/01/2017	working on quick user's guide	1/24/2017	\$0.00	\$0.00	7.33
25/01/2017	working on quick user's guide	1/25/2017	\$0.00	\$0.00	6.08

DISPLAYING THE RESULTS

After the work file has been built, there are numerous ways to show the generated data.

The data is built up in a hierarchic table with four layers:

- Customer
- Resource
- Task
- Timesheet entry

By default, the table will show the data in the above order. Since Timesheet entries are the individual lines, they will always appear as the last element in the hierarchy.

However, it is possible to change the way the hierarchy is built up:

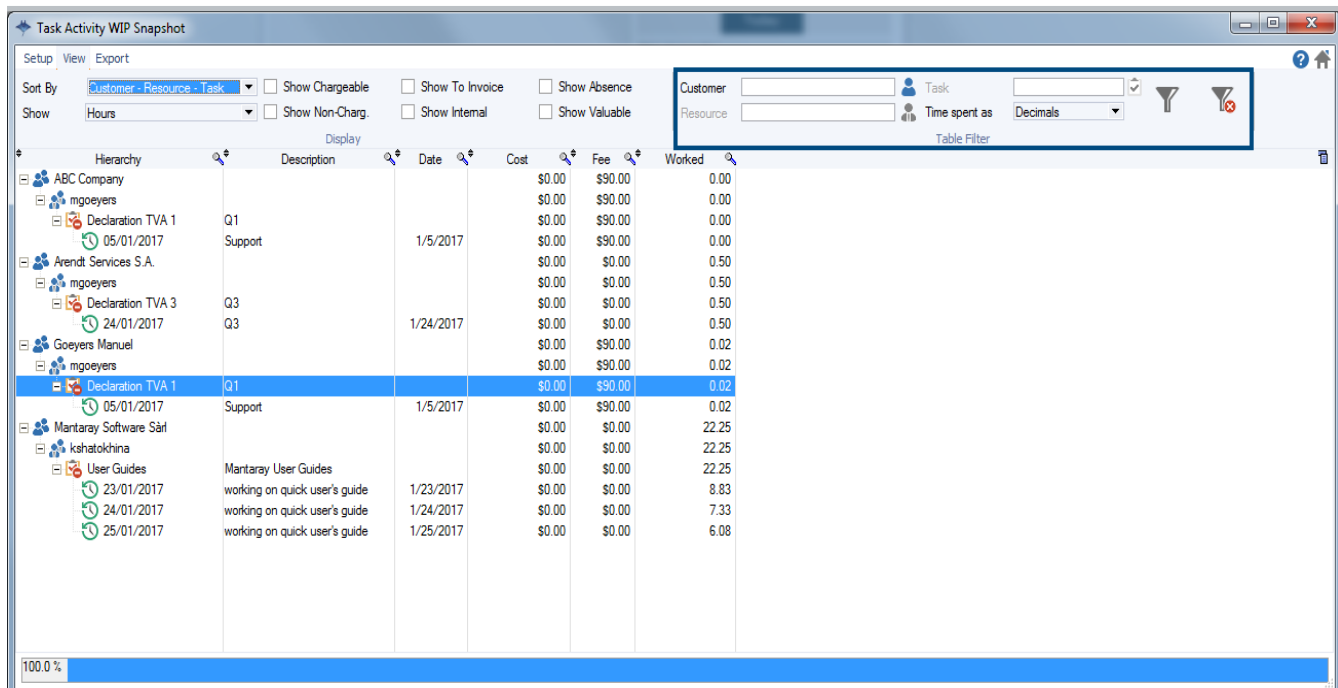
1. **Customer – Resource – Task:** The default build is to show a grand total for each customer, then a total for each resource for that customer and thirdly, before showing the individual timesheet entries, the total for each task template used by that resource for that customer.
2. **Resource – Task – Customer:** This build will show a grand total for each resource, then a total for each task template used by this resource and finally, before showing the individual timesheet entries, the totals they spent on each task for specific customers.
3. **Resource – Customer – Task:** This build will show a grand total for each resource, then a total each resource has spent on a customer and finally, before showing the individual timesheet entries, the total for each task template used by that resource for that customers.

Furthermore, it is possible to change the view of the table. It can either show the amount of time spent or how much this spent time has cost (based off the hourly fee).

FILTERING THE TABLE

Once the file has been set up, it is still possible to single out data.

If you want to view the data for a single customer or a single resource, you can just type in their names in the corresponding box. When you click the filter button next to it, it will only show the data for those entered filters. Once you are done with a single entry, you can deactivate the filters by clicking the "DELETE FILTER" button.



