

Unit S339 Storyboard

As part of my job at Braes Garage, I use a bespoke software application called Team to input, combine, create, and modify business related data in order to manage the smooth running of the office facility.

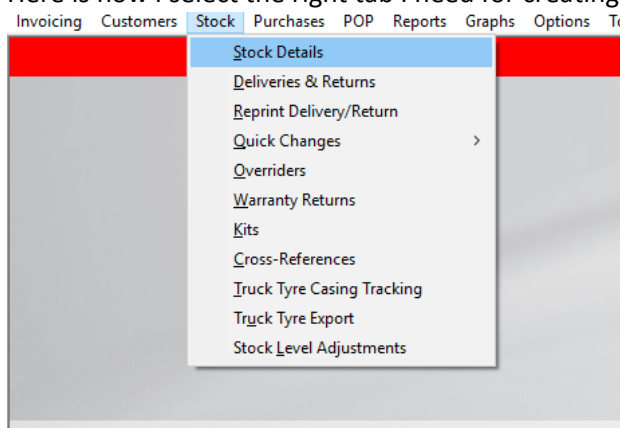
Within the system, we hold confidential information relating to our customers. We also use the system to manage stock control, and to manage sales transactions.

The system was customised for our auto trade business. The software allows me to easily create stock for resale, create new customer accounts, automatically send invoices, and statements, modify or adjust stock

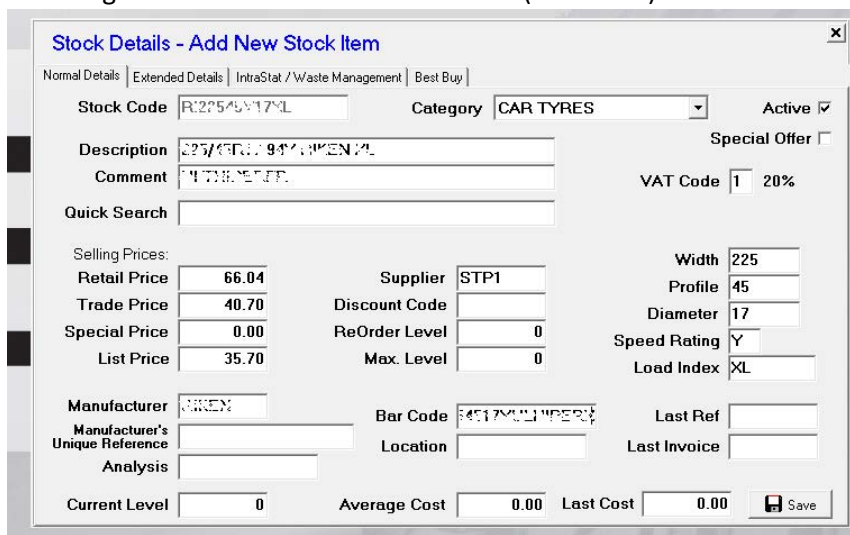
It is important to enter accurate information into system at all times if the information is entered inaccurately from that point onwards it will give incorrect results which can lead to false stock figures and inaccurate customer information, which would be in breach of the Data Protection Act. This could have serious consequences for our business. Therefore, all data entry is double checked prior to saving. This reduces the risk of inaccuracies. (339 ST1.1)

I have attached a few screen shots to demonstrate how I create stock, and enter invoices accurately. This allows me to log stock for resale or create stock for garage use. I can safely store everything in one place, and process it in the same day so that I can easily access it whenever required.

