

New Features

- **Purchase Invoice Matching**

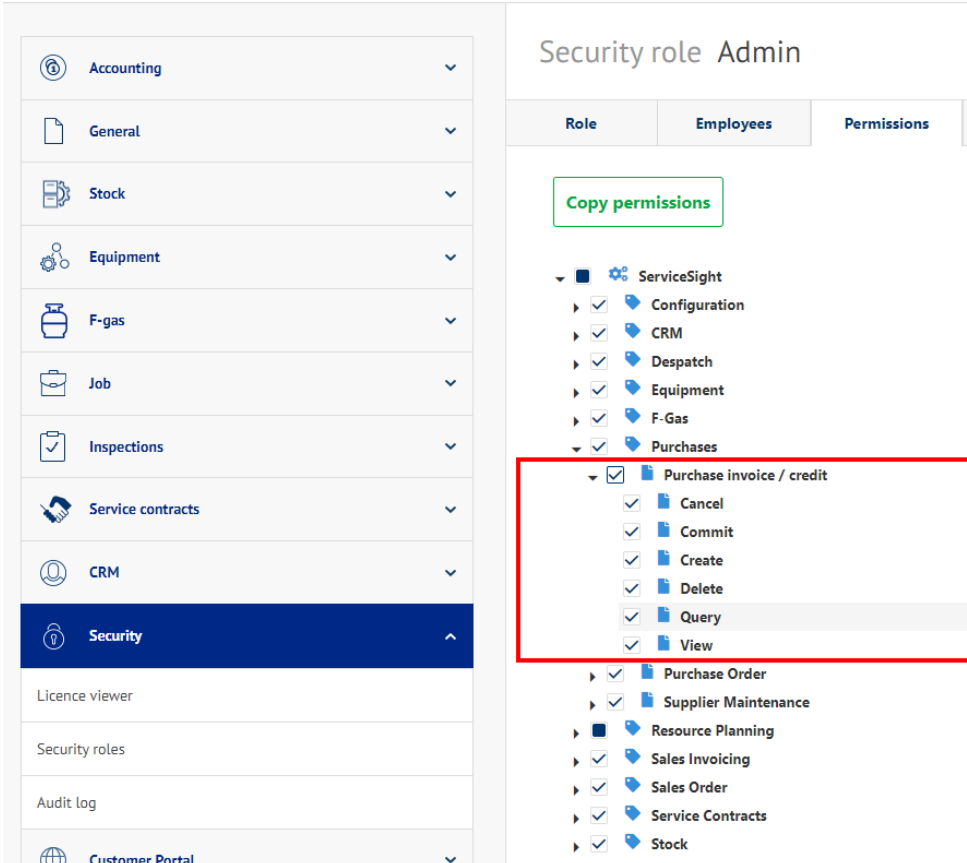
A major new feature has been added for Pro users – the ability to match supplier invoices & credit notes to goods received notes and return notes in ServiceSight. Once matched the invoices and credits are synchronised to the users linked accounts system. Please note that this release includes support for Sage 50c and Quickbooks, with the Xero link following in the next release.

Permissions

New permissions have been added to allow admin users to dictate the level of access to PI Matching for their users. For example, users can have the ability to create invoices but not commit them, or they can be excluded from the menu option altogether.

Go to *Settings / Security / Security roles* and on the 'Permissions' tab expand the 'Purchases' section. Options are then available for excluding/including Cancel, Commit, Create, Delete, Query and View (see screenshot below).

System and settings



The screenshot displays the 'System and settings' interface. On the left is a navigation menu with categories like Accounting, General, Stock, Equipment, F-gas, Job, Inspections, Service contracts, CRM, Security, Licence viewer, Security roles, Audit log, and Customer Portal. The 'Security' category is expanded. On the right, the 'Security role Admin' configuration page is shown, with tabs for 'Role', 'Employees', and 'Permissions'. A 'Copy permissions' button is visible. The 'Permissions' tab is active, showing a tree view of permissions. The 'Purchases' section is expanded, and the 'Purchase invoice / credit' sub-section is highlighted with a red box. This sub-section contains the following permissions, all of which are checked:

- Cancel
- Commit
- Create
- Delete
- Query
- View

Accounts Link Settings

For users linked to accounts systems and recording costs there are three new options available that will need to be set prior to using the new PI Matching feature.