The screenshot shows the 'Task Activity WIP Snapshot' window. The 'Sort By' dropdown is set to 'Customer - Resource - Task'. The 'Show' dropdown is set to 'Hours'. The 'Display' section has checkboxes for 'Show Chargeable', 'Show To Invoice', 'Show Absence', 'Show Non-Charg.', 'Show Internal', and 'Show Valuable'. The 'Customer' and 'Resource' filter boxes are empty. The 'Time spent as' dropdown is set to 'Decimals'. The 'Table Filter' button is visible. The table below shows the data for the selected filters.

Hierarchy	Description	Date	Cost	Fee	Worked
ABC Company			\$0.00	\$90.00	0.00
mgoeyers			\$0.00	\$90.00	0.00
Declaration TVA 1	Q1		\$0.00	\$90.00	0.00
05/01/2017	Support	1/5/2017	\$0.00	\$90.00	0.00
Arendt Services S.A.			\$0.00	\$0.00	0.50
mgoeyers			\$0.00	\$0.00	0.50
Declaration TVA 3	Q3		\$0.00	\$0.00	0.50
24/01/2017	Q3	1/24/2017	\$0.00	\$0.00	0.50
Goeyers Manuel			\$0.00	\$90.00	0.02
mgoeyers			\$0.00	\$90.00	0.02
Declaration TVA 1	Q1		\$0.00	\$90.00	0.02
05/01/2017	Support	1/5/2017	\$0.00	\$90.00	0.02
Mantaray Software Sarl			\$0.00	\$0.00	22.25
kshatokhina			\$0.00	\$0.00	22.25
User Guides	Mantaray User Guides		\$0.00	\$0.00	22.25
23/01/2017	working on quick user's guide	1/23/2017	\$0.00	\$0.00	8.83
24/01/2017	working on quick user's guide	1/24/2017	\$0.00	\$0.00	7.33
25/01/2017	working on quick user's guide	1/25/2017	\$0.00	\$0.00	6.08

INVOICING

Mantaray allows users to create and send out invoices to your customers. There are 3 general ways of creating an invoice:

1. Manually create an invoice.
2. Generate invoices based off your timesheet entries.
3. Generate invoices based off your invoice schedules.

MANUALLY CREATE AN INVOICE

To manually create an invoice, navigate to the invoice maintenance window.

To do so, please follow these steps:

1. In the ribbon, select the "INVOICING" module.
2. Under group "INVOICING" click the button "NEW INVOICE" to open Sales Invoice maintenance window or click on "BROWSE" to show a list of all invoices.

Once in the maintenance window, it is possible to create a new invoice or modify an existing one.

1. **Invoice Header:** Here you can select the critical information regarding your invoice.
 - a. **Invoice Type:** Indicate whether it's a standard invoice, a credit note or other forms of invoices.
 - b. **Document N°:** The system will automatically generate a number based on the type of invoice you've selected.
 - c. **Customer:** Select the customer you'd like to invoice to.
 - d. **Date:** Enter the invoice date
 - e. **Reference:** Enter a reference label for the invoice.

2. **Invoice details:** In this section you can add the items/services that you'd like to invoice to your customer. Each line will have their own base price, quantity and tax code.
3. **Next is the invoice footer.** Here you can define the credit term, the due date for the invoice and a general discount for that invoice. You will also see the total base amount and the VAT amount, which are generated automatically based on the items you add in the details section.

Next, you can enter advanced information of the invoice in the "Advanced" tab.

1. Select the invoice and shipping address.
2. Link the sales invoice to a purchase invoice or a sales quotation. You can also define the currency the invoice needs to be exported to.
3. Link the invoice to a salesperson or a project. You can also update it's status as Printed or Posted and whether or not it's been closed.

INVOICE GENERATOR

Creating invoices manually when you have multiple customers can become a tedious and time-wasting activity. That is why Mantaray offers the possibility to semi-automatically generate invoices so that you would only need to worry about the validation of the invoice and sending it to the correct customer afterwards.

There are 2 main sources to generate invoices:

- Timesheets
- Schedules

To generate invoices, navigate to the "Sales Invoice Proposal Generator." To do this, please follow these steps:

1. In the ribbon, select the "INVOICING" module.
2. Under group "PROPOSALS" click the button "GENERATE" to open the generator window.

You can either specify if you want to invoice for a customer, a project, a binder, a task or an entity, or you can leave it blank to go through the entire system.

