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Introduction

Overview

OpenAir is a highly configurable system that provides superb project management capabilities for companies and service providers in many different industries. System Administrators are involved in many aspects of the OpenAir system. This OpenAir System Admin Guide helps you as you tackle your System Administration duties. They may include:

- Knowing how your particular OpenAir environment is configured and the options that exist to enhance your system functionality.
- Entering or supervising the entry of key information such as new employees or contracts, and maintaining the information accuracy.
- Modifying form permissions on OpenAir forms and designating them as required, read-only, or hidden to meet specific company needs. This can assist you in controlling sensitive information using application roles. See Form Permissions Overview and Roles Overview.
- Answering questions about using the system. Many times you become your company's Help Desk. Many System administrators produce employee guides that address your company's configuration.
- Ensuring compliance with your company processes and policies by maintaining best practices within OpenAir.

In this document, we address the configuration options that exist within OpenAir. While you may already use some of them in your system, others may be something you will consider implementing at a future date for specific needs identified by your employees. You've probably asked yourself “How can I change...?” or “Can I do...?” This document is designed to help you answer some of those questions.

Configuring OpenAir Settings

There are two types of switches that control the OpenAir configuration: internal switches and company switches. There are also integration settings. Each is described in more detail as follows.

Internal Switches

Many internal switches are set by your Professional Services Consultant when your OpenAir account is configured. Later, as you become aware of new functionality through release updates available on the login screen, you can Create a Support Case and request that an internal switch be enabled in your account. Generally, these requests relate to new features. When a new feature is enabled, you must log out of your OpenAir account and then log back in to see the new feature.

Company Switches and Settings

The other type of switch is a company switch. You can configure company switches as well as account-wide settings. To find these switches and settings, go to the Administration application. When you enable these features or make changes to the settings, you do not need to log out and then log back in. The changes display immediately. Company switches and settings are:

- **Global Settings** — Account-wide settings that display under sections of the Administration application. They are explained in detail in Administration - Global Settings.
- **Application Settings** — Application Settings address specific functionality within each application. An application is addressed in each chapter of this guide. You can locate the specific settings...
associated with an application and review the relevant forms. Under each of the Application Settings, there is a catch-all group of settings titled Other settings. Many of these settings are already pre-configured in new accounts based on OpenAir experience. We explain how enabling these settings affects your OpenAir account.

Account Integration Settings

OpenAir integrations are available for a number of software programs. If not set up initially when your OpenAir account is configured, we recommend that you contact your Sales Representative or Professional Services Consultant to discuss implementation. Frequently, you may want assistance in the initial configuration. Integrations include:

- Add-on services such as OpenAir OffLine, OpenAir Mobile, OpenAir Outlook Connector, and NetSuite OpenAir Projects Connector.
- NetSuite
- QuickBooks
- Salesforce.com

OpenAir offers a desktop XML API tool titled NetSuite OpenAir Integration Manager. It enables you to import and export from and to CSV text files. You can also use this tool to run the QuickBooks integration.

In addition, OpenAir Exchange Manager supports exchanging information with Microsoft Exchange 2007, and 2010. You can export project task assignments, resource bookings, and time off request calendar commitments from OpenAir to employees’ Microsoft Outlook calendars.

Multiple Sessions

You may have multiple sessions of OpenAir running on the same computer at the same time. This is helpful when you are using multiple applications within OpenAir since it saves data entry time by avoiding switching to different applications within the same instance.

User Interface

The user interface is particularly relevant to your role as a System Administrator as well as to those employees who have been granted role or form privileges to access configuration items in your environment.

Administrators set the view employees see on each Employee’s Demographic form. On the Employee Demographic form under Page Layout, there are two key switches that control the user interface:

- Enable enhanced user interface
- Enable Administration menu instead of Account menu

Note: The OpenAir user interface reflects improvements in usability. Over the past several years, functions have been combined into different categories. A previous user interface was the Account menu structure. We recommend that companies now use the Administration menu.

Terminology

You can customize all terminology in OpenAir to meet the unique needs of your company. For example, one company may use the word project to describe work to be accomplished. Another company may
call it a case, job, or assignment. Please keep this in mind as you review the contents of this document. For more information on customizing terminology, see Interface: Terminology in Administration - Global Settings.

Application Overview

The OpenAir system contains various applications, which are designed around specific functional areas such as Projects, Timesheets, Expenses, and Resources. The way these applications operate in your environment is dependent on the business needs of your company. This Admin Guide steps through the configuration options and provides business and operational processes as well as best practices for the different applications. The applications are described as follows:

Dashboard Application — The Home application is essentially a home base application that is meant to convey critical information to employees such as messages and reminders of pending approvals. It also contains various wizards, which help you quickly update data throughout the system. You can mount reports onto the dashboard for quick access to saved reports. You can enable a graphical reporting dashboard to represent saved reports in forms such as pie charts and line graphs. While this is helpful, not all reports designed in OpenAir lend themselves to graphical representation. See Home.

Reports Application — The Reports application provides employees the ability to create and run a wide variety of reports based on your company's configuration. NetSuite OpenAir provides a robust and flexible reporting environment. See Reports.

Workspaces Application — The Workspaces application provides employees with an area to store documents and share them with others. It acts as an administrative library within OpenAir. See Workspaces.

Expenses Application — The Expenses application is where employees may enter expense reports against projects for a specific date or period of time. It also can handle authorizations for employee spending on company expenses. See Expenses.

Invoices Application — The Invoices application handles financial transactions such as client charges and invoices in OpenAir. Primarily focused on invoicing your clients, the Invoices application manages the results of running the billing rules that you can set up for projects in the Projects application. See Invoices and Projects.

Opportunities Application — The Opportunities application enables you to manage prospective new business for your company with existing clients as well as with new clients and prospects. You are able to create Deals, Estimates, Proposals, To dos, and Events within the application. Many current OpenAir companies now use the OpenAir/NetSuite integration for this functionality. See Opportunities or contact OpenAir Support and request information about the OpenAir/NetSuite integration.

Projects Application — The Projects application is one of the primary components within NetSuite OpenAir. This is the application where management of your company's projects takes place. The application is very flexible and provides a number of features to address your company's needs. See Projects.

Purchases Application — The Purchases application within OpenAir provides the ability to create a process flow from a purchase request to fulfillment and receipt, and lets you track purchases made within your company. See Purchases.

Resources Application — The Resources application enables you to schedule resources to projects. It also provides a vehicle to store an employee's skill set, education, industry experience, job roles and location in the OpenAir database. You can then search the database to find the right resource. See Resources.
Timesheets Application — The Timesheets application is where employees record their time against client and/or internal projects. See Timesheets.

Administration Application — This is where you control your company's settings and switches and many configuration options within OpenAir. There are two main selections under Administration: Global Settings and Application Settings. Each is described as follows.

- **Global Settings** include the account-wide settings and options. For descriptions of the forms and an explanation of their use, see Administration · Global Settings.
- **Application Settings** include the functional application configuration options as well as data entity creation and maintenance. Each of the chapters in this guide presents an application. Reviewing them will help you gain a better understanding of the applications.

User Center — The User Center draws together all OpenAir user features into a common area. Hover over the User Center to access the Help and Support features.

**Note:** OpenAir Support cannot act as an administrator for company specific data-related items such as unlocking employee accounts or resetting passwords. As a System Administrator, you perform these tasks for your company.

**SuiteAnswers**

The SuiteAnswers support and learning site is available from the OpenAir support page.

All OpenAir users have searchable access to a rich repository of answers with SuiteAnswers. SuiteAnswers is your one-stop destination for support, training, and documentation inquiries. In direct response to customer demand for more self-service, SuiteAnswers provides searchable access to support solutions, best practices, training videos and technical documentation.

Use the SuiteAnswers portal to:

1. Search the technical documentation and knowledge base articles for an answer to any support question.
2. View ranked search results sorted by relevance.
3. Browse the Learning Center’s training catalog and watch a video.
4. Rate and provide feedback on all articles and training courses.
5. Create a Support Case.
Create a Support Case

If you are experiencing difficulties with OpenAir or would like to enable an internal switch, please create a support case and submit it through your OpenAir account.

**Important:** As a part of the support case creation process you will be presented with existing answers that may solve your problem. Take a moment to view the available answers before proceeding to create a support case.

To create a support case

1. Log in to your OpenAir account and select **Support** from the User Center menu.

2. Click on the **Go to SuiteAnswers** button.

3. From the **SuiteAnswers** site home page, click **Contact Support Online**.

4. Enter your question keywords and click **Search**.
5. Very often the answer to your question will be displayed. If you still want to create a support case click **Continue to Create Case**.

6. Fill out the **Create Case** form and then click the **Submit**. You will receive an email confirmation with Your OpenAir Customer Care #.

**Note:** An asterisk * displays after required fields.

Our support staff and engineers will work with you to find a solution to your problem.
Log Out

The Log out option from the User Center menu closes your NetSuite OpenAir session and displays a Log in screen within your browser should you want to re-enter OpenAir. Closing your browser session at any time when logged into OpenAir will also log you out of OpenAir and cancel your session.
Global Features

Global features are features which affect multiple modules or areas within OpenAir.

OpenAir Business Intelligence Connector

The OpenAir Business Intelligence (BI) Connector gives you point and click access to OpenAir from existing reporting, business intelligence, workflow, and integration applications. The connector allows you to access OpenAir data as an OData V4 data feed without the need to write any code.

Note: To enable this feature, please contact your OpenAir Sales Representative. This feature does not support SAML and LDAPS users.

When the BI Connector is enabled, OpenAir saved reports can be published to OData and refreshed manually or on a schedule, and selected List Views can be published and data accessed through them using your OpenAir credentials.

You access the BI Connector with your OpenAir credentials and you can only see the data that you have been granted access to by your OpenAir administrator. Administrators control a user’s ability to publish reports and list views with the following role permissions:

- Publish reports
- Enable publishing of shared reports to OData service with recipient's permission
- Enable publishing of shared reports to OData service with owner's permissions
- Publish ListView via OData.

To learn more about OpenAir Business Intelligence (BI) Connector, see the OpenAir Business Intelligence Connector Guide.

Query Builder for Email Notifications

The Query Builder feature can create complex and customized notifications for events in OpenAir.

Query Builder notification conditions are organized into groups which each contain a condition statement such as "if all of the following conditions are true" or "if none of the following conditions are true". A notification is sent when the conditions you've created are met.
Note: To enable this feature, please contact OpenAir Support and request the Query Builder feature.

Warning: Conditions with groups can only be created with this feature enabled. If you later disable this feature, notifications created when this feature was enabled will be deactivated if they contain groups.

To create a notification using Query Builder:

1. Go to Administration > Application Settings > [Select the module settings which requires a notification] > Notifications.
2. Click the Create button and click the type of notification you want to create under "New". The new notification form appears.
3. Enter a "Rule name" for the notification. This name will appear in the Notifications list view.
4. In the "Send a notification ..." section, click the dropdown list and select the appropriate condition statement. The following condition statements are available:
   - If ALL of these conditions are TRUE
   - If ALL of these conditions are FALSE
   - If ANY of these conditions are TRUE
   - If ANY of these conditions are FALSE
5. Click the ADD CONDITION button to add new conditions to condition statement. Click the ADD GROUP button to add a new condition statement to which conditions can be added.
6. In the "Notify" section, select who the notifications should be sent to when triggered.

7. In the "Email message" section, enter the subject of the email which will be sent when the notification is triggered, and any text you would like to have in the Email body. Use the "Field" dropdown list to add variables to the email body.

8. In the "Other" section, select "Active notification" to allow the notification to trigger in OpenAir.

9. Click Save.

To delete a group or condition in Query Builder:

1. Click the delete icon next to the condition or group you want to delete.

To move a group or condition to a new location within the query in Query Builder:

1. Click the icon on the left of the group or condition and drag it to a new location within the query.

Note: When you drag a group which has conditions associated with it, both the group and its conditions are moved together.

Restoring Deleted Attachment Files

You can restore deleted files, including receipt photos, résumés or CVs, or other attachments, to a specified workspace or to their original location, or download the files to your PC.

Note: Records deleted 6 months or prior to the date of the attempted restoration are not generally available for restoration. Record retention periods may change in the future. In addition, restored files count against your account's file storage limit.

To restore a deleted file to its original location:

Note: The original location must still exist to restore a deleted file to it. You cannot restore a deleted file to a deleted record.

1. Go to Administration > Global Settings > Account and click Restore deleted document/folders.
2. In the Run an Action column, select the checkbox next to the file or files you want to restore.
3. In the Run an Action dropdown list, select Restore files to original records.
4. A dialog appears showing the status of the restored files. Click the Click here link to close the window and refresh the list of deleted files.

To restore a deleted file to a workspace:

1. Go to Administration > Global Settings > Account and click Restore deleted document/folders.
2. In the **Run an Action** column, select the checkbox next to the file or files you want to restore.

3. In the **Run an Action** dropdown list, select **Restore deleted files**. Alternatively, you can click the **Undelete** button in the **Commands** column.

4. In the Actions dialog, select a Workspace to restore the deleted files to and click **OK**.

5. A dialog appears showing the status of the restored files. Click the **Click here** link to close the window and refresh the list of deleted files.

### To download a deleted file to your PC:

1. Go to Administration > Global Settings > Account and click **Restore deleted document/folders**.

2. In the **Run an Action** column, select the checkbox next to the file or files you want to restore.

3. In the **Run an Action** dropdown list, select **Download**. Alternatively, you can click the **Download** button in the **Commands** column.

4. Select a location to save the file to and save the file.

### Deleting Transactions or Records from OpenAir and Its Database

Users with appropriate role permissions can mark transactions or records for deletion in OpenAir. This does not yet purge the transaction or record from the OpenAir database, but sets its "Deleted" field to 1.

**Note:** Only transactions or records which are not associated with another transaction or a child record can be marked for deletion, unless those associated transactions or records themselves have been marked as deleted.

If the "Updated" field for a record flagged for deletion has a date which is 6 months or older when an OpenAir release occurs, the record is removed from the database.

**Note:** Due to the timing between when a record is marked for deletion and when an OpenAir release occurs, it could take up to a year for a record to be completely removed from the OpenAir database.

### Saving List View Configurations

If you have the Save List View Configurations feature enabled, you can save and load list view configurations and share them with others.

**Note:** To enable this feature, please contact OpenAir Support and request the Save List View Configurations feature. This feature also enables the Create public list views user setting, which can allow users to create list view configurations which other users can also see and use.

