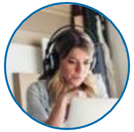
Deltek Power Launch for WorkBook: Role Descriptions

» *Describing the roles, responsibilities and system access in your WorkBook solution*

Pre-Configured Roles



Employee, Creative, Developer: Executes tasks on projects; required to capture time & expenses

Project Manager: Manages the project from start to delivery; including budget, planning, execution and invoicing

Resource Manager: Owns and drives resource planning and employee utilization

Account Manager / Client Partner: Owns the Client relationship in terms of managing opportunities, forecasting and overall project responsibility

Agency Management: Gets a full picture of the business through insights on people, projects, clients and finance

Department Manager: Owns the people in the department and must oversee utilization and optimal planning

Finance All: Owns the overall financial health of the agency; all finance access is encompassed in this role, but if your agency requires financial segregation of duties, they may be delegated between the following four roles

Human Resources: Sets up employees within the system and has overview and approval of absences

Contents

Each role included in the WorkBook solution is defined by its responsibilities and tasks within suggested best practice processes. Each role's access in the system defines their workspace, menu items and available reports.

Role Description:

A high-level description of the role in terms of job description, responsibilities, daily tasks and measurement KPIs

Solution Access:

- Approvals (related to workflows)
- Menu and functionality
- Available reports

Employee
(Creative, Developer, etc.)

Role Description:

The Employee role is central to delivering the agency's creative product.

This role is highly skilled in delivering the type of work the agency sells to its client, whether that requires concepting, designing, coding, development, strategy, etc.

Part of delivering the creative product in line with industry best practices requires them to actively participate in project execution activities within the WorkBook system. Managing their task assignments within the allotted timeframe given and entering their hours and expenses on a regular basis provides accurate real-time data to inform project management and budget control.

WorkBook Tasks:

- Execute tasks that are assigned to them
- Track and register progress on the tasks assigned to them
- Enter time daily or weekly
- Register expenses when spent
- Request absence for time off

Process Responsibilities:

- Execute the tasks that are assigned to them in the timeframe allotted

KPIs to Monitor:

- Their own utilization

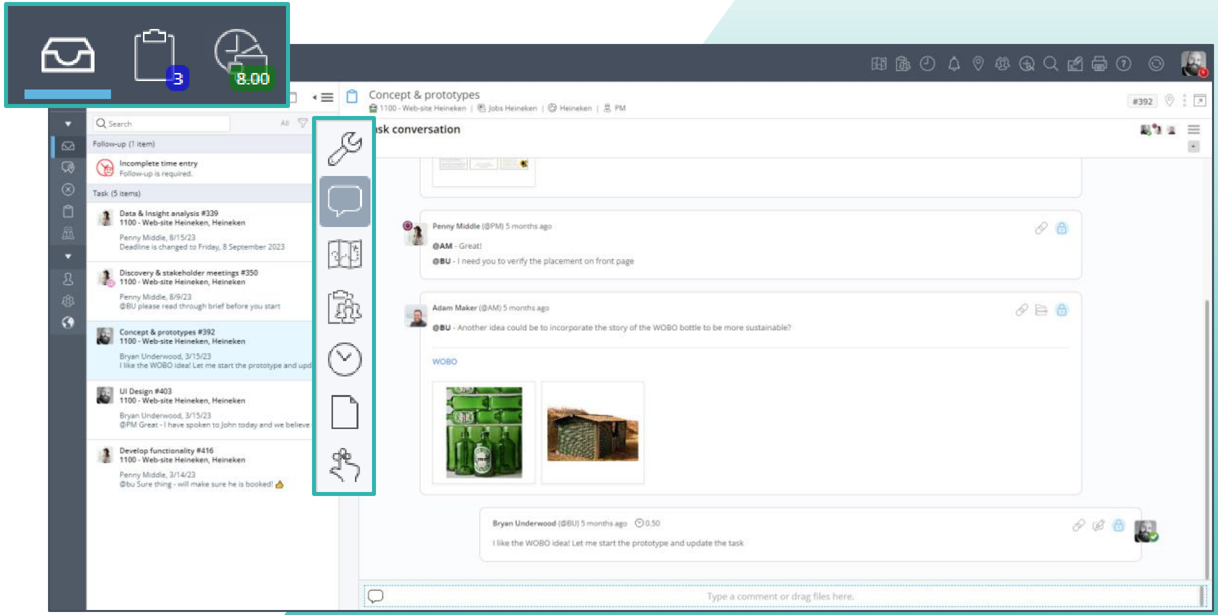
Employee
(Creative, Developer, etc.)

Approvals: None

Menu items:

- Personal information: Absence overview, Personal expense status, My settings
- Inbox: Inbox, history, deleted items
- Tasks: To do, Tasks, Calendar view
- Time sheet: Time sheet, Expense sheet, Mileage
- Jobs: Briefing, Chat, Schedule, Docs

Note – Everyone in your agency with a WorkBook license has this solution access as the basis of their own role.



Reports

- Time entry statistics
- Time – Absence overview
- Time – Flex overview

Project Manager

Role Description:

The Project Manager is in charge of the successful delivery of jobs to the client. The PM owns the job from beginning to delivery and is responsible for job is setup, quote creation/approval and a signed Statement of Work. After kick-off, the PM is responsible for proper project planning, including timeline, tasks, resource requirements and budget.

The Project Manager is responsible for the overall finances of the job - monitoring costs, ensuring invoicing and delivering within budget.

- **WorkBook Tasks:**
- Create new jobs
- Create quotes and set budgets
- Plan the project (schedule, tasks, resources)

- **Process Responsibilities:**
- Execute ongoing task management – plan each task with the Employee
- Raise purchase orders for external purchases
- Raise invoices to clients in cooperation with finance
- Approve hours being spent on the job
- Approve external costs spent on the job
- Update project progress (percentage completion or WIP) on a monthly basis
- Close the job when complete

- **KPIs to Monitor:**
- Job margin / Job write off's
- Actuals to budget (deliver to set budget)

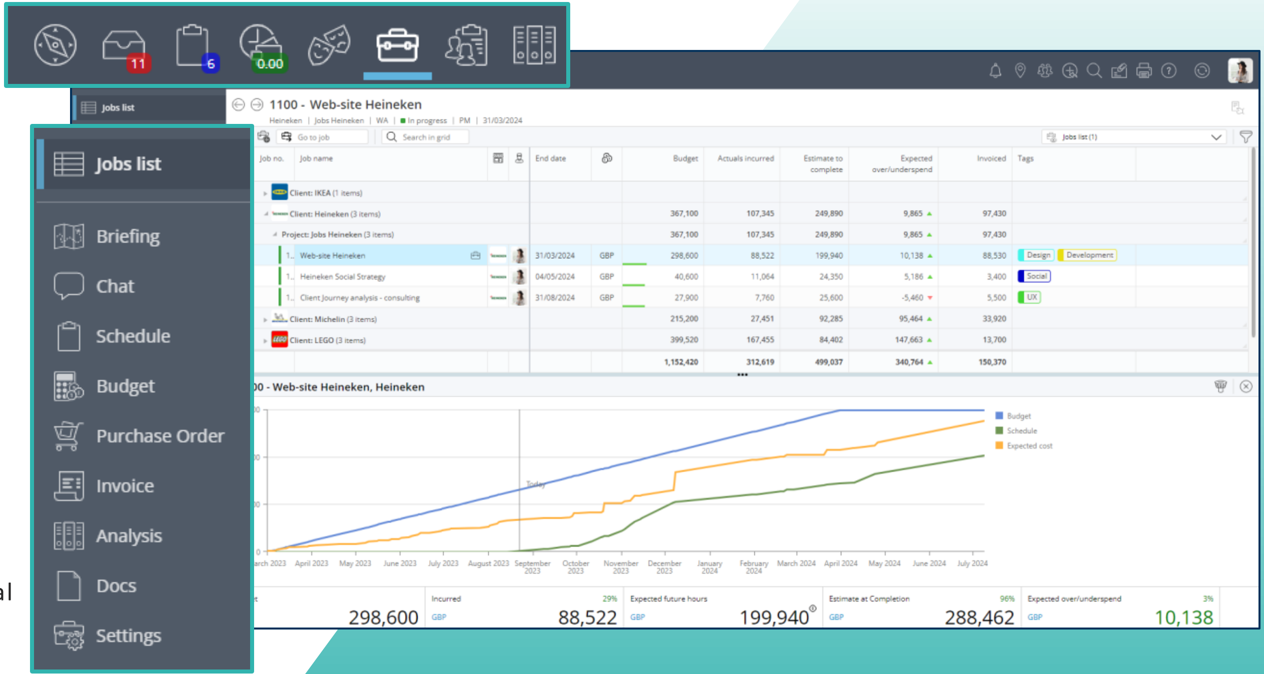
Project Manager

Approvals:

- Invoices awaiting your approval
- Mileage entries awaiting approval
- Personal expense approval
- Price quotes for approval
- Task Approval of the user's
- Supplier invoices for approval
- Time entry approval
- WIP Adjustments

Menu items:

- Personal information: Absence overview, Personal expense status, My settings, My Purchase Orders
- Inbox: Inbox, history, deleted items
- Tasks: To do, Tasks, Calendar view
- Time sheet: Time sheet, Expense sheet, Mileage
- Resources: Resources
- Jobs: Jobs list, Briefing, Chat, Schedule, Budget, PO, Costs, Docs
- Scheduling: Weekly Schedule, Task Matrix, Time sheet status, Task list
- Finance: Net revenue forecast



Reports

Jobs:

- 1 – Jobs List
- 2 – Status View
- 4 – Expenditure Overview
- 5 – Task Progress view
- 7 – Price quotes Overview
- 8 – Price state overview
- 10 – Status report
- 11 – Invoice overview
- 12 – Purchase Order Overview
- 68 – Time expenditures
- 91 – Invoice / expenditure overview
- 139 – Allocated / used hours
- 185 – Job profitability
- 230 – Job ETC report
- 351 - Invoice
- 348 – Price Quote
- 448 – Project price quote

Resource Management:

- 115 - Holiday calendar 12 weeks
- 139 – Allocated / Used hours
- 99 – Schedule list view
- 39 – Gannt Chart – 8 months
- 398 – Gannt Chart – 12 months

Resource Manager

Role Description:

The Resource Manager is responsible for managing the agency's people planning. The Resource Manager has a full overview of what everybody in the company is working on and is responsible for identifying the need for freelance help within budget.

The Resource Manager works in conjunction with the Project Manager to allocate people to tasks according to the requirements of each job. In some agencies, the Resource Manager and Project Manager would be the same person.

WorkBook Tasks:

- Plan und update bookings for people
- Review resource requirements from Project Managers for overall capacity planning
- Assign people to tasks based on skill and availability

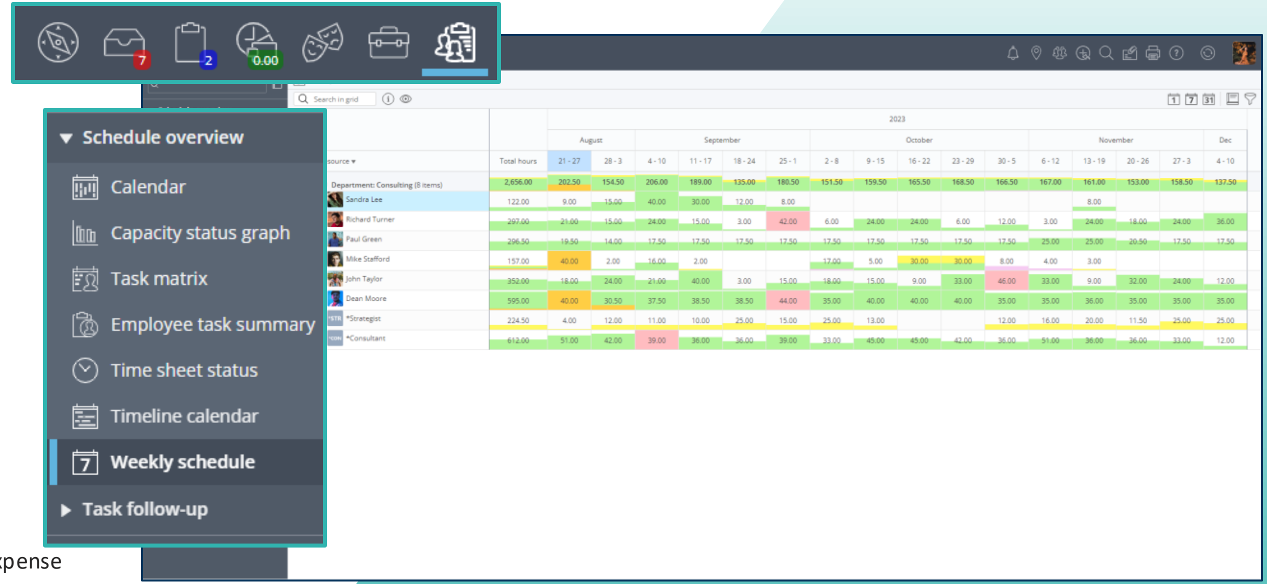
Process Responsibilities:

- Manage bookings and planning
- Optimize capacity and reduce bench list
- Balance usage of freelancers

KPIs to Monitor:

- Planned utilization
- Actual utilization

Resource Manager



Approvals:

Jobs:

- Invoices awaiting your approval
- Mileage entries awaiting approval
- Personal expense approval
- Price quotes for approval
- Task Approval of the user's
- Supplier invoices for approval
- Time entry approval

Employees:

- Resource requests

Menu items:

- Personal information: Absence overview, Personal expense status, My settings, My Purchase Orders
- Inbox: Inbox, history, deleted items
- Tasks: To do, Tasks, Calendar view
- Time sheet: Time sheet, Expense sheet, Mileage
- Resources: Resources
- Jobs: Jobs list, Briefing, Chat, Schedule, Budget, PO, Costs, Docs
- Scheduling: Calendar, Capacity Status Graph, Task Matrix, Employee Task Summary, Time Sheet Status, Timeline Calendar, Task list, Task Resource Booking Approval

Reports

Employees/Resource Management:

- 99 – Schedule list view
- 115 – Holiday calendar 12 weeks
- 177 – Employee hour expenditure
- 323 – Employee profitability
- 39 – Gannt Chart – 8 months
- 398 – Gannt Chart – 12 months

Jobs:

- 1 – Jobs List
- 2 – Status View
- 4 – Expenditure Overview
- 5 – Task Progress view
- 7 – Price quotes Overview
- 8 – Price state overview
- 10 – Status report
- 11 – Invoice overview
- 12 – Purchase Order Overview
- 68 – Time expenditures
- 91 – Invoice / expenditure overview
- 139 – Allocated / used hours
- 185 – Job profitability
- 230 – Job ETC report
- 351 - Invoice
- 348 – Price Quote
- 448 – Project price quote

Account Manager/Client Partner

Role Description:

The Account Manager is responsible for the Client relationship. It is their responsibility to drive new business with full visibility into each Client's pipeline of current and incoming work. This requires maintaining an accurate net revenue forecast on a monthly basis and monitoring Client performance to ensure financial health – i.e. Client profitability, P&L, write offs, etc.

The Account Manager owns the master service agreement for each Client, which sets the frame for creating new Statements of Work for each job. They are also responsible for communicating Client requests to the Project Manager and obtaining approvals from the Client for estimates and change orders.

