

SUNGARD PUBLIC SECTOR WORK ORDER

IFAS Integrated Financial & Administrative Solution

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1 Overview

1.1 Prose

1.1.1 Work Order Overview

The use of work orders is for internal tracking of expenses related to specific tasks for maintenance, programs, and projects. When a specific type of work is to be completed by the employees or outside contractors there is a need for review at some level of the anticipated expense. Usually each type of labor, material, and equipment estimated expense entry would be used to create a work order. Once the work order is approved the internal tracking of actual expense is accomplished in one of two fashions:

The individual who performed the task enters actual work hours and material used on each task onto the work order.

Actual equipment used and the number of hours used on a specific type of work are entered onto the work order by a staff member in the accounting office based on a time card. The material used is entered by the packing list. Then the Payroll and Stores Inventory systems make the automatic entries into the Work Order subsystem.

Example:

Dug ditch at 5th street:

Larry	5hours @ \$10.00	\$50.00
Backhoe	5hours @ \$65.00	\$325.00
Burden (Supervisor Harry)	2hours @ \$25.00	\$50.00

This information would be maintained on a daily basis to keep track of the actual expense as compared to the estimated expense. This would allow for the project to be reviewed for over budget as well as the necessity to transfer funds from another source if the expenses are exceeding the budget (e.g., Some Capital Improvements allow only a certain amount on the item and if over budget the money may have to be transferred from the General Fund). This might require additional approval prior to the continued expense.

Actual expenses from Payroll, Accounts Payable and/or Stores Inventory could be included on this kind of work order detail by an interface with those subsystems. The department head would flag the Purchase Order or Invoice with the correct work order number and then the

expense would be transferred into the Work Order subsystem to update the Material use per maintenance item or project. This would allow the material costs to be monitored the same as labor and equipment use.

Tracking of information for the overall maintenance on a specific vehicle becomes important over the life of the vehicle. It might flag excess expense and call for the vehicle to be sold prior to the normal life expectancy.

Capital Improvement projects would be monitored for the progress of the job and the total expense per phase of the project. This information would be transferred into the job ledger for the project tracking. When Capital Projects get close to budget or go over budget it would probably require Board or Supervisor approval for the continuance of expense. The Capital Improvement becomes an asset of the organization, and the overall expense would be entered into the General Ledger. This would be done by a journal entry.

Work Order Cycle

While the Work Order number has long been a part of IFAS subsystems at the transaction level, there now is an entire module to manage these numbers and store historic information about individual work orders. The information maintained in the Work Order module includes component details, creating encumbrances, recording work order activity, posting activity to GL/JL, and charging work order costs back to a department or departments.

The Work Order system can function as a stand-alone module used solely for capturing work detail or it can interface with the Stores Inventory, Payroll, Accounts Payable, and Person Entity Product ID. In the stand-alone scenario, the work performed is typically maintenance driven and does not carry a department to charge the work to. There is a scheduling component of the Work Order module that can assist in creating recurring maintenance work orders.

Process Flow

The following information explains the process flow - or life cycle - of a typical work order. As there are many types of work orders, certain steps in this process may be bypassed and others may be added.

- Step 1. A department requests a work order. This request for work may be for anything from fixing a light switch to remodeling a room. Large projects, such as constructing a building, are usually handled through the Job Ledger with smaller work orders attached.
- Step 2. The department enters the work order. Some organizations may not want to allow department issued work orders, and security can be setup to restrict such access. However, security can also be setup to restrict a department to only entering information on the first screen called Work Order Definition. The details of the work request are entered on the Work Order Definition screen (e.g., description, categorization, requesting department, location, etc.)
- Step 3. A report can be setup to display the newly created work orders and are waiting for an estimate. An estimator, in some cases, will then fill in more detail concerning the work order (such as materials, labor, etc.). The status field is used to enter the information on the tracking of the Work Order through the system. The manual entry of IN for Initiated will allow the report to pull all new

IN items for a particular date. Then the Supervisor would put a new entry in the Status field SU as an example for the Finance person to pull the report to move forward for Account entry. (Note: the Status would change with each new person making an entry into the Work Order subsystem. These changes are done manually not electronically.)