This feature saves your list view configurations, including which columns appear in the list, column order, sort-by column, and the sorting order. You can then reload the configuration any time you need.
want to use it, or create alternate list view configurations. Finally, you can create public list view configurations which your other users can apply.

You can save list view configurations for all existing list views. Saved list view configurations are linked to the list views they can be applied to. For example, your project list views have their own sets of list view configurations, as do expense list views and invoice list views.

When you first open a list view, it will be given an "Untitled" name, which can be changed if you save the configuration.

To save a new list view configuration:

1. Go to the list view you would like to save the configuration for.
2. Click the icon next to the "Untitled" configuration name and click Save as.
3. In the New list view settings window, enter a name for the list view configuration in the List View Name field (required). You can also enter an optional description of up to 500 characters in the Description field.
4. Click Save.

The "Untitled" list view configuration name will change to the name you've given the configuration.
Saving List View Configurations

If you make changes to a list view configuration after it has been saved, the configuration name will appear with a red asterisk. You can save changes to the same list view configuration, or save the changes as part of a new list view configuration.

To save changes to an existing list view configuration:

1. Go to the list view you would like to save the configuration for.
2. Click the icon next to the currently opened configuration name and click **Save**.

To create a new configuration from an existing one:

1. Go to the list view and select a configuration.
2. Click the icon next to the currently opened configuration name and click **Save as**.
3. In the **New list view settings** window, enter a name for the list view configuration in the **List View Name** field (required). You can also enter an optional description of up to 500 characters in the **Description** field.
4. Click **Save**.

If you make changes to a saved list view configuration which you do not want and haven't saved the changes, you can discard them.

To discard unsaved changes to a list view configuration:

1. Click the icon next to the configuration name and click **Discard changes**.
2. Click **OK** in the confirmation window.

You can also edit the name, description, or privacy flag of a saved list view configuration.

To edit a saved list view's properties:

1. Go to the list view and select the configuration you want to edit.
2. Click the icon next to the configuration name and click **Edit properties**.
3. Make changes to the properties and click **Save**.
Saved list view configurations can be deleted.

To delete a saved list view configuration:

1. Go to the list view and select the configuration you want to delete.
2. Click the icon next to the configuration name and click Delete.
3. Click OK in the confirmation window.

Alternatively, you can delete list view configurations one at a time or in bulk from the Manage saved list views screen.

To access the Manage saved list views screen:

1. Go to the list view which contains the configuration you want to delete.
2. Click the icon next to the configuration name and click Manage saved list views.

You can easily switch between the list view configurations you've created using My saved list views.

To change to one of your saved list view configurations:

1. Click the icon next to the configuration name and click My saved list views.
2. Click the list view configuration you want to load.

Alternatively, you can apply a list view configuration from the Manage saved list views screen.

To change to one of your saved list view configurations from the Manage saved list views screen:

1. Go to the list view which contains the configuration you want to apply.
2. Click the icon next to the configuration name and click Manage saved list views.
3. In the Actions column, click the Apply to list view link next to the list view to apply.
4. Click OK in the confirmation window.

You can also set list view configurations as favorites from the My saved list views dropdown list. To select a favorite list view configuration, point to the configuration's name in the My saved list views dropdown list and click the star icon next to the name.
Favorite list view configurations appear in a special Favorites section of the main configuration dropdown list.

To remove a configuration from your favorites, click the red star icon next to its name.

If you have the Create public list views user setting, you can make your list view configurations public so that other users can apply them to their list views.

To assign the Create public list views user setting:

1. Go to Administration > Global Settings > Employees and click an Employee ID.
2. Select the Create public list views option on the Demographic > Optional Features section.
3. Click Save.

Note: Administrators must also set this permission on their user demographic to be able to create public list views.

To make a list view configuration public:

1. Go to the list view which contains the configuration you want to make public.
2. Click the icon next to the configuration name and click Edit properties.
3. Select the Make this list view public option.
4. Click Save.
Administrators and users with the View and modify all saved list views role permission can set a list view configuration as the default configuration for a list view. This default configuration will be applied to the list view for all new users.

**To set a list view as default for new users**

1. Go to the list view which contains the configuration you want to set as default for new users.
2. Click the icon next to the configuration name and click Edit properties.
3. Select the Use this list view as default for new users option.
4. Click Save.
Saving List View Configurations

Note: The default configuration will be applied to the list view for all new users. However, users can personalize the default list view configuration. Any changes made to the default list view configuration will continue to apply the next time the user navigates to the list view.

Viewing and Modifying All Saved List View Configurations for an Account

Administrators and users with the View and modify all saved list views role permission can access all saved list view configurations in an account from the Administration module. Users can also manage saved list views configurations from within list views. From here, users can also see who list view configurations belong to, and run actions on one or several list view configurations.

To assign the View and modify all saved list views role setting:
1. Go to Administration > Global Settings > Roles and click a Role name.
2. Select the View and modify all list views option under the General Settings section.
3. Click Save.

To manage all saved list view configurations in an account:
1. Go to Administration > Global Settings > Saved list views.

To manage saved list view configurations from within list views:
1. Go to the list view.
2. Click the icon next to the currently opened configuration name and click Manage saved list views.
3. The Manage list view settings window appears, containing a list of all saved configurations created by users in your account for the current list view.
4. Once you have finished managing the list view configurations, click the Click here link at the top of the window to return to the active list view.
From **Manage list view settings**, users can perform the following actions on list views, from either the **Action** dropdown list or the **Actions** column:

- **Set as public** — make the list view configuration available for other users to apply to their list views.
- **Unset public** — make the list view configuration available only for its owner and administrators.
- **Delete** — delete the list view configuration.
- **Change owner** — select a user who owns the list view configuration. If the list is not public, only the current owner and administrators can access the configuration. This action is only available from the **Action** dropdown list.

**Note:** The **Change owner** option is very helpful for when users leave the company or change departments, as administrators can now reassign their list view configurations to new users.

- **Set as default** — apply the list view configuration as the default list view for new users. This action can only be performed for one list view configuration at a time. It is only available from the **Actions** column.
- **Set as list view** — apply the list view configuration to the currently active list view. This action can only be performed for one list view configuration at a time. It is only available when managing list view configurations from within a list view and from the **Actions** column.

**Feature-Specific User Satisfaction Feedback Form**

OpenAir uses an optional pop-up feedback form to gather feedback about specific features. It will help us gain insight and improve the features usability and user experience in future.

The feedback form is currently enabled for the following 3 features:

- Advanced Resource Search
- Consolidated Resource Profile
- Compare view

The pop-up feedback appears after the user has interacted with the feature several times. For example, users will be asked for feedback after running a number of searches on the Advanced Resource Search,
updated profiles a number of times using the Consolidated Resource Profile, or loading the Compare view a number of times.

Users can opt out of the survey either by selecting the Don't show me this feedback form again option on the feedback form or by selecting Disable feature-specific survey form in Personal settings > Optional Features. Users can opt in later by changing the preference in Personal Settings.

The feedback form consists of a simple satisfaction question, asking users to rate the feature on a scale.

Users can postpone answering by clicking Show me later and the feedback form will pop up again 30 days later.

If the response is either negative (Somewhat dissatisfied / Extremely dissatisfied) or neutral (Neither satisfied nor dissatisfied), users are prompted for additional optional feedback.

Once the form is submitted, a message displays to thank users for their feedback and the answers are stored. Users will not be prompted again for feedback on the same feature unless significant changes
have been made to the feature and feedback is required to measure whether these changes have improved the feature for end users.

The feature-specific user satisfaction responses data can be downloaded using Administration > Global Settings > Integration: Import/Export > Export All data in MySQL format or Administration > Global Settings > Automatic backup service.

**Note:** The feature-specific user satisfaction survey can be disabled for your account. To disable this feature, please contact OpenAir Support.

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**Redesigned OpenAir User Experience**

Starting with the April 14, 2018 release, OpenAir will begin releasing its next generation of navigation to replace the UI3 interface. This new navigation is being released in phases, and each phase must be enabled separately. Phase One is available in this release, and includes changes to the navigation bar, Create Button, Tips and Resource Compare View icons, and User Center. The new design works especially well with tablets and smaller screen resolutions.

To enable this feature, please contact OpenAir Support and request the Redesigned OpenAir User Experience.
Important: Please test this feature extensively on a sandbox account or during release preview before enabling it in your production account.

Note: If you use OpenAir in an embedded window within NetSuite, the new layout will appear similar to the UI3 layout.

This feature redesigns and repositions OpenAir's top navigation bar to the left side of the screen. From here you can open each of OpenAir's modules and continue to in-module navigation with screen navigation if available. OpenAir's main modules appear as icons with a black background, while special modules such as Reports, Workspaces, and Administration are shown with a grey background.

Click a module name to open a sub-menu which contains navigation to the pages within the module. A green bar to the left of the module icon indicates from which module the current page is opened within.
If there are more modules than can be displayed on your screen at one time, you can click the icon to open a sub-menu containing your other modules.

**Note:** With this feature, clicking a module icon no longer takes you directly to that module and the last page you opened within it. Instead, to navigate to a module, click the module icon and click a destination page in the module's sub-menu.

Some pages contain screen navigation with links to specific list views or tools, such as the Submitted Bookings list view, or the Booking Planner. A green bar to the left of a page name indicates which page you are currently in.

Click the icon to collapse or expand screen navigation.

The Create button is located at the top of the sidebar, and functions the same as in UI3. When clicked, the Create menu appears. The left column contains context-specific module, record, or screen create actions. Module create actions appear with a grey background if screen or record actions are also available.
Search functionality is available in both the context-specific and All items columns. Matching keywords are highlighted in bold text.
Logo space is optimized for pictograms to save space. Large logos are scaled down to fit within this dedicated space. The optimal size for logos is 50 x 50 pixels.

Lastly, the Tips and Resource Compare View icons have been moved to the upper right of the page, next to the User Center. The user’s name and title has been replaced by a material avatar with their initials, and their full name and title appears when the avatar is clicked.
Timesheets

Overview

The Timesheets application provides employees with a place to keep track of the time worked on projects. This is also where managers approve employee timesheets. An employee must have an active employee license to enter time in the application. All employees fill out time against a project, and when approved, you can run billing rules to capture time worked and can invoice clients. Timesheets are classified by default as open, submitted, approved, rejected, or archived.

In addition, you can configure the Timesheets application to support the following.

- Employees can create time off requests. See Other Settings and the company switch to enable time off requests.
- Managers can reject a line item entry on a timesheet. To enable this feature, Create a Support Case and request the following switch be enabled: Enable line item rejection of time entries.
- Administrators can create timesheet rules and the approval process. See Timesheet Rules and Approval Process.
- Administrators can manage the layout of timesheet reports and time off requests. See Timesheet Report Layout and Time Off Request Layout.
- Administrators can create alerts to notify employees their timesheet is late, notify managers that their approval of timesheets is overdue, and alert employees that a timesheet has not been saved. See Alerts.
- Administrators can create notifications for a variety of timesheets and time off request events. To enable this feature, Create a Support Case and request the following switch be enabled: Enable administration of notifications in the following application settings: (Timesheets).
- Administrators and employees with the proper role permissions can track leave accrual balances. See Run Leave Accruals.

Timesheets

The Timesheets application is where employees record their time against client or internal projects. Employees can enter time against Clients, Client : Project, and other combinations such as Tasks and
Services. There are a number of other additional data elements that may be required based on your company’s configuration such as Time types or Payroll types.

Note: You can review and modify your company’s terminology definitions in Global Settings. See Interface: Terminology.

Creating, Editing, and Deleting Timesheets

New timesheets can be created from anywhere within NetSuite OpenAir.

Creating a New Timesheet

1. Click the Create button in the upper-left corner of the screen. If you are already within the Timesheets application, select Timesheets (New...) or Timesheets (New clone...). If you are anywhere outside of the Timesheets application, click the Create button and in the right half of the dialog box, select either Timesheets: Timesheet, New or Timesheets: Timesheet, New clone.
   - Selecting New... creates a completely new timesheet.
   - Selecting New clone... creates a new timesheet which is a copy of an already-existing timesheet.
2. If you selected New..., set the timesheet starting date, add notes, allow timesheet overlapping, and add attachments to your timesheet.
   If you selected New clone..., set the timesheet starting date, the timesheet to duplicate, and choose how to populate the hours cells. As with New..., you can add notes and attachments to the timesheet.
3. Click the Save button. Your new timesheet will appear on the screen.
4. Fill in the Client: Project, task, and hours worked for each day.
   - You can add a description and notes for each task by clicking the Note/Description icon next to each hours cell.
   - Clicking the icon pins the timesheet hours cells so that if your window is re-sized or there is a long list of days, as many cells as possible stay visible on screen.
5. When finished, click either Save to save the report or Save & submit to save the timesheet AND submit it for approval.

Editing an Existing Timesheet

1. Go to Timesheets > Timesheets. A list of your existing timesheets appears.

   Note: Your role may prevent you from editing timesheets which do not belong to you.

2. Click on the timesheet name of the timesheet you would like to edit. The timesheet will open up.
3. Make your changes to the timesheet.
4. When finished, click either Save to save the report or Save & submit to save the timesheet AND submit it for approval.

Each timesheet has a number of tabs which allow you to edit the timesheet.
Creating, Editing, and Deleting Timesheets

Under **Edit**, you can change the Client or Project, Task, and Hours for each day, and add Descriptions and Notes to each hours cell.

- Click the icon next to a row to create a copy of that row.
- Click the icon next to a row to delete that row. A small dialog appears asking you to confirm the deletion.
- Click the icon to search for Clients or Projects.

Under **Hours remaining**, you can see the number of hours left for each task you entered time for. The **System estimate (hrs)** field shows how many hours are left based on the initial number of hours set for the task. If you think the task will take more or less time than the initial estimate, you can adjust it in the **Hours remaining** field for each task.

Under **Report**, you can see a tabular layout of your timesheet which can be printed, saved as a PDF, or downloaded as a CSV or HTML file.

Under **Properties**, you can edit the timesheet's accounting date, default time type, default client or project, and default task. You can also add notes or attachments.

Under **Submit/Approve**, you can see the Approval history for the timesheet, along with any notes for each approval stage.

