

Chapter 12 NextOffice IntelliForm

SME Business Scenarios

Many SME today still use spreadsheets to track their valuable business data, such as order details. Although database technologies for PC and small work group have been existing in the IT industry for a long time, they are never very popular in (small) SME companies.

On one side, database technologies provide certain advantages, such as:

- Better management of business data/information.
- Better scalability which can be extended easily along with the growth of business.
- Business data analysis flexibility.

On the other side, the trade-offs are:

- Database is technically too complicated for non-IT users and therefore usually requires someone to act as a Database Administrator.
- Customizing of database applications usually involves professional programmers and is quite expensive to a SME company.

Most SME are already too busy with activities that generate direct revenues. Information technologies, such as database, which even though may in long run improve their overall productivity, are not in their top priority lists in short and medium terms.

Solutions for small SME are better to be conceptually simple and easy to be managed because additional head count, like DBA, may not be justifiable.

In SME offices, the most common front office applications are Word Processing, Spreadsheet, Email, and the most common back office applications are AR and AP related applications because these functions tie to SME's direct cash flow.

Today, many SME are still spending a lot of time in preparing documents by copy-and-paste data from one document to another. For example, an invoice and a "delivery note" have many information (such as customer name, address, order items, etc.) in common but, without an integrated application, an office worker may have to copy (or re-type) the information from an invoice in order to generate the delivery note. Any type of automation towards this direction will significantly improve the productivity of SME.

In addition, if the SME have to somehow select and filter information from invoices to perform some sort of data analysis (such as to evaluate the credit line of customer), it will be very painful without some sort of automation.

IntelliForm is therefore developed with the above rationale in mind and is targeted to improve productivity for SME.

IntelliForm Structure

IntelliForm models the SME data using spreadsheets. Even though NextOffice has a very sophisticated architecture that supports various database systems (e.g. MySQL, Firebird), we have not adopted a database approach to build IntelliForm because a database approach is not easily manageable for most SME office workers.

Taking the Account Receivable functions as an example:

- The pre-sales process will involve submission of product information/catalogs, issuing of quotations, negotiations with the customers, exchanging correspondences and finally a sales engagement realized by a purchase order.
- During the fulfillment process, a delivery note is issued together with the service/goods shipped. Then followed by an invoice, and maybe an official receipt or statement on payment received.

In IntelliForm, we model the Invoice database by a spreadsheet.

The invoice spreadsheet contains information to fully/partially generate the following documents:

- Invoice (Fig.12-1)
- Packing List
- Delivery Note (Fig.12-2)
- Certificate Of Origin
- Shipping Note
- Official Receipt

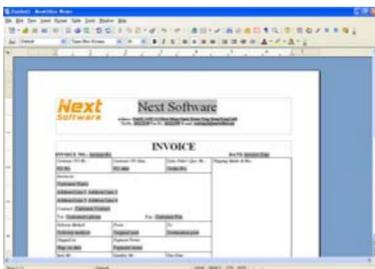


Fig.12-1



Fig.12-2

Through NextOffice automation, what a SME office user has to do is to:

- Select a record by picking an entry in the Invoice spreadsheet (Fig. 12-3)

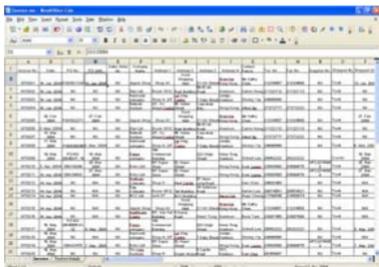


Fig. 12-3



Fig. 12-4

- Click on “IntelliForm” icon (Fig. 12-4) on the Tool Bar to pop-up a dialog.
- Select the desired document in the pop-up dialog. (Fig. 12-5)

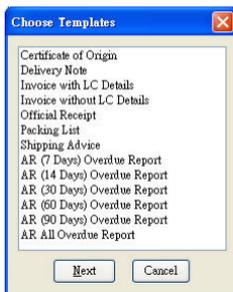


Fig. 12-5

IntelliForm will then automatically generate the required document. Data is extracted from the Invoice spreadsheet and merged with a document or template (e.g, if you select to generate an invoice, the data will be merged with the “Invoice” template). User can edit the template using Writer and then save the template.