Fill out an invoice date that will be used for all generated invoices and fill out a reference that will be used in all generated invoices.

An invoice date is a mandatory field. Once you've filled this out you can go to the next step, the source from which you want to generate invoices from.

GENERATE INVOICES FROM SCHEDULES

Select a series of predefined schedules you would like to generate invoices from. Schedules are defined on the customer level and contain invoicable items that are not linked to a timesheet (ie.: Domiciliation, rent,...). As the name implies, these are scheduled items (once a year, once per quarter, ...)

Select the checkbox if you want to generate invoices from schedules and then choose up to three invoice schedules you want to generate from.

The screenshot shows the 'Proposal Generator' window with the 'Selection' tab active. It contains several input fields and checkboxes for generating invoices.

Generate for Schedules: A checkbox labeled 'Generate for Schedules' is present. Below it are three numbered input fields (1, 2, 3) for schedule selection.

Generate from Timesheets: A checkbox labeled 'Generate from Timesheets' is present. Below it are two date pickers labeled 'From' and 'To'.

Generate from Project Timesheets: A checkbox labeled 'Generate from Project Timesheets' is present.

Simulation and Merge: At the bottom, there are checkboxes for 'Simulate' (checked) and 'Merge'. A 'Generate' button is located at the bottom right.

GENERATE INVOICES FROM TIMESHEETS

Check "GENERATE FROM TIMESHEETS" if you want to generate invoices for all the validated timesheet lines, then select the period of time you want to look for timesheet entries by filling out the "FROM" and "TO" fields.

When you are working with project timesheets, you can do the same by checking the Project Timesheet checkbox. If you're not certain of the result and don't want to immediately create a sales invoice proposal, please check "SIMULATE". This means the proposals will be deleted once you leave the screen.

Check "MERGE" if you want to create one invoice reference line for all the same tasks for one customer. Once you've selected the parameters, click on "GENERATE" and Mantaray will start looking for items to invoice. After Mantaray is done searching for items to invoice, you will be directed to the third tabulator "RESULT".

The screenshot shows the 'Proposal Generator' window with the 'Result' tab active. It displays a table of invoice items with columns for Customer, Item, Description, Qty, Price, Original, and Amount.

Customer	Customer N°	Item	Description	Qty	Price	Original	Amount	Curr
Spee Sebastiaan	1000003	Accounting	Accounting Service	0.08	350,00	29,17	29,17	
Spee Sebastiaan	1000003	Disbursements	Disbursements and	1,00	50,00	50,00	50,00	
Spee Solutions	1000002	Accounting	Accounting Service	0,33	350,00	116,67	116,67	
Sum				1,42		195,83	195,83	

At the bottom right, there are buttons for 'Print', 'Roll-Back', and 'Invoice'.