WorkBook Tasks:

- Overview job and execution
- Approve price quotes prior to sending to clients
- Update CRM with pipeline and activities
- Forecast Revenue
- Overview Client performance

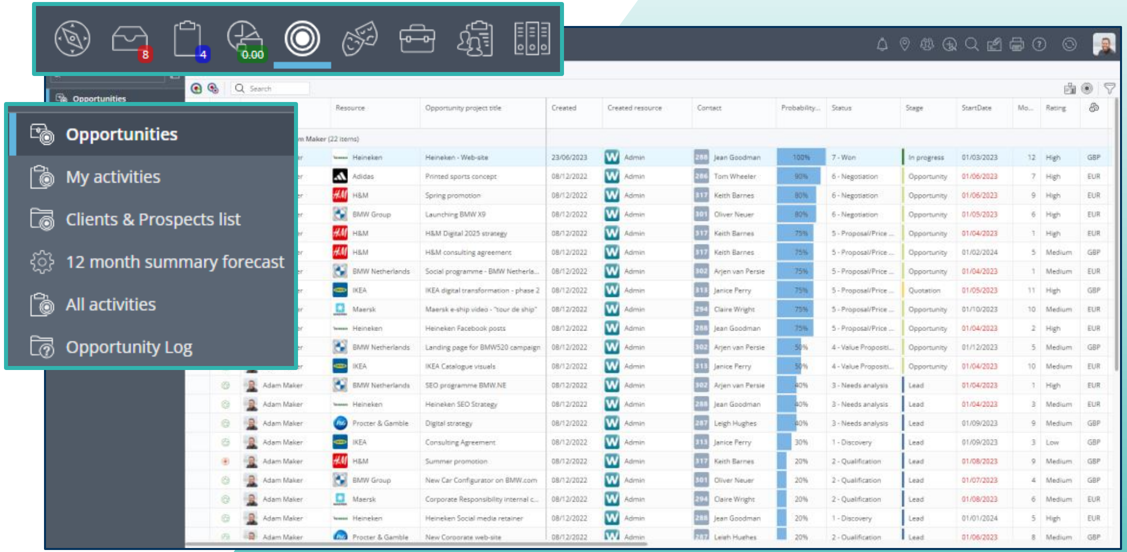
Process Responsibilities:

- Manage the relationship with the client
- Drive new business and revenue
- Oversee that all jobs are delivered for the client
- Make sure there is a master service agreement with client
- Make sure pipeline and revenue forecast is up to date

KPIs to Monitor:

- Client Revenue
- Client Margin
- Client write off's

Account Manager/Client Partner



Approvals:

- Invoices awaiting your approval
- Price quotes for approval

Menu items:

- Personal information: Absence Overview, Personal Expense Status, My settings
- Inbox: Inbox, History, Deleted Items
- Tasks: To do, Tasks, Calendar view
- Time sheet: Time sheet, Expenses, Mileage
- CRM : My Activities, Clients & Prospects, 12-Month Summary Forecast, All Activities, Opportunities *(also functions as built-in reporting)*
- Resources: Resources
- Jobs: Jobs list, Briefing, Chat, Costs, Docs
- Scheduling: Weekly Schedule, Task Matrix grouped by client
- Finance: Net Revenue Forecast

Reports

Jobs:

- 1 – Jobs List
- 2 – Status View
- 4 – Expenditure Overview
- 5 – Task Progress view
- 8 – Price state overview
- 11 – Invoice overview
- 12 – Purchase Order Overview
- 139 – Allocated / used hours
- 185 – Job profitability
- 230 – Job ETC report
- 348 – Price Quote
- 448 – Project price quote

Clients:

- 157 – Pipelines Status report

Employees

- 115 – Holiday calendar 12 weeks
- 39 – Gannt Chart – 8 months
- 398 – Gannt Chart – 12 months

Agency Management

Role Description:

The Management Team can consist of various roles, like CEO, COO, CCO and more. As a team, they have a joint responsibility to manage the agency's strategic direction as well as its overall health within the focus areas of the WorkBook solution: people, projects, clients and finance.

- **People -** Retain talent and maintain an optimal staffing level for the volume of work by ensuring optimal employee utilization with a good balance of freelancers
- **Projects -** Make sure jobs are delivered on budget, on time and on strategy
- **Clients –** Ensure Client satisfaction and agency growth through consistent and new revenue
- **Finance –** Optimize agency operations to support daily activities and profit

WorkBook Tasks:

- Track financial performance through reporting
- Approve certain costs
- Overview pipeline and forecast
- Overview utilization and planning

Process Responsibilities:

- Drive new revenue – through pipeline and forecast management
- Drive utilization and planning
- Drive hires and retention of people
- Manage costs in line with budget
- Drive strategy and acquire new clients

KPIs to Monitor:

- Planned Utilization + Actual utilization
- Client Revenue (per month – compared to budget)
- Operating income + as a % (per month – compared to budget)
- Client profitability
- Job profitability
- Working Capital
- Incoming Pipeline

Agency Management

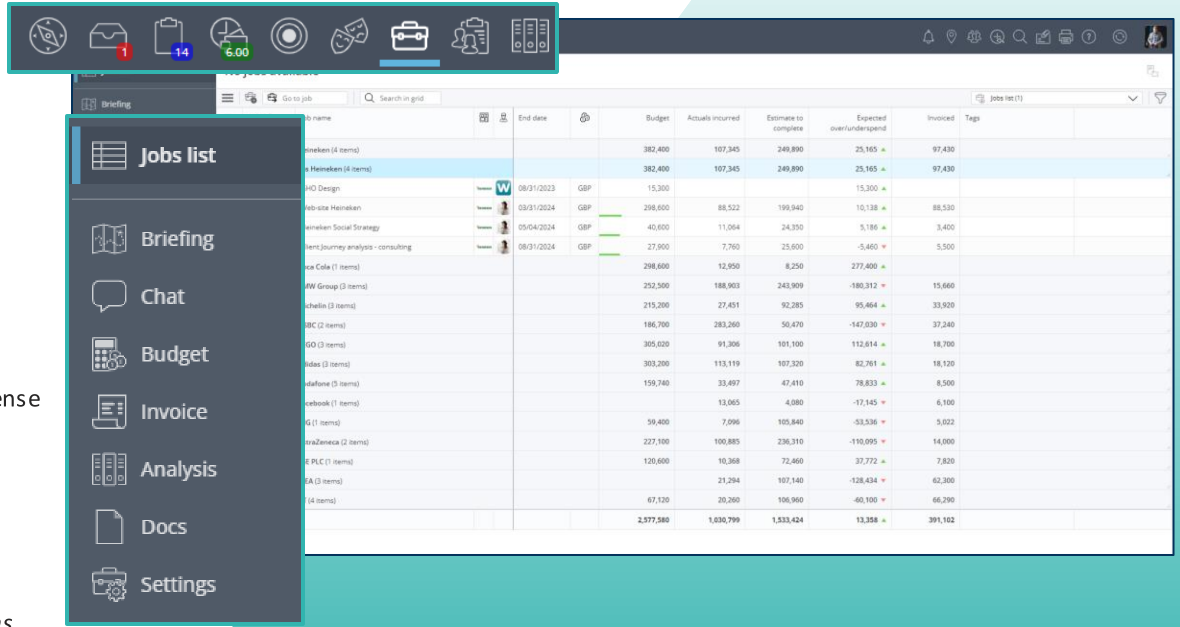
Approvals:

Jobs:

- Price quotes for approval
- Supplier invoices for approval
- Purchase orders for approval

Menu items:

- Personal information: Absence Overview, Personal Expense Status, My Settings
- Inbox: Inbox, History, Deleted Items
- Tasks: To do, Tasks, Calendar view
- Time sheet: Time sheet, Expenses, Mileage
- CRM : My Activities, Clients & Prospects lists, 12-Month Summary Forecast, All Activities, Pipelines *(also functions as built-in reporting)*
- Resources: Resources
- Jobs: Jobs list, Briefing, Chat, Costs, Docs
- Scheduling: Weekly Schedule, Capacity Status Graph *(also functions as built-in reporting)*



Reports

Jobs:

- 1 – Jobs List
- 2 – Status View
- 4 – Expenditure Overview
- 5 – Task Progress view
- 7 – Price quotes Overview
- 8 – Price state overview
- 10 – Status report
- 11 – Invoice overview
- 12 – Purchase Order Overview
- 68 – Time expenditures
- 91 – Invoice / expenditure overview
- 139 – Allocated / used hours
- 185 – Job profitability
- 230 – Job ETC report
- 351 - Invoice
- 348 – Price Quote
- 448 – Project price quote

Resource Management:

- 115 – Holiday calendar 12 weeks
- 323 – Employee profitability
- 39 – Gannt Chart – 8 months
- 398 – Gannt Chart – 12 months

Clients:

- 157 – Pipelines Status report
- 457 – Invoice list with debtor balance

Department Manager

Role description:

The Department Manager is responsible for a department or team within the agency – Creatives, Developers, Strategists, etc. In conjunction with the Resource Manager, the Department Manager oversees resource allocation to ensure that the right people are on the right jobs - focusing on correct task/skill matchmaking, availability and utilization to ensure workload balance and promote employee retention.

They also have access within WorkBook to act as a Project Manager.

WorkBook Tasks:

- Same tasks as the Project Manager PLUS:
- Act on resource request in cooperation with the Resource Manager
- Plan resources
- Approve absence requests

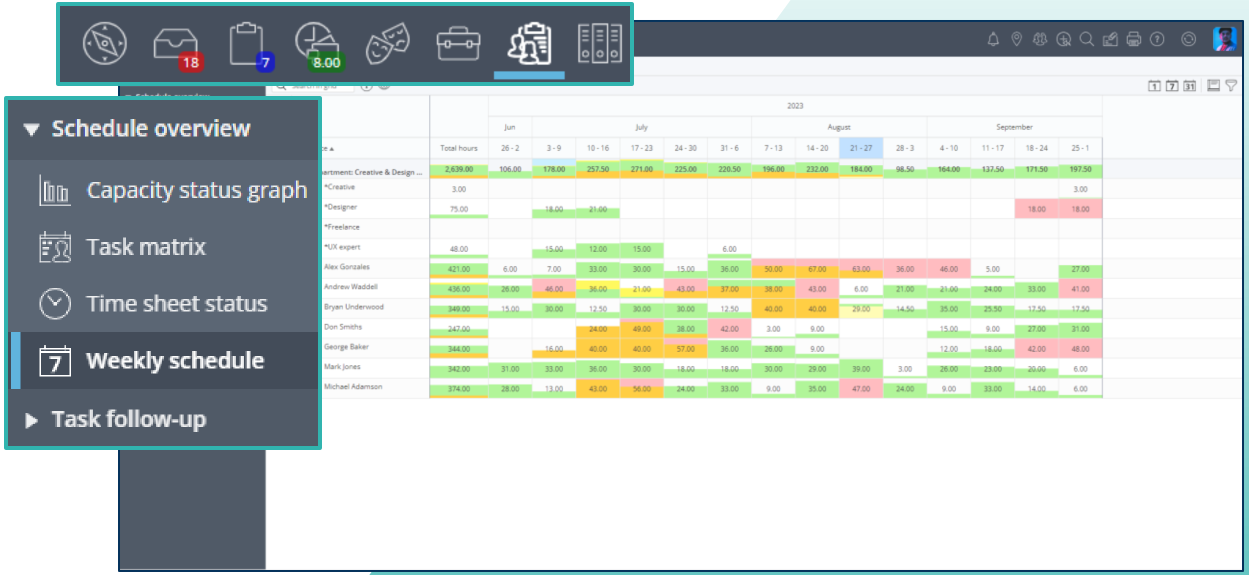
Process Responsibilities:

- Manage the employee in the department, retain and develop
- Overview and manage planning in cooperation with the Resource Manager
- Track and ensure team utilization
- Manage vacation and absence of their team

KPIs to Monitor:

- Utilization of their team
- Retention ratio of their team
- Job margin / Job write offs (when acting as Project Manager)
- Job Actuals to budget (when acting as Project Manager)

Department Manager



Approvals:

Jobs:

- Invoices awaiting your approval
- Mileage entries awaiting approval
- Personal expense approval
- Price quotes for approval
- Task Approval of the user's
- Supplier invoices for approval
- Time entry approval

Employees:

- Absence entry for approval
- Resource request

Menu items:

- Personal information: Absence Overview, Personal Expense Status, My Settings, My Purchase Orders
- Inbox: Inbox, History, Deleted Items
- Tasks: To do, Tasks, Calendar view
- Time sheet: Time sheet, Expenses, Mileage
- Resources: Resources
- Jobs: Jobs list, Briefing, Chat, Schedule, Budget, PO, Costs, Docs
- Scheduling: Task Matrix, Time Sheet Status, Weekly Schedule, Capacity Status Graph
- Finance : Net Revenue Forecast

Reports

Resource Management:

- 115 – Holiday calendar 12 weeks
- 177 – Employee hour expenditure
- 188 – Holiday specification year
- 323 – Employee profitability
- 39 – Gannt Chart – 8 months
- 398 – Gannt Chart – 12 months

Jobs:

- 1 – Jobs List
- 2 – Status View
- 4 – Expenditure Overview
- 5 – Task Progress view
- 7 – Price quotes Overview
- 8 – Price state overview
- 10 – Status report
- 11 – Invoice overview
- 12 – Purchase Order Overview
- 91 – Invoice / expenditure overview
- 139 – Allocated / used hours
- 185 – Job profitability
- 230 – Job ETC report
- 351 - Invoice

Finance All

Role Description:

The Finance All role captures all financial responsibilities for the agency within a single role.

This role is responsible to ensure that all clients are being invoiced, that all expense sheets are paid and that all creditor invoices are registered and paid in a timely manner. They are also responsible for managing the month-end process, producing the revenue forecast and reporting to the Management Team.

WorkBook Tasks:

- Same as Project Manager PLUS:
- Is the owner of the solution, so has access to most functionality within finance management, CRM, Jobs etc.

- **Process Responsibilities:**
- Manage revenue recognition
- Manage month-end
- Manage finance budget
- Manage information and reporting to the agency's Management Team
- Manage monthly income statement and balance sheet
- Manage revenue forecasting
- Manage annual income statement
- Manage cash flow and working capital
- Drive contracts with clients, freelancers and suppliers
- Manage internal IT, reception and house setup

Items to Monitor:

- Accurate forecast – finance budget deviations
- Fast and timely month-end
- Accurate revenue recognition (limited monthly job deviations)
- Reporting quality to Management
- Ensure timely invoicing of clients - in cooperation with PM
- Ensure timely collection of client payments
- Ensure timely payment of creditors
- Ensure full capture of all external costs and expense sheets

Finance All

Approvals:

