

# 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.

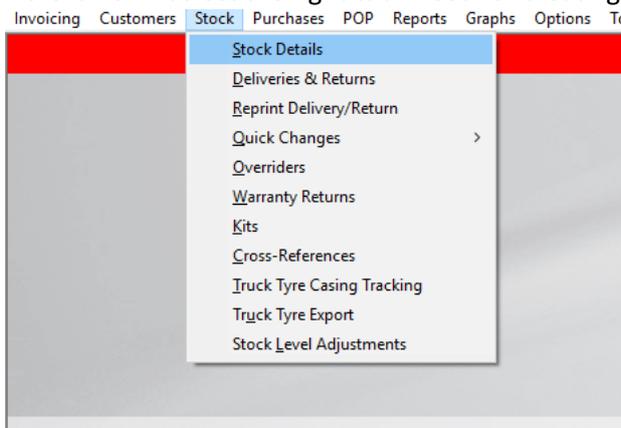
Within the system, we hold confidential information relating to our customers. We also use the system to manage stock control, and to manage sales transactions.

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

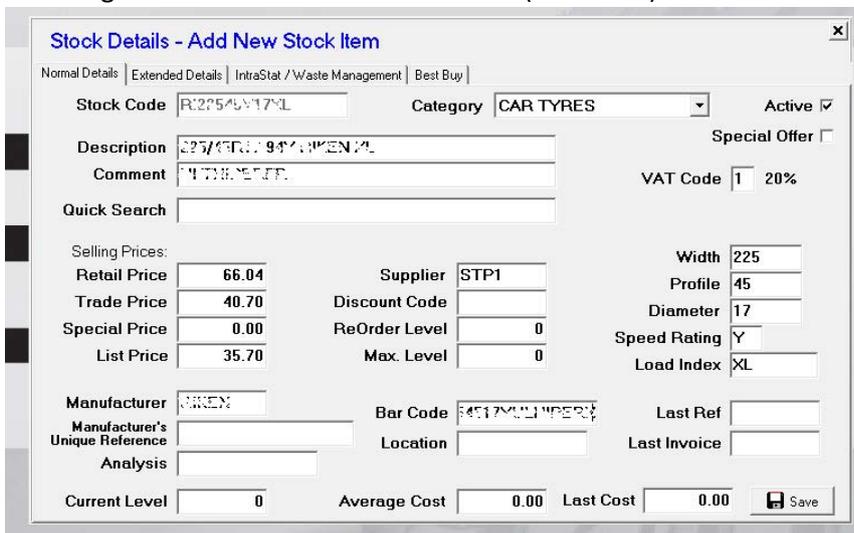
It is important to enter accurate information into system at all times if the information is entered inaccurately from that point onwards it will give incorrect results which can lead to false stock figures and inaccurate customer information, which would be in breach of the Data Protection Act. This 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.

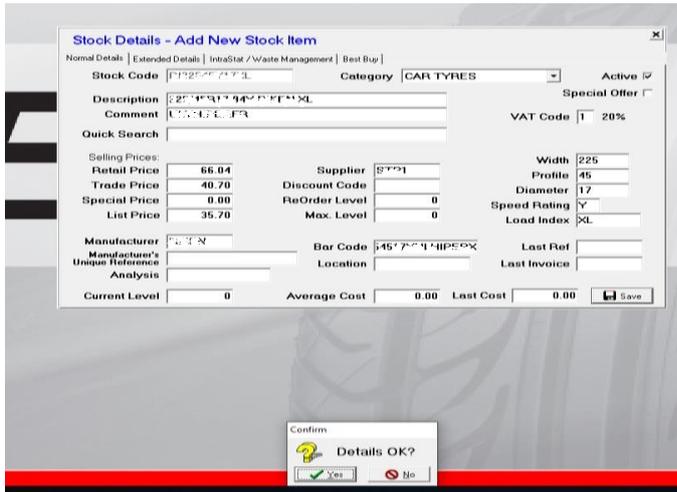
Here is how I select the right tab I need for creating stock (339 ST1.1)



