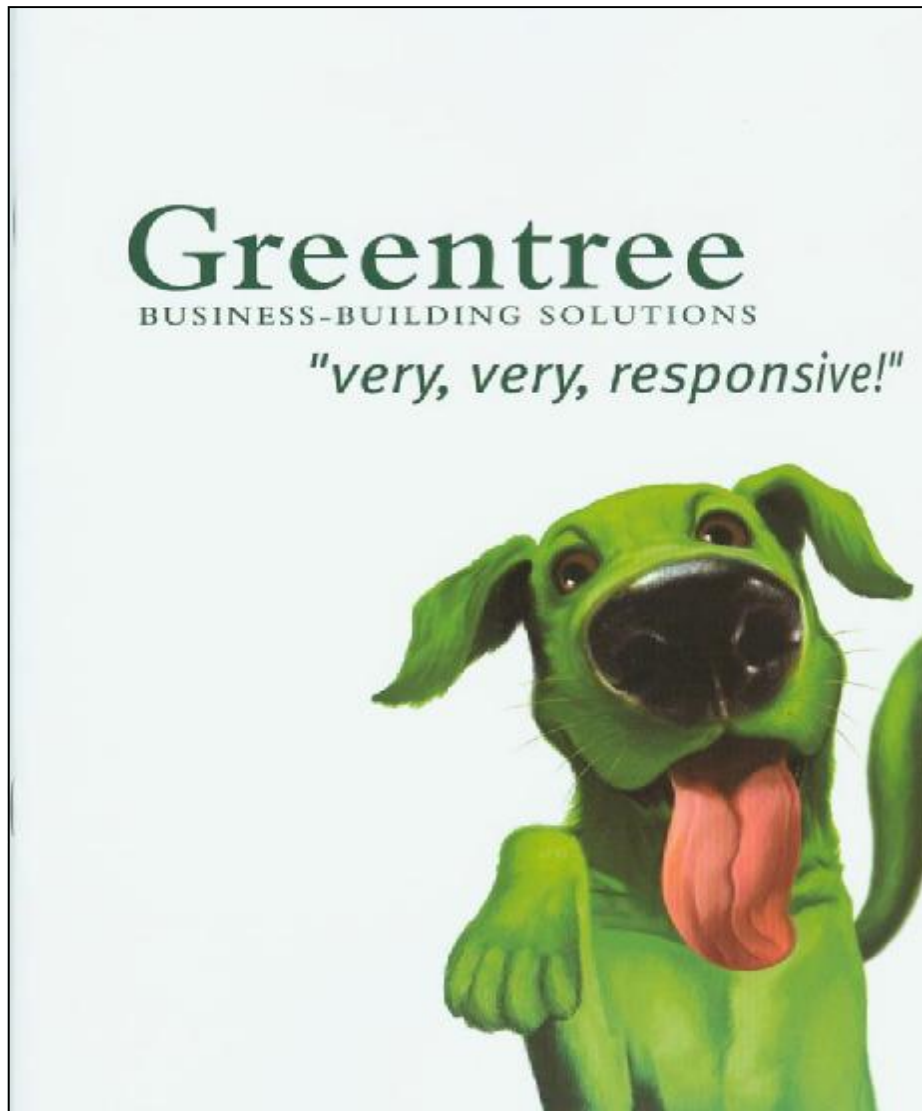


Greentree

Workflow Module



September 2005

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1.0 Introduction

The purpose of this document is to present a comprehensive overview of the Greentree Workflow module. The document has been written for existing and prospective Greentree users and is intended to detail the unique features and benefits of this module.



2.0 What is the Workflow module?

The Workflow module is a module that extends and enhances the functionality of the standard Greentree modules to create a complete work and process management environment. The module is currently made up of the following components:

- Attached documents*
- Linked documents*
- Remember form sizes and positions*
- Desktop*
- Excel drill down*
- Copy table settings*
- View menu*

Future enhancements to the Workflow module will include a sub module called Approvals and Alerts which is a business process management tool that will allow an organization to change a business process and adapt Greentree to support the new process. The Approvals and Alerts module is expected in November 2005, pricing to be announced, and it will require the Workflow module as a prerequisite.