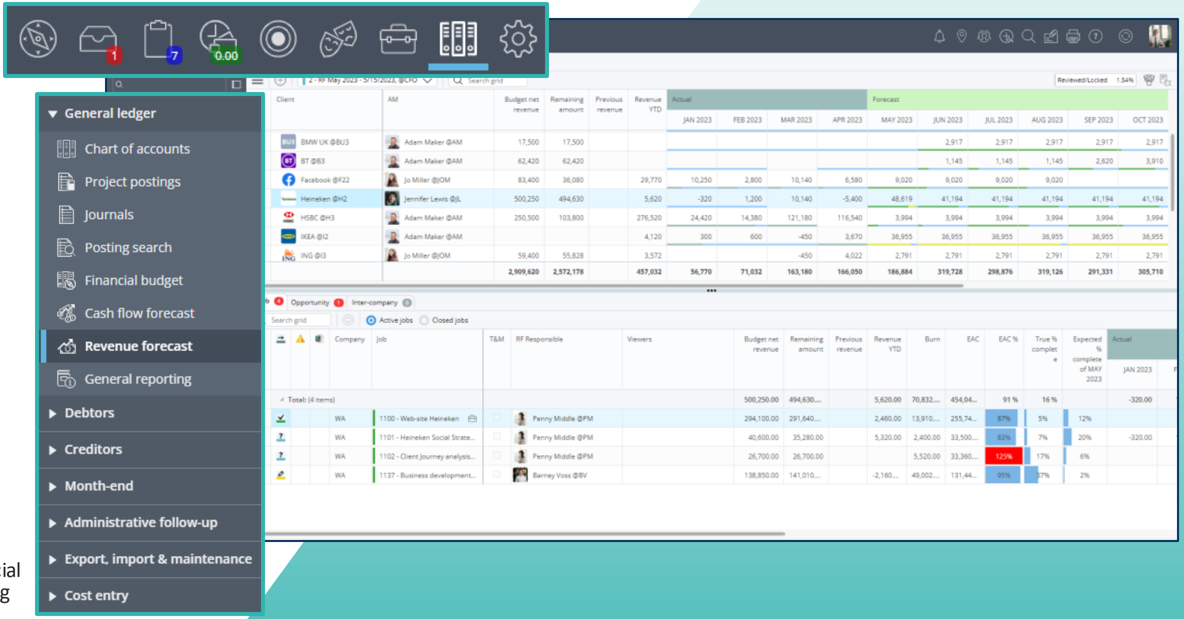
- Invoices awaiting your approval
- Mileage entries awaiting approval
- Personal expense approval
- Supplier invoices for approval
- Price Quotes for Approval
- WIP adjustments
- Time entry approval

Menu items:

- Personal information, Inbox, Tasks, Time sheet, Resources, Jobs, Scheduling, CRM

Finance:

- General Ledger: Chart of Accounts, Project Postings, Journals, Financial Budget, Cash Flow Forecast, Net Revenue Forecast, General reporting
- Debtors: Debtors, Debtor Invoices, Debtor Reminders
- Creditor: Creditors, Purchase Orders, Creditor Invoices, Creditor Payments
- Month-End: Bank Reconciliation, Intercompany Reconciliation, Monthly Checklist, Accounting Periods, Month/Year Closure, Monthly WIP Adjustments
- Administrative Follow-Up: Jobs with Expired End Date, Changelog, Due Billing Plan, Billable Jobs with Open Quotes, Open Expenditures on Closed Jobs, Open Job Adjustments, Open Material Entries, Open Mileage Entries, Open Expense Entries, Open Time Sheets, Rejected Entries, Vouchers On Hold, Users with No Login for 30 Days, Time Entry Statistics
- Export, Import and Maintenance: Full access to export and import
- Cost Entry: Time Sheet, Expense Entry, Mileage Entry
- Employee Settings: Employee Creditor Mappings, Employee Cross-Company Access, Employee Settings Grid



Reports

WIP & AR

- 378 – Debtor balance by age
- 527 – Debtor sales list for VAT reporting
- 225 – Statement of account
- 229 – WIP value statement
- 168 – Work in process

AP

- 219 – Balance creditor by age
- 541 – Booked vouchers
- 226 – Statement of accounts (transaction)
- 234 – Purchase order overview

Income Statement & Balance Sheet

- 500 – Profit & Loss
- 216 – Trial Balance
- 310 – Fiscal report, 12 months
- 314 – Statement of accounts

And more…

Human Resources

Role Description:

The Human Resources role is focused on an overall view of all employees in the WorkBook system including how hours are being spent, identifying the need to hire and reviewing hiring and vacation requests.

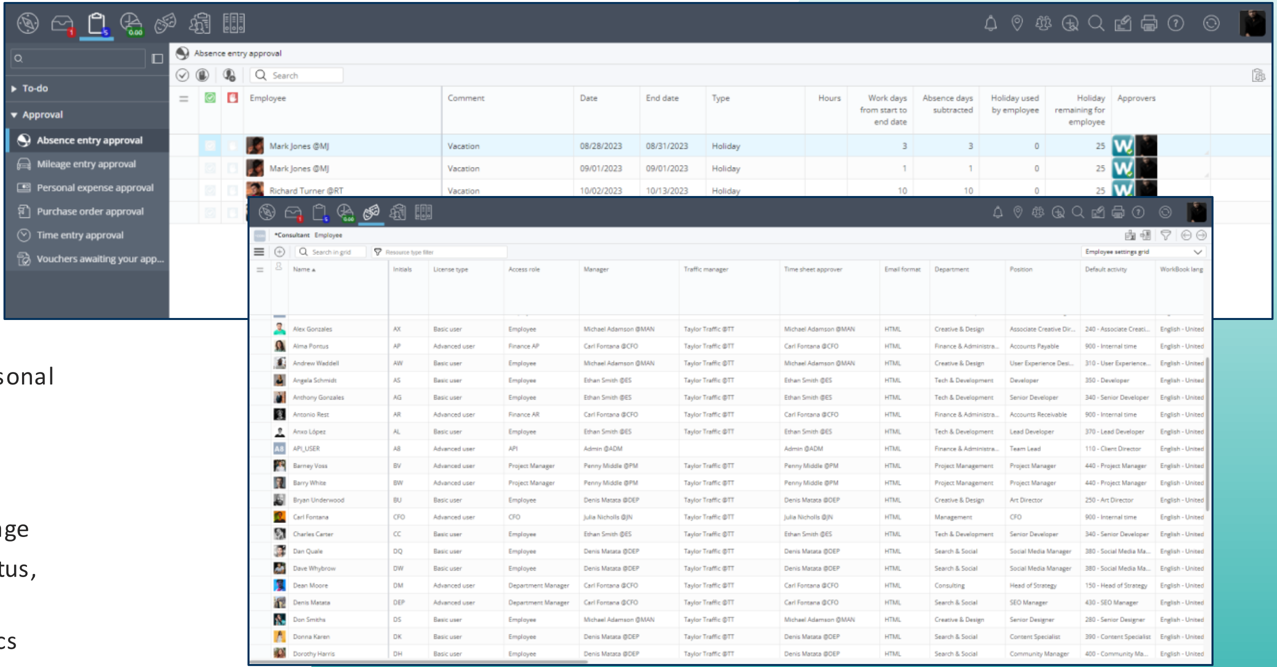
WorkBook Tasks:

- Set up employees in the solution
- Approve absence requests (if line manager not available)
- Overview of time spent
- Overview of resources – (providing input into hiring/firing decisions)

Process Responsibilities:

- Make sure employees are setup in the solution
- Hire people based on overall insight into resourcing needs

Human Resources



Approvals:

- Absence entry for approval
- Mileage entry awaiting approval
- Personal expense approval

Menu items:

- Personal information: Absence overview, Personal expense status, My Settings
- Inbox: Inbox, history, deleted items
- Tasks: To do, Tasks, Calendar view
- Time sheet: Time sheet, Expense sheet, Mileage
- Scheduling: Weekly Schedule, Time Sheet Status, Capacity Status Graph
- Administrative Follow-Up: Time Entry Statistics
- Cost Entry: Time Sheet, Expenses, Mileage
- Employee Settings: Employee Settings Grid

Reports

- Time entry statistics
- Time – Absence overview
- Time – Flex overview
- 123 – Employee time statistics

Resource Management:

- 115 – Holiday Calendar 12 weeks
- 323 – Employee Profitability
- 188 – Holiday Specification year

Additional Roles

Only applicable if finance needs to segregate duties between multiple users or Client Portal is enabled

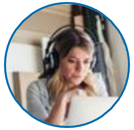
Additional Roles

CFO: Ongoing control and approval of costs; responsible for matching revenue forecasts to people and contracts; month-end processes

Controller: Ongoing management of finance budgets, managing revenue recognition and month-end, reporting to management

Accounts Payable: Controls all costs from the PO's are raised till vendor invoices are received and paid. Controls all expense sheet payment

Accounts Receivable: Is in control of WIP and Accounts Receivable – makes sure we invoice the client and the money is collected



Client Portal: Collaborates and monitor jobs and related tasks

CFO

Role description:

The CFO has the overall responsibility of agency performance from a financial point of view and is their responsibility to make sure the agency delivers according to the set budget. The CFO monitors purchases, freelancer costs and both supplier and Client contracts. In case of revenue fluctuations, it is the responsibility of the CFO to adjust costs accordingly.