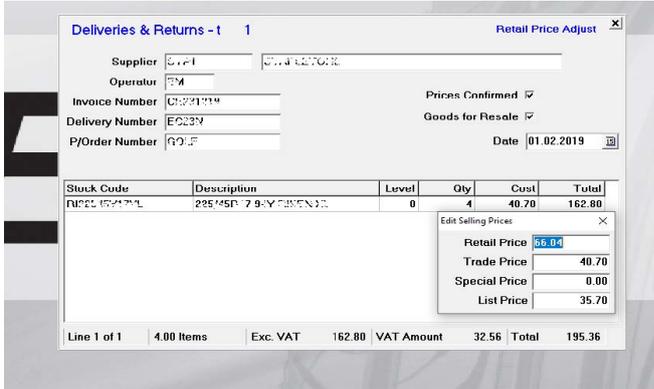
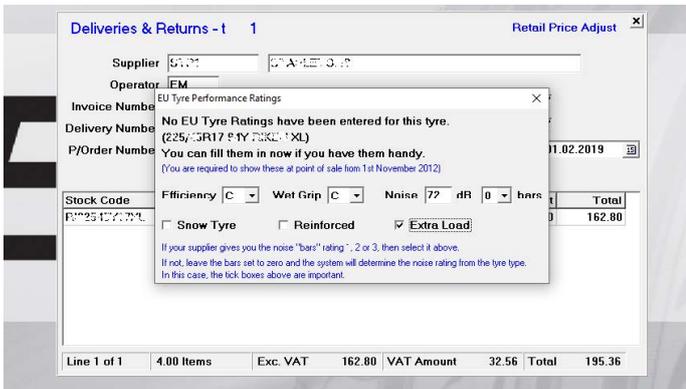
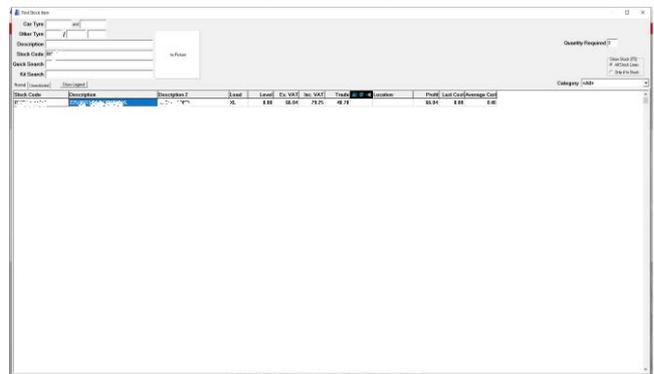
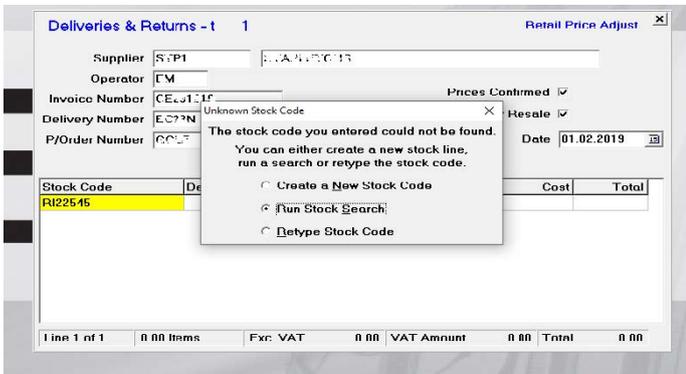
The image below shows how I create stock (339 ST1.1)



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



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: [0121] [P...]

Operator: FM

Invoice Number: CE101213

Delivery Number: F1204

Order Number: GOLF

Prices Confirmed

Goods for Resale

Date: 01.02.2019

Stock Code	Description	Level	Qty	Cost	Total
RI211P17XL	25,40017 9...	0	4	40.70	162.00
			0	0.00	0.00

Line 2 of 2    4 Item Items    Ext: VAT    162.80    VAT Amount    32.56    Total    195.36

Confirm

Details OK?

Yes   
  No   
 Pay C.O.D. (Pay 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: GRL1

Mileage: \_\_\_\_\_ Name: \_\_\_\_\_

Registration: \_\_\_\_\_ Contact: \_\_\_\_\_

Vehicle: \_\_\_\_\_ Town: \_\_\_\_\_

Order Number: \_\_\_\_\_ Telephone: 01703 741000

Sheet No.: \_\_\_\_\_ Balance: 150.55 DR

Stock Code	Description	Lvl	Qty	Price	Disc%	Total
M123565R16	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	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: GRL1

Mileage: \_\_\_\_\_ Name: \_\_\_\_\_

Registration: \_\_\_\_\_ Contact: \_\_\_\_\_

Vehicle: \_\_\_\_\_

Order Number: \_\_\_\_\_

Sheet No.: \_\_\_\_\_

Hold Invoice for later use?