2.1 Attached Documents

The Attached Documents feature permits the user to link any Windows file (ie Word document, Excel spreadsheet, digital photo etc) to any Greentree record. The paper clip icon on the tool bar provides the link to the attached document facility. If a record has existing attachments, the paper clip is coloured yellow.



Figure 1 Greentree Toolbar with Attached Document and Linked Record Icons

Examples of uses include:

- Quality assurance management where a scanned copy of a supplier's quality assurance agreement is attached to their supplier master file record.
- A quote that has been prepared in a spreadsheet and subsequently accepted by a customer can be attached to the invoice prepared for the customer.
- Photos of stock items can be attached to the stock record

2.2 Linked Records

The linked records feature lets you create a link between any two records in the Greentree database. This is particularly useful where no regular accounting relationship exists between two records but in a particular instance it is useful to create a link. The feature is accessed by the chain link icon next to the paper clip on the tool bar (see Figure 1 above). An example of linked records might be a supplier invoice linked to a customer invoice where goods have been purchased for a customer on request.

2.3 Remembered form positions and sizes.

The facility to remember form positions and sizes provides further flexibility to Greentree's already extensive form handling. This feature can be set by user, and when activated means that the system will remember the last screen position and size for each form in Greentree. The standard operation of Greentree forms is to always open new forms in a preset series of locations so that they cascade from the top left of the desktop down towards the right. Each form has a default size which may not be adequate for the work the user wants to do in the form. So instead of having to maximize or resize each form every time you use it, the "Remember form positions and sizes" feature will save your last settings for the form (size and position), and automatically use those settings the next time the form is loaded.



2.4 Desktops

The Desktops feature is the most visible feature of the Workflow module. Desktops can be thought of as a super set of Greentree menu's and data that sit over all the Greentree modules. Desktops extend the flexibility of the Customer Relationship Management (CRM) modules considerably. (A full list of the CRM modules is appended to this document.)

The Desktops features include:

- A desktop designer that lets you build a desk layout to suite your working requirements.
- Unlimited desktops
- Introduction of the Favourites, Bookmarks and Most recently used features
- Visually enhances the record ownership feature by allowing record filtering by user / team or all records within desktop panels.
- Multiple Desktops can be opened by any user (see Figure 2 below).
- Instant update of the information in the panels.

