Mamut Business Software

Introduction

News in Mamut Business Software 12.5 and Mamut Online Desktop 2.0

Reach Your Goals!

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NEW VERSION

At regular intervals, Mamut launches main updates of Mamut Business Software. These main updates are automatically sent to all users with a Mamut Service Agreement who have not already downloaded it.

We recommend that our customers update to the most recent main version.

Between the main updates, continuous improvements are made to the existing functionality. These versions are made available over the Internet through Service Releases. It is important to note that updates made through service releases do not necessarily affect all users, as the changes are often dependent on how you use the program and on which functions are available in your program.

Version 12.5 of Mamut Business Software has now been launched. The aim of this manual is to introduce you to the most important news since the last main update Service Release so that you may familiarise yourself with them.

Chapter 1 provides a general summary of all new elements in the program while Chapter 2 contains extracts from the new editions of our user manuals. To allow you, the reader, to see the new features in their proper contexts, most sections dealing with new or changed functionality have been reproduced in full in Chapter 2.

If you would like an up-to-date edition of the introduction manuals, you can order them at Mamut.

Sections discussing new elements are marked with a symbol in the margin, so that you may find them more easily.

The documentation may refer to services and/or functions that are not included within your solution. If you wish to order or get more information regarding this, please contact Mamut. For information about more extensive versions, please contact Mamut on 0800 032 5616 or by e-mail at: info@mamut.co.uk.

When you install a new version of the program, you will also receive an updated set of help files. You can access the help files with information about your current program window by pressing F1 when in the window. You can also use the online help which is now available on our website. The online help includes the latest information about the beta version of the program.

On our website you can search for information in articles that are being updated and added to continuously. Based on our customers' feedback, we publish answers to frequent questions received by the Mamut Support Centre (FAQs). You can find the article search at www.mamut.co.uk/support.

The upgrade installation documentation can also be found on our website at www.mamut.co.uk/update.

News in version 12

This document describes the new features in version 12.5. In Help (F1), you can access information about the new features in version 12, 12.2, and 12.3. The news documentation can also be found on our website: www.mamut.co.uk/update.

Updating from version 11

You will find further documentation regarding updating from version 11 on our website at www.mamut.uk/update.

UPDATING TO A NEW VERSION

At regular intervals, Mamut launches updates of Mamut Business Software. These are called main updates and are automatically sent to all users with a Mamut Service Agreement who have not downloaded the update.

We recommend that our customers update to the most recent main version.

Between the main updates, continuous improvements are made to the existing functionality. These versions are made available over the Internet through Service Releases. It is important to note that updates made through service releases do not necessarily affect all users, as the changes are often dependent on how you use the program and on which functions are available in your program.

Mamut Ltd. will notify you when a new version of the program has been launched. It is important that you read the information enclosed with the update before commencing the updating process. You will also be required to create a backup copy before installing.

Some versions you can only update to from a newer version of the program. If you are still running an older version it may be that you will first need to update to a newer version before you can update to the latest program version. Whether you will need to do this will be mentioned in the information for the affected versions.

When the updates have been made available, you will find information about the update as well as an update guide on the Internet: www.mamut.co.uk/update.

Updating to a new version may cause some user-defined reports to malfunction.

Updating your program from a CD

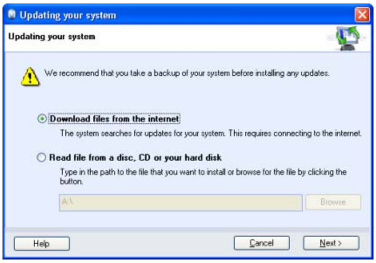
When you receive a CD with a version update, a comprehensive update guide will be included as well.

You also have the option of updating your program via our website. This procedure will vary according to whether you have a single-user or multi-user version installed.

Tip! Generally the same CD that is used for updating is also used for new installations.

Updating your program via the program

Update your program to a new version via the program interface by going to **View - Database Utilities - Download System update file**.



Main updates will typically only be available on CD or as a download from www.mamut.com.

Updating your program in a multi-user environment

Updates in a multi-user environment should be carried out by the system administrator. You should update the server first, once you have taken a backup and all users are logged off. When the server is updated, the users logging on again on their work stations will receive a message to inform them that their version needs updating. The system administrator can choose to store the installation files on the server during the update process. The user will then be asked whether he/she wants to use these files to update his/her computer.

Updating Mamut Online Desktop

Users who are logged on to the web based functionality on Mamut Online Desktop will be notified that the system is being updated. Until the update has been completed, the users will not be able to access the system. The synchronisation with Mamut Online Desktop will be resumed when the update process is completed. The web based functionality will then be available.

User Access Rights

The system administrator can determine which users will have access to the update. The user logs in, using **Username** and **Password**, in the update wizard. The user with the access template **Full access/Super user** or **Administrator** will by default have access to the updates. All other users must be given access manually.

There must always be at least one user with **Full access/Super use**r in the system.

Updating the Integrated Help

Offline Help will be updated automatically when you update to a new program version.

Tip! You are also able to select Online Help and get the latest version of help. This can be done under **View - Settings - User** - **Other**.

Table of Contents

Part 1:
Overview of what's New

In this chapter:

GENERAL

Mamut approved for Microsoft Windows 7

Mamut has, as one of the first software houses in the world, received their solutions approved for Microsoft Windows 7, and has been awarded the logo "Compatible with Windows 7". This approval applies to seven European countries: the United Kingdom, Ireland, Norway, Sweden, Denmark, the Netherlands and Germany. Mamut has a total of 18 solutions approved in the logo program.

➪ You can read more about the recommended system requirements at www.mamut.com/uk/system

Extended Help on the Internet

Help is now available in a new web based edition. The web based edition contains the newest version of help, including screen shots with examples, links to relevant articles and additional information that was not previously available. Help provides you with relevant information for the window/function that you have in front of you; subsequently when you click **F1** on the keyboard or **Help** within the program, context sensitive help will be displayed.

Online help opens within Internet Explorer. The first time you open help within the new version of the program, you will receive a question regarding whether you wish to begin using Online Help. The answer you provide here, will apply as the default each time you open Help, however you are able to change this setting in the user settings at any time you wish.

If you are not connected to the Internet, the system will automatically use Offline Help, independent of what you have selected as the default.

You can find the settings for selecting Online Help via the menu **View** – **Settings** – **User**, and this option is available under the tab **Other**.

You can also open Help via the menu **Help** – **Contents** and are able to select between **Online** and **Offline Help**.

➪ You can read more about Online Help on page 15.

Cancel closure of the program

If under the settings for backup, under **File - Backup - Settings**, you have chosen **Prompt whether automatic backup is to be performed** the system will ask you if you wish to backup your data when you close the program, due to the rules in the settings. There has now been included a **Cancel** button, so that you are able to return to the program in situations where you decide you do not wish to close the program.

➪ You can read more about Backups on page 15.

CONTACT MANAGEMENT

E-mails created from an activity

It is now easier to send e-mails directly from an open activity. By clicking the **Send e-mail** button in the activity card, an e-mail opens with the contacts and contact persons linked to the activity already added to the **To** field. Any documents that are relevant to the activity can easily be attached by clicking the **Attachment** button.

To access the activity card, select **View** - **Activity** - **New Activity**.

You can read more about e-mails created from an activity on page 18.

Bank Account Information

When entering new bank accounts in the contact card, the contact name and invoice address are automatically inserted in the bank account information. When editing existing bank accounts, the name and addresses can now be updated simply by clicking a button. The **Account information** window is opened by selecting **View** – **Contacts** – **Contact Management**. Open the contact for which bank account information is to be added or edited. On the **Other Info**. tab, click either the **New** or **Edit** button next to the **Bank Account** field.

You can read more about account information on page 22.

Creating mass mailings

The Contact wizard has been improved with more user friendly mail merge functionality. A new option for creating mass mailings via Microsoft Word has been added. By using this option, you will be guided through the process with explanatory text along the way. The Contact wizard can be opened by selecting **View** – **E-mail** – **Contact Selection**.

You can read more about creating mass e-mails on page 23.

Search/ Filter

When sending mass mailings, it is now even more straightforward to filter the desired recipients, as inactive contact persons are now excluded from the selection.

The Contact wizard can be opened by selecting **View** – **E-mail** – **Contact Selection**.

Project

The Project Module includes the possibility to link contacts to projects that have not yet been saved. In addition, you now have the option to create activities from projects even though the **Responsible** field is not defined and is set as **None**.

E-COMMERCE

Mamut Enterprise DIBS

Mamut Enterprise DIBS is available as a payment service provider and supports Barclays as a payments clearing supplier.

Mamut Enterprise DIBS is available as an extension to Mamut Enterprise and this option will be enabled for customers who have acquired a licence.

The online payment solution settings can be found by clicking **View** - **E-Commerce** - **Website Settings**. On the **Payment Services** tab, select **DIBS**.

You can read more about Mamut Enterprise DIBS on page 25.

WAREHOUSE

Improved documentation for tracking stock movements

Two new reports are now available from the **Product Flow** window to document tracking of stock movements. The filter in the reports reflects the selected filter in the **Product Flow** window. Click the **Print** button to select the **Track stock values** report or **Track stock movement (with journal entries)** report.

To open the **Product Flow** window, go to **View** - **Warehouse** - **Warehouse**. Select **Stock movements and reservations** and click the **Product Flow** button.

You can read more about product flow on page 26.

Alphanumeric consignment number

Mamut Business Software now supports alphanumeric consignment numbers on all types of stock movements. In previous versions, this property of a stock movement only supported numeric values.

Historical stock value

It is now possible to filter stock transactions based on to and from dates in the report **Stock value list** (stock movements). To view the stock value on a specific date, leave the **Stock reg. date** field blank, and enter the date in the **Incl**. field. For a historical snapshot of the stock value, i.e. to see trends, select specific to and from dates.

You can read more about historical stock value on page 27.

REPORTS

Reports

A new version of Mamut Virtual Printer, MVP 5, has now been added to the system. This printer supports Windows 7 and Windows Server 2008, the latest versions of Microsoft Windows.

SALES FOLLOW-UP

Purchase button in the Product register

The new **Purchase this product** button in the **Supplier** tab of the **Product** card enables you to create a new purchase from the selected supplier for the active product, or to add the purchase to an existing unprocessed purchase for supplier.

You can read more about the purchase button on page 28.

Improved naming of e-mail attachments

When printing any sales report to e-mail, the name of the attached file will now contain the name of the report, the number of the quotation, order, invoice or credit note, and the name of the company database, based on the language selected for the customer/order.

You can read more about improved naming of e-mail attachments on page 28.

Improved Subscription module

The Subscription module contains a new setting for frequency. This will enable a customer to enter an existing subscription in the middle of the period at a reduced price. It is also possible to set up a subscription that is controlled by the customer subscription date, rather than the subscription itself. These subscriptions will contain a text line in the sales order and invoice, which displays the **To** and **From** date of the subscription to increase readability for both you and your customers.

Contact your software supplier to find out whether the function is available in your version of the program.

You can read more about the improvements in the subscription module on page 32.

Edit Invoice and Journal

Within the United Kingdom and Ireland, accountants and advanced users are accustomed to being able to edit posted information. Therefore, new functionality has now been incorporated into Mamut Business Software, for these markets, to allow increased flexibility and efficiency after invoices and journals have been posted.

The objective of this new functionality is to allow users the possibility to edit information on invoices after they have been issued, and journals after they have been posted.

Once an invoice has been issued, if necessary, you are now able to edit the customer name, invoice and delivery address, due date, payment term, and date of delivery, project, and department and the description and date of delivery within the invoice lines.

Once a journal has been posted, you are able to edit the period and date along with the project, department, due date, description, VAT report code and N/C within the journal lines. Furthermore, you are able to view an overview of all changes that have been made and if required, you are able to export this information to Microsoft Excel.

You can activate this setting via **View** – **Settings** – **Company** – **Settings per Module** – **Sales and Invoicing**, and then select **Edit posted invoices and journals**. Once you have activated this setting you can then access this new function by going to **File** – **Database Utilities** – **Edit posted invoices and journals** and then authenticate yourself by providing your Mamut Business Software username and password.

