Accorto Features and Functionality

Summary

Accorto Professional Services Automation (PSA) is a native Salesforce Application, where all data is stored in Salesforce and available for reporting and dashboards.

Accorto supports the Salesforce Lightning and classic User Interface. This describes the functionality for the Salesforce Enterprise Edition (and up).

The application supports consulting businesses and departments, art agencies and service delivery companies.

The functionality supports the business process for managing projects (e.g. from opportunities) and resources (internal, external), capturing and processing time and expenses to creating invoices and payroll information.

For more details visit:

- Web site: https://www.accorto.com
- Documentation and support: https://support.accorto.com
- Schedule a call to discuss: http://quando.accorto.com

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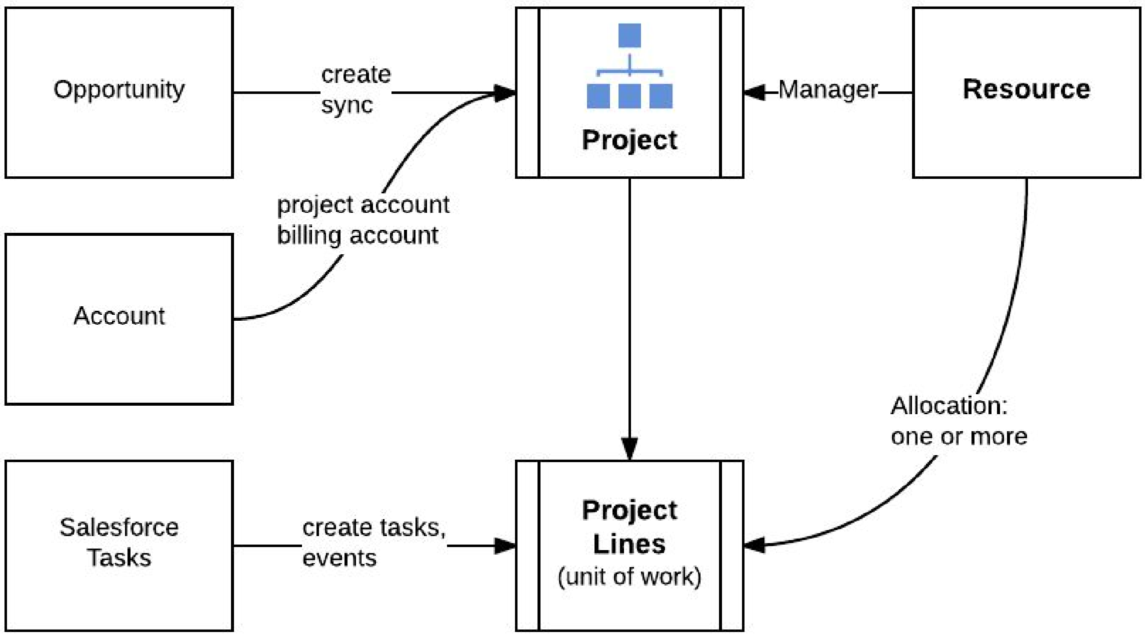
Project

A Project is the center for managing time and expense items. Projects have a flexible structure to accommodate various business flows. Accorto manages the Time, Revenue and Cost dimensions of a project in real time.



Projects summarize Project Lines, the actual work tracking items.

Create Projects

- Manually
- From Salesforce Opportunities and synchronize them later.
  This provides seamless coordination between Sales (managing Opportunities) and Project Managers.
- Create from Templates,(any other Project) for recurring structures and tasks;
  You can also Copy from Template with or without resources to an existing project.

Managing Projects

- View Projects as Gantt Chart - or as part of the Resource Plan
- View Plan, (Billable) Effort, Billing Rate and Amount as well as Costs on Timeline
- Allocate Resources to Project Lines

Project Lines

Project Lines manage the actual work and can be billable (Time and Material) or fixed price. The information is rolled up into optional Project Phases and Project level.

Project Lines maintain

- Planning Information
    - Effort, Start/End,
    - Revenue info, e.g., Average Billing Rate, Fixed Price
    - Cost info, e.g., Cost Rate, Cost Budget
- Actual Information (if time/expense is approved)
    - Start/End, Billable/Non-Billable Effort and Amount, Invoiced Amount
- Current Information (when time/expense items are entered)
    - Effort, Est, Revenue and Cost Amount, Margin

Project lines can be allocated to a dedicated Resource or multiple resources.
Create Salesforce Tasks or Events for Project Line allocations.

