Contents

1. About this document.

This document goes through the basic set up of JAQ. We'll assume you are familiar with navigating around JAQ, but if not, please refer to the document "JAQ Tutorial", section Navigating. Most of the screens (or "pages") in JAQ contain tips and help information about that page. Users generally have little problem using JAQ, but if there is something you dont understand, or could be improved or explained better, please feel free to contact us.

A note about using capital letters. JAQ will use all capitals for information like customer codes, employee codes, but other than that, its highly recommended mixed case be used, that is, normal writing, with capitals at the start of sentences or words. The reason is simple, ease of reading. Studies have shown all upper case wording is difficult to read compared to normal mixed case, and all upper case is commonly regarded as SHOUTING.

When your JAQ system was installed, we would have set up some basic information, like adding yourself as a employee, set up the business logo, etc, enough information to get the system going, but before you can use JAQ on a day to day basis, you need to add some more information, change a few settings, etc, to suit your business.

2.Your business details.

From the menu, select **[M]anagement / Branch Details**. This displays a list of branches for your business, usually only one. Click on your branch to open the **Branch Details** page. Note: You can have more than one branch for your business, this requires an additional JAQ licence and is set up by JAQ Software when requested.

The **Branch Code** would have already be set up when your JAQ was installed. Check the other details, like your business name, phone and fax numbers, ABN, and addresses. Try to keep with the 3 line format for your business addresses, as these are displayed on several documents created by JAQ, and if more than 3 lines are used, there will be formatting issues on PDF's and printed pages.

The branch logo and its dimensions should already be set up, and best to leave them as is or again you may have document formatting issues. If you wish to change your logo, just email the new logo to JAQ Software and we will set it up for you.

Once you are happy with the business details, remember to click **Save**.

3. Accounts

From the **[M]anager** menu, select **Accounts List**. JAQ can work with the account numbers used in your accounting program, but first you need to set them up in JAQ. When you add stock, fees, etc, into JAQ you can assign account numbers to these items that match your accounting program, and then when these items are added to jobs, orders, etc, JAQ will record the account number and a dollar value against that account number. JAQ can display a report for account totals, which can then be entered back into your accounting program.

When adding or editing an account, you need to select the account **Class** (Income, Business Expense or Cost of Sale), the **Account Number** and **Account Name** that matches the account details in your accounting program, if it a **Header Account**, and if its **Active**. If you are using Quickbooks or Reckon, you need to create you own Account Number (its ok to use letters), for example, if the Reckon Account was Diesel Fuel Purchases, you could create an account number of "Diesel". You are limited to 8 characters.

The field called **MYOB code**, or **Reckon code**, is where you type in the EXACT code as it is used in your accounting program. When JAQ exports data to be imported into your accounting program, it will use the value in this field.

The **Account Category** option is used if you want to group several accounts together under one account type, for reporting purposes. You may purchase several types of fuel (LPG, Diesel, etc), but want to report on them all under the category "Fuel".

Many items in JAQ will have a "**Active**" option, and this simply means this item will be available to use in JAQ. For example, if you have an employee who has left the business, then you make them "inactive", so they no longer appear on the log in screen, etc, but any records that relate to that employee are not affected.

4. Charge Rates

From the menu select **[M]anagement / Charge Rates**, **Edit Charge Rates.** A list of charge rates will be displayed.

A Charge Rate is used when employee hours are booked to a job. The **Code** is a abbreviation, 8 letters max, eg: BM for Boiler Making, TRV for travelling, etc.

The Charge Rate Type (values set up on JAQ Setup page) is where you group different rates together. For example, you may have 10 different labour rates, but they are all labour, so use a charge rate type of "Labour".

Tick the **Active** tickbox. Add a **Title** for the charge rate. Select a **Account** if needed.

