Tasktrack User Manual

Current Software Revision to V3.23

1.0 Introduction to Task Track

Tasktrack is a software package developed for smaller businesses to track their projects.

The system is designed to be intuitive and have a good logical work flow. It holds all your customer details and will build up your quotations and invoices quickly and simply with the template generation system.

Some of the key automated systems within tasktrack include:

- Holds all of your customers contact information in one central location
- Easy to read main screen indicates key business tasks to undertake
- Diary compiled with works listed on a day to day basis
- Projects not yet invoiced are listed for your attention to ensure you don't delay invoicing
- Projects not yet quoted are highlighted to ensure they don't become overlooked
- Invoices, quotes and receipts can be printed in pdf format or emailed directly from the system
- Any customers not paying within your term period are listed for cheque chasing
- Materials lists are automatically generated and can be ordered or prices requested from your wholesalers with a click of a button
- All invoices generated are tracked to ensure you are paid by your customers on time
- All quotations, invoices and payments received are automatically listed with dates sent/received
- VAT calculations are generated automatically
- Print off your invoice summaries for your accountant in EXCEL format at the click of a button
- Tasktrack generates PDF documents listing all of your customers and live projects for storing on your PDA/Smart phone.
- Calculates your CIS deductions payments from your invoices
- Regular automated backups of your data for storage on a backup drive, ensuring you don't lose your data
- Access the system over multiple PCs on your network (if software is available on a server)
- Generate statistical reports for your accountant in EXCEL or printable format with selectable date periods to ensure you capture only the information you need.
- Regular updates provided free of charge

PLUS Access the system online from anywhere if that's what you want!

You will need to pay for an annual licence to operate the installation software if you haven't already done so. Currently we offer two types of licence, one with support and one without, it's your choice!

This manual is intended for users that have not used tasktrack and are unfamiliar with the initial setup but it may be a useful reference until you become more familiar with the software.

2.0 Installing the Tasktrack software

2.1 Down load the installer from our website at www.claydons.org
a link to tasktrack is available from the home page.

2.2 Run the installation, which will open the following windows:

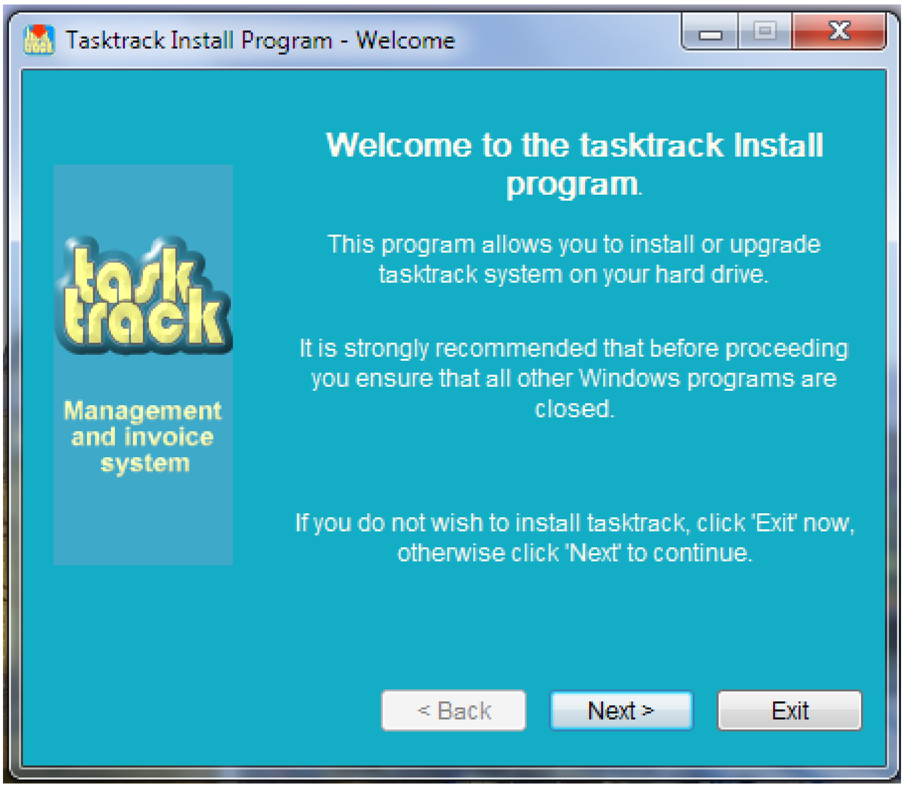


Fig 1

2.3 Make a note of the default login details, you will need this later once you have set up tasktrack. You can change these details a little later.

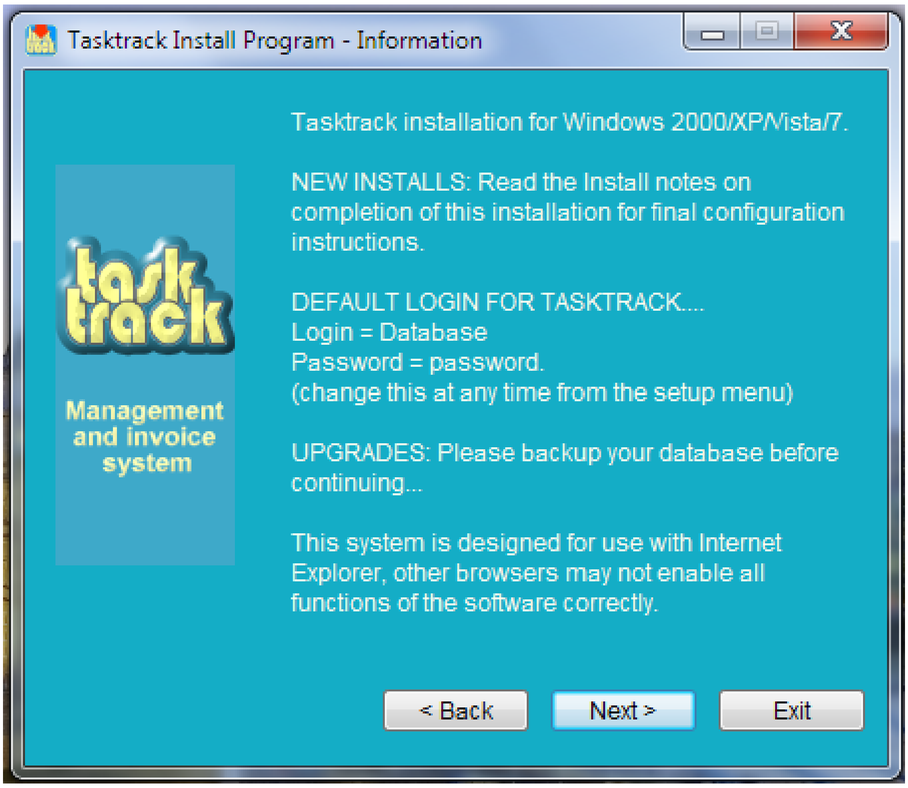


Fig 2

2.4 Read and accept the terms and conditions to continue the installation

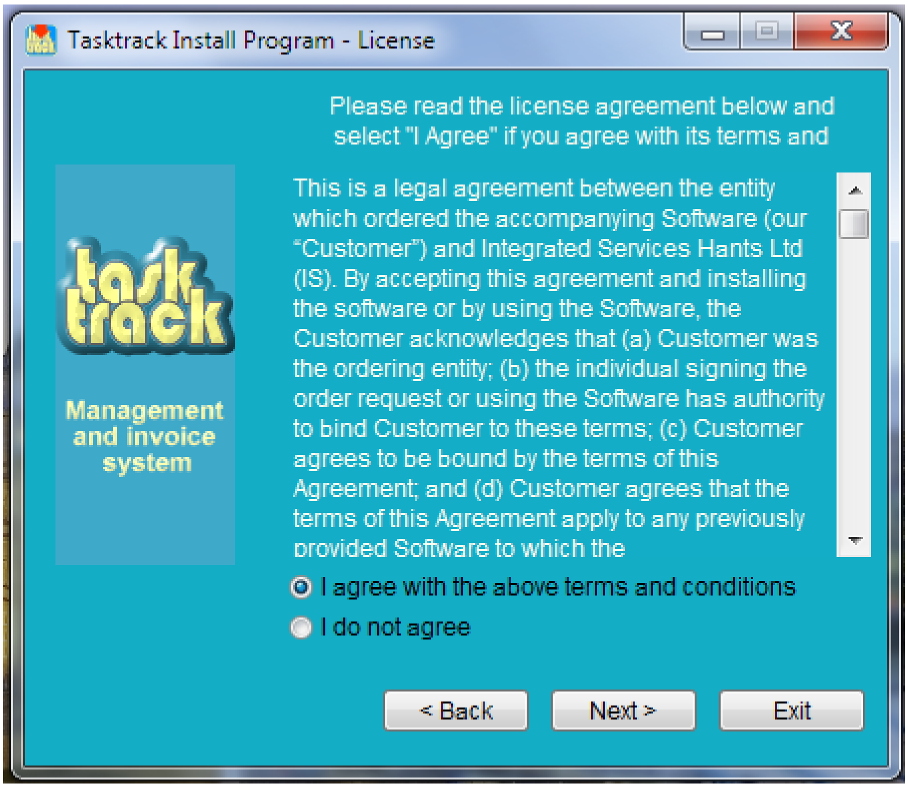


Fig 3

2.5 Enter the Registration code to enable the installer to run (enter code as shown):

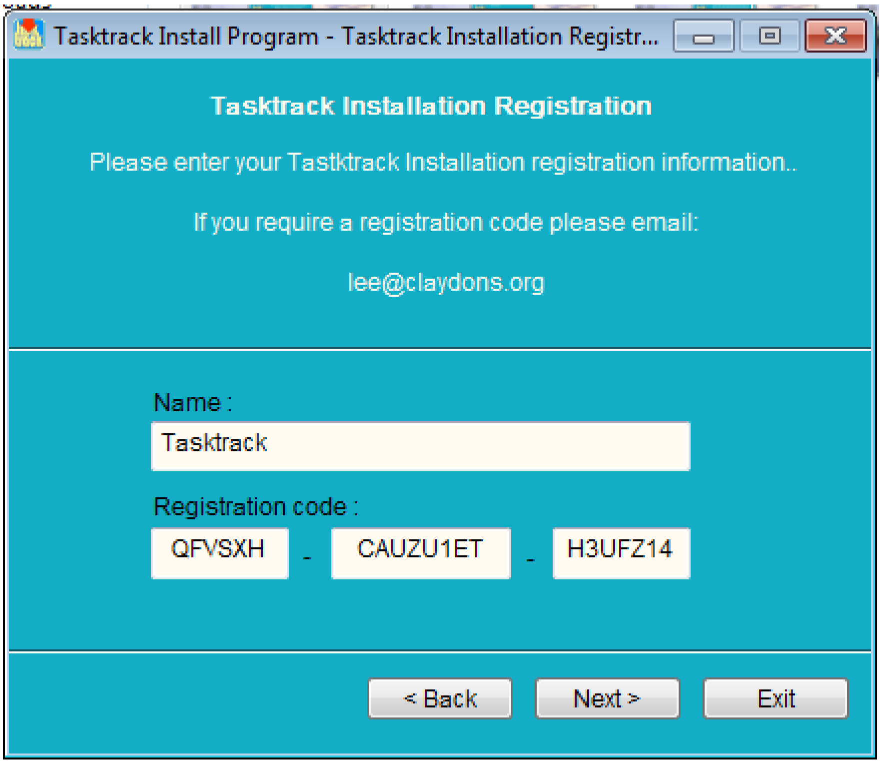


Fig 4

Note: You do not have to enter this code for any future software updates.
Generally the Installation Registration is only required for software downloaded online.
New installs sent directly from tasktrack do not require this section to be completed.

2.6 Tasktrack now confirms the space requirements it is going to use (not much!)

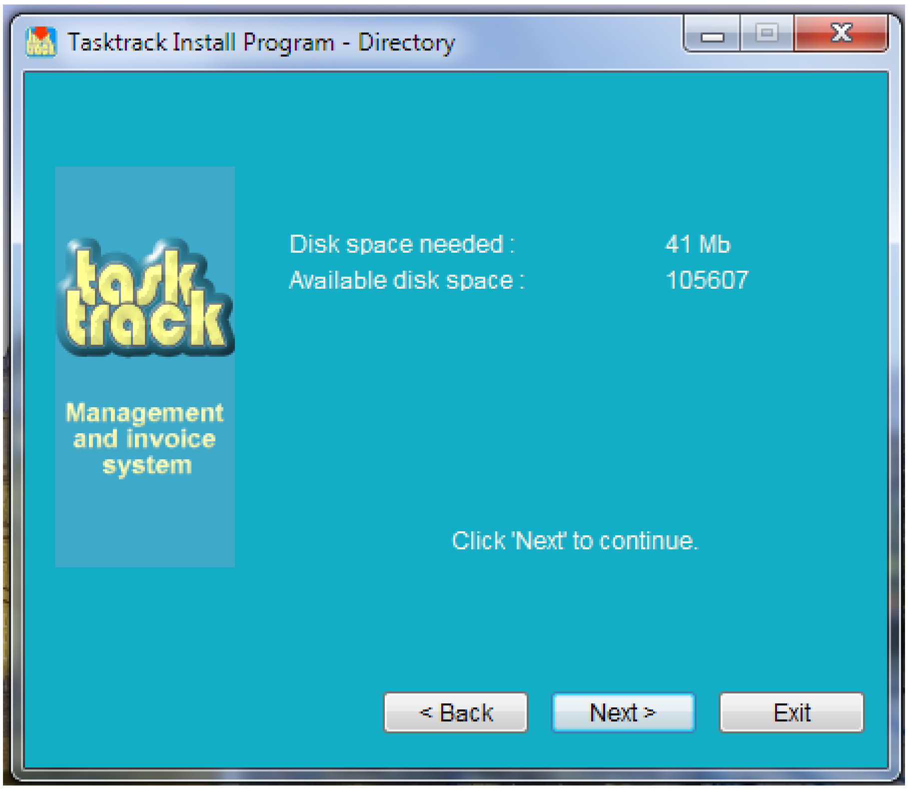


Fig 5

and where the software is going to be installed

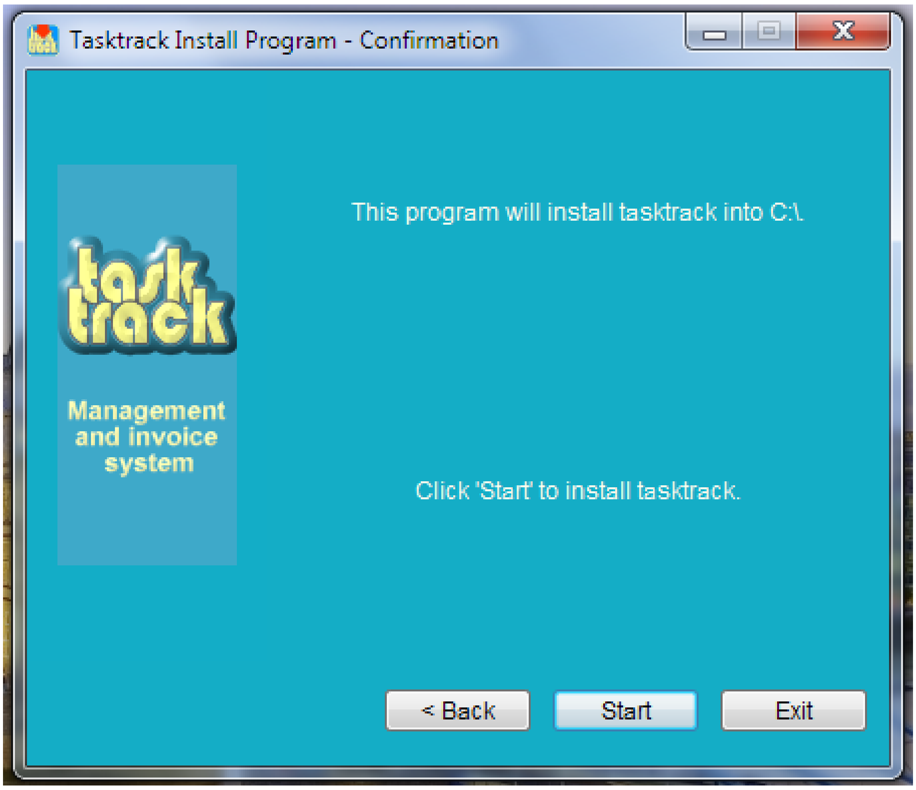


Fig 6

2.7 The installer will then proceed to install the software

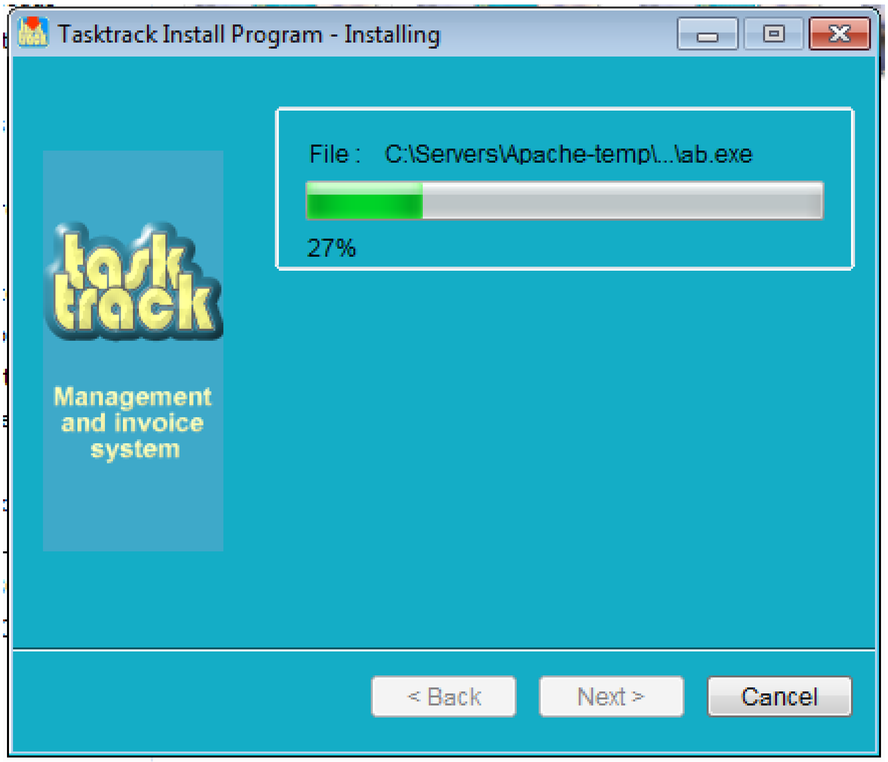


Fig 7

During this process, the server will install and start up its services.

Users don't need to do anything at this stage, this window will auto close when it has completed.

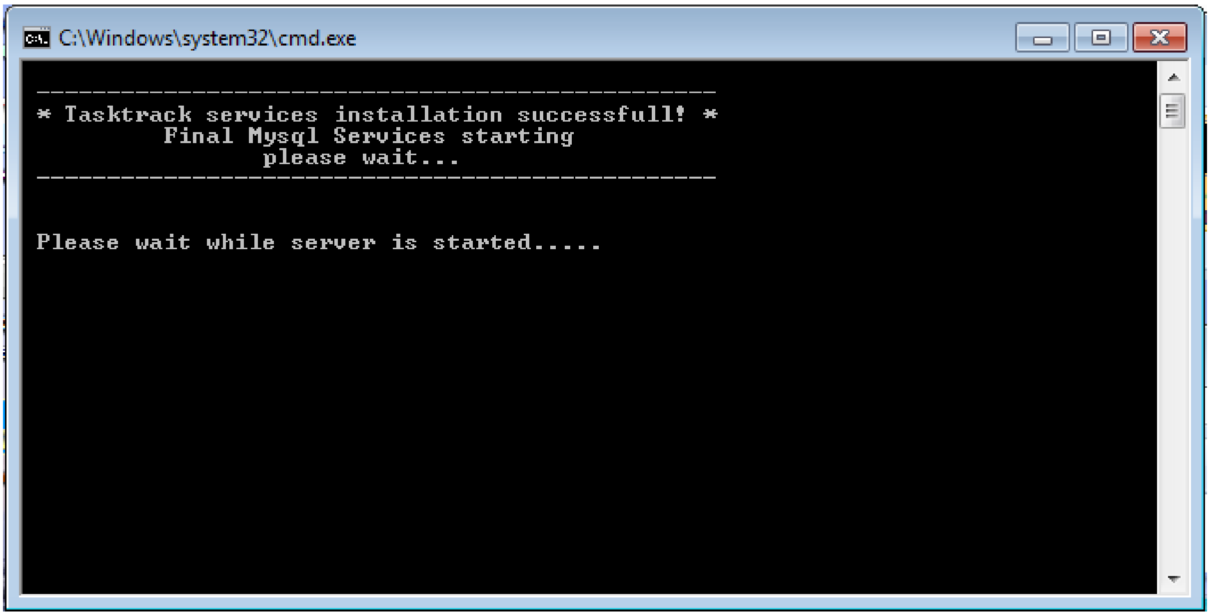


Fig 8

2.8 Once all the services have been installed, you will receive the following dialog box.

Simply enter next then EXIT on the proceeding screen.