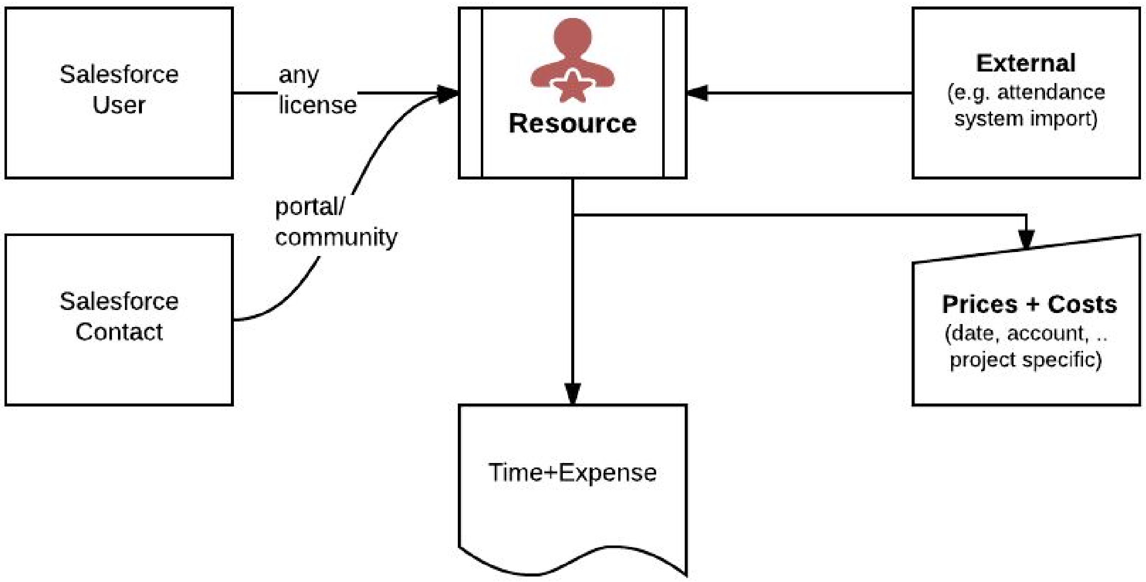
Activity Types

The optional Activity Types allow to specify the work type or indicate exceptions. Examples are meetings, travel, overtime, rework or account management or support.

Activity Types allow to override billing and cost rates as well as payroll codes and utilization categories.

Resource

Resources perform work captured by Time+Expenses.



Resources can be linked to

- Salesforce Users for full access (e.g. employees)
- Salesforce Contacts / Portal Users for restricted access (e.g. contractors)
- External entities (via import)
    - Attendance Systems (e.g. biometric time clocks)
    - Billable resources like rooms, machines

Resources can be grouped and have skill sets.

Resource Prices

Resources can have Billing and Cost Rates with an optional effective date. The prices can be specific for

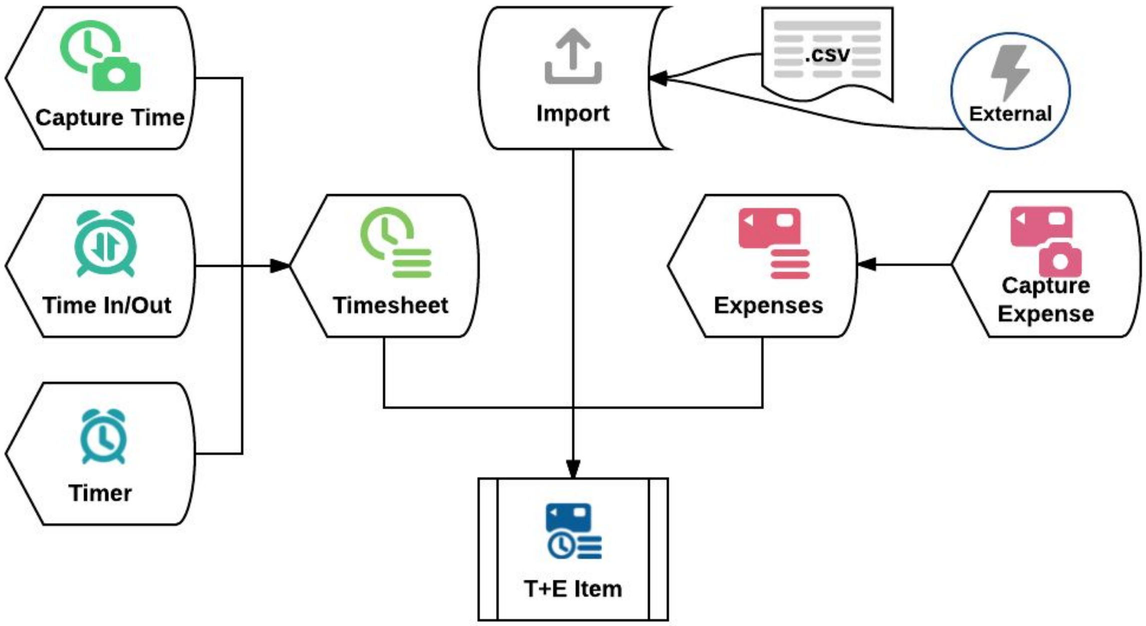
- Account - Contract - Project - or Activity Type

You can enter the rates in different currencies.