Please note that your user profile must be defined as **Super user** to gain access to this functionality. Your user access rights can be adjusted via **View** - **Settings** -**Security** - **User Administration**.

You can read more about editing invoices and journals on page 35.

ACCOUNTING

The Quarterly Reports, EU, account (ECSL) has changed

The EU Sales report now includes services in addition to products. The EU Sales Report (ECSL) has changed from quarterly to monthly reporting. The name of the report has changed from **Quarterly Reports, EU, account (ECSL)** to **VIES Report, EU (ECSL)** in Ireland and **EC Sales List report (ECSL)** in the UK. According to this change the printing window has changed slightly so that you can easily select the correct monthly reporting period.

You can access this function via **View** - **Accounting - Reports**.

You can read more about the quarterly reports on page 38.

LEGAL CHANGES

Changes according to the new EU VAT laws

From the 1st of January 2010, the new EU VAT package will come into effect in each of the member countries and as a result all businesses will need to comply with these changes. The current rule states that the place of supply of a service to a business customer (Business-to-business) is where the supplier is established. This will be changed from where the supplier is located to where the customer is located, so that VAT will be better matched to the market in which the services are performed; and as a result avoid double or non taxation conflicts between member states. This has been organised to function in a similar manner to how the EU trade for goods works, where the country in which the supply is made, is the country responsible for reporting VAT (Reverse charge).

Product/service lines with EU export VAT codes

To help you operate within the legal boundaries, a warning message appears in Mamut Business Software when adding an order line with a VAT code for EU sales of products/services where the customer is missing the VAT number. In this case the customer may not run a business and an EU export VAT code may be incorrect.

Tip! If you have a customer with EU export only, you can set this as a default setting within the customer's contact card; open the settings tab and click **Customer**. In the **VAT** drop-down list you can then select **Export EU**.

Invoices with product/service lines that have an EU export VAT code

Product lines in invoices that include VAT for EU services or products will contain an asterisk (*). Additional text will be included at the bottom of the invoice, stating that this product will be marked for Intra community supply of products and services. In the Company Settings for Sales and Invoicing you can define if you want to display Mamut's standard text or if you want to create your own text.

You can read more about these changes on page 39.

United Kingdom: VAT rate change

The VAT rate within the United Kingdom is planned to revert back to 17.5% on 1st January 2010. Mamut will offer a simple tool to help assist in making this change a smooth transition within your Mamut system. The tool will reset the default value, sort order, change the VAT rate on products and relevant accounts on the chart of accounts in the system and hide the old 15% codes in the journal entry.

You can read more about how Mamut will assist you in this transition at www.mamut.co.uk/update.

FAQ

If you have more questions related to the legal changes, you can find a FAQ for this on our support site. Use the following link http://www.mamut.co.uk/support/search or enter the search term **legal changes**.

NEWS IN MAMUT ONLINE DESKTOP VERSION 2.0

Upgrading Mamut Online Desktop

It is now possible to upgrade all Mamut Business Software installations that have been connected to Mamut Online Desktop, without having to perform a first time synchronisation.

If you have connected to Mamut Online Desktop, the company database will be upgraded automatically without the need of a new synchronisation.

Note! Users cannot log into Mamut Online Desktop while the upgrade is in progress.

Increased Stability in Mamut Business Software and Mamut Online Desktop

The data synchronisation between Mamut Business Software and Mamut Online Desktop has been improved in order to facilitate increased traffic. The main improvements include; enhanced management of resources during activation and synchronisation of data between Mamut Online Desktop and Mamut Business Software.

Mamut Online Desktop Connection

The Desktop toolbar in Mamut Business Software now contains a new shortcut button for connecting to Mamut Online Desktop. Clicking this button will open a window explaining how to start the connection process. The button will appear once you have registered your Mamut Online Desktop licence for the appropriate company database.

New and Improved functionality in Mamut Online Desktop

Time Sheet Input

Time Sheet reports now have fixed column widths and all available fields are now included when exporting time sheets to Microsoft Excel.

Furthermore, within the **List** and **Calendar** views, the selection displayed will change to display time sheets of all status in circumstances where the previous time sheets displayed have changed status. Therefore, if the status of a time sheet has changed within Mamut Business Software, when searching for that time sheet within Mamut Online Desktop, time sheets of all status will now be displayed.

Company Dashboard

Important! Note that the Mamut Online Desktop functionality described below is not yet available in the beta version.

The Company Dashboard gives you an overview of your company's most important data. It is a visual tool for presenting the company's financial status in a given period, based on information retrieved from Mamut Business Software.

- Read more about getting started with Mamut Online Desktop on page on page 47.
- You can read more about Company Dashboard along with the other functionality in Mamut Online Desktop within Online Help at http://help.mamut.com/uk/onlinedesktop/rtm/onlinedesktop.htm.

Part 2: Summary from the Introduction Manuals

In this chapter:

GENERAL NEWS

Mamut approved for Microsoft Windows 7

System Requirements

About the Requirements
The system requirements are the recommended minimum requirements for running the program. The recommended requirements should be fulfilled in order to run the application effectively. However, the program will function even if the requirements have not been fulfilled.

System Requirements Mamut Business Software 12.5 - Workstation/Single-user		
	Minimum	**Recommendation**
Hardware	1.6 GHz processor or higher 1 GB RAM or more	2 GHz processor or higher 2 GB RAM or more
Windows® Operating System	Windows 7. Windows Vista Windows XP with SP 2 or later	Windows 7. Windows Vista Windows XP with SP 2 or later
Microsoft® Office	Office 2003 or later	Office 2003 or later
Disk Space	Minimum 600 MB of free disk space	Minimum 4 GB of free disk space for enhanced overall performance
Internet	Mamut Online Desktop requires a broadband connection	Mamut Online Desktop requires a broadband connection

System Requirements Mamut Business Software 12.5 - Server/Multi-user		
	Recommendation – 2 to 5 users, normal amount of transactions in the system	**Recommendation – 5 to 25 users, and/or a large amount of transactions in the system**
Hardware	2 GHz processor or higher 3 GB RAM	2 GHz processor or higher 3 GB RAM
SQL Server	Microsoft® SQL Server® 2005 Express. Installed together with the system	Microsoft® SQL Server® 2005 Standard Edition
Windows® Operating System	Windows 2003 Server with SP 1 or later Windows 2008 Server	Windows 2003 Server with SP 1 or later Windows 2008 Server
Microsoft® Office	Office 2003 or later. Office is required on the server computer only if Mamut Business Software will be used directly on the server.	Office 2003 or later. Office is required on the server computer only if Mamut Business Software will be used directly on the server.
Disk Space	There must be a minimum 10 GB of free disk space. The required disk space depends on the size of the database and the document areas	There must be a minimum 10 GB of free disk space. The required disk space depends on the size of the database and the document areas
Internet	Mamut Online Desktop requires a broadband connection	Mamut Online Desktop requires a broadband connection

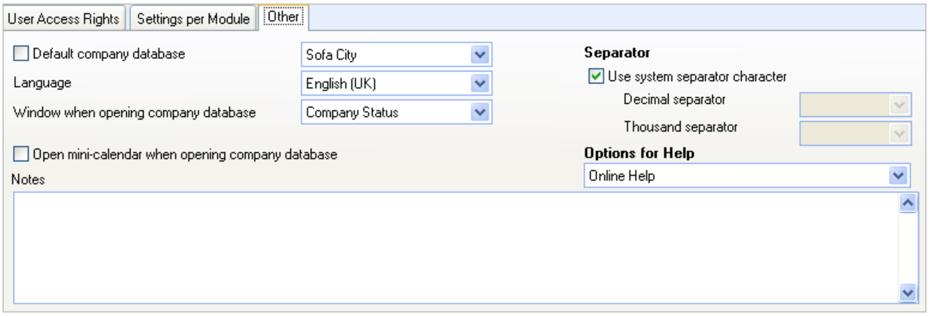
Trademarks are registered by the respective companies.

Factors affecting server recommendations
The recommendation assumes exclusive use of Mamut Business Software. If the server is used for other purposes, the requirements should be altered accordingly. Number of simultaneous users. Number of transactions in the database. Edition of Microsoft SQL Server (different editions perform in different ways). Read more about other versions of Microsoft SQL Server 2005 on our website.

Disk Space
The required server or single-user disk space depends on the size of the database and the document directory. The document directory is used to store document files, image files, report files and other information that is not a part of the database.

Extended Help on the Internet

User Settings - Other tab



In the **Other** tab you can select several settings that may help you to simplify startup procedures and program use.

Default company database: Mark this and select the company database you want from the drop-down list. The selected company database will open automatically when you log in.

Language: Every user can use the program in his or her **Language**, if the desired language is available. Note that the program must be restarted before the settings take effect.

Window when opening company database: Provides direct access to key figures for logistics, finance, sales or for the selected module when opening the company database.

Open mini-calendar when opening company database: Select this if you want a mini-calendar to open automatically when you open a company database.

Automatically open project list on opening of the project card: Select this if you want the project list to open automatically when you open the project card.

Separator: By default an option is selected that ensures the program complies with the regional settings on the computer. If you want to change the decimal or thousand separators, you must clear the option to comply with regional settings and select the desired character from the drop-down list.

Options for Help: Choose whether you want to use the Online or the Offline (integrated) help. The Online help requires an Internet connection. If you select this option while not being connected to the Internet, the system will automatically launch Offline help.

Notes: In the **Notes** field you can enter any free text about the user or the user can add his/her own notes here.

Backups

The importance of creating a backup can never be emphasised enough. Sadly, the importance of backing up your work is something which becomes apparent when it is too late, for instance when a computer crashes or is stolen. If you do not have a backup copy, all your work will be lost and you will have to start over again. The user, or your IT department is responsible for implementing routines for regular backup of your data.

Frequency

The frequency of backup depends on how often the program is run, and the way the program is being used. As a rule, you should perform backup every time you have worked in the program. By default, you will be asked whether or not you want to automatically create a backup every time you shut down Mamut. If you answer **Yes** to this question, you will always have an updated backup available.

Note! If you are not prompted about whether or not to create a backup when exiting the program, this may be because your backup settings have been changed.

In the event of a system crash, it will be time-consuming and difficult to reconstruct the database. Therefore, for frequent program use we recommend that backups are taken daily. You can customise backups in accordance with your own requirements and storage possibilities. Backup copies can be made for one or more company databases at a time, and can be split into smaller files for storing media with limited space.

It is possible to create User access rights so that only a few select users can create backups.

Storing backups

Backups can be taken to the hard drive, a shared folder in the network, or to an external media such as USB pen drives, Zip drives or similar. We recommend that you store at least one complete backup in a separate location from the computer using the program, in case the computer is damaged or stolen.

Tip! There are a number of applications on the market designed specifically for backing up data on other computers/locations/devices. The backup tool in Windows is called Microsoft Backup and should be considered as a more general backup tool. Microsoft Backup can be launched from the [Start] menu by navigating to All Programs/Accessories/System Tools/Backup. Using the Microsoft Backup Wizard you can create a backup of your entire system or choose to define which files/folders you would like to backup. Microsoft Backup is first and foremost intended for use when backing up large amounts of data.

Password protected backup copies

You can restrict access to your backup copies by using a password. Please note that you must remember the password in order to restore the data. Mamut Support Centre will not be able to help you to re-obtain the password.

Restoring backups

Backups are restored with the help of a wizard. Program data is then overwritten with the data from the backup so that your company database is restored to the state it was in when you originally created the backup. If you have registered any data in the program since, it will be lost.

About the database

The database program consists of company database files and system files. Company database files contain data for the different company databases, while the system files contain data common to all company databases. An example for system files are user information and user access rights.

Mamut Online Backup/Mamut Teamwork

Mamut Online Backup/Mamut Teamwork allows you to perform secure and efficient backup and to distribute your files safely in an easy, user-friendly way! Mamut is offering free Online Backup to all businesses and individuals through the Mamut Open Services concept. Mamut Online Backup/Mamut Teamwork is easy to use and encrypted backups are taken continuously while the user is connected to the

Internet. The service does not replace your backups from within the program, but can help you to store the backup copy you are taking through the programs own function for this in a secure manner. Read more about the service at www.mamut.uk/onlinebackup.

