

allocPSA v1.5 User Manual
The Premier Open Source Professional Services Automation Solution



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1 Administrative Information

The original administration account on allocPSA is:

username:	alloc
password:	alloc

NOTE: You should change this password promptly. Instructions on how to change this password are shown later in this manual.

2 Purpose and Audience

The purpose of this documentation is 2-fold:

1. To provide a complete set of documentation for printing purposes.
2. To provide a complete on-line set of documentation for user perusal

3 How to Obtain Latest Versions of allocPSA

allocPSA is open source software, meaning you can gain access to the latest versions of the product directly from the project's website: <http://www.allocpsa.org/>

4 How to Contact Cybersource

Full contact details are available from <http://www.cybersource.com.au/> or by emailing info@cyber.com.au

Address	1/130-132 Stawell St Richmond
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Country	Australia
Postcode	3121
Phone	+61 3 9428 6922
Fax	+61 3 9428 6944
Email	info@cyber.com.au
Web	http://www.cybersource.com.au/

5 Product Support Community

Free, community support for allocPSA is available here:

http://sourceforge.net/forum/forum.php?forum_id=562148

This is a web forum system where you can join, post your queries and get responses from the allocPSA user community.

6 Product Support Commercial

allocPSA is free, open source software. As such, you are free to use it in any manner you like. This includes:

1. installing and using allocPSA in a commercial environment, in a commercial manner,
2. installing and using allocPSA on as many computers or servers as you like, and
3. having allocPSA accessed and used by as many users as you like.

If you have the technical skill in-house or can hire them, you may be happy to support and maintain this product on your own. However, allocPSA was developed and is commercially supported by Cybersource Pty. Ltd., based in Melbourne, Australia.

Cybersource has been providing commercial support since 1991 and has been the allocPSA product developer and maintainer since 2000. As such, we can offer your firm high-quality support. In addition, because allocPSA is open source software, and any other competent web-development firm can also elect to offer commercial support for it, Cybersource must also offer great value in its support services.

6.1 Per Incident

The first level of support is on a per-incident basis. Per-incident support is offered on a best-effort basis and is capped at two (2) hours actual expended effort. Contact Cybersource for pricing.

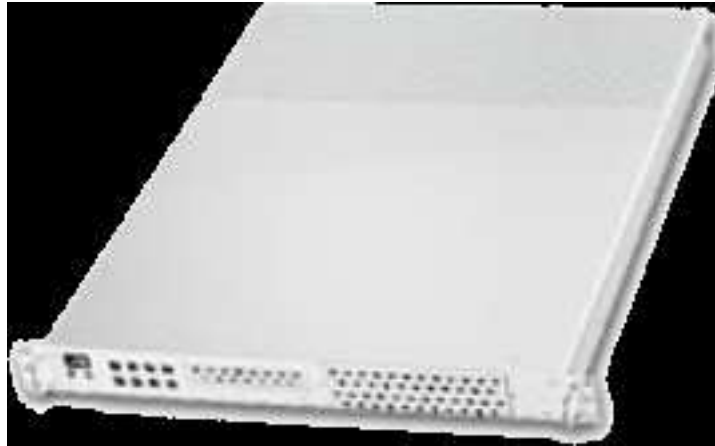
6.2 Service Level Agreement Pre-Purchase Block

The service level of support is a pre-paid incident support block. By purchasing a pre-paid support block (in multiples of 5 incidents), you can save through a price discount and you are also placed on a Service Level Agreement (SLA). The service level agreement guarantees that we will actively work towards resolving your support incident within two hours of initial notification. This is during AEST (UTC +10) standard business hours, Monday to Friday, 9:00am to 5:00pm, excluding public holidays.

Contact Cybersource to discuss your commercial support needs.

6.3 Pre-installed Server Appliance

If you would like to have allocPSA professionally installed on production-quality server hardware, Cybersource makes available the allocPSA Server Appliance.



The server appliance contains the operating system platform, SQL database server, web server, application server and allocPSA suite pre-installed. The server appliance comes bundled with 10 hours of installation, data migration and operational support.

6.4 Customisation

No two services businesses work the same way. To provide for this reality, allocPSA was designed and is intended to be customised for each site. To that end, Cybersource offers your firm a complete customisation service, whereby allocPSA can be optimised for your work processes, your firm's accounting and billing practices and the software used to implement these, or any other site-specific requirements.

If allocPSA does most of what your business needs but could benefit from specific functionality to make it better integrate with your existing business systems or processes, speak to us about a free quote to add those features into allocPSA.

Alternatively, as allocPSA is completely open source, you can elect to make any modifications in-house, or hire a third-party to make any modifications. You are fully entitled to select either course of action.

6.5 Making Your Own Customisations

As allocPSA is released under an Open Source license, the GNU Affero General Public License, you are welcome to make your own site-specific customisations. However, the license requires that you must provide the capability for your end-users and the people that you re-distribute your changes to, to access the source code to your modifications as well, thereby affording them the same freedoms that you have enjoyed. Please note that there is an "allocPSA Source Code" viewer in the Tools menu.

If you do build extensions onto allocPSA, please consider donating these back to the allocPSA project. This will provide two benefits:

1. You will be making a contribution back to the community, so that allocPSA grows in capabilities and polish, with time.
2. You will reduce your level of burden by feeding your code changes back up stream, you will let the project maintainers maintain your modified codebase, ensuring that new versions

include the features you want and that these continue to work with the other new as well as the existing features in newer versions of allocPSA.

6.6 Integration

Cybersource maintains a full integration, support and development team which is able to assist you in integrating allocPSA into your organisation's information system architecture. In fact, if you've purchased the allocPSA server appliance, the price for allocPSA includes a pre-purchased quanta of installation, customisation and support services.

6.7 Online Web Hosting

Cybersource in partnership with allocPSA Pty Ltd is now proud to offer online hosting of the allocPSA application. For more information see <http://www.allocpsa.com>

7 Introduction

Welcome to the user-level documentation for allocPSA.

allocPSA is an on-line, web-based Professional Services Automation system. allocPSA provides a suite of integrated applications designed for organisations which provide services to Clients. It enables services personnel to become more productive and profitable by increasing their efficiency through increased utilisation and productive time, improved planning and integrated knowledge management. It reduces the likelihood of slip-ups and increases the traceability and manageability of projects, expenses, Tasks and people.

allocPSA can streamline the process of allocating staff resources to key projects, managing strategic initiatives at a granular level, and can offer a platform for process collaboration and knowledge reuse to any professional services business.

allocPSA consists of numerous software modules for business areas such as: resource planning, project management, time and expenses, fault & issues tracking, message, announcement, reminder and knowledge management, collaboration, services supply chain, human resources and staff skilling and certification, item loans and management of cost-centres. allocPSA offers integration between the modules, as well as an open architecture and integration with existing external invoicing, book-keeping and payroll systems.

allocPSA is intended for use in daily organisational operations, such as client contact, project management, task and resource allocation, skills tracking, time-sheeting, issues tracking, calendaring, reminders and escalation, item loans, cost expenses and centres as well as integration with existing external accounts and billing systems.

allocPSA is made available as a server-based appliance. By deploying an allocPSA system into your network, all staff can access the application from any networked computer which has a web browser. Depending on your network configuration and security policies, staff can also access the allocPSA system from external computers. Therefore, they can monitor Tasks and submit Time Sheets from home, or from any Internet-access point around the world.

As a web-based application, users access allocPSA via the standard web-browser they already have on their PCs. No software needs to be installed on their PCs. Installation and maintenance of allocPSA is therefore a simple and straightforward affair. The new server is installed and configured in hours and all users' PCs are able to access the allocPSA application immediately.

allocPSA is open source software - you are provided with full access to the complete source code under an open source licence. That means you have open-ended usage and code modification access rights. This greatly reduces your business risks in adopting allocPSA as a system element in your core business operations. The product's source code will always be yours in perpetual code escrow, at no additional cost.

7.1 Deployment

allocPSA is supplied as in a number of 'formats':

1. As a self-contained server appliance unit. The server appliance contains the operating system platform, SQL server, web server and core allocPSA applications.
2. As a download from <http://www.allocpsa.org/> which will need to be installed on a web application server.
3. As a paid hosted service available from <http://www.allocpsa.com>.

8 Installation and Configuration

Once you've installed allocPSA, you must login and then change the default login account password. You can do this by accessing the default account through the People tab and supplying a new strong account password.

You should also update the allocPSA configuration settings, found by clicking the 'Setup' link in the top right hand corner of the allocPSA toolbar. You can get more information about each configuration item, by using the Help squares to the right of each configuration option.

Update the allocPSA configuration information as soon as you can.

9 Features & Benefits

Modern businesses are quickly recognizing the need to make intelligent use of information throughout the organization to better address support issues and other business problems. allocPSA can help track and manage customer requests, problems, complaints, Tasks and any other projects that need to be tracked. Web-based action tracking offers the best and most simple way to gain control over information, issues and Tasks for a group or department, or throughout an organization worldwide.

With the increasing business requirement that information management systems provide substantial and immediate return on investment,

allocPSA is the answer to many of your service-industry information management concerns.

Among other features, allocPSA provides a comprehensive multilevel, multi-project planning, scheduling and reporting engine scalable to thousands of projects. The ability to search for qualified and available resources, assign Tasks and manage staff with a powerful resource search engine across single or multiple projects.

allocPSA also offers cost-control management and project graphical and milestone-enabled Gantt-style bar chart reporting capabilities. This makes allocPSA a valuable platform for managing the priorities and objectives that drive your business.

Using proven project management disciplines and processes, allocPSA helps you optimize resources and manage activities to meet project deadlines and budgets.

allocPSA automatically generates customizable outgoing email alerts to instantly notify relevant assignees, managers and other people involved with all aspects of service delivery. Daily email alerts, sent to all resources, outlines that day's key Tasks and scheduled events, meetings and expectations.

A Task and reminder Calendar is available for all staff on entry into allocPSA, via the Home page.

A filtering drill-down facility to resource (personnel) availability and skilling makes it possible to determine which of your staff is suited for particular Project and Tasks.

allocPSA provides a simple inventory and loans management module, a framework for producing Project cost-estimators, a graphical chart representation of historical and current business activity, as well as an open-ended and customisable report generator which allows you to extract data to a web-page or CSV file, ready for mail-merges or exporting.

For more information, please contact Cybersource.

9.1 Home

One-stop overview of user's daily/weekly calendar, company announcements, reminders, Tasks, Projects, cost-centre balances, submitted or Time Sheets pending approval.

9.2 Project Management

1. Contract, consultancy, implementation or other templates of Projects.
2. Customer contacts, information, budgets, Time Sheet authoriser.
3. Document and file attachments.
4. Project-wide reminders.
5. Project-wide notes and modification history.
6. Resource, internal and external rates.
7. One or more Project leaders who can review Project status.
8. Project activity graphs, showing overdue Tasks.
9. Time Sheet history and comparison to budget estimates.

9.3 Tasks

1. Implements Tasks, subTasks, Project phases, faults and messages.
2. Unlimited number of Tasks per Project.
3. Unlimited number of comments per Task.
4. Unlimited number of reminders/escalations per Task
5. Escalation regime for priority Tasks not completed within time limits.
6. Task comment emails, both to and from allocPSA.

9.4 Time Sheets

1. Very flexible Time Sheet workflow engine.
2. Allocation of Time Sheets on a per-Project, per staff basis.
3. Routes Time Sheets (and sends notification email) to specific Project's managers for approval.
4. Subsequently routes of Time Sheets (along with notification email) to financial administrators for invoicing/payroll.