You can send **Reminders** for not submitted Time reports and create weekly Resource Lists (gross pay slips).

Time+Expense Items

There are various options to enter/capture time and expenses - within the Salesforce platform or via Mobile.



The weekly **Timesheet** allows to enter time one line per project and activity type for the weekdays and optional weekends. For ease of use, you can use any previously submitted Time report as a template and also include open Salesforce Tasks.
You can customize the timesheet and add custom fields. The start day of the week can also be defined.

There are ~~various~~ additional ways to enter time:

- Capture Time directly in any Salesforce Object, e.g. capture the time spent on a support issue directly in the Salesforce Case.
- Capture Time directly in any Custom Object

In addition to entry of time and expenses in the S1 Mobile platform, you can also use the Accorto Mobile Apps (https://m.accorto.com) to quickly and securely enter

- Time with optional Timer
- Time In/Out
- Expenses (with receipt upload)
- Timesheet and Expenses (if resolution is sufficient)

Time In/Out

Accorto provides the option to “clock in” and “clock out” and automatically creating a time entry. If entered on Mobile, also the GPS coordinates can be captured.

Import

Accorto provides a special Import feature, which automatically de-references standard objects like Projects, so you do not have to provide the internal IDs like in the standard Salesforce Import.

From the import you can also automatically create reports and submit them.

Expenses

Financial Accounts are the link to your accounting system. For certain expenses (e.g. meals) you can require that the users provides a Reason. You can also define fixed amounts for e.g. mileage and per diems.

Accorto manages also the **Tax** portion of the expense receipts

- Sales Tax (e.g. for certain non profit orgs)
- VAT, Canadian GST/PST

Enter Expenses in the Expense Tab (Table); On Mobile also enter expenses individually and upload receipts.

Per Diems can be entered as an expense or also in the Timesheet directly, so that no separate expense report needs to be created.

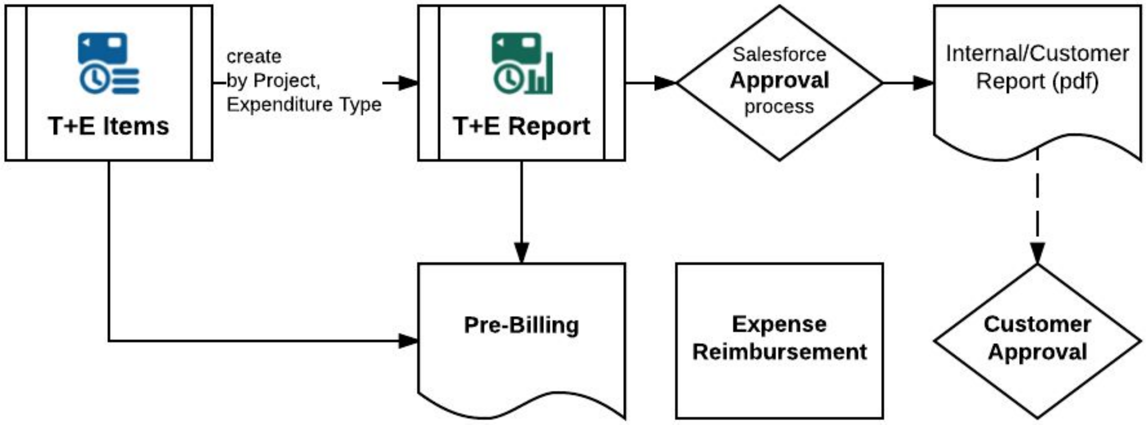
Expenditure Types allow to handle Cash reimbursements and reconciliation of corporate Credit Cards.

You can Import Credit Card **Statements** via csv or OFX.

Accorto supports multi-currency (receipts in foreign currencies) and dual currency (employees/contractors paid in a foreign currency).

Time+Expense Reports

Time reports are usually submitted weekly, although you can create multiple time reports for a week. Expense reports are often submitted as needed.



When you create / submit a time report you can split it by project, e.g. for review by the different project managers.

You can create Customer Reports and send them for customer approval.

Once the Time+Expense (T+E) Report is approved, the project actual information is updated and they are available for Invoicing and Expense Reimbursement.

The Pre-Billing Tab allows you to check for not submitted items - you can also send Reminders for not entered and submitted time.