Purchase invoice variance	Light and heat	▼
Purchase credit variance	Legal and professional fees	▼
Purchase exchange rate differences	Exchange Gain or Loss	▼

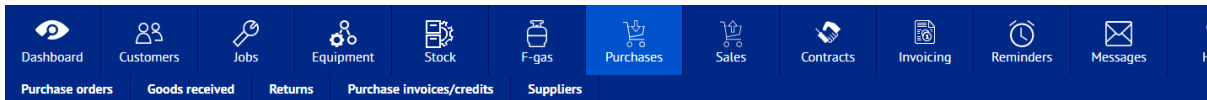
Go to *Settings / Accounting / Accounts link* & select the 'Settings' tab to do this.

Manual Matching

As part of the introduction of PI Matching users also have the option of simply marking GRNs and RNs as 'Matched' without having to create the supplier invoices on the system if that is desired. In *Settings / General / Settings* there is a new option called "Allow manual purchase matching".

Settings		
General system options so ServiceSight works in the way you want to work		
<input type="text" value="purch"/>		Show all
Setting ↓	Value	
Allow manual purchase matching	No	<input type="button" value="Hide all"/> <input type="button" value="▲"/>
<i>Description: When enabled, users will be able to clear goods received notes and returns notes without posting purchase invoices/credits</i>		

By default, this is set to 'No'. If changed to 'Yes' a new 'Matched' button appears on any 'Booked in' GRNs and 'Booked out' RNs.



Goods received note 171

Booked in

General	Parts	Equipment	Materials	Refrigerant	Summary	Files
Supplier ABC Ltd					Received date 08/02/2023	
Store Main					Deliver to Kalina Price List	
Supplier delivery ref					Carriage £ 0.00	
Internal notes						
New reminder New message View receipt			Create returns note Matched		Dismiss Save	

Clicking the button will open a small form where users can input the invoice date & number for this receipt or credit note detail for a return. Once committed the GRN or RN status is updated to 'Matched'.