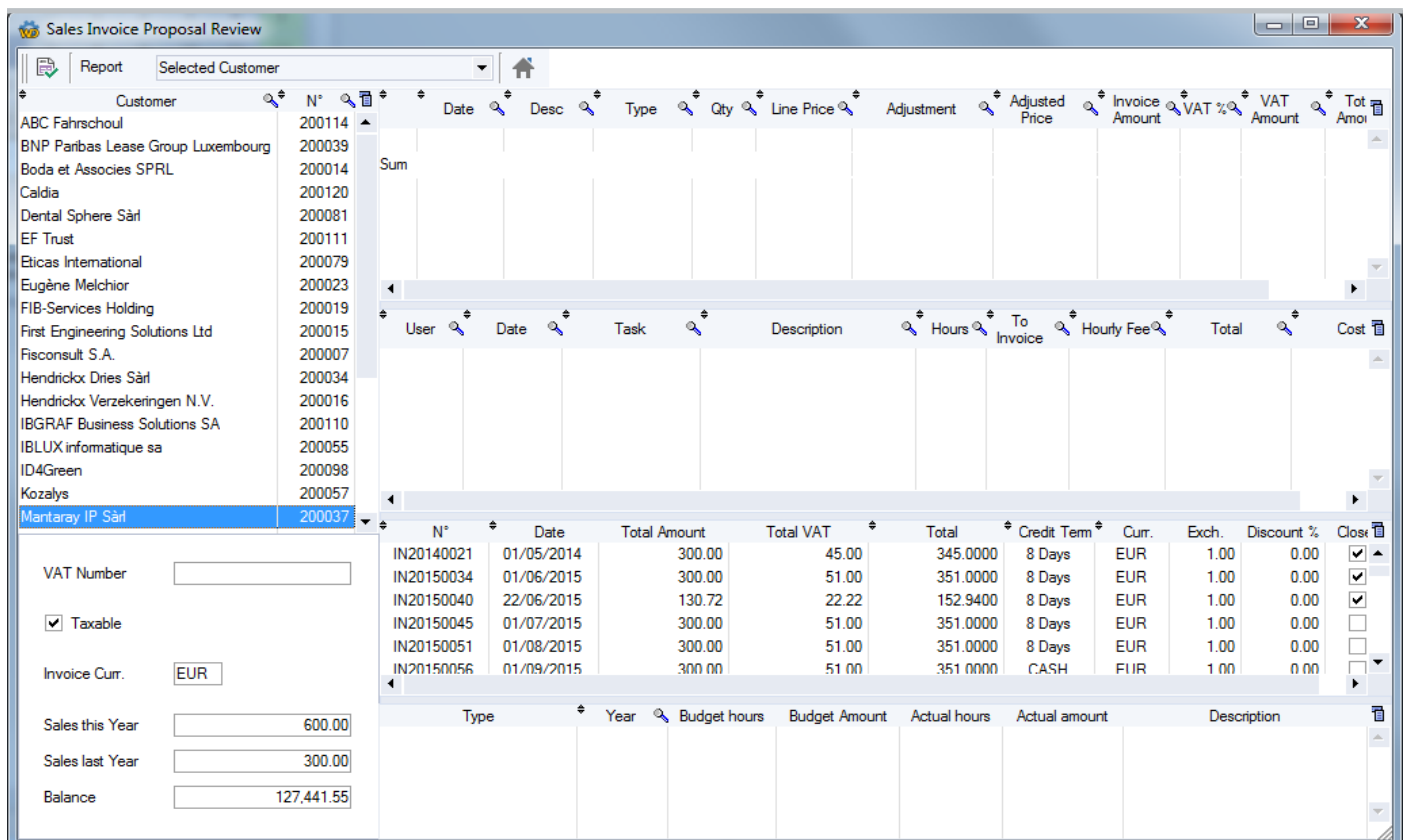
This will show a list of all the invoice proposals Mantaray suggests. You can then decide to immediately invoice them, by clicking on "INVOICE". Or, if you disagree with these proposal, you can roll them back and the system will revert back all the changes made in the database upon generating the proposals.

REVIEW THE SALES INVOICE PROPOSALS

If you haven't checked "SIMULATE", you can also leave the window and look through the Proposals in detail. To do so, navigate to the Proposal Browse window. Please follow these steps to open the Proposal Browse window:

1. In the ribbon, select the "INVOICING" module.
2. Under group "PROPOSALS" click the button "REVIEW" to open the review window.

This window will allow you to review the generated proposals for each customer. It will show the timesheets linked to the proposal, as well as the budgets defined for each customer.



Sales Invoice Proposal Review

Report Selected Customer

Customer	N°	Date	Desc	Type	Qty	Line Price	Adjustment	Adjusted Price	Invoice Amount	VAT %	VAT Amount	Tot Amoi
ABC Fahrshoul	200114											
BNP Paribas Lease Group Luxembourg	200039											
Boda et Associes SPRL	200014											
Caldia	200120											
Dental Sphere Sàrl	200081											
EF Trust	200111											
Eticas International	200079											
Eugène Melchior	200023											
FIB-Services Holding	200019											
First Engineering Solutions Ltd	200015											
Fisconsult S.A.	200007											
Hendrickx Dries Sàrl	200034											
Hendrickx Verzekeringen N.V.	200016											
IBGRAAF Business Solutions SA	200110											
IBLUX informatique sa	200055											
ID4Green	200098											
Kozalys	200057											
Mantaray IP Sàrl	200037											

Sum

User	Date	Task	Description	Hours	To Invoice	Hourly Fee	Total	Cost

N°	Date	Total Amount	Total VAT	Total	Credit Term	Curr.	Exch.	Discount %	Close
IN20140021	01/05/2014	300.00	45.00	345.0000	8 Days	EUR	1.00	0.00	<input checked="" type="checkbox"/>
IN20150034	01/06/2015	300.00	51.00	351.0000	8 Days	EUR	1.00	0.00	<input checked="" type="checkbox"/>
IN20150040	22/06/2015	130.72	22.22	152.9400	8 Days	EUR	1.00	0.00	<input checked="" type="checkbox"/>
IN20150045	01/07/2015	300.00	51.00	351.0000	8 Days	EUR	1.00	0.00	<input type="checkbox"/>
IN20150051	01/08/2015	300.00	51.00	351.0000	8 Days	EUR	1.00	0.00	<input type="checkbox"/>
IN20150056	01/09/2015	300.00	51.00	351.0000	CASH	EUR	1.00	0.00	<input type="checkbox"/>

VAT Number

☒ Taxable

Invoice Curr.