The **No OT** (No Overtime) option is ticked if this is a flat rate, unaffected by overtime.
Next we have the different rates for different shifts. Basically you enter to dollar value of that charge rate for that time in the shift. Usually the charge rate would remain the same for all shifts and times, but the cost rate will change, as the employee with be on overtime rates. The cost rate is not the employee pay rate, but instead the true cost of having that employee on that job at that time, which of course is more than they are paid. As JAQ is not a payroll program, it does not need to know pay rates.

If any employee hours have been previously booked to a Charge Rate, JAQ will not let you change the Code. You can however change its Title, or make it inactive if you no longer wish to use it.

Don't forget to **Save**

5. Fees

Fees are common charges your business will make, like "Service Vehicle", "Travel", "General Labour", etc. These Fee's are used when you add items to the line items on a quote or job.

From the menu, select **[M]anagement / Fee's**, to display the current Fee's used by JAQ. To edit or add a new Fee, click the **Edit Fee's** button. Each "Fee" has a **Description** that you use within your business, a customer friendly **Discription displayed on quote or Job**, an **Account Number** (as set up earlier), a **Cost** and **Sell** price, and a **Unit** (Hour, each, metre, etc, see JAQ Setup page.). The Cost price is what it costs your business for this fee, and the Sell price is how much you charge. Remember to **Save**.

6. Roster Times

JAQ will let you set up 10 different rosters for your employees. Rosters define when an employee goes into time and a half, and double time, for each day of the week. To edit Rosters, click on **[M]anagement**, **Roster Times**.

The **1.5 X Rate** figure is the number of hours after starting their shift that the employee goes into Time and Half overtime. The **2 X Rate** is the number of hours after starting their shift that the employee goes into Double overtime.

JAQ uses these times to calculate the Charge and Cost rates for hours book to jobs (as set up in the Fee's section above). JAQ does not take the lunch break into account, so if you work a 8 hours day before going into overtime, and lunch is a 1 hour break, then 1.5 X Rate starts after 7 hours of work.

Later when you set up the employees, you can choose which roster the employee is to use.

7. JAQ Setup

The **JAQ Setup** page lets you set a bunch of other variables used by JAQ, like Units, Delivery Options, etc. Most of the values are self explanatory. If you have any questions please feel free to contact JAQ Software.

Remember changes you make on these set up pages affect everyone. If you are new to JAQ, I would suggest you print out a copy of the JAQ Setup page (or any other settings page you want to change) before you make any changes.

8. Employee

You should add your employees to JAQ next. From the Menu, select **Employee's**, **New Employee**.
The **Employee Code** needs to be unique, a combination of the last name and first name, for example, Fred Smith might have a employee code of SMITHF. Enter their **First Name**, **Middle Name** and **Last Name**. If they prefer to be called by their middle name (like myself), swap the Fist and Middle names around. Middle name is not required.

Select their **Position** (set up on the JAQ Setup page), whether they have access to JAQ, and their **Password**. Click **Next** to open the employee details page. Click **Edit Employee Details** to continue editing.

Remember to select an **Default Charge Code** and a **Roster**. Tick the **JAQ Access** button if they have access to the JAQ system, and **Shop Clock Access** if they need to access the Shop Clock system. Also tick the **Branch** they belong to, and any **Access to Area** options you think they will need.

Remember to **Save**.

You can also upload a photo of the employee using the **Upload Photo** button. The photo will be displayed on the employee page, and printed on the ID card (**Print Employee ID Card**)

Any changes you make to an employee's "Access to Area" options wont come into effect until they next log in to JAQ.

JAQ will create a folder for employee's on the U: drive, eg, U:/Employees/SMITHF

It's also worth adding any **Certificates, Licences and Inductions** for the employee. This can be done from the Employee Details page.

9. Stock

From the Menu select **Stock**, **New Stock** Item. Add your own **Your Product Code** for the stock item, and a **Suppliers Product Code** if they have one. Also select a **Supplier**, this will make ordering stock much easier. If JAQ knows the

connection between a supplier and a stock item, when placing an order for new stock items, JAQ can fill in most of the ordering details for you. This save you having to manually enter the details of every item you need to order.

