THE B.E.S.T.

CAR POOL SYSTEM

OPERATIONS MANUAL

RIPOSE B.E.S.T. SOFTWARE	▼ ▲

File   Edit   B.E.S.T. CARPOOL (V1.1)   Help

MAIN MENU

QUIT   NEW CUSTOMER   Maint Date 10 NOV 96

TABLE FUNCTIONS

Table System

POOLING FUNCTIONS

Pool System   Passenger System

FINANCIAL FUNCTIONS

Receivables System   G/L System

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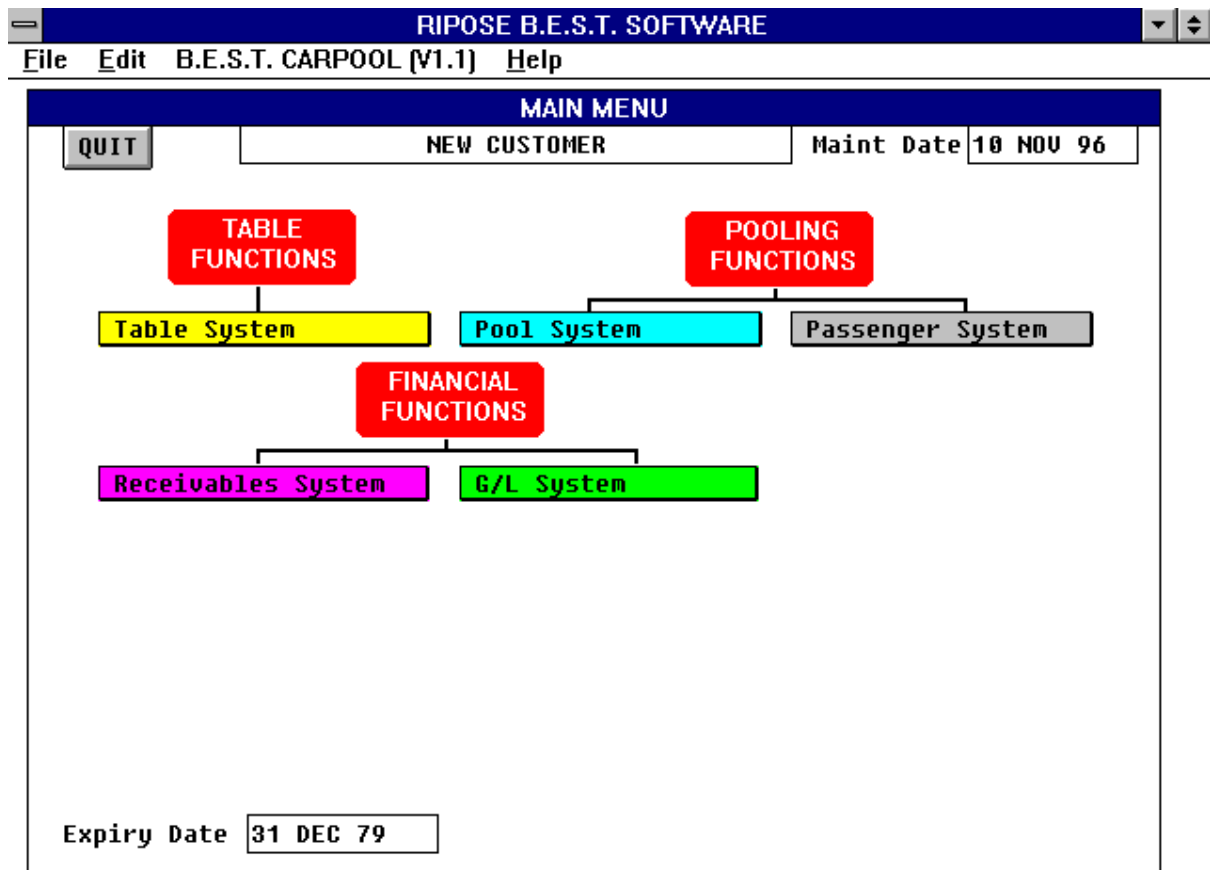
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PART 0

OVERVIEW

The B.E.S.T (Better Engineered Software Technology) Car Pool System was specifically designed to be used by an Organisation who wishes to support drivers willing to pool the use of their vehicles..

B.E.S.T. CPS will help to reduce the time cost and effort required to carry out a number of tedious administrative and financial activities associated with managing Car Pools.