Sales this Year

Sales last Year

Balance

Type	Year	Budget hours	Budget Amount	Actual hours	Actual amount	Description

GENERATE INVOICES FROM THE PROPOSALS

Once reviewed, you enter the final stage of the invoicing process, by generating invoices based off those proposals. Navigate to the "Sales Invoice Proposal Browse" window. To do so, please follow these steps:

1. In the ribbon, select the "INVOICING" module.
2. Under group "PROPOSALS" click on "BROWSE" to open the review window.

In the browse window, you can validate the proposal you want to have turned into invoices. You can either do it line by line or select an invoice date and validate all lines with that invoice date.

Once validated, click on "GENERATE INVOICES" to turn those Proposals into Invoices.

	Invoice Date	Customer	Contract	Invoice Reference	Desc	Qty	Unit Price	Line Price	Adjusted	Type	Userid	Forfait	GLEntry
<input type="checkbox"/>	31/05/2016	Spee Sebastiaan		Accounting	Accountir	0.08	350.00	29.17	29.17	Activity	admin	<input type="checkbox"/>	1000
<input type="checkbox"/>	31/05/2016	Spee Sebastiaan		Disbursements	Disbursen	1.00	50.00	50.00	50.00	Disbursement	admin	<input type="checkbox"/>	1000
<input checked="" type="checkbox"/>	31/05/2016	Spee Solutions		Accounting	Accountir	0.33	350.00	116.67	116.67	Activity	admin	<input type="checkbox"/>	1000
Sum								195.83	195.83				

PRINT THE INVOICES

Once generated, you want to send them to your customer. You can do so by either printing them or turning them into PDF's, which you can send by mail afterwards.

You can either print out a single invoice, or you can print them in batch.

To print them in single issues, navigate to the "Sales invoice browse" window. To do so, please follow these steps:

1. In the ribbon, select the "INVOICING" module.
2. Click on "BROWSE" to open the browse window.

From within this window, you can select an existing invoice and then click "PRINT INVOICE" to print it immediately or "PREVIEW" to first look at the document lay-out before printing.

BATCH PRINTING

To print a whole series of invoices, please go to “Sales Invoice Print”. To do so, please follow these steps:

1. In the ribbon, select the “INVOICING” module.
2. Under group “INVOICING” click on “PRINT” to open the batch printing window.

The screenshot shows the 'Invoice Print' window. It has a title bar with 'Invoice Print' and standard window controls. Below the title bar is a 'Selection' tab with 'e-Mail' selected. The main area contains several input fields: 'Invoice N°' with value '20160001', 'Date' with value '30/05/2016', 'Customer' with value '6-24 C International', 'To' with value '20160001', 'To' with value '30/05/2016', and 'To' with value 'ZIRKO ASSETS CORP.'. Below these fields are two columns of checkboxes: 'Invoice Reprint Only', 'Print all unprinted invoices', 'Print as duplicate' on the left, and 'Print Timesheet', 'Preview', 'Generate segmented PDF's' on the right. At the bottom left is a 'PDF Dir.' field. At the bottom right are 'Print' and 'Close' buttons.

From within this window, you can select certain parameters:

- **Invoice N° From – To:** Select a range of invoices you'd like to print.
- **Date – To:** Select a range of invoice dates you'd like to print.
- **Customer – To:** Select a range of customers you'd like to print for.

Leave these fields empty if you'd like to print all existing invoices.

The next step is selecting the preferred parameters:

- **Invoice Reprint Only:** Only print out invoices that have been printed already
- **Print all unprinted Invoices:** Select all the invoices that haven't been printed yet.
- **Print as duplicate:** Indicate that the print is a duplicate.
- **Print timesheet:** Alongside the Invoice, print an addendum with the linked timesheet entries, if any.
- **Preview:** Load a preview first before saving or printing the documents. Printing can be continued from the preview window.
- **Generate segmented PDF's:** instead of printing, generate a PDF for each invoice. Once selected, you can fill out the PDF Directory in the field below.

Once you've selected your parameters, you can either click “PRINT” to start the process, or continue to the “E-MAIL” section if you'd like to send out the invoices by mail.