The CFO is responsible for managing the month-end process – ensuring books are closed within compliance (both monthly and annually) and handling audits if required.

WorkBook Tasks:

- Same as Project Manager PLUS:
    - Finance budgets
    - Net revenue forecasts
    - Bank reconciliation
    - Cash flow forecast
    - Reports and insights of business performance

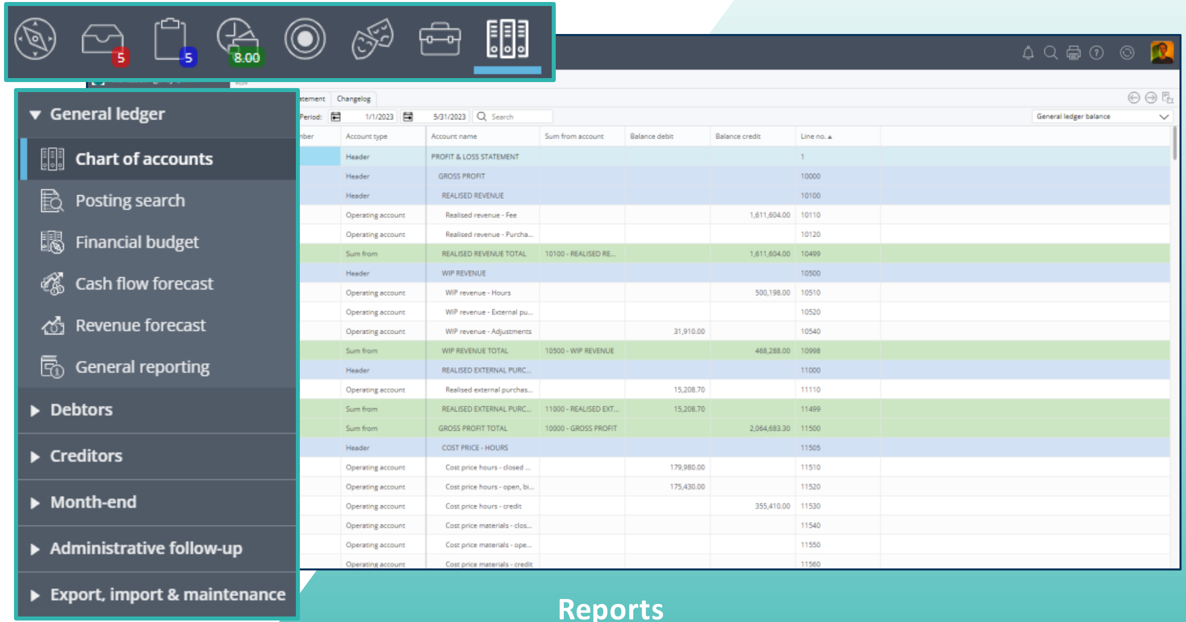
Process Responsibilities:

- Manage monthly income statement and balance sheet
- Manage finance budget
- Manage revenue forecasting
- Manage annual income statement
- Manage cash flow and working capital
- Drive contracts with clients, freelancers and suppliers
- Manage internal IT, reception and house setup

KPIs to Monitor:

- Revenue – compared to budget
- Operating income and % - compared to budget
- Freelancer ratio
- Working capital

CFO



Approvals:

- Invoices awaiting your approval
- Mileage entries awaiting approval
- Personal expense approval
- Price quotes for approval
- Supplier invoices for approval
- WIP adjustments

Net banking:

- Approval of payments

Menu items:

- Personal information, Inbox, Tasks, Time sheet, Resources, Jobs, Scheduling, CRM

Finance:

- General Ledger: Chart of Accounts, Project Postings, Journals, Posting Search, Financial Budget, Cash Flow Forecast, Net Revenue Forecast, General Reporting
- Debtors: Debtors
- Creditors: Creditors
- Month-End: Monthly Checklist
- Export, Import & Maintenance: Data Board Export, Data Export
- Cost Entry: Time Sheet, Expense Entry, Mileage Entry

Reports

WIP & AR

- 378 – Debtor balance by age
- 229 - WIP value statement
- 168 - Work in Process
- (Debtor list works as a report)

AP

- 219 – Balance creditor by age
- 14 – Approved Purchase Orders
- 17 – Purchase order / delivery list
- (Creditor list works as a report)

Income Statement & Balance Sheet

- 255 – Account Balance by period
- 500 – Profit & Loss
- 274 – Balance Sheet
- 216 – Trial Balance
- 341 – Profit analysis
- 310 – Fiscal report, 12 months
- 314 – Statement of accounts

Jobs:

- Same as Project Manager
- + 271 List of Purchases on Job
- + 506 Job cost and profitability

Client:

- 157 – Pipelines Status report
- 564 - Client profitability report

And more…

Controller
(Finance Director)

Role Description:

The Controller is responsible for the daily operations of the finance department, which covers things like revenue recognition, the month-end process and updating finance budgets and the monthly revenue forecast. They are also responsible for ensuring that the Management Team has the right monthly and ad hoc management information they need.

When segregating duties amongst a number of roles with in the finance department, this role is set up with the most access in WorkBook and acts as the system owner.

WorkBook Tasks:

- Same as Project Manager PLUS:
- Is the owner of the WorkBook system and has access to most functionality within finance management, CRM, Jobs etc.

Process Responsibilities:

- Manage revenue recognition
- Manage month-end
- Manage finance budget
- Manage information and reporting to the agency's Management Team

Items to Monitor:

- Accurate forecast – finance budget deviations
- Fast and timely month-end
- Accurate revenue recognition (limited monthly job deviations)
- Reporting quality to Management

Controller
(Finance Director)

Approvals:

- Invoices awaiting your approval
- Mileage entries awaiting approval
- Personal expense approval
- Supplier invoices for approval
- Price Quotes for Approval
- WIP adjustments
- Time entry approval

Menu items:

- Personal information, Inbox, Tasks, Time sheet, Resources, Jobs, Scheduling, CRM

Finance:

- General Ledger: Chart of Accounts, Project Postings, Journals, Financial Budget, Cash Flow Forecast, Net Revenue Forecast, General reporting
- Debtors: Debtors, Debtor Invoices, Debtor Reminders
- Creditor: Creditors, Purchase Orders, Creditor Invoices, Creditor Payments
- Month-End: Bank Reconciliation, Monthly Checklist, Accounting Periods, Month/Year Closure, Monthly WIP Adjustments
- Administrative Follow-Up: Jobs with Expired End Date, Changelog, Due Billing Plan, Billable Jobs with Open Quotes, Open Expenditures on Closed Jobs, Open Job Adjustments, Open Material Entries, Open Mileage Entries, Open Expense Entries, Open Time Sheets, Rejected Entries, Vouchers On Hold, Users with No Login for 30 Days, Time Entry Statistics
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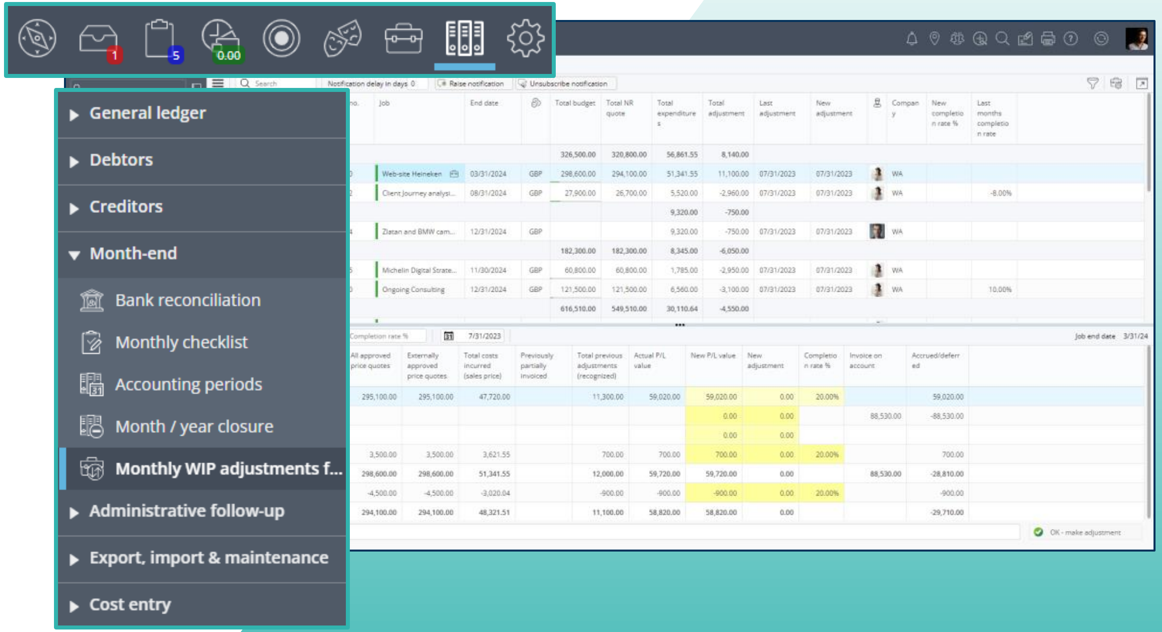

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Income Statement & Balance Sheet

- 500 – Profit & Loss
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- 314 – Statement of accounts

And more…

Accounts Payable

Role Description:

The Accounts Payable role is responsible for all external costs and expenses - making sure that all purchase orders are processed, vendors are created and supplier invoices are paid when due. In addition, this role is responsible for checking employee expense reports to ensure they're correct, approved and paid. It is this role's responsibility to then ensure that the agency's balance sheet is always fully reconciled when it comes to these items.

WorkBook Tasks:

- Create creditors
- Register incoming creditor invoices
- Control expense sheets are correctly registered
- Prepare payment suggestion for creditor invoices in bank
- Prepare payment suggestion for expense sheets to employees in bank
- Reconcile AP in balance sheet

Process Responsibilities:

- Manage creation and setup of creditors
- Manage all external costs from PO creation to creditor invoice registration and payment as approved by the CFO
- Manage all expense sheets and payments as approved by the CFO

Items to Monitor:

- Ensure timely payment of creditors
- Ensure full capture of all external costs and expense sheets

Accounts Payable

Approvals:

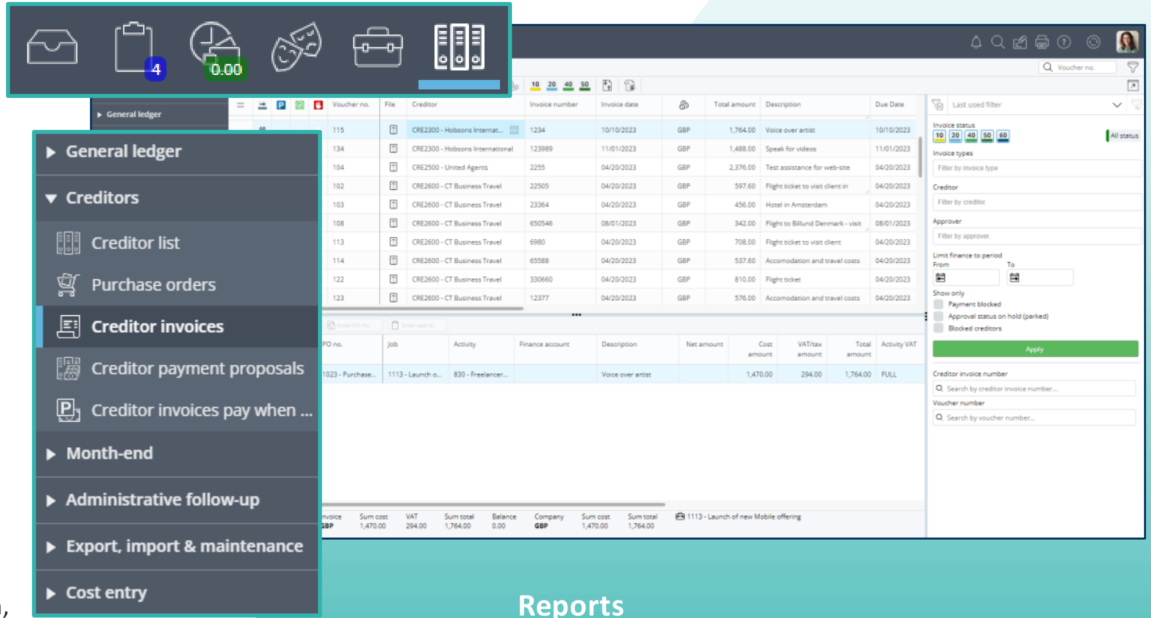
- Invoices awaiting your approval
- Mileage entries awaiting approval
- Personal expense approval
- Task Approval of the user’s
- Supplier invoices for approval

Menu items:

- Personal information, Inbox, Tasks, Time sheet, Resources, Jobs

Finance:

- General Ledger: Project Postings, Journals, Posting Search, General Reporting
- Creditors: Creditors, Purchase Orders, Creditor Invoices, Creditor Payments
- Month-End: Monthly checklist
- Administrative follow up: Open Expenditure on Closed Jobs, Open Mileage Entries, Open Personal Expense Entries, Rejected Entries, Vouchers On Hold
- Export, import & maintenance: Personal Expense Credit Card, Google Adwords Import, Bing Import



Reports

AP Reports

- 219 – Balance Creditor by age
- 291 – Creditor purchase list
- 334 - Goods / services overview
- 4 – Purchase orders
- 226 – Statement of Accounts (transaction)
- 449 – Voucher data sheet
- 541 – Booked Vouchers
- 17 – Purchase Order/Delivery list
- 518/519/262/390– Checks (US only)

Job reports

- 1 – Jobs List
- 2 – Status View
- 4 – Expenditure Overview
- 5 – Task Progress view
- 7 – Price Quotes overview
- 8 – Price State overview
- 10 – Status report
- 11 – Invoice overview
- 12 – Purchase Order Overview
- 271 – List of external purchases on job
- 348 – Price Quote
- 448 – Project Price Quote

Accounts Receivable

Role Description:

The Accounts Receivable person is responsible for managing cash in terms of WIP management and AR management. It is therefore the AR person's responsibility to ensure that WIP is invoiced timely and in co-operation with the PM make sure as much WIP is invoiced as possible.

After invoicing it is the AR person's responsibility to ensure that outstanding invoices are paid and money is collected timely, with as little write-offs as possible

Finally it is the AR person's responsibility to secure that the balance sheet for WIP and AR is fully reconciled with Jobs and payments at any time.

