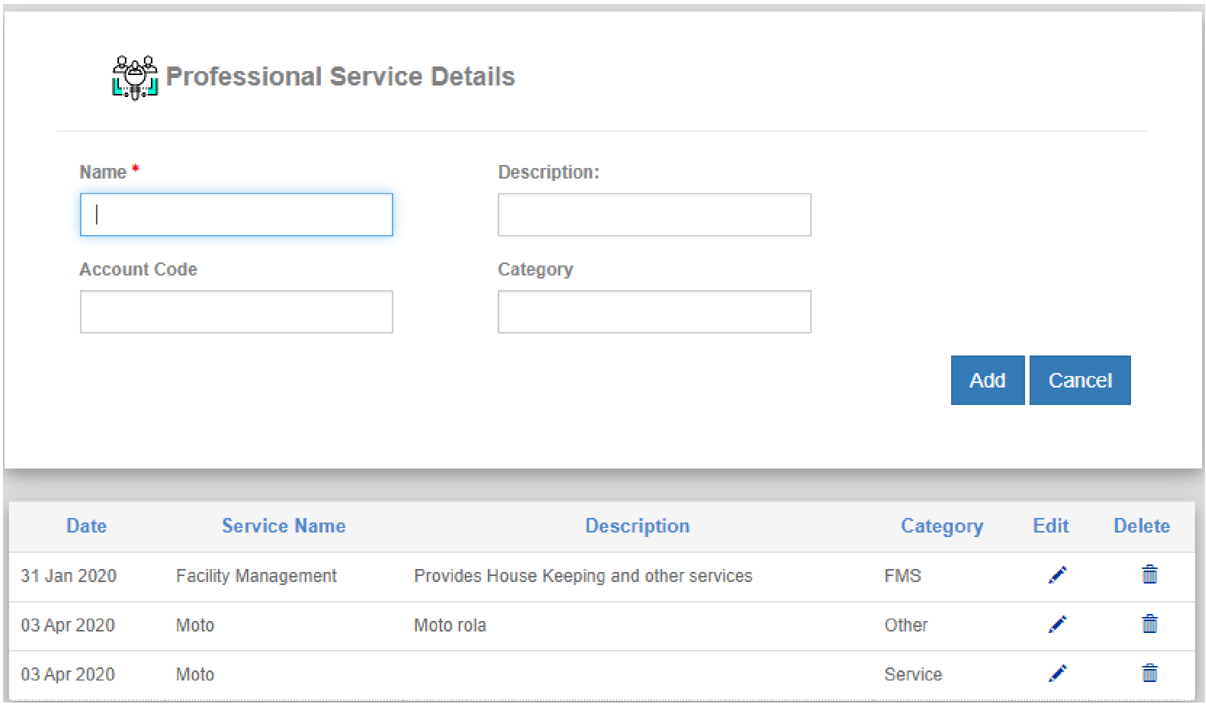
Professional Service Automation (PSA)

The PSA workflow caters mostly ERP automation for service industry having to do with Contract and Project Management. The Company can hire human resources and deploy in client’s work place to deliver service. Based on their skills, service offered, the billing can be generated and contract invoice made ready in no time. To track, manage and maintain the accounting of the services offered, FinAcct ERP comes very handy. The basic workflow happens as per the following steps.

a. Define the Professional Service details offered to customer. Add service Name, Category and Description in the service form shown below.


Professional Service Details

Name *

Description:

