Ostendo
by Development-X Limited

BUSINESS SYSTEM SOFTWARE

For

⋅ Custom Product Manufacturing

⋅ Engineering Fabrication & Jobbing

⋅ Food & Chemical Process Industries

⋅ Distribution & Wholesale

⋅ Sales, Service & Repair

⋅ Preventative Maintenance

⋅ Contracting, Construction & Projects

Software sales, implementation, training and support

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SOLUTION MANAGEMENT

Ostendo Partner

SOFTWARE SOLUTIONS

Solution Management provides business system consulting, implementation and support services for manufacturers, distributors and service organisations.

We provide for:

- Evaluation of the status of your organisation relative to your business system and software selection requirements.
- Set up and implementation of business system software.
- Training and support.
- Customisation of standard forms, and development of company-specific reports.
- Custom scripts and EDI for business to business and web shop requirements.

Business software applications we have expertise in include :

- Ostendo software for service, distribution and manufacturing operations.
- MYOB accounting software.
- Quickbooks.
- Xero.
- Action Log - Improvement and action management software.
- Custom application and database development using Visual Basic, SQL Server, Firebird, Access and Excel.
- Report writing.

We have provided business system software and improvement solutions for more than one hundred organisations since the 1990s.

Our team has the diverse range of people and technical skills appropriate for working with today's business systems and database technologies.

We are committed to maintaining a high standard of project quality, health & safety and environmental awareness within our organisation.

We would welcome the opportunity to provide a proposal for your review, and to be of service to your organisation.
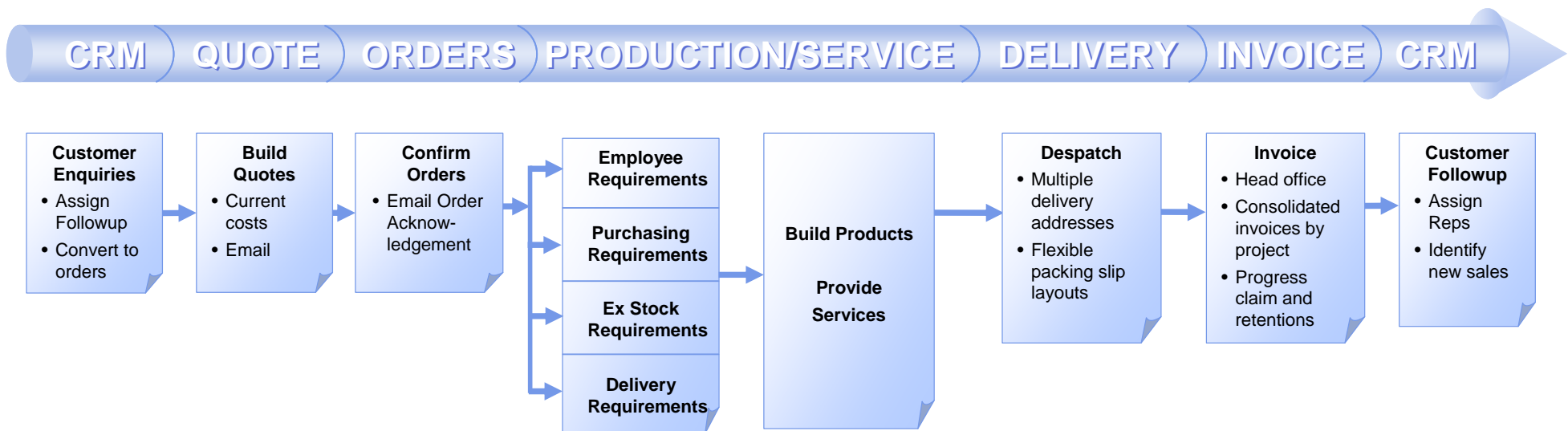
INTRODUCTION

Ostendo has been designed to allow companies to continue with their current accounting product and add enterprise-level functionality where it is needed.