You have now installed tasktrack!

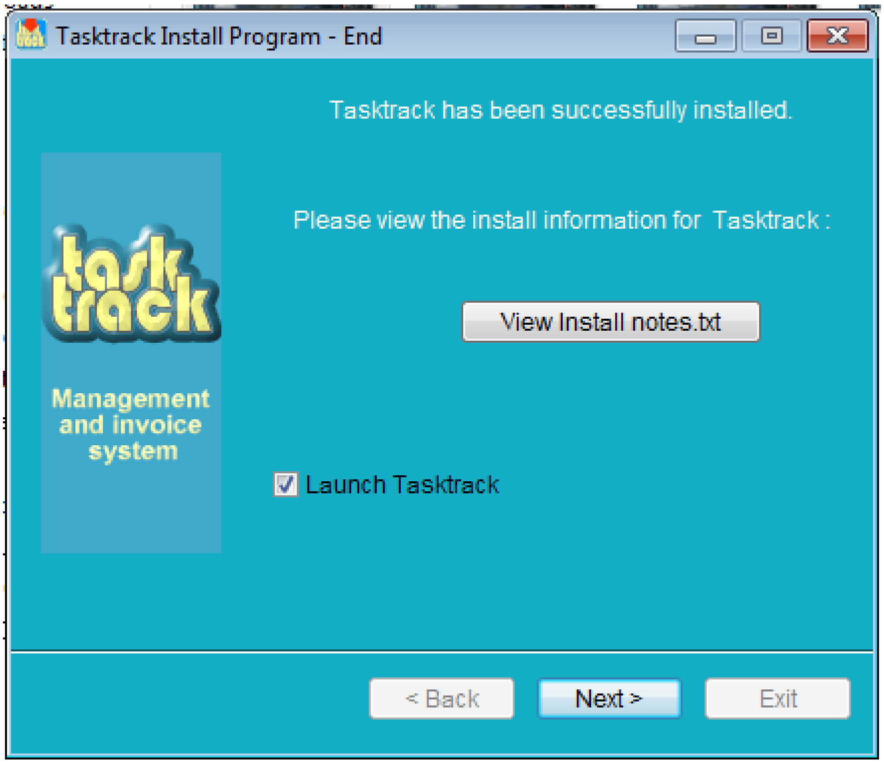


Fig 9

Next, we need to set up the software for your first use.

Fig 10 not used

3.0 Setting up Task Track for the first time

3.1 When you have completed the installation, the following screen should appear automatically, instructing you that you need to licence this copy of tasktrack to activate it.

3.2 Before you can licence tasktrack, you must enter your user details by clicking the 'CLICK HERE TO START THE CONFIGURATION PAGE' button.

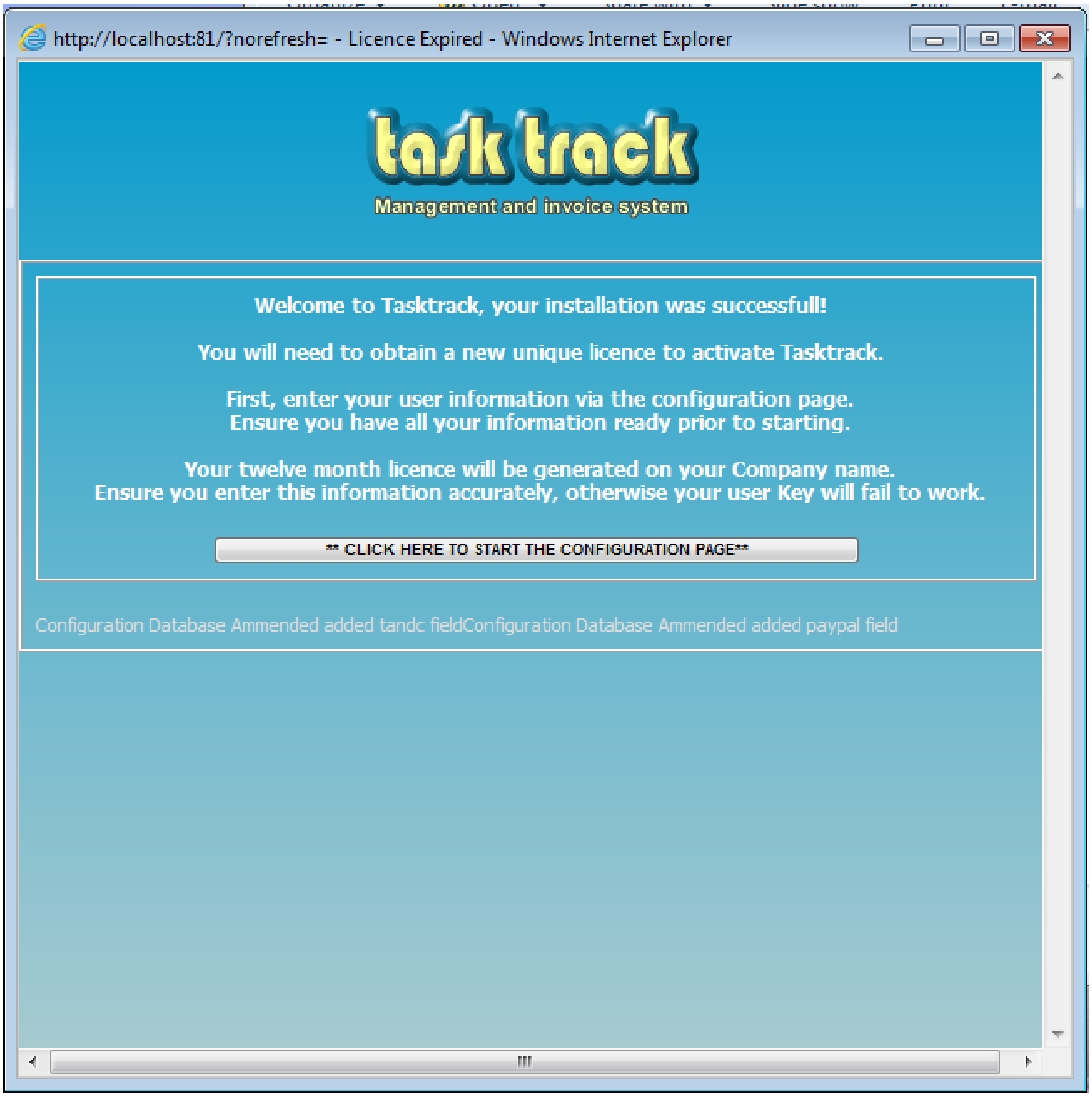


Fig 11

3.3 The configuration page (the Setup Menu) is split into several sections

- General Configuration
- Payment Terms
- Advertisement
- Address
- Project Book Backup Location
- Email Setup
- Images
- Key Category Services
- A list of further settings

3.3.1 General Configuration *(see Fig 12)*

The General configuration will need you to enter all fields.

Your Company Name
The name of the Director or Proprietor of the Company
The name you wish customers to pay cheques to
(leave blank if it's the same as the Company name)
Your contact details

These details will build up your profile for invoices and quotations so make sure they are accurate.

3.3.2 Payment Terms *(see Fig 12)*

Invoice VAT Rate at which you charge VAT (if VAT Registered) otherwise set to '0').
Material VAT Rate for materials purchased,
Fuel VAT rate the current rate fuel VAT purchased is charged
CIS Rate you have to deduct for CIS contracting (if CIS registered, otherwise set to '0')
Company Credit period (the time you allow customers to pay)
Late Payment Terms as appearing in the Terms and Conditions
Payment Types (ie Cheques, Paypal, BAX)
Currency you use (currently UK Pound, Euro, or Dollar)

These settings will be used to generate your quotations, invoices, expense account.

3.3.3 Advertisement *(see Fig 12)*

Every quotation you send is capable of having a four line advertisement displayed next to the payment window. This is intended to be used to let customers know who you may be recommended by or bodies you belong to. Any information completed here will only appear on quotations if the 'Show Advertisement on Quotes' box is ticked.

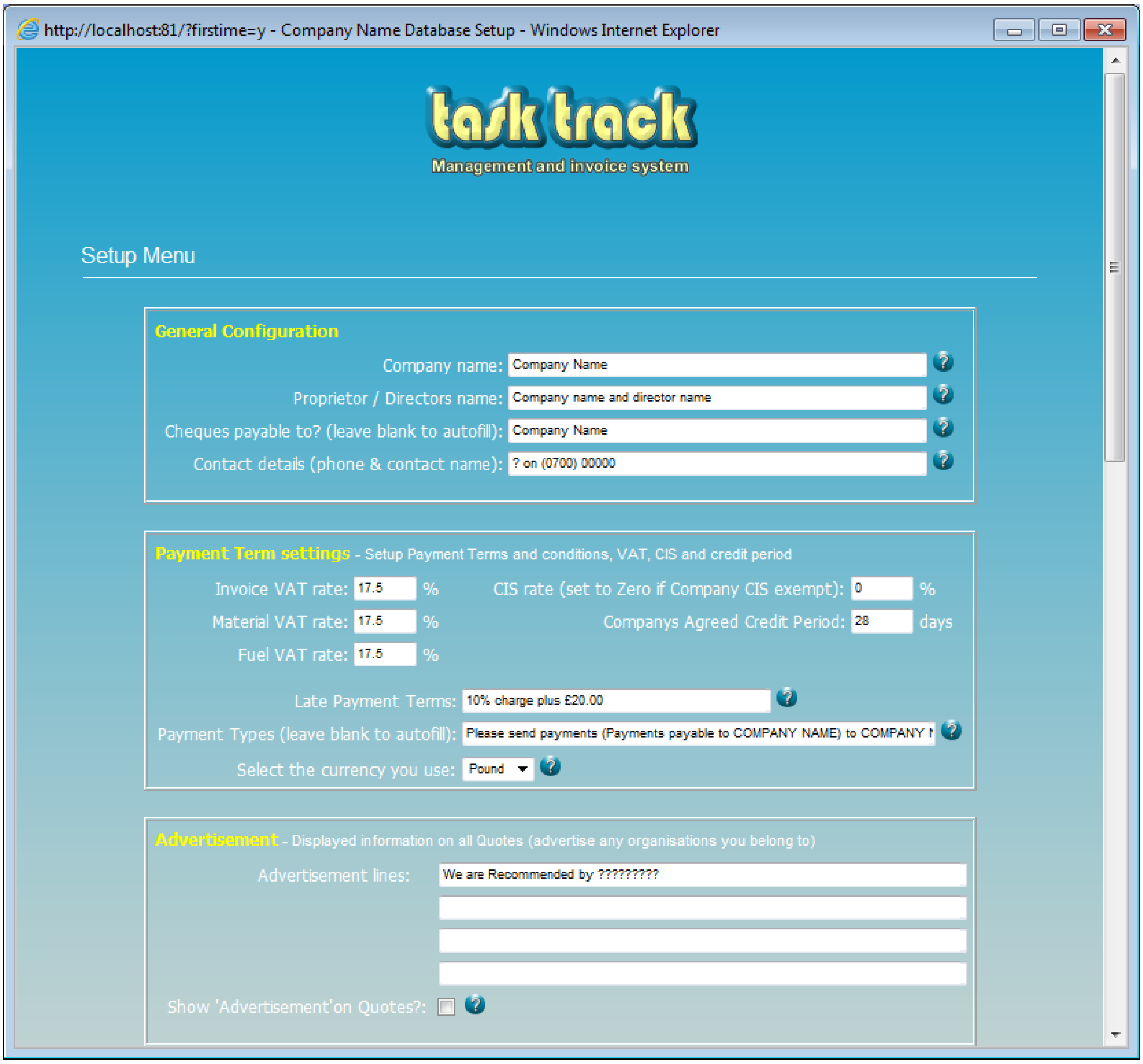


Fig 12

Note: Hover your mouse over any question mark to reveal more information on the item

3.3.4 Address *(see Fig 14)*

These details will appear at the head of all invoices, quotations, statements and other documentation that tasktrack provides.

Address - The address your company office resides
(Payments will be sent to this address unless 'Payment types in section 3.3.2 is configured with a different address (see fig 12))
Telephone/Email – Enter your company phone numbers and email address
NICEIC and VAT Reg – Add any registration numbers, VAT numbers etc.
Company Reg Details – Add your company registration number etc.

3.3.5 Project Book Backup Location *(see Fig 14)*

Tasktrack generates an up to date PDF document of all live projects and all customers for you to copy or import into mobile devices. Simply change the location of the files to be generated to your import folder or desktop as required. These files will always be generated automatically.

Tasktrack also backs up the database (manually or automatically). The setting of this backup can be set to a location of your choice. Otherwise, it will be backed up to the 'C:/SERVER/BACKUP' directory. This backs up all settings, users, invoices and works that tasktrack records.

Address Book Location – Set a location for a PDF version of your address book
Projects Book Location – Set a location for a PDF version of your address book
Database Backup Location – Set a location for your backup file to be saved.

Note: Tasktrack also generates a standby Backup above the configurable file for its own use if required. You can set the backups to be manually reminded or automated every 7, 14 or 28 days as you prefer.

3.3.6 Email Setup *(see Fig 14)*

Tasktrack is preconfigured with default email settings for you to use, but you are encouraged to use your own settings for your own security. You can test your settings by using the 'Mail test' link which is found on your desktops START>Programs>Tasktrack>Tools>Mail test.

To find your mail settings, open your email software (ie Outlook) and review your account settings. You will need your internet service providers SMTP address, your email address, SMTP username and password.

YOU MUST change the email from setting to your own email address.

3.3.7 Images *(see Fig 14)*

Tasktrack is allows you to customise your printed document headers, email headers and even your tasktrack home screen with your own company logo / banner.

All images can be uploaded via this console; simply select what you want the image to be used for (System logo, Invoice logo, Email logo, or images to the left or right of your banner at the top of your invoices) by selecting one of the button choices. Then select your image (which MUST be in the size indicated beside the button and be provided in PNG format ONLY.

- System logos must be 600x60 pixels (on blue background)
- Invoice logos must be 600x60 pixels (on white background)
- Email logos must be 600x60 pixels (on white background)
- Left and right logos must be 117x53 pixels (on white background)

An example of an invoice with the top Invoice logo, and Left and Right logos in use has been illustrated in fig 13 below.

Users can revert to the default logos or text logos by selecting which image to use from the drop down boxes within this section. (see fig 14)

We can generate your images for you for a small fee, please use the contact us tab in setup

Fig 13

3.3.8 Key Category Services *(see Fig 14)*

Tasktrack's main screen utilises a set of drop down menus for key items of materials to be picked during the creation of quotations (designed to speed up the quoting process). A series of default categories have been provided, but these can be changed for anything to suite your business type.

Please note: Once you have started populating the templates, if you alter any key category name, you will lose access to all templates in that particular category (though they are still stored in the database, you will no longer see them).

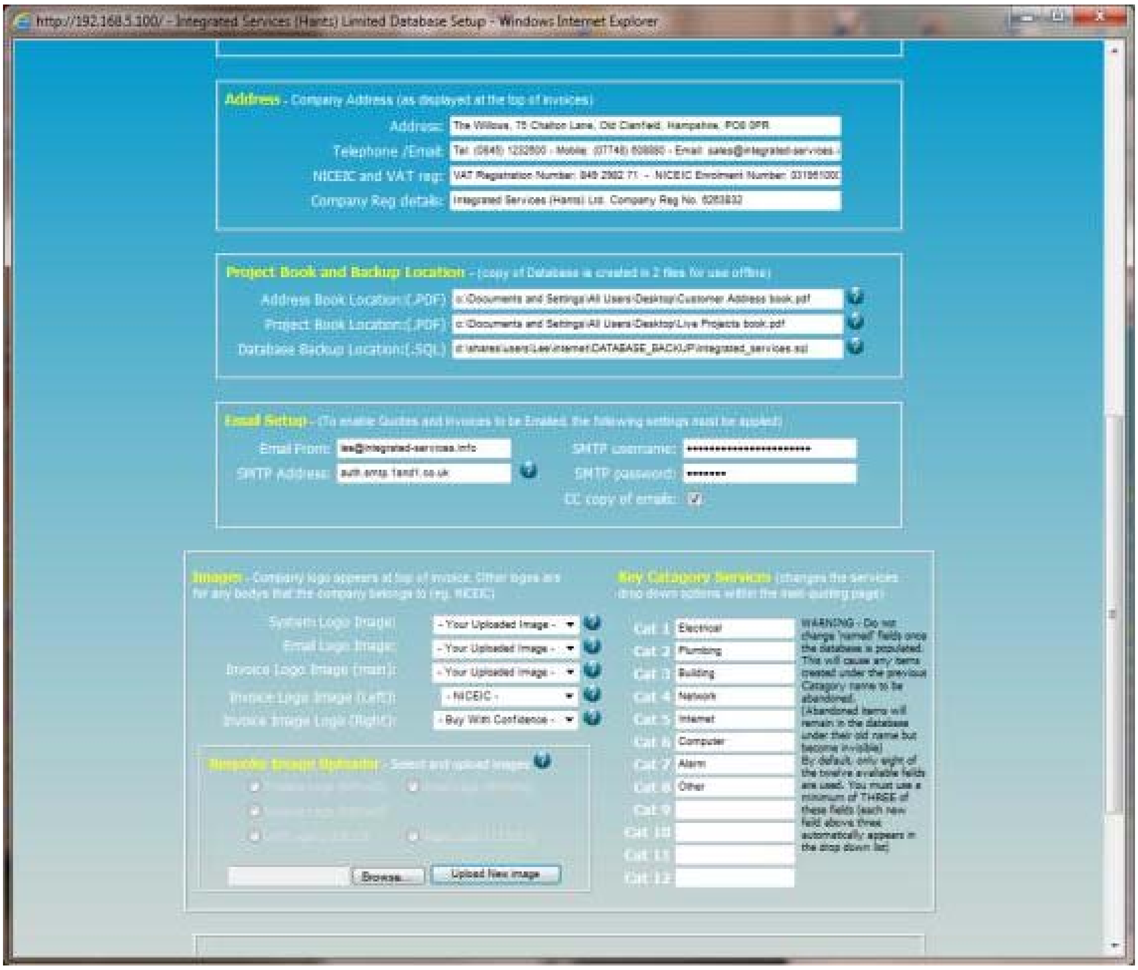


Fig 14

Note: Hover your mouse over any question mark to reveal more information on the item

3.3.9 Further Settings *(see Fig 15)*

Tasktrack Backup warning – Set the period that tasktrack will either remind you to back it up or for it to automatically back itself up (depending on the settings below)

Enable Paypal Support – Tasktrack can automatically send customers to Paypal via their emails. Create a paypal account and setup automated payments. Once you have setup automated payments you will be given a Paypal Transaction Reference for that transaction. Simply type this number into this box to activate the Paypal feature on all emails sending invoices to customers.

Enable Automatic Backup of Tasktrack – Ticking this box will cause tasktrack to automatically back itself up on the periods set in 'Tasktrack Database Backup Warning' dropdown box.

Enable 'Accept Project 7 day cool off' Document – Tasktrack can automatically generate a project acceptance / 7 day cool off document (which is a statutory requirement in the UK) with all quotations issued by email or printed. Ticking this box enables this feature. The document generated will indicate the project value, description of works, site address etc for the customer to simply sign and send back to you.

Enable Customer Feedback Facility – Tasktrack can generate a report of all feedback received from your customers and will ask you to complete this information on entering your payment for each project if this box is ticked. It will also generate a Feedback form with all invoices if the box is ticked.

Print Terms and Conditions with all Quotations (including Emails) – Ticking this box will enable all Quotations and Invoices to be sent with a full page terms and conditions, set up specifically in line with your settings.

Enable Legacy Mode – Having problems? This setting uses unsupported settings that generate non PDF invoices, emails, address and project books. It is intended for use only if your PC has issues with PDF documentation creation.

Statements – All tasktrack invoices (where more than one invoice and credit has been sent to the customer within 60 days or there is an outstanding invoice) will generate a statement of account with any generated invoice. This details all transactions outstanding or under 60 days old and includes payments, current invoices due and overdue payments.

