Solutions Overview
Solutions Overview 2011 A

Trademarks
® - PRONTO, PRONTO ENTERPRISE MANAGEMENT SYSTEM, PRONTO SOFTWARE (Logo) and PRONTO-Xi, are trademarks registered by Pronto Software Pty Ltd (ABN 47 001 337 248) in the United States of America, Australia and other countries.

™ - trademarks of Pronto Software Pty Ltd (ABN 47 001 337 248)

IBM® and Cognos® are trademarks of International Business Machines Corporation.

Disclaimer
The information contained within this document is provided on an “AS IS” basis, is subject to change without notice, and is not warranted to be error-free.
I am pleased to present this Solutions Overview book, which details the features and benefits of PRONTO-Xi Dimensions, the latest release of our award-winning, next-generation, intelligent ERP solution for the mid-market.

Our vision is to deliver tools that allow you to excel and prosper in your business. We understand that you need to manage critical data both within and beyond your enterprise, so PRONTO-Xi provides an all-in-one, high-performance ERP system with built-in analytics capabilities powered by IBM Cognos 10. All in all, this puts you and your staff in control of your business in a reliable, cost-effective and flexible way, giving you full visibility of your company’s performance.

By embedding IBM Cognos 10 Business Intelligence technology out of the box, our customers can harness the intelligence from the ERP system to run their business more efficiently and extend data to actionable insights. It empowers users to create their own information workspaces that allow for quicker, better informed business decisions to be made across the organisation.

We recognise that you need a system that caters to the demands of your industry and, to that end, PRONTO-Xi has appropriate functionality based on years of direct feedback from customers like you.

Our business is geared to understanding and responding to your business needs, both present and future, to ensure we evolve and grow as you evolve and grow.

Each Pronto customer has derived their own specific benefits from implementing PRONTO-Xi and have realised staff productivity gains, improved their customer service, gained a clearer idea of their bottom line and achieved an accelerated return on their software investment. We have demonstrated this many times over, so I am confident that when you partner with Pronto Software, you will achieve similar benefits in your business.

I trust that you will find this book a valuable source of information about our company and products and encourage you to engage with our sales and solutions consultants to discover for yourself how PRONTO-Xi can add value to your business.

I look forward to meeting with you personally and welcoming you into the Pronto community.

David Jackman
Managing Director, Pronto Software
3 Introduction from the Managing Director

11 Welcome to Pronto Software
12 Pronto Software Values
12 Our Alliances
12 PRONTO-Xi – Your Competitive Advantage
12 Low Total Cost of Ownership
13 Accelerated Return On Investment (ROI)
14 Future Proof
14 Functionality
15 Performance

17 Pronto Services
18 Consulting
18 Implementation
19 Training and Education
19 Customisation
19 Support
20 Pronto Hosted Services (PHS)
21 Maintenance and Upgrades
21 PRONTOPlus Knowledge Portal

23 About PRONTO-Xi
25 Financials
25 Sales and Marketing
25 Supply Chain Management
25 Manufacturing Management
26 Facilities Management
27 Technology

29 PRONTO-Xi Enterprise Intelligence
30 PRONTO-Xi Business Intelligence
31 PRONTO-Xi BI Essentials
33 PRONTO-Xi Business Dashboards for Instant Visibility into KPIs
34 PRONTO-Xi BI Manager
34 PRONTO-Xi BI Designer
35 PRONTO-Xi Data Dimensions
36 PRONTO-Xi BI Administration
37 PRONTO-Xi Alert Intelligence
38 PRONTO-Xi Task Intelligence
39 PRONTO-Xi Data Intelligence

41 PRONTO-Xi General Ledger
42 Master Chart Structure
42 Account Features
43 Budget Maintenance and Reporting
44 Reporting Hierarchies
44 Cash Flow Reporting
44 Foreign Currency
44 Flexible Tax System
45 Tax Analysis
45 Commitment Accounting
45 Unearned Income
45 Multi-Company Environments
46 Integration with Other PRONTO-Xi Modules
46 Excel Import and Export
46 Normal and Prior Period Journals
46 Standing and Self-Reversing Journals
47 General Ledger Cash Payments
47 Financial Year Calendar
47 Date-Based Transactions
47 End of Period/Year Functions
47 PRONTO-Xi Financial Reports
48 Dashboards

51 PRONTO-Xi Accounts Receivable
52 Customer Maintenance
53 Full Enquiry Functions
53 Account Conversions
53 Customer Pricing, Discounts, Promotions and Rebates
54 Budget and Forecast Maintenance
54 Invoices and Credit Notes
54 Cash Receipting
55 Accounts Receivable Journals
55 Special Sales Features
55 Admin/Credit Officer Function
56 Sales Representative Commissions
56 Retail Promotions
56 Reports
57 Dashboards
59 PRONTO-Xi Accounts Payable
60 Supplier Master
61 Invoice Transactions
62 Invoice Authorisation Tracking
62 Periodic Payments
63 Current and Forward Commitments
63 Payments
64 Supplier Journals
64 Transaction History
64 Account Conversions
64 Bank Statement Entries and Reconciliation
65 Reports
65 Dashboards

67 PRONTO-Xi Fixed Assets
68 Acquisitions
68 Asset Maintenance
69 Fixed Assets Interface with General Ledger
69 Improvements/Revaluations
69 Transfer/Splitting an Asset
70 Depreciation
70 Disposals
71 Reports

73 PRONTO-Xi Payroll
74 Employee Details
74 Pay Run Workflow
76 Fringe Benefits Tax (FBT)
76 Payment Summary
76 End of Year
77 Human Resource Management (HRM)
77 Reports

79 PRONTO-Xi Point-of-Sale
81 Real-Time Connectivity
81 Cash Drawer Control
82 Point-of-Sale Entry
83 Multiple Sales Functions
83 Warehouse (Back-Office) Functions
83 User-Definable Tender Types
84 Decision Support System
85 Management Functions
86 PRONTO-Xi Easy POS
88 POS Discount Coupons
88 Price Checker (Kiosk)
89 Total Control

91 PRONTO-Xi CRM
92 CRM Console
93 Address Book and Contact Manager
95 Sales Management
97 Notes and Attachments
97 Integrated Search
98 Activities
99 Campaigns
100 Integrated Data Mining
101 Web Map Links

103 PRONTO-Xi Avenue
105 Integration with PRONTO-Xi
105 Intuitive and Easy Online Shopping
105 Manage Your Own Content
106 Technology on Rails
107 Get Online Fast

109 PRONTO-Xi Repairs Management
110 Easy Repair Lifecycle
110 Repairs Statistics
111 Close Process Gaps
111 Customer Service

113 PRONTO-Xi Sales Orders
114 Sales Order Integration
114 Sales Order Entry and Maintenance
116 Sales Order Types
119 Schedule Order
119 Credit Control
119 Backorder/Inventory Allocation
120 Carrier Management Facilities
120 Sales Budgets and Forecasts
120 Sales Order Enquiry
120 Sales Rebates
121 PRONTO-Xi Warranty

123 PRONTO-Xi Inventory Management
124 Inventory Master
125 Inventory Maintenance
126 Suppliers
127 Inventory Master Fields
129 Inventory Transactions
131 Budgets
131 Kits
132 Stocktake
133 Inventory Enquiry
## 135 PRONTO-Xi Purchase Orders
- 137 Requisitions
- 137 Purchase Orders
- 138 Goods Received by Order
- 139 Warranty Order/Warranty Exchange
- 139 Shipment Details
- 140 Invoicing
- 140 Integration to PRONTO-Xi General Ledger
- 140 Variance Accounts, Tariffs and Duties
- 140 Costing and Recosting
- 141 Purchase Order and Shipment Enquiries
- 141 Supplier Rebates

## 143 PRONTO-Xi Extended Supply Chain
- 144 PRONTO-Xi EasyEDI
- 147 PRONTO-Xi ScanPack

## 149 PRONTO-Xi Warehouse Management System
- 150 Warehouses
- 151 Storage Details
- 152 Zones and Locations
- 152 Putaway/Pallet Tracking
- 153 Replenishments
- 153 Delivery Time/Date Scheduling
- 153 Order Picking
- 154 Despatch
- 155 Enquiries
- 157 RF Processes

## 157 PRONTO-Xi RF

## 159 PRONTO-Xi Advanced Forecasting
- 160 Elements of PRONTO-Xi Advanced Forecasting
- 160 Modelling Sales Patterns
- 161 Forecasting Trends
- 162 Demand
- 162 Exception Handling
- 162 Safety Levels
- 162 Lumpy Items
- 163 Manual Forecasting

## 165 PRONTO-Xi Distribution Requirements Planning

## 167 PRONTO-Xi Catalogue

## 171 PRONTO-Xi Manufacturing
- 172 Manufacturing Workflow
- 172 Product Data Management
- 175 Manufacturing Operations
- 178 Quality Control

## 181 PRONTO-Xi Manufacturing Scheduler
- 182 Visual Scheduling
- 183 Flexible Planning Tool
- 183 Optimisation
- 183 Gantt View
- 183 Printing and Reporting

## 185 PRONTO-Xi Laboratory
- 186 Test Results
- 187 Batches Requiring Testing
- 187 Selection/Despatch
- 187 Analysis Certificates

## 189 PRONTO-Xi Quality Management
- 191 Management Overview
- 191 Document Register
- 191 Drawing Index
- 191 Technical Library
- 192 Complaints
- 192 Help/Action List
- 192 Bulletins – Technical
- 192 Audit Schedule Control
- 193 Calibration Register
- 193 Access to Other Quality Facilities
### PRONTO-Xi® Solutions Overview

**Contents**

<table>
<thead>
<tr>
<th>Page</th>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>195</td>
<td>PRONTO-Xi Project Costing Management</td>
</tr>
<tr>
<td>196</td>
<td>Project Costing Workflow</td>
</tr>
<tr>
<td>197</td>
<td>Project Types</td>
</tr>
<tr>
<td>199</td>
<td>Relationships Between Jobs</td>
</tr>
<tr>
<td>199</td>
<td>Cost Management</td>
</tr>
<tr>
<td>202</td>
<td>Scheduled Project Claims</td>
</tr>
<tr>
<td>204</td>
<td>Income</td>
</tr>
<tr>
<td>204</td>
<td>Profit</td>
</tr>
<tr>
<td>205</td>
<td>Project Management Tools</td>
</tr>
<tr>
<td>206</td>
<td>Subcontracting</td>
</tr>
<tr>
<td>208</td>
<td>Project Manager Limits, Security and Credit Checking</td>
</tr>
<tr>
<td>208</td>
<td>Time Recording and Timesheet Entry</td>
</tr>
<tr>
<td>210</td>
<td>Maps</td>
</tr>
<tr>
<td>210</td>
<td>Scheduling via a Gantt Chart View</td>
</tr>
<tr>
<td>211</td>
<td>PRONTO-Xi Tender Management</td>
</tr>
<tr>
<td>213</td>
<td>PRONTO-Xi Service Management</td>
</tr>
<tr>
<td>215</td>
<td>Contracts</td>
</tr>
<tr>
<td>216</td>
<td>Serviceable Items</td>
</tr>
<tr>
<td>216</td>
<td>Time-Based Service Recording</td>
</tr>
<tr>
<td>217</td>
<td>Billing Cycle</td>
</tr>
<tr>
<td>218</td>
<td>Advanced Billing/Unearned Income</td>
</tr>
<tr>
<td>218</td>
<td>Renewals</td>
</tr>
<tr>
<td>218</td>
<td>Contract On-Hold and Billing On-Hold</td>
</tr>
<tr>
<td>222</td>
<td>Predictive Q&amp;A</td>
</tr>
<tr>
<td>223</td>
<td>Preventative Maintenance (PM)</td>
</tr>
<tr>
<td>223</td>
<td>Service Distribution Integration</td>
</tr>
<tr>
<td>223</td>
<td>Service Call Maintenance Desktop</td>
</tr>
<tr>
<td>224</td>
<td>Selective Contract and Call Enquiry</td>
</tr>
<tr>
<td>224</td>
<td>Engineers</td>
</tr>
<tr>
<td>225</td>
<td>Integration</td>
</tr>
<tr>
<td>225</td>
<td>Maps</td>
</tr>
<tr>
<td>227</td>
<td>PRONTO-Xi Service Scheduler</td>
</tr>
<tr>
<td>228</td>
<td>Complete Visibility of Unallocated Calls and Engineer Activity</td>
</tr>
<tr>
<td>228</td>
<td>Easy Drag and Drop Allocation of Calls to Engineers</td>
</tr>
<tr>
<td>228</td>
<td>Flexible Tool to Suit Your Operations</td>
</tr>
<tr>
<td>229</td>
<td>How Service Scheduler Works</td>
</tr>
<tr>
<td>231</td>
<td>Directions and Maps</td>
</tr>
<tr>
<td>233</td>
<td>PRONTO-Xi Service Connect</td>
</tr>
<tr>
<td>237</td>
<td>PRONTO-Xi Maintenance Management</td>
</tr>
<tr>
<td>239</td>
<td>Equipment Register</td>
</tr>
<tr>
<td>240</td>
<td>Preventative/Predictive Maintenance</td>
</tr>
<tr>
<td>240</td>
<td>Work Order Management</td>
</tr>
<tr>
<td>242</td>
<td>Inventory Management</td>
</tr>
<tr>
<td>245</td>
<td>PRONTO-Xi Rental</td>
</tr>
<tr>
<td>246</td>
<td>Additions</td>
</tr>
<tr>
<td>246</td>
<td>Options</td>
</tr>
<tr>
<td>247</td>
<td>Contract Lifecycle</td>
</tr>
<tr>
<td>247</td>
<td>Fixed Asset Units</td>
</tr>
<tr>
<td>248</td>
<td>Contract Invoicing</td>
</tr>
<tr>
<td>248</td>
<td>One-Off Invoices</td>
</tr>
<tr>
<td>248</td>
<td>Billing Cycle</td>
</tr>
<tr>
<td>249</td>
<td>Payment Reminders</td>
</tr>
<tr>
<td>251</td>
<td>PRONTO-Xi Infrastructure</td>
</tr>
<tr>
<td>252</td>
<td>PRONTO-Xi Architecture</td>
</tr>
<tr>
<td>254</td>
<td>Low Bandwidth Client</td>
</tr>
<tr>
<td>254</td>
<td>Personalisation</td>
</tr>
<tr>
<td>255</td>
<td>Zero Deployment</td>
</tr>
<tr>
<td>256</td>
<td>IBM Informix</td>
</tr>
<tr>
<td>257</td>
<td>Integration and Extensibility</td>
</tr>
<tr>
<td>257</td>
<td>PRONTO-Xi Message Bus</td>
</tr>
<tr>
<td>258</td>
<td>PRONTO-Xi Integration Engine (PIE)</td>
</tr>
<tr>
<td>261</td>
<td>PRONTO-Xi System Administration</td>
</tr>
<tr>
<td>262</td>
<td>Major Function Flags</td>
</tr>
<tr>
<td>263</td>
<td>Code Tables</td>
</tr>
<tr>
<td>264</td>
<td>Roles and Security</td>
</tr>
<tr>
<td>265</td>
<td>Data Masking</td>
</tr>
<tr>
<td>265</td>
<td>PRONTO-Xi Application Services</td>
</tr>
<tr>
<td>266</td>
<td>General Ledger Interface Special Accounts</td>
</tr>
<tr>
<td>266</td>
<td>Audit</td>
</tr>
<tr>
<td>267</td>
<td>Integrity Checks</td>
</tr>
<tr>
<td>269</td>
<td>Glossary</td>
</tr>
</tbody>
</table>
For 30 years, Pronto Software has enabled over 1,500 customers worldwide to maximise productivity, streamline their supply chains and deliver superior customer service.

With a deserved reputation for being easy to work with at every level, Pronto Software’s solutions offer flexible, scalable performance and a strong base from which to achieve an accelerated return on investment.

Pronto Software’s fully integrated solutions are available for key business functions. Our customers range in size from small businesses to divisions of multinationals, but no matter their size and number of users – from a dozen to well over 2,000 – they all run from the same code base. Pronto’s flagship product, PRONTO-Xi, has proven its ability to grow with your business without needing replacement or an upgrade to a so-called ‘enterprise’ version of the same product. This system continuity as you grow represents a measure of comfort of which we are especially proud.

PRONTO-Xi enables businesses to achieve strategic and operational excellence by providing the tools to increase productivity, lower costs and simplify tasks. Historically, these business-critical systems were limited to large organisations. However, they are now important to all businesses in an increasingly competitive marketplace.

These solutions are designed to ensure that companies – small, medium and large – are provided with cost-effective tools that translate existing business models and processes into an appropriately scaled information system.

In addition to a powerful ERP system, you also receive exceptional service and support, which ensures that you can concentrate on your core business drivers such as cash flow, profitability, operational efficiency and customer relationships.

Together with a global reseller network, we offer the expertise to professionally review your needs and deliver complete, successful and cost-effective implementations. PRONTO-Xi provides the functionality and flexibility to guide a company’s progress using the most appropriate new technology.

When you become a Pronto Software customer, you enter into a mutually rewarding relationship which will support your continued success.
Welcome to Pronto Software

Pronto Software Values
Pronto Software’s motto, “… so easy to work with”, underpins our philosophy and dictates our goals. Our products are easy to use and administer and we pride ourselves on being easy to work with. Pronto views itself as a facilitator of customer business success and ensures that the solution is tailored to meet your unique needs.

We are committed to developing innovative, highly functional products, and to working closely with our customers to achieve positive and measurable outcomes.

Pronto Software offers an outstanding portfolio of solutions and maintains an ethos of being highly responsive to customer requirements.

Continuity and Culture
Pronto Software has more than 30 years of experience in helping organisations attain operational efficiency and customer service excellence through the deployment and ongoing support of PRONTO-Xi. With a wide customer base spread over a diverse range of industry sectors and geographies, we are reliable, efficient and so easy to do business with.

Our long-term commitment to developing world-class products is matched by a proud tradition of continually working with our customers to deliver scalable, robust and innovative solutions to meet their demands. Our flexibility over the years has afforded us the opportunity to build a formidable portfolio and to become more responsive to constantly changing market needs.

Our Alliances
Pronto Software has developed strategic alliances with leading technology providers to help you benefit from technological innovations. Our Research and Development Department continuously reviews and analyses new technology and integrates useful aspects into PRONTO-Xi. This allows us to provide total solutions incorporating the best components from recognised companies. You receive all the advantages of the new technology without the associated complexity or risk.

PRONTO-Xi – Your Competitive Advantage
PRONTO-Xi is the backbone of an organisation. It stores and manages a company’s vital data, controls the flow of activity and provides crucial information for decision making.

Pronto Software has identified the areas of value that an ERP system brings to your business and we are committed to delivering these benefits to your organisation.

Low Total Cost of Ownership
PRONTO-Xi is a sophisticated solution combining world-class features and low cost of ownership. In addition to a competitively priced product, you receive local support from a responsive and efficient team of trained professionals. In many instances, there is no requirement for consulting firms to manage the implementation.

With Pronto Software you deal with the company that has end-to-end control of the software, placing minimal demands on your IT administration. PRONTO-Xi has an easy upgrade path and is a scalable solution. It is unlikely that you will outgrow the software, minimising the burden of change management on your employees.

PRONTO-Xi continuously integrates beneficial technologies to further reduce costs. It is platform-independent, allowing you to choose the most cost-effective option for your business. All this results in a product which delivers a multitude of business benefits at minimal cost over the life of the product.
Welcome to Pronto Software

Accelerated Return On Investment (ROI)
Pronto Software has an enviable track record of on-time and on-budget implementations ensuring an accelerated ROI. Typically PRONTO-Xi does not require extensive in-house IT skills. We work with you to ensure that you see an ROI in the shortest timeframe possible and this is achieved through the flexibility and fast implementation of PRONTO-Xi.

Pronto has developed a model which is used during the discovery process to reduce associated costs and maximise the benefits of an integrated system.

PRONTO-Xi is easy to implement as well as easy to work with. Our consulting services are totally focused on delivering a solution, one that is highly usable, quickly implemented and delivers powerful business benefits. We have repeatedly demonstrated that protracted and costly implementations and delays are simply not part of our culture.
Future Proof

Scalability
PRONTO-Xi is a highly scalable solution with a wide range of business applications available to support your current and future processes.

One of our largest customers started with a small number of users and is now running hundreds of concurrent users without major changes in their infrastructure or setup. Additionally, they are still extending the range of PRONTO-Xi functionality 13 years after their initial implementation.

Other customers began on a single site with only a few modules and have since rolled out PRONTO-Xi in locations worldwide with a vastly expanded application suite.

Functionality

Easy to Use
A crisp, clean user interface incorporating industry-standard elements reduces training and provides a user-friendly work environment. Our development process includes a Human Computer Interaction (HCI) review to ensure intuitiveness and simplicity.

Breadth and Depth
There are few packages that provide the breadth of business functionality of PRONTO-Xi and none that offer the same value for money. This allows you to source the majority of your needs from a single vendor and bypass the challenges and costs of integrating diverse software packages, using disconnected products and managing multiple vendors.

With rapid changes in the market and business environment, your requirements are likely to change over time. Internally, your departments and subsidiaries may have different needs. PRONTO-Xi has the flexibility to adjust to your business processes with an environment that can be scaled to your expectations.

Reliability
The infrastructure of PRONTO-Xi relies on proven components and is designed to minimise planned or unplanned downtime. It is a sturdy, robust system that our customers use with confidence. This includes solid and tested technology as part of our offering to ensure the greatest possible system availability.

To ensure that you get the most stable environment possible for your mission-critical applications, PRONTO-Xi is available on UNIX, Linux and Microsoft Windows operating systems. IBM Informix, Oracle and Microsoft SQL Server databases are offered subject to their availability on the operating system you choose. PRONTO-Xi includes full security, database integrity, online backup and other administration features dedicated to this purpose.
Security
PRONTO-Xi ensures that your data is completely secure. A granular, role-based security model ensures controlled access to data and programs.

At the database level, where user-based security is in place, access to specific information can be granted or denied on a per user basis. This controls access to information from ad hoc enquiry sources and third-party applications.

At the application level, each function of the software can be protected with the use of role-based security. Additionally each role can be modified at a user level to either increase or limit access to functionality.

Performance
PRONTO-Xi is implemented based on the way your people work. This means PRONTO-Xi quickly helps companies achieve smoother workflow and faster task completion.

Low-Bandwidth Thin Client
PRONTO-Xi Thin Client provides a low-bandwidth, highly functional connection to the server when PRONTO-Xi is installed on a UNIX/Linux server. In fact, it typically uses less network bandwidth than an Internet browser.

PRONTO-Xi Thin Client is fully Internet-compatible and allows you to connect to your server through a secured Internet connection (SSL or SSH). By utilising multiple network topologies, local users can connect to PRONTO-Xi through a Local Area Network, and offsite, branch or international users can access PRONTO-Xi through their Internet connections.

Desktop Integration
PRONTO-Xi provides multiple integration points with your desktop applications. Not only do we provide Application Program Interfaces (API) to allow direct calls to business logic, but we also allow PRONTO-Xi programs to be called as embedded objects and have a range of methods to allow exports of data to popular desktop applications.

Middleware Integration
PRONTO-Xi Integration Engine (PIE) enables the broadcasting of our API services through interfaces such as COM, Java and Web Services.

Mobile Computing
The PRONTO-Xi Mobility Suite enables users in the field to perform their job-specific functions using hand-held devices. It is based on a robust framework that allows for real-time as well as asynchronous communication with PRONTO-Xi.
Our combination of quality software and customer service ensures you get the most from your solution. In addition to exceptional consulting, training and support, we offer customisation services to extend PRONTO-Xi functionality to your requirements.
Consulting
Our consulting team will guide your implementation process from start through to successful completion. Our consultants have gained specialist knowledge in a variety of industries and technologies through practical business experience. They have the analytical skills to understand and map your company’s unique methodologies to ensure the optimum use of your ERP system.

Our consultants follow a proven implementation methodology that delivers agreed outcomes on time and on budget. This includes a formal handover to the support team. Typical implementation services include:

- Providing overall project management of the implementation;
- Confirming your needs via workshops and preparation of a joint detailed project plan;
- Loading PRONTO-Xi on to your servers;
- Configuring PRONTO-Xi to match your business processes including forms and report design;
- Data conversion from your existing systems;
- Training of your staff or your own internal trainers;
- Assisting in the process of testing the PRONTO-Xi solution;
- Building interfaces or customisations;
- Using business simulation to ensure that issues are resolved before go-live;
- Assisting you through the go-live process;
- Handover to ongoing support.

If you have additional requirements we will work with you to make certain they are met. Our professional consultants are available post go-live for advice on additional projects as required.

Implementation
All implementation services are supported by the Pronto Implementation Methodology (PIM), a systematic process developed to optimise implementations of PRONTO-Xi.

The PIM framework enables PRONTO-Xi implementations to be delivered to your budget, timeline and project-scope expectations. It delivers:

- A consistent structured approach;
- A cooperative and controlled implementation effort that is clearly defined in the jointly prepared project charter document;
- The appropriate level of customer involvement;
- Correct timing and sequence of implementation processes;
- Use of proven methods and techniques;
- Continual monitoring and confirmation of tasks and activities.

PIM provides firm guidelines for the formats of all documents and defines project reporting and monitoring requirements. PIM checklists ensure that all requisite activities and tasks are carried out in a comprehensive and timely manner.

This rigorous and proven methodology significantly reduces the risks associated with such a business-critical implementation project.
Training and Education

PIM identifies customer training needs based on the PRONTO-Xi modules being installed, how those modules will be used, and by whom. Training is also available post implementation for new staff or those who are moving into new areas of PRONTO-Xi.

PRONTO-Xi Classroom Training

Current information about available classes, their dates, locations and registration are posted for registered users on our Internet knowledge base at www.prontoplus.com.au. PRONTO-Xi courses can be organised as public training or on-site company-specific training.

Customisation

Pronto Software recognises there will be times when customised enhancements to the product will benefit specific customers. Our team of PRONTO-Xi specialists focuses on delivering such enhancements quickly to give you access to these benefits as soon as possible. The architecture of PRONTO-Xi is designed to minimise the impact on customised enhancements when upgrading to new releases.

Support

We provide comprehensive ongoing support for our customers. This includes:

- Fixes and workarounds for software issues;
- Help desk;
- Internet knowledge base.

Support staff members have practical experience in a variety of industries, company roles and PRONTO-Xi modules. They have gained this experience as software users, accountants, warehouse managers, production managers, administrators, project managers and software implementers.

This means that you can be assured of working with someone who understands your needs and requirements. Assistance will be given by a qualified person. Our staff members undergo continuous training to improve their skills, not only in PRONTO-Xi, but also in general support, analysis and problem-solving.
Pronto Hosted Services (PHS)

Software as a Service (SaaS) – or on-demand software – gives you the option to outsource the maintenance and maximise the effectiveness of your technology investment. A solution from Pronto Hosted Service (PHS), a division of Pronto Software, takes care of your IT infrastructure while you concentrate on your core business.

Whether you want to rent your business software for a low monthly fee, outsource your IT infrastructure or get an expert to manage, monitor and maintain your systems, PHS has the solution for you.

PHS offers enormous flexibility to adapt or scale system software. We customise your solution so it perfectly fits your business needs. In this way, the system is designed to facilitate the way your company operates to ensure your employees have the right tools for the job.

By having a simplified, easy-to-use IT setup, PHS helps you save on overheads, giving you every opportunity to successfully run and grow your business.
Maintenance and Upgrades
Pronto’s maintenance agreements give you access to product upgrades, new features and enhancements developed for PRONTO-Xi.

PRONTOPlus Knowledge Portal
Web Support Options
Pronto Software provides web-based tools, databases, and information that allow customers to quickly find answers to their support questions. Designed to be a self-help tool, information on the PRONTOPlus website is updated continuously. Resources include news, user forums, tips and tricks, product manuals, release notes, and fix-readiness information.

Web-Based Service Calls
PRONTOPlus is used to log service calls electronically with your local Support Centre in real-time. You can track the progress and see the details of logged calls online. A handy email confirmation with the call number is also sent for future reference.

Issues can be submitted at any time via the Log Service Call option on our customer website at www.prontoplus.com.au

Web-Based User Forums
PRONTOPlus encourages constructive interaction within the PRONTO-Xi community by hosting forums covering all areas of the Pronto Software suite of products. Contributions to these discussion threads come from users, PRONTO-Xi developers and the PRONTO-Xi helpdesk. It includes a wealth of existing information and offers users the opportunity to ask the Pronto community any questions they might have.

Pronto Software offers technologically advanced and cost-effective solutions, a robust product set and exceptional customer service. When you choose PRONTO-Xi, you become a part of a community which is adaptable, responsive and supports your future growth requirements.
PRONTO-Xi offers flexible, scalable performance and a strong base from which to achieve an accelerated return on investment (ROI).

About PRONTO-Xi

PRONTO-Xi is Pronto Software’s flagship ERP product.
PRONTO-Xi enables you to achieve strategic and operational excellence by providing tools to increase productivity, lower costs and simplify tasks. Fully integrated across a number of business functions, PRONTO-Xi delivers a comprehensive set of capabilities as illustrated in the diagram below.

PRONTO-Xi is a sophisticated, fully integrated solution which can be tailored to suit your unique needs. Users derive business benefits by using the capabilities of PRONTO-Xi in combination. Key functionalities are summarised below.
**Financials**

PRONTO-Xi Financials forms the basis of the ERP system and consolidates all your financial activities. It gives access to the right information to manage your business’s financial needs, at the right level. Whether it is managing cash flow and gross margins or offering a high-level monitoring of Key Performance Indicators (KPIs), you have immediate visibility of the outcome of business operations that contribute to your bottom line.

PRONTO-Xi Payroll is an easy-to-use, flexible package which tracks an employee’s payroll lifecycle from recruitment through to termination. Payroll is fully integrated with PRONTO-Xi Financials, Project Costing Management, Service Management and Manufacturing, and is the ideal module for Australian organisations to easily and accurately process pays.

**Sales and Marketing**

PRONTO-Xi Customer Relationship Management (CRM) provides 360-degree customer and prospect visibility. CRM provides account status at a glance, reduces time spent drilling into customer details and keeps sales staff up to date. It helps you conduct relevant, well-timed marketing programs to enhance customer relationships as well as increase profits. Marketing campaigns, telesales scripts and campaign effectiveness can be tracked, measured and graphed within the application. In addition to integrating with Microsoft Office Outlook, PRONTO-Xi CRM ensures your sales team stays on top of customer needs.

PRONTO-Xi Point-of-Sale offers you a customer service differentiator by linking your storefront with your extended supply chain. This combination creates an environment where the sales process is simpler, more secure and extremely productive. Bringing together an innovative Point-of-Sale (POS) interface with an efficient back-end provides the perfect operating environment for retail growth and success.

**Supply Chain Management**

PRONTO-Xi Distribution and Warehouse Management System (WMS) brings a new level of efficiency to your supply chain processes through superior integration of product, information and finance flows. Business agility is dramatically increased with rapid sales order entry and outstanding warehouse throughput.

PRONTO-Xi extends your supply chain beyond the boundaries of your business with PRONTO-Xi EasyEDI. By adding collaboration to your ERP system, you are able to share information upstream and downstream in your supply chain to reduce costs and increase efficiency.

PRONTO-Xi Avenue is a secure, real-time solution that delivers a fully featured web-based shopfront. Supporting both Business-to-Business (B2B) and Business-to-Consumer (B2C) functions, Avenue seamlessly connects via a web browser to PRONTO-Xi in real-time.

**Manufacturing Management**

PRONTO-Xi Shopfloor Manufacturing and Manufacturing Planning provides the planning, execution and monitoring systems to streamline all processes involved in the transformation of raw materials and components into finished goods. It offers great flexibility, supporting a wide range of manufacturing industries, while still maintaining ease of use and straightforward implementation. PRONTO-Xi handles all common modes of manufacturing including high-volume production, lean manufacturing environments and mass customisation.

PRONTO-Xi Manufacturing Scheduler is a visual tool which offers visibility of workload versus available capacity and allows you to manually or systematically sequence work and optimise capacity in your factory.
Facilities Management

**PRONTO-Xi Project Costing Management** tracks all stages of your projects, from estimation and quotation through to completion. Project Costing Management automates the processes of producing quotations, recording and controlling costs, and tracking project performance. The **PRONTO-Xi Project Costing Subcontractor** sub-module provides a series of functions and controls to initiate and manage outsourced project tasks which will require payment.

**PRONTO-Xi Service Management** handles the ongoing servicing of your customers’ equipment. It enhances the quality of your customer service through better call management, faster call resolution and simplified contract management. Service Management incorporates a flexible framework which maps the diverse requirements of your customers to the application.

**PRONTO-Xi Service Scheduler** offers complete visibility of unallocated service calls and engineer activity. It optimises dispatcher efficiency with up-to-date call status and easy engineer allocation.

**PRONTO-Xi Rental** is designed for organisations renting or leasing out equipment. It is the ideal solution for a range of industries including vehicle, industrial equipment, and furniture and video hires.

**PRONTO-Xi Maintenance Management** is designed to simplify planning and maintenance procedures. It reduces operating costs with functionalities such as preventative maintenance, downtime management and fault analysis.
Technology
Pronto Software has a proud history of providing practical and cost-effective solutions. We constantly analyse new IT technologies and deliver them in a simple, timely and effective way to our customers.

Our projects include web and mobility platforms, personalisation of applications and concepts like SOA (Service Oriented Architecture) to meet the demands of ERP’s high-volume, multi-user, mission-critical environments. The PRONTO-Xi infrastructure optimises availability, scalability, performance and flexibility, while maintaining a lean IT infrastructure and platform independence.

With the addition of PRONTO-Xi Business Intelligence to the line-up of Enterprise Intelligence technologies, PRONTO-Xi is not only a powerful transaction engine; it knows the processes and rules important to your business and aids more effective business decisions to drive better business performance. Management by exception, push reporting and data solutions create an environment driving efficiencies in your business and further facilitating decision making.
Comprising an embedded Business Intelligence (BI) solution using IBM Cognos 10 as well as assistive technologies to provide alerts, task management and data mining, Enterprise Intelligence allows you to shape outcomes that drive efficiencies in your business. Each application works seamlessly together across the entire suite, allowing you to implement your own business logic and derive immediate benefit.

PRONTO-Xi Enterprise Intelligence

PRONTO-Xi Enterprise Intelligence is an ecosystem of intelligent applications, taking business focus to a whole new level.
PRONTO-Xi Business Intelligence

PRONTO-Xi Business Intelligence provides a series of solutions and tools to transform what would otherwise be unmanageable volumes of data into easily understood, valuable information to help drive quicker, more informed business decisions. At Pronto, our philosophy has always been to simplify IT, so we’ve done all the resource intensive, time consuming and highly technical work normally associated with the integration of a BI solution to deliver PRONTO-Xi ready to go with an embedded IBM Cognos 10 BI solution, saving you substantial time and integration costs.

More than 23,000 leading companies and organisations globally use IBM Cognos to help them understand their business performance and make better decisions. This capability is available to all PRONTO-Xi users out of the box.

PRONTO-Xi users have instant access to powerful BI capabilities such as quick and simple ad hoc querying, business dashboards, and sophisticated report authoring toolkits and analytics applications, all from a single, intuitive user interface.

Business Intelligence allows you to:

• Manage best practices to drive efficiency throughout the organisation and reduce risk;
• Access knowledge and information needed to drive competitive advantage;
• Monitor tactical initiatives to measure their effectiveness against the strategic plan;
• Capture ‘one version of the truth’ and thereby eliminate information silos within the business;
• Link qualitative information and relevant quantitative information.
• Drive business value and outperform competitors.

**PRONTO-Xi Business Intelligence product family**
### PRONTO-Xi BI Essentials

PRONTO-Xi BI Essentials provides all PRONTO-Xi users with a revolutionary BI workspace that allows them to assemble, personalise, analyse and interact with information through a dashboard-style user interface. Aimed at anyone who needs to access information, it comprises of an easy-to-access web-based portal for managing all reporting and analytics content.