Settings for Backup

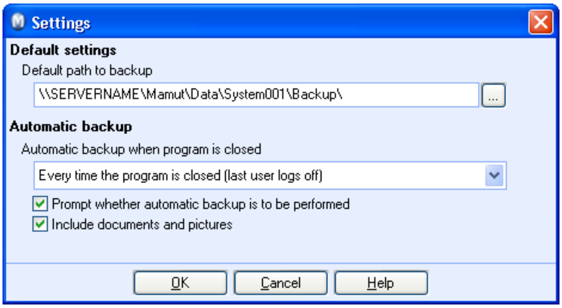
Within the backup settings you can specify a default location to which the backups will be saved. You can also specify when automatic backups are to be carried out.

Default settings

Default path to backup copy: This is where you define the directory that the program will use during automatic backup and what the program is to suggest during standard backup. You can either enter the path directly in the field or click the **Select folder** button to specify one.

The system asks if you would like to create the folder you state, if it does not already exist.

Above: *Example of a local file path.*



Above: *Example of a network file path.*

Automatic backup

Automatic backup when closing the program: This is where you can define whether an automatic backup should be taken when you close the program. Automatic backups are only performed when closing the program. If, for example, you have set the backup to be taken once a week, the system will suggest creating the backup when you close the program after a week has passed.

The automatic backup copy contains all system databases and files for the system database.

Prompt whether automatic backup is to be performed: Select this if you want to be asked whether an automatic backup should be taken when you close the program.

Include documents and pictures: If you uncheck the checkbox, the automatic backup copy will not include documents and images. By doing so, the backup process will take less time and the backup copy will take up less space. The setting pertains to backups created automatically when you close the program.

www.mamut.com/uk.onlinebackup

CONTACT MANAGEMENT

E-mails created from an activity

The Activity Screens

The Toolbar

From the toolbar you can create new activities, save changes, delete items and much more.

New activity.

Check availability. By clicking on this icon you can a see a **Schedule** for employees and resources linked to the activity.

Duplicate activity.

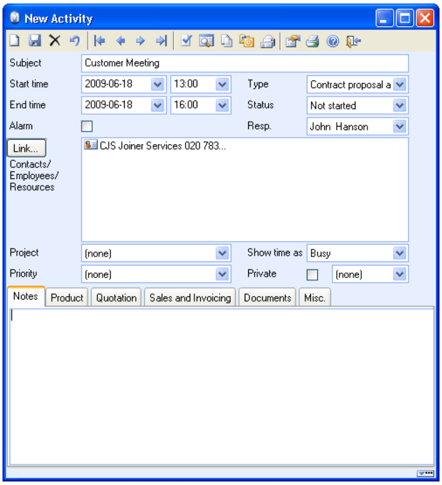
Open the related element in MS Outlook. This icon will only show if you have activated the Outlook integration.

Send e-mail: Opens a new e-mail message. Contacts linked to the activity, which have a valid e-mail address, will automatically be added as recipients. The subject of the activity will be inserted as the subject of the e-mail. In the e-mail, you can attach any documents linked to the activity.

User Settings. The User Settings allow you to specify how you want to work with activities, e.g. how the windows for activity management look or which default values you want present when creating a new activity.

Below you will find a description of every field. If some of the fields are missing from your screen, this could be because the tab card/note field is maximised. Clicking [---] at the bottom of the screen will make more fields visible.

Tip! By default, the program chooses an interval for between which dates activities are displayed in the activity list. If you cannot find an activity in the list this could be due to the activities' date being outside the preset time interval.



Field descriptions

Subject: A short description of the nature of the activity.

Start time: Set a date and time for when the activity is to commence. The time does not have to be accurate for activities in the Task list.

End time: This is adjusted automatically in relation to the start time, based on the company settings for activities where you are able to choose a **Default duration for new activities**. This duration can be overridden by changing the proposed end time.

Alarm: Select whether the activity is to be fitted with an alarm and how long before the start time the alarm is to go off.

Note! If you have selected to transfer activities to Microsoft Outlook you cannot select when the alarm is to go off. Instead, the alarm will work according to the settings in Microsoft Outlook.

Type: Activity types are an important categorisation for extracting statistics. Additionally, they help you to filter the Activity list. The activity type also controls whether the activity will be available in the list for Customer Service, Product Service and Telemarketing. You can view the activity in the graphic calendar, either in the actual calendar or the task list. The setting for this is made on the Activity card via the **Misc.** tab.

Status: Choose from pre-defined statuses to follow-up on the progress of activities. You can also create your own status types by clicking **View - Settings - Company - Properties Register**.

Tip! For fields that contain selection alternatives in the properties register, is called **Change in properties register**. You can right click the fields to enter or change new alternatives directly.

Example: In **Order registration**, in the **Text** tab you right click in the drop- down list next to **Select text**, and click **Change in properties register**.

When you set an activity to completed in the Activity list, the status will automatically change to 'Completed'. If you would rather that this action assigns a different status, then you can select an alternative status through the company settings for activities.

Resp: Everyone listed within the Employee Register can be set as the person responsible for an activity. Through the user access rights you can also bar employees from editing any activities other than their own.

Link: Clicking this button allows you to link Contacts, Employees and Resources that are involved in the activity.

Project: If the activity is to be linked to one of your projects you can select this here. If you are creating an activity directly from the Project module, this field is filled automatically.

Tip! If you have selected a project, you can right-click in the field and select **Go to project**.

Priority: Select between High, Medium and Low priority, or (none) if you prefer not to prioritise your activities.

Show time as: Select how the activity should be displayed in the calendar: Busy, Free or Out. This is particularly relevant when linking employees to other activities.

Private: You can use the Private activity function to limit other users' access to the activity. If you check the box, only users with sufficient access rights will be able to view the activity's detailed information. Please note that an activity defined as private will be displayed in the calendar, so that other users can see that you are busy. The Super User will always be able to view the activity's detailed information.

Colour Code: By using the drop down list next to the **Private** check box, you can associate the activity with a **Colour** - if the activity type can be displayed in the calendar. You can define a default colour for each activity type in the Properties Register. This way, you will not be required to define a colour for each individual activity.

Tabs in the Activity Register

Notes: Enter any notes you may have in connection with the activity here. The user settings for activities allow you to decide whether information about **Time** and **Name** of the user to appear for each entered note.

Product: Here you can add products that are linked to the activity.

This card is also used in connection with Product Service, where you enter which products are included in the service, any possible Resources needed for the service and possible working hours accumulated. This information can then be directly transferred to invoicing.

If you want to create a regular invoice, we recommend that you do so from the Sales and Invoicing tab.

Quotation: You can prepare a quotation directly from within the activity. This requires that the activity is linked to one or more contacts. The list of quotations created from the activity can be filtered out through the Status drop-down list. The **Link** button opens a list of existing quotations which can be linked to the activity.

Tip! You can create a new **Quotation** or a **Quotation repeating** directly from the activity. These will then be linked to the activity.

Sales and Invoicing: You can create orders directly from the activity. The list of orders created from the activity can be filtered out through the Status drop-down list. The **Link** button opens a list of existing orders and you can link these to the activity.

Purchase: Under the Purchase tab you can either create a new purchase based on the activity or you can link in an existing one.

Time Sheet Input: Here, you can register time sheet lines that are linked to the activity or link in existing time sheets.

Documents: Create documents or link in existing documents that are relevant to the activity from here. The list of documents created from the activity can be filtered out through the Status drop-down list.

You can import documents with the help of the relevant button.

Misc.: Here you will find your user-defined fields. These can be activated and customised through the company settings for activities. Additionally, you can also determine whether the activity will be displayed in the task list or the actual calendar.

Delete link: If you would like to remove a link to an existing quotation, order/invoice or purchase, you can do so by clicking on the **Delete link** button in the appropriate tab of the activity card. The link to the item is removed so that you cannot open it from the activity anymore.

Note! The actual quotation, order/invoice or purchase is not deleted.

The E- mail Editor in the Program

The program has its own e-mail editor for creating and editing outgoing e-mails, and is the default choice for writing e-mails.

Note! You can change the e-mail editor to the one in Outlook through the **User Settings for Outlook**.

For example, you can send e-mails directly from the contact card by clicking on **Send e-mail**. Alternatively, you can select **View- E-mail - Contact** to open the e-mail editor and then select which contact person the e-mail should be sent to. If you select to send the e-mail directly from the contact card, the e-mail address will be entered automatically.

How to edit an e-mail with the program's own e-mail editor:

1. Click on the **To..** button and select a receiver for the E-mail. You do this by selecting the contact to the left in the displayed window. You can then select one or more contact persons that will receive the E-mail. Transfer the contacts to the receiver window by using the arrows and click **OK**.
2. Click **Attachment** if you have a document you want to attach.
3. Enter a **Subject** for the contents of the E-mail.
4. Select a template from the **Select template** drop-down list if you want to base the contents on an e-mail template.
5. Select **Project** if the E-mail will be linked to a project.
6. Then enter the contents of the E-mail. By using standard formatting buttons located at the top of the editor, you can format the text in terms of font, colour and size etc.
7. Click **Send E-mail** to send the e-mail.

   The e-mail is now sent via Outlook.

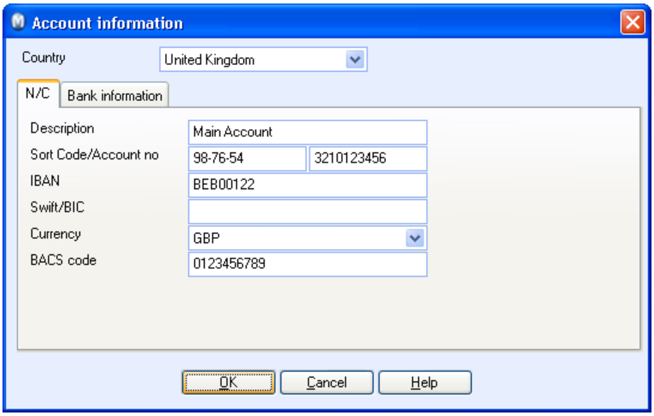
You can find out more about the various alternatives for setting up an e-mail from the program under 'About E-mail in the program'.

Bank Account Information

The **Account information** window is a standard window which is used everywhere in the program where account numbers are entered. In addition to information about the account and the bank you can enter information on the account owner name and address.

Account information for your company is entered under the **Financial settings** button.

Account information for your contacts is entered in the contact card under the **Other Info.** tab.



In order to avoid errors when entering IBAN and Bank account numbers, the system has been equipped with a number verification feature. Verification of numbers can be activated in the **Number verification** window, by going to **Settings - Company** and clicking the **Financial Settings** button.

Country: Select to which country the account belongs. Some fields are only available for certain countries.

Note! Remember to click **OK** in order to save the information you may have entered before selecting **Country**.

You can find more details about account information in Help.

Creating mass mailings

You can send personalised e-mail messages to your contacts by using merge fields in Microsoft Word. The e-mails contain the same information except for the contact information linked into the merge fields, making the message more personal. The contact information is retrieved from Mamut Business Software. You can select the recipients of the e-mail via the wizard. By using the merge field feature, you can send the e-mail as a separate message to each recipient and not as a group e-mail or by hiding the recipients by using a blind carbon copy.

Before launching the wizard, you must create the document template which will contain the text and graphics of the e-mail, for instance, the message text and your company's logo. Read more about creating a new document template in the chapter "Contact Management".

How to create an e-mail campaign:

1. Click **View - E-mail - Contact Selection**.
2. Choose whether you wish to use a simple or an advanced filter when defining a selection of recipients. Click **Next**.
3. Set up the filter and click **Next**.
   Read more about contact selections in the introduction manual "Installation, Settings, Reports and Filters".
4. Select **Create an advanced mass mail via Word for defined selection** in order to use the merged document.
   Click **Next**.
5. Click **Complete**.
6. Enter a document heading. The heading will be used as the subject line in the e-mail. Enter additional information by using the drop-down lists.
7. Select the appropriate template from the drop-down list **Doc. Template**.
8. Click the **Create/merge** button in order to create the document.
9. The document opens with focus on the **Mailings** tab.
   Note! If you click **OK** in the window **Merge to e-mails**, the e-mail will be sent immediately. Click **Cancel** to edit or display the document before sending it.
10. You can now display the document with the correct contact information. To the right of the window, you will find a mail merge wizard. In step five of the wizard (step five is automatically opened), you can use the arrow buttons to display the document containing all contacts' information in the merge fields.
11. Click **Finish and Merge - Send E-mail** on the tool bar.
12. Click **OK** in order to send the e-mails.