Here is how I select the right tab I need for creating stock (339 ST1.1)



The image below shows how I create stock (339 ST1.1)



Stock Details - Add New Stock Item			
Normal Details		Extended Details	
Stock Code	R225/45/17ML	Category	CAR TYRES
Description	225/45R17 94V XL M&S		
Comment	M&S		
Quick Search			
Selling Prices:		Supplier	
Retail Price	66.04	Supplier	STP1
Trade Price	40.70	Discount Code	
Special Price	0.00	ReOrder Level	0
List Price	35.70	Max. Level	0
Manufacturer	M&S	Bar Code	64517ML M&S
Manufacturer's Unique Reference		Location	
Analysis		Last Ref	
Current Level	0	Average Cost	0.00
		Last Cost	0.00
<input type="button" value="Save"/>			

Before I submit, I double check the details are correct this way I make sure the information is accurate. (339 ST1.1)

Stock Details - Add New Stock Item

Normal Details | Extended Details | IntraStat / Waste Management | Best Buy

Stock Code: R22545 Category: CAR TYRES Active: ☒ Special Offer: ☐

Description: 225/45R17 94V HRE XL Comment: UNKNOWN VAT Code: 1 20%

Quick Search: []

Selling Prices: Retail Price: 66.04 Trade Price: 40.70 Special Price: 0.00 List Price: 35.70 Supplier: STP1 Discount Code: ReOrder Level: 0 Max. Level: 0 Width: 225 Profile: 45 Diameter: 17 Speed Rating: Y Load Index: XL

Manufacturer: PIRELLI Bar Code: 4577771410500 Last Ref: Manufacturer's Unique Reference: Location: Last Invoice: Analysis: Current Level: 0 Average Cost: 0.00 Last Cost: 0.00 [Save]

Confirm Details OK? [Yes] [No]

This is an example of how I enter an invoice into system for later resale. (339 ST1.1)

Deliveries & Returns - t 1 Retail Price Adjust

Supplier: STP1 Operator: FM Invoice Number: CEU101F Delivery Number: E023N P/Order Number: 606 Date: 01.02.2019

Prices Confirmed: ☒ Resale: ☒

Stock Code: R22545 Description: 225/45R17 94V HRE XL

Line 1 of 1 0.00 Items Exc. VAT 0.00 VAT Amount 0.00 Total 0.00

Deliveries & Returns - t 1 Retail Price Adjust

Supplier: STP1 Operator: FM Invoice Number: CEU101F Delivery Number: E023N P/Order Number: 606 Date: 01.02.2019

Prices Confirmed: ☒ Resale: ☒

Stock Code	Description	Level	Qty	Cost	Total
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Line 1 of 1 0.00 Items Exc. VAT 0.00 VAT Amount 0.00 Total 0.00

Deliveries & Returns - t 1 Retail Price Adjust

Supplier: STP1 Operator: FM Invoice Number: CEU101F Delivery Number: E023N P/Order Number: 606 Date: 01.02.2019

Prices Confirmed: ☒ Resale: ☒

Stock Code: R22545 Description: 225/45R17 94V HRE XL

EU Tyre Performance Ratings: No EU Tyre Performance Ratings have been entered for this tyre. (225/45R17 94V HRE XL) You can fill them in now if you have them handy. (You are required to show these at point of sale from 1st November 2012)

Efficiency: [C] Wet Grip: [C] Noise: 77 dB [0] bars [0] Total: 162.80

☐ Snow Tyre ☐ Reinforced ☒ Extra Load

If your supplier gives you the noise "bars" rating 1, 2 or 3, then select it above. If not, leave the bars set to zero and the system will determine the noise rating from the tyre type. In this case, the tick boxes above are important.

Line 1 of 1 4.00 Items Exc. VAT 162.80 VAT Amount 32.56 Total 195.36

Deliveries & Returns - t 1 Retail Price Adjust

Supplier: STP1 Operator: FM Invoice Number: CEU101F Delivery Number: E023N P/Order Number: 606 Date: 01.02.2019

Prices Confirmed: ☒ Resale: ☒

Stock Code	Description	Level	Qty	Cost	Total
R22545	225/45R17 94V HRE XL	0	4	40.70	162.80