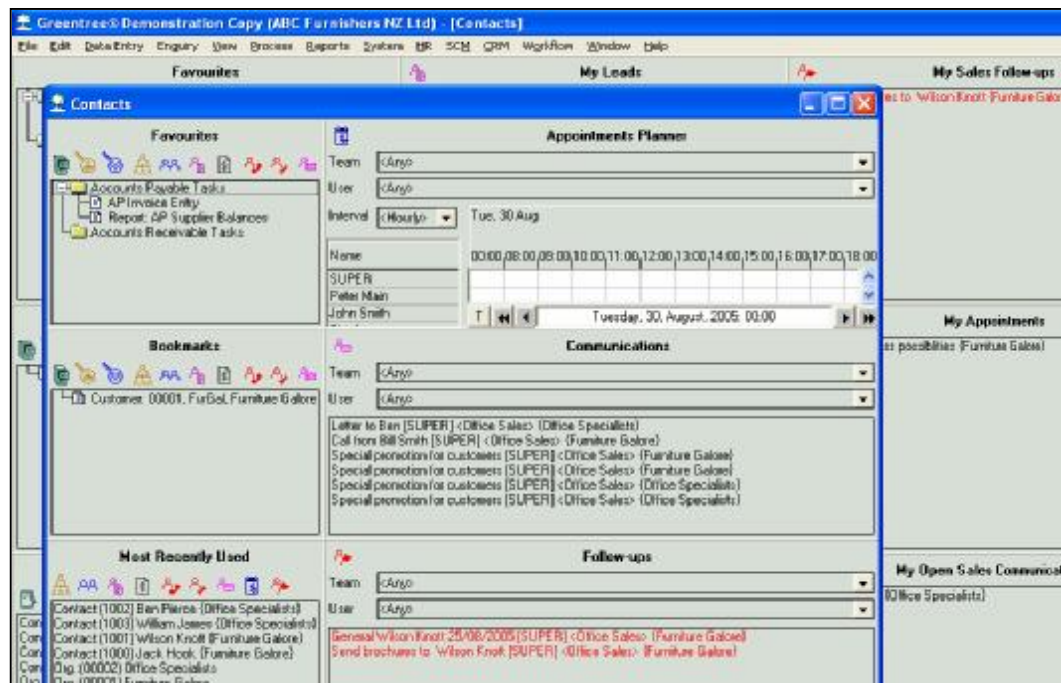


Figure 2 Workflow Desktop Examples

In Figure 2 above you can see two desktops loaded into the Greentree workspace. The foremost Desktop called “Contacts” has six panels (Favourites, Appointment Planner, Bookmarks, Communications, Most Recently Used and, Follow-ups).

Favourites – allows you to create short cuts to Greentree menu options gaining access to programs to support tasks you perform regularly. In the example in Figure 2 above, the Favourites task have been organized into two folders, Accounts Payable Tasks and Accounts Receivable Tasks.

Bookmarks – let you create a quick link to any record in the file. In the example above, the bookmark would open Accounts Receivable Customer Maintenance and automatically load the record for “Furniture Galore”.

Most Recently Used – displays a list of records that you have already used within Greentree,. These can be used as a quick reference back to the record should you need to revisit the item for any reason.

The other panels in the “Contacts” Desktop refer to features only available with CRM modules so further analysis of them is not appropriate here.

Note that each of the panels has its own series of icons (See Figure 3).



Figure 3 Desktop Panel Icons

The Panel icons can be turned on or off for each panel as part of the Desktop design process. The icons for the Favourites panel from left to right are:

- Organise favourites – create sub folders to impose some logical order on the panel
- Find Organisation
- Find Contact
- Create new Organisation
- Create new Contact
- Create new Lead
- Create new Quote
- Create new Support Call
- Create new Service Request
- Create new Communication

Panel Options

There are a variety of subject areas that can be assigned to each panel, and these include:

Panel	Greentree Module Required
Leads	CRM Sales and Marketing
Quotes	CRM Sales and Marketing
Organisations	CRM Basics
Contacts	CRM Basics
Communications	CRM Basics

Panel Options continued ...

Panel	Greentree Module Required
Follow-ups	CRM Basics
Appointments	CRM Basics
Support Calls/ Service Requests	CRM Customer Support
JC Jobs	Job Costing
Purchase Orders	Purchase Orders
Sales Orders	Sales Orders
Factory Orders	Bill of Materials
AR Invoices	Accounts Receivable
AP Invoices	Accounts Payable
Requisitions	Supply Chain Management (SCM)
Users	Greentree
Teams	Greentree
S/R Statuses	CRM Customer Support
Service People	CRM Customer Support
Service Groups	CRM Customer Support
Bank Totals	Cash Management
Financial Totals	any of Accounts Payable, Accounts receivable, Cash Management, Inventory, Sales Orders, Purchase Orders or, Job Costing
Job Totals	Job Costing
AP Balances	Accounts Payable
AP Ageing	Accounts Payable
AR Balances	Accounts Receivable
AR Ageing	Accounts Receivable
GL Balances	General Ledger
Most Recently Used	All modules
Bookmarks	All modules
Favourites	All modules
Service Requests Daily Schedule	CRM Customer Support
Service Requests Planner	CRM Customer Support
Appointments Planner	CRM Basics
Appointments Daily Schedule	CRM Basics