9.5 Financials

1. Staff, Project and general cost-centres, including transfer and tracking of funds between cost-centre accounts.
2. Importing and exporting of Invoices/billing.
3. Allocation of Invoice payments to staff, Project and general cost-centres.
4. Searching of Invoices related to Projects.
5. Expense forms and claims for staff and Projects.
6. Supports repeat/cyclical expenses in cost-centres
7. Reconciliation report.
8. Integration with external payroll and accounting systems

9.6 Clients

1. Full customer company details
2. Unlimited contacts per company
3. Allocation of primary contact status
4. Unlimited notes per company
5. Unlimited document attachments
6. Overview of Projects undertaken for this company
7. Actual and potential Project revenue from this company

9.7 Item Loans

1. Open-ended item loan, borrowing lists and overdue status

9.8 Personnel

1. Unlimited number of staff resources/personnel.
2. Information detail on availability.
3. Flexible and powerful skills tracking engine, adaptable to any industry.
4. Overview of resource allocation, Tasks, overdue Tasks etc.

9.9 Calendaring/Reminders

1. Week, fortnight and month overview of Tasks, appointments and reminders.
2. Project and Task-level reminders.
3. Cyclical repeat reminders

9.10 Reporting

1. Completely open-ended report engine.
2. Every field in the core component tables can be queried, filtered and exported.

9.11 Fault & Issue Tracking

1. Integrated with the Projects and Task engine and therefore the Time Sheet system.
2. Escalation engine sends email to specified staff on inactivity/overdue status.

9.12 Document Management

1. Project-level document attachments.
2. Task-level document attachments.
3. Customer-level document attachments.

9.13 Products and Sales

1. Ability to add Products for Sale
2. Specify fixed product costs, as well as product margin commissions.
3. Able to refine allocation on a per-sale basis.

10 How to Accomplish Common Tasks

10.1 How do I Log In?



The image shows a web-based login interface for allocPSA. At the top left is the 'allocPSA' logo. To its right are links for 'Login' and 'New Password'. The main area contains the text 'Please enter your:' followed by two text input fields: 'Username' and 'Password'. A 'Login' button is positioned to the right of the password field. At the bottom of the interface, the text 'allocPSA 1.4-608 © 2007 Cybersource' is displayed.

Figure 1: This is the allocPSA log in screen

In order to gain access to allocPSA, you will need the allocPSA administrator to create an account for you, and to assign you a password. You can then enter the Username and your Password in the login screen of allocPSA, as shown here.

When you point your web-browser to the URL which contains allocPSA, you should see the Login screen. Enter your username and your password, then click on the Login button. allocPSA should then take you to the main allocPSA Home page.

The image shows a web form for requesting a new password. At the top left is the 'allocPSA' logo. At the top right are links for 'Login' and 'New Password'. Below the logo is the text 'Please enter your:'. There are two input fields: 'Username' and 'Email Address'. A 'Send Password' button is located below the email field. At the bottom of the form, it says 'allocPSA 1.4-608 © 2007 Cybersource'.

Figure 2: If you've forgotten your password, have a new one sent to you..

10.2 How do I Recover My Lost Password?

If you have forgotten or misplaced your password, you are able to get allocPSA to send you another password by clicking on the 'New Password' link, which will bring up a form for you to supply details to.

allocPSA will only email you a password if you supply the same email address and username in this form that have been specified previously for that user in allocPSA.

10.3 How do I Logout?

There is a Logout link in the top right hand corner which will log you out immediately. For security reasons, allocPSA will automatically time-out your login session, if you are inactive for a period of time. If you go out to lunch etc. when you next come to us allocPSA, you will be presented with the Login screen from above, and asked to re-authenticate. When you do so, you will be taken straight to the page where you left off.

10.4 How do I Add New Users?

In order for your staff or personnel to use allocPSA, they will need accounts on the system. To create an account, you follow these steps.

1. Log into allocPSA as an administrator.

2. From the action 'Quick List', located near the top right on the allocPSA toolbar at the top of the screen, select 'New Person'.
3. Fill in the form. At bare minimum, a username, password (+ password confirmation) and if your new user has special privileges, add them from the 'Special Permissions' selection list. In general, for normal users, no special permissions need to be given.
4. Click the 'Save' button near the bottom.
5. If you know their skill-set, add this at the bottom of the form. Better yet, give them their account details, have them log in and let them update their skill sets.

10.5 How do I Create a New Project?

1. Log in to allocPSA
2. From the action 'Quick List' drop list on the allocPSA toolbar, select 'New Project'.
3. What you will see is the form you need to fill out to create this Project's header. Once done, you can add additional Project components.
4. If this Project is for a Client which hasn't been added in allocPSA beforehand, you will need to add that Client. You can do this either by using the steps outlined in this section on Adding a New Client, or by clicking the 'New Client' link in the Project Details form, and following the same steps.
5. Select the Client contact for that Client, for this Project.
6. Choose the priority, status and type of Project from the drop list, set the Project's manager for Time Sheet purposes etc.
7. Press 'Save' button.
8. You are now able to add Project comments, commissions, Project resources, reminders, Time Sheets, attachments etc.

10.6 How do I Create a New Task?

1. Log in to allocPSA.
2. From the action Quick List on the allocPSA toolbar, select New Task.
3. What you see is the Task header section of the form. Fill in this form, selecting from the droplists which Project you want this Task to belong to.
4. Click the Save button.
5. Your Task header is now saved, and you can update the Task with new comments, percentages complete etc.
6. You can always edit the Task header (to change the name, start dates, resource allocation etc.) by clicking on the 'Edit' link at the Task.

10.7 How do I Add an Appointment?

An appointment is actually a Task with an optional reminder. We'll assume that you have already created a new Task which is a meeting with somebody at a particular time and place. Then, an appointment is created by the following steps.

1. Log in to allocPSA
2. Locate and click on the Task that relates to the proposed meeting Task on the 'Task Calendar'.
3. It is recommended that the Task name should contain the contact person, the time and the place.
4. Click 'New Reminder' located on the 'Reminder' section of the Task
5. Select the Date, Time, Recurring and Advanced notice needed according to your requirements of the meeting like location, dress code, the time required to arrive. I
6. Press 'Save' button
7. If you now go to the 'Task Calendar' of the 'Home' page again, you should find there is a new reminder for that meeting.

HINT: It is a good idea, when creating a meeting Task, to give it a name which includes information about who/what/when and when. Here's an example: Meeting with Yvonne Smith (Partek Partners) to discuss support issues. Office, Tuesday, 10am'

10.8 How do I Add a Meeting Reminder?

1. Log in to allocPSA
2. From the action Quick List drop list on the allocPSA toolbar, select 'New Reminder'
3. Choose the type of the reminder from the drop list. Four types of reminders are Client, Project, Task and General. Press 'Next' button after chosen
4. Choose which kind of Task you are going to do from the drop list if your type of reminder is Client, Project, Task. And press 'Next' button
5. Fill in the form
6. Select the Date, Time, Recurring and Advanced notice according to your requirement of the meeting like dress code, the time required to arrive
7. Press 'Save' button.

10.9 How do I Re-Edit a Task's Name?

1. Once a Task header has been created, it is not normally available for editing. You can follow these steps to make the header accessible again.
2. Log in to allocPSA.

3. From the toolbar, select 'Tasks'.
4. Select the Task you want to edit from the 'Task Summary' Table
5. Click 'Edit' button at the bottom of the screen. (Or just double-click the main Task panel).
6. Edit the name or any other aspect of the Task header.
7. Press 'Save' button at the bottom

10.10 How do I Delete a Task?

1. Log in to allocPSA.
2. From the toolbar, press 'Tasks'.
3. Select the Task you want to delete from the 'Task Summary' list.
5. Press the 'Edit' button, then press the 'Delete' button.
6. A dialog-box will appear asking you 'Are you sure to delete this record?', press 'OK' to confirm the deletion of the Task.

10.11 How do I Create a New Time Sheet?

1. Log in to allocPSA.
2. From the action 'Quick List' drop list on the allocPSA toolbar, select 'New Time Sheet' link.
3. Choose the Project that this Time Sheet belongs to.
4. Press the 'Save' button to continue or 'Delete' to delete this Time Sheet.
5. Time Sheets are made up of individual line items, pertaining to specific Tasks. For instance, you may have worked for 3 hours on one problem (Task A), 2 hours on Task B and 1 hour on Task C, all for the one Client.
6. For each Time Sheet line item, fill in Date, Duration, Task and Location.
7. Press the 'Add Time Sheet Item' button to add each new line item.
8. Repeat step 7 to add more line item entries if needed.
9. Press 'Time Sheet to Admin' button when done. An email will be sent off to the person designated as the next stop in the Time Sheet workflow process.

HINT: You can save the Time Sheet as-is, then return to it later on.

HINT: You can track the progress of your Time Sheets from the 'Time Sheet' section of your 'Homepage'.

HINT: If you're a manager designated to receive requests to authorise Time Sheets, you can view them from the 'Time Sheet' section of your 'Homepage'.

10.12 How do I Authorise a Time Sheet?

You must be setup as a Project Manager + Time Sheet Receptient (on the Project screen) or be setup as the Time Sheet Admin on the Setup screen in order to authorise Time Sheets.

1. Log in to allocPSA
2. Click 'admin' or 'manager' on 'Time Sheets Pending Your Approval' table which is located on the lower right side of the 'Home' page
3. If you're happy with the information contained on the Time Sheet, press the button to submit the Time Sheet to the next step in the workflow.

10.13 How do I Reject a Time Sheet?

1. Log in to allocPSA
2. Click 'admin' or 'manager' on 'Time Sheets Pending Your Approval' table which is located on the lower right side of the 'Home' page
3. If you perceive that there is a problem with the Time Sheet, then add a comment in the note field specifying what the originator should do to fix then re-submit the Time Sheet, then press the '<-Back' button on the Time Sheet (not the web-browser's Back button). An email will be sent to the previous person in the Time Sheet workflow.

10.14 How do I Find Client Information?

1. Log into allocPSA.
2. From the toolbar, select the 'Clients' tab.
3. Choose the status of the Client you want to find, by default 'Current' is set.
4. You now have two options. You can select the first letter of the Client organisation's name and be shown a list of Clients starting with that name.
5. Alternatively, you can type the part of the Client organisation's name in the 'Name Containing' text box, then press the 'Filter' button.
6. A list of Clients matching the criteria is shown.

HINT: You can also use your browser's Find facility, to locate any known part of the text of Client's information.

HINT: If the Client's name begins with a number or other, non-alphabetical letter, then they will be listed under the 'A' filter list.

HINT: If you're looking at the list of Clients, you can send email to their primary contact, assuming that one exists and they have an email address listed in allocPSA, by clicking on their email address as shown in the Client listing page.

HINT: If you're presently in any particular Client's page, you can send email to any of the contacts by clicking on their email address (once again, assuming they have one) as shown in the Client contact page.

10.15 How do I Add Client Information?

1. Log in to allocPSA.
2. From the action 'Quick List' drop list on the allocPSA toolbar, select 'New Client'.
3. You will be presented with the Client record information header. This contains the information which pertains to that Client organisation, such as central phone and fax numbers, physical and mail addresses etc.
4. Fill in the details of the Client.
5. Press 'Add' button.
6. You are now able to attach as many Contacts to this Client record information header as you want.
7. To do so, fill in the first 'Add New Contact' sub-form.
8. Press 'Add' button.
9. If you have add more than one Contact person, and want to make one of them to the primary contact person, use the 'Make Primary Contact' button associated with that Contact.
10. If you want to add any Client-level comments, you can do so via the 'Comment' text area.
11. Furthermore, if you want to add a document (such as a contract, agreement, photo, database etc.) related to the Client, you could press 'Browse' from the 'Files' section to select a file from your computer, then press the 'Save Document' to upload and store it.

11 Useful Tips for using allocPSA

Firstly, remember that allocPSA is a web-based application. As such, all the normal behaviour that you would expect from a web-browser functions correctly in allocPSA. Therefore,

1. When you are viewing a page which is larger than the web-browser window, you can always scroll down (and up) with the scrollbar or Page Up or Page Down on your keyboard.
2. You can print a whole (or part) page to any printer your workstation has been configured to use, at any time, just like you would print a web-page. If you see a “Print” link at the top of the screen that indicates that that particular pages have been optimised for printing.
3. You can find any piece of text in a page by using your browser’s page Find function (often a Ctrl + F keystroke or available from the Edit menu)
4. You can save the complete contents of a page to a file, for later review, by using your browser’s Save Page As... function (often a Ctrl + S keystroke or available from the Edit menu)
5. You can trace your steps back to any specific point that you have been during this session, by using your browser’s Back button (or function, often accessed via a Ctrl + Left Keyboard Arrow)
6. You can establish specific browser Bookmarks for particular, commonly used Projects, Tasks or function pages in allocPSA
7. You can (with some care) send others within your organisation the current web-browser address (i.e. URL) of a particularly interesting page in allocPSA that you want them to see.
8. Your organisation can make some parts of allocPSA available to outsiders, via an extranet system, which may help them better understand how their Project with your firm is progressing.