Line 1 of 1 4.00 Items Exc. VAT 162.80 VAT Amount 32.56 Total 195.36

Deliveries & Returns - t 1

Retail Price Adjust

Supplier

Operator

Invoice Number

Delivery Number

PO Order Number

00001

FM

CE 001210

000000

GOLF

Prices Confirmed

Goods for Resale

Date

☒

☒

01/02/2019

Stock Code	Description	Level	Qty	Cost	Total
RI02 1PM17XL	CE 001210 9 0000000000	0	4	40.70	162.00
			0	0.00	0.00

Line 2 of 2

4 Item Items

Exc: VAT

162.00

VAT Amount

32.56

Total

195.36

Confirm

Details OK?

☒ Yes

☐ No

Pay C.O.D. (Net/Cash)

Pay Now (Other Method)

Adjust VAT

When a customer opens an account, they are allocated a customer number which is unique to them. When they purchase or use our services in conjunction with their customer account number, they quite often provide us with a purchase order number, which is unique to their company this identifies both the goods and services for both companies. I then create an advice note adding the purchase order number provided by the customer, and send it to them by email or post depending on the customer preference. Our terms are 30 days from the date of the invoice. At the end of each month I print out statements and send by post or email. The screenshots below show how I go through the process from start to finish. When creating invoices, I must link the customer's details to the services provided, and our stock control system. Therefore, stock that is used when carrying out work on a vehicle, will link to their account and no longer show up as available stock. (339 ST1.2, ST2.2)

This is an example of how I create an invoice. By pressing F6 it will give me the option to save it for later use.

Sales Invoice Number ET000100

Fitter IM	Customer Code GRLE	
Mileage	Name	
Registration	Contact	
Vehicle	Town	
Order Number	Telephone 01705 741000	
Sheet No.	Balance 150.55 DR	

Stock Code	Description	Lvl	Qty	Price	Disc%	Total
MI22555R16	235/55R16 115/113R M CPELI	1	1	171.50	0	171.50
V	VALVE	0	1	0.00	0	0.00
B	WHEEL BALANCE	0	1	0.00	0	0.00
D	ENVIRONMENTAL TYRE DIS 9792	1	1	2.50	0	2.50

Line 5 of 4 4.00 Items Exc. VAT 174.00 VAT Amount 34.80 Total 208.80

Sales Invoice Number ET000100

Fitter IM	Customer Code GRLE	
Mileage	Name	
Registration	Contact	
Vehicle	Town	
Order Number	Telephone 01705 741000	
Sheet No.	Balance 150.55 DR	

Hold Invoice X

Hold invoice for later use?

☒ Yes

☐ Hold and Print

☐ Hold and Email

☐ Save as Quotation

☐ Cancel

Stock Code	Description	Qty	Price	Disc%	Total
MI22555R16	235/55R16 115/113R M CPELI	1	171.50	0	171.50
V	VALVE	1	0.00	0	0.00
B	WHEEL BALANCE	1	0.00	0	0.00
D	ENVIRONMENTAL TYRE DIS 9792	1	2.50	0	2.50

Line 4 of 4 4.00 Items Exc. VAT 174.00 VAT Amount 34.80 Total 208.80

Here is a printed invoice from us with the attached purchase order number.

The image shows two printed documents side-by-side. The left document is an invoice, and the right document is a purchase order.

Invoice Details:

- Printed: 12.2.19
- Invoice Date: 12.2.19
- Registration: 12.2.19
- Vehicle: 12.2.19
- Mileage: 12.2.19
- Order Number: 12.2.19
- Payment: On Account
- Stock Code: 12.2.19
- Description: 12.2.19
- VAT: 12.2.19
- Qty: 12.2.19
- Price: 12.2.19
- Disc: 12.2.19
- Total: 12.2.19

Purchase Order Details:

- Purchase Order: F 51
- DATE: 12.2.19
- YOUR REFERENCE: 12.2.19
- ACCOUNT NUMBER: 12.2.19
- SUPPLIER: 12.2.19
- DELIVER TO: 12.2.19
- REQUISITION No.: 12.2.19
- REQUISITIONED BY: 12.2.19
- DELIVERY DATE: 12.2.19
- DELIVERY VIA: 12.2.19
- F.O.B. POINT: 12.2.19
- TERMS: 12.2.19
- QTY ORDERED: 12.2.19
- QTY RECEIVED: 12.2.19
- STOCK No.: 12.2.19
- DESCRIPTION: 12.2.19
- UNIT PRICE: 12.2.19
- TOTAL: 12.2.19

This is a screenshot of me looking for a customer in order to send the monthly statement. (339 ST1.2, ST2.1)

The screenshot shows a 'Find Customer' window in a software application. The window has a search bar and a table of customer records.

Search Fields:

- Name: GR
- Code:
- Postcode:
- Telephone:
- Address:

☒ Hide Cash Customers (F5 to toggle)

Customer List:

Customer	Name	Address	Phone
GMS1			01505 80233
GRA			01505 64275
GRE1			01505 74133

This is how I choose the correct tools for customer statements

The screenshot shows a software application menu with the 'Customers' option selected. The 'Statement Print' option is highlighted in the dropdown menu.

Menu Structure:

- TEAM, 02 April 2019
- Invoicing
- Customers (Selected)
- Stock
- Purchases
- POP
- Reports
- Graphs
- Options
- Tools
- Help

Customers Dropdown Menu:

- Customer Details
- Adjustments
- Statement Print (Selected)
- Late Payment Interest
- Miscellaneous Sales
- Account Stop Wizard
- Letter

The system will ask me how I want to continue giving me the options below (screen, print or email).

The screenshot shows a software window titled "Account Statements". Inside, there is a "Cust. Code" field with the value "GRF:" and a label "GRAND 627/70000". Below this are two checkboxes: "Extended" and "Save to CSV File", both of which are unchecked. A "Print" dialog box is overlaid on top of the main window. The dialog box has a title bar "Print" and a close button. It contains the text "Send Report To:" followed by three radio button options: "Screen", "Printer", and "Email". The "Email" option is selected. To the right of the radio buttons is a "Copies" field with the value "1" and a small up/down arrow. At the bottom of the dialog box are two buttons: "OK" with a green checkmark icon and "Cancel" with a red X icon.

This is how the statement will be printed or emailed to the customer (339 ST1.1, ST1.2, ST2.1)

The screenshot shows a printed account statement. At the top, there is a blue header bar with some text. Below this, the date "Date: 2.4.19" is on the left, and "Page: 1" is on the right. In the center, it says "<< STATEMENT >>". Below the date, there is a small table with three rows of data. To the right of this, it says "Account: 627/70000". The main body of the statement is a table with the following columns: "Date", "Type", "Reference", "Status", "Debit", "Credit", and "Balance". The table contains six rows of data. At the bottom of the statement, there is a summary table with four columns: "Three* Months", "Two Months", "One Month", and "Current Month". The "Current Month" column has a value of "0.00". Below this summary table, there is a section titled "Current Balance" with a value of "208.80". At the very bottom, there is a footer section with the following text: "All accounts fully payable 30 Days after date of Initial Invoice.", "5% interest will be charged monthly to all accounts over 60 days outstanding", "Royal Bank of Scotland, Account: 627/70000", "Sort Code: 20 20 20", and "Acc No: 00000000".