The major function of the Car Pool manager is to provide car pool drivers with an up to date list of all their passengers. This includes their pick up and set down addresses.

To this end, this overview has been divided into the following sections:
1. CONFIGURATION
2. FUNCTIONS
3. SYSTEMS
4. SECURITY

1   CONFIGURATION

BEST CPS is capable of being run in Single or Multi User mode.
This section will describe the minimum Hardware and Software requirements needed to support BEST. It is advantageous however to consider a more powerful system from the outset.

1.1 Single User

Hardware

Macintosh Platform

- Apple Macintosh Plus with 4Meg RAM
- 20 Meg Hard Disk
- Imagewriter

WINTEL Platform

- Wintel (Windows and Intel chip, 386, 486 or Pentium)
- Dot matrix printer

Software

Macintosh Platform
- OMNIS 7 Single User
- Microsoft Word V3.01 and above

WINTEL Platform

- OMNIS 7 Single User
- Microsoft Windows
- Microsoft Word V3.01 and above

1.2 Multi User

Macintosh Platform
- File Server
  - Macintosh SE/30 with 4Meg RAM
  - 40 Meg Hard Disk
- Laserwriter or Inkjet printer
- Work Stations
  - Macintosh SE/20 with 2Meg RAM
  - 20 Meg Hard Disk

WINTEL Platform
- File Server
  - 486 or Pentium with 8 meg RAM
  - 40 Meg Hard Disk
- Laserwriter or Inkjet printer
- Work Stations
  - As for Single user
  - 20 Meg Hard Disk

Software

Macintosh Platform
- OMNIS 7 (1 Copy for each Work Station)
- Microsoft Word V3.01 and above

Windows Platform
- OMNIS 7 (1 Copy for each Work Station)
- Microsoft Windows
- Microsoft Word V3.01 and above

2   FUNCTIONS

A function is a major grouping of business activities or systems.

B.E.S.T. CPS is made up of 4 Functions. They are:
- Passwords Up to 8 passwords are provided for. Each gives a different level of access;
- TABLE FUNCTIONS.
  Provides all the activities necessary to manage User tables;
- POOLING FUNCTIONS.
  Provides all the activities necessary to manage Pools;
- FINANCIAL FUNCTIONS.
  Provides all the activities necessary to manage the income and expenditure associated with the car pools.

2 **SYSTEMS**

A system is the logical grouping of common programs, applications or plans.

B.E.S.T. CPS is made up of 6 Systems.

Each System will be explained briefly under it's appropriate Function.

2.1 TABLE FUNCTION
Provides all the activities necessary to manage user tables:
- TABLE SYSTEM. This system

2.2 POOLING FUNCTIONS
Provides all the activities necessary to manage each facet of debt collection:
- POOL SYSTEM..
- PASSENGER SYSTEM..

2.3 FINANCIAL FUNCTIONS
Provides all the activities necessary to manage the Organisation's Profitability factor:
- GENERAL LEDGER SYSTEM. The General Ledger System enables the Organisation to carry out the tasks of keeping a proper set of financial books.
- INVOICE SYSTEM. The Invoicing System enables the Organisation to control the tasks of keeping track of monies owed to it by it's Clients.

4 **SECURITY**

The system has a comprehensive security system which controls user-access to the various functions within the system.

Up to eight groups of passwords can be provided. Each user group will have access privileges allocated before the installation of the system.

A single User site password is provided as additional protection. This password should be changed at least once a month and whenever a staff member leaves.

It is imperative that you take backups of your data as often as you can. At least twice a day.

RIPOSE Pty Ltd will not be held responsible for any data lost due to malfunctioning hardware, nor malfunctioning system software.

RIPOSE Pty Ltd will only guarantee that the custom code is as "bug" free as possible.
To this end, RIPOSE offers a 6 (six) months maintenance guarantee after each new major release. (The definition of "major release" being the change of the first or second digit of the version number. Example going from V1.1 to V2.0). A 3 (three) month guarantee will be given after each minor release. Example going from V1.1 to V1.2.

PART 1

OPERATING INSTRUCTIONS

B.E.S.T. CAR POOL FUNCTIONS

TABLE FUNCTION

This function is provided so that you can maintain common table information.