**Gain instant access to PRONTO-Xi Business Intelligence content directly from within PRONTO-Xi**

**Business Intelligence ‘Ready to Go’**

Users receive direct access to a full suite of reports across many PRONTO-Xi modules without having to leave the PRONTO-Xi Client User Interface. It is ideal for users on the go, as PRONTO-Xi Business Intelligence can be delivered over the web, ensuring company data can be viewed at any time and from any web connection, making it easy to view and distribute BI data. By efficiently sharing information, Business Intelligence facilitates quicker and better decision making at every level of the organisation.
Enhanced BI Environment Supporting Individual Decision-Making Styles

Through a dashboard-style user interface, users can choose to view information in a way that supports their individual decision-making style, whether it is based on performance metrics or other report information in tables, or determined by reference to graphs and charts. From this intuitive workspace, users can hone in on a single report or, for example, add more reports for side-by-side comparison. Users can then sort and filter supplied reports, add comments or questions to documents, and communicate through familiar tools and applications – all from within a single, flexible workspace.

Quickly create individual dashboards to view and manage your information, the way you want to see it

Other capabilities include the ability to add predefined or custom calculations, change chart types or add filters to clarify and highlight the most important elements of a report.

The workspace also has significant collaboration capabilities, allowing users to facilitate threaded discussions, add questions or comments to documents or reports, and embed RSS feeds to automatically share important reports and updates such as recent sales orders.
PRONTO-Xi Business Dashboards for Instant Visibility into KPIs

Gain instant insight into key performance metrics with each of the supplied business dashboards.

For those business executives who need even greater visibility into their business, PRONTO-Xi Analytics Dashboards provide additional capabilities such as drill-down, trending and filtering on all key metrics. For example, you can use the trending capabilities to understand whether a particular business metric is on the decline or is improving by comparing to past performance.

Analytics Dashboards allow users to effectively turn insight into action, by delivering the operational, tactical and strategic information required to effectively implement, monitor and drive business strategy.
**PRONTO-Xi BI Manager**

PRONTO-Xi BI Manager is specifically designed for business managers and executives who require easy access to uncomplicated information as part of the decision-making process. It provides a powerful and intuitive toolset that delivers an authoring workspace for creating simple ad hoc queries, reports, in-depth analysis views for data exploration, and business dashboard design.

Building a report is simple even for the novice user, due to an intuitive interface and data packages specifically built for reporting. Reports are easy to compile and users do not require any understanding of database structures or SQL coding expertise. And to make it even easier, data can be presented on the screen in real-time, providing immediate feedback while the query is being created.

Additionally, as Pronto understands that everyone has different reporting needs, we have made it fast and simple to modify the reports we’ve supplied with PRONTO-Xi.

**PRONTO-Xi BI Designer**

Professional report authors produce professional quality content for others to consume. They want to dig deeper into the data and build complex reports.

PRONTO-Xi BI Designer provides the reporting solution to deliver on these requirements with advanced report building capabilities that enable enhancement, customisation and management of professional reports.

It also allows authors to create reports containing a full range of visuals and objects. These include charts, cross tabs and lists, as well as non-BI components such as images and logos that can be linked to the information.

The WYSIWYG capability allows report authors to build, interact with, share and analyse results to follow a train of thought and generate a unique perspective around critical business information.

A collaborative workflow enables authors to create, distribute and share reports with other business users – in different report formats, languages and locations.

BI Designer allows organisations to extend the boundaries of traditional reports, giving professional authors unprecedented ways to view and communicate business performance.

**Active Reports**

Active Reports provide a rich set of controls, allowing professional report authors to build interactive reports for the business. The highly visual, intuitive interface lets developers quickly create sophisticated, highly interactive report applications.

The software extends the reach of the BI workspace by allowing authors to create reports that can be consumed without network connection, ensuring information is available on the go.
Active Reports provide business intelligence to individuals regardless of their location, situation or connectivity

PRONTO-Xi Data Dimensions
A New Dimension in Business Analysis
PRONTO-Xi Data Dimensions is a new range of business analytics solutions to help uncover the information required to optimise business performance.

There are two elements to the PRONTO-Xi Data Dimensions: Analytics Dimensions and Analytics Dashboards.

PRONTO-Xi Analytics Dimensions
Analytics Dimensions extends the functionality delivered in each of the standard PRONTO-Xi reporting packages by delivering users their information, live from the source in the form of a ‘virtual cube’. Analytics Dimensions delivers dimensional analytics packages that allow users to build reports and perform data analysis on their data, in real-time as if it were direct from an offline cube. And as we’ve modelled the data, not only do you not need to be a BI expert, your data is always up to date avoiding the need to perform traditional nightly data updates that can often be unreliable, saving you the time and stress of maintaining your data for the purposes of reporting and analysis. Another advantage of reporting from a dimensional data source, is that it allows you the flexibility to move seamlessly between ‘levels’ of your reporting hierarchies in real-time and also ‘slice and dice’ your data so you can compare trends and performance, thus improving your understanding of your business so you can make better, more informed decisions.
PRONTO-Xi Analytics Dashboards
PRONTO-Xi Analytics Dashboards are designed to be used with their corresponding Analytics Dimension. Because these dashboards receive their information from dimensionally modelled data provided with the associated Analytics Dimensions, they extend the capabilities of PRONTO-Xi Business Dashboards with the addition of drill-down, drill-through, trending and ‘slice & dice’ functionality on many key metrics. Use key metrics to quickly eyeball poor performing or troublesome aspects of your business and then use the extended capabilities to find the root of the problem or anomaly and take action to rectify.

Mix and match report widgets to build your own dashboard from a library of pre-built KPIs

PRONTO-Xi BI Administration
PRONTO-Xi Business Intelligence includes administration capabilities to allow IT administrators to set access controls and user setup. PRONTO-Xi BI Administration also monitors the reporting system, so it can be fine-tuned to get the best performance from the BI solution. Capabilities available include:

• User authentication;
• Reporting roles;
• Server setup;
• Data source configuration;
• Reporting time dimension ranges;
• System, schedules, and system usage management and monitoring.
PRONTO-Xi Alert Intelligence

With PRONTO-Xi Alert Intelligence, the people who need to know when something has happened in your business can be informed immediately, whether they are in the office or anywhere in the world. Alert Intelligence fully automates the notification of any person or group of people regarding events from your PRONTO-Xi system, based on criteria that you define.

Using Alert Intelligence, you can establish rules for the system to use as it monitors PRONTO-Xi database changes. As PRONTO-Xi accesses the database, it checks these rules to assess whether it should trigger a notification.

A notification can take the form of:

- Displaying an on-screen pop-up message box;
- Sending an email;
- Sending a mobile phone SMS alert;
- Sending a fax;
- Activating a business process;
- Launching an application;
- Writing an event to a log file.

Because Alert Intelligence supports email and SMS, the scope of notification is not limited to your PRONTO-Xi users. You can alert customers, suppliers, trading partners or anyone else – any valid email address or mobile phone number can receive an Alert Intelligence alert.

Wizards and Templates

Alert Intelligence is easy to use and does not require programming or database administration skills to create alerts. Alert Intelligence includes wizards and templates to help you create event definitions and nominate recipients quickly and easily. Over 40 templates have been developed to cover common business events such as:

- An unusually high transaction value has been put through PRONTO-Xi Accounts Payable;
- A sales lead has been converted to an opportunity in PRONTO-Xi Customer Relationship Management;
- Inventory levels have dropped below minimum;
- A purchase order delivery is overdue;
- A sales order has been transacted below the minimum gross profit percentage threshold;
- A sales order has been put ‘on hold’;
- A service call has been allocated to a technician.

PRONTO-Xi Alert Intelligence is flexible enough to notify different people about the same event – and send each of them a different message. For example, the CFO may wish to be informed whenever a purchase over $10,000 has been submitted to a supplier, with details of the supplier. The CEO may want to know about this as well, but is more interested in the person who submitted the purchase order. And the account manager for the supplier is also interested, but needs to know what stock has been ordered. Alert Intelligence readily caters for this situation by delivering information of interest, on demand, when the event occurs.
Self-Service Capability
In order to simplify the management of Alert Intelligence alerts, a ‘self-service’ subscription facility is included. This allows PRONTO-Xi users to select which events they would like to be notified about. Of course, events are managed by the PRONTO-Xi user security framework so that only notifications suitable for each user’s security level can be subscribed to.

Extensible Functionality
PRONTO-Xi Alert Intelligence can do more than just send notifications. The rules can also be used to launch external programs or to trigger business processes.

Similarly, Alert Intelligence is not just limited to monitoring events; it can also periodically check the status of any record – or set of records – at scheduled times. So a divisional manager could establish a monthly Alert Intelligence task that raises an alert when expenses exceed budget by more than 10%.

Alert Intelligence includes a comprehensive logging system, recording all events that have been triggered and the recipients of notifications. This detailed audit trail means that Alert Intelligence can assist you to meet compliance requirements.

With PRONTO-Xi Alert Intelligence, PRONTO-Xi is much more than a transactional system: it is a central communication system that actively and automatically disseminates business information to those who need it.

PRONTO-Xi Task Intelligence
PRONTO-Xi Task Intelligence provides the ability to ensure that critical business tasks are assigned and acted on. It is an extension of the notification functionality of PRONTO-Xi Alert Intelligence.

Task Intelligence allows users to be assigned to-do items relating to a specific action that needs to be performed. These to-do items can be synchronised directly with the users’ Microsoft Outlook task list.
Using Task Intelligence you can define:

- How a user is to be notified of a task that has been assigned to them;
- How much time is allocated to complete the task;
- The priority of the task, on a 10-point scale;
- How and when a reminder to complete the task is to be sent;
- When a task should be escalated to another user;
- The visual feedback about the status of a task given to the user in their ‘My Tasks’ screen.

Task Intelligence gives users additional access points to perform tasks. Users can be notified of the task by an email containing a hyperlink to the task. They can also access their ‘My Tasks’ screen to perform any outstanding task.

With Task Intelligence you can reduce administration workload and ensure tasks are not lost or forgotten.

**PRONTO-Xi Data Intelligence**

PRONTO-Xi Data Intelligence opens up a wealth of data from within PRONTO-Xi. It provides a method of extracting information and presenting it in its most effective form without having to understand or apply programming skills.

**Data Intelligence Project Wizard**

At the heart of Data Intelligence is a wizard to drive the creation of data projects. The wizard is a scalable solution for unlocking the knowledge your business data holds. The easy-to-learn, easy-to-use wizard can quickly be utilised for extraction and presentation of information. Advanced features take advantage of the rich development environment provided by PRONTO-Xi in order to provide added flexibility.

Output from data projects may be:

- PRONTO-Xi data grids which can be filtered, sorted and highlighted to suit the most useful view for each user;
- XML report listings;
- External Comma Separated Value (CSV) files;
- Direct exports to Microsoft Office Excel.

The wizard is intuitive and powerful in its ability to ‘mine’ PRONTO-Xi and local (custom) dictionary tables. Multiple data tables may be joined together automatically or manually. Table joins are immediately validated. Field selection from tables, calculations and sorting are included in the final output. Projects may be saved and added to application menus or reporting sequences may be executed at a scheduled time and frequency.

**Data Intelligence Tools**

Additional tools are provided within PRONTO-Xi Data Intelligence to enhance the development of projects and other reporting needs.

Tools include:

- A Data Finder, to show which fields and tables contain the piece of data you are looking for. Where you know the value you are looking for but not where it is, you can search multiple tables. The data finder will show the field and table containing the value. Limits and optimisation are available as options to enhance the process;
- Object and Field Dictionary Enquiries, to expose the dictionaries, making object/field, attributes and relationships visible for local and PRONTO-Xi dictionaries;
- Table Security, to offer protection for valuable data by controlling who can access which tables.
PRONTO-Xi General Ledger

PRONTO-Xi General Ledger is a powerful and flexible solution to manage the financial requirements of an extensive range of industries, from small businesses to multinational organisations.

PRONTO-Xi General Ledger is the cornerstone of your ERP system, reflecting all the transactions processed in other modules. It presents the financial outcome of your organisation’s activities, delivering key business information to provide solid strategic decision support.

General Ledger functionalities include:

- Multiple companies, divisions and cost centres;
- Automated postings and functionality;
- Designed to process high transaction volumes;
- Integrated audit and tracking to help with regulatory compliance;
- Multiple budgets and forecasts;
- Consolidation including foreign subsidiaries;
- Extensive reporting capabilities utilising various reporting hierarchies.
Master Chart Structure

General Ledger supports a flexible account structure. Within this structure, the general ledger account code may be broken down into components for reporting purposes.

The Master Chart Structure allows you to specify what each character within the account code represents. You may, for example, designate the first two characters of the account to represent the company and specify the next four characters as a cost centre. Characters 7 and 8 may represent a department, while characters 9 to 12 make up the actual account code (the natural account code).

Having defined which codes are valid for each component of the master chart, you may generate all, or a selection, of the general ledger accounts.

Account Features

PRONTO-Xi General Ledger automates the flow of postings. The use of special accounts allows you to determine where postings go, and how much detail flows through to the general ledger. Data entry staff require only minimal knowledge of general ledger postings as special accounts perform this task for them.

For management reporting, you can maintain multiple budgets and forecasts for each account code. General Ledger allows you to tailor your system to your unique needs. You can generate a variety of management reports, creating different views for budgets, actuals and transaction history.
Flexible General Ledger Accounts
Your chart of accounts can change as your business changes. As you grow, your account structure can grow with you.

If your company has defined one character for a region code and the number of regions has expanded to 10, you could expand this segment to handle a larger range. PRONTO-Xi will maintain data integrity on the live general ledger, including all archived history and related sub-ledgers.

Statistical Accounts
Statistical accounts collate non-financial operational data such as units produced, employee numbers, and power consumption. This information simplifies reporting on non-financial KPIs such as cost per unit produced, revenue per employee and cost per kilowatt.

Statistical accounts can be used to record carbon emissions data for a business, facility or piece of equipment.

Expense Accounts
You can capture additional details for costs such as motor vehicle expenses based on user-defined tables. For example, a motor vehicle expense account can be set up within the chart of accounts for each department. When you process a transaction, PRONTO-Xi requests the registration number and the type of expense from predefined tables. These accounts are useful for a range of expenses such as entertainment, telephone and travel expenses by employee, and advertising by campaign.

Budget Maintenance and Reporting
You have the option to enter budgets manually for each account or load them directly from spreadsheets or flat files. You can generate budgets from actual data and include optional multiplying factors.

Additionally, you can reassess the budgets throughout the year, based on year-to-date (YTD) activity. Budgets and/or actual data can also be exported to a spreadsheet or a flat file and loaded to your favourite development tool then re-imported as a replacement or new budget.

PRONTO-Xi allows you to set up budgets for specific accounting periods or use spread factors that allow for annual spread of budget values. Spread factors make allowances for equal period activities, seasonal fluctuations and other known factors that affect transactions across the year.

You can access budgets through enquiry screens or reports, and view current performance versus budgets in a number of different ways, including graphs. Budget data can also be built into reports created within PRONTO-Xi Business intelligence with IBM Cognos 10.
Reporting Hierarchies
A number of reporting hierarchies allow you to customise how you group, sort and display various PRONTO-Xi attributes for reporting purposes.

For example, many people structure their general ledger accounts and account-numbering sequence based on posting requirements. While the account-numbering sequence may be appropriate for your financial information, it might not suit the reporting requirements of everyone in your organisation. This hierarchy function allows you to create a number of hierarchies specifically for reporting purposes.

Each hierarchy is compatible with PRONTO-Xi Business Intelligence with IBM Cognos 10. The combination of the reporting hierarchy and PRONTO-Xi BI offers a complete business intelligence solution, from custom reports that offer grouping and sorting reports, to a full 'slice and dice' and 'drill up/down' analytic capability.

Cash Flow Reporting
Cash flow is the lifeblood of business, and being able to accurately model projected cash flow is a fundamental element of managing any business's continued liquidity. PRONTO-Xi facilitates the creation of effective and flexible cash flow projections.

Customers can determine exactly what will be included in their cash flow projections.

Each element that contributes to the cash flow projections can be customised to reflect assumptions that are specific to your business.

This functionality allows information that is currently not reflected in the underlying database (such as upcoming capital expenditure) to be reflected in the cash flow projections.

Designed to work with PRONTO-Xi Business Intelligence with IBM Cognos 10, this functionality leverages the power of PRONTO-Xi with the simplicity of IBM Cognos 10, to deliver an outstanding cash flow reporting solution.

Foreign Currency
PRONTO-Xi supports foreign currency bank accounts in the general ledger. These accounts maintain both the value in foreign currency and the local currency equivalent. Foreign currency processing is available in Accounts Receivable, Accounts Payable, and Purchase Orders. You can use PRONTO-Xi Foreign Currency processing to maintain customer and supplier accounts, raise sales and purchase orders, process cash receipts, make cash payments, maintain bank accounts, and transfer funds to and from foreign bank accounts. Currency revaluations of foreign customer and supplier balances can also be performed. These journals are posted in the general ledger for end of accounting period reporting.

Flexible Tax System
PRONTO-Xi delivers a globally compatible tax architecture to drive tax reporting. By utilising a low-level, data-driven method of tax setup, this tax engine caters for a broad range of international tax regimes and their dynamic compliance requirements.
**Tax Analysis**

PRONTO-Xi provides flexible tools to assist in the analysis and reconciliation of tax for reporting purposes. Tax analysis is presented in a datagrid format, giving you the ability to easily apply filters and export information. This environment offers users simple methods to identify and isolate the data they need to reconcile tax activities.

To ensure the integrity of the reporting requirements in the preparation of returns, records are collated into a date-based grouping and marked with a user-defined description to allow multiple work streams to be undertaken without risk of duplicated accounting.

**Commitment Accounting**

By raising a purchase order for an item, you can use commitment accounting to track the value of outstanding orders against a general ledger account. This provides you with better control of expenditure performance against budget, and better information to plan cash flow.

**Unearned Income**

The PRONTO-Xi Project Costing Management, Service Management and Rental modules allow you to post unearned income, that is, income earned on a contract that relates to a future accounting period. PRONTO-Xi posts the unearned income to a balance sheet holding account and takes it up as income in the period to which it applies.

**Multi-Company Environments**

PRONTO-Xi caters for different company structures by offering four techniques for managing multi-company setups:

- Maintaining multiple companies in one dataset;
- Using separate datasets for each company, and consolidating to a holding company;
- Using separate datasets for the subsidiary ledgers for each company, but sharing a common general ledger;
- Foreign currency consolidation.

**General Ledger User Masking**

You can use masking to prevent individual users from viewing selected components of the general ledger. For example, a user may only have access to a specific department, company or region.

**Holding/Subsidiary Consolidations**

You can maintain multi-company systems by creating a complete dataset in a separate directory for each company. The company consolidation functions allow you to report on a group position by consolidating the general ledgers of the subsidiary companies to a holding company or tiered companies.

The consolidation process creates a chart of accounts in the holding company, and adds the account balances, budgets and history from the subsidiary ledger accounts to create the holding company totals.

PRONTO-Xi consolidation accommodates the translation of foreign currency subsidiaries. You can translate individual accounts at different rates, maintain historical rates or revalue at end-of-month rates. The resulting exchange gain/loss is automatically posted as part of the consolidation process.

**Inter-Company Postings**

In a multiple company environment for a single dataset or common general ledger, PRONTO-Xi can raise automatic inter-company balancing entries to ensure that each company remains in balance within itself and within the general ledger overall.
Integration with Other PRONTO-Xi Modules

Most PRONTO-Xi General Ledger transactions are automatically posted from operational transactions processed through other PRONTO-Xi modules. The update of the general ledger and subsidiary ledgers is synchronised in real-time and controlled by mapping tables or special accounts.

These mapping tables are simple to set up and allow the customisation of postings based on your organisation’s requirements. Manual account allocation for operational transactions is not required. If the mapping is not fully defined, PRONTO-Xi uses predefined accounts to avoid operational discontinuity.

Excel Import and Export

Files can be imported from a spreadsheet or a flat file into the general ledger or other modules such as Accounts Receivable, Accounts Payable or Inventory.

Budget data can be imported and exported from the general ledger. You can easily create a budget in a spreadsheet or budget development application before importing it into PRONTO-Xi.

The import function can be used in journal and other selected transaction entry screens. It also extends to banking information, including bank statements and cash receipts.

Normal and Prior Period Journals

PRONTO-Xi provides the ability to post transactions directly into the general ledger without affecting any other ledger. Journals are normally posted to the accounting period of the transaction date entered on the batch header. You may post a journal to a period earlier than the current one by using a prior period journal. Prior period journal entry allows selection of any period in the current financial year or the last period of the prior year. Only users with the adequate access level can post to closed periods. These transactions remain identifiable as being posted after closure of the accounting period.

Standing and Self-Reversing Journals

You can set up automatic journals as templates for general journals that are required regularly, eliminating the need for data entry in each period. The different types of automatic journals cater for a range of postings. Automatic journals may be used as a productivity tool to reduce manual data processing.

You can set up different recurring journals:

- **Standing journals**, to create a batch of entries for posting each month for a nominated number of months;
- **Distribution journals**, to distribute the total period movement of one account across a range of accounts (for example, allocating costs across cost centres);
- **Masking journals**, to distribute the total period movement of multiple accounts across a range of accounts (for example, allocating pooled cost centres across other cost centres);
- **Self-reversing journals**, to post in the current period and reverse with a future posting in the next period;
- **Periodic standing journals**, which are similar to standing journals and are used when the amount to be posted changes each month, while the accounts remain static. PRONTO-Xi provides an option to quickly set new amounts for the next posting.
General Ledger Cash Payments
PRONTO-Xi General Ledger Cash Payments records payments from the bank for sundry expenses. You can also use cash payments to post bank charges and other deductions from the bank account. You can make cash payments through the general ledger either via accounts payable, or directly from the general ledger. You can enter details of a manually raised cheque and include it in the cheque register for reconciling. Applicable consumer tax for these payments may also be entered, for inclusion in tax analysis.

History
You can maintain transaction detail history for the duration required by your organisation. In summary mode, PRONTO-Xi holds data by period for an indefinite number of years. Previous years’ transactions are archived.

Financial Year Calendar
PRONTO-Xi uses 12 or 13 user-defined periods. The length of each period is defined by the period start dates. Both regular and irregular periods are supported. Irregular accounting periods are utilised in financial calendars, for example, each month ends on the last Friday or 4/4/5 week period quarters.

Date-Based Transactions
The date of each transaction determines the period into which it is posted. The year and period number, relative to the financial calendar, is also stamped on each transaction. This feature facilitates reporting and exporting to third-party analytic tools. It also makes it easier to sort/filter transactions by accounting period and year.

End of Period/Year Functions
The PRONTO-Xi Period End Processing function automates many of the tasks involved in closing the current period. At year end, the profit and loss accounts are closed out to the appropriation accounts, and YTD balances updated. Each of the main ledgers (Accounts Receivable, Accounts Payable, Inventory and General Ledger) can be rolled independently.

Tax Made Easy
PRONTO-Xi provides a globally compatible tax architecture to drive PRONTO-Xi’s tax reporting.

By utilising a low-level, data-driven method of tax setup, this tax engine caters for a broad range of international tax regimes and their dynamic compliance requirements.

Whatever your taxation environment, whether it is GST, sales tax or some other variation, PRONTO-Xi provides flexible tax functionality to capture and manage your activities. For example, it easily caters for multiple levels of taxation, such as Canadian GST and PST, and United States federal and state and municipal taxes.

PRONTO-Xi delivers flexible reporting and analysis tools to assist reconciliation and compliance.

PRONTO-Xi Financial Reports
PRONTO-Xi Dimensions includes IBM Cognos 10 as standard to all users providing direct access to an extensive suite of reporting and analytics solutions supplied across each PRONTO-Xi module. Pronto-Xi is fully integrated with Cognos 10 to deliver a scalable analytics solution that is easy to use ‘out of the box’.

We have focused on simplifying or ‘flattening’ PRONTO-Xi data, to give you easy access to relevant information. To achieve this, we have built reporting data packages for each of the main PRONTO-Xi modules, which allow you to build reports and ad hoc queries in minutes without any prior programming knowledge.

PRONTO-Xi can help meet all your reporting needs, with a number of reports available ‘out of the box’ and providing you with the tools to easily and intuitively create or edit reports.
Dashboards

PRONTO-Xi includes Business Dashboards highlighting relevant key KPIs applicable to each aspect of the business. PRONTO-Xi Business Dashboards provide accurate, relevant information that is easy to understand.

Business Dashboard - Accounts Receivable

This configurable dashboard provides key metrics to monitor and measure the Accounts Receivable function.
Analytics Dashboard - Accounts Receivable

This Analytics Dashboard displays a variety of relevant key metrics, filters allow further investigation of these key numbers.

PRONTO-Xi Analytics Dashboards are also available, combining the standard business dashboard features with the addition of a powerful combination of drill-down, trending and filtering capabilities. Analytics Dashboards enhance the visibility of business information, so you can make quicker, more informed decisions and thus improve your performance and profitability.

Analytics Dashboards unlock the understanding your business needs to turn insight into action. These deliver the operational, tactical and strategic information required to effectively implement, monitor and drive strategy.

All our dashboards are fully customisable, and there is a range of appropriate authoring tools available to complement your BI solution.
PRONTO-Xi Accounts Receivable

PRONTO-Xi Accounts Receivable is a comprehensive module designed to manage accounts receivable in a wide variety of environments, including wholesale, retail, service, project management and manufacturing.

PRONTO-Xi Accounts Receivable is fully integrated with PRONTO-Xi General Ledger and Sales Order. All sales transactions are automatically processed to Accounts Receivable with real-time postings to the general ledger.

PRONTO-Xi Accounts Receivable functionalities include:
- Ageing by 7-day, 14-day, monthly or user-defined categories;
- Flexible invoicing, tax options and charges;
- Powerful sales analysis, including enquiries, reports and budgeting;
- Comprehensive cash receipting for both local and foreign values;
- Automatic or manual cash allocation and full banking slips;
- Part payments, retentions and credit claims;
- Foreign currency, including loss/gain handling;
- Support for foreign currency customer accounts;
- Extensive bank reconciliation functionality;
- Debt ageing, analysis and credit management;
- Head office and branch accounts.
Customer Maintenance

The customer maintenance screen captures customer information which is used as default data in PRONTO-Xi Accounts Receivable and other modules. You can maintain very detailed information about the customer, including contacts, email addresses, banking information, currency, licensing details, warranty administration, multiple delivery addresses, delivery instructions and much more.

This centralised control of your customer data is the trigger to operational efficiency and sound financial management.

Ship To and Bill To

You can use Accounts Receivable to set up and maintain head office and branch accounts. Sales may be held against, and shipped to, a branch account, while being billed to a head office account. You can use special pricing arrangements defined for the head office account, or define special pricing arrangements that are specific to a branch account.

Credit Limit

Credit limits can be defined for each customer. If a customer’s total of outstanding invoices and sales orders exceeds their credit limit, you can automatically place new sales orders on credit hold. Once on hold these orders can only be released by an authorised credit officer. Each credit officer has a defined limit for order amounts they can release. A customer’s credit can also be controlled by the age of outstanding invoices. For example, if the customer is under the specified credit limit but has unpaid accounts greater than 60 days, new orders can be placed on credit hold. A customer’s account can also be manually placed on credit hold by changing the account status to ‘No Supply’.

Additional holds can be placed on sales orders if the gross margin of the order is below a defined percentage.

Settlement Discount

You can define the amount of settlement discount for each customer. A user-defined table sets out the percentage discount allowed based on the number of days from the invoice date, number of days from the end of month, or based on a specified cut-off date.

Security Functions

Accounts Receivable can mask users so they only have access to customers in specified territories. For example, you can give a state manager access to all territories, but limit the sales representatives to their respective territories.
More Customer Information
Default sales order information such as despatch warehouse, sales representative, territory, applicable tax and price level is defined by the customer master file. You can override these default parameters during sales order entry. These defaults also define the reporting structure.

Additionally, the customer master file captures all the customer preferences or rules, such as:
- Send invoice with goods;
- No statement required;
- Purchase order required;
- Whether interest is to be charged on overdue accounts;
- Customer allows part shipments;
- How backorders are handled;
- Backorder release priority;
- Customised layouts for invoices, statements, etc.

Full Enquiry Functions
As well as viewing the full details of the customer master file and current transactions, you can interrogate the customer’s file for ageing analysis, product sales history, sales orders, outstanding invoices, current inventory exposure, historical transactions, licenses or permits, complaints, delivery addresses, instructions, etc.

PRONTO-Xi allows immediate access to current and historical sales orders and transactions through enquiry screens and reports.

Account Conversions
You can convert a customer’s account code to a new code, which is useful if the account code is based on a name and it is changed.

If a customer’s business is taken over by another customer, you can merge the accounts.

All customers of a sales representative can be converted to another representative. This function is also available to convert all customers of one territory to another territory.

Customer Pricing, Discounts, Promotions and Rebates
PRONTO-Xi pricing structures can be tailored for each customer account or bill-to. The sell price is determined by a combination of customer and item attributes such as pricing levels, contract, territory, warehouse, customer group, product class, product type and item group.

The same degree of functionality is available for discounts, promotions and rebates.
Budget and Forecast Maintenance

PRONTO-Xi Accounts Receivable allows you to set up and maintain sales budgets, quotas, targets and forecasts for customers, sales representatives, territories, product groups and products.

You can manually enter budgets for each period of the year, or you can use spread factors to apportion the total annual amount based on a relative weighting or ratio. Spread factors make allowances for equal period activities, seasonal fluctuations and other known factors that affect company sales across the year.

Invoices and Credit Notes

If your company follows a straightforward order process for sales, you can use PRONTO-Xi Accounts Receivable for simplified order processing. For example, you can take an order, create an invoice and post it to the customer. In this case, inventory items do not need to be created; you can use a special descriptive line to record the sales information.

Where you are invoicing a customer for a non-stock item (e.g., recovery of expenses or miscellaneous revenue), the manual invoice is allocated to the appropriate general ledger account or accounts.

Cash Receipting

The cash receipting function provides a variety of allocation methods. For instance, cash receipts may be automatically or manually marked off against invoices. You could also use one receipt to pay invoices from more than one customer account, or you could leave a receipt unallocated and mark it off against another invoice at a future date.

Receipts Formats

PRONTO-Xi Accounts Receivable supports receipt types in the form of cash, cheque, transfer, credit cards, EFT integration, drafts and BPay.

Custom receipt types (tender types) can be defined, and attributes, such as validation and size of numbers, can be selected to suit your business.

Receipts in the form of credit card payments (AMEX, Diners Club, Visa, MasterCard, etc.) can include commissions payable to credit companies as well as allowing for non-banking of the receipt until such time as the credit card company has honoured the charge. An integrated audit records changes to key data. Who, what and when is captured automatically and tools are provided to view and manage the audit data.

The major transaction processes assign a tracking ID to events. Key enquiries provide the ability to drill back or forward through the various sub-ledgers to view related postings. A sales order can be traced through inventory, customer or the general ledger and all of its transactions viewed.

PRONTO-Xi Accounts Receivable allows the processing of foreign currency values, including bank charges associated with the receipt of foreign currency. PRONTO-Xi will calculate and post any exchange gain or loss associated with the transaction.

Based on a user-defined global tolerance amount, PRONTO-Xi will automatically write off the difference of short payments to a predefined general ledger account.

Accounts Receivable caters for dishonoured cheques and the automatic write-back of related transactions. Bank charges may be taken up in the general ledger or charged back to the customer. You can also print and reprint bank deposit (pay-in) slips. A bank audit report is also produced.

Customer receipting, matching to invoices and other transactions can also be undertaken in the bank reconciliation programs.
Accounts Receivable Journals

PRONTO-Xi Accounts Receivable supports the transfer of transactions via journal from one customer account to another. If you are using multiple accounts receivable control accounts, these transactions are only reflected in the general ledger if they represent activity in different control accounts. The net overall value of the accounts receivable ledger is not changed for these journals.

When a company is both a customer and a supplier, values held against the customer account may have contra transactions posted against that company’s supplier account.

You can write off specific transactions as bad debts when required. PRONTO-Xi automatically adjusts consumer taxes for bad debts.

Customer general ledger journals are also provided to allow direct allocation of amounts between general ledger accounts and customers. This function is often used for recharge of expenses.

Special Sales Features

PRONTO-Xi Accounts Receivable provides a number of features for specialised industries and sales order processing. These include:

- Licensing permits that need to be held to purchase certain products (eg tobacco or liquor).
- Printing a customer’s item number on the invoice where their item number for a particular item is different from yours;
- Allowing only specified customers to buy certain products. This is particularly useful if you sell a line of merchandise exclusively to a customer;
- Customer partial shipment policy. This indicates whether or not a customer accepts backorders and how these backorders are handled;
- Different form layouts where required by customers (eg invoices or statements);
- Order surcharge (fixed percentage or dollar amount for orders below minimum value);
- Mandatory input of customer purchase order number (reference) in order entry;
- ‘Use by date’ (minimum acceptable shelf-life of a product) defined by a customer;
- Pallet and picking configurations can be maintained.

Admin/Credit Officer Function

Credit officers may be responsible for debt collection, as well as controlling the level of credit to be extended to individual customers. The credit officer can place a customer on ‘No Supply’ until the customer pays their account, and subsequently override the ‘No Supply’ flag to release all or specific suspended orders.

The credit officer functions of Accounts Receivable include sending out overdue letters to customers and charging interest on overdue accounts.

Orders that exceed credit limits for customers can automatically be placed on hold. Once they are on credit hold a credit officer must release them before they can be processed further. Each credit officer has value limits to control the amount they are able to release for a customer, and the value of individual credit notes they can authorise. Credit officers may be assigned to all or specific groups of customers and may also receive email when an order is placed on hold.
Sales Representative Commissions

You can pay commissions to sales representatives based on sliding scales including bonuses and penalties. This permits the payment of a percentage for sales up to the nominated value and a different commission for sales above this value. Special commission rates can be set for specific item groups. There may be up to five sale commission breaks.

You can encourage sales representatives to collect on outstanding debts from customers by offering bonuses on prompt payments, and discourage sales representatives from offering discounts to customers by imposing penalties on levels of discount.

Retail Promotions

Retail Promotions forms part of PRONTO-Xi Accounts Receivable. The feature provides functionality for managing and tracking promotions, related expenses and claims in dealing with retailers. PRONTO-Xi captures promotion history at the transaction level for full reporting and powerful summary analysis of the promotion.

The functionality of Retail Promotions includes:

- User-defined promotions and expenses (eg deferred or off invoice);
- Integration with PRONTO-Xi Sales Orders, General Ledger and Customer Rebates;
- Accrual of deferred expenses and rebates in PRONTO-Xi General Ledger; and review of these against the promotion and customer;
- Options for how the promotion affects sales history and cost of goods sold;
- Promotion status – active, on-hold, closed, etc;
- Promotion start and end date;
- Promotions established by customer and product, or customer and item group;
- Use of rebate rules.

Reports

PRONTO-Xi Business Intelligence with IBM Cognos provides an extensive range of reports, business dashboards and report authoring solutions to meet your organisation’s information needs. Some of the reports available in PRONTO-Xi Accounts Receivable include:

- Accounts Receivable – Aged Trial Balance by Customer
- Accounts Receivable – Aged Trial Balance by Customer Territory
- Accounts Receivable – Aged Trial Balance by Date
- Accounts Receivable – Aged Trial Balance Transactions by Customer Ref
- Accounts Receivable – Overdue/Outstanding Invoices
- Accounts Receivable – Transactions by Customer
- Accounts Receivable – Transactions by Customer Territory
- Accounts Receivable – Transactions by Invoice No.
PRONTO-Xi Accounts Receivable provides a Business Dashboard and Analytics Dashboard highlighting the relevant metrics and KPIs to help you manage, monitor and motivate your accounts receivable function.
It is fully integrated with PRONTO-Xi General Ledger and Purchase Orders. It allows you to drill down to detailed information in your supplier accounts, giving you a full view of supplier arrangements, transactions and approval levels.