A note on dates in allocPSA

As this system is intended for use in multiple countries, it has been designed to work with International Standards Organisation (ISO) standard dates, which are in the format of YYYY-MM-DD. Thus the 1st of November, 2002 is displayed as 2002-11-01.

11.1 A note on viewing levels and privileges

allocPSA has a strict notion of what functions are visible and permissible to various user levels. While this manual describes all functions which are available, some (or many) may not be visible to users who do not have the appropriate access privileges.

12 allocPSA Tab Menu

The tab menu in allocPSA is at the top of every page of the application. It is perhaps the most often used component of the allocPSA application. From this tab bar, you will be able to jump directly to almost all of the main application modules (Home, Projects, Clients, Tasks, Finances, etc.) There is also a search facility with which you will be able to look for almost all important data-sets archived in allocPSA. Finally, there is also an Quick List, from which, you will be able to create new Tasks, Project, Client entries, as well as see a list of recently visited pages of the allocPSA application.

12.1 Home

The Home page is a convenient one-stop spot for you to determine the status of your Tasks, calendar, cost-centre(s), pending work items, messages, Time Sheets and any organisation-wide announcements that have been made. For really simple usage, can operate much of allocPSA from the main screen; many of the other top-level screens are often function-specific enhancements of the Home screen.

12.1.1 Top Tasks



Top Tasks		Targ Start	Act Start	Estimate	Actual	%
alloc	Need better granulaity for Alloc project graphs			0.00 hrs	0.00 hrs	
alloc	home page calendar displays today and tomorrow only			0.00 hrs	0.00 hrs	
alloc	automated task closing			0.00 hrs	0.00 hrs	
alloc	Project synopsis mailout to Project Manager			0.00 hrs	0.00 hrs	
alloc	More useful "Search Transactions"			0.00 hrs	0.00 hrs	

Figure 3: The highest priority Tasks are arranged according to their urgency by a formula

This section shows you view the top five Tasks which have been allocated to you. allocPSA uses a weighted formula to determine which of your Tasks should ranked at the top, based on the Task, phase and Project priority, percentage complete, target completion etc.

The Tasks should be listed with the Task title (or name), the Project that the Task belongs to, and the completion status (for example overdue for completion). Click the Task title (or name) and you will be taken to the content of that Task.

Calendar						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
📅 14 Jan	📅 15 Jan	📅 16 Jan Tasks to be started: Begin such and such	📅 17 Jan	📅 18 Jan	📅 19 Jan	📅 20 Jan
📅 21 Jan	📅 22 Jan	📅 23 Jan	📅 24 Jan	📅 25 Jan	📅 26 Jan	📅 27 Jan
📅 28 Jan Absent: Illness	📅 29 Jan	📅 30 Jan	📅 31 Jan	📅 1 Feb	📅 2 Feb	📅 3 Feb
📅 4 Feb	📅 5 Feb	📅 6 Feb	📅 7 Feb	📅 8 Feb	📅 9 Feb	📅 10 Feb

Figure 4: The calendar show the Tasks, reminders and absences

12.1.2 Calendar

The Calendar will show you a date-centric view of the current week, fortnight, month etc. Tasks which are due to begin or finish which fall on specific days, will be shown in here, as well as any Reminders which have been set up or Absences which are scheduled.

You can view the details of any single Task by clicking on that Task. You can modify the the date-range shown within the calendar by clicking on the single or multi-week options shown. Only your Tasks are shown in the calendar. As with all other parts of allocPSA, you can print this page, including your full calendar, to any printer configured on your workstation. You can create new Tasks, reminders or absences by clicking on any of the three icons that are in the top-left hand corner of each day in the calendar.

12.1.3 Project List

allocPSA allows for the management of Projects, among other things. Within your Home page, allocPSA shows Projects which are allocated to you, the user. The list shows you the Client that the Project belongs to, which can be an internal Client, within your organisation, or an external Client.

The Project name, which you can click on to jump to that particular Project, a link to the list of Tasks for that particular Project, as well as link to the Task Graph, for a that Project.

For more information, please refer to the 'Project' section.

12.1.4 Cost Centres & TF (Tagged Fund)

allocPSA uses the concept of Cost Centres (called Tagged Funds or just TFs) to show the maintain and track the financial state of each Project's or Person's accounts.

As a Professional Services Automation system, allocPSA must keep track of both the expenses and revenues of a Project as well as cost-centres for individual consultants and resources. It does so with a form of cost centre called a tagged fund (TF for short). In this home page view, a user will be shown their own personal cost centre account balance, as well as the present balance of any Projects they have been allocated to oversee financially.

Click the account name you want to view in greater detail, and you will be taken to that account. The account information page is described in detail elsewhere in this document, but suffice to say that it

Project	Client	Type	Status	Clear	Tasks	Graph	Allocation	Time Sheet	New Task
CyberSource Contract Work	CyberSource	Contract	Current						
CyberSource Systems Tasks	CyberSource	Job	Current						
CyberSource DATASHL	CyberSource	Contract	Current						
CyberSource UmlalocPSA	CyberSource	Project	Current						

Figure 5: The table above listed all the new Projects belonging to their corresponding Clients

displays and behaves very much like an online bank account statement, with money being debited and credited for any number of other accounts and source, reflecting the generation and processing of Time Sheets, billable hours, Expense Forms and financial injections from external systems like invoicing etc.

12.1.5 Current Time Sheets

allocPSA allows users to submit Time Sheets allocated to specific Projects or consultancy jobs. The list of Time Sheets shown in the Home page is the list of Time Sheets which are presently still being edited or worked on by the user. In other words, they are in progress.

Click the link of the Time Sheet status to enter into the current Time Sheet.

12.1.6 Customize Interface

The appearance and font-size of allocPSA can be changed to suit the user's taste. Additionally the Top Tasks, Calendar and Project List on the home page can be customized to individual preference.

Settings can be changed by making a selection from the respective drop-lists. When satisfied, press the 'Save' button to confirm the changes.

12.2 Clients

Client	Contact Name	Contact Phone	Contact Email	Status
Engraved Marketing and Training Solutions				Archived
Europe Group				Archived

Figure 6: List(s) of current, potential and archived Clients are shown in the Clients section of allocPSA

All Professional Services Organisations (PSO) have a notion of Clients. This normally includes all main companies and organisations that the PSO has contact with. allocPSA has the ability to track all current, potential and archived (i.e. lapsed) Clients. Besides the core organisational information, any number of contacts can also be entered for each organisation tracked. The information maintained includes the Client Name, Contact Name, Contact Phone, Contact E-mail etc.

allocPSA also allows for the attachment of documents which pertain to this Client, as well as any per-Client reminders that need to be added.

To view the list of current Clients, you need to click on the 'Client' link in the allocPSA toolbar. You will then be taken to the Client module, where you will be shown a table of current Clients. You can view and edit details for each Client, by clicking on that Client's link.

Hint: When allocPSA lists the list of current Client's, you can use your browser's Find facility (often a Ctrl + F keystroke or available from the Edit menu) to find any piece of text in this page. Thus, if you know that the surname of the contact that you want is Purcell, you can quickly locate this contact and jump straight to that contact's details on this Client list page.

If you want to view the list of Potential Clients, you can change the drop-list which specifies Client type, and press the 'Filter' button. The same process can be used to list All or Archived Clients.

Hint: If you have nominated a primary contacts for a Client, then that primary contact's details will be shown in the Client listing. If those details include an email address, that email address will be hyperlinked, so that you can click on it to send that person mail, straight from within your mail Client. You will note that much like Task and Project forms, the Client forms have a header component, as well as the body or main component. The header is used to store information for the company or organisation which is common to all of the contacts, such as headquarters address details, main switch and fax number.

Client Details		Return to Client List
Company Name	Cybersource	Current
Phone	9642 5997	Fax: 9642 5998
Postal Address		Street Address
Address		Address: Level 9
Suburb		Suburb: 140 Queen Street
State		State: Vic
Postcode		Postcode: 3000
County		County:
		Save Cancel
		Delete Record

Figure 7: Each Client record is defined as a Client organisation detail header and any number of contacts, reminders, documents, comments etc.

12.2.1 Adding a Primary Contact to a Client

The body of the Client form consists of as many contacts as you care to add. There's no real limit. Further, you can specify which of the contacts is the primary contact. This will be the person whose details will appear in the main Client page table list of Clients and the contacts. You can also specify each contacts specific particulars, such as their personal contact numbers, mobile/cell-phone numbers, email addresses, as well as their physical address, if this is different from the main address listed in the Client header record (perhaps they work from a branch-office.)

12.2.2 Adding Notes to a Client

allocPSA provides the facility to add Client-level status notes to your Project. To do so, simply add text into the 'New Comment' field and click on the 'Save Comment' button. You can review any existing comments by selecting them from the comments list, and also update and delete them when they are in view.

Client Details

Company Name: CyberSource
 Phone: 0412 3307
 Fax: 0412 3308
 Postal Address: Street Address:
 Level 9
 140 Queen Street Vic 3000

[Edit Client Details](#)

Client Contacts [New +](#)

Name	<input type="text"/>	Email	<input type="text"/>	IM	<input type="text"/>
Address	<input type="text"/>	Phone	<input type="text"/>		
Suburb	<input type="text"/>	Mobile	<input type="text"/>		
State	<input type="text"/>	Fax	<input type="text"/>		
Postcode	<input type="text"/>	Country	<input type="text"/>		

Primary Contact: [Save Client Contact](#)

Alex Lance 30 Somersgate Melbourne Vic 3000 Australia	E: alex@cs.com.au F: 0505 9535 M: 0400 030 030	Edit Delete
Colin Zymaris (Primary Contact)	E: colin@cs.com.au	Edit Delete

Figure 8: For each Client you can have as many contacts as you liked. Just click the “New+” link in the top right hand corner of the Client Contact box, fill in the details and then click the “Save Client Contact” button. You can designate one Client Contact to be the Primary, which will make it then show up on the Client tab list.

Comments [New +](#)

[Save Comment](#)

Comment by Alex Lance 2007-08-03 02:32:11	Edit Delete
This is a test comment.	
Comment by Alex Lance 2007-08-03 02:32:30	Edit Delete
We can have lots of these!	

Figure 9: Add as many free-form comments as you need to a Client record. Just click the “New+” link in the top right hand corner.

12.2.3 Adding Documents to a Client



Figure 10: You can upload documents like images, database files, contracts, etc.

allocPSA allows you to add electronic documents to a Client's record. These documents could be contracts, letters, scanned images, business-plans, or database files. All forms of electronic document are supported (PDF files, ASCII, HTML, all graphics files, MS Word, Powerpoint, Excel and OpenOffice.org to name but a few.) These documents are then displayed in a list on the Project page, and can be downloaded or viewed very easily and quickly. Further, if your web-browser is able to, it will either display the uploaded document within the browser, or launch a helper application to display the document on screen, which greatly facilitates easy retrieval and viewing.

To add a document to the Project document 'tree', you can click on the 'Choose' button which is visible on the Client page. This will bring up a File Open-style dialog box (depending on your web-browser) with which you can navigate to the document that you want to upload to allocPSA's document repository. When you have selected the file you want to upload, and are back to allocPSA's Project page, you should see the file path specified in the file-upload textbox. You can then click the 'Save Document' button, and your web-browser will upload the file to allocPSA. This process may take a moment, particularly if you have a large file.