System: Tables

Menu/Screen Choice	Program Description
User Tables	To add to or modify entries in user tables. • ADD a new category (you will be advised when this function will be required) • MODIFY. To alter the name of a category. (Use with care as the system may not function after a category name has been altered) • ADD TO. Add additional entries to a Category • ENTRIES. This function is similar to ADDAdd or Modify the Arrangement
Multiple Trips	To link single days to a combination of days. • Select a multiple day. • •
Suburbs	To create and maintain Suburb names, postcodes and.States • ADD. • MODIFY.
Channels	To create and maintain streets, roads, avenues etc.. • FIND a channel name • ADD a Debtor (only used if the Debtor does not exist) • MODIFY (Select a line in the list) a channel name
Maintain Service Fee	This enables you to add and modify your Service Fee table. To Add select ADD, to MODIFY, double click on the line.
Maintain Letter Content	Not in this release
Rebuild Lists	Used to rebuild Suburb, Channel and Titles. If, after adding a new suburb, channel, channel type or titles, should the new entry not appear in the appropriate , list, this function will rebuild the list.

POOLING FUNCTION

This function provides you with the capability of maintaining all activities necessary to control the running of a pool.

System: Pool

Menu/Screen Choice	Program Description
Maintain Drivers	To be capable of Adding and Maintaining driver and vehicle information. Note these functions are also available in the Maintain Route Section. • FIND: To locate a driver. Enter full or part of drivers Last Name. Press Enter. The system will return the nearest driver matching the name entered; • SCROLL (See NOTES); • ADD: To enter a new driver; • MODIFY: To change a driver's details
Maintain Routes	To add and maintain routes a driver will take to and from work.
Passenger List	To print a list of all passenger on a route
Batch Reminders	To print a list when driving licences, motor vehicle registration, comprehensive and third party insurances need to be renewed.

System: Passenger

Menu/Screen Choice	Program Description
Maintain Passenger	See Maintain Drivers. As a driver may not carry a passenger for 'gain', this shoukd be reserved for drivers who ferry their children too and possibly from school.
List Pools	To list all pools a passenger is on

FINANCIAL FUNCTION

System: G/L

Menu/Screen Choice	Program Description
Posting Section	Enables you to post Cheques or Journals to the General Ledger
Maintenance Section	Enables you to maintain the General Ledger Files
• G/L Account Maint	• ADD. Select the Ledger, enter a 4 character code and name, either accept the group or change the group name • MODIFY. Select the G/L Account (Left hand list). Choose MODIFY again to change details. SELECT Change Group, to move to another Group.
• Ledger & Group Maintenance	Ledger Maintenance • ADD a new ledger • MODIFY a ledger's name Group Maintenance • MODIFY. First select the Group and then change the group name
G/L Reports	Provides you with the following reports • List of G/L Accounts • Monthly Comparisons. Shows each months postings for selected (or all) groups • Transaction Listing. Gives a report of all transactions or by selected G/L accounts • Trial Balance • Profit & Loss • Year end Profit & Loss (must be done at the financial year end)

System: Receivables

Menu/Screen Choice	Program Description
Add/Print Client Payment	This enables you to record Client's payments for your organisations services • ADD. Add a payment. First FIND the invoice to be paid. If no invoice number is available then use the Print Statement program to reproduce the statement, you should then be able to work out which invoice is being paid, or apportion the payment across a number of invoices. • PRINT. To print an invoice to your Client
Add/Print Credit Note	This enables you to raise a Credit Note for a Client • ADD. Add a Credit Note. First FIND the invoice to be Credited. If no invoice number is available then use the Print Statement program to reproduce the statement, or use the Client Invoice Inquiry function. You should then be able to work out which invoice is being paid, or apportion the payment across a number of invoices. • C/N. Find the Credit Note to Print