PRONTO-Xi Accounts Payable functions include:

- Separate purchase and pay-to accounts;
- Customised cheque and remittance generation;
- Automated payments processing by cheque, EFT and other formats;
- Full purchase/payment history;
- Multi-currency support (foreign and local bank accounts);
- Withholding Tax PAYG/1099;
- Bank reconciliation for multiple banks;
- Current and forward commitment tracking;
- Recharging expenses back to customer account;
- Easy purchase order, invoice and shipment matching.

PRONTO-Xi Accounts Payable offers you the ability to effectively control your supplier accounts.
Supplier Master
The supplier maintenance screen captures supplier information which is used as default data in all other modules. You can maintain detailed information about the supplier, including currency, payment type, terms, full contact details and much more. This centralised control over your supplier data enables increased operational efficiency and sound financial management.

Supplier Enquiries
Supplier enquiries and analyses can be performed such as:
- Full transaction history;
- Ageing analysis;
- Commitment analysis;
- Supplier and transaction notes;
- Drill down to purchase order details and general ledger transactions;
- Foreign and local invoice amounts;
- Outstanding purchase orders.

Supplier Type
Accounts Payable uses the ‘Supplier Type’ field, which holds a user-definable code, to group suppliers. For example, some PRONTO-Xi users configure their system to classify suppliers as ‘General’, ‘Contractor’ or ‘Trade’.

You can use supplier type to split accounts payable control accounts within the general ledger. Payment runs can be limited to accounts of a particular supplier type. This field is also a selection criterion for most accounts payable reports. User access to supplier accounts can also be controlled by supplier type.

Easy Options for Payments
PRONTO-Xi is easy to use and creates many options for payments:
- Draw a payment manually and enter its details against the supplier account or direct to a general ledger account, in local or foreign currencies;
- Draw from foreign bank accounts and use a variety of currencies;
- Automatically create a single payment;
- Build a file based on suppliers, minimum/maximum amounts, due dates and other selection criteria. Review and refine the file by marking individual or groups of transactions, then generate payments;
- Automatically perform payment runs by selecting ranges of suppliers, due dates, amount limits and more.

Pay-To Account
Using Accounts Payable, you can purchase goods from one supplier, but specify that the invoice should be paid to a different supplier account. This allows for head office/branch accounts. This type of transaction can be set up using a supplier’s ‘pay-to’ account to specify the parent account for payment. When you use this functionality, PRONTO-Xi stores the purchase history against the branch account, while the amount owed is held against the head office or pay-to account.

Payment Terms
PRONTO-Xi Accounts Payable allows flexible definition of payment terms to calculate due dates for invoices. Options include the number of days from the invoice date or the number of days from the end of the month, or based on a specified cut-off date.

A supplier is allocated a payment terms code and, during invoice entry, the system will automatically calculate the invoice due date based on the terms of the supplier. This due date can be manually changed during invoice entry, or at any time before the invoice is paid.
Payment Type
PRONTO-Xi allows you to determine how a supplier is paid. You can pay the supplier by cheque, draft, Electronic Funds Transfer (EFT) or letter of credit (LC).

Settlement Discount Code
Through Accounts Payable, you can automate the processing of discounts given by suppliers to encourage faster settlements, using a set of codes to define the discount terms offered by each supplier.

Payment Selection
PRONTO-Xi also contains a payment selection flag that allows you to select suppliers for payment runs or reports. Suppliers are designated as:
• Local;
• Foreign;
• A priority code between 1 and 9;
• A selection code between A and Z.

Priority payment levels can be used to limit cheque runs to suppliers of a particular priority. For example, suppliers that you need to pay promptly could be assigned the highest priority.

Default General Ledger Account
For some suppliers, invoices may be associated with a particular general ledger account. For example, invoices from the local service station may always be debited to a particular motor vehicle expense account. To simplify the processing of these invoices, Accounts Payable allows you to assign a general ledger account to each supplier. This account is presented as the default when an invoice is processed.

Invoice Transactions
PRONTO-Xi Accounts Payable incorporates a variety of invoice and credit note options, such as purchase order invoice, purchase return, credit note, shipment extra charge invoice, non-purchase order invoice, asset invoice and recharge invoice. Accounts payable transactions may be processed in local or foreign currency.

Purchase Order Invoice
This transaction type links the supplier’s invoices to purchase orders. If the system identifies a variance, it must be accounted for during invoice entry. If the variance is due to an incorrect invoice value then it may be processed as a ‘credit claim’. For a credit claim, only the amount of the purchase order (invoice value not under claim) is authorised for payment when the invoice is processed. The balance (amount of the claim) is 'unauthorised for payment' and awaits a credit note. If the invoice amount is accepted and the variance is greater than defined variance limits, the whole invoice, while still processed, is unauthorised for payment. It is possible to configure Accounts Payable to authorise all invoices as approved for payment, regardless of the purchase order variance, or leave only the variance as unauthorised. Accounts Payable automates the costing of authorised variances back to inventory, a project or a general ledger code.
**Purchase Return**
In the event that goods on a purchase order are returned when the invoice has been processed and not paid, the authorised payment amount will automatically be reduced by the value of the return.

**Shipment Extra Charge Invoice**
These invoices link costs to shipments. Accounts Payable automates the costing of these charges across the shipment’s inventory.

**Non-Purchase Order Invoice**
For invoices where a purchase order is not raised, the invoice itself is directly allocated to general ledger codes. This typically is done for utility invoices, telephone accounts and other indirect costs.

**Asset Invoice**
Asset invoices allow accounts payable staff to create a fixed asset record within PRONTO-Xi Fixed Assets. The person managing the asset register would then add more information such as depreciation rates.

**Recharge Invoicing**
Recharge invoicing allows a supplier’s invoice to be recharged directly to a customer. For all invoice types, you can specify whether the sales order lines are consolidated or printed as individual lines.

**Consumer Taxes**
Accounts Payable automates the calculation of taxes while allowing the user to override the tax amounts calculated by the system, if they are different to the invoice’s tax amounts.

**Invoice Authorisation Tracking**
You can optionally configure an approval and authority process using PRONTO-Xi Accounts Payable, to accurately track a supplier’s invoice from the moment it is received. You can enter the invoice as received, before sending it to the individual responsible for authorising the invoice for payment. Not until the invoice has been authorised is the expense account in the general ledger entered and updated. You can see the current status of an invoice – whether it is still awaiting approval and on whom it is waiting – at any time. Details of the approving officer are maintained even after the invoice has been paid.

You can use invoice approval and payment approval together, or you can use either. You can also specify the approval conditions. These conditions may depend on the type of goods supplied, the value of the goods or even the supplier. These very flexible combinations can be tailored to suit most business requirements.

**Periodic Payments**
Some supplier accounts need to be paid periodically (eg weekly, fortnightly, monthly). These may include invoices for items such as rentals, insurances and leases.

PRONTO-Xi Accounts Payable allows you to create details of the invoice to be paid, including the amount to be paid, the date on which the amount is to be paid and the frequency with which the amount is to be paid, as well as the general ledger accounts to be debited.

Once these details have been set up, you can process the periodic payments as often as you need. Only those invoices that have a ‘Next Run Date’ equal to or less than the specified date will be processed. The value and date of the periodic payment can be amended as you like. Details of periodic payments may also be reported.
Current and Forward Commitments

The Payment Commitment by Supplier Report will keep you abreast of amounts that will become due in the coming months. Calculations are based on the value of purchase orders and shipments within the system which have not yet been invoiced.

Payments

PRONTO-Xi Accounts Payable offers four main ways for you to pay supplier accounts. You can draw a payment manually and enter its details against the supplier account, have payments automatically generated in a payment run, build a review file to fine-tune and selectively release payments, or use a letter of credit (LC). Payments may be made against local or foreign banks.

1. Manual Payments

If an invoice has been manually paid, you need to specify whether the payment was made in local or foreign currency. You should then specify the bank on which the payment was drawn, and the details of the payment. If the payment was made in a foreign currency, bank charges and any exchange gain or loss (depending on currency fluctuations) will be posted to the general ledger. Accounts Payable also allows you to draw on one foreign bank account and pay in a third currency. For example, an Australian business could draw from a US bank account in Japanese Yen. Prepayments can also be recorded via this function.

2. Automatic Payments

PRONTO-Xi contains an automatic payment option accommodating EFT payment, cheque printing or even a customised file for payment by a third party. Remittance advices may be printed as part of any payment run.

There are a number of different ways in which payment of an invoice can be made. PRONTO-Xi allows you to automatically generate a single payment for a supplier; for all invoices due by a specified date or for a single invoice. Alternatively, you can specify a range of suppliers for whom payments are to be raised. Prior to completing the payment run, Accounts Payable allows the user to reject payments, change due dates and part-pay an invoice. You can:

• Choose to print payments for local suppliers only, foreign suppliers or both;
• Specify the payment due date for a group of invoices. This means that payments will only be produced for invoices that are due for payment up to and including the specified date. Payments due after this date will not be included;
• Enter a two-line message to be printed on each remittance advice;
• Choose to print remittance advices without cheques and then manually write the cheques.

The payment register is automatically updated on completion of the payment run. You can restrict cheques and EFT payment processing to authorised personnel.
3. Selective Automatic Payments
Accounts Payable enables you to build a file of supplier transactions. This can then be reviewed and refined using ‘Mark’ and ‘Un-mark’ for individual or multiple transactions. The initial build of the file can be by multiple criteria, including:

- Groups, ranges or individual suppliers;
- Transaction date ranges;
- Transactions up to a specific payment due date;
- Minimum and maximum payment amount.

A value limit can also be placed to set the total amount selected for the payment run. Listings of the currently selected transactions and suppliers may be produced at any time during the review process. On completion of the review, payments can be automatically created and processed in the same manner as the Automatic Payment function.

4. Letter of Credit
Accounts Payable provides a letter of credit facility. Using this facility you can raise a letter of credit, record drawings against a letter of credit and maintain letter of credit details.

Payment Cancellation
Payments can be cancelled by batch or individual payment reference.

Supplier Journals
You can use intra-supplier journals to transfer transactions from one supplier account to another. If you are using multiple accounts payable control accounts, these transactions are only reflected in the general ledger if they represent activity in different control accounts.

Supplier journals allow transactions to be entered directly between a supplier account and a nominated general ledger account. PRONTO-Xi also supports contra journals between accounts payable and accounts receivable accounts where a supplier is also a customer.

Transaction History
At month-end, all invoices that have been paid in full are transferred to an archive file. Transactions in the archive are fully accessible from standard enquiries and reports.

Account Conversions
You can convert a supplier’s account code to a new code, which is useful if the account code is based on the supplier’s name and their name changes.

If a supplier’s business is taken over by another supplier, you can merge the two accounts.

Bank Statement Entries and Reconciliation
Manual and Automatic
PRONTO-Xi Accounts Payable allows you to print payment registers by bank, showing presented payments, unpresented payments or both. The register allows for maintenance requirements and will always display the current status of the payment.

Bank statement details including electronic transfers, deposits and various bank and government charges can be entered manually, directly from the bank statement.
Alternatively, you can download bank statements directly from the bank and edit them as required. A number of formats are catered for automatic statements.

**Reports**

PRONTO-Xi Business Intelligence with IBM Cognos provides an extensive range of reports, business dashboards and report authoring solutions to meet your organisation’s information needs. Some of the reports available in PRONTO-Xi Accounts Payable include:

- Accounts Payable – Aged Trial By Supplier By Reference
- Accounts Payable – Aged Trial Balance By Supplier
- Accounts Payable – Foreign Currency exposure
- Accounts Payable – Payment Commitment by Supplier
- Accounts Payable – Transactions by Supplier
- Accounts Payable – Informal Bank Slip

**Dashboards**

PRONTO-Xi Accounts Payable provides a Business Dashboard and Analytics Dashboard highlighting the relevant metrics and KPIs to help you manage, monitor and motivate your accounts payable function.
All asset transactions are fully managed, including acquisition, disposal, transfer, depreciation, revaluation and reporting. Asset register transactions are automatically posted to the general ledger. The fixed asset register covers both book and tax transactions.

Fixed Assets functionalities include:
- Fully interfaced with the PRONTO-Xi General Ledger;
- Multiple methods of asset acquisition;
- Asset identification and maintenance;
- Process to manage improvements and revaluations;
- Flexibility to transfer or split an asset;
- Specify depreciation method;
- Handles tax aspects of disposals;
- Wide variety of reports available.

PRONTO-Xi Fixed Assets is a dynamic, robust tool for managing assets from acquisition through to disposal.
Acquisitions
There are four methods of processing an asset acquisition:

1. **Manually** – you can create the asset profile from within the asset register. This posts amounts to a clearing account in the general ledger;

2. **From inventory** – you can create an asset from an inventory item, thus automatically transferring the item from the inventory ledger;

3. **From a purchase order** – you have the option of creating the asset profile while raising the purchase order or posting directly to a specific general ledger account. This provides a streamlined approach to ensuring that your asset register is updated for new acquisitions;

4. **From a supplier’s invoice** – you can create an asset profile while processing a supplier’s invoice without the need to raise a purchase order.

Asset Maintenance
PRONTO-Xi Fixed Assets carries a unique asset number or label for each asset. You can manually assign numbers to each asset or let PRONTO-Xi generate a sequential asset number. You may enter an additional identification or serial number against an asset, for example, the manufacturer’s serial number, or a motor vehicle registration number.

Related assets may be linked in a parent-child relationship. A parent asset can have multiple child assets, but a child asset can only have one parent. For example, a computer keyboard and a screen are attached to a specific computer.

Depreciation
With PRONTO-Xi Fixed Assets you have a flexible way of managing depreciation through:

- Both book and tax depreciation postings;
- Different tax and book rates per asset;
- Straight-line, diminishing value, units of usage, variable and MACRS depreciation methods;
- A depreciation schedule that can be reviewed prior to updating the general ledger;
- Depreciation processing which can be used to forecast future amounts without posting.
Asset Maintenance allows you to view additional details (attachments, service maintenance or schedules) and record:

- Disposals;
- Revaluations;
- Returns to inventory;
- Splits.

The register allows you to decide how to structure your assets for reporting purposes and easier management.

**Fixed Assets Interface with General Ledger**

PRONTO-Xi Fixed Assets posts the various asset transactions directly to specific general ledger accounts. Based on the location and group codes, transactions such as depreciation expense, depreciation provision, acquisitions, disposals, revaluations and profit or losses upon disposal are posted to specific accounts in the general ledger.

**Code Tables**

PRONTO-Xi enables the assignment of up to four different codes to an asset. These codes are used to assist in collating assets for administration and reporting purposes. The codes are ‘Location’, ‘Group’, ‘Sub-Group’ and ‘Branch’. Group and Location codes are also used to determine the general ledger postings and primary reporting.

**Improvements/Revaluations**

You can use PRONTO-Xi to make improvements to an asset. The improvement is an integral part of the asset. It is added to the book capital cost and included in the depreciable cost of the asset.

PRONTO-Xi also allows asset revaluations. The amount of the revaluation is offset to a general ledger account specified in the interface record.

**Transfer/Splitting an Asset**

Assets can be transferred between locations and groups. In multi-company systems, the assets can be transferred from one company to another. PRONTO-Xi disposes of the asset in the source company and acquires it in the target company. The appropriate transactions are posted to clearing accounts in each company.

Assets can be split, passing part of the value to a new asset. The value of the new asset can be calculated automatically based on the quantity recorded against the new asset, or it may be manually entered.
Depreciation

For both book and taxation depreciation, you can specify the depreciation method: straight line or diminishing value. Where necessary, book and tax depreciation rates may be different for each asset. For book depreciation, the units of usage method is also available.

The Modified Accelerated Cost Recovery System (MACRS) method is available for United States accounting requirements.

Where diminishing value depreciation is used, the amount of depreciation for each period can be weighted by applying spread factors.

A detailed depreciation schedule can be run prior to posting depreciation, thus allowing the depreciation posting to be reviewed prior to updating the general ledger. Posting of depreciation will result in both the asset register and general ledger being updated simultaneously.

You can make depreciation adjustments to both book and tax depreciation.

Disposals

When disposing of an asset, PRONTO-Xi can calculate book depreciation up to the disposal date. Optionally, depreciation can be controlled to calculate a full-year depreciation in the year of disposal.

PRONTO-Xi will display both the tax and book values of any profit/loss on the disposal, and show the written-down value of the item. Once the disposal has been posted, no further transactions may be processed against this asset.

PRONTO-Xi allows balancing charges to be processed so as to allow a tax profit on disposal of an asset to be apportioned against the cost of a replacement asset.
Reports
PRONTO-Xi Business Intelligence with IBM Cognos provides an extensive range of reports and report authoring solutions to meet your organisation’s information needs. Some of the reports available in PRONTO-Xi Fixed Assets include:

- Additions Report;
- Capital Gains Report;
- Depreciation Schedule;
- Disposals Report;
- Reconciliation Report;

More Features
- Asset history recording;
- Recording of finance, land/property and motor vehicle details;
- Maintenance of service history;
- Expense recording;
- Revenue recording for rental assets;
- Asset budgets.

Using PRONTO-Xi Fixed Assets, you get a flexible way of managing depreciation through:

- Both book and tax depreciation postings;
- Different tax and book rates per asset;
- Straight-line, diminishing value, units of usage, variable and MACRS depreciation methods;
- A depreciation schedule that can be reviewed prior to updating the general ledger;
- Depreciation processing which can be used to forecast future amounts without posting.

Asset history recording:
- Recording of finance, land/property and motor vehicle details;
- Maintenance of service history;
- Expense recording;
- Revenue recording for rental assets;
- Asset budgets.
PRONTO-Xi Payroll is a comprehensive package for Australian organisations. It enables effective management of the often complex demands of employee entitlements, payments and accruals.

The application allows you to set a full-time, casual or part-time employee’s pay rate by specifying an hourly rate, or an annual salary. Hourly rates can be tied to an award or group contract, allowing easy maintenance of pay rates for employees covered under the same terms.

PRONTO-Xi Payroll allows you to create numerous allowances and deductions as well as leave types, lump sum payments and salary sacrifice deductions. Overtime payments and shift penalties are easily handled by multiplying a scale factor by the normal pay rate.

The hours worked by an employee can be defined as a permanent transaction, entered on an ad hoc basis each pay run, or recorded using timesheets. Employees with payment frequencies from weekly to monthly can be paid in a single pay run.

PRONTO-Xi Payroll calculates and deducts the correct amount of income tax from each employee’s pay according to a tax rate table. These tables can be updated whenever necessary to comply with current taxation legislation. Provision is also made for before-tax and after-tax additions and deductions, as well as tax adjustments.

Sick leave, annual leave, long service leave and rostered days off are automatically accrued by PRONTO-Xi Payroll. The rates and terms of leave accrual can correspond to awards, or may be set up to represent individual requirements.

Payroll gives you a high degree of flexibility in defining leave conditions. You can differentiate between accrued and entitled leave, and set different accrual rates before and after a prescribed qualifying period. Transactions can be posted in any pay run representing leave taken, leave loading or payments in lieu of leave.

Transactions to PRONTO-Xi General Ledger are automatically posted to accounts of your choosing for each type of payroll transaction. This allows you to maintain separate general ledger accounts for salary and wages, leave payments, and provisions for leave and superannuation. In addition, payments can be posted to different general ledger accounts according to the employee’s cost centre. PRONTO-Xi also facilitates EFT payment to employees.

PRONTO-Xi Payroll functionalities include:
- Multiple payroll or single payroll options;
- Pay rate by award, contract, hourly rate, or salary;
- Permanent and one-off pay transactions;
- Before and after tax additions and deductions;
- Employee payment by bank transfer, cash and cheque;
- Flexible leave accrual method and frequency;
- Provision for loans/advances;
- Automatic provision for on-costs;
- Multiple superannuation contributions (by percentage of salary or amount);
- Multiple company contributions;
- Fringe benefits tax (FBT).
Employee Details

Full remuneration details are entered, including information about tax rebates and allowances, tax declarations, Medicare exemptions and any HELP debt.

The banking details feature allows you to enter payments to multiple banks as well as paying either a percentage or fixed value in cash.

You can set up details of superannuation payments by both the employer and employee, and for multiple superannuation funds, as either a percentage or fixed value.

You can maintain leave details, and have access to quick information about the amount of leave entitlements outstanding for any employee. You can also enquire on year-to-date (YTD) transactions for each employee, with a drill-down option for full details of each pay run.

You can register permanent transactions to be made for an employee such as normal hour’s deductions, allowances, garnishee debts, child support, superannuation contributions, and advance loans, as well as set the tax deduction to a certain percentage if the employee has an income tax variation.

Pay Run Workflow

The steps required to prepare and perform a pay run are simple and logical.

Start Pay Run
This operation clears any existing pay transactions from the pay run, and allows you to set the pay run date.

Select Employees for this Run
Use this operation to select the employees to be included in the pay run. PRONTO-Xi Payroll includes permanent pay transactions for these employees. Employees who have a next pay date greater than the one being processed will not be included; neither will employees who have had their pay stopped for a period which includes the current pay period (eg employees who are on leave without pay or employees who are currently suspended).

Timesheet Entry
Timesheet Entry allows you to modify or delete any of the timesheets selected from the permanent transaction as well as add new timesheets.

PRONTO-Xi Payroll can generate the pay transaction for the employee for the period by using:
• The hours for each day keyed into the timesheet;
• A table of pay scales for different types of day (normal, weekend, overtime, public holiday);
• A calendar of public holidays.

Variations to the timesheet entry screen cater for the needs of recruitment agencies and users of PRONTO-Xi Project Costing Management.
Calculate Earnings for This Pay Run
Based on the permanent transactions and timesheet entries, PRONTO-Xi will calculate the PAYG tax to be deducted as well as adding any allowances and subtracting any deductions to arrive at the net value to be paid to each employee within the pay run.

Four reports will be produced from this function. The first is an error and warning report. It will show details of any errors it has encountered. The pay run cannot continue until errors have been corrected. It will also show warnings of discrepancies, such as persons who have taken more leave than their entitlement allows. Warnings do not prohibit the pay run from proceeding.

The second report shows the full details of the amounts being paid to each employee in this pay run, along with tax and other deductions. This report should be examined closely because it gives the opportunity to adjust or amend any particular pay.

The third report is a summary for each employee displaying their leave accruals as well as their gross and net tax and all their allowances and deductions.

The fourth report is a comparison report, which will list the employee's previous pay, compare it to the current pay and give a percentage variance. This report is a good check for picking up any keying errors.

Print Pay Slips and Other Advices
When this function is performed, you are able to extract the file that will be presented to the bank for electronic transfers of funds from the company bank account to individual employees’ accounts.

This function also creates the pay slip that will be given to the employee as advice of the amount being paid. This shows the employee the details of amounts paid and deducted. Flexibility is also provided to optionally include the amount of leave accrued, used and outstanding for annual leave, sick leave, rostered days off (RDO), and other forms of leave recognised by your organisation.

The General Ledger Postings Report is also created at this point, displaying full general ledger details to be posted.

Update Employees
The final step in the pay run is to update the files in PRONTO-Xi Payroll and General Ledger with the information from this pay run. In particular, PRONTO-Xi will:

- Update the employee's earnings history;
- Write the pay transactions to the employee;
- Update the employee's entitlements for any leave accrued, entitled and/or taken;
- Update the YTD history by pay code;
- Update the general ledger accounts that are to be updated by Payroll processing.

There is also provision to restore the previous pay run, should the need arise.
Fringe Benefits Tax (FBT)
Payroll allows for entry of the employee’s ‘grossed-up’ annual fringe benefit amount. This amount should be entered prior to processing the payment summary, where it is a requirement to include the FBT.

Payment Summary
A payment summary can be printed:
- For a single or a range of employees or by ABN;
- For a range of locations and/or current employees only, terminated employees only, or all employees;
- On A4 or pre-printed stationery.

A payment summary can also be reprinted if required.

Information required by the Australian Taxation Office is available on magnetic media or electronic transfer file. These payment summaries are also printed.

End of Year
PRONTO-Xi Payroll prepares the start of a new financial year by:
- Clearing all earnings history records;
- Clearing all previous year’s totals from the employee and pay code records;
- Setting payment summary flags back to ‘not printed’;
- Setting the new current payroll financial year.

This process is done after the payment summaries have been run, and before the first pay is run in the new financial year.
Human Resource Management (HRM)

HRM allows you to control the detailed information you need to meet the personnel management requirements of a large organisation. HRM is fully integrated with PRONTO-Xi Payroll and includes the following features:

- A user-definable organisation structure;
- Recording of internal and external training;
- Position vacancy tracking;
- Employee position and salary summary;
- Easy-to-maintain leave administration;
- Human resource planning;
- Ability to review all applicant details for each vacancy;
- Statistical analysis of all employment categories.

Reports

PRONTO-Xi Business Intelligence with IBM Cognos provides an extensive range of reports and report authoring solutions to meet your organisation's payroll information needs. Some of the reports available in PRONTO-Xi Payroll include:

- Earnings by Pay Code;
- Leave Liability;
- Payroll Tax;
- Superannuation Remittance Advice;
- Superannuation History.
Point-of-Sale ensures that you have full visibility across all your stores and head office, giving you complete control over all aspects of your business. It is the best fit for your retail operation regardless of size.

You benefit from a powerful, secure and flexible system that is easy to operate. Your staff can concentrate on customers’ needs rather than the mechanics of transaction processing. Additionally, you reap the benefits of an integrated solution: elimination of double handling, enhanced visibility and increased data integrity.

You can centrally manage pricing and promotions as well as update pricing across all stores instantly. In addition, a new margin tracking function allows managers to measure the impact of all changes in price of a product over its entire lifecycle.

PRONTO-Xi Point-of-Sale ensures that you have full visibility across all your stores and head office, giving you complete control over all aspects of your business. It is the best fit for your retail operation regardless of size.

You benefit from a powerful, secure and flexible system that is easy to operate. Your staff can concentrate on customers’ needs rather than the mechanics of transaction processing. Additionally, you reap the benefits of an integrated solution: elimination of double handling, enhanced visibility and increased data integrity.

You can centrally manage pricing and promotions as well as update pricing across all stores instantly. In addition, a new margin tracking function allows managers to measure the impact of all changes in price of a product over its entire lifecycle.

Point-of-Sale enables you to focus on customer service and profitability. It will help you reduce transaction time and keep customers informed, which will in turn promote repeat business.

Point-of-Sale provides the knowledge you need to refine your retail strategies to increase sales, reduce costs and achieve a swift, measurable ROI.

Point-of-Sale includes sales, enquiry, management and warehouse functions.
PRONTO-Xi Point-of-Sale functionalities include:

- Easy, fast and secure POS entry, with the added ability to cater for complex transactions and drill down into other PRONTO-Xi information;
- A multi-tiered Decision Support System offering up-to-the-minute business knowledge and sales information;
- Easy end-of-shift processing with blind reconciliation for increased security. PRONTO-Xi can be configured for ‘cash office’ style management with multiple shifts throughout the day;
- Full backorder, work-order, quotation, refunds and lay-by processing. Sales can be converted on the fly from quotations to sales, sales to quotations and sales to lay-bys;
- Multi-currency POS functionality providing retailers with the capability to conduct sales in foreign currencies, manage the rates as required and complete the bank reconciliation of foreign currencies with general ledger splits by tender type and location;
- Fully integrated EFTPOS (on supported platforms);
- Multiple tender receipting methods (cash, credit cards, EFT and gift vouchers, etc);
- Fast customer account payment at POS;
- Secure petty cash processing and cash drawer clearances;
- Sales representative commissions that can be calculated at line-item level for staff motivation programs;
- Specific despatch methods allowing for individual lines to be flagged for ‘taken’, pickup or delivery. PRONTO-Xi Point-of-Sale can also automatically split the order, allowing for separate picking slips and delivery dates;
- Ability to link into tailored programs to capture customer information, develop special pricing, suggest up-sell products, manage club customers, etc;
- Ability to link to PRONTO-Xi’s advanced pricing and discount matrix;
- A fully customisable POS interface to speed processing, reduce errors and streamline staff training;
- Real-time gift voucher tracking and credit control eliminates opportunity for gift voucher fraud;
- Full refund validation at docket or line level across all branches.
Real-Time Connectivity
PRONTO-Xi Point-of-Sale is integrated in real-time with all of your back-office functions, including financials and distribution. Transactions captured at POS are updated in your general ledger, ensuring that your financials are always accurate.

Cash Drawer Control
PRONTO-Xi Point-of-Sale controls both the physical and financial handling of transactions made to a cash drawer. It is compatible with a wide variety of POS hardware. You can choose to operate one drawer per terminal or allow multiple terminals to control a single cash drawer. Additionally, you have the option to operate POS without a cash drawer.

Transactions posted to a cash drawer during a shift are identified by a unique batch number. Point-of-Sale automatically accrues the drawer total for each tender type (cash, cheque, credit card, etc) as receipts are processed through the drawer. This allows the operator to reconcile the contents of the drawer against the recorded totals at any convenient time.

At the end of the shift, the operator can close the cash drawer and bank the takings for the shift. Full cash drawer reconciliation allows you to track any settlement differences and post the necessary transactions to the general ledger. PRONTO-Xi General Ledger postings can be uniquely identified and dispersed by store identification and cash drawer number for easier accounting and further reconciliation.

The PRONTO-Xi Cash Drawer Control function complies with Australian and international rounding regulations, and offers additional flexibility for you to use your own business policy for rounding cash sale transactions.

Each cash drawer configuration is user-definable. A variety of sales functions, including lay-by processing, backorder processing, price discounting and others, can be made accessible or excluded from selection. Depending on your business processes, you can set some functions with specific security access, requiring supervisor validation. Each cash drawer can even have its own screen type and layout attached, allowing total control (eg service desk layout, cash only).
Point-of-Sale Entry

Completing a sale is simple and quick, reducing the stress on your staff during peak sales periods and thus ensuring customers receive efficient and friendly service. At the back end PRONTO-Xi Point-of-Sale creates a sales order to represent the sale. When a sale is completed at POS, the available inventory is automatically adjusted. Once the sales order is updated, the financial postings and necessary inventory movements are recorded. Depending on your needs, sales processed at POS can be made to user-defined cash sales accounts and trade accounts.

POS Skin Trade Environment

Flexible POS Skin Options
Multiple Sales Functions

Quotations
PRONTO-Xi Point-of-Sale allows your staff to provide customers with sales quotations and track the quotation process through to a completed sale. In addition, lost quotations can be tracked for further analysis.

Charge Customers
Point-of-Sale allows retailers to sell to an account customer at POS with full credit control and special pricing rules in place. New customer accounts can be created at POS, allowing retailers to track important customer purchases and information.

Account sales are fully integrated with PRONTO-Xi Accounts Receivable. Customers can be applied to a sale at any point, with an option to reprice the sale order on the fly, allowing you to provide superior customer service. Customer details and sales history can be accessed at the touch of a button.

Lay-By Entry
Point-of-Sale allows you to manage your lay-bys at POS as well as in the back office. Lay-by terms and conditions are easily defined, making lay-by entries effortless.

Lay-bys can be recalled from any POS workstation. Operators can access detailed information of each lay-by, including payment histories and amounts outstanding. You can enquire on a lay-by’s status and search lay-bys by customer. Point-of-Sale can even handle the partial pickup of lay-bys, facilitating better customer service. Physical lay-by storage locations can also be tracked to help staff find customer lay-bys easily.

Goods Refund
Refunds can be managed according to your own specific business policies. Point-of-Sale can handle returned items and issue credit notes, tender refunds, vouchers or credits to a customer account as specified. Refunds can be validated right down to the line level, ensuring the refunded amount is legitimate and accurate. An optional barcode can be printed on the docket to assist the operator when processing returns. The real-time capabilities of PRONTO-Xi negate a major cause of refund fraud, protecting legitimate customers and your business.

Warehouse (Back-Office) Functions
Where inventory is unavailable in-store, the operator can determine availability in real-time by checking inventory levels in all other stores and warehouses. This enhanced visibility empowers (authorised) staff to organise inventory transfers while securing the sale with the customer present. In addition, an SMS alert can be sent to the customer once the product is ready to be picked up. Alternatively, a sale can be partly processed, suspended pending arrival of inventory, and then resumed for completion when the inventory is available in-store.

Additionally, operators can enquire on outstanding purchase orders and check the supplier’s scheduled delivery time, allowing your staff to set appropriate customer (available to promise) expectations.

User-Definable Tender Types
With PRONTO-Xi Point-of-Sale you can define the tender types you will accept at POS, including business-specific tender types. For example, store gift vouchers, store ‘dollars’, store cards and other tender types can be created.

For each of the defined tender types, Point-of-Sale can be set up to control whether a cash drawer opening is triggered. Staff can also be prompted to request additional information based on your business rules for the tender type.
Decision Support System

The PRONTO-Xi Point-of-Sale Decision Support System gives you an immediate and accurate view of sales, by hour, day, week, month, quarter or year. In addition, you have the ability to filter, drill down into and graph data. You can even highlight key indicators including gross margin dollars, gross margin percentage, average sales value and average item value.

For those using the PRONTO-Xi Supplier Rebates Module, notional costing results can be viewed via the Decision Support System. This enables you to view the data by the floor cost, net cost or net net cost.

The Decision Support System delivers current, up-to-the-moment information, providing you with performance data at every level – from store through to lane or a specific sales representative. The Decision Support System can be ‘filtered’ by store or operator, allowing key transactional data to be selectively exposed to store staff without compromising security.
Management Functions

Management functions allow your team to better monitor and manage store activities. PRONTO-Xi Point-of-Sale offers a range of management functions, from the simple opening of cash drawers to closing for the day’s trading.

• Cash drawer holdings can be viewed while the drawers are active. Your management team can examine cash balances and determine when these need to be cleared for security purposes. In addition, Point-of-Sale has the ability to email a designated member of the management team when a cash drawer balance exceeds a defined cash limit.

• Petty cash is easily transacted at POS and makes for efficient reconciliation and allocation at the back office.

• Adjustments to the cash drawer contents can be controlled by management and, when it is deemed appropriate, cash can be removed from the drawer for secure holding or banking.

• The ability to list cash drawer transactions provides useful details to assist with the balancing of the drawer.

• The end-of-shift process may be the end of the trading day, or any other designated time. Management can choose to close some or all cash drawers for added convenience. This allows you to allocate a resource to complete the drawer reconciliation at the end of shift or end of day. Management also has the option to enforce multiple levels of blind reconciliation for a more secure process that offers clear separation of tasks. Point-of-Sale can make corrections to POS tendering errors as part of the reconciliation process, avoiding unnecessary back-office reconciliation.

• Advanced Tender Tracking gives managers the ability to control and monitor value sensitive tenders, such as gift vouchers, across the organisation. For example, a lost gift voucher can be deactivated and instantly rendered unusable in all branches. If found, the voucher can be reactivated. All changes are closely audited, providing total control.

• Rep code password expiry dates can be set to ensure that codes are periodically updated and do not stay active once expired. This prevents staff from using the passwords of former employees to conduct fraudulent transactions.

• The sales order reprint function can be controlled with the option to limit the ability of staff to reprint dockets without supervisor authority. Thus reprinted receipts cannot be used for fraudulent refunds and exchanges.

• Screen layouts and features can be added, removed or changed and applied centrally for each individual cash drawer.
**PRONTO-Xi Easy POS**

The enhanced graphic capabilities of PRONTO-Xi have allowed for the creation of a configurable POS screen which provides significant workflow capabilities, improved brand presence and reduced staff training time.

The Easy POS Editor allows full configuration of each screen. Screens are cash-drawer-specific, enabling a different screen (or screen type) to be assigned to each cash drawer. This may be useful if running in a multi-brand environment, or a ‘split service’ environment (e.g., trade counter and customer counter, regular and express lane).

The configuration screen allows easy theme editing. Each field is help-driven to facilitate easy and fast data entry.
The Menu Editor allows workflow to be configured by creating a ‘tree’ structure. The ‘Tree View’ feature allows an instant preview of the menu’s structure. The Tree View shows the starting point, the action and the ending point.

**POS Tree View and POS Preview Mode**

Menus can also be tested in preview mode. There is a range of template themes preconfigured with a supporting image library so cash drawers can be up and running straight away.