12.2.4 Adding Reminders to Clients

You can add a new reminder to the Client Project (rather than to just a specific Task) by clicking on the 'Add Reminder' link on the Client page.

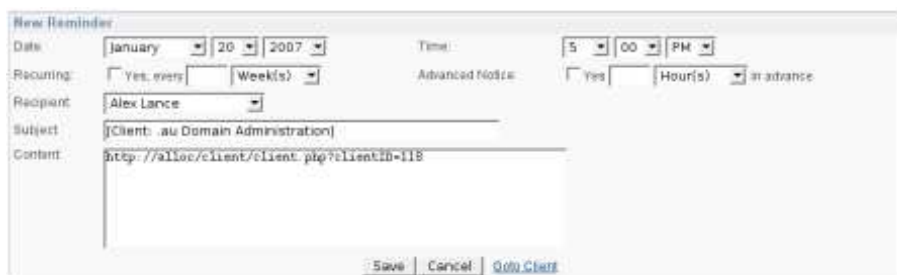


Figure 11: Reminders can even be linked to Clients

Reminders are a wonderfully useful facility in allocPSA. They can be set within the context of a Client, rather than a Project or Task.

12.2.5 Modifying Client Information

If you need to modify the Client header information:

1. Click the 'Client Name'.

2. Click the 'Edit Client Details' button to modify the Client header details such as name, address etc.
3. Click on the 'Save' button.
4. You can also modify the content you want to change or add for the other parts, and press appropriate 'Save' or 'Add' buttons

12.3 Projects

Figure 12: A Project's header information.

A Project is a logical entity which is constituted by one or more people/resources/personnel working on one or more Tasks. Most Professional Services firms have very specific examples of what constitutes a Project. It might be implementing a new computer system for their own use or for a Client. It might be in the production of a report, or the development of a new device or item of software. allocPSA is very flexible in terms of how it handles the concept of a Project, and how the life-cycle of a Project is handled in your organisation.

Much like a Task, a Project has a header component, which is not likely to change that frequently. Within this header component are informational details about a the Project, including the Project's name, who the Client is, Project-specific details about the Client's contact person, a number of start and finish dates, along with Project budget details, Project manager (for Time Sheet sign off purposes) and a Project modification history.

Once the header has been defined and saved, you will be able to set any per-Project assignment of Commission (used for tracking revenues to account managers of salespeople within your firm.) You can also establish which resources/personnel are assigned to work on this Project. Unless a resource is assigned to a Project, they will not be able to view it or its attendant Tasks and phases (unless they have manager security privileges.) When establishing the staff resources who will work on this Project, you can also specify what their charge rates are to be.

allocPSA allows for the flexible management of in-house per-Project rates, as well as externally charged rates which then bring revenues into particular staff, Project or departmental cost-centres (known as Tagged Funds or TFs).

allocPSA also allows you to upload (and attach) any type of electronic document to this Project's repository, as well as establish Project-specific Reminders.

The header information which can be specified, is listed below:

Field	Attributes
Name	The name of this particular Project. Provide a name which is reasonably memorable clearly understandable and readable . Doesn't matter if it's a little long.
Short Name	If the Project Name is long and can be contracted or acronymised, provide a short name for easy reference here.
Comments	A detail account of what this Project is all about This makes it easy for new resource to quickly get up to speed with the Project, and can help staff who are on dozens of similar Projects quickly identify the aims and deliverables of this particular Project.
Priority	Specify a priority (used for prioritisation sorting.) Level 1 is the highest priority in allocPSA
Status	Which should be either Current, Potential or Archived. Only Current Projects are displayed by default to users of allocPSA. Potential Projects are still being pitched for, and Archived Projects are available for review, but aren't active.
Type	Which should be either Contract, Job or Project. Most Professional Services firms perform work on either a Contract (support contract, long-term ongoing work or staff on-site basis), Job (short term work or consultancy) or Project (multi-person, with specified beginning, middle and end, and more likely to be fixed cost and on a timeline with milestones and deliverables.) If you select a Project, allocPSA establishes a number of boiler-plate phases, which you can use, extend or delete as you deem fit.
Client	The name of the Client which may have already been added to allocPSA's Client database, or ,if new, can be added by clicking "New Client". Remember, many Projects and jobs are for internal Clients. As such, your internal Clients should be added in allocPSA's Client database too,
Client Contact	The Client's contact representative. This is on a per-Project basis, which may be different from the main contact(s) listed in the Client database.
Target Start	The estimated date you plan to start the Project
Actual Start	The actual date you started the Project
Target Completion	The estimated date you plan to finish the Project
Actual Completion	The actual date you finished the Project

Project Budget \$	You can set the Project Budget amount here using different currency such as AUD, USD, NZD, CAD etc. This figure is used to determine the percentage of Project budget which has presently been spent, which is a useful metric for Project managers and the professional service firm's management. For example, if only half the Project has been completed, and 60%of the budget has been spent thus far, there are likely to be budget constraint or blow-out problems further down the track.
Cost Centre TF	If this Project has an associated Project cost-centre, either specifically established for the purposes and life-cycle of this Project, or a more generic one, to be used by multiple Projects which are thematically linked, this cost-centre can be specified here.
Payroll Tax Exempt	In Australia if work is done through an agency then the employee does not need to pay a special tax called Payroll Tax (which is normally deducted by the employing company). If you tick this checkbox then the percentage that the organization takes from Time Sheets is lessened by the percentage specified here.

After you have finished all the details:

1. Press the 'Save' button to create your new Project and then..
2. Add resources and add new comments for Modification History, Commission To, Project People, uploading Project Files, creating a New Task, adding Reminders or generating New Time Sheets, Transactions.

A Project is constituted by one or more people/resource undertaking numerous Tasks. Tasks can be active (i.e. not-complete) or archived (i.e. completed). Normally, allocPSA's Project page will only show you the current (i.e. active and non-complete) Task list. You can elect to see the complete Task list, or the Project's Task Graph or the Task Allocation Report. A Project will also allow you to specify people/staff/resource, commissions and attach documents, which we will see how to manage later on.

12.3.1 Adding Notes to your Project

allocPSA provides the facility to add Project-level modification history notes to your Project. To do so, simply add text into the New Comment field and click on the 'Save Comment' button. You can review any existing comments by selecting them from the comments list, and also update and delete them when they are in view.

12.3.2 Project Sales Commission

In many professional services organisations, sales commissions are often allocated for the business development efforts. In allocPSA, these sales commissions are tracked on a per-Project basis. Each Project

has the facility for the Project's owner to establish one or more staff/resources from your organisation, who will receive the sales commission. To add a percentage commission to a specified staff member, select their name from the drop-list at left, then add the 'Commission %' in the text-box, then click on the 'Add' button. This will add that staff member as a commission holder in this Project. You can add more staff-members as commission-holders by following this simple procedure.

12.3.3 Adding Staff Resource to your Project

Person	Role	Rate	Rate Type	Action
Con Zymaris	Project Manager + Time Sheet Recipient	\$	Hourly	Save Delete
Alex Lance	Project Manager	\$	Hourly	Save Delete
Ron Fabre	Project Manager	\$	Hourly	Save Delete
Manjula Arulanather	Engineer (edit tasks)	\$	Hourly	Save Delete
Steven D'Aprano	Project Manager	\$	Hourly	Save Delete
Kate Lanyon	Engineer (edit tasks)	\$	Hourly	Save Delete
Andy Mackinlay	Engineer (edit tasks)	\$	Hourly	Save Delete
Jeremy Chin	Engineer (edit tasks)	\$	Hourly	Save Delete
	Engineer (edit tasks)	\$	Hourly	Add

Figure 13: The people/resource related to the Project can be added or deleted according to your need

You can add as many people/resource to your Project as you wish. To do so, simply move the page down to the 'Project People' segment of the Project form, which may show existing resources who have been added to the Project. You will note that the last-most row (also possibly the first row, if only one row exists) of the resource entries has a blank selected in the 'Person' drop-list. You can select the person you wish to add, the type of email notifications they will receive for this Project: none, only for Tasks assigned to them, and if this person is the Project's manager, perhaps for all Project Tasks.

12.3.4 Complete Task List

This shows the total list of existing Tasks for this particular Project. Even completed (i.e. archived) Tasks are shown.

To view this list, click on the 'Tasks' link in the Project you are in. You will be shown a (possibly long) list of Tasks, which you can click on individually, to view and edit. You can always return to the normal Project view by clicking the Back button on your browser or clicking on the 'Project' link at top.

12.3.5 Task Graph - Project Task Summary

This is like the Complete Task List, but also includes a graphical representation of the timeline of the Tasks and Phases, as well as a list of the existing Tasks for this particular Project. It can be used as a very simple facsimile of a Gantt chart for planning purposes. As with all things in allocPSA, you will always be able to print this page to any printers you have configured to work from our workstation.

To view this list, click on the 'Graph' link in the Project you are in. You will be shown a (possibly) large graph with coloured lines, and a (possibly) long list of Tasks, which you can click on individually, to view and edit.

The graph shows dates and the names of the Tasks and phases along the left-hand side. There are 8 separate pieces of information shown on the graph, including the:

Field	Attributes
Target Task Period	The Target Task Period is a period of time you set for the Task completion, from start to finish.
Actual Task Period	The Actual Task Period is the actual time you use to complete that particular Task, from start to finish.
Forecast Task Period	When the progress for a particular Task or phase tending beyond today's date, the system will automatically calculate the completion date as well as the period for your Task completion, based on percentage complete estimates, the date duration spent thus far, and the number of hours allocated to this Task.
Start Date (completion date not known)	This is a right-heading triangle showing the starting date of the Task or phase which has no completion date set. Therefore no target, actual and forecast period will be shown.
Completion Date (start date not known)	This is a left-heading triangle showing the completion date of the Task or phase without any start date having been set. Again, no target, actual and forecast period will be shown.
Target Phase Period	The Target Phase Period is a period of time you set for the entire phase completion. It uses the dates established within its child Tasks to determine these dates.
Actual Phase Period	The Actual Phase Period is the actual time you use to complete the entire phase. . It uses the dates established within its child Tasks to determine these dates.
Forecast Phase Period	When the progress for a particular Task or phase tending beyond today's date, the system will automatically calculate the completion date as well as the period for your phase completion. allocPSA will attempt to mathematically estimate the forecast completion phase period based on the time and percentage complete estimates supplied within its child Tasks.

The Project's phases and Tasks are then shown in a list below the graph. The child Tasks of any parent Task or phase are shown indented below that parent. Clicking on any of these will bring it to the screen.

12.3.6 Task Allocation Report

This report works in a manner very similar to the Task Graph. The difference being that each individual user/resource's allocation of Tasks are listed and displayed in their own separate graphs. You can use this report to determine where possible overload work situations might arise for specific people/resources on your Projects.

To view this list, click on the 'Allocation' link in the Project you are in. You will be shown one or more

large graphs with coloured lines, and a possibly long list of Tasks, which you can click on individually, to view and edit.

Each allocPSA user/resource/personnel who has been allocated to this Project, has their graph and list of Tasks.

The graph shows the dates along the top, and the names of the Tasks and phases along the left-hand side. There are 8 separate pieces of information shown on the graphs, including the:

Field	Attributes
Target Task Period	The Target Task Period is a period of time you set for the Task completion, from start to finish.
Actual Task Period	The Actual Task Period is the actual time you use to complete that particular Task, from start to finish.
Forecast Task Period	When the progress for a particular Task or phase tending beyond today's date, the system will automatically calculate the completion date as well as the period for your Task completion, based on percentage complete estimates, the date duration spent thus far, and the number of hours allocated to this Task.
Start Date (completion date not known)	This is a right-heading triangle showing the starting date of the Task or phase which has no completion date set. Therefore no target, actual and forecast period will be shown
Completion Date (start date not known)	This is a left-heading triangle showing the completion date of the Task or phase without any start date having been set. Again, no period shown
Target Phase Period	The Target Phase Period is a period of time you set for the entire phase completion. It uses the dates established within its child Tasks to determine these dates.
Actual Phase Period	The Actual Phase Period is the actual time you use to complete the entire phase. . It uses the dates established within its child Tasks to determine these dates.
Forecast Phase Period	When the progress for a particular Task or phase tending beyond today's date, the system will automatically calculate the completion date as well as the period for your phase completion. allocPSA will attempt to mathematically estimate the forecast completion phase period based on the time and percentage complete estimates supplied within its child Tasks.