Purchase invoice ✕

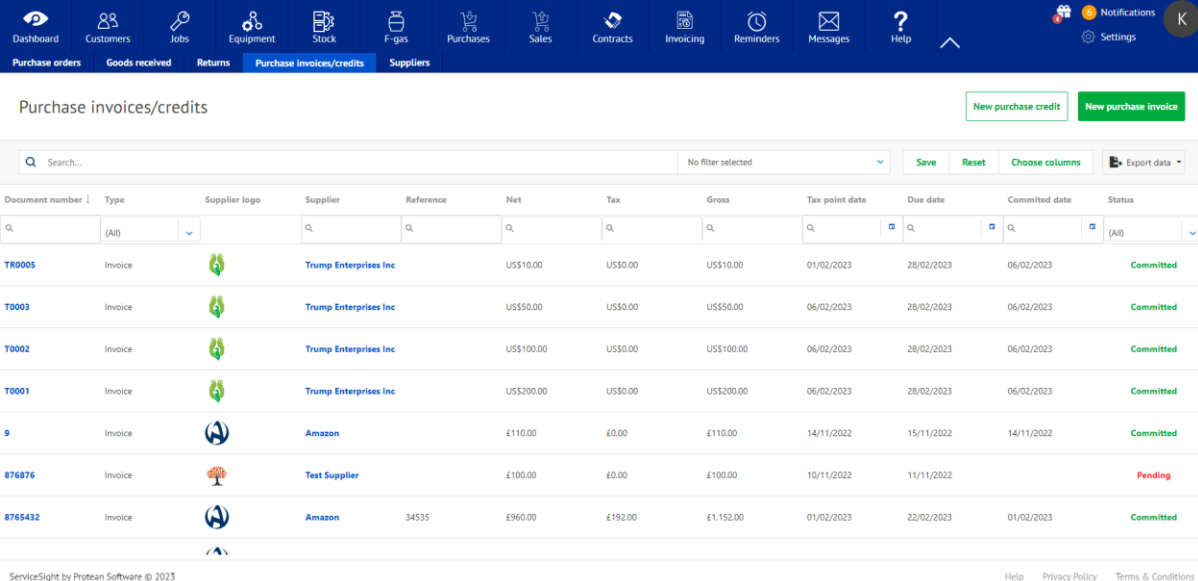
Invoice date
02/02/2023

Reference
4564564674

[Cancel](#) [Commit](#)

Purchase Invoice Matching

A new option has been added to the navigation bar for the Purchase module. Click the Purchases icon to open it. The navigation options now include 'Purchase invoices/credits'.



Purchase invoices/credits

Search... No filter selected Save Reset Choose columns Export data

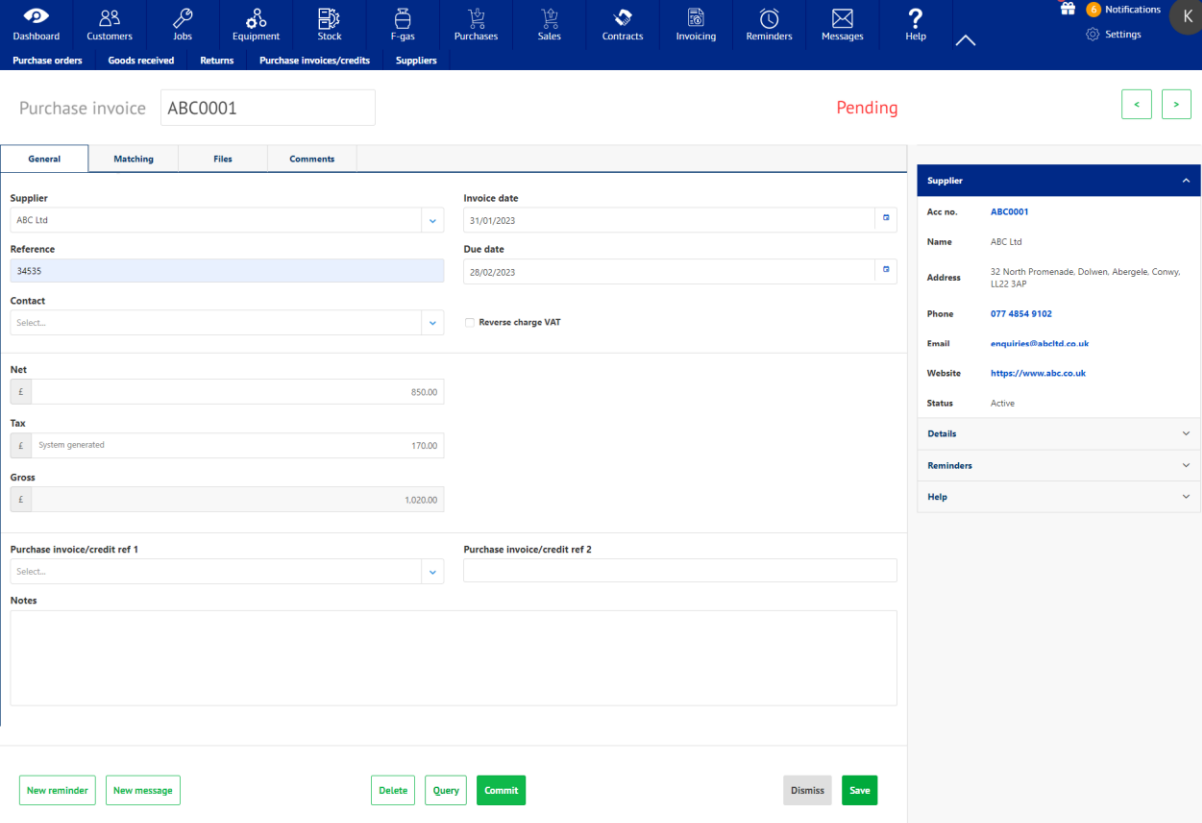
Document number	Type	Supplier logo	Supplier	Reference	Net	Tax	Gross	Tax point date	Due date	Committed date	Status
T0005	Invoice		Trump Enterprises Inc		US\$10.00	US\$0.00	US\$10.00	01/02/2023	28/02/2023	06/02/2023	Committed
T0003	Invoice		Trump Enterprises Inc		US\$50.00	US\$0.00	US\$50.00	06/02/2023	28/02/2023	06/02/2023	Committed
T0002	Invoice		Trump Enterprises Inc		US\$100.00	US\$0.00	US\$100.00	06/02/2023	28/02/2023	06/02/2023	Committed
T0001	Invoice		Trump Enterprises Inc		US\$200.00	US\$0.00	US\$200.00	06/02/2023	28/02/2023	06/02/2023	Committed
9	Invoice		Amazon		£110.00	£0.00	£110.00	14/11/2022	15/11/2022	14/11/2022	Committed
876876	Invoice		Test Supplier		£100.00	£0.00	£100.00	10/11/2022	11/11/2022		Pending
8765432	Invoice		Amazon	34535	£960.00	£192.00	£1,152.00	01/02/2023	22/02/2023	01/02/2023	Committed