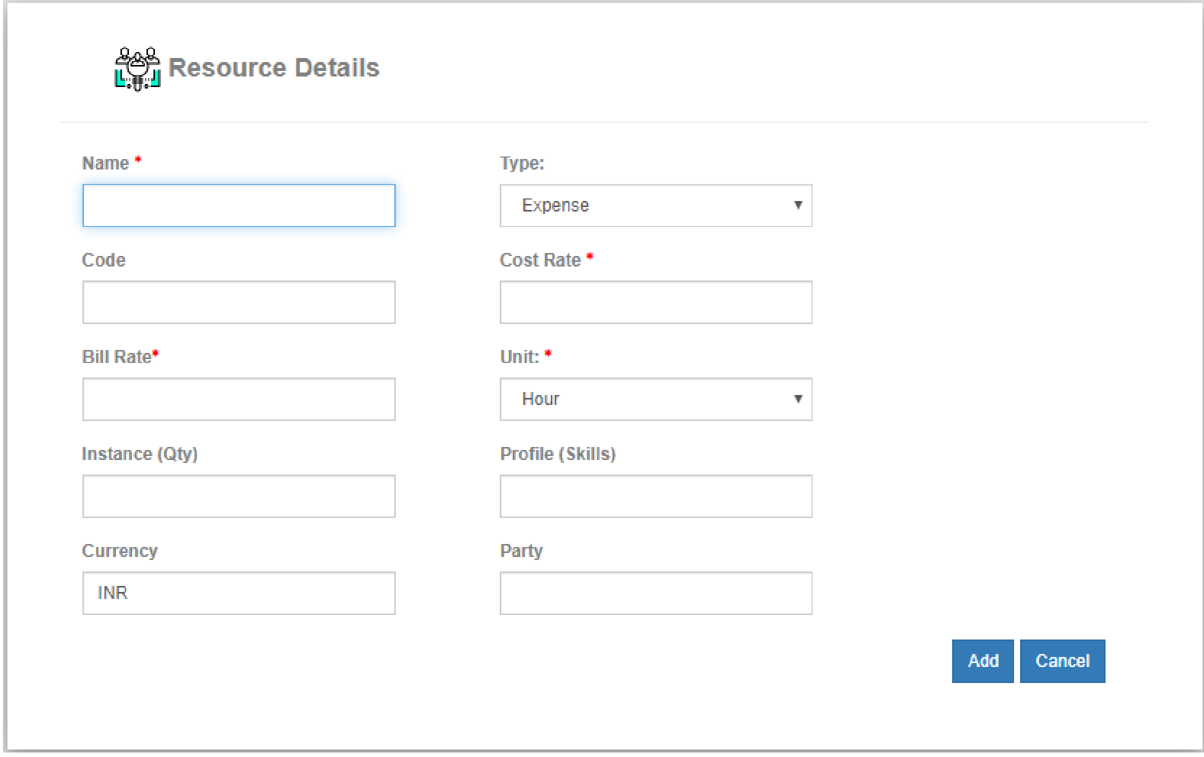
Account Code

Category

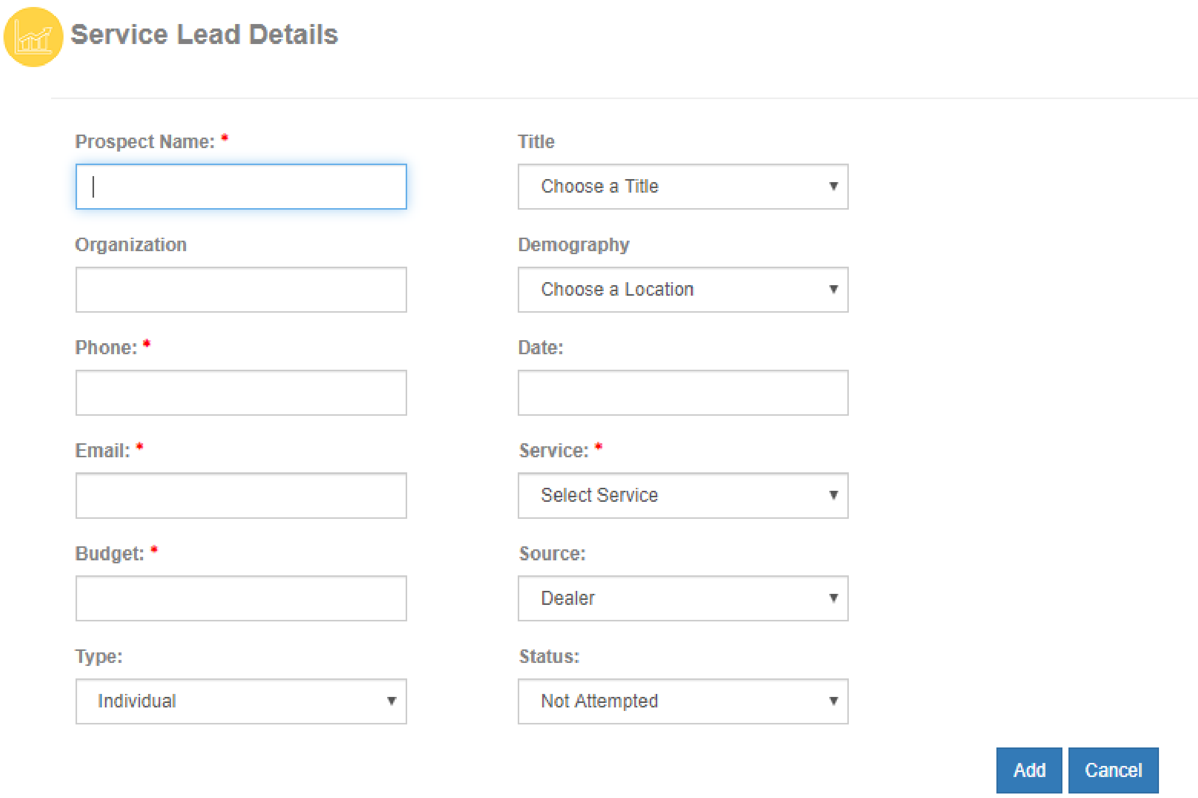
Add Cancel

Date	Service Name	Description	Category	Edit	Delete
31 Jan 2020	Facility Management	Provides House Keeping and other services	FMS		
03 Apr 2020	Moto	Moto rola	Other		
03 Apr 2020	Moto		Service		

b. Define Project resources like Goods Item, Expense, Human resources with their skills, other service resources. User should add name, billing rate, cost rate, unit, instance (Qty) as mandatory fields. There are four types of resources. When resource type is Labor, all the employees are selected for human resource. Similarly for Material, stock items are selected in the code drop down list. For expense and service type, single instance of resource is always used. The following screenshot explains the new project resource creation.

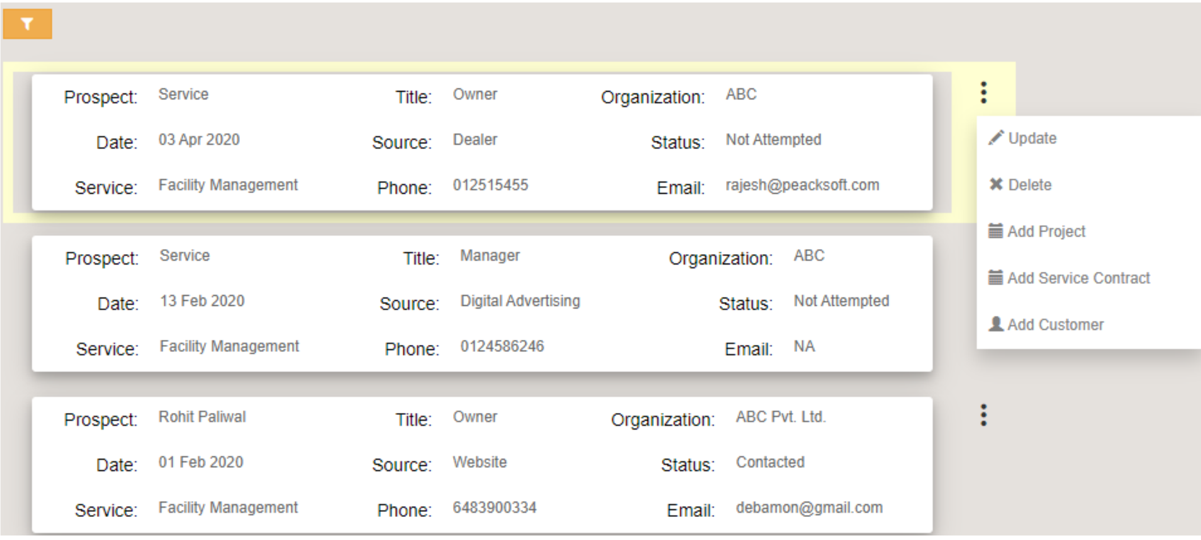


c. Capture the Service Lead from the prospects. Please go to the link PSA -> Manage -> Service Lead.