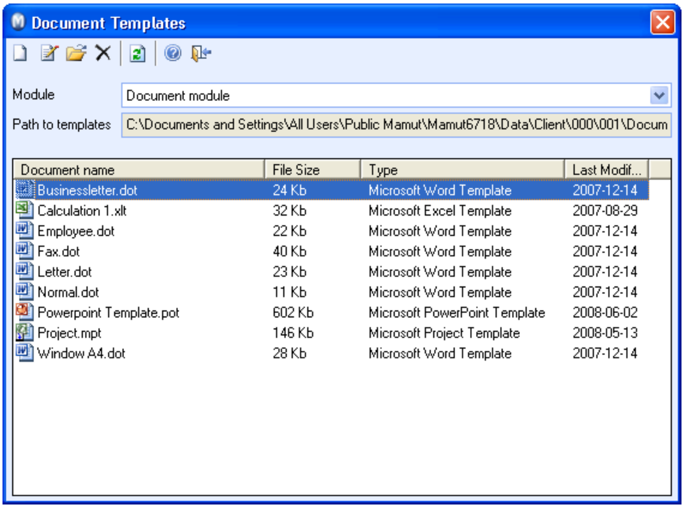
The personalised e-mails will now be sent to your contacts.

Note! You can use the document template **Mass Mailing.dot** in step 7 as a point of departure for you own, personalised mass mailing. Please note that this template may be overwritten at the nest program update. You should therefore save you template with a different file name.

How to Create a new Document Template

How to create a new document template

1. Go to **View - Document - Document Templates**.



2. Click **New**.
3. Select which program the template should be created in from the relevant drop-down list. Remember that it is only possible to enter merge fields into Word-templates.
4. Enter a **Template name** and a brief **Description** of its purpose.
5. Select whether the **Merging criteria** should be contacts or employees.
6. Select the type of address information you want in the **Address 1** and **Address 2** drop-down lists.
7. Enter any notes about the document template you may have.
8. Click **OK**.
9. Enter any merge fields you require, logos, texts and other elements into the template.
10. Click **Save** when you are done adjusting the template.
11. Click **Close**.

The document template is now ready for use.

Tips for Word 2003: If you cannot see the Merge toolbar when Word opens, you can activate it by going to **View - Toolbars - Mail Merge** in Word.

Tips for Word 2007: If you cannot see the Merge toolbar when Word opens, you can activate it by selecting the tabbed card **Mailing - Start Mail Merge** in Word.

E-COMMERCE

Mamut Enterprise DIBS

By using Mamut Enterprise DIBS, you can now offer those customers paying by credit card a fast, easy and secure online payment service.

When making an online payment with Mamut Enterprise DIBS, the DIBS payment solution transfers the customer to the DIBS payment site. Sensitive credit card information is only handled by DIBS, meaning all transactions are kept secure and confidential.

Note! If you would like to offer payment by credit/debit card in your webshop, you require a valid licence for Mamut Business Software as well as an agreement with your bank/acquirer.

The online payment solution settings can be found by clicking **View - E-Commerce - Website Settings**. On the **Payment Services** tab, select **DIBS**. The option will be enabled for customers who have acquired a licence. If you do not have this option, you need to contact your Mamut contact person, as your licence must be upgraded.

Note! Mamut Enterprise DIBS is available as an extension to Mamut Enterprise.

Mamut Enterprise DIBS - Secure and Reliable Online Payment

- Standardised and user-friendly online payment terminal when paying with a credit card.
- Fully integrated with your Mamut Webshop.
- Supports VISA and MasterCard.
- Sensitive credit card information is handled only by DIBS - a secure third party.
- "Verified by VISA (3d secure)" and "MasterCard SecureCode (3d secure)" secures sensitive information.
- DIBS provide an admin site where you obtain a full overview of all orders and payments.
- No minimum transaction amount for payments.
- Supports Barclays as a payments clearing supplier.

WAREHOUSE

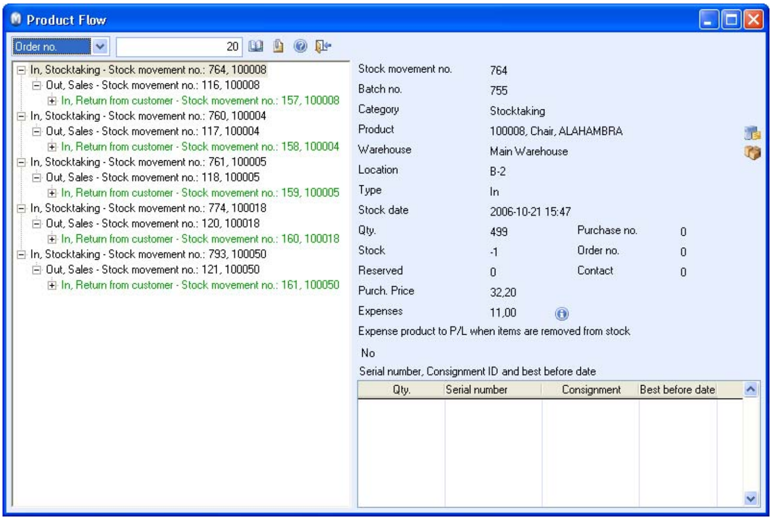
Improved documentation for tracking stock movements

The Product Flow Window

The product flow window gives you complete control of all stock movements. The window lets you track those transactions which caused the stock movement as well as locate the journal entry in the Nominal ledger, if an entry has been registered. You can access the window from the **Stock Movement and Reservations** view in the **Warehouse** module.

You can also open the product flow window from **Sales/Invoicing** and **Purchases** in the **Product Lines** tab.

The window lets you track those transactions which caused the stock movement as well as locate the journal entry in the Nominal ledger, if an entry has been registered.



The Toolbar

By using the two fields in the top left corner as filters, you will be able to view the relevant movements. Use the fields to define what kind of movement you want to view and the number of the movement. If you choose **Entry no.**, you will also be able to select the accounting year.

List: Opens a list of Orders or Purchases.

Show Journal list: Displays all journal entries linked to the displayed movements. If a movement has been registered, you have the possibility to open the journal entry linked to a given movement by highlighting it in the list and then clicking the icon in the bottom right corner of the window.

Print: Opens the printout window from which you can print reports on stock movements with or without journal entry information, based on the selection you made in the product flow window.

The Left Side of the Window

Stock movements are displayed in a tree structure in the left of the window. You can thereby track the information both "ways". Highlight a stock movement in the field to the left in order to view updated stock movement information in the field to the right.

The Right Side of the Window

In the window's right half, you will be able to view detailed information regarding the stock movement highlighted to the left. The buttons will only be available if the related items have been linked to the movement.

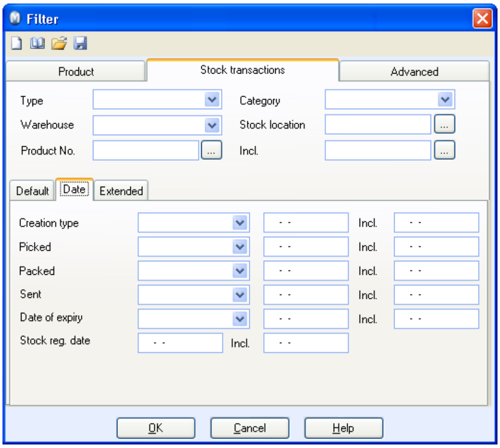
You can find more information regarding the buttons within Help (F1).

Historical Stock Value

Stock movements can be filtered based on date intervals in the report **Stock value list (stock movements)**. You can display stock values for a given date, for example when starting on a new fiscal year, or a historical cross-section of the stock value, to see trends, for example.

How to print the report

1. Go to **View - Warehouse - Reports**.
2. Choose **Product** and the report **Stock value list (stock movements)**.
3. Choose report group, sorting and print medium before clicking **Print**.
4. Use the filter window to define the criteria for what the report will display.
5. Click the **Stock transactions** tab and the **Date** sub-tab.



6. In order to display the stock value on a given date, leave the field **Stock reg. date** blank and enter the date in the **Incl.** field.
   In order to display a cross-section of the stock value, enter the relevant dates in both fields.
7. Click **OK**.

The report will be displayed on the screen. Click the print icon to the print the report.

SALES FOLLOW-UP

Purchase button in the Product Register

Suppliers

Suppliers usually have their own terms of trade, prices and codes for products you order from them. By linking a product to the supplier(s) you purchase the product from, you are able to register this information, together with supplementary information for the product.

Please note that the purchase price from the default supplier can affect the purchase price you register under the Price tab. When updating the default supplier's purchase price, you must choose whether or not you want to update the corresponding price within the Price calculator.

It will be possible to use the information registered in the **Supplier** tab when purchasing from relevant suppliers. If the product is linked to a supplier, you can click the button **Purchase this product** in order to create a purchase order. If an unprocessed purchase order already exists for this supplier, you can choose to add the purchase to the existing order. If you do not wish to add the order, or if there are no existing order, you can create a new purchase order.

Tip! When the product has already been included in the purchase order, the number of this product purchased will automatically be increased by 1.

You can find out more about Supplier links in the Purchase Module section of the "Financials, Logistics and Human Resources" manual.

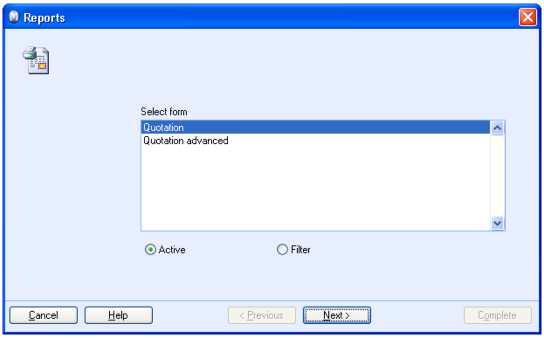
Improved naming of e-mail attachments

Printing to E-mail Attachment

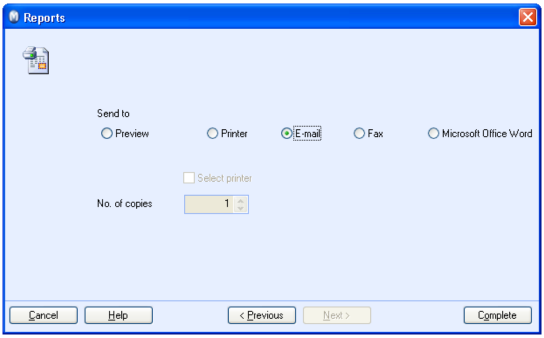
You can choose to print to e-mail. For example, if you choose to print an invoice to e-mail, the program will automatically convert the printout to .pdf format and insert to an e-mail to the recipient as an attachment. Most recipients will be able to read .pdf attachments and it is generally regarded to be a safe file type. In the example below you are printing a quotation.

How to print a quotation to e-mail

1. Create a new quotation or open an existing one.
2. Click **Print** (Ctrl + P).



3. Select **Quotation** and click **Next**.



4. Select **E-mail** and click on **Complete**.
An e-mail will now be created with the quotation document attached as a .pdf file. Check that the recipient's e-mail address is correct. You may also want to double-click on the document (Quotation.pdf attachment) to check the document quality before you send the e-mail.
5. Click **Send** in MS Outlook to send the e-mail.

The e-mail is now sent from MS Outlook with the quotation attached.

Note! The system treats the quotation as a report. All reports use MD Outlook as their e-mail editor even if you have selected the program's own e-mail editor in the user settings for Outlook. Find out more about this topic under 'Getting started with e-mail'.

Improved functionality in the subscription module

Subscription Invoicing

Mamut Enterprise Subscription Invoicing is a tool for invoicing customers with fixed agreements or subscriptions. The solution is included in Mamut Enterprise E5.

You now have the possibility to invoice customers that have fixed agreements or subscriptions with you. If you regularly invoice the same customer for the same products and/or services you can now invoice these in one simple operation including invoices for periods ahead. The revenues will be posted automatically - with the right date and in the right period.