The Project's phases and Tasks for each specific user/resource are then shown in a list below the graph. The child Tasks of any parent Task or phase are shown indented below that parent. Clicking on any of these will bring it to the screen.

12.3.7 List of the Current Uncompleted Tasks in a Project

Either from within a Project or from the Tasks view, you can drill down into those Tasks for a particular Project which are still not complete. These Tasks may be tracking well or may be overdue. When overdue, allocPSA will flag them in a brighter colour for obvious recognition.

12.3.8 New Task

The screenshot shows a web-based form for creating a new task. At the top, there are navigation links: View, Printer, Project, Client, Tasks, Graph, Allocation, Time Sheet, and New Task. The form fields are as follows:

- Project:** alloc
- Task Name:** Alter header bug at login page & back button
- Priority:** 3
- Assigned To:** Alex Lancia
- Description:** Went through my "back" button list and selected the login page and I got the following:
Warning: Cannot verify header information - header already sent by ...
Two of these appeared after the login page image:
I have a screenshot of the error in /home/keil/screenshot-allocPSA login - Mozilla Firefox.png
- Parent Task:** 00 Bugs
- Related Parties:** A list of email addresses: con@com@cybersource.com.au, SRS Meeting list <sbis@cybersource.com...>, Con Zymans <con@cyber.com.au>, Alex Lancia <ala@cyber.com.au>, Ron Fabre <ron@cyber.com.au>
- Target Start/Completion:** Today / Today
- Actual Start/Completion:** 2006-12-29 / Today

Buttons at the bottom: Save, Save & New, Delete.

Figure 14: When adding new Tasks, you first create the Task header itself, which specifies the Task name, initial description of the Task, start, end dates, estimated hours work etc.

Allows you to create a new Task for this particular Project.

Whenever you are in a Project, and can see the 'New Task' link, click on it to be presented with a blank new Task screen, which you can then complete, and submit as per normal. Any Tasks created in this manner will automatically belong to the Project you are currently viewing.

12.3.9 Adding Reminders to Projects

You can add a new reminder to the Project (rather than to just a specific Task or Client) by clicking on the New Reminder link on the Project page

Reminders are a wonderfully useful facility in allocPSA. They can be set globally, within the context of a Project (so that they cease being sent when the Project is complete,) and within the context of a Task, (so that they cease being sent when that Task or its parent Project is complete.) You can set reminders for yourself, for other resources working on the Project, or for the whole Project team together (for example, to remind everyone of a Project meeting, or of a weekly Time Sheet submission policy.)

12.3.10 Uploading Documents to Projects

allocPSA allows you to add electronic documents to a Project. These could be specification documents, scanned images of signed contracts or manuals. All forms of electronic document are supported (PDF files, ASCII, HTML, all graphics files, MS Word, Powerpoint, Excel, MDF files and OpenOffice to name but a few.) These documents are then displayed in a list on the Project page, and can be downloaded or viewed very easily and quickly. Further, if your web-browser is able to, it will either display the uploaded document within the browser, or launch a help application to display the document on screen, which greatly facilitates easy retrieval and viewing.

To add a document to the Project document 'tree', you can click on the 'Browse' button which is visible on the Project page. This will bring up a File Open-style dialog box (depending on your web-browser) with which you can navigate to the document that you want to upload to allocPSA's document repository. When you have selected the file you want to upload, and are back to allocPSA's Project page, you should see the file path specified in the file-upload textbox. You can then click the 'Save Document' button, and your web-browser will upload the file to allocPSA. This process may take a moment, particularly if you have a large file.

12.3.11 Adding a Time Sheet to a Project

In most services organisations, Time Sheets are used to co-ordinate the billing (internally or externally) of staff/resource times and for paying of staff/resources. As a user of allocPSA who is also entitled to submit Time Sheets against a Project (and correspondingly, against the cost-centre associated with that Project,) you can to create Time Sheets from within the Project in question. Any Time Sheets which are created in this manner are automatically attached to the current Project. See the Time Sheets section for further details on how to create and manage Time Sheets.

12.3.12 Project Expense Forms

If you need to raise a Project-specific expense, you can create those expenses with allocPSA's Expense Form (described later in this manual.) All such expenses will appear on your Project's Transactions section.

12.4 Tasks

The screenshot displays the 'Task' management interface in allocPSA. At the top, there are navigation links: 'Edit', 'Client', 'Project', 'Tasks', 'Grant Allocation', 'Time Sheet', and 'New Task'. The main task details include:

- Task Name:** Process Alloc Changes (Public Submission Box)
- Task Created By:** Alex Lainez 2007-02-17 16:41:42
- Task Assigned To:** Alex Lainez 2007-02-17 16:41:42
- Interested Parties:** A list of roles: Client, Vendor, Supplier, Consultant, Government, Internal.
- Estimated Hours:** A text input field.
- Actual Billed:** 0.00 hrs
- Percent:** A text input field.
- Target Start/Completion:** Two date pickers, both set to 'Today'.
- Actual Start/Completion:** Two date pickers, both set to 'Today'.

At the bottom of the task details are buttons for 'Save', 'Save & New', and 'Delete'. Below the task details are three sections:

- Reminders:** A table with columns 'Request', 'Date / Time', 'Subject', and 'Repeat'. An 'Add Reminder' button is on the right.
- Attachments:** A table with columns 'File', 'Date Modified', and 'Size'. It includes a 'Browse...' button and an 'Upload Attachment' button.
- Comments:** A list of comments. One comment is visible: 'Comment by Con Zymaris 2007-06-28 13:44:15' with the text 'Make the client for submit by godthorogers'. There are 'Edit' and 'Delete' buttons for each comment.

Figure 15: A Task can have its specific details, reminders and comments

A Task is a unit of work or a work requirement which needs to be accomplished. Tasks normally relate to specific Projects. Tasks normally have start and finish dates. Most Tasks are normally allocated to one specific user (i.e. a user resource in Project management parlance). Tasks can have associated

descriptions, as well as priorities, and can be part of other Tasks or of Phases. Tasks can also have a number of user created comments, which can provide a running history of the Task.

A Task can have Reminders associated with it which can be set to email the specified owner of the Task, or others within that Project, on certain dates and at certain times.

Once a Task has been completed, it can be marked off as 100% done. It will then be archived within the Project, available in a Complete Task List, but not shown in the normal operational view of the Project. This reduces the overall clutter.

A Phase is a special kind of Task, whose primary purpose is to contain other Tasks. Examples of a phases might be 'Documentation' or 'Testing' or 'Planning' or 'Contract Negotiation'. There is generally little different between a Task and a phase, except that a phase will be displayed differently in the Task List when doing a 'List by Project'.

12.4.1 Special Tasks: Faults

In allocPSA a fault is a special kind of Task which exhibits particular behaviour with respect to the automatic setting of reminders for the Person to which the fault has been assigned, and to the Project's Manager (if any) listed in the Project in which this fault was attached to, as a form of safety-net escalation mechanism.

While allocPSA does not purport to be a full Service Desk solution, the tracking of faults as part of the overall system framework provides quite a powerful system for companies which provide service-level support to track, manage, filter and archive any issues or problems which arise in the day-to-day operation of any services organisation.

NOTE: Only if appropriate email addresses have been configured for the Project's Manager or the Person to whom the fault is assigned, will there be any email notification possible.

12.4.2 Special Tasks: Messages

In allocPSA, a message is a special kind of Task which exhibits particular behaviour with respect to the automatic sending of the message via an email, as well as the setting of email reminders for the Person to which the message has been directed to, and to the Manager (if any) listed in the Project in which this message was associated with, as a form of safety-net escalation mechanism.

Normally, in most offices, a majority of messages would be pasted onto a desk or computer screen by way of a sticky-note, or perhaps sent as a one off email. Use the message-Task facility in allocPSA when you want to ensure that the Person to whom you are sending this message to needs to sign-off on the Task, or that if they Task is not signed-off in a reasonable limit of time (as dictated by the Priority of the message) that an email will be sent to an administrator or the Project's Manager.

NOTE: Only if appropriate email addresses have been configured for the Project's Manager or the Person to whom the message is directed to, will there be any email notification possible.

Tasks in allocPSA have a number of view. When creating a new Task, you will be presented with a view which primarily shows the header information. Once this is saved, and from that point on, viewing that Task should show you the normal operational view of the Task, with much of the header information now made read-only.

You can now process the Task through its normal workflow, by adding comments upon each atomic action of the Tasks history, updating the percentage complete and eventually closing the Task off when it's been fully realised or judged complete. Finally, you can view a Task with its full details displayed on screen at once (referred to as the printer-friendly view, as its the most conducive to grabbing a hard-copy snapshot of the Task in totality.

The screenshot shows a web-based form for creating or editing a task. At the top, there are navigation links: 'View Printer Project Clear Tasks Graph Allocation Time Sheet New Task'. The form fields are as follows:

- Project:** alloc
- Task Type:** Task
- Task Name:** Alloc header bug at login page & back button
- Priority:** 3
- Assigned To:** Alex Lance
- Description:** Went through my "back" button list and selected the login page and I got the following:
Warning: Cannot verify header information - header already sent by ...
Two of these appeared after the login page inage.
I have a screenshot of the error in /home/real/screenshot-allocPSA login - Mozilla Firefox.png
- Parent Task:** [Dropdown menu showing 'DI Bugs']
- Interested Parties:** A list of email addresses: con@con@cybersource.com.au, SRS Mailing List <slm@cybersource.com...>, Con Zymans <con@cyber.com.au>, Alex Larice <alla@cyber.com.au>, Ron Fabre <rnf@cyber.com.au>
- Target Start/Completion:** Today / Today
- Actual Start/Completion:** 2006-12-29 / Today
- Buttons:** Save, Save & New, Delete

Figure 16: Task header, allowing you to specify the Project, Task name, description, interested parties and dates.

Tasks have two editable views. The first view is the header view, where you can establish a number of attributes which are normally immutable (or change rather infrequently.) The header view shows only a limited subset of all the information which is normally associated with a Task. Once you have supplied whatever information you have and ensured that the Task has a name, you should then be able to Save the header component, and allocPSA will then take this information and display it in read-only form, while opening a number of new attributes which you can now set or change. You may always re-enable editing of the Task header, by clicking on the 'Edit' link at the top of any fully-specified Task.