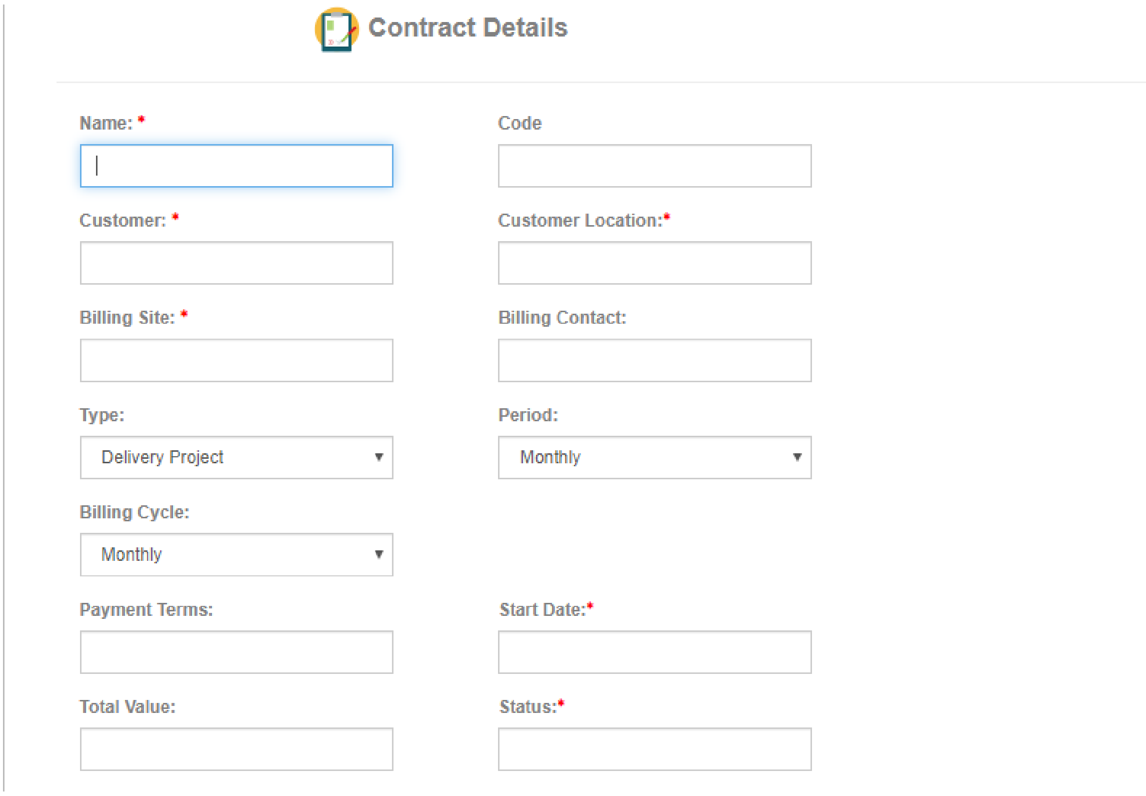
The mandatory fields are Name, Title, Demography, Phone, Date, email and type of service prospect wants.

Once service leads are added, user can see all the reports of lead and execute several operations per lead as shown in the following figure.

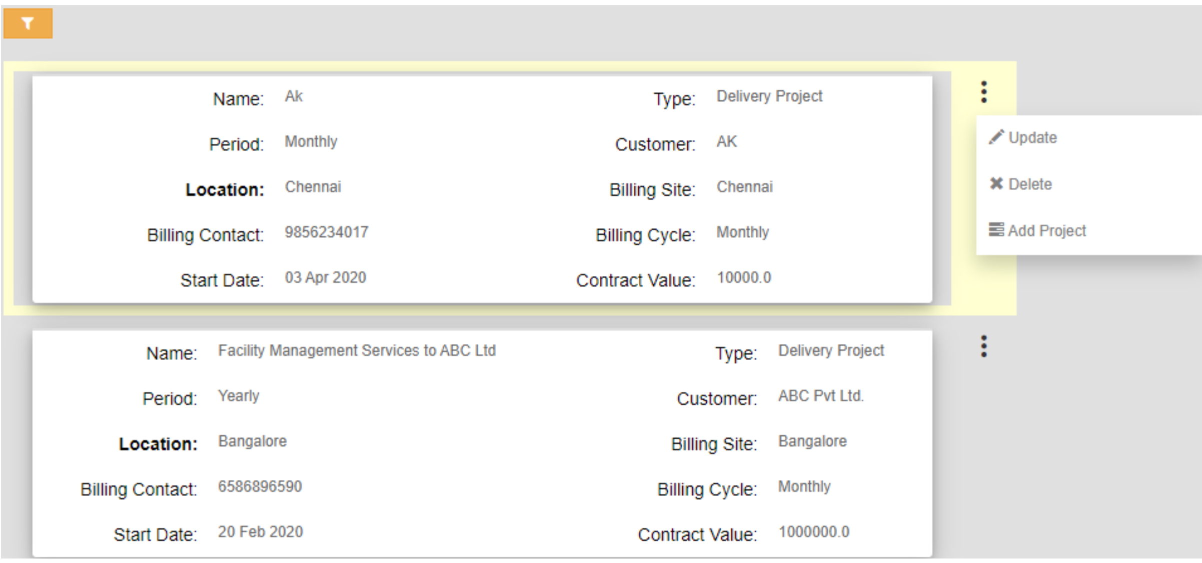


Add Service Contract action creates the Contract for each customer. **Add customer** action creates the corresponding customer from the prospects. Similarly **Add Project** action creates Project for the client without creating Contract service record.

d. From the confirmed leads, Contract record is added with details like customer, customer location, start Date and time, tenure, Service Level Agreements, Budget, billing cycle, invoicing methodology etc. For a given customer, single contract is created.