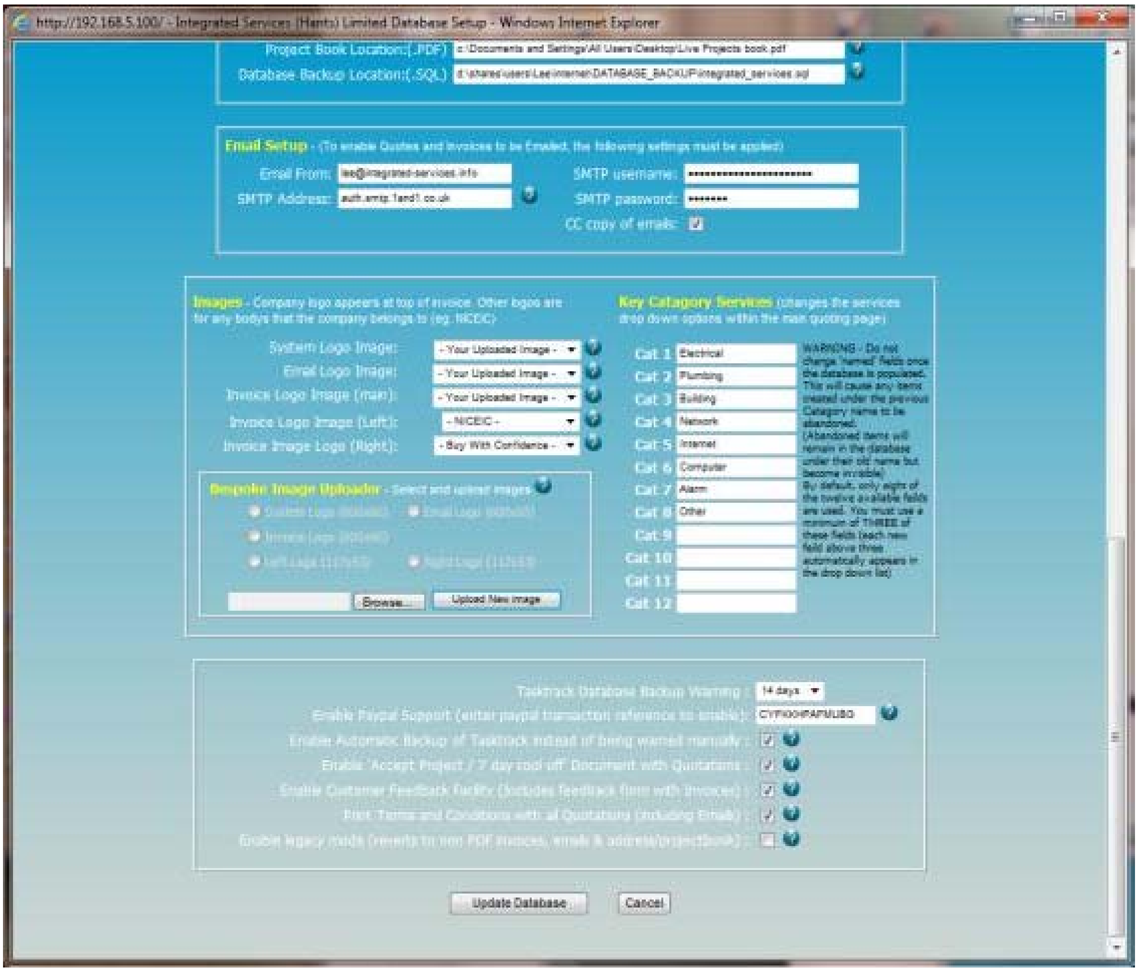


Fig 15

Note: Hover your mouse over any question mark to reveal more information on the item

Once you have completed entering all of your settings and are SURE they are all correct, hit the UPDATE DATABASE button to save your new settings.

You can return to these settings at any time once you have logged into tasktrack by going to the SET UP button in the top right corner of the main screen.

4.0 Completed Setup

4.01 Now you have updated your settings, you now are ready to generate your licence and should see the licence expired screen requesting you enter a new code if you have been sent one or pay for your new licence via PayPal.

The simplest method of payment is via PayPal. Simply click one of the 'Buy Now' buttons.

The Green support and new licence key option is the more expensive licence but provides you with 12 months support along with FREE generation of your company banner for use on your documents from your existing company logos.

The Red licence without support option is the more cost effective way to licence tasktrack but this option will offer you no support.

Payments via PayPal are free and you do not need to have an account to use it.

If you don't want to use PayPal, please contact us for alternative payment methods (BAX or cheques are accepted, but licences will only be issued once payment has cleared).

Fig 16

4.02 Here is a typical PayPal payment page, requesting your login or if you don't have a PayPal account, offers you a way to pay by credit card securely.

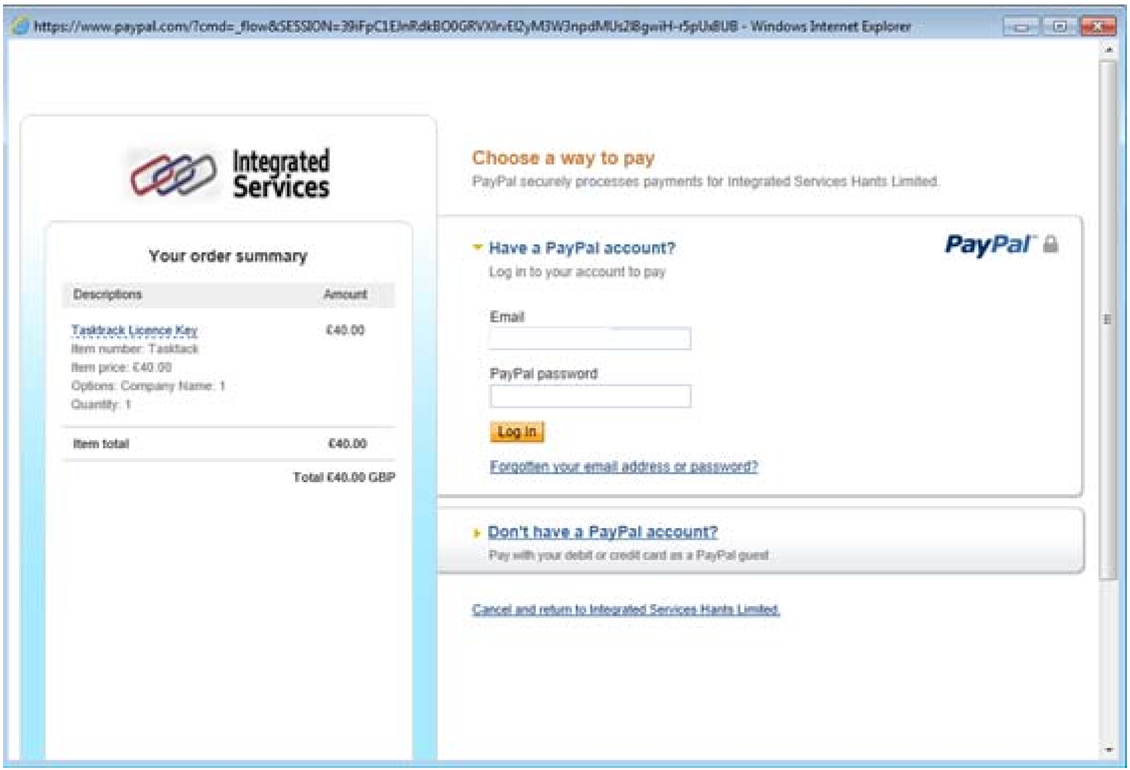


Fig 17

Once you have paid, PayPal will confirm your order and transfer you back to tasktrack.

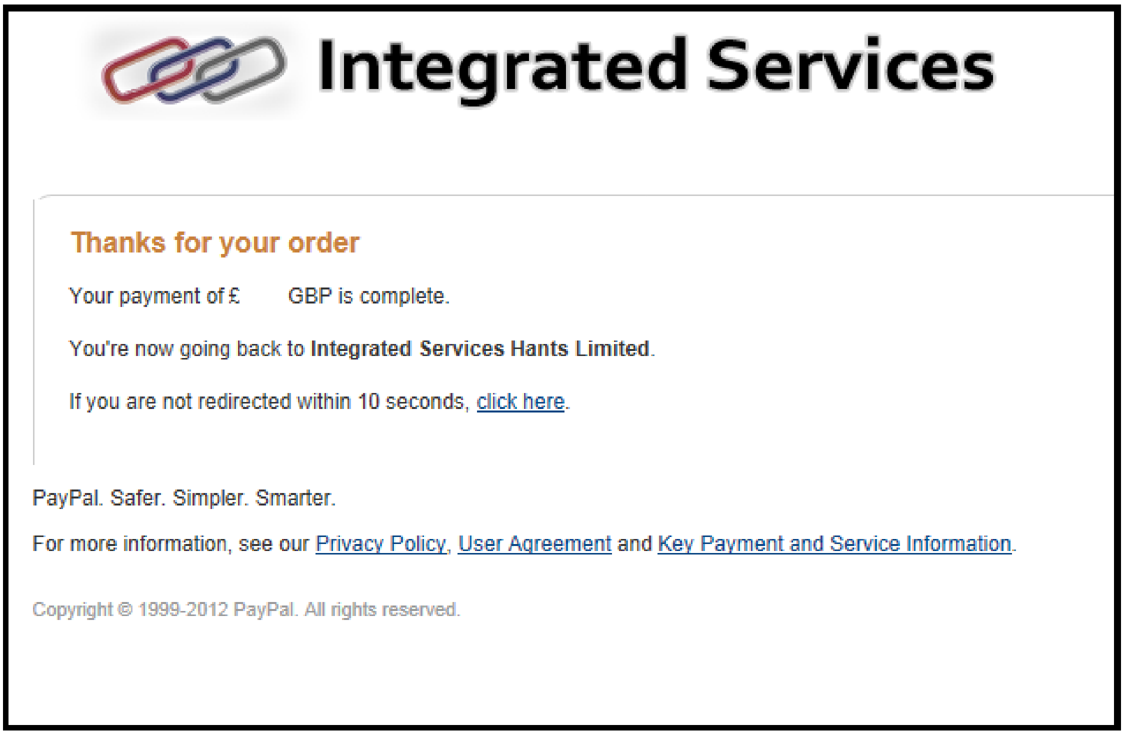


Fig 18

Tasktrack will then generate your licence code automatically

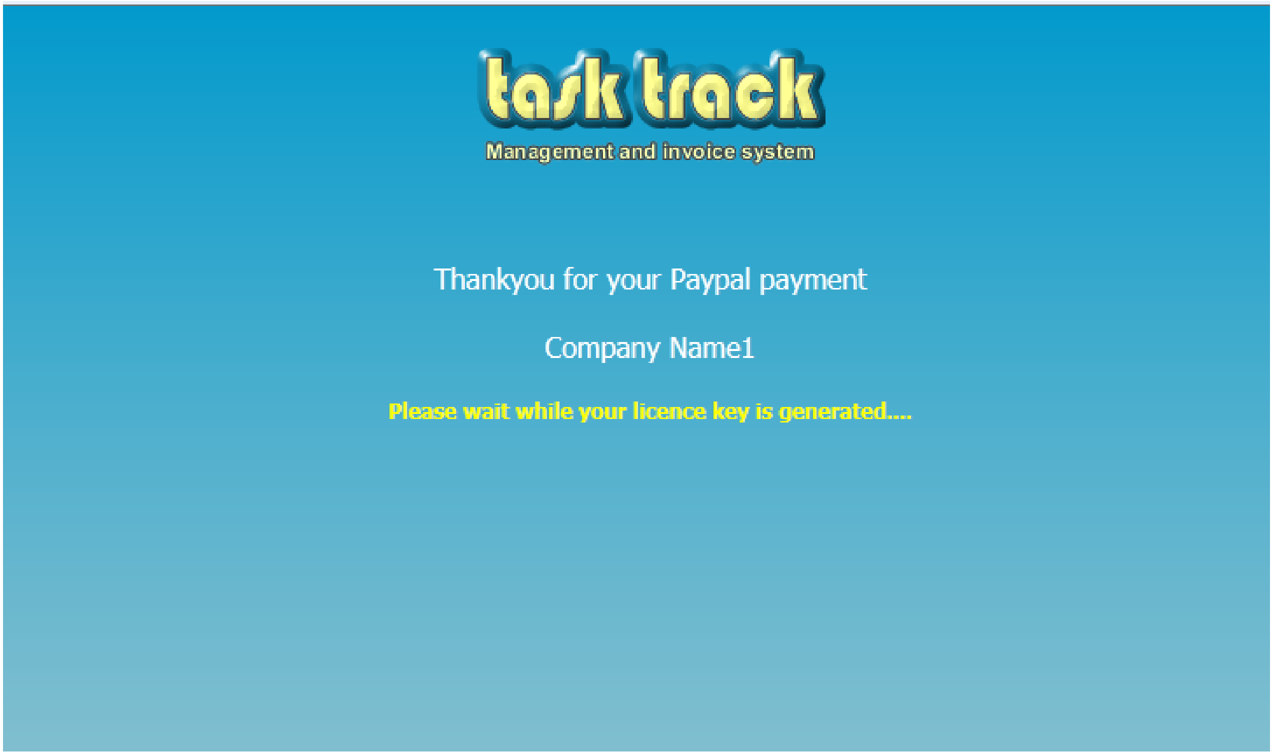


Fig 19

You will need to import the newly generated key by clicking the IMPORT NEW LICENCE KEY button

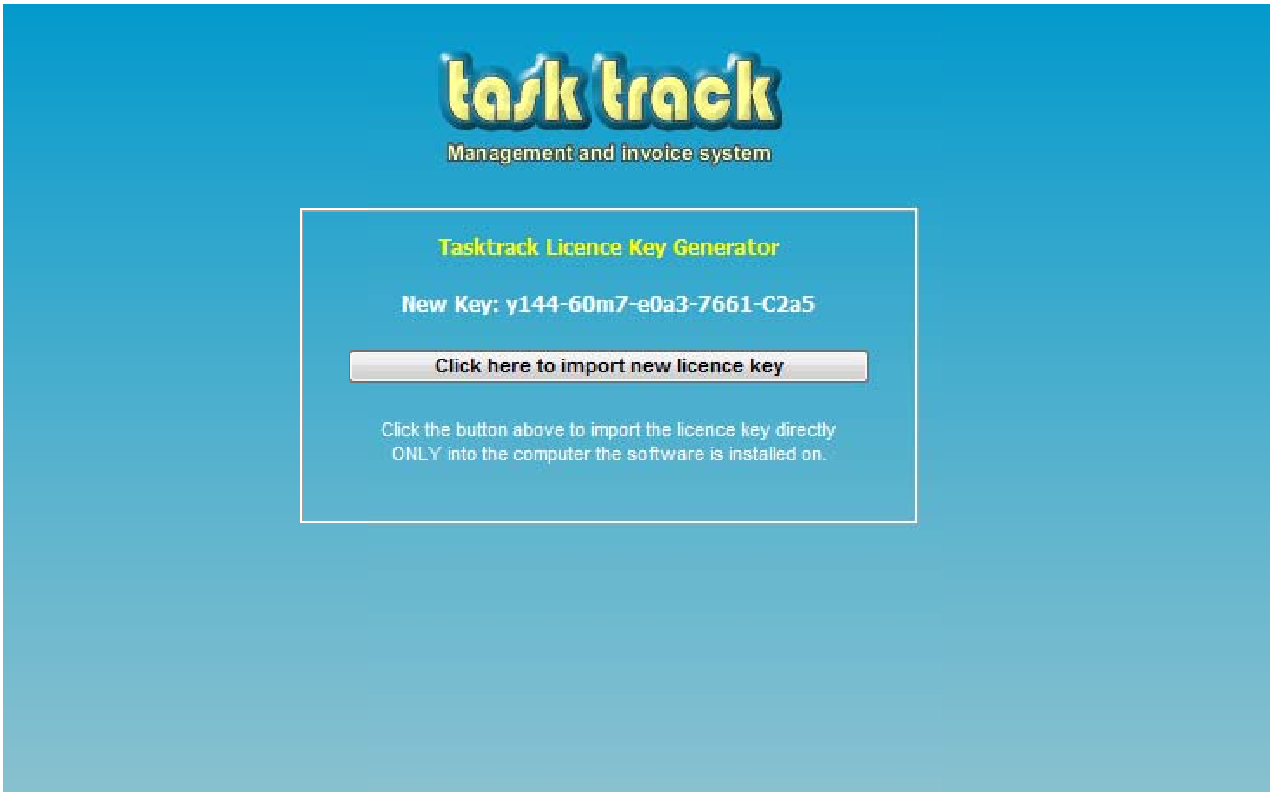


Fig 20

You should then receive confirmation that your licence has been accepted

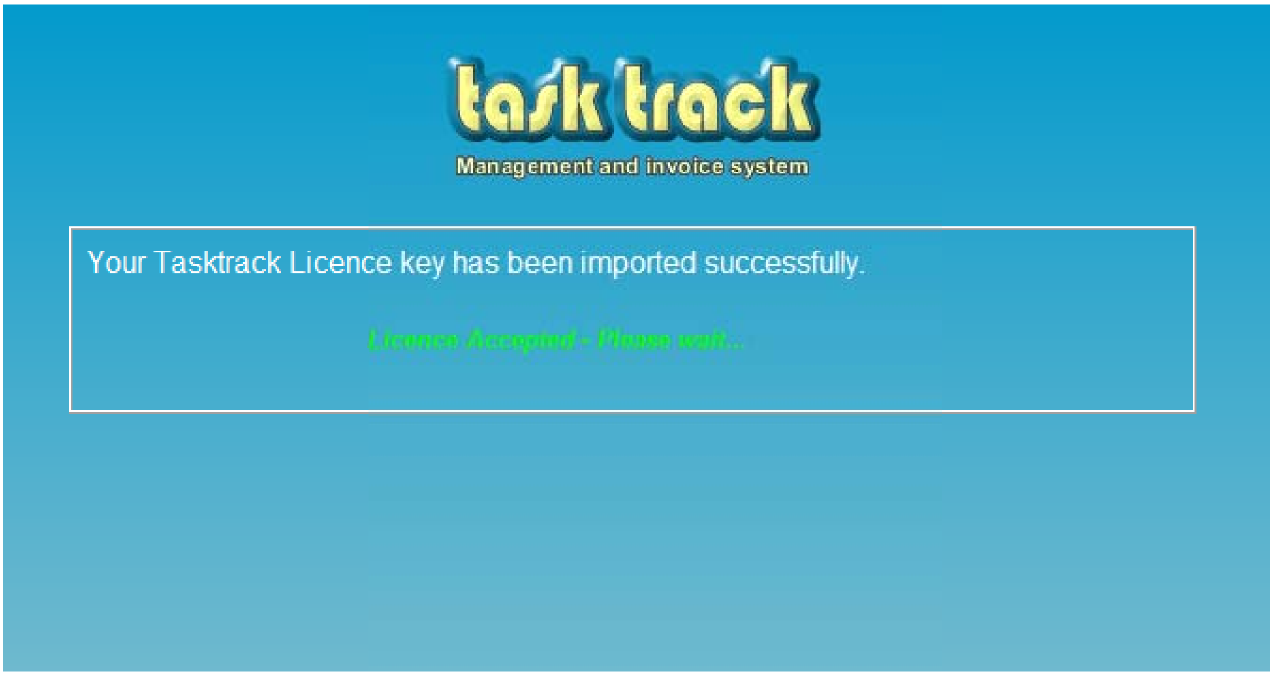


Fig 21

Once you have completed your payment and have imported your new licence key, tasktrack will be activated. You will then automatically be sent to the Tasktrack login page.

You are now logging in to Tasktrack for the first time, using the default username and password

Default Username : Database

Default Password : Password

We recommend as soon as you login, that you set up your own account username and password by going into SETUP and clicking UPDATE ACCOUNT.

You can then create your own account, log out, login in your new account and then DELETE the default account for your own security.

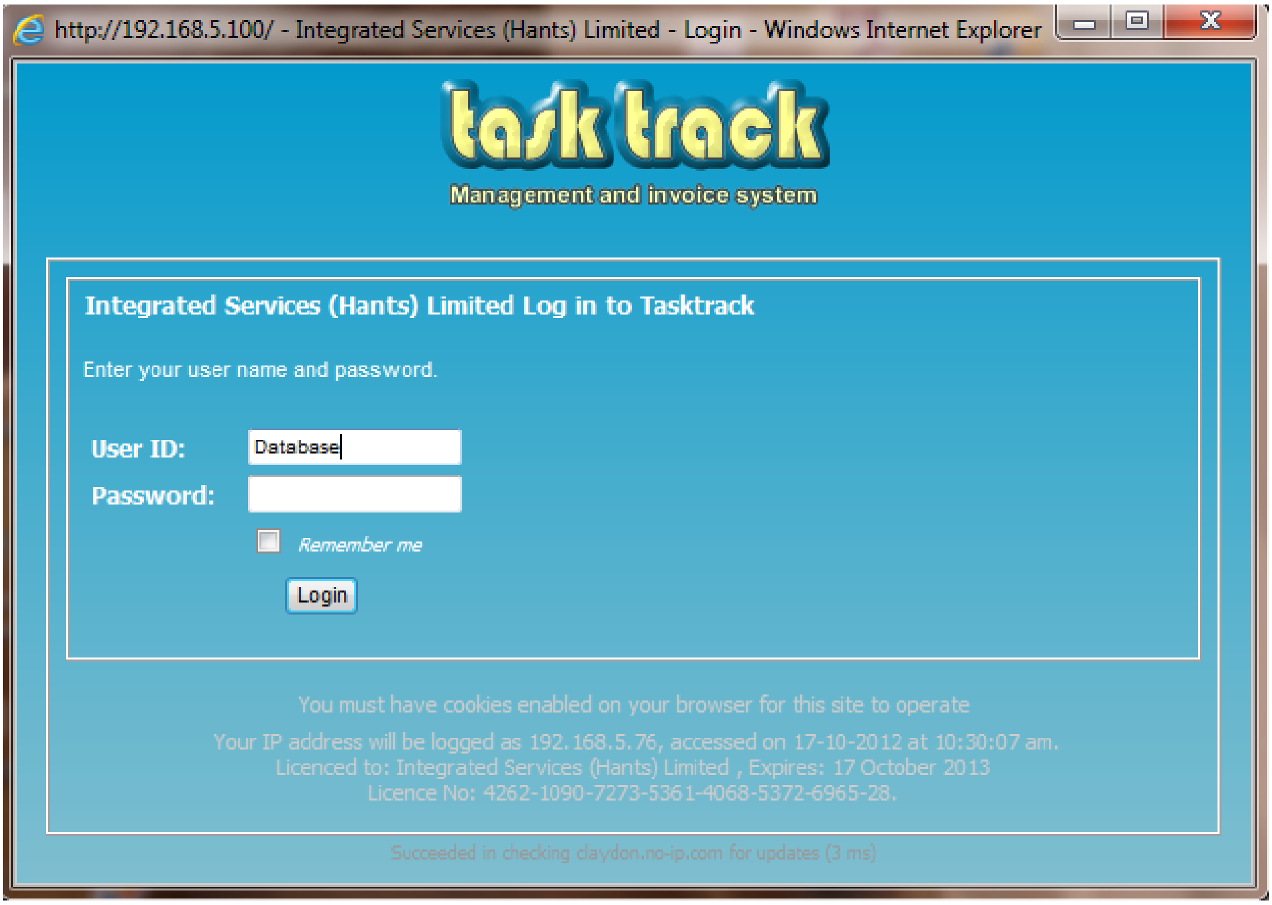


Fig 22

WELCOME TO TASK TRACK!