Some of the key functions that Ostendo adds to an accounting package are :

- **Inventory Management** – requirements planning; barcodes; serial number, batch and expiry date tracking.
- **Job Management** – quotes, job costing, labour tracking, progress claims, and retention invoicing.
- **Manufacturing** – custom bills of materials, works orders, and scheduling.
- **Sales Management** – discount, quantity break pricing; EDI invoicing; sales rep commissions; CRM.
- **Distribution** – multiple warehouse and site management, scan to pick, EDI for 3rd party logistics contractors.
- **Mobility** – Mobile tablet options for onsite job management and in-the-field sales management.

CRM) QUOTE) ORDERS) PRODUCTION/SERVICE) DELIVERY) INVOICE) CRM

Customer Enquiries	**Build Quotes**	**Confirm Orders**	**Employee Requirements**	**Build Products**	**Despatch**	**Invoice**	**Customer Followup**
• Assign Followup • Convert to orders	• Current costs • Email	• Email Order Acknow-ledgement	**Employee Requirements** **Purchasing Requirements** **Ex Stock Requirements** **Delivery Requirements**	**Build Products** **Provide Services**	• Multiple delivery addresses • Flexible packing slip layouts	• Head office • Consolidated invoices by project • Progress claim and retentions	• Assign Reps • Identify new sales

CUSTOMER RELATIONSHIP MANAGEMENT

Link to:
- Customer
- Supplier
- Employee

Or log as:
- Prospect
- Other

Categorise for analysis

Initiate followup/action request, sign off on completion with date

Date and time stamped call entry

Link to:
- Job/Sales Order (existing or new)
- Item
- Customer/Company Asset
- Purchase Order
- Sales Invoice

Or log as 'Call Only'

Date and time stamp when Call is closed

- Manage every aspect of your customer relationship from prospect to customer, quote, job and order tracking, invoice and payment history.
- Complete call history and quote history including conversions to actual orders.
- Activity log for emails, calls & meetings.
- Add frequently asked questions to a business knowledge base.

QUOTES AND ESTIMATES

Job Orders — Order No: JOB400070 [Open] Customer: Cash Sale Customer

Seq	Task	Line	Line Type	Code	Unit	Order Qty	Unit Cost	Extended Cost	Actual Qty	Actual Cost	Extended Actual Cost
20	Assembly	10	Descriptor Code	ENG SERVICES	Each	1	$1,000.00	$1,000.00	0	$0.00	$0.00
20	Assembly	20	Item Code	105104	Each	1	$560.00	$560.00	0	$0.00	$0.00
20	Assembly	30	Item Code	04-011	Each	1	$56.00	$56.00	0	$0.00	$0.00
20	Assembly	40	Item Code	105000	Each	15	$50.00	$750.00	0	$0.00	$0.00
30	Electrical	50	Labour Code	ELECTRICAL	Hours	25	$40.00	$1,000.00	30.5	$34.16	$1,041.75
40	Deliver	60	Labour Code	INSTALLATION	Hours	1	$25.00	$25.00	0	$0.00	$0.00

Order Values ▾ Nett $4,574.00 Cost $3,391.00 Margin % 25.86 Markup % 34.89 % Alter Markups

Line Info — Add-On Sale Items Alternate Item Stock (0 / Avail -1 Each)

Job Line | Line Source | Line Properties | Actual Issues | Warranty | Order History

Line No 20 Line Type: Item Code Code: 105104 Order Qty 1 Actual Qty Unit Each Std Price $0.00 Order Price $840.00 Disc % 0

Description: Electric Transformer

Nett Amount $840.00 Tax Amount $105.00 Total Amount $945.00 ☑ Price Override

Task Seq 20 Task: Assembly Tax Code: GST Analysis Group: No Content Display Line Status: Open

Planned Unit Cost $560.00 Cost Markup % 50 Sales Margin % 33.33 ☑ Price is changed with Cost, Markup or Margin

Instructions

[Job Line] [Invoice Line]

Information available for:
Add-On Sale Items
Alternate Item
Stock Availability
Warranty details

Item price using pricing rules, or based on Planned Cost plus Markup % or Margin %.