**Editing a Rejected Timesheet**

1. If your timesheet approver rejects a timesheet or individual time entries in a timesheet, the timesheet or time entries are returned to you. To find them, navigate to Timesheets > Timesheets > Rejected.
2. Click the timesheet or time entries you would like to edit. A detailed report of the rejected timesheet or time entries appears.
3. Click **Edit** below the Timesheet title. The timesheet edit screen appears.
4. Make your changes to the timesheet or time entries, and click **Save** or **Save & Submit**.
   - If you click Save, the timesheet is only saved, but not submitted.
   - If you click Save & Submit, the timesheet is saved and submitted to your approver.

**Deleting a Timesheet**

1. Go to Timesheets > Timesheets and click on the name of the timesheet which you want to delete. Your timesheet will open.
2. Click on **Properties**. In the Properties screen, click **Delete**.
3. A dialog box will open asking you to confirm the deletion. Click **OK**. Your timesheet will be deleted and you will be taken to the Timesheets list.

**Bulk Deleting Timesheets**

1. Go to Timesheets > Timesheets and select all the timesheets you want to delete by clicking the checkboxes next to them.
2. Click the Run an action icon at the top of the Run an action column. A dialog box will open.
3. Select **Delete the selected timesheets** in the dialog box and Click **OK**.
4. A dialog appears showing confirming the number of timesheets deleted. Click the **Click here** link to close the window and return to the Timesheets list view.
**Note:** Only administrators and users with the Allow employee to delete (individually or in bulk) open, submitted or rejected timesheets can run a bulk delete action on timesheets. To enable this feature, Create a Support Case and request that the following internal switch be enabled in your account: Administrators can delete employees timesheets.

**Approval Process**

- A sequence number requires only one approval
- If the option is checked any approval auto-approves for all approvers with the same sequence number
Approval Process

This functionality provides the ability to create multi-level Approval processes as opposed to a specific named employee or meta value employee e.g., [Project owner] or employee's [Manager]. You can create as many approval processes as your company requires.

In addition, if you have enabled project approval options, the approval processes can be selected for proposals, invoices, and project approvals for timesheets, purchase requests, POs, booking requests, additional project specific approvers. See Approval Options. Project approvals occur first and must be completed before the other approvals can be fulfilled.

**Note:** Approval processes are available in the application settings of several different applications. Any process created in any of the applications settings, i.e., timesheets or expense reports, is available on all approval areas for project or employee level approvals.

To create an Approval Process:

1. Go to Administration > Application Settings > Timesheets Settings > Approval processes.
2. Select **New Approval process** from the **Create Button**.
3. Enter the Approval process name. Make this name descriptive if you are creating multiple approval processes in your environment. A number of rows are available to create the approval process.
4. Select the Sequence Number. It indicates the order in which the approvals flow. The sequence number can be changed using the drop-down list.
5. Select the Approver assigned to the sequence number from the drop-down list, either a specific employee or meta value employee such as a [Project owner] or [Manager].
6. When a designated approver is submitter, and self-approval is not allowed, there is an option to select alternate approvers for individual approvers or for the overall approval process.
7. Create **Auto-approve rules** for any approver in the process. They automatically approve items when the value of the parameter meets the criteria specified in the rule.
8. Select the check box for **Can not edit** when you want to prevent the approver from modifying the approval process. This is only applicable if your account is configured to allow approvers to edit timesheets submitted to them.
9. Click Save.

**Note:** You can edit approval processes to add or alter steps and approvers. The effects take place the next time an employee submits a timesheet. Any timesheet submitted prior to the change still holds the prior approval process parameters.

**Sequence Number** — You can change the sequence number using the drop-down list. More than one approver can have the same sequence number.

**A sequence number requires only one approval** — The check box for **A sequence number requires only one approval** is useful when you would like to have two or more approvers at the same level/sequence number, but require only one of them to approve the item before it is passed on to the next level approver.

**Assign after** — If you assign the same sequence number to several approvers, the **Assign after** field displays to the right of the form. This makes automatic escalations available by putting a number in the **Assign after** field. If approval is not given by the first approver within a certain number of days, the approval request is routed to the subsequent approvers. After approval has been escalated, the first approver may still approve it. The **Assign after** field is always days after initial submission, and it does not count from a previous escalation if multiple approvers are added in the same sequence number.
Service

Services are specific economic activities that you offer to clients that you use to invoice them. A Service can be set up to bill at an hourly rate; a set amount per day, or week, or month; or may be set as a flat rate. Services are available in the Timesheets, Projects (tasks, billing rules, and recognition rules), Invoices, and Opportunity applications.

If your system is set up to report time against a Client only or Client : Project, you may choose to have Services be entered as well as to identify the unique service being delivered. When reporting time against a Client : Project and Tasks, tasks may be set up with a service to be inherited by the time entry directly. You may opt to allow the employee to override the service by entering it on the timesheet.

Note: The name of this form is based on your company's terminology. Most companies use services or activities, but other terms are used. You can review and modify your company's terminology definitions in Global Settings. See Interface: Terminology.

To create a Service:

1. Go to Administration > Application Settings > Timesheets Settings > Services.
2. Select New Service from the Create Button.
3. Enter the Service name.
4. Under Billing rates, select the Currency if you are using multi-currency in your environment. Choose how you would like to charge for this service: Hourly rate, Other rate (specified amount per time period), or Flat rate (for the entire service-fixed fee).

   Note: You do not have to complete the billing rates section unless you have chosen to get billing rate from either Services or Services-Client. See Billing Rates.

5. Optionally, you may choose a cost center for the service if your company has enabled using Cost Centers and has chosen Services as a Selected Item. See Cost Centers.
6. You may also enter text to be used on proposals in the Opportunities application, if desired.
7. Select the check box for **Taxable service** if tax may be charged to the clients for this service. The tax rate used is based on Tax Options as well as Invoice layout - Display, summary.

**Time Types**

You have the ability to create Time types to be used in the Timesheets application. Time types offer a way to segregate and categorize timesheet entries and can be determined by the employee when entering the time. Some common values are: Regular Time, Overtime, and Personal Time. You can also use time types to determine billable or non-billable travel, paid time off, or other time entry classifications that may affect billing or reporting.

This feature is useful when you have projects where you may need to identify the hours spent in the standard workday (e.g., 8 hours in the U.S.) and hours spent above the standard workday, due to a different billing rate or a contractual limit that can be charged to the client. Time types are useful for reporting on employee activities and utilization components.

**To create a Time Type:**

1. Go to Administration > Application Settings > Timesheets Settings > Time types.
2. Select **New Time type** from the **Create Button**.
3. Enter the Time type name.
4. Select the check box for **Allowed in schedules** if this time type is an option to use when entering time off requests and schedule exceptions.
5. Select the check box for **A task is not required for this time type** if this time type enables employees to enter time without designating a task as they might normally be required to do.
6. Notes may be added to describe this time type, if desired.
Note: There is a feature available to limit time types based on the Project selected for a time entry. To enable this feature, Create a Support Case and request that the following switch be enabled: Allow time types to be limited by the project (mutually exclusive with the feature that allow time types to be limited by the task).

Notifications

Timesheet email notifications are highly configurable in NetSuite OpenAir. You can send an email notification when any timesheet is submitted and approved as well as for timesheets submitted or approved by proxy. You can also send an email notification when specified conditions are met. You designate who receives the email notification and compose the actual email notification message.

To enable this feature, Create a Support Case and request the following switch be enabled: Enable administration of notifications in the following application settings: Timesheets.

To create timesheet or time off request email notifications:

1. Go to Administration > Application Settings > Timesheets Settings > Notifications.
2. Select the notification type from the **Create Button**.

3. In the **Send a notification...** section, select either the type of new notification you are creating or when these conditions are met.

4. **Proxy**: Yes or No - Determines if this notification is used for regular or proxy submissions. For more information on Proxy, see **Proxy**.

5. Click + to add a row and if you select the Client : Project option, you can use the Search function to select the actual Client : Project name from the pick list. Indicate whether the condition includes or excludes this Client: Project.

6. Under **Notify**, specify either individual email addresses or select employees from the Available employee selection box. You can also include external email addresses.

7. Under **Message**, enter the desired contents of the email to be delivered upon timesheet submission. Use the Field drop-down list to specify pre-set variables as part of the email notification. To do this, choose the variable from the drop-down list and click on the word **Paste** to insert the variable into the email body.

8. Click Save.
The Timesheet report layout is what you would see if a timesheet were exported and printed as a PDF file, and the format displays on the approval screen for the timesheet approver. You tailor the Timesheet report layout to meet your company's needs. Select the Date format and Grid style. Select the particular fields that you would like to display on the timesheet report by choosing the field from the drop-down list in the related column. You may choose to add text or html at the top or end of the timesheet report. You can also configure Adobe Acrobat PDF settings.

To access and modify the Timesheet report layout:

1. Go to Administration > Application Settings > Timesheets Settings > Timesheet report layout.
2. Other options are available via check box selections: Show gap hour summary by task, Hide the time entry notes on the printable view, Show the approval history (recommended), and Show the overlapping status of the timesheet in the header (if you have allowed overlapping timesheets in your environment).
Note: Gap hour summary by task pulls in the computed gap hours (planned - worked) as tracked by tasks on the project. The printed version of the timesheet report is the same as displayed on the screen unless you chose to hide the time entry notes. You may want to select this option for printed versions to send to clients for physical signoff. The approval history is the audit trail of who has reviewed the timesheet and what action was taken.

3. Finally, choose the Adobe Acrobat PDF settings you would like to use in your environment for clear printing.

Timesheet Rules

Timesheet rules are a way of putting policy around timesheet submissions. There are a number of Submission rules you can activate. These are:

- Minimum number of hours required on the timesheet
- Maximum number of hours allowed on the timesheet
Timesheet Rules

- Minimum number of hours per day required on the timesheet
- Maximum number of hours per day allowed on the timesheet
- Minimum leave accrual balance, and Exclude weekends from the daily rules

The first four of these require you to select whether to choose fixed hours or a percentage of the work schedule as the base for the rule. Selecting the percentage of the work schedule is helpful when you are establishing a policy that spans full-time and part-time employees.

You also need to specify the value for the item as well as the Action (Warn or Error) when the rule is violated. For the Minimum leave accrual balance, you need to select the minimum value and the Action to be sent to the employee.

Other options include:

- **Require a time entry every day, independent of workschedule** — enables you to require employees to enter time on Saturday and Sunday, for example.
- **Exclude weekends from the daily rules** — permits weekends on timesheets to pass through timesheet validation without triggering an exception for either the minimum number of hours per day required on the timesheet or maximum number of hours per day allowed on the timesheet rules.
- **Exclude hours associated with cost centers from the daily rules** — If you are using the timesheet rules to monitor minimum and maximum hours per day and cost centers are used to classify employees, this option lets you filter the timesheet daily rule for only those cost centers where the rules apply. For example, you may want to not apply the rules to the sales cost center.
- **Exclude days with no hours from the daily rules** — permits blank days (i.e., days with no hours) on timesheets to pass through timesheet validation without triggering an exception for either the minimum number of hours per day required on the timesheet or maximum number of hours per day allowed on the timesheet rules.
- **Require project selection for the following time types** — permits time types to control whether a project is required for timesheet submission. For example, you may have a time type called internal that, when selected, will not require a project selection for time entry. Recording time at the time type level only will not provide a service or task breakdown; therefore, a high level single time type value will have limited reporting capabilities. A good example of a time type that would be useful on its own would be bench time. Please note that this feature is only applicable if you do not require a project selection on all time entries, and it is not commonly used.

**Note:** The timesheet rules applied in your environment do not execute until the timesheet is submitted for review. Up until the point of submission, timesheet entries saved on a timesheet are not checked against the rule. Therefore, employees may think they have a valid timesheet while it is still in the open timesheet stage.

To create or modify the Timesheet Rules:

1. Go to Administration > Application Settings > Timesheets Settings > Timesheet rules.
2. The Messages area provides a standard message to the employee when time entries for leave exceed the minimum balance specified in the Minimum leave accrual balance in the section above. Fields identified with %% are standard OpenAir database fields. Additional fields may be added by looking up the field format. Email templates provide an user interface to help interpret the field format. See Email Templates.
3. An option to Create a new timesheet when a timesheet is submitted is also available. The options accompanying this feature are the same provided to employees when they choose to
copy a timesheet. You should select the option most aligned with your business. For example, Clear the hours is a popular selection.

4. There is also a check box that controls whether or not an alert for rejected timesheets is included in the late timesheet alert notifications.

Payroll Types

OpenAir offers the capability of creating Payroll types for use in the Timesheet application. This is an additional attribute that can be input on the time entry. The general use is to determine regular or overtime work when time types are used for a different purpose. Payroll types have more limited functionality in the rest of OpenAir than time types.

To create a Payroll Type:

1. Go to Administration > Timesheets Settings > Payroll types.
2. Select New Payroll type from the Create Button.
3. Enter the Payroll type name and any Notes describing the use of this payroll type.
You can tailor the Time Off Request report viewed by approvers to meet your company’s needs. You are able to select the prefix of all generated time off requests and starting time off request number. SR- is the default prefix and starting number defaults to 1.

**To access and modify the Time off request layout:**

1. Go to Administration > Application Settings > Timesheets Settings > Time off request layout.
2. Select the Grid style using the drop-down list as well as the Date formal.
3. Select the desired check boxes that determine whether to include a description on time off request, signature line on the time off request, and if you would like to show the time off request approval history.
4. Add notes in the header or footer besides the notes on the time off request, if desired.
5. Choose the particular fields that you would like to display on the time off request from the Available Columns and move them to the Selected Columns.
6. Finally, choose the Adobe Acrobat PDF settings you would like to use.
Add a Save & Submit Button on Time Off Requests

When this feature is enabled, a "Save & Submit" button is added to time off request forms. This button allows users to submit a time off request as soon as they save it. The form retains the "Save" button, which saves a time off request without submitting it.

To enable this feature, go to Administration > Application Settings > Timesheets Settings > Other Settings and select the "Enable the "Save and Submit" button on timesheets and time off requests" setting.
Leave accrual rules provide a structure around how time off is handled in OpenAir, i.e., vacation and personal time off. First, you set up Leave accrual rules to document each type of time off accrual your company recognizes, and then you associate them to individual employees that receive that benefit within the company.

To create a Leave accrual rule:

1. Go to Administration > Application Settings > Timesheets Settings > Leave accrual rules.
2. Select New Leave accrual rule from the Create Button.
3. In the Accrual section, select the Period, Hours per period, Accrual timing, and the maximum Cap (hours) for the accrual. Each time the rule is executed, the period is referenced to determine if
the hours per period should be added to the accrual amount, which results in a Leave Accrual Transaction to be generated. When the Cap of hours has been reached, the rule does not create any more transactions for that defined period.