Menu/Screen Choice	Program Description
Add/Print Invoices	To invoice your Client for services rendered. • ADD. First FIND the Job card. Then SELECT it. Use tab to bring up the Service Fee window. You can change the amount being charged. Note. Any legal fees charged to your client, will automatically be transferred to the Job. This charge will ultimately be charged to the Debtor via the raising of the Legal Invoice (see Trust Account functions). If the client is on a % ONLY DEAL, the system will credit the client with the invoice amount, but still raise the legal fees for the Debtor. • PRINT. Select the Invoice number to print
Client Invoice Inquiry	Used to print a report of invoices for all or selected Clients for a range of dates
Fee Inquiry	A report will be produced for selected Service fees, for a range of dates.
Monthly Billing	This program will produce all the month end billing for all Clients. You will have the opportunity to suppress certain printing options. Make sure you back up you data file before staring this run. If you are a Multi user site, ensure that no other user is logged on. (In the next release)
Print Client Balance	Prints a report of you outstanding Debtors (namely your Clients)
Print Envelopes	In the next release
Print Invoices by Client	This program will print all invoices by Client, showing Receipts and Credit Notes
Print Outstanding Invoices	This program will print all outstanding invoices (aged) by Client
Print Statements	This program will print statements for your Clients. Note that statements will be produced in the Monthly Billing Run. • ALL. Will print all statements • SELECT. Allows you to choose the Client
Print YTD Sales	Provides you with a sales analysis report (aged balance) of all Clients.

Menu/Screen Choice	Program Description
Maintain Products	This enables you to ADD and MODIFY products (needed to add purchase order lines in the Modify P/O program. • ADD. Used to add a new product. When the second screen is displayed, you will be able to select the type of product (Commodity, Service or Training).The system will then request that you choose the General Ledger Account you wish to Debit whenever a purchase order line is added. For example, you will need to add a G/L Account called Management Fees or Process Service Fees which belongs to the Expenditure Ledger. • MODIFY. Select a product in the list
Maintain Supplier	This enables you to ADD and MODIFY Agents and the products/Services they offer your organisation. The following functions are available: • ADD. Adds a new Agent • MODIFY. Changes an Agent's details • FIND. Locate a an Agent • SCROLL • SELECT. To attach a Product/Service (Offering) to the Agent. To achieve this, select an 'Offering' in the list. the system will ask you to enter the price the Agent is likely to charge for their activity.
Modify P/O	To attach Purchase Order lines to a Purchase Order. • FIND. To locate a Purchase Order • SCROLL • PRINT. To print a copy of the Purchase Order • ADD. To add a Purchase order line • DELETE. To remove a Purchase Order line. You will not be able to Delete a line once a part payment has been made. • MODIFY. First DELETE then ADD After entering the Purchase Order Line, you will now be able to either ACCEPT or REJECT the entry. • MODIFY. This second Modify function enables you to change Purchase Order Details (eg Number, Date, Time or Delivery Instructions)
Purchase Order Payment	To register a payment. The following functions are available • FIND. To locate a Purchase Order • SCROLL • PRINT. To print a copy of the Purchase Order PAY. To register a payment. You will be able to record a payment by cheque (default) or Credit Card (you can add a Credit Card in the Maintain Credit Card Program). The relevant General Ledger accounts will be updated.
Maintain Credit Card	To ADD or MODIFY Credit Card Details. This program can be used if you pay your Agents with a Credit Card. You should first add a G/L Account under the CREDITORS Group called 'Credit Card Inst'. Then select it when asked in the SELECT ACCOUNT Screen. The following functions are available: • ADD. To add a new Credit Card • MODIFY. To change details. First select the line you wish to Modify

Menu/Screen Choice	Program Description
REPORTS	A number of reports are available
• List Products	Produces a listing of all Products and Services
• List Suppliers	Produces a listing of all Suppliers and the Products and Services they offer
LIST PURCHASE ORDERS	Produces a number of reports
• List All	Listing of all Purchase Orders
• List Unpaid	Listing of Purchase Orders awaiting payment
• List Paid	Listing of paid Purchase Orders
• List Incomplete	Listing of Purchase Orders with no Lines

BEST (pull down Menu)

User Maint	Enables you to change your organisation's name and/or password.

NOTES:
- ADDRESS. If a unit number, insert a '/' after the unit number.
- SCROLL
  NEXT scrolls forward
  PREVIOUS or PREV scroll backwards
- MAIN PASSWORD. The OMNIS7 system provides 8 levels of access. Each level is protected by a Password. These Passwords are subject to changes from time to time. You will be advised whenever this occurs
- REPORT DESTINATION. You have the choice of where you wish the output to go. For some Management reports in may be worthwhile selecting 'Screen' as the output media. Then if you want a hard copy, Select the 'P' located at the Top right hand corner of the screen and select Print Report.
  To close the screen viewer select the 'Close icon' located at the top left hand corner of the screen
- Cancel. You can use Cancel to prevent the changes from being effected

PART 2

GLOSSARY

This Section contains a glossary of terms and a cross reference to the Function, System and Menu or screen in which it appears.
For example: If you want to know how a Client is added, look up "Client".