Date	Type	Reference	Status	Debit	Credit	Balance
15.1.19	INV	ET002544	Paid	257.64		0.00
15.2.19	INV	ET002727	Paid	128.95		0.00
25.2.19	INV	ET002795	Paid	21.60		0.00
5.3.19	ACPT	ET	Alloc		257.64	0.00
29.3.19	INV	ET002112	UnPaid	208.80		208.80
1.4.19	ACPT	ET	Alloc		150.55	208.80

Three* Months	Two Months	One Month	Current Month	Current Balance
0.00	0.00	208.80	0.00	208.80

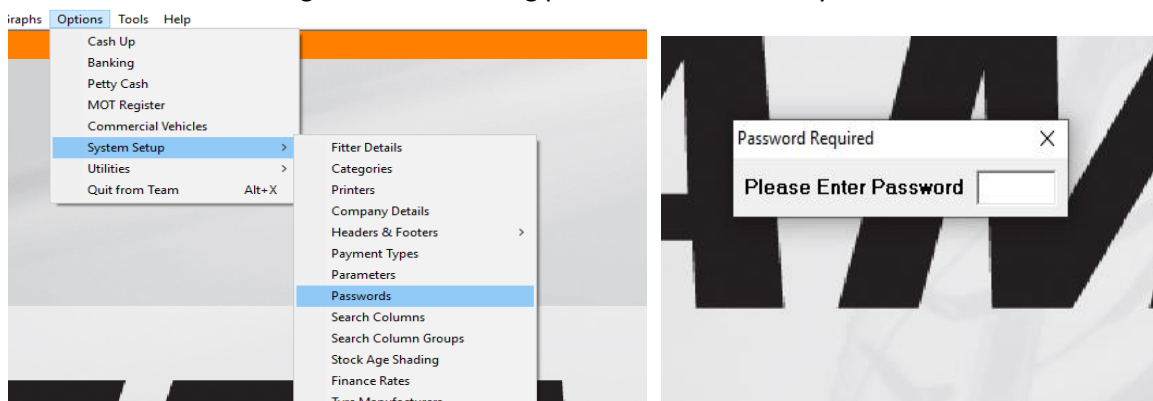
All accounts fully payable 30 Days after date of Initial Invoice.
 5% interest will be charged monthly to all accounts over 60 days outstanding
 Royal Bank of Scotland, Account: 627/70000
 Sort Code: 20 20 20 Acc No: 00000000

As shown in the images below I can create or edit customer details as appropriate for organising information efficiently. After adding all details accurately in TEAM Systems, I then proceed by creating invoices or statements print them and post or email to customer. (339 ST1.1, ST2.1)

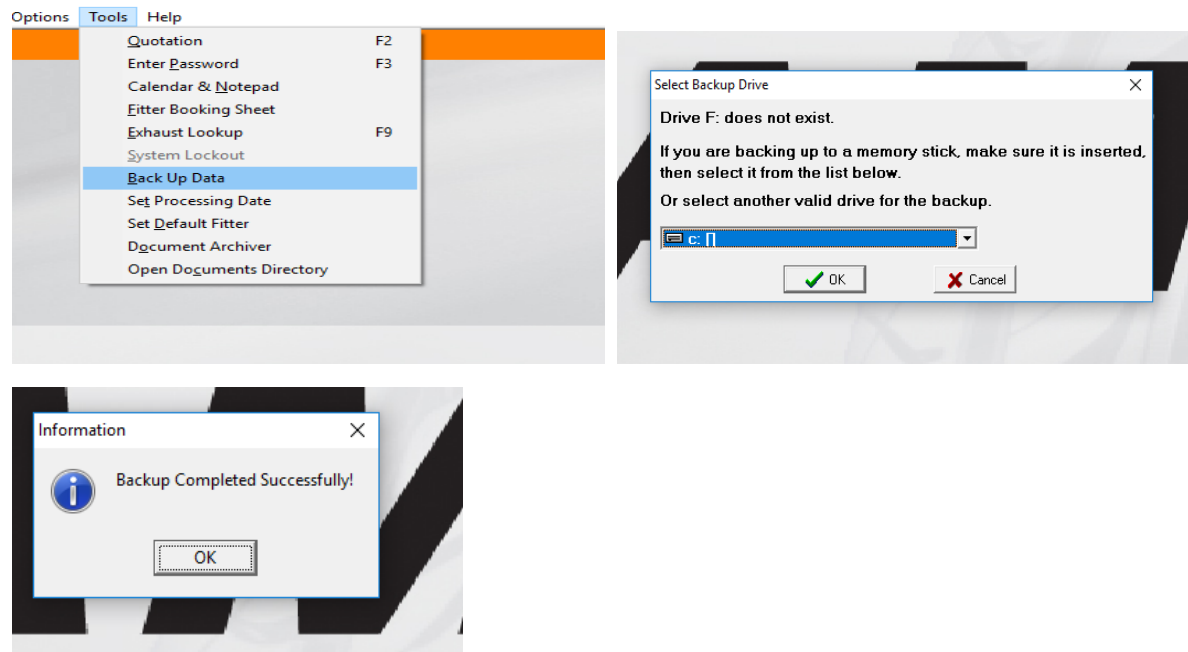
Storing data safely within Team is very important. All data which is held in the software application is backed up daily. It is my responsibility to ensure we have up to date security software installed on PCs. The software frequently updates itself to help protect the system from attack. Everything we do within the system is saved and backed up in a secure location on our network. This helps to ensure that all data held conforms to the UK data protection legislation (General Data Protection Regulations 2018) (339 ST2.2)