FORFAITS

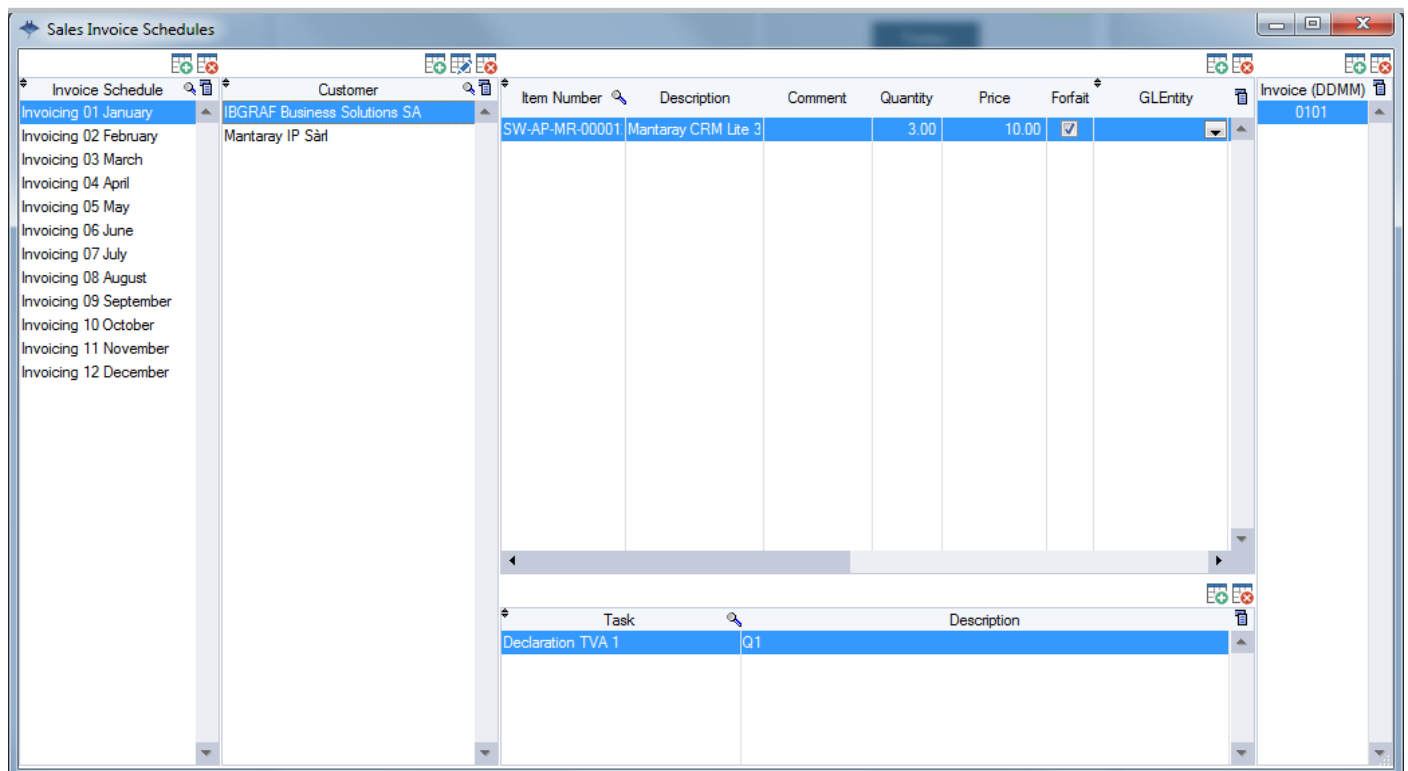
INTRODUCTION

Forfaits are a new way to set up your invoicing parameters. A forfait is a predefined amount that you will periodically invoice to your customers via schedules. Once a forfait has been generated, it is possible to link timesheet entries to that specific forfait so that they won't appear while generating invoices based on timesheets, and to also have a Profit-Cost evaluation between what you have agreed upon and the actual amount of time you have spent.

HOW TO CONFIGURE A FORFAIT?

Forfaits, or flat fees, are invoiced through the use of invoice schedules. Therefore, we have added the configuration method to the sales invoice schedule configuration window, called "Sales Invoice Schedule Query".