The most significantly benefit to SME users may be in statistical analysis. Account Receivables usually come from fulfilled orders and are dependent on the credit terms of the orders. Without an efficient AR management system, SME will not be able to track AR efficiently if the number of orders increases. When Receivables are not tracked correctly and efficiently, it is a potential risk in cash flow management.

- In NextOffice, select menu “Tool” → “Option” → “NextOffice” → “User Data”.
- In the pop-up “User Information” dialog box (Fig. 12-8), fill in your personal detail.

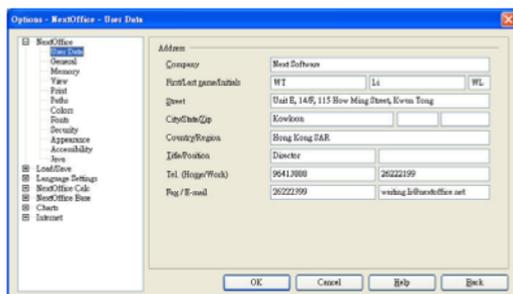


Fig. 12-8

<i>Fields</i>	<i>Description</i>
Company	Your company name to be shown on the headers of the templates and reports.
Name/Surname	Your name to be shown in letter templates.
Address	Your company address to be shown on the headers of the templates and reports.
Country	Your country name (part of the company address) to be shown on the templates and reports.
Title	Your title to be shown in letter templates.
Office Phone Number	Your phone number to be shown on the headers of the templates and reports.
Fax Number	Your fax number to be shown on the headers of the templates and reports
Email Address	Your email address to be shown on the headers of the templates and reports

Template Layout Customization

IntelliForm comes with more than 30 template documents. In most cases, each of the template is for a single purpose. For example, the “Invoice” template is for generating the invoice only; the “Delivery Note” template is for generating the “Delivery Note” only. The “Report” template is an exception, it is for all report generation.

IntelliForm templates are stored under your Windows personal folder, under the sub-folder name “NextOffice9.0\user\templates”. For example, if your Windows is in “C:” drive and your user name is “Demo”, the template documents will be found in “C:\Documents and Settings\demo\Application Data\NextOffice9.0\user\templates” (Fig. 12-9)

The steps to customize a template's layout are:

- Select menu “File”→ “Open”
- In the “Open File” dialog box, pick your desired template. (Fig. 12-10)

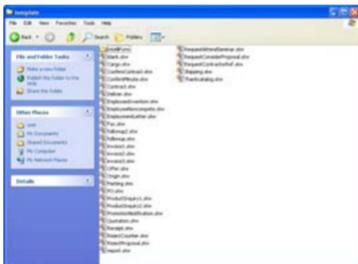


Fig. 12-9

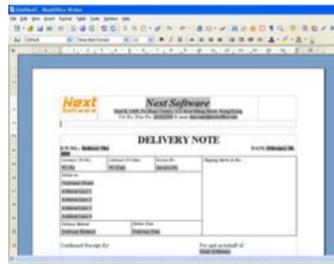


Fig. 12-10

- The selected template will then be loaded for editing. (Fig. 12-11). You can change its layout as if you were working on a text document. For example, you can replace the logo in the top left corner with your company logo.

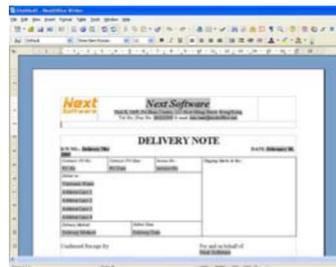


Fig. 12-11

- After you have made the change, select menu “File” → “Save” to save your changes to the template document.

You can verify your changes re-loading the template document:

- Select menu “File” → “Open” and pick the template document which you have just changed.
- Confirm the changes are done. If not, repeat the procedures stated in “Template Layout Customization” and make sure you save the change.

