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If you don't read anything else read this

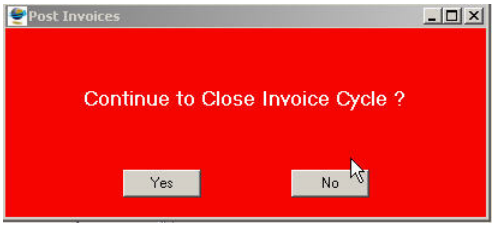
- CleanLink operates in 3 modes:
  Query– View only no amendments.
  Modify – Allows the alteration of an existing record or deletion.
  Create – Adds a new record.

- **Right Click > Main Menu** makes the Main Menu active.

- If stuck in a screen **F2** and **Escape.** Any changes that have been made to the record will be lost. Also check the report viewer WnBrowse is CLOSED, it may be minimised and in the bottom tray.

- **Sites** are the pivotal centre of CleanLink. Nothing can be done unless there is an active Site.

- **Saving Data** – Only when adding a new Client, Site, Staff or Issuing Stores is there a Save button. At all other times, moving off the record, pressing the Escape key or clicking on a Menu option will automatically save the entry. When closing Invoice, Pay, Work Sheets and QC cycles there is a **Red** confirmation screen, this is the point of no return.



- **Incremental Search** - On most tables throughout CleanLink you can find the information you require by typing the number or name to be searched.

- At the very bottom of the screen there is a status line, this shows the **User, Mode**, and **ZOOM'.** If **Zoom** appears a drill down or pick list is available. This is on the F5 key.

- Clients and Sites are never deleted. Make them inactive and they will not show or be used.

- Use the **'Flow Charts', 'Tutorials'** and **'FAQs'** buttons on the Main Menu.

CleanLink Functions Explained

Sites

The Site is the heart of CleanLink. Everything is triggered from the Site and is crucial to the operation of CleanLink. No one can be paid, no site invoiced or stock issued unless there is an ACTIVE Site. All elements of management are controlled from the SITE - the 'who, when and where'. Days cleaned, who cleans, how much each employee was paid, how many hours worked, who manages, how much was invoiced and when, items bought in, budgets, machinery, documents, closed log, notes log, complaints, QC visits, risk assessments and Emergency Contacts, are all found on the Site.

Invoicing

Invoices are grouped into logical cycles e.g. Monthly, Weekly etc. The invoice lines are set up in Sites, and when the cycle is opened, all invoice lines due will be included. They can then be edited.

One Off Invoicing is available to send ad hoc invoices.
One Off Work Sheets has the facility to create an invoice for the job; the invoice is placed in the One Off invoicing register with a HOLD flag.

Invoices can be exported (i.e. to Sage) and payments entered against the Client, either individually or batched. You need to decide where credit control is performed, either in CleanLink or your external accounts package.

Stores Issue

Chargeable stores issued will be invoiced at the standard price unless there is an entry in the Clients 'Special Price' table. Any store can be barred from being issued. If a stores budget is set you will not be able to issue more than the budgeted amount, this is spread over two months to allow for fluctuations.

Stores are held at Depots, this is the physical place stores are held. External stores are stores direct from external suppliers, delivered DIRECT to the site.

Stock can be ordered and when received from suppliers the number updated in the Depot.

Pay

NB: When a pay cycle is opened, active sites with staff with regular pay will be included. If someone is not on an active site, with regular pay, they will not be included. NO ONE CAN BE PAID unless they are on an active site.

If you have floating staff, say an emergency team, or pay telephone sales people, set up a Client, as your company name or if you would like it at the bottom of the list 'Z Internal' or similar, create as many sites as required e.g. Emergency, Window Cleaners, Tele Sales, Salesmen, Office Staff and Management, each can have budgets and be restricted to the operational hierarchy like an ordinary site, a sales manager could do the pay for telesales and salesmen but not see the others. Obviously you will not have any invoices set up so the sites will not be included on any invoice cycles.

If you have staff that may or may not be paid but want them included on each cycle to remind you to consider them, attach them to a 'catch all' site, but without any pay entered. You can then review this site and move them to the correct site for payment.

Pay amendments can be stopped from going over budget by switching on 'Over Pay Budgets', in 'Setups>2.Setups and Defaults' this allows you to choose how many periods this checks for, so if set to two periods and the last period was £10 under it would allow £10 over in the next period. There is an override if you have the password.

Work Sheets

Work Sheets are good for regular repeatable jobs performed by regular operators, e.g. cleaning windows every week, scrubbing floors every month. You can set up jobs, the frequency and when they are next due. When the cycle is opened all the jobs due are collected. Whole page work sheets, which can be signed by the client, with an option for a Time Sheet, and/or a one-line list, can be printed. No invoice is created, as this work is expected to be present in the regular invoice lines so tick the 'Regularly Invoiced' box. If the box is left unchecked it is entered in the table of un-invoiced Work Sheets.

If you have jobs but don't know at this stage who is going to do them, setup a Contractor as say 'Team A' and assign this contractor to the job, even though your own staff are going to do the job. You can then print all the jobs due for, say, next week and then give them to the person doing the job.

Periodics

Periodics is a specialised way of handling jobs that need to be done on a more ad hoc basis and require arranging. These can be setup with an interval frequency. An invoice is produced which can be changed when the job has been completed. A Date Order list is displayed and when the job has been completed the frequency date is automatically updated.

Complaints

Complaints are logged through Site QC Tab or Right click and select Complaints. Active complaints are shown when you log in, every 30 minutes (a nag screen) or Right click the mouse and select Main Menu. The user will only see complaints for their own Sites. Memos may also be added and will not show until the due date.

Quality Control

QC is typically used to schedule site or client contact and produce instructions. Each instruction has the facility to log a Response. Contacts can also be logged for ad hoc Sites. The log produces a history of contacts with each site, or perhaps more importantly the lack of contact. The report 'Report Visits' can report Sites contacted or NOT, within a date range.

Risk Assessment

Risk Assessment is through Clients>Site>RA tab. You can set up a company-wide list of standard hazards and apply any number of them to the Site and alter them. Each Hazard has a Likelihood and Severity, these calculate a Hazard Rating.
Assessment Dates and Comments are stored. Reports can be produced by Hazard, Category and Next Due Date. Personal Protection Equipment can be logged.

CleanLink Terminology

Branch

A Branch in CleanLink is a physical place e.g. London, Liverpool, and Bristol. We suggest you start with only ONE Branch.

Division

A division is a logical group of sites and is part of the operational hierarchy of Division Manager / Area Manager / Supervisor.
A very powerful function in CleanLink is the automatic facility for any Division Manager / Area Manager / Supervisor to see only their sites, simply by logging in with their staff number/name. We suggest you start with ONE Division.

Cycles

CleanLink works in Invoice, Pay, Work Sheet and QC Cycles.
These are repetitive routines that can be set up and run at the required time, e.g. monthly invoices, weekly pay.

All Cycles, when opened are COPIES of the regular data due for the period. All alterations (Add, Delete or Modify) only apply to that particular cycle and DO NOT ALTER the REGULAR data; any REGULAR lines added after a cycle is opened do not update the open cycle.

You can JUMP to the regular data by right clicking (see below) and make changes**.**
Any changes to Staff Tax Codes, WK1/MTH1, last wk no., Previous and YTD figures will be used on the next calculation. This could be within the current cycle. Changes to Regular Hourly Rates are not used until the next cycle is opened.

Sites

Everything is triggered from the Site and is crucial in the operation of CleanLink. **No one can be paid, invoiced or stock issued unless there is an active Site**.

Active Status

Clients, Sites and Staff are not deleted they are made inactive or with Staff the Status can be set to an inactive code. Only Active Clients or Staff are visible unless you select to see All. This enables historical reports to have the correct information and ensure no one is paid unless the Site is Active.

Jump Direct

Throughout CleanLink if the field or row you are on is attached to a Client, Site or Staff you can Right click and 'Jump' directly to their maintenance screen, and when you exit the maintenance screen, you will be returned to where you were.

Incremental Search

On most tables throughout CleanLink you can find the information you require by typing the number or name to be searched.
E.g. Staff, click on the Number column and enter 1, it will jump to the first 1, if you then enter 2, it will jump to the first staff with 12 at the start of the number. Click on the name column and the focus switches, e.g. enter G, it will not only jump to the first G but change the order automatically to Surname order.

Status Line

At the bottom of the screen there is a status line. This show's: Who is logged in, the mode CleanLink is in – (Create, Modify or Query), Zoom - if a drill down / pick list is available, Wide - means the field can be expanded**,** Ins - Insert mode, and you can type something.
To cancel an entry, F2 or the cancel button, the field inadvertently blanked out will be reinstated.

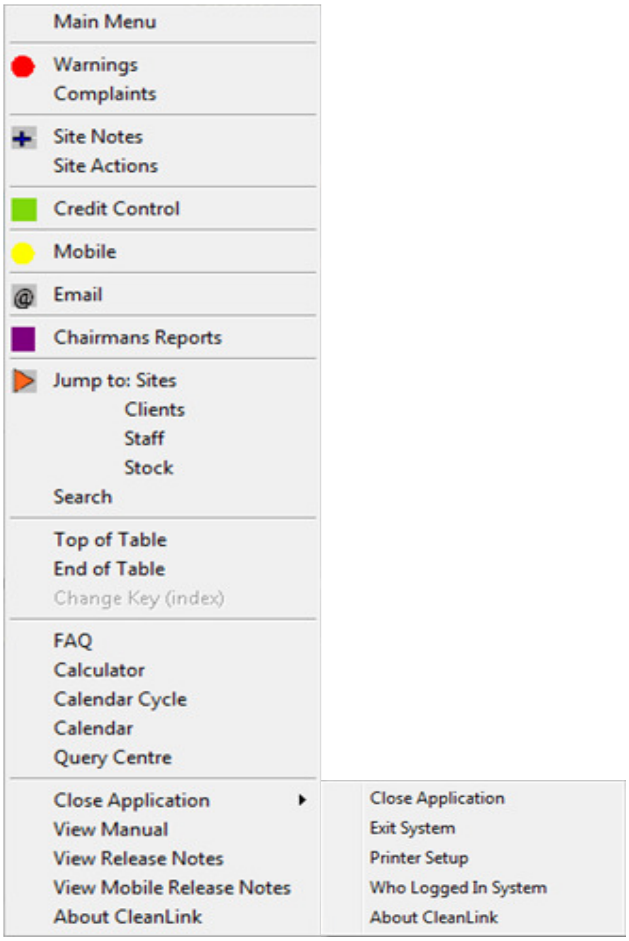
Numeric Fields

The calculator, F10 or right click the mouse is available from any numeric field. The amount from the field will be in the calculator and changes can be pasted back directly from the calculator.
Numeric fields can be updated by entering an amount.
To Add/Subtract/Multiple or Divide the original number, enter the amount, then the sign (+, -, *, /) from the numeric pad, then tab to enter the amount. E.g. the original amount is 10.50, to add 1.25 enter 1.25 then + and then Tab. The new value will be 11.75

If you get stuck (typically when CleanLink wants a valid code and one has not been setup) Press F2 and then Esc, you may need to Right Click and select Main Menu to reinstate the focus.

Right Click Menu

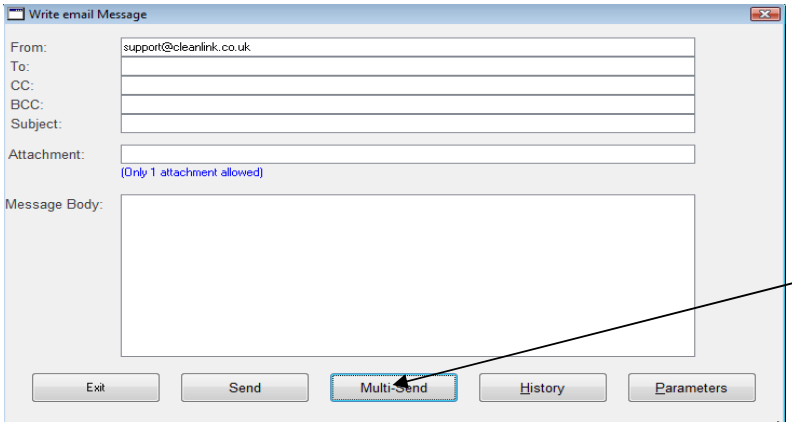
By clicking the right hand mouse button the following menu is displayed:



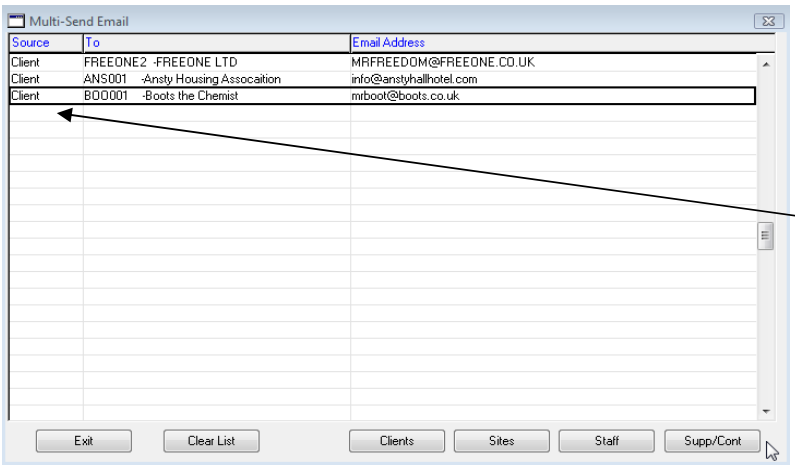
Main menu – returns you to the main CleanLink screen, useful if a screen becomes frozen.
Warnings – a list of areas that may need attention
Complaints – also available via Sites/QC
Site Notes – also available via Sites/Site Notes
Credit Control – also available via Sites/Invoice History
Mobile – CleanLink Mobile Service
E-Mail – See Below
Chairman's Reports – also available via Pay/General Reports
Jump to Sites, Clients or staff from any screen
Search – also available via the query button
Top of Table
End of Table
FAQ – useful for basic queries on CleanLink
Calculator
Calendar Cycle
Calendar
Query Centre
Close Application
View Manual – the electronic version of the Getting Started Manual
View Release Notes – a list of all amendments and improvements introduced in recent releases of CleanLink Software
About CleanLink – Entering Pin Numbers.

Email

By right clicking on the mouse and selecting ‘Email’ you may email individual email addresses or using ‘Multi Send’ option, a range of Clients/Sites/Staff/Suppliers/Contractors. First click on ‘Parameters’ and tick the ‘Email via MS Outlook’ option, then press Salutation and enter your company address or similar. You can then choose to email to the email or invoice email address(of the Client/Site), or select ranges of Clients/Sites/Staff/Suppliers/Contractors , you may also use F3 to delete out any selections brought up in the range that you do not want to email.



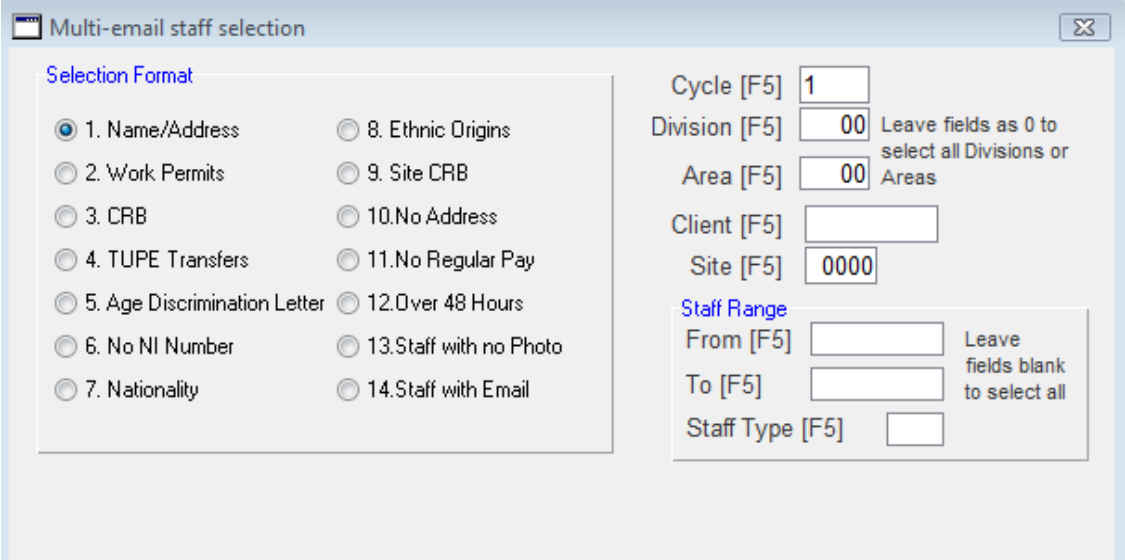
Click on the Multi Send button and the screen below will appear



Click here and type in Client, Site or Staff then click into the next column and press F5 to bring up the relevant list for selection.

There is an email history kept on the Site>Documents tab, so that you can refer back to correspondence with all clients. You may also set up a Macro in Outlook to import incoming emails from Outlook into the Site/Staff record within Cleanlink. Please refer to the ‘Incoming Email’ document in your Crib Sheets folder.

Up to two attachments may also be sent with an email, if multi sending, two attachments will go with each email.



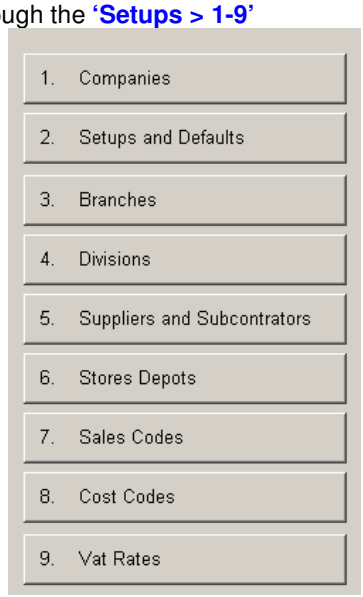
Getting Started

Play the Tutorial videos from the bottom of the Main Menu.

CleanLink is installed with basic settings.
Invoice, Pay and Worksheet cycles should have been setup during installation. The following should be checked:

Setups

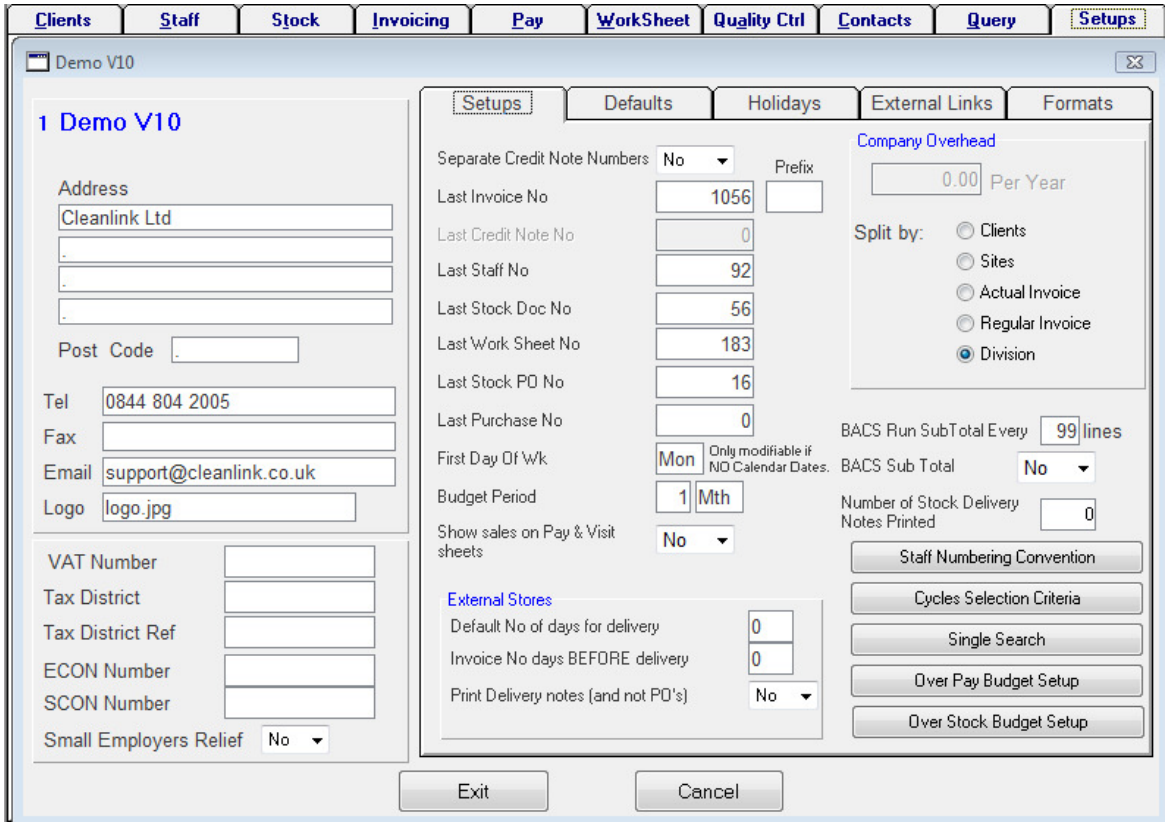
Go through the **'Setups > 1-9'**



and **'11. Pay Cycles / Pay Items'.**

Your Company Details

Check the settings and preferences in **'Setups> 2.Setup and Defaults'.** The five tabs Setups, Defaults, Holidays, External Links and Formats are required to be set correctly.



Stock

Go to **'Stock tab'** on the main menu and look at the Sales Items already setup in **'E. Maintain Stock'**, Stock is a list of everything you **SELL** or **USE**, divided into **'Stock'** items like Black Bags and **'Service'** items like Window Cleaning.

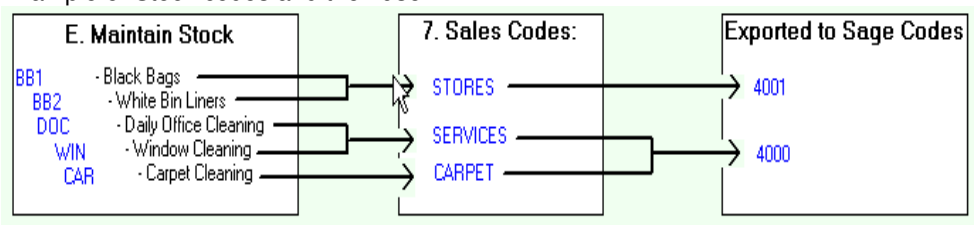
Most companies will have hundreds of Stock items, coding them logically can be useful. We suggest all one group of products start with the same letter i.e. **P** could mean Paper and include Toilet Paper, Paper towels etc. Don't get carried away with this, have a maximum of 10; otherwise it loses its simplicity in use.
Some prefix ideas:

B = Bags and Bin Liners.
P = Paper.
G= General cleaning products.

For **'Service'** items use a logical code like DOC, WIN, INITIAL, etc.

Every invoice line will require a valid Stock code.

Example of Stock codes and their use:

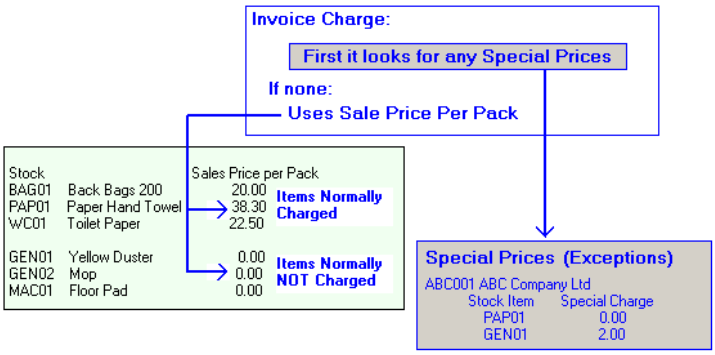


Use the **'Flow Charts'** and **'Tutorials'** on the Main menu'.

Selling Price

'Service' Items will normally be set to a zero price.
'Stock' Items as either:
A. List price normally charged to Customers.
B. Zero prices for items used by the cleaning staff.
(Any Exceptions enter as Special Price on the Client screen.)

How CleanLink finds the Sales Price:



Adding Data

When the basic Setups have been completed, data can be entered onto the system.

The suggested order of data entry is:

Clients (normally electronically imported)
Sites (if imported one Site per Client is created)
Staff (normally electronically imported)
Special Prices

Through **Sites** add:
Additional Sites
Invoice Regular
Work Sheets Regular
Pay Regular (also through **'Staff > Jobs'**)
Budgets

It is not necessary to enter all fields in Clients, Sites and Staff; only a Reference is needed to create a Client; Division number to create a Site; and a Surname for Staff. All fields on the staff record will need to be completed before the payroll is calculated. You can complete other fields later.

Site cleaning days and times

The Days cleaned are important, because they are used as the default days for Staff holidays. (See Holiday Pay)

You may find it quicker to use the entry table in:

'Setups > 27.Advanced > Sites Days Cleaned Browse'

You can now Issue:
- Stores
- Open Invoice Cycle
- Open Pay Cycle
- Open Work Sheet Cycle

When you feel ready, test the cycle by opening it and look at the results. As long as you don't close or post you can reset the cycle and try again until you are happy.
Before you go live the history files may need clearing, call for help on this.

Staff

What are you going to balance the Pay to? See **Pay and Budgets** later.

Check the Staff defaults in **Setups > 2. Setups & Defaults > Defaults'** tab, these will be inherited each time new staff are added. While in setups & defaults, check the Holiday defaults on the **'Holiday'** tab.
In **'Setups > 11.Pay Cycles'** there is a field at the end **'Only Regular Jobs Accrue Holidays'** if this is ticked only regular jobs accrue holidays, any cover work does not accrue holidays. If a staff member only does cover type work there is a flag on the **'Staff > Holidays > Accrue Holiday on All Sites'** tab that can override this for an employee, so all jobs accrue holiday.
In **'Setups >11.Pay Cycles > Pay Items >'** normally only Regular Pay items like REG1 accrue holidays, so the **'Use to Calculate Holiday Pay'** field would be checked, but not on items like Extras.

Sage Users

(See Export to Sage)
Ensure Sage is selected on the **'External Links'** tab **'Setups > 2.Setups & Defaults'**. Enter a folder path where the CSV file will be created (the folder must be created as well) this triggers the check for illegal Sage characters on invoice lines. Decide when you are going to export to Sage either after every invoice cycle/One Off invoice or at a regular time, like every Friday. By default it is at a regular time, if you require after each batch, tick the box in: **'Setups > 2.Setups and Defaults > External tab > 'Export Invoices during Invoice processing'.**
Add Sage sales codes (i.e. 4000) to the 3rd column in **'7.Sales Codes'**.
Add Sage VAT codes (i.e. T1) to the last column in **'9.V.A.T. Rates'**.
'Exports to Sage' has the option to include Sage Department numbers and One Line per Invoice exports.

Set Up a New Client

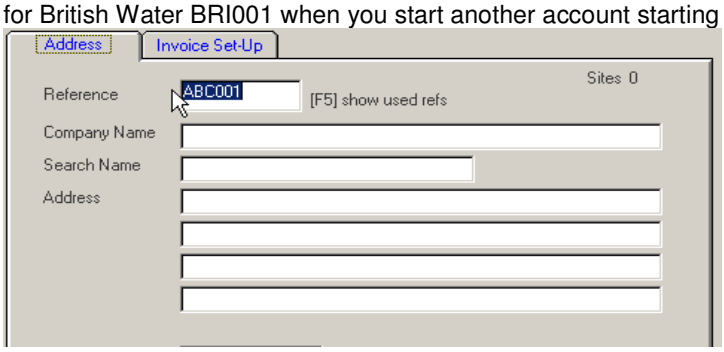
From the Main Menu:

Select **'Client'** Tab

Select **'Add'** (at bottom of screen)

Give the Client a reference and complete as many of the fields on the **'Address'** screen as possible. Each Client requires a unique reference, if you are exporting invoices to Sage, they must match Sage A/C Ref exactly.

If you do not have a reference policy the standard is the first 3 characters of the client name and 001 i.e. for British Water BRI001 when you start another account starting BRI it becomes BRI002.



Continue through the **'Invoice Set-Up'** - selecting the options required (See next page).

The **'Enter'** or **'Tab'** keys take you through the fields in order.

When you have finished, press the **'Save'** button. A Client requires at least one Site, enter one now through the '**Sites**' button.

Client Invoice Set Up

There are 4 setups to determine how invoices are produced, and various layout options.

On the '**Client > Invoice Set-up**' tab the most important field is the first one **'Send Main Invoice To:'**

This determines the address to which the Invoice is sent. The default setup is for a client with one site and the invoice sent to the clients address, with, any stores sold, added to that invoice. But there are other setup options.

'Send Main Invoices To:'

1 CLIENT with all Sites on one Invoice.
2 CLIENT each Site separate Invoice.
3 SITE separate Invoice to each Site.
4 SITE Periodics Summarised on Invoice

'Send Supplementary Invoices to:'

1 CLIENT with all Sites on one Invoice.
2 CLIENT each Site separate Invoice.
3 SITE separate Invoice to each Site.
0 No Supplementary Invoice. (Stores will go to main invoice)

Supplementary Invoices are for stores and extras, so any query does not delay the payment of the main invoice, improving cash flow. When stores are posted to invoices it will either create another (supplementary) invoice or add them to the existing invoice.

'Send Stores:'

Stores to Main or Supplementary Invoices.

Stores to One Off Invoices.

If you want stores to be invoiced straight away, select 'Stores to One Off Invoices' stores posted will create or add to a one off invoice. You will then need to run the One Off Invoice routine to produce the invoices.
If the 'Stores to One Off Invoices' option has **NOT** been selected, where the stores are posted depends on how the main and supplementary invoices have been set up.

By default only chargeable stores are added to invoices. Ticking the **'Post Non Chargeables'** box will add all non-chargeables to the invoice with a £0.00 charge.

'Invoice Header:'

1 With Site Header.
2 Without Site Header.

There are two invoice styles - with or without a Site Header.

1. With Site Header – The site name and first line of the address is printed in the Body of the invoice. This would be used for a client with multiple sites and all sites are to be invoiced on the same invoice. Stores would be listed under the appropriate site.
2. Without Site Header - If you chose this option you will need to put the site name as the first line in Regular Invoicing as a site identifier. Stores will be listed under the appropriate site.

The Invoice Header is only relative if 'Send Main Invoices to' is set to 2 or 3.
The major point to remember is - If you select any type of supplementary invoice all stores will be posted to the supplementary invoice instead of the main invoice, so a client would receive two invoices, one with the regular invoicing and another with the stores. If no supplementary invoice is selected stores will be posted to the main invoice.

Print Styles of Invoices

Print style for invoices - to choose print styles go to:
'Setups Tab > 2. Set Up and Defaults > Formats > Invoice Format' - and chose from the options. This is normally set up for you.

Invoice Terms – Normally you should use the Cycle defaults; only use this if a particular Client requires something different.

NB You may have a special invoice style where some of these features will not apply

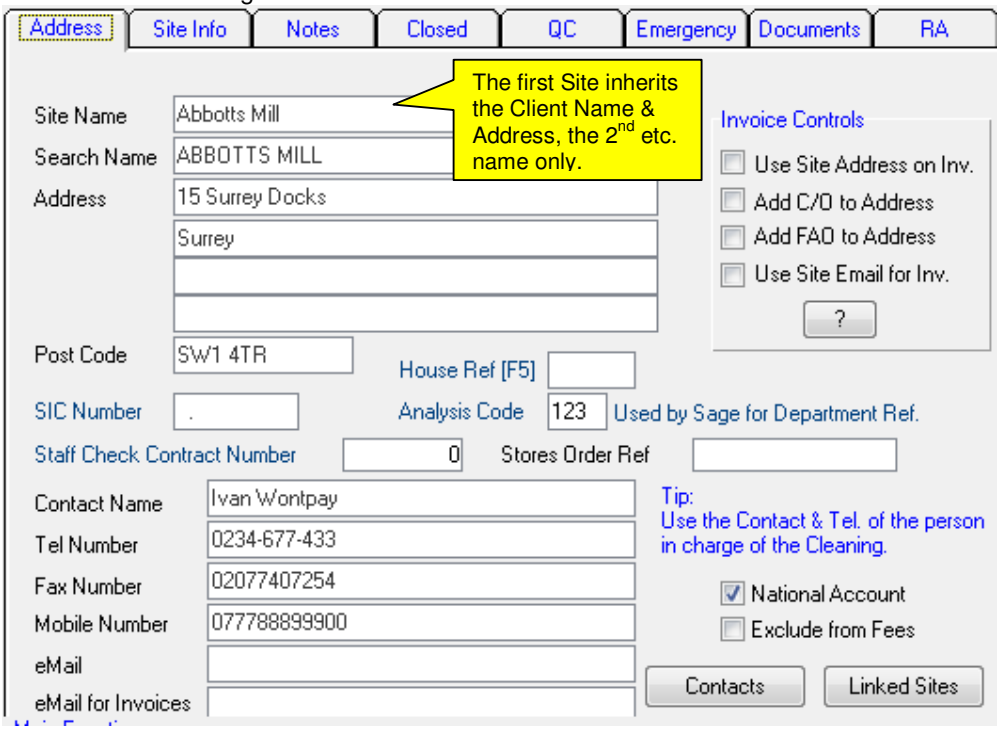
Add a Site

From the Main Menu:

Select **'Client'** Tab.
(Omit if in process of entering New Client.)

Select **'Sites'**

If this is the first Site, enter as many fields as required.
Or **'Add Site'** if adding a new Site.



Complete Address & Site Info Tabs.

The **'Enter'** or **'Tab'** keys take you through the fields in order.

When you have finished, press the **'Save'** button.

Sites are automatically given numbers the first Site will be 0001 the second 0002 etc.
You are now forced to set up Invoices and Budgets, but you can Escape and do them later.

Site Field Explanation

Most of the fields have obvious use, below are some with explanations.

For the first Site, the 'Site address' and 'Contact' will default to the Client, and you will be positioned on the 'Info' tab. If there is already a Site for this Client you will be positioned on the 'Address' tab with only the 'Site Name' and 'Search Name' defaulted to the Client.

Contract Renewal Date – When entered a warning will appear 3 months before the contract is due to be renewed.

SIC Number - Standard Industrial Classification Number. This is an EU way of classifying type of business. If you don't use this you could use it for an internal code.

Analysis Code – If you use Sage and have each Site as a different Department Number, enter the Department Number here. When Invoices are exported to Sage the value will be applied to this Department number.

Staff Check Contract Number – If you use Staff Check this is the Contract Number.

House Ref - Set up Houses in setups. It's just a way to group a number of sites under one house, i.e. all belonging to the xxx Building Society house. If you don't require this use it for your own grouping, i.e. Sales person.

Default Invoice Cycle
Defaults to the Divisions Cycle – Change in **'Setups > 4.Divisions > Defaults'** tab. This also defines the Invoice Cycle Stores will be added to.

Work Bank Hols – Information flag only**.**

Site Category -The Category is determined by the amount of the Site contribution, as seen in Budgets.
The default settings give 3 Categories:
C (Bronze) contribution up to £100
B (Silver) contribution from £100.01 to £400
A (Gold) contribution from £400.01 to £999999.99

The value of each Category can be changed or reset to the above values from **Setups > 21.Site Budget Categories.**

You can override a Category by ticking the Fix Category box and entering the Category Letter. This will prevent any changes in Budgets or Sales altering the Category, useful for Sites that are basically low earners, but may have a lot of One Offs.

The Right '133.Modify Budgets' is required to change Fix Category.

Site Active - Denotes that this Site is Active. Remember everything is triggered from the Site, and the Site is very important in the operation of CleanLink. No one can be paid, invoiced or stock issued unless there is an active Site.

Lone Worker Site – A flag to identify the Site as a Lone Worker Site.

CRB Required – Criminal Records Board clearance required.

Stores Depot – Where stores will be drawn from, required even if stores are sourced externally.

Payslips Req. – Denotes that all staff on this Site require Payslips, and overrules the individual staff setting. A default can be set in Setups>2.Setups and Defaults>Defaults tab.

Blank Paysheet Req. – Useful if you have a Site with no Regular staff, but want a blank paysheet to remind you. Enter the Pay Cycle number.

Allow O/Budget - If you are restricting the amount of non-chargeable stores issued to a site (by entering an amount in Budgets of type 2. Uncharged stores) this allows a percentage over spend. If an area manager is booking out stores and finds he has exceeded the budget for the period, the system would not allow the issue. He could contact his superior and for a good reason the superior could give a percentage over spend to allow the issue.

Default Pay – Hourly, Fixed Rate (Sections is a redundant feature). Control's whether certain pay items may be amended from within a Pay Cycle.

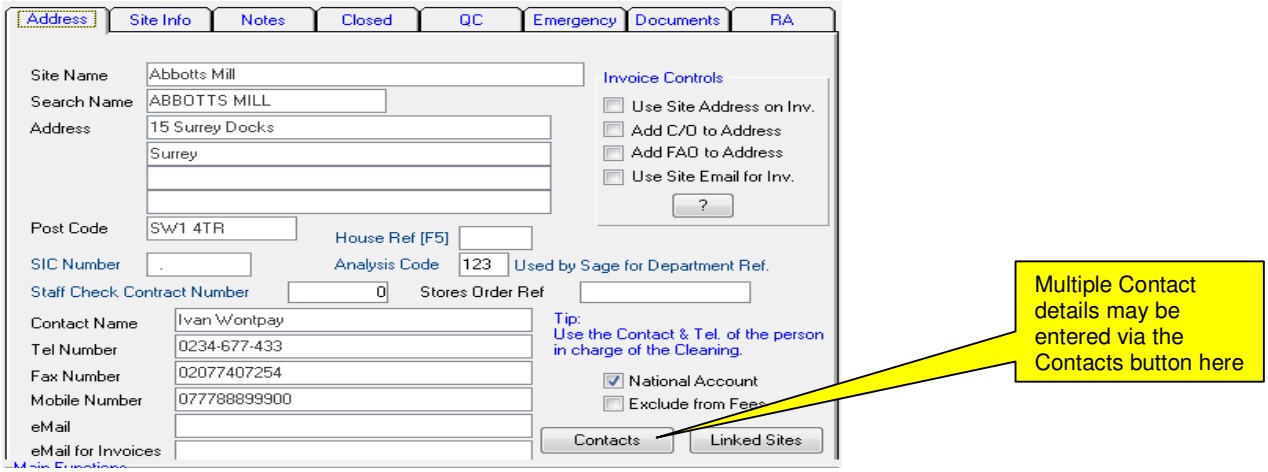
Rate 1, 2, 3 – Pay Rates, when the system looks for an hourly rate it first looks in Staff if empty it looks in Site if empty it will use the Company rates.

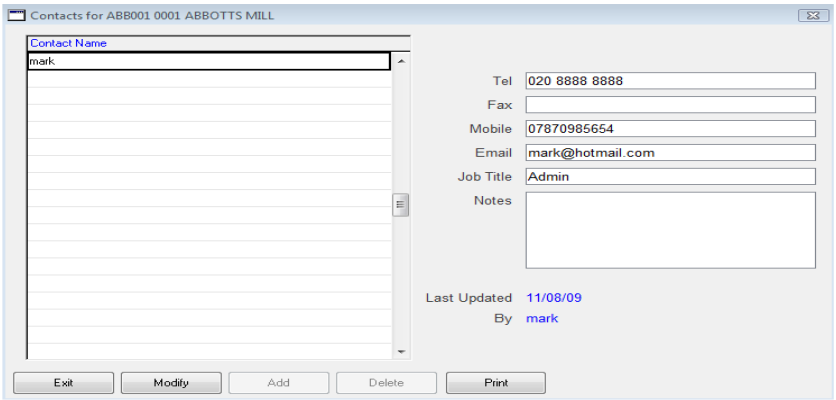
Contracted Hours - A staffing breakdown of Areas, Hours and Rates. This will automatically create a Budget for 'CONTHOURS' and may be used for a Pay Budget.

Contracted Items – A table of services you carry out at this site.
Budget % - If you have mixed types of pay and apply a percentage to each the budget variance will be managed in the pay cycle.

Budget Used – Shows the amount of Non Chargeable stores issued over the last 2 months and the budgeted amount.

Stores Location – Found on the Site **'Notes'** tab. Is very useful as it prints on Stores delivery notes and Machinery PAT test reports.





Skeleton Invoice Lines

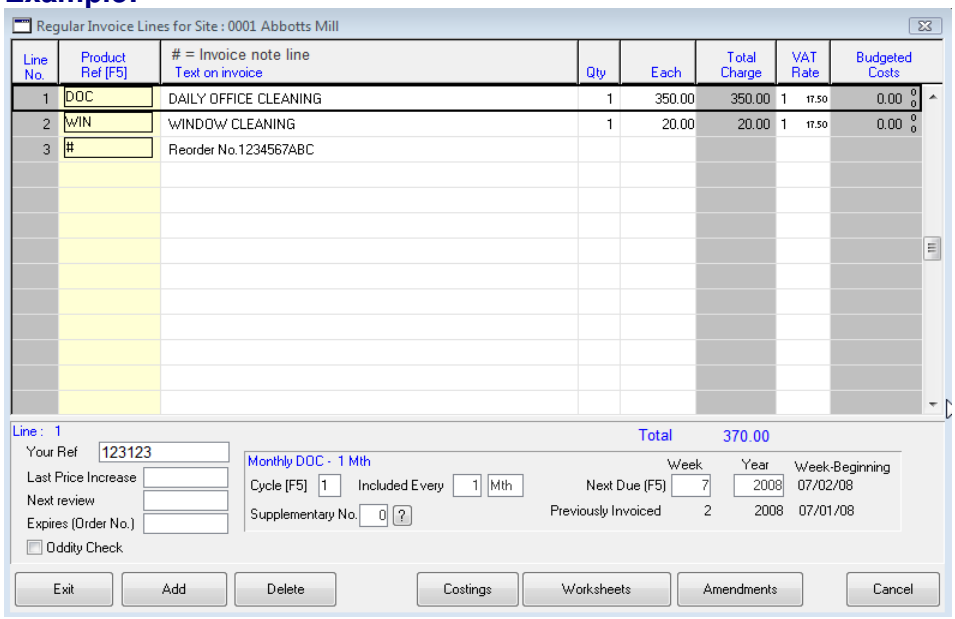
Invoice lines are set up in **'Clients > Sites > Invoice regular'**.

Lines are numbered and will appear on the invoice in order.

The first time you enter this screen it will automatically go into Create mode and add line 1. The cursor will land on **'Product Ref'**, this must be a Reference Code that exists in **'Stock > E. Maintain Stock'.** **P**ress F5 on this field to select the item, or if you know the Ref just type it in.