Please use the main manual for details on how to operate the system.

5.0 Understanding the main screen

5.01 The tasktrack main screen is the first screen you will encounter when you login to task track.

This screen gives you an instant overview of the status of all live works at a glance.

1. All overdue invoices (not paid within your agreed terms) are listed in red *(see fig 23)*
2. Outstanding quotations to price are listed below this in green *(see fig 23)*
3. Works that are complete (exceed their diary time) are highlighted for invoicing *(see fig 23)*
4. Diary listing all works for the day, works are provided with start and end dates *(see fig 23)*
5. Add new customer, new project, search or add expenses buttons *(see fig 23)*

Clicking any blue question mark symbol will provide you more information on the project

Clicking any green plus symbol will take you to the project editor to amend the project price and detail

Clicking any green pound symbol will take you to the payment section for that project to enable you to update any payments received or review the quotations/invoices sent for this project to the customer.

The purple hour glass symbol allows you to extend the invoice term on that project for the period you choose (the project will disappear from the list until it reaches the new extended time deadline). This is useful if you have done cheque chasing and don't want to be bothered by the over due warning after chasing the money.

Clicking any number on the diary will change the diary of events below it (showing work for that day).

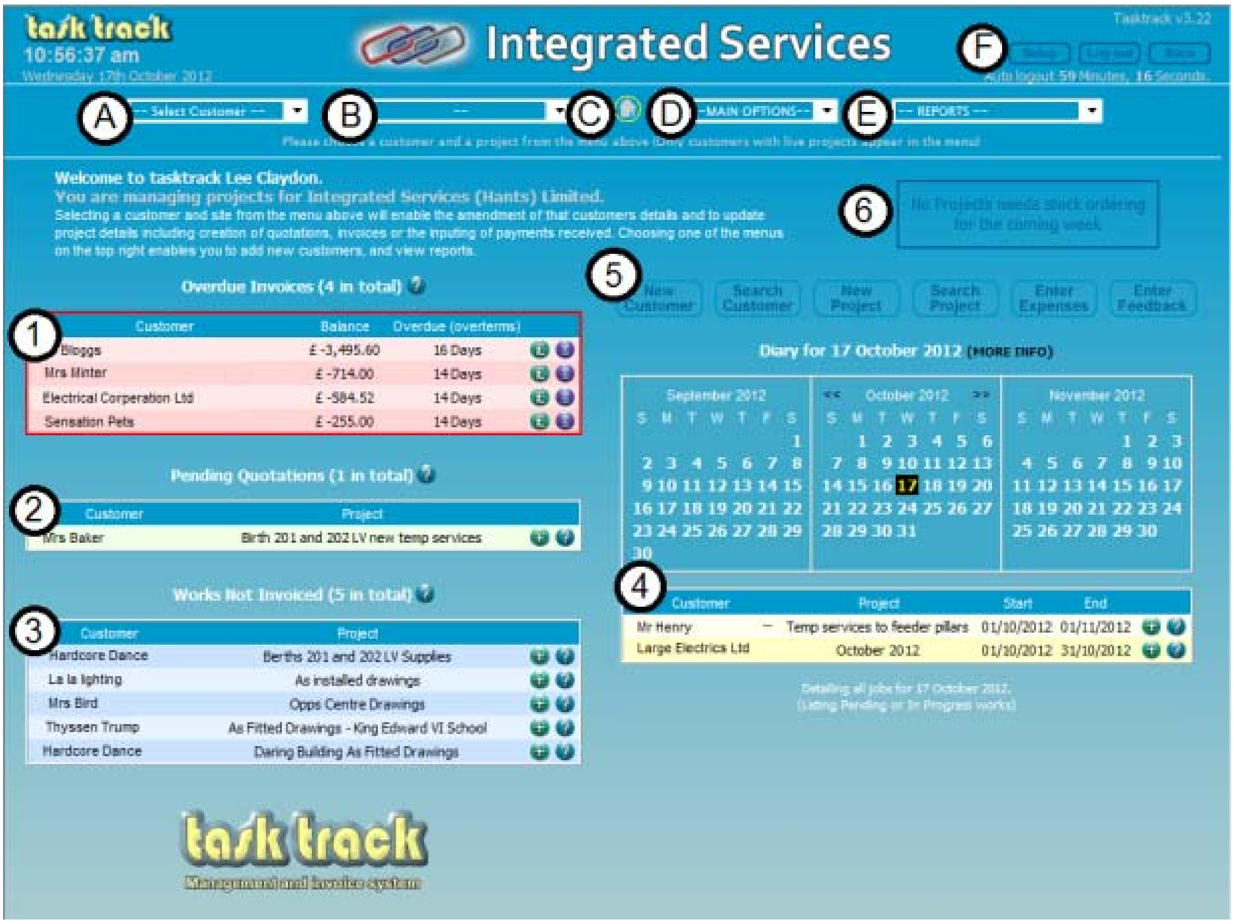


Fig 23

5.02 The top of the main screen is the main project selection bar. Please refer to *fig 23* for reference.

A. Lists all customers that have a live or multiple live projects. Select the customer you wish to review the projects for *(see fig 23)*.

B. Will automatically change to list all live projects for the customer selected. Simply select the project you want to review. The main screen will change to show the work/job details for this project *(see fig 23)*.

C. The home button will return you to the home screen at any time*(see fig 23)*

D. The main options drop down box lists key options*(see fig 23)* :

- ***Enter New Customer*** into Tasktrack (the same as the button on the main screen)
- ***Enter New Project*** into Tasktrack (the same as the button on the main screen)
- You will be prompted to select the customer the project refers to first, unless you have another one of the specific customers projects open already.
- ***Enter a New Supplier*** into Tasktrack (wholesalers etc)
- ***Petty Cash Ledger*** to record any minor spends (this is NOT linked to the accounts but reports can be produced independently for your accountant)
- ***Materials to order*** lists all projects which are within one week of starting. Any projects with materials listed within their make up can be emailed to wholesalers directly from tasktrack.
- ***Contractors*** An area where you can create a directory of your subcontractors
- ***Price Update*** is a facility to revise any templates you have created, and update their prices either by a blanked rise across all prices, or individually as you require.
- ***Enter Expenses*** Tasktrack can calculate your profit and loss as well as calculate your VAT payment. This facility is for entering your expenses which can later be printed off for your accountant.
- ***Satisfaction Survey*** provides you the opportunity to enter satisfaction survey results for customers that have sent back feedback independently of any invoices. Simply add the PRO number in the box and complete the results provided by the customer.

E. The Reports drop down box lists the reports you can generate *(see fig 23)*

- ***Customer Directory*** allows you to search your customers details
- ***Supplier Directory*** allows you to search your suppliers details
- ***Customer Transaction Report*** will detail all transactions you have completed within date periods you specify. These can be printed off for your records or your accountant.
- ***Live Projects*** will detail all live and unpaid projects currently running
- ***Closed Projects*** will detail all projects that have been completed. Tasktrack never removes data so you can always review old projects for future reference at a click.
- ***Pending/Overdue invoices*** will list all items that are unpaid and/or overdue
- ***Search Tasks*** will search back through all tasks created within all quotations across all projects and customers
- ***Introductions*** will enable you to review where the best place you have advertised has been. This information is collated when you enter new customers to tasktrack so record the information accurately if you want this report to be correct!

- ***Customer Satisfaction*** will provide you statistics on how well your customers think you are performing based on the feedback forms they complete, so make sure you enable them to be generated (see SETUP>CONFIGURATION) and send them out!
- ***Supplier Transaction Report*** will detail any supplier transactions you have recorded within date periods you specify
- ***Expense Report (detailed)*** provides you a list of all expenses you have recorded within date periods you specify. This search will drill down to specific requested information.
- ***Expense Report (not detailed)*** provides you a list of all expenses you have recorded within date periods you specify. This search can be printed out for your records or for your accountant.
- ***Profit/VAT report*** provides a profit and loss breakdown of all Invoiced sales and Materials recorded in the expenses area. If you are VAT registered it will also calculate your VAT return.
  Please note that tasktrack records all invoice transactions automatically but cannot know about your expenses if you don't enter them properly. It is important that all expenses are entered before using this report.

F. The SETUP, LOGOUT, BACK buttons and auto logout *(see fig 23)*

- The ***SETUP*** button will take you to the SETUP menu where you can choose to
- ***Update your settings***
- ***Manually Backup or Restore Tasktrack***
- ***Update your Account login, add new users or change passwords***
- ***View the user logs to review who logged in to tasktrack***
- ***Review the Tasktrack software revision history***
- ***Contact Us***
- ***Send your customers a newsletter via email***
- ***Read a copy of this manual (Also available via START>PROGRAMS>TASKTRACK>TOOLS)***
- ***Manually check for updates***

Note: Tasktrack does automatically check for updates each time you login and will notify you in this area as any updates are issued. You are strongly advised to update when they become available. Your settings and data will not be affected by upgrades.

The top right hand corner of the screen indicates the current version of tasktrack.

Auto logout as the name suggests, indicates the time remaining until tasktrack logs you out automatically reverting to the login screen. This timer is reset back to one hour every time the system returns to the home screen, so if you are working for long periods the system will not log you out unnecessarily.

6.0 Entering a customer's details into tasktrack

6.01 To enter a customer into tasktrack, either use the Main Options Dropdown box (D on fig 23) or hit the New Customer Project button on the home screen (5 on fig 23).

The Insert new Customer window will appear (see fig 24).

- *Enter your Customers Company Name or their name
- Add any invoice contact name (generally if you are using a company name, you may also want to direct the invoice to someone in the company). This will auto fill as your Customers Company name if left blank.
- *Invoice Address and Post Code
- Email Address
- Mobile, *Telephone and Office Number (if available)
- *Select who introduced them to your company from the drop down list (or click NEW to enter a new name). The list will gradually grow as your customer database expands.
- Enter any notes about this customer
- Select whether you want tasktrack to print acceptance forms on their Quotations (this box is only visible if you enabled this feature in the SETUP>CONFIGURATION settings)
- Select whether you want tasktrack to print feedback forms on their Invoices (this box is only visible if you enabled this feature in the SETUP>CONFIGURATION settings)
- Select whether you want tasktrack to print acceptance forms on their quotations (this box is only visible if you enabled this feature in the SETUP>CONFIGURATION settings)
- Select whether your customer is a CIS registered contractor (ensure you have set the rate at which you need to deduct CIS within the SETUP>CONFIGURATION settings)
- Enter the Project Address if it differs from the Invoice Address

*Please note, the items highlighted are mandatory. The database will not permit the customer to be added to the database without these fields being completed

When you are happy you have entered the customers details correctly, click the Insert Customer button.

You will automatically be forwarded on to the insert Project window.

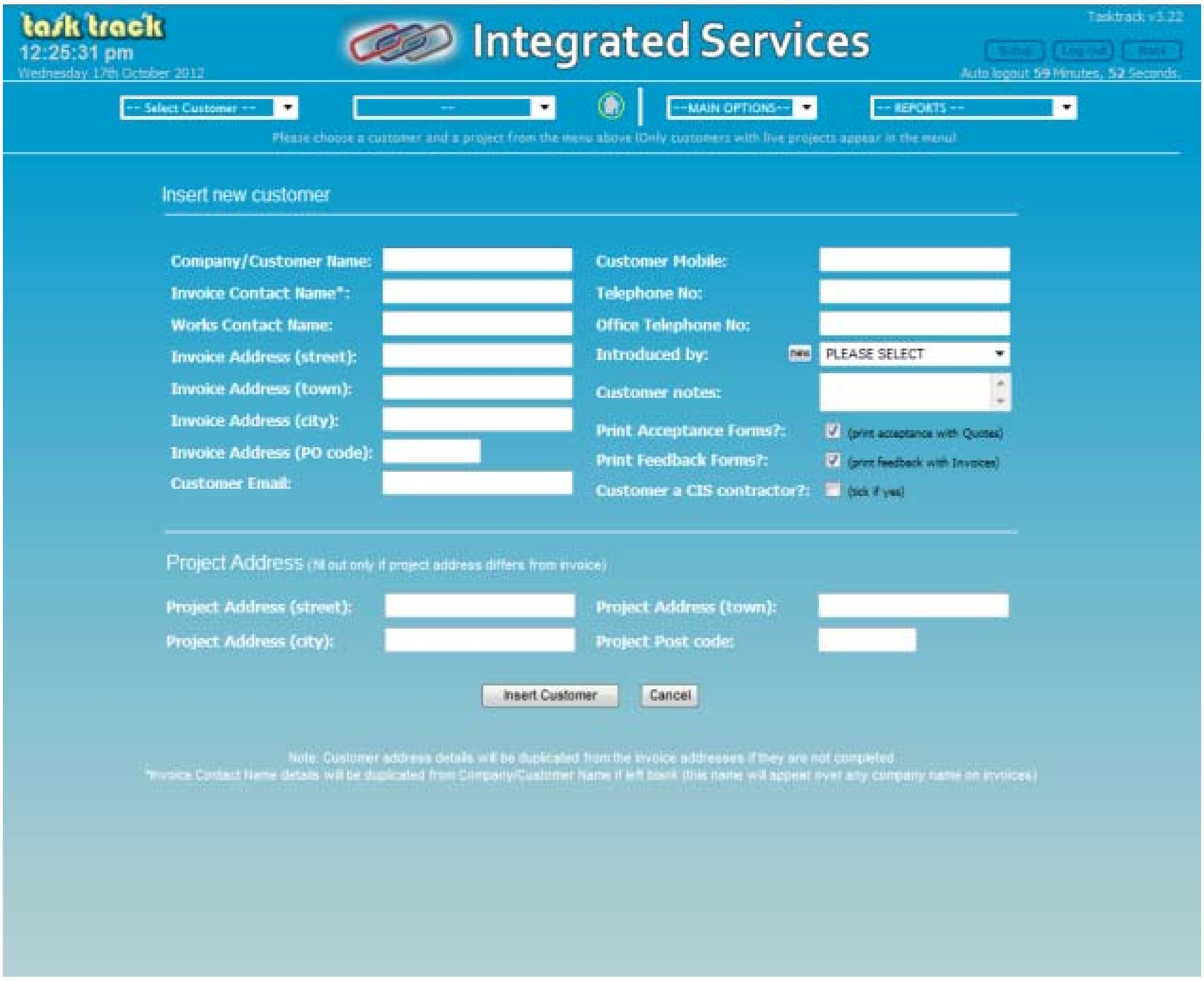

task track
12:25:31 pm
Wednesday 17th October 2012
Integrated Services
Tasktrack v3.22
Auto logout 59 Minutes, 52 Seconds.
-- Select Customer --
--MAIN OPTIONS--
-- REPORTS --
Please choose a customer and a project from the menu above (Only customers with live projects appear in the menu)
Insert new customer
Company/Customer Name:
Invoice Contact Name*:
Works Contact Name:
Invoice Address (street):
Invoice Address (town):
Invoice Address (city):
Invoice Address (PO code):
Customer Email:
Customer Mobile:
Telephone No:
Office Telephone No:
Introduced by:
new
PLEASE SELECT
Customer notes:
Print Acceptance Forms?:
(print acceptance with Quotes)
Print Feedback Forms?:
(print feedback with Invoices)
Customer a CIS contractor?:
(tick if yes)
Project Address (fill out only if project address differs from invoice)
Project Address (street):
Project Address (town):
Project Address (city):
Project Post code:
Insert Customer
Cancel
Note: Customer address details will be duplicated from the invoice addresses if they are not completed
*Invoice Contact Name details will be duplicated from Company/Customer Name if left blank (this name will appear over any company name on invoices)

Fig 24

7.0 Entering a Project into Tasktrack

7.1 If you have entered a new customer into the database you will automatically have the customer selected against your new project. However if you are entering a new project for an existing customer who has no live projects at the moment, you must first select the customer you want the project to be associated with. To do this, either select the customer from the drop down list, or search them (see fig 25).

Select the customer and then enter the project information (See fig 26).

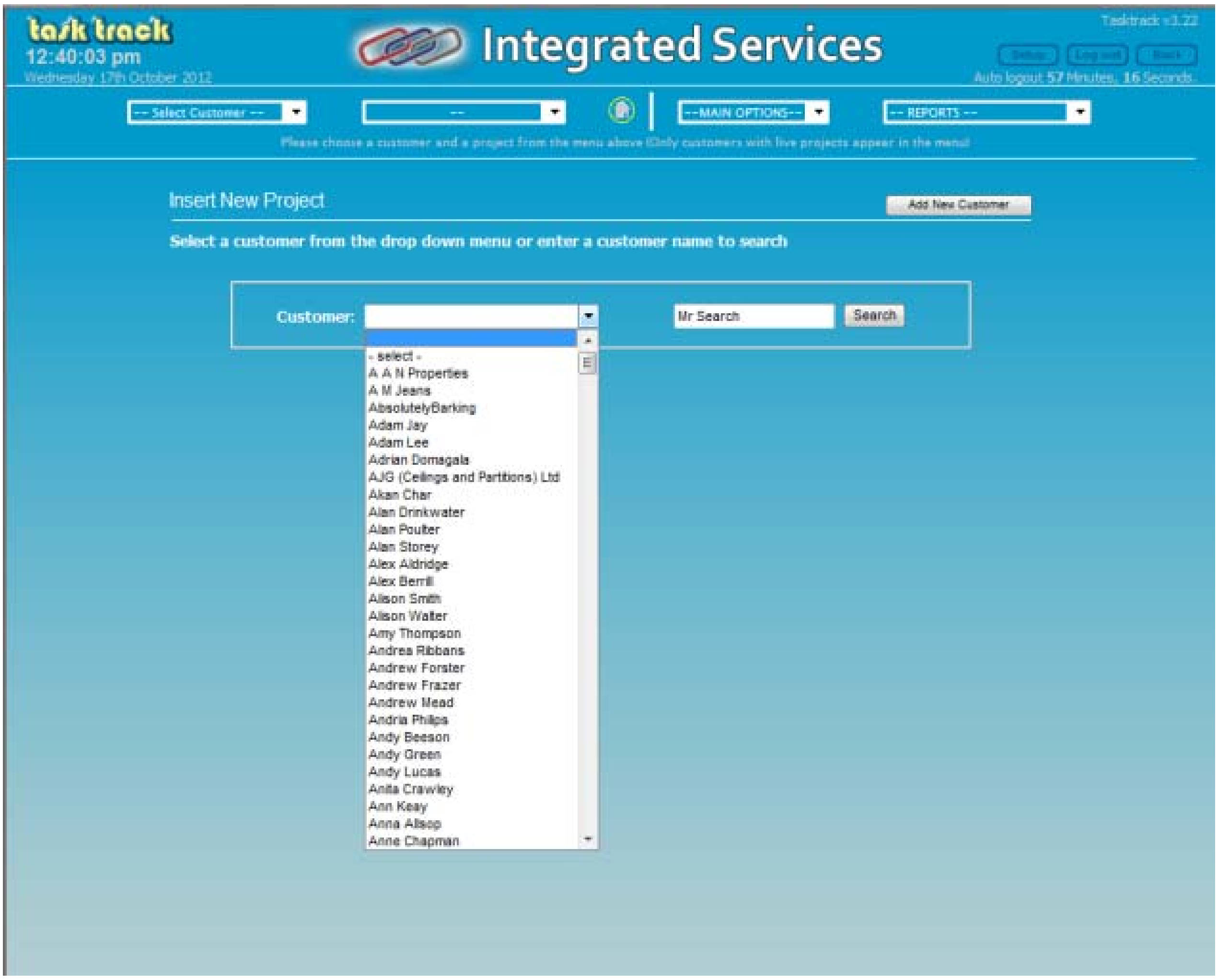


Fig 25

7.2 Once you have selected the customer, you can enter the project particulars as detailed below (fig 26)

- *Enter your project name*
- *Site Address (if you have had a project at this address before, select the Previous Sites button to list all previous sites you have worked at for this customer).*
- *Site Contact Name*
- *Site Telephone Number*
- *Date the works are due to commence and complete*
- *Enter any notes about the project*
- *Select whether the project is Zero VAT registered (appears if you are using the VAT settings)*
- *Add a project over view (this will auto copy from the project description if it is left blank)*