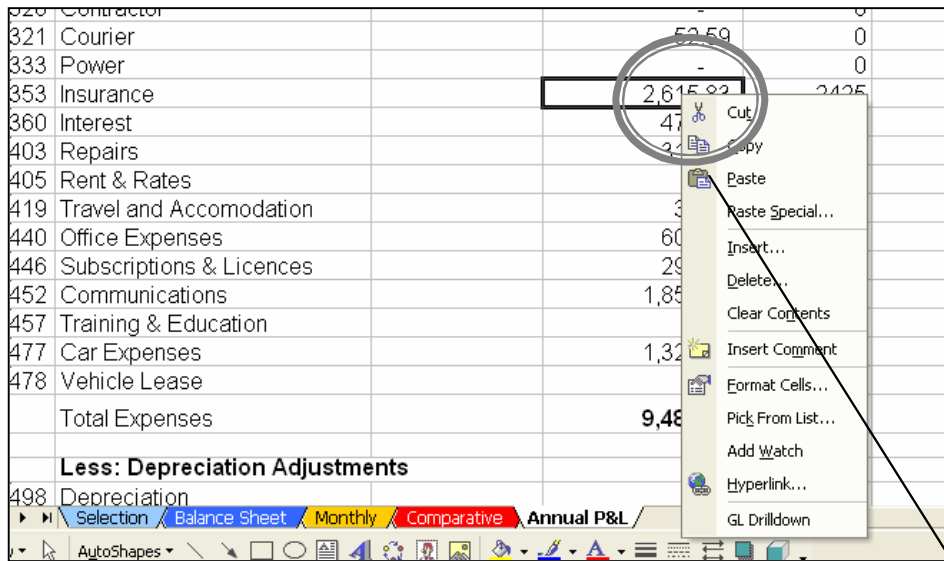
When you design your Desktop, you can mix and match any of the above panels in anything up to a 10 x 10 panel grid. You can also merge and split panels horizontally and vertically to create a Desktop ideally suited to your needs.

Desktop panels' also support drag and drop functionality. For example, if you were running a service department, your Service Manager could have a desktop with a panel showing all unallocated jobs, and other panels for open jobs assigned to teams. The manager would assign a new job to a team by dragging it from the "unallocated" panel to one of the team panels. Elsewhere in the organization, the leader of the team the job was just assigned to, will see the job appear in the new jobs panel for the team, and assign it to a technician by dragging and dropping it into the desired team member's panel.

Workflow Desktops enhance enormously the standard Greentree system by providing a unique interface that reflects and supports how people actually organize themselves.

2.5 Excel Drill Down

The Excel GL Drill Down is an exciting new development for Workflow. The drill down lets you right click on a cell in your financial spreadsheet, select “GL Drill Down” from the list of cell options and then review a list of the Greentree accounts that make up the value in the cell. (See Figure 4). Figure 5 shows the drill down window in Greentree. In this instance, the Excel formula was for a single account, therefore the drill down shows only the account selected.



Note the “Transactions” tab where details of the transactions for the cell total can be seen. See Figure 6

Figure 4. GL Drilldown option in Excel



Figure 5 Drilldown results.

Greentree® (PS Computing) - [View General Ledger]

File Edit Data Entry Enquiry View Process Reports System CRM Workflow Window Help

View General Ledger

Criteria Balances Transactions

Summarise by
 Tran type / period Batch / period
 Transaction Reference

Transactions by
 Posted Unposted
 Posted and unposted

Total for entries shown
353
\$1,540.66

Period	Date	Tran	Ref	Batch	Subcode	Amount	Narration
Apr 2005/2006	1/4/05	GL Bank Out	4689232	S401		125.47	Southern Cross Healthcar
Apr 2005/2006	5/4/05	GL Bank Out	900922097	S401		78.88	AXA
Apr 2005/2006	5/4/05	GL Bank Out	900922108	S401		122.44	AXA
Apr 2005/2006	12/4/05	GL Bank Out	5475267	S401		80.48	Royal & SunAlliance
Apr 2005/2006	18/4/05	GL Bank Out	5443442	S401		87.75	Vero
Apr 2005/2006	18/4/05	CM Misc Pay	5443442 ir	S402		9.41	Vero
May 2005/2006	1/5/05	GL Bank Out	4689232	S416		125.47	Southern Cross Healthcar
May 2005/2006	5/5/05	GL Bank Out	900922097	S416		78.88	AXA

Figure 6 Account transaction details.

If the cell you drilldown on uses a tree branch name, then the drill down will show you all the accounts that go into making up the cell total (See Figure 7). Note also in Figure 7 below that the General Ledger tree names are listed as column headers, and the branch of each tree that the account belongs to is displayed as well. In Figure 7 the tree names are “AllAccount”, “Balance Sheet” and, “GST”.