Job	Job Task	Line Type	Analysis Group

Name	Planned Price	Planned Cost	Markup %	Profit	New Markup %	New Price	New Profit
Job	$4,706.00	$3,391.00	38.78	$1,315.00	30	$4,408.30	$1,017.30

Name	Planned Price	Planned Cost	Markup %	Profit	New Markup %	New Price	New Profit
Assembly	$3,406.00	$2,366.00	43.96	$1,040.00	50	$3,549.00	$1,183.00
Deliver	$50.00	$25.00	100	$25.00		$25.00	$0.00
Electrical	$1,250.00	$1,000.00	25	$250.00		$1,000.00	$0.00

Name	Planned Price	Planned Cost	Markup %	Profit	New Markup %	New Price	New Profit
Descriptor Code	$1,240.00	$1,000.00	24	$240.00		$1,000.00	$0.00
Item Code	$2,166.00	$1,366.00	58.57	$800.00		$1,366.00	$0.00
Labour Code	$1,300.00	$1,025.00	26.83	$275.00	30	$1,332.50	$307.50

Markup can be altered:
- Across whole Job
- By Job Task
- By Line Type (stock, non-stock and labour)
- By Analysis Group

- Quotes can be prepared for products and services, made to order custom products and services, fixed price and charge up jobs.
- Labour, material and subcontractor mark ups can be different by customer and amended in the job screen.
- Special pricing rules can be automatically applied to quotes according to customer type and other pre-defined criteria.
- Common text can be selected for including in quote information and easily edited prior to printing or emailing
- Add-on sales and warranties can be set for each product,

SALES AND INVOICING

Specify 'Mandatory PO No.' for customers before order can be processed

Sales Person for customer or for order for analysis and reporting

- Invoice different customer than the order delivery.
- Change address details for this order only

Invoice by:
- Percentage-based
- Fixed price
- Actual/Shipped

- Head office billing information, multiple contacts and delivery addresses.

- Consolidate customer invoices for jobs, sales orders, deliveries and recurring invoices (contracts).

- Sales multi currency with statements generated by currency.

- 5 methods of processing sales through to invoices:
  (1) Sales Quote - Sales Order – Picking Slip - Delivery Note/Delivery Carton Labels – Invoices
  (2) Sales Quote - Sales Order – Picking Slip – Invoices
  (3) Direct Invoice
  (4) Counter Point of Sale
  (5) Recurring invoices (for contracts)

BILLS OF MATERIALS

- Bills of Materials (BOMs) include routing with setup and resources, scrap percentage, multiple levels, and cost roll up.

- Each line in a BOM can optionally be linked to a step in the routing, and each routing step can identify the detailed resource requirements.

- Mass global replacement facility is used for substituting items and a where-used enquiry for BOMs.

- Phantom assembly capability

- Co products & by product management for process industries.

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Invoices Planned and Actual Invoices created for this Job

Original Planned and program evaluated Costs, Prices and Hours for the Job

Current and projected costs based on completions to date with provision to override the system-evaluated percentage complete

Current and projected hours based on completions to date

The current value of this job in WIP (i.e. The total Cost to date - Invoiced Cost)

- Use templates or bills of material to reduce data entry time and modify for the customer's needs.

- Detailed planned, actual and projected costs at the various task, job, and project hierarchy levels.

- Real time work in progress, and time and cost completion percentage at all levels.

- Progress claims and retention tracking by job, consolidated invoicing by project.

JOB SCHEDULING

Filter calendar view by Department

Time intervals displayed: 5, 6, 10, 15, 30, 60 minutes

Dates in bold type have jobs booked

Drag and drop jobs around calendar to reschedule, allow more time or less etc

Jobs not yet booked in can be added

- Use the graphical Job Calendar's drag-and-drop functionality to schedule labour and/or machinery resources for each Task (stage) of the job. Accommodate changing workloads.