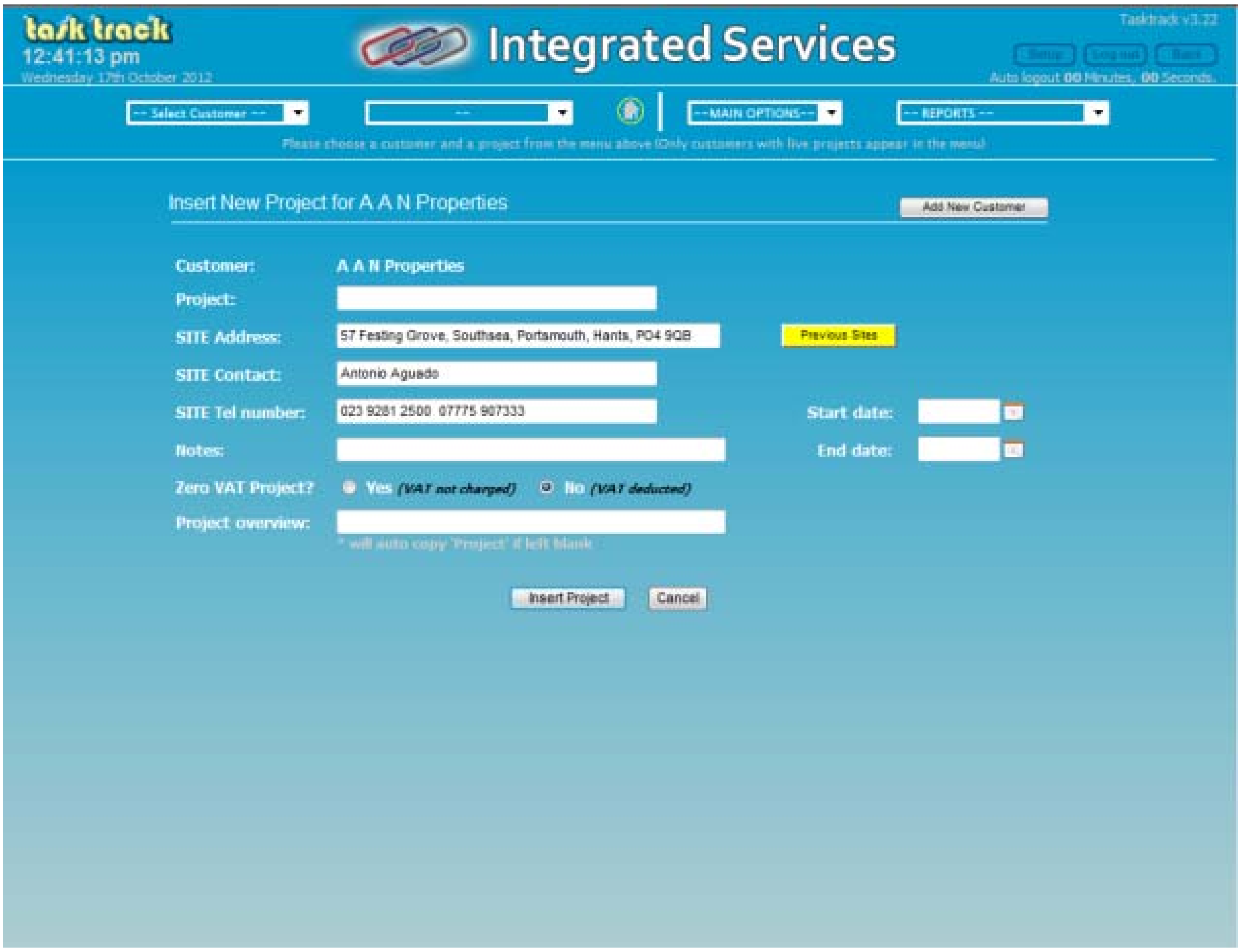


Fig 26

Once you have finished entering the project information, click the Insert Project button.

Entering this will automatically forward you to the main screen where you can select the project from either the green 'Pending Quotations' box or the main project selection bar at the top of the screen.

8.0 Creating a Quotation

8.01 Opening the task screen

To create or update a Quotation or Invoice, select either:

- The newly entered project listed in the green Pending Quotations box by clicking the green plus symbol (item 2 *fig 27*)
- Or by selecting the customer and then the project via the project selection bar at the top of the screen (item A *fig 27*).

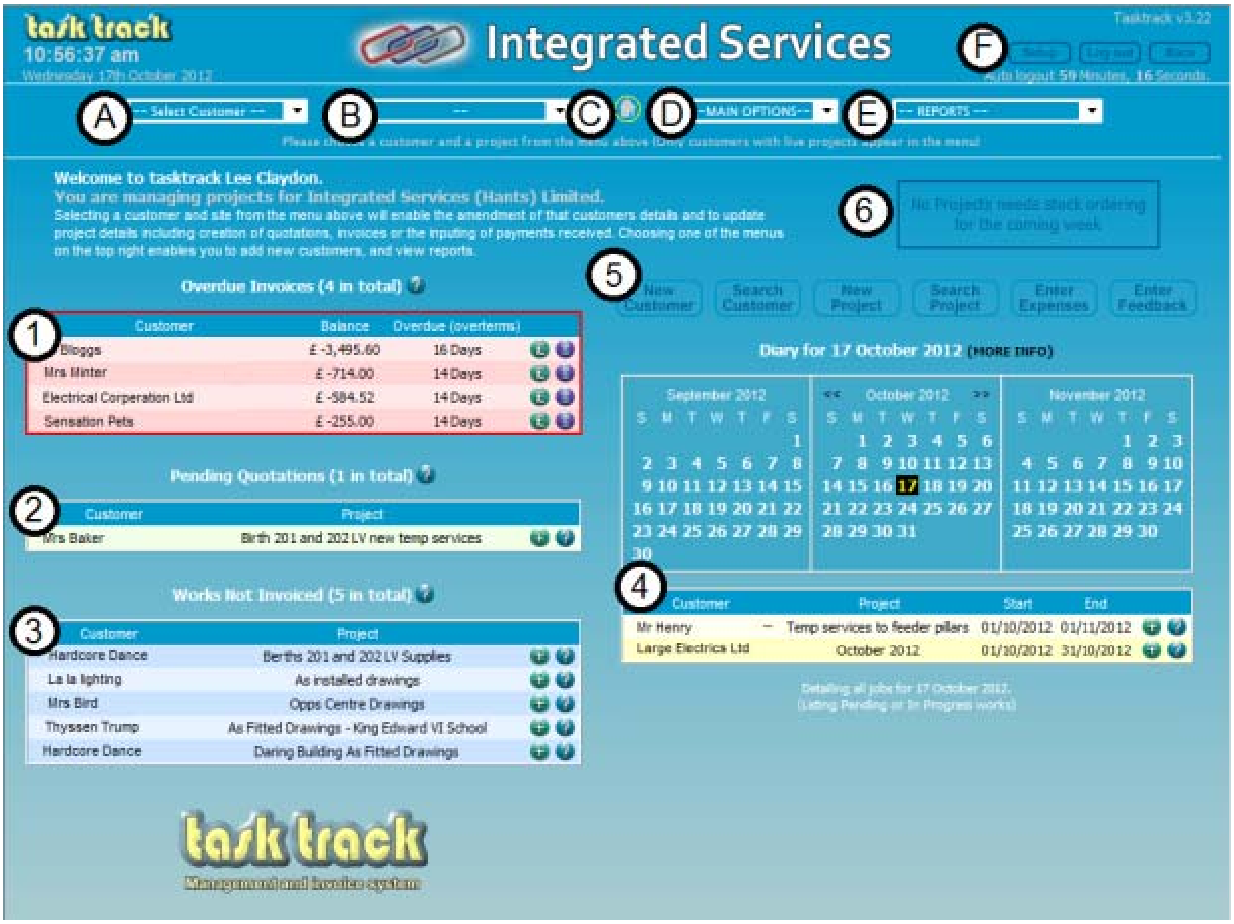


fig 27

The following screen is used to build up your Quotation or Invoice. Used correctly it will save you a huge amount of time in generating your documentation.

It is important that you enter all of the task descriptions and their associated materials into templates you will produce (as explained within this section). The templates are amendable each time they are used and will build up your quotations and materials lists extremely quickly if you enter the data correctly here.

So read on carefully! We assure you it is really simple once you understand how it works.

8.02 The task screen

The task screen builds up your quotations or allows you to amend existing tasks prior to invoicing.

1 The *start date* the project is due to commence (used by the diary).

2 The *end date* the project is due to complete by (used by the diary and reminders to invoice work).

3 Tasktrack generated project reference number (PRO-xxx)

4 *Complete* Allows you to close the project if (for instance) you decide the project is not going to be completed. The project will remain in tasktrack and can be reverted to open again at any time should the customer decide to proceed sometime in the future.

5. *Get Quotes button* sends your wholesaler a request for materials entered onto this project for pricing. It will also prompt you when the project status is changed to pending, to order the materials as well. Turning amber and noting 'Stock Required' if the stock has yet to be ordered and the start date is more than a week away, It will change to Red and note 'Order Stock' if the start date is less than a week away. Once stock has been ordered, this button will show green as 'Stock Ordered'. See Section 11 for details on materials.

6. *Status – To Quote, Quoted, Pending, In Progress, Snagging, Invoiced, Paid Cash*.
The status of the project will influence how the project is treated. It is important to change the status as you go. The project starts as 'To Quote' and will automatically change to 'Quoted' after you print an estimate. However you must manually change the project to in progress or pending when you know the works are going to proceed or are being undertaken.
On pressing the Submit Invoice button, the project will automatically move into Invoiced status.
If the project is paid in cash, please select Paid Cash before pressing the Submit Invoice button.

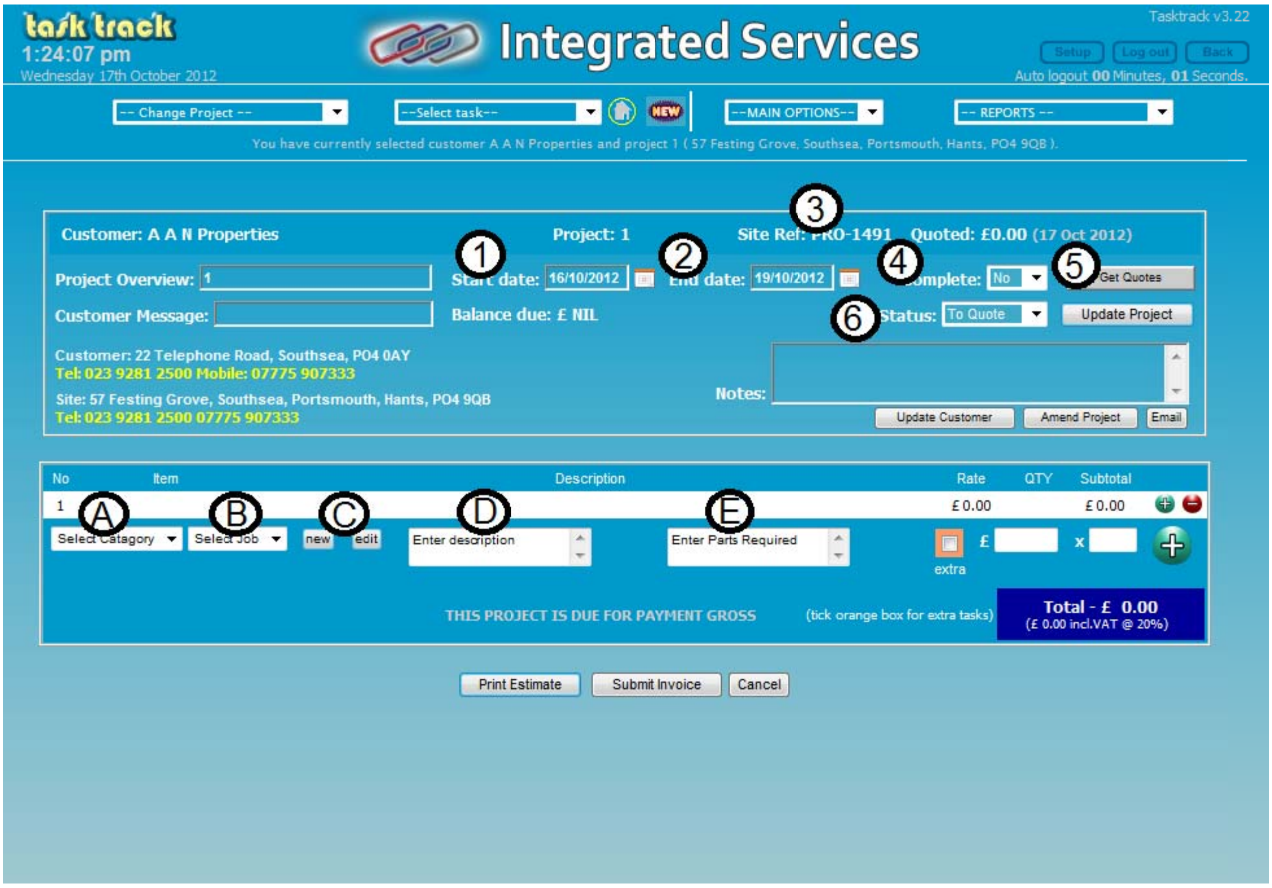


fig 28

8.02 Entering data on the task screen to build up your quotation

The principle of the task screen is to select a Category (as set up in the SETUP>CONFIGURATION area) (Drop Down box A in fig 28) then a job from the Select Job (drop down box B in fig 28).

A pre-configured list of jobs you create will be listed together with a brief template description of the works, materials associated with the works, and a unit cost (supply and install for instance).
The example below shows you a pre populated database. You will need to add the items you want to use as you build your database.

1. *Select the category of the works*

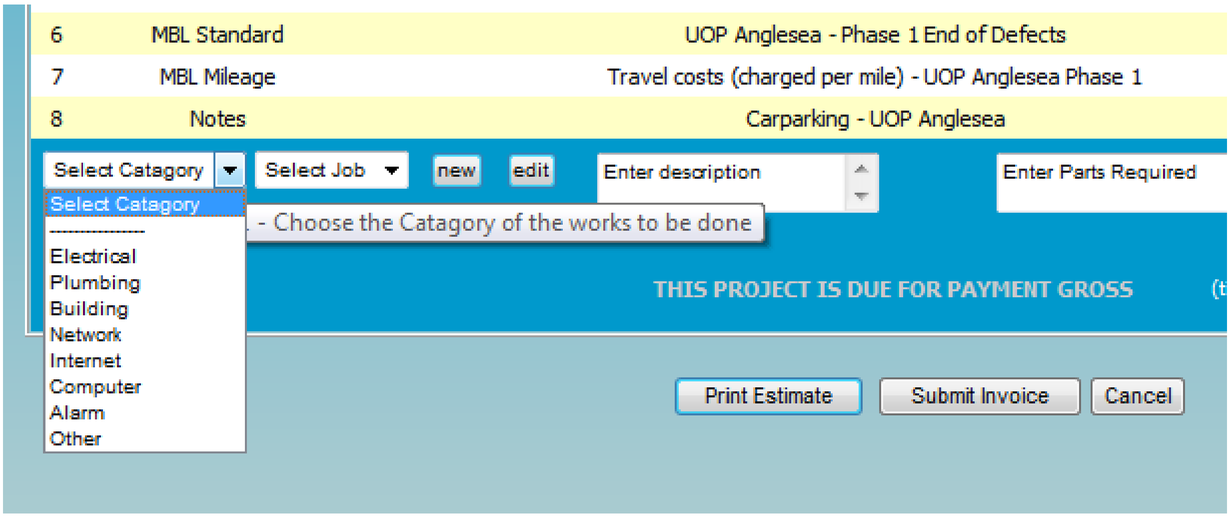


fig 29

2. *Select a job within your selected category of work*

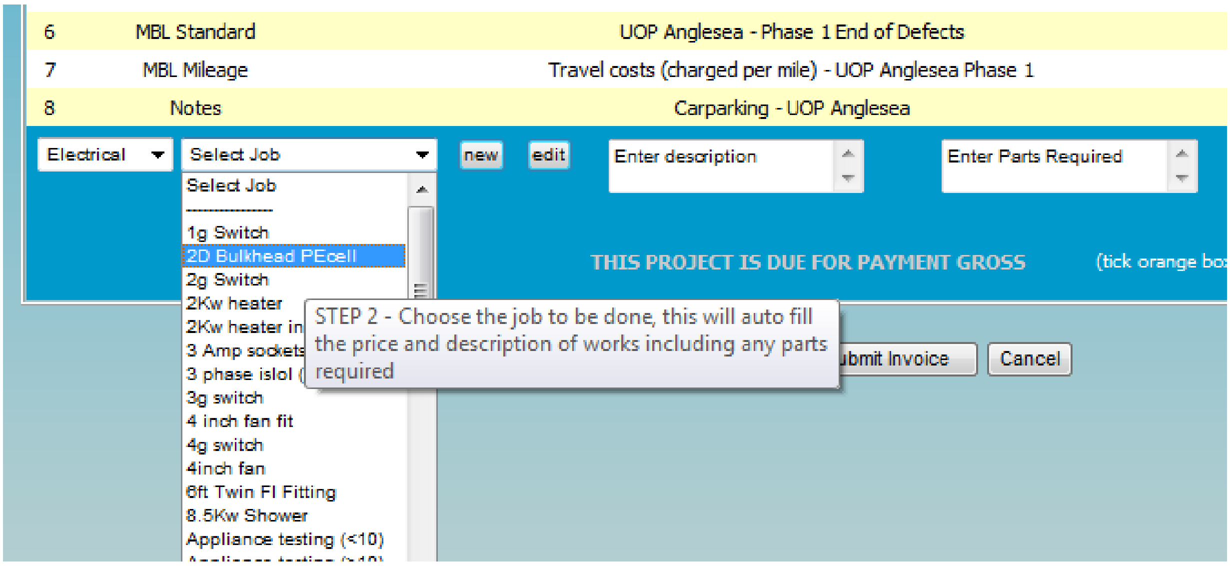


fig 30

3. Items displayed in box 1 *(see 1 fig 31)* show the description of works the customer will see on their quotation. Items displayed in box 2 *(see 2 fig 31)* are materials or notes that are associated with this task only. If materials are entered into this box, your material request can be sent to your wholesaler by email via the material order button at the top of this screen *(see 3 fig 31).*

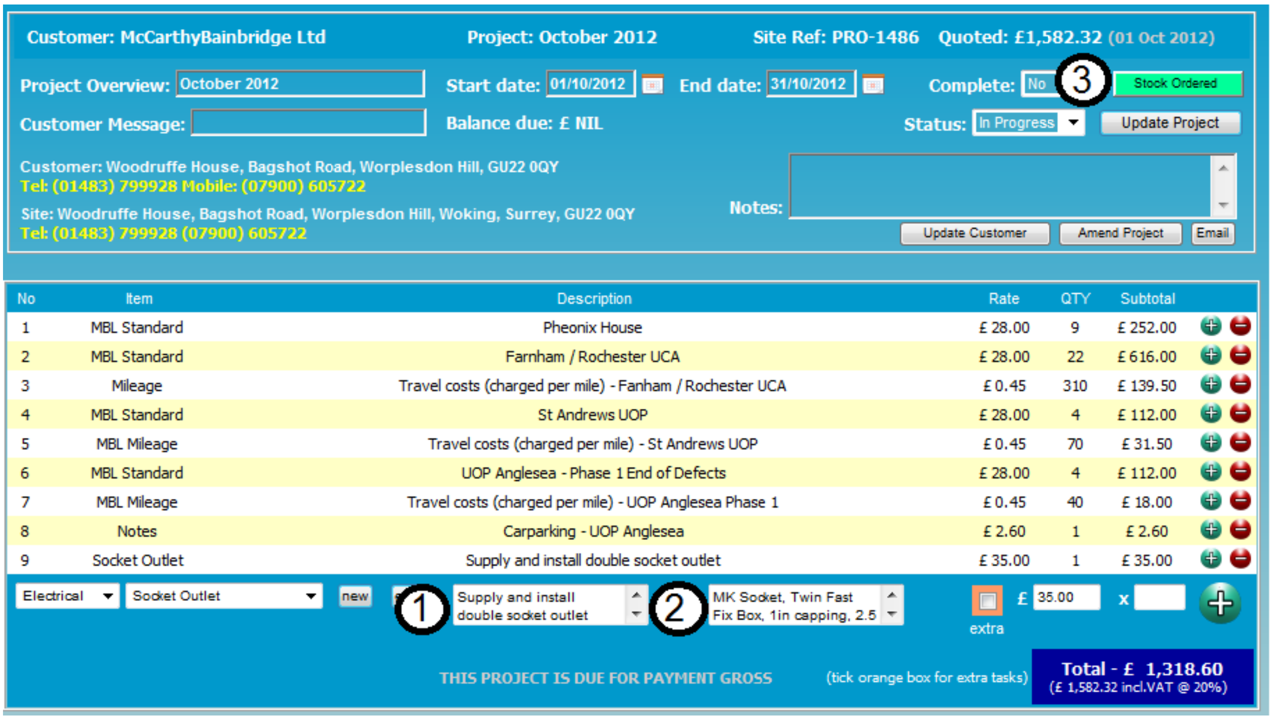


fig 31

4. Initially there will be no pre-configured jobs to choose from as they are specific to your needs. To start populating your own templates you need to click the NEW button *(to the right of 1 in fig 31).*

Then enter a unique job template name (ie Socket Socket) for the template you are creating.