Criteria Balances Transactions

All

Total for Accounts shown: 6,275.10

Description	Currency	Balance	AllAccount	Balance Sheet	GST
Interest Received	NZD	-4.99	All	Retained Earnin	
Accountancy	NZD	880.00	All	Retained Earnin	
Advertising	NZD	20.00	All	Retained Earnin	
Bank Charges	NZD	142.94	All	Retained Earnin	
Computer Expenses	NZD	880.63	All	Retained Earnin	
Courier	NZD	52.59	All	Retained Earnin	
Insurance	NZD	2,615.83	All	Retained Earnin	
Interest	NZD	478.96	All	Retained Earnin	
Repairs	NZD	312.00	All	Retained Earnin	
Office Expenses	NZD	603.59	All	Retained Earnin	
Subscriptions & Licences	NZD	293.55	All	Retained Earnin	

Figure 7 Drill down on a tree branch name

2.6 Copy table settings

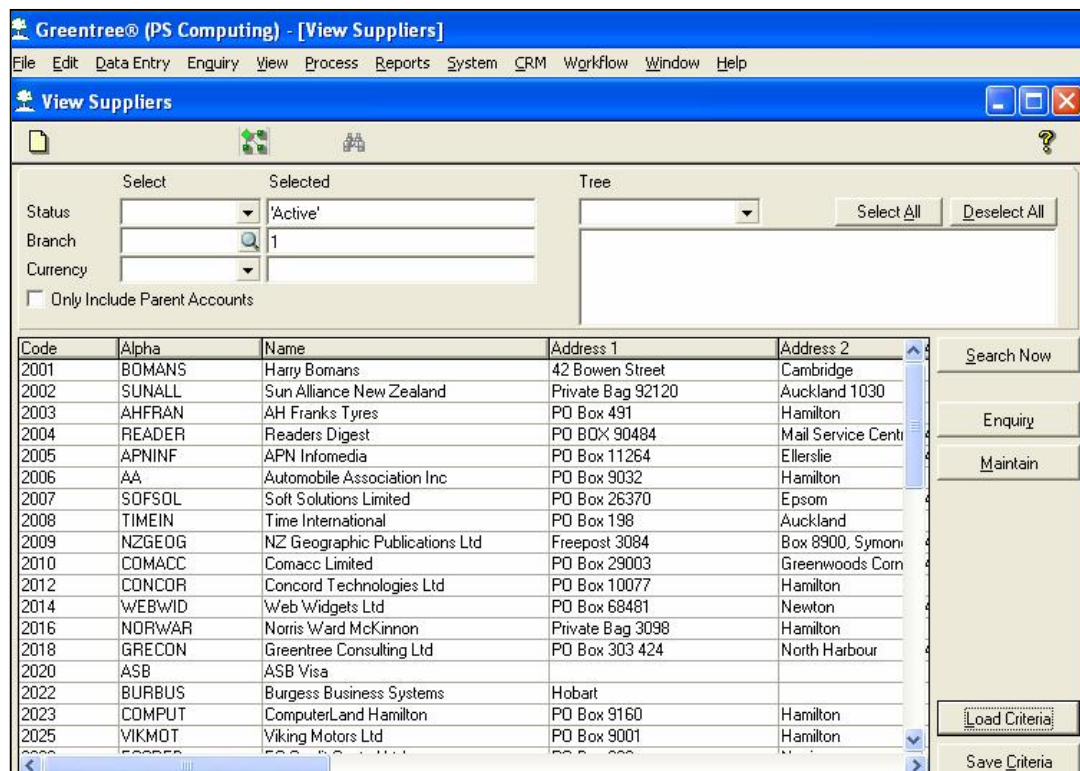
All of the Greentree clever tables* can be customized to the preferences of the individual. Data entry tables and enquiry forms can be changed so that columns appear in a different sequence across the screen, and columns that are irrelevant to your organization can be made to disappear from view. The clever table features are a standard part of Greentree. The Workflow Copy table settings allows you to apply the settings for a form across one or more other Greentree users, thereby drastically cutting down the time it would take to deploy a highly modified form across all users.

* - a clever table is any data entry table or enquiry table where data is presented in tabular form.