Function keys can be assigned to POS buttons to suit the environment, which is particularly useful for high-use functions or if a touch screen is not available.

**Assigning POS Buttons**
**POS Discount Coupons**

Promotional ‘Discount Coupons’ can be created to allow special combinations such as ‘buy one, get one free’, ‘buy from range X and choose a gift from range Y’, among others. Coupons can be physical or virtual and applied to the sale manually (by scanning) or automatically. Rules determine the validity of coupons for certain stores, products and times.

**Price Checker (Kiosk)**

PRONTO-Xi contains a special price check application for use with Easy POS screen themes. The Price Checker is very simple to use. Once executed, the application displays the nominated theme purely for the purpose of displaying product and pricing information. It does not create a sales order, nor does it generate any transactions. There is no limit to the number of scans which may be performed, and the application is password protected.

The Price Checker allows retailers to offer a valuable customer service at little cost. The Price Checker is included as standard with PRONTO-Xi Point-of-Sale.
Total Control

PRONTO-Xi Point-of-Sale contains powerful features for both enhancing customer service and mitigating shrinkage and fraud risk. The Retail Event Transaction Log allows retailers to take control of over 65 POS-specific events, from the cash drawer opening, to cash clearance, to issuing a large amount of change. Each event can request reason codes from the operator, launch a custom program or even engage PRONTO-Xi’s Alert Intelligence notification system. For example, the moment a staff member fraudulently tries to guess a supervisor’s password, the supervisor can be notified via SMS. Real-time visibility of cash drawer transactions and balances allows proactive responses to busy periods, reducing errors and speeding customer service.

Retail Event Transaction Maintenance
The outcome of these processes is the optimisation of revenue, profitability and customer satisfaction through improved management of operations and communication with customers.

PRONTO-Xi CRM helps organisations to successfully adopt a customer-focused approach within their business. It allows for the analysis of customer and prospect needs, identification of the customers that require the most attention, and recognition of business processes that deliver superior customer service and promote repeat business.

PRONTO-Xi CRM functionalities include:

- **CRM Console** – Provides a single point of reference for CRM functions, useful for sales representatives managing a pipeline;
- **Address Book and Contact Manager** – Store and manage an unlimited number of customers, prospects and companies;
- **Lead Management** – Create, track and qualify leads with the ability to selectively convert a lead to an opportunity. Upon conversion, all transaction history remains intact;
- **Opportunity Management** – Assists in managing your sales pipeline and helps sales teams manage opportunities and identify their progress to plan the best strategy for closing deals. Each opportunity can be weighted in accordance with the likelihood of success;
- **Sales Management** – Have detailed sales information about your customers and prospects at your fingertips;
- **Data Mining** – Segment, extract and manage portions of your database with this interactive tool;
- **Time Management** – Keep detailed records on customer interactions, create follow-up activities for your prospects, manage your day-to-day sales activities and synchronise your activities with Microsoft Office Outlook;
- **Marketing Campaign Management** – Keep track of your marketing efforts with this function. All marketing activity is updated dynamically with key information available at a glance.

Implementation of a Customer Relationship Management (CRM) approach within a business necessitates the adoption of disciplined data capture processes within its sales, marketing and service functions.
CRM Console

The PRONTO-Xi CRM Console combines all key CRM information into one central point. Designed for sales representatives, the CRM Console offers Account, Contact, Lead and Opportunity views, as well as a snapshot screen with a single view of key activities and the sales pipeline.

The console has user-definable views and key search capabilities allowing you to quickly and easily locate the information you require in a succinctly presented, graphically rich format.
Address Book and Contact Manager

PRONTO-Xi CRM centralises the operational functionality of day-to-day customer management. From the module’s intuitive screen, users can access all customer-related functionality of PRONTO-Xi. The screen displays vital information about the customer, including statistical information such as the date of the last sale, last mail-out and next action date. Within this screen, users can manage information about the following:

1. Organisations – Store an unlimited number of customers, prospects and companies. Where the company is a current customer, the usual PRONTO-Xi sales enquiries are available directly from the main screen. This gives the sales representatives or customer service personnel all the historical and status information they need directly, without the need to access PRONTO-Xi Accounts Receivable. This ensures there’s always one version of the truth across the enterprise.

2. Contacts – Store an unlimited number of individuals or contacts for each unique company. The contact screen allows you to store details such as email address, mobile phone number, home phone number and position description for each person.

3. Security – A number of security masks are built into the main screen to restrict customer modification to authorised users.

4. Parent/Child – You can link multiple related companies together to give you a view of holding companies or departments with multiple subsidiaries.

CRM Address Book
**Attributes**

Attributes are the customer and prospect characteristics that your organisation wishes to store and track. For example, an attribute could be the number of staff, sales turnover, competitors’ details, customer interests, item groups, competitive advantages or simply a Christmas card mail indicator. Furthermore, attribute groups can be created for hierarchical management.

Any number of attributes can be assigned to each company. It provides the basis for segmenting your database and providing useful information through data mining.

Contact-specific attributes can be applied independent of company-level attributes. Attributes can be optional or mandatory, making sure the information you wish to capture is automatically prompted for when a new account is created.

*Account creation with attributes*
Sales Management

Leads
PRONTO-Xi CRM’s lead management enables salespeople to optimise the selling cycle to create qualified opportunities and nurture relationships with prospective customers. The PRONTO-Xi sales cycle can be represented in the following way.

When adding a lead, multiple contacts from a company can be selectively associated with a lead, or new contacts can be added. When entering a new lead, CRM checks to see if the contact already exists in the database. It removes duplicate entries if requested by the user or keeps them as separate entries. This provides flexibility to the user in managing the CRM database.

Leads can be selectively converted to opportunities, with all transactional history maintained.

Opportunities
CRM’s opportunity management function helps your sales teams track the position and quality of each opportunity, giving you a clear view of their pipeline. It maximises your sales potential through clear views and quick access to information.

Strength through ERP integration

Using PRONTO-Xi CRM in conjunction with the greater ERP solution provides increased functionality and ensures there’s always one source of the truth.

PRONTO-Xi CRM further empowers staff when interacting with customers to:
- View up to the minute transactions and account notes.
- View current sales orders including processing status, e.g. picking slip printed, order invoiced, etc.
- View and quote customer special pricing, quantity discounts or any other unique attributes.
- View current inventory details and purchase order details including expected arrival dates.
- Create a customer (COD) in CRM that writes a record in PRONTO-Xi Accounts Receivable.
- View the credit status or any special conditions maintained within Accounts Receivable.
- Link directly to the service calls within PRONTO-Xi.

CRM opportunities provides for easy selection of specific contacts from CRM accounts, with all transactional information and activity entries searchable from a single interface. The ability to create ‘opportunity quotations’ offers you the unique facility to quarantine quotations inside an opportunity and selectively convert them to ‘live’ quotations or sales orders. For high-volume quoting environments, this feature offers greater control over the sales process. Expected revenue can be managed by applying probability factors.
Quotations and Sales Orders
When a customer requests pricing information, these quotations may be entered against a company, and when the quotation is accepted, it can be converted to a sales order. CRM quotations use exactly the same function as in other parts of PRONTO-Xi and can be linked to sales campaigns.

If a prospect accepts a quotation, a basic (COD only) customer account is automatically created in PRONTO-Xi Accounts Receivable (security restrictions may apply).

CRM allows the copying of quotation details entered for one company to another company. This copy function will also update the company transaction logs with the quotation number. Unaccepted (lost) quotations are also recorded for further analysis.

Customer and Sales Views
CRM records all information about past, present and prospective customers, giving your sales representatives full access to sales and transactional history.

Transaction Manager
This function allows you to review and maintain daily transactions for any selected company record. Each transaction is recorded by both the representative code and the login name to enable an audit trail to be followed. The data grid displays the transaction date and time, campaign, transaction type, response type, action category, target date and actual date, allowing the user to view exactly what happened at a given point in time.
Send Info/Mail Merge
The Send Info option is used to create letters and/or print labels by utilising the mail merge facilities in word processing packages, for example, Microsoft Office Word.

Templates can be created to enable direct merging from CRM. You can also merge sales orders and quotation data into these templates. Emails can be sent to multiple accounts and contacts with attachments. When the Send Info function is used, transaction entries are written against the relevant CRM accounts.

Notes and Attachments

Notes
The Notes function allows the user to record notes by type against CRM accounts. Notes are searchable and can be filtered by type.

Attachments
You can use this option to attach any kind of file to individual contacts or companies. It gives you access to images and documents that are related to the selected customer or prospect. These documents are accessible directly from within CRM. The Attachments function uses the standard Microsoft Windows folder environment to allow the user to copy and paste documents directly into the folder. Once a document is added, the paperclip icon indicates the availability of external attachments. Additionally, PRONTO-Xi QuickLinks provide even further document linking capability.

Integrated Search
This keyword search facility is one of the strengths of PRONTO-Xi CRM, allowing critical information to be obtained quickly in just a few keystrokes. It is designed for the sales representative or telephone operator who needs quick access to an account’s details.

If a single direct match is not found, CRM lists all accounts that match the input criteria. You can then select the appropriate account from the suggested list. Importantly, the keyword facility is inherently part of the CRM system and does not need to be managed by the user.

The CRM Console provides an advanced search capability, including user-defined time-outs and result quantities, helpful where large volumes of data are involved.
**Activities**

PRONTO-Xi CRM provides a simple way to organise all your activities. You can use the activity scheduler to book appointments, callouts, meetings, etc.

You can design the activity scheduler to suit your business needs. You can change the default representative code, date and time. CRM's integration with Microsoft Office Outlook gives you the option to export your activities to your Outlook calendar or the calendar of the nominated sales representative.

The activity scheduler enables users to manage tasks in an easy and structured way and assists them to organise their daily tasks. Activities can be recurring or managed in bulk, providing an easy means, for example, of moving activities from one sales representative to another or assigning a group activity to all reps.
**Campaigns**

You can use PRONTO-Xi CRM’s campaign functionality to manage and track campaigns or events as well as track the performance of each representative.

You can create an unlimited number of campaigns and attach these campaign codes to sales transactions, quotations, correspondence and activities. CRM stores the campaign statistics, enabling the measurement of campaign success against the budgeted cost and expected revenue.
Integrated Data Mining

PRONTO-Xi CRM includes an integrated data mining tool. This functionality assists you in discovering meaningful correlations, patterns and trends in what may be large amounts of data. It allows you to filter information about your prospects and customers using various selection criteria to produce reports and mailing lists. You can also change customer attributes en masse for a range of companies.

CRM Data Mining

You can filter companies based on name, postcode, account code, representative code, next action date, last mail date and/or last sale date, or any other criteria. Attributes can form part of the selection criteria and can be combined into complex logical expressions. Attributes can also be manipulated in bulk using a single interface. You can save lists for future use, load lists in your data mining screen or merge lists. Much like a funnelling process each list can be refined using the Keep/Drop option to apply further selection criteria.

Various reports can be generated from such lists, including mailing labels and mail-merge lists.
Web Map Links

PRONTO-Xi provides the facility to link out to web-based map technology. By clicking the relevant map link on the PRONTO-Xi screen, a physical map (or driving directions) can be obtained quickly and easily (requires a live Internet connection). The following example uses Google Maps.

Address Details Screen with Map Link
Bringing together a user-friendly and secure shopping experience for the customer and a flexible online management portal for the merchant, PRONTO-Xi Avenue achieves simple, easy, integrated e-commerce with a professional edge. As the name suggests, PRONTO-Xi Avenue is the best way to take your company to the web.

Feature-packed PRONTO-Xi Avenue delivers ever expanding functionality widely employed by some of the most successful online stores of today. Customer, product category and pricing information from PRONTO-Xi are seamlessly integrated. Unlimited category structures can be created online with full detailed product information pages and cross-sell options. PRONTO-Xi Avenue delivers B2B and B2C functions in a seamless application.

Simple to implement and easy to use, PRONTO-Xi Avenue is the quickest way to start selling products online, with full PRONTO-Xi integration and a customisable storefront.
Highly Flexible Page Design Capabilities
Integration with PRONTO-Xi

Use the product information maintained in your Enterprise Resource Planning (ERP) system to create unlimited online categories. Sell to customers maintained in your PRONTO-Xi system. Take online orders, have them fulfilled from your warehouse maintained by your PRONTO-Xi system and allow online users to track their status. All this is done seamlessly in PRONTO-Xi Avenue without custom interfaces.

PRONTO-Xi Avenue functionalities include:

- Product information, categories and pricing;
- Stock availability from multiple warehouses;
- Account customer information and delivery details from PRONTO-Xi;
- Sales orders automatically created in PRONTO-Xi;
- Order tracking information available via Avenue for your customers;
- Invoice, statement and account balance available online.

Intuitive and Easy Online Shopping

Differentiate yourself from your competitors by giving your customers a simple but effective interface to research and buy your products online. PRONTO-Xi Avenue offers:

- Customisable menus;
- Self-service user management;
- Secure online transactions;
- A user-friendly shopping cart;
- Credit card payment gateway integration;
- A flexible online freight calculator.

Manage Your Own Content

An open-content framework allows you to use standard pages and layouts or change them to suit your requirements. Unlike specialised content management systems that offer only a few options for changing design elements, PRONTO-Xi Avenue’s flexible Model-View-Controller-based architecture allows you to control almost all design elements available on the website.

Give your customers a closer look at your products. In addition to standard descriptions from PRONTO-Xi, display more information, images or downloadable content and present them the way you want with a unique layout.

Simplify your customer’s shopping experience by introducing them to an intuitive search that looks at all products and pages available to the user. Couple the search with a flexible layout to have searches displayed the way you prefer. In addition you can:

- Create unlimited online categories with images and notes;
- Define any product against multiple online categories;
- Use standard layouts or create your own;
- Add your own unique pages such as news, blogs and FAQs;
- Use Google Analytics to track website and Adwords statistics;
- Maintain a store locator, with a link out to web-based map technology.
**Technology on Rails**

PRONTO-Xi Avenue uses the best in open-source and technology standards. It is built using the highly established and popular Ruby on Rails development platform, allowing easy deployment, scalability and architectural flexibility.

Templates designed within Avenue are W3C-validated for maximum browser compatibility and runs on standard web servers such as Apache.

Avenue comes preconfigured with e-commerce payment gateways for secure online transacting, including eWay, Securepay and Payment Express. There is also a built-in method for accepting PayPal payments.

Avenue utilises other industry standards such as CSS, Liquid Templates and Model-View-Controller architecture (separation of application and business logic). Avenue utilises an optimised message-based system for back-end communication and caches all data locally in its database to ensure 24/7 uptime.
Get Online Fast

PRONTO-Xi Avenue can be deployed easily and quickly depending on your business requirements. Pronto Software offers multiple packages which include full hosting, negating the need for additional hardware. These installations can be up and running in a matter of days. Avenue can also provide you with in-house web design expertise, working with you to create the optimum website.

Avenue is solid enough to tackle the heaviest traffic without jamming. Ease of use and efficient design allows customers to get what they want, when they want it – and enjoy the experience.
Repairs Management will track warranty status and serial numbers, making it simple to identify a valid warranty claim. Charges can be applied based on rules such as warranty status, fault type, and choice of repairer. Quote fees can be charged and can be refundable or fixed, providing flexibility.

Repairs Management allows repairs to be booked in one location and ‘paid for’ at a point-of-sale (POS) location, enhancing customer service.

Repairs Management manages quotes, labour, parts, transfers and payments of repairs, allowing the process to be easily mastered and efficiently completed.

PRONTO-Xi Repairs Management makes it possible for a business (such as a retailer) to manage customer repairs with ease using an easy to follow ‘lifecycle’.
**Easy Repair Lifecycle**

PRONTO-Xi Repairs Management allows your staff to focus on the customer without needing to understand complex processes or rules. With a clearly defined repairs lifecycle, repairs can be easily tracked through different stages, located and processed with maximum efficiency.

**Repair Process Flow**

**Repairs Statistics**

PRONTO-Xi Repairs Management places all the information required to manage the entire repairs process at your fingertips. The Repairs Statistics window shows at a glance the number of repairs at each stage of the process, including highlights of overdue and near due repairs. At each stage, action buttons allow staff to quickly action a repair and advance it to the next stage without needing to worry about the mechanics of the process, reducing customer response times.
Close Process Gaps
PRONTO-Xi Repairs Management ensures nothing goes missing or is forgotten. Each repair is driven by expected dates and flagged if overdue. Order stages are augmented by detailed notes, ensuring important details are recorded. Key documents (such as a purchase order for the nominated repairer) are automatically created, ensuring data integrity. Spare parts and accessories are also tracked through the process, along with costs such as labour, which can also be passed along to the customer at a nominated margin. Serial numbered item history is also easily accessed.

Customer Service
PRONTO-Xi Repairs Management is designed with customer service in mind. Easy access to information and detailed tracking enables staff to either react quickly to an enquiry or proactively avoid problems. An easy search facility using customer name/phone number, meaning there’s no problem if a customer forgets their paperwork. When repairs are entered and payments are required, the customer receives printed 'dockets' with all relevant repair details. Dockets can be easily customised with your own terms and conditions to ensure the customer is fully informed every step of the way.
Sales Orders handles the processing of sales orders, produces picking slips, and prints consignment notes, manifests, labels and necessary customer documentation (invoices, delivery dockets, etc).

Numerous user-definable options allow you to tailor the Sales Orders entry screen and processes to meet your requirements. In addition to normal sales orders, you can process credit notes, forward orders, quotations, consignment orders and intra-warehouse transfers, as well as manage your goods return process.

PRONTO-Xi Sales Orders functionalities include:

- User-definable order entry screen;
- Product configuration capability;
- Automatic inventory allocation;
- Internal transfer/work orders for unavailable inventory;
- Management of kits;
- Credit checking and display at order entry/edit;
- Multiple warehouse capabilities;
- Direct links between sales orders, purchase orders and work orders;
- Automatic freight calculations and carrier billing management;
- Full sales history retention;
- Item alternatives and multiple selling units of measure;
- Full back-order management.

PRONTO-Xi Sales Orders gives you control over the sales order management cycle.
Sales Order Integration

PRONTO-Xi Sales Orders is fully integrated with PRONTO-Xi Inventory, Accounts Receivable, General Ledger and Customer Relationship Management. When a sales order is updated, available inventory, customer data, sales history, inventory movements and relevant general ledger accounts are automatically updated. These processes are fully audited by PRONTO-Xi.

You can enter sales orders manually. In many instances they are automatically created by the different modules and business processes of PRONTO-Xi. For example, sales orders can be created by service contracts and cash billing, rental periodic billing, Internet orders and project costing progress invoicing.

Sales orders can also be imported via PRONTO-Xi EasyEDI through Electronic Data Interchange (EDI). Additionally, to further speed up the sales order process, you can use templates and copy an existing sales order.

Sales Order Entry and Maintenance

Sales order entry is a three-step process, involving keying data into the sales order header, lines and conclusion. You have the flexibility to configure these three steps to map your business processes and ensure fast order entry.

The order entry process
Sales Order Header

Once the customer is selected, the sales representative, price level, territory and available credit are automatically applied to the sales order. You can override these parameters if required. The integration with PRONTO-Xi Accounts Receivable ensures a very fast sales order entry process without data duplication and errors.

Sales Order Lines

Once the sales order header is completed, a salesperson can enter the items requested by the customer. Each time an item is selected, extensive inventory information is available to the salesperson, including customer price, discount, inventory availability, margin and more.
If an item is not available, alternative items can be displayed to satisfy the order and maintain customer satisfaction. When a sales order is entered, you can record additional costs associated with its fulfilment. You can choose to charge for freight, packaging and handling or any other costs that need to be recovered.

**Sales Order Conclusion**

Once all the items are entered in the sales order it can be completed for further processing.

Typically, if the ordered items are available, the picking slip for this sales order is ready to be printed in the allocated warehouse.

In the case of quotations, prices can be reviewed at any time. Once the quotation is approved by the customer, you can automatically change it into a sales order.

**Sales Order Types**

PRONTO-Xi Sales Orders handles an exhaustive range of order types, allowing for increased convenience and flexibility. The order type defines the underlying business process. For example, sales orders can be raised as:

- Quotations;
- Normal sales orders;
- Credit notes/return authorisation;
- Forward orders;
- Warehouse transfers;
- Consignment orders;
- Lay-by order;
- Warranty claims and more.

**Normal Sales Order**

A normal sales order workflow is described in the graphic below.
You can track the progress of a sales order by its status. For example, if its status is ‘Work Order Created’, then the ordered item has to be manufactured and it is in the manufacturing process.

If you have more than one warehouse and the goods ordered are not available in the warehouse that normally despatches to the customer; you can check if the goods are available from other warehouses. If inventory is available in another warehouse, PRONTO-Xi Sales Orders can automatically have the items despatched from the other warehouse, or transferred to the originating warehouse.

PRONTO-Xi can also create purchase orders directly linked to sales orders for ‘indent’ items (purchase on demand). You can raise work orders for manufactured items and drill-down from the sales order to track progress.

Credit Notes

PRONTO-Xi contains extensive credit note facilities. The credit note from the original invoice function allows a full or partial credit to be raised. It also streamlines the credit note entry process as it loads the original invoice lines, and prompts for the type of credit to be processed for the entire order or on a line-by-line basis.

A warning will be given where a credit note has been raised previously. Limits for the raising and approving of credit notes can be controlled by Credit Officers. Credit note reasons are user-defined. The type of credits catered for include:

- Credit and recharge of inventory;
- Net price/discount credit and recharge;
- Return to inventory;
- Inventory write-off;
- Credit of a charge;
- Inventory exchange;
- Issue new item free.
Transfers
When you need to move stock between warehouses PRONTO-Xi allows you to create a transfer order to properly control and document the sequence of events. The production of picking slips and transfer documents ensures control over the movement of goods.

Quotations
PRONTO-Xi allows you to produce quotations for your customers. One of the special features of this function is that you can easily manipulate the pricing based on cost, mark-up and other criteria. Inventory is not committed to the quotation until it is converted into an order.

Quotations allow for configurations to be created for customer-specific requirements. During negotiation, all adjustments or reconfigurations automatically recalculate the details in the quotation. You may also choose to have the quotation pass through a ‘Quotation Accepted’ phase before it can be converted to an order.

If the quotation is rejected, you can enter the reason for the lost sale. This information can later be reported on, and you are able to identify trends and causes for lost opportunities.

Internal Sales
You can accept orders from within your organisation. The department requiring the product will raise an internal requisition through PRONTO-Xi Purchase Orders. This will be treated as an internal sales order allowing for accurate tracking of inventory as well as possible freight charges.

Forward Orders
A forward order is an order in which goods will be supplied at a set date in the future. Inventory is not allocated to the forward order until closer to the supply date. Periodically, inventory is allocated to forward orders if there is sufficient warehouse inventory to cover them. This is handled through the forward order inventory allocation and release facilities.

You can compare forward orders against incoming purchase orders to assist catering for the requirements of the order. You can also schedule deliveries for a forward order. For example, you may need to supply a customer with a hundred units on the first of every month for the next 10 months.

Contract
A contract order is where the customer has a contract to purchase goods or services to a maximum value and quantity. PRONTO-Xi Sales Orders will ask for the contract number, and prompt for the contract start and end date.

Proforma
A proforma order is a standing customer order/shopping list that contains the items the customer would normally purchase. During order entry, the proforma can be directly accessed by the data entry operator and items selected from it. You save on the administrative effort associated with new customer sales order entry.
**Return Authorisation**

From time to time, goods that have been sold may need to be returned by the customer. PRONTO-Xi allows you to fully control and track these returns. You can perform the following functions:

- Create a product return request;
- Review and approve the request to return;
- Receive the goods back into the warehouse;
- Return the goods to your supplier for credit, replacement or repair;
- Return the goods to the warehouse for resale;
- Create a work order to have the goods repaired, reworked or disassembled;
- Raise a full or partial credit note for your customer based on the action taken.

With these capabilities you can keep a close track of goods that have been returned and also report on reasons for return to assist in forecasting future requirements, addressing areas of concern and recording performance of your suppliers.

**Schedule Order**

A sales order may be scheduled for delivery over time. For example, if the customer orders a quantity of 10 particular items, the order can be split so that one item is delivered every day (week, month, etc) until all 10 have been delivered. You can specify the dates on which the goods will be delivered and the number of items to be delivered each time.

**Credit Control**

If a customer is ‘on hold’ over their credit limit or terms, the data entry person will be warned of the customer’s status, but will be allowed to continue with the entry of the order. PRONTO-Xi Sales Orders will set the order status to either ‘on hold’ or ‘credit hold’ depending on the circumstances.

The Credit Officer can be automatically notified by email when orders are placed on hold, and may choose to release the order(s) for despatch. A Credit Officer for each designated territory can control the release of orders.

**Backorder/Inventory Allocation**

You can view sales orders to check for current inventory commitments at any time. When there is insufficient inventory to satisfy a customer’s order, there are a number of ways in which PRONTO-Xi Sales Orders can handle this situation. This depends on both the customer’s nominated backorder and part shipment policies. Some of the options available include:

- No backorders allowed, hence PRONTO-Xi does not create a backorder for any item not supplied on the original;
- Part shipments not allowed. Hold the order for despatch until all items are available;
- Backorders allowed. Supply the backorder when the next order is placed, thus merging the backordered items with the next order;
- Part shipments allowed. If six items are available and the customer has ordered 10, despatch the six and place the remaining four on backorder.
When part of an order is placed on backorder, PRONTO-Xi will add a suffix to the original order to identify the backorder for ease of tracking.

Inventory allocations can be performed manually or automatically based on parameters set. PRONTO-Xi can also automatically allocate items to backorders on receipt of goods from a purchase order or shipment.

**Carrier Management Facilities**
PRONTO-Xi Sales Orders offers a carrier sub-system to manage, control and report on all the information you require to effectively manage your relationship with your carrier.

Carrier details such as carrier code, account number and next consignment number can be recorded. The carrier sub-system allows for the automatic calculation of freight charges (by weight, volume, delivery zone, other) and includes consignor, consignee pays and on forwarder indicators.

Other features include reports for freight expenditure analysis and reconciliation, pallet control facility and delivery manifest.

**Sales Budgets and Forecasts**
You can set sales budgets in PRONTO-Xi Sales Orders, Accounts Receivable or Inventory. Sales budgets can be set up based on customer, item code, territory or item group.

You can set up budgets for each period, or apply a user-defined spread factor across the year. The spread factor can take into account seasonal fluctuations, geographic differences or any factors that influence sales at different times of the year.

**Sales Order Enquiry**
PRONTO-Xi Sales Orders comes with a range of sophisticated enquiry facilities so that an order can easily be found using a combination of criteria such as account code, product, customer reference, warehouse, user ID, invoice number, credit note number, status, order number, delivery and consignment note number.

**Sales Rebates**
Various forms of rebate are calculated by PRONTO-Xi Accounts Receivable and Accounts Payable. PRONTO-Xi allows rebates to be calculated in a number of different ways, depending on your specific requirements.

Sales rebates provide for numerous methods of calculating required rebates. Rebates may be based on percentages, flat values or quantities.
**Customer Rebates**
Rebates can be calculated for a number of combinations, including customer code, customer group, item code, item group and item group class.

As a sale is made to a customer, the invoice program determines if any rebate is due on the sale. When a customer rebate is applicable, the relevant sales history files are updated and provisional postings made to the general ledger.

In addition, a report is run prior to the preparation of statements to calculate the rebate amount the customer has achieved.

The rebate amount can be forwarded to the customer in one of the following ways:
- Deducted from the statement print;
- Generate a cheque for eligible sales;
- Generate a cheque for eligible sales invoices that have been paid;
- Produce a credit note;
- Manually.

**Manual Customer Rebates**
Rebates can be calculated by customer and item code, using a percentage rebate rate. The rebate is applied to the sales order line shipped amount (excluding tax).

**Royalty Rebates**
Royalty rebates can be calculated by item using either a value or a percentage. The cost of the sales order line is updated to include the rebate calculated. This rebate affects the sales history.

**Customer Rebates by Group**
This is a report-only feature. Rebates can be calculated by customer and item group. Up to four rebate percentage rates can be created for each customer and item group. The report can be generated for a specified period range and it calculates the rebate based on the sales value for the customer and item group.

**PRONTO-Xi Warranty**
PRONTO-Xi Warranty allows for a variety of warranty requirements. You can easily enter and track dealer warranty claims. Warranty has all the functionality to manage product returns. The functionality includes warranty cards entry and claim tracking.

Maintain notes, instructions and fault description for the warranty work:
- Print invoice and consignment notes for the current job;
- Convert quotation to order;
- View machine details for the current order;
- Raise, view or maintain purchase orders;
- Finish or cancel the current job.
Inventory is the platform for PRONTO-Xi Sales Orders and Purchase Orders, and is fully integrated with General Ledger. You have complete visibility and can track your inventory by warehouse for recording of quantity, movement and other relevant information. Most changes to inventory levels are the result of processing in other modules, such as Sales Orders, Purchase Orders and Manufacturing.

PRONTO-Xi Inventory functionalities include:
- Multiple warehouses, suppliers and prices per item;
- Multiple Units of Measure (UOM) and full First-In-First-Out (FIFO);
- Support for Global Trade Item Number (GTIN) barcodes;
- Standard, Average, FIFO, Actual and Replacement costing;
- Serial number and lot tracking;
- Item licences;
- Full stocktake/cycle counting;
- Interactive image display for products;
- Automated reordering and replenishment.

PRONTO-Xi Inventory Management

PRONTO-Xi Inventory is a highly flexible module capable of meeting the requirements of a broad range of industries.
Inventory Master

PRONTO-Xi Inventory records all the information and transaction history of an item. To create or maintain an item, you can use the main inventory maintenance screen or industry-specific screens. Chemical, paper, retail, wholesale distribution, timber and mining are some of the industries with specialised maintenance screens.

**Categories of inventory detail**

Inventory handles different types of items:

- **Stocked or standard** – This is a normal, saleable item. It is typically purchased, but can also be manufactured;
- **Manufactured** – These items are manufactured. They typically have components, a bill of material (BOM) and routings;
- **Raw Materials** – These items are not saleable and they do not have a BOM. They can be transferred using a transfer sales order;
- **Indent** – These items are not normally held in stock, but purchased subject to a sale;
- **Kit** – This is a combination of various types of items;
- **Labour** – These items can have a cost and a selling price but there is no necessity to control quantity on hand. For example, they can be used as components to cost labour in a BOM or in kits;
- **Specials** – These items can have a cost and a selling price but there is no necessity to control quantity on hand. They are generally used to control cost overhead recovery or consumables (expense items such as stationery, electricity and water).

Inventory Master records can also include additional information or notes such as hazardous or dangerous goods documentation.
Inventory Maintenance

The main inventory maintenance screen provides detailed information about an item. Its menu options give you access to additional screens for warehouses, suppliers, pricing, alternatives, notes, BOM and more.

Warehouses

In PRONTO-Xi Inventory, you can maintain pick and bulk locations against each warehouse. Additional tracking of inventory is available in PRONTO-Xi Warehouse Management System. Inventory records and tracks movements, costs and commitments for each item in each warehouse. You can use this information for reordering requirements.

Warehouses within Inventory allow you to:

- Record inventory levels and movement details;
- Determine inventory postings to the general ledger;
- Record sales history;
- Manage taxes (cost-inclusive or exclusive of tax);
- Automatically receive items from other warehouses via internal transfer orders.

PRONTO-Xi offers various types of warehouses. They include standard and advanced warehouses, factory, service van (inventory stored in fleet vehicles) and consignment warehouse.

Detailed inventory-level information is kept for each warehouse where an item is held. This includes stock on hand, commitments to various kinds of orders, and what is on order from suppliers.

PRONTO-Xi records and displays a summary of the inventory movements in each warehouse by transaction type (e.g., sales, purchases, transfers, adjustments).
Suppliers

You can specify any number of suppliers from whom you may purchase an item. This provides you with the opportunity to set up suppliers for the item per region and record each supplier’s price for the item as well as quantity breaks, purchasing rules, and information about purchasing the product from that particular supplier. Additionally it allows you to track each supplier’s performance levels.

Supplier purchasing detail

The supplier attributes include:

• Supplier preference;
• Supplier item code, description and conversion factor;
• Minimum order quantity;
• Supplier item group;
• Pack quantity and volume for cost apportionment of the freight charges;
• Supplier estimated and last lead time;
• Multiple quantity price breaks by supplier;
• Foreign currency pricing.
**Pricing**

The pricing structures may be set within the Inventory Master record. PRONTO-Xi Inventory allows you to maintain multiple pricing levels for each item as well as promotional prices for specified periods. You may set up price algorithms as well as discount matrices. Tax rules are appropriately handled either at the item level or globally.

*Item price records*

The basic pricing record of an item consists of a base price, multiple prices for different categories or quantity breaks, and the recommended retail price. Each item may have additional pricing structures defined by customer group.

Prices can be recalculated for items based on a mark-up value or by applying a percentage increase over current prices. Your current price list can be copied into a price maintenance environment where price changes can be manipulated before updating the current price lists.

Inventory also allows you to keep track of your competitors’ prices.

**Inventory Master Fields**

**Item Code**

The item code is an alphanumeric field used to identify items throughout PRONTO-Xi.

**Description**

Each item has a three-line product description.

Extended note facilities provide unlimited text to be stored for internal and external purposes.

Two additional fields identify the supplier’s item code and description. The supplier’s item code and description can be printed on purchase orders, alongside your item code.

Search by item code, GTIN and product description is available.
Product Hierarchy
The product hierarchy is a multi-level classification system that allows a business to clearly define its product taxonomy. The five-level structure provides many benefits, including greatly enhanced inventory management and reporting capability (for example, via Business Intelligence).

Flexible maintenance allows the hierarchy to be maintained from the top down, or bottom up, making it suitable for various business needs and industries.

Up to five levels are allowed for detailed and structured inventory classification:
- Division;
- Department;
- Category;
- Class;
- Group.

The system administrator can select how many ‘levels’ of the hierarchy are turned on. Associated functions such as price maintenance, reordering and bulk item maintenance are able to leverage active levels of the hierarchy. Data integrity is maintained by enforcing the hierarchical relationships between each ‘child’ and ‘parent’.

Product Group
You can categorise items by item groups. The item group serves a number of purposes:
- Recording sales history;
- Posting to the general ledger for sales, cost of goods sold and more;
- Reporting;
- Dissection of prices, discounts and promotions;
- Calculation of sales representative commissions;
- Inventory valuation.

Posting of inventory transactions to the general ledger is fully automated and can be based on the item group and warehouse if required.

Product groups are also used to record sales history information. Sales history by sales representative, item and customer can be produced showing totals for each item group.

Prices, discounts and promotions can be established based on item group – for example, contract price by customer/item group, and promotional discount by customer type/item group. Special commission rates for sales representatives by item group can be established.

APN
The APN reflects an Alternative Part Number for a specific item. For example, it can be used to contain the code of another item, which is cross-referenced when the item is superseded.

GTIN
The universally recognised GTIN (Global Trade Item Number) is more commonly known as the industry-accepted barcode for a specific item. A single item can have multiple GTINs that reflect the various units of measure such as consumer unit, traded unit or pallet.
Both APN and GTIN can be used for enquiry, reporting and scanning directly into PRONTO-X Inventory.

**Units, Packs, Sizes and Weights**
PRONTO-Xi allows multiple units of measure for the sale, the warehouse storage and the procurement of each inventory item.

The pack weight and cubic dimensions can also be stored for each item.

**Traceability**
PRONTO-Xi Inventory allows for various means of traceability:
- **Serial-tracked** – There are three levels of traceability. Serial traceability can be used when the goods are received, at despatch, or both;
- **Lot-tracked** (for batch tracking) – This allows for full traceability from purchase to product recall if required;
- **Purchase-tracked** – This is tracking by purchase order number.

**Import Tariffs/Excise Tax**
The tariff charged when an item is imported from a foreign supplier is dependent upon the country of the supplier and the nature of the item.

PRONTO-Xi uses a ‘country code’ to identify the country of origin, and a ‘tariff code’ to identify the class of the item for tariff purposes.