4. Next, choose one of the Lose accrued time options. Enter the Grace period (days), Delay loss accrual (days), and Carry over (hours), and the Apply only to grace period check box to only have the carry over hours applied to the grace period, if desired.

**Note:** When the rules are executed, the lose accrued time option is considered, which creates drawn-down transactions to zero out the balance of any accrual that are past the deadline for use. For example, if 40 hours remains in the employee's account and the lose accrued time option is December 31, then on January 1 the rule creates a negative 40 hours draw-down transaction to expire the accrued time balance. The Grace period and Delay loss accrual options provide another level of definition related to your time off policy since the lose accrued time options are limited. If your company observes a carryover option, then the rule can be configured with this number of hours (days) for carry over which may also be limited only to those hours (days) carried over into the grace period.

5. For employees that start during a mid-accrual period such as a mid-month hire or mid-year hire, checking the Include partial accruals option lets the rule automatically calculate a prorated amount of accrual based on hire timing.

6. Set the Consider the exact number of days in a month for partial accruals to base calculations for partial accruals on the exact number of days in any particular month.
   - If this option is selected, the partial transactions and prorated accrual calculation considers the exact number of days in each month (for example 31 days in January, 28 in February).
   - If this option is not selected, the partial and prorated accrual calculation is based on an average 30-day month.
   - This setting requires the Include partial accruals checkbox to be selected.

**Important:** It is very important to set the “Apply after” date to exclude old transactions. In most cases the date should be set to the day that the option is being activated, so that it doesn’t affect anything in the past.

7. Set the Create transactions for employees only during dates where they are assigned to the rule option to create closed accrual leave periods.

Closed accrual leave periods can be created to prevent leave accrual transactions from being drawn-down against a closed period.
   - All the accruals/draw-downs will only be created against this leave accrual rule if created during the duration a leave accrual rule is associated with an employee.
   - Transactions created after the rule ends for an employee will be created against the next leave accrual rule its balance transfer progression. If this is the last leave accrual rule in a transfer progression for an employee, the setting is ignored.

**Important:** It is very important to set the “Apply after” date to exclude old transactions. In most cases the date should be set to the day that the option is being activated, so that it doesn’t affect anything in the past.

8. Set the Allow transfers of negative leave accrual balances to enable the transfer of negative balances to the next accrual rule.
9. From the Draw-down section, select how entered time is applied against the leave accrual: by Time type, Service, Project, or Task. These items are typically associated with a Time off or PTO project that has been set up within the Projects application. Indicate when the draw down is generated, either when the Leave accrual is run or A timesheet is approved.

![Draw-down]

An approved time entry that matches all of the filter conditions will generate a draw-down.

<table>
<thead>
<tr>
<th>Time type</th>
<th>Service</th>
<th>Project</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>&gt; Create</td>
<td>&gt; Create</td>
<td>&gt; Create</td>
<td>&gt; Create</td>
</tr>
</tbody>
</table>

Generate the draw-down when:
- Leave accrual is run
- A timesheet is approved

Modify draw-downs when an approved timesheet is changed
Draw-downs will be deleted if a timesheet is un-approved.

10. You are able to Modify draw-downs when an approved timesheet is changed by selecting the check box: A timesheet is approved.

**Note:** As a system administrator, you can set Leave accrual rules to run on a schedule or run them manually.

11. Finally, Enter any Notes (if desired), and whether you want to Exclude inactive employees via the check box when the rule is run.

12. Click Save.

**To associate rules to an employee:**

1. Go to Administration > Global Settings > Employees. Select a Employee ID.
2. Click on the Leave accrual link. See Leave Accrual.
3. For each applicable rule, select the rule and enter the Start Date and End Date into the leave accrual row. When the rules are run, employees with the defined rules will have their accruals and draw-downs adjusted per the rule definitions. Each rule is named and includes the following:
   - Accrual definition
   - Draw-down definition
Note: Editing existing leave accrual rules may affect existing historical balances of your employees. If you need to change your policies, we recommend that you contact OpenAir Support or engage the assistance of a Professional Services Consultant.

Run Leave Accruals

The Run leave accrual form provides you, the System Administrator, with the ability to run the defined Leave Accrual rules on demand or have them scheduled to be run on a regular basis. When you set up the leave accrual rules, you determine how running leave accruals impacts leave accrual balances. Draw-down transactions are created by the run leave accruals action if the rules have defined this as the method to create the transactions. Otherwise, approved timesheets automatically create the transactions so draw-downs and balances are current.

To Run leave accruals:

1. Go to Administration > Application Settings > Timesheets Settings and select the link to Run leave accruals. The Run leave accrual form provides the ability to run defined Leave Accrual rules on demand or have them scheduled to be run on a regular basis.
To use this feature, you must enable the Timesheets Settings switch: Enable the leave accrual feature. To do so, go to Administration > Application Settings > Timesheets Settings > Other settings. See Other Settings.

When the leave accrual feature is enabled, a Leave accrual tab displays in the Timesheets application.

Leave Accruals provide a method of tracking and maintaining employees’ time off within OpenAir. Time can be accrued or earned as a specific type of time off which may then be drawn down when taken or used by the employee. You can enter manual Leave accrual transactions or specify Leave accrual rules for employees to automatically compute time off amounts. See Leave Accrual Rules.

Although manual transactions are allowed, the key to a successful implementation of the Leave Accrual feature is the setting up of rules, which are then applied to employees. The rules control the accrual amounts and draw-down specifics depending upon the rule setup for Time Type, Service, Project, or Task.

To create a New leave accrual transaction:

1. Go to Timesheets.
2. Select New transaction from the Create Button.
3. Select the Type, either Accrual or Draw-down.
4. Enter the Date and Hours for the transaction.
5. Select the Employee for which this leave accrual transaction applies and the Leave accrual rule. If you have not previously created rules, see Leave Accrual Rules.
6. Add notes as desired.
7. Click Save.
Alerts

This functionality lets you send automated email reminders to ensure that company policies are followed, time is entered and submitted on time, and approvals are completed. Multiple alerts of each type can be set up to meet varying business needs. Refer to the following types of alerts.

- **Timesheet alerts** — can be configured by administrators to alert employees about late timesheets, overdue approvals or unsaved time entries.
- **Late timesheet alerts** — are used to notify employees when timesheets meeting certain criteria are late. To ensure accuracy and timeliness in billing, most companies find it critical to get timesheets in on time. Late timesheet alerts are the most commonly used alerts.
- **Overdue approval alerts** — are useful for managers who must approve time, but who may not be regular employees of OpenAir. An overdue approval alert can remind those employees who do not log in regularly that there are timesheets in the system waiting on them for approval.
- **Unsaved time entry alerts** — are most often used in companies where time must be entered on a daily basis. These alerts can be used to remind employees on a periodic basis that time entry is due.

**To create a timesheet alert:**

1. Navigate to Administration > Application Settings > Timesheets Settings > Alerts.
2. Select the type of alert you want to create from Create Button. The corresponding alert form will open.
3. Name the alert.
4. Under Alert runs on, select the day and time when the Alert should run.
5. Under Rule, define the appropriate selection rules for why the employees would receive an alert and which employees will receive alerts.
6. Use Email notification, define the email sender, subject and text, and decide whether to copy other employees on the alert email.
7. Add notes, as desired. These notes do not appear anywhere in the alert; they are for informational purposes, such as to remember why the alert was created.
8. Select Active alert to make this alert active.
9. Click Save.

Other Settings

The Timesheet application has many configurable parts including add-on functionality and interaction with how you are performing your resource and project management. Many timesheet options depend on whether other features are activated.

**To access the Timesheet Other settings:**

1. Go to Administration > Application Settings > Timesheets Settings > Other settings.

**Timesheet Duration:** Timesheet entry is defaulted to a single time period for submission (as selected from the drop-down list). This duration can be overridden on the Employee Demographic form if you have different offices or departments that adhere to different time policies. To enable the override on an employee basis, Create a Support Case and request the following switch be enabled: Allow the Timesheet duration to be set at the employee level.

**Location of the "Save" button on the grid:** When your employees have created a timesheet, the timesheet displays allowing data entry. Employees have the ability to save in-progress timesheets and edit them later before completing submission. You have the ability to place where the save button
appears on the timesheet. This setting cannot be overridden by an employee preference although employees do have the ability to add additional save buttons to the top right of the forms.

**Number of rows to display in timesheets notes fields:** Each time entry cell has a blue dot adjacent to it which, when selected, displays a pop-up window that includes a description and a notes field. The number of rows selected for this option reflects the number of lines displayed in the notes area of the pop-up window. This is not a data entry restriction value, only a display value before you must scroll down should the employee have entered more information than can be displayed.

**Width of the hourly cells on a timesheet:** The time entry cells within a timesheet must be at least 2 digits wide to accommodate a time entry. Depending on how many digits you expect to be entered on a regular basis, you may want to increase the value to 3 or 4.

**Show the time type drop-down on the main worksheet:** Time types are used to identify types of time entries such as leave time, holiday, billable, shift work, etc. If your company has decided to use time types, then this feature should be activated to capture the time type value during timesheet entry. If your time types are limited to use within an employee's work schedule (such as holiday or outages), then it may not be necessary to display the field on timesheet entry as the work schedule would handle tracking of the time type value. See Time Types.

**Hide the time type drop-down in the popup window:** The notes option next to each time entry cell displays a time type drop-down menu unless this option is selected. There is no dependency with the time type being viewable on the timesheet.

**Show the client/project drop-down on the main worksheet:** When selected, the employee can enter time against a specific Client : Project combination (or just client if the options to view client only in drop-downs has been selected). The list of projects displayed is controlled by project viewing options such as all projects, specific projects, assignments, ownership, and bookings.

**Show the client/project and the task drop-down on the main worksheet:** When selected, an additional field for task is displayed along with the Client : Project drop-down list. The list of tasks displayed is controlled by project assignment and booking options.

**Show the service drop-down on the main worksheet:** Services are specific activities that you offer to clients which may be used to invoice your clients or used for finance account allocation. In some accounts, they are called activities. If your company has decided to use services, there are many areas throughout OpenAir where the services value can be set as a default for timesheets. See Service.

Activating this feature supplies another field containing the service values on the timesheet, which give control to the employee for selecting the proper value. The ownership of the field setting should be reviewed according to how the Service field is used throughout the system. If it is used to perform billing or allocations to financial accounts, you may prefer to have the field setting controlled by the project setup process and not overridden by the end-employee.

**Show the payroll type drop-down on the main worksheet:** If your company has decided to use payroll types, activate this feature to allow entry by the employee on timesheets. If not enabled, and your account uses payroll types, they display in a list in the Notes pop-up window. See Payroll Types.

**Show the Project job code drop-down on the main worksheet:** Job codes classify employees into general job positions defined by your company. See Job Codes.

**Show time remaining estimate input on the main worksheet:** When selected, the System estimate (hrs) field shows the latest estimated hours value for the task, minus the hours entered against it in the timesheet.

**Require a time type on time entries:** If you have implemented time types and displayed them for entry on the timesheet, this option lets you make this field mandatory for all employees. This requires you to define a complete set of time types so that a valid value is always able to be selected for any type of time entry. This option is dependent on the Show the time type drop-down on the main worksheet option being selected. If the show time type option is not active, this option has no system impact.
Require a client/project on time entries: If you have displayed Client : Project (and possibly clients only depending on the show client name option) for entry on the timesheet, this option will allow you to make this field mandatory for all employees. This option is dependent on the Show the client/project drop-down on the main worksheet option being active. If the show client/project option is not active, this option has no system impact.

Require a service on time entries: If you have implemented Services and displayed them for entry on the timesheet, this option lets you make this field mandatory for all employees. This option requires you to define a complete set of services so that a valid value is always available to be selected for any type of time entry. See Service.

Require a description on time entries: The description field is an additional field to the notes field that is available for each time entry cell by selecting the dot next it. Setting this option requires the entry of a description for each entry on a timesheet.

**Important:** This impacts the time it takes to enter data should employees be required to enter multiple time entries for projects across multiple days of work.

Require a payroll type on time entries: If you have implemented payroll types and displayed them for entry on the timesheet, this option lets you make this field mandatory for all employees. This will require you to define a complete set of payroll types so that a valid value is always available to be selected for any type of time entry. See Payroll Types.

Require a task on time entries: If you display a task for entry on the timesheet, this option lets you make this field mandatory for all employees.

Show only clients and projects with open tasks assigned to the employee: Tasks have an open/closed flag to provide Project Managers control over completed or in-progress service on a project. Depending on how you are assigned or allocated to projects and tasks for time entry, the activation of this option shows only Client : Project with open tasks available for time entry.

Show only clients and projects with open tasks booked to the employee: Tasks have an open/closed flag to provide Project Managers control over completed or in-progress service on a project. Depending on how you are booked to projects and tasks for time entry, the activation of this option shows only Client : Project with open tasks that you are booked for available for time entry. If this option is not enabled, then any Client : Project with tasks booked to you for time entry is displayed including those with all closed tasks. This, in turn, enables the entry of time against closed project tasks.

Display schedule exception information from the associated company work schedule of the timesheet employee: This option lets you display any schedule exceptions within the timesheet. These are most often company holidays on the company work schedule. The display is handled by highlighting the date column title in the timesheet and adding a footnote indicator, which is defined in the Tips area of the OpenAir page. The footnote definition is taken from the description field of the schedule exception.

Display schedule exception information from the work schedule and associated company work schedule of the timesheet employee: This option lets you display any schedule exceptions within the timesheet. These are most often company holidays on the company work schedule. Other exceptions noted in the employee's personal calendar, such as vacation or leave time, are displayed as well. The exception information is derived from any schedule exceptions input on the company workschedule associated to the employee record, as well as any exceptions input on the employee's personal work schedule directly on the employee record. The display is handled by highlighting the date column title in the timesheet and adding a footnote indicator, which is defined in the Tips area of the OpenAir page. The footnote definition is taken from the description field of the schedule exception.

Allow an approver to edit a submitted timesheet: When timesheet approvals are used, timesheets are submitted for review by a defined employee or set of employees (approval process) who can then approve or reject the timesheet. To avoid time delays introduced by having a reviewer reject
a timesheet then the owner fixing and resubmitting the timesheet, activating this option gives the reviewer the ability to edit the timesheet entries directly before continuing with the approval.

**Hide the description field:** The description field is available for each time entry cell by selecting the dot next to it. Setting this option hides the description field from the pop-up window when the dot is selected, but still displays notes and any other field settings that have been configured. If this option is set, it overrides the “Require a description on time entries” setting.