Storing processed data into TEAM securely is of utmost importance as we comply with the data protection policy there are areas of the system where we can password protect this way, we make sure that important information will not fall into the wrong hands. I backup the system daily to ensure no stored data will be lost in case of a power cut any problems we could encounter with our computer. One example is the system stopped working on the 2nd computer and will not allow any kind of work to be done unless the main computer would shut TEAM completely. (339 ST2.2)

This is how I select the right tool for creating passwords within the system.

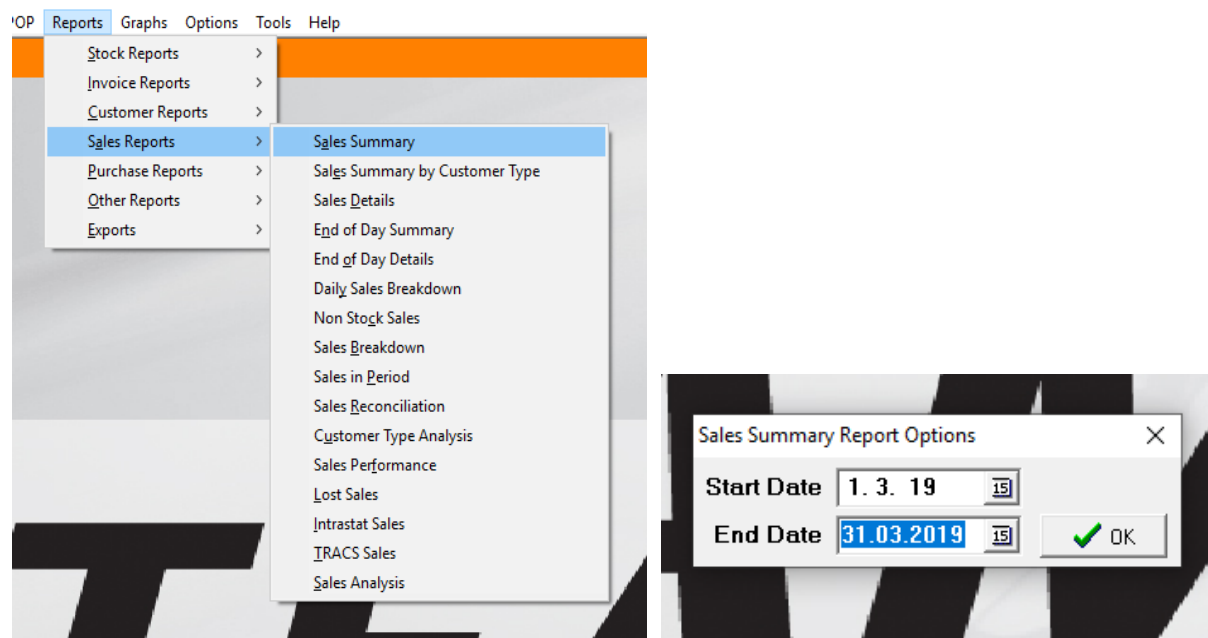


This is an example of how I back up data on system successfully.