Yes

Hold and Print

Hold and Email

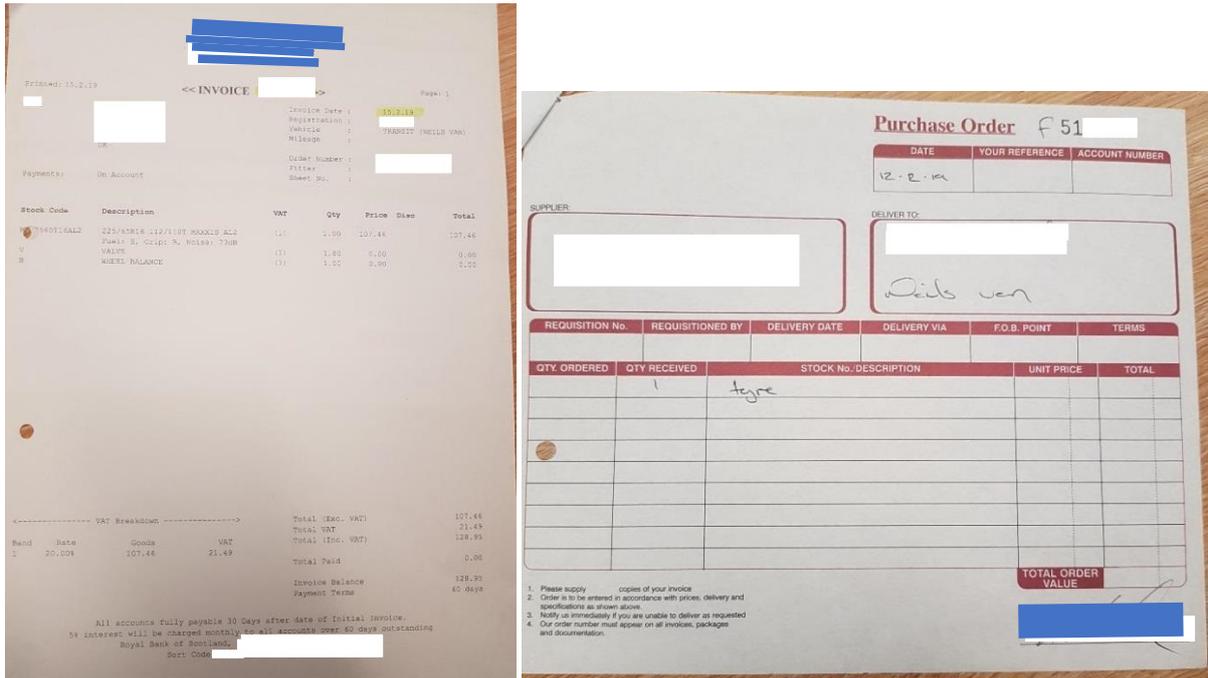
Save as Quotation

Cancel

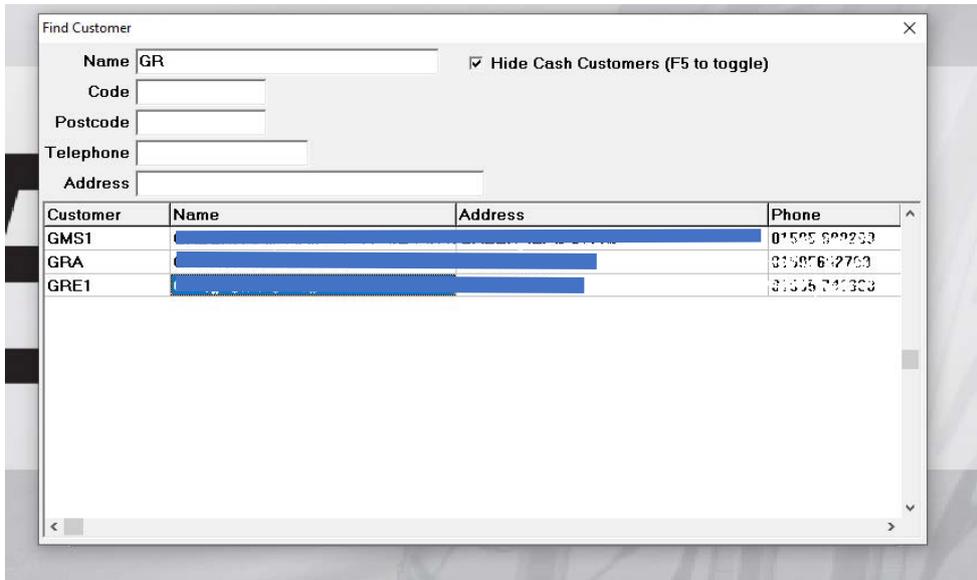
Stock Code	Description	Qty	Price	Disc%	Total
M123565R16	235/55R16 115/113R M CPELI	1	171.50	0	171.50
V	VALVE	1	0.00	0	0.00
B	WHEEL BALANCE	1	0.00	0	0.00
D	ENVIRONMENTAL TYRE DIS 9792	1	2.50	0	2.50