**Remove blank timesheet rows:** This option will remove blank (empty) timesheet rows from the display and the Timesheet report.

**Preserve row ordering:** Activating this option keeps the time entry rows in the order in which they were entered on the timesheet and does not resort them in alphabetic client or project order.

**Enable the "Hours remaining" on tasks estimating feature:** Hours remaining are only available if you are assigning employees to individual tasks with an estimate of planned hours/days for each employee on the task. Without this level of project/task information, the hours remaining feature is unable to allocate hours to individuals on timesheet review. When this feature is activated, a new link displays within the timesheet called Hours Remaining. Selecting this link displays to the employee the remaining hours for the task and provides the ability to change the hours remaining value. This adjusts the remaining and estimated hours of the project task within the project plan. There is no impact on the planned hours. Tasks must be displayed on the timesheet in order for this option to work.

**Require "Hours remaining" estimates for all tasks:** Hours remaining are only available if you are assigning employees to individual tasks with an estimate of planned hours/days for each employee on the task. Without this level of project/task information, the hours remaining feature is not able to allocate hours to individuals on timesheet review. When this feature is activated, a new link displays within the timesheet called Hours Remaining. Selecting this link displays to the employee the remaining hours for the task and provides the ability to change the hours remaining value. This value is required for each task identified on the timesheet. Any changes adjust the remaining and estimated hours for the task within the project. There is no impact on the planned hours. The Enable the Hours remaining option must be activated and tasks displayed on the timesheet for this option to be available.

**Use the system estimate if “hours remaining” are not entered:** Hours remaining are only available if you are assigning employees to individual tasks with an estimate of planned hours/days for each employee on the task. Without this level of project/task information, the hours remaining feature is not able to allocate hours to individuals on timesheet review. When this option is activated, a new link displays within the timesheet called Hours Remaining. Selecting this link displays to the employee the remaining hours for the task as estimated by the system (or the value entered by the Project Manager). A timesheet employee may enter a new value or choose to leave the field blank. A blank entry uses the system estimated value (or the value entered by the Project Manager) of the hours remaining for time entry on the task. This adjusts the remaining and estimated hours within the project task on the project. There is no impact on the planned hours. The Enable hours remaining option must be activated and tasks displayed on the timesheet for this option to be available.

**Get the service from the task if not selected:** This option is dependent on the display of the Service field on the timesheet main. If you have not made this field required, employees may optionally leave the field blank. When activated, this feature ensures every time entry has a Service by obtaining the value from the task if the employee does not override the value in the timesheet. If this option is not activated, then “blank” Service values can be entered against the task. Tasks must be enabled on Projects in order for this option to be available.

**Always get the service from the task:** If your company uses Services within the system but does not allow employees to override the value on the timesheets, use this option to ensure the timesheet entry obtains the appropriate service from the project task. Tasks must be enabled on Projects in order for this option to be available. We recommend that services on tasks be required if this setting is enabled.

**Do not allow timesheet submission if time is booked to an inactive option:** Employees entering time against Client : Project (or Clients, and possibly at the task level), are provided a drop-down list of these items based on the timesheet options, such as displaying only Client : Project with open tasks. This
option prevents the submission of a timesheet if the employee was able to view a Client : Project task when the timesheet was created, but later the Client : Project was inactivated before the timesheet is completed and submitted. If this option was not selected and the Client : Project has been inactivate during the span between timesheet creation and submission, time is allowed to be entered against an inactive project since the timesheet was already in progress.

**Do not allow timesheet submission if time is booked to a closed task:** Employees entering time against Client : Projects (or Clients, and possibly at the task level), are provided a drop-down list of these items based on the timesheet options, such as displaying only Client : Projects with open tasks. This option prevents the submission of a timesheet if the employee was able to view a Client : Project task when the timesheet was created, but later the Task was closed before the timesheet was completed and submitted. If this option is inactive, time is allowed to be entered against closed tasks provided the task was open when the timesheet was created.

**Do not allow timesheet submission if time is not booked to a task:** This option prevents a timesheet submission if a time entry is not recorded to a task on a project. We recommend that you enable this option if you are tracking time to the task level.

**Enable the time type default when creating a new timesheet:** When creating a Timesheet, the timesheet form asks for basic information such as the period date. This option provides the employee a default Time type field, which pre-populates all timesheet rows with the selected time type value. This option is dependent on having time types enabled in the system. It is useful when the option to enter time types on the timesheet has been activated.

**Enable the client:project default when creating a new timesheet:** When creating a timesheet, the form asks for basic information such as the timesheet start date. This option also provides the employee a default Client : Project field, which pre-populates all timesheet rows with the selected Client : Project value. It is useful when the option to enter Client : Project on the timesheet has been activated.

**Enable the service default when creating a new timesheet:** When creating a timesheet, the timesheet form asks for basic information such as the timesheet start date. This option also provides the employee a default service field, which pre-populates all timesheet rows with the selected service value. This option is dependent on services being used in the system and is useful if the option to enter service on the timesheet has been activated. See Service.

**Enable the payroll type default when creating a new timesheet:** When creating a timesheet, the timesheet form asks for basic information such as the timesheet start date. This option also provides the employee a default payroll type field, which pre-populates all timesheet rows with the selected payroll type value. This option is dependent on payroll types being used in the system and is useful if the option to enter payroll types on the timesheet main grid has been activated. See Payroll Types.

**Enable time off requests:** The time off request feature enables the submission of schedule changes such as vacation, training, leave time, etc. A number of options exist that allow the time off request feature to be used as an employee scheduling tool, a leave time tracking tool, and so forth. Activation of this feature displays another tab within the Timesheet application called Schedule Requests, which can be created and submitted/approved through an approval process. Time off requests interact with timesheets, a employees work schedule, and resource booking according to the various options selected within the Settings form.

**Require a time type on time off requests:** If you have implemented time types and activated time off requests in your environment, this option lets you make this field mandatory for all employees. This requires you to define a complete set of time types so that a valid value is always able for selection on any type of time entry.

**Require a client/project on time off requests:** If you have implemented project-based time tracking and activated time off requests, this option lets you make Client : Project selection mandatory for all employees. Such a Client : Project selection is typically something along the lines of [Company Name] : PTO project.
On time off requests, show only clients and projects with open tasks assigned to the employee: This option, when time off requests are active, prevents an employee from entering a time off request against a project that has closed tasks. For employees to see projects with open tasks, the employee must be assigned to either the task or the project depending on the assignment options active in your account.

On time off requests, show only clients and projects with open tasks booked to the employee: This option, when time off requests are active, prevents an employee from entering a time off request against a project that has closed tasks. For employees to see projects with open tasks, the employee must be booked to either the task or the project depending on the assignment options active in your account.

Require a service on time off requests: If you have implemented services and activated the time off request function, you may require an employee to select a service. The service value entered in the time off request overrides the timesheet default value for the project/task (set within the task) if you include the time off request on your timesheet. If you allow employees to override the service on the timesheet, then the default value displays from the time off request included on the timesheet.

Require a task on time off requests: If you have implemented project-based time tracking and activated time off requests, this option lets you make the Task within a Client:Project selection mandatory for all employees. This option is helpful for time tracking where you are including a variety of choices within a single project (e.g., time off categories such as vacation, jury duty, sick time, and family leave).

Hide the related time off request entry information on the timesheet: If your process is to have employees enter their time directly within timesheets regardless of the service or pre-approval of time (time off requests), then time off requests can be hidden from timesheets.

Do not allow time off request submission if time is booked to an inactive option: Similar to the “show only open assigned tasks on time off requests” feature, this option lets you stop time off request entry against any tasks or projects have been closed while the time off request was being created. This is recommended to be activated if you have enabled the open assigned task option.

Allow an approver to edit a submitted time off request: When time off request approvals are used, time off requests are submitted for review by a defined employee who then approves or rejects the time off request. To avoid time delays introduced by having the reviewer reject a time off request and then the owner fixing and resubmitting the time off request, activating this option gives the reviewer the ability to edit the time off request entries directly before continuing with an approval. The approver of the time off request is set on the employee record.

Automatically create schedule exceptions when a time off request is approved: Schedule exceptions are entries in the employee’s personal work schedule or calendar that identify special work schedule situations such as holidays or vacation. Allowing an approved time off request to create an exception automatically adjusts the employee’s calendar to remove time off request dates from available hours in the work schedule. Selection of this option impacts how utilization is computed if you have selected Work schedule hours as the denominator in the utilization calculation.

Note: This is mutually exclusive with the following switch: Automatically create bookings when a time off request is approved.

Allow modification and deletion of schedule exceptions created automatically from an approved time off request: Schedule exceptions are entries in the employee’s personal work schedule or calendar that identify special work schedule situations such as holidays or vacation. Allowing the schedule exceptions within the employee’s calendar to be modified enables adjustments to the employee’s available hours. This may impact how utilization is computed if you have selected Work schedule hours as the denominator in the utilization calculation.

Automatically create bookings when a time off request is approved: If you are using bookings in the Resources application to manage your resource allocations and available hours, an approved time off
request may create bookings automatically to allocate the employee to the identified Client: Project (and Task if required in your environment). If this is not selected, then approved time off requests create an exception to the employee's calendar instead of a booking.

**Note:** This is mutually exclusive with the following switch: Automatically create schedule exceptions when a time off request is approved.

**When creating a timesheet, automatically create time entries for bookings:** If you are managing resource allocation with bookings, then you may choose to have employee timesheets pre-populated with the booking hours. This provides information to the employee of expected work for the defined timesheet period. The entry can be modified to reflect the actual effort performed. When using this option, ensure you are educating your staff on validating the booking entry and not to simply save the pre-populated timesheet.

**When creating a timesheet, automatically create time entries for approved time off requests:** Time off requests that capture time against a Client: Project (and Task if required in your environment) can be automatically inserted into an employee's timesheet to allow quicker timesheet entry. The time off request appears as the timesheet is created. The values of the time off request hours may be modified prior to timesheet submission. If the timesheet already exists, this option does not add the time off request into the timesheet automatically - a manual entry is required on the timesheet.

**When automatically creating time entries for approved time off requests when creating a timesheet, get missing values from the time off request:** Time off requests that capture time against a Client: Project (and Task if required in your environment) can be automatically inserted into an employee's timesheet to allow quicker timesheet entry. The time off request appears when the timesheet is created. The values of the time off request hours may be modified prior to timesheet submission.

**Allow time off requests with time entries on approved timesheets to be un-approved:** The correction of a time off request can still be performed if this option is enabled and the time off request has already been added to timesheets. Without this option, modifying the time off request is disabled if you have allowed the time off request to be included in a timesheet.

**Do not allow editing of the timesheet name:** This option generates a standard timesheet name when the timesheet is created (i.e., “Timesheet 06/03/12 to 06/10/12”) that cannot be changed by the employee. If this option is not selected, an employee has the ability to modify the name of the timesheet at timesheet creation or while the timesheet is in the Open status via the edit link.

**Disable overlapping timesheets:** The necessity for overlapping timesheets is typically driven by the need to enter either a correcting timesheet to move hours between projects or to enter two timesheets within a particular week (for example, your company is on a monthly accounting calendar but you have weekly timesheet submissions. You can create two timesheets for the timesheet period, one ending on the last day of the calendar month and the other beginning on the first day of the next calendar month). Disabling timesheet overlapping ensures unique timesheets for each timesheet period.

**Remember the last used "New timesheet" form settings:** This option enables the quick setup of new timesheets by copying or remembering the last default entries in the Create timesheet form.

**Allow empty timesheets:** The use of this option is helpful if you require timesheets to be submitted for every timesheet period, without exception. Subcontractors, who may not have time for the period, would have an empty timesheet submitted.

**Allow zero-hour entries on timesheets:** The difference between this option and the empty timesheet option is this permits the employee to capture notes on a time entry, but does not require the entry of hours to keep the notes in the time entry.

**Sort timesheets alphabetically by client and project:** As time entries are input into the timesheet and submitted, the Client: Project entries are sorted alphabetically within each day instead of the order they are entered.
Enable the "Save and Submit" button on timesheets: On the timesheet, the Save button appears to save in-progress timesheets. To submit timesheets, you are required to select the Submit/Approve link. This submits the timesheet for approval. Selecting this option provides a Save and Submit button to appear on the timesheet and reduces the submit action to a single click.

Enable start and end time entry on timesheets: If you require employees to identify the specific times of the day when the hours were worked on a Client : Project, then you can enable the start/end time feature. This enables explicit start and end times via the Notes field on each time entry. This option differs from timecards in that timecards define a full day of time to compute total hours instead of individual Client : Project entries for the start/end time.

Enable the leave accrual feature: Leave accrual is a feature focused on tracking leave balances such as vacation and sick time. The feature can track a leave accrual based on the rule setup according to your company policies. For example, a vacation balance may be refilled one time a year or accrued each month at a certain rate per the employee's seniority in the company. A leave balance draw-down is based on time entries against the specific projects or tasks. For example, taking vacation or sick leave adjusts the leave balance.

On time off requests, display current leave accrual balance to managers for approval: When the leave accrual feature is enabled, this option displays the submitter's balance on the approval form. This is useful to ensure the employee's request is in compliance with company policy.

Display the last update date and time below the timesheet worksheet: Activation of this feature displays timestamp information about the last update performed on the timesheet in the tips area of the timesheet.

Do not auto-populate description field on time entries from time off requests: This selection prevents the Description field as entered on the Time off request from populating the Description field on the Timesheet entry. This option is normally selected to allow the employee to enter their own specific descriptions. This is only applicable if time entries are automatically created from approved time off requests.

Do not auto-populate description field on time entries from bookings: This selection prevents the Description field as entered on the Booking from populating the Description field on the Timesheet entry. This option is normally selected to allow the employee to enter their own specific descriptions. This is only applicable if time entries are automatically created from bookings.

Do not auto-populate notes field on time entries from bookings: This selection prevents the Notes field as entered on the Booking from populating the Notes field on the Timesheet entry. This option is normally selected to allow the employee to enter their own specific notes. This is only applicable if time entries are automatically created from bookings.

Display all weeks for timesheets containing multiple weeks: Activation of this feature enables users to work with all the weeks of a multi-week timesheet in the same grid view.

Frequently Asked Questions (FAQs)

How would I know whether I should have Services set up for my company?

If your company provides standard types of services to client, you may want to create services in your account. With services, you are able to use these in invoicing by charging a specific rate or a fixed fee. They can also be used for providing a standard description of the work being performed. See Service.