Term	Definition	Function	System	Menu/Screen Choice
3 Letter System	To cope with small valued debts	TRUST ACCOUNT	Trust Account	Invoice Bad Debt
		COLLECTION	Legal	Batch Jobs Proforma Maintenance
			Job & Report	Letters
460 Notice	Letter of Demand under Corporate Law	COLLECTION	Legal	Legal Action (460 NOTICE)
		WORD PROCESSING	Word Processor	Print merge (460.txt)
Account	Contract number given to a Debtor by a Client	COLLECTION	Trace	Maintain Accounts
			Trace Reports	Account Listing • All Debtors • By Client Account Search
			Job & Report	Repo/Demand/Intent Maintain Jobs
	A ledger number given to a Debtor by a Client for goods and/or services purchased on credit	TRUST ACCOUNT	Trust Account	Invoice Letters
Action	Legal litigation carried out on a Debtor. Controls the automatic allocation of next Action	COLLECTION	Job & Report	Maintain Action File Maintain Jobs
				Management Reports: • List of Next Actions • Follow up Report
Agent	A Process Server to whom Legal Documents are sent for serving on Debtors	COLLECTION	Trace	Maintain Agent
			Job & Report	Maintain Jobs
		FINANCIAL	Payable	Maintain Supplier
Arrangement	To come to an agreement to settle the debt by weekly, fortnightly or monthly repayments	TRUST ACCOUNT	Trust Account	Arrange
		COLLECTION	Job & Report	Maintain Jobs Arrangements

Term	Definition	Function	System	Menu/Screen Choice
Bad Debt	Outstanding Invoice(s) marked for Legal Action	TRUST ACCOUNT	Trust Account	Invoice Bad Debt
			Reports	Outstanding Invoices
Batch Jobs	A means to requesting a delayed run (6 hours) for Interest calculation and Letters (3 letter system)	COLLECTION	Legal	Batch Jobs
Change Solicitors	To be capable of changing solicitors assigned to legal matters en masse or individually	COLLECTION	Legal	Change Solicitors
Cheque	Financial document	FINANCIAL	G/L	Posting Section
			DAILY REPORT	List Cheques
Client	A Person or Organisation on behalf of whom a Job of collecting outstanding monies is carried out	COLLECTION	Trace	Maintain Client
			Trace Reports	Client Listing
Client Balance	Summary of Amount owed by a Client	FINANCIAL	Invoice	Print Client Balance
Close Job	To mark a job as finalised. (see Jobs and Open Job)			
Contract	See Account			
Court	Judicial Organisation	COLLECTION	Legal	Courts Maintenance
Credit Card	A means of paying an Agent	FINANCIAL	Payable	Maintain Credit Card
Credit Note	Financial transaction reducing the value of an Invoice issued to a Client	FINANCIAL	Invoice	Add/Print Credit Note Print Statements
	Financial transaction reducing the value of an Invoice issued to a Client's Debtor	TRUST ACCOUNT	Trust Account	Cr Note
Credit Officer	Staff member assigned to look after a Job	COLLECTION	Trace	Maintain Staff Maintain Client
			Job & Report	Maintain Jobs
Daily Reports	Lists all daily invoices, credit notes, receipts, letters of intent.	FINANCIAL	Daily Reports	Listing of activities Monthly Billing
		TRUST ACCOUNT	Reports	Daily Reports

Term	Definition	Function	System	Menu/Screen Choice
Debtor	A Person or Organisation having a Credit Account with a Client	COLLECTION	Trace	Maintain Account
			Trace Reports	Debtor Search
		TRUST ACCOUNT	Trust Account	Invoice
			Reports	Debtor Aging Report
Defended Action	Any Action which a Debtor is prepared to take counter action	COLLECTION	Legal Reports	Defended Actions
			Legal	Modify Summons
Diary	To record the next legal action.	COLLECTION	Job & Reports	Job Maintenance
District Court Interest Rate	Range of Interest Rates levied on District Court Summonses	COLLECTION	Legal	Change Interest Rate
Envelopes	To address envelopes for letters for either Clients or Debtors	COLLECTION	Trace	Print Envelopes
			Job & Reports	Print Envelopes
		FINANCIAL	Invoice	Print Envelopes
Examination Summons	Post Garnishee Action	COLLECTION	Legal	Legal Action
		WORD PROCESSING	Word Processor	Print Merge (exam.txt)
Firm of Solicitors	A Legal Firm	COLLECTION	Legal	Solicitor Maintenance
Garnishee Notice	A request to a bank to draw money from a debtor's bank account to pay for an outstanding debt	COLLECTION	Legal	Legal Action
		WORD PROCESSING	Word Processor	Print Merge (garni.txt)
General Ledger Account	Summary Record of Debit & Credit Transactions	FINANCIAL	G/L	Maintenance Section • G/L Account Maint
Group	A means of summarising G/L Accounts	FINANCIAL	G/L	Maintenance Section • Group Maintenance
Interest	Additional amount calculated on outstanding debts	COLLECTION	Legal	Calculate Interest
				Batch Jobs
Interest Calculation	Automatic reckoning of additional charges on outstanding debts after a summons or judgement	COLLECTION	Legal	Calculate Interest Batch Jobs