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

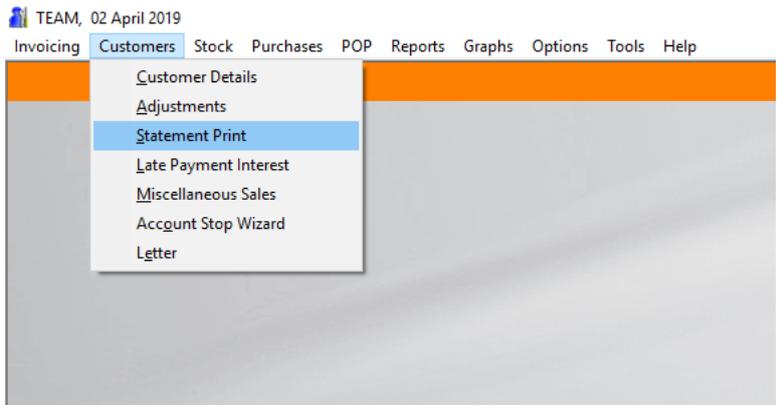
Here is a printed invoice from us with the attached purchase order number.



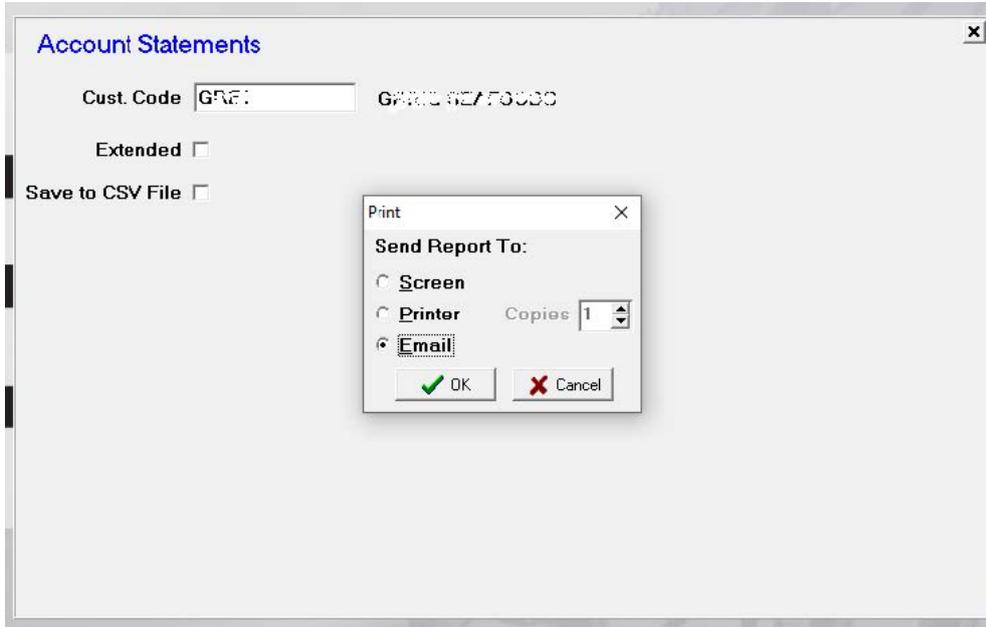
This is a screenshot of me looking for a customer in order to send the monthly statement. (339 ST1.2, ST2.1)