Why would I use Services on timesheets?

This permits the employee to select the specific services they are performing for a client. These can be used on the invoice. As a caution, enabling services as a selection on the timesheet puts the control
of the value in the employee’s hands as they would choose the value from a drop-down list. Many companies have the Accounting or Billing Departments control use of the services.

**What benefits are there for using the Leave Accrual functionality within OpenAir?**

The Leave Accrual functionality provides a way of tracking employees' time-off for vacations and sick days, etc. A employee's balance can be augmented automatically through Leave accrual rules or manually. The balance is also drawn-down through timesheet entries based upon the rule settings by using Time type, Service, Project, or Task, and manually as well. Employees and management are able to monitor the leave accrual balance providing a real-time view into the status of the account. The balance is visible on the timesheet worksheet, leave accrual edit form and on the employee’s Dashboard. The balance can also be reviewed on Employee Detail and Advanced reports. You may also review projected leave accrual balances, which are based on the current balance from previous accruals and draw-downs, future accruals and approved time off requests.

**What are ways to restrict entry of time types?**

Work schedule, filter sets, and disable entry on forms.

**When should a time type be used?**

When differentiating time for the same project (and possibly task), a time type is required. Examples include: using time types for anything that can impact payroll (overtime, shift work, etc.), impacts financial information (billable vs. non-billable time), or impacts HR leave tracking (e.g., vacation, holiday, leave time). Your company may choose one or more ways to use time types. A best practice is to define a specific use for the time type then determine whether control of its use should be given to the employee entering timesheet data.
Expenses

Overview

The Expenses application captures expense reports and accompanying receipts. It also enables authorizations of anticipated expenses. Depending on a company's needs, employees can enter expenses for a week or any duration. They are prompted to enter a start date, description, and notes. As is the case with all fields on all forms in NetSuite OpenAir, you can mark the description and notes fields as required. Employees also have the option of saving an attachment to an expense report such as a scanned receipt or a receipt within the expense report.

Expenses

![](image)

The Expenses application permits the entry of incurred business expenses by employees as well as the ability to receive pre-approval of future expenses using Authorizations, if this feature has been enabled. The entry of expenses by employees themselves or on their behalf by the company lets Accounts Payable process and track reimbursements. Employees may enter expense reports against projects for a specific date or period of time, depending on your account configuration.

An additional option available to employees is the ability to use an expense worksheet for multiple receipts and adjust the order of the fields that display on the form. Go to Expenses > Expense reports and select the Worksheet link. To customize this worksheet, go to the bottom of the form and click the customize link. Worksheet layout options allow employees to streamline the entry of multiple receipts within a single form.

Administrators and users with the **Allow user to delete (individually or in bulk) open, submitted or rejected envelopes** role permission can delete either one or multiple expense reports at a time, if this feature has been enabled. When an expense report is deleted, all associated expense items, including any receipts and attachments, are also deleted.
Approval Process

This functionality provides the ability to create multi-level Approval processes as opposed to a specific named employee or meta value employee e.g., [Project owner] or employee's [Manager]. You can create as many approval processes as your company requires.

In addition, if you have enabled project approval options, the approval processes can be selected for proposals, invoices, and project approvals for timesheets, purchase requests, POs, booking requests, additional project specific approvers. See Approval Options. Project approvals occur first and must be completed before the other approvals can be fulfilled.

**Note:** Approval processes are available in the application settings of several different applications. Any process created in any of the applications settings, i.e., timesheets or expense reports, is available on all approval areas for project or employee level approvals.

To create an Approval Process:

1. Go to Administration > Application Settings > Expenses Settings > Approval processes.
2. Select **New Approval process** from the Create Button.
3. Enter the Approval process name. Make this name descriptive if you are creating multiple approval processes in your environment. A number of rows are available to create the approval process.
4. Select the Sequence Number. It indicates the order in which the approvals flow. The sequence number can be changed using the drop-down list.
5. Select the Approver assigned to the sequence number from the drop-down list, either a specific employee or meta value employee such as a [Project owner] or [Manager].
6. When a designated approver is submitter, and self-approval is not allowed, there is an option to select alternate approvers for individual approvers or for the overall approval process.
7. Create **Auto-approve rules** for any approver in the process. They automatically approve items when the value of the parameter meets the criteria specified in the rule.

8. Select the check box for **Can not edit** when you want to prevent the approver from modifying the approval process. This is only applicable if your account is configured to allow approvers to edit expense reports submitted to them.

9. Click Save.

**Note:** You can edit approval processes to add or alter steps and approvers. The effects take place the next time an employee submits an expense report. Any expense reports submitted prior to the change still holds the prior approval process parameters.

**Sequence Number** — You can change the sequence number using the drop-down list. More than one approver can have the same sequence number.

**A sequence number requires only one approval** — The check box for **A sequence number requires only one approval** is useful when you would like to have two or more approvers at the same level/sequence number, but require only one of them to approve the item before it is passed on to the next level approver.

**Assign after** — If you assign the same sequence number to several approvers, the **Assign after** field displays to the right of the form. This makes automatic escalations available by putting a number in the **Assign after** field. If approval is not given by the first approver within a certain number of days, the approval request is routed to the subsequent approvers. After approval has been escalated, the first approver may still approve it. The **Assign after** field is always days after initial submission, and it does not count from a previous escalation if multiple approvers are added in the same sequence number.
Expense Items

Expense Items are receipts, tickets, statements or other items that contain costs incurred by an employee and are entered into NetSuite OpenAir expense reports per your company’s policies and procedures. The expense items are classifications or categories of these costs. Some examples are: Airfare, Lodging, Mileage, and Business Meals. OpenAir has pre-defined a number of common expense items, but you can modify these and create new items to meet your company’s needs.

Expenses entered on expense reports may be rebilled to clients through billing rules and recognized as revenue according to your company’s policies. Therefore, expense items also appear under the Invoices application.

To create an Expense Item:

1. Go to Administration > Application Setting > Expenses Settings > Expense Items.
2. Select New Expense Item from the Create Button.
3. Enter the Expense item name and select the Type of expense item, either regular or mileage. A regular receipt is the default receipt form when a new expense report is created. A mileage receipt is a slightly modified form allowing for mileage rates.
Note: The following provides further explanation.

- Mileage expense items may also be set as a regular receipt type since the form provides the ability to enter a price per unit, or in this case, $$ per Mile. If you are not using the Vehicle feature that requires the mileage receipt type, you may opt to set up all expense items to the regular receipt type and avoid end-employee confusion.

- Each expense item may have a standard price or the field may be left blank for the employee to enter the price on the receipt form itself. Any time a price, rate, or other financial information is stated in OpenAir, you also have the ability to set the currency value if multi-currency is enabled.

- A Unit Measure indicates the unit for the price and can be any unit you desire.

- A Per Diem check box is available to classify this type of expense and it must follow a particular per diem policy.

4. The next section in the form relates to Receipt policy, which controls actions based on the individual receipt and expense item entered into an expense report. You are able to enter parameters for the receipt and select whether to require notes or approval based on the settings. For per diem expense items, you are able to choose how to limit their use within the system.

5. Under the Other section, you may enter text to be used on proposals in the Opportunities application.

6. Check the Taxable expense item check box if tax may be charged to the client for this expense item. A tax location may optionally be entered by the employee per receipt if this setting is activated. See Tax Location and Tax Options.

7. If you would like the expense item price to be required on the receipt, select the check box. If your cost center rules for receipts include expense item cost center values, then you need to optionally set the cost center on expense items as well. The cost center field only displays if you have configured the cost center Receipt rules to involve expense items. See Cost Centers.

8. There is an option to control viewing of expense items using Filter Sets. Expense items are one of the data access control objects within a filter set definition. See Filter Sets Overview.
You can tailor the Expense report layout to meet your company’s needs. Since this report form may be routed for review and approval internally, the layout should clearly communicate the expenses that have been incurred. You are able to select the Date format, Starting tracking number, and Grid style. These settings determine the numbering of created Expense reports and the basic style of the expense report.

To access and modify the Expense report layout:

1. Go to Administration > Application Setting > Expenses Settings > Expense report layout.
2. If you select the check box to Show the exp report approval history, the approval history is displayed to a reviewer at the bottom of the page.
3. If you select the check box to Show the authorization history, the authorization history is displayed to a reviewer at the bottom of the page.
4. If you select the check box to Show a daily summary by expense item, an additional section on the expense report displays summarizing the expense items per day.
5. If you select the check box to Show link to expense report attachments, a link to expense report attachments displays. Reviewers can view or download information.
6. If you select the check box to Show link to expense report receipt attachments, a link to expense report receipt attachments displays. Reviewers can view or download information.
7. If you select the check box to Show the billable/non-billable totals in the daily summary, a split of billable and non-billable expenses are displayed within the daily summary area. This feature makes use of the Billable receipt radio buttons on individual receipts. To enable this feature, Create a Support Case and request that OpenAir Support enable: Use a radio button to force selection of billable or non-billable on receipts.
8. Enter the Maximum date columns per row in the daily summary. The default is 80. This forces wrapping of the daily summary columns.
9. The last option is to display an overlapping status on the expense report header. This option is only available if your setup has specified expense report durations such as weekly or monthly and you have not disabled overlapping expense reports.

10. Select Receipt order: By date or By reference number.

11. Enter additional employee display information as desired. Select Employee fields > Create. Additional information may include employee cost center or address.

12. Enter notes to display at the end of the expense report, if desired.

13. Select the fields that you would like to display on the Expense report using the drop-down list for each column. The order you set the fields determines the order in which the fields are displayed as columns on the expense report.

**Note:** If your employees are entering Foreign Currency Receipts, it is helpful to include the original Foreign Currency fields for approvers to use when they are reviewing receipt submission.

14. Select the Adobe Acrobat PDF settings you would like to use in your environment. We recommend that you print out of a sample Expense Report when the PDF settings are in place to ensure the page layout and margins are set correctly.

**Vehicles**

Vehicles is an optional feature in OpenAir that is not typically used. It displays in Application Settings for Expenses and Invoices. To allow this functionality, you need to select the Enable the Vehicle feature in the Optional Features form.

To enable the Vehicle feature:

- Go to Administration > Global Settings > Optional Features and select the switch to **Enable the Vehicle feature**.

When one or more vehicles have been set up in the system, the Vehicle drop-down list is available on mileage receipts in the Expenses application and on mileage expense charges you create in the Invoices application.

**Note:** If you have created mileage expense items as regular receipts, the vehicle drop down list is not available. Vehicle designation is only available on mileage receipts. So if your company has a preference to indicate company car usage, for example, the mileage expense item must be created under a mileage receipt type.

**To enter a Vehicle:**

1. Go to Administration > Application Setting > Expenses Settings > Vehicles.
2. Select **New Vehicle** from the **Create Button**.
3. Enter the Vehicle name. This could be a name such as Bill White's Ford Taurus, a company vehicle number, or a license plate/tag number.
4. Select the Fuel type and Ownership from the drop-down lists.
5. Type the Engine size, if known.
6. Click Save.

## Vendors

Vendors are an optional feature in the Expenses application. They are primarily used for vendor management and reporting. When a receipt is entered into an expense report, a vendor can be selected. Vendors are also used in the Purchases application.

To display the Vendor form:

Go to Administration > Applications Settings > Expenses Settings > Other settings and select or clear the switch to **Hide the Vendor field on receipts**.
Setting the vendor on receipts is useful for tracking spending at particular vendors to obtain discounts on services or products. Vendors play a much more important role for companies using the Purchases application in OpenAir.

To create a Vendor:

1. Go to Administration > Application Setting > Expenses Settings > Vendors.
2. Select New Vendor from the Create Button.
3. Enter the Vendor name and the demographic information, if known. The remaining fields on the Vendor form are optional if vendors are only being used within the Expenses application. The address information is used primarily in the Purchases application.

Payment Types

Payment Types are an optional feature in OpenAir and display in Application Settings in Expenses and Invoices. This functionality lets you select a payment type such as Cash, Credit Card, or Check on a receipt in the Expenses application or on an expense charge in the Invoices application.

Payment types are primarily used by your Accounts Payable or Accounting group to indicate how items were paid for by employees as this may determine the categorization of expenses in the accounting system. An example is a company credit card, which indicates the Accounting organization may need to issue a payment to the credit card company instead of the employee, depending on your company’s policy regarding use of the credit card. OpenAir has pre-defined a number of common payment types, but you can modify these and create new items per your company’s needs.

To enable Payment types:

1. Go to Administration > Applications Settings > Expenses Settings > Other settings and select the switch to Require a payment type selection on receipts.

To create a Payment type:

1. Go to Administration > Application Setting > Expenses Settings > Payment types.
2. Select New Payment type from the Create Button.
3. Enter the Payment type name.
4. Select the check box for **Active payment type**.
5. If desired, select the check box for **Default payment type**, which automatically displays this payment type on new receipts. This is not required.
6. Add any Notes regarding this payment type, if desired.
7. Select the Default receipt status from the drop-down list if desired. Values are: None, Reimbursable, and Non-reimbursable. The Company credit card example noted above may be set up as a default receipt status of Non-reimbursable if your company pays the company credit cards centrally through your Accounting department.

**To create a Payment type custom field:**

1. Go to Administration > Global Settings > Custom fields.
2. Select **New Custom field** from the Create Button.
3. Select Payment Type using the Add a custom field to drop-down list.
4. Under the Type of field to add drop-down, select the type of custom field desired, and click Continue.
5. Enter the Field name and Display name, complete any other necessary fields.
6. Click Save.

**Authorizations**

Authorizations request advance approval of future expenses. Employees create an authorization, enter future expenses, and request approval. To use this feature, you must enable expense authorizations.

**Note:** Authorizations do not **prevent** any expense entry.

**To enable Expense authorizations:**

Go to Administration > Application Settings > Expenses Settings > Other settings and select the switch to Enable expense authorizations.
Authorization Numbering

When the authorization feature is enabled, a tab displays in the Expenses application for Authorization numbering. In addition, a link for the Authorization numbering form displays under Expenses Settings. Use it to designate an authorization starting number.

To request an Authorization:

1. Go to Expenses and select Authorization New from the Create Button.
2. Type Authorization name/destination.
3. Select currency and type description.
4. Select Client : Project.
5. Enter dates.
6. Type advance required.
7. Provide any additional information and click Create authorization.