- Step 4. At this point, the work order will enter the approval stage. Security codes and associated approval codes are predefined by the client to allow users with the proper authority to approve work orders. A work order can go through multiple levels of approval before becoming a true work order (the former state of the work order can be referred to as a work request, although the work request number is considered the work order number).
- Step 5. When the work order completes its last approval stage, the status of the work order is changed to active, and an encumbrance is created if so desired. (Note: there must be a posting preference put in place for this to happen automatically.)
- Step 6. Now that the work order is defined and approved, activity relating to the work order may be collected. A lead worker enters the activity on an entry screen, and the system stores the activity as work order processing details.
- Step 7. If so desired, interfaces can be implemented to collect work order detail as it is posted to other subsystems. For instance, Accounts Payable, Stores Inventory, and Payroll may all post work order related transactions to the work order subsystem as detail. The primary advantage to this is reconciliation issues that may arise between WO and the other subsystems. Of course, it also saves time in entering the individual work details. One issue to consider when using the interface is that intricate detail cannot be maintained (for example, which item on a work order is a certain transaction related to). Because it comes from a specific subsystem the general category can be deduced (materials, labor, etc.), but for multiple types of labor on a single work order, details coming from payroll cannot match a specific payroll entry with a specific work order item, for example.
- Step 8. Regardless of how the details get into the work order system, the next step is to post them to GL/JL. There are many cases where work order detail does not need to post to the general ledger, but there are just as many cases where it is necessary. The reason for posting work order information is to verify specific expense to a particular project, program or maintenance activity and location. Also, there may be a need to reimburse a department for their costs, and charge it to the specific department, or departments that the work was done for. This can be done at any time during the life of the work order, but most likely will be left until the work order is complete.
- Step 9. During the same GL/JL posting process, an encumbrance reversal will be made against the original work order encumbrance, if such an encumbrance was requested upon creating the work order.
- Step 10. Flagging the work order as complete will indicate to the encumbrance payment process that a final payment must be issued against the original work order encumbrance again, only if the work order was defined to encumber.
- Step 11. At any point during the accumulation of work order activity but commonly upon work order completion an AR bill may be generated if the work is billable to an external source.

1.2 Key Features

1.2.1 IFAS: Work Order Management System

The Order Management System is designed to encompass work order definition, detail estimation, work order processing, work order billing and charge back. All information pertaining to the work order, from the original user request to detail estimates, online approvals, assignment of resources (both personnel and equipment), the capturing of work order activity, and finally to the closing of the work order itself, is included in the system. While creating new work orders, you can inquire other IFAS applications for information. For example, materials available in the warehouse, staffing and rate information from the payroll system, and equipment from the Fixed Assets System is accessible. All activity begins within the Work Order Management System: status of the order, posting of charges into the General Ledger System, billing costs (including overhead and mark-up) to external entities from the Accounts Receivable System, and posting of all maintenance and improvement costs back to the individual fixed asset item within the Fixed Asset System.

Tracking & Billing

- Handle recurring work orders and one-time-only work orders.
- Automatically create and schedule recurring work orders.
- Create separate billing flags for labor, equipment, tools and materials.
- Set each class of items as billable vs. non-billable, and add appropriate overhead charges (flat rate or variable based).
- Create multiple levels of online approvals.

Links with other Systems

Work Order interfaces to other IFAS modules such as General Ledger, Accounts Payable, Accounts Receivable, Stores Inventory, Encumbrances, Fixed Assets, and Payroll.

Flexibility

- Create all items necessary for a work order by referencing a work order template code.
- Utilize large text sections for instructions and miscellaneous comments.
- Create an automated process to systematically schedule recurring work orders, such as inspections.
- Enter the maintenance frequency, store the last maintenance date, and the next scheduled maintenance date.
- Create an encumbrance record for the work order and to control expenditures against that total.
- Based upon the code, all staff, equipment, tools and materials necessary for the work order will be listed as the defaults on the screen.