The window can be found by navigating in the main window to "INVOICING" > "SCHEDULES" > "SETUP SCHEDULES"



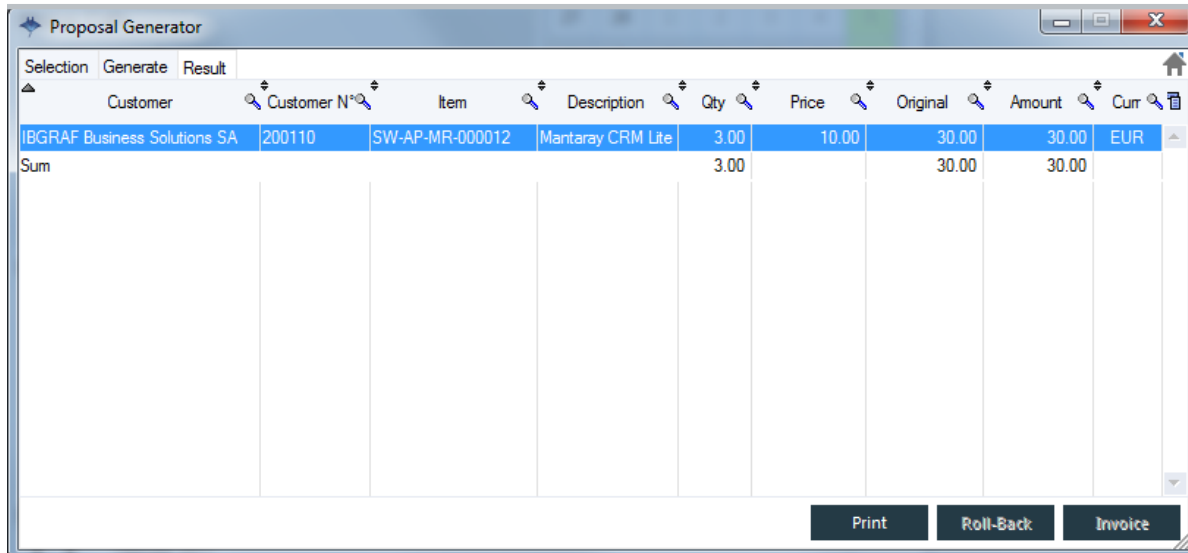
Two changes have been made to this window:

1. The table that holds the items to invoice, now has a new column called "FORFAIT". This column is used to indicate whether a certain item within an invoice schedule is used as a forfait or not.
2. A new table has been added below the Item table. Here you will be able to add tasks that will be related to the invoiced forfait. When a user selects a task from an already invoiced item for that year of exercise, the task will be automatically flagged as "INVOICED".

Once configured, forfaits will be generated automatically via the SALES INVOICE GENERATOR.

HOW TO GENERATE FORFAITS?

Once you have configured the invoice schedules to include forfeits, it is now time to generate the amounts. Not much has changed when it comes to generating invoices based on schedules. You simply go to the SALES INVOICE PROPOSAL GENERATOR and generate them as per usual.



Selection	Generate	Result	Customer	Customer N°	Item	Description	Qty	Price	Original	Amount	Curr
			IBGRAF Business Solutions SA	200110	SW-AP-MR-000012	Mantaray CRM Lite	3.00	10.00	30.00	30.00	EUR
Sum							3.00		30.00	30.00	

Buttons at the bottom: Print, Roll-Back, Invoice

The only difference now is that if certain schedules have forfeits attached to them, the system will automatically update a newly created database file with the following data:

- The Invoice Schedule that was used
- The Item that was used as a forfeit
- The Customer
- The Year of Exercise (=Year of the Invoice Date)
- The amount that was invoiced.

This process will only take place once you truly generate a sales invoice, so during the generation of the proposals, it is still possible to modify the amount you wish to invoice.

FORFAIT CALCULATION

Once the invoices have been generated and the database file has been filled up, a special procedure in the timesheet registration will become active.

Every time a user enters a timesheet registration, Mantaray will automatically verify if a forfeit has been invoiced that includes this specific task. If the task belongs to a forfeit that has been invoiced before, it will automatically be flagged as "USED IN FORFAIT" and therefore it will not appear in future invoices generated from the timesheets