You create the subscriptions, which customers can consequently be linked to, in a separate Subscription register. A subscription can be created for products and services with specifically defined prices and discounts and you can make settings as to how the system should handle the subscription regarding the frequency for sales order creations.

The module allows you full control and overview over which customers should be invoiced for which subscriptions/agreements and how often.

Important! The function needs to be activated. Go to **View - Settings - Company - Settings per Module - Sales and Invoicing** and select the **General** tab. Select that you want to use subscription invoicing by ticking the box for **The company uses subscription invoicing**. You then need to re-start the program.

Note! For some program versions, the function is only available as an additional product. Contact your software supplier to find out whether the function is available for your version of the program.

Subscription Register

The module consists of a **Subscription Register**, where you create the various subscription types/agreements your customers can then subscribe to. The subscription can be set up with products and services with specifically defined prices and discounts and you can select settings as to how the system should handle the subscription.

The subscription is given a frequency, which governs when/how often an order, based on the customer subscriptions linked to it, will be created. It is also possible to edit existing subscriptions in the register and to set subscriptions to 'stopped' status, should you need to. When a subscription is made inactive the customer subscriptions connected to it will no longer show in the customer subscription register and no more orders that are based on these customer subscriptions will be created.

Customer subscriptions

A Customer subscription is an agreement with an individual customer. The subscription is linked to the subscription register. If you wish to invoice a customer based on a subscription, you must link the customer to the subscription in the customer subscription register.

The Customer subscriptions register displays which subscriptions customers are linked to. From this window, you can link customers to subscriptions and you can edit existing customer subscriptions as well. You can also set/change an End date for a subscription, pause a customer's subscription or terminate it altogether. You can set a Start and, if you wish, an End date for every single customer subscription as well as specifying the frequency governing how often/when the customer subscription can be 'run', thus creating an order, from which you can invoice. It is possible to terminate a customer subscription by changing its status to

'Stopped', or you can 'pause' it, e.g. if the customer wants a break from deliveries/invoicing. Customer subscriptions put on hold/paused or stopped can be re-activated at any time.

Create Sales Orders and Invoice them from the Sales/Invoicing Module

You have the opportunity to select which subscriptions and customers should form the basis for sales creation in the function-specific wizard for the creation of orders for active customer subscriptions. Your selection can also include the point in time that orders should be created. Once you have made your selection, you will be presented with a list of all customer subscriptions to be included in the order run, giving you the opportunity to remove from the list any customer subscriptions you do not wish to include this time. These removed subscriptions will then be proposed again in the next run. You can also place the selection date back in time, if you would first like to create orders for customer subscriptions that should have been executed previously. After this, you can initiate another order run based on a new date.

Frequency

Each subscription can be linked to a frequency, which determines when/how often the subscription can be 'run', that is to say how often each customer subscription can form the basis for the creation of a sales order. The frequency is handled by the Properties register, which you can open by clicking on the **Frequency register** button in the toolbar up top in the **Subscription register** window or by going to **View - Settings - Company - Properties register**. You can create new frequencies for a set date every month or every x-number of days, respectively.

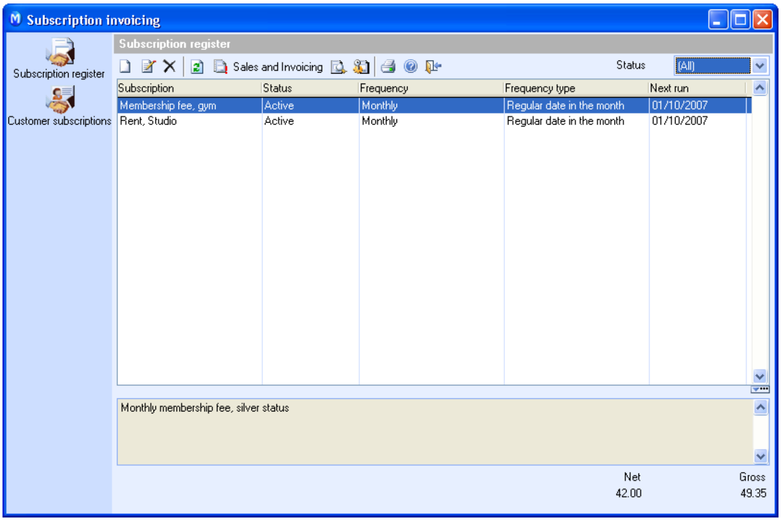
Report

You can print the **Future subscription invoices** report, showing which orders you will be able to generate and invoice for in the future based on existing active customer subscriptions.

The Subscription Register

The Subscription register is a window showing all of the different subscriptions you have set up. In the top-right of the window you select whether you want to view active or inactive subscriptions only or whether you want to see all subscriptions regardless of their status.

The overview will show you the subscription name, its status, frequency, frequency type and when the subscription will be 'run' next. A 'run' refers to the generation of orders based on customer subscriptions linked to a subscription.



In the Subscription register, you can set up new subscriptions, edit existing ones and make subscriptions inactive by clicking on the **Delete** button. Please note that all customer subscriptions linked to an inactive subscription will no longer show in the customer subscription overview and will no longer form the basis for any order creation.

A subscription is a template that is identical for all customers who are to be invoiced for the same subscription. That is to say that several customer subscriptions are being linked to each subscription. A subscription can be a subscription to a magazine, newspaper, alert service or it could be rental or service agreements. You should set up a subscription for each subscription or regular service you offer that forms the basis for invoices. You add the products and/or services to your subscription that are to be included in the subscription invoice and you enter the settings that are to apply to the orders being generated for the subscription.

It is easy to generate orders based on your subscriptions with the help of a special wizard. You can initiate the wizard by clicking on the **Sales and Invoicing** button in the toolbar of the Subscription register. In the wizard, you make a selection for which subscriptions to generate orders for and whether these should be generated for a certain customer only or all customers.

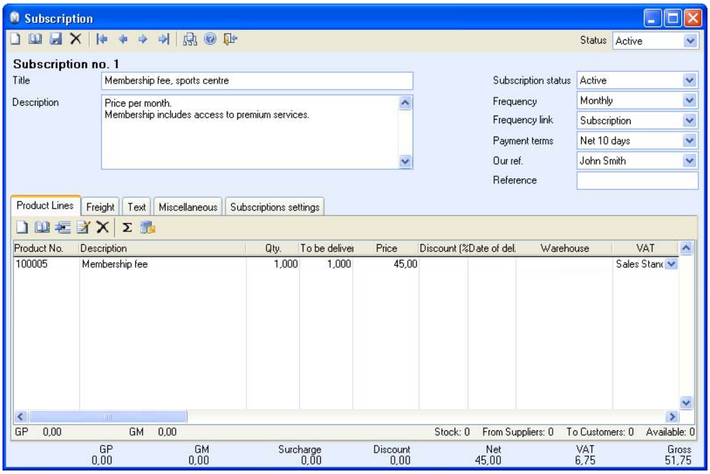
Clicking on the **Show subscription** button will bring up a window with all the details about the subscription, but you cannot edit any of the information from there. The button will provide users, who would like to find out about a subscription in more detail but do not have the user access rights to allow them to make any changes, with information.

The **Frequency register** button takes you directly to the Properties register, where you can create and administer frequencies. Frequencies control when/how often sales orders are to be generated based on the various customer subscriptions linked to the subscription. There are two types of frequencies: 'Number of days in interval' and 'Regular date in the month'. Choosing 'Number of days in interval' will allow you to generate orders every x number of days from the last order creation. Using 'Regular date in a month' will allow you to specify that you wish to generate orders on X day every Y month(s), e.g. on the 3rd every two months, the 15th of every month, the 1st every three months etc.

 By clicking on the **Print** button, you can print out the report for **Future Subscription invoices**.

How to create a new Subscription

You can create new subscriptions or edit existing ones in the subscription window.



Enter a descriptive subscription title.

Subscription status: Choose to set the subscription as active or inactive.

Frequency: Here you can define during which period the subscription will be valid. This can be either a set period or a fixed date. In order to define different frequencies than those available, right-click the drop-down list and select **Change in properties register**. By doing so you will be able to click **New** and register a new frequency name. Choose if the frequency should be valid for a certain number of days or a fixed date, for instance the first of every month.

- **Frequency link**: Select a setting for when the subscription will start.
- **Subscription**: The subscription is set up with a frequency that defines when/how often a sales order will be created based on the customer subscriptions associated with this subscription.
- **Subscription (reduced)**: This option lets you create a sales order for a customer subscription in the middle of a subscription period. The customer will receive a reduction of the total amount due, depending on when the sales order was created, by a corresponding reduction in quantity in the sales order line. For example, if the sales order was created on day 3 with a frequency of 10 days, the sales order line will display a 30% reduction in **Quantity**. After the first reduced subscription period, the subscription will automatically be changed to the frequency link **Subscription**.
- **Customer subscription**: Create a subscription based on frequency in number of days where the sales order can be created the same the day as the subscription is established and follows the same frequency. Two customers will then be associated with the same subscription, with different start and end dates.

Payment terms: Select which payment term will be used for the subscription. The payment term will be transferred to the sales and invoicing module.

Our ref.: Select which employee will be responsible for the subscription.

Reference: You can enter a reference code which can be used later for handling and filtering your subscriptions.

In the tabs you can register relevant information regarding product lines, freight, text, miscellaneous and subscription settings.

How to handle annual invoices with Subscription Invoicing

So that a subscription may be invoiced once a year, it has to be linked to an annual invoicing frequency. When you invoice only once a year, the registration date for the subscription the customer subscription is linked to is the one controlling when in the year the subscription is being run/invoiced.

How to create a frequency for invoicing once a year

1. Open **Frequency** in the properties register by going to **View - Settings - Company - Properties Register**.
2. Click **New**.
3. Enter a name for the frequency in the top field, e.g. 'Annual invoicing'.
4. Select 'Number of days in interval' from the **Type** drop-down list.
5. Enter **365** in the **Repeat every ... days** line.
6. Click **OK**.

The frequency is now available for selection in the subscription register.

This means that if you create a subscription with annual invoicing, all customer subscriptions that link to it will be included in the same invoicing run on the same date every year. Until the first occurrence of the annual invoice however, you will need to invoice manually in the Sales and Invoicing module.

If you would prefer to invoice from, e.g. the month after the subscription was created and one year later and then again the same time every other year, you can do so by creating 12 subscription; one for each month of the year. Since it is the registration date for the subscription, which determines when a subscription is included in an order/invoice creation process for the first time, you need to manipulate the date by first changing the program date before creating the subscription.

The subscription date may be changed by going to **File - Program Date**. Find out more on how to do this in the "Installation, Settings, Reports and Filters" introduction manual.

You can now create a subscription with a registration date the same as the amended program date. If you repeat the procedure and add a subscription for the 1st of every month, you can later create customer subscriptions and link these to the subscription for the relevant month. This way the customer subscriptions can be invoiced the same month every year and you also avoid having to manually invoice the remaining months up to a set invoicing month.

Edit Invoice and Journal

It is possible to edit invoices after they have been issued and journals after they have been posted. The objective of this functionality is to allow users the possibility to edit the most important elements of posted invoices and journals without needing to credit the item or redo work already done.

Note! Your user profile must be defined as **Super user** to gain access to this functionality. Your user access rights can be adjusted via **View** - **Settings** -**Security** - **User Administration**.

In order to use this functionality, the Super user is responsible for activating this function within the Company Settings. Once activated, you will be required to enter your regular username and password for Mamut Business Software in order to authenticate yourself and gain access to this functionality.

Once you have activated this setting and authenticated yourself, you will be able to access a simple and user friendly window where you can click between three tabs; **Invoice**, **Journal** and **List of changes**, where it is possible to edit posted information and view a list of all changes that have been made.

Under the **Invoice** tab, you are able to edit the following information:

- **Customer name** (this information must be updated from the Contact Register)
- **Invoice address**
- **Due date**
- **Payment term** (this will result in a new due date)
- **Delivery address**
- **Project**
- **Department**
- **Date of delivery**
- **Invoice lines**:
  Description
  Date of delivery

Under the **Journal** tab, you are able to edit the following information:

- **Period** (not one that has been closed)
- **Date**
- **Journal lines**:
  Project
  Department
  Due date
  Description
  VAT report code
  N/C (but only to a N/C with the same VAT-handling as the existing one)

Once the user has edited the desired information within the **Edit Invoice and Journal** window, the existing journal or invoice will be updated and the changes will be logged within the **List of changes** window.