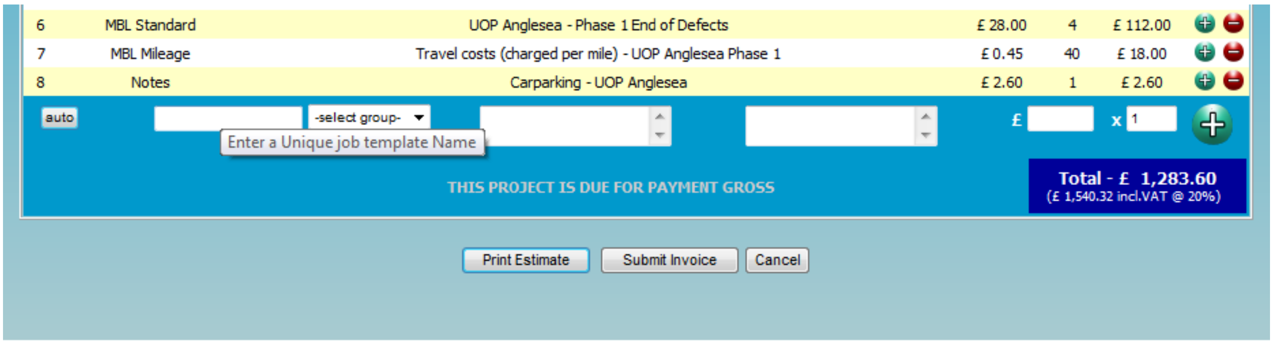


fig 32

5. Then select the key category for the item (Socket Outlet obviously is Electrical), so Electrical has been selected in the drop down box. Then enter a brief description of the works that your customer will see on their quotation/invoice (see *fig 33)*.

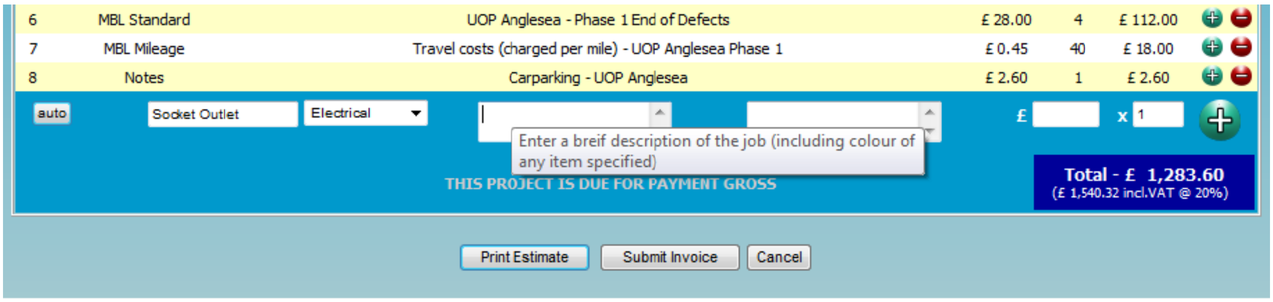


fig 33

6. Then enter a list of materials (or notes if there are no materials) associated with this task. This can later be used to email your wholesaler for materials. Once complete press the PLUS symbol to add the data to the quotation (see *fig 34)*.

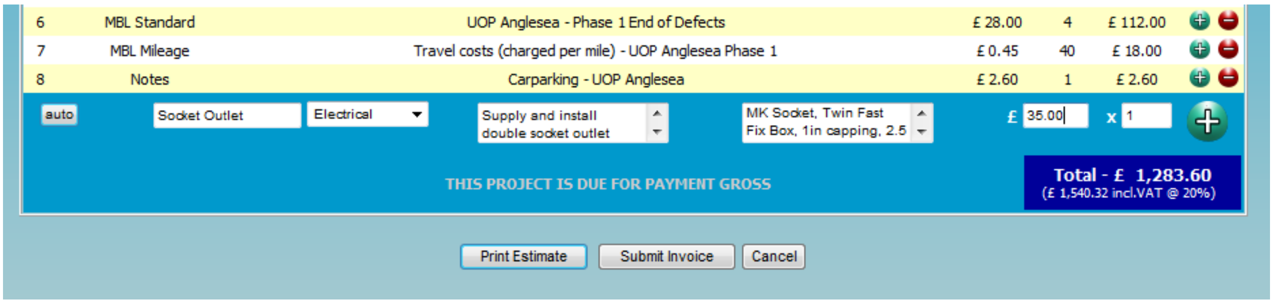


fig 34

7. The data entered now appears as line 9 below and has also been stored as a template for future use. When you have finished adding new templates, click the AUTO button to return the screen to normal mode. Any new templates will appear in the associated key category you selected *(see fig 35)*.

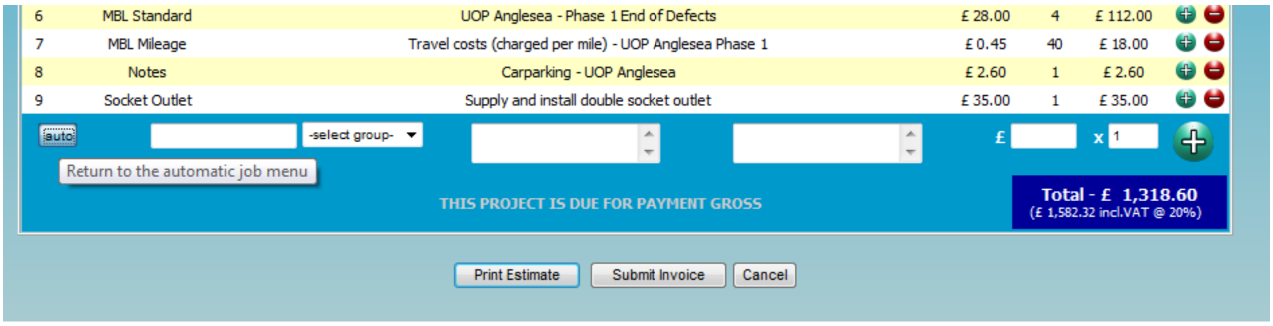


fig 35

8. By selecting the category and then look for 'Socket Outlet' you recall your newly created template for use again. You can of course change the text here or the price without affecting the template *(see fig 36)*.

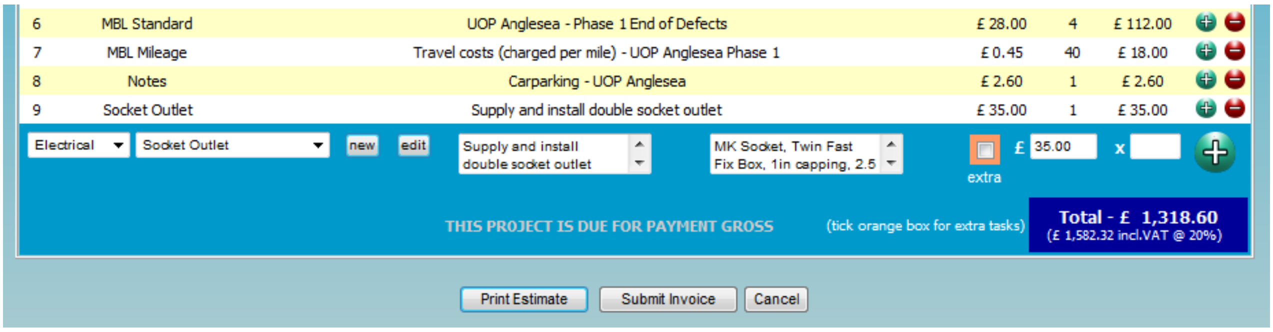


fig 36

9. Repeat this process until you have generated your quotation. Initially you are going to be building up your templates which is slightly more time consuming than normal.

Each new item added will appear as a new line on the task screen until your entire quotation has been completed. The total is displayed in the bottom right corner (plus any VAT due).

Any works added to the quotation once it has becomes an 'in progress' project will automatically be recorded as an extra (denoted by the orange extra box being ticked). This can be un-ticked if required.

Make any necessary amendments to your project by selecting the task row and clicking the plus symbol to edit the entry, click the minus symbol to delete the entry or add a new entry as usual.

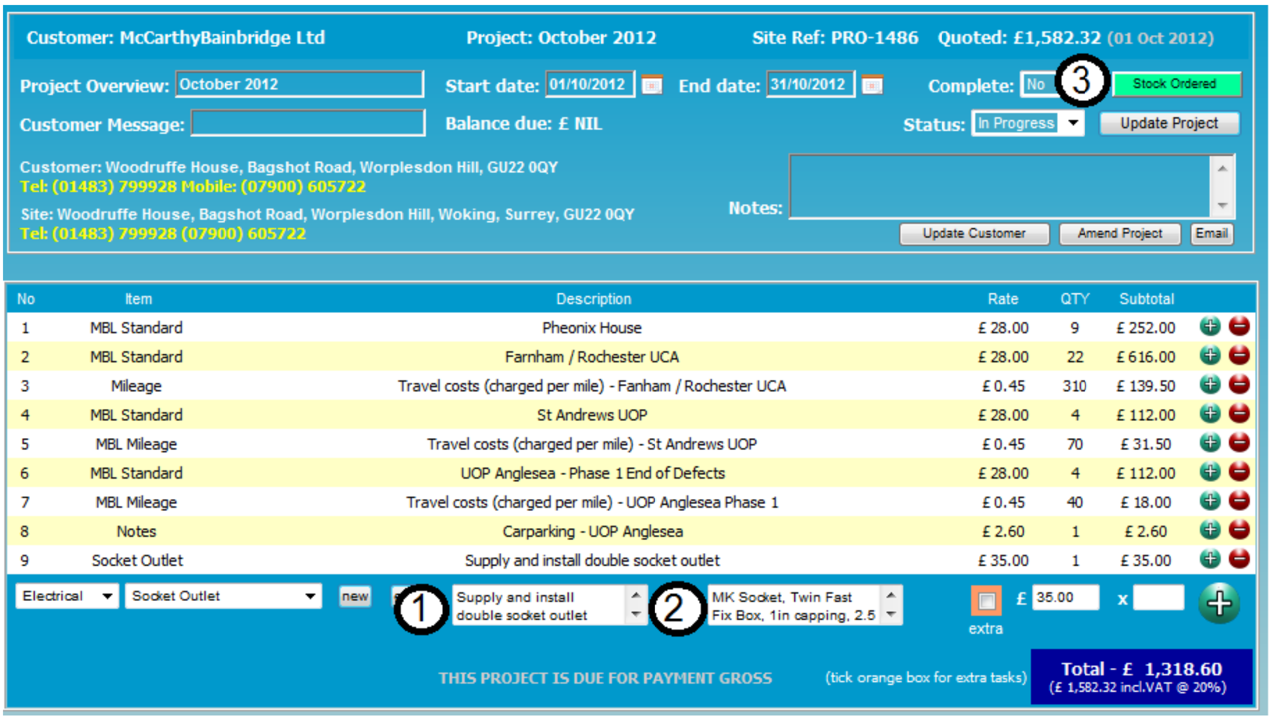


fig 37

However once the templates have been created, you will have a base of information to refer to with associated prices for each element of works. This will in the long term save you time and repeatedly typing the same information over and over again!

10. Editing a template

To amend this template, click the EDIT button.
To amend a different template, select the key category, then the task, then select the EDIT Button.

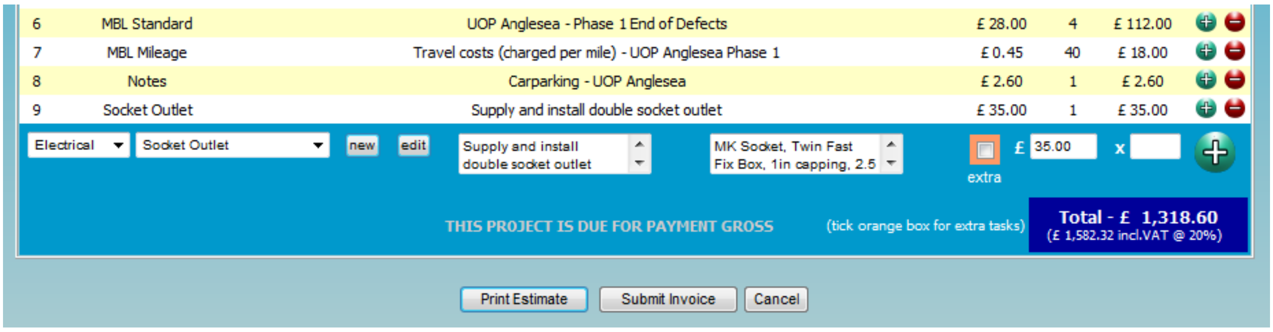


fig 38

8.03 Once you have finished building up the project Quotation / Invoice simply select the PRINT ESTIMATE button or SUBMIT INVOICE button as appropriate (bottom of fig 38).

Your project will then be sent to the payment screen (see section 10.0).

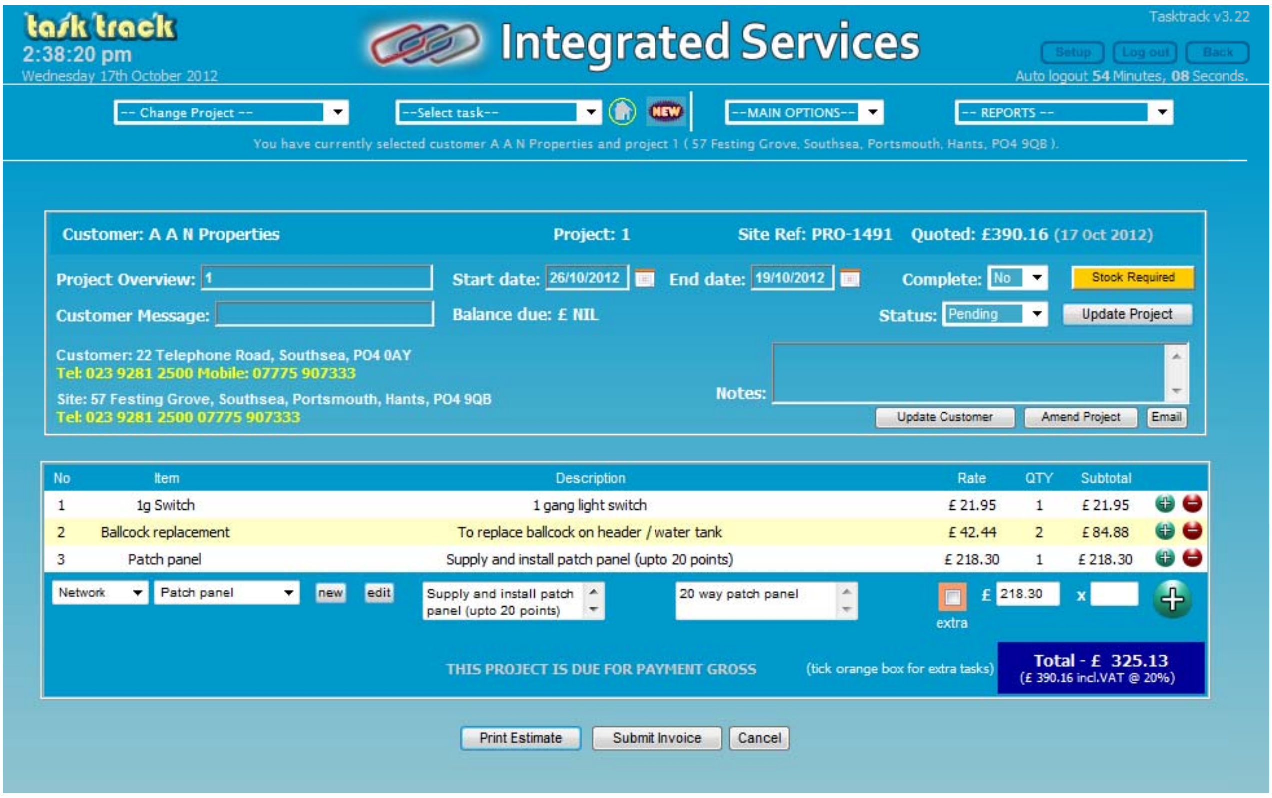


fig 39

9.0 Generating an Invoice

9.01 Initially select the Customer and the Project to get you to the task screen *(fig 40)*.

Make any necessary amendments to your project by selecting the task row and clicking the plus symbol to edit the entry, click the minus symbol to delete the entry or add a new entry as usual.

When you are happy that all / any necessary amendments have been made, click the 'Submit Invoice' button to submit the invoice to the payment screen (see section 10.0).

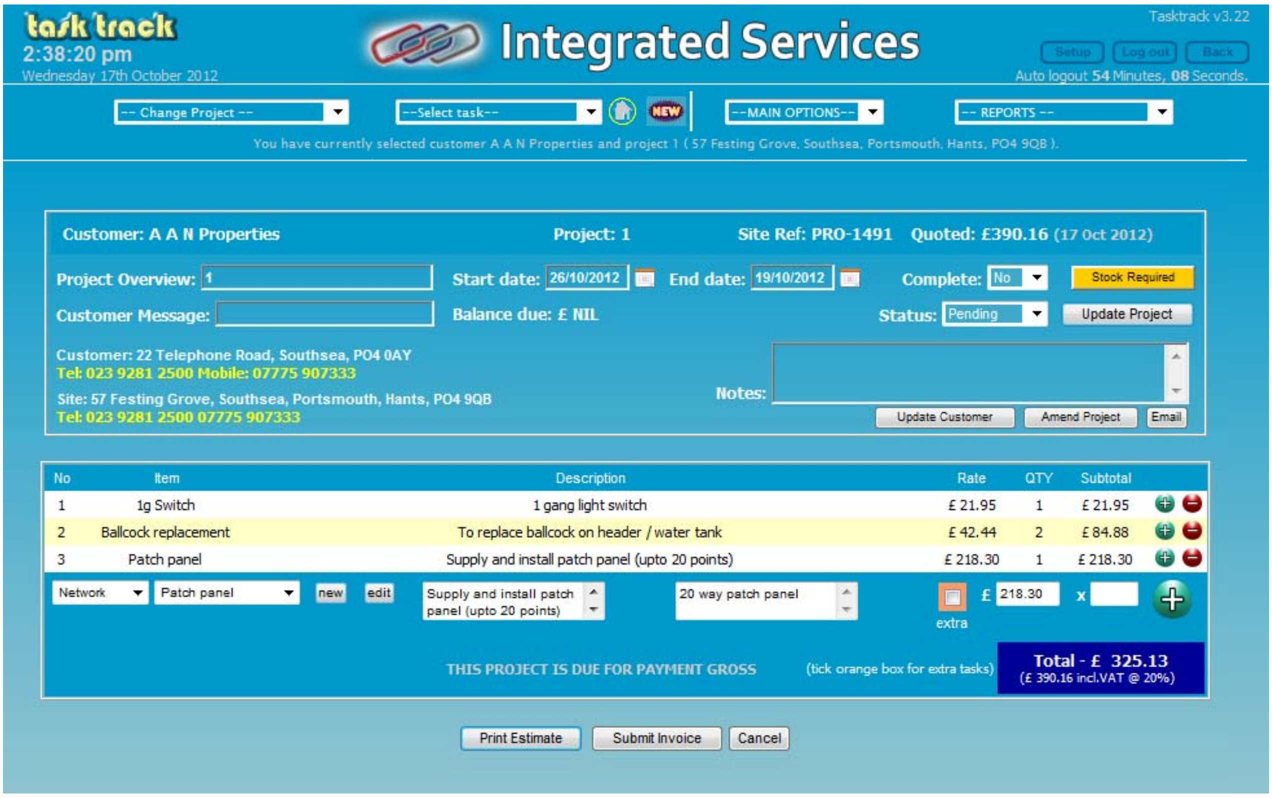


fig 40

Tasktrack will automatically generate an invoice complete with :

- A feedback form (if you have enabled this feature in SETUP>Configurations) *fig 42*
- A statement of the account (if there is more than one live transaction on this account) *fig 43*
- Your terms and conditions (if you have enabled this feature in SETUP>Configurations) *fig 44*

Invoices will automatically generate a remittance slip at the bottom of the document *(see fig 41).*