If you are creating a New Task, or are updating a Task, you may see any of the following data fields:

Field	Attributes
Name	The name of this particular Task. Provide a name which is reasonably memorable, descriptive and readable
Description	A full account of what this Task is about. Provide as much detail as you can.
Project	Which Project is this Task associated with. Normally left to the default (current) Project, but can be assigned to any other Project
Parent Task	Select a parent Task (or phase) if this particular Task is a sub-Task.
Priority	Specify a priority (used for prioritisation sorting.) Level 1 is the highest priority in allocPSA
Assigned to	The Person Responsible is the user who is Tasked with undertaking this Task

Task Type	Select a Task type; Task, phase, message or fault. A phase is handled much the same as a Task, but displayed in different colour in charts. Messages and faults are handled differently, and establish reminders for service level escalation etc. etc., so as to be handled in a timely manner. Some Tasks or phases are (or have) milestones. For example, code releases or document deliverables. As such, they need to be clearly displayed as important date-points in online graphs. Setting a milestone for this Task will result in a special vertical bar to be drawn in the Project Graph .
Interested Parties	allocPSA allows you to specify which other members of the Project (which the Task belongs to) as well as any Client contacts listed for the nominated Project Client, should be included in automated emails which are sent. This is a great way to keep a whole team of in-house and external resource briefed on the Task status. NOTE: Naturally, your and your staff need to be mindful of what messages are sent to these external resources.
Time Estimate (Hours)	Time estimated to finish this Task. It is measured in terms of hour units. This figure helps allocPSA produce Project timeline estimates and forecasts. It does not need to be the same as the final time effort which results in an entry in a Time Sheet.
Percent Complete	This is an autocalculated field bases on the Estimated Hours versus the Hours that have actually been billed against this Task in the time sheet section.
Dates	The date of action. It is automatically recorded when you get into this page
Target Start	The estimated date you plan to start the Task. Click on the button at right to automatically enter today's date. For International reasons and to minimise date-format errors, allocPSA uses ISO date format of YYYY-MM-DD. Therefore, the 1st of September 2002 is 2002-09-01
Actual Start	The actual date you started the Task . Click on the button at right to automatically enter today's date. For International reasons and to minimise date-format errors, allocPSA uses ISO date format of YYYY-MM-DD. Therefore, the 1st of September 2002 is 2002-09-01

Target Completion	The estimated date you plan to finish the Task. Click on the button at right to automatically enter today's date. For International reasons and to minimise date-format errors, allocPSA uses ISO date format of YYYY-MM-DD. Therefore, the 1st of September 2002 is 2002-09-01
Actual Completion	The actual date you finished the Task . Click on the button at right to automatically enter today's date. For International reasons and to minimise date-format errors, allocPSA uses ISO date format of YYYY-MM-DD. Therefore, the 1st of September 2002 is 2002-09-01

Fill in all the information needed, then press the 'Save' button to create this new Task. You will then be shown the normal editable Task view which is used for normal operations on, and updating of Tasks. In general, the header, or top part of the Task wouldn't need to be modified, but additions can be made to the Task by way of Comments. You can now add such Comment updates (as they arise) to this Task, and change the percentage complete status where necessary.

You can add as many comments as you like. All comments will be stamped for date-time and username. You can also edit (or delete) a comment after it has been saved, by selecting it from the comments list to display it in the comments edit box, then updating or deleting it.

12.4.3 Adding Reminders to Tasks

Figure 17: Add reminders for you and other members of the Project.

Reminders are a wonderfully useful facility in allocPSA. They can be set globally, within the context of a Project (so that they cease being sent when the Project is complete,) and within the context of a Task, (so that they cease being sent when the Project is complete.) You can set reminders for yourself, for other resources working on the Project, or for the whole Project team together (for example, to remind everyone of a Project meeting, or of a weekly Time Sheet submission policy.)

12.4.4 Closing a Task When Complete

Once you have finished all aspects of a Task, you are able to mark it complete. To do this, enter a date for Actual Completion.

12.5 Time

Step 1/3: Begin a Time Sheet by selecting a Project and clicking the Create Time Sheet button.

Time Sheet

Created By: Alex Latta

Amount

Custom Billing

Units

TI: aka

Payment Insurance

Period

Billing Note

Client

Project

Project Cost Centre

Date Submitted to Manager

Approved by Manager

Date Submitted to Admin

Approved by Admin

Create Time Sheet

Create | Add Time | Administrator | Invoiced | Completed

The Time Sheet system in allocPSA allows for creation and management of Time Sheets by users. This Time Sheet system is built around a workflow model which is established as a 'factory default' when allocPSA is first installed. This model works as follows.

1. Time Sheets are created by staff/personnel/resources who have accounts in allocPSA
2. Once the Time Sheet has been created and Tasks and hours have been added to it, it can be sent to the next person in the workflow queue.
3. Who this next person is depends on a number of factors and default rulesets established in the ruleset and configuration of allocPSA when it's installed.
4. By default, if the Project in which the Time Sheet was created in has a Time Sheet Manager specified, then the Time Sheet will get routed to that manager. An email will also be sent to that manager to notify of a pending Time Sheet.
5. If this manager verifies all the data and times in the Time Sheet, they can elect to send it onwards to the administrative officer, nominally the staff member who handles office or financial administration. An email will also be sent to that administrative officer to notify of a pending Time Sheet
6. If the manager disputes any of the details in the Time Sheet, the manager can add a notice in the Time Sheet, and elect to send it back to the user who created the Time Sheet for its rectification and re-submission.
7. If no Time Sheet Manager is specified within the Project, then the Time Sheet will automatically be routed to the user who has been specified in the configuration of allocPSA as the administrative officer, nominally the staff member who handles office or financial administration. An email will also be sent to that administrative officer to notify of a pending Time Sheet
8. If the administrative officer disputes any of the details in the Time Sheet, the administrative officer can add a notice in the Time Sheet, and elect to send it back to the user who created the Time Sheet for its rectification and re-submission.

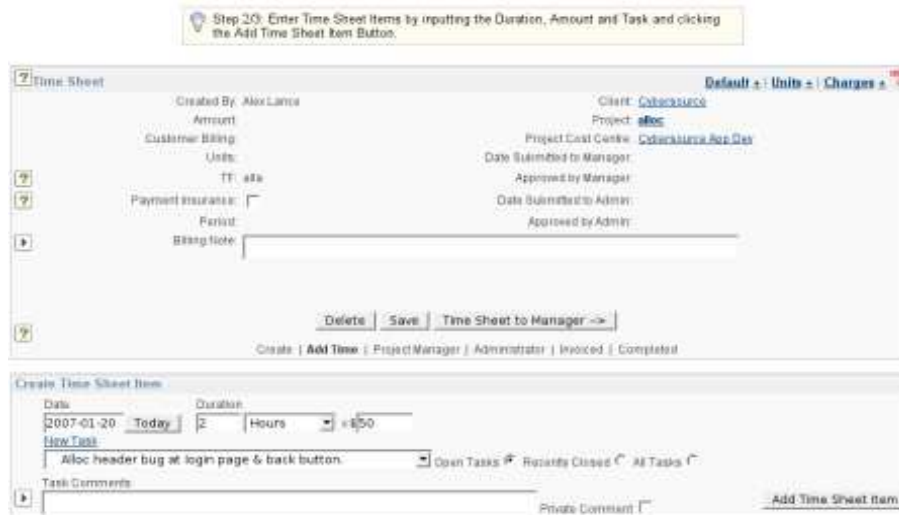


Figure 18: Once you've created the Time Sheet header, you can add as many items from the Project to that Time Sheet. You can also add comments, which will then be added to the Task comment list, and optionally displayed with the printed version of the Time Sheet, if not marked private.

12.5.1 Adding New Time Sheet

1. From the action 'Quick List' drop list on the allocPSA toolbar, select 'New Time Sheet' link.
2. Choose the Project that this Time Sheet belongs to.
3. Some sites offer their staff a direct payment for Time Sheets, rather than waiting for Invoices to be paid. In allocPSA this is classified as 'Payment Insurance'. Select this if your site offers this facility.
4. Fill in 'Billing Note' if any. This could be something like 'Send the Invoice relating to this Time Sheet to the Client before the end of the month or Internal billing only.'
5. Press the 'Save' button to continue or 'Delete Record' to remove any data added.
6. Time Sheets are made up of individual line items, pertaining to specific Tasks. For instance, you may have worked for 3 hours on one problem (Task A), 2 hours on Task B and 1 hour on Task C, all for the one Client.
7. For each Time Sheet line item, fill in Date, Duration, Task and Location.
8. HINT: If the Task you need to link a Time Sheet line item to doesn't exist yet, you can create it by clicking on the 'New Task' link.
9. Press the 'Add' button to add each new item.
10. Repeat step 7 to add more line item entries if needed.
11. Press 'Save and Submit' button when done. An email will be sent off to the person designated as the next stop in the Time Sheet workflow process.
12. HINT: You can save the Time Sheet as-is, then return to it later on.

13. HINT: You can track the progress of your Time Sheets from the 'Time Sheet' section of your 'Homepage'.
14. HINT: If you're a manager designated to receive requests to authorise Time Sheets, you can view them from the 'Time Sheet' section of your 'Homepage'.

Any submitted Time Sheet is and sent to either the Manager specified in the Project or to the financial Admin person as specified in the allocPSA configuration, for approval and to perhaps be Invoiced.

12.5.2 Printing Time Sheets

Click the links in the top right hand corner to generate a PDF version of the Time Sheet which conforms to Australian government standards for Tax Invoices.

12.5.3 Adding a Time Sheet within a Project

You can also add a Time Sheet from within a Project.

1. To create a new Time Sheet, enter the Project which you want to add the Time Sheet to.
2. Enter the details and add a Time Sheet header.
3. Add individual Time Sheet items, specifying charge rates, durations, dates and locations.

12.5.4 Reviewing Existing Time Sheets

You can also review existing Time Sheets you've created.

1. From the toolbar, click on the 'Time Sheet' link.
2. Decide on what Project, Status, Date From you want to filter within. Normally the results page will show those Time Sheets with edit status only. Choose All if you want to see all of them. Users with Admin or Manager privileges are able to see other people's Time Sheets by selecting the right 'User Name'.
3. Press the 'Filter' button
4. Click on the Time Sheet you want to edit
5. Complete the details needed.
6. When complete, save or submit the Time Sheet as per usual.

Because Time Sheeting is complicated, we've added special help links for reminders on the page.

Figure 19: To create a new Invoice select a Client and click the Create Invoice button.

12.6 Invoices

12.6.1 Adding New Invoice

The Invoice system in allocPSA allows for the creation and management of Invoices by Financial Administrators. This Invoice system is built around a workflow model which is established as a 'factory default' when allocPSA is first installed. This model works as follows.

1. Invoices are created by allocPSA Admin Users
2. Once the Invoice has been created and Invoice line items have been added to it, a PDF can be generated and downloaded for it.

HINT: Invoice items can be generic, and/or can be tied directly to a Time Sheet by clicking the "From Time Sheet" button, and/or invoice items can be tied directly to Expense Forms by clicking the "From Expense Form" button.

HINT: Only Time Sheets at status "Invoice" will appear in the "From Time Sheet" Invoice item select box.

HINT: Only Expense Forms that have their "Seek Client Reimbursement" checkbox ticked will appear in the "From Expense Form" select box.

3. When you have downloaded and emailed the PDF to your Client, you can click the Approve/Reject button. To mark that this Invoice is waiting to be approved or rejected (ie the Client has paid, or is not going to pay it).
4. When the Client lets you know if the Invoice has been paid (or isn't going to pay), you can mark each Invoice item as Not Going To Be Paid, In Dispute, or Paid. You can also mark how much was Paid of each Invoice item by editing the amount.
5. Once you have clicked the radio buttons to nominate the payment status of each Invoice item, you must click the save button. The colour of the Invoice item boxes will change to green if the item was Paid, or Red if it wasn't paid.

After clicking save a new TF transaction will be created for each Invoice item. This transaction reflects the input of funds from the Client.

6. Once all Invoice items have been marked off you can click the button to move the "Invoice to Completed".

HINT: If you had any Invoice items that were generated "From Time Sheets" or "From Expense Form", then the associated Time Sheet or Expense Form will have its transactions marked as Paid or Rejected (depending on the status of the associated Invoice item) and be moved to status Completed once the Invoice is moved to status Completed.

Figure 20: Once you've created the Invoice header, you can add as many Invoice line items as you like to that Invoice.

12.6.2 Upload Invoices File

allocPSA allows you to upload Invoices from your accounting system so the revenue can be allocated to the various Project and staff cost-centres. Although allocPSA default factory settings are for Quicken Interchange format QIF, Cybersource can customize this facility to meet the individual allocPSA customer needs.

1. Click the Invoices tab, and then click the Upload Invoice link in the top-right hand corner.
2. Press the 'Browse' button to search the file
3. Press the 'Upload' button after you have chosen the file

allocPSA will now take a few seconds to upload the file and add the data to the Project accounting system and will then return to the main 'Finance' page when finish uploading.

12.6.3 Reviewing Existing Invoices

You can review existing Invoices you've created.

1. From the toolbar, click on the 'Invoices' link.
2. Decide on the criteria by which you want to filter your list of Invoices and click the Filter button. Only users with Finance Admin permissions are able to see the full totals of Invoices. However users can see Invoices which contain Invoices related to their Time Sheets, or Expense Forms.
3. Click on the Invoice number of the Invoice you want to review.