Tip: Use the Enter or Tab keys to move through the fields in order.

Example:



'Text on Invoice' Defaults to the description set up in **'Stock > E. Maintain Stock'** but you can change the text if required.

'Qty' - Usually 1

'Each' - Charge per item

'Total Charge'- Qty x Charge. You cannot alter this field.

'VAT Rate' - Defaults to rate 1; F5 will give you a pick list of rates. May be selected on a line by line basis for times when a new rate comes into force and old invoicing still to be done.

'Budgeted Costs' - Only shows amounts if costs have been entered through the 'Costings' button at the bottom. This is a way to apply costs for this line. Normally used for items like Window cleaning by a sub contractor. Most lines would not have costs and can be ignored.

'Last Price Increase' - Date this charge was last increased.

'Next Review' - Next review date.

'Expires (Order No)' - Normally only used on Order No. lines which have an expiry date.

'Oddity Check' – If this box is ticked and a reason entered a reminder will be displayed whenever this line is included on an invoice.

'Cycle' – Identifies the cycle in which this line is included. You can have up to 9 Invoice cycles. Examples: Monthly in Advanced, Monthly in Arrears, 4 Weekly etc.

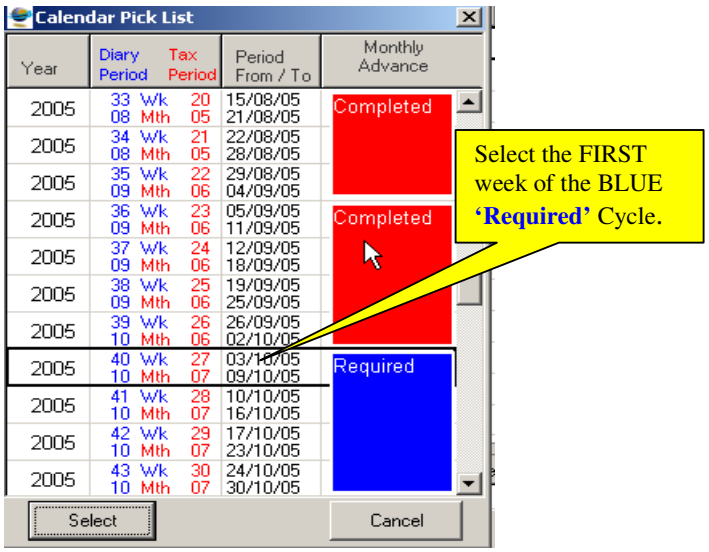
'Include Every' – How often this line is to be included. Normally 1 followed by the Cycle frequency say 'Mth'. If windows are cleaned every 2 Months enter 2 and CleanLink will automatically add the line every other month. The frequency must be the same as the Cycle (If cycle Monthly, enter Mth, if cycle Weekly enter Wk).

'Supplementary No.' - This is a way to create multiple invoices for the same Site. Any line or lines can go to a supplementary invoice, i.e.

Lines 1 & 2 on one invoice
Lines 3, 4 & 6 on a second invoice and line 5 on a third invoice

Enter the supplementary Invoice No. you want this line to appear on.
0 (zero) & 1 (the default) are the same and both will go on the same invoice.

'Next Due' – When this line is to be next included. Press F5 and select the first week of the next blue 'Required' cycle. If this is a Monthly cycle it may show a few days before the actual month, this is ok, it is only representative, only the Month will appear on the invoice. If you know the diary week number just type it in.

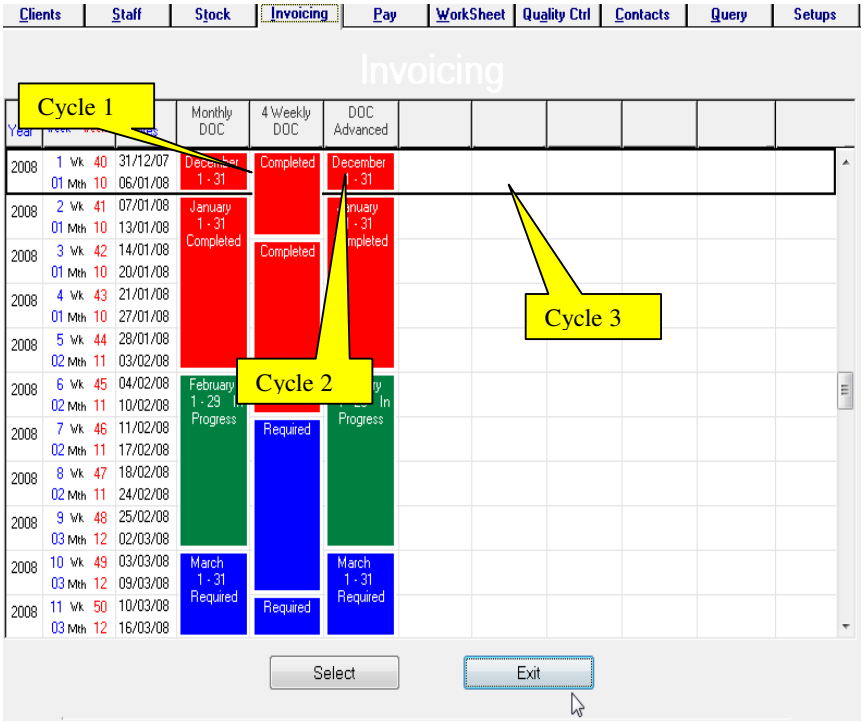


Special Lines - If you do not have enough space on a line for the text, Add a line above or below with the buttons at the bottom and enter the special 'Product Ref' of #, this changes the line to a note field with no charges printed. # lines STILL REQUIRE a Cycle, 'Include Every' and 'Next Due' fields to be completed.

Invoicing odd periods - If you have a client who insists on being invoiced Monthly but for 4 weeks for two months and 5 weeks for the third month (4,4,5) put them on a monthly cycle to Include every '1 Mth' with a line of '4 Qty' and the weekly charge. Add an Oddity Check and put in the reason 'Change every Jan, Mar, June & Sept to Qty 5'. Then just change in the cycle every 3 months.

If you have a client who must be invoiced for a 4 week period set up a cycle for the correct 4 week period.

Example of 3 Invoice Cycles:



Tip: It is best to standardize the invoicing to YOUR system not the clients. Most customers will accept your system if you explain it. You don't want to end up with numerous invoice cycles. Try to educate the customer.

Common Mistakes

- The Next Due week is in an advanced Cycle.
  To check the Next Due weeks run the **'Invoices Due'** report from **'Pay > H. Additional Reports > 4.Invoices Due'.**

- When the invoice has multiple lines **EVERY** line must have a Next Due week.

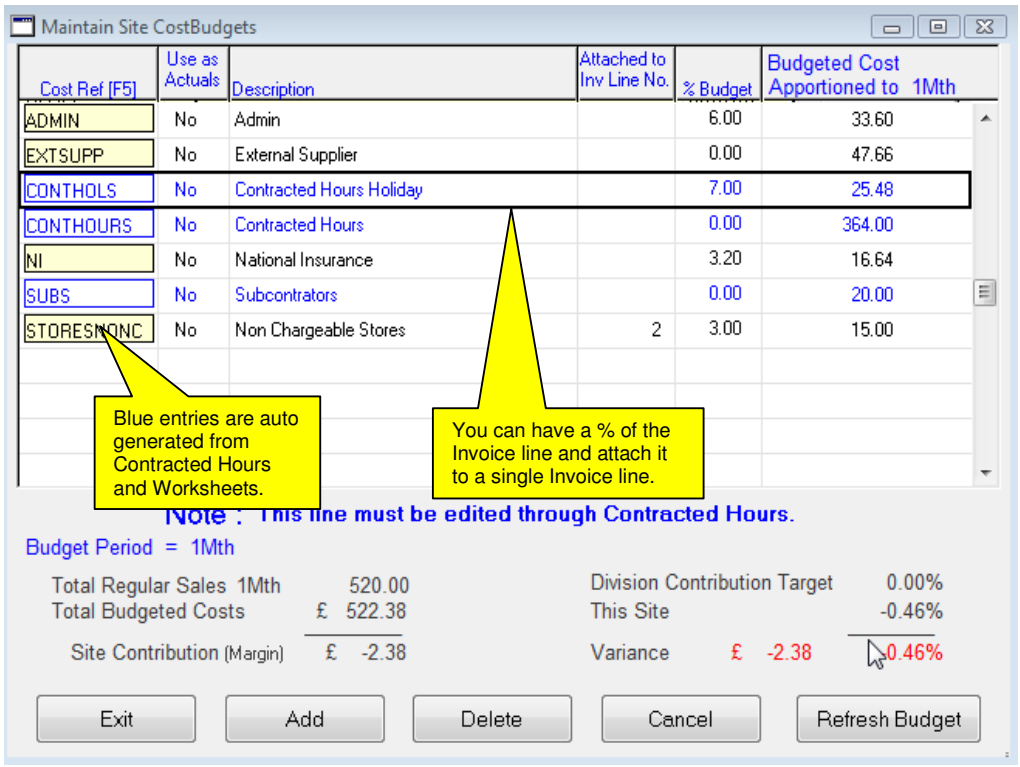
Add Site Budgets

From the Main Menu:

Select **'Client** tab
(Omit if in process of entering New Client.)

Select **'Sites'**

Select '**Budgets**' from the Main Function Group.



You will have defined 'Cost Refs' in 'Main Menu > Setups > 7. Cost Codes' where you can globally update all Sites.

Start with a small number of budgets or just the Pay budget, how this is entered depends on the Pay Budgets setup (see later section)

'**EXIT**' or the 'Escape' key will save details.

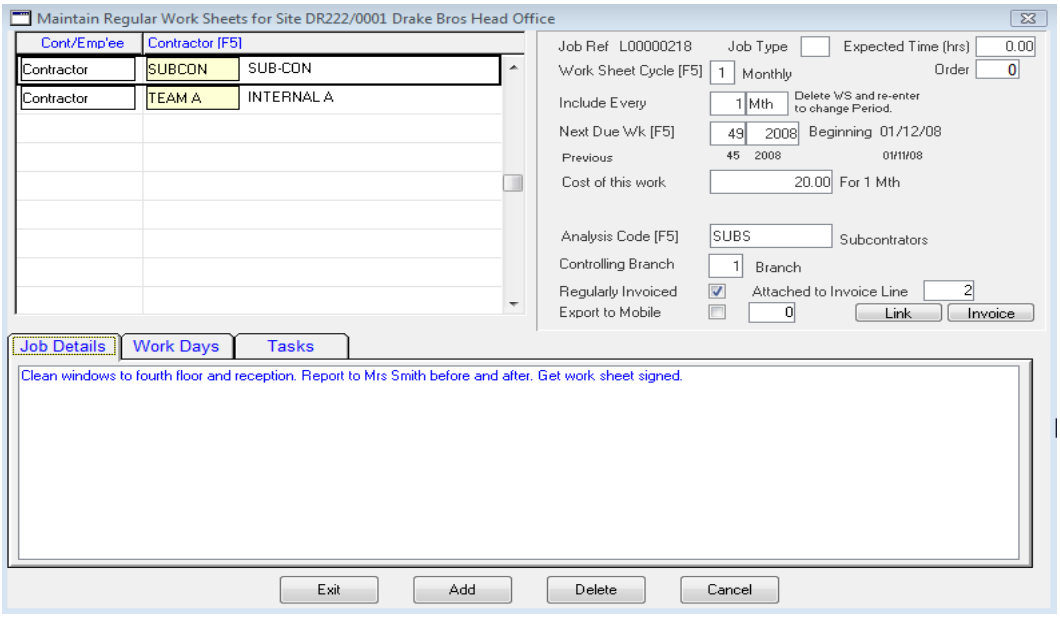
Add a Work Sheet

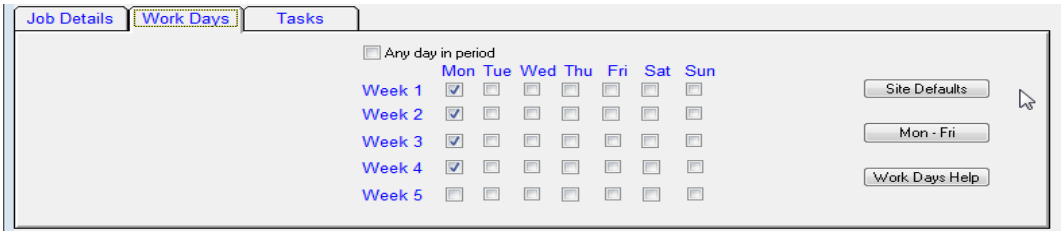
From the Main Menu:

Select **'Client** tab

Select **'Sites'**

Select **'Work Sheet Regular'** from the Main Function Group





Complete Main Screen, Job Details and Work Days and Tasks Tabs.

'EXIT' or the 'Escape' key will save details.

Tip: Play the tutorial video 'Work Sheets' from the 'Main Menu > Tutorials' button.

How Work Sheets Operate

Work Sheets are good for regular repeatable jobs done by regular operators, e.g. cleaning windows every week, scrubbing floors every month. You can set up jobs, the frequency and when they are next due. When the cycle is opened all the jobs due are collected. Whole page work sheets, which can be signed by the client, with an option for a Time Sheet, and/or a one-line list, can be printed. No invoice is created, as this work is expected to be present in the regular invoice lines so tick the 'Regularly Invoiced' box. If the box is left unchecked it is entered in the table of un-invoiced Work Sheets **'Work Sheet >G. WS Flagged to be Invoiced'**.

If you have jobs but don't know at this stage who is going to do them, setup a Contractor as say 'Team A' and assign this contractor to the job, even though your own staff are going to do the job. You can then print all the jobs due for, say, next week and then give them to the person doing the job.

Any 'Cost for this work' entered is automatically entered in the site budget under the 'Analysis Code' selected.
There is a Contractors Reconciliation ledger on the Main Menu 'WorkSheet' tab.

Worksheets – One Off – It is now possible to Create a one of worksheet and 'Save' this job without printing or invoicing which can be done using the new Worksheet Maintenance program (see below). If the raise invoice box is ticked, then the option to copy the specification to the invoice as comments is available.

Worksheet Maintenance – This is a new program (based on the worksheets to be invoiced and sub contractors reconcile) and is found as item D. On the Worksheet Tab, this program gives the options to:

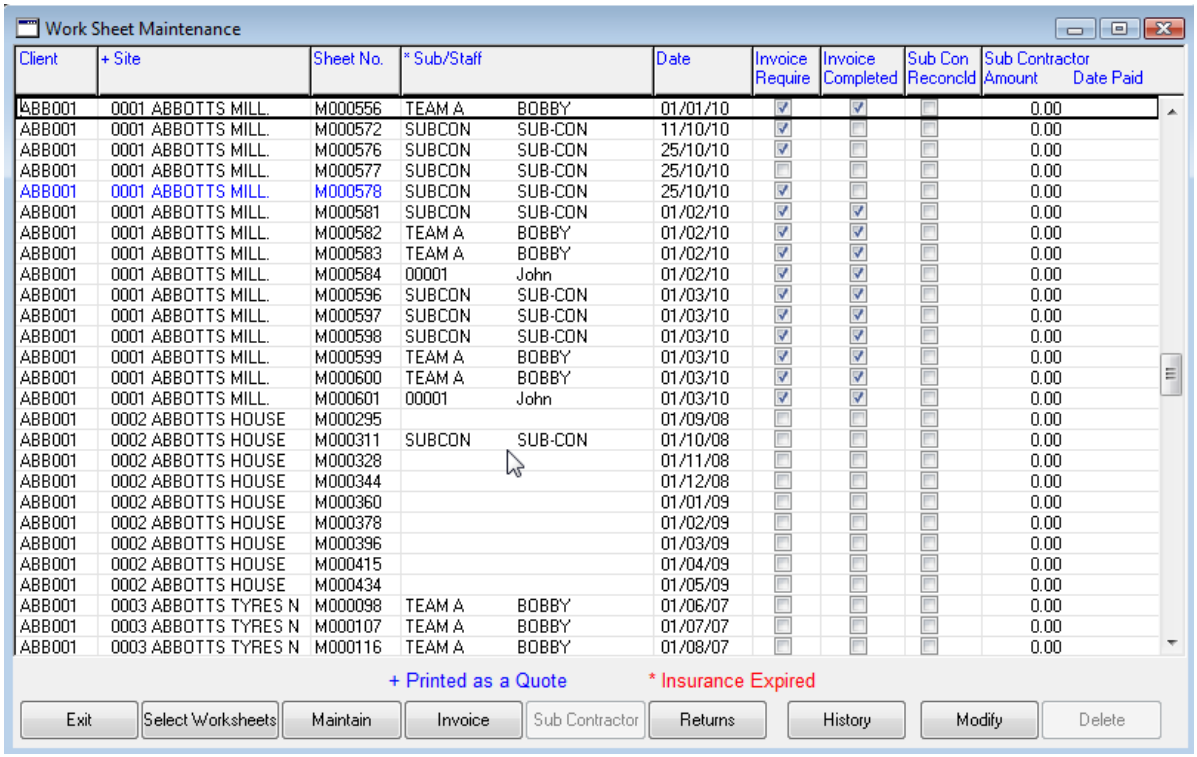
a) Select a range of Worksheets to view (by Client or Sub contractor),
b) Re-print the document (via Maintain),
c) Create/Maintain a one off Invoice (or view historic Invoice) and
d) Reconcile the sub Contractors payments.

Sub Contractors Insurance – If this has expired then in Worksheet cycles, All sites summary and Maintain Worksheets the sub contractor is displayed in Red.
In One Off worksheets a prompt to continue is given.

Worksheets will appear in this list until the Invoice Completed flag is set and the Sub Contractor Reconciled flag is set. For regular cycle worksheets that are invoiced via the regular invoices this Invoice Completed flag is automatically set. As a Worksheet is linked to a regular invoice, that invoice is highlighted and if deleted or modified, the option is given to delete or modify the worksheet in line with the invoice.

It is now possible to add a manual address to a one off worksheet and the specification has been extended in size from 400 to 2000 characters. Currently the full description is not printed on the worksheet, depending on the line length approx 800 characters can be printed. If a manual address is added, this is copied to the Invoice should one be created.

Worksheet Tasks – This is a new extension to the Worksheets that allows you to create a list of tasks that need to be completed. These are printed on a special layout which is accessed from the full page worksheets report by ticking the add tasks box. The Worksheet tasks can also be sent to a mobile (see mobile update document). Once the worksheets are completed, if they are returned from a mobile then the results with comments and optional photos are stored against the job. The results can also be entered manually via Worksheets, B. Maintain Worksheets, Returns.



Any lines shown in BLUE are QUOTES.

Regular Invoices / Worksheets - If either the frequency/period or the next due date is modified the option to update the worksheet is available (no automatic updates take place). This is also true when a worksheet is deleted / amended. The option to delete/amend the invoice line is available. It is now possible to link a worksheet to an invoice line from the regular worksheets.

Worksheet Printing

Full Page Worksheets
The system produces a maximum of **ONE** worksheet per week.

One worksheet will be produced for each week of the cycle providing the job is to be done each week. It lists the day and date for each ticked day. If the job is only done once in the cycle, one worksheet will be produced. But if a job is done every day in the cycle, a worksheet will be produced for each week.

EXAMPLES - For a 4-weekly cycle, if a tick is put in the first week only - the job is done once in the cycle - 1 worksheet will be produced showing the applicable date of the operation.

If a tick is put in Mon Wed Fri of the first week - the job is to be done three times in the first week of the cycle and not again until the next cycle - one work sheet is produced listing the days and dates the job is to be done.

If a tick is placed in one day in each week of the cycle - the job is to be done once a week and four worksheets will be produced.

If a tick is placed in each day of the cycle - the job is done every day and four worksheets will be produced - one for each week.

If a tick is placed in one day in the first week and one day in the third week, the job is to be done twice in the cycle and two worksheets will be produced.

One Off Worksheets

One-off Worksheets are a specialised way of handling jobs that need to be done on a more ad hoc basis and require arranging. These can be setup with an interval frequency. An invoice is produced which can be changed when the job has been completed. You can view a schedule of jobs to arrange, print a work sheet and when the job has been completed, the next due date is automatically updated. One Off Worksheets are set up from the Site.

Regular Work Sheets v One Off Worksheets

Work Sheets are good for regular repeatable jobs performed by regular operators, e.g. cleaning windows every week, scrubbing floors every month, and the jobs are expected to be done regularly. No invoice is created, as this work is expected to be present in the regular invoice lines so tick the 'Regularly Invoiced' box. If the box is left unchecked it is entered in the table of un-invoiced Work Sheets.

One Off Worksheets are for jobs that require an invoice and the date the work is to be done has to be arranged with the Site. A worksheet and invoice are raised, but the invoice is flagged 'hold' until the job has been completed and the price confirmed.

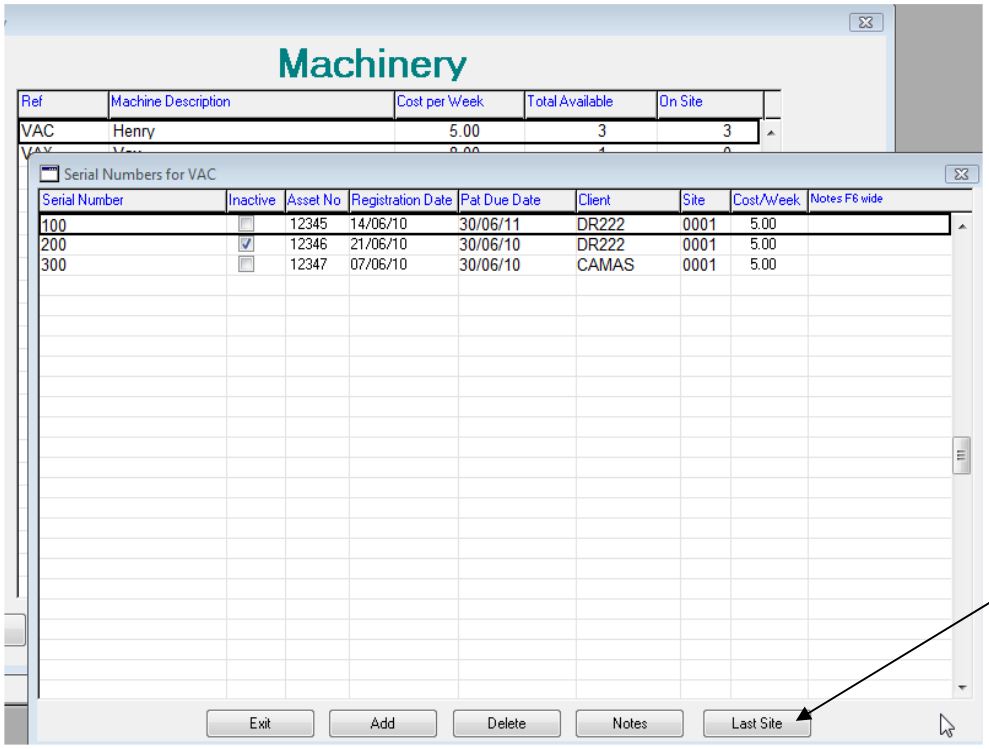
Machinery

Equipment is entered on the Machinery log from **'Stock > G. Machines':**

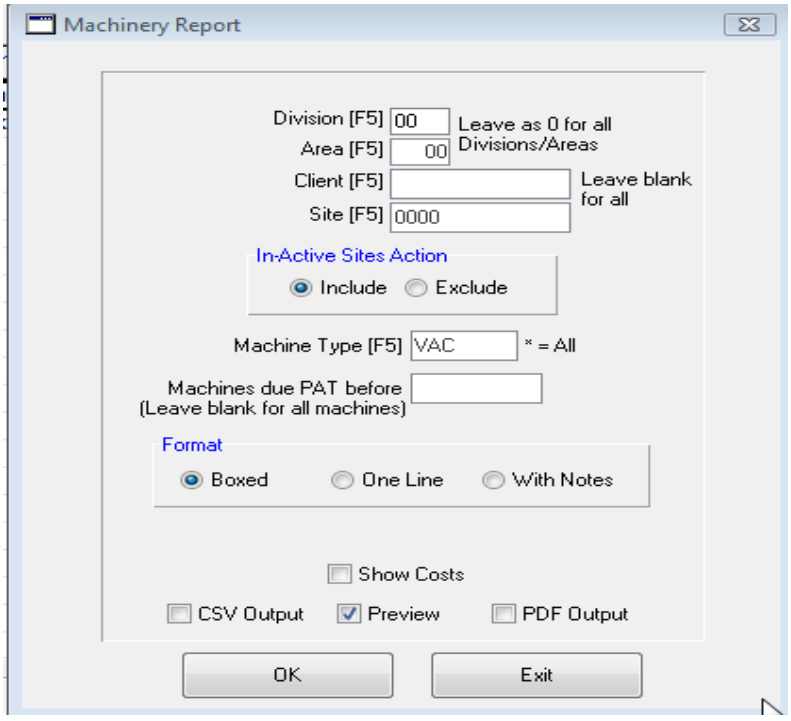
Enter Type and Make of machine and under Serial Number, add the individual number of the machine.

Enter all Machines on Site: **'Clients > Sites > Machinery':**

Enter the location of machines and dates for PAT testing **'Stock > G. Machines':**



Click here to see which site machine was previously at.



Invoicing

Prerequisites:

- Invoice Cycles setup. Invoice parameters setup. **'Setups > 12. Invoice Cycles'**.
- Everything that is sold requires a Stock code, and is maintained in **'Stock > E. Maintain Stock'**. Each entry can either be a Service or Stock and must have a Sales and Cost code. The Sales code also determines the nominal code that will be used to export to Sage see **'Setups > 7. Sales Codes'**.
- Skeleton invoices set up in **'Clients > Sites > Invoice regular'**. (See Skeleton invoices). Invoices are included in a cycle when the Next Due week is in the Cycle or before.
- Select Invoice format. **'Setups > 2. Setups & Defaults > Formats > Invoice Format'.**

(On Monthly Cycles still use the first week of the highlighted period – see Skeleton Invoices.)

Common Mistakes

- The Next Due week is in an advanced Cycle.
  To check the Next Due weeks run the **'Invoices Due'** report from **'Invoicing > H. Additional Reports > 4.Invoices Due'.**
- When the invoice has multiple lines **EVERY** line must have a Next Due week.

Note

The Invoice print preview shows the invoice with style #20 'Plain A4'. If you use a different style the actual printed invoice will be different to the preview in layout, but the information is the same.

Invoice Cycle Crib Sheet

- Enter Invoice lines (skeleton lines) in **'Client > Site>Invoice Regular'** button. This is only required when a new site is added or permanent changes required.
- Open the Invoice Cycle from the **'Invoice > A. Invoice Cycles'** Select the next **'Required'** period.
- Browse raised invoices from 'All Site Summary' and make any amendments for the period. The raised invoices are copies of the Regular invoices so any permanent changes must also be made to the regular lines.
- If stores are to be included, add issued stores to invoices 'Add Stock to invoices'
- Run 'Summary'. If reconciling with an old system print the 'Print by Site' report at the bottom.
- 'Post / Commit' this is the final (no going back) stage, Invoices are numbered, ledgers updated and 'next dues' updated. The Calendar is marked Completed.

One Off Invoices & Credits

- Enter through **'Invoice > B. One Off Invoices/Credits'**.
- Select either Invoice or Credit Note and press F5 in the Client box to select the Client /Site.
- Go to the **'Inv/Crd Lines'** button at the bottom and add lines.
- Post through **'C. Post One Off Invoices/Credits'**. Only the ones without a 'Hold' flag will be posted.
- A mixture of Invoices and Credits can be posted together.
- There are separate Invoice and Credit Numbers. Set the next number to use in **'Setups > 2. Setups & Defaults > Setups tab'**

Play the tutorial video **'One Off Invoice'** from the **'Main Menu > Tutorials'** button at the bottom of the screen.

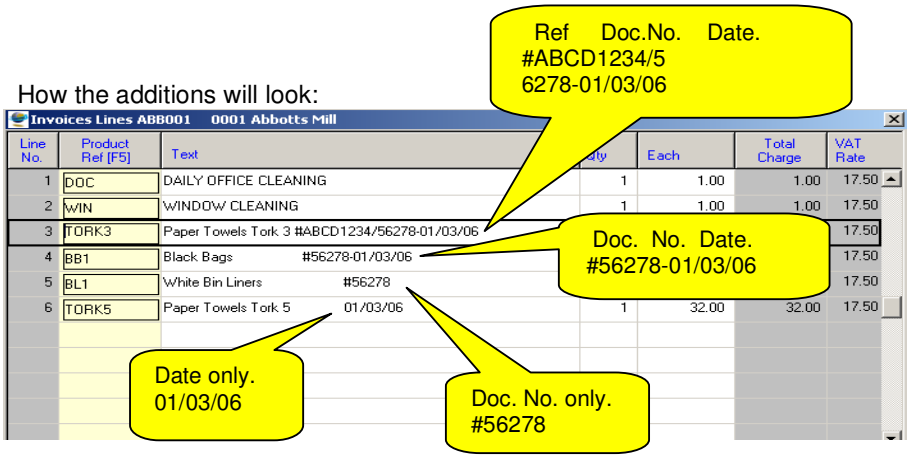
Adding Stock to Invoices

All stock should be issued through **'Stock > Issue Stock'** not entered directly on to invoices.

Each Client can have Stock sent to either One Off invoices or to an invoice within the Cycle. If you chose to post the stock to an invoice within the cycle, you then have the choice of posting the stock to the Main or a Supplementary invoice, as set on the **'Client > Invoice Set-Up'** tab.

By default stock is added to the invoice with the standard description. You can add Delivery Date, Docket No. and Client Reference (could be the PO number). These details are entered when the stock is issued. To add these go to **'Setups > 12. Invoice Cycles.'** and tick the required boxes for each cycle. Whichever option you choose will be displayed for each item. It is NOT possible to have a different option for each item. The example below is to show the way each option is displayed.

How the additions will look:

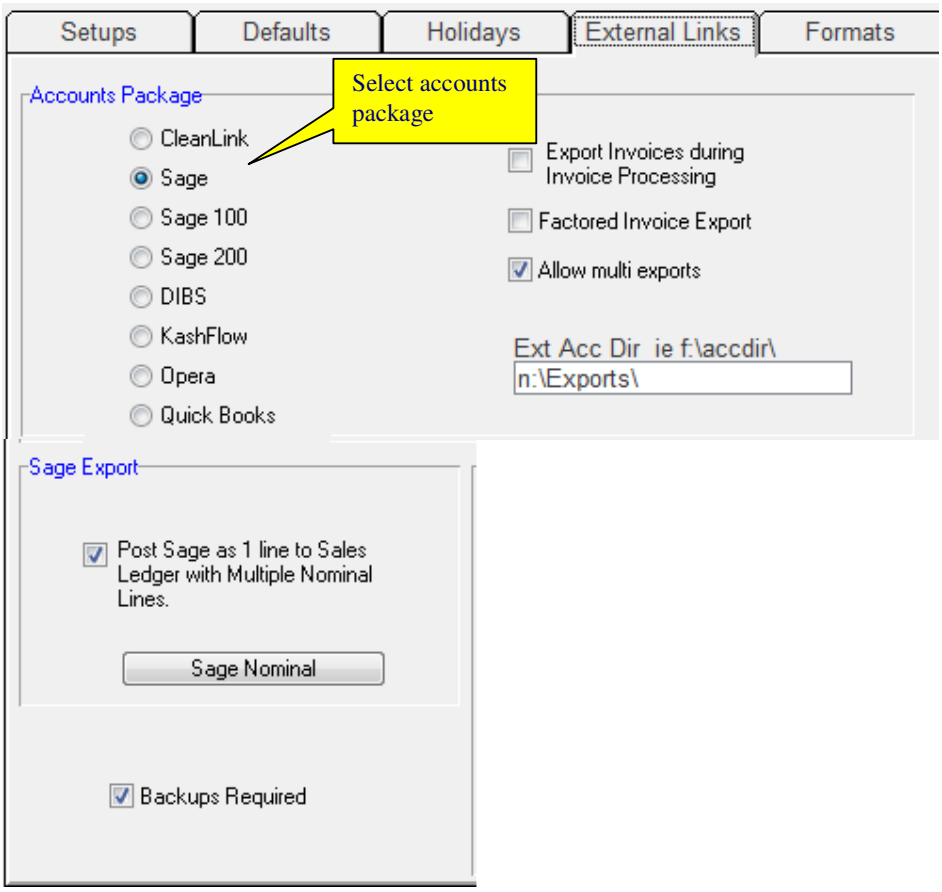


The text line is 45 characters. If you use any of the above options, the number of characters used to display them will be deducted from 45 and the basic description may be truncated.

Sage Line 50 Export

Prerequisites:

- Ensure Sage is selected on the **'External Links'** tab **'Setups > 2. Setups & Defaults'**. Enter a folder path where the CSV file will be created (the folder must be created as well). This also triggers the check for illegal Sage characters on invoice lines.
- Add Sage sales codes (i.e. 4000) to the 3rd column in **'7. Sales Codes'**.
- Add Sage VAT codes (i.e. T1) to the last column in **'9. V.A.T. Rates'**.
- The Account references in CleanLink must match those in Sage i.e. 'ABB001' must be EXACTLY the same in CleanLink and Sage.

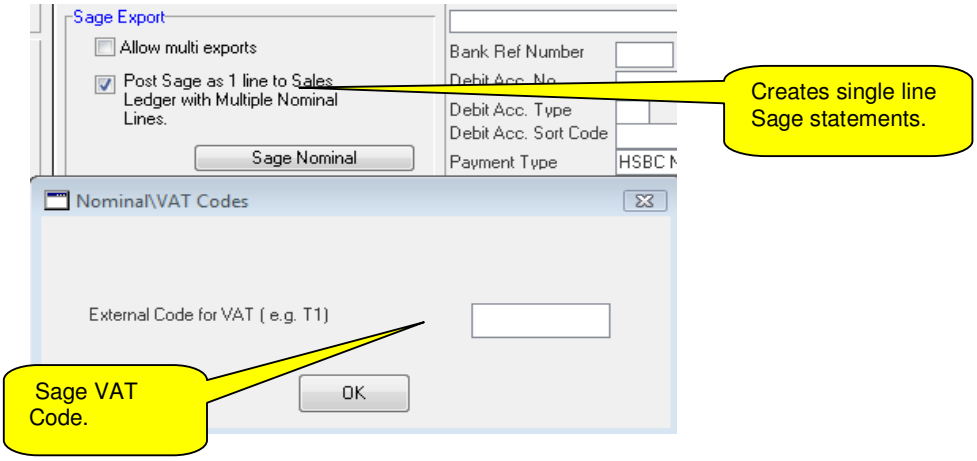


CleanLink Exports to Sage 3 different ways:

1. Multiple lines - the default, multiple lines will appear on Sage statements.
2. One line per invoice – posts 1 line to Sage sales ledger with multiple nominal lines. All VAT (the sum of all rates) exported from CleanLink is automatically posted to Sales Tax Control Account in Sage (i.e. 2200). To use this method tick the **'Setups > 2. Setups & Defaults > External Links > Post Sage as 1 line to Sales Ledger with Multiple Nominal Lines.'** and set the External VAT code to T1 from the **'One Line Nominal Code'** button.

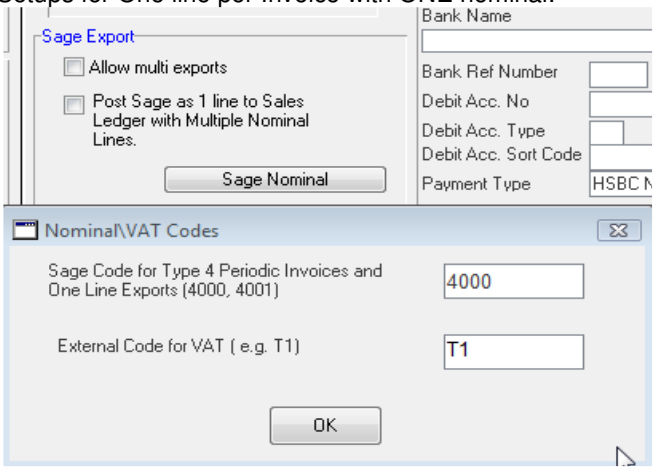
Folder where file is produced.

Setups for 2 - One line per invoice & Multiple Nominal's:



3. One line per Invoice with ONE nominal – This option has been superceded by 2 above, but is left for redundancy reasons. Rather than export all the invoice lines to Sage, a consolidated total is used. Only one Sage Code i.e. 4000 can be used and this is set up on the **'External Links'** tab **'Setups > 2. Setups & Defaults > External Links > One Line Nominal Code'**.

Setups for One line per Invoice with ONE nominal:



Advanced feature:

Sage Department numbers – A Department number can be entered for each site. On the export dialogue there is a tick box to include this on the export.

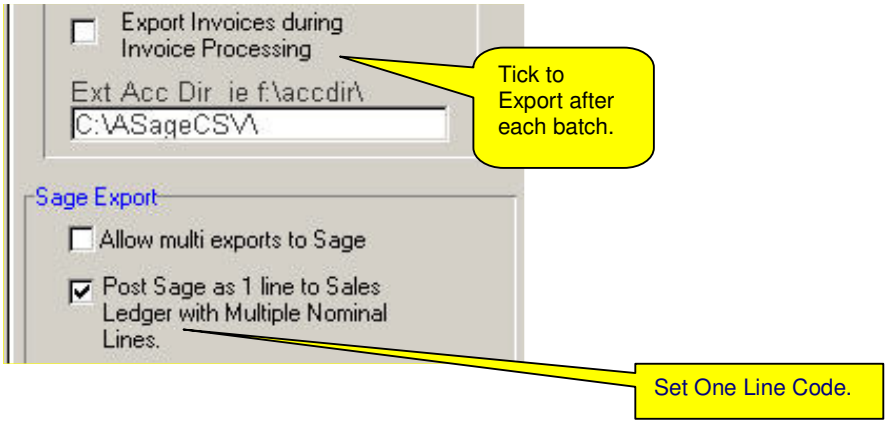
Two Ways to Create Export:

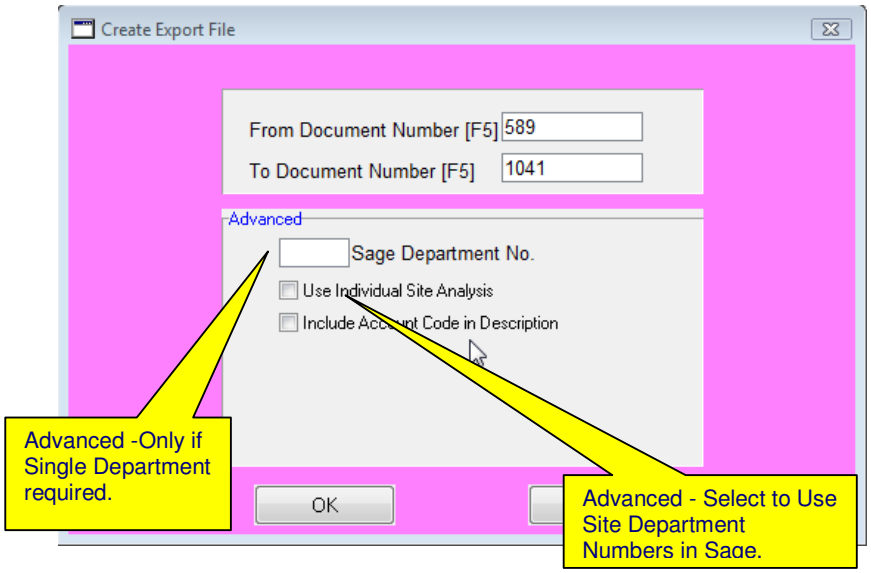
1. At the end of each Invoice Posting you are given the option to Export to Sage.

2. From the **'Invoicing > K. Reports > 4. Export to Accounts > Invoices'**.

Setup from:

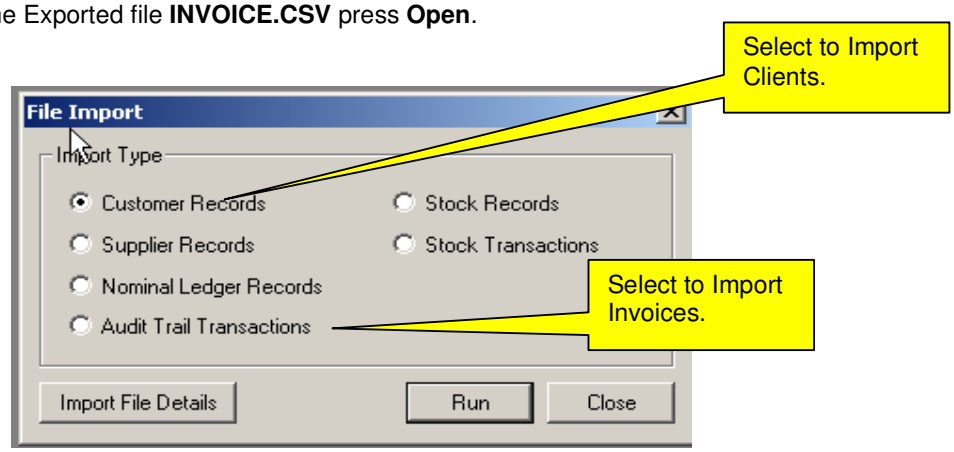
'Setups >2.Setups & Defaults > External Links tab > Export Invoices during Invoice Processing'





Importing into Sage

From the Sage **File** menu select **Import** and **Audit Trail Transactions** select **Run** change folders and find the Exported file **INVOICE.CSV** press **Open**.



- CleanLink has two Exports, **Invoices** and **Clients**. The Clients details are the Company, Address, Tel, Fax, and Contact. All these Client details will be created in Sage if not already there. It is probably easier to create and maintain references and client details in CleanLink and just before exporting **Invoices** export **Client** details. This way Sage will have all the new clients with matching references. Export Clients from the **'Invoice > K. Reports > 4. Export to Sage'**.

- When importing **Invoices** into Sage, Sage first checks the import file and only continues to import if everything is ok. If one reference is not in Sage or is not an exact match, Sage will reject the whole file. It's all or nothing.

- If you import the same **Invoices** into Sage a second time, Sage creates new invoices, so they will be **DUPLICATED. Clients** imported into Sage overwrite whatever is already there.

- CleanLink exports to the same file each time (it deletes the old one first). So after every export you **must** import. If you are doing several batches of invoices and want to import to Sage only once, Exit the Export to Sage screen when offered.