Tariff codes are held at the item level, and the country code is stored against the supplier.

**Inventory Transactions**
Comprehensive transactional details are held for each item and warehouse; these include control numbers (e.g., serial number, lot number), source document and financial information. PRONTO-Xi maintains many historical data files with a user-definable retention period.

**Issue/Adjust Inventory**
Most inventory issues occur within other modules such as PRONTO-Xi Shopfloor Manufacturing and Sales Orders. However, in some instances, there may be a need to record inventory issues manually.

Inventory can be issued against:
- Manufacturing (Factory/WIP or Work Order);
- Project Costing Management (General Ledger or Service Call);
- General Ledger;
- Maintenance Management;
- Inventory Adjustment.

**Receipts from Purchase Order or Work Order**
This function is normally performed within the Purchase Orders module, but PRONTO-Xi provides a fast and simple option to receive goods from a supplier. It is used when the goods are purchased without processing a formal purchase order.
Goods that have been allocated to a work order are sometimes returned unused. This option can be used to return the components back into inventory.

Manufactured Goods Receipt is a simple method of recording the receipt into an inventory of manufactured items. It can be used to receive manufactured items without using the BOM to create and process a work order.

**Quality Analysis**

The Quality Analysis options allow you to hold goods until they have passed through your quality checks. These goods cannot be released for issue until they have been approved. If the items do not pass the inspection, PRONTO-Xi allows you to reject, scrap or return the items to the supplier.

**Reorder Processing**

PRONTO-Xi Inventory provides reordering functions to automatically create purchase orders and work orders according to selected criteria. It allows for a review process to occur prior to the creation of the actual orders.

*Automatic generation of suggested reordering*

A Reorder Report can be generated. It calculates the suggested reorder quantities to satisfy commitments, minimum inventory levels, maximum inventory levels, or a combination thereof. Average sales history, average warehouse demand or forecast can also be used to create planned requirements.

The Reorder Processing calculation considers a number of factors, including:

- Minimum and maximum days cover;
- Minimum and maximum inventory levels;
- Economic order quantity;
- Lead time;
- Current inventory level, including current commitments;
- Items on order from supplier;
- In transit;
- Internal requisitions.
**Budgets**

PRONTO-Xi Inventory holds both budget and forecast information at the item level. It can also be done at the planning group level, or by item group.

Budgets can be manually entered for each period of the year. You may use spread factors to apportion the total annual amount based on the relative weighting/ratio as specified for each period. Spread factors make allowances for equal period activities, seasonal fluctuations and other known factors that affect company sales. There are numerous reports available to compare budgets against actual sales as well as budget listings.

**Costing**

PRONTO-Xi Inventory maintains various costs, depending on your inventory valuation methodology, for posting purposes, inventory valuation and sales margin reporting. The costing methods include:

- Standard Cost;
- Average Cost;
- Replacement Cost;
- FIFO Cost;
- Last Cost;
- Warehouse Cost;
- Actual Cost.

Inventory valuation reports can be produced at any time using the costing method of your choice, and if necessary costs can be recalculated based on a range of factors.

Landed costs are calculated as part of the shipment costing process. For more information, refer to PRONTO-Xi Purchase Orders.

**Kits**

Kits are a list of components made up from saleable items that can be optionally selected during the sales order process. For example, a personal computer, keyboard, monitor and mouse may be sold individually or sold as a kit. PRONTO-Xi Inventory provides for various categories of kit component lines including:

- Mandatory;
- Optional;
- Variable quantity;
- Grouped options.

The pricing of the kit can either be generated from the components, or can be simply selected from the item price record.
Stocktake

The PRONTO-Xi Inventory stocktake functionality provides a snapshot view of your inventory holding, allowing you to measure your inventory accuracy, and automatically reflects any adjustments to the general ledger. It supports wall-to-wall and cycle counting techniques to comply with company policies. Stocktake handles data capturing techniques such as tickets, bar coding, radio frequency (RF) and cards. The stocktake process can include:

• Initial Pre-Stocktake Check – This reports any outstanding inventory-related transactions that may need to be completed prior to the final snapshot of the book inventory (outstanding sales orders, purchase orders and transfer orders including inventory awaiting putaway);
• Prepare Stocktake – This creates a snapshot file of your inventory holding and can produce a Stocktake Report. A unique stocktake control code is generated as part of this process which allows easy identification and parameters;
• Stocktake Refreeze – This option is available for resetting the snapshot file if further reprocessing has taken place that will affect the book inventory of the original snapshot;
• Enter Counts – Multiple data entry techniques can be employed, including manual or auto entry of the data;
• Produce Reports – Various reports are available to assist with the reconciliation process. These include the Differences, Variation, Uncounted Items, and Valuation Reports;
• Update Stocktake – Once the stocktake is finalised the update is performed to make all necessary adjustments to the stock ledger and general ledger for the appropriate accounting period.
Inventory Enquiry

PRONTO-Xi Inventory has numerous enquiry options. The Inventory Enquiry Console shown below demonstrates an easy-to-use, full enquiry window of an inventory item. Utilising a navigation pane, it provides comprehensive enquiry options based on a variety of attributes, including warehouse, purchasing, sales, transactions and manufacturing.

In addition you have the ability to set up user-definable favourites or industry-specific enquiries.

Console access to multiple item enquiries
Purchase Orders provides tight cost control and simplifies your purchasing activities by managing your local and foreign supplies and shipment processes.

PRONTO-Xi Purchase Orders is an efficient procurement solution.
Purchase Orders includes functions to help plan future inventory requirements. By combining data on inventory levels, sales history and current commitments, purchase orders can be automatically created.

Purchase Orders is fully integrated with all PRONTO-Xi modules, including Inventory, Accounts Payable and General Ledger. Purchase orders and shipment receipts update inventory levels, and invoices are automatically matched off and posted to the general ledger.

Purchase Orders functionalities include:

- Purchase authorisation limits;
- Internal requisitions;
- Tracking of orders through placement, despatch, receipt and invoice;
- Goods receipt by order or shipment;
- Blanket and contract orders;
- Returns and quotation requests;
- Tracking of international shipment charges;
- Calculation of inventory costs from shipment charges;
- Allocation of costs by various methods, including weight, value and volume;
- Automatic reordering;
- Multiple currencies;
- Multiple cost allocations per line;
- Shipment recosting.

Purchase Orders links to PRONTO-Xi Sales Orders, Service Management, Manufacturing, Project Costing Management, Inventory, Rental and General Ledger.

Purchase Orders includes a complete shipment management system. It allows you to group several orders against multiple international or local suppliers into one shipment. Subsequent processing of the orders, including delivery and invoicing, is handled through the shipment processing functions.

Foreign shipments support standard, average, First-In-First-Out (FIFO) and actual costing techniques. Charges incurred in the shipment can be recorded, and incorporated into revised average and landed costs. PRONTO-Xi does the costing easily and quickly, maintaining details on file. Shipments also provide a convenient means of handling deliveries from local suppliers, containing items from a number of purchase orders.
Requisitions
You can raise requisitions prior to the entry of a purchase order. You can set PRONTO-Xi to ensure that an authorised person approves the requisition before the purchase order is raised. There is a full range of functions available to be used in association with requisitions, including approval process and full enquiry.

Purchase Orders
Purchase orders can be automatically created by PRONTO-Xi or entered manually by the purchasing officer. To enter a purchase order manually, simply follow three main steps: header, lines and conclusion. PRONTO-Xi provides the flexibility to configure these steps to map your business processes and ensure fast order entry. Purchase orders can be processed for local or foreign suppliers.

Purchase Order Header
Once the supplier is selected, the default parameters of the supplier are automatically applied to the purchase order. You can override these parameters if required. Integration with PRONTO-Xi Accounts Payable ensures a very fast purchase order entry process without data duplication and errors.

The purchase order header provides access to the required information and messages to assist you during the order entry. Once an order has been entered and approved, the order may be printed and the inventory updated to show the quantity now ‘on order’. Purchase orders may be maintained to record any change. This includes:

- Record multiple delivery docket numbers;
- Change the status of the order;
- Update inventory levels and ledgers;
- Duplicate, break or split an order;
- Enter contract order variance;
- Return management.
Purchase Order Lines
Once the purchase order header is completed, the purchase officer can enter the required items.

Within the purchase order lines screen you have access to full inventory enquiry, warehouse levels, pricing and available units of measure. You can also add notes, internal memos, additional charges and more.

Purchase Order Conclusion
Once all items are entered in the purchase order, they can be further processed.

Goods Received by Order
Once a purchase order is entered and printed, you can record the receipt of the goods. The invoice can be processed before or after receiving the goods.

If goods are received that do not appear on the original purchase order, you can add a new line to the order.
If you are using FIFO inventory management, PRONTO-Xi writes a FIFO record for each line item in the delivery.

If you receive only part of an order, you can optionally place the remainder of the order on backorder. This indicates that the supplier has created a backorder for the unavailable goods. From a purchasing viewpoint, the items are still on order and no additional processing is required. If undelivered goods are not put on backorder, the remainder of the order is considered cancelled and PRONTO-Xi adjusts the quantity of items on the order accordingly.

Once goods are received you can update the purchase order to allocate the items to the destination warehouse. The received goods are deducted from inventory on order or in transit (depending on order status), and added to the inventory on hand at the destination warehouse. PRONTO-Xi records the actual delivery date and updates lead times.
**Warranty Order/Warranty Exchange**

Warranty orders result from warranty claims. They are linked to either a dealer/customer claim or a warranty workshop job number.

These options load all the items and non-stocked lines onto a warranty purchase order. The item(s) to return can be selected. A financial claim can be entered via a special line for the amount being claimed.

**Shipment Details**

You can use PRONTO-Xi Shipment Management functions to simplify processing when you receive a shipment, including multiple purchase orders from multiple suppliers.

*Shipment Management Workflow*
Shipments are used to record despatches of goods from suppliers. The shipment can include items from a number of purchase orders, and can record any freight or other costs associated with the shipment. Using shipments lets you track the progress of the goods and calculate landed costs.

Receiving a shipment books the goods attached to the shipment into the destination warehouse.

**Incoming Shipment Notifications**

You can electronically receive incoming goods data, based on awaiting purchase orders to be received prior to the physical goods arriving. This information will typically be sent via a supplier's Electronic Data Interchange (EDI) ‘Despatch Advice’ or ‘Advanced Shipment Notification’ message. Receiving this information in advance will allow you to better plan your inwards goods operation, as you will know what shipments are expected to arrive and when.

This information will then be used to create or update purchase order shipment information, in preparation for the actual goods receipt into your warehouse. An established EDI trading relationship in PRONTO-Xi is a prerequisite to receiving electronic ASN data.

**Invoicing**

Purchase orders and shipment management invoices are posted via PRONTO-Xi Accounts Payable. An enquiry on the supplier allows a drill-down to the supporting purchase order and shipment.

PRONTO-Xi provides sophisticated handling of purchase order invoice variances. Tolerance limits can be set to determine if a payment approval is required. PRONTO-Xi allows for variance of price, quantity or charge. Decisions can be made on whether to apply the change to the goods or raise a credit claim.

**Integration to PRONTO-Xi General Ledger**

Transactions created and entered through PRONTO-Xi Purchase Orders are automatically updated to PRONTO-Xi General Ledger and Accounts Payable. The posting will automatically go to the general ledger accounts you have specified in your Special Accounts set-up, recording information such as:

- Purchase price;
- Freight and duty provision;
- Other shipment charges;
- Provisional accounts.

**Variance Accounts, Tariffs and Duties**

PRONTO-Xi Purchase Orders allows you to record charges associated with the goods being shipped against a shipment. The duty payable is calculated from the duty rate and purchase price of the item. Therefore, duty does not need to be manually entered as a shipment charge. You can, however, override the calculated duty rates and/or amounts during shipment recosting.

**Costing and Recosting**

PRONTO-Xi calculates the landed cost of the item both at the goods receipt and recosting stage. It automatically spreads the value of all shipment charges across all items on the shipment based on the selected distribution method. Together with the Free on Board (FOB) price, PRONTO-Xi Purchase Orders calculates the landed cost of each item, taking currency fluctuations into consideration. A Shipment Costing Report detailing the apportionment is produced at this stage.
Flagging the shipment for final recosting allows goods to be booked into inventory and sold prior to the final charges being known. At the final recosting stage, PRONTO-Xi recalculates the new landed cost of the item, revaluing the inventory on hand.

Where the inventory has been sold already, PRONTO-Xi can create cost adjustment sales orders to reflect the correct cost for sales history reporting, and perform the relevant postings to the ‘Cost of Goods Sold’ accounts in the general ledger.

**Purchase Order and Shipment Enquiries**

The PRONTO-Xi Purchase Orders enquiry function allows you to find quickly and retrieve detailed information on purchase orders and shipments in a number of different ways, including enquiring by order number, warehouse, status of orders, supplier, item code and requisition number.

**Supplier Rebates**

Supplier rebates can be set up and entered against purchase order invoices at the time of invoice entry. The rebate amount is automatically calculated based on the invoice amount. This amount can be altered if necessary.

**Target-Based Rebate**

PRONTO-Xi provides a facility permitting supplier target-based rebates. A quantity or amount is entered with a discount percentage for that target. This percentage is not applied to an actual purchase order, but is an amount paid as a rebate from the supplier at a later date. The target applies to a period of time and the discount applies when the cumulative purchases during that period exceed the target.

Actual rebates paid by the supplier can be entered and PRONTO-Xi issues a warning if an amount greater than calculated is entered.
By adding collaboration to your ERP system, you are able to share information upstream and downstream in your supply chain to reduce costs and increase efficiency.

Our extended supply chain suite of tools includes PRONTO-Xi EasyEDI and ScanPack. PRONTO-Xi EasyEDI is a flexible Electronic Data Interchange (EDI) messaging product that allows for the electronic exchange of structured business documents with your trading partners. PRONTO-Xi ScanPack enables bar-code technology that allows you to increase the accuracy of warehouse inventory and communicate the contents of shipments to your trading partners.

The extended supply chain offers increased visibility of end-to-end processes by engaging with your trading partners to improve performance, efficiency and productivity across your supply chain. These tools enable you to minimise costs by reducing paper-based and manual processes, inventory and shipping expenses, data errors and administration costs. Customer loyalty will improve through better service and increased value.

PRONTO-Xi Extended Supply Chain

PRONTO-Xi offers you the ability to extend your supply chain beyond the boundaries of your business.
PRONTO-Xi EasyEDI

PRONTO-Xi EasyEDI is an EDI collaboration tool which allows you to trade electronically with suppliers, partners and customers. It provides a clear and comprehensive PRONTO-Xi data structure that allows swift connectivity with your partners via a Value Added Network (VAN). A standard file format and integrated import/export mechanism makes it easy to connect to a VAN. Information is converted by the VAN into the requisite format and sent to your trading partners.

EasyEDI offers the flexibility and connectivity to extend and leverage your supply chain with customers and suppliers to achieve a common goal. By delivering agility and adaptability, EasyEDI allows you to realise new operational capabilities. Benefits include:

- A fully auditable order trail;
- Reduced transaction costs;
- An easy-to-maintain system;
- Increased visibility;
- Reduced manual intervention.
Connectivity

EasyEDI allows you to choose the VAN that delivers the most cost-effective solution for your business. You also benefit from the VAN’s expertise in systems connectivity and managing standards and protocols. VANs are used to create seamless integration through standard gateways to a variety of trading partners on potentially disparate networks.

PRONTO-Xi has specified standard format files that can be translated by the VAN into an appropriate format and routed to your trading partner. The PRONTO-Xi file is converted by the VAN into any standard requested by the customer, including ANSI X12, EDIFACT, OBI, OCI and XML schemas, and vice versa. The VAN controls communication between the parties, data manipulation, and mapping, translation and transaction logging. Documents supported by EasyEDI include:

- Purchase Order (PO) incoming and outgoing;
- Purchase Order Acknowledgement (POA) outgoing;
- Purchase Order Change (POC) incoming;
- Advanced Shipping Notice (ASN) incoming and outgoing;
- Invoice incoming and outgoing.

Trading Partners

EasyEDI can fulfil the electronic trading requirements of major retailers, such as Coles Myer Group, Woolworths Limited, David Jones, Harris Scarfe, Bunnings and many more. Trading partner relationships can be easily defined and customised according to the trading requirements of your customers, suppliers or banks.
PRONTO-Xi ScanPack

PRONTO-Xi ScanPack is an efficient way to deal with the picking, packing and despatch of goods. ScanPack enables scanning of items, cartons and pallets via bar-code technology. Additionally, it supports automated printing of bar-coded packing and Serial Shipping Container Code (SSCC) labels.

ScanPack streamlines your warehouse processes, increases accuracy of stock movement, and enhances your track and trace visibility. Capturing carton and pallet content information reduces errors and increases the accuracy of order fulfilment. ScanPack supports GS1 standards. The workflow is as follows:

- EDI purchase orders are received from customers with the required quantity and price of each item;
- Purchase orders are converted into sales orders within PRONTO-Xi per store or distribution centre;
- A bar-coded price label can be produced for each item;
- Validation that only the required quantity of each item is packed;
- Upon completion of a sales order, or when the carton is full, the carton size code is entered and a serialised label is printed;
- The carrier, consignment details, despatch date/time, expected arrival date/time, and transport reference can all be recorded;
- Total order weight and volume are calculated but can be overridden where needed;
- Despatch documentation can be created. A consolidated shipment invoice can be printed.

PRONTO-Xi ScanPack is integrated with the Inventory, Warehouse Management System and Financials modules.
Automatic allocation of incoming goods to locations, efficient picking, automatic replenishment, despatch confirmation and location control are all part of WMS.

PRONTO-Xi WMS functionalities include:

- Multiple bin locations per item;
- Flexible three-dimensional (3D) warehouse layout;
- User-defined location types;
- Unit, carton and pallet storage;
- Efficient picking location selection;
- Optimised picking path;
- Intelligent top-up, replenishment, and putaway routines;
- Storage zones.

PRONTO-Xi Warehouse Management System (WMS) automates a wide variety of functions normally performed manually in large warehouses.
Warehouses

PRONTO-Xi WMS is a sophisticated warehouse control system designed to maximise warehouse throughput and customer service levels by intelligently controlling movements of inventory into, around and out of the warehouse.

WMS has two levels of warehouse controls. It uses multiple bin locations per item with controlled putaway, with or without optimised picking.

WMS offers total flexibility in the description of the warehouse layout. Each location within the warehouse is specified in a 3D co-ordinated system. Optimal picking paths can be specified to guide the picker or replenisher through the warehouse in the most effective sequence. User-defined locations are supported, including Carton Line Storage (CLS), carousel and manual pick locations.

For each item, you can set up carton and pallet storage locations, specifying minimum and maximum picking quantities for each location. Each item can have an unlimited number of storage locations within a warehouse. Inner cartons are also supported.

The Warehouse Manager can select and prioritise the orders to be processed. Orders may be produced in batches corresponding to one delivery from a designated pickup point in the warehouse. A consolidated picking slip can be produced to optimise the process of picking orders. Items on the consolidated picking slip are sorted according to the most efficient path through the warehouse.

WMS includes a variety of intelligent top-up routines that allow you to define a threshold percentage at which a location should be replenished. WMS allows for:

- Two-stage replenishment;
- Queuing of replenishments;
- Allocation of replenishments to particular users;
- Manual replenishments.

Pre-pick replenishments are also supported. As part of the picking process, PRONTO-Xi can order pre-pick replenishments of locations that would be emptied during the next picking run. Replenishment activity can be generated and maintained from radio frequency (RF) units.

Incoming inventory is set as ‘awaiting putaway’. It is not available for sale until it is moved to a location in the warehouse. WMS can automatically allocate a storage location for incoming inventory based on current location of this item, storage type and priority.

Intelligent putaway routines produce labels showing the locations to be filled. Top-ups can also be performed as part of the putaway process.

WMS supports two methods of bin location controls:

- **Quantity-Based** – The capacity is defined as a certain number of base units, or cartons, or pallets.
- **Three-Dimensional** – The capacity is determined by the height, width and depth.

WMS is fully integrated with all other PRONTO-Xi modules, including Inventory, Purchase Orders, Sales Orders, ScanPack and RF.
Storage Details

The storage details screen is where PRONTO-Xi WMS defines the attributes of the stored items. Each item is set up with its packaging levels. For example, an item can be packaged at up to five levels:

- Level one may be a single unit;
- Level two may be an inner carton of four units;
- Level three may be an outer carton including 20 units;
- Level four may be a full pallet of 160 units;
- Level five may be a second pallet definition.

The dimensions, weights, conversion factor and a Global Trade Item Number (GTIN) can be defined for each unit of measure used.

WMS allows you to define preferred storage zones for each item. This preference will be used by PRONTO-Xi when the inventory location is allocated by an automatic putaway.

You can also define picking methodologies for individual items. For example, PRONTO-Xi may be configured to use First-In-First-Out (FIFO) as a picking methodology but some items may require a picking based on expiry date.
Zones and Locations

PRONTO-Xi WMS uses different types of locations and optional zones. It is a flexible way to design your storage location.

Attributes can be inherited from the location type (preferred pick method, replenishment level, picking unit of measure, storage capacity, picking path, item-specific location) or from the zone (storage type, customer-specific location). Using these attributes, a large variety of storage types and picking methodologies can be created, including:

- Pick bins;
- Cold rooms;
- Bulk locations;
- Bulk stack with Last-In-First-Out (LIFO);
- Carton line storage;
- FIFO picking;
- Carousel;
- Use By Date (expiry date).

Customer-dedicated zones can be used for reserving inventory but also for pre-pick work (eg price ticketing) to be carried out in preparation for a customer order. The movement of inventory into customer-dedicated zones can be used to trigger related processes such as the printing of a trading partner’s price labels. Sales order entry takes customer-dedicated inventory into account when calculating or displaying inventory availability.

Putaway/Pallet Tracking

Incoming inventory can be manually or automatically put away in the warehouse.

Putaway is a logical holding area for inventory awaiting allocation to a ‘pickable’ location. Returns from customers, inventory purchased for specific sales orders and returns to suppliers follow the putaway process as well, but are allocated to ‘non-pickable’ locations.

Goods can be split into appropriate pallet or carton configurations based on an item’s storage details. Pallet tickets or labels, either bar-coded or not, can be produced at this point to allow more accurate inventory control and pallet tracking enforcement.
PRONTO-Xi® Solutions Overview

**Replenishments**

PRONTO-Xi WMS supports various replenishment methodologies.

**Automatically Generated Replenishments** – At sales order release, replenishments can be automatically generated where shortages are identified. At the inward putaway release, replenishments can also be triggered to satisfy shortages of intermediate and pick bin locations;

**Manually Generated Replenishments** – These replenishment transactions can be listed on a report or accessed by RF units directly. The replenishments can be generated between bulk, intermediate, and pick locations;

**Multiple Replenishments** – The system can generate a list of replenishments to be fulfilled as batches. A replenishment batch is carried out based on an optimum pick and drop path. The pick and drop operations can be distinct processes and carried out by different resources. Replenishments can be prioritised based on the ABC code attached to the inventory master record of the item;

**Forced Replenishment** – Replenishment can be done for a location that may not have reached its trigger point.

**Delivery Time/Date Scheduling**

PRONTO-Xi WMS allows the entry and maintenance of order delivery dates and displays a real-time sorted schedule. This shows available inventory ready to be despatched, with an indication of pallet size, the number of pallets or part pallets. This allows the maintenance of delivery requests with attached delivery dates and times.

The schedule sorts the delivery requests into a date/time order and continually refreshes the screen to display up-to-date information. You can select to see all orders awaiting despatch or by customer.

**Order Picking**

PRONTO-Xi WMS uses the concepts of ‘resources’ and ‘pools’. A resource can be an order picker, or in some cases, a packer. A pool is a logical holding area for released orders waiting for a resource to pick them up.

When you run WMS in paperless mode using PRONTO-Xi RF, the resources and pools are used to control the allocation of orders to the various picking staff. Pools can be prioritised to have an urgent picking order pool and a general picking pool.
Orders for picking are released to a pool or allocated to a resource and then picked by an appropriate resource. The criteria to release orders for picking include:
- Dates (due, earliest and latest delivery);
- Priority;
- Item code;
- Delivery zone;
- Customer;
- Customer type;
- Bill to account;
- Order number;
- Carrier code;
- Territory;
- Customer reference.

Picking paths and picking slips can be split by zone, allowing for different personnel to pick different areas using various methodologies for groups or individual orders. Picking paths can be as simple or complex as required.

**Despatch**

PRONTO-Xi WMS caters for multiple despatch processes. Examples include individual or multiple order shipment, delivery and route planning and pallet despatch.

Despatch methods fall into two categories: single order despatch, and multiple despatch, which can be selected once the orders have been staged.

The multiple despatch methods include drop sequence and serialised despatch. Labels and all other documentation can be generated at this time. Confirmation can be done manually or using bar-coding technologies.

The user can specify whether each order must have a distinct consignment note or whether the orders should be consolidated on a single consignment note.

Carrier manifests can also be created, maintained and printed. In addition, the carrier code and delivery route can be used to select a group of orders totalling a required weight or volume (for example, to fill the appropriate-size truck).
**Enquiries**

PRONTO-Xi WMS comes with a range of sophisticated enquiry facilities to manage your operations and track performance. Enquiry options include:

- Standard full inventory enquiry;
- Warehouse inventory by item/by location;
- Warehouse inventory by location/by item;
- Warehouse profile view;
- Full customer information;
- Full sales order information;
- Full purchase order information;
- Warehouse resources.

Additionally, you can access a range of inventory item enquiries using the PRONTO-Xi Inventory Enquiry Console.
Integrated with PRONTO-Xi Inventory, ScanPack and WMS for more advanced operations, RF can be easily tailored to your business needs.

PRONTO-Xi RF extends your ability to reduce paper-based business processes so that you can lower administration costs, eliminate errors in standard activities such as picking, and streamline the information flow within your system.

PRONTO-Xi RF allows you to electronically transmit orders using radio frequency technology from your PRONTO-Xi Sales Order system to your operator’s handheld or vehicle-mounted terminals. It also includes options to automate stocktaking, receipting, picking, packing, despatch and replenishment tasks.

**RF Processes**

PRONTO-Xi RF is suitable to automate the following business processes:

- Incoming goods receipts of purchase orders, work orders, stock transfers, etc;
- Stocktake;
- Putaway;
- Replenishment;
- Inventory transfers, both inter and intra warehouse;
- Picking;
- Packing;
- Order despatch;
- Stock and location enquiries.

**Order Picking**

A picker can either pick from a pool, which is a holding area for released orders waiting to be picked up, or from an assigned list. Multiple order picking and packing pools can be created. A resource can have multiple pools ranked by priority. If the top priority pool is empty, PRONTO-Xi RF will automatically scan the next pool in the range. The picker is guided around the warehouse using intelligent pick-path information.

**RF Capability**

PRONTO-Xi RF provides fully configurable RF menus. In a large warehouse operation, staff can be dedicated to stock putaway and replenishment tasks, while others are picking and packing orders. The configurable RF menu functionality gives the appropriate interface to each user.

In conjunction with other PRONTO-Xi modules, RF can be configured for basic functions such as stocktaking, or more advanced automation such as picking, putaway and replenishment tasks.
Advanced Forecasting improves your inventory management by providing accurate means of predicting future demand for your products.

PRONTO-Xi Advanced Forecasting allows you to consider a number of different factors that may affect your forecasts. It calculates forecasts based on entered sales orders, goods shipped or inventory transfers (usage). It identifies and tracks trends, as well as seasonal fluctuations, and applies the appropriate smoothing factors.

PRONTO-Xi Advanced Forecasting is based on a ‘best fit’ method of forecasting. Forecasting techniques supported include Triple Exponential Smoothing (Winter’s Method) and Three-Month Moving Averaging.

In the triple exponential smoothing techniques, past observations are given exponentially smaller weights as the observations get older. This method provides better exponentially smoothed forecasts of data where there is expected or known to be seasonal variation in the data.

Advanced Forecasting functionalities include:
- Graphical displays;
- Exception handling and reporting;
- Analysis filtering by territory, warehouse and state groupings;
- Supports steady, seasonal demand, averaging and trends.

PRONTO-Xi Advanced Forecasting is a key module to optimise your supply chain planning.
Advanced forecasting control

**Elements of PRONTO-Xi Advanced Forecasting**

PRONTO-Xi Advanced Forecasting sets out to achieve four goals:

- **Modelling** – Develop a model of the sales pattern for each item to be forecasted;
- **Forecasting** – The model can be used to generate new forecasts;
- **Feedback** – Amend the model by incorporating feedback from actual results achieved;
- **Performance** – Provide some objective criteria for assessing the accuracy of the forecasts that are generated.

**Modelling Sales Patterns**

Sales patterns are built up from three components:

- Trend;
- Seasonality;
- Random fluctuation.
Forecasting Trends

The trend component describes any general change in the sales quantity over time.

PRONTO-Xi Advanced Forecasting uses a number of techniques for calculating the forecast for each item. They include the techniques listed below:

- Steady demand indicates that the demand for the item is more or less constant from one month to the next;
- Steady trend indicates that while demand may be increasing or decreasing, the rate of change of demand (the trend) is constant;
- Seasonal demand indicates that, while demand may vary from month to month, demand is more or less constant for the same month from year to year;
- Seasonal demand with trend attempts to recognise a steady trend in sales superimposed over a seasonal demand;
- Linear trend is the amount of increase (or decrease) which is the same in each month;
- Multiplicative trend is the percentage increase (or decrease) which is the same in each month;
- Additive trend is the quantity that is added to or subtracted from and is the same each month.

Advanced Forecasting attempts to determine which pattern forms the ‘best fit’ for the demand of each inventory item. To do this, it calculates a forecast using each technique over a three-month period. The technique that produces a forecast closest to the measured demand becomes the technique of choice for that item. PRONTO-Xi uses this technique to produce a 24-month forecast for the item.
Demand

The measure of demand in each period used by these forecast calculations is a three-month moving average of sales history. This means that the demand for any given month is the average of sales for that month, the previous month and the following month. Using this measure of demand instead of raw sales data helps even out ‘peaks’ and ‘troughs’ in the sales pattern of the inventory item.

Exception Handling

No forecast can ever be foolproof. A forecasting system must therefore be flexible enough to handle items that do not lend themselves to forecasting using any available techniques.

PRONTO-Xi Advanced Forecasting includes exception handling techniques to warn you if a forecast is likely to be significantly inaccurate. This allows you to manually examine and adjust the forecast for a particular item. When a new forecast has been generated, PRONTO-Xi supplies three statistical analysis techniques to determine the accuracy of the forecast:

- **Mean Absolute Percentage Error (MAPE)** – The absolute percentage error of the forecast in any month is the percentage by which the forecast differs from the actual sales achieved. This amount is always positive, regardless of whether the forecast is too high or too low;
- **U-Statistic** – This compares the forecast to the naive forecast (a quantitative technique that only uses historical data for the short-term horizon forecasting) to determine its accuracy;
- **Tracking Signal** – The tracking signal indicates if there are some systematic errors in the forecast (for example, the forecast is always too high or too low). It simply tells you whether or not the forecast errors are random.

Safety Levels

Forecasting can produce a suggested safety inventory level for each forecasted item by multiplying a user-defined safety factor, representing the level of availability you require for the item. It does so by using its Mean Average Deviation (MAD) which measures the average variation of actual demand from the forecast demand. Therefore, this calculation takes into account both the importance of an inventory item and the volatility of its demand profile.

Lumpy Items

Classes of items that cannot be accurately forecast are those with zero sales in a high percentage of months. These may be slow-moving, high-value items for which sales volumes are not large enough to produce a statistically meaningful forecast. Forecasting identifies ‘lumpy items’ and excludes them from forecast calculations. Replenishments for these items are based instead on a calculation of safety inventory levels.
Manual Forecasting
Forecasting lets you designate inventory items as manually forecasted. These items are precluded from the forecasting generation process. They are usually newly added items to the system and therefore do not have enough sales history with which to work.
Demand from customer orders can be aggregated back to a central distribution centre, for replenishment based on a number of user-defined criteria. The output from PRONTO-Xi DRP can be used to:

- Plan at the factory level through Master Production Scheduling (MPS) and Materials Requirements Planning (MRP);
- Automatically generate purchase orders;
- Create warehouse transfer orders to facilitate replenishment.

DRP is a vital part of an integrated supply chain. It plans not just the physical distribution of materials between warehouses but also their production and acquisition.

**Optimised Warehouse Replenishment**

The complexity of supply chain management increases significantly with the number of item codes, suppliers and warehouses. PRONTO-Xi DRP simplifies the supply chain by facilitating the efficient replenishment of physical inventory locations. It utilises a number of optimisation tools which take into consideration supplier priorities, transport costs, lead times, inventory targets and product cost.

Replenishment can be planned through the normal DRP network, or on an item-by-item basis for products supplied directly from the supplier to individual warehouses.

**Time-Phased Distribution Plan**

PRONTO-Xi DRP provides a time-phased distribution plan, similar to MRP in manufacturing. The module brings the same level of time-phased visibility to non-manufacturing organisations, across an entire network of warehouses, distribution centres and suppliers.

Access to source documents and inventory data is only a single mouse-click away from the central DRP enquiry screen.
PRONTO-Xi Catalogue is designed to hold thousands of catalogue items that may or may not reside as inventory items in PRONTO-Xi Inventory.
PRONTO-Xi Catalogue allows for the storage and definition of very large supplier or manufacturer catalogues. It is designed to hold thousands of catalogue items that may or may not reside as inventory items in PRONTO-Xi Inventory.

Items can be stored as formatted or unformatted text and can be cross-referenced to other PRONTO-Xi objects that allow searching via inventory enquiries with the option of dynamically creating them as normal inventory master records. Each catalogue item can hold virtually unlimited information, including technical product specifications, supplier or manufacturer information, price and part numbers.
Catalogue supports the creation of supplier contracts linked to multiple catalogue items. Once the contract is activated, the agreed prices and contract numbers are written back to the individual companies and the agreed supplier can be given priority one status. Expiry dates can be set for each supplier contract and reports are available to assist the review of existing and potential contracts and their details.
It supports a wide range of industries and effectively manages most manufacturing processes, including high-volume production, lean manufacturing environments and mass customisation.

Manufacturing processes vary greatly between industries, and often within the same company, as manufactured products pass through various stages, requiring different planning and control methods.

PRONTO-Xi Manufacturing integrates seamlessly with other PRONTO-Xi modules, providing a comprehensive yet focused view of your business.

Flexibility is paramount in manufacturing operations management. PRONTO-Xi offers a comprehensive range of tools supporting modern lean manufacturing methods. These include traditional shopfloor, control, planning and work order processes as well as order-less production.

Manufacturing is offered as two modules: Shopfloor Manufacturing and Manufacturing Planning. The Shopfloor main module allows for bill of material (BOM) maintenance with various methods of processing and recording production, as it moves through the factory. The Planning module is an extension of the main module and provides tools such as Master Production Scheduling (MPS), Material Requirements Planning (MRP) and Capacity Requirements Planning (CRP). In addition, the powerful Manufacturing Scheduler application may be added to offer total visibility and management of your factory’s loading.

PRONTO-Xi Manufacturing attributes include:
- Product data management – Item control, single and multiple BOM, routing, work centres, product configurator, kitting;
- Shopfloor control – Work orders, production feedback, alternative routings, subcontract operations, costing and general ledger posting;
- Manufacturing processes – Make to Stock, Repetitive, Batch, Make to Order, Assemble to Order, Configure to Order, Engineer to Order;
- Planning – Materials, capacity, exception reporting, subcontracting, sales and operations planning, Planning BOM, Super Bills, rough-cut capacity planning;
- Quality control – Traceability by lot, batch and serial number;
- Costing – Standard, average, actual, First-In-First-Out (FIFO) and more.
**Manufacturing Workflow**

PRONTO-Xi Shopfloor Manufacturing and Manufacturing Planning adapt easily to different production environments. Make to Stock operations are supported by MPS, MRP and CRP, as well as Sales and Operations Planning using Planning BOMs and Super Bills.