User Fields Customization

Every template in IntelliForm may carry two types of fields:

- Sender Fields (which are defined in menu “Tool” → “Options” → “NextOffice” → “User Data”)
- User Defined Fields

You need to setup the data linkage between the fields and your data source. In IntelliForm, data sources are your spreadsheets.

Inserting Sender Fields

For example, if you would like to insert your office number into a template document, what you have to do is to insert the sender field named “Office Number” in the right position in your document. This is done by the following steps:

- Open your template document for editing
- Position your cursor to the location where you would like to insert the “Office Number”.
- Select menu “Insert” → “Fields” → “Others” to bring up the “Insert Field” dialog box.
- In the “Insert Field” dialog box (Fig. 12-12), select the “Document” tab, under “Field Type”, select “Sender” and under “Select” list, pick “Office Phone”.
- Finally, select the “Insert” button to insert the selected field into the cursor position.

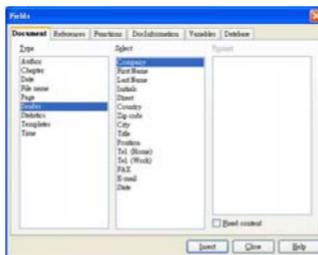


Fig. 12-12

User Defined Fields Customization

Taking the “Delivery Note” as an example, we would like to merge the customer's detail, such as the company name, into the Delivery Note document. The customer detail is defined in the “Invoice” spreadsheet. The following user-defined fields are defined by NextOffice in our templates:

<i>Field Name in Templates</i>	<i>Corresponding Fields Names in IntelliForm</i>	<i>Description</i>
InvoiceNbr	Invoice No.	Invoice number in the “Invoice” spreadsheet
InvoiceDate	Date	Invoice date in the “Invoice” spreadsheet
PONbr	PO No.	Purchase Order number in the “Invoice” spreadsheet
PODate	PO date	Purchase Order date in the “Invoice” spreadsheet
OrderDate	Sales Order No.	Order issue date in the “Invoice” spreadsheet
CustomerName	Company Name	Company name in the “Invoice” spreadsheet or “Vendor” spreadsheet
Address1	Address 1	Address line 1 in the “Invoice” or “Vendor” or “Contact” spreadsheet
Address2	Address 2	Address line 2 in the “Invoice” or “Vendor” or “Contact” spreadsheet
Address3	Address 3	Address line 3 in the “Invoice” or “Vendor” or “Contact” spreadsheet
Address4	Address 4	Address line 4 in the “Invoice” or “Vendor” or “Contact” spreadsheet
CustomerContact	Contact Person	Contact person name in the “Invoice” spreadsheet
CustomerTelephone	Tel. No.	Contact person phone number in the “Invoice” spreadsheet
CustomerFax	Fax No.	Contact person fax number in the “Invoice” spreadsheet
SupplierNbr	Supplier No.	Supplier number assigned by the order issuer in the “Invoice” spreadsheet
ShippedBy	Shipped By	Specify the shipment method in the “Invoice” spreadsheet
ShipFrom	From	Specify the originating port in the “Invoice” spreadsheet

<i>Field Name in Templates</i>	<i>Corresponding Fields Names in IntelliForm</i>	<i>Description</i>
ShipTo	To	Specify the destination port in the “Invoice” spreadsheet
ShipOn	N/A	
PaymentTerm	Payment Term	Payment term in the “Invoice” spreadsheet
DueDate	Due Date	Invoice due date in the “Invoice” spreadsheet
ItemNbr	Item No. 1	The item number, if any, assigned by the order issuer.
Item1	Item 1	For multiple item order, the 1st item description in the “Invoice” spreadsheet.
Qty1	Quantity 1	For multiple item order, the quantity description of the 1 st item in the “Invoice” spreadsheet.
UnitPrice1	Unit Price 1	For multiple item order, the unit price description of the 1 st item in the “Invoice” spreadsheet.
Amount1	"Amount 1	For multiple item order, the amount description for the 1 st item in the “Invoice” spreadsheet.
DeliveryNbr	N/A	Delivery note number in the “Invoice” spreadsheet
DeliveryDate	N/A	Delivery date, if any, in the “Invoice” spreadsheet
DeliveryMethod	N/A	Delivery method, if any, in the “Invoice” spreadsheet
DeliveryTo	N/A	Delivery address, if any, in the “Invoice” spreadsheet
ShipCondition	N/A	
ShippingMark	N/A	
Total	Total	Total amount in dollar for the order.
PaymentReceived	Payment Received	A “Y” indicates payment received for the order.
LCNbr	LC No.	L/C number, if any, in the “Invoice” spreadsheet.
LCDate	LC Date	L/C date, if any, in the “Invoice” spreadsheet.
LCBank	Issuing Bank	L/C issuing bank, if any, in the Invoice spreadsheet.