- The default setting only allows you to export an invoice from CleanLink once. If you have lost the export and need to do it again, tick the box in **'Setups > 2. Setups & Defaults > External Links > Allow multi Exports to Sage'.** Always go back and **un-tick** it afterwards.

Setting Up Stock

Stock can be listed in two different ways:

1. Master list 'Stock > E. Maintain Stock'. Mandatory.
2. Site 'Clients > Sites > Stock List' If you plan to use Mobile PDAs you **MUST** populate each Site, which can be done globally. Services may also be set up here such as Carpet Cleaning.

   A third list, Special Prices for Client 'Clients > Special Prices'. This has been superceded by the Site List and is left for redundancy.

Select **'Stock'** tab.

'E. Maintain Stock'
'Modify'
'Add'

Enter a Sales Code and Description then click on Stock or Service depending if this is a Service Item such as Window Cleaning or Daily Office Cleaning.

Click into the Depot box and enter a true or fictitious level (use 9999 if unsure before a stock take is done).

Click into Sales Code and choose using F5 from the list.

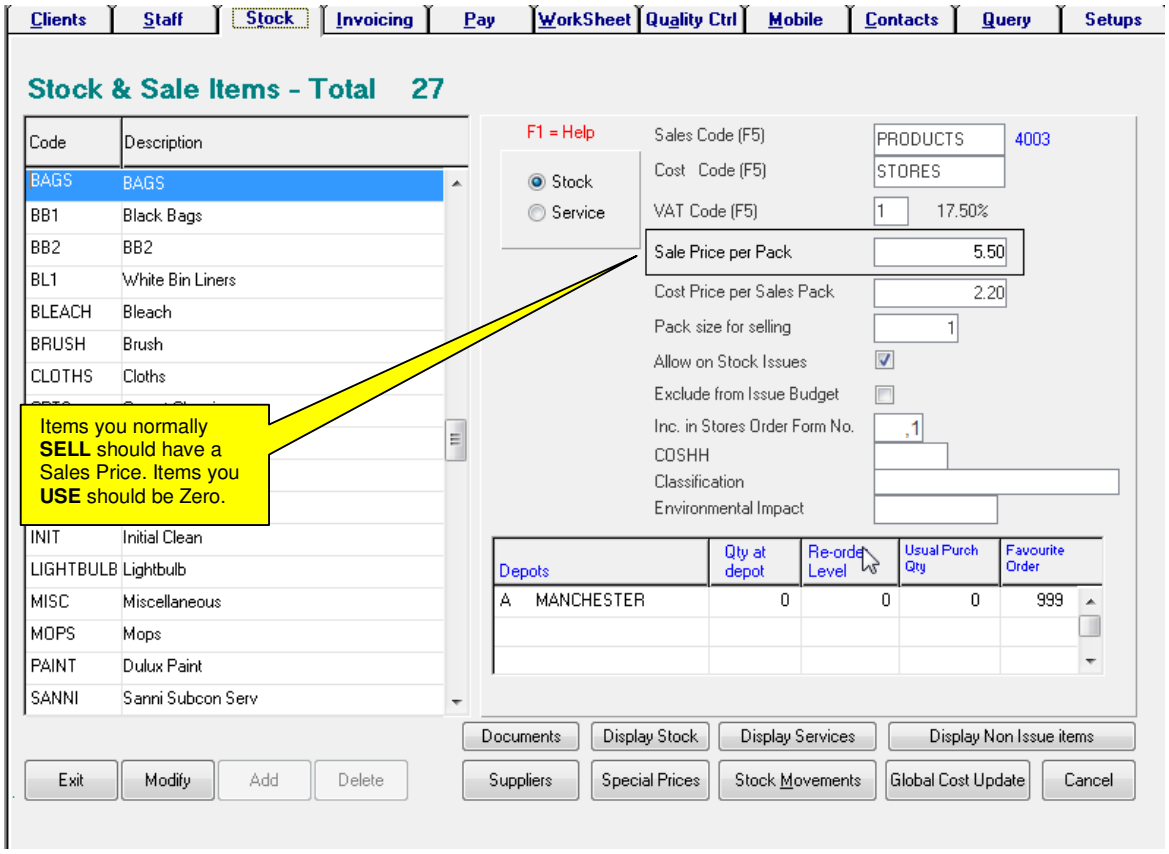
Click into the Cost Code and again choose using F5 from the list.

Enter a sales price and/or a cost price depending on whether this is a chargeable item of stock.

Enter a Pack Size of 1 unless you split your packs down.

Tick the 'Allow on Stock Issues' which can be used to turn on and off the ability for people other than the stock controller to issue stock.

Tick the 'Exclude from issue budget', to prevent items being considered in rolling budget.



For sites who have different prices, enter a Site List in '**Clients > Sites > Stock List**'. This can be initially populated with only the items allowed to be issued to that Site and then fine tuned to give unique pricing for sales to that Site.

Inc on Stores order Form can be used to group items onto separate stock order forms, group 1 could be for General items used on every site, 2 for fairly common items, 3 for less common and so on. Then you can print a form which only includes group 1 and 2 or 2 and 3, so that an area manager never see's items he is not supposed to order.

COSHH, Classification and Environmental Impact details may also be entered and any documents relating to the Stock record may be linked using the Documents button.

'**EXIT**' or the 'Escape' key will save details.

Adding Date and Docket No./Ref to Invoice line.

If you wish to add the delivery date and docket no. to the invoice line when stock is issue to a Client you can do so by ticking the box in **'Setups > 12. Invoice Cycles'** found in column 5, this must be done for EACH cycle.

Add New Staff

From the Main Menu:

Select **'Staff'** tab.

Select **'Add'** from the bottom

At this point you may type in the Surname and re-instate a previously employed person capturing their previous Address, Bank Details, NINO and Tax Code if you wish. The system will re-create the person BUT UNDER A NEW STAFF NUMBER

Complete all fields. See Field Explanation on next page.

Tip: The 'Enter' or 'Tab' key takes you through the fields in order.

'Save'

There are 3 ways of numbering staff:
1. Automated next number (00123).
2. Automated next number with Branch letter (00123L).
3. Free Entry e.g. (JBLOGS) or (123).

The preferred method is 1 as this aids searching by number. Only use 2 if you have multiple branches.

To change the Numbering Convention use 'Setups >2.Setups & Defaults > Staff Numbering Convention'.

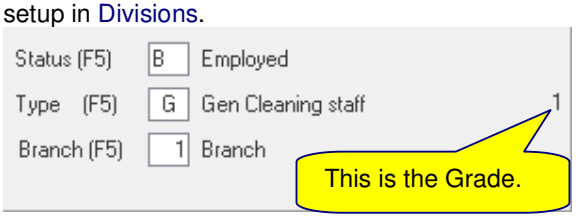
Tip: Play the tutorial video 'Adding Staff' from the 'Main Menu > Tutorials' button at the bottom of the screen.

Staff Field Explanation

In most cases the entry into each field is obvious, below are some with explanations.

Name tab:
Status – Identifies the Status, typically Employed/Left.

Type – Defines the Type of Staff and Grade. The Grade gives Access rights to this person - what they see and do. Also Division / Area Managers / Supervisors must be declared here before they can be setup in Divisions.



There are 5 Grades:
1. Cleaning Staff.
2. Supervisor.
3. Area Manager.
4. Division Manager
5. Other Managers/Office Staff/Directors.

The number of Types is unlimited. Each Type MUST be assigned one of the above Grades. To set up Types go to 'Setups > 18. PAYE, NI & Staff Setups > Staff Type Codes'.

Any CleanLink user with Rights to Staff, who log in with their Staff No. will see all Staff with a Grade **lower** than themselves, i.e. if the user is Grade 5 they will see Grades 1-4.

To see Grade 5 Staff, the user must be assigned the Right: '141.Access Senior Staff'.

Ideally CleanLink users should login as there Staff No. If you have office staff logging in with a Logon User Id. not their Staff No., unless they have the '141.Access Senior Staff' Right, they will only see Staff with Grade 1.

Preferably change their Logon User Id. to their Staff No. and give the necessary Type/Grade.

If you require a user to Logon with a different Users Id. to their Staff No., add a new Staff with the Users ID name. You may need to change 'Staff Numbering Convention' from the default '1 = Numeric' to '3 = Free Entry' from 'Setups > 2. Setup & Defaults > Staff Numbering Convention' the button is at the bottom right of the screen. Add the new Staff, say 'TOM' with only a Surname and save.

They don't need to be paid under this name it's just a Logon name, now give them a Type with the required Grade, and a Leaving Date before the beginning of the current Tax Year so they are not included in EOY returns.

Remember to change the 'Staff Numbering Convention' back. The user ID MUST be entered in UPPER CASE.

Branch – Identifies where Staff belong. See Multiple Branches.

Nationality – For information only, but a required field when inputting via CleanLink Mobile

Ethnic Origin – For information only
(The codes for Nationality and Ethnic Options can be seen in Setups/ 18.PAYE, N/I and Staff Setups).

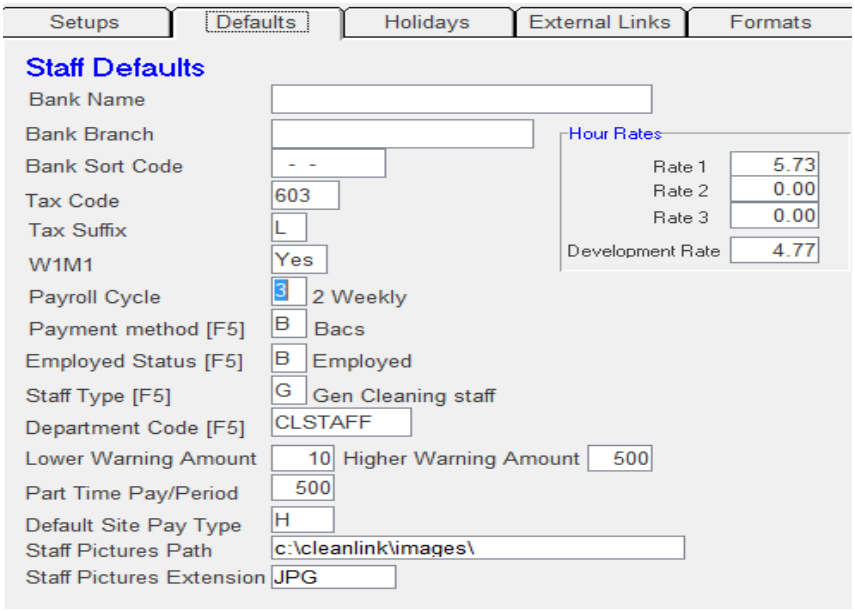
Tax tab:
You should have a basic understanding of payroll to operate pay; a good starting place is http://www.hmrc.gov.uk/helpsheets/2006/e13.pdf

National Insurance No.
Table Class
Tax Prefix
Tax Code
Tax Suffix
W1M1

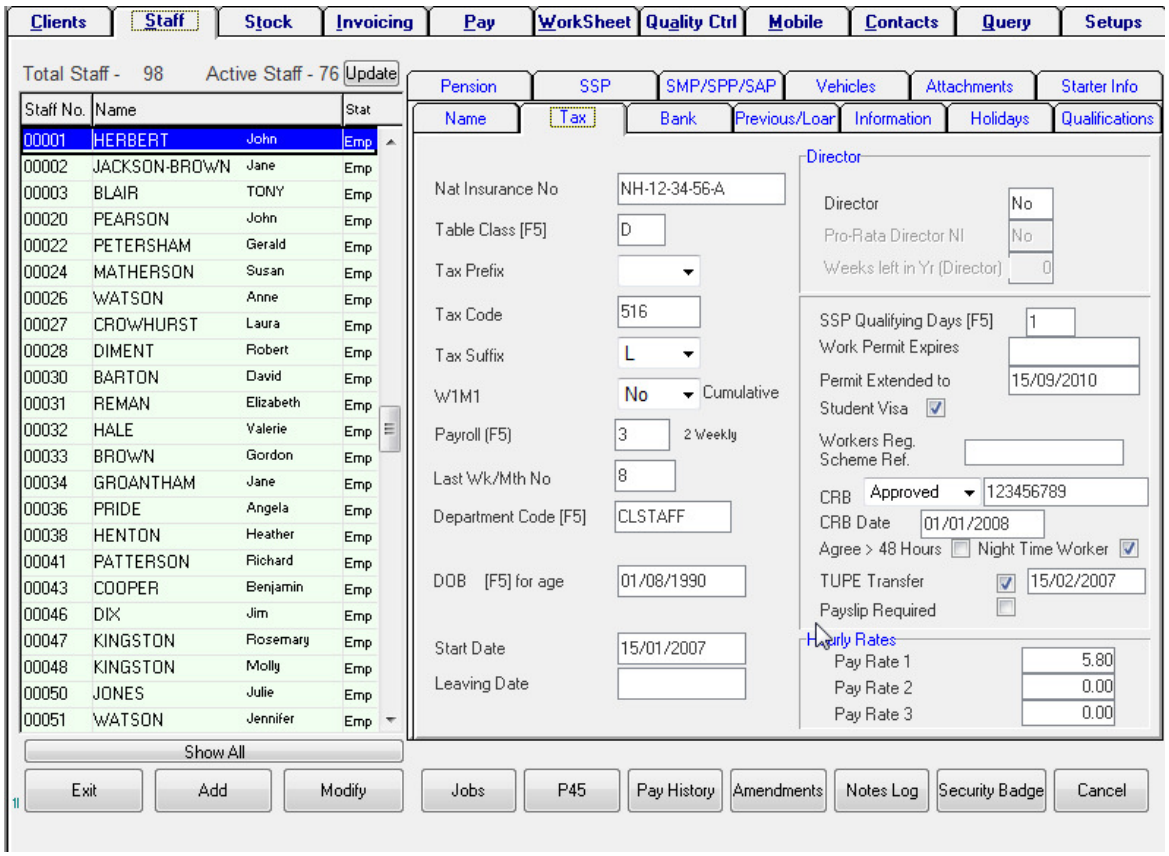
If you have received a P45 or P46 from the employee enter the details in the relevant fields on the '**Tax**' and '**Previous**' tabs. **By pressing the 'Save' button you will be taken to the In Year P45/46 entry screen which is described in full in the 'In Year Filing' crib sheet on page 66.**

By default all new employees inherit the Tax Code, Table Class, Tax Suffix and W1M1 as set up in **'Setups > 2. Setups and Defaults > Defaults'** tab:

Staff defaults screen:



Staff Tax Screen



Payroll – Staff are on a Pay Cycle No. i.e. Weekly/Monthly/Fortnightly/4 Weekly.

Last Wk / Mth No. – Defaults to the last completed Cycle for the pay cycle you have selected.

Department Code – Pay is analysed by departments, create the number of departments that your accounts package requires.

SSP Qualifying Days – Statutory Sick Pay defaults to 1, Sun to Sat pattern NYYYYYN.

Work Permit Expires – Pay Anomalies report warns if expiring within 30 days and the Warnings screen shows date of expiry.

Permit Extended to – You can input the extended to date in the Permit Extended To field. Pay Anomalies report warns if expiring within 30 days.

Workers Reg. Scheme Ref. – From May 1 2004, most nationals of the new member states (except Cyprus and Malta) who wish to work for more than one month for an employer in the UK need to register under the Worker Registration Scheme.

CRB – Criminal Records Board check. Allows tracking, processing and approval of CRB checks and input of a 'filed' date.

Agree to over 48 Hours – Information only relating to Working Time regulations.

Night Time Worker – Information only for health and safety purposes.

TUPE Transfer – Used to show that employee is a TUPE transfer and has a continuous start date input here.

Payslip Required – Tick to print payslip (only necessary if site details are not already set up to produce one for all site employees).

Hours Rate 1/2/3 – Preferable to use Site Rates and leave these fields blank.
Pay rates can be entered in 4 different places. When the system looks for an hourly rate it first looks in the 'Individual Staff at Site rate' if this is empty it looks in 'Staff rates' if empty it looks in the 'Site rates' and if this is empty it will use the 'Company rate'.

If you have no pay rate policy we recommend using Site rates (2 below).

The hierarchy of rates:

1. Individual Staff at Site rates
2. Staff rates
3. Site rates
4. Company rate.

Bank tab:
Type of account – Some banks require this, rarely used.
User Code - Used on Printed BACS report, supplied by your BACS service provider

Previous/Loan tab:
Previous Gross and Tax - Enter from P45.
YTD Total Pay and Tax to Date – Normally never enter or change these figures as derived from processed data.

Loans – Used for automatic loan deductions up to a balance figure, such as season tickets. Shows running totals for Outstanding Balance and Amount Repaid
P11 – Can be used to view P11 details at any time.
To Date Figures – Can be used to view P14 ytd figures up to last pay cycle update.

Information tab:
All Fields – Information only
Age Discrimination Letter Sent – Date letter sent. You can report on all staff without a date that are of retiring age.
Staff changes that effect PAYE are recorded and can be seen in the **'Main Menu > Pay > H. General Reports > Programs Run Log'**. Other changes can be seen using the Amendments button.

Qualifications – Used to record qualifications from your list recorded in '**Setups>25.Qualifications**'. A link to Word/Excel documents can be added here on the 'Documents' Tab which can be access restricted. Based on the type of Qualification, a warning can be set up which uses a duration set up in Setups, to flag up a number of months prior to the warning being required.

Vehicles – Information only

Pension – Used to set up a variety of types of pension scheme from drop down box.

Starter Info Tab:
Superceded.

SSP, SMP, Holidays and Attachments will be covered more fully in subsequent pages.

Staff and Regular Pay

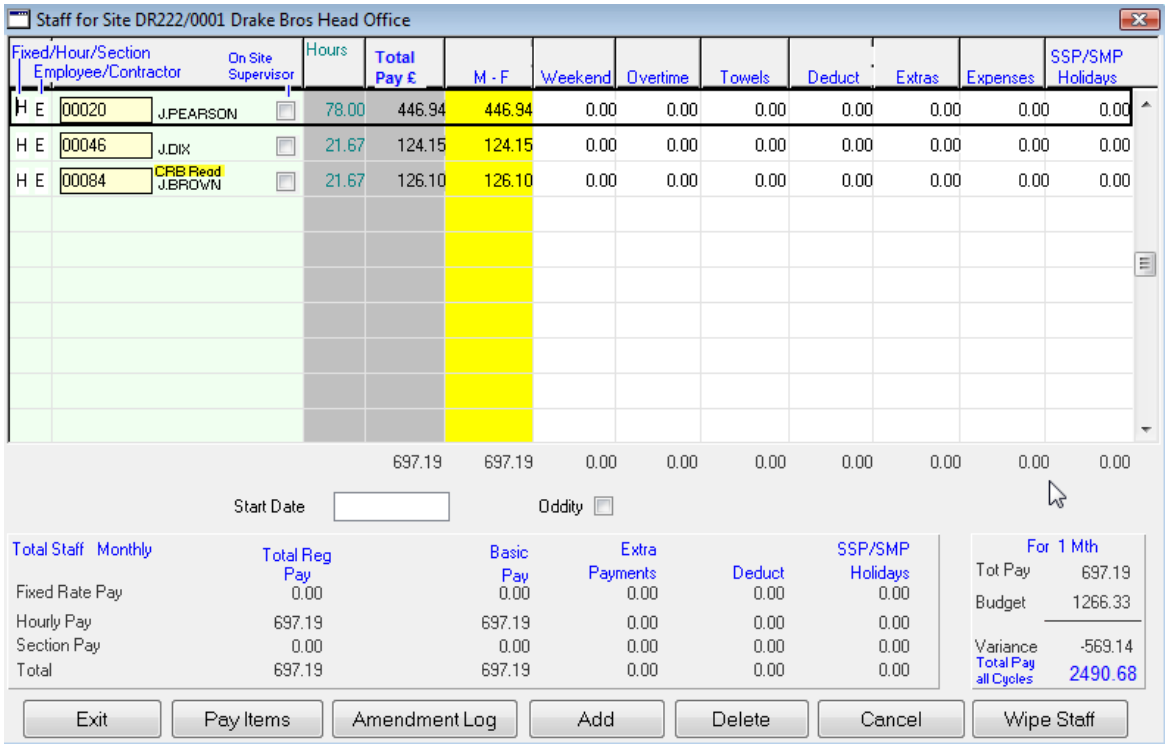
From the Main Menu:

Select **'Client'** tab.

Select **'Sites'**

Select **'Pay Regular'** from the Main Function Group.

Select the **'Payroll'** cycle.



Add Staff to Table using F5 button in pay no. field and if hourly pay, enter hours using double click or F5 key in YELLOW column.
For Fixed Rate Pay enter amount in required column. Enter the date the employee started at this site in the Start Date field.

'EXIT' or the 'Escape' key will save details.

Staff Pictures

1. Set up Folder where images are stored.

Enter a path to the folder where the images are to be stored. Go to **'Setups / 2. Setup and Defaults / Defaults'** Tab and enter a path in 'Staff Pictures Path' and the type of picture in 'Staff Pictures Extension' like JPG, BMP, TIF (JPG recommended).
You may find that your computer cannot handle certain picture types so experiment to find one that works and save all pictures to that format.

2. Take photo.

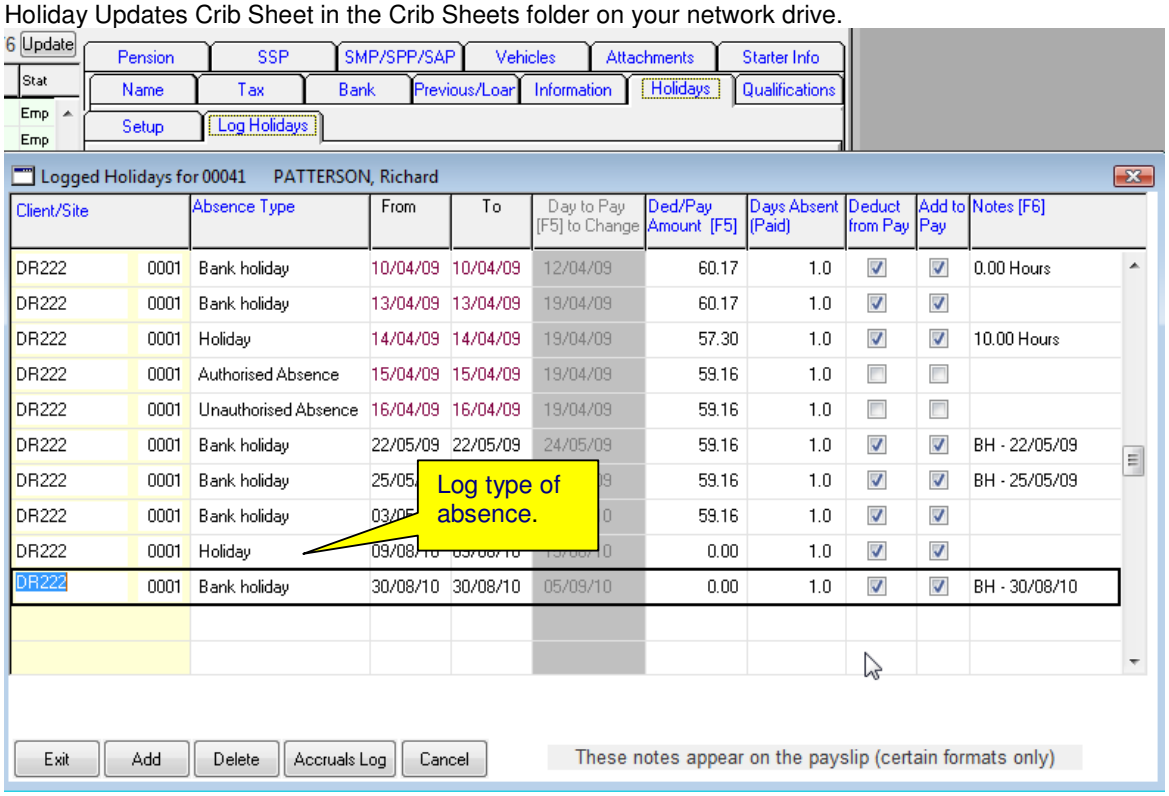
Save as nnnnn.jpg
Staff images must be saved with the same number the employee has been assigned in the staff file with a .jpg extension.
i.e. staff number 00001 requires the picture named 00001.jpg.

3. Click on Show pictures.

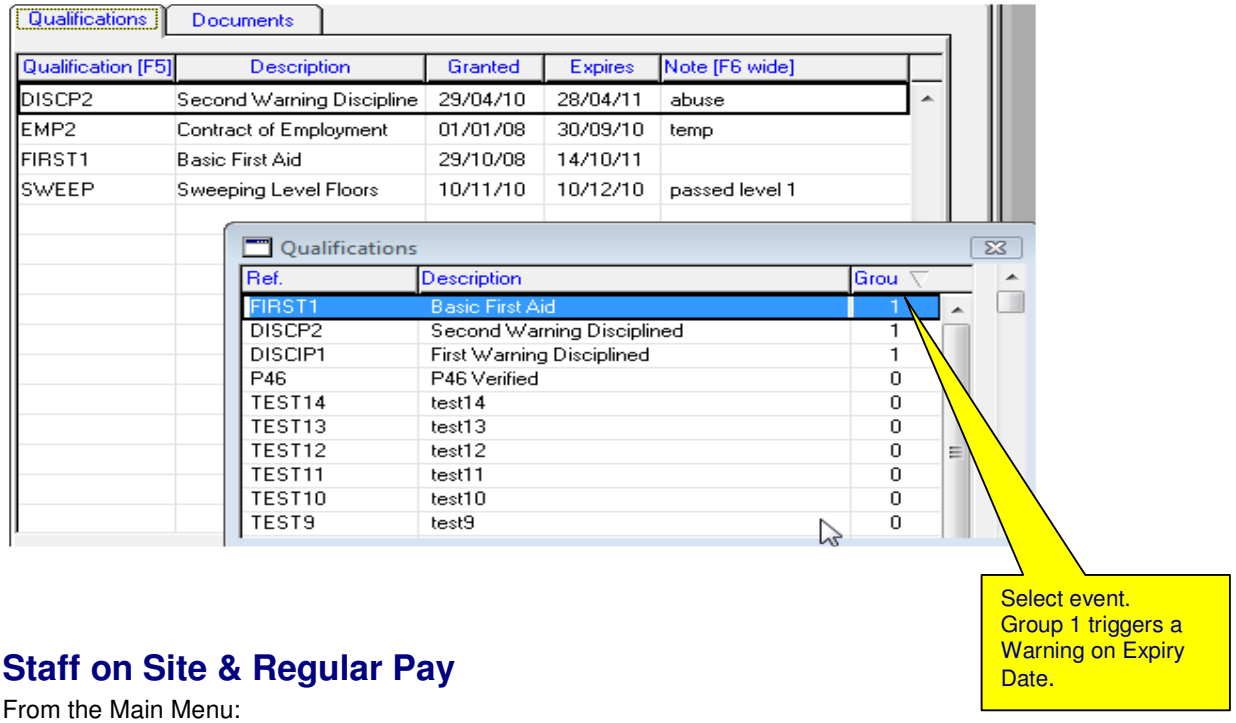
If you have just set up the path in 1 above, exit CleanLink and re-enter for the path to take effect.
Go into the staff record and click on 'Show Pictures' under the picture to reveal the image. It is not necessary to be able to see them to print. A security badge can be printed by pressing the Security Badge button at the bottom of the screen (nine layouts are pre-supplied).

Human Resource Management

Staff Absences are logged on the 'Holiday Log'. See Payroll Holidays section for further details or Holiday Updates Crib Sheet in the Crib Sheets folder on your network drive.



Record other events through Qualifications. Create your own list of events in **'Setups > 25.Qualifications'** where you can also report for any event. Any Qualification in group 1 triggers a warning on expiry date, any Qualification in group 2 triggers a warning due within 6 months.



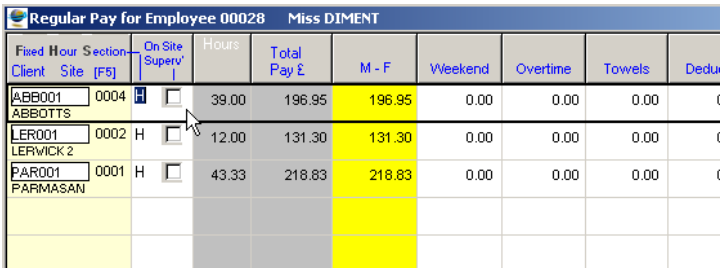
Staff on Site & Regular Pay

From the Main Menu:

Select **'Staff'** tab.

Select 'Employee'

Select **'Jobs'** from the bottom



'F5' and select Site

Hourly Pay:
In the Yellow column **'F5'** and add Hours

Fixed Rate Pay:
Enter amounts

A permanent oddity can also be added here if required by ticking the Oddity box.
'EXIT' or the 'Escape' key will save details.
Tip: Play the tutorial video 'Add Staff' from the 'Main Menu > Tutorials' button at the bottom of the screen.

Payroll

You should have a basic understanding of Payroll to operate pay; a good starting place is:
http://www.hmrc.gov.uk/helpsheets/2006/e13.pdf

1. Payroll Calendar.
2. Hourly Pay.
3. Pay Rates.
4. Pay Headings
5. Matching Pay Budgets.
6. BACS Reject Pay.
7. Employee Leaving.
8. P32. & Small Employers Relief.
9. Student Loan Repayments.
10. Calculation Method.

1. Payroll Calendar

The CleanLink Payroll Calendar has 4 different states:
Required, In Progress, Calculating and Completed

Required: When a cycle is Required nothing has been done and the cycle has not been opened. When the Cycle is opened it becomes **In Progress**.

In Progress: all the alterations you have made in Regular Pay will be brought into the Open Cycle. NB: Any alterations made in Regular Pay AFTER the cycle has been opened will NOT be reflected in ANY OPEN cycle. All payroll amendments are made while the cycle is In Progress. When all amendments have been made **Calculate**

Calculating: The calculation of payroll has been performed. If static Staff Tax/SMP/SSP details change after the calculation has been made, right click and go to STAFF, change the necessary details on the TAX tab, and return to the Calculation and Recalculate. If you want to amend something else, reset the calc, amend the figure and then re-calc. At this stage the BACS, payslips and most reports can be run. A message of up to 150 characters can be added to all or individual payslips when printing.

Completed: This is the POINT OF NO RETURN. Once the cycle has been completed no alterations can be made. The pay has been processed and posted to History. All the period end reports can be run. All the ytd figures have been updated.

2. Hourly Pay

'Setups>11.Payroll Cycles>Pay Items' button

Set up Hourly Pay Items as required.
Check that column headings exist (Headings button) and tie up with the Pay Item column number.
Hourly pay must be setup so that the first 3 columns contain a single Hourly Pay Item.
Set up the Company default hourly rates to the minimum wage rate: (Setups / 2. Setups and Defaults), this is a fall back value if no other rate exists.

3. Pay Rates

Pay rates can be entered in 4 different places. When the system looks for an hourly rate it first looks in the 'Individual Staff at Site rate' if this is empty it looks in 'Staff rates' if empty it looks in the 'Site rates' and if this is empty it will use the 'Company rate'.
If you have no pay rate policy we recommend using Site rates (2 below).

The hierarchy of rates:

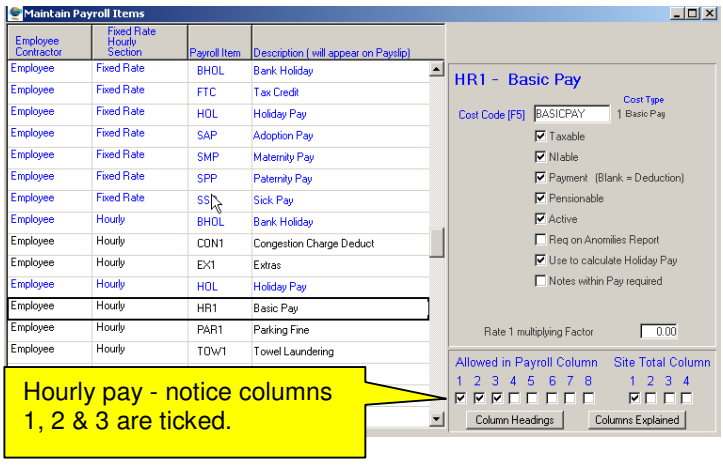
1. Individual Staff at Site rates
2. Staff rates
3. Site rates
4. Company rate.

Regular Hours are entered from either Site or Staff.
If a site has more than one type of pay e.g. Hourly and Fixed Rate, the pay budget should be split accordingly. Go to (Sites / Budget %) and proportion pay by percentage - it must add up to 100%

4. Pay Items and Column Headings

'Setups / 11.Pay Cycles / Pay Items'

Set up as many Pay Items as necessary, then tick the 'Allowed in Payroll Column'. There are eight pay columns, the eighth column is reserved for holidays, SSP, SMP, SAP & SPP. These eight columns are consolidated into 4 Site columns in regular pay and cycle pay.



If the Pay Item is to be used to calculate holiday entitlement check the **'Use to calculate Holiday Pay'**, the HOL Pay Item itself should also be ticked.

If more than one item is nominated for the same column, instead of a direct entry field a dropdown selection list appears.
Hourly pay must be set up so the first 3 columns contain a single Hourly Pay Item.

5. Matching Pay Budgets

When setting up Site Budgets you will notice the Cost Analysis Codes are sub-divided into 4 types.

Type 0 = General
Type 1 = Matching Pay Variance
Type 2 = Uncharged Stores.
Type 3 = Sub contractors on Worksheets

Any code entered as a type '1' will be used to calculate the Pay Variance in the Site Over/Under report. Payments through the payroll, but not to be set against the pay budget, must be Type 0, 2 or 3, whichever is applicable.
The different Cost Codes enables analysis into different types of expense.

6. BACS Reject Pay

Sometimes BACS rejects a payment and the employee needs to be paid the amount on the next pay run without deducting any further tax and N.I.

1. Setup a code for reject pay (8. Cost Analysis Codes)
2. Setup a Reject Pay Item (11.Pay Cycles), NOT Taxable or N.I.'able, as a net reimbursement.

7. Employee Leaving

Enter the leaving date in the employee '**Staff > Tax**' Tab. If the employees' leaving date is during the next pay cycle, their pay in the cycle will be for the whole period. Print the Anomalies Report from within the cycle and amend the pay for all employees with a leaving date during the cycle.

If the leaving date is before the first date of the cycle and the cycle has not been opened, the employee will not appear on the site when the cycle is opened.

When the Pay Cycle is 'Posted to History' the final routine rebuilds Regular Pay and will remove all employees with leaving dates. Do not put leaving dates in for staff leaving after the end of the current period, or that employee will also be removed from Regular Pay. Don't put a leaving date in for an employee if they are on other Sites.

Once the cycle in which the employee has left is completed, print a P45.

8. P32 & Small Employers Relief

P32 - The period analysis of Tax and National Insurance due to the revenue.
There is a flag on 'Setups> Setups& Defaults > Small Employers Relief' when set, this will automatically calculate the SSP / SMP otherwise add any amounts to be reclaimed for SSP or SMP, print this report and copy the information onto the P32. You may need to add several reports together if your payment period is longer than your pay cycle.

9. Student Loan Repayments

Student loan repayments are set up in the '**Staff > Attachments**' tab.
Select Type 99 and enter a start date.

10. Calculation Method

CleanLink uses the Exact Percentage Method to calculate NIC, when comparing calculations to other systems, e.g. Sage who use the Table Method, there will be discrepancies. The Inland Revenue accepts both methods.

New Payroll Checklist

Payroll must be set up correctly. Below is a checklist for a new payroll:

- Cycles correct and number of weeks in the tax year.
- Tax Tables up to date.
- Pay Items and Headings set up.
- Staff Defaults correct.
- Small Employer Relief flag set.
- Holidays Defaults correct.
- Bank Holidays set up.
- Staff on correct Cycle.
- Budget Method.
- Pay Date entered.
- Pay Sheet type.
- BACS type, Path and Folder set up.
- Pension Provider set up.
- Tax District / Ref entered.
- Payslips type.
- Enter Attachments types.
- Enter County Court/s.
- Access Rights granted.

P45s

- Batch print - 'Pay tab > G. Pay Reports > C. P45 Printing' button.
- Individual - 'Staff > P45' button.

When making pay amendments in the Site Summary, if the **'Last Time'** box is ticked a leaving date must be entered. This ensures Holidays are calculated; additionally the **'Leave Company'** box can be ticked. At the end of **'Pay to History'** these employees will be removed from Regular pay for the Site or ALL Sites if **'Leaving Company'** is ticked.

Batch print P45s from the **'Pay tab > G. Pay Reports > C. P45 Printing'** - P45s can be printed for all within a date range, if the **'Mark Staff as Left'** box is ticked, the employee will be made inactive, and the P45 cannot be reprinted except through Staff with show **'All'** and print individually.

You require the 'P45 (Laser Sheet)-3 part. For use from 6 April 20??' stationery if you are electronically submitting Part 1 or 'P45 (Laser Sheet)-4 part. For use from 6 April 20??' if you have less than 50 employee's and send a paper copy to the HMRC. These are available free from the HMRC Order Line.

http://www.hmrc.gov.uk/employers/emp-form.htm

Tel: 08457 646646.

Payroll Year End Checklist

BEFORE OPENING ANY PAY CYCLES FOR THE NEW TAX YEAR go to 'Before Starting New Tax Year'

Before the Tax Year End you will receive an update CD, this is a mandatory update and must be installed **before the Year End Procedures are performed.**

In each year different specific instructions will be included, but generally the following is required:

End of Tax Year Checklist (for electronic filing see page 63)

1. Run the Staff Audit Report – Go to 'Pay > F. Check Staff'. This report will list irregularities on Staff and Company data – This needs to be corrected BEFORE P14/P60's are produced. This report can be run at any time throughout the year. It is advisable that this is done as early as possible, ideally during February. DO NOT leave the corrections or errors to the year end.

2. Order P14/P60 stationery. Last years' forms will **not** do.

3. Order "P14 (LaserSheet-Portrait) (20??-??)" they come as 3 part sets. If you are doing Electronic Filing you only need to order Laser P60's. These only come in Portrait form.

4. Complete ALL Pay Cycle(s). **FOR THE CURRENT TAX YEAR.**

5. Create P14/P60 History File.

6. Print P14/P60's (this can be left until later if necessary).

7. Print P35 Continuation Sheet.

8. Ensure you have read the section in the Inland Revenue Employers Help Pack relating to Year End Procedures.

Before Starting New Tax Year

BEFORE OPENING ANY PAY CYCLES FOR THE NEW TAX YEAR:

(No. 2 (below) must also be done for users starting Payroll.)

The disk you installed before performing the Year end Tasks included the Tax and N.I. tables for the new tax year. Go to 'Main Menu > Setups > 18. PAYE, NI & Staff Setups > PAYE & NI Parameters' and check the tables are correct.

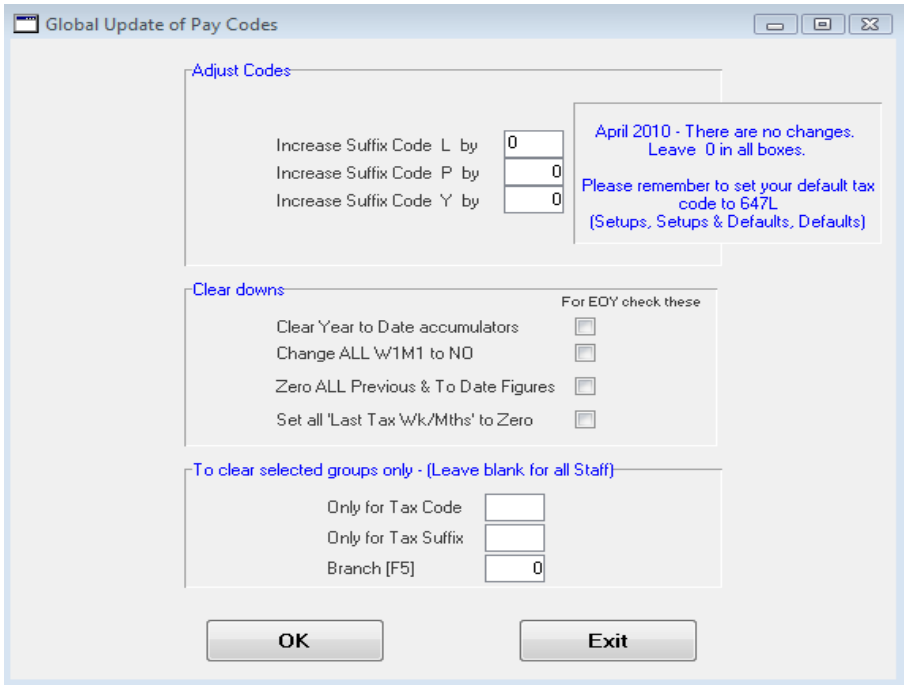
As each year is different, specific instructions will be included, but generally the following is required:

1. Ensure you are using the correct version of CleanLink and the new Tax and NI tables are present.

2. Update Tax Codes and Clear Down.

   Go to the 'PAY > E. YEAR END AND UPDATES> Update tax codes and clear down'.
   Adjust the tax codes as specified by the Inland Revenue.
   In the 'Clear Downs' box (the middle section of the screen) check all 4 boxes – this is **VERY** important, it changes all:

   - Wk1/M1 to 'No'.
   - To Date figures to Zero
   - Sets all last tax Wk/Mth to zero.



9. Change the Default Tax Code to **???L** in 'Setups > 2. Setups and Defaults > Defaults'. All new Staff will have this code assigned, unless you enter something different.

Electronic Filing

(Current for the 2008/2009 Tax Year)

1. Register with HMRC.
2. Enter Internet Parameters.
3. Finish ALL Pay Cycles
4. Check Staff.
5. Create P14 File.
6. Create XML Transmission file (P35).
7. Send.
8. Check response has been received.

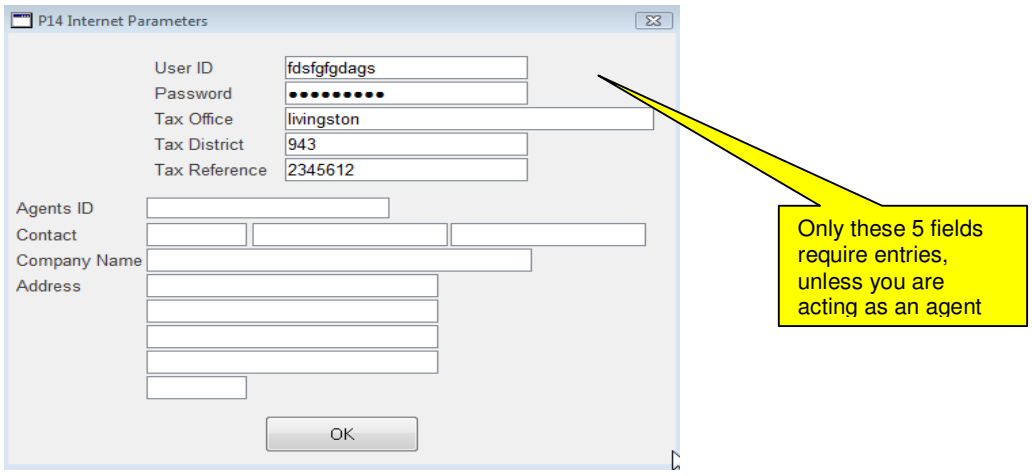
1. Register with HMRC.