2.7 View Menu

The View Menu introduces a control mechanism for each of the standard Greentree modules in your system. It is like a management control centre from which any master file record can be enquired or maintained in an ordered manner. For example, Figure 8 below shows a list of Active suppliers in Branch 1. Search options also include the option to show only Parent Accounts and to select records based on trees. Search criteria can be saved and recalled for later use.



The screenshot shows the 'View Suppliers' window in the Greentree software. The window title is 'Greentree® (PS Computing) - [View Suppliers]'. The menu bar includes File, Edit, Data Entry, Enquiry, View, Process, Reports, System, CRM, Workflow, Window, and Help. The window title bar also says 'View Suppliers'. Below the title bar, there are icons for a folder, a tree, and a help icon. The main area is divided into search criteria and a list of results.

Search Criteria:

- Status: [Active]
- Branch: [1]
- Currency: []
- Only Include Parent Accounts

Buttons: Select All, Deselect All

Code	Alpha	Name	Address 1	Address 2
2001	BOMANS	Harry Bomans	42 Bowen Street	Cambridge
2002	SUNALL	Sun Alliance New Zealand	Private Bag 92120	Auckland 1030
2003	AHFRAN	AH Franks Tyres	PO Box 491	Hamilton
2004	READER	Readers Digest	PO BOX 90484	Mail Service Cent
2005	APNINF	APN Infomedia	PO Box 11264	Ellerslie
2006	AA	Automobile Association Inc	PO Box 9032	Hamilton
2007	SQFSOL	Soft Solutions Limited	PO Box 26370	Epsom
2008	TIMEIN	Time International	PO Box 198	Auckland
2009	NZGEOG	NZ Geographic Publications Ltd	Freepost 3084	Box 8900, Symon
2010	COMACC	Comacc Limited	PO Box 29003	Greenwoods Corn
2012	CONCOR	Concord Technologies Ltd	PO Box 10077	Hamilton
2014	WEBWID	Web Widgets Ltd	PO Box 68481	Newton
2016	NORWAR	Norris Ward McKinnon	Private Bag 3098	Hamilton
2018	GRECON	Greentree Consulting Ltd	PO Box 303 424	North Harbour
2020	ASB	ASB Visa		
2022	BURBUS	Burgess Business Systems	Hobart	
2023	COMPUT	ComputerLand Hamilton	PO Box 9160	Hamilton
2025	VIKMOT	Viking Motors Ltd	PO Box 9001	Hamilton

Buttons on the right: Search Now, Enquiry, Maintain, Load Criteria, Save Criteria

Figure 8 View Suppliers search results.



Appendix A – CRM Modules

(CRM – Customer Relationship Management)

Contacts and Relationships Suite

Contacts and Relationships

The hub of all CRM suites, the Contacts and Relationships module is used to record and manage your relationships with other organizations and track information about individual contacts within those organizations. This module is required as a minimum base for all other CRM modules

Debt Collection

This module works in conjunction with the Greentree Accounts Receivable module and assists in the collection of overdue accounts. The user can track customer communications and agreements made, be prompted with follow-up actions required and place notes against individual invoices and customers.

Knowledge Base

Manage documents, libraries and archives of all types. Access to information can be easily limited to particular users, or groups and a search engine helps locate the information you need, quickly. Knowledge base can complement either the Sales and Marketing suite, to create a reference library of sales materials, or the Service and Support suites to provide a repository for technical reference material.

Sales and Marketing Suite

Sales and Marketing

This module provides a range of tools for full sales cycle management, pipeline reporting, quote creation and automated sales order creation.

Integration with Microsoft Word and Excel provides professionally presented quotations directly from within Sales & Marketing.

Campaign Management is included, with full mail merge and email based marketing. Integration with the Greentree financial suite provides total financial reporting of a campaign, including revenue, gross margin and actual campaign costs incurred.

Bookings Management

Bookings Management provides full facilities management of bookings or events, such as training workshops, golf tournaments, presentations for example. A target group of prospects can be identified, contacted and progressed through to an invoice being optionally generated. This module also incorporates a graphical planner for management of the facility's bookings or events.