Reprinted invoices which are Overdue will also indicate in RED an OVERDUE INVOICE notice within the document reminding the customer of your terms *(see fig 41).*

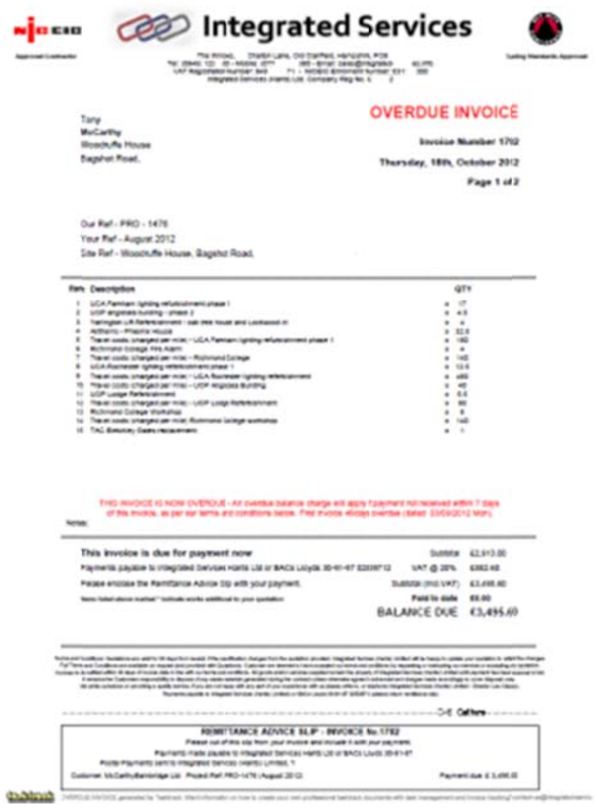


fig 41

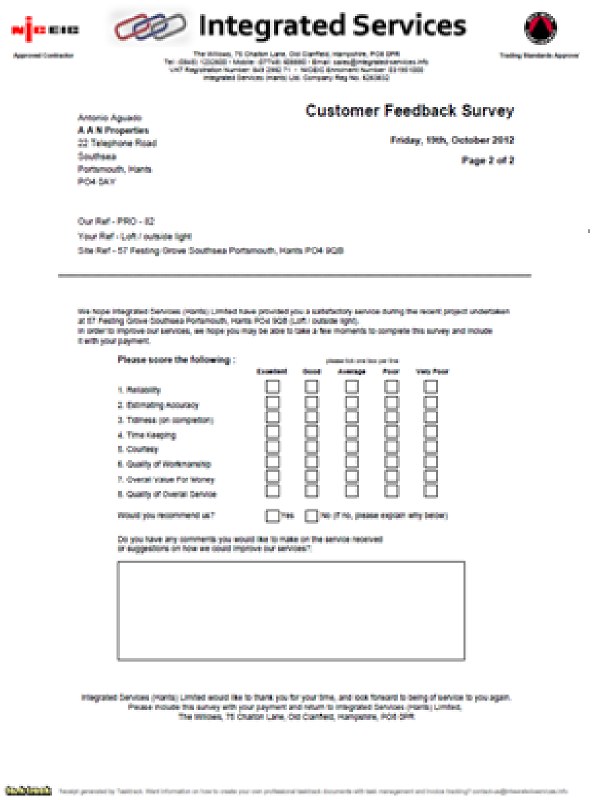


fig 42

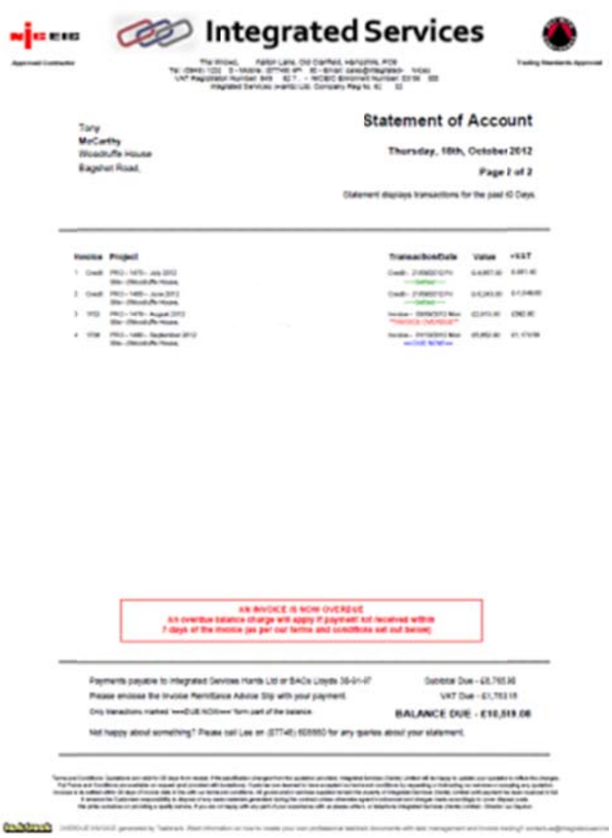


fig 43

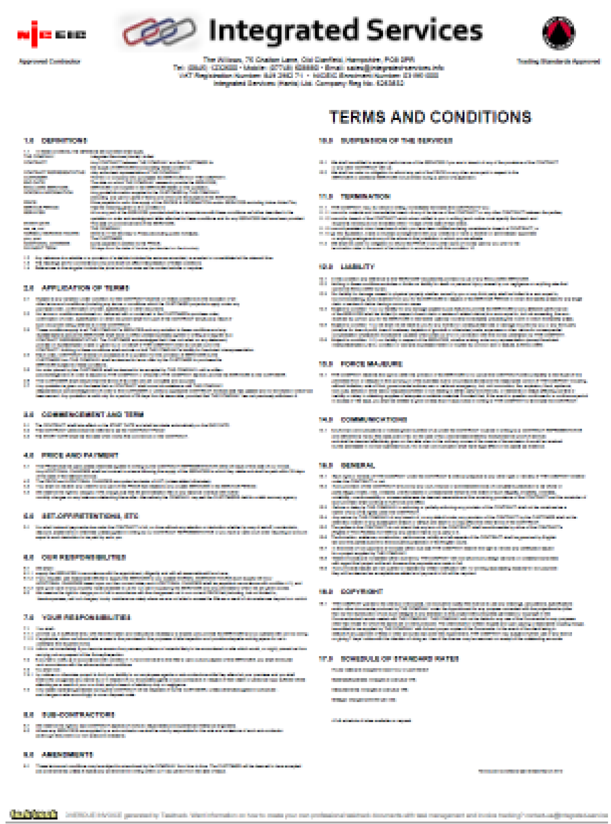


fig 44

10.0 Inserting a Payment and Closing a project

10.01 Initially select the Customer and the Project to get you to the task screen *(fig 45)*.

Then either:

select 'Invoicing and Payments' from the project selection drop down bar
(top of the screen *fig 45*)

OR Select 'Insert Payment' button (which will appear at the bottom of the screen when the project has been invoiced in place of the Print Estimate Button)

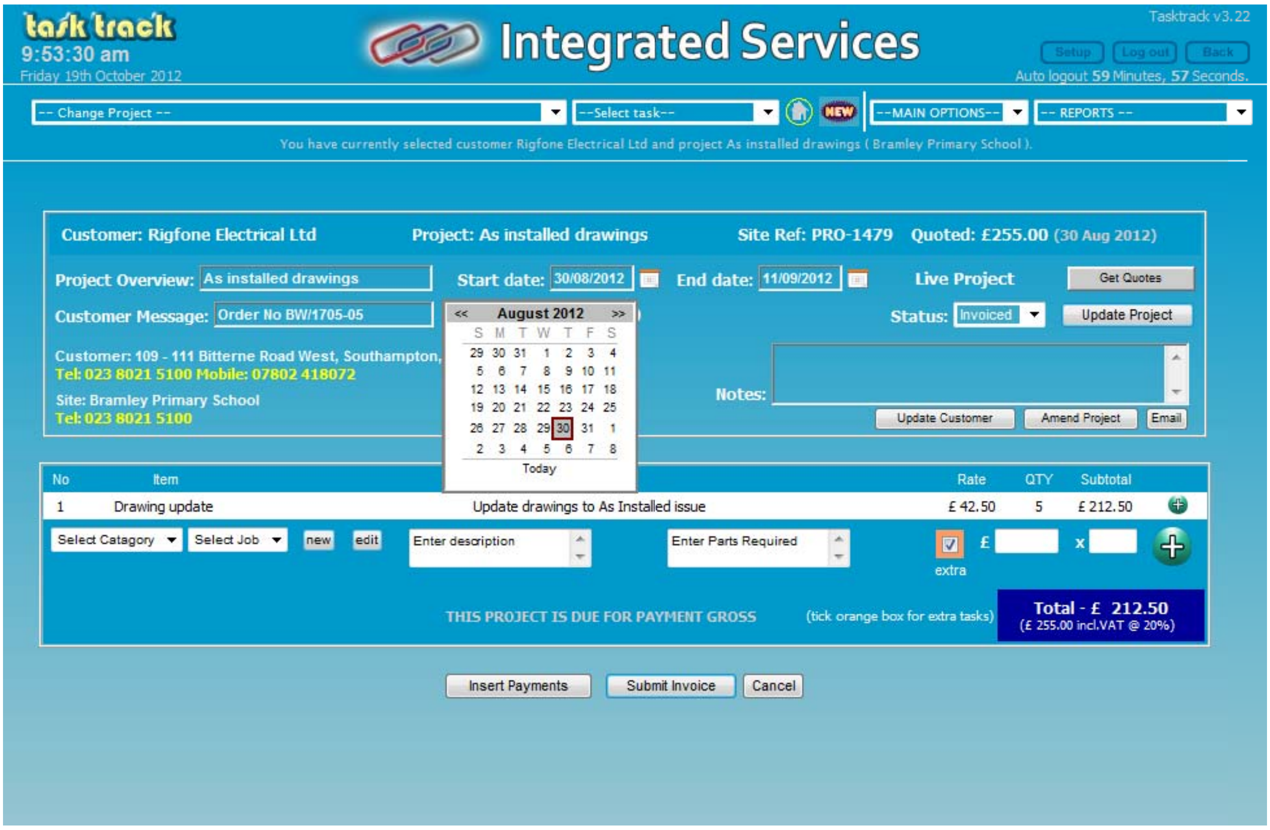


fig 45

10.02 The payment screen records all quotations issued by date and value as well as recording the value of any issued invoices and any credits received that are associated with the project.

To print off your Quotation/Invoice select the method you wish to send your documents to your customer in.

You can either:

- Print off your Quotation or Invoice with the Quantities of all items listed via local printers
- Print off your Quotation or Invoice with the Quantities of all items hidden via local printers
- Email your Quotation or Invoice with the Quantities of all items listed
- Email your Quotation or Invoice with the Quantities of all items hidden
- Emails can also have attachments and comments sent to the customer in addition to the system email which is sent.

fig 46

fig 47

When sending emails, please wait for the program to complete its send before continuing.

Once you have successfully sent an email or printed off a document, the system will record how the Quotation, Invoice or Credit was sent (along with the date it was sent and the price associated with the document).

The payment screen will automatically calculate the balance to be paid (less any CIS due if applicable).

Simply add how you were paid in the transaction notes (we suggest recording cheque numbers or BAX references for your records here). This information will be available in the transaction reports.

10.02 Where a credit is associated with an invoice smaller than itself, the system will inform you that a credit is due.

The system will automatically recognise a credit is required and will alter the invoice to become a credit which can be sent or printed in the same manner as an invoice.

10.03 Emails sent to customers are sent in the format below *(fig 48)*. All elements of this email are automatically populated with the exception of any notes you have added in the 'attachments and comments section' prior to sending the email.

The PayPal service is only available if you configure the merchant account settings within SETUP>Configuration>PayPal Support

Copy of | Invoice 1708

Integrated Services (Hants) Limited

Sent: Mon 01/10/2012 18:22

To:

Message | Invoice No 1708.pdf (68 KB)

Integrated Services

The Willows, The Street, The House, There Town
Tel: (0845) 1231232 Mobile: (07748) 1232 - Email: sales@integrated-services.info
VAT Registration Number: 849 1232 71 - NICEIC Enrolment Number: 031951232
Integrated Services (Hants) Ltd. Company Reg No. 6261232

Dear Tony

Please find our Invoice attached for September 2012 (PRO-1480) at Woodruffe House,

If you have any queries with the Invoice please do not hesitate to contact us.

Integrated Services (Hants) Limited would like to thank you for your custom and look forward to being of service again in the future.

Subtotal - £ 5,852.90
+VAT @ 20 % - £ 1,170.58
Total inc VAT - £ 7,023.48
Paid to date - £ 0.00
TOTAL Invoice - £ 7,023.48

Pay Now PayPal

VISA VISA DIRECT Debit

Paypal apply a 3.5% surcharge to pay this invoice. (£5,852.90 x 3.5% surcharge = £6,057.75 (subject to VAT @ 20%)).
****
Please send payments (cheques made payable to 'Integrated Services Hants Ltd or BACs Lloyds 30-91-97 02 ') to Integrated Services (Hants) Limited, The Street, The House, There Town
****
Email sent 01-10-2012, 18:22:02 pm. Your Invoice is attached

Invoice generated by Tasktrack. Want information on how to create your own professional tasktrack documents with task management and invoice tracking? contact-us@integrated-services.info

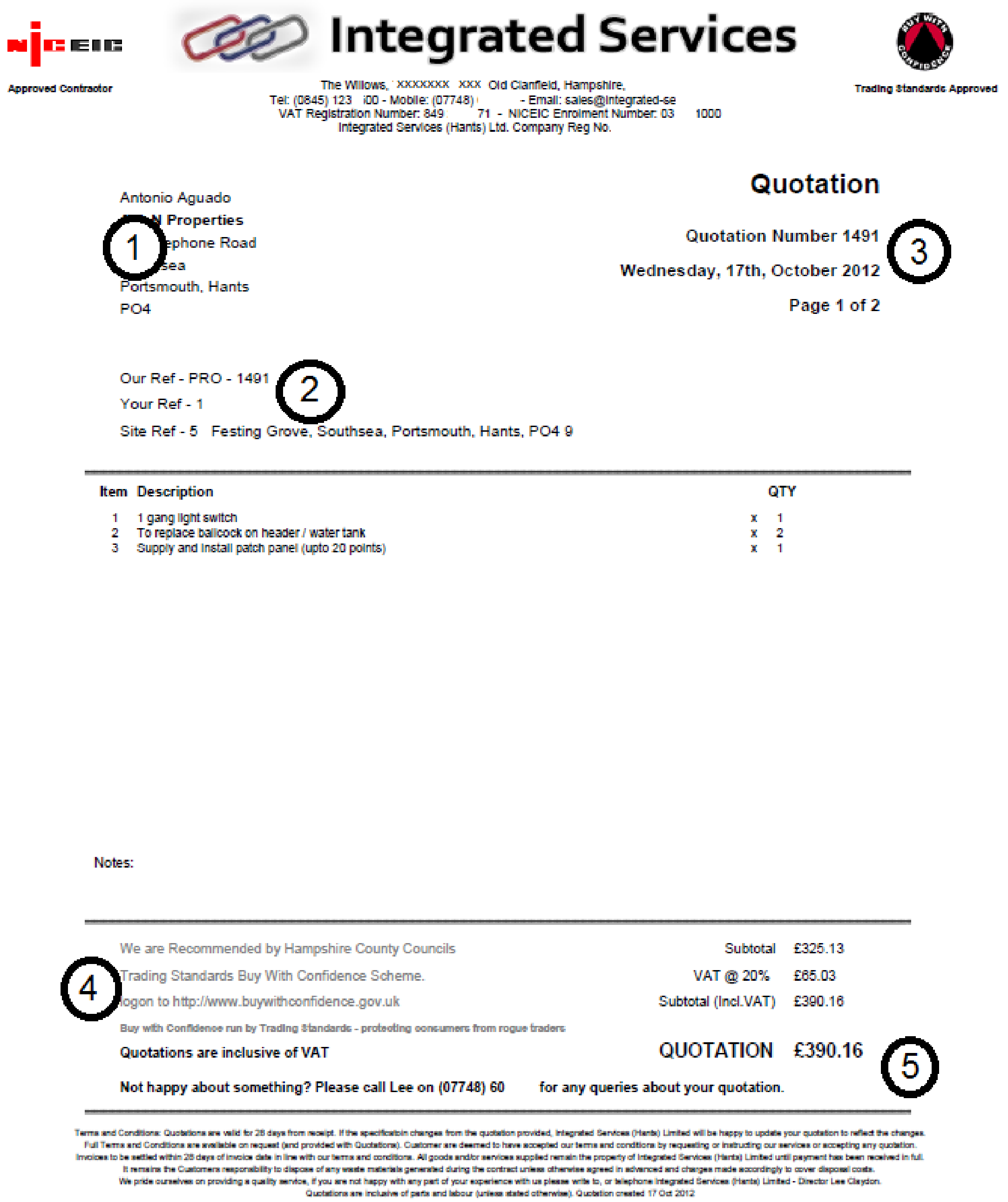
Cant read your quote? Download Adobe PDF Reader Here

fig 48

10.04 Printed Quotations and Quotations sent with emails to customers are sent in the format below.

1. Details the Customers Address
2. Details the PRO number generated by tasktrack
3. Generates the date Quotation Number
4. Displays the advert configured in SETUP>Configuration if you have chosen to do so
5. Displays the total of all works associate with the Quotation

Fig 49 is an example of a Quotation as sent by Email attachment or as printable on local printers.



Approved Contractor

Integrated Services

Trading Standards Approved

The Willows, XXXXXXX XXX Old Clanfield, Hampshire,
Tel: (0845) 123 i00 - Mobile: (07748) - Email: sales@integrated-se
VAT Registration Number: 849 71 - NICEIC Enrolment Number: 03 1000
Integrated Services (Hants) Ltd. Company Reg No.

Quotation

Antonio Aguado
N Properties
ephone Road
sea
Portsmouth, Hants
PO4

1

Quotation Number 1491
Wednesday, 17th, October 2012
Page 1 of 2

3

Our Ref - PRO - 1491
Your Ref - 1
Site Ref - 5 Festing Grove, Southsea, Portsmouth, Hants, PO4 9

2

Item	Description		QTY
1	1 gang light switch	x	1
2	To replace ballcock on header / water tank	x	2
3	Supply and install patch panel (upto 20 points)	x	1

Notes:

We are Recommended by Hampshire County Councils
Trading Standards Buy With Confidence Scheme.
logon to http://www.buywithconfidence.gov.uk
Buy with Confidence run by Trading Standards - protecting consumers from rogue traders

4

Subtotal	£325.13
VAT @ 20%	£65.03
Subtotal (Incl.VAT)	£390.16

Quotations are inclusive of VAT

QUOTATION £390.16

5

Not happy about something? Please call Lee on (07748) 60 for any queries about your quotation.

Terms and Conditions: Quotations are valid for 28 days from receipt. If the specificatoin changes from the quotation provided, Integrated Services (Hants) Limited will be happy to update your quotation to reflect the changes.
Full Terms and Conditions are available on request (and provided with Quotations). Customer are deemed to have accepted our terms and conditions by requesting or instructing our services or accepting any quotation.
Invoices to be settled within 28 days of invoice date in line with our terms and conditions. All goods and/or services supplied remain the property of Integrated Services (Hants) Limited until payment has been received in full.
It remains the Customers responsibility to dispose of any waste materials generated during the contract unless otherwise agreed in advanced and charges made accordingly to cover disposal costs.
We pride ourselves on providing a quality service, if you are not happy with any part of your experience with us please write to, or telephone Integrated Services (Hants) Limited - Director Lee Claydon.
Quotations are inclusive of parts and labour (unless stated otherwise). Quotation created 17 Oct 2012

fig 49

10.05 Once you receive all the credit associated with a project so that the balance due becomes zero, the red CLICK HERE TO CLOSE THE PROJECT button appears *(see fig 50).*

You will be redirected back to the task screen where the project will closed before you are returned to the home screen.

On closing the project, the project will now no longer appear in the main screen of task track but will be archived for later reference. At no point is any data that you enter on to tasktrack deleted unless you choose to do it yourself.