I have to send our quarterly sales report to our accountants for VAT return below is an example of how I select the correct tools and use appropriate techniques to edit, analyse and format some of the information required. (339 ST2.2, ST3.1)

Here is an example of how I select the appropriate tools in order to send sales report to our accountant. The system gives me the option to choose the dates required.



Below is an example screen shot of our monthly sales summary resulting the above search (339 ST2.1, ST3.1, ST3.4)

Date: 2.4.19

Time: 6:27 PM

SALES SUMMARY REPORT

(0001) Garage Ltd.

From 1.3.19 to 31.3.19

Page: 1

Copy: 1

Total Trading Days

26

Average Invoices Per Day

7.46

Total Invoices

194

Average Invoice Value

189.96

Total Credit Notes

3

Average Taken Per Day

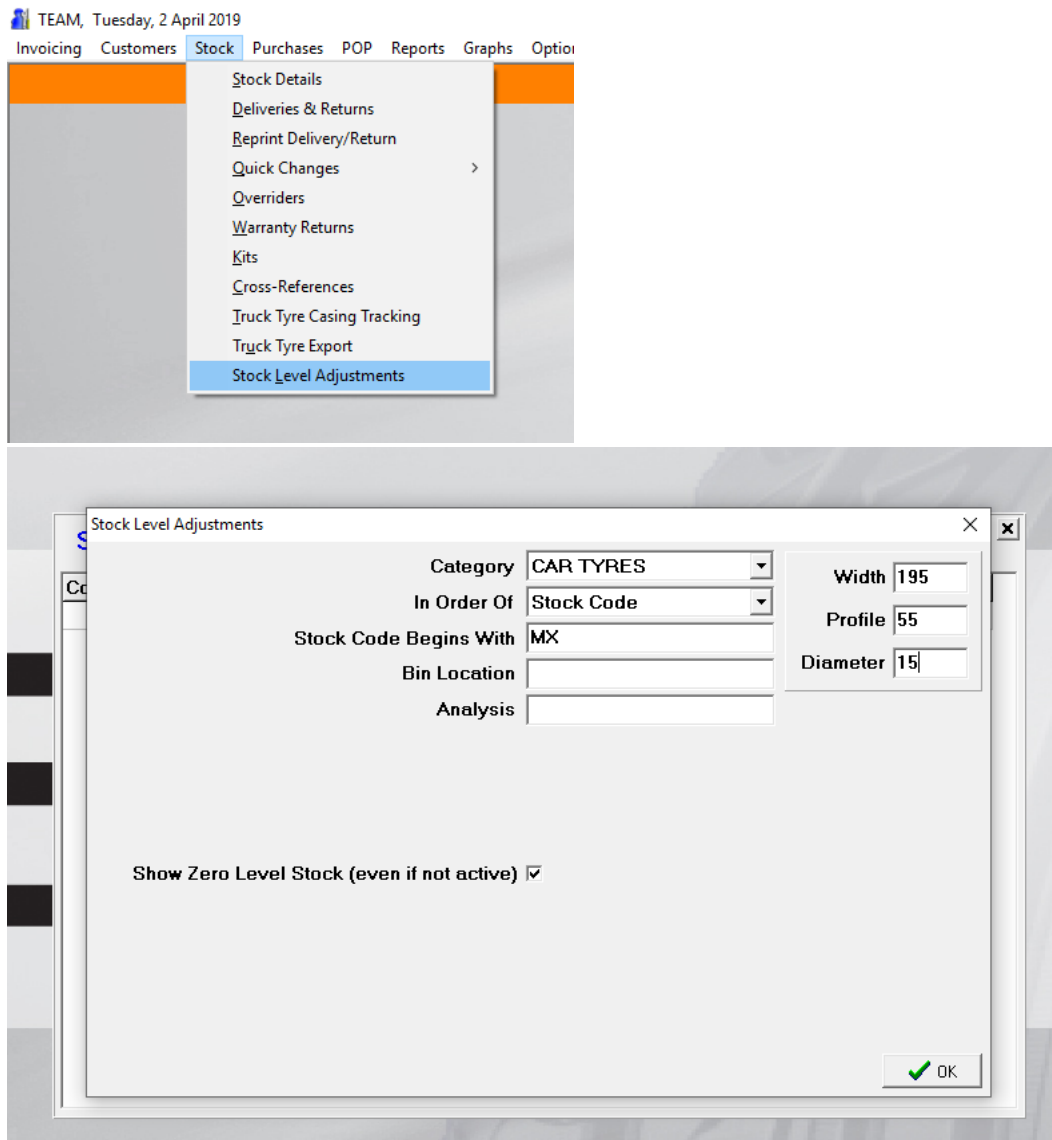
1,439.28

	Cash	Account	Internal	Total
Sales (Nett)	21,644.46	9,219.01	481.98	31,345.45
Sales (VAT)	4,144.35	1,843.78	87.62	6,075.75
Subtotal	25,788.81	11,062.79	569.60	37,421.20
Nett Costs	12,381.84	7,457.92	201.98	20,041.74
Profit	9,262.62	1,761.09	280.00	11,303.71
Gross Margin	42.79%	19.10%	58.09%	36.06%

Payment Method	Amount Taken	Amount Expected	Amount Counted	Difference
CASH	2,318.75	2,318.75	0.00	(2,318.75)
CARD	23,101.49	23,101.49	0.00	(23,101.49)
CHEQUE	926.23	926.23	0.00	(926.23)
BACS	6,174.93	6,174.93	0.00	(6,174.93)
	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00
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	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00
	0.00	0.00</		