You have to insert user defined fields into the right positions in the “Delivery Note” and setup the linkage between the “Delivery Note” and the “Invoice” spreadsheet. The linkage setup is quite complicated and requires programming skill. Fortunately, this “field - data” linkage had already setup in IntelliForm. What you have to do is to insert only the user-defined fields.

This is done by the following procedure (taking Invoice Number as an example):

- Open your template document for editing.
- Position your cursor to the location where you would like to insert the “Invoice Number”.
- Select menu “Insert” → “Fields” → “Others” to bring up the “Insert Field” dialog.
- In the “Insert Field” dialog box, select the “Variables” tab, under “Field Type”, select “User Defined” and under “Select” list, pick “InvoiceNbr”. (Fig. 12-13)



Fig. 12-13

- Finally, select the “Insert” button to insert the selected field into the cursor position.

Spreadsheet Customization

The intelligence of IntelliForm had built into the spreadsheet. Therefore, if you would like to deploy IntelliForm, you must plot you existing data to the IntelliForm spreadsheet. Currently, we have created 4 different spreadsheets:

- AR Processing – Invoice Spreadsheet
- AP Processing – Vendor Payable Spreadsheet
- Inventory Tracking – Inventory Movement Spreadsheet
- Customer Correspondences Handling – Contact Spreadsheet

The column names of each spreadsheet must remain unchanged. The positions of the column are better to remain unchanged. The names and positions are crucial to the data linkage setup between the spreadsheets and the template documents.

Take Invoice spreadsheet as an example. If you would like to create everything from scratch :

- Select menu “File” → “New” → “Templates”.
- In the pop-up dialog, select “Intelliform” (Fig. 12-14, 12-15) catalog and then pick the template (in this example, it should be “Invoice”).
- A copy of the document derived from your selected template will be created.

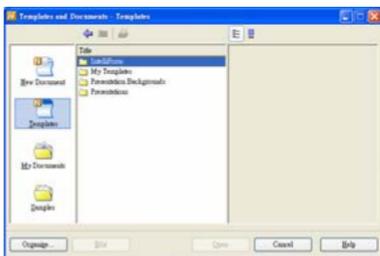


Fig. 12-14

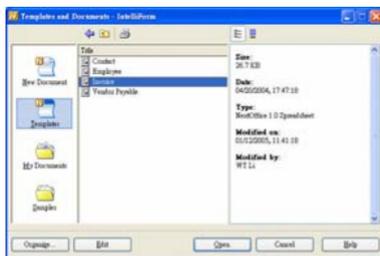


Fig. 12-15

- Delete data starting from row 2 downwards.
- Select menu to save the newly create spreadsheet in a different name.
- Now you can enter your data starting from Row 2.

If you would like to migrate your existing data to an IntelliForm spreadsheet, the steps are:

- Select menu “File” → “New” → “Templates”.
- In the pop-up dialog, select “Intelliform” (Fig. 12-14) catalog and then pick the template (in this example, it should be “Invoice”).
- A copy of the document derived from your selected template will be created for editing.
- Select menu to save the newly create spreadsheet in a different name.
- Open your existing spreadsheet containing live data, cut-and-paste column by column into the newly create IntelliForm spreadsheet. You have to carefully to fill in information that are required by IntelliForm spreadsheet but that do not exist in your existing spreadsheet.

Operating IntelliForm

The following sections describe the procedures to use IntelliForm spreadsheet to generate template documents and reports.