Code Tables

Code tables are available for work order standards, material rates, tool rates, equipment rates, labor rates, overhead rates, location, work order categories, and work order types.

Reporting

Access to information is straightforward and easy. The Work Order Management System includes standard reports and immediate online inquiry to any data in the system. Security- protected reports can be run at the user's networked computer or via the Internet from any Web browser.

Standard reports available include:

- Online inquiries on all code tables
- Work order requests
- Approved work orders
- Other general information

1.3 Getting Started

1.3.1 Work Order Navigation

1.3.2 Questions for Administrators

Work Order Questions for System Administrator: Note the answers to the following questions will help the SunGard Bi-Tech consultant to advise you on which version of Work Order will best serve your needs. This decision needs to be reached by the end of the overview training session.

Version #1: All entries for work order are generated by the Stores Inventory and payroll subsystems and electronically transfer information into the WOACTUALS screen.

Version #2: All entries for work orders are manually entered into the WO Material, Labor, Equipment and Other screens. Then CDD reports are used to transfer to Excel and finally into a JE Batch for GL/JL entry.

Version #3: All entries are entered manually into the WO Material, Labor, Equipment, Other screens but then a utility TDWOUTGL is run to generate a JE batch to transfer the detail to the GL/JL.

1) How many work orders do you expect to process in a day and week?

- 2) What is the current office procedure for the processing on work orders?
- 3) What are the most important components of your recording labor, material and equipment use?
- 4) How is the information recorded onto work orders currently summarized and used for entries into the General Ledger or Job Ledger?

- 5) Will you be summarizing the information by Departments?
- 6) Will other people need access to the summarized information?
- 7) How often will those people need access to the information?
- 8) What is the current format of your work orders?
- 9) Do you currently use the work order information for payroll summary?
- 10) How many work orders will be transferred into IFAS at the time you go live?
- 11) If you could change your current work order process, what would you change
- 12) The items which must be determined in the next training sessions:
 - A. Fields which are required entry. Fields which have a default and what the default will be?
 - B. Whether certain fields will be linked to GL/JL object codes, HR employee information, or the Triad code tables, or connection to the Inventory information in the Stores Inventory.
 - C. If there is to be a code table used what will be the entry for their coded value? The trainer will review the reports, organization chart, account structure, the use of a code for the Warranty information. Will SunGard Bi-tech need to down load the most current version of Work Order onto the site prior to the next training session.
 - D. Staff needs to inquire on the status of Fixed Assets, Payroll and Stores Inventory as these subsystem inter relate to Work Order.
 - E. Staff will have to determine the use of Flag Encumbrance with a "Y", if they need to encumber at the work order level. If "Y" then the normal budget checking would warn or block on the work order.
 - F. Will SunGard Bi-tech need to review the access of inventory totals via Work Order? The issuance of a pick it ticket is important to them when material is to be pulled for a work order. Is the Pick it ticket done manually at this time?
 - G. Staff needs to decide if they want to tie to the Employee pay code, or Social Security number on the WOLABR screen or create a separate code table for labor codes and rates?
 - H. The following items will be reviewed in detail during the next two training session: Navigation, Code tables, Sample Reports, Centralized Vs Decentralized, Transaction process when there is a transfer of funds to allow for enough money to complete the task, establish an estimated Go Live Date.

1.4 Flow Diagram

Under Construction

1.5 Basic Steps

Under Construction

2 Setup

2.1 Basics

2.1.1 Terms and Definitions

Control Key: An Org.Key, which has been defined at a higher level within the Chart of Accounts and typically identifies the accumulated sum of budgets for several lower level Org.Keys.

Fully Qualified Account: Input and Output formats, which require the entry of all clients, defined parts of the account structure. (Org. Parts plus the Object Code.) For example: "101200-6100" {10 = Fund, 1200= Accounting Dept.} this entire entry = the Org.key. [- dash is a separator] 6100 = Object Code. See General Ledger Section 1-17 to 1-24 for more detail.

GLDB: General Ledger database. The file structures, which hold the budgets and transactions that, make up the client's accounting information.

GL Side: One of two parts of the GLDB which contain one or more structural definitions of ledgers.