Fund Raising

Fund Raising allows for the management of Pledges and Donations. Pledges and Donations capture who the pledge/donation is from, what it relates to and amount involved. It also allows for the processing of money received. Pledges and Donations can be revised ensuring a full audit trail of all revisions is maintained.

Counter Sales

The Counter Sales module allows for the real time capture of items sold and receipt of payment at the time of sale. Products may be identified through the use of a barcode scanner. Alternatively, you can select a product from the drop-down list of items. Payment is received and processed in Greentree Financials.

Customer Support Suite

Customer Support

Customer support is designed for a customer support operation and includes call tracking and analysis. Calls can be assigned to the appropriate response teams or person and tracked through to completion, with follow up calls required also monitored. An optional link is also available to Knowledge Base to assist in answering support questions immediately (products can be linked to specific Knowledge Base library areas). Support calls can also be escalated to a full field "service request". These requests can then be assigned to a service person and team for action, while being monitored as part of the original call log. Optional integration to the Greentree Job Costing module is also provided.

Contracts & Agreements

With Contracts & Agreements you can define maintenance contracts, the products they cover, the contract periods and cost. Parent / Child contracts are also supported for more complex organizations where product ownership and

custodial issues need to be identified and specific support arrangements defined. Contracts can be automatically renewed.

You may also define Service Level Agreements that allow multiple service levels to be defined, per contact. Each service level can have a defined guaranteed response and completion times for any call, which are tracked by the system.

The Customer Support module is a pre-requisite.

Asset Management Suite

Asset Management and Scheduled Maintenance

Asset Management caters for the tracking of physical assets across the organization. Service requests can be automatically created (if the field service module is in use) and the module is able to integrate with Greentree Fixed Assets (for depreciation management), Job Costing (for maintenance work) and Inventory (for parts swapping or exchanges).

Asset Management is particularly useful for tracking assets in multiple locations, managing assets that are owned by other organizations, as well as managing repairs, exchanges and loans.

This module also caters for the automated scheduling and tracking of maintenance requirements. Maintenance can be time or usage based, and field service requests can be automatically generated as required. Scheduled maintenance can be tied to specific assets if the Asset Management module is in use, or be set up for a specific location without reference to specified assets.

Supply Chain Management Suite

Requisitions

Requisitions enable staff to enter purchase requests as requisitions. These requisitions can then be reviewed by your purchasing officer for approval and consolidation before raising orders on Suppliers. The Purchase Orders module is not a prerequisite but will usually be required with Requisitions. The main uses of Requisitions without Purchase Orders module would be:

Control of consumables, where staff request goods from an inventory stock of consumables, for consumption within the business and charge back to a General Ledger code.

Requests for transfer of goods from a central store, inventory transfer only without Purchase Order.

Analytics

This sub module harnesses the power of the extensive Sales analysis data captured within Greentree and provides a Dynamic and flexible reporting structure for reporting sales by a variety of Filters, Groups, sort sequences and columns. The Accounts Receivable module is a prerequisite.

Catalogues & Sourcing

Cataloguing provides for the management of supplier Inventory catalogues that can reside independently of your main Greentree Inventory system. In other words, avoid having to “stock” all a suppliers parts, but have access to part details. It can also be used for buying guides for office suppliers and consumables which lead to General Ledger lines on Purchase Orders.

Inventory Sourcing is designed to facilitate the decision making process of sourcing stock and extends the requisitions capability, by introducing an intermediate step, where you can choose to either buy the stock in, transfer it from another warehouse or just use the stock in the current warehouse.

The module also provides a “suggested Sourcing” option which automatically suggests whether to use stock available in the local warehouse, transfer it or buy it. The Requisitions module is a prerequisite.

Feedback form

Please fill out the form below and return to:

PS Computing
PO Box 1274
Hamilton

Fax 07 855 5834
Email hugh@pscomputing

Follow up options:

- (√)
1. Please supply the Workflow module to our organization
(The price is \$2000 plus GST and has no user count limits)
2. Please diary to follow up closer to our next years budget review
Date (_____)
3. Please contact to discuss / demonstrate further
4. No further action required.

Contact information

Organisation Name _____

Contact Name _____

Signed _____

Date: _____