You must register with the HMRC and be issued an Activation PIN, when activated you will have the necessary User ID and Password. (Last year's registration is still valid; you do not need to re-register).

2. Enter Internet Parameters.

Go to 'Setups / 18. PAYE, NI & Staff Setups / Internet Parameters'

In the example below the Tax District Ref is 943/2345612:



3. Finish ALL Pay Cycles

All Pay cycles must be completed and Posted to History.

4. Check Staff. (See page 60)

Run the Staff Audit Report – go to 'Pay > F. Check Staff'. This report will list irregularities on Staff and Company data – this needs to be corrected BEFORE the P14/P60 file is produced. This report can be run at any time throughout the year, so you need not leave the correction of errors to the year-end.

5. Create P14 File.

Go to 'Pay > E. Year End and Updates > A. Create P14/P60 History File'. This may have been done in the Year-end routine. It's OK to do it again it will just overwrite the original – BUT if you have made manual changes these will be lost (The P35 details in 6. below will remain).

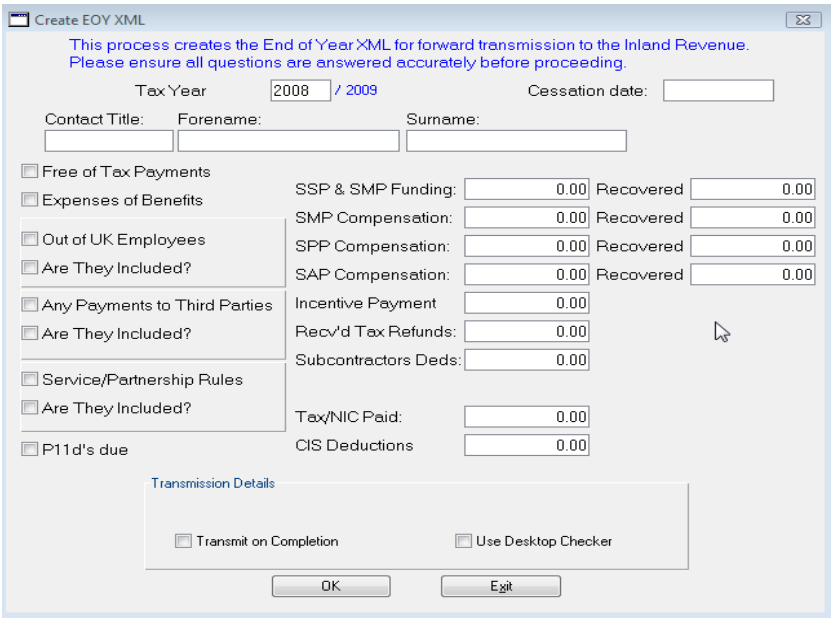
If you have some staff i.e. Directors who have been paid outside of CleanLink you can manually add them into the Transmission through 'M. P14 Alteration'.

Important – only one transmission to the Revenue is permitted so ensure any information needed from your accountant has been manually entered onto the system.

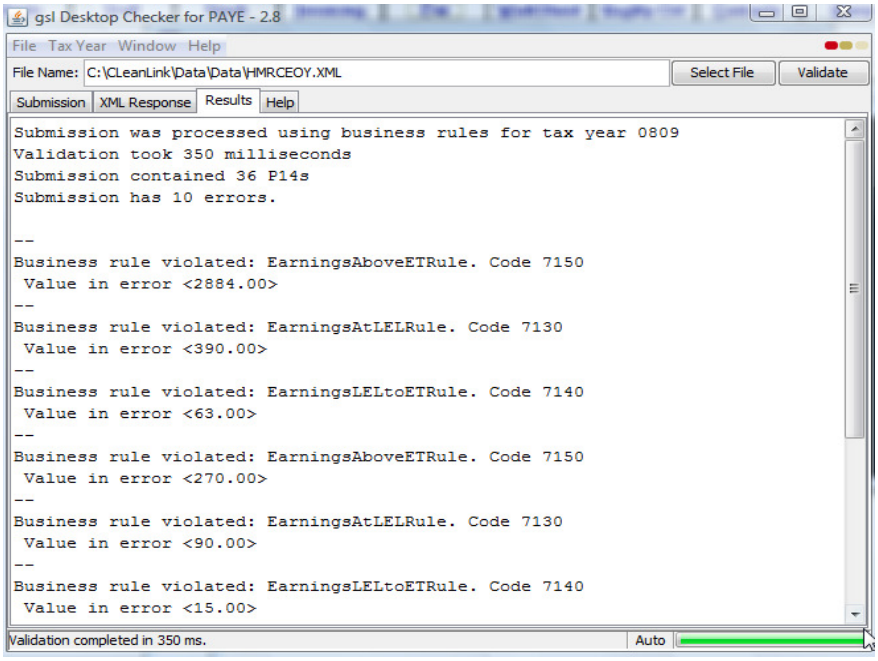
6. Create XML Transmission file (Electronic P35).

You will need to enter some information on the transmission form, an electronic P35; this can be done at anytime, as the form will hold entries as you collect the necessary information. When complete you can send or go to 7 below and send.

Create XML Transmission file (Electronic P35) Screen:



Tick the Desktop Checker option above which will check for any errors before transmission.



Select the Validate button once you have entered the file path correctly to where your HMRCEOY file sits

7. Send.

If you have not transmitted from 5 above or it is necessary to resend, go to 'J. EOY Transmission'

8. Check response has been received.
Through 'K. EOY History' you can see a log of Transmissions. Check HMRCREPLY for errors.

Advanced Payroll Options

- **Controlling pay budgets over more than the current period**.
- **Partial Calculation**

Controlling pay budgets over more than the current period.

This control is useful if junior staff or staff at remote branches enter the pay amendments. It provides a more stringent budget control. Payment is prevented to staff, if the amount takes the whole site pay for this period and the number of previous periods over budget, e.g. the site budget is normally £100 per period but on the last 2 periods you had only paid £90 per period, the operator would be allowed to pay £120 on this period. If the total Site pay for the last two periods had been £110 per period, then only £80 could be paid this time.

To go over budget you would require the operator to enter a special password (a bit like a checkout person in a supermarket having to call a supervisor to alter an amount).
Note -The check for Over Budget is only carried out if the amount is changed and is higher than the original figure. No check is carried out if the amount is reduced but still over budget.

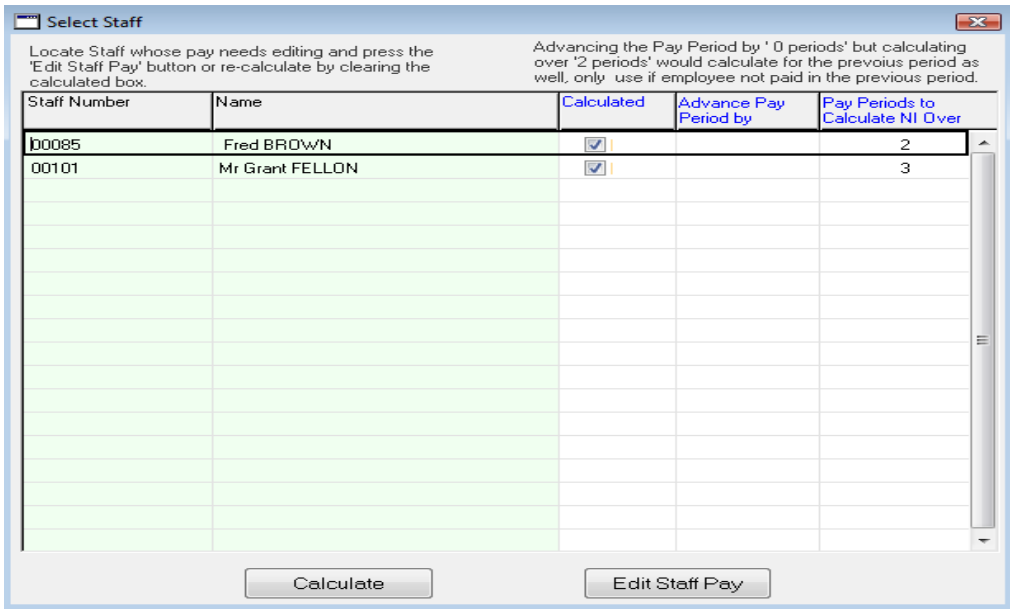
This feature could also be used to report over budget for multiple periods (In a Pay Cycle **'10. Reports / K. Multi Cycles Over Budget Report'**).
Leave the Over Budget Password blank and you will not be bothered with the Over Budget screen each time.

Go to '**Setups / 2.Setups and Defaults / Over Pay Budget button**'.
Enter the number of back pay periods, excluding the current period, you want the check over.
Enter the password to override the budget control.

Partial Calculation

This is useful if you have several thousand staff and just need to re calculate one or two. With less than a thousand staff it is just as quick to use the reset button on '7. Calculate' screen.

Calculating over more than one period for advance pay or spreading NI, is also done from the Partial Calculation screen by entering the number of periods in the far right column e.g. where a starter has back pay.


Select Staff
Locate Staff whose pay needs editing and press the 'Edit Staff Pay' button or re-calculate by clearing the calculated box.
Advancing the Pay Period by ' 0 periods' but calculating over '2 periods' would calculate for the prevoius period as well, only use if employee not paid in the previous period.
Staff Number
Name
Calculated
Advance Pay Period by
Pay Periods to Calculate NI Over
00085
Fred BROWN
2
00101
Mr Grant FELLON
3
Calculate
Edit Staff Pay

Pay and Budgets

There are 3 Ways to balance Pay to a Budget:

1. **Regular Pay** as entered on a Site or through Staff working on a Site. CleanLink will calculate number of days and which days of the week are used to arrive at an accurate budget for the Pay Period (Cycle).

2. The **Fixed Amount** entered in Budgets.

3. **Contracted Hours** entered on the 'Contracted Hours' Site screen can be automatically added to 'Budgets' with a 'CONTHOURS' Cost Ref. By ticking the 'Update Budgets' box. The Monday thru Sunday rates in 'Contracted Hours' will be used as the Pay Cycle budget figure. CleanLink will calculate number of days and which days of the week are used to arrive at an accurate budget. Any amount in MISC will be excluded.

   If there are no Contracted hours entered for a Site or the 'Update Budget' is NOT ticked the **Fixed Amount** will be used.

The Budget method is triggered from:
Setups >11.Pay Cycles >Budget Types.

R= Regular Pay
B= Budget Figure
C= Contracted Hours

Pay Crib Sheet

1. Enter new employees and attach to Sites.

2. Add SMP, SSP and Attachments (this can also be done after opening the Cycle, but **BEFORE** calculating).

3. Open Pay Cycle (this creates a new set of Cycle files for this period from Regular Pay).

4. Run report **'10. Reports > M. Holidays in Period'** and check if any staff with Holidays entered in advance require adjusting (See Creating Forward dated Holidays).

5. Make amendments. The easiest way to give Holidays is from the Hours screen, press F5 on the Rate 1 column, or from the Staff at Site screens **'Holiday'** button.

6. Calculate. (You can calculate as many times as you like)

7. Browse Calculation – look for any coloured symbols at the end of each line, they are explained on the screen. Look at these employees thoroughly and ensure you are happy with the adjustments that have been made.

8. If alterations need to be made go to **'7. Calculate > Reset'** make the alterations and then Re Calculate by **'7. Calculate > Calculate'.**

9. At this stage you can print reports send the BACS and print Payslips. Then wait until the staff have received their pay, if any alterations need to be made go back to 7 above and reprint the necessary payslips. (Other reports can be printed to give control figures, but if you recalculate you MUST redo reports.)

10. If you need to calculate over more than one period, go to Partial Calculation and enter 2 (for two periods) in the 'Pay periods to Calculate NI over' column, leave the 'Advance Pay Period by' column blank.

11. From Reports, within the cycle run through the **'Routine Functions' 1-8.**

12. Reprint any reports if you have recalculated.

13. When pay is completed, and before opening the next cycle, close the current Pay Cycle by **'9. Post to History'** this is when all the temporary cycle files are written to the Staff files and history. Do not close the payroll until Staff have received their pay, then, if any alterations arise, you can still recalculate and correct the current period. After posting to history P45s will be available.

Note

- Sites will **NOT** be included in Pay if the Termination Date is before the period.
- Sites made inactive after the pay is opened will not be paid; A 'Gross Error' will show on calculating and on the Anomalies report. These staff should be deleted from the site in the Cycle.
- Sites with Termination or Start Dates during the period **WILL** be included with **FULL PAY** but will have a flag saying '**Stops 01/01/06**' or '**Starts 01/01/06**' you must make any amendments.
- Closed periods during the period **WILL** be included with **FULL PAY** but will have a flag saying '**Closed 01/01/06 – 01/01/06**' you must make any amendments.

- Staff with leaving dates before the period, will not be included. Staff with leaving dates during the period **WILL** be included and CleanLink will automatically calculate the days due paid to them, using their regular hours and leaving date.

- Leaving dates will be marked as 'Leave Date' in '8. Browse Calculation' whether in the period or in the future.

- Any changes to Staff Tax Codes, W1M1, Last Week No., Previous and YTD Figures or new bank details, will be used on the NEXT CALCULATION / RE-CALCULATION, even if the calculation is within the current cycle**.** Ensure any changes made are required in the CURRENT Cycle or wait until the Cycle is Completed**.** Changes to Regular Hourly Rates are not used until the next cycle is opened.

Holiday Pay

Setups:

A. The number of day's holiday.
B. Accrue Holidays on ALL or Regular jobs only.
C. Print Holidays Accrued on Payslip's (Full Page only).
D. Defaults- that new Staff inherits.
E. Days worked on Site.
F. Auto Bank Holidays.
G. Pay Items that will accrue Holidays.
H. How to calculate Payment.

Process:

I. Paying Holidays.
J. How Accruals are calculated.
K. Clearing Holidays (EOY clear down)
L. Adjusting Staff's Accrued Holiday amounts.
M. Accrued holidays 'don't look right'.
N. Floating or Irregular Staff.
O. Forward Dated Holidays
P. Retrospective Holiday Pay.
Q. Taken Report.

Holidays must be as per your Terms of Employment, and be fair and consistent. A good place for information is ACAS http://www.acas.org.uk and Search for Holidays.

Holidays in the cleaning business, with staff on different sites at different times, can be very complicated. CleanLink tries to help you by recording days and amounts, site by site, and you can choose what constitutes a holiday payment.

All Holidays are entered manually. **No** holidays are paid automatically, unless you opt to automate Bank Holidays.

A. Setup the number of day's holiday.

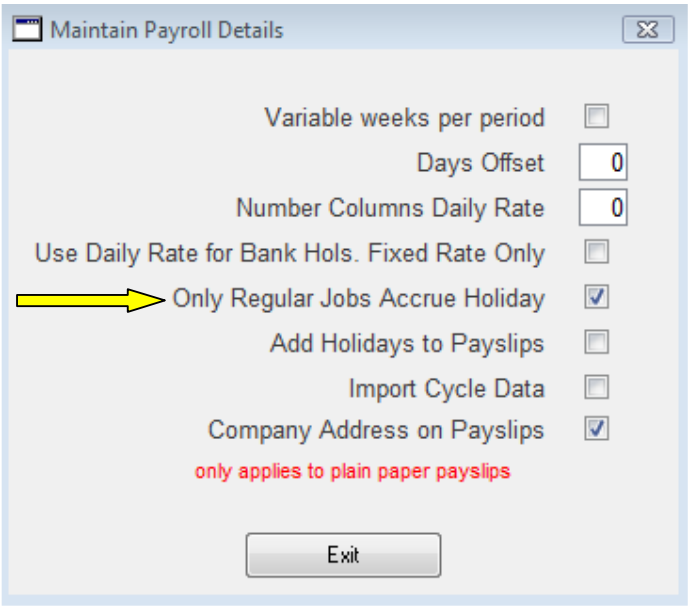
Take the standard 20+8 days holiday allowance: Decide whether the holiday days total includes or excludes Bank Holidays. To answer the employees question 'How many days holiday do I have left?', it is best to use '**Exclude Bank Holidays**' and make the number of days holiday 20.

By setting up Staff with 20 Days Holiday and making the field 'Inc Bank Hols in Days Taken' ='No', the new field 'Days Outstanding' easily shows the number of days holiday still to be taken. (Note – bank holidays are still added to the 'Holiday Log' tab and shown on reports when paid.)

Change the default in setups to reflect the above. 'Setups >2.Setups and Defaults >Holidays' tab. All new employees will inherit the defaults. See **D.** below

To include Bank Holidays see the following section 'F. Auto or Manual Bank Holidays'.

B. Setup to Accrue Holidays on ALL or REGULAR jobs only.



From the 'Main Menu > Setups > 11.Pay Cycles > Details' button there is a tick box 'Only Regular Jobs Accrue Holiday'. If this is NOT ticked, ALL jobs will accrue holiday. Irregular or roaming Staff can be individually overridden on their Staff record Holidays tab.

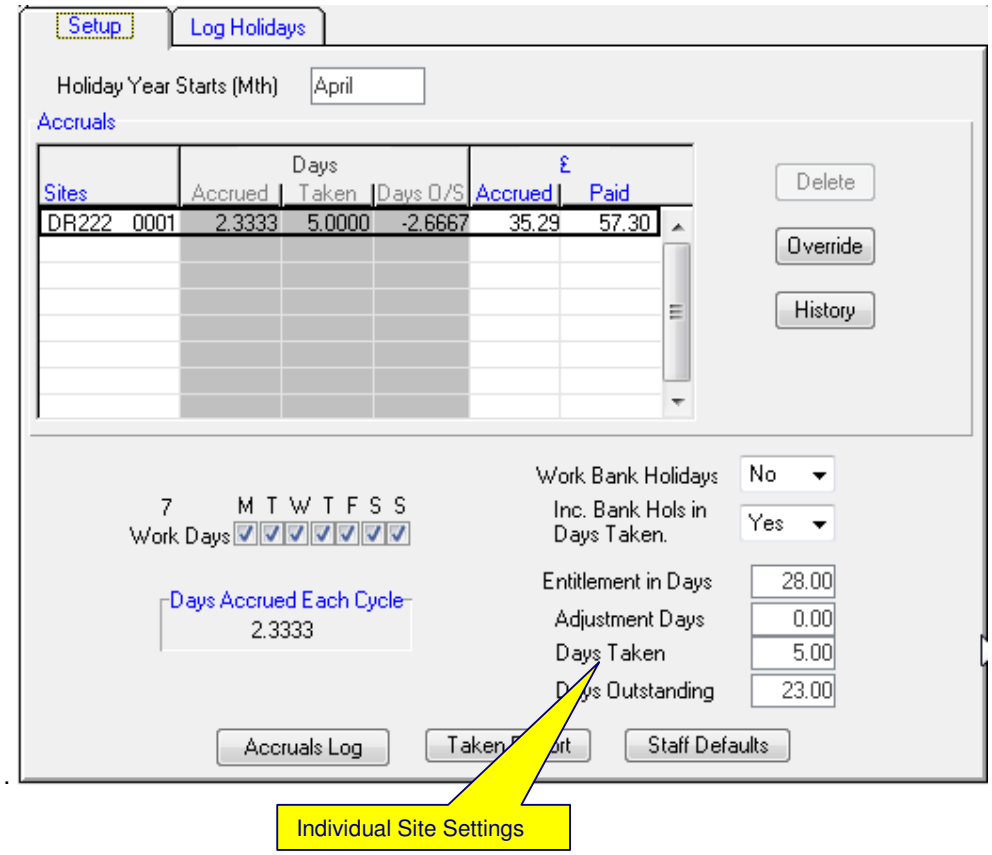
C. Setup to Print Holidays Accrued on Payslips (Full Page only).

From the 'Main Menu > Setups > 11.Pay Cycles > Details' there is a tick box to 'Add Holidays to Payslips'. If this is ticked, accrued, taken and outstanding holiday will appear on the payslip, site by site.

D. Setup Defaults- that new Staff will inherit.

When a new employee is entered onto the system they will inherit the defaults set up for the company. To set the company defaults 'Main Menu > Setups > 2.Setups and Defaults > Holiday' tab. Defaults for an individual employee can be changed: 'Staff > Holidays' tab.

The way Accruals are Setup for **Individual Sites** determines the figures used in **ALL** calculations. This allows for instances when different sites work a different number of days a week.



Holiday Adjustment - This field is used to adjust the amount of day's holiday received without changing the annual entitlement. The main use of this is for pro-rata holiday allocations in the first year, i.e. if some is entitled to 20 days and joins half way through the holiday year then this field would be set to minus 10. The field can also be used for additions (i.e. carry forwards on TUPE transfers). Currently this data is manually set. The data is set to zero during the 'Year End, Clear Holidays' routine.

E. Setup Days worked on Site.

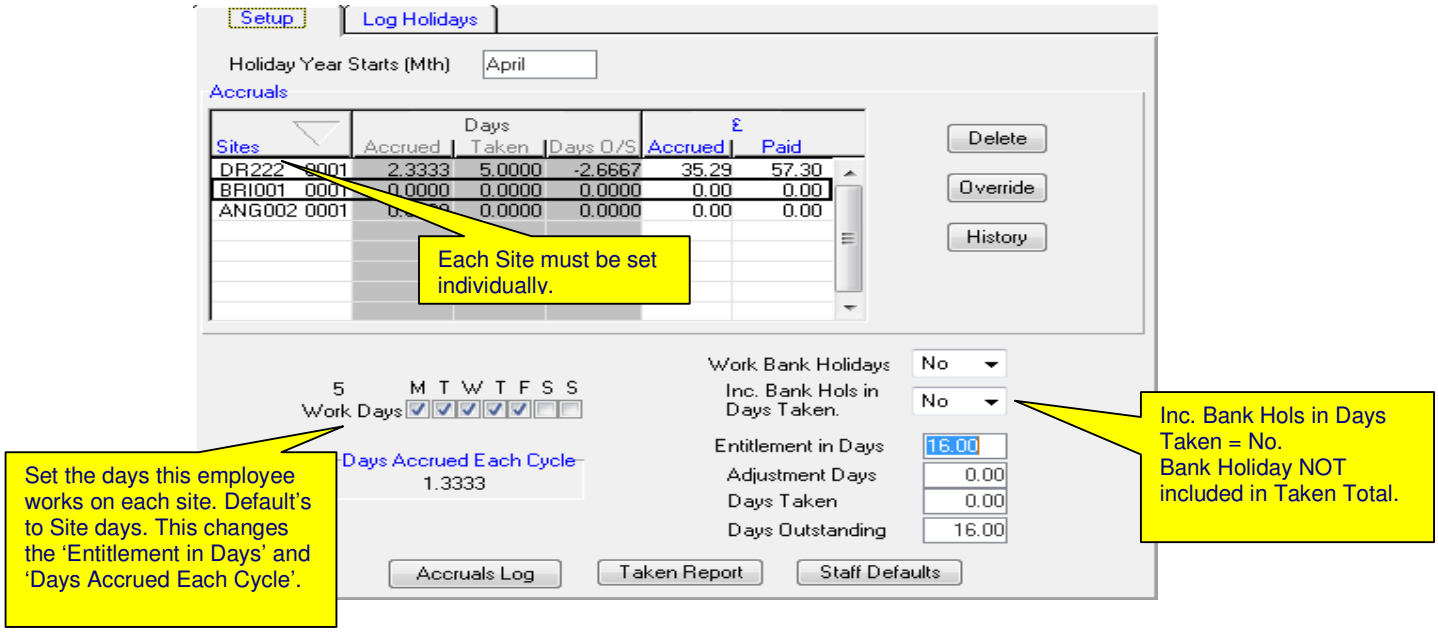
From the 'Main Menu> Staff> Holidays' tab**.** See the area of the screen headed 'Accruals' this shows all the Sites this employee has worked on. The details below relate to the site surrounded by the thick black line. **This is the most important part; as each Site is handled individually, these are the figures that are used for each calculation.**

If Bank Holidays are included in the annual entitlement, the day's money will show on the pay slip as 'Bank Holiday(s)'. A full days holiday pay will be paid, even if the accruals to date are not great enough. The Holiday Pay record will show negative figures until enough entitlement has been reached to cover the amount paid. This allows you to pay the full weeks money when there is a Bank Holiday in the week, and hopefully stop a lot of phone calls as to why the Bank Holiday was paid at less than the daily rate.

Below are 3 examples of different setups:

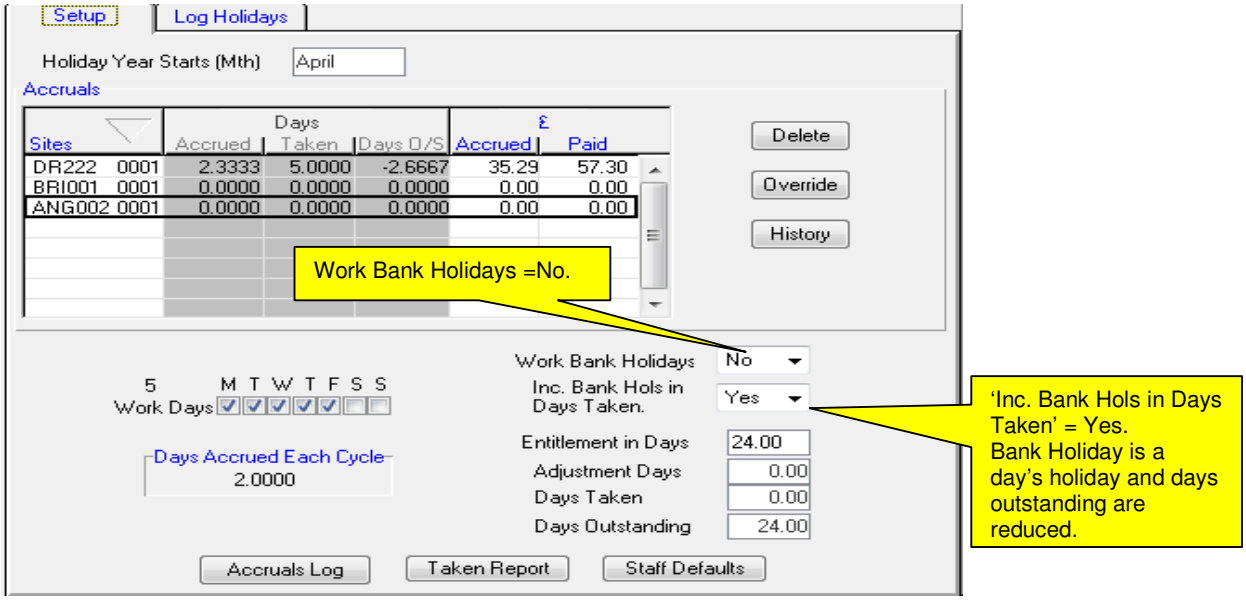
1. 16 Days Holiday.

In this example Bank Holidays are EXCLUDED in Taken Days.



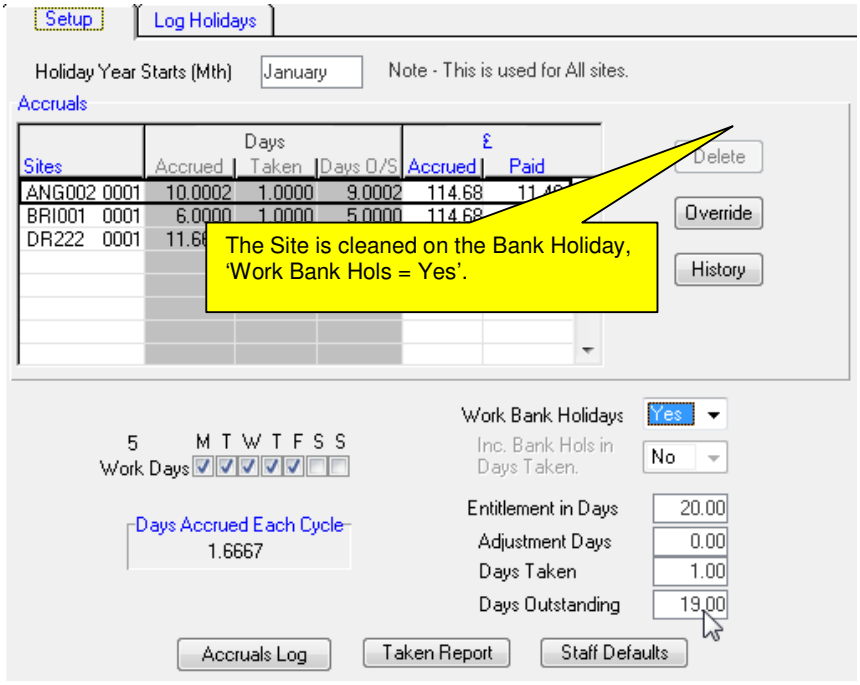
2. 24 days holiday with Bank Holidays included (16+8)

In this example bank holidays will be INCLUDED in Taken Days.



3. Employee works Bank Holidays.

In this example 'Auto Bank Holidays' will NOT be processed because they work on Bank Holidays:

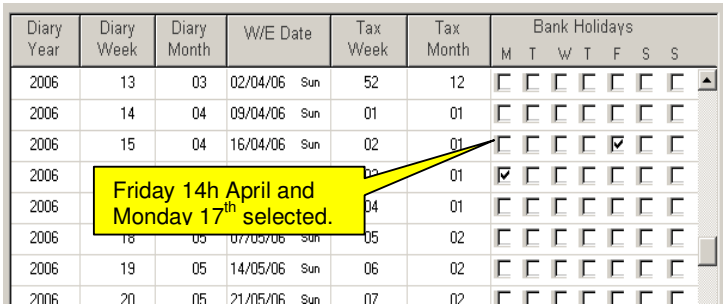


F. Setup Auto Bank Holidays.

To pay Bank Holidays automatically:

- Flag Date in Diary as Bank Holiday
- In Staff record ensure 'Work Bank Holiday = NO' for each site. As shown in E. examples 1 and 2 above.

Flag Bank Holiday days from 'Main Menu > Setups >15. Diary Dates'.



Tick any day you want to be treated as a Bank Holiday. This will create an entry in every Staff's Holiday Log for each Bank Holiday. The Bank Holiday will only be applied if the days worked on site and the site settings call for it to be paid. See 'E. Days Worked On Site' above. By un-ticking a Bank Holiday it will be removed from each Staff's log and New Staff added after ticking a Bank Holiday will inherit ticked bank holidays. Both of these procedures must be done BEFORE a Pay Cycle is opened.

G. Pay Items that Accrue Holiday Pay.

You need to decide which Pay Items accrue Holiday Pay. Regular Pay and Holiday Pay should accrue holidays.
It is your decision if Overtime, Cover, Towels etc are included. Holidays are accrued by ticking the box in 'Main Menu > Setups > 11. Pay Cycles > Pay Items > Select Item > Use to Calculate Holiday Pay'

H. How to calculate Payment.

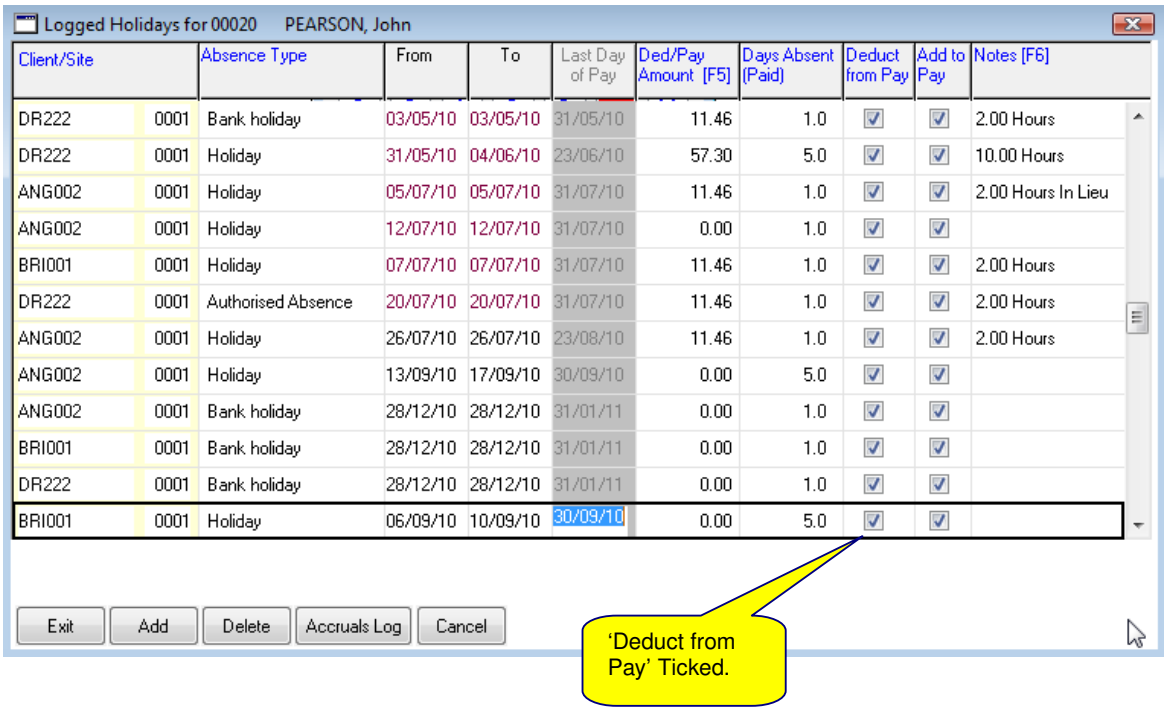
There are 3 ways to calculate the amount to pay:

1. Daily Rate (which you must maintain) normally for Fixed Rate Pay.
2. Last 12 weeks / 3 months average. 'Staff > Average Pay' button.
3. Accrued amount.

I. Paying Holidays

Before the cycle is opened:

Go to 'Staff Holiday Tab > Log Holidays' – Do an Add and double click on the Client box and choose Site they are taking holiday/absence from. Double click on the 'From' date field and pick the first day of absence, then do the same for the 'To' date. Make a note in the 'Notes' field if required on the payslip. Bear in mind the settings of the tick boxes with reference to the type of absence you are entering. They should already be set to their correct defaults in 'Setups'.



REMEMBER: By default – the box 'Remove Cycle Hours' is ticked – this means regular pay is removed for Holiday days. If you want to pay Holiday Pay in addition to Regular Pay un-tick the box AND enter an amount and number of days. This is could be used when you owe back Holiday pay.

Salaried Staff on Fixed Rate pay.

Salaried staff on Fixed Rate will be paid their normal pay unless an amount is entered in the holiday pay box. Entering an amount in the Holiday Pay box will result in that amount being paid in addition to the normal pay unless the Deduct from Cycle Pay box is ticked. The holiday payments appear on payslips.

When the cycle is open:

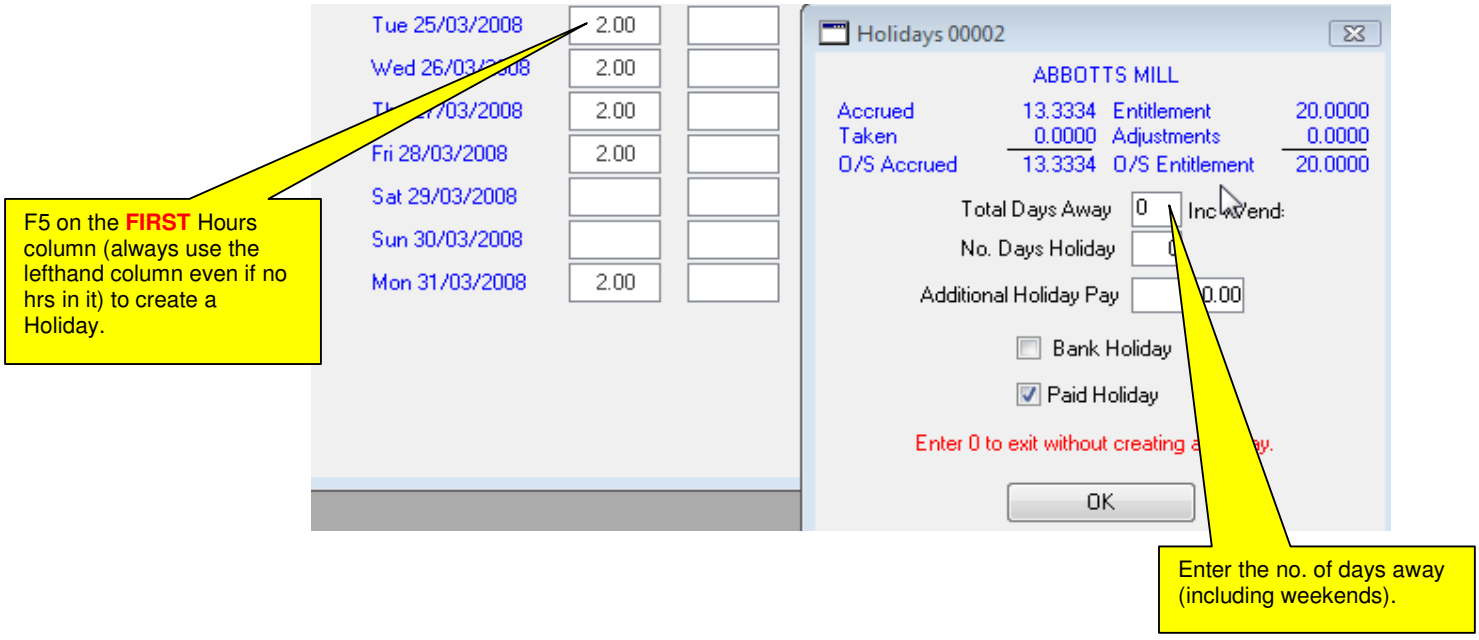
THE BEST METHOD OF ENTRY:

Go into the Pay Cycle and by using either '1.Site Summary' or '2. Pay by Staff', select the employee and go to the hours screen, press F5 in the Rate 1 column on the first day of the holiday (even if there is no Rate 1 pay for that day). A holiday screen will appear – complete all boxes as required. This will create an entry in the Holidays Log with date(s). If the days are not consecutive or you do not want to log weekend dates make several single entries.

If an employee is working on multiple sites it is probably easier to go to '2. Pay By Staff' Select the employee and press the 'Holiday' button on the bottom Right of the screen.

If you leave the side panel blank, normal pay will be removed and put in as Holiday pay. The normal days worked will be logged as Holiday Days. If you want to pay a specific amount for each site. Enter the amount and the No. of days in the side panel for each site.

REMEMBER: By default – the box 'Remove Cycle Hours' is ticked – this means regular pay is removed for Holiday days. Note: If any amount is entered in the Side Panel it will override the amount calculated through Holiday Pay.



To change the days or money, just modify the figures.

To delete a Holiday use the 'Delete' button. This will remove the holiday from all sites. To remove a holiday from an individual site – click on the Site on the Sites Side panel – select the Site and remove the 'Paid Days Away' and 'Holiday Pay'.

Then click on the 'Remove Site' button (you can only remove a single site by zeroing the days and holiday Pay). If the Holiday is already in the cycle it will be removed.

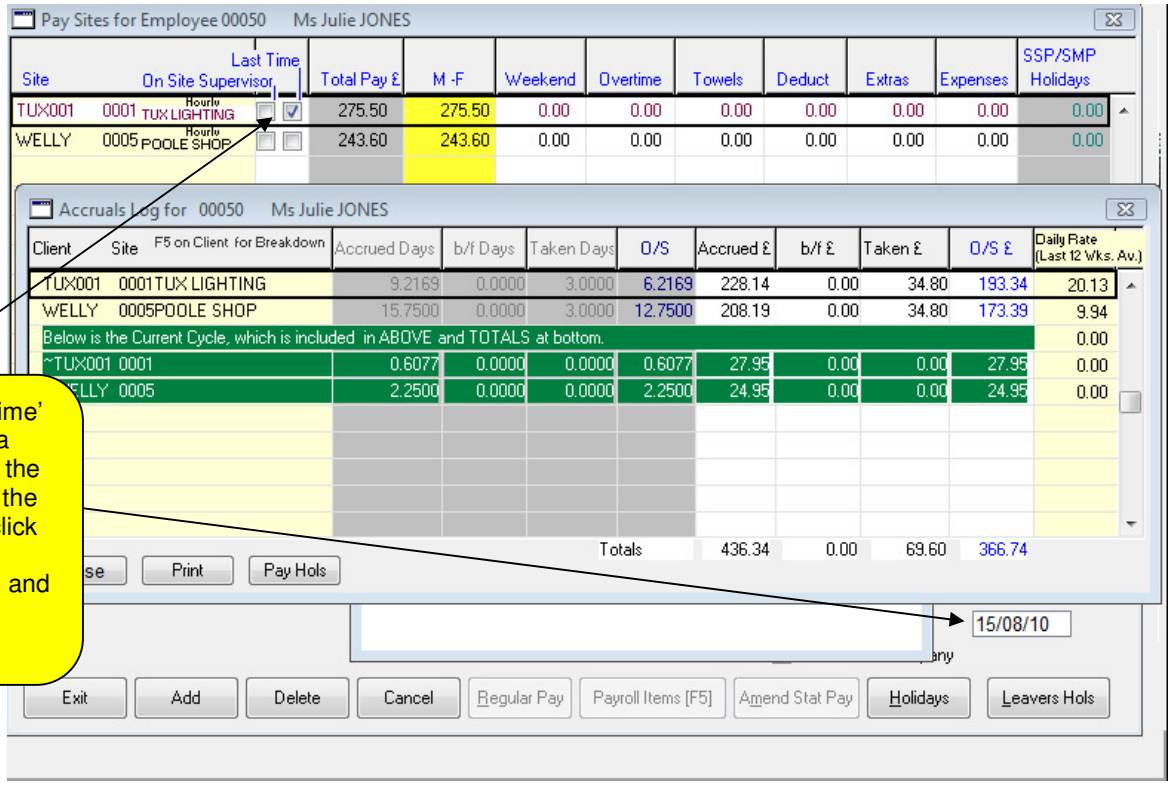
We allow accrued holiday minus taken holiday to be negative. This is necessary, because, if you pay Bank Holidays at the full day rate and the employee hasn't accrued enough money to cover, the amount owed will be negative until enough money has been accrued.

