Managed Services – Prepaid Labour

This document will explain:

That Prepaid labour is a contract billing type.

How to invoice prepaid labour blocks (blocks of hours) in advance,

How to keep track of the usage of prepaid labour hours.

How to automatically bill a new block of prepaid labour hours as required.

How to set a time limit for expiry of a block of prepaid labour hours.

This documentation assumes you have already set up and configured a Jim2 Managed Service ContractLaunch the Jim2 Configuration Manager to configure the applicable Jes Instance with the 'Photocopier' module.

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Once the Jes instance has been modified, restart the Jes instance and exit Jim2. Then reopen Jim2.

This document will assist in the following:

1. Set up a Managed Service Project utilising the new Prepaid Labour type.
2. Invoice a customer for a pre-determined amount of prepaid labour blocks of hours.
3. Add service jobs to the project, drawing down on the prepaid labour blocks.
4. Specify an expiry date for the purchased blocks.
5. Reorder blocks of hours automatically on a pre-determined basis.

Prepaid Labour is enabled via Tools >Setups >Projects > Project Types. This path will be slightly different if you have renamed Projects to, say, Managed Service.

At the bottom of the screen select the Add button and name the type MS Prepaid, then select System type as MS Prepaid Labour.

It's ideal to create new Labour codes for this purpose, rather than use existing Labour codes. As the income from Prepaid Labour hours is considered a liability until it is used, add a new Liability account to the General Ledger, and a new Stock GL group to link some Journal Stock Codes.

Go to Accounts > General Ledger and create a General Ledger Account in Liabilities for Prepaid Labour. This account will reflect the amount of Prepaid Labour that has been sold to customers, but has not as yet been delivered as services.

Go to Tools > Setups > Accounting > Stock GL Groups and create a Stock GL group for Prepaid Labour Blocks. Use the above Liability account. This will be a Journal Stock Type.

Create a Stock GL group for the Prepaid Labour for Service Jobs. This will be a Labour Stock Type.

Go to Stock > Add Stock and create a Stock Code for Invoicing Prepaid Labour Blocks to the customer. This is Stock Type Journal. Unit Measure 1 should be HOUR, and I Sell In should also be HOUR. On the Details tab, ensure Decimal Places (Qty) is set to 2.

Create a Stock Code for Drawing down on the Prepaid Blocks on service jobs. This is Stock Type Labour. Unit Measure 1 should be HOUR, and I Sell In should also be HOUR. On the Details tab, ensure Decimal Places (Qty) is set to 2.

If your Prepaid Blocks have an expiry date; create a Stock Code for Expiring Prepaid Blocks. Unit Measure 1 should be HOUR, and I Sell In should also be HOUR. On the Details tab, ensure Decimal Places (Qty) is set to 2. This is the same Stock GL group as for Blocks, above.

Create a Sales job type Item called Prepaid Labour Invoicing (Prepaid).

Add Project
Go to Project > Add Project. The Tab and buttons may be named differently if you have renamed Projects. Select Type MS Prepaid.

Locate the Prepaid Setup tab at the bottom of the Project screen and select it.

An Expiring Block setup is included below. In this scenario, blocks of 60 are sold to a customer at $100 ex GST, which expire monthly. In this case, billing the block for the first time, enter today's date into the Next Expiry Date field. When the first block is billed, Jim2 will advance this date according to the Expires Frequency selection.

Prepaid ID	Prepaid Name	Prepaid Type	Billing Stock Code	Expire Stock Code	Card Code To Invoice	Current Prepaid Count	Starting Balance	Rate Ex.	Rate Inc.	Prepaid Left	Last Billed By	Hide On Invoice	Linked Prepaid ID	Prepaid Blocks	Next Expire Date	Expires Frequency
1	Prepaid Labour	Prepaid Labour	PREPAID.LABOUR		ADV.KNOW		0	100.00	110.00			☐				
2	Prepaid Block	Prepaid Labour B	PREPAID.BLOCK	PREPAID.EXPIRY	ADV.KNOW		0	100.00	110.00			☐	1	60		Monthly

The following Columns exist in the Prepaid Setup tab and an explanation of each column is listed below

- Prepaid ID - Automatically generated by Jim2.

- Prepaid Name – Appears on Jobs and Invoices explaining a block purchase or labour draw down.

- Prepaid Type – Predefined prepaid types. Valid types are Prepaid Labour, Prepaid Labour Block.

- Billing Stock Code – The Stock Code to invoice for this line, as per earlier setup.

- Expire Stock Code – Optional. The Stock Code to invoice for expired blocks, as per earlier setup.

- Card Code to Invoice – Which customer should be invoiced for this line.

- Current Prepaid Count – Calculated by Jim2. Shows the amount of blocks invoiced to date for this line.

- Starting Balance – Only required if the Contract has an opening balance of blocks. New Contracts start at 0.

- Rate Ex – The rate per block excluding GST.

- Rate Inc – The rate per block including GST.

- Prepaid Left – Calculated by Jim2. The amount of blocks remaining for this line.

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- Last Billed By – Calculated by Jim2. Contains the initials of the User who last billed this line.

- Hide On Invoice – Whether this line should show on an invoice. Options are Hide, Don't Hide or Partial Hide.