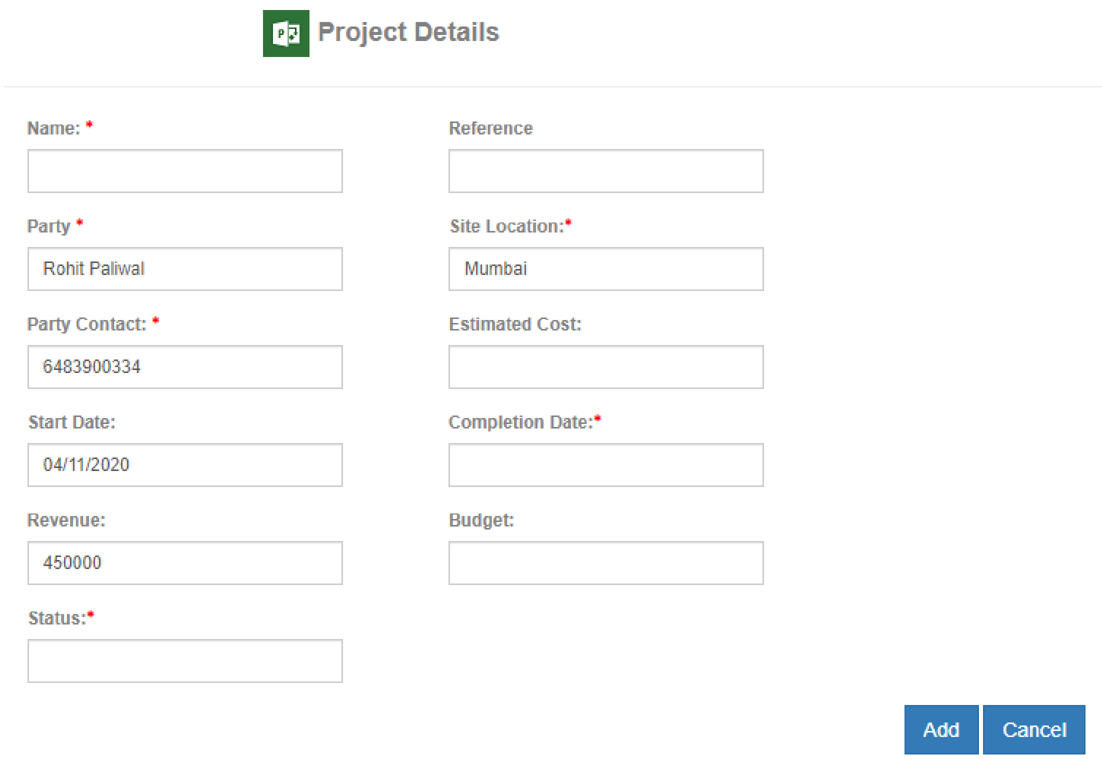


All the contracts are managed from Contract Report shown below.

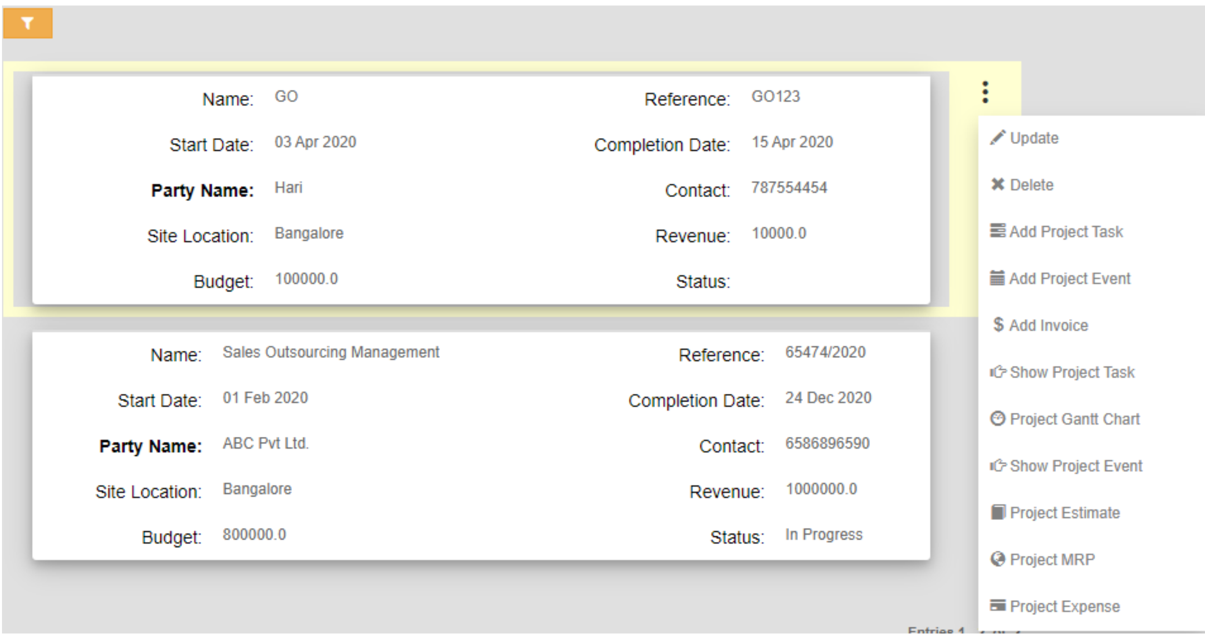


Add Project action creates the new Project for a given contract. There can be multiple number of projects for a given contract. New project creation form is shown next.

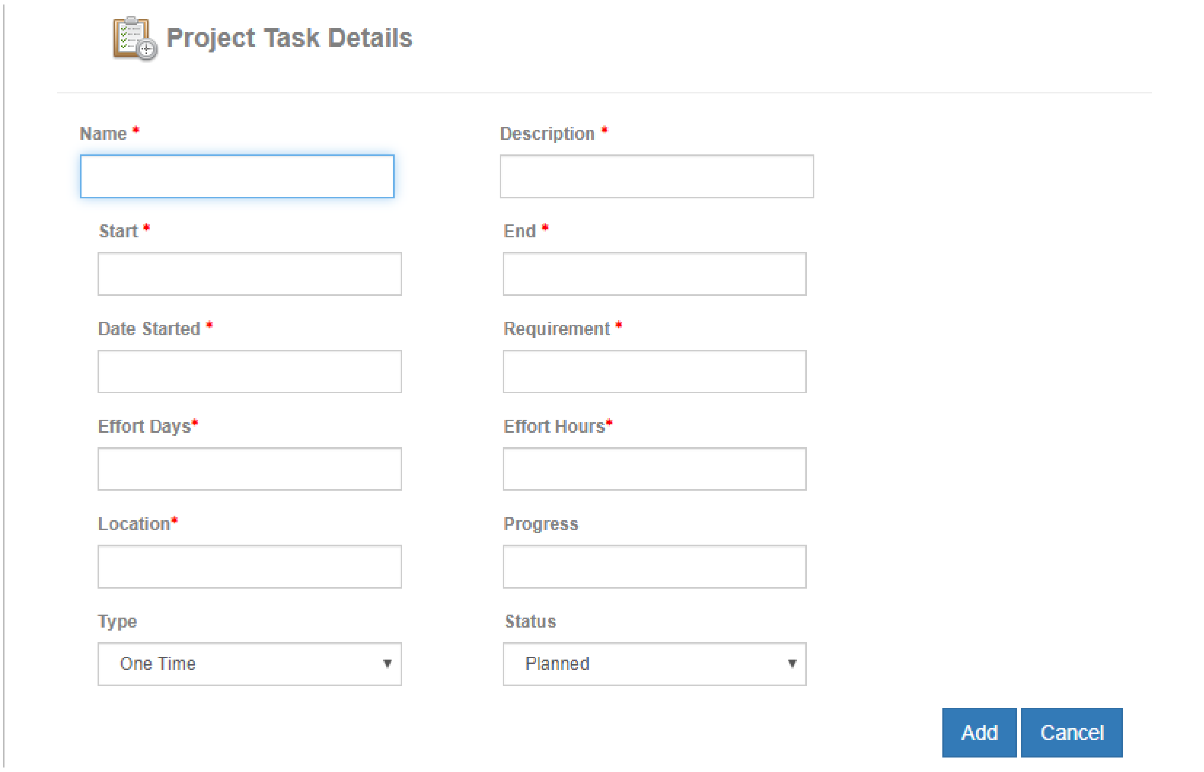
e. For every contract with customer, Project record is created with start and probable end time. User needs to add mandatory fields like name, Party, Site Location, Party Contact, Start and Completion Date in the Project creation form shown below.



f. For a given project record, work break down structure is defined with associated resource. All the actions from a project record are shown in the projects report as below.