This is how I choose the correct tools for customer statements



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



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

  
 Date: 2.4.19      << STATEMENT >>      Page: 1  
 Account: 6770

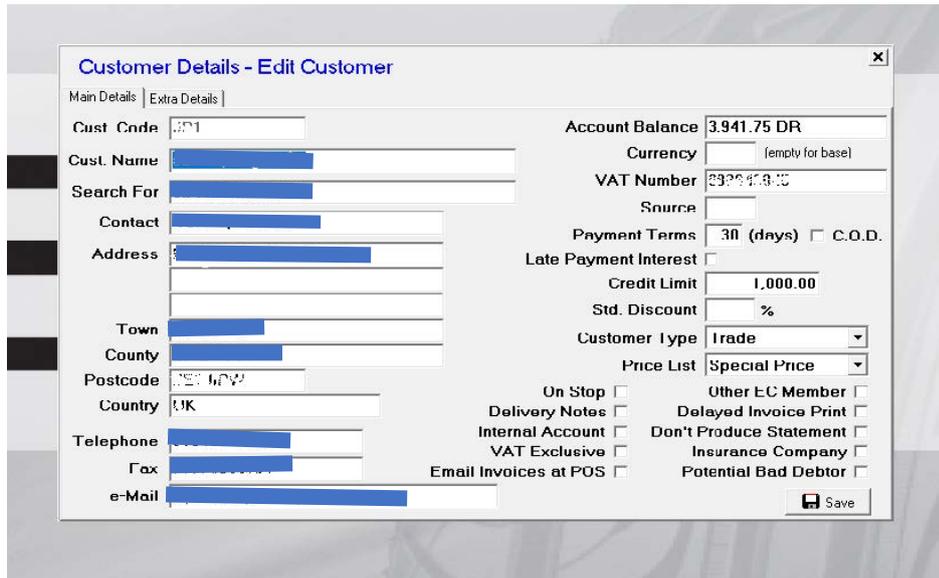
Date	Type	Reference	Status	Debit	Credit	Balance
15.1.19	INV	ET002544	Paid	257.64		0.00
15.2.19	INV	ET002797	Paid	128.95		0.00
25.2.19	INV	ET002795	Paid	21.60		0.00
5.3.19	RCPT	ET	Alloc		257.64	0.00
29.3.19	INV	ET002112	UnPaid	208.80		208.80
1.4.19	RCPT	ET	Alloc		150.55	208.80

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

All accounts fully payable 90 Days after date of Initial Invoice.  
 5% interest will be charged monthly to all accounts over 90 days outstanding  
 Royal Bank of Scotland, Accounts: Financial Times Ltd, 100, The  
 Sort Code: 20 20 20 Acc No: 0029910

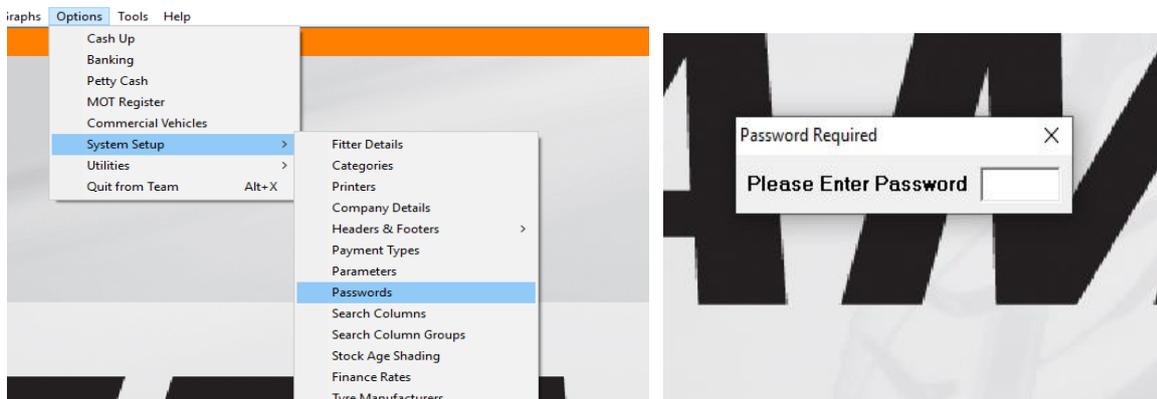
As shown in the images below I can create or edit customer details as appropriate for organising information efficiently. After adding all details accurately in TEAM Systems, I then proceed by creating invoices or statements print them and post or email to customer. (339 ST1.1, ST2.1)