Notifications
Expenses email notifications are highly configurable in NetSuite OpenAir. You can send an email notification when an expense report is approved as well as for expense reports and authorizations that are submitted or approved by proxy. You can also send notification when specified conditions are met. You designated who receives notification and compose the actual email notification message.

To enable this feature, Create a Support Case and request the following switch be enabled: Enable administration of notifications in the following application settings: Expense reports.

To create expense report or authorization email notifications:

1. Go to Administration > Application Settings > Expenses Settings > Notifications.
2. Select the notification type from the Create Button.

3. In the Send a notification... section, select either the type of new notification you are creating or when these conditions are met.
4. Proxy: Yes or No - Determines if this notification can be used for regular or proxy submissions. For more information on Proxy, see Proxy.
5. Click + to add a row and if you select the Client : Project option, you can use the Search function to select the actual Client : Project name from the pick list. You can also select Expense item and Payment type and select from the options available in your account. Indicate whether the condition includes or excludes what is selected.
6. Under Notify, specify either individual email addresses or select employees from the Available employee selection box. External email addresses can also be included.
7. Under Message, enter the desired contents of the email to be delivered upon expense report or authorization submission. Use the Field drop-down list to specify pre-set variables as part of the email. To do this, choose the variable from the drop-down list and click on the word Paste to insert the variable into the email body.

8. Click Save.
The Overdue approval alert functionality lets you send an automatic email reminder to ensure that expense reports are approved in a timely manner.

**To create an Overdue approval alert:**

1. Navigate to Administration > Application Settings > Expenses Settings > Alerts.
2. Select **New Overdue approval alert** from the **Create Button**. The Overdue approval alert form displays.
3. Name the alert.
4. Under Alert runs on, select the day and time when the Alert should run.
5. Under Rule, define the appropriate selection rules for why the employees would receive an email alert.
6. Select the check box to specify Employees/Departments in filter and click Create to identify departments and system employees to specify who receives an email alert.
7. Use the Email notification section to define the email sender, subject and text, and decide whether to copy other employees on the alert email.
8. Add notes, as desired. These notes do not appear anywhere in the alert; they are for informational purposes, such as to remember why the alert was created.
9. Select Active alert to make this alert active.
10. Click Save.

**Other Settings**

The Expenses application has many configurable parts including add-on functionality and interaction with how you are performing your resource and project management.
To access the Expenses Other settings:

1. Go to Administration > Application Setting > Expenses Settings > Other settings.

Allow an approver to edit a submitted expense report: When expense report approvals are used, expense reports are submitted for review by a defined employee who then approves or rejects the expense report. To avoid time delays introduced by having the reviewer reject an expense report then the owner fixing and resubmitting the expense report activating this option gives the reviewer the ability to edit the expense report receipts directly before continuing with an approval.

Require a client selection on receipts: If you have displayed Clients : Projects (and possibly Clients only depending on the show client name option) for entry on the receipt form or expense worksheet, this option lets you make this field mandatory for all employees.

Require an expense item selection on receipts: This option requires employees to always select an expense item instead of submitting expenses against a project without an expense item. Expense items must be configured and at least one expense item must be active. If no expense items exist or all are inactive, then this option has no impact. See Expense Items.

Require a payment type selection on receipts: This option requires employees to always select a payment type before saving a receipt. Payment types must be configured and at least one payment type must be active. If no payment types exist or all are inactive, then this option has no impact. See Payment Types.

The 'Company paid' payment type is always non-reimbursable: The Company paid payment type has special treatment with this option. Payment type and Reimbursable drop-down lists may be displayed on a receipt with each value set independently. Activating this option ensures the selection of the Company Paid payment type sets the Reimbursable value to Non#reimbursable.

**Important:** To use this feature, you must create a payment type exactly named “Company paid”.

Hide the payment type drop-down on receipts: The payment type field is available on each receipt. Setting this option hides the field from data entry.

Enable expense authorizations: The expense authorization feature lets employees request approval for an anticipated expense. When activated, another tab displays in the Expenses application named Authorization. Employees may create and submit expense authorizations citing the anticipated expense and expected amount. The authorization can then be submitted and reviewed through a defined expense authorization approval process. When approved, an expense authorization may then be included on an expense report to show pre-authorization of the expense.

Allow an approver to edit a submitted expense authorization: When expense authorization approvals are used, expense authorizations are submitted for review by a defined employee who then approves or rejects the expense authorization. To avoid time delays introduced by having the reviewer reject an expense authorization then the owner fixing and resubmitting, activating this option gives the reviewer the ability to edit the expense authorization entries directly before continuing with an approval.

Hide the "Advanced required" field on expense authorizations: The Advanced required field is available on each authorization to allow employees to note that a cash advance is required to complete the expense purchase. Setting this option hides the field from data entry.

Hide the "Reimbursable/Non-reimbursable" drop-down on receipts: The Reimbursable/Non-reimbursable field is available on each receipt. Setting this option hides the field from data entry. If you display the payment type on expense receipts, you may want to include this field as well or allow the payment type of handle the designation of reimbursable/non-reimbursable.

Hide the "Expense item location" field on receipts: The Expense item location text field is available on each receipt to allow employees to note the location of the expense such as the destination of an airline ticket to complete the receipt entry. Setting this option hides the field from data entry.
**Hide the "Vendor" field on receipts:** The Vendor field is available on each receipt to allow employees to note what vendor will be supplying the specific expense item. Setting this option hides the field from data entry. Vendors must exist in the system and have at least one active if Vendor is displayed on receipt. See Vendors.

**Hide the "Cash advance" field on expense reports:** The Cash advance field is available on each receipt to allow employees to note the amount of a cash advance provided by the company for the specific expense item. Setting this option hides the field from data entry. If authorizations are used and the 'Advanced required' field is displayed on the authorization, including this field on the receipt permits a process check within accounting.

**Allow receipts to be associated with tasks:** In addition to submitting an expense against a Client : Project, you may allow employees to enter receipts against a specific task. This is useful if you are tracking deliverables and the cost involved in completing the deliverable such as postage and reproduction costs. If you select this option, a task drop-down list displays on each receipt.

**Require a task selection on receipts:** If you have selected the option to allow tasks to be associated with a receipt, then this option lets you make the task drop-down selection required instead of optional.

**Make the exp report tracking number read-only:** OpenAir starts the expense report numbering at 1 and increments it by 1 for each new expense report. The expense report number may be edited unless this option is selected, thereby making the field read-only.

**Allow non-billable receipts:** The receipt form displays a non-billable check box if this option is selected. This lets employees note that the receipt is not billable.

**Do not default receipts to the current date:** The date field on receipts defaults to the current date unless this option is selected. When this option is selected, the date field is left blank and is a required field for entry before a receipt form can be completed.

**Show only clients and projects with open tasks assigned to the employee:** Tasks have an open/closed flag to provide project managers control over completed or in-progress service on a project. Depending on how you are assigned or allocated to projects and tasks for expense entry, the activation of this option shows you only a Client : Project with open tasks available to you for expense entry.

**Show only clients and projects with open tasks booked to the employee:** Tasks have an open/closed flag to provide Project Managers control over completed or in-progress service on a project. Depending on how you are booked to projects and tasks for expense entry, the activation of this option shows only Client : Project with open tasks that you are booked for available for expense entry. If this option is not enabled, then any Client : Project with tasks booked to you for expense entry is displayed including those with all closed tasks. This, in turn, permits the entry of expenses against closed project tasks.

**Do not auto-populate description field on receipts:** The description field on receipts is an additional text field to the notes field. By default, it displays the name of the selected expense item or is blank if you do not require an expense item on the receipt. Selecting this option keeps the description field blank regardless of the expense item selected.

**Enable line item rejections of receipts:** If you have enabled expense report approvals, the expense report is submitted and reviewed/approved using the expense report approval process. By default, all receipts are included in an expense report rejection. Activation of this option enables each receipt to be individually rejected if necessary to expedite the expense approval. Rejected receipts are removed from the approved expense report and placed into a newly created expense report entitled Rejected receipts from xxxx where xxxx is the expense report name of the original expense report. The newly created expense report must be submitted by the expense report owner for re-review after correcting the issue which caused the rejection.

**Enable the missing paper receipt feature:** When you enable this feature, a Missing paper receipt check box displays on the receipt form or worksheet. This feature is useful to Accounts Payable if you submit
receipts with the expense report and a reconciliation effort is done against the receipts entered on the expense report.

**Always display the "Save and create another" button on receipts:** A Save button is displayed at the bottom of the receipt form. Selection of this option also displays a 'Save and create another' button next to the save button, which enables quick creation of receipts.

**Minimum amount required to submit an expense report:** Expense reports by default can be submitted for any amount. If your policies require a minimum, enter the amount in this field. The default currency setting of the system is used to define the currency type of this amount field, i.e., USD.

**Foreign currency receipt type:** This field setting lets you designate how exchange rates are used on Foreign Currency receipts.

**Foreign current receipt markup (%):** Entry of a value in this field applies a markup to Foreign Currency receipts. The percentage value to enter is an integer value, i.e., enter 5 for 5 percent. Markups are useful if you are using a non-modifiable Foreign Currency receipt type setting, but your account wishes to reimburse or bill a higher amount to cover conversion costs.

**Default to expense worksheet when viewing an expense report:** The expense worksheet is an alternate way to enter receipts into an expense report. When you select this option, OpenAir automatically displays the expense worksheet after employees create an expense report instead of displaying the receipts form.

**Default expense worksheet quantity to 1 for new receipts:** The quantity field is left blank for entry on the expense worksheet. When this option is selected, the quantity field is populated with a default value of 1, which lets employees tab over the field if this quantity is valid for the receipt row being entered. This saves time on data entry.

**Add receipt custom fields to expense worksheet:** If you have created custom fields for receipts, you may also have these fields display on the expense worksheet for data entry. The custom fields are not automatically included in the expense worksheet unless this checkbox is selected.

**Enable the "Save and Submit" button on expense worksheet:** A Save and Submit button appears on the bottom of the expense worksheet.

**Lock expense worksheet columns during horizontal scroll:** Locks the columns on the expense worksheet to allow horizontal scrolling to keep left-most data visible. The numbers in the drop-down list relate to column numbers, i.e., Number 2 relates to column 2 on the expense worksheet.

**Expenses are paid by:** A specific employee may be designated in this field. That employee will receive an email when any expense report in the system is fully approved.
Projects

Overview

The Projects module holds the project plan, the work breakdown structure, personnel assignments, financial information including billing and recognition rules, and reports. Clients enter and maintain specific project plan information and outline the work breakdown structure in detail. They can categorize projects into different project stages such as Statement of Work, Internal, Templates, Proposed, Active, In Progress, and Closed or Complete. Remember, all terminology can be customized to meet the unique needs of your company.

Projects — Introduction

The Projects application is one of the primary components within OpenAir. This is the application where you manage your company's projects. There are a number of system settings and data elements associated with the Projects application. The features and flexibility within this application are probably greater than any other application available within the system.

Within the Projects application there are additional options to configure application-specific items such as the task worksheet within projects and the automated running of billing or recognition rules.

You are also able to evaluate the status of projects using Earned Value Management (EVM) metrics. It is easy to determine if it is profitable or unprofitable, and whether it is on schedule, behind schedule, or ahead of schedule. To use these metrics, you must have designated a cost for each resource, have a project plan established, and have the resources' time entered into OpenAir by project as time is incurred.

Project Status Summary (PSS)

Use Project Status Summaries to produce easy-to-read project status pages which summarize important project progress data. The project status summary is customizable, and can be populated with information critical to your company internally or your clients externally.
Enabling Project Status Summaries

To enable Project Status Summaries, please contact OpenAir Support and ask them to enable the Project Status Summaries feature. Once this feature has been enabled for your account, you will need to assign View or Edit permissions to your roles. The available role settings are:

- View Project status page
- View and modify Project status page

Opening Project Status Summaries

There are three ways to navigate to the PSS:

- Point to any element which opens a project QuickView and click **Status summary**.
- In any project QuickView, click the icon in the upper right corner.
- Go to Projects > Projects and select a project. In the Project Dashboard, click the icon next to the project name.

Using Project Status Summaries

Each Project Status report can contain a header with basic information about the project. The default project header can be modified or deleted.
Below the header, you can add a series of customizable portlets which show information on tasks, task assignments, bookings, and other project- and task-related information.

The PSS can display project status messages which are entered in a text box in HTML within the project properties form.
Editing Project Status Summary Layouts

To edit the Project Status Summary layout:

1. Click the Options icon and click Edit.
   - To add a new portlet, click the Add new portlet icon and select the type of portlet to add. Enter a Label and Description for the portlet. You can also select if the portlet is visible in Client View.
     
     If the portlet is a dynamic portlet, you can select up to three fields to sort individual portlet cards by. Drag the fields to change their order, or click the Remove icon to remove the field from the portlet. Click the Ascending order or Descending order icon to set the sorting order.

   **Tip:** We highly recommend ordering the content of dynamic portlets; without a set order, portlet cards are ordered randomly.

   Click Apply to add the portlet to the Project Status Summary.

   **Note:** Some portlets require that you have the correct account settings or roles before they can be added to a Project Status Summary. If you are unable to add a desired portlet to your Project Status Summary, confirm with OpenAir Support that you have all of the required features or roles to add the portlet. For example, to add the “Bookings” and “Task Assignments” portlets, the “Enable approvals for Bookings” and “Enable Task Assignment Lists” features must be set for your account by OpenAir Support.

   - To add a field to a portlet, click the Add item icon within the portlet and select the field to add. Enter a title for the field, or leave it blank to use the default title. Select an optional footnote for the field (footnotes can contain information from a data source or custom text which you enter yourself). You can also select if the field is visible in Client View, and limit the field to particular roles. Click Apply to add the field to the portlet.

   - To put an item in a portlet card header in a dynamic portlet card, drag the item from the card body to the card header.

   **Note:** You can place multiple fields in a portlet card header.

   - To move a portlet, drag it to a new location in the Project Status Summary.
   - To edit an existing portlet, click the Edit portlet icon at the top of the portlet.
   - To make a portlet visible or to hide a portlet in Client View, click the Hidden or Visible icon at the top of the portlet. Alternatively, click the Edit portlet icon and select or clear the Visible in Client View option.
   - To delete a portlet, click the Delete this portlet icon.
   - To add filters to a portlet, click the Define how cards are filtered icon. Click the Add Condition button to create conditions to filter by. Click Apply to apply the filter.

   **Tip:** We highly recommend using filters in dynamic portlets to get the most targeted data.

   Filters support relative and rolling date filters.