Interfund: Transactions which move information, date, transactions between funds.

Intrafund: Transactions which move information, date, transactions within a fund.

JL Side: One of two parts of the GLDB, which contains one or more structural definitions of ledgers. The JL Side is an optional definition. (If used you would record transactions for Projects in these ledgers).

Ledger: A formal definition of an accounting structure, which is supported in either the GL Side or the JL Side.

Mask: This is the phrase used to describe a series of entries which moves you interactively through more than one entry question.

Object Group: A code which groups like Object Codes into some client defined collection, such as all asset Object Codes or all Salary and Wages Object Codes. Object Groups may be set up for reporting and/or budget controls. (Use mask GLUPOB).

Object Code: A code, which represents an entry in a Chart of Accounts. Objects are typically used to classify line items in an accounting system, but they are also used to classify assets, liabilities, fund balances, and transfers in addition to revenues and expenditures. A unique Object is created for each bank account (assets), for each payroll retirement plan (liabilities), for each type of revenue generated, for each type of expense incurred, for each type of transfer in, and for each type of transfer out. Objects are generally the lowest level of classification, however, some organizations use the term Object to mean the lower level. (Use mask GLUPOB)

Organizational Parts (Org.Parts): A discrete part of a Ledger account identification, which specifies some aspect of the organization, such as "Fund", Division, etc. (use mask GLUPKY).

Org.Key: Numbers or characters, which stand for some used combination of values for the Organization (use mask GLUPKY).

Printing and Distribution: Moves the transaction file from a temporary file to a permanent file to change this entry you must use a credit item, void check, etc.

Quick Key: From the GLUPQU mask you would enter a short number series which would allow entry of data from a decentralized point into the system in place of the full ORG.KEY and OBJ.KEY. (Example "305" for 1012005001) Part of original Set-up for General Ledger.

Rollover: Special purpose programs are usually written to move data from one application system to another.

System, Function, Criteria: These are the steps, which are performed when you enter a mask. You will tell which sub-system you want to access the function to perform in that system and the criteria for the data source.

User Security: From the NUUPUS mask you would establish user security priority and that would screen the users read, write and access to information per sub-system.

2.1.2 Concepts

Under Construction

2.2 Intermediate

Under Construction

2.3 Advanced

Under Construction

2.4 Best Practices

Under Construction

3 Processes

3.1 Tutorial

Under Construction

4 Process Reference

4.1 Entry

4.1.1 Work Order Screens

Screens Contained in the Work Order Subsystem

(WOUPCD)	Work Order Coded Information
(WOUPDF)	Account Defaults
(WOUPGN)	General Information

(WOUPSC)	Schedule Work Orders
(WOUPTR)	Transaction Update
(WOUPWO)	Work Orders
(WOUPWR)	Work Request

Work Order General Information (WOUPGN)

The Work Order General Information screen is used to define default and posting information. This information is used by the other Work Order screens and subsystem applications. The General Tab is used to define default information for the Work Order subsystem, specifically with respect to interfacing with Stores Inventory.

General	Post	
	Interface Defaults	
Use SI Interface:	Warehouse Code:	VLW1 -
GL Account Key:	4 JL Account Key:	5445
GL Object Code:	JL Object Code:	
Customer ID: Customer Address Code:	Fiscal Year:	
	Burden Information	
Rate: Account Number:	Posting Code:	

Work Order Subsystem Defaults (WOUPDF)

This screen allows account defaults to be defined by subsystem for individual Work Order numbers. The defaults are completed as needed or left blank if there is no default for a particular work order. Subsystem defaults can be defined so that they are shown on the screen when adding a new record but can be changed. Use common code GLDF xx (where xx is the subsystem ID). See the common

code description for which fields to fill out.