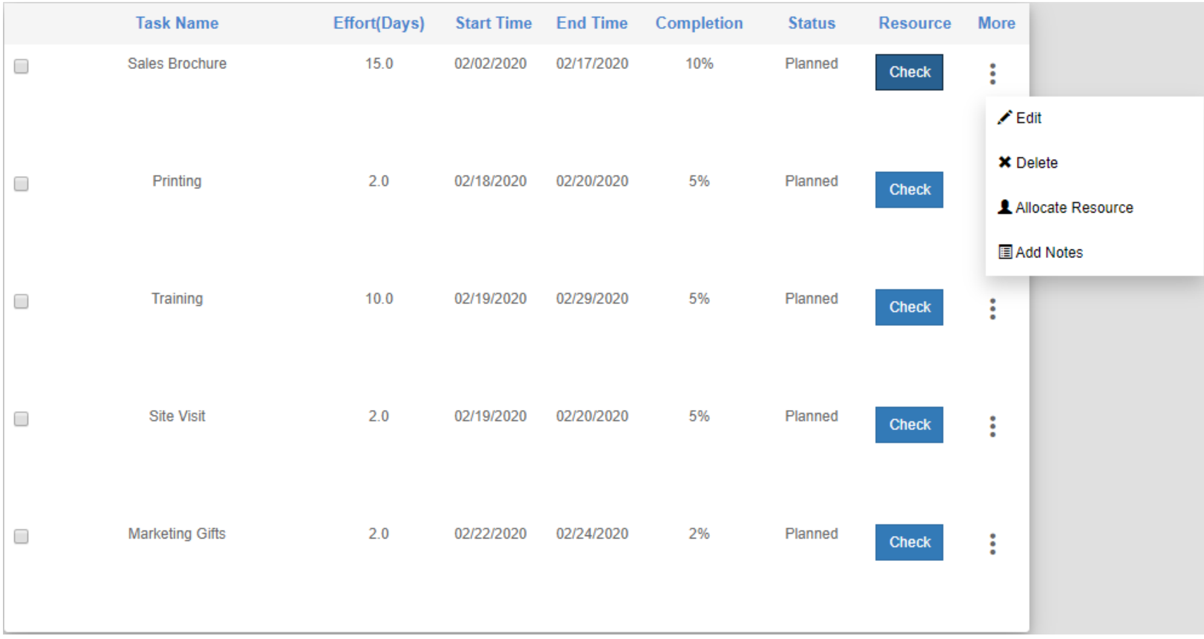


g. **Add Project Task** - For every work, project task record is created with tracking details like start date and time in unit of month or day or hours. Allocate project resource with each and every task already created. Add Project Task action for a given project adds new task as mentioned before.

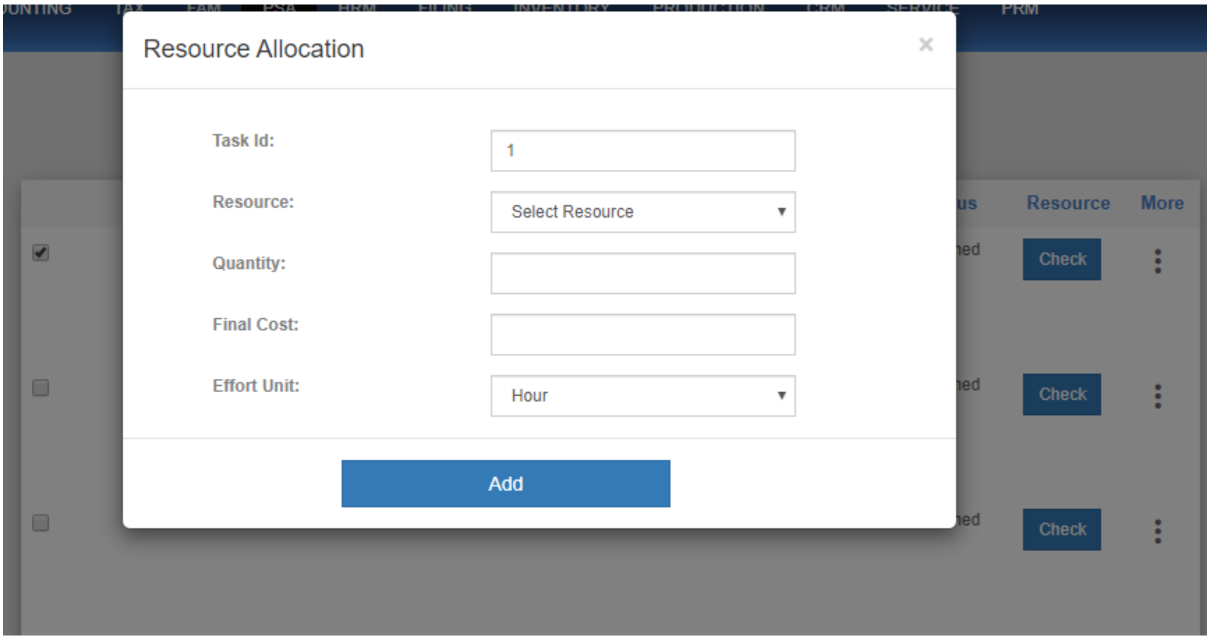


Name, Description, Start and End date, effort days and hours, location need to be added in each task details. Task status and progress can be updated in the task edit operation from Task details.

Show Project Task - The project task details report is obtained from Show Project Task action. Each task shows the name, efforts (day), Start and End time, Completion, Status. Each Task entry has the provision of allocating resource and check (toggle to hide) the allocated resource details.