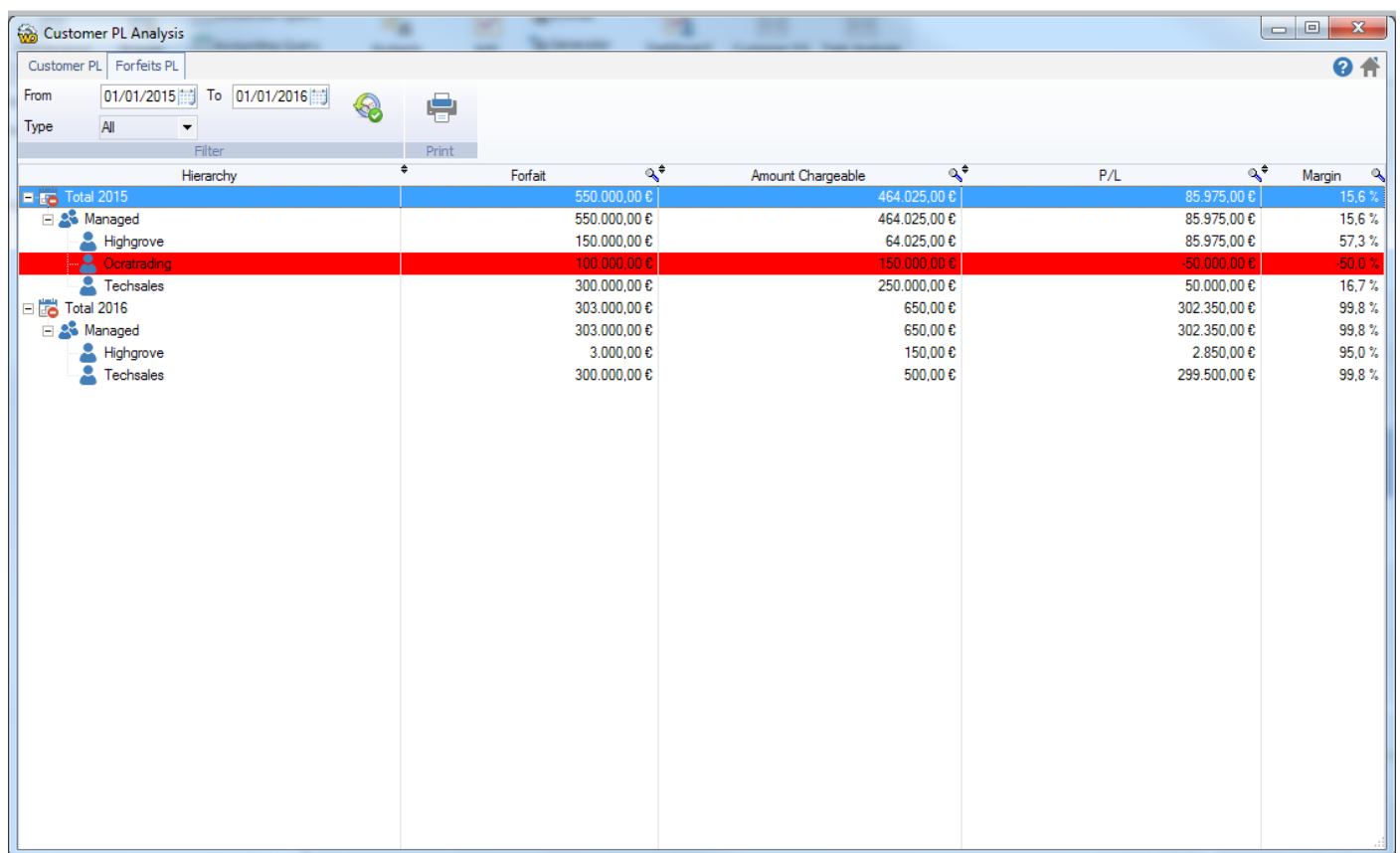
MANAGEMENT REPORTING

The window "CUSTOMER PL ANALYSIS" has received a new tabulator to specifically show the relation between the forfeits invoiced for a certain client and the time spent.

It will give the user an overview of the total amount that has been invoiced, the total amount that has been charged and the margin between the two.

The hierarchic table will divide this into a grand total, a total per customer type and a total per customer.

Once the chargeable amount has exceeded the predefined forfeit, Mantaray will indicate the Write-Off by showing it in red.



Hierarchy	Forfeit	Amount Chargeable	P/L	Margin
Total 2015	550.000,00 €	464.025,00 €	85.975,00 €	15,6 %
Managed	550.000,00 €	464.025,00 €	85.975,00 €	15,6 %
Highgrove	150.000,00 €	64.025,00 €	85.975,00 €	57,3 %
Ocratrading	100.000,00 €	150.000,00 €	-50.000,00 €	-50,0 %
Techsales	300.000,00 €	250.000,00 €	50.000,00 €	16,7 %
Total 2016	303.000,00 €	650,00 €	302.350,00 €	99,8 %
Managed	303.000,00 €	650,00 €	302.350,00 €	99,8 %
Highgrove	3.000,00 €	150,00 €	2.850,00 €	95,0 %
Techsales	300.000,00 €	500,00 €	299.500,00 €	99,8 %