	D.C. H.A.
OFK Vrder/Sub	osystem Default Accounts
Work Order:	WO#00002
Subsystem:	JE
	Defaults To:
	GL v 440000 6446

Work Order Transactions (WOUPTR)

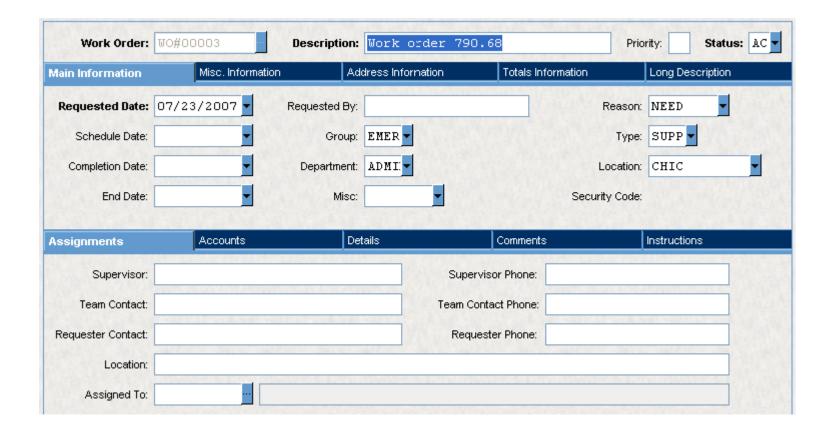
The Work Order Transaction screen is used to record actual transactions that occur for a given work order. These records can either be manually entered using this screen, or they are interfaced in from other modules (i.e., AP, SI, PY), providing the interface is setup and enabled.

Work Order:					
Date:	-				
Code ID: 01	'HR -	Item:	0	Code Value:	•
Subsystem:]				
Desc:				Reference:	
PEID:		Job:		Secondary Ref:	
Qty:	1.00000	Rate:	0.00000	Overhead:	0.00
				Total:	<u>0.0</u>
Actual Post Code:	Actual Account: GL 🝷)BJ		
igned Post Code:	Assigned Account: GL	KEY C	DBJ <mark></mark>		
		GL Post Date:		AR Bill Date:	

Work Order Entry/Update (WOUPWO)

There are ten tabs used to capture and show detailed work order information. The Work Order Data Entry screen starts off the

group, followed by an assignment screen, and then the account breakdown is entered on the third screen. The next four data entry screens are used for detail estimation of materials, equipment, labor, and other (or miscellaneous) items. The final tab (which may be separated into a separate module for singular inquiry use) displays summary information about the work order.



Work Order Scheduling (WOUPSC)

The purpose of this screen is to allow advance entry dates, which will flag automatic generation of work orders. This will allow entry of detail for standard maintenance routines, project phases, or any repetitive work for the organization.

Schedule ID:	Text in the	Description: VW790			Status:
ig bescription.	scheduling scre	een.			
WO Prefix:		Value:	0	Template WO:	WO#00002
				Last Issued WO:	
Start Dt:	•	Seasonal from:			
End Dt:		to:		Priority:	
Frequency:	1 WKS	_		Last Units:	
				Current Units:	
Schedule Dt:	07/02/2007 🗸	Last Complete Dt: 07/02	2/2007 🗸	Approval:	
Preventive Dt:	-	Next Sched Dt:	-		

Code Tables:

Work Order Coded Definitions (WOUPCD)

This screen allows input of the coded values used within the work order module fields for pick lists. You will make the association of this codes value to the correct input screen in the Work Order detail. Then you will make lists which would represent the most common entries into each field. Those lists would be input into the code table. Once the code tables have been filled in you will be able to go to the corresponding field in the input screens and hit F1 to bring up the coded values of choice for your operators. In some cases nothing more than the programmers code ID, your coded value, and a brief description is necessary. However, there are several other code tables which may require a rate and rate type. These are typically codes on the work order detail screens which might describe labor, equipment, or other rates.

Code ID:	CATE	Code Value:	SMER			
Rate:	10.0000	Type: I	?EE]		
Short Desc:	Emergency fee					
Description:	Emergency Fee					

4.2 Processing

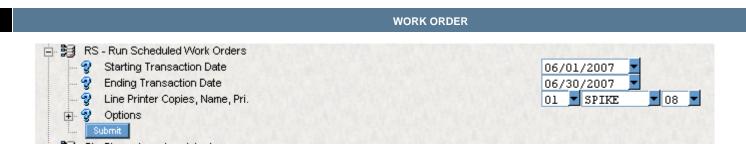
Under Construction

4.3 Utilities

Under Construction

4.3.1 Automatic Work Orders (WOUTRS)

The purpose of this step is to generate the automatic work orders. The entries will be based on a search through the database on Start and End Date.