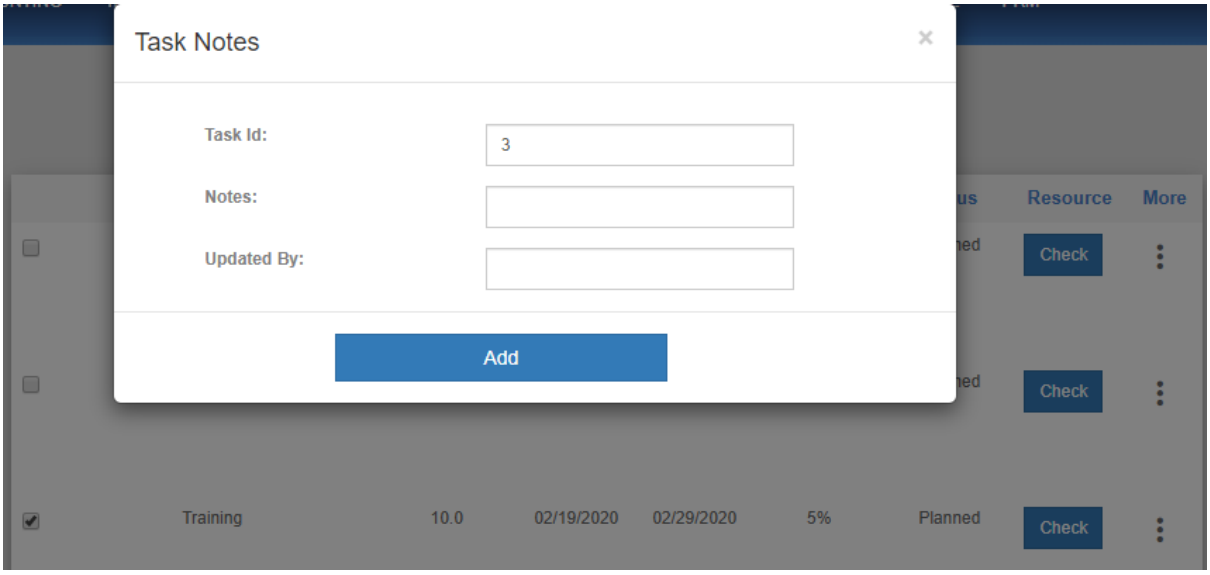


Allocate Resource action assigns the resource associated with this task. The resource could be any one of those already created.



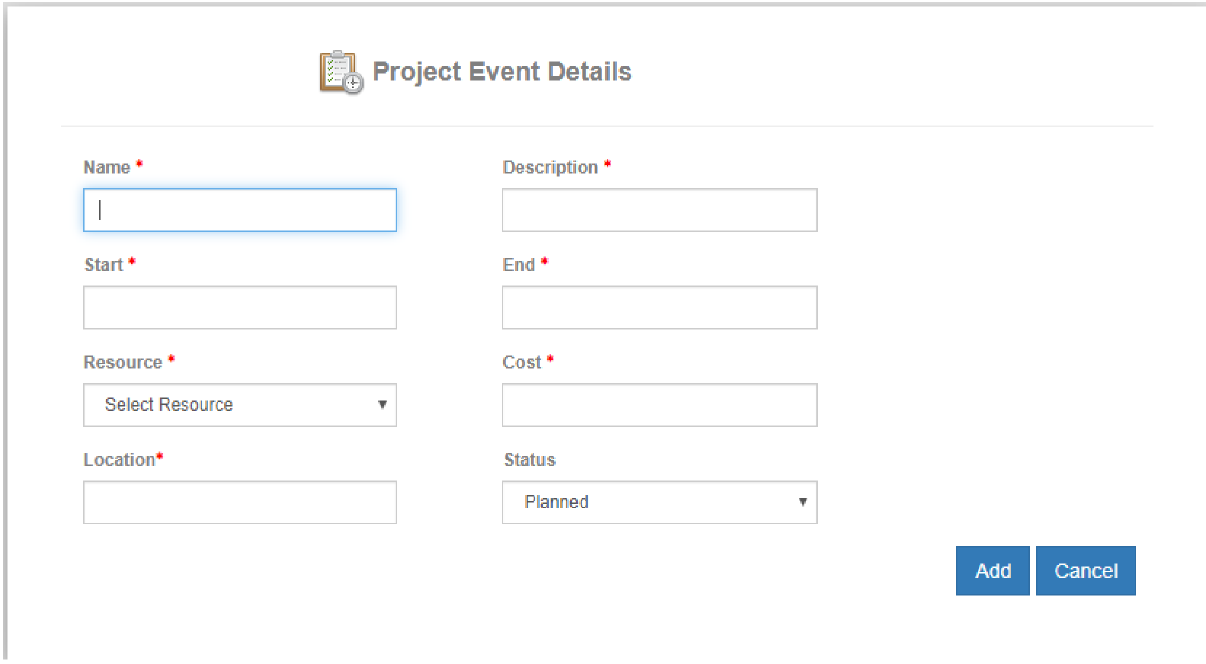
In the resource allocation popup, resource should be selected with quantity, final cost and effort unit.

Similarly Add Notes for a given task gives the option to add any comments and notes during the course of task operation.

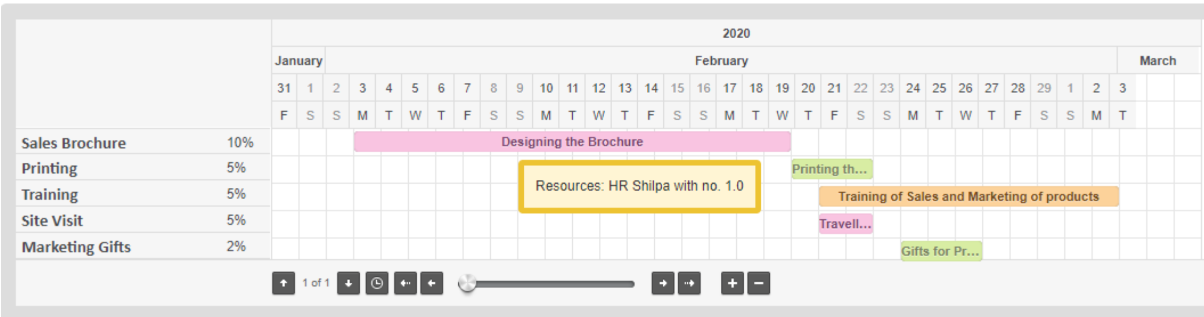


Check button under Resource column for each task entry shows the resources already allocated to it.