If the stock item is to be booked out to jobs, tick the **Consumable** tick box, and make it **Active**. Give the stock item a **Title** (name, ie 19mm Copper Tube), and a **Full Description** if you want to describe the item in more detail

Each stock item has a **Purchase Price** per **Purchase Unit**, and can have up to 6 **Sell Prices** per **Sell Units**. JAQ understands that you can buy one unit, and sell as multible units, ie, you buy a roll of copper tube, but sell it by the meter. This figure is entered in the **Sellable Units per Purchase Unit** field. Its also a good idea to select the **Account** numbers for income and expense.

JAQ does have basic stock tracking ability, and records stock used and stock purchased. The stock system is undergoing development at this time so I wont go into the details at this time.

10. Internal Jobs

Internal jobs are jobs you can book time, stock and purchases too, that are not invoiced to a customer. A typical internal job might be called "Workshop Maintenance", which you would use to track employee hours and purchase costs in the maintenance of your workshop. Its also a good idea to add any company vehicles or other plant as internal jobs, again so you can track costs.

To add an internal job, from the Menu select **Jobs**, **New Internal Job**. One feature of the internal job is you can enter a word as a job number, where regular customer jobs are auto numbered. So if you wanted to add a company vehicle as a internal job, you could use the vehicles rego place number. For workshop cleaning, create a internal job called "CLEANING"

The internal job list can be accessed via the customer job list, look for the **Internal Jobs** button at the top of the page.

11 Customers and Suppliers

Lastly we need to add some Suppliers and Customers. But first a note about duplicate customers and suppliers. As you use JAQ, you will find over time duplicate customers and suppliers have been entered into JAQ, and worst still, have jobs or purchases made out to them. This occurs when an employee added a new customer or supplier without first checking to see if that customer/supplier was already in JAQ. JAQ will try to warn you when a similar spelt customer/supplier is added as a new, but its not full proof, and at the end of the day its up to the employee to check JAQ before adding new records.

JAQ uses unique codes for Suppliers and Customers, and no Supplier code can be the same as a Customer code. So if you deal with a business both as a supplier and customer, then you need to use different Codes, even though its the same business. This rule was put in place to keep JAQ semi-compatible with MYOB and Quick Books.

Adding new Customers first, go to **Menu**, **Customers**, **New Customer**. Enter in a unique **Customer Code** (JAQ will tell you if the code you are trying to enter has already been used) and **Customer Name**, **Save**, and then **Edit** the record to add additional information. The more information you add, the better JAQ will work. For example, set the **Payment Terms** correctly, and JAQ will display that on any quote or job for that customer. Select the **Preferred Courier**, and JAQ will fill in many of the details when you make a delivery for that customer.

If JAQ knows the full address, it can use Google Maps to display a map, just look for the Google icon......

Supplier Code	ACS
Supplier Name	ADVANCED CUTTING SOLUTIONS
Delivery Address	18 LESTER HANSEN DRIVE SLADE POINT Mackay 4740 Qld
Phone	07 49555136

Each customer can have several address, either postal or delivery. This is handy when you have a customer with many locations, and you can select which address to use when you create a job for that customer.

Dont forget to Save.

Adding new Suppliers, go to the **Menu**, **Suppliers**, **New Supplier**, same as adding a new customer. Only one little tip, if the Supplier is a courier company, tick the **Courier** tick box. If ticked, this supplier will be in the **Preferred Courier** drop list for the customers.

As well as regular customers and suppliers, add your business and employees. By adding your business, and your employees, as Customers, you can book purchases and time to them. Do this to keep track of business and employee purchases through the business. By adding your business as a Supplier to itself, you can make purchases to yourself if you want to book/order stock against a internal job.

Any questions or suggestions, please email sales@jaqsoftware.com