Account Receivable Processing – Invoice Spreadsheet

1. Open your order spreadsheet. You will see the “IntelliForm” icon being loaded automatically into your Tool Bar.
2. If you want to generate documents pertaining to only a single order record, highlight that record and click the “IntelliForm” icon (Fig. 12-16) . If you would like to generate reports, simply press the “IntelliForm” icon.
3. A “Select Form” dialog box (Fig. 12-17) will be popped up, pick your choice and press <Next> button to continue. The required document or report will be generated. You can further touch up on the output document before printing or distribution.



Fig. 12-16

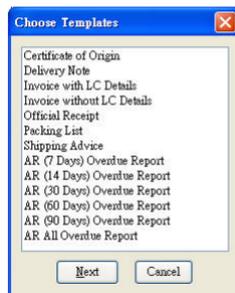


Fig. 12-17

The following documents are available in the Invoice spreadsheet:

- Certificate of Origin
- Delivery Note
- Invoice with LC Details
- Invoice without LC Details
- Official Receipt
- Packing List
- Shipping Advice

The following reports are available in the Invoice spreadsheet:

- AR (7 Days) Overdue Report
- AR (14 Days) Overdue Report (Fig. 12-18)
- AR (30 Days) Overdue Report
- AR (60 Days) Overdue Report
- AR (90 Days) Overdue Report
- AR All Overdue Report (Fig. 12-19)

Invoice No.	Date	Company	Invoice Amount	Due Date
100001	10/10/2000	ABC	1000.00	10/24/2000
100002	10/10/2000	DEF	2000.00	10/24/2000
100003	10/10/2000	GHI	3000.00	10/24/2000

Fig. 12-18

Invoice No.	Date	Company	Invoice Amount	Due Date
100001	10/10/2000	ABC	1000.00	10/24/2000
100002	10/10/2000	DEF	2000.00	10/24/2000
100003	10/10/2000	GHI	3000.00	10/24/2000

Fig. 12-19

AP Processing – Vendor Payable Spreadsheet

1. Open your “Vendor Payable” spreadsheet. You will see the “IntelliForm” icon being loaded automatically into your Tool Bar.
2. If you would like to generate reports, simply click the “IntelliForm” icon.



Fig. 12-20

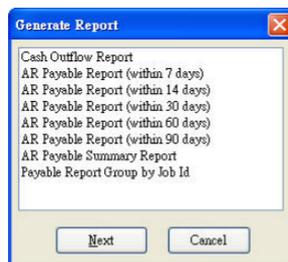
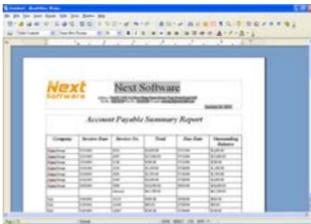


Fig. 12-21

3. A “Select Form” dialog box (Fig. 12-21) will be popped up, pick your choice and press <Next> button to continue. The required document or report will be generated. You can further touch up on the output report before printing or distribution.

The following reports are available in the “Vendor Payable” spreadsheet:

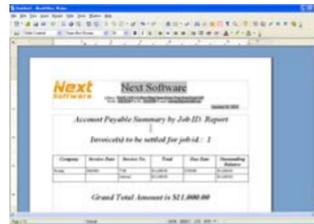
- Cash Out Flow Report
- AP (7 Days) Settlement Report
- AP (14 Days) Settlement Report
- AP (30 Days) Settlement Report
- AP (60 Days) Settlement Report
- AP (90 Days) Settlement Report
- AP All Settlement Report (Fig. 12-22)
- AP All Settlement Report by Job ID (Fig. 12-23)



Next Software
Account Payable Summary Report

Company	Invoice Date	Invoice No.	Total	Due Date	Payment
ABC	01/01/00	1001	1000.00	01/15/00	
DEF	01/02/00	2002	2000.00	01/16/00	
GHI	01/03/00	3003	3000.00	01/17/00	
JKL	01/04/00	4004	4000.00	01/18/00	
MNO	01/05/00	5005	5000.00	01/19/00	
PQR	01/06/00	6006	6000.00	01/20/00	
STU	01/07/00	7007	7000.00	01/21/00	
VWX	01/08/00	8008	8000.00	01/22/00	
YZA	01/09/00	9009	9000.00	01/23/00	
BCD	01/10/00	0010	10000.00	01/24/00	
			Grand Total		
			521,000.00		