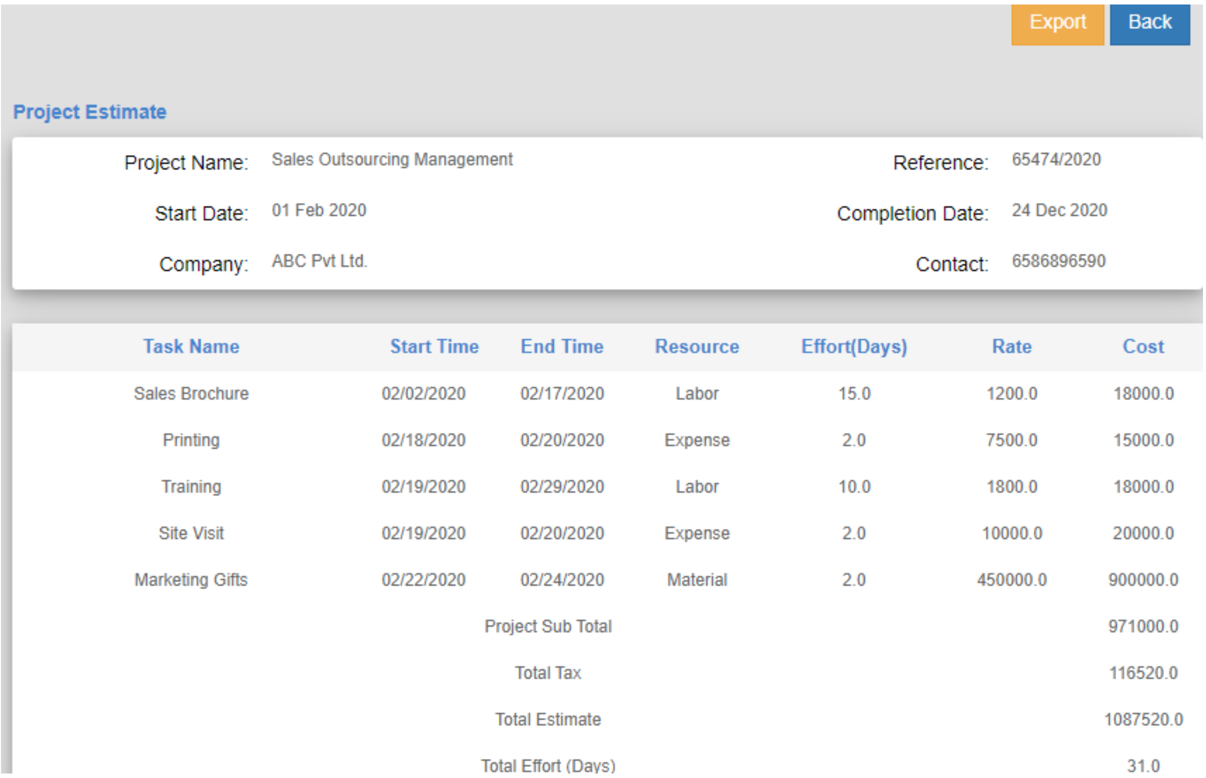
h. **Add Project Event** - User can add event for a given task as part of its execution. The event detail form is shown below.



i. **Project Gantt Chart** - User can check the detailed project task details in the gantt chart from Project Gantt Chart action as shown below. It shows graphical representation of each task in a scale of day and hours and their waterfall structure dependence. On hovering over the task entry, it shows the details of resource involved in the task.



j. **Project Estimate** - From a given project, we can generate project estimate in terms of time duration, project cost, budget etc. The following figure shows the detail of project with complete task breakdowns and their billing rate, total cost and effort in terms of days/hours etc.



Export Back

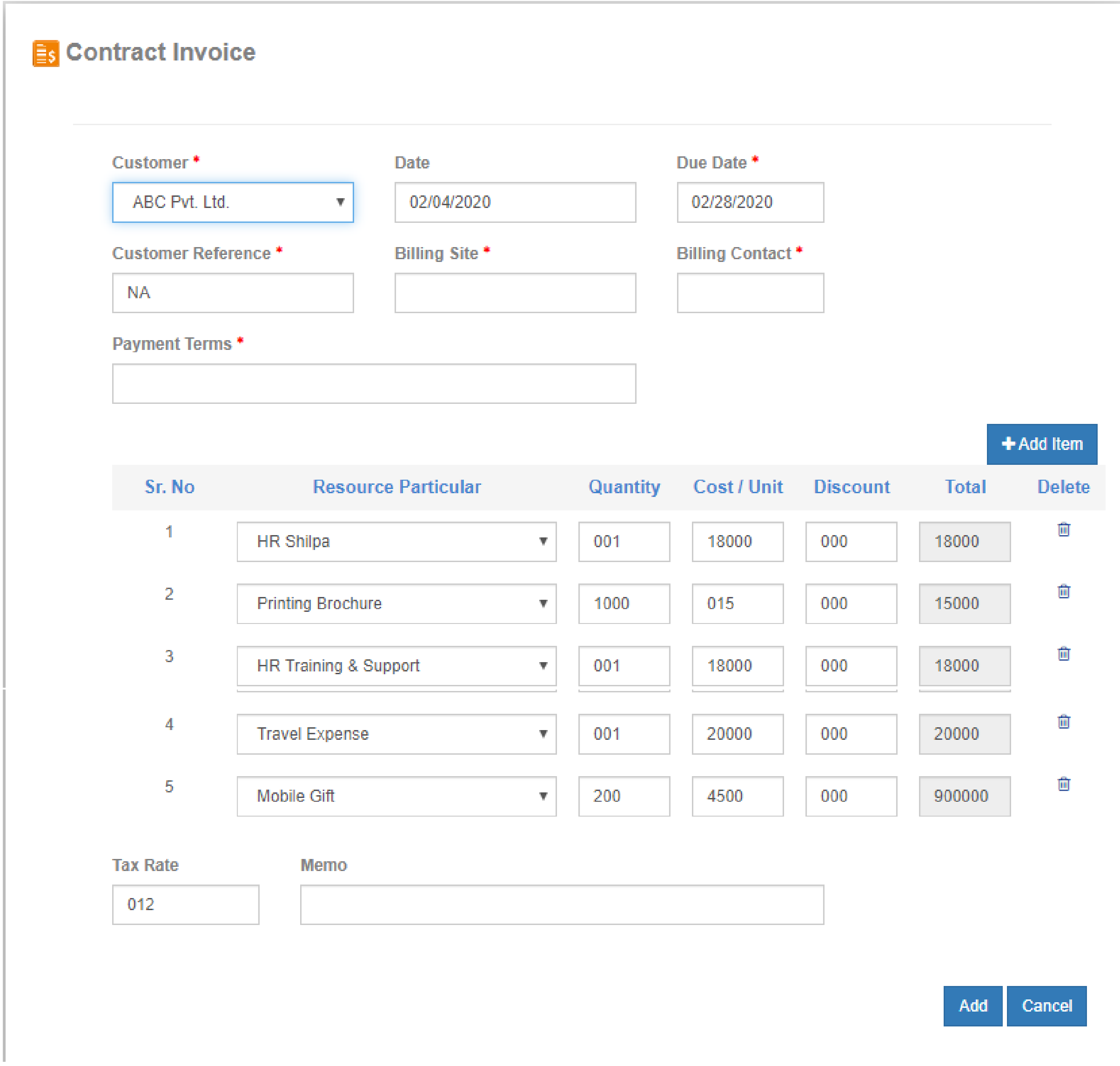
Project Estimate

Project Name:	Sales Outsourcing Management	Reference:	65474/2020
Start Date:	01 Feb 2020	Completion Date:	24 Dec 2020
Company:	ABC Pvt Ltd.	Contact:	6586896590