Term	Definition	Function	System	Menu/Screen Choice
Interest Rate	Proportion or standard by which an outstanding debt is raised	COLLECTION	Legal	Change Interest Rate
				Judgement
Interest Invoice	Financial document used to raise the value of debt after a summons or judgement	TRUST ACCOUNT	Trust Account	Int Invoice
Invoice	Financial document raised to replicate the recording of a purchase of Goods or Services by a Debtor for a Client.	TRUST ACCOUNT	Trust Account	Invoice
			Report	Invoice Print Outstanding Invoices
	Financial document raised to record Services rendered to a Client.	FINANCIAL	Invoice	Add/Print Invoices Client Invoice Inquiry Monthly Billing Print Outstanding Invoices Print Invoices by Client Print Statements
		COLLECTION	Job & Report	Print Invoices by Job
Job	A formal request by a Client to recover an outstanding debt. Used to invoice Clients for services rendered.	COLLECTION	Job & Reports	Maintain Jobs Uninvoiced Jobs Monthly Job Print Out Management Reports • Job Values • Credit Officer Job List
			Trace Reports	Account Listing • All Debtors • By Client
		TRUST ACCOUNT	Reports	Job Reports
			Trust Account	Invoice Bad Debt
Journal	Entry of a financial transaction	FINANCIAL	G/L	Posting Section

Term	Definition	Function	System	Menu/Screen Choice
Judgement	A decision by a court after a Summons has been created	COLLECTION	Legal	Legal Action (JUDGEMENT) Legal Doc Maint
		WORD PROCESSING	Word Processor	Print merge (judgem.txt or your customised file name)
Ledger	Books of Financial Debits & Credits	FINANCIAL	G/L	Maintenance Section
Legal Invoice	An invoice raised on a bad debt to cover legal fees	TRUST ACCOUNT	Trust Account	Legal Inv
Letter	Written description of matters & precedence between a Client & Debtor	TRUST ACCOUNT	Trust Account	Letters
		COLLECTION	Trace	Maintain Client
Letter of Demand	Demand for payment of Outstanding Invoice(s)	TRUST ACCOUNT	Reports	Letter of Demand
		COLLECTION	Trace Reports	Repo/Demand/Intent
			Legal	Proforma Maintenance
Letter of Intent	Advice to proceed with Legal Action	TRUST ACCOUNT	Trust Account	Invoice Bad Debt
		COLLECTION	Trace Reports	Repo/Demand/Intent
			Legal	Proforma Maintenance
Local Court Rate	Range of Interest Rates levied on Local Court Summonses	COLLECTION	Legal	Change Interest Rate
Monthly Billing	Credit charge raised against a Client for • Letters of Demand • Letters of Intent • Commission on Receipts collected for Bad Debts • Service Fee for Clients dialling in and using the Trust Account	FINANCIAL	Invoice	Monthly Billing
No Statements	To prevent statements from going to a Client who does not have a holding (parent) company. Note, if a Client has a Parent Company, then all statements will go to the parent.	COLLECTION	Trace	Maintain Client (>>)