To see the accrual position at any time press the 'Accruals Log' button on the Holiday tab. This will list all Sites and include any open cycle.

You cannot enter Holiday directly in Column 8.

Leavers Holiday

CleanLink will calculate holiday pay due to staff that are leaving. Clicking on the tab 'Leavers Holidays' in the Pay Sites for Employee screen will show how much holiday has accrued, how much has been taken and how much pay is due for any excess. The 'Pay Holidays' tab will add the cash amount to the leavers pay.



Tick the 'Last time' box and enter a leaving date at the bottom right of the screen. Then click on 'Leavers Holiday' button and press the 'Pay Hols' button.

For each site being left, tick the 'Last Time' box, enter the leaving date in the 'Last date at this Site' box, then press the 'Leavers Hols' button. This will pay out the balance of the holiday due as shown in the O/S £ column for each site ticked. If the employee is completely leaving the company ensure you tick the 'Mark as left Company' box.

J. How Accruals are calculated.

Calculation of Days is relevant to all three methods of payment, but the money amount is only relevant to '3.Accrued amount'. See 'C. Decide on method of payment.'

As an example - take an employee with a 5 day a week job, entitled to 20 days holiday a year which includes Bank Holidays. Paid every two weeks

An employee earns £200 in a 2 week cycle. Therefore daily rate is £200 divided by 10 (days worked) = £20. Multiply £20 by .7692 (days accrued per cycle) = £15.38 amount accrued per cycle.

All Holiday Pay should be accrued over 52 weeks, so the 'HOL' and 'BHOL' Pay Item code should also be ticked for 'Use to calculate Holiday Pay'.

Monthly Paid Employees - An average of 4.33 weeks worked each month. So if the site is worked 5 days a week they will accrue 1.6667 days per cycle.

An employee earning £100 a week on a monthly cycle earns on average £433.33 per month. The amount of holiday pay accrued is:
100 divided by 5 x 1.6667 = £33.33 per cycle.

K. Clearing Holidays (EOY clear down)

This must only be used to completely restart the Holiday Year, for all employees.
From the 'Main Menu > Pay > E. Year End and Updates > 5. Clear Holidays' can be used to clear b/fwd or to COMPLETELY CLEAR ALL holiday accruals (to start again). CleanLink automatically does a 'Holiday Year End' at the end of each Staff's holiday year.
The setups, Days per year, Work Bank Holidays etc. are held, but all accruals are cleared.

L. Adjusting Staff's Accrued Holiday amounts.

From the 'Main Menu > Staff > Holidays > Setup' tab and on the bottom table 'Accrual for Individual Sites' on **EACH** Site that requires adjusting press the 'Override' button and adjust as necessary.

M. Accrued holidays 'don't look right'.

Check the individual accruals from 'Main Menu > Staff > Holidays' tab go to the table of Sites at the bottom. On each Site, press 'Ctrl + L' for a cycle-by-cycle breakdown log.
If necessary you can change the accrued/taken amounts by pressing the 'Override' button.

N. Floating or Irregular Staff.

If Staff work on numerous Sites for just an hour or two it is going to be unwieldy to use individual Site Holiday Pay. You will have to do it manually. We suggest you set up an additional Site 'Holidays' as this keeps all holidays in one place, then through the Staff Holiday Log, pay the days and amount required against this Site. Here you can monitor amounts and days paid. Use the Employee Default to store the number of days due etc. as there will not be a Regular Site.

O. Forward Dated Holidays

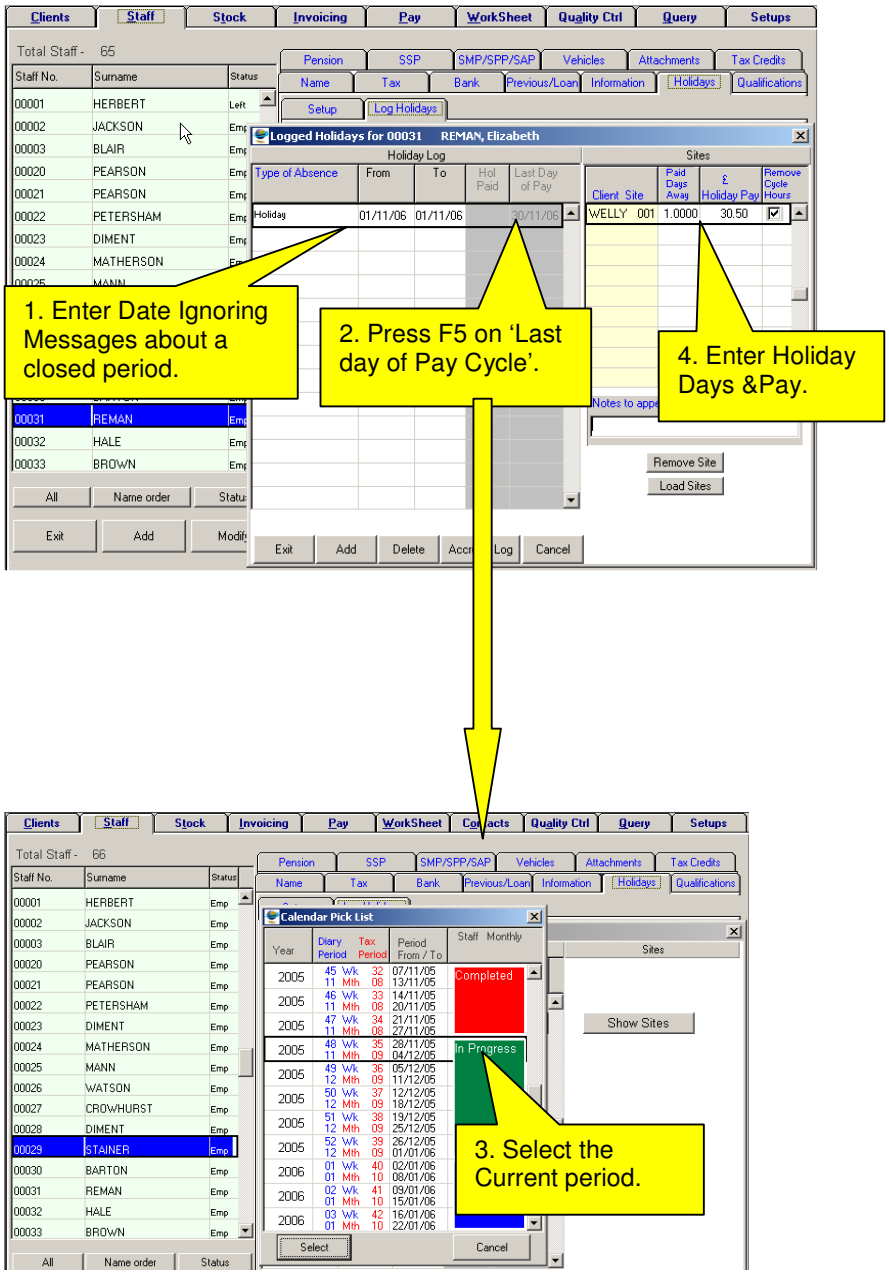
From the 'Main Menu > Staff > Holidays > Log Holidays'

Enter the dates for the holiday, unless you want to pay **ADDITIONAL** amounts, leave the Site side panel **EMPTY,** don't even click on it. If you have mistakenly added Sites to the Side Panel delete them. At this stage we can't be sure that this staff member will still be working on the Site(s), when the Pay Cycle is opened. Every Site they are currently working on will have their normal pay removed, and paid as Holiday pay.

It is good practice after opening the Pay Cycle to run the report '10. Reports > M. Holidays In period' and check holidays entries.

P. Retrospective Holiday Pay

From the 'Main Menu > Staff > Holidays > Log Holidays'



Q. Taken Report

In addition to showing holidays taken since a date this report also lists all future holidays entered into the system. If Bank Holidays are not included in the days taken, select 'All Absences'. For a list of all staff holidays booked in the future go to Pay/Pay Reports/K. Staff Holiday Report.

R. Bradford Factor Report

Bradford Factor – A new report has been added to the Pay Reports menu. This report scans all staff calculating the Bradford Factor based on the last 12 months absence. The sick absence is taken from the SSP history; other absences are taken from the holiday/absence log. The absences to be included are set up via the Setups, 18. PAYE, NI & Staff Setups, Absence Types.

In Year Electronic Filing

The electronic filing of P45/P46's is compulsory for companies with more than 50 staff from April 2009.

The P45/P46 in year filing is in two stages. Stage one is the collection of data and stage 2 is the transmission of this data to HMRC.

Data Collection

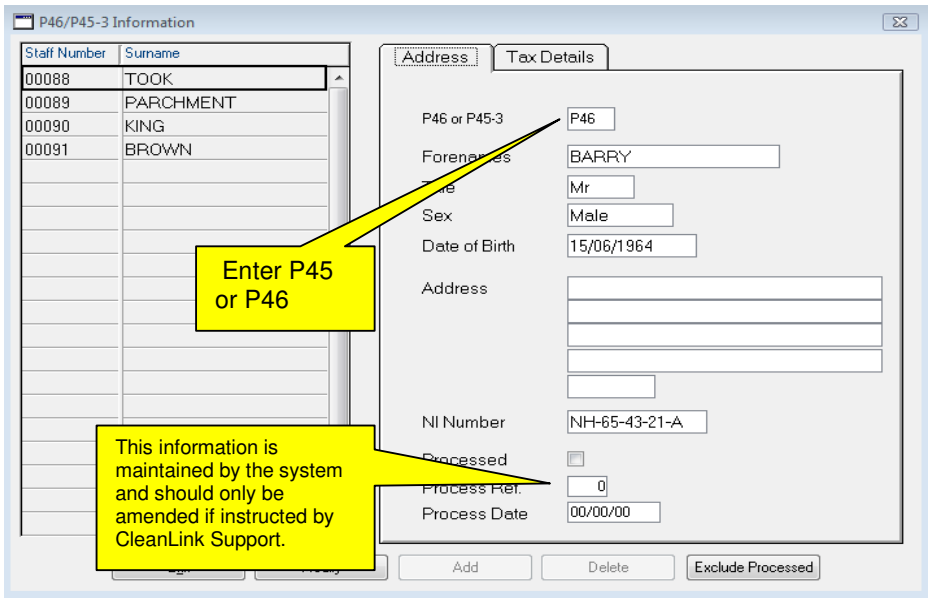
Leavers P45's – As it is still necessary to print a P45 to give to the staff leaving, CleanLink updates the *in year movements file at the time of printing the P45* and no further action is required.

Starters P45/P46's – These are entered in two ways, either when adding staff via the staff tab or if CleanLink Mobiles are in use, via the new staff feature on the mobile.

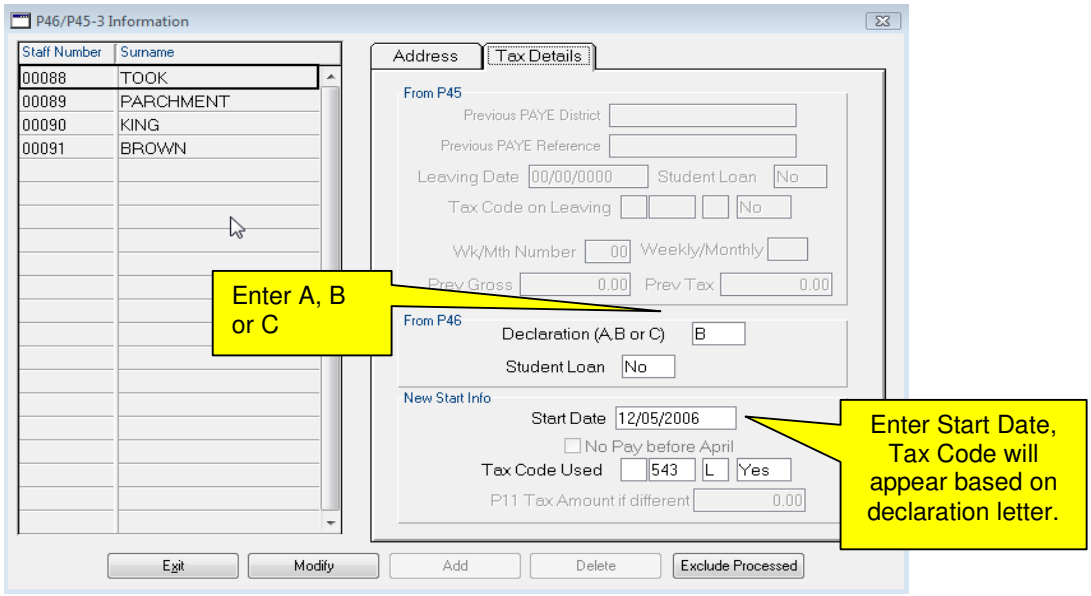
Adding new staff via the staff tab - When entering staff at the time the save button is pressed the P45/P45 data entry program is invoked. I would recommend that after entering the first screen of data (or as a minimum after entering the Surname and Forename) the save button is pressed and the P45/P46 data entered.

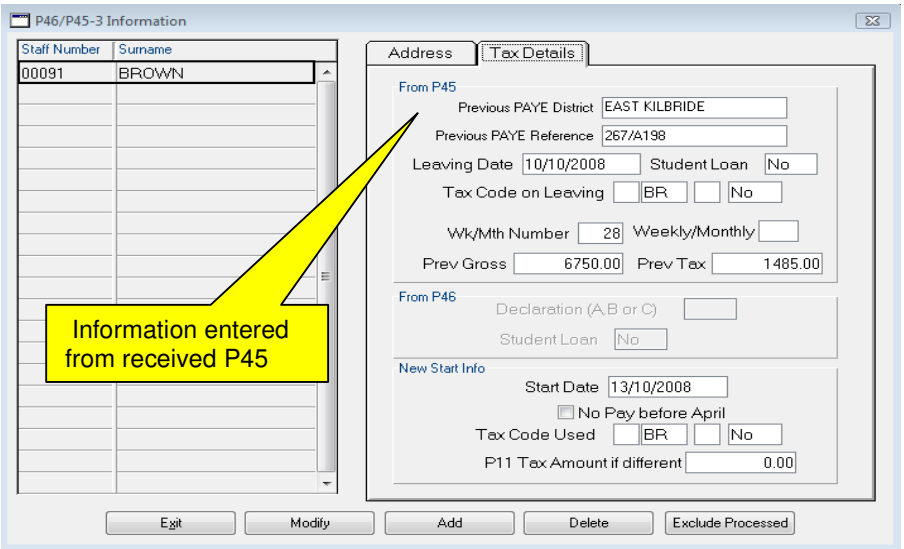
Data entered in the staff record is carried forward to the P45 /P46 entry and any data entered via this screen is transferred back to the staff record. By entering the details via the P45/P46 screen the starting Tax Code is automatically set.

The first field to be entered is either P45 or P46, once this has been entered then any address data not already entered can be added, followed by the NI Number, which is validated for a correct prefix and suffix.



Following these entries the tax tab is selected. The appropriate fields for either the P45 or P46 are displayed and entered as shown below.





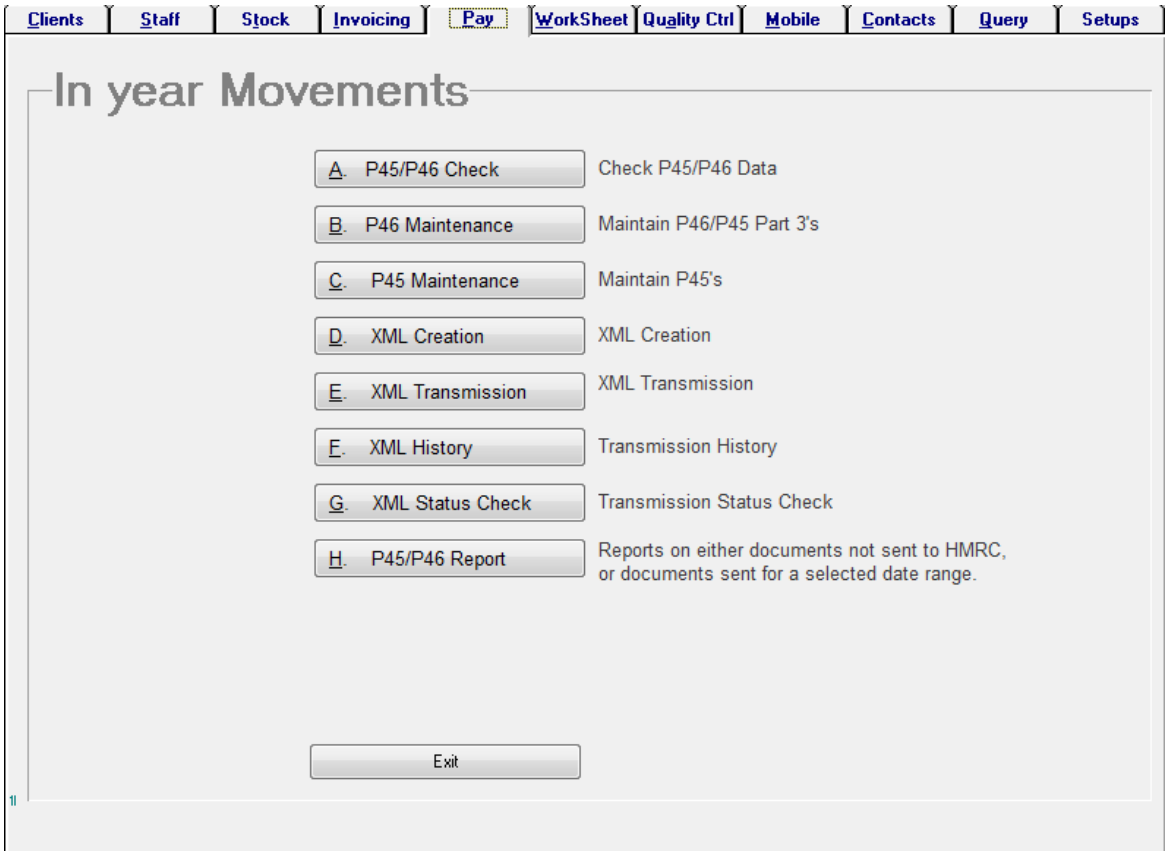
If after having added any information you need to review or change it, the data can be accessed via 'Pay > C. In Year Movements menu >B. P46 Maintenance'

Entry via CleanLink Mobile
CleanLink Mobile has the option to add new staff. Part of this option is to enter the P45/P46 data. Once this has been received from the mobile and the data checked, the new staff member is transferred into the received data area and can be accepted into the staff file. At this stage the P45/P46 data is added to the movements file. Photos of immigration documents may also be sent from the mobile device to base CleanLink.

Data Processing

Before transmitting any data to HMRC it may be necessary to 'mark' any paper p45/P46's you have already sent. To do this, use the P45 and P46 maintenance programs. Select the records that have already been sent and tick the processed box.

The processing of the P45/P46 data is accessible via the 'Pay >C. In Year Movements >B. P46 Maintenance'



Menu explanations:

A. P45/P46 Check
This entry on the menu checks the validity of the data. Any errors reported will need to be corrected using 'B. P46 maintenance' or 'C. P45 maintenance' prior to transmission.

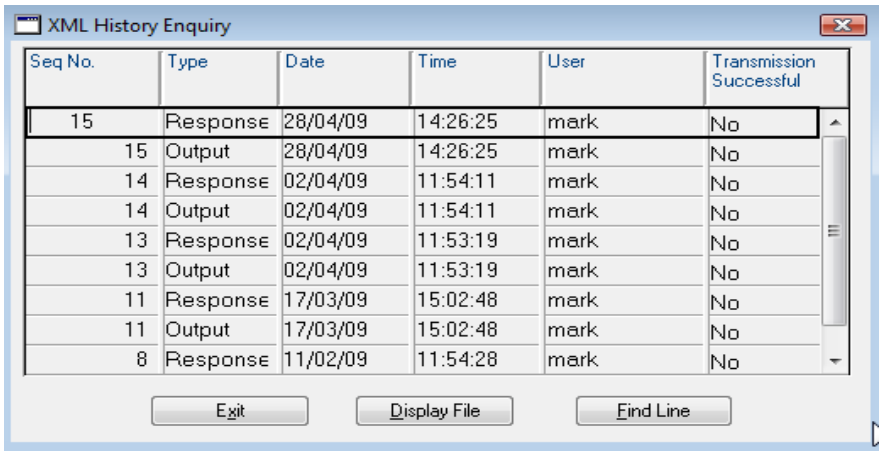
B. P46 Maintenance & C. P45 Maintenance
These options are used to view/amend data waiting to be transmitted and should be used with care.

D. XML Creation
The XML creation/transmission process is similar to the EOY transmission. That is it validates the data, creates the XML and transmits it to HMRC. The data validation is as in A. above. The XML creation will ask for the contact details then give the option to transmit. If this is selected, then option 'E. XML Transmission' is invoked.

E. XML Transmission
If this is invoked from D. above the only options are OK, which proceeds with the transmission, or Exit. If OK is selected the file is transferred electronically via the internet to HMRC.

F. F. XML History
This entry is used to look at the status of past transmissions should there be any queries with a transmission. Simply click on display file to check your Output file or the HMRC Response file.

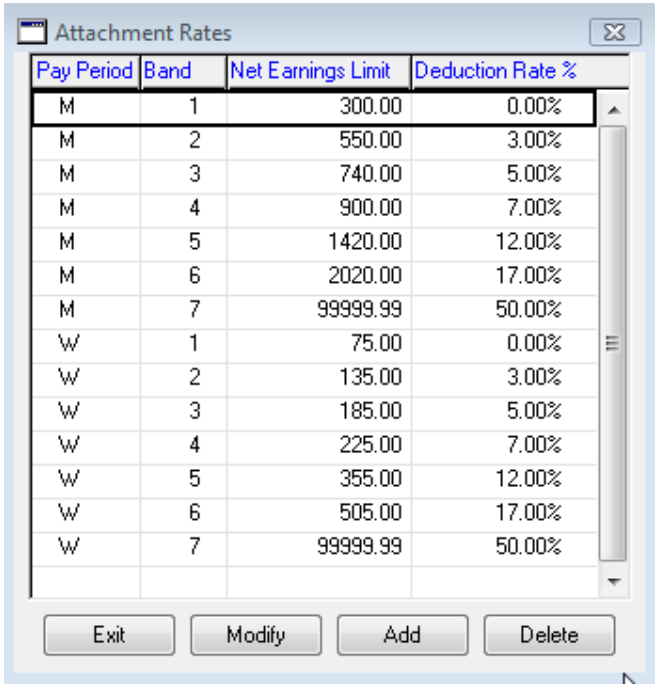
G. XML Status Check
This process passes a data request to the HMRC via the Internet. It then processes any incomplete transactions



G. XML Status Check
This entry is used to tidy up any incomplete transmission to the HMRC. These may occur if a machine fails to complete the process.

Attachments

Attachment types are set up in Setups>18.Attachments and Student Loans. Click on Modify then Add, enter a Type of Fixed or Variable (for percentages), then the description. If it is a variable deduction, click on the rates button and enter the rates as provided by the Court. There is an example below, where the first band is 0-300 gives a 0% deduction of net earnings; 301 - 550 gives a 3.00% deduction and so on.

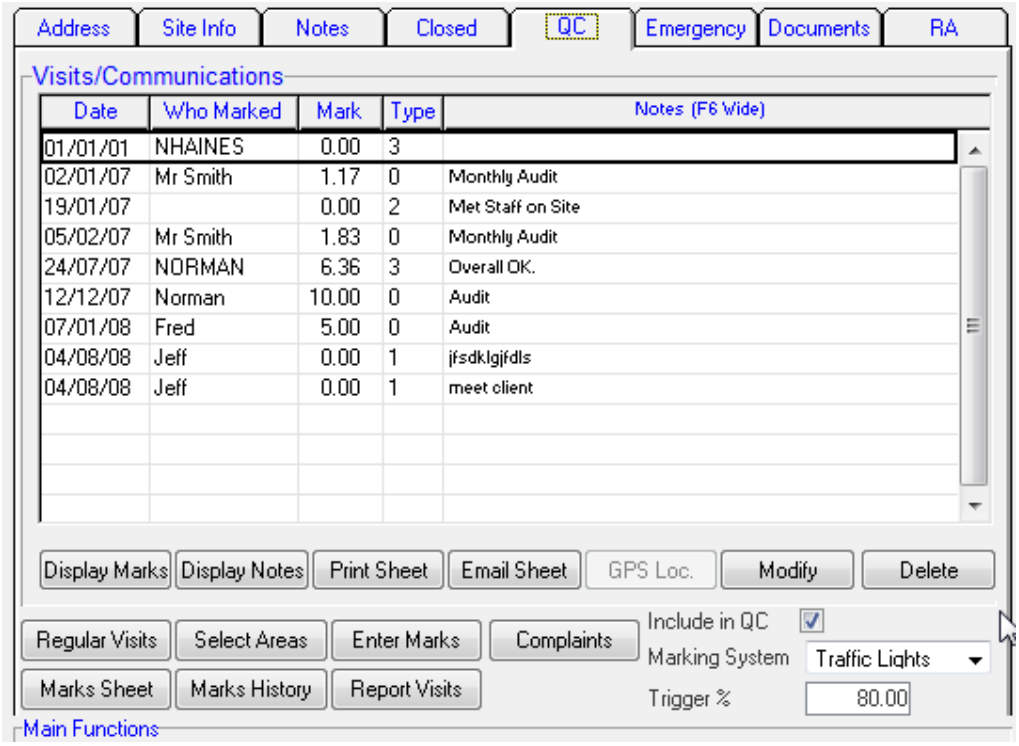


Quality Control

QC is typically used to schedule Site or Client contact and produce Instructions. Each instruction has the facility to log a Response. Contacts can also be logged for ad hoc Sites.

The log produces a history of contacts with each site, or perhaps more importantly the lack of contact. The report 'Report Visits' can report Sites contacted or NOT, within a date range.

Site QC Tab



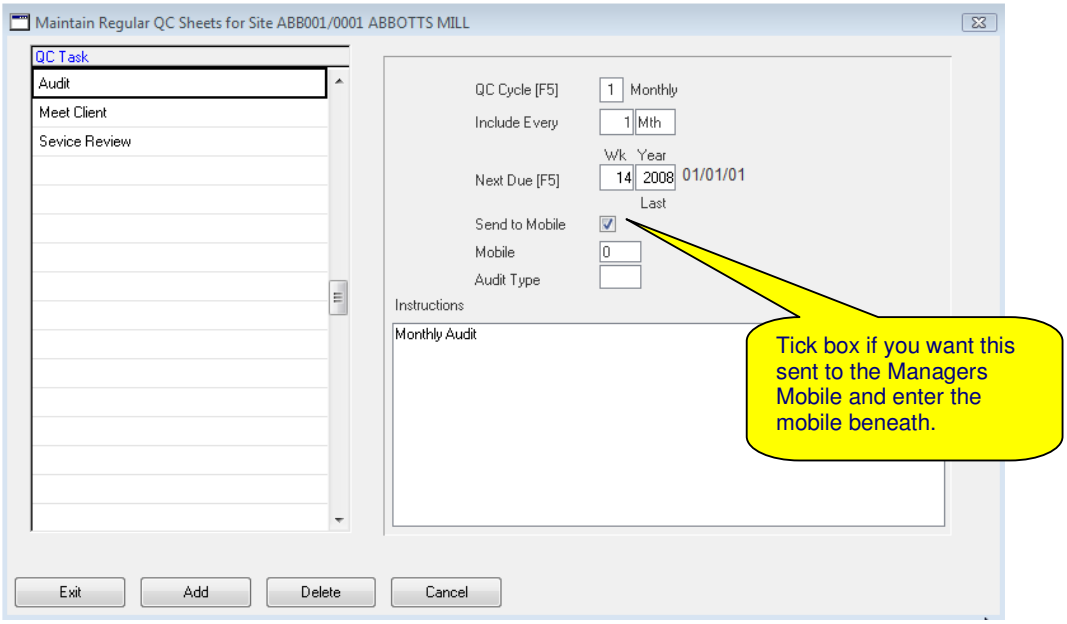
The Table shows a history of Visits or Communications relating to the Site. These entries can have been made either through 'Enter Marks' (which is the ad hoc way of entry) or Responses, which is from QC Cycle response button.

'Include in QC' - Include this Site in the Batch marking.

'Marking' - Declares this Sites marking system –Traffic Lights, 1-5 or 1-10. (Mobile does not have 1-10)

'Trigger %' – Percentage figure of a Site Audit that triggers a Warning.

'Regular Cycle Visits' - Set up scheduled instructions in Cycles and print QC Instruction Sheets. Typical use could be to visit Client every month or inspect Site every week.



'Select Areas' button - Select the Areas to use for this Site (Only for Full Marking). The Master list of Areas are setup from the 'Main Menu > Quality Ctrl'.

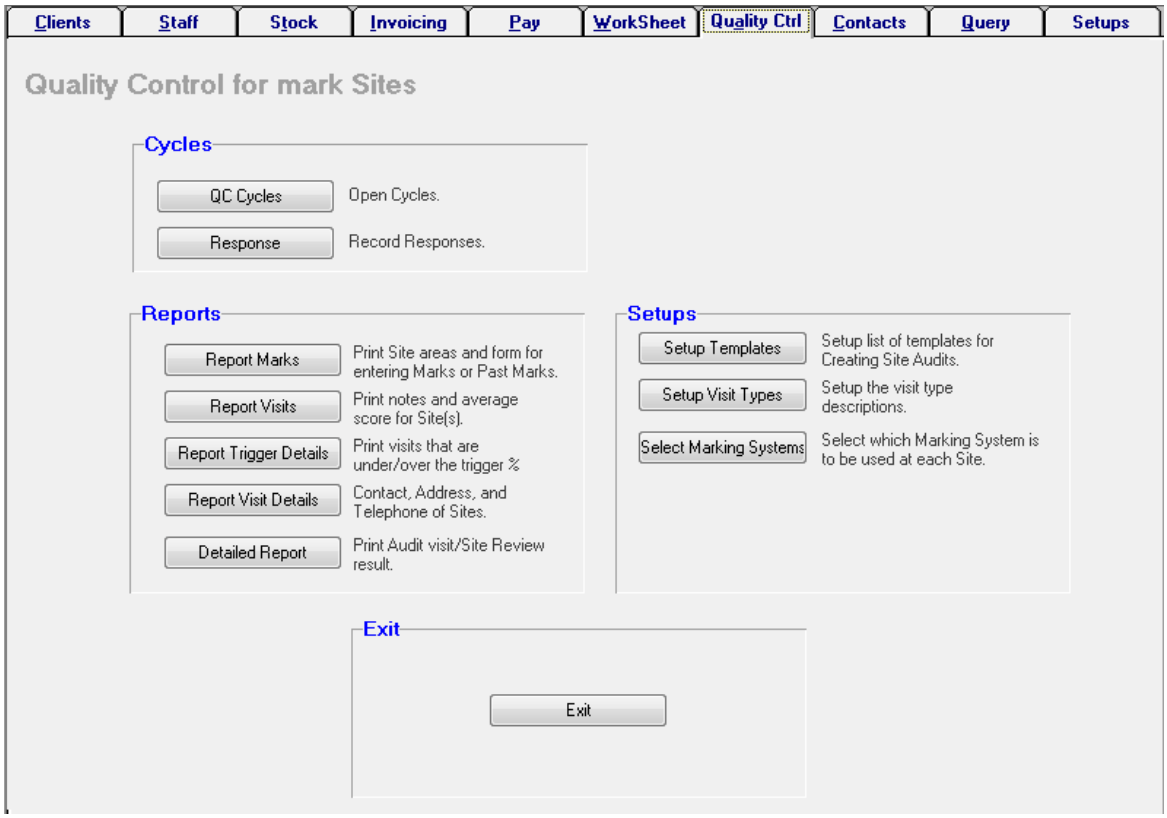
'Enter Marks' button – Record a visit or contact with the Site, this is added to the Visit/Contacts table. Entries can be made in batches from the Main Menu Quality Ctrl tab.

'Print New Marks Sheet' button – Print a form to visit the Site and record marks. All the Sites for a Manager can be printed from the Main Menu Quality Ctrl tab.

'Print Marks History' button – Print history of Visits / Contacts. As above, but with no column for entering marks or signature lines.

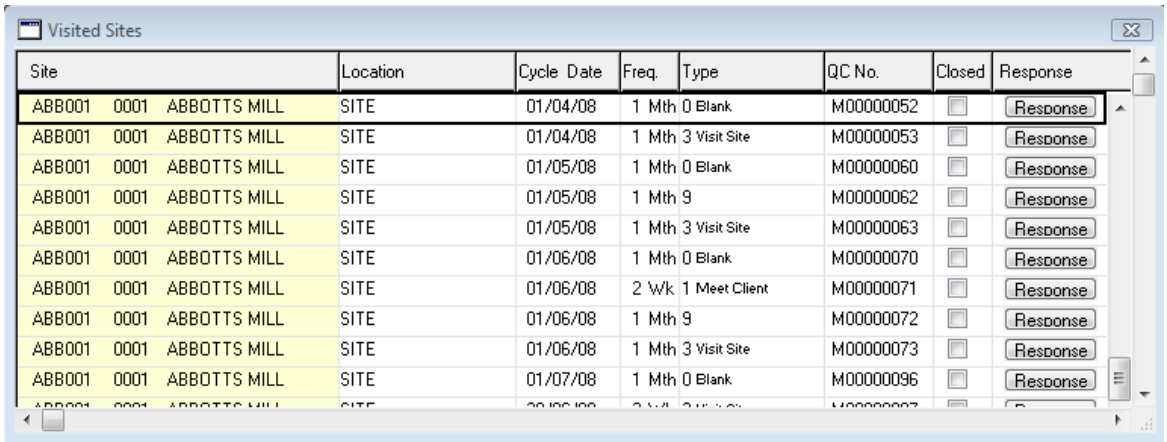
'Report Visits' button – Comprehensive report with options to add Complaints and Manager totals. Same report can be called from the Main Quality Ctrl tab.

Main Menu Quality Ctrl tab



'QC Cycles' button – Opens the QC calendar to run predetermined instructions i.e. Visit Site, Contact Client. See QC Cycle Setup below.

'Response' button – Log Responses from Cycle Instructions. Responses are added to the Site Visits/Communications table.



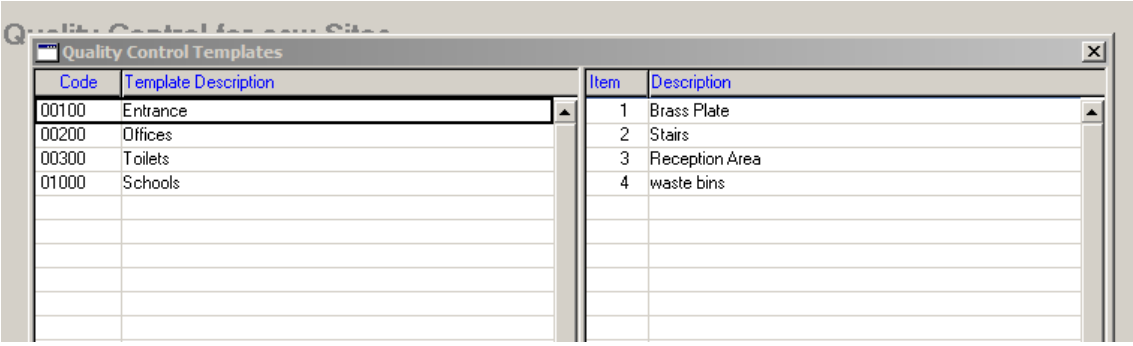
'Report Marks' button – Prints a form to visit the Site and record marks.

'Report Visits' button – Prints forms for marking or history of marks for a Manager. Same report is on the Site QC tab.

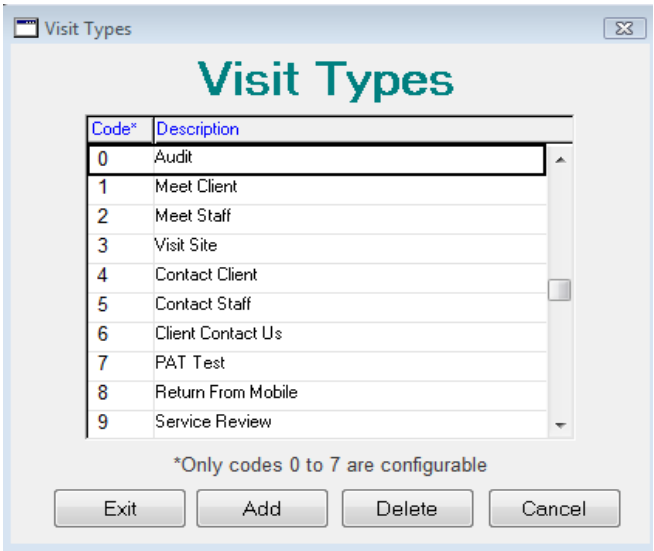
'Report Trigger Details' button – Prints details over / under Audit trigger % level set up on each Site.

'Report Visit Details' button – Prints Site Name, Address and Contact details by Manager.

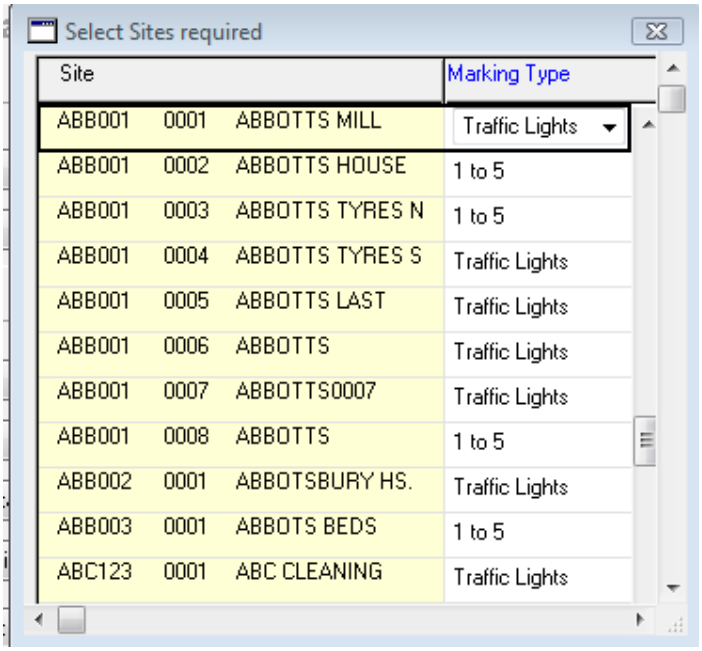
'Setup Templates' button – These provide 'lists' of items that can be copied into site audits. A template should be set up to cover a discrete unit of an audit. It is possible to copy as many templates as you like into an audit.



'Setup Visit types' button – Setup the 8 visit types used in QC Cycles.



'Select Marking Systems' button – Select Marking System Site by Site from the drop down list.



Cycle Setup

1. Setup Cycles - **'Setups > 14. Reports & QC Cycles > QC Cycles'.**

2. Assign Control - **'Setups > 3. Branches > Functions Controlled'** add QC function for **EACH** Cycle required.

3. Declare cycle on Event Calendar - **'Setups > 16. Event Centre > QC'.**

4. Create individual Site instructions **- 'Client > Sites > QC'** tab**.**

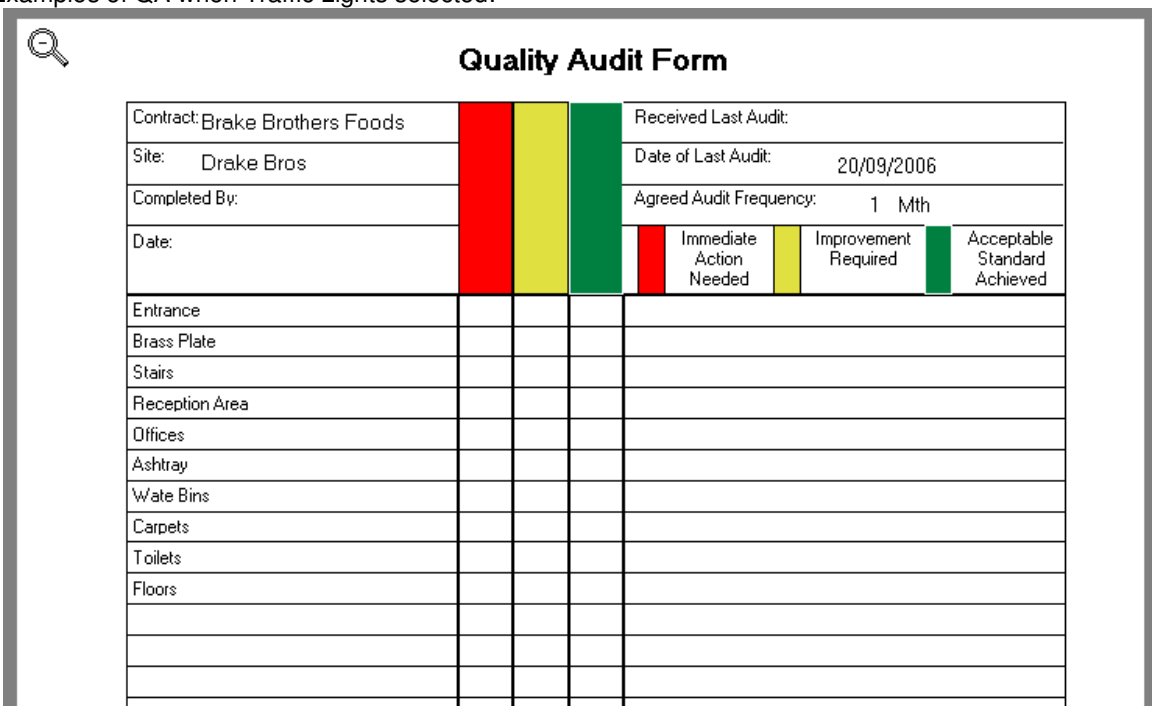
Rights

#181 QC Setups – Required to Setup QC options.
#182 QC Open Cycles – Required to open and Close cycles.
#176 Site Quality Control – Required to access Site QC Tab.