WorkBook Tasks:

- Create debtors
- Create and send invoices to clients
- Register incoming payments from clients and reconcile against sales invoices
- Prepare and send reminders / statements to clients
- Reconcile WIP and AR in balance sheet

Process Responsibilities:

- Manage creation and setup of debtors
- Manage WIP and invoicing to clients in close co-operation with PM's
- Manage collection of client payments in due time
- Reconcile balance sheet for WIP and AR

KPIs to Monitor (Not quantified in numbers):

- Ensure timely invoicing of clients - in co-operation with PM
- Ensure timely collection of client payments

Accounts Receivable

Approvals:

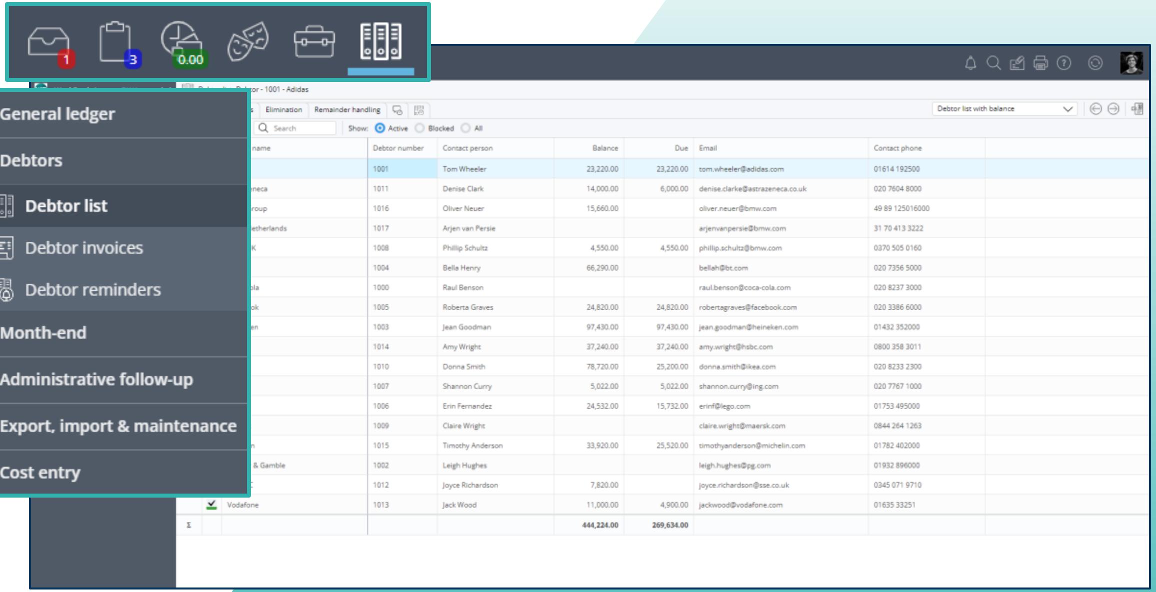
- Invoices awaiting your approval
- Mileage entries awaiting approval
- Personal expense approval

Menu items:

- Personal information, Inbox, Tasks, Time sheet, Resources, Jobs

Finance:

- General Ledger: Project Postings, Journals, Posting Search, General Reporting
- Debtors: Debtors, Debtor Invoices, Debtor Reminders
- Month-End: Bank Reconciliation, Monthly Checklist, Monthly WIP Adjustments
- Administrative follow up: Jobs with Expired End Date, Open Time Sheets, Due Billing Plan Follow-up, Open Job Adjustments, Rejected Entries
- Export, import & maintenance: Bank Reconciliation (manual)



Reports

Debtor Reports

- 304 – Debtor sales list
- 378 – Debtor balance by age
- 333 – Goods / services overview
- 225 – Statement of accounts
- 351 – Invoice
- 344 – Debtor Reminder invoice list

Job reports

- 1 – Jobs List
- 2 – Status View
- 4 – Expenditure Overview
- 10 – Status report
- 11 – Invoice overview
- 12 – Purchase Order Overview

Other Finance Reports

- 497 – Job expenditure group summary
- 217 – Ledger
- 412 – Ledger Postings
- 222 – Due items

And more…

Client contact (Portal)*

WorkBook Tasks:

- Collaborate
- Monitor jobs and tasks
- See and upload documents

Role Description:

Using the client portal this way ensures a better overview and closer collaboration.

The Client Contact person can login to WorkBook to collaborate and monitor jobs. They can create conversations and see the tasks associated with the active jobs. Furthermore they can see shared documents and this way follow the jobs progress closely.

*Role is not required and not all clients allows login from their clients to their WorkBook system

Client contact (Portal)*

Approvals:

- None

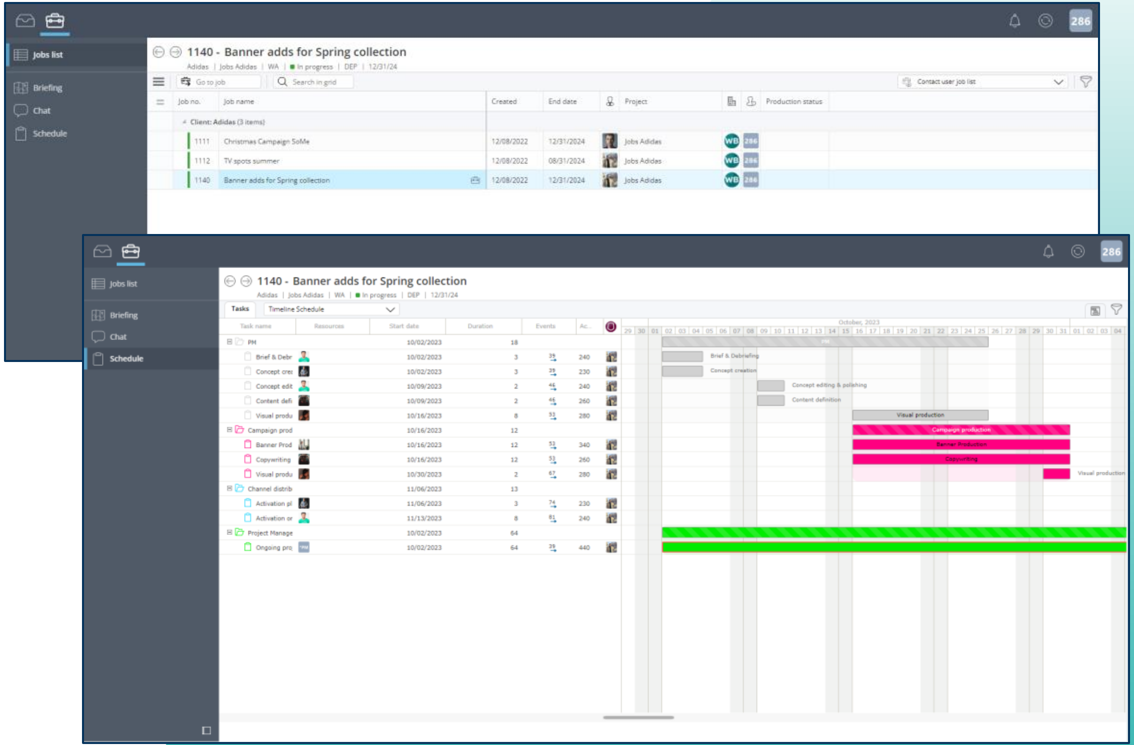
Menu items:

- Inbox, Jobs

Jobs:

- Briefing: Able to see the job briefing in read-only
- Chat: See all public conversations and be able to communicate using the collaboration functionality
- Schedule: See the schedule and open the task card where the Chat and Briefing is visible
- Docs: See shared documents and upload new files to shared folders

*Role is not required and not all clients allows login from their clients to their WorkBook system



Reports

Job reports

- Contact user job list