12.7 Sales

12.7.1 Workflow Overview

allocPSA allows you to add Products and specify Fixed Costs and/or Percentage Commissions to be auto-generated for any Sales of a particular Product.

1. An allocPSA user who has “manager” or “admin” permissions creates a Product and sets up any related Product Costs or Commissions.
2. At some point in the future a manager or admin creates a Sale for a Product. They can specify if the Sale is related to a particular Client or Project.
3. That manager or admin finalizes the Sale items that are on the Sale and moves the Sale to status Allocate.
4. That same manager or admin should then review the allocation of the *pending* transactions for each Sale item. The “Total Unallocated” figure should be green and equal to zero. This indicates that all the funds from the Sale have been allocated. When they are satisfied they should push the Sale to status Administrator.
5. The Administrator should then review the Sale to ensure that everything is correct and, once satisfied, should *approve* all the transactions and finally move the Sale to status Finished.

12.7.2 Fixed Costs

Fixed Product Costs are the list of monetary transactions that will be created whenever this Product is sold. They specify a particular amount that will be transferred between TF’s, and may be used to represent certain known expenses that are generated every time there is a Sale of this Product.

12.7.3 Percentage Commissions

Each Product has a Buy Cost (the amount that you pay to acquire the item), and a Sale Price (the amount that you charge the customer). The difference between these two amounts is the Margin/Profit of the Sale.

The margin/profit from each sale can be distributed based on any Percentage Commissions that you set up. For example you might specify that 10% of the profit from each Sale of a particular Product, should go to Alice, perhaps for a finders fee.

12.7.4 Meta TF’s

When specifying the Product Costs and Commissions, it is possible to select from the various particular TF’s that the transactions should occur between.

There are also Meta TF’s that may be auto-calculated for each sale. There is the “Meta: Project TF”, which defaults to the relevant Project (if any), TF. If no project is specified as part of this Sale, then this Meta TF will fall back to whatever you have specified as the “Main Finance TF”.

The “Meta: Salesperson TF” allows you to specify transactions that should occur for the TF of the person who created the Sale. This gives you an easy way to set up a commission for the person who makes the Sale.

12.7.5 Including or Excluding Tax

When first setting up a Product you may select whether the Buy Cost or Sale Price are inclusive or exclusive of Tax. The Tax amount is the percentage specified on the Setup screen.

If either the Buy Cost or Sale Price are including Tax, then when a Sale is made a separate transaction will be created for tax, and the corresponding margin/profit for that Sale will be smaller.

12.7.6 Default Sale Transactions

1. Product Acquisition: [PRODUCT]

When a Sale is made the first transaction that is created is for the Product Acquisition, i.e. the amount your company spent on acquiring this Product. This is represented by a single Transaction that transfers the amount paid by your company for the Product. We model this by transferring the Buy Cost from the related Project's TF (or if there is no related Project, then the Main Finance TF) to the Outgoing TF.

2. Product Acquisition Tax: [PRODUCT]

If Tax is included in the Buy Cost, then another transaction will be created representing the transfer of the tax amount out of the Outgoing TF, and into the nominated Tax TF.

3. Product Sale: [PRODUCT]

The next transaction will be for the amount that is incoming from the customer who purchased the Product, i.e. the Sale Price. And it will transfer monies from the Incoming TF to the Sale's related Project TF (or if no Project is related, then it will fall back to the Main Finance TF).

4. Product Sale Tax: [PRODUCT]

If Tax is included in the Sale Price, then another transaction will be created representing the transfer of the tax amount from the related Project's TF (or if there is no related Project, then the Main Finance TF) into the nominated Tax TF.

5. The other transactions that are created are from the Product Costs and Commissions that were set up for each Product.

12.7.7 Allocation Figures

For each Sale Item on the Sale, a summary box is presented that allows you to quickly check that all the figures for this item are correct.

Transactions Outgoing	The sum of the transactions that are for the Outgoing TF. This amount should be the same as the Buy Cost.
Transactions Incoming	The sum of the transactions that are for the Incoming TF. This amount should be the same as the Sell Price.
Transactions Other	The sum of the other transactions (not including Tax transactions). This amount should be the same as the Margin.
Total Unallocated	The difference between the Margin and the Transactions Other. This amount should be zero.

If all the figures line up and reconcile then this Sale is ready to be progressed. Otherwise the admin or manager should review this Sale and adjust the transactions until the figures reconcile correctly.

12.8 People

People for higher lever user: Provide general information of each personnel. This includes Name, Last Login, Availability, Task Summary, Graph and On Leave. It comprises also the function of sending email to any personnel

For both higher and lower level users: Allow Changes of your personal information including Preferred Payment TF, Skill and Absence Forms etc.

1. Availability and On Leave are firstly displayed on the front page
2. If you want to see other information like Task Summary, Graph, Skill Matrix etc., simply click the link to get into the detail

Filter Section is the same as that in Tools - Miscellaneous Tools - Company Wide Skill Matrix. You can have a look at the detail under the section mentioned in the later part

You can now change your personal information as well as add or view your absence from, and allocPSA will take you to this

12.9 Tools

In general, most of the tools on this tab provide additional management and resource information, allow for customisation and offer your firm a framework into which you can add your own, site-specific add-ons to your organisation's allocPSA server.

The Finance section is the gateway to most of allocPSA's finance modules. It contains reasonably complicated functions which most users don't need to access. In general, only the user's TF account and Expense Forms need to be accessed by regular/employee users.

Part of almost any professional services organisation is the management of the finances associated with the Projects and Tasks which constitute the daily operations of the organisation. As a Professional Services Automation system, allocPSA includes a modular and flexible finance management system whose purpose is to provide the conduit for any and all financial transactions with the professional services organisation's accounting software. As such, allocPSA offers the necessary modules to conduct financial transactional activities within allocPSA (for Time Sheets, for Project-related Expense Forms etc) as well as a shadow of many of the financial transactional activities which are found in standard modern business accounting systems, such as invoicing, cost-centre and wages management. As with many other aspects of allocPSA, non-privileged users will be shown a simplified view of the Finance section, while managers and administrative users will see the full offering.

Reminder: A Tagged Fund (TF) is an allocPSA term referring to the per-Project, per-group/division or per-staff-member cost-centre which is tracked and managed by allocPSA.

Non-privileged users will be offered these items: TF List, New Expense Form, Search Invoices, View Pending Expense Forms and Search Transactions. Privileged users can also see the following items: Approve Invoices, Allocate Invoices, Upload Invoices File, New Transaction, Upload Expenses File, New TF, Push Repeating Expenses Through, Upload Wages Files, Reconciliation Report, View Pending Transaction.

Figure 21: You can create new TF cost-centres for Projects, staff or for any other purpose.

12.9.1 Finance

12.9.1.1 New Tagged Fund

When new staff or Projects that need a corresponding TF cost-centre are added to allocPSA, you can create such accounts from this section of the Finance area. By default, for staff cost-centres, allocPSA uses a standard Payroll ID based on a product call QuickPayroll, part of the QuickBooks accounting system. This number would need to be reconfigured for your site's specific requirements and accounting software. The instructions below would generally apply however.

1. Fill in the contents of the form which include TF Name, Quick Payroll Employee Number, Quick Account Name, Comments, and Last Modified by.
2. Press the 'Save' button to save your work
3. Click 'Return to TF List' to return to the TF List page.

This new account will have been automatically added to the TF account list.

12.9.1.2 List of Tagged Funds

allocPSA has the ability to track internal cost-centres (or Tagged Funds, known within the program as TFs) for expenses and revenues related to Projects, staff and business units.

If you are a normal user, a TF is your personal cost-centre account. The TF is the account into which Time Sheet payments are made (credited) and from which expense items are taken out of (debited) upon reimbursements.

If you are a manager, you may also be shown any TF cost-centres which have been allocated to you (among possibly other managers users) to manage.

Within the TF List page, there are:

1. TF Name
2. Description
3. Balance and

- Three specific action, namely 1. Statement 2. Repeating Expenses and 3. Edit TF (lower level user does not have the item Edit TF)

Statement shows all the information of your payment. They are as follows:

12.9.1.3 New Transaction

Figure 22: Transaction detail view

This facility allows for the insertion of new ad-hoc transactions into any Project or staff TF cost-centre account.

Fill in the fields as per the fairly detailed descriptions and then press any of the various 'Save' buttons. The new transaction will automatically be added to that specific TF cost-centre account.

12.9.1.4 Search Transactions

This facility allows you to search through the Transactions recorded in allocPSA, using a variety of search options.

There are a number of ways to search the transaction database stored within allocPSA:

1. Firstly, you can choose the cost-centre TF of any Project or staff member, from the drop list.
2. You can also select the status of the transactions from the drop list. Options include All, Pending, Rejected and Approved.
3. You can supply the period sought through dates in YYYY-MM-DD format.
4. You can also enter the Transaction ID or Expense Form ID directly.

You can also apply the various search criteria in combinations. allocPSA will search the database and return a list of matching records.

A user with higher privileges can drill down into the the transactions by clicking on any 'ID / Invoice Numbers' links will show you the Invoice details.

Statement for TF: alla from 2005-06-01 to 2005-06-30 Sort By Date Last Modified

-- Prev Month Jan 07 Next Month --

Year: 2005 Month: June Type: -- ALL -- Status: -- ALL -- Filter:

Balance: ██████
Pending: ██████

ID	Type	Status	Date	Last Modified	Product	Credit	Debit	Balance
14844	salary	approved	2005-06-01	1999-11-30	Wages		██████	██████
15420	salary	approved	2005-06-20	1999-11-30	Wages		██████	██████
14913	timesheet.1733	approved	2005-06-25	1999-11-30	Credit: Timesheet id: 1733 to ██████ Report System (2.75 Days)	██████		██████
14979	timesheet.1748	approved	2005-06-25	1999-11-30	Credit: Timesheet id: 1748 to ██████ General Support (4 Hours)	██████		██████
14983	timesheet.1725	approved	2005-06-25	1999-11-30	Credit: Timesheet id: 1705 to ██████ Report System (0.5 Days)	██████		██████
14987	timesheet.1730	approved	2005-06-25	1999-11-30	Credit: Timesheet id: 1730 to ██████ Report System (1.5 Days)	██████		██████
15029	timesheet.1731	approved	2005-06-25	1999-11-30	Credit: Timesheet id: 1731 to ██████ General Support (3 Hours)	██████		██████

Figure 23: A cost-centre is like an internal bank account. You can review its contents much like you would any online bank account.

Repeating Expenses can let user create an expense that repeats on a fixed basis. All that needs to be done to process the next cycle is for the financial Admin user to press the New button, which creates the repeating transaction.

Privileged users can view all TFs by clicking the 'Edit TF' link associated with each TF account.

12.9.1.5 New Expense Form

Expense forms can be created in allocPSA to better represent the Project accounting costs associated with each Project. For instance, if additional laptops are needed in order to meet certain Project deliverables, then the costs for these laptops should be borne by that Project.

To create a once off expense, follow the instructions below:

1. From the allocPSA toolbar, click on the 'Finance' tab.
2. From the Finance page, click on the 'New Expense Form' link.
3. Select your payment options and click the 'Create Expense Form' button.
4. Add your expense(s) by completing the details. Specify the supplier you purchased from, and what was purchased, the date, unit cost and number of units.
5. Click 'Add To List' and repeat the previous step if necessary, adding as many items, from as many suppliers as needed.
6. Click the 'To Admin' button when you want to submit this Expense Form.
7. In general, you may want to print a hardcopy of this form, so you can attach expense receipts or Invoices for taxation purposes. You can do this by clicking on the 'Printer Friendly Version' in the top right-hand corner.

12.9.1.6 View Pending Expenses

This facility allows you to view the Pending Expense Forms allocated to the TF cost-centre accounts you manage. This information provided includes the expense form ID, when it was Last Modified, who it was last Modified By, the Payment Method and Form Total.

1. Click the ID link you want and go into the detail of the expenses form. You will access the same page as New Expense Form.
2. Follow the instructions and then press the 'Save' button to commit those changes.