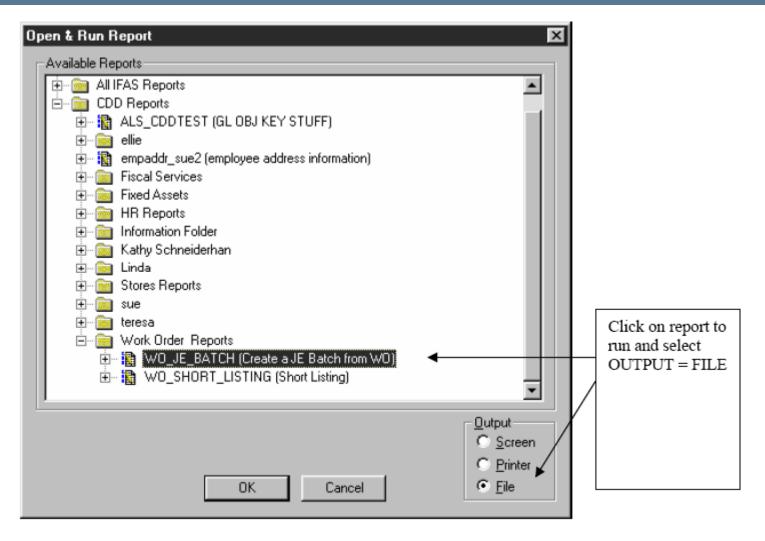
You could run this at the end of a month for the next month or twelve times to generate the work orders for an entire year.

4.4 Reports

4.4.1 CDD Reporting

Issues: Will the subsystem transfer data from other subsystems or will the staff make entries into the labor, material, equipment and other screens with detail into CDD reports and to JE batches?

1. In CDD - run Wo_je_batch



🕄 Prompts	×
Enter the Start Date:	OK
	Cancel
Enter the Report Date:	
6/30/1999	
Enter the Batch ID:	
Enter JE Date (ccyymmdd):	
Enter Prep ID:	
Enter OFFSET Org Key for Object '5784':	
2069485213	
Enter OFFSET Org Key for Object '5734':	
2069485213	
Enter OFFSET Org Key for Object '5783':	
1066466200	
Enter OFFSET Org Key for Object '5733':	
1066466200	

Export to File	×	
Export Type <u>I</u> ab (Excel) <u>C</u> omma (Lotus) <u>H</u> tml	<u>D</u> K Cancel	Change Export to Comma
Export File Name c:\my documents\wo\wo990630 <u>R</u> egions to be Exported	<u>B</u> rowse	Give Unique File Name/Directory
■ Turn Off ■ Turn Off ■ Group Footer (WO_ACCT.WONO) ■ Offset for '5754' ■ Offset for '5714' ■ Offset for '5753' ■ Offset for '5713'		De-select areas marked "Turn Off"

2. Run EXCEL - use file open command to open the file built in step one (export file name)

Open		? X	
Look in: 📋 My Documents	🔽 🗈 🔕 🖼 🔚 🎫 🎩		
🔊 Nm21 🚰 Nm21		Open	
₩0990630		Cancel	
		<u>A</u> dvanced	
Find files that match these search criteria:			
File <u>n</u> ame:	Text or property:	<u>Find Now</u>	Select "All
Files of type: All Files	Last modified: any time	Ne <u>w</u> Search	Files"
3 file(s) found.			