- Improve co-ordination of made-to-order requests.

- Create a job against a company resource directly on the job calendar.

- Scheduling based on capacity and bottleneck identification.

Actual Cost/Unit = Average (Qty x Unit Cost)

Job Orders

List | Detail | Lines

Order No: JOB400070 [InProgress] Customer:Cash Sale Customer

Batch Entry | Lists | Items | Descriptors | Templates | Catalogue Items | Issues

Seq	Task	Line	Line Type	Code	Unit	Order Qty	Unit Cost	Extended Cost	Actual Qty	Actual Cost	Extended Actual Cost	U
20	Assembly	10	Descriptor Code	ENG SERVICES	Each	1	$1,000.00	$1,000.00	0	$0.00	$0.00	
20	Assembly	20	Item Code	105104	Each	1	$560.00	$560.00	0	$0.00	$0.00	
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30	Electrical	50	Labour Code	ELECTRICAL	Hours	25	$40.00	$1,000.00	28.5	$34.10	$971.75	
40	Deliver	60	Labour Code	INSTALLATION	Hours	1	$25.00	$25.00	0	$0.00	$0.00	

Order Values ▾ | Nett $4,706.00 | Cost $3,391.00 | Margin % 27.94 | Markup % 38.78 | % Alter Markup

Line Info

Job Line | Line Properties | Actual Issues | Warranty | Order History

Line No: 50

Charge Style	Non-Charge Code	Issue No	Issue Source	Employee	Date	Qty	Unit Cost	Rate Scale	Iss
Chargeable		76	Timesheet	Alan Mansford	05/01/2009	5	$35.00	STD	W.
Chargeable		76	Timesheet	Alan Mansford	06/01/2009	8	$35.00	STD	W.
Chargeable		76	Timesheet	Alan Mansford	06/01/2009	1.5	$52.50	OT	
Chargeable		76	Timesheet	Bob Drum	06/01/2009	8	$30.00	STD	W.
Chargeable		76	Timesheet	Graham Smith	07/01/2009	6	$33.00	STD	W.
Non-Charge	DIRECT LABOUR COSTS	77	Timesheet	Alan Mansford	08/01/2009	2	$35.00	STD	

Close | Add

Planned Hrs = 25 @ $40 ($1,000.00)
Actual Hrs = 28.5 @ $34.10 ($971.75)
Still under budget by using lower cost labour, but job has taken longer

Rate Scale 'OT' (overtime) = 1.5 x STD

Charge labour to job for pricing purposes, or Non-Charge to track costs only

Labour tracked by Employee for analysis, eg. Chargeable / Downtime / Non-Charge

♦ Labour tracking incorporates a work time profile for the business, varying labour charge out rates by customer, different employee actual labour costs linked to one labour code, employee timesheets and tracking labour percentage complete against a task, job or project showing planned and actual labour to date and projected labour time remaining.

WARRANTIES & SERVICING

- Warranty tracking commences at the time of product or service sale and continues through its lifecycle, recording all service, maintenance, and repair activities.

- Includes manufacturers' warranties and extended warranties that you have sold to the customer.

- Optional warranty records and preventative maintenance service agreements for service assets to schedule and create the service jobs required.

- Complete sales and service history for the customer and the customer's service assets.

- Service reminder letters can be generated and sent by email or printed.

PURCHASING

- Inventory forecasting and automated inventory replenishment MRP functionality based on supply, demand, forecast and inventory re-order policy.

- Purchase directly for stock, jobs, assembly orders or cost centres using inventory, descriptors (non-stock items) or supplier catalogues.

- Track shipments directly to your customer's address or outworker's address.

- Optional purchase order approval control process.

- Alternative items option from the preferred supplier or list of approved suppliers with part number cross-reference and pricing information.