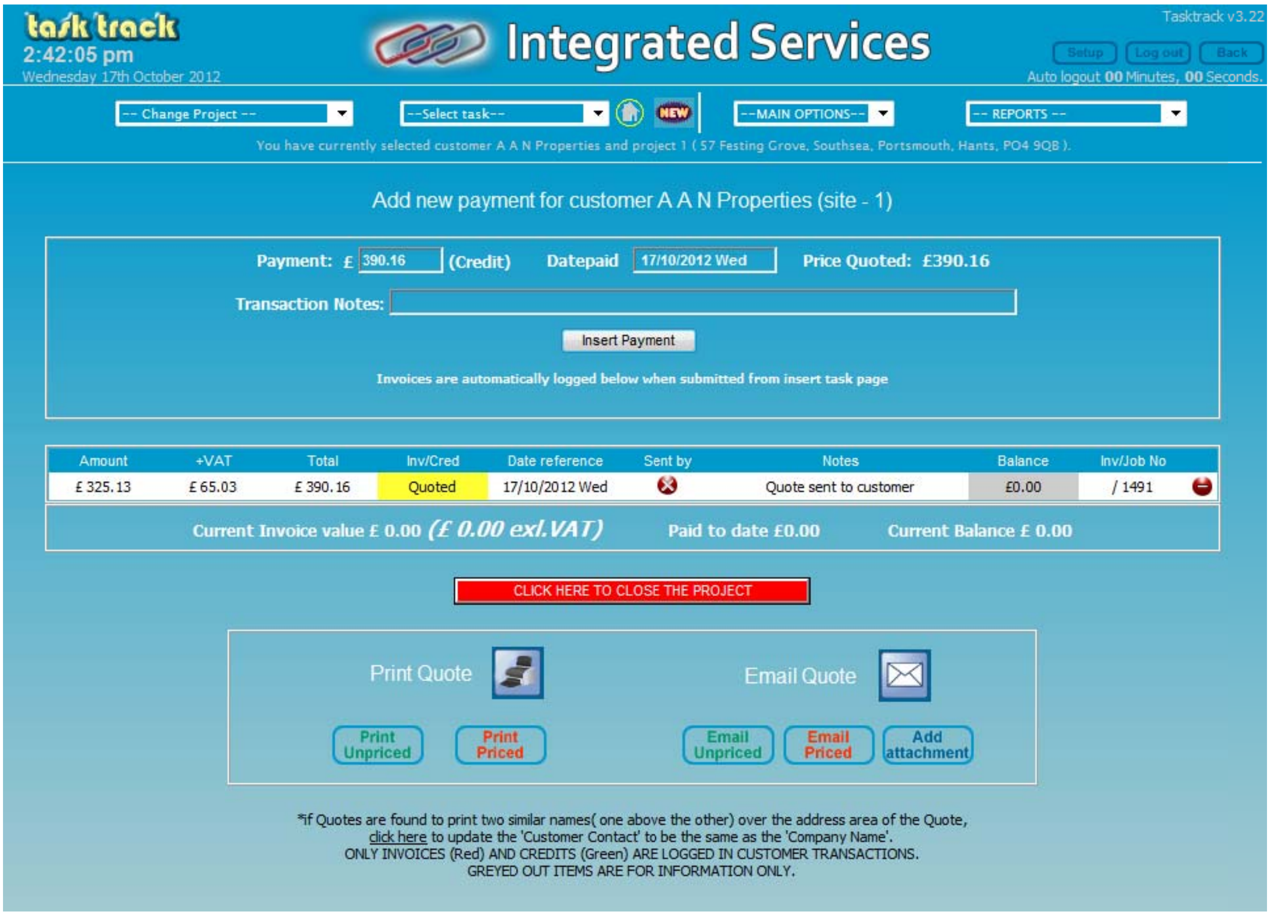


fig 50

10.06 Once a project has been closed, you cannot amend the project unless you restore it.

To restore a closed project, search the project using the closed project search system and choose the purple restore timer symbol.

11.0 Ordering Materials

Tasktrack will generate a list of all materials required built up from information you enter in the templates on the task screen (section 8.0) and then have used to build your quotation.

11.1 Simply select a customer and then a project.
Review the materials status button in the top right corner of the task screen.
GET QUOTES (in grey) indicates you can get quotations for any stock you may require for the project.
This button only appears when the project is in Quoted, To Quote or Invoiced Status.

The following buttons appear when the project is Pending or In Progress:

- **ORDER STOCK** (in red) indicates the stock for this project is required within 7 days and it hasn't been ordered yet.
- **STOCK REQUIRED** (in Amber) indicates the stock for this project is required soon but not within the next week.
- **STOCK ORDERED** (in Green) indicates the stock has either been ordered, you indicated you have the stock or you don't need any stock for these works.

fig 51

To update the order stock progress, click the button (in whatever status it is in) to go to the stock screen.

11.2 This screen is the Stock Screen and as you can see it indicates the stock for this project . All items and their quantities can be altered if necessary.
Any quantity set at 0 will be omitted from the email sent to the wholesaler.

To send this to the wholesaler, select a wholesaler from the drop down list below the material list (these appear here automatically from the suppliers directory information you entered into tasktrack)
Then select whether you want them to send you a quotation or you wish to order the materials and click send mail.
As long as you have entered an email address for your chosen supplier you will see a confirmation screen of the information you have sent to the wholesaler.

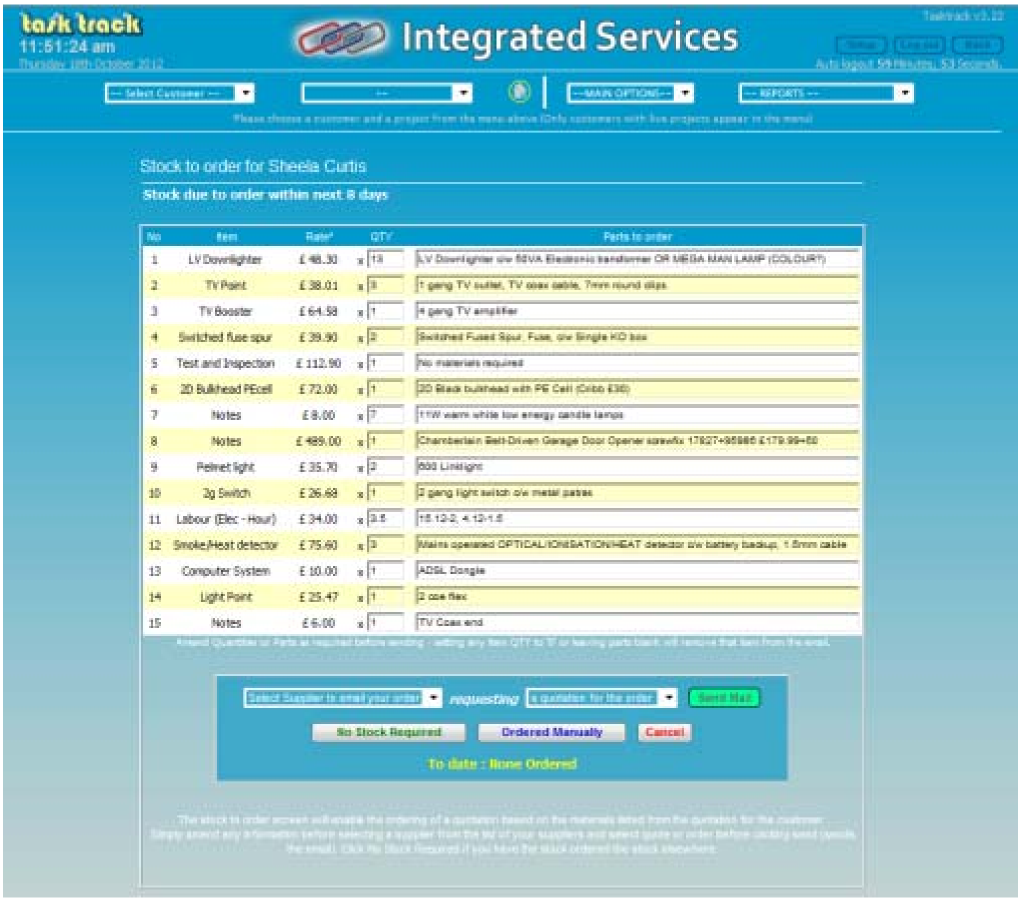


fig 52

On pressing the Send Mail button, the button will change to indicate the email is sending.
(See fig 53)

fig 53

11.3 The screen will then change to that indicated in *fig 53* confirming the materials you have ordered.

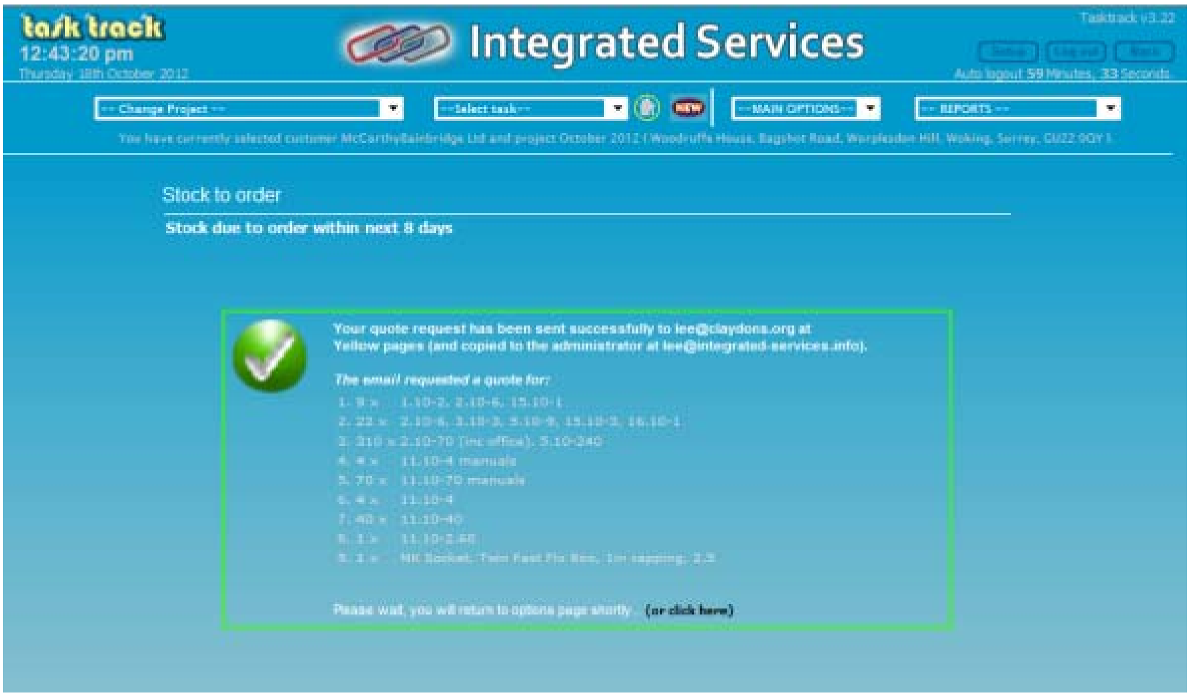


fig 54

11.4 You will then return to the Stock Screen and as you can see it indicates the stock for this project and indicates in the materials ordered box that they were 'ordered on ebay'.
This is your record on how the item was ordered (see fig 55).

Orders ordered via a wholesaler selected from the dropdown box will automatically be recorded with the date sent within this box.

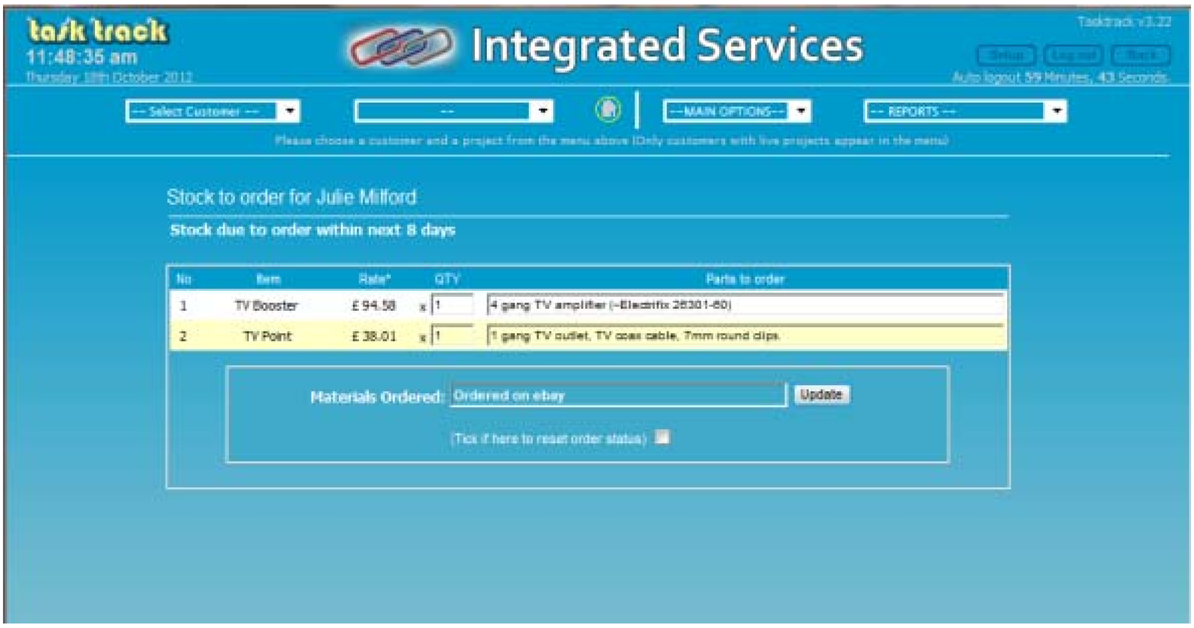


fig 55

11.5 The image below (fig 56) is a copy of a typical email sent to wholesalers requesting a quotation or ordering the materials. The example below is requesting a quotation.

All elements within this email are automatically completed including your account number and the project reference number.

Quotation request (PRO-1486 Mr Maggo Ltd)

Integrated Services (Hants) Limited

Sent: Thu 18/10/2012 12:43

To: Yellow pages

Integrated Services

The Willows, 75 Chalton Lane, Old Clanfield, Hampshire, PO8 0PR
Tel: (0845) 1232600 - Mobile: (07748) 608880 - Email: sales@integrated-services.info
VAT Registration Number: 849 2982 71 - NICEIC Enrolment Number: 031951000
Integrated Services (Hants) Ltd. Company Reg No. 6263832

Yellow pages account number: 13537158

Please quote the following items to Integrated Services (Hants) Limited

Customer Reference PRO-1486 (Mr Maggo Ltd)

Item	Qty	Parts
1.	9 x	1.10-2, 2.10-6, 15.10-1
2.	22 x	2.10-6, 3.10-3, 5.10-9, 15.10-3, 16.10-1
3.	310 x	2.10-70 (inc office), 5.10-240
4.	4 x	11.10-4 manuals
5.	70 x	11.10-70 manuals
6.	4 x	11.10-4
7.	40 x	11.10-40
8.	1 x	11.10-2.60
9.	1 x	MK Socket, Twin Fast Fix Box, 1in capping, 2.5

Any queries, please don't hesitate to contact Lee on (07748) 608

Kind Regards

fig 56

12.0 Using tasktrack remotely

Tasktrack runs as a web service on your computer. If you have a PC that you can run during office hours whilst you are out of the office, you can access Tasktrack over the internet or across your home/office network on other computers.

12.1 To access Tasktrack from another computer on your own network, note the name or IP address of the computer the software is running from.

Then simply type: http://MYCOMPUTERNAME:81 into your internet browser
(Replacing MYCOMPUTERNAME with your computer name or IP Address).

Please note: your computer fire wall may have to be configured to allow this traffic to pass out of the host computer. Generally windows automatically configures this during the installation of, so you should not need to take any further steps.

12.2 To access Tasktrack from the internet you need to configure your router to allow incoming traffic on port 81 to be forwarded to Port 81 on the IP address of your host computer.

You will need to configure your routers PORT FORWARDING or VIRTUAL SERVER settings to allow this. Typically it will look something like

ALLOW WAN Port 81 > 192.168.0.1 Port 81

You may need to refer to your broadband router manual on how to do this.

12.3 Unless you subscribe to a static IP address for your internet connection (which most people don't) you will also need to install a DNS service such as no-ip.com.

This is because your internet service provider will change your IP address from time to time. Therefore any incoming traffic would become lost. By using a service such as no-ip.com you will be able to use a domain name instead of a WAN IP address.

For instance, if you subscribe to no-ip.com and setup a name such as plumber.no-ip.com your computer will send no-ip.com your WAN IP address when you start your computer. Anyone on the internet looking for you would type plumber.no-ip.com to be sent to your IP address.

No-ip.com offer a free DNS service and a small free software client to monitor your WAN IP address. This service is available via www.no-ip.com. Simply download the software and subscribe to the free DNS service.

Once you have installed the software, setup your domain name (ie plumber.no-ip.com) and setup port forwarding on your router, you will simply be able to access tasktrack online via

(for example) http://plumber.no-ip.com:81

13.0 Support

You will also note in your Programs Menu that you have a Tasktrack directory *(see fig 57).*

This is full of useful links and testing tools if you experience any issues or need to restore tasktrack.

- Browser Setup to remove browser page banners from your printed documentation
- Install notes briefly covers passwords and simple install tasks
- Printer Margin adjustment information should you need to amend your margins
- View your tasktrack licence

- SSL certification setup configures your secure HTTPS key for encrypted use of tasktrack over the internet.
- Enable or Disable SSL will start up the HTTPS service or turn it off (off by default)

- View the manual from here
- Mail test tests your mail settings and sends you a test message
- Restore Tasktrack back to the last known backup
- Migrate your settings tool
- Tasktrack link

- Uninstall tasktrack licence (for users who wish to upgrade their licence to the support licence from the standard licence)
- Uninstall tasktrack software. This will remove tasktrack but will store your settings so that should you ever wish to reinstall tasktrack, all data will be restored.

If you need to upgrade your computer and wish to transfer your tasktrack settings to your new PC, use the Settings and Migration Tool, which will generate all of your settings, images and licence into one directory for you to transport onto your new machine. Once the new settings have been transferred, simply run the same tool to migrate the settings onto your new machine – Simples!

A copy of this manual is also available from here.

The install notes link contains your default login username and password (as indicated in section 4), so please ensure you change your login details.

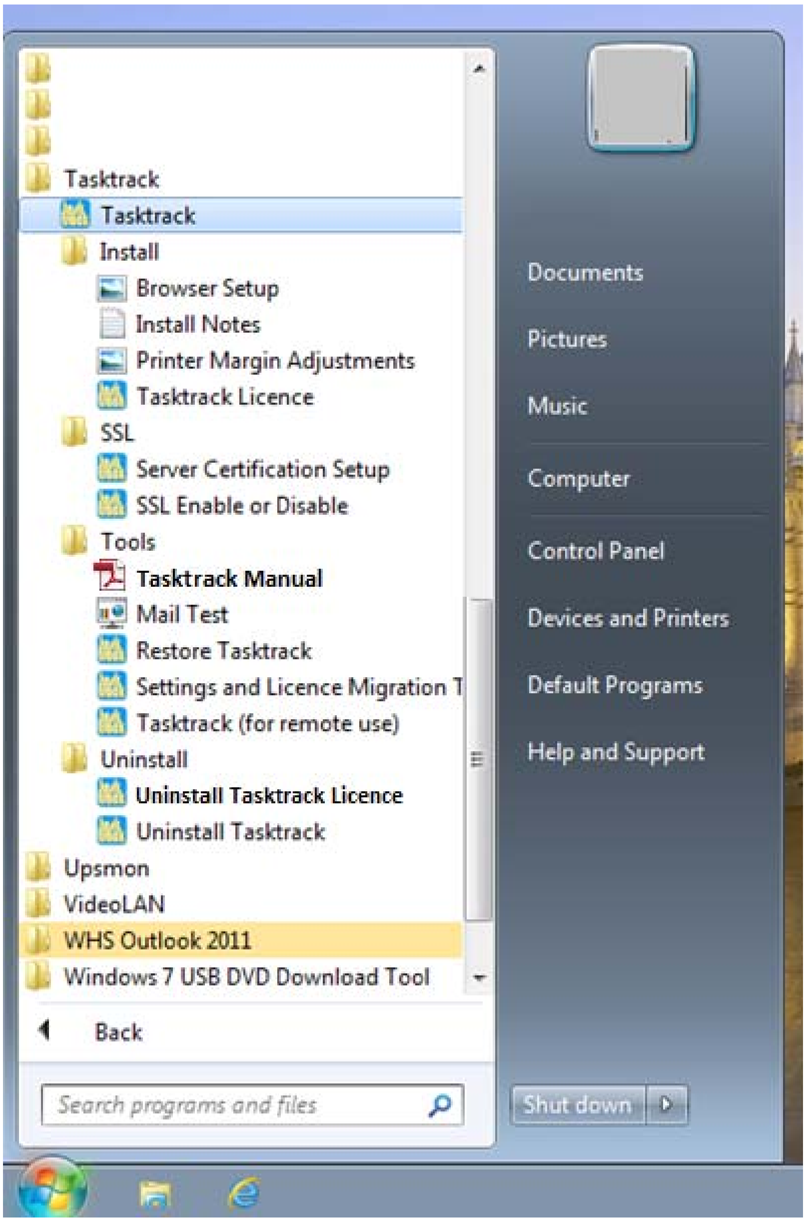


fig 57

Task track has been designed to be as intuitive as possible and to have an easy work flow process. If you are unsure what to do, look for a blue question mark button and hover your mouse over it for more information on this item.

Unsure what to enter in a text box? Hover your mouse over it for a brief overview of what the box is for.

Need more help?

If you have chosen to have the support package you can simply contact us by clicking the SETUP button in the top right corner of the tasktrack home screen and then use the 'CONTACT US' link.

Don't have the support package? No problem, you can upgrade to the support package at any time *(note: you would lose any remaining time left on your 'non-support' licence)*.