Utilization Rates

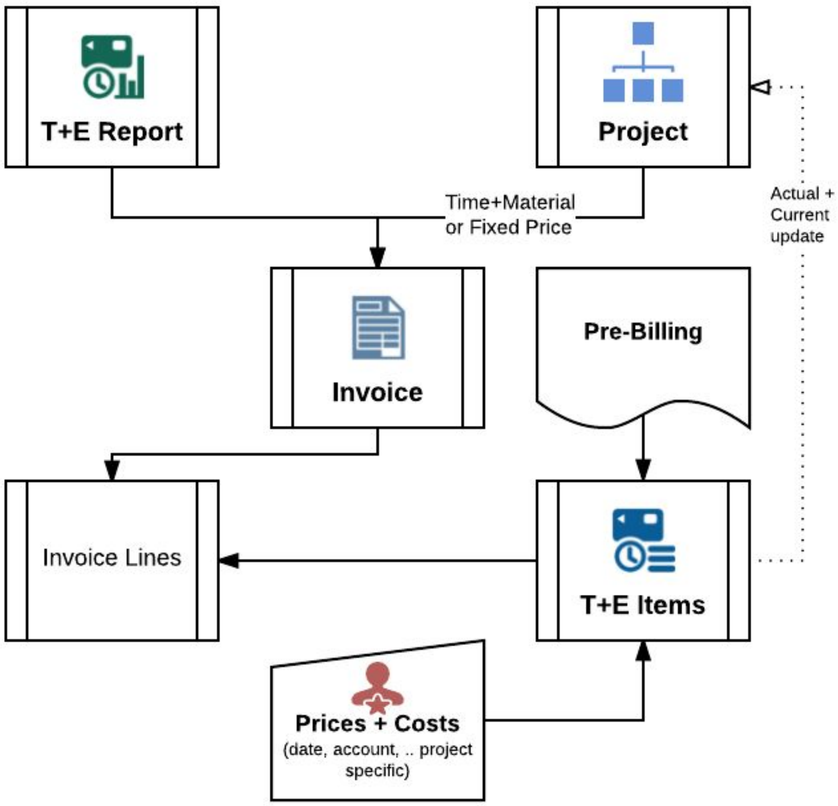
By default, Accorto tracks billable and non-billable hours to calculate Utilization Rates. Utilization Categories allow you to also include certain non-billable hours (e.g. pre-sales, etc.) and allow you to define your own formulas for calculating Utilization Rates.

T+E Item Days

For efficiency, T+E Items can store weekly hours. For reporting you can use T+E Item days for daily reporting with weekly or monthly summaries.

Billing

Invoice your customers based on Time and Material or Fixed Price.



Pre-Billing

Pre-Billing allows you to query T+E Items using parameters for specific accounts or projects and view entered and approved items with their billing rate. With that you can monitor the completeness or readiness to create invoices and check billing rates and also change if an item is billable or not.

Create Invoices

You can create invoices from T+E Reports or for a specific account or project. In addition to Time+Material items, you can also create invoices for fixed price project lines with the detail records.

Invoice Formats

Invoices can be generated in an itemized format or with a user defined Summary section (e.g. Resource).
You can add logo and custom fields to header and lines - or create your own invoice format.

Time Off

Accorto manages Time Off by:
- Time Off Accruals calculate Entitlement Hours (e.g. x hours/week).
- Employees submit Time Off requests for approval.
- The actual vation time is entered in via Timesheet
  by selecting "Vacation" project and the Time Off balance is updated.

Payroll Integration

The Payroll Integration reports the time entered with the payroll view. Even if you not integrate with a payroll processor, some functionality facilitates reporting and management.

Payroll Code

Payroll Codes determine how the time is reported to payroll. Examples are Hourly Time, Salaried Time, Overtime, Vacation, Holidays, Sick Time, …

Payroll Codes are assigned to the Resource (default) and optionally overwritten by the Payroll Code assigned in Projects (e.g. Vacation, Holiday, ..) or Activity Types (e.g. Overtime).

Payroll Processor

You can define multiple Payroll Processors. They determine
- First Day of the Week
- Payroll Type
  - Weekly (1-5)
  - Monthly
  - Semimonthly

A Resource is assigned to a Payroll Processor - or if not assigned, the default Payroll Processor is used.

Payroll Period

You can define Payroll Periods of up to 5 weeks for a Payroll Processor.
When you update the period, the approved T+E Items for the Resources assigned to the Payroll Processor are added:

Payroll Summary

- Daily detail per resource and payroll code;
  You can optionally create a record per Project/Line and Activity Type

Payroll Entry

- Summary per resource and payroll code;
  You can optionally create a record per Project/Line and Activity Type

Overtime Calculation

Calculate overtime if the Payroll Code is eligible for overtime; Limit overtime by resource.

Auto Close

When a payroll period is closed, users cannot create new time (and/or) expenses for the closed periods.

Shift Management

Manage Shifts and assign Resources to shifts.