Recently we've been having issues with our TEAM Systems stock control data handling. Through investigation, I have identified that the stock figures are not always accurate. I am not sure why this is happening as all data entry, and data manipulation is accurate. There must be a flaw within the system. In order to overcome the issues, we have to do stock count every week. After I compare the stock on the shelf, with the stock listed in the system I then adjust accordingly as shown below. This is time consuming and frustrating. We are hopeful that Team will rectify the software issue soon. (339 ST3.2, ST3.3)

This screen print shows how I select, type in the right code and modify the stock as needed.



Stock Level Adjustments

☐ Allow Zero Costs

Code	Description	Level	New Level
MX19555H15ME3	195/55R15 85H MAXXIS ME3	0	2
MX19555V15	195/55R15 85V MAXXIS HP5	2	
MX19555V15AP2XL	195/55R15 89V MAXXIS AP2	1	
MX19555V15HP5XL	195/55R15 91V MAXXIS HP5 XL	0	

By doing stock control weekly, it ensures high quality results. I must look ahead to the bookings at least a week in advance, to ensure we have the correct stock to meet the customers needs. For example, if a customer has booked into the garage to get new tyres, I must make sure we either have them in stock, or make sure I order the correct tyres before the car arrives at the garage. If a customer has booked their vehicle in for a full service, I will ensure all required equipment and parts are available this will reduce the risk of giving wrong information, and ensuring pleased customers who tend to be repeat business with us. (339 ST1.2, ST3.1)

We don't have the ability to change structured data reports within the Team software but we are constantly evaluating that it is still fit for purpose. We continue to look for software suitable to our needs that would give us greater reliability and flexibility and meet today's current legislation requirements I.e. digital tax. In the meantime, we are happy with the functions/structure and overall capabilities of the system to meet our garages needs. (339 K2.1)