Traffic Lights System

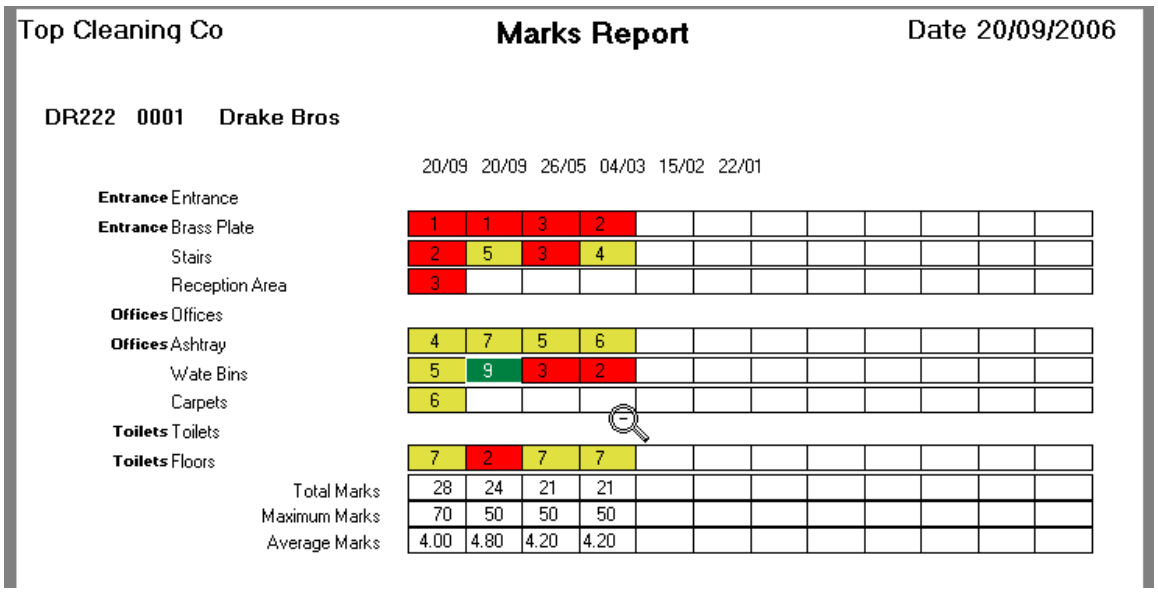
The Traffic Light System is a simple way to see quality at a glance.
The Traffic Lights format is only available across the Company, not Site by Site.
It still uses the marking system 1-10, but displays the results in colour.
1-3 = Red, 4-7 = Amber and 8-10 Green.

Examples of QA when Traffic Lights selected:



Quality Audit Form

Contract: Brake Brothers Foods				Received Last Audit:	
Site: Drake Bros				Date of Last Audit:	20/09/2006
Completed By:				Agreed Audit Frequency:	1 Mth
Date:				Immediate Action Needed / Improvement Required / Acceptable Standard Achieved	
Entrance					
Brass Plate					
Stairs					
Reception Area					
Offices					
Ashtray					
Wate Bins					
Carpets					
Toilets					
Floors					



Top Cleaning Co — **Marks Report** — Date 20/09/2006

DR222 0001 Drake Bros

	20/09	20/09	26/05	04/03	15/02	22/01
Entrance Entrance						
Entrance Brass Plate	1	1	3	2		
Stairs	2	5	3	4		
Reception Area	3					
Offices Offices						
Offices Ashtray	4	7	5	6		
Wate Bins	5	9	3	2		
Carpets	6					
Toilets Toilets						
Toilets Floors	7	2	7	7		
Total Marks	28	24	21	21		
Maximum Marks	70	50	50	50		
Average Marks	4.00	4.80	4.20	4.20		

QC Crib Sheet

Prerequisites:

- Assign required Rights to users to gain access to main QC tab and Site QC tab.
- Decide if you want Marking 1-5,1-10 or Traffic Light system. **'Setups > 2. Setups and Defaults > Formats tab > QC Marks Sheet Format'. Remember if you use Mobile pda's you cannot use** A 1-10 marking system.
- Create Master list of Templates.
- Apply Templates to individual Sites.
- Declare individual Sites marking system **Traffic Lights, 1-5,** or **1-10**.
- Set up Cycles – From Setups.
- Create Cycle Instructions – From individual Sites.

QC Cycles – Scheduled Instructions:

- Open QC Cycle – Main Quality Ctrl tab.
- Post to History.
- Print Cycle QC Instructions and distribute.
- Enter QC Response and Marks - Main Quality Ctrl tab > Response button.

Ad Hoc Visits/Communications:

- From the **'Client > Site > QC'** tab **'Enter Marks'** button enter details.

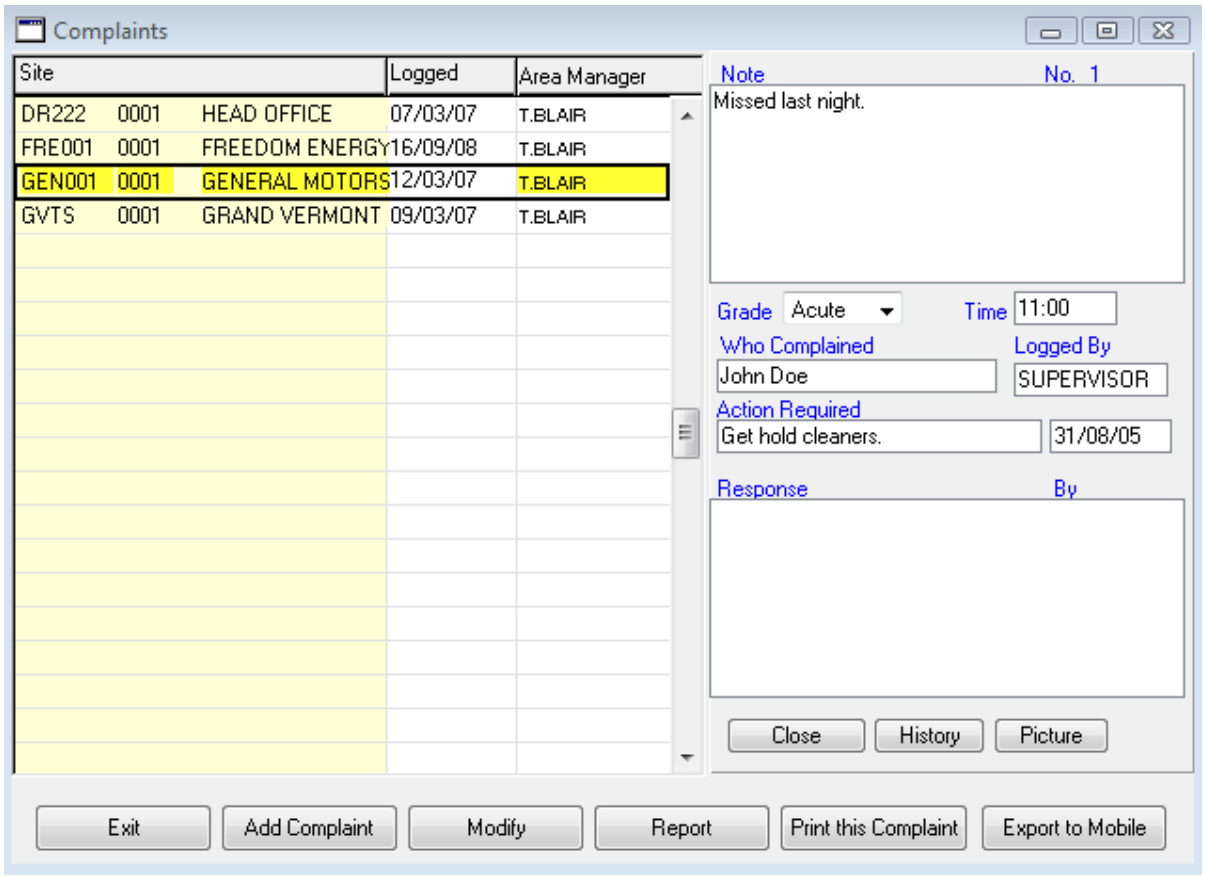
Reports:

- From the **'Client > Site > QC'** tab **'Report Visits'** button.
- From the **'Main Menu > Quality Ctrl'** tab **'Report Visits'** button.

Complaints

To show Complaints 'Right Click > Complaints'
This shows all current complaints (not closed).

The Complaints Screen is a **nag** screen. It shows every time you log on, and at 30 minute intervals.
Managers will only see the Complaints relating to their Sites, unless they have the 'Access All Clients' Right.



When adding a Complaint you can tick an 'Internal Memo' box which adds an entry as 'Memo' but will only show on the Due date, useful for those odd reminders. Only users with access to All Clients can read the Memos.

Right 161 'See Complaints' is required to see Complaints.

Only users with the 160 'Close Complaint' Right can close complaints.

Risk Assessment

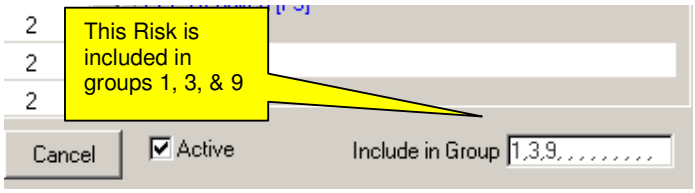
From the Main Menu:
Select **'Client'** tab.
Select **'Sites'**
Select **'RA'** tab.

CleanLink comes with 50 standard RA clauses; before using the Risk Assessment module, check through the clauses, and add, delete or modify as required.

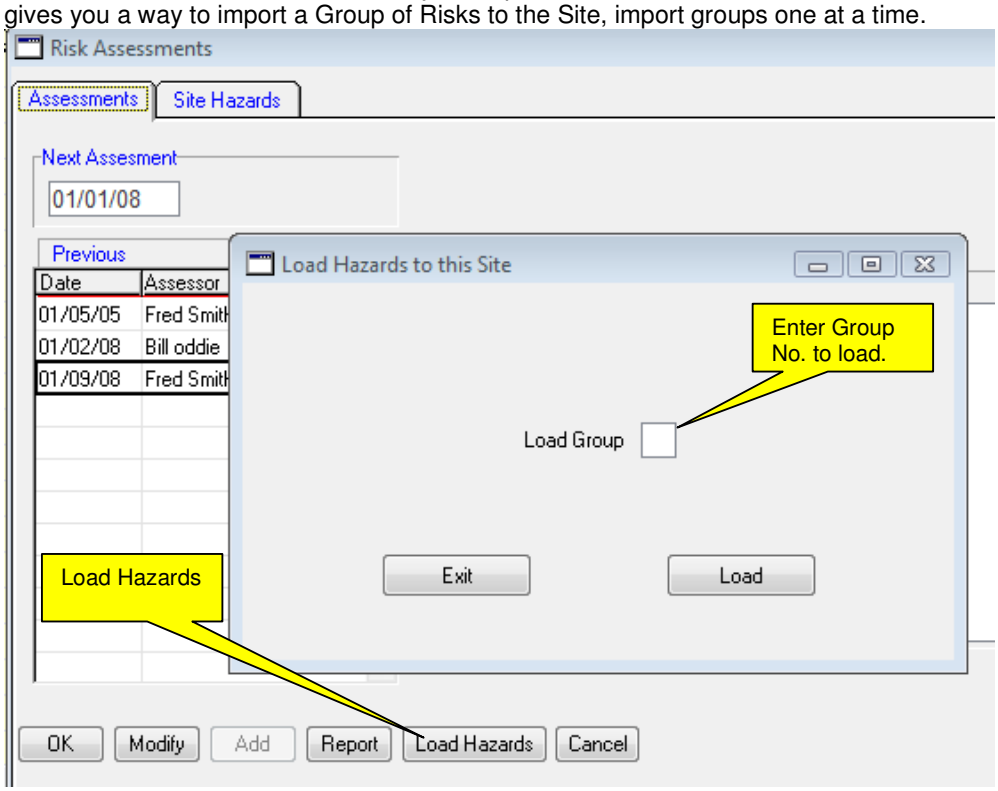
On the Assessment Tab log the Next Assessment Date. A list of previous assessments, with comments is listed below.

The 'Hazard' Tab lists all the Hazards for the Site.
They can be picked from the 'Master List' and altered or new ones added.

Each Risk on the Master List can have a Group Number, at the bottom right.



Group 1 could contain a set of risks that apply to all sites and Group 2 all risks relating to Window Cleaning. Other risks could be added individually as required. On the '**Assessments**' tab the **'Load Hazards'** button gives you a way to import a Group of Risks to the Site, import groups one at a time.



Each Hazard (Risk) has:

Likelihood

Unlikely	1
Improbable	2
Likely	3
Highly Probable	4
Certain	5

Severity

Minor injury	1
Injury/lost time/Illness	2
Serious injury/Disablement	3
Death/Fire	4

The **Likelihood** x **Severity** = **Hazard Rating**

Hazard Rating		**Action**
1 & 2	Not Significant	No Action
3 & 4	Very Low Risk	6 Months
5 - 7	Low Risk	1 Month
8 – 10	**Moderate Risk**	1 Week
11 - 14	**High Risk**	24 Hours
15 – 20	**Very High Risk**	NOW

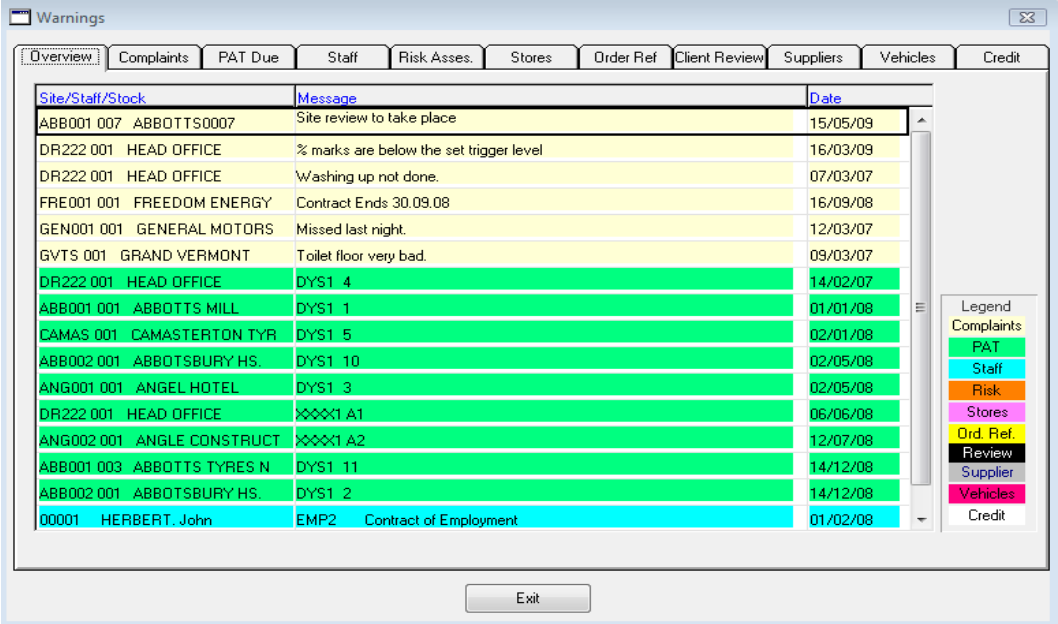
On the Site Hazard table the line will be coloured as above to show the high risks.

The Report button on the first screen enables reports to be printed.

- Assessments of a Site.
- Hazards on a Site by Category.
- Hazards on a Site by Rating.
- Next Assessment date.
- PPE required by Site.
- List of explanation notes as above.

Warnings

Active Warnings are shown when you log in, every 30 minutes (by nag screen) or by right click and select Warnings. The nag screen timer can be adjusted via Setups/Setups and Defaults/Formats.



Warnings cover the following:

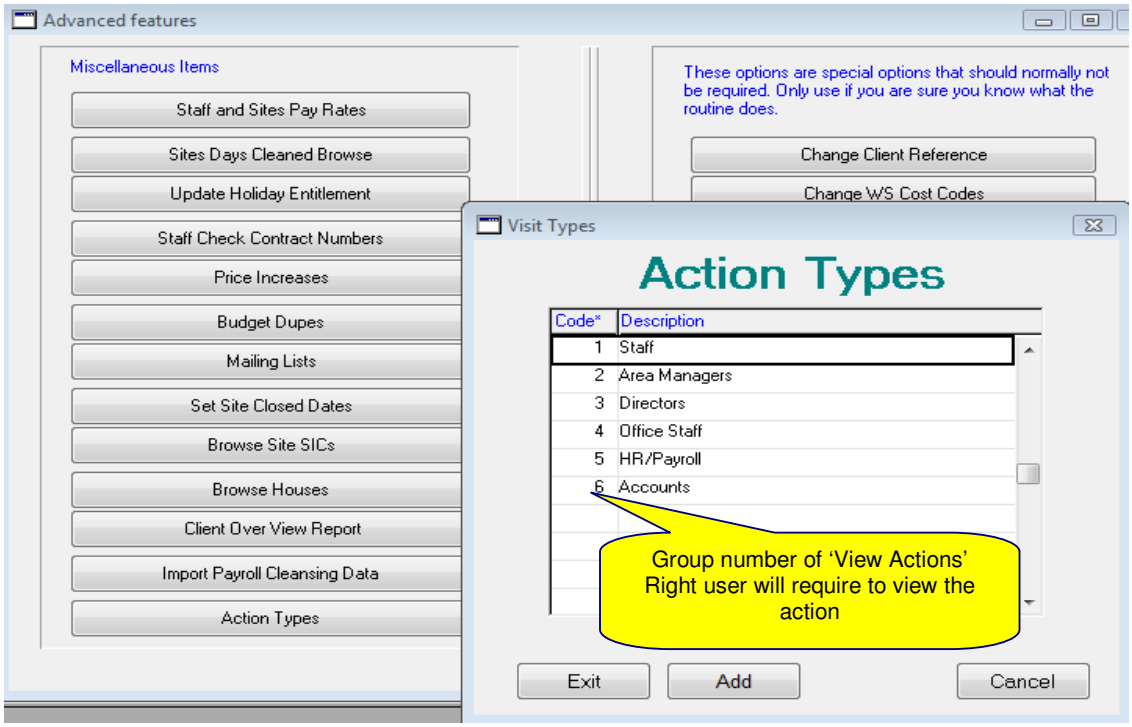
Complaints – The user will only see Complaints for their own sites.
PAT Due – Lists machinery where PATs are due or overdue.
Staff – Lists those items still outstanding for staff e.g. 1st employment letter.
Risk – Provides details where risk assessments are due.
Stores – Warns of stock items below re order levels.
Ord. Ref – Advises of order numbers expiring.
Client Review – Lists invoicing requiring review from 'Next Review' date entered against invoice line.
Supplier – Advises of insurance expiry dates.
Vehicles – Warns when tax, MOT, insurance, warranty, contract expiry or next service is due.
Credit – Lists all credit control warnings not actioned.

Each Warning requires a Right:

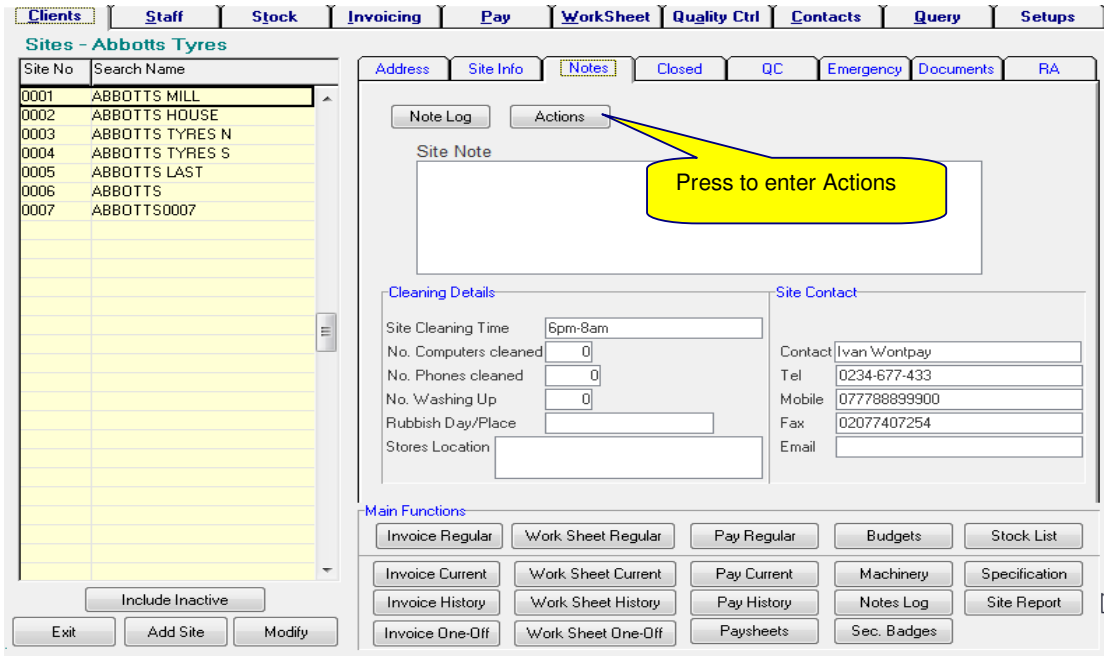
185	
186	Warnings - Complaints
187	Warnings - PAT Testing
188	Warnings - Staff
189	Warnings - Stock
190	Warnings - Risk
191	Warnings - Orders
192	Warnings - Supplier
193	Warnings - Vehicles
194	Warnings - Credit
195	

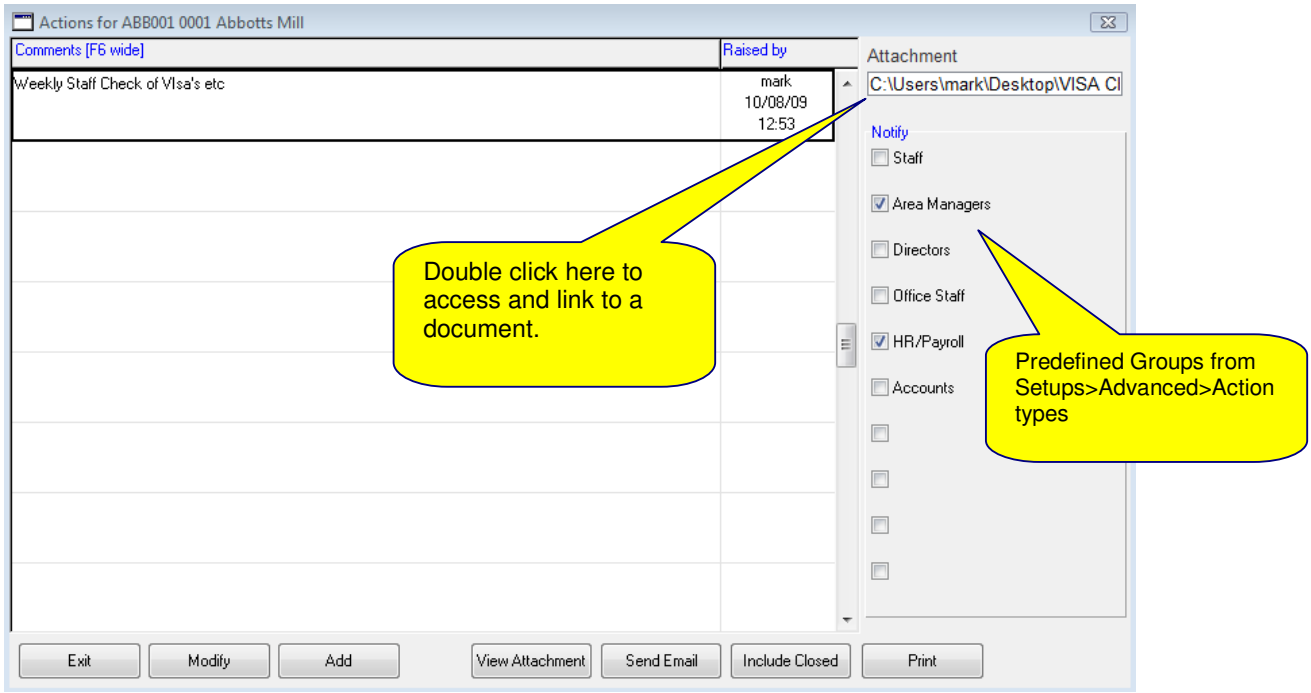
Site Actions

This is a new feature for CleanLink and works in conjunction with the Warnings system. The object of Actions is to notify other users of any changes to a site. Initially go to Setups>Advanced>Action Types and define groups you think may need notification (an example is shown below):



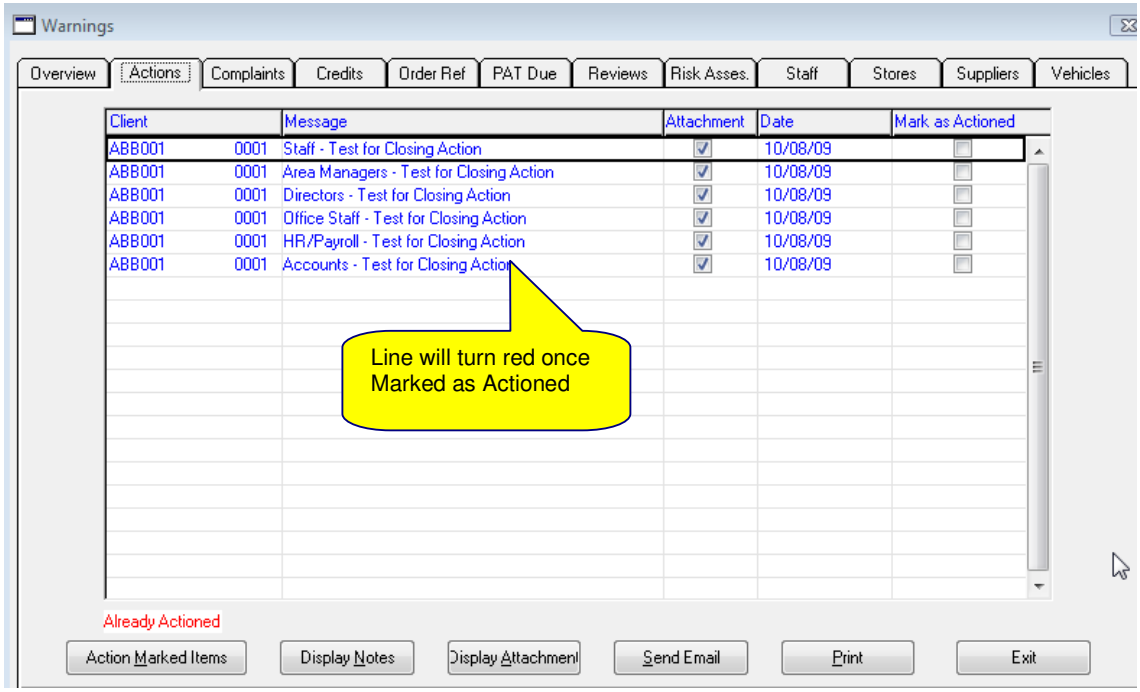
You can then add actions by right clicking and selecting Site Actions or via Clients, Sites, and Notes Tab. You will need to give your Users the security rights to View/Create Site Actions, depending on which Groups they are allowed to view a 'View Actions Right x' must be assigned. (See Maintain Users crib sheet in the Cleanlink\Crib Sheets network folder for help on adding Rights).

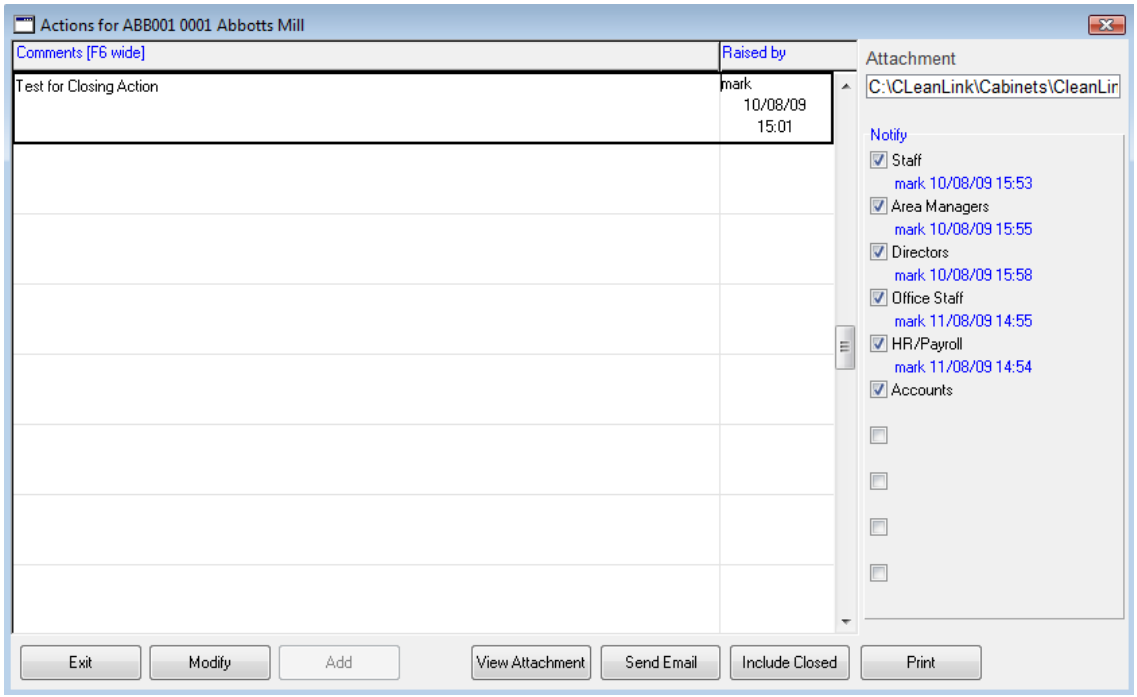




Once you have entered a description, you may tick the required Group needing notification and if necessary link to a specific document in any folder on your network by double clicking in the 'Attachment' box. You may also send an email using the 'Send Email' button to the required recipients, remembering to attach any document at this point.

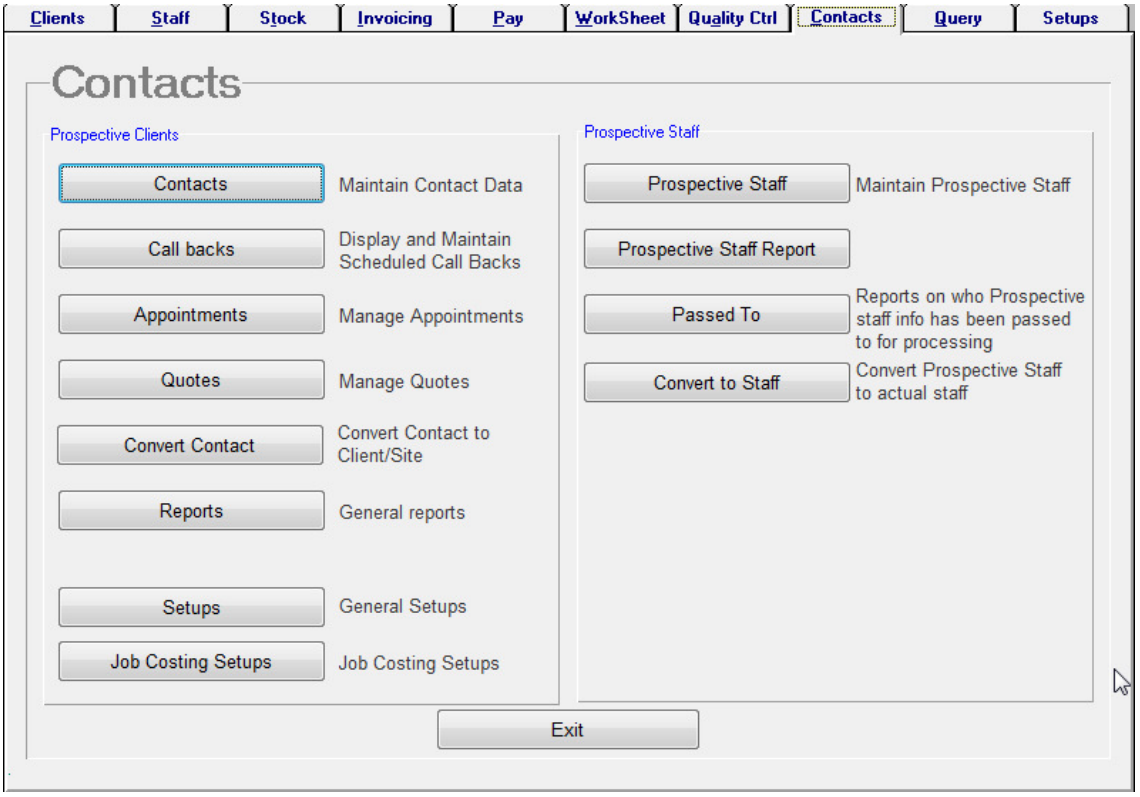
To close an Action, right click your mouse and go to 'Warnings', then go onto the 'Actions' tab and tick the 'Mark as Actioned' box. Press the 'Action Marked Items' button. The line will then turn red and disappear from the Warnings and Actions tabs.





In the Site Actions button area you are able to see to whom and when you or any other user notified each defined Group (Staff, Directors etc) of a particular Action.

Contacts



Shown above is the Contacts Main Menu screen which can be used to create a database of prospective clients, contacts, appointments, callbacks and quotes, allowing you to co-ordinate your business more effectively, without having to use a separate system like Outlook. Access must be added via a 'Rights' entry (of 'Contacts' to view only or 'Contacts Manager' to add new contacts) using the Setups> Advanced> Maintain Users function.

Contacts

Use the Contacts area to set up and maintain contacts, appointments and a quote database for each client. Once the main contact is created you can begin adding Appointments, Quotes and Callbacks. This offers an extension to the contact information held in the main client area, where you want contacts within several accounts departments or a facilities manager for example.

Please note that each Contact may be viewed by a number of users using the 'Change User' drop down box, but the owner of the Contact will remain as the person who originally added that Contact, unless given access rights to 'Contacts Manager'. With these access rights, the user is able to amend the 'Owner' details by using the Edit button.

Callbacks

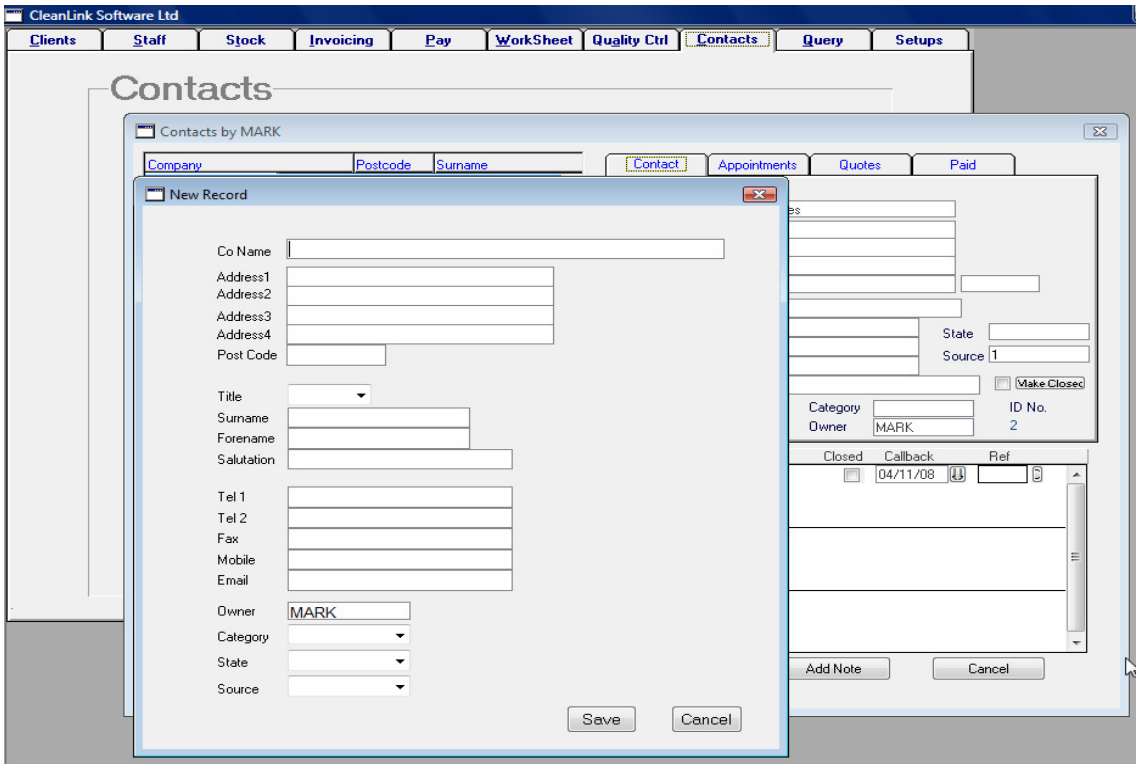
A schedule of callbacks created can be viewed via the ‘Callbacks’ button once entered in the Contacts area. These are displayed with the most recent at the top.

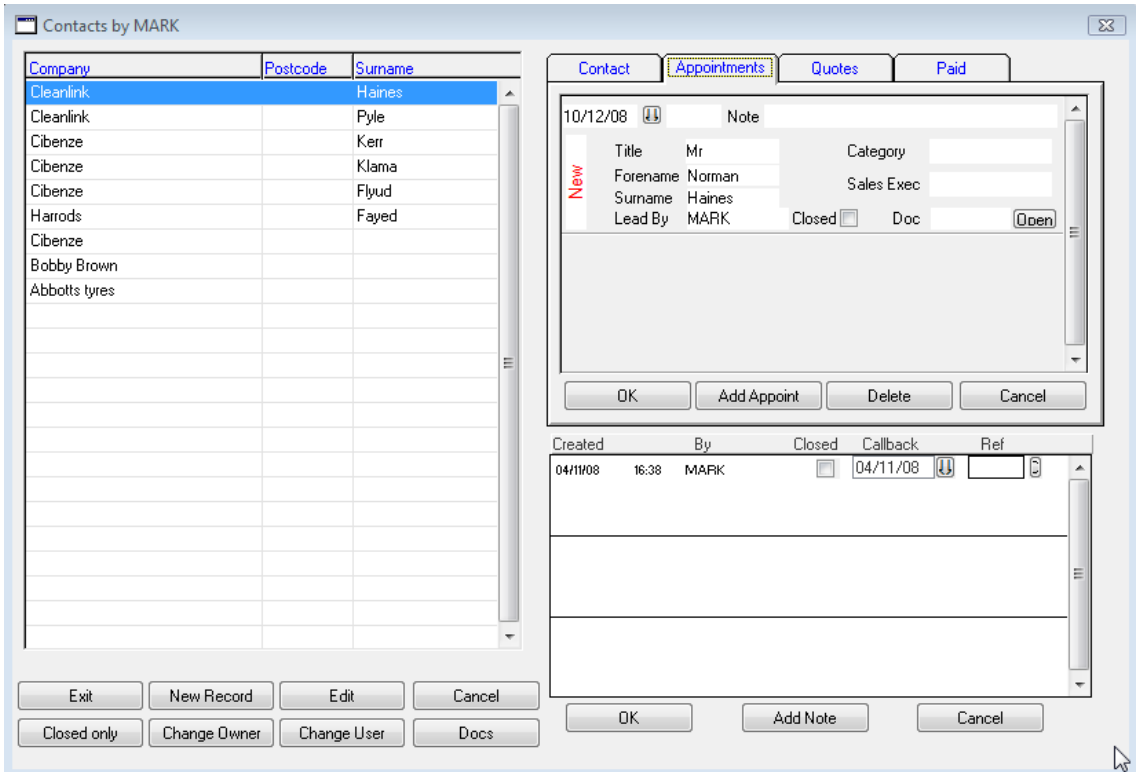
Appointments

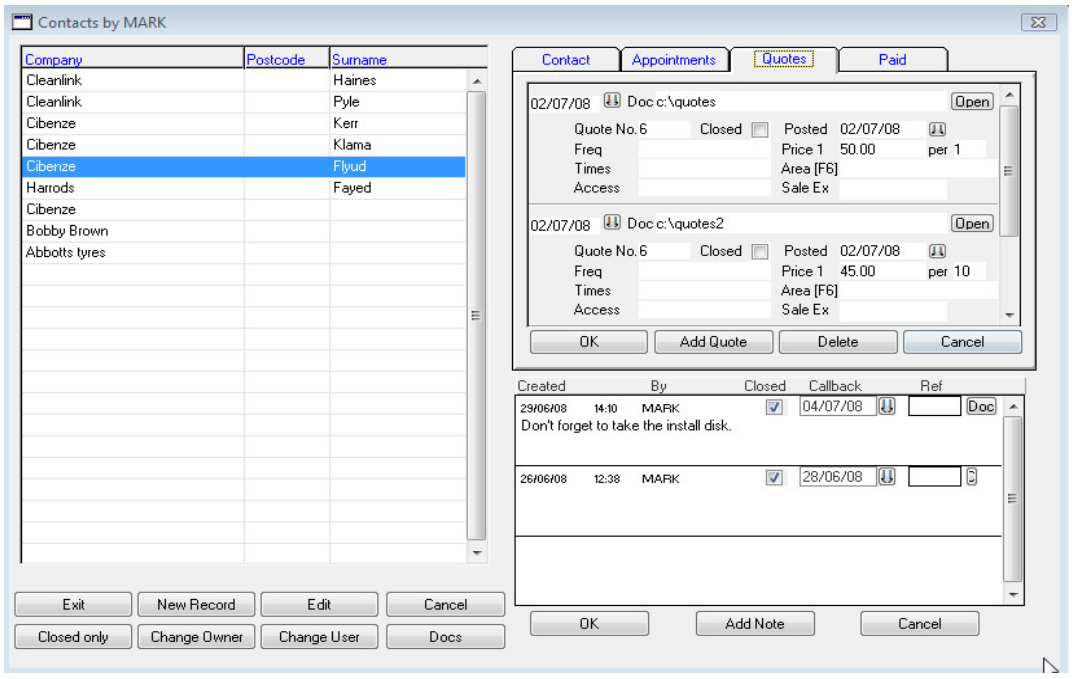
A list of appointments can be viewed and edited in the ‘Appointments’ area with the most recent at the top.