You will see the Import Wizard - there are three screens:

Text Import Wizard - Step 1 of 3	
The Text Wizard has determined that your data is Delimited. If this is correct, choose Next, or choose the Data Type that best describes your data.	
Original data type	
Choose the file type that best describes your data:	
Delimited - Characters such as commas or tabs separate each field.	
C Fixed width - Fields are aligned in columns with spaces between each field.	
Start import at <u>r</u> ow: 1 🚔 File <u>O</u> rigin: Windows (ANSI) 💌	
Preview of file C:\My Documents\wo990630.txt.	
1 "JE000050", "", "REPAIR TRUCK", "W0000065", "", "", "", "", "19	
2 "JE000050","", "REPAIR THE BUS", "W0000079","","","","","",""," 3 "JE000050","", "REPAIR THE BUS", "W0000079","",",",",",",",","	Click
4 "JE000050", "", "DOOR CLOSURE", "W0000072", "", "", "", "", "19	"NEXT"
5 "JE000050", "", "TOILET RUNNING", "W0000081", "", "", "", "", "", "", "", "", "",	- no
	changes
Cancel < Back Next > <u>Fi</u> nish	

Text Import Wizard - Step 2 of 3	
This screen lets you set the delimiters your data contains. You can see how your text is affected in the preview below.	
Delimiters □ Treat consecutive delimiters as one □ Tab □ Semicolon □ Comma □ Space □ Other: □ Text Qualifier: □	
Data preview	
JE000050 REPAIR TRUCK W0000065 JE000050 REPAIR THE BUS W0000079 JE000050 REPAIR THE BUS W0000079 JE000050 DOOR CLOSURE W0000072 JE000050 TOILET RUNNING W0000081 JE000050 DOOR CLOSURE W0000072	Deselect "TAB" and Select 'COMMA", press NEXT.
Cancel < <u>B</u> ack Next > <u>F</u> inish	

Text Import Wizard - Step 3 of 3 This screen lets you select each column and set the Data Format. 'General' converts numeric values to numbers, date values to dates, and all remaining values to text.	Column data format Column
Data preview General General General JE000050 REPAIR TRUCK W0000 JE000050 REPAIR THE BUS W0000 JE000050 REPAIR THE BUS W0000 JE000050 DOOR CLOSURE W0000 JE000050 TOILET RUNNING W0000	0065 0079 0079 0072 0081 Click on

3. After imported, FILE, SAVE AS, then file type needs to be "CSV".

Save As		? ×
Save in:	My Documents 💽 🗈 📧 📸 🏢 📰 🎩	
		<u>S</u> ave
		Cancel
		Options
L		
File <u>n</u> ame:	wo990630	
Save as type:	CSV (Comma delimited)	

- 4. FTP file to the server. (IS FUNCTION)
- 5. Modify record length of the file (IS FUNCTION) to 512 bytes.
- 6. PAD 512.
- 7. Run GLUTRIIJ from the IFAS Menu Mask. This step will convert the flat excel file into the JE BATCH format.
- 8. Run GLJEBP to run a batch proof.
- 9. If Errors correct via GLJEUB.
- 10. If ready to post run GLJEDS to distribute the batch to the GL.

The staff will need to decide if they want to make the entries manually into the screens in work order or have the entries created through interface with other subsystems. The above detail is the way to document the work order detail manually, create a CDD report from that detail and then creating a JE batch which would then be distributed to the GL.

5 Troubleshooting

Under Construction

6 Advanced/Special Configuration

Under Construction

7 Module Integration

Under Construction

7.1 Posting

Under Construction

7.2 Security

Under Construction

7.3 Interfaces

Under Construction

8 Implementation

8.1 Dependencies

Under Construction

8.2 Agenda

Under Construction

99. FAQ

9.1 Quiz

1) What is the most important Key on your keyboard?

2) What will be the new office procedure for routing the work order?

3) Who will give the approval on expenses recorded on work orders?

4) What will be your process in order to establish phases of specific work order projects?

5) How will your encumbrances be effected by work orders?

6) Explain how your work orders subsystem ties into the following subsystems: General Ledger/Job Ledger, Accounts Receivable, Stores Inventory, Encumbrances, Fixed Assets, Person Entity, and Payroll?

7) What is a code table?

8) Give examples of two code table entries from your system?

9) What are the entries to be used in your organization for the location of work orders?

10) Does your organization have a need for recurring work orders?