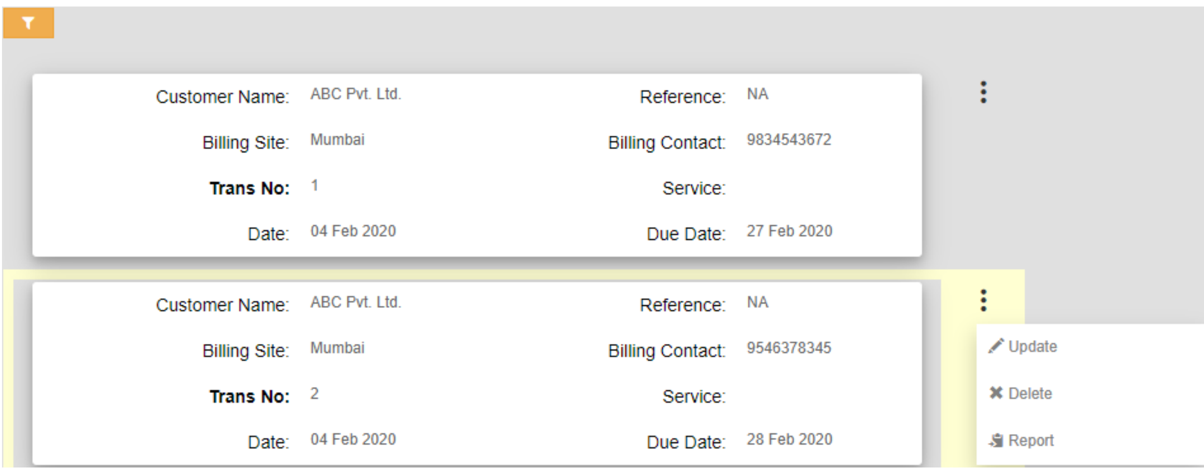
Task Name	Start Time	End Time	Resource	Effort(Days)	Rate	Cost
Sales Brochure	02/02/2020	02/17/2020	Labor	15.0	1200.0	18000.0
Printing	02/18/2020	02/20/2020	Expense	2.0	7500.0	15000.0
Training	02/19/2020	02/29/2020	Labor	10.0	1800.0	18000.0
Site Visit	02/19/2020	02/20/2020	Expense	2.0	10000.0	20000.0
Marketing Gifts	02/22/2020	02/24/2020	Material	2.0	450000.0	900000.0
		Project Sub Total				971000.0
		Total Tax				116520.0
		Total Estimate				1087520.0
		Total Effort (Days)				31.0

k. **Add Invoice** - For every billing cycle, contract invoice is generated and shared with customer. The Contract Invoice picks up all those billable resource items with their quantity and billing rate which have not been billed so far.

User needs to add the customer details, Date, Billing contact and Payment terms in invoice header. This invoice combines both the stock item and service item with single consolidate tax rate.



The contract invoice list can be managed from the following report.



l. **Project MRP** - Project wise Material Requirement Planning can be done and integration to SCM (Supply Chain Management) and financial accounting takes place.

Resource Name	Resource Code	Quantity	QOH	Cost Rate	Action
Mobile Gift	JA003	200.0	0.0	4500.0	Add Indent

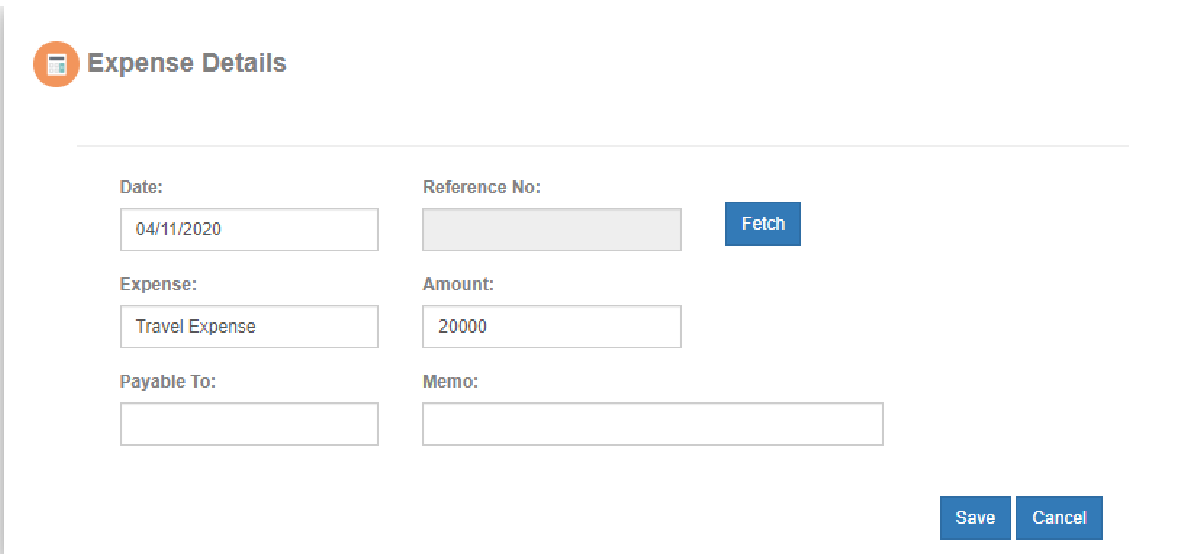
If the quantity of the stock item required is more than Quantity on Hand (QOH),

There is a requirement to raise purchase indent for final procurement of it. Add Indent action will trigger SCM life cycle of the item.

m. **Project Expense** - Expense Management for project is also done in collaboration with accounting modules.

Date	Expense	Code	Quantity	Unit	Unit Cost	Total Cost	Action
01/30/2020	Printing Brochure	2367	1000.0	Lumpsum	15.0	15000.0	Book Expense
01/30/2020	Travel Expense	0012	1.0	Lumpsum	20000.0	20000.0	Book Expense

Book Expense action button adds the required expense incurred as expense items in complete project to the Financial Accounting system as shown in the following figure.


Expense Details

Date: 04/11/2020

Reference No:

Fetch

Expense: Travel Expense

Amount: 20000

Payable To:

Memo:

Save

Cancel