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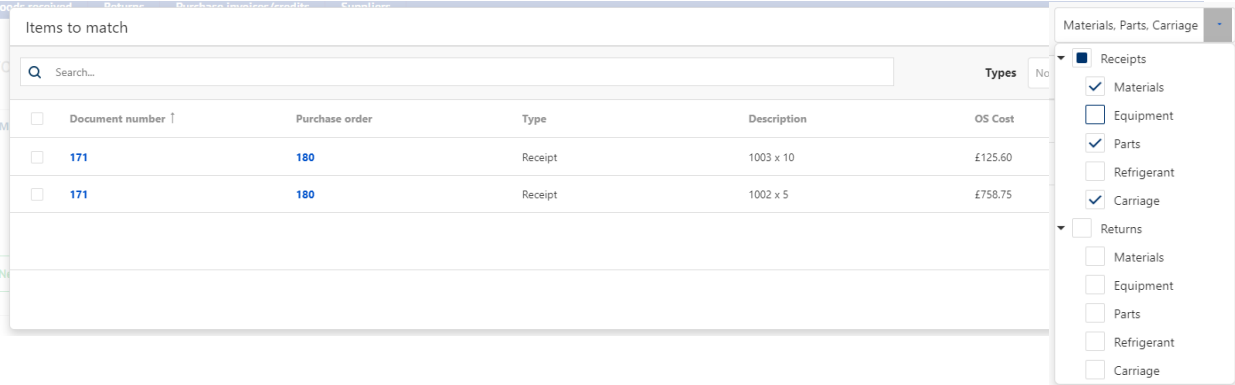
This opens the list of purchase invoices and credits already created on the system. This list has all the functionality of the other list screens, namely a search bar, sorting and filtering options on each column, the ability to customise and save the list layout, the ability to export data from the list and also to choose the columns you want to see in the list.

There are also two buttons available – ‘New purchase credit’ & ‘New purchase invoice’. To add a new invoice simply click the button. The new Purchase invoice form will open. Here you can enter the core details of the supplier invoice such as the invoice number, the invoice date and payment due date, as well as contact and reference details and of course the value of the invoice. Type in the Net value (ie before Tax) and the system will calculate the tax & gross values for you. If the tax value is slightly out due to a difference in rounding methods simply overwrite the tax amount to match the document from the supplier.