**Basic Manufacturing Workflow**

Shopfloor production can be controlled using work orders, or can be order-less, supporting lean manufacturing processes. Raw materials usage is controlled through traditional stock issue functions, automatic backflushing of materials, or any combination of these.

Production results can be captured in real-time using bar-code readers, radio frequency (RF) units, or via traditional desktops. External time and attendance modules can be integrated into PRONTO-Xi Manufacturing. Multi-level batch, lot and serial number tracking are fully supported throughout the entire system.

Make to Stock, Make to Order, Assemble to Order, and Mass Customisation operations are supported. PRONTO-Xi provides sales order kitting and manufacturing of kit items, as well as a powerful configurator module. Kitting typically involves a question and answer scenario, where a customer can select options from a predefined list of items. These items can then be shipped as a kit, or perhaps after some assembly, as a finished item.

**Product Data Management**

A manufacturing system is controlled by the characteristics of the individual item master and associated records. Items can be set as ‘normal’ saleable inventory items, manufactured products, raw material (not for resale), kit, labour, special or indent items.

Planning parameters determine the replenishment algorithms for the MRP or reorder system, and minimum inventory settings provide separate replenishment levels by warehouse. Product lifecycle management is performed through a number of condition flags and time periods.

Item control includes lot, batch and serial tracking data. Extra detail records store other special information such as export details, chemical or HazChem classification and production drawings (references).
Bill of Material (BOM)
A BOM is a list of all items (sub-assemblies, components and raw materials) required to produce the parent assembly, displaying quantities of each of these items. PRONTO-Xi supports multi-level bill structures up to a maximum of 50 levels.

PRONTO-Xi Bill of Materials can effectively manage materials, component attributes and assemblies, including costs, work centres and routing processes by Warehouse. With PRONTO-Xi Bill of Materials, you can build different types of bills to meet product lifecycles – from planning to configured to super bills – that manage all variations of configurable products in Make, Assemble or Engineer to Order environments.

BOM Header Information
The module allows easy creation and storing of versions of the same bill from Factory to Factory as well as version types. These versions can also be managed through a combination of BOM effective date, version control, Engineering Change Order (ECO) or user-controlled flags. PRONTO-Xi will also handle designators, split-fills, calculated component quantities and other industry-specific solutions.

A BOM can be costed in different ways:
• Standard cost;
• Average cost;
• FIFO;
• Warehouse level.

For added flexibility, you can vary the costing methods for different items. For example, Standard cost may be set for the stock item whereas a warehouse item can be FIFO or Average costed.

Furthermore, having the ability to add either fixed or average costs such as overhead operating costs per unit will improve accuracy of the true BOM cost.
Routing, Operations and Work Centres
Routing, operations and work centres describe the sequential steps, operations, equipment and the respective setup and run times required to make a particular product. This information, together with the associated labour and overhead costs, are used by the planning and costing systems. PRONTO-Xi Manufacturing supports:

- Discrete manufacturing;
- Rate-based production;
- Parallel routing;
- Multiple cavity tooling;
- Alternative routing streams;
- Subcontracting operations.

If there is no production capacity reporting required, in basic manufacturing environments labour and overhead costs can be recorded via labour and special items, rather than using the PRONTO-Xi routing.

Product Configuration
PRONTO-Xi Manufacturing product configuration and kitting features offer extraordinarily rich functionality to support Make to Order, Assemble to Order and Engineer to Order industries. Straightforward features and option scenarios are easily implemented through a kit BOM.

Alternatively, the Product Configurator provides the ability to create unlimited BOM variations based on a generic BOM (or master recipe). A generic BOM is defined as a Master Bill that is designed for every possible permutation of an item, with built-in constraints for product and manufacturing processes. It is based on variable elements of the product, for example, height, width and colour. This applies to both components and routings.
In a quotation scenario you have the option of building the configured item up-front, or you can choose to create the configured item upon acceptance of the quotation by your customer. This reduces the administrative requirement of managing the lifecycle of many discrete inventory items, should your customer reject the quotation.

The Product Configurator provides the tools to calculate materials usage and production times, including setup, costs and prices. Relationships between various parameters are typically linear and arithmetic. Therefore, PRONTO-Xi also uses lookup tables to provide links for any unique parameter relationships that may exist.

**Manufacturing Operations**

**PRONTO-Xi Shopfloor Manufacturing**

**Work Orders**

PRONTO-Xi Shopfloor Manufacturing manages the execution phase of the manufacturing process. Work orders are typically used to manage the planning, execution, raw materials consumption and feedback of production results.

In a lean manufacturing environment, PRONTO-Xi offers order-less and paperless recording of production, using backflush methods for raw materials consumption and progressive crediting of labour and overhead ‘hours earned’.

Special work order types and processes are available for disassembly-type industries and other special operations such as rework, repack and others.
Manufacturing Work Order

Production Feedback
Production results can be recorded using standard production feedback tools, or one of a large number of industry-specific, production entry methods.

Alternative Routing
This allows selection of a specific route, on the day of actual production, from a range of predefined routings. Lot, batch and serial tracking is supported for finished goods as well as components or raw materials.

Subcontracting
PRONTO-Xi Shopfloor Manufacturing includes subcontracting functionality. Subcontract purchase orders can be raised at various times throughout the lifecycle of the work order. The completion of a subcontractor process can be controlled by either standard purchasing goods receipt or work order production entry.

The integrity of stock control of goods produced and payment for subcontracting services is fully preserved without any compromise to inventory integrity such as double-handling and creation of dummy items.

Manufacturing Processes
PRONTO-Xi Manufacturing allows flexible and efficient management of the Make to Stock, Repetitive and Batch Production processes, which together form a vital hub of supply chain management in the modern manufacturing organisation. PRONTO-Xi offers:

• Materials planning via forecasting;
• Sales orders and stock replenishment policies;
• Automatic creation of work orders and purchase orders;
• Initiating subcontract operations;
• Creation of vendor schedules;
• Capacity planning of actual production;
• Release of shopfloor documentation;
• Reporting of production results.
PRONTO-Xi supports discrete manufacturing, rate-based production, parallel routing, multiple cavity tooling, alternative routing streams and subcontract operations. Make to Order, Assemble to Order, Configure to Order and Engineer to Order manufacturing are also standard features.

**PRONTO-Xi Manufacturing Planning**
PRONTO-Xi Manufacturing Planning provides a range of tools that optimise materials and capacity planning over single or multiple sites. Using a combination of actual orders, forecasts, Distribution Requirements Planning (DRP), days cover, or the Min/Max replenishment logic, PRONTO-Xi makes it easy to aggregate demand from a network of distribution centres.

PRONTO-Xi has the planning tools to best match the level of complexity required by the business.

Manufacturing Planning uses Production Planning, MPS, MRP, DRP, Super BOMs, Planning BOMs and supply/demand data from the inventory and distribution system to create a list of planned work orders.

After verification by the planner, work orders or purchase orders can be automatically generated, in bulk, grouped by product or other operational requirements. MRP exception messages are generated by the system, while factory loading capacity and materials information can be displayed graphically via Manufacturing Scheduler.

**Production Planning (PP)**
Production Planning, Super BOMs and Planning BOMs facilitate the sales and operations planning process. The Production Plan sets the overall level of manufacturing output and other activities to best satisfy the current and projected levels of sales and forecasts. The Production Plan can be entered by quantity or dollars at the planning group level, and exploded via a Super BOM and bill of resource to help establish and develop production rates, support plans for material procurements and workforce requirements that will achieve management’s objectives of satisfying customer demands.

**Master Production Scheduling (MPS)**
The MPS is the anticipated build for critical manufactured items that drive the manufacturing plan. The resulting plan contains the projected on-hand inventory and the available-to-promise quantity as represented by demand, forecast and backlog.

The MPS sets out the quantity of each manufactured item that you plan to manufacture each month. You can formulate the MPS up to 12 months in advance.

**Rough Cut Capacity Planning (RCCP)**
RCCP enables you to convert the MPS into requirements for key resources (labour, machines, warehouse space and suppliers’ capabilities).
Material Requirements Planning (MRP)

MRP plans the release of recommended replenishment orders at the appropriate date in the current working time bucket to satisfy the demand for items when it becomes due. These planned work orders are a result of the time phasing of demand management. The net requirement for items is exploded through all levels of their BOM to determine the gross requirements at each level. Applying lead time and adjusting for on-hand and on-order quantities at each level determines the timing and quantity of purchasing and manufacturing.

You can:

• Create planned work order requirements for components and sub-assemblies;
• Produce a list of suggested purchases to satisfy the known demand;
• Plan the completion dates for these work orders by using lead time;
• Print released planned orders and exception reports.

Capacity Requirements Planning (CRP)

CRP creates a detailed plan by department or work centre based on the constraints as defined by the factory/work centre calendar of resource availability. Techniques employed by the CRP process for producing a detailed plan of all open work orders and planned requirements from MRP are finite scheduling and infinite scheduling.

Quality Control

Traceability

This consists of lot, batch, serial numbers and purchase order tracking. PRONTO-Xi Manufacturing provides an extensive range of traceability tools. Manufactured goods, as well as purchased raw materials, can be tracked by manufacturing batch or lot. Raw materials and components can be lot-tracked by their purchase order number if required. Serial numbered items can be recorded and tracked at various user-controllable transaction points.
QA-Hold, Use By Date
Purchased or manufactured items can be nominated to require Quality Assurance (QA) inspection before formal acceptance into saleable items. Following QA inspection, items can be either fully or partially accepted, rejected or returned. In many process industries, shelf-life is an important issue. PRONTO-Xi will automatically generate Use By Dates for product labels and other documentation.

Costing and General Ledger Posting
The calculation of manufacturing costs and postings to the general ledger can be controlled in a number of ways. Costs can be generated from standard costs, single and multiple BOMs and routings, or alternatively from actual labour and machine time reporting, posting actual cash costs to the work order, or processing timesheet records.

The general ledger account structure can be user-defined to attribute costs and variances to a factory, department, item group or work centre. Any update of product costs and inventory will be handled according to the system cost selected by the user.

Manufacturing can be linked to PRONTO-Xi Payroll by recording the times from the work order against the employee code.
PRONTO-Xi Manufacturing Scheduler is a visual tool which offers visibility of workload versus available capacity and allows you to manually or systematically manage sequences and optimise work.
PRONTO-Xi Manufacturing Scheduler is a Windows-based drag and drop application which simplifies scheduling and planning for work centres where many jobs are processed simultaneously. It assists in managing variations in the current schedule, provides at-a-glance information when priorities have changed or a work centre is unavailable, and highlights the options available to resolve the change of circumstances. Furthermore, Manufacturing Scheduler provides visual warnings when work orders are late or when scheduling conflicts occur within a work centre.

**Flexible Planning Tool**

PRONTO-Xi Manufacturing Scheduler is an electronic whiteboard scheduler used in conjunction with PRONTO-Xi Capacity Resource Planning (CRP) Information downloaded from PRONTO-Xi includes the calendar, work centre and work order data. For each work centre, the operations can be moved to a new production slot with a simple drag and drop. Operations can be sorted based on multiple criteria. Once the order of the jobs is set, Manufacturing Scheduler automatically sequences each operation one after another. Each work order can then be locked and submitted back into PRONTO-Xi.

Operations or entire work centres can be locked once the scheduling has been completed. Locked operations are taken into account if you re-run PRONTO-Xi CRP. Based on your settings, CRP will either ignore all the operations of work orders with one or more locked operations, override locks or optimise the schedule around locked operations.
**Optimisation**

PRONTO-Xi Manufacturing Scheduler is a visual management tool which allows you to easily manage your workload to factory capacity constraints with the use of CRP. This allows your planners to optimise the timing of product batches during weekly production cycles. For added flexibility you are able to sequence and optimise work based on user-definable parameters. Alternative schedules can be developed and saved as ‘what if’ scenarios before the data is submitted back to PRONTO-Xi where all relevant elements are updated.

**Gantt View**

The Gantt View presents all operations of a selected product. Operations are sorted by the routing sequence in a Gantt chart format. In this view, operations can be analysed as per the work order routing sequence by displaying links between operations. This simplifies the maintenance and optimisation of production schedules.

**Printing and Reporting**

PRONTO-Xi Manufacturing Scheduler data (including routing sequence, work centre and work order data) can be exported to a Microsoft Excel spreadsheet template to report and print the production plan.
This allows for speedy decision-making when reprocessing is required and reduces operating costs by identifying the lowest complying set of products for a given requirement.

Laboratory records and tracks quality or test criteria of both purchased and manufactured products. The test results are then typically used to grade product batches.

These grades can be further classified as usable or non usable, unrestricted or restricted release, or marked for further re-processing for improvement. They can also identify the minimum grade required to satisfy specific customer requirements.

Laboratory is also able to produce ‘Certificates of Acceptance’ to document product specifications for customers and government agencies.

PRONTO-Xi Laboratory

PRONTO-Xi Laboratory provides you with the tools to improve your products quality management process by offering you the ability to record test results accurately and manage product grades efficiently.
Test Results

PRONTO-Xi Laboratory easily handles numerous types of test results. If you are manufacturing the product, the test results are always ‘Actual’ results.

For purchased products results can be entered based on a sample or the Certificate of Analysis provided by the supplier. Actual results can be entered separately and compared against the supplier’s sample or Certificate of Analysis. Grading or classification can be done based on all types of results.

As each batch passes through its test procedures, you can enter the results obtained along with related notes. Once the test results are entered, you can reclassify the batch. If all classification criteria are met, Laboratory will automatically classify the batch in the highest possible grade. Reclassified batches are only added to stock and become available for sale if the new classification is flagged as usable.
**Batches Requiring Testing**

Laboratory provides a screen displaying all non-classified lots and batches. In most instances, these are new batches that have just been recently manufactured or received from your supplier. You can use this screen to edit test results and classify these batches.

**Selection/Despatch**

When a sales order is processed from a customer requiring a specific grade, you can only select lots that meet those specifications. You also have the option to view lots of a higher grade and select from these if needed.

Laboratory points to the lowest possible complying batch which meets requirements. Higher-grade lots are kept to meet customer demand for higher product specifications.

Regardless of customer requirements, only saleable grades are available for selection during the dispatch process. Products are only available for sale if basic standards are met.

**Analysis Certificates**

The Certificate of Analysis certifies that products have passed the quality tests as claimed. You may tailor the layout of the Certificate of Analysis to suit your requirements and also define which test results are actually printed on the certificate.

**Audit**

Classification changes, as well as test result changes, are fully audited.
Excellent
Good
Average
Poor
PRONTO-Xi Quality Management

PRONTO-Xi Quality Management is a flexible module which supports your continuous improvement, tighter process control, increased auditability, and certification requirements.

It provides you with the tools to administer all your organisation's quality management procedures and activities.
PRONTO-Xi Quality Management functionalities include:

- Complaint register;
- Non-conformance/electronic suggestion box;
- Document register with library facilities;
- Technical bulletin tracking;
- Access to batch/lot tracking of product;
- Vendor performance/control;
- Quality Management System (QMS) file system;
- Engineering change order register;
- Technical drawings/blueprint register;
- Audit scheduling and control.
Management Overview
The system makes it possible for management to have an overall view of the status of audits, corrective actions, suggestions and complaints.

Document Register
The Document Register is designed to record and manage documents. Although any document may be registered, the register is normally used for the recording of internal documents. It details the document, its location on the network, who authorised the document and which department is responsible for the document. The information recorded in the register will assist with document maintenance.

Documentation Register

Drawing Index
The Drawing Index is a suite of programs that act as a library for technical drawings, blueprints, files or construction details, which can be categorised and filed using the Drawing Index.

Details of the physical location of drawings and blueprints as well as where files are located can be entered and maintained. The drawings can be accessed over the network and opened with an appropriate viewer.

Technical Library
The Technical Library facility allows you to record and maintain a complete library register of standard reference works, technical bulletins, magazines and periodicals and any other technical publication used by your organisation.
Complaints
Any complaint or request for action received either from a customer or generated internally can be logged in this database. Complaints may be about particular inventory items, service levels, staff, the company or any other matter that affects your operations.

While recording a complaint you can enter a brief description, which is accessible throughout the life of the complaint. If the complaint is regarding an inventory item, the item code may be entered so that the complaint records are specific to the one item.

The entry of the complaint can show the name of the department, or even the employee affected by the complaint. You may then enter detailed notes about the nature of the complaint for further action. The complaint is linked to corrective action logs. Complaints can be reviewed by customer or by inventory item for PRONTO-Xi Accounts Receivable and Inventory. A customer invoice can also be flagged as ‘in dispute’ and a debtor complaint raised.

Customer Complaints

Help/Action List
The Help/Action List system allows you to review and maintain the Log/List/Corrective Action details.

Logged problems are assigned to specific staff for action. When the complaint has been resolved, the resolution is recorded for future reference.

Using the Action List, you can also implement an electronic ‘suggestion box’ and use it as a Corrective Action Request (CAR). A comprehensive reporting facility is also available.

Bulletins – Technical
The Bulletins – Technical function allows you to view, maintain and search for technical bulletins issued by your organisation. This maintains a separate record of the bulletins you have issued showing the date on which each bulletin was issued, the date it became effective and the author.

Audit Schedule Control
As a part of the Quality Standard Certification, it is necessary to conduct regular audits of the procedures within your organisation. This function allows you to schedule the audits as appropriate. When the audit has been conducted, you can maintain details of corrective action(s) to be taken, and then ensure that each action is performed.
Calibration Register
The Calibration Register allows you to maintain the equipment calibration records. You can specify how frequently calibrations are to be performed on each piece of equipment, the method to be used in performing the calibration, and the level of accuracy required.

You may also specify when the last calibration was performed and when the next is due. PRONTO-Xi warns you if the task is overdue.

Access to Other Quality Facilities
PRONTO-Xi Quality Management will allow access to other PRONTO-Xi modules, such as Inventory.

Product Batch/Lot Search
You can perform enquiries to search for and trace product batches/lots. You can view and edit quality information for specific products. This includes information about products that have failed quality procedures and/or have been scrapped.

Engineering Change Orders
The Engineering Change Order (ECO) Register allows you to control the updating of a bill of material (BOM) or product specification through a formalised process. This can be instigated from a customer call or initiated from service, manufacturing, or research and development. These specification changes are monitored and released for action via an approval process; therefore a complete historical record of all ECOs is maintained for future retrieval.

Vendor Performance Analysis
You can monitor the performance of vendors to ensure they are meeting your standards and/or contractual obligations.

Laboratory
You can access the Laboratory module from within Quality Management.
Project Costing Management automates many of the tedious areas of project quotation and allows you to accurately control costing procedures.

For any business involved in quoting for work, two factors are crucial for profitability:

- Completing the project within the estimated costs;
- Completing the project within the estimated time.

This module gives you the tools and information you need to achieve these aims.

Project Costing Management integrates with other PRONTO-Xi applications, including work orders, sales orders and service calls. PRONTO-Xi is a powerful tool for total business management.

Project Costing Management functionalities include:

- Multiple cost centres and budgets per project;
- Cost tracking through PRONTO-Xi Purchase Orders, Inventory, Timesheets, Accounts Payable, etc;
- Progressive invoicing by scheduled amount or costs plus mark-up;
- Profit take-up/release to configurable business rules;
- Scheduling of tasks with integration to MS Project;
- Allocation and tracking of resources;
- Flexible timesheet entry optionally interfacing to PRONTO-Xi Payroll;
- Multiple customer invoicing for a project;
- Charge-out control by cost category and/or transaction;
- Subcontractor processing.

PRONTO-Xi Project Costing Management is designed to track a project or job from quotation through to completion.
**Project Costing Workflow**

When entering a quotation, you can record the various cost categories used by the project, and set up budgets for materials and labour required against each cost category or use Master Items within the Project Claims Schedule.

Once the project is in progress, you can track costs incurred against the project, as well as income earned. PRONTO-Xi Project Costing Management is fully integrated with other PRONTO-Xi modules such as Accounts Payable and Purchase Orders, allowing you to record the project and cost category against any purchase order or supplier invoice. Additionally, purchase orders and/or manufacturing work orders can be raised for required materials directly from the project budgets. Incoming inventory can be issued to the job from the warehouse.

Labour expenses and equipment hire can be recorded through Job Costing timesheet entry. This function links to PRONTO-Xi Payroll and Fixed Assets.

Progressive invoices against the project can be issued according to pre-determined milestones. You can invoice scheduled amounts or scheduled costs plus mark-up. Alternatively, the invoice can be based on costs incurred to date.

Throughout the life of the project you can examine costs and income for each cost category or against the Master Item details, referenced by the project, and compare the information to your original budgets.

Variations to the original quotation are tightly controlled by Project Costing Management. You can enter provisional variations, submit these to the customer, record them as rejected or approved and modify the budgets accordingly.

The Master Claim Schedule can also reflect these costs and income against the original item list or any items defined for the variations of the project.
PRONTO-Xi® Project Costing Management project types include:

- Contract;
- Time and Materials;
- Asset Creation;
- Enhancement;
- General Ledger Cost;
- Manufactured;
- Rework;
- Warranty;
- Plant Maintenance (requires PRONTO-Xi Maintenance Management);
- Service (requires PRONTO-Xi Service Management);
- Cost Tracking.
Close-Out Rules
Close-out rules and different posting rules can be set according to different types of project and locations.

For example, you can enforce ‘Contract’ projects to be fully invoiced to the contract value before close-out. However, this rule may not apply to ‘Time and Materials’ projects, as their invoiced value is determined by their costs, not by any contract value. This gives flexibility for companies who use multiple types of projects.

Project Costing Management allows you to create up to 11 close-out rules to suit the procedures of your company. These rules include:

- Prevent closing a project if it is not fully invoiced according to contract value;
- Prevent closing a project if purchase orders are not both received and invoiced;
- Prevent closing a project if Work in Progress is not cleared;
- Prevent closing a project until all variations are approved;
- Run a system integrity check for the project being closed;
- Define the method of profit take-up used at closure of a project, or define that no profit take-up is used at all.

Pro forma
When raising a quotation you can use a pro forma to reduce the entry of repetitive details. By creating a pro forma you can specify the required details of a quotation. The level of help available to a project created by a pro forma can be tailored to provide cut down lists of both inventory items and categories.

Project Lifecycle
A project can be any work undertaken by your company, over any period of time. It is either undertaken for a customer defined in PRONTO-Xi Accounts Receivable, or posted to a general ledger or fixed asset account.

A project goes through a number of stages between its creation and its completion. Each stage is represented by a different ‘status’.

Raise a Quotation
The quotation records the details of the customer and nature of the project. At this stage, PRONTO-Xi can generate a quotation based on estimated costs. A copy can be printed and sent to the customer.

Modify Quotation
This represents the negotiation or re-evaluation stage.

Depending on the project, there may be costs incurred before the final sign-off of the budget. With PRONTO-Xi Project Costing Management, users can easily amend costs and budgets during the quotation stage and pre-sales costs can be recorded before the project is moved to the status of ‘in progress’.

Accept/Reject Quotation
Once the quotation is raised, it must be either accepted or rejected. An accepted quotation becomes a project in progress. A rejected quotation is archived as a lost quotation.

Process the Job
Various activities can take place once the project is in progress. For example, you can record costs incurred against the job, generate invoices, process variations and take up profit.
Close the Project
Once the project is completed, the close-out operation is performed to calculate the final profit/loss on the project. It lets you take up the profit to a nominated account in the general ledger and changes the status of the project to 'finished'.

Close-out is the final stage in the project lifecycle. It is not reversible; however, you may attach sub-projects to a closed parent project.

Relationships Between Jobs
PRONTO-Xi Project Costing Management allows you to build a hierarchy of projects for enquiry, reporting and invoicing purposes. The hierarchy can include up to four levels of projects.

Grandparent
This is the highest level in the hierarchy, available for enquiry purposes only. Using the various enquiry functions for a grandparent, PRONTO-Xi rolls up the budgets and actuals of the lower-level projects attached.

Parent
If no grandparent exists, the parent is the highest level in the hierarchy. Parent projects can have sub-jobs attached as lower-level jobs. Budgets and actuals for the attached sub-projects roll up to the parent project for enquiry and reporting purposes. If invoicing of the customer is done at the parent level, costs from the parent and sub-projects are aggregated, mark-up is applied and the parent project is billed.

Child
These are sub-projects which are created independently, with their own budgets and scheduling, but are attached to a parent project. Costs may be posted directly to sub-projects. Invoicing can be done at the parent or child level.

Adult
A project may be established independently with no relationship to other projects. This is referred to as an adult project.

Cost Management
A fundamental aim of PRONTO-Xi Project Costing Management is to allow you to control the costs and commitments incurred by a project. You can use the module to develop detailed estimates of budgets for each quotation and compare your budget against cost and commitments. When the project is in progress, you can record the actual costs incurred, as well as income earned. In addition, you can forecast ‘cost to complete’ figures, and track changes by date as you revise the budgets.
By comparing the actual costs against the budgets, you are able to:

- Identify and seek to minimise potential cost overruns while the project is in progress;
- Generate more accurate quotations, cost tracking and/or service warranties, etc.

By comparing the income earned on the project to the costs incurred, you arrive at a final profit for the project, which can itself be measured against the latest revisions to budgeted profit.

Cost Categories
A cost category is a grouping for a type of cost or income or section within the project that incurs costs. Separate budgets and cost totals for each cost category allow you to analyse the performance of the project broken down by cost category.

Budgets
Budgets can be set up for each cost category when you first enter the quotation. Budget items can be defined within the Master Item Schedule to better reflect the breakdown of individual costs incurred on the project.

You can enter the budget for a cost category by:

- Entering a total budget figure for the cost category;
- Entering budget figures by period for the cost category;
- Specifying inventory/special items required for the cost category;
- Entering multiple items against multiple cost category.
Variations
Variations to the original project can be made and/or managed using Project Costing Management.

Costs
There are various ways you can incur direct costs against a project:
• Subcontracting;
• Purchasing;
• Supplying inventory to the project;
• Posting a supplier’s invoice;
• Posting direct journals;
• Using timesheets.

You can issue inventory to a project via a direct inventory issue, a sales order, a purchase order or a supplier invoice.

Project Costing Management provides a timesheet entry function to record costs for both labour and equipment hire, including overhead cost generation. To record indirect costs, you can post journal entries against projects using the journal functions of PRONTO-Xi Financials.

Monthly Summary
Project Costing Management stores data in monthly buckets each time a transaction is processed against a project. This dramatically increases the efficiency of enquiry functions.
Scheduled Project Claims

PRONTO-Xi Project Claims Schedule creates invoices to bill a customer for a project and can be used to develop the project budget.

Customer Claim Entry

Once the project moves to the status of ‘in progress’, work begins and the project manager can raise claims to receive funds from the customer.

The Claim Control function controls how claim processing will be performed for the project. There are two claiming methods:

- **Invoice Method** – This is a direct invoicing method, which doesn’t take into account any certification or Progress Claim.
- **Progress Claim** – This method creates a sales order invoice but holds the order back from invoicing and tax presentation until the claim is certified.

Claim Details Screen

Certification Difference Control Claim

There are other methods for certifying claim amounts. The Defer method records the difference as a separate amount on each claim item for later discussion with the customer and possible offset in the future.

Customer Claim Retention Percentage

Retention percentages for the overall project and for each claim can be defined to ensure that the customer does not attempt to retain more than the agreed values.

Claim entry

Claims can be entered either manually or in bulk. Claim details can be entered by either amount or percentage and these values can be defined against each master item or against any of the subtotal or grand-total lines of the claim, which will then be applied pro rata across the appropriate sections of the claim.
Claim Lifecycle
The initial status of a claim is 'Entered'. Its lifecycle may progress through 'Internal Approval', 'On Hold', 'Submitted', 'Certified' and 'Paid'.

Actions
Actions record the various events for a claim, including status changes and other manual events that can be entered to add value to the claim process. Each action can have a set of notes to describe the details of the action, such as phone calls, letters and faxes. This will build up a story for project managers to review against a particular claim and how a project’s billing has progressed during its lifecycle.

Certification
The submitted claim is sent to the customer for their review and approval. Once the customer has reviewed and assessed the claim they return a Payment Advice. This document states the claimed, assessed, retention and any pre-payment drawdown amounts defined by the customer.

These details are entered against the claim via the certification process where any differences are recorded against the claim details.

Customer Retention Release
If the customer has retained any funds during the claim process, they can be requested for release via a Retention Release order using the retention release process.

The retention release typically happens towards the end of the project but can occur at any time during the project, depending on the terms and conditions of the project.

Claims Enquiry
The Claims Enquiry screen allows many powerful search parameters to be defined, including dates, status, types of claims, and claims that have variations, making it easy to find the claims you are looking for.
Income
As well as capturing incurred costs, PRONTO-Xi Project Costing Management records income earned by a project. Income can be recognised by posting an invoice in PRONTO-Xi Accounts Receivable, manually raising a sales order or generating a progress invoice or claim.

Invoice Income Category
Income transactions are posted to the project as a ‘credit’ in an income category. You can have multiple income categories on a project.

Progress Invoices
As a consequence of recording costs against a project, Project Costing Management can calculate cost-based invoices for time and materials projects. Invoices can be generated in stages using an invoice schedule of either a fixed amount or a percentage complete.

Progress Claim
This method creates a sales order invoice but holds the order back from invoicing and tax presentation until the claim is certified.

Profit
Progressive Profit take-up is typically used on long-term projects and can be recognised throughout the life of the project. This step is known as profit or loss take-up. Progressive profit take-up uses a ‘percentage of completion’ method to determine the amount of profit to take.

If profit is not taken up throughout the life of the project, 100% of the profit can be taken up when the project is closed.

Profit Take-Up Methods
There are four methods of taking up profit. The method used is based on the percentage complete amount.

Cost-Based Method – Always looks at the cost incurred/forecast (budget review) as the percentage complete. This method assumes that the best way to measure the true completion status of a project is the actual costs as a percentage of the forecast cost.

Sales-Based Method – Always looks at the invoices raised/contract value as the percentage complete. This method assumes that the best way to measure the true completion status of the project is the amount invoiced against the contract value.

Actual-Based Method – Always assumes 100% complete. This method always assumes a project is 100% complete and therefore takes up all actual values.

Cost-/Sales-Based Method – Calculates the percentage complete as in the Cost-Based Method, but does not allow you to take up more revenue than you have invoiced.

Different types of projects can use different methods of profit take-up. For example, a contract project whose completion status is measured by costs against budget may use the Cost-Based Method, whereas a time and materials project may use Actual-Based Method because revenue is charged solely on the work already performed.
Posting Rules

PRONTO-Xi Project Costing Management allows you to set up different posting rules to the general ledger based on user-definable fields and project type. This gives you flexibility to ensure postings end up in the correct balance sheet or profit and loss according to your general ledger company requirements.

Project Management Tools

Contacts and Functions

The Contacts and Functions feature improves communication between the project team and the customer by recording the names, roles and contact details of people associated with the project on both the provider and the customer side, such as the OHS Officer, QA Officer, Customer Project Manager, Architect or Advisor.

Contracts and Functions Screen

Issue Register

The Issue Register provides a list of administrative events and activities that need to be held and performed on the project. These events and activities have their own lifecycle – on hold, pending, completed, etc. An issue or action can be assigned to an individual, who owns and is responsible for it.

Issue Register Screen

Individuals can use My Issues to review issues and actions across multiple projects. There is also Calendar View, which shows what is due on any day for a particular project.
Subcontracting

PRONTO-Xi Project Costing Subcontractor is a sub-module providing a series of functions and controls to initiate and manage outsourced project tasks which will require payment.

The Subcontract Management function allows project managers to capture activities assigned to suppliers, including supplier agreements, claims, variations, payment schedules and retentions.

Supplier Agreements

Subcontractor or supplier agreements form the basis of the arrangement for work to be performed. Supplier agreements maintained against a project by the project manager capture details of the tasks performed by subcontractors as well as scheduled rates or lump sum payments, retention percentages, currency codes, estimated start and end dates, and so on.

In its final form the supplier agreement creates a commitment for the project that can be broken down across multiple cost categories.

Subcontractor Claims

The subcontractor makes claims for work performed under the subcontract agreement. These claims can be entered by either a summary or detail method. Claim entries can record claimed and assessed amounts, reasons for differences between claimed and assessed amounts, retention amounts, tax amounts and percentage of labour. Claims are assessed based on the terms and conditions of the original sub-contract agreement, for example, quality of work or milestones achieved.

PRONTO-Xi Subcontractor will automatically calculate the default retention amount.

PRONTO-Xi Subcontractor will calculate the tax component of the assessed amount.

Once all amounts are accepted, a claim/invoice is raised. It shows the claim number, amount, currency rate, date and pay-by date, which is defined by the terms and conditions under the supplier agreement.
During the life of the subcontract agreement, there might be a request for more work to be performed or the subcontractor may claim that some work performed was outside the original scope of the contract. Multiple variations can be created to record these details.

Any variations of the subcontract agreement will be detailed during the claim entry process, with the claimed and assessed amounts entered against either the original subcontract agreement and/or one or more of the variations.

Subcontractor Retention Release
At any point in the lifecycle of the subcontract agreement, any retentions held can be released. The project manager has approval to release some or all of these funds.

Any retained funds are held in a separate general ledger account. Once the funds are ready for release, PRONTO-Xi will automatically create a taxable payment for the supplier.

Enquiry on Subcontractor Agreements
Given the number of subcontracts and projects that a project manager may be responsible for at any point in time, it is important to have a powerful enquiry tool.

The sub-module’s selective enquiry tool allows project managers to filter data by a range of agreements, suppliers, projects and dates, as well as details from the project such as branch, project manager, customer and cost categories.

Agreements can also be filtered by type (such as lump sum, scheduled rates or supply), by status, by variation types or by claim types. These criteria are entered to select matching subcontractors.

Project Costing: Subcontracting
The enquiry tool allows users to drill down into the detail of the record based on the criteria entered. If the data returned is not exactly what is needed, a reselect option is available. The system recalls what criteria have previously been used, allowing the user to make adjustments to the criteria.
**Project Manager Limits, Security and Credit Checking**

**Project Manager Limits**

Project manager limits define the amounts a manager can manage at the different stages of a project. These limits enable you to set the amount in budget or contract value that a manager controls on an individual project.

For example, the business may set a project manager to have an in-progress limit but not a completion limit. This setup requires a different manager to ensure the project is completed according to contract.

**Branch Masking**

Users can be restricted to projects based on branch masking rules. This functionality secures branch data, precluding unauthorised users from enquiring on these projects.

**Checking Credit Limits**

PRONTO-Xi Project Costing Management can notify users if the project budget takes the customer over their credit limit. This is done during the creation of the project, after the budget has been entered and if any variations to the budget are made. The user has the option to receive a warning message and allow the project to continue, or leave the project at the quotation status requiring approval by a credit officer.

**Time Recording and Timesheet Entry**

PRONTO-Xi Project Costing Management has a detailed, flexible, yet simple time recording function that allows organisations to record, track and authorise timesheets for work performed in Project Costing and Service. Timesheet entry allows the project manager to record and report labour costs, hours and overheads against a project or service call.

At the heart of the functionality is the Timesheet Control table which allows the user to customise timesheet entry to their business needs. Some of the options include:

- Various methods of calculating cost rates, including actual pay rate, generic work rate or specific project rate;
- Various methods of calculating charge-out rates, including cost rate plus mark-up, work rate or project specific rate;
- Optional timesheet integration with PRONTO-Xi Payroll;
- Choice of detail required for timesheet entry;
- Posting of additional on-costs (eg superannuation, sick leave);
- Timesheet approval.
Timesheet entry can be secured at different levels. This includes allowing a user to enter timesheets under their name only, enter other people’s timesheets, run reports or even maintain and set up timesheet control records.

PRONTO-Xi Project Costing Management allows the user to set rates for overhead recovery against labour costs. This is automated to post when a timesheet posts.
**Maps**

PRONTO Xi provides the facility to link out to web-based map technology. By clicking the relevant map link on the PRONTO-Xi screen, a map (or driving directions) can be obtained quickly and easily (requires a live Internet connection). The following example uses Google Maps.