Quotes

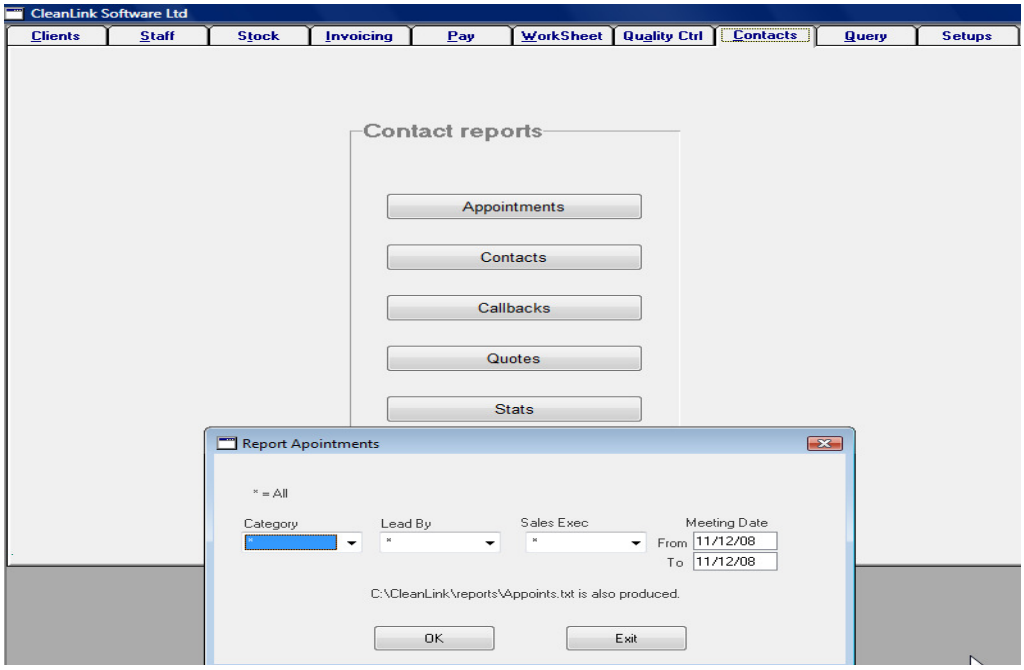
A list of quotes can be viewed and edited in the ‘Quotes’ area with the most recent on top.




Contacts by MARK
Company
Postcode
Surname
Cleanlink
Haines
Cleanlink
Pyle
Cibenze
Kerr
Cibenze
Klama
Cibenze
Flyud
Harrods
Fayed
Cibenze
Bobby Brown
Abbotts tyres
Contact
Appointments
Quotes
Paid
10/12/08
Note
New
Title
Mr
Forename
Norman
Surname
Haines
Lead By
MARK
Category
Sales Exec
Closed
Doc
Open
OK
Add Appoint
Delete
Cancel
Created
By
Closed
Callback
Ref
04/11/08
16:38
MARK
04/11/08
OK
Add Note
Cancel
Exit
New Record
Edit
Cancel
Closed only
Change Owner
Change User
Docs

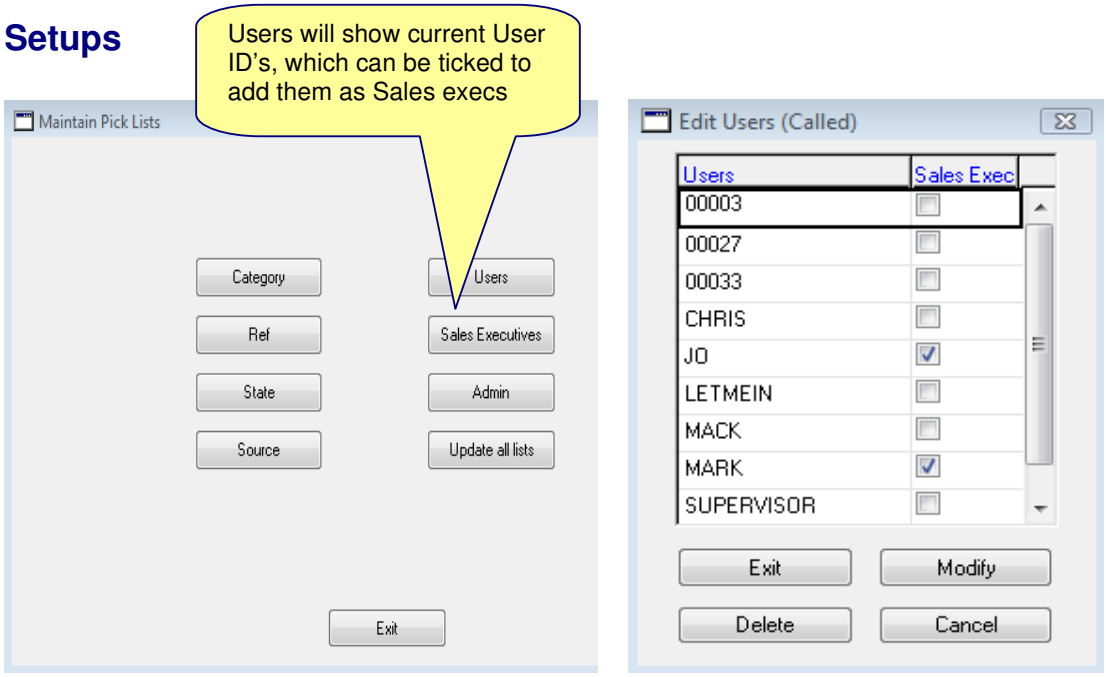

Contacts by MARK
Company
Postcode
Surname
Cleanlink
Haines
Cleanlink
Pyle
Cibenze
Kerr
Cibenze
Klama
Cibenze
Flyud
Harrods
Fayed
Cibenze
Bobby Brown
Abbotts tyres
Contact
Appointments
Quotes
Paid
02/07/08
Doc c:\quotes
Open
Quote No. 6
Closed
Posted
02/07/08
Freq
Price 1
50.00
per 1
Times
Area [F6]
Access
Sale Ex
02/07/08
Doc c:\quotes2
Open
Quote No. 6
Closed
Posted
02/07/08
Freq
Price 1
45.00
per 10
Times
Area [F6]
Access
Sale Ex
OK
Add Quote
Delete
Cancel
Created
By
Closed
Callback
Ref
29/06/08
14:10
MARK
04/07/08
Doc
Don't forget to take the install disk.
26/06/08
12:38
MARK
28/06/08
OK
Add Note
Cancel
Exit
New Record
Edit
Cancel
Closed only
Change Owner
Change User
Docs

Reports



Various reports are available, as above, and specific ranges can be chosen for these. A text report will also be produced in the CleanLink Reports directory.

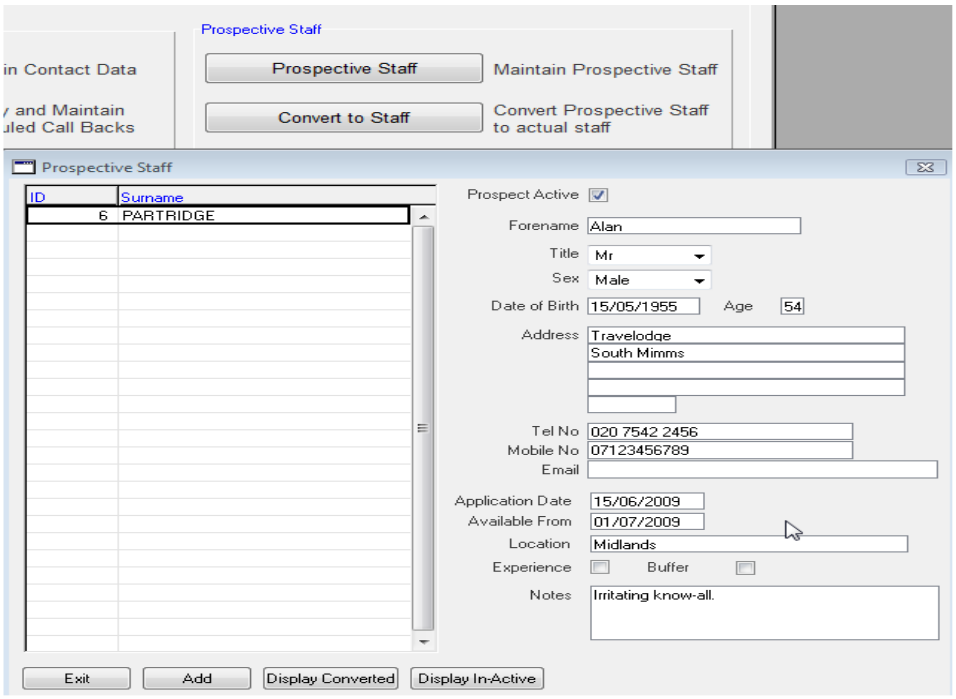
Setups

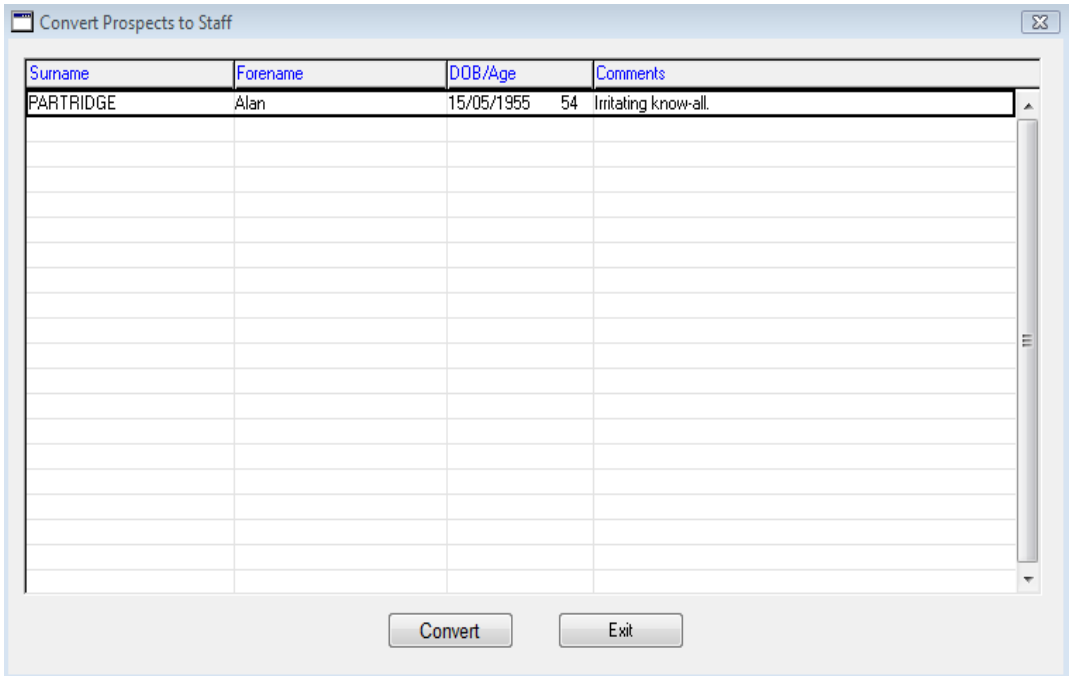


A number of Pick Lists can be added here representing your own company sales and marketing data.

Prospective Staff

A new feature is available whereby you may wish to track your staff recruitment by entering potential candidates, from application, to employment. They can then be easily converted into a Staff record using the convert function, being given the next staff number, depending on your numbering convention.





Reset Calendar

From the Main Menu:

Select 'Setup > 17. Reset Calendar'

Relevant to Invoicing, Pay, Worksheets and QC

If resetting to 1. 'REQUIRED' - all amendments will be lost. Including any Stores posted to Invoices.

If it is necessary to reset the Invoice Routine to **'REQUIRED'** and the Stock Posting routine has been run, Print the report offered when resetting. This lists all stock and amendments and then you must re-enter all manually.

If resetting the Pay Cycle to **2. 'IN PROGRESS'** – any alterations applied in **'Browse Calculation'** will be lost.

Once routines have been 'Posted to History' resetting is not allowed.

Multiple Branches

(Advanced Feature)

A Branch in CleanLink is a physical place like London, Liverpool, and Bristol. Normally you will have only one Branch.

If you have other Staffed offices, say London and Bristol, you may find it beneficial to have two Branches. Head office must be Branch No.1.

The advantage of Branches is it prevents or assigns permission for a sub Branch to perform specific functions. It also identifies where Staff belong.

There are 12 functions:

- Clients
- Staff
- Areas
- Invoice *
- Pay *
- Work Sheets *
- Stock Sold
- Stock Setups
- Gen Setups
- Machine
- Budgets
- QC *

* The functions, Invoice, Pay, Work Sheets and QC can be also assigned on an individual Cycle basis.

The Users' Branch is set when logging into CleanLink. By default the Branch is No.1 and the Branch Letter 'M' (Main). The Branch Letter is used internally to prefix Invoice, Pay, Work Sheets and QC numbers, and is printed on Stock Issues.

Setting up Users' Branch No. and Letter

The Branch No. defaults to 1 and Letter to 'M'.
The individual users' Branch No. is maintained on the Users Property page from **'Users Ids'** by pressing 'Ctrl+P' on the Users line. The second character is the Branch No.

The Branch Letter is set in 'Setup > 3.Branches > Branch Identifier'.

Actual Site Margin Report

The Actual Site Margin report shows actual Sales and Costs for a period.

If you have mixed Invoice and Pay cycle periods i.e. 2 Weekly Pay, 4 Weekly and Monthly Invoicing, it is impossible to make direct comparisons. If the report period is i.e. a calendar month, the pay cycle inputs will be apportioned. The percentage of the inputs included is printed at the end of the report.

The report can be for any period, if heavily apportioned the report will be more useful over a longer period say 3 or 6 months.

The report shows:

Sales Service – The sales from Invoice Cycles and One off invoices with Items that are set up as **'Service'** (Stock > E. Maintain Stock)

Sales Stores – The sales from Invoice Cycles and One off invoices with Items that are set up as **'Stock'** (Stock > E. Maintain Stock)

Labour Costs – The gross pay. (Pay > A. Pay Cycles > 10. Reports > 4.PAYE Period Report)

NI ER's – Employers NI costs. (Pay > A. Pay Cycles > 10. Reports > 4.PAYE Period Report)

Store Costs Charged – The cost of the stores. (Stock > E. Maintain Stock)

Store Costs Non-Charged – The cost of the stores. (Stock > E. Maintain Stock)

Work Sheet Costs – The WS Costs entered on Regular WS and included in Completed WS Cycles or Costs entered on One-off WS.

Machinery Cost – The cost of Machines on Site. This is stored as a weekly figure and is factored for the report period.

Gross profit £ and %.

Demo V10 — SITE MARGIN REPORT — Date: 10/12/2008

For Period 01/01/08 To 31/01/08

Branch: All
Division: All
Area: All

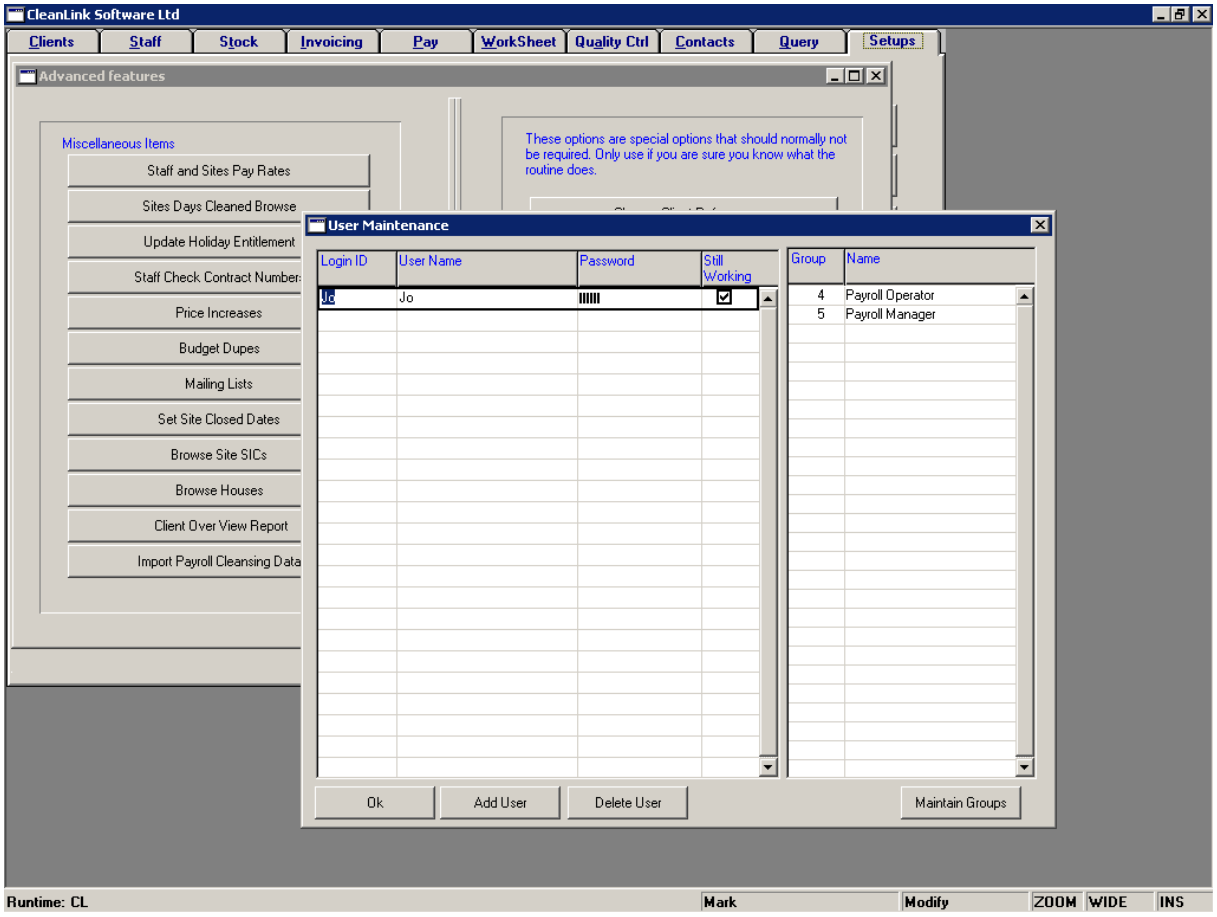
Client	Site	Period	Sales		Labour	NI	Stores Cost		Worksheet	Machine	Gross Profit	
			Services	Stores	Costs	Costs	Charge	Non Charge	Costs	Costs	Value	%
ABB001	001	Jan 2008	370.00	36.00	267.72	34.27	9.00	41.83	23.00	1.95	28.23	6.95
ABB001	002	Jan 2008	400.00	42.00	267.72	34.27	22.50	0.00	0.00	0.00	117.51	26.59
ABB001	003	Jan 2008	100.00	32.00	75.66	0.00	18.00	0.00	33.00	1.95	3.39	2.57
ABB001	004	Jan 2008	400.00	0.00	336.00	18.23	0.00	0.00	0.00	0.00	45.77	11.44
ABB002	001	Jan 2008	0.00	24.00	0.00	0.00	9.00	2.33	0.00	3.90	8.77	36.54
ABC123	001	Jan 2008	220.00	0.00	138.00	0.00	0.00	0.00	0.00	0.00	82.00	37.27
ABC123	002	Jan 2008	625.00	0.00	181.88	0.00	0.00	0.00	0.00	0.00	443.12	70.90
ANG001	001	Jan 2008	600.00	0.00	669.30	17.99	0.00	0.00	15.00	1.95	-104.24	-17.37
ANG002	001	Jan 2008	700.00	0.00	401.58	9.97	0.00	0.00	0.00	21.67	266.78	38.11
ANS001	001	Jan 2008	1000.00	0.00	803.16	12.00	0.00	0.00	0.00	0.00	184.84	18.48
APP001	001	Jan 2008	200.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	200.00	100.00
CAMAS	001	Jan 2008	1000.00	67.00	0.00	0.00	33.00	4.66	16.00	1.95	1011.39	94.79
CAMAS	002	Jan 2008	300.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	300.00	100.00
CRO001	001	Jan 2008	500.00	0.00	229.89	0.00	0.00	0.00	20.00	0.00	250.11	50.02
DR222	001	Jan 2008	450.00	40.00	401.58	0.00	15.00	20.33	20.00	23.62	9.47	1.93
DR222	002	Jan 2008	100.00	0.00	75.66	0.00	0.00	0.00	0.00	0.00	24.34	24.34
DR222	003	Jan 2008	50.00	0.00	34.92	0.00	0.00	0.00	10.00	0.00	5.08	10.16
DR222	004	Jan 2008	200.00	0.00	133.86	17.13	0.00	0.00	0.00	0.00	49.01	24.51
DR222	005	Jan 2008	100.00	0.00	75.66	0.00	0.00	0.00	0.00	0.00	24.34	24.34
FRE002	001	Jan 2008	105.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	105.00	100.00
GEN001	001	Jan 2008	500.00	0.00	0.00	0.00	0.00	0.00	20.00	0.00	480.00	96.00
GEN001	002	Jan 2008	1325.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1325.00	100.00
GVTS	001	Jan 2008	0.00	0.00	133.86	0.00	0.00	0.00	30.00	0.00	-163.86	0.00
LER001	002	Jan 2008	444.00	0.00	302.64	8.21	0.00	0.00	0.00	0.00	133.15	29.99
LUC001	001	Jan 2008	400.00	0.00	267.72	0.00	0.00	0.00	0.00	0.00	132.28	33.07
LUC001	002	Jan 2008	140.00	0.00	133.86	0.00	0.00	0.00	0.00	0.00	6.14	4.39
MAP001	001	Jan 2008	1250.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1250.00	100.00

Setting Up and Maintaining Users

In any organisation, you will need to give access to individual users, in relation to their duties, bearing in mind data privacy and their day to day tasks. For example you may want the Payroll Manager to have full access to the Payroll details, but want to exclude the Payroll Administrator from seeing the Directors payroll. We will use this example below:

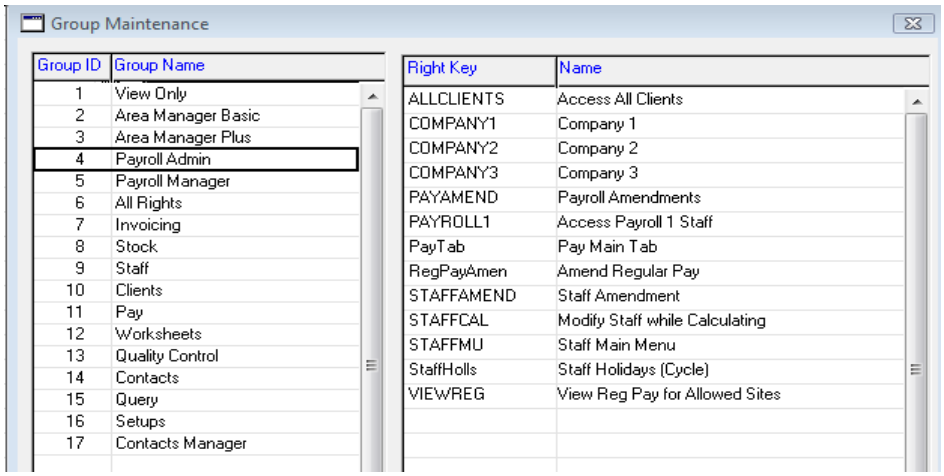
Go to Setups> 27.Advanced>Maintain Users

Here you can create a User Login ID and User Name, give them a secure password, and add a security Group to their record. Please note that you must be logged in as a user who is a member of the supervisor group.



A number of Groups are pre-loaded, which you may want to amend to suit your needs. For example the rights for a Payroll Administrator can be tailored by giving access to a Payroll Cycle or to view only Directors non-pay data. Similarly the Payroll Manager group may include rights to run the Directors payroll, but not view the Invoicing area. You would then not add the Invoicing group to the Payroll Manager Rights and they would not be able to go into the Invoicing tab.

Some groups will have Rights which are also in other Groups, for example the Payroll Admin and Payroll Manager. You will need to add both Groups to Payroll Manager if you want them to have all the Rights, as they do not automatically inherit the Payroll Admin Rights. Below is a suggestion of Rights/Groups for a Payroll Admin setup:



Example 1

An Area Manager you want to issue Stores and look up Pay Queries only.
If the Area Manager is not already on Staff - add him to Staff as an Area Manager - if he is already on Staff change the Staff Type to Area Manager.
In 'Setups > Divisions > Area Managers', add the Area Manager.
In 'Users Ids' (Adding Users – above) add them as their Staff number.
If they are in staff as 00123 their User Id **MUST** be 00123.
Give the employee the predefined Area Managers Group of Rights.
Now the Area Manager will only be able to see the sites controlled by him.

Example 2

Give a senior member of staff View only access to ALL clients and sites.
The easiest way is to add them as a user (play the '**Add User / passwords'** tutorial) Not enter them in Staff.
Assign Rights:

Access Company 1
Access all Clients.

Example 3

Allow employee to add new Clients, Sites and regular invoicing.
Assign Rights:

Company 1 (or 2, 3, 4,...)
Access Invoice Cycle (or 2, 3, 4,...)
Access All Clients
Clients Modify Data
Client Modify Invoice Data
Clients Add
Modify Regular Invoices
Site Amendment

List of Rights

Header1	------- Main Menu ------		☐
STAFFMU	Staff Main Menu		☑
InvTab	Invoice Main Tab		☑
PayTab	Pay Main Tab		☑
WSTab	Work Sheet Main Tab		☑
CREDIT	Credit Control		☑
PURCHLED	Purchase Ledger		☑
SALESLED	Sales Ledger		☑
BACKUP	Backups		☑
QueryTab	Query Tab		☑
QCTAB	Access Quality Control Tab		☑
CONTAB	Contacts Tab		☑
Header2	------ Company Access ------		☐
COMPANY1	Company 1		☑
COMPANY2	Company 2		☑
COMPANY3	Company 3		☑
COMPANY4	Company 4		☑
COMPANY5	Company 5		☑
COMPANY6	Company 6		☑
COMPANY7	Company 7		☑
COMPANY8	Company 8		☑
COMPANY9	Company 9		☑
COMPANY	Create/Amend All Companies		☑
Header3	------ Invoice ----------		☐
INVOICE1	Access Invoice Cycle 1		☑
INVOICE2	Access Invoice Cycle 2		☑
INVOICE3	Access Invoice Cycle 3		☑
INVOICE4	Access Invoice Cycle 4		☑
INVOICE5	Access Invoice Cycle 5		☑
INVOICE6	Access Invoice Cycle 6		☑

INVOICE7	Access Invoice Cycle 7		☑
INVOICE8	Access Invoice Cycle 8		☑
INVOICE9	Access Invoice Cycle 9		☑
INVOICEO/C	Invoice Cycle Open/Close		☑
ONEOINV	Modify One Off Invoices		☑
CURINV	Modify Current Invoices		☑
Header4	----- Payroll ----------		☐
PAYROLL1	Access Payroll 1 Staff		☑
PAYROLL2	Access Payroll 2 Staff		☑
PAYROLL3	Access Payroll 3 Staff		☑
PAYROLL4	Access Payroll 4 Staff		☑
PAYROLL5	Access Payroll 5 Staff		☑
PAYROLL6	Access Payroll 6 Staff		☑
PAYROLL7	Access Payroll 7 Staff		☑
PAYROLL8	Access Payroll 8 Staff		☑
PAYROLL9	Access Payroll 9 Staff		☑
PAYAMEND	Payroll Amendments		☑
PAYROLLO/C	Payroll Cycle Open/Close		☑
VIEWREG	View Reg Pay for Allowed Sites		☑
PayManage	Payrol Manager		☑
Header5	----- Work Sheets ----------		☐
WORKSHEET1	Access Worksheet Cycle 1		☑
WORKSHEET2	Access Worksheet Cycle 2		☑
WORKSHEET3	Access Worksheet Cycle 3		☑
WORKSHEET4	Access Worksheet Cycle 4		☑
WORKSHEET5	Access Worksheet Cycle 5		☑
WORKSHEET6	Access Worksheet Cycle 6		☑
WORKSHEET7	Access Worksheet Cycle 7		☑
WORKSHEET8	Access Worksheet Cycle 8		☑
WORKSHEET9	Access Worksheet Cycle 9		☑

WORKSHTO/C	Work Sheet Cycle Open/Close		☑
CURWORK	Modify Current Work Sheets		☑
WSDel	Worksheets Delete		☑
Header6	------ Report Cycles -------		☐
REPORT1	Access Report Cycle 1		☑
REPORT2	Access Report Cycle 2		☑
REPORT3	Access Report Cycle 3		☑
REPORT4	Access Report Cycle 4		☑
REPORT5	Access Report Cycle 5		☑
REPORT6	Access Report Cycle 6		☑
REPORT7	Access Report Cycle 7		☑
REPORT8	Access Report Cycle 8		☑
REPORT9	Access Report Cycle 9		☑
REPORTO/C	Report Cycle Open/Close		☑
Header7	------ Query Centre -------		☐
QCPAYSTAFF	Query Centre Pay by Staff		☑
QCPAYSITE	Query Centre Pay by Site		☑
QCINVOICEN	Query Centre Invoicby No		☑
QCINVCLNT	Query Centre Inv by Client		☑
QCWSHEETS	Query Centre Work Sheets		☑
Header8	------ Stock -------		☐
STOCKISSUE	Basic Stock Issue		☑
STOCKSUPER	Stock Supervisor		☑
STKOVER	Overide Stock Issue Prices		☑
STKPOST	Modify Stock Postings		☑
SUPPMAIN	Suppliers Maintain		☑
STKTRANSND	Stock Transfer SEND (N/U)		☑
STKTRANREC	Stock Transfer RECEIVE (N/U)		☑
STOKPURCH	Stock Purchase/Recv		☑
Header9	------ Setups -------		☐

SETUPS	Setup Menu Access		☑
COMPANYSUP	Company Setup		☑
DIVIS'NSUP	Division Set Up		☑
SUPAPRVSUP	Suppliers Approval Set Up		☑
SCTRACTSUP	Sub Contractors Set Up		☑
NOMCODSUP	Nominal Codes Set Up		☑
VATRATESUP	Vat Rates Set Up		☑
MACH'RYSUP	Machinery Set Up		☑
PAYRCYCSUP	Payroll Cycles Set Up		☑
INVCYCSUP	Invoice Cycles Set Up		☑
WKSHCYCSUP	Work Sheet Cycles Set Up		☑
DIARYDTSUP	Diary Dates Set Up		☑
EVNTCALSUP	Event Calendar Set Up		☑
GEOAREASUP	Geographical Areas Set Up		☑
SYSTEMSUP	System Set Up		☑
ResetCycle	Reset Cycle Calendar		☑
STAFTYPSUP	Staff Types Set Up		☑
STAFSTTSUP	Staff Status Set Up		☑
COSTANLSUP	Cost Analysis Set Up		☑
SBUDCATSUP	Site Budget Categories Set Up		☑
QUALIF	Qualifications		☑
TaxNIStaff	Tax NI & Staff Tables		☑
Header10	------ Clients & Sites -------		☐
ALLCLIENTS	Access All Clients		☑
CLNTMODDAT	Clients Modify Data		☑
CLMDINVDAT	Client Modify Invoice Data		☑
CLIENTADD	Clients Add		☑
CLTSPPRMOD	Client Special Prices Modify		☑
SITEAMEND	Site Restricted		☑
SITEMODD	Sites Modify Data		☑

SITEADD	Sites Add		☑
BUDGETS	Modify Budgets		☑
REGINV	Modify Regular Invoices		☑
REGWORK	Modify Regular Work Sheets		☑
ONEOWORK	Modify One Off Work Sheets		☑
Search	Search		☑
Documents	Site Documents		☑
Alarm Code	Alarm Code		☑
SEECHARGES	See Charges (for Area Man)		☑
SiteConHrs	Client/Site Contracted Hours		☑
SiteConItm	Client/Site Contracted Items		☑
SiteDocHid	See Hidden Site Docs		☑
SiteDocRes	See Restricted Site Docs		☑
RiskSetuo	Risk Assesment Setups		☑
RiskModify	Risk assessment Modify		☑

SiteMach	Site Machinery		☑
SiteQC	Site Quality Control		☑
SiteEmerg	Site Emergency		☑
SiteClosed	Site Closed		☑
ACTIVE	Modify Active Client/Site		☑
CCOMPLAIN	Close Complaint		☑
NOCOMPLAIN	See Complaints		☑
VNoteLog	View Site Note Log		☑
QCSetups	QC Setups		☑
QCCycles	QC Open Cycles		☑
QCDelete	QC Delete		☑
MobAudits	Mobile Audits		☑
ClientNote	Client Notes		☑
StaffNote	Staff Notes		☑
Header11	----- Staff -----		☐

SENIOR	Access Senior Staff		☑
STAFFAMEND	Staff Amendment		☑
STAFFTAX	Staff EOY Routines & Export		☑
STAFFACCES	Staff Access Rights Button		☑
P45	P45s and Leavers		☑
STAFFCAL	Modify Staff while Calculating		☑
STAFFIMP	Staff Tels		☑
StaffDocs	See Staff Docs		☑
StafDocHid	See Hidden Staff Docs		☑
StafDocRes	See Restricted StaffDocs		☑
StaffHolls	Staff Holidays (Cycle)		☑
RegPayAmen	Amend Regular Pay		☑
Header12	----- Special -------		☐
IMPEXP	Import Export		☑
EXPORTLST	Export Files List Modify		☑
LOGINPURGE	Purge Persons Logged In		☑
TESTREP	Chairmans Reports		☑
ADMIN	Admin		☑
Header13	-----Warnings----------		☐
WarnComp	Warnings - Complaints		☑
WarnPat	Warnings - PAT Testing		☑
WarnStaff	Warnings - Staff		☑
WarnStock	Warnings - Stock		☑
WarnRisk	Warnings - Risk		☑
WarnOrder	Warnings - Orders		☑
WarnSupp	Warnings - Supplier		☑
WarnVeh	Warnings - Vehicles		☑
WarnCred	Warnings - Credit		☑
WarnReview	Warnings - Next review		☑
Header14	-----Contacts---------		☐

ContCont	Cont - Access Contacts		☑
ContCall	Cont - Access Callbacks		☑
ContApp	Cont - Access Appointments		☑
ContQuote	Cont - Access Quotes		☑
ContRep	Cont - Access Reports		☑
ContSet	Cont - Access Setup		☑
ContDocs	Cont - Access Ext Docs		☑
ContChgOw	Cont - Change Owner		☑
ContManCtl	Cont - Mangement Control		☑
ContClsRep	Cont - Closed on Reports		☑
ContClose	Cont - Close Contacts		☑
ContDisPai	Cont - Display Paid		☑
ContJCSSet	Cont - JCS Setups		☑
ContJCSDef	Cont - JCS Definitions		☑
Header15	---Site Actions ------		☐

ActCreate	Create Site Actions		☑
ActView1	View Actions 1		☑
ActView2	View Actions 2		☑
ActView3	View Actions 3		☑
ActView4	View Actions 4		☑
ActView5	View Actions 5		☑
ActView6	View Actions 6		☑
ActView7	View Actions 7		☑
ActView8	View Actions 8		☑
ActView9	View Actions 9		☑
ActView10	View Actions 10		☑
ARCIssue	Archive Stores Issued		☑
ARCWSheet	Archive Work Sheets		☑

Data Backups

You must make regular data backups. Remember each backup copies **ALL THE DATA.** You cannot backup Pay or Invoices separately.

Multi User systems

These should be backed up from the server, which should have a backup system already. Ensure that the CleanLink folders are included in this backup.

Single User systems

Use the CleanLink backup. (Only Company 1 is backed up)

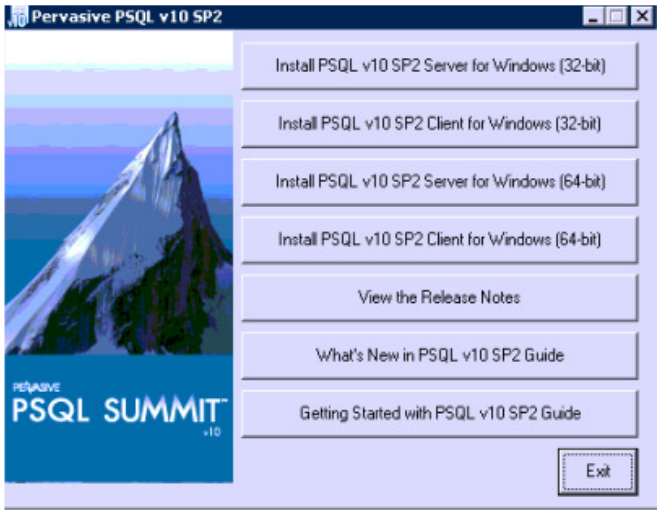
1. Turn on Backups from 'Setups > 2. Setups and Defaults. > External Links > Backups Required and tick the Backups Required box.

2. On the Main Menu there is a Backup button in the bottom right of the screen. Follow on screen instructions.

Check the Data Backup is Valid.

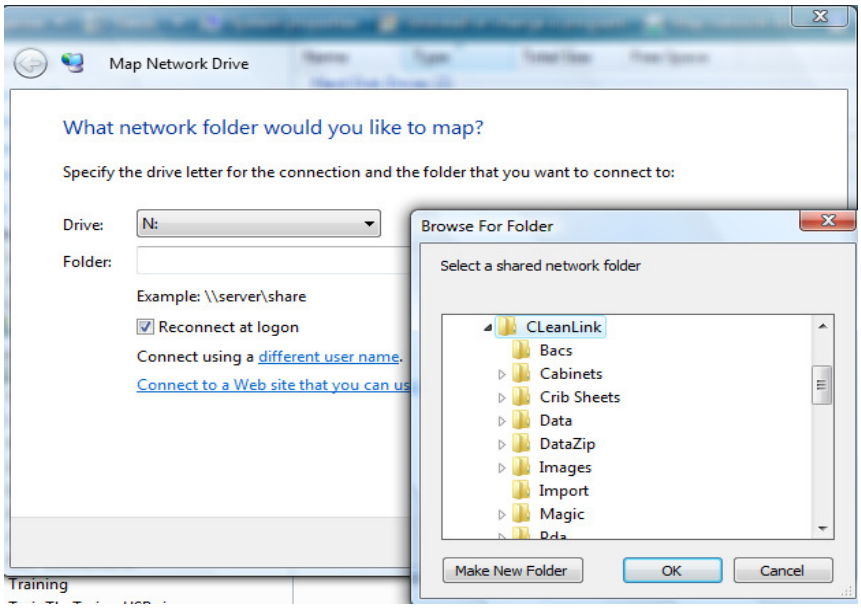
Adding a New Computer

1) Load Pervasive database. This can be done be either loading the Pervasive CD which will auto start or by accessing the Pervasive folder on the server and selecting autorun.exe. You will be presented with the following screen



Take the Install Client for windows, 32 bit option. Select defaults for all options.

2) Map CleanLink drive. From Windows Explorer, select Tools, Map Network Drive. Set the drive to N, then browse the folders and select CleanLink\CleanLink



Make sure the reconnect on logon is ticked and then select 'Finish'. This will set up the mapping and open Windows Explorer in the N: Drive.

Special Keys

Esc	Saves and Exits
F1	Help
F2	Cancel
F3	Delete current line/record
F4	Add Line/record
F5	Pick List, Zoom, Drill Down, more information.
F6	Wide - Shows whole field if truncated.
F7	Range from
F8	Range to
F9	Calendar and Diary
F10	Calculator also Retype and Save Passwords.

Crib Sheets & Tasks

Basics

- CleanLink operates in 3 modes:
    - **Query**– View only no amendments.
    - **Modify** – Allows the alteration of an existing record or deletion.
    - **Create** – Adds a new record.
- **Right Click** / **Main Menu** saves changes. Close all screens and makes the Main Menu active.
- If stuck in a screen **F2** and **Escape.** Any changes that have been made to the record will be lost. Also check the report viewer WnBrowse is CLOSED, it may be minimised and in the bottom tray.
- At the very bottom of the screen there is a status line, this shows the User, Mode, and ZOOM'. If Zoom appears a drill down or pick list is available. This is on the F5 key.
- Look for message on bottom line of the screen.

Tips:

- Incremental Search.
- ***Right Click –*** ***'Jump to:'***
- **Right Click –** **'Search'**

Special Keys:

Esc	Saves and Exits.
F1	Help.
F2	Cancel.
F3	Delete current line/record.
F4	Add Line/record.
F5	Pick List, Zoom, Drill Down, and more Information.
F6	Wide - Shows whole field if truncated.
F9	Calendar.
F10	Calculator, also Retype and Save Passwords.

Payroll Tasks

Adding Staff:
'Staff > Add' button.

Staff Qualifications / Notes:
'Staff > Qualifications' tab.

Attaching Staff to Sites:
'Staff > Jobs' button.
'Client > Sites > Pay Regular' button.

Staff Pay Enquiries:
'Staff > Pay History' button.
'Pay > Pay Cycles' button.

Paysheets:
'Pay > B. Regular Paysheets' button.

Starting a Pay Cycle:
'Pay > Pay Cycles' button.

Pay Amendments:
'Pay > Pay Cycles'

Holidays:
During Cycle - 'Pay > Pay Cycles > F5 on Hours screen'
Before Cycle - 'Staff > Holidays > Log Holidays' tab.

SSP, SMP and Attachments:
During Cycle - 'Pay > Pay Cycles > 2. Pay by Staff'
Before Cycle - 'Staff > SSP / SMP/ Attachments' tab.

BACS:
'Pay > Pay Cycles > 10.Reports > 5.BACS & Cheques'

Payslips:
'Pay > Pay Cycles > 10.Reports > 6. Payslip's
'Staff > Pay History'

PAYE Reports:
'Pay > Pay Cycles > 10.Reports > 4. 7. & 8'

P45s:
Batch - 'Pay > G. Pay Reports > C.P45 Printing'
Individual - 'Staff > P45'

General Pay Reports:
'Pay > G. Pay Reports'

Invoice Tasks

Amending Regular (Skeleton) Invoice Lines:
'Clients > Sites > Invoice Regular' button.

Report of Regular Invoice Lines:
'Invoicing > H. Additional Reports > 4.Invoices Due' button.

Opening an Invoice Cycle:
'Invoicing > A. Invoice Cycles' button.

Issue Stores:
'Stock > A. Issue Stock' button.

Add Stock to Invoices:
'Invoicing > A. Invoice Cycles > Select Cycle > Add Stock to Invoices' button.

Preview Raised Invoice:
'Invoicing > A. Invoice Cycles > Select Cycle > Preview Invoices' button.

Complete Invoices:
'Invoicing > A. Invoice Cycles > Select Cycle > Post /Commit' button.
This numbers the invoices and allows you to print.

Print Invoices:
Within Cycle - 'Invoicing > A. Invoice Cycles > Select Cycle > Print' button.
Batch **-** 'Invoicing > F. Batch Print Invoices' button.
Individually - 'Clients > Sites > Invoice History' button, then tag those you require using the 'Tag' button.

Create Sage Export:
'Invoicing > K. Reports > 4 Export to Sage' button.