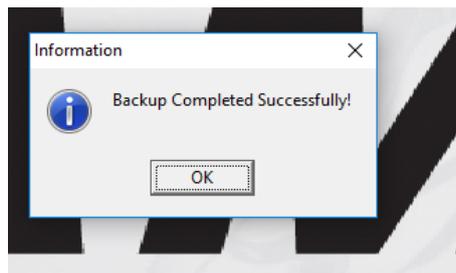
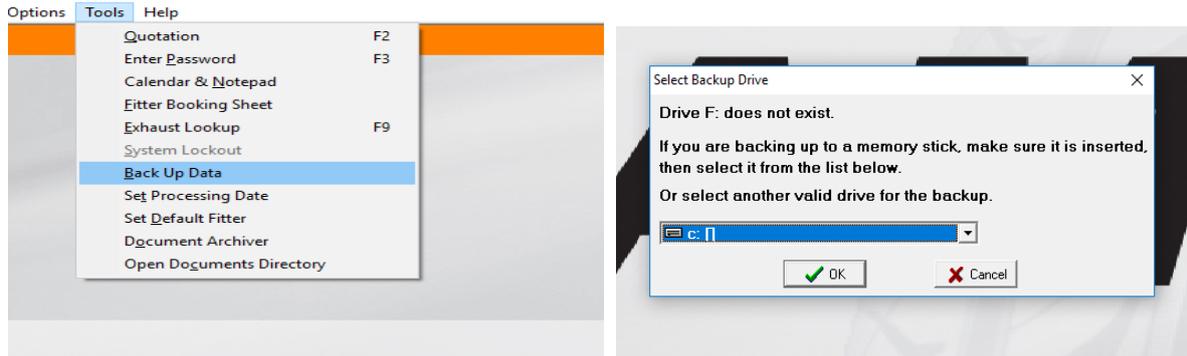
Storing data safely within Team is very important. All data which is held in the software application is backed up daily. It is my responsibility to ensure we have up to date security software installed on PCs. The software frequently updates itself to help protect the system from attack. Everything 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 2<sup>nd</sup> 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.

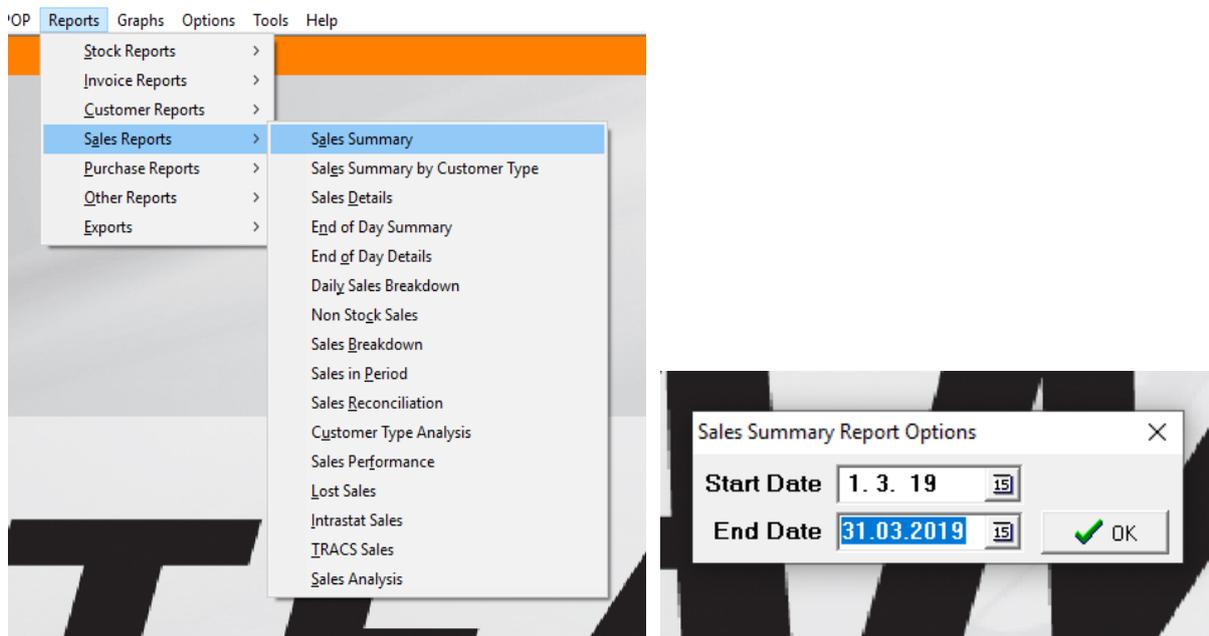


This is an example of how I back up data on system successfully.