There are also options here for flagging this invoice as falling under the Reverse Charge VAT legislation and if this invoice is from a supplier operating in another currency you can also check and update the exchange rate being used. If the exchange rate on the invoice is different to that used on the GRN then an exchange rate gain or loss will be calculated, and this is handled by the system for users when posting to the linked accounts system. There are also two user reference fields and a large notes box here too.



Once saved users can then move on to matching this invoice (or credit) with the relevant receipt(s) (or returns) by clicking on the 'Matching' tab and then the 'Add line' button.



Document number	Purchase order	Type	Description	OS Cost
171	180	Receipt	1003 x 10	£125.60
171	180	Receipt	1002 x 5	£758.75

A list of any unmatched lines from GRNs appears for the user to select, including the receipt cost value. This list can be filtered and sorted to make it easier to find the lines needed to match to this invoice. Once selected the lines are returned to the 'Matching' tab.

Purchase invoice

Pending

General	Matching	Files	Comments							
Remove line										Add line
<input type="checkbox"/>	Link number	Link type	Description	Matched Cost	Variance	Tax code	Tax	OS Cost		
<input type="checkbox"/>	171	Receipt	1003 x 10	£130.00	£4.40	20.00 % (1)	£26.00	£0.00		
<input type="checkbox"/>	171	Receipt	1002 x 5	£720.00	(£38.75)	20.00 % (1)	£144.00	£0.00		
							Unmatched net: £0.00	Unmatched tax: £0.00		
Total				£850.00	-£34.35	£170.00				

[New reminder](#) [New message](#) [Delete](#) [Query](#) [Commit](#) [Dismiss](#) [Save](#)

If the invoice values and the receipt values are the same, then clicking the 'Commit' button will mark this invoice ready for posting to the linked accounts system at the next sync as well as updating the receipt lines as 'matched'.

If there is a variance between the invoice values and the receipt values, then these can be entered in the 'Variance' column. If left here when the invoice is committed then the system will try and update the valuation of those items whether they be parts, equipment, or materials. With parts, if the item has already been sold and there are no more in stock then the variance will be posted to a variance account nominated in the accounts settings (see above).

If the user does not want to accept all or any of the variance this can be edited, and the balancing value will be shown in the 'OS Cost' column awaiting matching to a future credit note from the supplier.

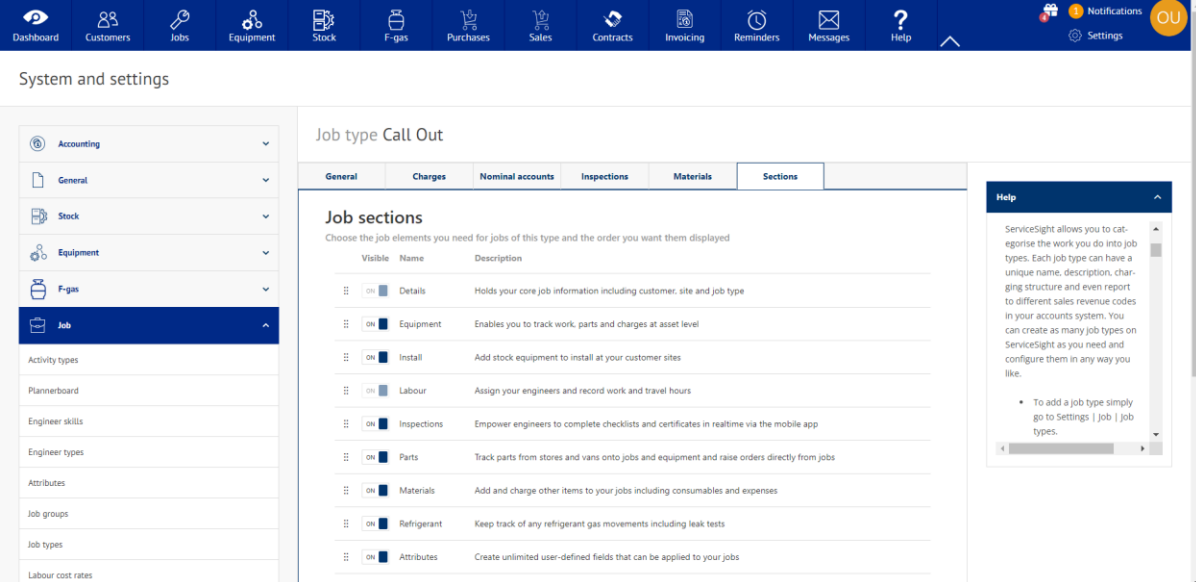
If there are fundamental queries with an invoice (or credit) the user can mark the document as such by using the 'Query' button.