Note! Only journals belonging to periods that have not been closed can be edited.

All changes will be logged and all users will be able to see an overview of these changes under the **List of changes** tab. In addition, you are able to export this information to Microsoft Excel.

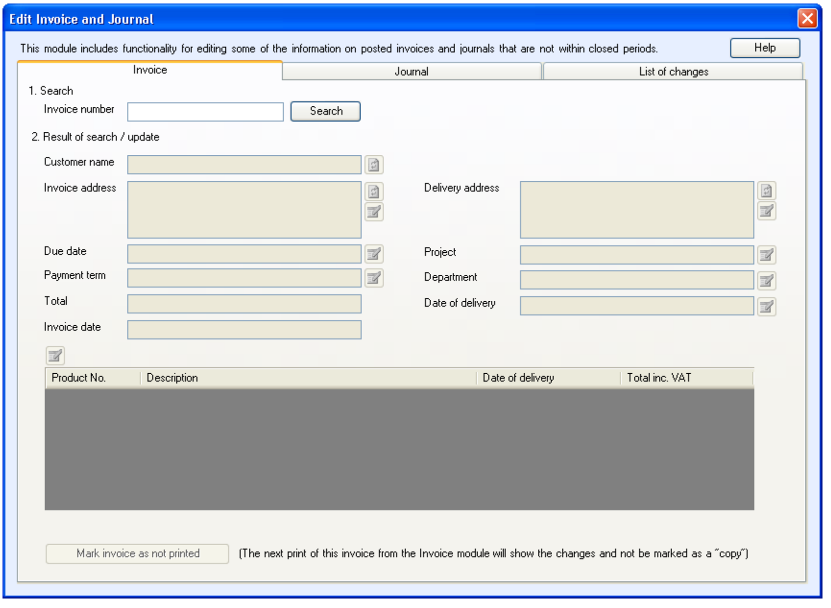
How to edit Posted Invoices and Journals

In order to edit posted invoices and journals you are required to activate the correct setting. To activate this setting, go to **View** - **Settings** – **Company** – **Settings per Module** – **Sales and Invoicing**, then select **Edit posted invoices and journals**. You are then able to use this functionality.

Note! Only journals belonging to periods that have not been closed can be edited.

How to edit Posted Invoices and Journals

1. Select **File** – **Database Utilities** – **Edit posted invoices and journals**.
   Note! If you have not activated this setting, or are not a Super user, you will not be able to proceed.
2. You will now be prompted for your username and password, enter your standard Mamut Business Software details to proceed.
   This information is required in order to authenticate yourself and restrict users from using this function who do not have the correct access rights. These details must be entered each time you wish to edit posted invoices and journals.
3. The **Edit Invoice and Journal** window will now be displayed, you can select between the three main tabs **Invoice**, **Journal** and **List of changes** to edit the desired information and view a log of all changes made.

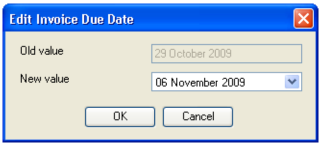


4. Select the appropriate tab to edit the required information and use the **Search** button to identify the invoice or journal you wish to edit.

You are now able to utilise this functionality and edit the desired information for the posted invoice or journal and view a log of the changes.

How to Edit an Invoice

1. Go to **File** – **Database Utilities** – **Edit posted invoices and journals**.
   Note! If you have not activated this setting, or are not a Super user you will not be able to proceed.
2. Enter your standard Mamut Business Software username and password.
3. Select the **Invoice** tab within the **Edit Invoice and Journal** window.
   Note! It is only possible to edit posted invoices, orders can be adjusted in the order module.
4. Enter the invoice number and use the **Search** button to identity the existing invoice that you wish to edit.
5. The details of the invoice will now be displayed.
6. Edit the fields that you wish to change. To do so, select the **Edit** button to the right of the field and update the information within the window that is displayed.

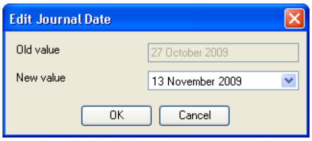


7. Select **OK** to save the changes to the invoice.
8. Select **Mark the invoice as not printed** so that the next print of this invoice from the invoice module will not be marked as copy.
9. You can now view a list of the changes you have made under the **List of changes** tab and select if you wish to **Export to Microsoft Excel**.

Your updates have now been completed and will be present on the respective invoice.

How to Edit a Journal

1. Go to **File** – **Database Utilities** – **Edit posted invoices and journals**.
   Note! If you have not activated this setting, or are not a Super user you will not be able to proceed.
2. Enter your standard Mamut Business Software username and password.
3. Select the **Journal** tab within the **Edit Invoice and Journal** window.
   Note! It is only possible to edit posted journals, journals that have not been posted can be adjusted in the journal entry module.
4. Enter the Journal **Entry no.**, **Journal Type** and **Fiscal year** and use the **Search** button to identity the existing journal that you wish to edit.
   The details of the journal will now be displayed.
5. Edit the fields that you wish to change. To do so, select the **Edit** button to the right of the field and update the information within the window that is displayed.



6. Select **OK** to save the changes to the invoice.
7. You can now view a list of the changes you have made under the **List of changes** tab and select if you wish to **Export to Microsoft Excel**.

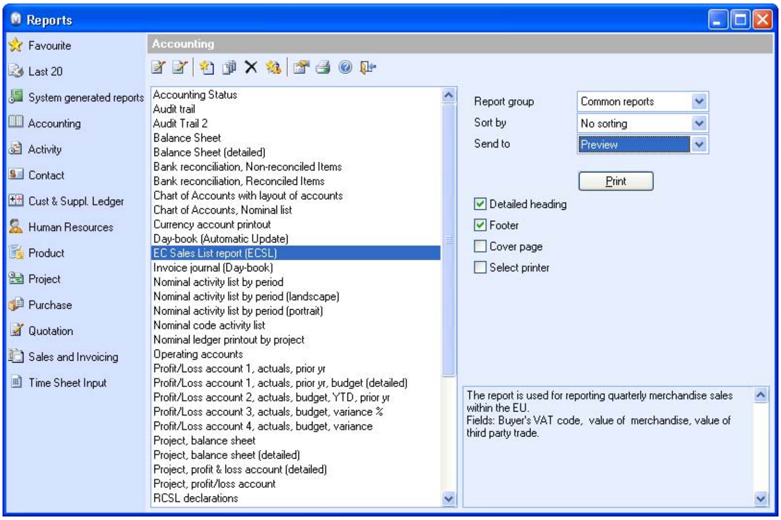
Your updates have now been completed and will be present on the respective journal.

ACCOUNTING

Quarterly reports, EU, account (ECSL)

If you are registered for VAT and you supply goods or services to businesses registered for VAT in other states of the European Union (EU) you are obliged to produce the EC Sales List (ECSL). This list - which you can print from the systems report module - reports sales within the EC. More information regarding the EC Sales List is available at www.hmce.gov.uk.

You can print the report **EC Sales List report (ECSL)** by choosing **File - Print - Accounting**. Choose the entry **EC Sales List report (ECSL)** from the report list and send it to **Print**. Don't forget to choose the reporting period and the accounting year.



When printing the **EC Sales List**, an XML-file is automatically exported to C:\Documents and Settings\User\My Documents\Mamut\VAT\OutBox, where "User" represents the username registered in the operating system. You can submit the generated XML file by using the GovEx software.

Note! In order to generate the XML-file, the user must select **Printer** from the drop-down list **Send to** in the Report module before clicking **Print**.

LEGAL CHANGES

Company Settings for Sales and Invoicing

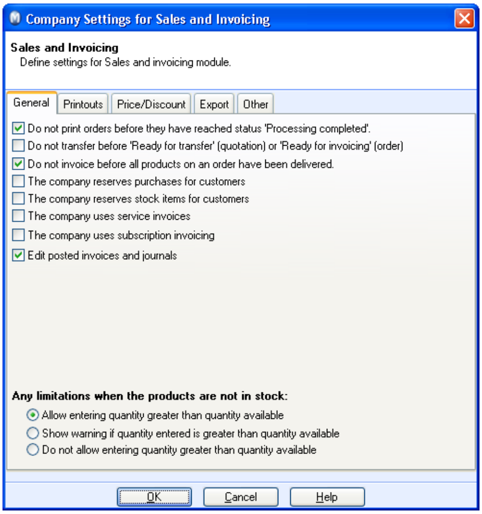
As a rule, invoicing routines vary greatly from company to company. This module is therefore designed to allow the thorough modification of how these routines are carried out in the **Sales and Invoicing** module. The transition from order to invoice with approval routines and printouts is particularly central here.

You can access the company settings for quotations by clicking **View - Settings - Settings per Module - Sales and Invoicing.**

> **Note!** Here you will find the company settings for quotations. The user settings for the quotation module can be accessed in a separate register.

General

In the **General** tab you will find check boxes regarding order status. These are particularly important if the program is being used by several users, e.g. one registers orders while another registers invoices.



Do not print orders before they have reached status 'Processing completed': Leave un-ticked to allow for printing of orders before you finished processing them.

Do not invoice before 'Ready for transfer' (quotation) or 'Ready for invoicing' (order): By activating the setting, you will not be able to transfer a quotation to order, or an order to invoice unless the check boxes 'Ready for transfer' (quotation) or 'Ready for invoicing' (order) have been checked. The 'ready for invoicing' status depends on how you apply the **Ready to invoicing will be updated by printing...** function in the **Printouts** tab.

Do not invoice before all products on an order have been delivered: Leave this box un-ticked if you want to be able to invoice even though the order contains items that have not yet been delivered. You may apply these settings for customers where you have agreed not to invoice before the full order content has been delivered or if you do not want to use delivery registration. A partly delivered/invoiced order will in that case generate a **Backorder** when invoicing. You can change the number of products to be delivered in the field **To be delivered** in the Sales and Invoicing window. The backorder is processed like a new order.

You can allow the company to reserve products for an order from a specific purchase by selecting **The company reserves purchases for customers** and **The company reserves stock items for customers**.

If **The company uses service invoices** you will have opportunities to print out a job description for an order and printout a service invoice, with or without product lines.

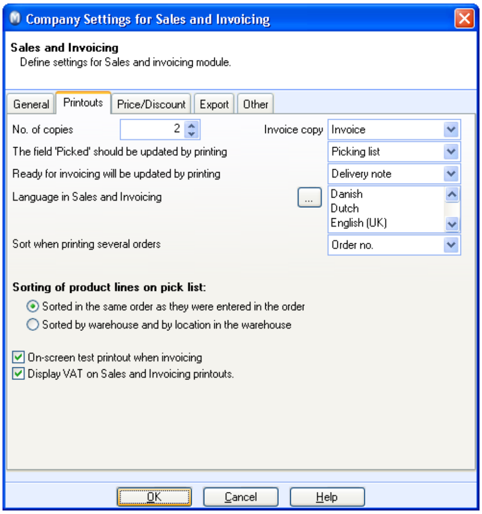
The company uses subscription invoicing should be selected if you would like to be able to easily generate invoices for your customers that have subscribed to a service or regular delivery of your products. The functionality is available only as an add-on product in certain program versions.

Edit posted invoices and journals should be selected if you wish to be able to edit posted invoices and journals without needing to credit the item or redo work already done. Read more about this new functionality within the "Financials, Logistics and Human Resources" book in the "Accounting" chapter.

Any limitations when the products are not in stock: Here you can determine in how far you will allow for the registration of larger quantities of products than what is in stock. You may like to display a warning to alarm the user registering the order that the product is not in stock.

Printouts

Here you can specify settings that determine how your sales reports are to look:



Enter the **No. of copies** (in addition to the original invoice) and which **Invoice copy** you want to print out in the sales and invoicing module.

Invoice copy when invoicing: Select which report should be used when printing invoice copies during invoicing.

The field 'Picked' should be updated by printing: This setting applies to the **Picked** field on the order. Select **Delivery note** or **Picking list** depending on what is best suited to your business.