- Landed costing with multi-currency
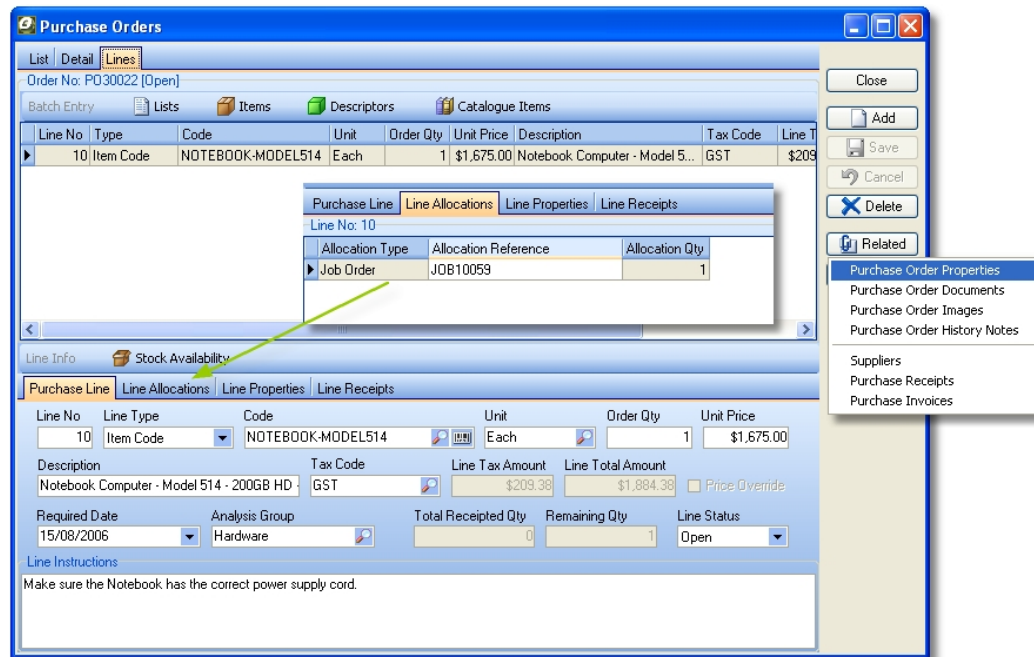
LANDED COSTING

Automatic shipment cost allocation for each item line can be altered as required and item re-costed before receipt into stock or to job order

Up to 6 shipment charges with different exchange rates.
Select Allocation Method for each charge by Price / Quantity / Volume / Weight / Duty Percent

Any number of Purchase Orders with different exchange rates and suppliers

♦ Ability to spread shipment and additional costs in multiple currencies across any or all purchased items linked to the shipment, by a variety of allocation methods. Receipts can be to stock or directly to job orders.

INVENTORY

- 50 character item code with a 100 character description field for stock controlled items (raw materials and finished goods), and non-stock items, and use of supplier catalogues.

- Stock, source-on-demand, or custom-made products.

- Stock records for multiple warehouses and multiple locations.

- Tracking using revision level, serial number, batch or lot number, grade, colour, size, expiry date, multiple stocking units of measure, barcode, and unlimited user-definable properties.

- Multiple warehouse and multiple location stock management.

- Comprehensive pricing levels, quantity breaks, discounts, and add-on sales against the inventory item.

- Link notes, images, documents and warranties.

- Create regular customer asset servicing for after-sales servicing of products.

- Projected inventory availability enquiry screen.

- Multiple units of measure for the same item.

- User friendly question and answer interface to design, cost, and price customer-specific products and services.

- Create the rules for your configured products and services.

- Define rules for calculating prices.

- Based on the answers to the questions at the quote or sales order entry stage, the system automatically generates and stores a unique design to make the product or service at a later time specifically for that customer eg. BOM and routing.

- Custom products or services with a future ongoing service commitment can be converted to a customer service asset at the time of sale.

Ostendo integrates directly with
MYOB, QuickBooks, Xero, Moneyworks or Pastel Evolution to provide:

- General Ledger
- Accounts Payable
- Bank Reconciliation
- Profit & Loss Reporting
- Balance Sheet Reporting