---

**Project Cost Map**

**Scheduling via a Gantt Chart View**

A key purpose of PRONTO-Xi Project Costing Management is to allow you to control the allocation of time and resources. In the same way that you can estimate the costs involved for each cost category in the project, you can estimate the duration of each project’s component tasks and resources. Using these estimated durations, you can:

- Build up a schedule of the estimated start and finish dates of each task and of the project in its entirety;
- Measure the performance of the project as it progresses against this schedule, to identify and seek to minimise potential delays.
- The scheduling functions are independent of the cost management functions. You can capture the cost details without implementing a schedule.
Tasks
Project Costing Management integrates with Microsoft Office Project, allowing you to specify the tasks required to complete the project, and assign the employees or equipment to perform them. You can also specify the duration of each task and any dependencies between the tasks. From this information, PRONTO-Xi can determine a detailed schedule of start and finish dates for each task, as well as a schedule of tasks for each resource.

When scheduling the project, the start and end dates of each of these tasks are loaded into the Gantt Chart View. Any changes of task dates within the Gantt chart are captured back in the PRONTO-Xi audit table to provide greater visibility of the changes that occurred during the life of the project.

Resources
A resource is a person, equipment, tool or production capacity that can be used to perform a task. Specifying the resources required for each task allows you to consider resource availability when scheduling tasks and develop a work schedule for each resource.

PRONTO-Xi Tender Management
PRONTO-Xi Tender Management manages future prospects, tenders and the associated contracts with these projects. It also includes the ability to forecast probable contract values and margins on these tenders, current jobs and service contracts.

The following functions are available in PRONTO-Xi Tender Management:

- Go/Win factor;
- Capture tender related costs;
- History of changes to tender;
- Notes associated with tender or prospect;
- Tasks to do;
- Linking tender to a project;
- Forecasting and phasing of sales and margins;
- Tender and prospect reports.
You can create contracts, direct maintenance activities, analyse warranties and track service unit history. A flexible and easy-to-use solution, Service Management accelerates call resolution and simplifies contract management.

Service Management’s sophisticated service call management facilities allow multi-level call monitoring against contractual obligations. It is delivered through simple, easy-to-use and informative screens. For example, service calls are summarised at a service centre level, separated into status – days, current week and month and the past six months. Effective call management and control are provided through high visibility.

PRONTO-Xi Service Management

PRONTO-Xi Service Management enables you to provide exceptional customer service with tools that optimise your operations from start to finish.
Service Management is fully integrated with all other PRONTO-Xi applications, particularly with the Financials module, removing unnecessary re-keying of data. It provides your organisation with the functions needed to manage service contracts and efficiently log and process service calls.

Service Management performs two major functions:
- Management and invoicing of service contracts;
- Control of service calls.

**PRONTO-Xi Service Contract Workflow**

The Service to Project link provides the integration with PRONTO-Xi Project Costing Management. It allows direct links from a service contract to a project to track costs and income, set budgets and measure contract profitability. It also provides service call profitability analysis.
Highlights of Service Management functionalities include:

Service Contracts
- Serialised and non-serialised items;
- Contract enquiry by item, customer and keyword;
- Scheduled or time block invoicing;
- Contract renewal processing;
- Overview cost tracking;
- Maintenance schedules.

Call Logging
- Tailored fast data entry via a wizard or form entry;
- Credit checking, authorisation control and unit level messaging;
- Multi-level critical and priority call escalation;
- Detailed cost tracking;
- Invoicing.

Resource Management
- Field staff messaging and communication options;
- Allocation tools based on region, site, skill and availability.

Contracts
PRONTO-Xi Service Management allows you to set up service contracts for serialised and non-serialised items. The contract details define the units covered, duration and terms of the contract. Contracts may be set up to cover such areas as warranty obligations, preventative maintenance, and other user-definable contract types.

Part of the definition of the contract is the list of service units covered. This refers to the equipment that you undertake to service under the conditions of this contract. For users of PRONTO-Xi Sales Orders and Inventory, these may be items that have previously been sold to that customer, either directly or through a distributor.

PRONTO-Xi also caters for equipment sold by another supplier. A number of serialised and non-serialised items can be linked together in one service contract.
Serviceable Items

If your organisation is servicing items not normally sold or stocked by you, PRONTO-Xi Service Management can identify those items separately from your normal inventory and allow the raising of a service contract. A description of the service unit and serial number can be recorded.

As the items on which charges are based do not have to be valid item codes in PRONTO-Xi Inventory, you can define the contract charge rates on a more general basis. For example, a computer service organisation may charge the same contract rate for all PCs regardless of their make and model. Therefore, within Service Management, all units that are PCs need only be classified by the item code, rather than their particular model number.

Time-Based Service Recording

PRONTO-Xi Service Management allows time-based service recording for labour and or travel coverage of contracts. This allows you to sell prepaid service coverage. Under this contract type, there are three billing cycles available:

- Time-based at the contract level;
- Time-based at the unit level;
- Time-based at the contract level with voucher numbers recorded. Time can be sold as numbered vouchers or tickets.

After the selection of the billing cycle, you enter the number of time blocks sold, the duration of each time block, and the charge per block. Time-based unit level contracts require the time details only for serialised items.
Billing Cycle

Part of the definition of the contract is the billing cycle. This is the frequency with which invoices are raised for the contract. It can be:

- 3-yearly;
- 2-yearly;
- Yearly;
- Half-yearly;
- Quarterly;
- Monthly;
- A fixed number of days;
- Time-based contracts;
- Time-based per unit;
- Time-based contracts with vouchers.

When an invoice is raised, PRONTO-Xi Service Management calculates the amount due for each unit by multiplying the number of billing cycles invoiced by each unit’s service rate. The ‘invoiced-up-to’ date is then incremented by the billing cycle period.

An ‘invoiced-up-to’ date is held for each unit on the contract, as well as on the contract itself. This means that you can add or remove units from the contract, and generate the appropriate adjustments to the next invoice. Items that are added to an existing contract part way through the life of the contract are invoiced pro rata to the contract value for the billing period. Items that are under warranty at the time the contract starts, but are to be included as soon as the warranty expires, may be billed at a pro rata rate on the original invoice or billed separately when they become due.
Advanced Billing/Unearned Income
When invoices are raised for service contracts, it is likely that they will cover services that may be required in the future. When considered from this perspective, the monies received for the invoice may be considered ‘Unearned Income’. PRONTO-Xi General Ledger records this unearned revenue as a liability until such time as the revenue is earned.

Renewals
PRONTO-Xi Service Management allows you to renew existing contracts once they are close to the expiry date. The renewal process functionality lets you send out up to three renewal notices to customers whose contracts are due for renewal, at specified intervals before the contract expiry date.

You can then record the acceptance of the renewal from the customer. After the acceptance, a renewal invoice is automatically created.

Contract On-Hold and Billing On-Hold
The purpose of this functionality is to allow the temporary cessation of activity against a contract without closing it. You may choose to put a contract on hold for a variety of reasons, such as:
- The contract is no longer active but final sign-off is not complete;
- The contract may not require billing for a defined period;
- There is a dispute.

Service Calls
The call processing component of PRONTO-Xi Service Management allows you to control the day-to-day activities of your service department.
Call Logging
It is not necessary to have an active service contract to be able to log a call. The process is very much the same in either case, the main difference being the manner in which charges for the call may be generated.

Calls can be logged using one of the following methods:
• Wizard;
• Form Entry.

The Wizard Call Logging screen is very useful for casual users or to train new users. Each screen will prompt the user to select the correct information. The Form Entry Logging screen is well suited for trained or power users to log calls effectively in a minimum amount of time.

Logged service calls fall into three main types:
• Internal calls, where the unit to be serviced will be brought to your workshop;
• On-site calls, where your engineers will be required to go on site to attend to the call;
• Telephone support.

Calls are logged using a simple and customisable process, fast enough to be used by a telephone operator. As the call is logged, PRONTO-Xi performs a credit check on the customer, and verifies the status of their account in the Accounts Receivable module. You can examine the service history of the item at the time the call is assigned, to help in deciding which engineer to allocate and to provide any additional information on past problems with the item.

Service Call Entry Wizard

There is also a provision to check not only that the contract is active but also that the caller is authorised to place the call. Service Management will identify whether or not the subject of the call is under warranty. Once the call is logged, a docket showing the address and details of the job can be printed for the engineer’s reference. Various pre-printed formats are supported.
When a call is entered, you have the option of entering a quotation with it, which places the call on hold, pending acceptance of the quotation. Calls can be printed to a call log to create a permanent record of when the call was taken.

Service Call Entry Wizard 2

Call Resources
Once a call is logged, you can allocate it to one or multiple engineers. When your PRONTO-Xi system is set up, you nominate whether or not you wish to enter the engineer or technician at the time that the call is entered. The number of engineers allocated to a call depends on the way in which you operate your business. You can choose to have your system recommend an engineer based on contractual preference, skill, territory and/or availability. While engineers/technicians may be allocated when the call is logged, it may also be necessary to add to or change engineers allocated to a call in order to complete it.

Service Management can notify an engineer at the time of call allocation. The call details are passed on by pager, fax or email.

You can enquire on the status of a particular call or on all calls by status at any time. In addition, you can display on the screen all calls assigned to an engineer for the day, showing their current status. Calls can be reassigned from one engineer to another where necessary.

PRONTO-Xi records ‘real-time’ work on each call as well as billable time.

Once the job is complete, you can enter the details of the docket giving full details of the job done by the engineer. This includes a description of the fault and the action taken. Faults can be assigned codes to allow you to analyse calls by fault type.

Cancelled calls and finished calls are retained on file and can be reactivated into live calls at any time. This may be done even if the call has been archived.

When a call is complete, an invoice can be generated. The invoice can include amounts for labour, travel, a call fee, parts used and metered charges. You can also record a replacement unit or component of the unit at this point, and amend the customer’s contract accordingly. Prices can be calculated based on inventory prices, mark-up and pre-agreed labour rates based on standard business practice. PRONTO-Xi provides the ability to charge tailored minimum time blocks within the billing cycle.
Van Inventory
For ease of tracking inventory, Service Management recognises the engineer’s van as a ‘location’ attached to the warehouse from which the inventory has been taken. Inventory levels can be checked and regulated as required, and replenishment ordering can ensure that necessary inventory levels are maintained. The engineers’ vans can also be set up as individual warehouses; therefore stocktakes can be done for one unit or a group.

Critical Calls
Multi-level call monitoring is available to measure performance call response and performance against contractual obligations. Service Management will escalate the call and notify the service team where performance responses have been breached.

Service Centre
The service centre is a location where service calls are logged. It may be a workshop where the service work is actually carried out, or simply a base from which service calls are monitored and distributed to engineers who travel on site to perform the work.

If your organisation runs a centralised service centre taking calls from various regions, the regions can be identified at the time the call is logged. If the call is from a region in a different time zone from the service centre, the time the call is logged is automatically recorded in the time zone of the customer making the call. For example, if your service centre is located in a region where the time is 11:00am, and a call is taken from a location where the time is 9:00am, PRONTO-Xi recognises the time difference and logs the call at 9:00am.
**Carryover Notes**

Carryover Notes allow flexibility in monitoring current situations which the service call centre or engineer might need to be aware of when servicing equipment. It highlights additional information particular to each service call that is relevant to the service user. For example, the service call centre will input information such as temporary key collection points or safety requirements into Carryover Notes to ensure that the engineer is aware of the unique circumstances before attending the site.

**Predictive Q&A**

The Predictive Q&A feature enables organisations to be proactive in gathering consistent information about each piece of service equipment. If your organisation is recording statistics on the service serial and/or equipment, the predictive function can be set up to automatically prompt the engineer to respond to a series of questions after each site visit. This functionality makes it easy for management to monitor and identify particular areas of interest.

For example, an air-conditioning company call centre might instruct the engineer to capture the temperature of the air conditioner before the yearly service is conducted. To simplify the task for the engineer, the answers can be predefined to include several mandatory ranges in which one must be selected.

---

**PRONTO-Xi Predictive Question and Answer Workflow**

Create Predictive Q&A

Attach Predictive Q&A Header

Code to Serial or Equipment

Fill in answers to questions

Amend or add answers to Predictive Q&A

The user cannot invoice the service customer if mandatory questions are not answered

Completion of Service Call

Service Contract consolidates all Service call answers. View and report via datagrid.
Preventative Maintenance (PM)

You can have preventative maintenance (PM) calls generated in the manner that you require:

- **Summary** Preventative Maintenance calls are generated by site based on PM budgets for that site. A service call is then raised for all items on a service contract;
- **Detail** Preventative Maintenance calls are created based on equipment type, with various PM levels controlling the frequency of visits;
- The PM methods above can be set up against specific contract types so you can run all three types of PM based on your contractual agreements;
- Hierarchical run-based PM calls are managed by the system with the creation of unique docket numbers per equipment. A PM run base is often used when monthly and weekly tasks are due at the same time.

PRONTO-Xi Service Management will automatically generate the monthly task and increment the weekly tasks.

Service Distribution Integration

PRONTO-Xi Service Management is fully integrated with PRONTO-Xi Distribution. Inventory allocations to service calls can range from informal material issue through to formal picking slips creation.

Service Management is also linked with PRONTO-Xi purchasing functionality. For example, purchase orders can be directly linked to service calls to fulfil outstanding commitments. PRONTO-Xi can put the service call on hold until the parts are available and the engineer can carry out the completion of the service call.

Service Call Maintenance Desktop

The Service Call Maintenance Desktop combines all major service functions in one central area. It gives operators a compete view of their service operations in a single screen, allowing for fast and efficient processing.

With drill-down capabilities at a click of a button, operators have access to detailed information and functionality without leaving the Desktop.
Selective Contract and Call Enquiry

The PRONTO-Xi Selective Contract and Call Enquiry function is designed to facilitate the search for service information by specifying parameters, such as service centre, outstanding service calls or engineers. The search results are displayed in a data grid, which allows for flexible reporting methods.

Service Contract Selective Enquiry

Engineers

Engineers/technicians are your staff performing the service work. Each engineer is linked to a specific service centre. Each call received at that service centre is allocated to an engineer normally based at that service centre. If required, calls can also be allocated to engineers from other service centres.

One of the functions provided by the call processing functions is to develop and monitor the call schedule of each engineer. The activity of each engineer can be displayed in PRONTO-Xi Service Scheduler.

PRONTO-Xi Payroll can store the employee number of each engineer. This allows you to record additional payroll information about the engineer.
Integration

PRONTO-Xi Service Management also integrates to other PRONTO-Xi products such as Service Connect and Service Scheduler.

Service Scheduler provides a visual display of incoming service calls and engineer workloads. It allows calls to be allocated to engineers using the drag and drop method.

Service Connect provides a simple and reliable way to allow your customers to review their service contracts, log and track active service calls at the tip of their fingers.

Maps

PRONTO Xi provides the facility to link out to web-based map technology. By clicking the relevant map link on the PRONTO-Xi screen, a map (or driving directions) can be obtained quickly and easily (requires a live Internet connection). The following example uses Google Maps of where the next service call is at.
Service Scheduler optimises dispatcher efficiency with up-to-date call status and easy engineer allocation. It dramatically increases the operational efficiency of a service centre. With key information on one screen, you can view all unallocated calls and field resources activities at a glance.

Service Scheduler is a Microsoft Windows application with an easy-to-use graphical user interface. A simple drag and drop will allocate calls to available resources or reschedule their activities. Service Scheduler is fast to implement and minimises your training requirements.

PRONTO-Xi Service Scheduler offers complete visibility of unallocated service calls and engineer activity of a service centre.

Fully integrated with PRONTO-Xi Service Management and Service Connect, you gain a new level of efficiency by having one fully integrated solution, from service centre administration right through to the customer end.

Service Scheduler functionalities include:

- Real-time data displayed in a graphical format;
- Unallocated service calls showing expected duration and completion dates;
- Display resources allocated to calls;
- Full descriptions of selected calls;
- Multi-level resource calendar (default, country, state, service centre, resource).
Complete Visibility of Unallocated Calls and Engineer Activity
PRONTO-Xi Service Scheduler provides you with all the information required for field resource allocation to service calls on one screen. You can view all information required for decision making at a glance.

Thanks to its full integration with PRONTO-Xi Service Management, you are only a click away from full call details and status information.

Easy Drag and Drop Allocation of Calls to Engineers
Service Scheduler is an easy-to-use application. Dispatchers will find it easy to rapidly allocate calls to the right person. Calls can be viewed by skill requirement and matched to engineers who have the appropriate skill-set.

Flexible Tool to Suit Your Operations
PRONTO-Xi Service Scheduler is a flexible tool which caters to a wide range of work practices and procedures. Advanced sort and filter options allow you to focus on critical calls. Unallocated calls can be filtered and sorted by service centre, call type, call number, priority, required skills, action type, region and customer; while engineers can be filtered by service centre, engineer number and skill code. Service Scheduler makes it easy to focus on your urgent calls or view calls from priority customers. Additionally, multiple dispatchers can allocate calls simultaneously if required.

With Service Scheduler you can limit dispatcher access to specific service centres and call types. This can be done simply by your systems administrator entering relevant logins into the PRONTO-Xi dispatcher table.

Service Scheduler is customisable to suit your business processes and requirements. Its features include:

• Fonts, screen colours and layouts;
• Calendars, dates and times;
• Sorting/Filtering of service calls;
• Hyperlinks and user-definable buttons to open PRONTO-Xi screens.
How Service Scheduler Works

Call and engineer information is automatically extracted from PRONTO-Xi and displayed in Service Scheduler. You can choose to display non-working time based on PRONTO-Xi Calendar. Displaying only working hours increases the period visually displayed for what is required in this period. As soon as a call is allocated to an engineer, the information is updated instantly in Service Scheduler. Warnings appear if two or more calls are allocated to an engineer at the same time. A job can also be easily allocated to multiple engineers with a single drag and drop.

Connected in real-time with PRONTO-Xi Service Management, you gain another layer of efficiency by having one fully integrated solution from Pronto Software.
Directions and Maps

The Maps feature also allows you to drill down directly into PRONTO-Xi Service Scheduler to find directions to a final destination.

By default, the Map option will pass the service call address to the Maps URL using, in order of preference:

- Call address;
- Contract address (if defined);
- Customer delivery address (if defined);
- Customer address.

This example uses Google Maps.
Service Connect is an extension of PRONTO-Xi Service Management and is specifically designed for the service industry. With its full integration to the back-end of Service Management, Service Connect offers huge benefits in streamlining data to and from the web portal.

PRONTO-Xi Service Connect

The PRONTO-Xi Service Connect web portal enables businesses to empower their customers by giving them the ability to track their own service calls.
Welcome to Service Connect

Businesses can provide their customers with access to the web portal, allowing them to view and control what service calls are logged. The standard PRONTO-Xi Service Call logging fields are provided within the Service Connect Call Logging Screen Layout and include service call type, customer reference number and site address. The business controls what fields it requires its customers to fill out and what the default for the field should be. All service calls logged via the web portal are fully audited, which will allow back-end office staff to track who logs what calls.

The business can define the access and security levels of each customer. There are three levels of user access:

- **Customer System Administration** – Each customer can be provided with a system administrator who sets up users within their company. The administrator can control the type of access required for that particular user, for example, Enquiry or Maintenance Access;
- **Enquiry Access, View-Only Level** – This entitles the user to view only service calls and history based on service contracts, units and equipment, etc;
- **Maintenance Access** – This allows the user to log new service calls and review information provided on the web portal as per enquiry access.

Service Connect provides the following benefits:

- Improves customer service by allowing service calls to be reviewed at any time;
- Reduces the call centre administration needed to support incoming calls;
- Provides a powerful search capability.
Service Connect Workflow

Built on Ruby on Rails, Service Connect has easy deployment, scalability and architectural flexibility. An open content web framework allows you to use standard or custom pages and layouts to suit your business requirements.

Service Connect delivers live service call data to your authorised customers

The module’s application features include:

- Offline capability if the server is unavailable;
- Easy deployment to customers;
- An intuitive web interface, and thus minimal training requirements;
- Secure access through password protection;
- A web-based portal accessible from leading browsers;
- Seamless synchronisation of key data.
Maintenance Management is designed to maximise planning and control of your plant maintenance activities. You can easily monitor your preventative and predictive maintenance, project costing, plant downtime, fault repair and equipment repair costs.

It automatically collates information on equipment repair and maintenance costs, by plant, work order, equipment and cost centre. Key performance indicators (KPIs) such as Mean Time Between Failures (MTBF) are automatically calculated. Fault analysis reporting on equipment failures gives you maintenance improvement opportunities. Full maintenance history and cost reporting are linked via the work order.

PRONTO-Xi Maintenance Management

PRONTO-Xi Maintenance Management is an effective tool to assist you in reducing your company’s maintenance and operating costs.
Maintenance Management enables you to budget, schedule, plan, execute and report all maintenance activities and is fully integrated with other PRONTO-Xi modules such as Inventory, Purchase Orders and Project Costing. Advanced functionality like automatic spare parts replenishment, parts valuation, inventory allocation against current and future jobs, usage reports, inventory movements and stocktaking really set Maintenance Management apart.

Maintenance Management functionalities include:

- Full equipment detail and technical recording;
- Priority work order allocation;
- Condition Monitoring;
- Automatic inventory allocation;
- Work order forecasting;
- Defect work order recording;
- Integration to Microsoft Project;
- Resource management;
- Stock purchasing;
- Integrated to other PRONTO-Xi modules;
- Customer invoicing for completed work.
Equipment Register

PRONTO-Xi Maintenance Management contains an equipment register where detailed information of the equipment is recorded. Items can be either classed as:

- **Asset** – relates to a fixed asset;
- **Component** – inventory item;
- **Level** – can be used in Costing/enquiry node. It relates plant items to each other.

You can identify each item by its own unique number as well as an identifier related to a fixed asset or an item serial number. This allows you to quickly identify items and allocate maintenance details to the correct item. The identifier may reflect an existing equipment numbering system already in use.

You can group equipment by cost centre, type and location. The equipment register may be structured to represent the ‘equipment’ categorise by equipment, assemblies and sub-assemblies.

Manufacturer details are recorded as well as other details such as the supplier, warranty date, installed costs, installation date and other associated costs. Utilisation of the ‘warranty date’ warns the user during work order creation that the item is under warranty. Budgets and actual costs incurred are held by plant item per period per year for labour, materials and usage.

The Plant Tree view allows easy access to the plant item records and gives a highly visible overview of plant items and their components.
Preventative/Predictive Maintenance

The plant manager can implement the maintenance strategy for the plant in the form of preventative and predictive maintenance tasks. The maintenance strategy can be developed and implemented based on run time, condition, statutory inspection requirements, or scheduled shutdowns. This includes the ability to define the day, week and/or the month for calendar-based intervals.

PRONTO-Xi Maintenance Management enables the plant manager to compare ‘scheduled’ versus ‘actual’ for both activity and costs. Full-cost history reporting is available to assist management in making decisions to replace or maintain equipment.

PM Tasks Maintenance

Work Order Management

A wide range of reports and enquiries allow users to prioritise and plan work orders using information such as plant item relationships. The work order cycle can be managed from plan to completion. Several enquiry/report options exist to search for work orders based on the components of the work order itself, from related plant items or via text string pattern searches.

You can use work order forecasting to produce the maintenance schedule, confirm manpower requirements, and provide KPIs which summarise and show trends of scheduled loading and completion. Work orders can be set up to allow printing of any specialised documentation, licences and plans.
Maintenance Work Order Planning
The work may start as a request requiring approval. Once approved the work is planned, then scheduled, performed and finally recorded.

You can enter maintenance requirements directly into PRONTO-Xi Maintenance Management as a work request. The request is then reviewed and may be rejected, approved or set to a status of defect. Defects can then be reviewed, corrections planned and scheduled alongside other maintenance tasks.

You can enter an estimate of hours and any equipment or parts required for the task. This information may be predefined on a preventative maintenance task and used as a template for the work order.

The status of a work order changes progressively until completion, which allows for the capture of meter readings, comments and actual downtime/duration.

Work Order Control

Maintenance Work Order Forecasting
Through work order forecasting Maintenance Management can generate preventative maintenance work orders when they fall due. Intervals may be based on usage/production, or a predefined maintenance interval. Planned maintenance can be entered into the system, transferred from a work request, or converted from a work order forecast. Once a work order has been generated via the forecasting process and is issued to the person responsible for maintenance, the plant work order is now in progress.

Work Order Priorities
Maintenance Management supports work order classification and escalation by priority. Utilising priority codes will enable key work to be planned, resulting in scheduling and execution of the work in a timely and efficient manner.
Resource Planning

Maintenance Management allows for the comparison of the predicted workload for each labour type against the available working hours. It generates the information detailing the work overload.

![Labour Capacity Plan](image)

Labour Capacity Plan

Inventory Management

PRONTO-Xi Inventory Management provides inventory planning capabilities to assist the management of spare parts availability for your organisation. Inventory control, warehousing and purchasing are provided when linked to other modules of PRONTO-Xi. Serial number tracking of component issues allows easy identification of component items within a plant asset.
Warehouse, Inventory and Purchase Orders
When coupled with PRONTO-Xi Inventory and Purchase Orders, PRONTO-Xi Maintenance Management provides maximised warehouse throughput and customer service by intelligently controlling movements of replacement parts into, around and out of the warehouse.

Maintenance Management keeps track of both repairable and rotatable inventory items which includes the procurement of necessary parts and services. The PRONTO-Xi Inventory module contains a wide range of reports and on-screen enquiries into inventory levels, prices, sales orders, purchase orders, and historical sales.

The PRONTO-Xi Purchase Orders module includes a number of functions to help plan future inventory requirements. By combining data on inventory levels, sales history and current commitments, purchase orders can be automatically generated based on a number of flexible criteria.
Rental is a fully integrated, flexible tool which offers full product and contract traceability and the capability to streamline your processes.

The foundation of Rental is the agreement between you and your customer. The rental contract defines the units rented and the conditions of the rental.

You can record a rental unit as both a serialised item and a fixed asset. This can appear on the contract as units, additions or options. Identifying the equipment in PRONTO-Xi Fixed Assets allows you to account for asset depreciation. The asset record for the unit is linked to its serial number by an asset identification number.

PRONTO-Xi stores all the rental details of the item, such as its current contract, rental rate and serial number. The item group can be used to determine the general ledger postings of rental income.

PRONTO-Xi Rental is a comprehensive module which enables you to efficiently track your rental contracts.

Hire contracts allow you to manage rented inventory items which are not fixed assets and do not have a serial number. Hire contracts are a simple and effective alternative to rent standard inventory. Consignment orders can be created to separate rental items from available stock in PRONTO-Xi Inventory.

Rental functionalities include:
- Contract authorisation;
- Flexible billing cycles;
- Multiple sites management;
- Handling of unearned income;
- Rental rebates;
- Serialised and non-serialised rental units;
- Gatehouse movement tracking;
- Pro rata catch-up invoices;
- Full rental history by unit;
- Depreciation and returns for kits and items;
- Automatic creation of assets and full integration with PRONTO-Xi General Ledger.
When a contract is created, a percentage value can be added for stamp duty and damage waiver. You can create reminder notices when invoices are not paid in the set period of time and archive all customer correspondence within the contract notes.

Rental offers the flexibility of multiple billing cycles including the ability to enter extra units outside of the standard billing cycle. You can opt to charge a deposit, invoice immediately or at a later date, and control the billing of items in a contract. Depending on your agreement with your customer you can increase rental rates by CPI or use periodic increases.

Rental is fully integrated with all PRONTO-Xi modules. You can attach and post all the revenue of a rental contract to a project and schedule the preventative maintenance of your equipment.

Rental is fully auditable and allows you to define the functions accessible by each staff member.

**Additions**
An addition is an item that can be rented in conjunction with a rental unit. For example, a house may be the rental unit, and its furniture classified as additions. Every addition included on a rental contract is linked to a particular unit. If the unit is removed from the contract, all additions are automatically removed. Additions can also be removed without terminating the parent unit.

An addition can be stored as both a fixed asset and a serialised item. Additions have their own rental rate and appear on rental invoices separately from their parent units.

**Options**
An option is an extra charge associated with the rental of a unit. An option can be a physical item rented with the unit, a service such as transport or installation, or simply a cost incurred. Like additions, each option is linked to a particular unit on the contract, and is terminated from the contract at the same time as the unit.

Options are not fixed assets or serialised items. They are represented by an item code entered in the inventory master file. If an option represents a physical item supplied on the rental contract, it is effectively ‘expensed’ when the contract is created. If an option represents a service, it can be defined as a special (non-stocked) inventory item.

Options can be invoiced periodically, or by a lump sum charge on the first invoice.
Contract Lifecycle
A rental contract goes through the following stages:

• **Entered** – The details of the contract are entered, including the items to be rented. The status of the contract is set to ‘Entered’. PRONTO-Xi sets the status of each unit and addition on the contract to ‘Allocated’;

• **Approve the Contract** – You can raise invoices against the contract once it is approved. The contract status is set to ‘Active’. However, the status of the units and additions is not changed;

• **Ship the Rental Items** – The various units, additions and options on the contract are shipped to the client’s site. As each item is shipped, its status changes to ‘On hire’;

• **Terminate the Contract** – When the contract is terminated, you can no longer raise an invoice against it. The contract status becomes ‘Finished’. The status of the items on the contract changes to ‘Off hire’;

• **Receive the Rental Items** – The rented items are returned to your warehouse from the client’s site. When an item is received, its status changes to ‘Received not inspected’;

• **Inspect the Items** – The received items are inspected to ensure that they are in good condition. Once an item is inspected, its status changes back to ‘Available’, and it is removed from the contract.

Rental Maintain Contracts

Fixed Asset Units
PRONTO-Xi Rental links into PRONTO-Xi Fixed Assets. This assigns the serial number as the link from the rental unit to the fixed asset. It allows accounting for the depreciation costs of the unit.

Items that are available for rental are treated as assets and are therefore subject to normal asset depreciation.
Contract Invoicing
PRONTO-Xi Rental manages the invoicing to the customer for the contract rental. The invoice value of a contract is the sum of the rental rate of each ‘On hire’ or ‘Allocated’ unit, addition and option.

Invoices are not posted directly to accounts receivable and the general ledger. Instead, PRONTO-Xi creates a sales order with the status ‘Ready to print invoice’. After the invoice is printed and the order updated, the transaction is automatically posted to the relevant accounts.

When invoices are raised, depending on your accounting requirements, a general ledger journal may also be raised, recognising the value of the unearned income as a liability, which is reduced as the income is earned.

Rental Invoicing

One-Off Invoices
In addition to recurrent invoices against the contracts, ‘one-off’ invoices can be raised when the contract is approved, an item is terminated from the contract or the contract itself is terminated.

This method allows adjustments to the initial and final rental invoices using the normal sales order functionality.

Tracking
PRONTO-Xi Rental allows full serial tracking of items. You may produce rental invoices and trial balances.

Billing Cycle
Part of the definition of the contract is the ‘billing cycle’. The frequency of the contract invoicing is flexible. It can be set to the appropriate value for the contract (weekly, monthly, quarterly, yearly, etc).

PRONTO-Xi can also cater for rental cycles excluding specific days. An example is when weather conditions make it impossible to use the hired equipment, or when public holidays are not to be invoiced. This also means that invoicing can be done for a seven-day week, a five-day week, or any required combination.

When an invoice is raised, PRONTO-Xi calculates the amount due for each unit by multiplying the number of invoiced billing cycles by each unit’s rental rate.
A current date of invoice is held for each item on the contract, as well as for the contract itself. This means that units can be added or removed from the contract, and appropriate adjustments can be included in the next invoice.

By selecting the contract number and the customer code, recurrent invoices can be produced in bulk for a set of contracts. Each invoice is posted directly to the general ledger and to the customer’s account.

**Payment Reminders**

There is a facility to produce reminder notices when invoices are not paid in the designated period of time. The contract is automatically updated with notes regarding the reminders.
Extensible' means our product can plug into a wide variety of non-PRONTO-Xi tools, products and services.

'Infrastructure' is the basic framework that supports the PRONTO-Xi solution. It consists of all the non-application-level components which comprise the overall fabric of the solution, namely:

- The language and run time;
- The operating platforms and environments;
- The security structures;
- The menu systems;
- The desktop integration frameworks;
- The tools and techniques for development and customisation;
- The network capability;
- The adoption of open standards.

'Xi' stands for ‘eXtensible Infrastructure’, a term which encapsulates the development philosophy behind Pronto Software’s flagship Enterprise Management System.

PRONTO-Xi Infrastructure
PRONTO-Xi Architecture
PRONTO-Xi’s unique architecture provides the foundation required to run your PRONTO-Xi applications. These components include:

- PRONTO-Xi Client;
- Abstraction layer (run time);
- ODBC Connectivity;
- Structured Query Language (SQL) interface;
- System and administration functions.

Flexible Infrastructure
PRONTO-Xi employs an architecture which allows it to operate effectively on a wide variety of platforms. Platforms that PRONTO-Xi supports include UNIX, Linux and Microsoft Windows operating systems, IBM Informix, Oracle and Microsoft SQL Server databases. This means that PRONTO-Xi users have the freedom to choose the IT infrastructure that best suits their needs.

PRONTO-Xi Client
An Enriched User Experience
Since PRONTO-Xi was first launched in 2002, it has undergone continuous improvement, with a focus on improving the user experience. PRONTO-Xi delivers a user interface providing usability and personalisation features that enrich the end-user experience. Access key information quickly, gain greater user control over configuration and feel in tune when working within the PRONTO-Xi client workspace.

Integrated Web Pane
With a fully functional web browser built into the interface, implementers and administrators of the system can deliver business system information, or any other web-visible information, to users within the PRONTO-Xi environment.

This facility can also be used for quick access to PRONTO-Xi Business Intelligence workspace items such as reports, dashboards and analytics views. Alternatively, use it to display corporate intranets, external websites, corporate noticeboards, executive information systems, interactive workflow diagrams, customised intelligent web pages and anything else that is viewable through a regular web browser.
Dockable Windows
Multiple web panes can be individually docked at the side of the main PRONTO-Xi workspace, allowing information to be hidden (docked as a ‘tab’) when not required, but still quickly accessible when needed. This can be especially useful for PRONTO-Xi Business Intelligence reports and business dashboards, where personalisation settings allow these dockable windows to be pre-set to launch each time PRONTO-Xi is opened, either pre-docked or in the foreground. Users can launch and dock multiple windows, which will keep running in the background even when not in focus. For example, a report can run while a sales order is being processed, both within the same PRONTO-Xi session.

Position windows where you want them, and dock for later access

Data Grids
Data grids allow users to view PRONTO-Xi data in a tabular format. Tune them to display data in the most useful way for each individual user. Data can be filtered, sorted and highlighted to suit the most useful view for each user.

The result of any tailored view of a data grid can also be exported to Microsoft Office Excel or turned into an XML report at the click of a mouse button.

Quick Links
Any piece of data in PRONTO-Xi can be linked to any document or web page, which is directly accessible from a button on the toolbar. For instance, any documents associated with a purchase order, or a customer’s website associated with customer details can be opened directly from the PRONTO-Xi screen relating to that item. This means that reaching pertinent information about any item in PRONTO-Xi is quickly accessible.
Low Bandwidth Client
The PRONTO-Xi Thin Client is designed specifically to provide a low-bandwidth, high-functionality connection when used with a UNIX- or Linux-based PRONTO-Xi Server. The Microsoft Windows platform has the same benefits, with the addition of a terminal server.

Thin Client is fully Internet-compatible and allows you to connect to the PRONTO-Xi server through an Internet connection. The connection is stable and secure. By utilising multiple network topologies, local users can connect to PRONTO-Xi through their Local Area Network (LAN), mobile device, remote branch or Wide Area Network (WAN).

The user interface is exactly the same whether connected over the Internet or a LAN. That means the same customisations, the same menu access, the same keystrokes and the same security. This reduces training, setup and administration costs.

Personalisation
User Interface and Menu Personalisation
PRONTO-Xi allows individual users to specify content that is tailored to their needs and preferences. Through personalisation, users take control of their working environment to make it easier and more enjoyable for them to use and to boost productivity.