Fig. 12-22



Next Software
Account Payable Summary by Job ID Report

Restricted to be used for job-id: 1

Company	Invoice Date	Invoice No.	Total	Due Date	Payment
ABC	01/01/00	1001	1000.00	01/15/00	
DEF	01/02/00	2002	2000.00	01/16/00	
GHI	01/03/00	3003	3000.00	01/17/00	
JKL	01/04/00	4004	4000.00	01/18/00	
MNO	01/05/00	5005	5000.00	01/19/00	
PQR	01/06/00	6006	6000.00	01/20/00	
STU	01/07/00	7007	7000.00	01/21/00	
VWX	01/08/00	8008	8000.00	01/22/00	
YZA	01/09/00	9009	9000.00	01/23/00	
BCD	01/10/00	0010	10000.00	01/24/00	
			Grand Total		
			521,000.00		

Fig. 12-23

Customer Correspondence Handling – Contact Spreadsheet

1. Open your “Contact” spreadsheet. You will see the “IntelliForm” icon being loaded automatically into your tool bar.
2. If you would like to generate template documents, simply click the “IntelliForm” icon. (Fig. 12-24)



Fig. 12-24

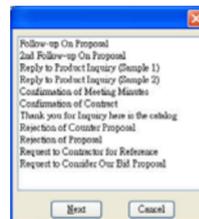


Fig. 12-25

3. A “Select Form” dialog box (Fig. 12-25) will be popped up, pick you choice and press <Next> button to continue. The required documents will be generated. You can further touch up on the output document before printing or distribution.

The following documents are available in the order spreadsheet:

- Follow-up on Proposal
- 2nd Follow-up on Proposal
- Reply to Product Inquiry (Sample 1) (Fig. 12-26)
- Reply to Product Inquiry (Sample 2)
- Confirmation of Meeting Minutes
- Confirmation of Contract
- Thank you for inquiry here is the catalog
- Rejection of Counter Proposal (Fig. 12-27)
- Rejection of Proposal
- Request to Contract for Reference
- Request to Consider Our Bid Proposal

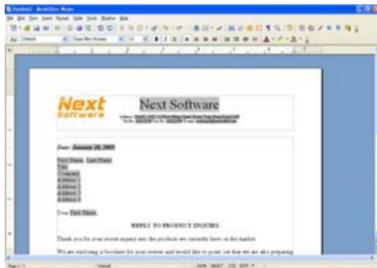


Fig. 12-26



Fig. 12-27

Human Resource Handling – Employee Spreadsheet

1. Open your “Employee” spreadsheet. You will see the “IntelliForm” icon being loaded automatically into your tool bar.
2. If you would like to generate template documents, simply press the “IntelliForm” icon. (Fig. 12-28)



Fig. 12-28

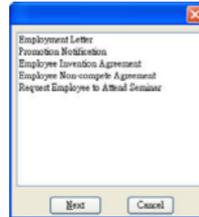


Fig. 12-29

3. A “Select Form” dialog box (Fig. 12-29) will be popped up, pick your choice and press <Next> button to continue. The required documents will be generated. You can further touch-up on the output document before printing or distribution.

The following documents are available in the order spreadsheet:

- Employment Letter (Fig. 12-30)
- Promotion Notification
- Employee Invention Agreement
- Employee Non-competive Agreement (Fig. 12-31)
- Request Employee to Attend Seminar

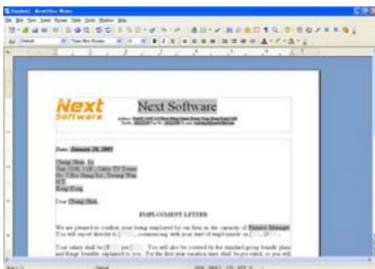


Fig. 12-30



Fig. 12-31