Ready for invoicing will be updated when printing: Select **Delivery note** or **Picking list** depending on what best suits your business. If you would like to invoice as soon as the picking list has been printed it would make sense for you to select to update to 'Ready for invoicing' status after printing the picking list.

Language in Sales and Invoicing can be selected if you want to print out invoices in a different language. The language will be available as an option in the Sales and Invoicing module and Quotation in the **Miscellaneous** tab when you press the **Reports** button.

Sort when printing several orders: When printing out several orders it might be useful to select a certain sorting order. You could sort by customer no., for example, instead of by order no., which is the default sorting setting. If you use subscription invoicing you might want to sort by subscription no.

You can print out the pick list in two ways, either **Sorted in the same order as they were entered in the order** or **Sorted by warehouse and by location in the warehouse**. The latter can be very useful in achieving efficient picking in the warehouse.

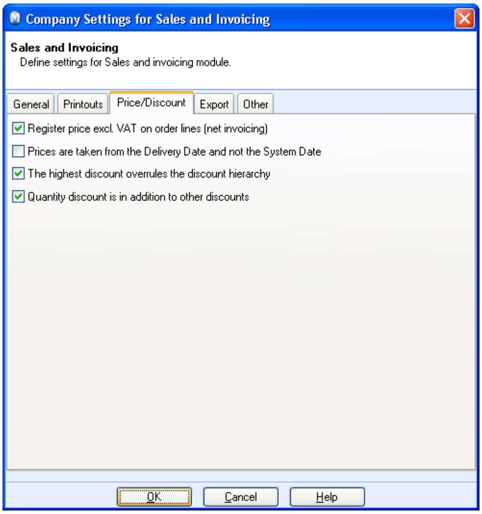
If you always want an on-screen print preview before you print invoices, you can activate this by selecting the **Test printout when sending invoice to screen** check box.

If you do not tick **Display VAT on Sales and Invoicing printouts** this field will not be displayed.

Note! If you remove the tick here, please ensure that this concurs with the rules in your company.

Price/Discount

Here you select the rule that will apply for prices and discounts when registering products for an order.



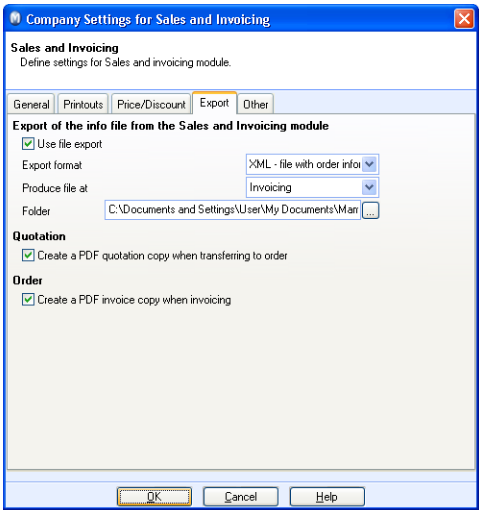
If you select **Register price excl. VAT on order lines (net invoicing)** the price is shown without VAT on the product lines.

If you want to override the discount hierarchy, you should tick **The highest discount overrules the discount hierarchy**. You can of course have just one discount on an order, but you can also add quantity discounts if you tick **Quantity discount is in addition to other discounts**.

The cost price should include 'Expenses' from the Product card in addition to the Purchase Price: The option is only available if you have selected Purchase Price as the Basis for cost price in the company settings for products, in the **Price processing** tab. If you select this option, the cost price for quotation and order/invoice will be based on purchase price and the expenses in the **Expenses** field in the product card, in the **Price** tab.

Export

You can automatically export information files from the program and the settings for this can be found here.



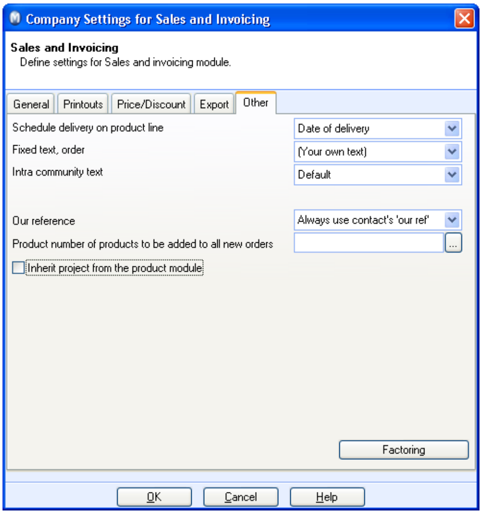
If you want to export orders from the program, you must select **Use file export** and select the **export format**. You can choose whether the export is to occur by printing out a **Picking list**, **Delivery note** or **Invoice**, and in the **Catalogue** field you state where the file should be saved.

Create a PDF quotation copy when transferring to order: The transferred quotation will be saved as a PDF document. The quotation copy can be opened from the order/invoice.

Create a PDF invoice copy when invoicing: Save a PDF copy of the invoice when invoicing. If you have selected the option, you will be able to access the copies from the Sales/Invoicing and Contact modules.

Other

Tab for other settings:



In **Delivery period on product line** you select whether you want to display the delivery week or the delivery date on reports. You can also add **Fixed text, Sales/Invoicing**. The text itself is retrieved from the **Properties register**. This text will then be displayed on invoice printouts.

Intra community text: From this drop-down list you can choose the text shown on invoices with order lines that have a VAT code for intra community supply of products and services. If you choose **Default** the following text is added to the invoice: **Intra community supply of products and services**. You can change this text or alternatively create your own text in the **Properties Register** and add this instead. In the invoice the related products will contain an asterisk (*).

From the **Our reference** drop-down list you decide how Our reference will be selected when creating sales orders.

A product can be added to all orders as they are created by registering the product number in the **Product that shall be added to all new orders**. This could for example be used if you always add a dispatching fee.

You can mark the **Inherit project from product module** check box if you wish.

Factoring: The option is only available if you have activated the factoring function from the ledger settings: **View - Settings - Accounting - Customer & Supplier Ledger**. By clicking on the **Factoring** button you can add information about your factoring company.

User Settings for Sales and Invoicing

Via the different tabs under user settings you can customise the appearance of your screen for Sales and Invoicing, allowing you to customise the screen to your needs.

Note! User Settings only apply to the current user and do not affect the settings for other users.

You open user settings by going to **View - Settings - User** and selecting **Sales and Invoicing** in the **Settings per Module** tab or directly in the module by using the settings icon in the toolbar.

Quotation! Please note that the company settings for the quotation module are grouped together with the company settings for sales and invoicing. However, the quotation module has its own user settings.

Default Setup

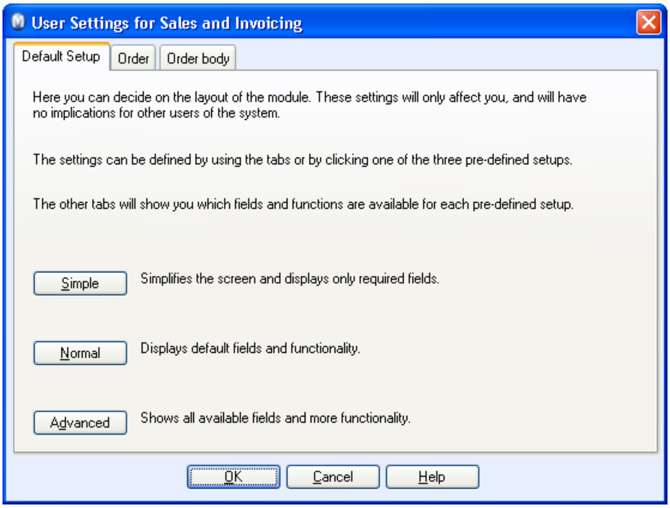
You can select how your Sales and Invoicing screen will look. There are three pre-defined settings available.

Simple: Simplifies the screen as much as possible and displays mandatory fields.

Normal: Shows default fields and makes default functions available.

Advanced: Shows all available fields and more functionality.

Click on the relevant button to select an option. The screen for Sales and Invoicing will then change accordingly.

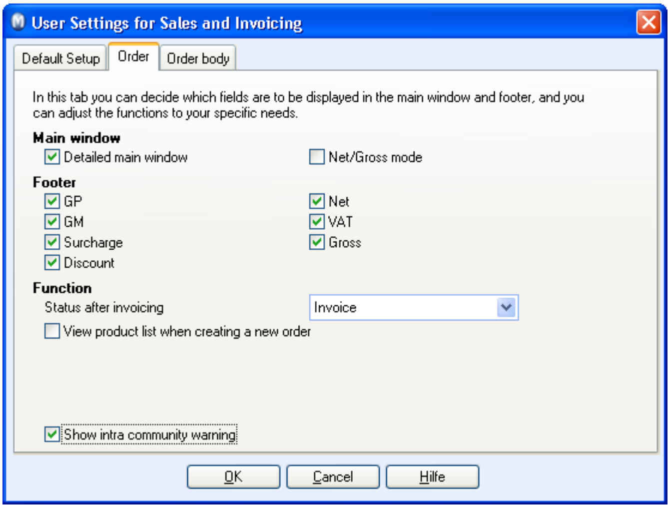


Tip! From the other three tabs you can change your setup manually rather than using predefined settings.

Order

Here you can select what is to be displayed in the main window and in the footer, and you select certain functions.

In the **Detailed main window** all details for the top half of the main card are shown, no matter which tab is active. If you remove the tick from the checkbox, the user will not be able to see the information in the main card other than the order number and the contact's phone number and name.



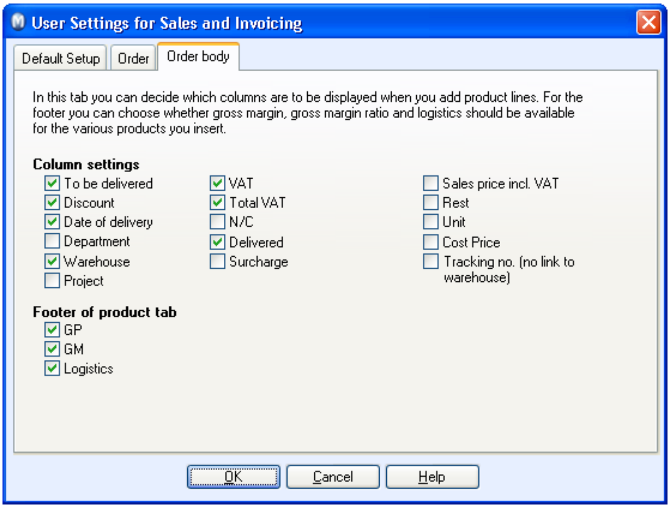
Net/Gross mode: In the top half of the order card there is a drop-down list where you can select to see the order amount as net or gross. If you remove the tick you will simplify the screen and remove the option (net mode is default).

Status after invoicing: An invoice receives the status Invoiced after invoicing. You can change this to Order, if you prefer.

View product list when creating a new order automatically opens the product list when a new order is created.

Show intra community warning: This check box only applies to customers without a VAT number. A warning will appear when adding a VAT code for intra community supply of products/services to a product when there is no VAT no. recorded for that customer.

Order body



Here you select which **Column settings** to display in the Sales and Invoicing card. Choose the columns you want displayed. Note that selecting all will reduce the space for each column. Most users only display a selection of the columns. By un-checking boxes a simpler screen picture is presented and you only display a few columns that are relevant to you.

Footer of product tab: Select which fields you want in the product line tab. This is the footer for each product. The order will still display GP and GM for the whole order at the bottom.

MAMUT ONLINE DESKTOP VERSION 2.0

Connect to Mamut Online Desktop

Important! Before you can activate Mamut Online Desktop you need to enter your Licence Information in Mamut Business Software.
To do so, go to **Help** - **About** – **Manage Licence Information** – **Additional Products**. Here you will find a list of the additional products that you have access to. From the list, select **Mamut Online Desktop** and click **Add** to see an overview of the Mamut Business Software company databases that you are able to connect your Mamut Online Desktop licence to. Select the company database that you wish to apply your licence to and then click **OK**. Close the program and restart it. Mamut Online Desktop functionality will now be available. You can connect one company database. If you want to connect several company databases, please contact our sales representatives for more information.