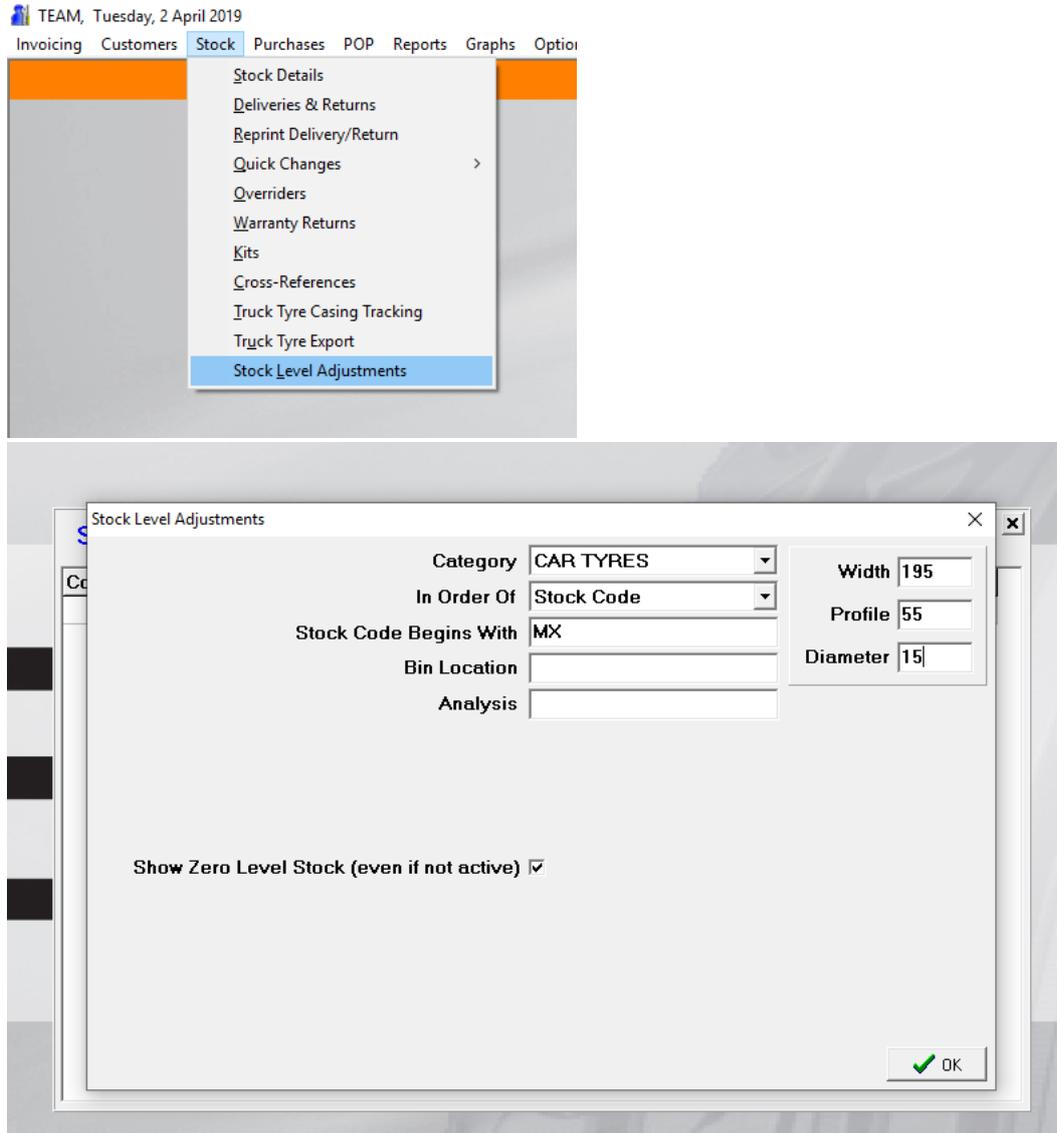
I have to send our quarterly sales report to our accountants for VAT return below is an example of how I select the correct tools and use appropriate techniques to edit, analyse and format some of the information required. (339 ST2.2, ST3.1)

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.





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



Stock Level Adjustments			
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)