Term	Definition	Function	System	Menu/Screen Choice
Open Job	To re-open a Closed Job (see Job and Close Job)			
Parent Company	A company that is a holding company for another	COLLECTION	Trace	Maintain Client
Password	To prevent unauthorised use of the BEST SYSTEM	COLLECTION	Trace	Maintain Customer (>>)
		BEST (pull down Menu)	User Maint	ADDRESS
Percentage Range	A percentage of receipts for 4 levels of recoveries	COLLECTION	Trace	Maintain Client (>>)
Percentage of Receipts	A charge to a Client for the use of the Trust Account Function. Mutually exclusive to a Set Fee	COLLECTION	Trace	Maintain Client (>>)
Percentage only deal	A Client who does not pay any legal fees. (A credit note is raised automatically for all legal invoices, however the legal fees will be recovered from the Debtor	COLLECTION	Trace	Maintain Client (>>)
Post Writ	A Legal Document	COLLECTION	Legal	Legal Action (OTHER)
		WORD PROCESSING	Word Processor	Print merge (any.txt)
Price for Letter of Demand	The price a Client will be charged (monthly) for a Letter of Demand	COLLECTION	Trace	Maintain Client (>>)
Price for Letter of Intent	The price a Client will be charged (monthly)for a Letter of Intent	COLLECTION	Trace	Maintain Client (>>)
Product	What an Agent Offers	FINANCIAL	Payable	Maintain Product
Profit & Loss	Summary list of Income & Expenditure transactions	FINANCIAL	G/L	G/L Reports
Pro Forma Document	The means to customise letters. These include the first 2 letters, Letter of Intent, R/D Cheque Letter, Reminder, Letter of Demand, Customised Letter of Intent	COLLECTION	Legal	Proforma Maintenance
Purchase Order	A request to procure an Agent's services	COLLECTION	Job & Report	Maintain Jobs
		FINANCIAL	Payable	List All List Incomplete List Paid List Unpaid Modify Purchase Order Purchase Order Payment

Term	Definition	Function	System	Menu/Screen Choice
R/D Cheque	Cheque paid by a Debtor which is returned due to insufficient funds. Can also be used should the wrong Debtor be credited with a payment	TRUST ACCOUNT	Trust Account	RD Cheque
		COLLECTION	Legal	Proforma Maintenance
Re-assign Solicitor	See Change Solicitor			
Receipt	Payment by a Client for services rendered	FINANCIAL	Invoice	Add/Print Client Payment Print Statements
	Payment by a Debtor to a Client	TRUST ACCOUNT	Trust Account	Payment
			Report	Debts Recovered
Rego	Motor Vehicle Registration	COLLECTION	Trace	Modify Rego
Repossession Notice	Notice to reclaim Goods	COLLECTION	Trace Reports	Repo/Demand/Intent
Restrict	To prevent some staff members from viewing sensitive data on jobs	COLLECTION	Job & Report	Maintain Jobs
Risk	Any Debtor that is a notorious bad payer	COLLECTION	Job & Report	Maintain Jobs
			Trace Reports	Risk Listing
Set Fee	A set charge to a Client for the use of the Trust Account Function. Mutually exclusive to Percentage of Receipts	COLLECTION	Trace	Maintain Client (>>)
Service Fee	Table of Charges. Used to Invoice Clients for services rendered	FINANCIAL	Invoice	Maintain Service Fee Fee Inquiry Print YTD Sales
Skips	A Debtor that does not leave a forwarding address	COLLECTION	Job & Report	Maintain Jobs • Debtor (maintain) Management Report-List Skips
Solicitor	Officer of the Court	COLLECTION	Legal	Solicitor Maintenance
Staff Member	See Credit Officer			
Statement	Summary of Invoices Receipt & Credit Notes	FINANCIAL	Invoice	Print Statements Monthly Billing
		TRUST ACCOUNT	Reports	Statements Monthly Billing

Term	Definition	Function	System	Menu/Screen Choice
Summons	Legal document requesting an appearance in court	COLLECTION	Legal	Legal Action (SUMMONS) Legal Doc Maint Modify Summons
			Legal Reports	Summons Listing Unserved Summonses Process Server List
		WORD PROCESSING	Word Processor	Print merge (summons.txt or your customised file name)
Supplier	See Agent			
Transaction	A recording of an activity	FINANCIAL	G/L	Transaction Listings
Trial Balance	Summary listing of Debit & Credit Journals	FINANCIAL	G/L	G/L Reports
Writ	A Legal Document	COLLECTION	Legal	Legal Action (WRIT)
		WORD PROCESSING	Word Processor	Print merge (writ.txt)
Year End	Programs to be run at the end of the fiscal year	FINANCIAL	Daily Reports	Run Journals
			G/L	Year End Profit & Loss