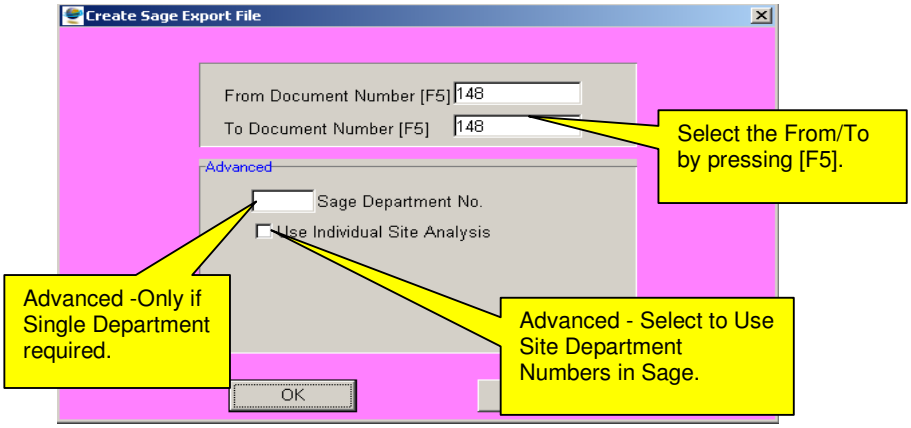
One Off Invoice:
'Invoicing > B. One Off Invoice/Credits' button.

Credit Notes:
'Invoicing > B. One Off Invoice/Credits' button.

Export to Sage

CleanLink has two Exports, **Invoices** and **Clients**. **Clients** is the Company, Address, Tel, Fax, and Contact for every client. These Client details will be created in Sage if not already there. It is probably easier to create and maintain references and client details in CleanLink and before exporting **Invoices** export **Client** details. This way Sage will have all the new clients with matching references.

Export Clients and Invoice from the 'Invoice > K. Reports > 4. Export to Sage'.

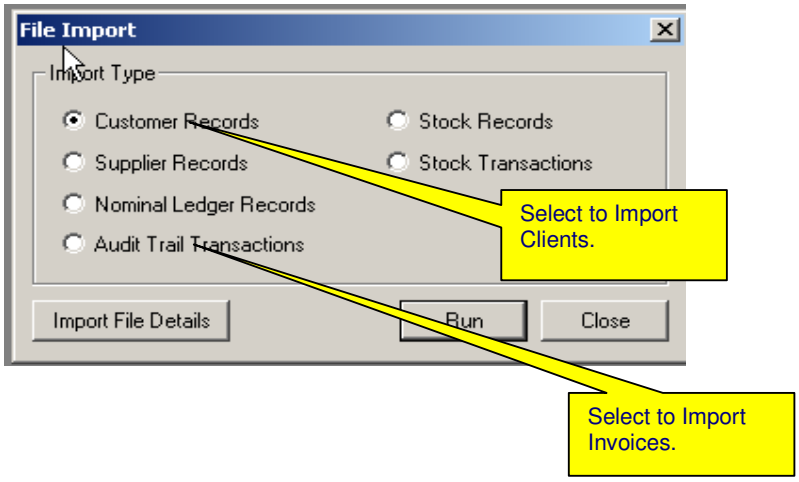


Importing into Sage

This is a two step routine:

1. From the Sage **File** menu select **Import > Customer Records**. Select **Run** change folders and find the Exported file **Clients.CSV** (Check it is the correct date) then press **Open**.

2. From the Sage **File** menu select **Import** > **Audit Trail Transactions** select **Run** change folders and find the Exported file **INVOICE.CSV** (Check it is the correct date) then press **Open**.



When importing **Invoices** into Sage, Sage first checks the import file and only continues to import if everything is ok. If one reference is not in Sage or is not an exact match, Sage will reject the whole file. It's all or nothing.

- If you import the same **Invoices** into Sage a second time, Sage creates new invoices, so they will be **DUPLICATED.**

  Clients imported into Sage overwrites whatever is already there, so will not be duplicated.

- CleanLink exports to the same file each time 'Invoice.csv' and 'Clients.csv' (it deletes the old ones first). So after every export you **must** import.

- The default setting only allows you to export an invoice from CleanLink once. If you have lost the export and need to do it again, tick the box in 'Setups > 2. Setups & Defaults > External Links > Allow multi Exports to Sage'**.** Always go back and **untick** it afterwards.

Mobile (PDAs)

Overview

Each Mobile (PDA) is assigned to a specific person. It depends on the persons' Managerial Hierarchy which sites and staff are available on their PDA i.e. A division manager will receive all the information for his division and a Area Manager will receive details of his Sites. Only Staff of Grade 1 – usually 'Type G - Gen Cleaning Staff' are sent to the mobile.

A new Mobile device may be with its owner who is not in the office. To obtain a relationship with Base CleanLink it requests a Link by entering your Company Code and selecting an available (Non Linked) user, this is normally displayed as the Staff number. From Base CleanLink you then need to 'Approve Link'. This creates the relationship between CleanLink Base the Web Server and the Mobile. If you later want to issue this Mobile to another person Reset it in Base CleanLink and Re-link the Mobile (see below). Swapping the SIM card has no effect on the link; it is just a means of communication. The devices internal machine number is used for the Link.

The Site must be present on the Mobile, before other site related items are displayed. The same applies for Staff. If a new Site is added just send a new Site list.

Lists contain a fairly small number of bytes, but photographs can be large, so the PDA can be set to **Only** send photographs when synced to a PC with an internet connection.

Your Server polls the web server every 15 minutes to collect files, likewise when CleanLink Mobile is running on the PDA. The PDA polls the web server every 15 minutes to exchange files. The Server can be forced to Get Data, and the PDA can be forced to Send/Receive. Each time files are sent to the Mobile, they are placed in separate folders. Your server will wait 30 seconds after the last creation before it sends it to the web server.

Mobile Setup

Set up Server:

1. **Run MobileServiceSetup.exe**

From within CleanLink:

2. **Enter Mobile Code and PIN number.**
3. **Assign Mobiles to Managers.**

On the Mobile (PDA):

4. **Install CleanLink Mobile on the PDA / Device.**
5. **Link Mobile to User.**

From within CleanLink:

6. **Approve Mobile Links.**
7. **Export Information to Mobiles.**
8. **Lists and requests available on the Mobile.**
9. **Import Information to CleanLink.**

Installation – PC /Server Side

Ensure you are running base CleanLink v 4.17.04f or later.

1. Run CleanLinkMobileServiceSetup.exe

Install the CleanLink Mobile Service on your server or PC, this allows the exchange of files with the web service. This should be installed on the same computer as CleanLink. There must be an Internet Connection. It requires Microsoft '.NET Framework' to be present. If not it will install automatically. Your anti-virus will ask for permission 'Always Allow'.

We have not registered this program, as we are continually updating, so you may be asked for permission to run program 'from unknown publisher'.

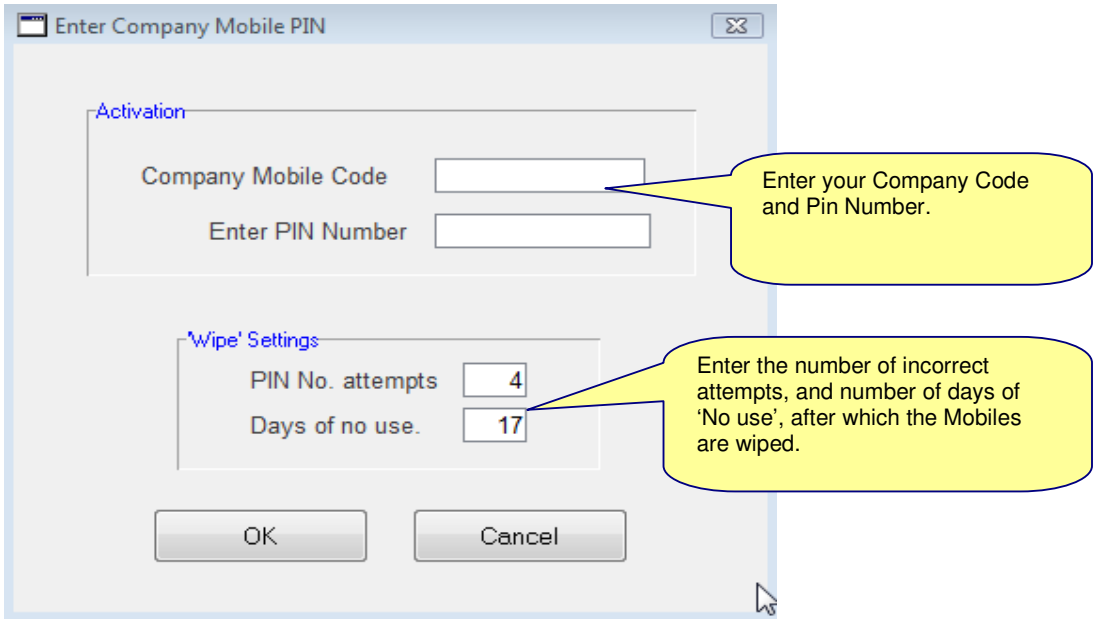
This program should be installed in the same folder as CleanLink. On a standalone or the actual server, the default is probably correct. If installing remotely you may have to change to a mapped drive i.e. 'L:\'. If you cannot install to the mapped drive install on the server to the CleanLink folder, then change the MAGIC_LOGICAL_NAMES to the correct mapped drive so it looks something like: PDADir=L:\Cleanlink\Pda\CleanLinkMobileService\DeviceFiles\

When installed check the service has started by going to 'Control Panel > Administrative Tools > Services > CleanLinkMobile' and if not START the service'.
End of Server side.

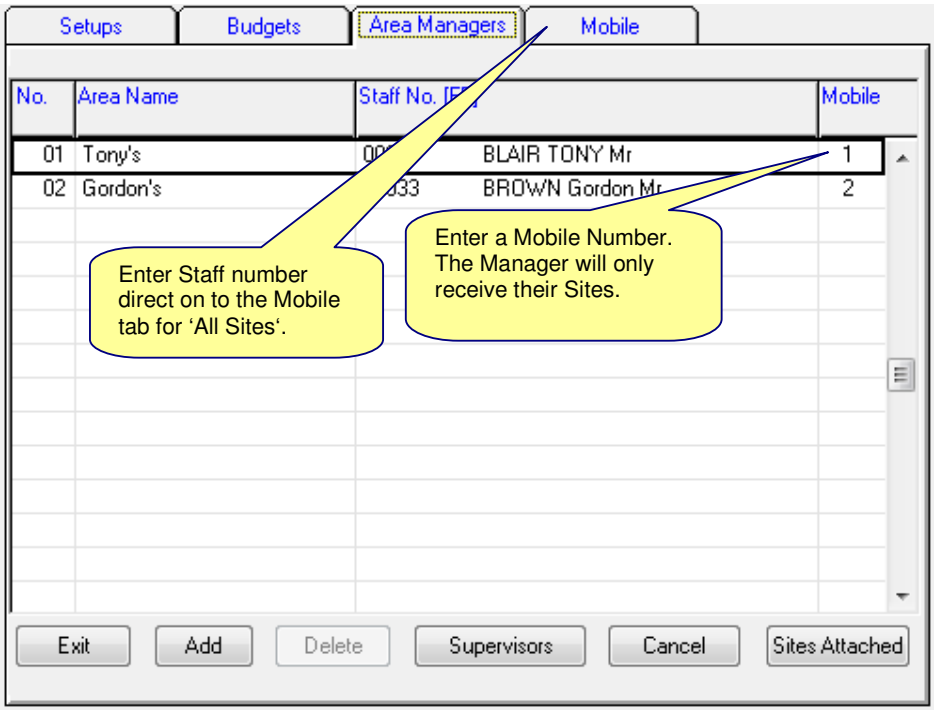
From within Base CleanLink

2. Enter Mobile Code and PIN number.

Right Click and go to 'About CleanLink' and select 'Update Mobile'.



3. **Assign Mobiles to Managers.** From 'Setups > 4.Divisions' enter the mobile number against the Division / Area Manager or Supervisor'. You may also set up 'All Sites' by entering them straight in the 'Mobile' tab.



On the PDA

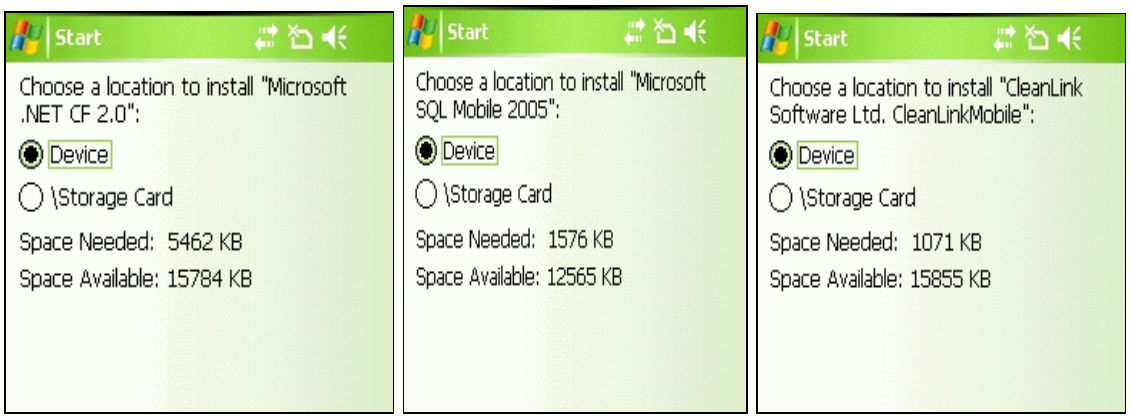
4. **Install CleanLink Mobile on the PDA / Device.** First ensure the PDA is synced to a computer. Install CleanLink Mobile from www.Cleanlink.co.uk 'User Area / Mobile' and select either Mobile 5 or 6. Un-sync and then re-sync the mobile and follow the on screen PC instructions.
Accept all defaults.

When you re-sync the device, 3 items are installed:

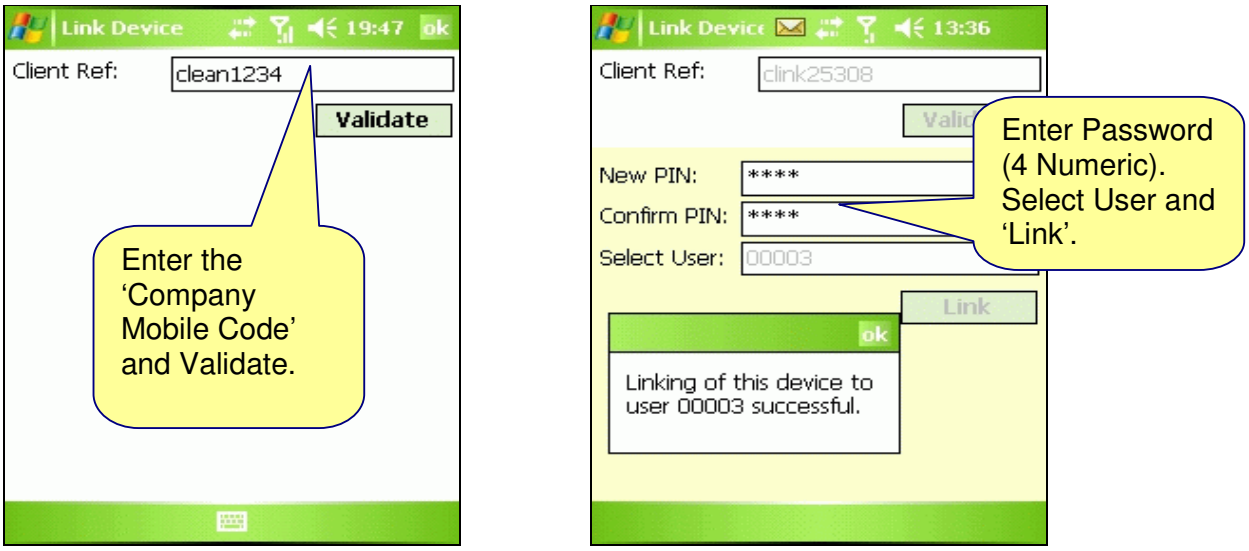
1. .Net CF 2.0. (Already on device if running 'Windows Mobile 6')
2. Microsoft SQL Mobile. (Already on device if running 'Windows Mobile 6')
3. CleanLink Mobile – (accept to install from unknown publisher)

It doesn't matter if CleanLink Mobile is installed on the Device or Storage card. It is said that programs run faster if installed on the 'Device'. This has not been tested. After installation the Device will require restarting.

Install Screens:



5. **Link Mobile to user.** The Device must be Synced, and Wi-Fi or GPRS must be available, then, on the Device start 'CleanLink Mobile' by tapping the icon. The screens below will appear. If the icon is not showing go to 'Start > Programs'

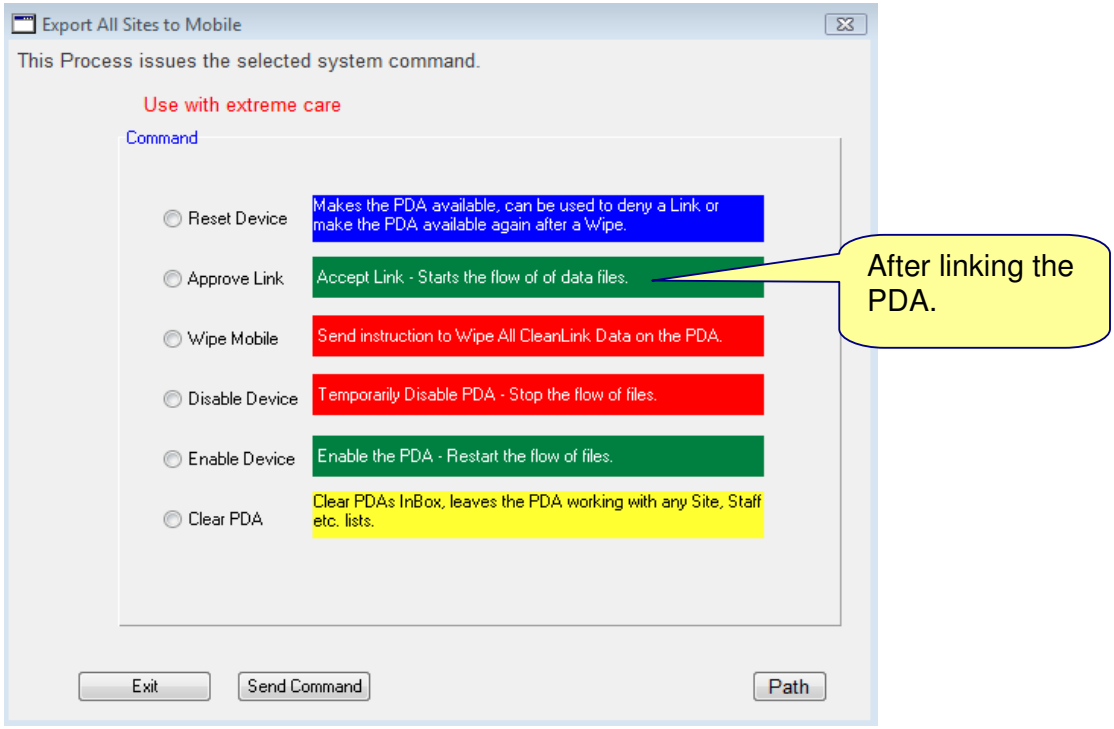


If the Linking is UNSUCCESSFUL check you have a connection by going to the PDA's Internet Explorer and entering www.bbc.co.uk (this site recognizes PDA's and displays correctly). Try linking without being synced, or if synched try while synced.

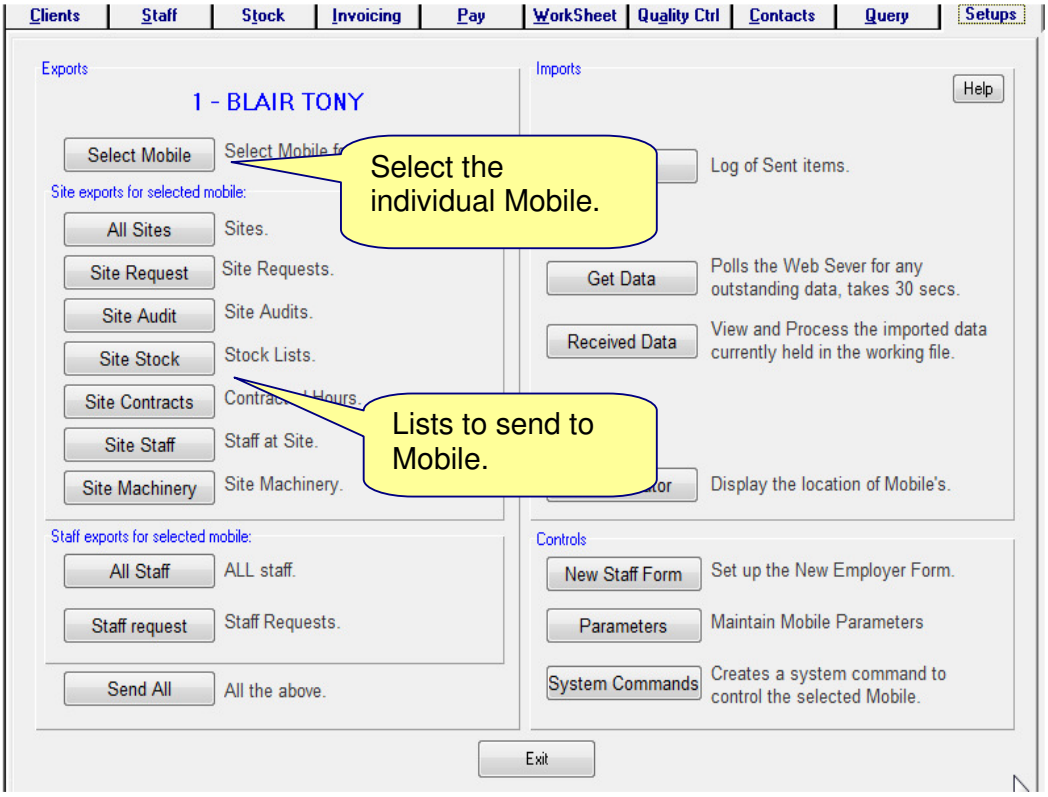
This will send a request to the Head office for a Link, Head Office then needs to Enable the Device by sending a 'System Command > Approve Link'. Then the Device is available to Login.

From within Base CleanLink

6. **Approve Mobile Link.** When the Mobile Device has been linked to a user (see 'Mobile Installation – Mobile Side') there will be a request sent to Base CleanLink, this must be approved by sending back an 'Approve Link'. This will ensure that the device is assigned to the correct person.



7. **Export Information to Mobiles.** Right Click and go to 'Mobile' and select the user from the 'Select Mobile' button. Then export the Sites with the 'All Sites' button. This exports the user's sites to the Mobile. The mobile requires the Sites as a source to display other functions e.g. Audits. 'All Staff' button will export all the Staff on Regular Pay for the users' sites.



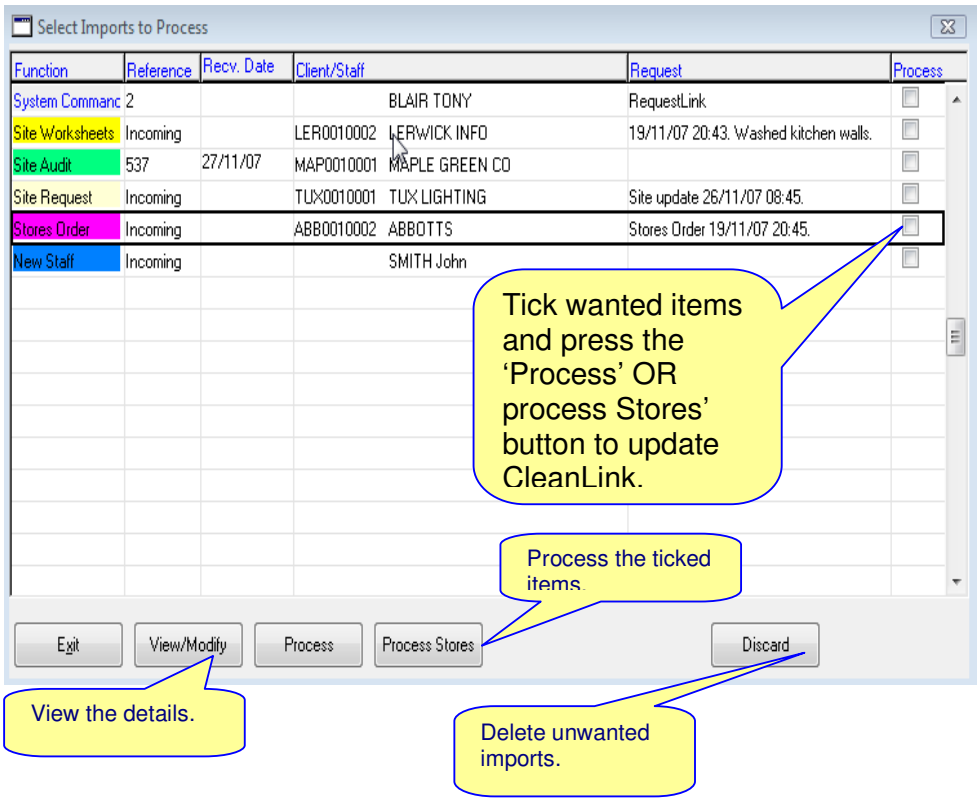
8. Lists and requests available on the Mobile:

All Sites – Sites the user looks after. The Site must be on the Mobile for other lists i.e. Stock, Machinery to be displayed on the PDA
Site Requests – Ad hoc requests
Site Audit – Ad Hoc Audits automated by QC Cycles
Site Stock – List of Stock available for EACH Site 'Client > Site > Stock List' button.
Site Contracts – Contracted Hours for the site
Site Staff – Staff on Regular Pay with Hours, Rates and Holidays Taken/Accrued
Site Machinery – Machines on Site
All Staff – Name, Address, and Tel. for managed Sites, and optional Photo.
Staff Requests – Ad Hoc Staff requests
New Staff Form – A Staff Starter form. This can be customized, and is sent to all Mobiles

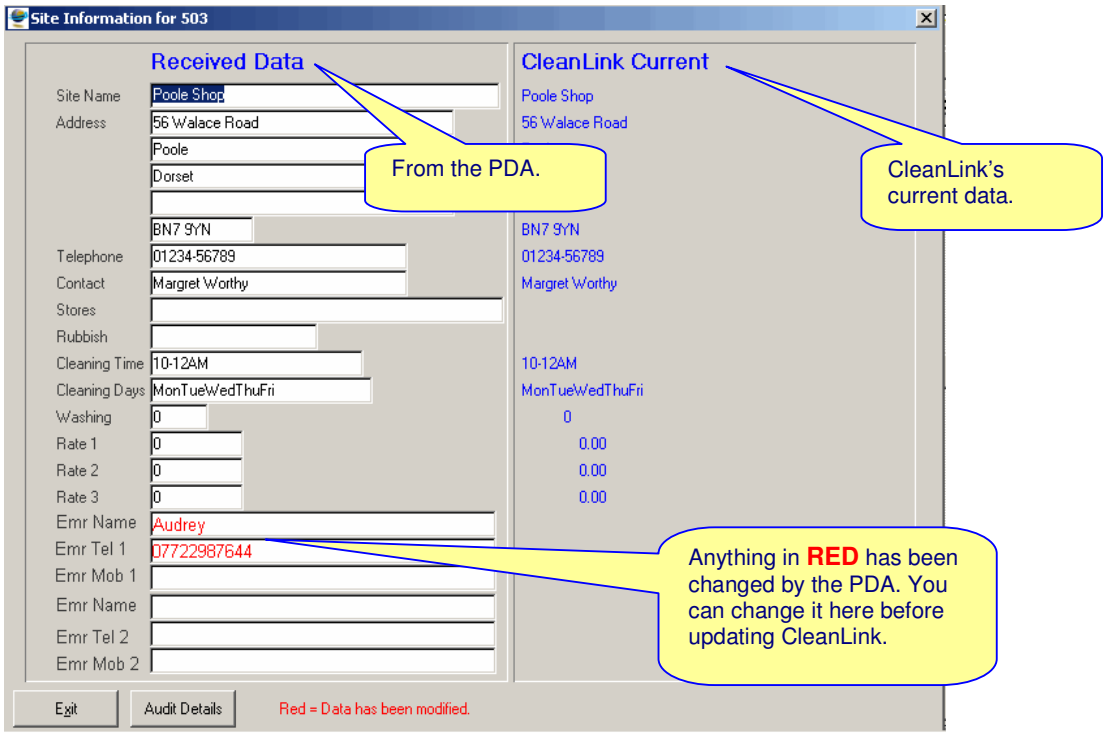
9. Import Information to CleanLink.

The 'Get Data' button imports any information into a temporary file to await processing. The 'Received Data' button shows the data received. Changes can be made and decide whether to process into CleanLink. The GPS Locator shows the position of the PDA at a given time.

The Received Data Screen:



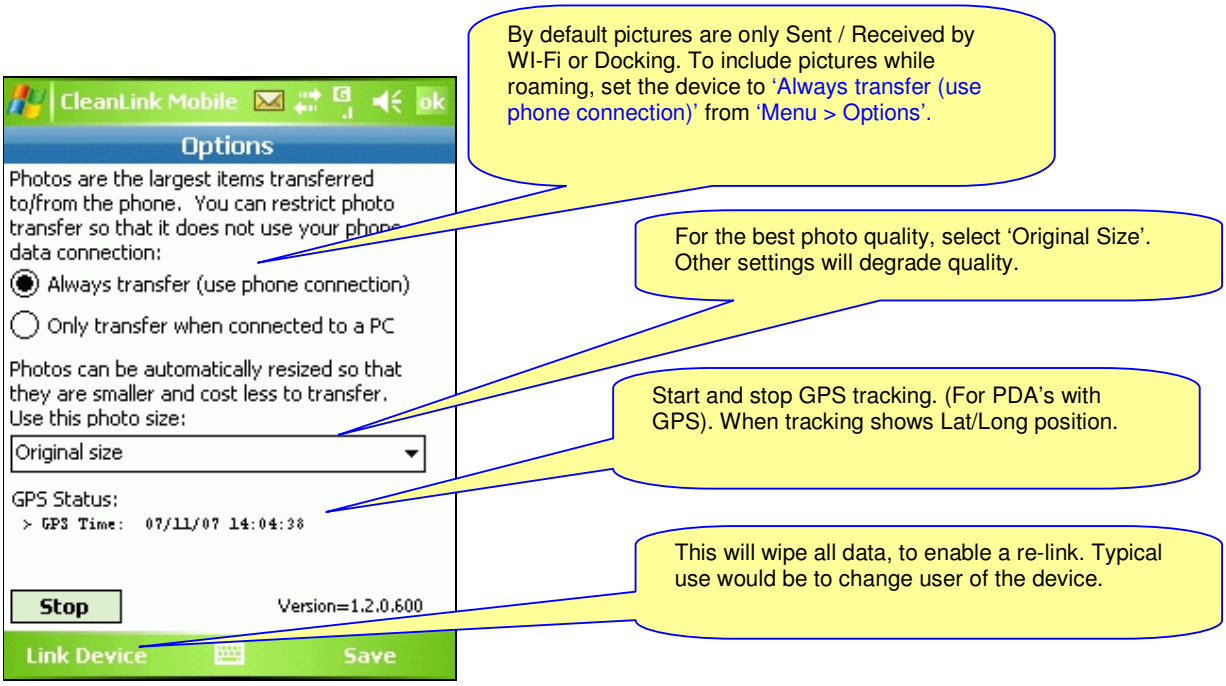
View/Modify screen:



Using CleanLink Mobile on the Device (PDA)

The PDA / Smartphone device transfers files to/from CleanLink Base (the Head Office where the normal CleanLink system is installed) in 3 ways:

- **A.** Docking with any Internet connected PC (Microsoft ActiveSync on your home PC).
- **B.** Wi-Fi either to your PC or from a Hotspot.
- **C.** GPRS system via a SIM card (telephone).



With a SIM card, and CleanLink Mobile running, the Device will contact the Web Service every 15 minutes, to Send and Receive any files that need transferring. A Send/Receive can also be forced from the Menu.

After a short period of no activity CleanLink Mobile will go back to the PIN number screen, but continue to poll the Web Server.

Sites must be on The Device to display other functions e.g. Quality Audits, and Staff to display Staff functions. The Site must be on the PDA before an Audit will appear in the Inbox.

The only way to receive a Site is to export ALL the Sites for the user from CleanLink Base. If a new Site is added just send a new 'All Sites' list. The same process goes for Staff.

The functions available are:

- Sites – List of sites with information.
- Staff – List of Staff who are on Regular Pay for the above Sites.
- Quality Audits – Audits sent from CleanLink Base.
- Site Requests – Request for action/information sent from CleanLink base.
- Staff Requests – Request for action/information from CleanLink base.
- Site Create Task – A PDA initiated action/information to be sent to CleanLink Base.
- Staff Create Task - A PDA initiated action/information to be sent to CleanLink Base.
- Work Sheets - Sent from CleanLink base.
- Work Sheets - PDA initiated Work Sheet to be sent to CleanLink Base.
- Contracted Hours.
- Staff on Site.
- Machinery on Site.
- Stores Ordering.

The CleanLink data held on the Device will be wiped if:

A. The PIN number is entered incorrectly the preset number of times.
B. CleanLink Mobile on the Device has not been used for the preset number of days.
C. CleanLink Base sends instruction to 'Wipe Mobile'.

Should this happen accidentally, to reactivate the device you need to:

1. 'Reset' the Device from CleanLink Base.
2. Re Link the device, by entering Company Code.
3. 'Approve' the Link request from CleanLink Base.
4. Export Sites and Staff from CleanLink Base.

Menus

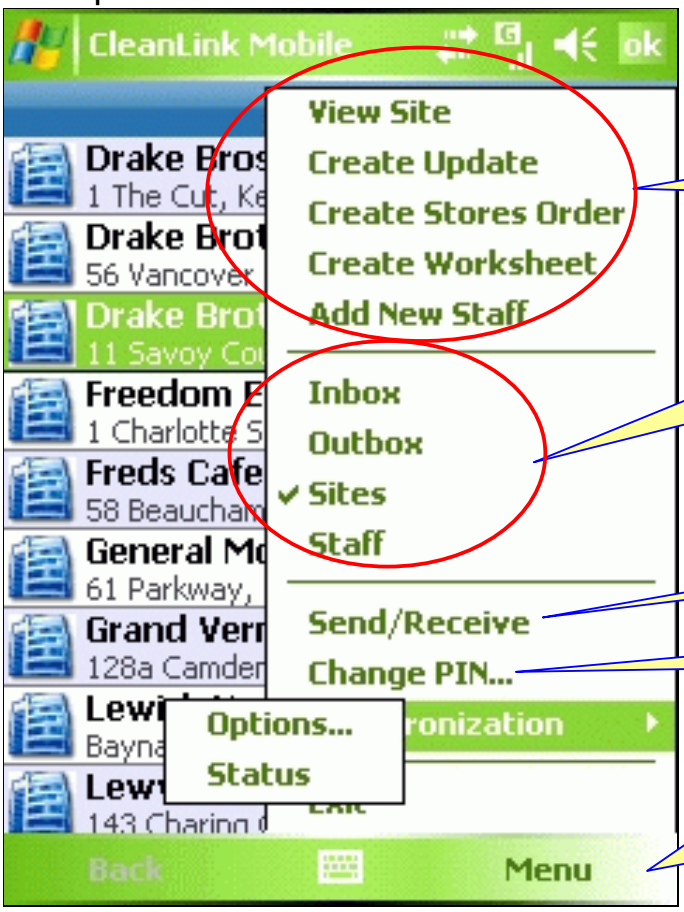
CleanLink Mobile opens displaying the Inbox. Simply select any item.

The 'Menu' in the bottom right hand corner is explained below.

'Tap and Hold' any item to show a sub menu.

In the Outbox if you 'Tap and Hold' there is the option to 'Unsend Task', putting it back in the Inbox for further editing.

Menu options



Opens a Task in the Inbox. You can tap the item directly from the Inbox.

Displays the relevant data on the main screen. This is the only place to select the different lists.

Forces a Send/Receive.

Change PIN number.

Options - see screen shot above.
Status check the PDA is communicating correctly.

PDA Tasks

Set up Users: 'Setups > 4.Divisions'.

Status of PDA: 'PDA CleanLink > Menu > Synchronization > Options'.

Sending data to PDA: 'Right Click > Mobile > Select Mobile'.

Receiving Data from the PDA: 'Right Click > Mobile > Select Mobile > Import Data'.

Photos: By default pictures are only Sent / Received by WI-Fi or Docking. To include pictures while roaming, set the device to 'Always transfer (use phone connection)', from the PDA's 'CleanLink > Menu > Synchronization > Options'

Resetting a Wiped PDA:

1. 'Reset' the PDA/Device from CleanLink Base.
2. Re Link the PDA/device, by entering Company Code on the PDA.
3. 'Approve' the Link request from CleanLink Base.
4. Export Sites and Staff from CleanLink Base.

Clear PDA and link to a new manager: (deletes all data on PDA) from the 'PDA CleanLink > Menu > Synchronization > Options > Link Device'.

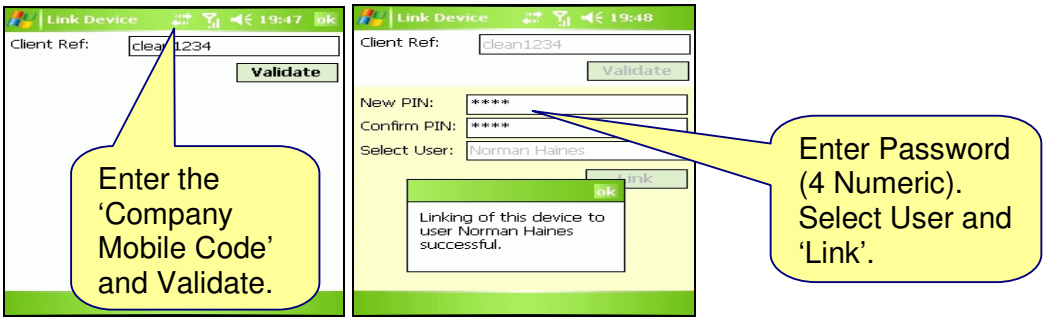
This will require an **Approve Link** from base CleanLink**:** 'Right Click > Mobile > Select Mobile > System Command > Approve Link'.

The PDA must have Sites to be able to provide Site functions, and Staff to provide Staff functions.

Set up New PDA

1. Set up User on base CleanLink: 'Setups > 4.Divisions'.

2. **Linking PDA:** 'Start CleanLink on the PDA'.



This will send a request to the Head office for a Link.

3. Approve Link on base CleanLink: 'Right Click > Mobile > Select Mobile > System Command > Approve Link'.

4. Send Sites and Staff to PDA: 'Right Click > Mobile > Select Mobile > Send Sites / Send Staff'.

Mobile Common Errors

Problem Error messages:
'Error occurred while contacting web server. 'Device status unavailable'
'Action cannot be performed at this time. Please try later.'

Answer The PDA is not communicating.
Check the PDA is communicating by opening a web address on the PDA through Internet Explorer. Try 'www.bbc.co.uk'. If you reach the BBC web site the PDA is communicating. Retry CleanLink.

If you get the message: 'Page cannot be found. Check the name and try again' your PDA is not communicating.
If you are connected through Active Sync, disconnect and try through the SIM card. If you are trying through the SIM card, check Active Sync is not running. (Start > settings > system >memory>running programs).

Problem Files are not flowing.

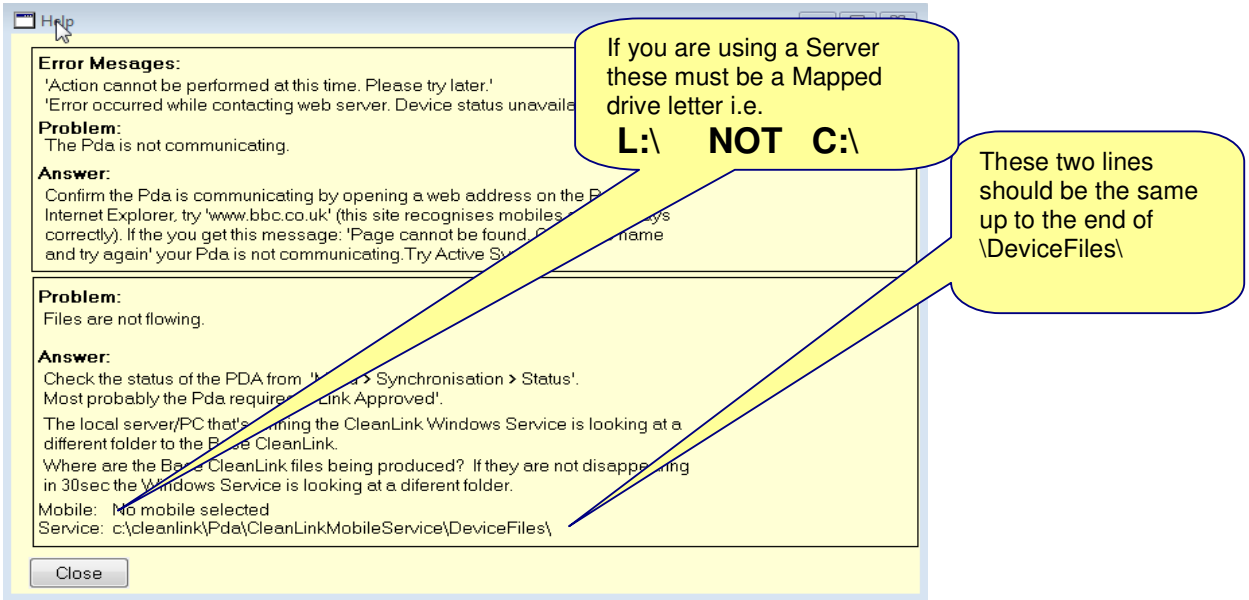
Answer **a**. Check status of the PDA from 'Menu > Synchronisation > Status'
b. The PDA requires a 'Link Approved'.

Install Problem

The local server/PC that's running the CleanLink Windows Service is looking at a different folder to the Base CleanLink.

Answer

Where are the Base CleanLink files being produced?

If they are not disappearing in 30sec the Windows Service is looking at a different folder.

Check the folders are correct. From Base CleanLink 'Right Click > Mobile > Select Mobile (any will do) > Help' at the bottom it will show the folder paths. (See image below). It is not unusual on initial setup to get these wrong.