Prerequisites for Getting Started

In order to connect to Mamut Online Desktop, the following criteria must be fulfilled.

- The user must be registered as an Employee in the Employee Register within Mamut Business Software and linked to an employee.
- You must register an e-mail address for your user within Mamut Business Software. The address is used as the username for your Mamut ID.
- The user must also be defined as a **Super user**.
- The company's registration number, address, telephone number and e-mail address must be registered. Enter the information in Mamut Business Software by clicking **View - Settings - Company**. The company registration number can be found by clicking **Financial Settings**.
- Your computer must be connected to the Internet, you are able to use Internet Explorer version 6, 7 and 8 or Firefox browser 2 and 3.

The connection wizard controls that all of the criteria has been fulfilled in order to be able to connect and will list the information that is missing or the criteria that has not been fulfilled.

Note! You cannot use the sample database in Mamut Business Software to evaluate Mamut Online Desktop. Mamut Online Desktop is not available in any evaluation version.

Synchronisation

Your first data synchronisation may take some time. You cannot use the program while synchronisation is in progress. You should therefore decide if you want to synchronise now or later and can make this decision when you are prompted by the wizard (see below).

Note! API users and Mamut Business Software integrations with other software must be disabled when synchronising with Mamut Online Desktop for the first time.

The synchronising of Mamut Online Desktop will occur from one of the computers in the network. This is usually the same computer with which you connect. This can be changed later within the company settings for Mamut Online Desktop. In a multi-user database, it is recommended that you use the computer containing the system database for synchronisation.

The connection must be done through Mamut Business Software.

How to connect to Mamut Online Desktop

1. 

Click the button **Connect to Mamut Online Desktop** on the Desktop toolbar and then click **Connect**.
or
Go to **View - Settings - Company - Settings per Module - Mamut Online Desktop** within Mamut Business Software.

The system checks if you have fulfilled the criteria to be able to connect. Requirements which have not been met will be displayed in red in the list. Click **OK** and then complete the necessary requirements in the list, and try again.

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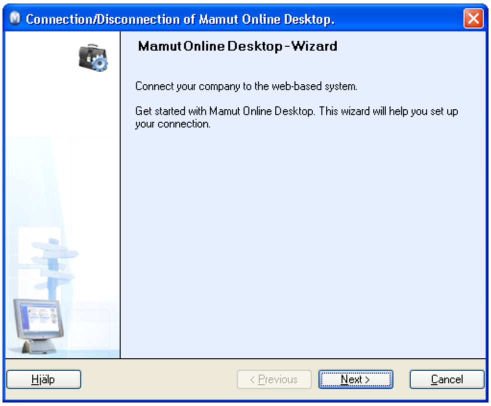
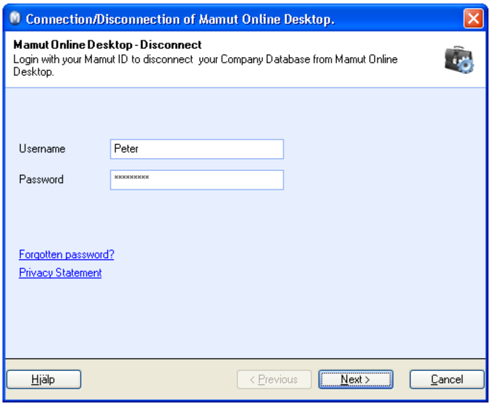
2. Click **Connect.**

3. Click **Next.**



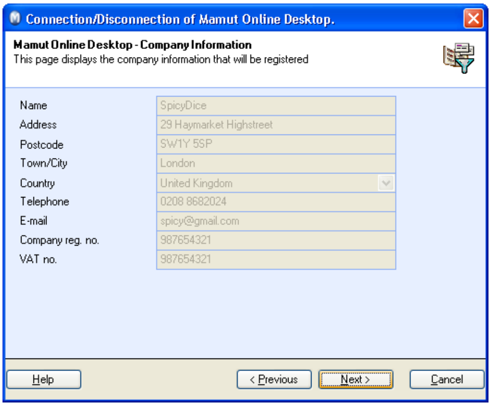
4. Enter your Mamut ID **Username** and **Password**, or create a new Mamut ID.



Note! User name and password for the Mamut ID are not the same login information which you use to access your Mamut Business Software application.
If you choose to register a new Mamut ID, you will receive an e-mail containing a link which you must follow in order to register a password. When you have registered your Mamut ID, you can re-launch the wizard and log in using your Mamut ID **Username** and **Password**.

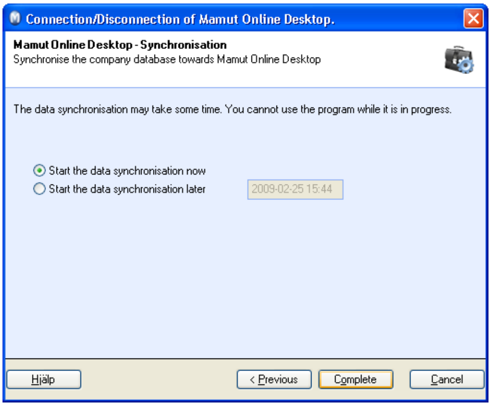
Tip! If you do not receive the e-mail, it may have been filtered as junk e-mail and therefore it is recommended that you check your junk folder as well.

5. Check the information registered within the company account and click **Next**.
   The information is fetched from the company settings within Mamut Business Software.



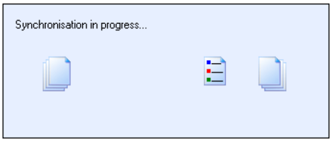
6. Choose when you wish to start the synchronisation and click **Next**.

   If you choose to start now, you must wait for the synchronisation to be completed.



If you want to synchronise later, you can enter a date and time. You can close the program, but the computer performing the synchronisation must not be switched off. If you choose to shut down your computer, you must re-connect later.

7. Click **Complete**.



When you are connected, a status window will be displayed confirming your connection to Mamut Online Desktop. The synchronisation will run continuously.

Multiple company databases: You can connect one company database. If you want to connect several company databases, please contact our sales representatives for more information.

Log In and Invite Users

Log into Mamut Online Desktop through the web browser; using your Mamut ID.
You are able to login directly via a web browser at www.mamutonline.com or via the Mamut Validis focus area within Mamut Business Software.

Tip! The information box **Synchronisation History** can be displayed on the desktop under user settings for the desktop. Read more about this under "User Settings for Desktop" in the chapter "Getting to know the Program"

Part 3: More Information

In this chapter:

SERVICE AND SUPPORT

Mamut Service Agreement

The service agreement gives you the right to make use of the Mamut Support Centre.

Find out more about the Mamut Service Agreement below.

Mamut Support Centre

The Mamut Support Centre offers an extensive personal service programme to assist you whenever you may need help.

Under the heading **Support** at www.mamut.co.uk/support, you are also able to use the Article search database to find specific tips and tricks that will help you when trouble shooting within the program. Here you will also find a link to the 10 newest support articles and the 10 most read support articles.

How to get in touch with the Mamut Support Centre

Get in touch through the program

The easiest way of getting in touch with the Mamut Support Centre is via the program. The **Mamut Support Centre** focus area allows you to search for answers and send new queries. The status of and answers to your query can be found in the same place. In order to utilise this feature within the program, you must be connected to the Internet.

Get in touch by e-mail

If you cannot find the answer you are looking for on the Mamut Information Desk or in the online article database you can send an e-mail to support@mamut.co.uk.

Get in touch via fax 020 7153 0901

If you do not have Internet access, you are able to send your query by fax to the Mamut Support Centre. You will receive an answer by fax as well. However, please do provide a telephone where you can be reached during working hours in case we need more information in order to solve your problem.

Get in touch over the phone: 020 7153 0900

Most questions can usually be answered in the course of a phone call but in special cases we may need to record the question and contact you once we have found the solution to your problem.

Letters may be sent to:

Mamut Software Ltd
90 Long Acre
Covent Garden
London WC2E 9RZ

THE MAMUT SERVICE AGREEMENT

The Mamut Service Agreement ensures that you are prepared and have full control of all challenges you or your business may encounter.

Updates following legislation changes

We make sure that your Mamut system is always fully up-to-date with new laws and regulations, changes to tax-rates and official forms. Extensive user documentation for all such changes ensures that you can adapt to them quickly and easily.

New functionality

Mamut systems are developed and improved continuously in tune with technological advances, new industry standards and trends and feedback from our customers. You are always guaranteed a modern solution, which will simplify your working day.

Mamut Support Centre

We place great importance on providing a responsive and professional support department, which can promptly provide answers to your questions. Your Mamut Service Agreement entitles you to user support via telephone, e-mail, Internet or directly from within your program.

Mamut Information Desk

Within the program you will find an Internet-powered news channel that provides you with daily updates of information, news and user tips directly related to your program and area of business. The Mamut Information Desk lets you communicate directly with our support department as well.

Tips for users

At regular intervals, interested users will receive e-mails with tips about using their Mamut system, news about the product range and other useful information.

Mamut Knowledge Series

Mamut publishes documents and advice on a range of areas including changes from the government, effective use of the system as well as new trends.

Special offers

Mamut gives you special offers on Mamut products as well as on suitable products from other market-leading software vendors.

ADDITIONAL MANUALS AND GUIDES

Mamut Knowledge Series

Mamut is constantly updating the user documentation. These updates are necessary in order to align the documentation with changes in the Mamut system, new and updated functionality that has been incorporated into the program, new laws and regulations along with useful tips that can help simplify your working day.

The latest version of the manuals and guides are published to the Mamut website on a regular basis; where they are available for download free of charge. To download any of the documents or guides simply go to the **Download** page of the Mamut website: www.mamut.com/uk/download.

On the Mamut download page you will find the link to the manuals and guides near the bottom of the page: **Mamut Business Software - Documentation & Guides**. Here you will find a list of manuals and guides, each containing a brief summary, which you are able to download and utilise to learn more about specific areas of the program.

Mamut Additional Products and Enterprise Extensions

Mamut offers a number of additional products and enterprise extensions that allow your company to use Mamut Business Software more efficiently. These are available for purchase for those using the Mamut Enterprise series and who require more advanced functionality than what is included within the standard Mamut program. This will allow your business to function more effectively with the Mamut system.

Mamut also publishes manuals and guides about the additional products and enterprise extensions to the Mamut website. These are also updated regularly based on changes, updates and new functionality.

You can access these manuals and guides on the Mamut website: www.mamut.com/uk/download and download them free of charge. Once you have navigated to the **Download** page you will find a link to **Add-on products – Documentation & Guides** where you will find useful manuals and guides relating to Mamut's Enterprise Extensions and Additional products.

Get started with Mamut Online Desktop

This manual provides an introduction to Mamut Online Desktop. You will find a brief description of how you are able to get started, the settings that must be created both in Mamut Business Software and Mamut Online Desktop along with information regarding how you are able to align the system to meet your needs. Furthermore, you will also find a description of the different work areas and how you are able to navigate within them.

You can access this manual free of charge via our website: www.mamut.com/uk/download.

All of the manuals and guides produced by Mamut aim to provide you with an overview of the area of interest and to provide you with the necessary information along with tips and tricks to enhance your knowledge. They are defined to be as user friendly as possible, and therefore open as a pdf in your browser set to your screen size, with an easy to navigate structure.

MAMUT ACADEMY

Courses at Mamut Academy

Mamut Academy is the name of the course activity offered by Mamut.

Mamut Ltd. supplies complete solutions in financial management, sales and contact management, purchasing/logistics, human resources, time sheets/projects and tax/personal finance.

The courses offered by Mamut Academy are for people who wish to work with Mamut and in associated fields as efficiently as possible. Allowing you and your colleagues to really make use of the abundance of functions in the Mamut systems, which will stimulate both your business and the people using the systems!

Online courses

In addition to classroom courses Mamut also offers Online courses. Online Courses are for those people who wish to participate in courses via the internet. Here you are able to connect to the course via your office computer, with the possibility of connecting to a telephone conference with audio playback. It is worth noting that this course focuses on demonstrating/discussing the functionality, with exercises being performed on your own initiative once the course has been completed.

If you require further details regarding dates and content of the courses offered, please contact us via phone 0800 032 5616 or e-mail at academy@mamut.co.uk.

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