12.9.1.7 Upload Wages File

Allows for the uploading of wage transaction files into TF Cost Centres, normally in Quicken Interchange Format QIF text format, from your accounting system.

1. Enter the file name in the space provided, or
2. Press the 'Browse' button to search the file
3. Press the 'Upload' button after you have chosen the file

allocPSA will now take a few seconds to upload the file and add the data to the Project accounting system and will then return to the main 'Finance' page when finish uploading.

12.9.1.8 New Repeating Expense

This will let you create an automated transaction creation. You can specify the regularity and description and TF etc.

12.9.1.9 Repeating Expense List

This is a list of all the Repeating Expenses.

12.9.1.10 Execute Repeating Expenses

Repeating expenses are re-occurring expenses that are created by a scheduled job that runs once per day. If that job is not run, the repeating expenses may be manually created by clicking this link.

Click the link to create all repeating expenses that are scheduled to be created.

12.9.2 Miscellaneous

12.9.2.1 Reminders

Remind recipient everything regarding Client, Project, Task etc.

List of reminders which relate the user you're presently logged in as

Except for the high level user, all the reminders can only be read, edited and removed by those specific recipients!

Add Reminder:

1. Click the 'Add Reminder' link and go into the Add Reminder - Select Type page
2. Select what type of reminder you want to create from the drop list. Examples include Client, Project, Task, General. If you want a reminder which is independent of any Task, Project or Client life-spans, select General.
3. Press the 'Next' button
4. Select the Project, Task or Client that this reminder will be related to, or, if you've selected General, allocPSA will take you to the next step.
5. Supply reminder date and time, repeat levels and early warning information, along with title and reminder email content.
6. Press the 'Save' button.

Your new reminder is now set and ready to trigger an email at the points you've defined.

Update or Deleting the Reminder:

You can also update an existing reminder, by jumping back into the Reminders page, and following these steps.

1. From the list of Reminders, click the Subject name link.
2. Update the reminder
3. Press 'Update' or 'Delete' button to finish your update.

Changes will automatically be displayed and updated.

12.9.2.2 Announcements

You can publish announcements which will be displayed on the Home page of each user's account, as well as within each allocPSA Daily Tasks email. From this tool, you can add new announcements and edit existing ones.

1. Once you've entered the Announcement section, to add a new announcement simply click the 'New Announcement' link.
2. Supply a Heading, a date from which to start displaying this announcement, a date when this announcement should stop being shown, and the contents of your message in the Body.
3. Press the 'Save' button.
4. click the 'Return to Announcement List' link to return to the Announcement page.

allocPSA will automatically save and display the announcement on each user's Home page, under the Announcement section, during the dates you specified. If you want to edit or delete an announcement, from the Announcements page:

1. click the 'Edit' link, located at the right of each announcement.
2. Press the 'Save' button if you have made your changes
3. Click the 'Return to Announcement List' link, and allocPSA will return to the Announcement page.
4. Alternatively, you can also select the 'Delete' link, to remove this announcement.

12.9.2.3 Security

This section allows you to tweak security permission for the database tables used by allocPSA. It is possible to establish different permissions for different user levels, for different (i.e. Read, Update, Delete, Create etc.) actions.

NOTE: In general, you would not need to make any changes at all to this section.

NOTE: Due to the critical nature of this configuration system. only 'god' level users are able to see this configuration option.

1. To add a new permission, click the 'New Permission' link. This will take you to the New Permission - Select table.
2. Select the table you want to add new permissions to, from the drop-down list.
3. Press the 'Next' button.
4. Supply the information needed to establish a new permission for this table.
5. Press the 'Save' button.
6. Click the 'Return to Permission List' link to return to the Permission page.

To edit an existing permission:

1. Click the 'Edit' link, shown beside each permission.
2. Make the required modifications (or even delete the permission.)
3. Press the 'Save' (or 'Delete') button
4. Click the 'Return to Permission List' link to return to the Permission page.

Your changes will be automatically updated on the Permission page and activated for all users.

12.9.2.4 Cost & Time Estimator

As an example of the kinds of functional extensions that can be made within allocPSA, the Simple Cost & Time Estimator is provided, and documented here. It is envisaged that this utility will not be of direct use to most users of allocPSA. It is hoped that by providing this simple utility as an example, your organisation will be inspired to visualise and eventually add your own set of tools which can be used by your staff, to assist in day-to-day operations at your organisation.

Based on a set of pre-determined programming and database languages, it is possible to input various values for the scope and size of a particular web-based database application, and this Estimator will produce a pre-figured determination of the best-effort time and cost estimation, along with a spread of values, based on number of resources. The values generated are based on a pre-computed seed metric, derived from several years' evaluation of similarly scoped Projects.



Figure 24: allocPSA allows you to search most of the main data types. Results will show highlighted text, relating to your search criteria.

12.9.2.5 Search

allocPSA Search is a global search engine used for searching various fields in the database. For example, if you only remember some keywords in an announcement that was approximately noticed in these few days, you could use allocPSA Search to search for it rather than watching the announcement one by one.

Decide on what type of database entity you want to search on from the drop list within this page. This includes databases like Announcements, Clients, Projects, Tasks etc. Then, enter the text you want to search for. And press the Search button.

The systems will now take a bit time, and will return a list of records, with the keyword you are searching for, highlighted for your convenience.

You can now click the record you want to view in greater detail, and allocPSA will take you to this.

12.9.2.6 Company Skill Matrix

This tool allows you to review, filter and drill down into the various skillsets of your resource list as known by allocPSA. Whilst the samples provided and screenshots shown display IT-related skills, this module can be configured to handle any type of skill set.

You can use the first droplist to select a primary (i.e. broad) skill type, then press the 'Filter' button. You should now be able to drill down into the sub-categorised skills by selecting from the secondary drop-list, once again pressing the 'Filter' button. At any stage, you can print the resulting matrix.

12.9.2.7 Edit Skill Items

This tool allows you to add, edit and delete the various classes of skill and abilities from which your organisation draws. In a tech field the Skill Classes might be Hardware, Software, Networking etc, and the Skill names might be Harddisks, Optical Drives, Java, etc.

12.9.2.8 Task Comment Templates

In allocPSA, Task Comment Templates are used primarily as a form of open-ended checklist system, allowing particular types of Tasks to be created quickly.



Figure 25: You have the ability to add your own skill types and levels, and categorise your resources against those skill types.

The Templates are created for oft-repeated jobs and Tasks. They can be enacted when creating new Tasks.

When creating a new comment for a Task, you have the option of invoking a pre-existing template for the text comment. This is useful if there is a set routine or process which the person who has been allocated the Task needs to undertake.

Task Comment Templates are create by pressing the 'New Comment/Template' link. Simply fill in the Name for this new template, and supply the check list content in the Text section. You can be as detailed as you like. Adding text which appears like bullet-points is a good idea. When ready, press the 'Save' button.

You can add new templates, which then become available from a droplist in new Tasks. These templates can have place-holders, such as Company Contact Details, Project Name etc, and allocPSA will replace these place-holders with real values.

You can also edit and delete a Task Template by select it from the list, making modifications and pressing the 'Save' button, or pressing the 'Delete' button.

12.9.2.9 Item Loans

allocPSA can track any items that your firm needs to track. It can also keep track of who borrowed these items. The Item Loan facility is intended to be simple and easy to use, to increase the likelihood that staff use it.

allocPSA shows you a list of all the available items which can be loaned. Simply click on the item's 'Borrow' link to borrow it.

To Add a New Loan or to Return an Item:

1. From the allocPSA toolbar, select the 'Item Loans' link.
2. Click the link 'New Loan / Return Item'. allocPSA The system will go to the 'New Loan' page. Items and their status will be shown on this page.
3. Click 'Return' if you have borrowed the item and want to return it.
4. Click 'Borrow' if you want to borrow an item.
5. The system will take you to the next page and you simply press the 'Return Item' button to return the item.

6. Or in case you borrow the item, note the detail of it, select person to take out loan, enter the number of months you want the item for and finally press Borrow Item button

The system will go back to the New Loan page and action will be taken

When borrowing an item, you can select the loan duration.

You can add or edit individual items for loan or upload a file with multiple items.

Add / Edit / Remove Item:

1. To add a new item (or items) to the loan list, click the link 'Add / Edit / Remove Item'.
2. If you have one item to add, enter its details, specifying the Item Name and Notes.
3. Select the 'Type'.
4. Press the 'Save' button.

If you want to upload a list of items, possibly generated from a inventory management system, you can upload a text file to accomplish this.

1. The text file has to be in Comma Separated Value (CSV) format. It should look something like this: Field One, Field Two Holly Goes to Hollywood, Miranda Films Janey Goes to Jamaica, GoogolPlex Distributors ...
2. Select the 'Type' of item from the drop list.
3. Click on the 'Choose' button and select the file you want to upload to allocPSA from your PC.
4. Click on the 'Import From File' button.

12.9.2.10 Reports

allocPSA provides an open and flexible way in which you can extract data from its database. This is managed through the Reports interface.

Reporting allows you to select which tables, fields and criteria you want to sort and filter data out from your allocPSA database. The data can be displayed on-screen within the web browser, or bundled into a text-based Comma Separated Value (CSV) or TAB delimited file, for downloading to your computer. This data can then be inserted into applications like Microsoft Excel, OpenOffice.org Calc (<http://openoffice.org/>), Crystal Reports, Microsoft Access or other reporting tools.

1. Click the 'Reports' link on the allocPSA toolbar to go to the Report page.
2. Select which module you want to report on (Clients, Tasks etc.)
3. Press the 'Show Fields' button.
4. allocPSA will now display all the database table fields which pertain to that module.
5. If you want to pull data out of any particular field, you need to click its corresponding checkbox.
6. If you want to enact any filtering on that field, for instance, in answer to the question 'Show me all Clients companies which have names starting with the word HyperGlobalMegaNet', you would use the following filter criteria: HyperGlobalMegaNet%

7. Alternatively, you can specify number ranges, upper and lower, using the supplied numeric criteria fields.
8. Scroll down to the bottom and press the 'Dump Fields' button.
9. This will now dump the resulting records to your browser screen, below the fields and selection criteria.
10. You can choose which suitable you use as the 'Group By' aggregator, by selecting the choice button next to its title.
11. You can also elect to put quotes around the field data (handy when dealing with data which has commas etc.) by selecting the option from the 'Quotes around fields' droplist.
12. Rather than dumping the resulting dataset to the browser, you can tick the 'Generate File' checkbox and allocPSA will supply the resulting dataset in the form of a text file.
13. You can also select a number of delimiters, comma (,), TAB (tab), double-hash (##) etc, which you can then use to separate your fields when you pull them into your report analysis application, or mail-merge facility.

12.9.2.11 Database & File Backup

allocPSA allows super-users to create database and uploaded file backups, and then subsequently download, upload or restore a backup file.

1. Click the 'Database & File Backup' link on the allocPSA Tools tab to go to the backup page.
2. Click the 'Create New Backup' button.
3. A list of generated backup files will appear, (you can have multiple backups).
4. If you click the link for the backup file, you can download the file to your computer.
5. If you click the 'Restore' button next to a backup file, that backup file will be used to overwrite your current allocPSA database and file uploads. Be careful with this feature. (A backup will be auto-created before all 'Restore' operations).
6. You can choose to clear up some space by removing a backup file by clicking the 'Delete' button.
7. You can download a backup file, unzip it, edit it, zip it back up, and then re-upload it using the 'Upload Backup Zip File' button, and then restore that newly uploaded backup using the 'Restore' button.

NOTE: Be very careful using this feature. Especially when mixing and matching different versions of allocPSA as restoring a backup file from an earlier release of allocPSA onto a new release probably isn't going to work.

NOTE: Sometimes the PHP memory limit of your webserver will need to be increased to allow for large files and databases.

12.9.2.12 allocPSA Source Code

This mechanism allows the casual user to browse through the source code of allocPSA. It is included mainly as directed by the Affero GNU General Public License.