If desired users can upload a copy of the invoice on the 'Files' tab. The 'Comments' tab is also useful when discussing this invoice or credit with another user as conversations and user and time stamped.

- **Job Type – Job Work Section Flexibility**

Pro users now have complete control over how the job screen is made up in ServiceSight. A new tab has been added to the Job Type screen (*Settings / Jobs / Job types*) called "Sections". This new tab contains a list of the all the work sections currently found on a

user's job form (some are conditional on optional modules being enabled such as F-Gas). Here you can switch these sections or tabs on and off as needed and users can drag & drop the tabs into whatever order suits them best. So, for example, on a 'Call Out' I decide I don't need the Inspections, Attributes and Comments tabs so I can switch them off here. When I create a new Call Out job, or change the job type on an existing job, those tabs will not appear.



The screenshot shows the 'System and settings' page in Service Sight. The top navigation bar includes icons for Dashboard, Customers, Jobs, Equipment, Stock, F-gas, Purchases, Sales, Contracts, Invoicing, Reminders, Messages, Help, Notifications, and Settings. The main content area is titled 'System and settings' and has a left-hand navigation menu with categories like Accounting, General, Stock, Equipment, F-gas, and Job. The 'Job' category is expanded, showing options like Activity types, Plannerboard, Engineer skills, Engineer types, Attributes, Job groups, Job types, and Labour cost rates. The main content area is titled 'Job type Call Out' and has tabs for 'General', 'Charges', 'Nominal accounts', 'Inspections', 'Materials', and 'Sections'. The 'Sections' tab is active, showing a table of job sections with columns for 'Visible', 'Name', and 'Description'. A 'Help' sidebar is open on the right.

Visible	Name	Description
<input checked="" type="checkbox"/>	Details	Holds your core job information including customer, site and job type
<input checked="" type="checkbox"/>	Equipment	Enables you to track work, parts and charges at asset level
<input checked="" type="checkbox"/>	Install	Add stock equipment to install at your customer sites
<input checked="" type="checkbox"/>	Labour	Assign your engineers and record work and travel hours
<input checked="" type="checkbox"/>	Inspections	Empower engineers to complete checklists and certificates in realtime via the mobile app
<input checked="" type="checkbox"/>	Parts	Track parts from stores and vans onto jobs and equipment and raise orders directly from jobs
<input checked="" type="checkbox"/>	Materials	Add and charge other items to your jobs including consumables and expenses
<input checked="" type="checkbox"/>	Refrigerant	Keep track of any refrigerant gas movements including leak tests
<input checked="" type="checkbox"/>	Attributes	Create unlimited user-defined fields that can be applied to your jobs

By default, the current configuration is set following the release so if the user is happy with the current configuration, then this new option can just be ignored. It's also important to note that even if a tab is disabled here on the Job Type, if there is data to display, then the tab will be visible on the job.

- **Job – Job Work Section Flexibility**

Further to the new options on the Job type described above users can now choose what work sections or tabs appear on a job and what order they are shown in. When the Job type is chosen the system will apply the defaults set up on the job type (see above) but then users can further manipulate individual jobs as needed. These changes are saved automatically and persisted on the jobs when re-opened later.