- Linked Prepaid ID – Indicates which line this line is linked to. Prepaid blocks should be linked to the prepaid labour ID.

- Prepaid Blocks – Only required on the prepaid block line. Specifies how many block hours are purchased at a time.

- Next Expire Date – Optional. The date that these block hours will expire. Typically, a calculated date of Block Invoice Date + Expires Frequency. This Field can be manually entered if there are opening balance blocks.

- Expires Frequency – Optional. If blocks expire, how often do they expire, e.g. monthly, quarterly, yearly.

Now the Prepaid Contract is set up, go to Project > Create Project List, and Select the Customer Card Code. If the Customer has multiple contracts, select the Prepaid Contract using the Type field.

Open the Contract by double-clicking it from the list. It's now time to bill the customer for their first prepaid block. From the bottom of the Contract screen , select the Add Block button.

The Prepaid Billing Screen will pop up, which requires selecting Generate Job, if everything is in order.

Jim2 creates a Ready Billing Job against the Project for the initial block purchase, and it now needs to be invoiced. You The Billing Job will be listed in the Active Jobs Tab of the Project.

Job#	Type	Status	Cust#	Cust Ref#	Fault Description	Date Out	Item#	Item Desc
177	Billing	FINISH	ADV.KNOW	PREPAID BILLING	Managed Service Billing	28/07/2016	PREPAID	Prepaid Managed Service

Once invoiced, the Prepaid Setup on the contract now shows 60 block hours available, expiring on 28/07/2016.

Prepaid ID	Prepaid Name	Prepaid Type	Billing Stock Code	Expire Stock Code	Card Code To Invoice	Current Prepaid Count	Starting Balance	Rate Ex.	Rate Inc.	Prepaid Left	Last Billed By	Hide On Invoice	Linked Prepaid ID	Prepaid Blocks	Next Expire Date	Expires Frequency
1	Prepaid Labour	Prepaid Labour	PREPAID.LABOUR		ADV.KNOW	0	0	100.0000	110.0000			☐				
2	Prepaid Block	Prepaid Labour Block	PREPAID.BLOCK	PREPAID.EXPIRY	ADV.KNOW	60	0	100.0000	110.0000	60		☐	1	60.00	28/08/2016	Monthly

Service Jobs can now start being entered against the Contract and begin draw down on the block. Select the Add Jobs button at the bottom of the Project.

Enter the job details as for a normal service job, noting that some fields have been pre-filled by the Project. In this case, select Item ONSITE and book the Job into the system.

Assuming the technician has now attended the site, identified the part required, returned to replace it, and closed the job, prepare this job for invoicing. Actual Labour Hours on this Job was 1 Hour. All that is missing on the job below is the Billable Labour.

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At the bottom of the Service job next to the Edit/Close buttons select the Prepaid Labour Button. Enter the amount of hours used into the Prepaid Labour – Prepaid Units Consumed. After entering the Hours consumed, Select the Add To Job button.

If there are insufficient prepaid block hours left to satisfy the Job, Jim2 will bill a new block of hours automatically. In this case there will be a new Ready Billing Job in the Project Active Jobs Tab.

The Service Job now has billable hours recorded against it, and will also automatically draw down on the Prepaid Block hours. By default, the draw down is hidden from the customer, however the hide box can be changed if required prior to invoicing. In this example the customer is only being charged for the power supply, and the labour is from the prepaid block hours.

Once this Job is invoiced, 1 Block hour used and Prepaid remaining hours of 59 appears in the Project Prepaid Setup tab.

Billed Qty	Remaining Prepaid	Rate Ex.	Rate Inc.
1.00	59.00	$100.00	$110.00
60.00		$100.00	$110.00

Jim2 will by default bill a new block of hours when there are insufficient block hours remaining, or the prepaid block hours have expired.

If the current block hours are past their expiry date, then Jim2 will expire them automatically. By default, this is hidden on the customer's Service Invoice.

+		Date	Initials	Status	PO#	Location	Stock Code	Description	Unit	Order	Supply	B. Ord	Qty Pick	Price Ex.	Price Inc.	Disc %	Tax	Hide	Total
▶	1	02/10/2013	SYS			12	PREPAID.LABOUR ...	Prepaid Labour	HR	1	1	0		100.00	110.00	0	G	☐	110.00
	2	02/10/2013	SYS			12	PREPAID.BLOCK ...	Prepaid Labour Block	UNIT	1	1	0		-100.0000	-110.0000	0	G	☑	-110.0000
	3	02/10/2013	SYS			12	PREPAID.BLOCK ...	Prepaid Labour Block	UNIT	59	59	0		-100.0000	-110.0000	0	G	☑	-6490.0000
	4	02/10/2013	SYS			12	PREPAID.EXPIRY ...	Prepaid Block Expiry	UNIT	59	59	0		100.00	110.00	0	G	☑	6490.00

Prepaid Reorder

There is provision to 'top up' Prepaid Labour, prior to the customer reaching zero Block hours. Go to Tools > Options > Projects and set the Prepaid Reorder %. In this example, Jim2 will reorder another block when the customer reaches 90% used of Prepaid Block Hours = 6 blocks remaining.

For further assistance or information, please call Happen Business 02 9570 4696 or email support@happen.biz