Menus can be changed to hide options that the user does not wish to see, change the name and icon on a menu option to make them more relevant to the individual or their role, or add PRONTO-Xi or external URL options to a menu.

Mode buttons allow quick access to a host of PRONTO-Xi capabilities such as Search, Find and Entry and to launch other PRONTO-Xi screens. These buttons can be positioned to the user’s preference either at the top, bottom or either side of the screen.

Users also have the option to define background images for PRONTO-Xi with user-controlled levels of transparency using one of the supplied themes or an image of their choice. For example, an administrator could apply a company logo to all user screens, to promote brand awareness within their organisation.

Users can define background images for PRONTO-Xi using one of the supplied themes or a custom image. For example, an administrator could apply a company logo to all user screens, to promote brand awareness.
**Data Personalisation**

In any PRONTO-Xi data grid screen, the way that the screen is presented to the user can be changed. Columns on a screen can be rearranged in order; the records on the screen can be resorted; filtering and highlighting can be applied to records. All of these changes are under the user’s discretion, and can be saved in multiple views for them to select the next time they go to the screen. These views can easily be distributed to other users via a direct email.

Entering data into a form screen can be controlled by setting personal field defaults. For example, when creating a new customer account a user may always use a specific customer type. The personal field defaults enable the same screens to be different based on the user’s role or department.

**Zero Deployment**

Management of client software on user machines can be a major drain on system administration resources for some ERP systems. PRONTO-Xi is designed to deploy the powerful client software to all users with minimal administration.

Users can install PRONTO-Xi Thin Client, with all relevant administrator-defined settings, simply by opening a web page and clicking a button. The very next step is logging in to the system.

When new versions are available, users are prompted to upgrade without the need of their system administrator.
IBM Informix

PRONTO-Xi Dimensions is optimised for a Relational Database Management System (RDBMS) infrastructure.

IBM Informix is designed for hands-free administration, perfect for organisations wanting to get more from their information without needing to invest in additional technical support. It runs on cost-effective infrastructure, while providing fast data access to meet your business requirements.

Informix has the processing speed required for online transaction applications with the resilience to protect the data and keep applications running. It offers some of the best scalable performance metrics for online transaction processing (OLTP) in the market, with sites worldwide running tens of millions of transactions through a single data server every day.

With its open database connectivity (ODBC), Informix supports a broad range of information management applications with excellent performance and reliability.

By aligning PRONTO-Xi with Informix we can offer:

- A fully featured RDBMS;
- Reliable and secure data storage;
- Fast and flexible transaction processing;
- Virtually zero administration;
- Flexible levels of resiliency – for example, High Availability Data Replication (HDR), Remote Secondary Server (RSS) and Continuous Log Restore (CLR);
- Scalable configuration from simple to high level;
- Cross-platform support (AIX, Windows, *NIX);
- Standard Open Database Connectivity (ODBC).

The combination of PRONTO-Xi and Informix provides the confidence of reliability, security, unmatched performance and simplicity to optimise your IT infrastructure and run your operations. Informix is included with PRONTO-Xi Foundation.
Integration and Extensibility

The architecture of PRONTO-Xi lends itself to be easily accessed through other applications. For example, creating links that launch PRONTO-Xi screens from other applications or documents is as easy as embedding a hyperlink (URL) into the third-party software. This means that specific pointers to PRONTO-Xi can be included in web pages, slide presentations, word-processing documents, and even email messages, making relevant real-time business information only a single click away.

PRONTO-Xi Message Bus

PRONTO-Xi Message Bus allows for the sharing of data between two disconnected PRONTO-Xi databases or companies. It is ideal where reliable synchronisation between data sets or remote sites is required, such as franchise systems that share a common inventory database or Point-of-Sales (POS) systems where redundancy is used. Data can be selectively shared between remote installations and employs a ‘publish and subscribe’ methodology to ensure efficient message delivery and synchronisation. This technology also makes it ideal for remote sites where communications may be poor.

Message Broker

At the heart of Message Bus is PRONTO-Xi Message Broker. This manages the message queues and processes the message data. It identifies PRONTO-Xi datasets both locally and remotely and automatically handles the exchange of data between datasets on the same physical server. It is independent of any communication protocols, meaning that it functions consistently and reliably whatever communication medium it is working over. There are also several measures included to enhance security and data quality, including message validation routines to ensure what is sent is exactly what is received.

Message Broker can also perform intelligent business tasks, such as masking data in certain fields depending on the subscriber. For example, a franchisor may wish to share supplier information with a franchisee but not share the balance owed. Message Broker can substitute the balances for ‘zero’ along the way without user intervention. It also contains a ‘refresh’ function to bring remote datasets into line with a master dataset in case of data corruption or hardware failure.
Extensibility
PRONTO-Xi Message Broker’s Service Oriented Architecture (SOA) allows high levels of customisation without compromising stability. At each stage, standard business rules can be ‘replaced’ with custom business rules to suit your particular needs.

Applications
PRONTO-Xi Message Bus has been shipped with pre-existing configurations to meet the needs of business.

Franchise Inventory
A key requirement for franchise operations is the quality of inventory information. Utilising the advanced technology of PRONTO-Xi Message Broker, core inventory data is selectively shared with franchisees. At head office, a ‘staging area’ can be set up, allowing master data changes to be held back from broadcast until the desired time. As an example, this enables price changes to be sent at a scheduled time ahead of a promotion, or new products to be released to franchisees on the appropriate date.

POS Redundancy
POS Redundancy utilises the advanced technology of PRONTO-Xi Message Bus to keep remote servers synchronised with head office. Incremental changes are continually sent to remote servers by Message Broker, so in the event of communications failure, stores can trade locally with the most up-to-date information. At the end of the day sales information is also transmitted back to head office over Message Broker once communications are restored. This provides stores with more up-to-date and accurate information and caters for environments where communications may be unreliable.

PRONTO-Xi Integration Engine (PIE)
PRONTO-Xi Integration Engine (PIE) is an efficient, cost-effective way to programmatically access information from PRONTO-Xi to improve business agility and deliver on the benefits of Enterprise Application Integration (EAI), self-service portals and other technology outside PRONTO-Xi.

PIE allows incoming ‘calls’ to PRONTO-Xi from COM objects, Java classes and SOAP requests. In essence, these calls extend the business logic to programming languages such as Java, C/C++ and Visual Basic, as well as commercial applications that support remote procedure calls and web services.

Rapid Deployment
Due to its straightforward architecture, PIE is typically easy to install and configure. An optional API compiler takes your new and existing PRONTO-Xi API code and creates the necessary extensions used by external applications. This ensures that your EAI, portal and dashboard projects are completed as quickly as possible.

Scalable Performance
A high-performance message broker forms the core of PIE. Optional message persistence ensures that transactions reach their destination in the event of a network failure. Dynamic adjustment of the message queue size in accordance with the load profile ensures application requests are answered quickly and resources are put to efficient use.
PIE Sockets provide the means to scale throughput in and out of your PRONTO-Xi system.
Simplified Administration
PIE features a browser-based workbench that shields administrators from the complexity of managing services on multiple operating systems. Workbench provides monitoring of critical items such as running services, transaction throughput, failed requests and diagnostic information. High-level scripting supports the automation of routine tasks to ensure administrators can focus on providing user services, rather than spend time monitoring low-level system functions.
Not only can you specify which modules you are using, but also how you intend to use them.

Many of the processes that you will perform within System Administration only need to be performed once during installation. Some facilities may be set up after you have started operating your system. Other functions may be used for ongoing maintenance and can be considered ‘housekeeping’ requirements to be performed by the system administrator.

The options you choose will, to a large extent, control the way that PRONTO-Xi works for you. It will also define the way that your screens appear. You can control which menu items are displayed, and which options are available. You can also define menus to suit the requirements of your organisation and individual users.

You can set up the default prompts that will be used in your system, thus saving keystrokes for your data entry operators, without necessarily prohibiting access to other options.

System Administration is a security-controlled environment from which most users will be excluded.
**Major Function Flags**

PRONTO-Xi uses system flags to configure the operation of the software to each organisation's particular requirements. This provides great flexibility in the setup of your system.

Flags determine parameters such as the modules that are active, how much history will be kept for each transaction type, how various postings are to be split, what appears on each screen, variance tolerances and how 'keyword' searches will be conducted in inventory, customer and supplier files.

Almost every process is variable to some extent, and the setting of these major function flags is an important part of your implementation.
Code Tables

Code tables are used to store various types of information throughout PRONTO-Xi. These code values are user-definable. As well as being able to set up codes and tables in System Administration, many code values can be set up from within the relevant module.

For example, you can control the use of your system by adding users to Officer Class code tables (Credit Release, Purchasing, Job/Project Managers, Cheque Printing Officers, Manufacturing Officers, etc).

Other code tables you may choose to set up and maintain include:

- **Product Groups** – to group inventory items for reporting and posting;
- **Territories** – to group customer accounts for reporting and posting;
- **Representative Codes** – to define your sales representatives for reporting and for commission payments;
- **Warehouse Codes** – to define locations where stock is held;
- **Currency Codes** – to define the various currencies and conversion rates in which your organisation conducts transactions;
- **Carrier Codes** – for despatch of goods;
- **Supplier Type Codes** – to group supplier accounts for reporting and posting;
- **Serial Number Codes** – to allocate the next sequential number for sales orders, invoices, purchase orders, work orders, etc.
Roles and Security

PRONTO-Xi allows multi-company use. You can specify which companies or directories any user may access, as well as the amount of access each user may exercise in each company.

When new users are created, they are assigned one or multiple roles to set their authorised access to PRONTO-Xi. A role contains a list of PRONTO-Xi functions. Wildcards can be used to indicate all functions. Each PRONTO-Xi function is identified by a code.

PRONTO-Xi is supplied with ‘out of the box’ roles or you can develop your own roles to define a job function (Point-of-Sale, Internal Sales, Accounts Payable, Production Administration, etc). Roles provide flexibility and can be mixed and matched to suit the needs of your company. When the role is altered, the changes will flow onto all assigned users of that role.

User-defined functions can be created and made available throughout PRONTO-Xi. These may be custom programs, commands or reports written specifically for your business. To be used in PRONTO-Xi, the user-defined function must be referenced in the System Modules and Functions table, added to a menu through Menu Structure Maintenance, and finally added to an existing role.

User-defined menus can be associated with particular users. When the user logs in, the menu defined for that user is activated. User-defined menus are created and maintained through Menu Structure Maintenance.
Data Masking

To complement its tight and flexible functional security, PRONTO-Xi System Administration provides data masking to restrict access to certain application data. Masking restrictions are available for:

- Asset Group;
- Asset Location;
- Job Branch;
- Service Centres;
- Supplier Type;
- Territory;
- Warehouse and Warehouse Group;
- CRM Company Region and Types;
- General Ledger accounts;
- Payroll.

PRONTO-Xi Application Services

PRONTO-Xi Application Services enables PRONTO-Xi programs to be scheduled from within PRONTO-Xi itself without the need to set up scheduled tasks at the operating system level. This is achieved by means of an Applications Services daemon that checks all running services at one-minute intervals to determine whether any program is due for execution.

When setting up your system, you can set up processes to perform backups, run reports and update functions according to some predefined values.

Application Services can be used to control such vital functions as end-of-period processing, real-time data synchronisation across databases, streaming updates and message-based functions used to communicate between distributed servers, databases and applications.

You may also set up processes to run multiple times during the day, daily, weekly, monthly, on weekdays only, at period end, at period start, or on a specific date. PRONTO-Xi takes the date and time from your system, calculates the day of the week and runs the appropriate process.

Every execution of a program by a service is logged for easy and direct verification. The log entry also includes an exit status flag that indicates whether the program was executed successfully.

A single service can be set up to execute a program in multiple companies, either concurrently or consecutively. As all services operate independently, there is no risk of a job not being executed because the execution of a program by another service has failed.
General Ledger Interface Special Accounts

Special account names are abbreviated names of processes or posting functions that are linked to PRONTO-Xi General Ledger accounts and reside in a user-defined table. The setup of this table is extremely flexible and is used to direct most of the postings from the application modules to General Ledger. Special accounts dramatically reduce the number of manual journal entries required within the general ledger.

Most special accounts can be split by additional criteria. For example, the special account name for the accounts receivable control account is ‘DCTRL’. You may need to split your accounts receivable control accounts into more than one account, and have a separate account for each of your sales territories. This can be achieved by appending the territory code to the control account (DCTRLtttt) and then specifying the general ledger account to which it will post. The splits to be used are set up under the major function flags.

When PRONTO-Xi is first installed, the required special accounts are loaded and point to temporary default accounts. This is the starting point and you need to change the account codes to suit your own business structure.

Audit

PRONTO-Xi audits many activities within the system and monitors changes to master files and major function flags. This provides you with total control over the changes that are made to your system, and keeps you informed about users making changes.

System Audit reports allow companies to report on changes made to system settings, who made them and when. Other audit reports record changes to ‘static’ master files, as well as transaction processing.

PRONTO-Xi Audit Management provides a strong audit capability by recording data changes (insert, delete and update) to key files. Files defined as requiring audit are flagged at dictionary level. The audits in the database are not limited to changes made by PRONTO-Xi application functions, but include any program developed using the PRONTO-Xi RAD language or PRONTO-Xi SQL that writes to the database.

The Audit Management menu allows authorised staff to configure the audit environment. Administrators can determine the number of days to include in each log file and the number of log files to retain. You can also define which users have security access to audit information for specific data tables.

In addition to simple file logging of changes, you may also have audit ‘views’ automatically built. Views enable review of changes using data grids and the rich functionality they provide through filtering, sorting, view customisation and reporting. This allows you to pinpoint the transactions you want to check.

When views are used, audit information is made available to users through functions attached to key maintenance screens within the PRONTO-Xi modules. The audit management tools also provide access to audit information either by company or globally. Each audit transaction has a drill-back which allows you to view the specific record.
Integrity Checks

Integrity checks can be run to warn of any information reconciliation issues that exist. Each PRONTO-Xi module stores data in a number of different data tables. Information in separate data tables can be interconnected. For example, a customer account balance is the sum of that customer’s transactions and the total of all customer account balances matches the general ledger account balance for customer control. The integrity function provided within each PRONTO-Xi module is used to verify the internal consistency of the data used by that module. Whenever an integrity check is run on any ledger, it is written to an audit file that can be printed using the Ledger Logging Report.
**A**

**ABC Class**
ABC analysis is a mechanism for identifying items that will have a significant impact on overall inventory.

**Alert Intelligence**
Alert Intelligence notifies any person or group of people regarding events within PRONTO-Xi.

**Alternative Part Number**
Cross-reference to another item or code.

**ANSIX12**
Standard developed for EDI. Refer to EDI.

**API**
see: Application Program Interface

**APN**
see: Alternative Part Number

**Application Program Interface**
An API is an interface that enables one program to use facilities provided by another, whether by calling that program, or by being called by it.

**Assemble to Order**
A production environment where a good or service can be assembled after a customer order is received. The components used in the assembly or finishing process are planned and stocked in anticipation of a customer order.

**Asynchronous Communication**
Two-way communication in which there is a time delay between a message being sent and received. Communication occurs intermittently, not in real-time.

**B**

**B2B**
see: Business-to-Business

**B2C**
see: Business-to-Consumer

**BI**
see: Business Intelligence

**Bill of Materials**
A bill of materials (BOM) is a complete list of the components which make up the finished goods. The BOM should include the part number, quantity and description.

**BOM**
see: Bill of Materials
Business Intelligence

BI represents the tools and systems that play a key role in the strategic planning process of the corporation. These systems allow a company to gather, store, access and analyse corporate data to aid in decision making.

**Business-to-Business**
Exchange of services, information and/or products from one business to another.

**Business-to-Consumer**
Exchange of services, information and/or products between a business and consumers.

**C**

**Capacity Requirements Planning**
The process which determines the amount of labour and/or equipment resource required each day or week to meet the planned level of business at each work centre. The amount of resource is defined in the Routings.

**CAR**
see: Corrective Action Request
Cascading Style Sheets
CSS give both website developers and users more control over how web pages are displayed. With CSS, designers and users can create style sheets that define how different elements, such as headers and links, appear. These style sheets can then be applied to any web page.

Class in Object Oriented Programming
In object-oriented programming, a class describes the rules by which objects behave; these objects are referred to as ‘instances’ of that class. A class consists of a collection of instance variables and methods.

CLR
Continuous Log Restore

COM
see: Component Object Model

Comma Separated Values
A format of data file that represents data in a table where the individual fields are separated by commas. Each line in the file corresponds to a row in the table, that is, a record.

Component Object Model
COM is Microsoft’s object-oriented programming model that defines how objects interact within a single application or between applications.

Configurator BOM
A bill of materials that allows complete definition of all possible production options and variations.

Consumer Price Index
A measure of the average change in consumer prices over time in a fixed market basket of goods and services.

Corrective Action Request
A request issued to trigger a corrective action. The most common cause is a complaint or a major mistake but it can also be caused by findings during internal quality auditing or if quality goals are not met.

CPI
see: Consumer Price Index

CRM
see: Customer Relationship Management

Cross-sell
Cross-sell is a marketing term for the practice of suggesting related products or services to a customer who is considering buying something.

CRP
see: Capacity Requirements Planning

CSS
see: Cascading Style Sheets

CSV
see: Comma Separated Values

Customer Relationship Management
CRM entails all aspects of interaction a company has with its customer, whether sales- or service-related. CRM is an information industry term for methodologies, software and usually Internet capabilities that help an enterprise manage customer relationships in an organised way.

Daemon
In multi-tasking operating systems, a daemon is a computer process that runs in the background, rather than under the direct control of a user. It often serves the function of responding to network requests, hardware activity, or other programs.

Dashboard
A user interface that organises and presents key information in a way that is easy to understand at a glance. The name refers to the fact that it can look like the dashboard of a car, incorporating dials and gauges. These are also known as cockpits or scorecards.

Data Mining
Data extraction using sophisticated data search capabilities and statistical algorithms to discover patterns and correlations in large pre-existing databases.
Delivery in Full, on Time
DIFOT is a measure of delivery performance in a supply chain.

DIFOT
see: Delivery in Full, on Time

Distribution Requirements Planning
DRP determines the need to replenish inventory at branch warehouses. A time-phased order-point approach is often used (similar to MRP logic) whereby the planned orders are driven by actual requirements by date.

DRP
see: Distribution Requirements Planning

Electronic Data Interchange for Administration, Commerce and Transport
EDIFACT is the international EDI standard introduced by the United Nations Economic Commission.

Electronic Funds Transfer
A process to transfer funds between accounts by electronic means rather than conventional paper-based payment methods. EFT is any financial transaction originating from a telephone, an electronic terminal, a computer or a magnetic tape.

EMS
Enterprise Management System (or Solution). see: Enterprise Resource Planning

Engineer to Order
A process where the customer’s order specifications require unique engineering design, customisation, or materials.

Engineering Change Control
Engineering Change Control is used for changes in documents such as processes and work instructions. It may also be used for changes in specifications.

Enterprise Application Integration
Originally defined as technology that connected enterprise-wide systems within a company; it has evolved to refer to technologies used to connect systems anywhere they may be located.

Enterprise Management System (or Solution)
see: Enterprise Resource Planning

Enterprise Resource Planning
Software that integrates departments and functions across a company into one computer system. ERP enables various departments to share information and communicate with each other. ERP systems comprise function-specific modules designed to interact with each other.

Electronic Data Interchange
The electronic communication of business transactions; specifically the exchange of trade-related documents, such as purchase orders, invoices and corporate Electronic Funds Transfers (EFTs), in a standard format. With EDI, electronically transmitted data replaces paper documents in the business cycle.

EDIFACT
see: Electronic Data Interchange for Administration, Commerce and Transport

EFT, EFTPOS
see: Electronic Funds Transfer

EIS
see: Executive Information System

EMS
Enterprise Management System (or Solution). see: Enterprise Resource Planning

Enterprise Application Integration
Originally defined as technology that connected enterprise-wide systems within a company; it has evolved to refer to technologies used to connect systems anywhere they may be located.

Electronic Funds Transfer
A process to transfer funds between accounts by electronic means rather than conventional paper-based payment methods. EFT is any financial transaction originating from a telephone, an electronic terminal, a computer or a magnetic tape.

EMS
Enterprise Management System (or Solution). see: Enterprise Resource Planning

Engineer to Order
A process where the customer’s order specifications require unique engineering design, customisation, or materials.

Engineering Change Control
Engineering Change Control is used for changes in documents such as processes and work instructions. It may also be used for changes in specifications.

Enterprise Application Integration
Originally defined as technology that connected enterprise-wide systems within a company; it has evolved to refer to technologies used to connect systems anywhere they may be located.

Enterprise Management System (or Solution)
see: Enterprise Resource Planning

Enterprise Resource Planning
Software that integrates departments and functions across a company into one computer system. ERP enables various departments to share information and communicate with each other. ERP systems comprise function-specific modules designed to interact with each other.

EOM Sequence
PRONTO-Xi-automated processes to run reports and functions at predefined times, normally at end of month.
EOW Sequence
PRONTO-Xi automated processes to run reports and functions at predefined times, normally at end of week.

ERP
see: Enterprise Resource Planning

Extensible HyperText Markup Language
XHTML is the next generation of HTML and is a hybrid between HTML and XML. XML was designed to describe data. HTML was designed to display data. XHTML is much stricter than HTML.

Extensible Markup Language
XML is a standard for creating markup languages which describe the structure of data. It is not a fixed set of elements like HTML, but rather, it is like SGML (Standard Generalized Markup Language) in that it is a meta-language, or a language for describing languages. XML enables authors to define their own tags. XML is a formal specification of the World Wide Web Consortium.

Extensible StyleSheet Language transformation
Standard that uses XSL style sheets to transform XML documents into other XML documents or HTML documents.

First-In, First-Out
Stock rotation that issues the material which has been in stock the longest.

FM
see: Facilities Management

FOB
see: Free on Board

Free on Board
A term indicating that the quoted price covers all expenses up to and including delivery of goods upon an overseas vessel provided by or for the buyer.

Fringe Benefits Tax
An Australian tax system where tax is payable on a non-salary benefit provided to an employee or an associate of the employee. The employer is liable to pay any FBT and may choose to recover the FBT amount from the employee.

Gantt Chart
A Gantt chart is a time-phased graphic display of activity durations. Activities are listed with other tabular information on the left side with time intervals over the bars. Activity durations are shown in the form of horizontal bars.

Global Trade Item Number
A 14- or 13-digit data structure to uniquely identify trade items (products and services at a consumer-unit level).

Goods and Services Tax
A consumer tax charged on the exchange of goods and services.

GS1
GS1 is an international not-for-profit association dedicated to the development and implementation of global standards and solutions to improve the efficiency and visibility of supply and demand chains globally and across multiple sectors.
GST
see: Goods and Services Tax

GTIN
see: Global Trade Item Number

HazChem Classification
The HazChem coding system is an initial response emergency action code. It provides information vital to emergency services to enable them to stabilise an incident scene during the early stages of the incident. The code is displayed on emergency information panels on transport vehicles and on signs on buildings.

HCI
see: Human Computer Interaction

HDR
High Availability Data Replication

HECS
see: Higher Education Contribution Scheme

HELP
Higher Education Loan Program. see: Higher Education Contribution Scheme

Higher Education Contribution Scheme/Higher Education Loan Program
The Higher Education Contribution Scheme and Higher Education Loan Program are arrangements where students pay no fees at the time of doing their study but then pay off their fee when they start working and are able to afford it.

HTML
see: Hypertext Markup Language

HTTP
see: Hyper Text Transfer Protocol

HTTPS
see: Hyper Text Transfer Protocol Secure

Human Computer Interaction
Human Computer Interaction is the study of interaction between people (users) and computers. It is an interdisciplinary subject, relating computer science with many other fields of study and research. Interaction between users and computers occurs at the user interface, which includes both hardware and software.

Hyper Text Transfer Protocol
HTTP (Hypertext Transfer Protocol) is the foundation protocol of the World Wide Web. It sets the rules for exchanges between browser and server. It provides for the transfer of hypertext and hypermedia, for recognition of file types, and other functions.

Hyper Text Transfer Protocol Secure
HTTPS is ordinary HTTP exchanged over an SSL encrypted session, enabling the secure transmission of web pages.

Hyperlink
A link in a document to information within that document or another document. These links are usually represented by highlighted words or images.

Hypertext Markup Language
Hypertext Markup Language is the authoring software language used on the Internet’s World Wide Web. HTML is used for creating World Wide Web pages.

Java
Java is a high-level, object-oriented programming language developed by Sun Microsystems. It is similar to C++, but has been simplified to eliminate language features that cause common programming errors. Java is a general purpose programming language with a number of features that make the language well suited for use on the World Wide Web. Programs written in Java can run on any platform type, as long as they contain a Java Virtual Machine.
K

Key Performance Indicator
A significant measure used on its own, or in combination with other KPIs, to monitor how well a business is achieving its quantifiable objectives.

KPI
see: Key Performance Indicator

L

Last-In, First-Out
LIFO is a method of valuing inventories. It assumes that last-acquired inventories (and their cost) were used first in production and first-acquired inventories are being held for future use.

LAN
Local Area Network

LC
see: Letter of Credit

Lean Manufacturing
Lean manufacturing is a production process that focuses on the expenditure of resources. Any use of resource that is unnecessary for the production of the finished product or service is considered a waste and therefore a candidate for elimination. The basic concept is to create more value with less work.

Letter of Credit
A document, issued by a bank per instructions by a buyer of goods, authorising the seller to draw a specified sum of money under specified terms, usually the receipt by the bank of certain documents within a given time.

LIFO
see: Last-in, First-out

Logistics
The management of the flow of goods, information and other resources in a supply chain.

M

Major Function Flags
Parameters set by the system administrator to configure the operation of PRONTO-Xi to each organisation’s particular requirements.

Make to Order
Make to Order (MTO) or Build to Order (BTO) is a production approach where the manufacturing process is based on confirmed orders. This approach is typical for highly customised or low-demand products.

Make to Stock
Make to Stock (MTS) or Build to Stock (BTS) is a production approach where anticipated demand results in the manufacture of shelf stock so that it is available to satisfy the demand. This approach is typical for generic (not customised) products with high demand.

Manufacturing Operations Management
Manufacturing Operations Management (MOM) is a methodology for providing visibility of the end-to-end manufacturing process. The objective is to see where efficiencies can be improved.

Mass Customisation
Flexible manufacturing systems used to produce custom output. By combining the economy of scale of mass production processes with the flexibility of customisation, the output is both lower in cost and better suited to the customer.

Master Production Schedule
The planning of production (usually end-item production) to satisfy current and forecast orders.

Materials Requirements Planning
The time-phased explosion of the material requirements based on the BOM, lead times, order quantities and safety stocks to determine what to make or buy and when. MRP should be driven by the Master Production Schedule. The same calculation drives the Capacity Requirements Plan.
Mean Time Between Failures
The average time between failures of a particular device based on statistical or anticipated experience.

MFF
see: Major Functions Flags

Month to Date/Year To Date
YTD is used in many contexts, mainly for recording results of an activity in the time between today’s date and the beginning of either the calendar or fiscal year. MTD records results of an activity since the beginning of the month.

MPS
see: Master Production Schedule

MRP
see: Materials Requirements Planning

MTBF
see: Mean Time Between Failures

Multi-BOM
see: Bill of Materials

MTD/YTD
see: Month to Date/Year To Date

Natural Account
The natural account segment is used to classify accounting transactions. It is also called the actual account code.

NIGHT Sequence
PRONTO-Xi automated processes to run reports and functions at predefined times.

OCI
see: Open Catalog Interface

ODBC
see: Open Database Connectivity

OLAP
see: On Line Analytical Processing

On Line Analytical Processing
A technology that allows for large amounts of data to be summarised by various attributes (dimensions) and stored in aggregated form (an OLAP Cube). An OLAP Cube can be analysed far quicker than transactional data and can be presented as views based on dimensions.

Open Buying on the Internet
Open Buying on the Internet (OBI) is an e-commerce standard that has been specified by the OBI Consortium. The OBI standard provides access to easy-to-use, open, standards-based Internet purchasing solutions for the procurement of goods and services.

Open Database Connectivity
A standard application programming interface (API) for accessing data in both relational and non-relational database management systems.

Pay As You Go
PAYG is the Australian Taxation Office’s system for withholding taxation from employees in their regular payments from employers. It is used to collect income tax, HECS-HELP repayments and Medicare payments.

PAYG
see: Pay As You Go

PDA
see: Personal Digital Assistant

PDF
see: Portable Document Format
**Personal Digital Assistant**
Small mobile hand-held device that provides computing and information storage retrieval capabilities for personal or business use, often for keeping schedule calendars and address book information handy.

**PIE**
see: PRONTO-Xi Integration Engine

**PIM**
see: Pronto Implementation Methodology

**PM**
see: Preventative Maintenance

**Planning**
The process of setting goals for the business using such tools as MRP, CRP and MPS.

**Portable Document Format**
A format from Adobe that enables electronic documents to be distributed on different systems while preserving the layout.

**Portal**
A website ‘gateway’ that provides multiple services, which could include World Wide Web searching capability, news, free email, discussion groups, online shopping, references and other services. A more recent trend is to use the same term for sites that offer services to customers of particular industries.

**PP**
see: Production Planning

**Predictive Maintenance**
Testing and statistical analysis used to predict when scheduled maintenance should occur.

**Preventative Maintenance**
Series of routines, procedures and steps that are taken in order to try to identify and resolve potential problems before they happen.

**Product Lifecycle Management**
The process of managing the entire lifecycle of a product, its conception, design and manufacture, marketing, demand growth, maturity, decline and eventual exit from the market.

**Production Planning**
Production Planning sets the overall level of manufacturing output and other activities to best satisfy the current and projected levels of forecasts.

**Pronto Implementation Methodology**
Process developed by Pronto Software to optimise PRONTO-Xi implementations.

**PRONTO-Xi Integration Engine**
Engine that allows third-party applications to access PRONTO-Xi program logic (APIs).

**Provincial Sales Tax**
A consumer tax charged on sales. Goods to which the tax is applied varies by province, as does the rate.

**PST**
see: Provincial Sales Tax

**Putaway**
The process of preparing goods received for their final location within a warehouse. This includes sorting, packing on pallets, labelling, determining the appropriate location, and placing the goods in a location.

**Radio Frequency**
Wireless communication technology using electromagnetic waves to transmit and receive data. RF provides real-time access to a host computer.
Rapid Application Development
RAD is the name of the PRONTO-Xi application development language. It is also the acronym of a software development methodology, which inherently fosters software reuse, enable faster development and higher-quality code.

RCCP
see: Rough Cut Capacity Planning

RDBMS
Relational Database Management System

RDO
see: Rostered Days Off

Return On Investment
ROI is a financial measure of the relative return from an investment, usually expressed as a percentage of earnings produced by an asset to the amount invested in the asset.

RF
see: Radio Frequency

ROI
see: Return On Investment

Rostered Days Off
Rostered days off allow employees to work additional hours during the week in order to accrue sufficient hours to have a rostered day off in a work cycle once a fortnight or once a month.

Rough Cut Capacity Planning
The summation of the critical resources needed either for a product family in the sales and operations plan or an end item in the master schedule. The required capacity should be compared with the demonstrated capacity to validate the plan.

Routing
Information detailing the manufacture of an item. It includes the operations to be performed, their sequence, the work centres involved, and the details for set up and run.

RSS
Remote Secondary Server

S

SaaS
see: Software as a Service

Sales and Operations Planning
A process to develop plans to integrate marketing of new and existing products with the management of the supply chain.

Scalability
The ability to be easily enlarged and handle increased levels of activity.

SCM
see: Supply Chain Management

Secure Socket Layer
Used by most commerce servers on the World Wide Web, this high-level security protocol protects the confidentiality and security of data while it is being transmitted through the Internet.

Serial Shipping Container Code
The 18-digit ID number, often represented in a bar code, used to identify a shipment or transaction. The SSCC is the 'license plate' used on variable content containers, pallets and shipments.

Service Oriented Architecture
SOA is an approach. Instead of software developers hard coding business processes via an application language, SOA-enabled applications allow specialists to flexibly create applications as users need them, using standardised components that are combined for the purpose at hand.

Shopfloor Control
In a manufacturing environment the shopfloor refers to the floor of the factory or work centre where the process of manufacturing occurs. Shopfloor control refers to the operational control of the shopfloor to facilitate the end-to-end process of manufacturing.
Short Message Service
SMS is a communication service using standardised communications protocols allowing the interchange of short text messages between mobile telephone devices.

Simple Object Access Protocol
SOAP is a standard for exchanging XML-based messages over a computer network, normally using HTTP. SOAP forms the foundation layer of the web services stack, providing a basic messaging framework that more abstract layers can build on.

SKU
see: Stock Keeping Unit

SMS
see: Short Message Service

SOA
see: Service Oriented Architecture

SOAP
see: Simple Object Access Protocol

Socket
A socket is a communication mechanism between programs. Data can be sent over the network, making a Network Socket.

Software as a Service
SaaS is a software deployment model where a customer is licensed to use an application on demand as opposed to owning it outright.

Special Account
Special Accounts in PRONTO-Xi are used to direct most of the postings from the application modules to PRONTO-Xi General Ledger. Special Accounts dramatically reduce the number of manual journal entries.

SQL
see: Structured Query Language

SSCC
see: Serial Shipping Container Code

SSL
see: Secure Socket Layer

Stock Keeping Unit
SKU refers to a specific item in a specific unit of measure and also refers to the identification number assigned to each item. Used interchangeably with the terms item and item number.

Structured Query Language
SQL is a standard interactive and programming language for retrieving information from and updating a database.

Super Bill
Planning bill of materials used in the Production Planning (PP) function.

Supply Chain Management
Supply Chain Management is the management of the entire value-added chain, from the supplier to manufacturer right through to the retailer and the final customer.

Thin Client
A thin client, used in client-server architecture networks, is a computer (client) which has little or no application logic, so it has to depend primarily on the central server for processing activities. The word ‘thin’ refers to the small boot image which such clients typically require.

TCO
see: Total Cost of Ownership

Total Cost of Ownership
The real cost for a product, encompassing materials, installation, maintenance, anticipated repairs and necessary monitoring.

Uniform Resource Locator
A URL is an HTTP address used by the World Wide Web to specify a certain site. This is the unique identifier, or address, of a web page on the Internet.
Up-sell
Up-sell is a marketing term for the practice of suggesting higher-priced products or services to a customer who is considering a purchase.

URL
see: Uniform Resource Locator

Value Added Network
A company that acts as an electronic mailbox between vendors and customers for the purpose of conducting business using electronic documents. A VAN provides additional services beyond simple data transmission, such as data translation and electronic mailboxes.

VAN
see: Value Added Network

WAN
Wide Area Network

Web Services
Type of service that can be part of an SOA infrastructure. A web service is defined by a set of technologies that provide platform-independent protocols and standards used for exchanging data between applications.

What You See Is What You Get
What you see on the computer screen corresponds to what you will get as printed output.

WIP
see: Work In Progress

Withholding Tax
A tax on income that is levied at the source, thus diverted to the government before the recipient of the income ever sees it.

Work In Progress
WIP generally describes inventory that is currently being processed in an operation or inventory that has been processed through one operation and is awaiting another operation. These items, no longer part of the raw materials inventory and not yet part of the finished goods inventory, may constitute a large inventory by themselves and create extra expense for a company.

WYSIWYG
see: What You See Is What You Get

XHTML
see: Extensible HyperText Markup Language

XML
see: Extensible Markup Language

XSLT
see: Extensible StyleSheet Language transformation
Pronto Software NSW
Level 4, Building 1, Binary Centre
3 Richardson Place
North Ryde
New South Wales 2113
Australia

Pronto Software QLD
Level 1
189 Coronation Drive
Milton
Queensland 4064
Australia

Pronto Software VIC
20 Lakeside Drive
Burwood East
Victoria 3151
Australia

www.pronto.com.au
info@pronto.com.au

1300 PRONTO
1300 77 66 86