Note that the system will not allow you to remove a tab that has information to display, so if a part has been added to a job then users will not be able to remove the parts tab. Similarly, if a tab is removed and then data is added to that section of the job by the engineer on the mobile app then the tab will display in the web app. If a removed tab needs to be re-added or a new tab needs adding as its not currently set up to display on the job type then users can simply click the + icon at the end of the tab row to choose other tabs that are available to add.

Unallocated

Parts	Materials	Invoicing	Attributes	Files	Comments	+
<div style="display: flex; justify-content: space-between;"> <div style="width: 70%;"> <p>Site Blake Estates Liverpool -</p> <p>Contact Select...</p> <p>Customisable For Office Use <input type="checkbox"/></p> <p>Order no 4545645</p> </div> <div style="width: 25%;"> <p>Customer</p> <p>Acc no. 1</p> <p>Name Blake I</p> <p>Address 1 Lyon Midlar</p> <p>Phone 0151 :</p> <p>Email info@</p> <p>Website https:</p> </div> </div>						

- **Parts – Returned Parts Shown in History**

A new entry type has been added to the Stock Part History facility to show parts that are returned on a Credit Note.

Dashboard Customers Jobs Equipment Stock F-gas Purchases Sales Contracts Invoicing Reminders Messages Help

Part no

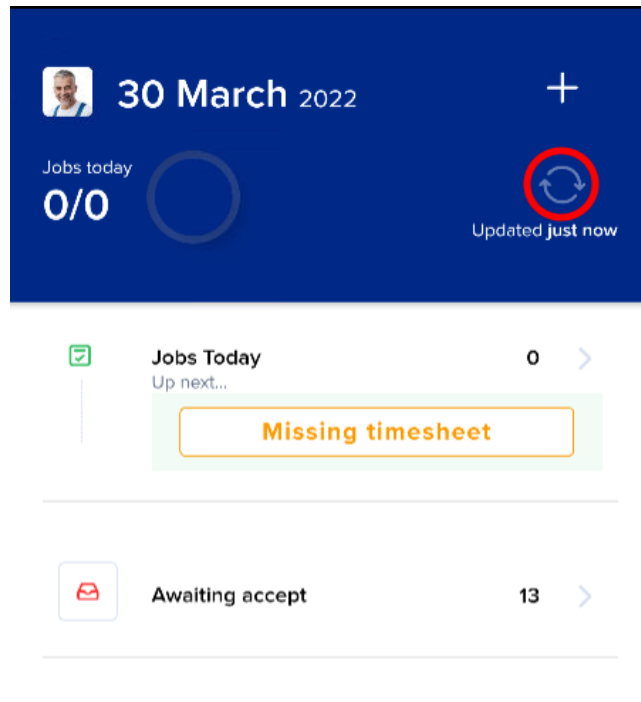
Description	Stock type	Serial no	Obsolete
Coupling Atraflex T-1 Complete	Parts	<input type="checkbox"/>	<input checked="" type="checkbox"/>

General	References	Suppliers	Equivalences	History	Files
<div style="display: flex; justify-content: space-between;"> <input type="text" value="Search..."/> Store All stores Types All types </div>					
<p>Credit note 12345 30/01/2023 against Invoice 54321 6 Part(s) returned by customer</p>					
<p>Job 101874 13/01/2023, 05:00, Minor Service - Non Chargeable at Katie Ltd - Unallocated</p>					
<p>Job 101872 10/01/2023, 15:26, Callout at Blake Estates Liverpool - - Ready to invoice No cooling in meeting room</p>					
<p>Job 101861 05/01/2023, 10:57, Callout at Blake Estates Liverpool - - Ready to invoice</p>					

The Credit Note and linking Invoice are shown as well as the quantity being returned. Clicking on the link will open the Credit Note for further inspection.

- **Mobile – Manual Sync Option**

A new option to manually cause a sync has been added to the mobile app. This enables users to try to solve and issues they might have had regarding syncing data back to the office or when returning from offline mode. This can be done by tapping the sync icon on the mobile app dashboard.



A brief feedback message is displayed to say loading has started and then again when it has finished.