   The available operands are:
### Project Status Summary (PSS)

<table>
<thead>
<tr>
<th>Today</th>
<th>Yesterday</th>
<th>Tomorrow</th>
<th>Last week</th>
<th>This week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Next week</td>
<td>Last bi-week</td>
<td>This bi-week</td>
<td>Next bi-week</td>
<td>Last month</td>
</tr>
<tr>
<td>This month</td>
<td>Next month</td>
<td>Last semi-month</td>
<td>This semi-month</td>
<td>Next semi-month</td>
</tr>
<tr>
<td>Last quarter</td>
<td>This quarter</td>
<td>Next quarter</td>
<td>Last year</td>
<td>This year</td>
</tr>
<tr>
<td>Next year</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

A green filter icon indicates if filters are active in a portlet in View mode. You can also point to the filter icon to see if filters are active.

2. Click **Save** to save your Project Status Summary layout.
3. Click the **Options** icon and click **Exit editing mode** or click the **Close** icon to close the Project Status Summary.

### Printing Project Status Summaries

**To print a Project Status Summary:**

1. Click the **Options** icon and click **Print**.
2. Set your printer settings and click **Print**.

### Project Status News Feed

Use this feature to add, update, and display project status messages to keep project stakeholders informed.

When this feature is enabled, a "News Feed" icon is added to the header of your projects or Project QuickViews. Click this icon to open the Project Status News Feed, where you can add status updates to your project or read existing updates.
Note: To enable this feature, please contact OpenAir Support and request the "Project Status News Feed" feature. You will also need to assign users one of the following roles:

- View Project News Feed on any project – Users with this role can see the Project News Feed, but cannot edit it.
- View and modify Project News Feed on any project – Users with this role can see the Project News feed and add, edit, or delete messages in it.

**To add a project status update to a project:**

1. Go to Projects > Projects> [Select a project].
2. Click the "News Feed" icon. The "Project Status New Feed" appears.
3. Click the icon in the top right corner of the Project Status News Feed. The "New Status Update" dialog appears.
4. Click the "Title" field and enter a title for the Status Update. Titles are limited to 125 text characters. Status Updates do not require a title.
5. In the main text box below the title, enter the project status message. The main text box uses a rich text editor with the following features:
   - Creating bold, italicized, or underlined text
   - Creating bullet lists or numbered lists
   - Adding hyperlinks
   - Adding emoticons
   - Distinguishing between headers and main body text
   - Changing font color

Status update body text cannot exceed 3,000 characters.
6. In the Status Tag dropdown list, select a pre-defined status tag for the message.

7. When you have finished editing the text for your Status Update, click SAVE & PUBLISH. You can also click DISCARD to return to the Project Status News Feed without saving the message.

Each Status Update is tagged with a time and date stamp and the name of the person who wrote it.

Status updates can be edited after they’ve been published.

**To edit a Status Update:**

1. Point to the upper right corner of the Status Update you want to edit and click on the Options icon which appears.

2. Click “Edit”. The “New Status Update” editor opens with the title and text of the status update you want to edit.

3. Make the necessary changes to the status update, and click SAVE & PUBLISH.

When a Status Update is edited and published, it appears in the Project Status News Feed with an “EDITED” tag in the upper right corner. Point to this tag to see who edited the update and when it was edited.
To delete a Status Update:

1. Point to the upper right corner of the status update message you want to edit and click on the Options icon which appears.
2. Click Delete. OpenAir will ask if you are sure you want to remove the message.
3. Click OK.

By default, the Project Status News Feed displays 5 update messages when opened. Click the “Load More” button at the bottom of the update list to load additional messages.

A scrollbar will appear in the News Feed when there are many Status Updates to display so that you can scroll through the full list.

For status updates with large amounts of text, click “Read More” in the bottom right of the update to see all the text.
To close the Project Status News Feed, click anywhere outside of it.

Upating the Project Status News feed using OpenAir SOAP API, XML API or User Scripting

You can customize the project status news feed using the OpenAir SOAP API and OpenAir XML API. The APIs support reading, adding, modifying, upserting, and deleting news feed entries. For more information, see the Newsfeed, NewsfeedMessage and Project data types in OpenAir SOAP API Reference Guide and OpenAir XML API Reference Guide.

You can also use the OpenAir user scripting features to generate status updates automatically by script using data from OpenAir or external applications and share information from project status news feed entries. For more information, see OpenAir User Scripting Guide.

Outline, Gantt, and Task Detail Views

The Outline and Gantt views allow you to oversee your project visually, and provide you with drag-and-drop functionality to reorder tasks or create dependencies between tasks. All of your project's phases, tasks, and milestones are visible in these views. It is possible to use inline editing to change phase, milestone, or task names; predecessors; IDs; or start and end dates. You can edit selected tasks or phases in the Task Detail view.

The Outline, Gantt, and Task Detail views can be found at Projects > Projects and clicking on a project name. If you have QuickViews for Projects enabled, you can point to a project name and select Outline or Gantt under Quick navigation > Project. If you have a large monitor, it is possible to view all three views on the same screen.

To enable these features, please contact OpenAir Support and request the Enable Inline editing, Drag-n-Drop, enhanced Gantt layout in project outline view switch.

**Warning:** If using the Outline, Gantt, and Task Detail Views, the Gantt chart reordering sorts task IDs switch must be disabled.

**Note:** Guest users can be given access to a project's Gantt chart without being given access to task details. When creating a guest role, there is a separate option Guest can view task details in the Gantt/outline views. If unchecked, the guest user will see the Gantt chart, but not the links to task details.

Navigating Between and Using Outline, Gantt, and Task Detail Views
When you have selected a particular project and chosen phase/task view, you can quickly switch between Outline view, Gantt view, and Task detail view using the navigation pane with the corresponding links.

**Tip:** Clicking on a phase, task, or resource in Outline view highlights it in green. This highlighted record stays highlighted and in focus whenever you switch views. Furthermore, if Outline and Task Views are displayed together, you can use the up and down arrow keys on your keyboard to scroll through each task form.

Point to **Legend** in the upper right to open a window describing the various colors and symbols used in Gantt View.

By default, Phases appear grey on the Gantt chart, tasks are light blue, and tasks on the critical path are orange. If you change the duration of a critical path task, it will alter the end date of the project.

Click the Cog icon to open a menu which lets you Customize the list view, download list data, or use Task View with Outline View or with Gantt View.

**Customizing Outline and Gantt Views**

- You can change the zoom level in Gantt views by clicking the Zoom in or Zoom out icons in the upper right of the Gantt chart.
- You can change the scale to display either Weeks or Months.
- Columns in Outline View can be resized by dragging the column headers’ edges.
- The results in each Outline View field can also be sorted. Clicking a column heading makes it the Primary sort criteria. Each time you click a new column heading, it becomes the primary sort criteria and the previous primary becomes the secondary. Clicking a third time sets a new primary, secondary, and tertiary sort field. The Primary sort criteria is indicated by a large green arrow next to the name, the Secondary sort criteria includes a smaller green arrow, and the Tertiary sort criteria uses the smallest green arrow. To sort by the default criteria, click the **Clear sort** icon.
■ Click the Expand All or Collapse All icon to show or hide Phases, Tasks, and Resources in Outline view.

■ Use the Filter to search and display phases, tasks, milestone, and resources with particular text strings in them. For example, if you type “Gate” into the filter field and hit Enter, Outline and Gantt views will display projects with names such as “Gate installation” or resources like “Gates, Jack.”

■ Data in Outline and Gantt Views can be refreshed by clicking the Refresh icon.

Resource Icons in Outline and Gantt View

Your Outline and Gantt view may include icons next to users assigned to particular tasks. The icons are:

■ ⬆ User, Jane — Active resource currently assigned to the project.

■ ⬇ User, Jane — Inactive resource who is currently assigned to the project. When a resource is inactive, they cannot login to the OpenAir account. These users cannot enter time, expenses, etc.

■ ⬆ Analyst [Generic] — Active generic resource. Use generic resources when you know the type of resource needed but not the specific individual. Generic resources cannot record time or expenses and can only be used for forecasting.


■ ⬆ All employees [Assignment group] — Active assignment group. Assignment groups are useful when there are tasks which need to be assigned to a large number of employees, such as for internal or administrative tasks. The hours set for an assignment group can either be split evenly among the group or kept the same across each employee in the group. Another potential use is for maintaining a group of interchangeable employees with similar skills for use in project tasks.

■ ⬇ All employees [Assignment group] — Inactive assignment group.

Creating a Phase, Task, or Milestone in Outline or Gantt View

There are two ways to create a new phase or task in your projects.

■ Click the ellipsis icon next to a phase, task, or milestone to open a context-sensitive window where you can create a new phase, task, or milestone above or below the row you clicked the ellipsis icon on. We recommend creating phases, tasks, and milestones using this method.
From this menu, you can also duplicate a task, or move or copy the selected task to another project.

- Click the **Create** button in the top left of your screen, and select **Phase**, **Task**, or **Milestone** under **Phase/Task**.

**Note:** Although you can use the Create button to create a new phase, task, or milestone, doing so opens up a form to fill in details for this new item, and therefore navigates you away from the Outline and Gantt views. We recommend creating new phases, tasks, and milestones using the context-sensitive window described in the previous method.

**Editing a Phase or Task in Outline or Gantt View**

You can edit phases and tasks and continue working as data is saved and updated in the Outline and Gantt chart. Editing a task and further actions are available when you right-click a task. Phases,
tasks, and milestones can be reordered or moved from phase to phase in Outline View by dragging them where you would like. A green check mark indicates valid locations to move the phase, task, or milestone.

Click the ellipsis icon next to a phase, task, or milestone to open a context sensitive menu from which you can edit phases and tasks and continue working as data is saved and updated in the Outline and Gantt chart. Phases, tasks, and milestones can be reordered or moved from phase to phase in Outline View by dragging them where you would like. A green check mark indicates valid locations to move the phase, task, or milestone.

You can also click the Edit icon next to a phase, task, or milestone to open and edit it in Task view.

Clicking Edit in the context menu opens a standard form allowing attributes to be changed. Calculated dates in Outline view can be overridden; hard dates which you enter inline in the Outline or in the task form are highlighted with green diamonds.

**Note:** Most inline changes are saved immediately, however, if for some reason it is taking longer to save, or if the save is having issues completing, the unsaved changes will be highlighted in purple.

If the Enable user level outline view switch is enabled, you can get detailed values for each Assigned To field in both Outline and Gantt views. This information provides an extended overview of and insight into the project and task assignments on a per user basis.

**Tip:** Phases and tasks are stored in the same database table: `project_task`. The difference is that for a phase, the `is_a_phase` field is set to 1 and the `start_date`, `planned_hours`, and `percent_complete` fields do not apply because they are computed from the child tasks.

Changing Assignments in Outline, Gantt, and Task Detail Views

You can modify task assignments using the Edit assignments quick link from the context menu. When the option is selected, a standard configuration dialog appears on the right side of the screen and details can be edited according to the current OpenAir account configuration. After clicking the OK button, changes are reflected in the Outline/Gantt view.

You can modify task assignments using the Edit assignments quick link from the context menu or by clicking the Edit icon. When the option is selected, a standard configuration dialog appears in the Task view on the right side of the screen and details can be edited according to the current OpenAir account configuration. After clicking the OK button, changes are reflected in the Outline/Gantt view.
Duplicating and Copying a Task in Outline, Gantt, and Task Detail Views

To duplicate a task within the currently selected project, click on the ellipsis icon next to the task and select **Duplicate**. To copy a task to a different project, click the ellipsis icon next to the task and select **Copy**. Checking **Copy associated billing rules and recognition rules** lets you carry over the corresponding details with the duplicate or copy.

After creating a copy, you can also click **Save and Create another** to make multiple duplicates or copies.

To move a task to another project without copying it, click the ellipsis icon next to the task and select **Move**.

Copying and moving tasks can also include subtasks.

Direct Inline Editing in Outline, Gantt, and Task Detail Views

Inline editing lets you make changes to a field simply by clicking the value in the field itself and entering the new value. Changes are automatically saved when you click outside the active editing area or by pressing the **Enter** key.

The following items can be edited in this way:

- Phase, milestone, or task name
- ID
- Predecessor
Start date
End date
Notes

Note: The field for Predecessor edits follows the following syntax: [Predecessor’s ID] [Predecessor Type][lag #].

For example, 5ss-1 indicates that the predecessor is ID 5, has a Start-to-Start type, and a lag of –1 days.

You can indicate multiple predecessors by separating them with a semi-colon (;), for example: 5ss-1;6fs5.

You can disable editing in Outline and Gantt Views by clicking the Lock icon.

Making Changes in Gantt View

Gantt view provides visibility into a project's progress, coupled with the ability to easily modify tasks and phases.

You can also make changes directly in Gantt view with drag-and-drop functionality. For example, to set a finish-to-start dependency between tasks, drag the dependency from one task to the other. The system recalculates planned hours and utilization. Moving or extending a task in Gantt view automatically creates a fixed start and end date for it, rather than a calculated one.

Marking Tasks as “Non-billable” and Excluding From Project Budgets

Non-billable tasks can be excluded from billing plans and budgets.

To exclude non-billable tasks from billing in project budgets:

1. Go to Projects > Projects and select a project.
2. Click the Edit icon next to the task to make non-billable. The Task properties open.
3. Select “Non-billable task” in the Task properties.
4. Click Save.

When viewing your budget in Actuals, the Budget Grid, or Compare View, non-billable tasks are marked with grey icons. The Profitability, Billing Rate, and Total billing for these tasks will always be "–". These tasks will not enter into billing calculations.

Booking Worksheet Display

Booking worksheet display

- Add separator between rows
- Repeat user name at end of each row

Cancel  SAVE
The Booking worksheet is displayed as a link within a project if you select the Booking grid within the project stage. See Project Stages. The options allow formatting of the worksheet for easier use by allowing employee names to be repeated on the right side of the worksheet for reference only and to space rows for easier viewing.

To access and modify the Booking worksheet display:
1. Go to Administration > Application Settings > Projects Settings > Booking worksheet display.
2. Check / uncheck the desired setting.
3. Click Save.

Advanced Booking Worksheet

The Advanced Booking Worksheet is a more streamlined, detailed, and visually-appealing worksheet for creating and managing bookings. The worksheet has the following features:

- Bookings appear under each resource.
- See resource utilization at a glance. Green, yellow, and red color-coded cells highlight underutilized, fully utilized, and overutilized resources.
- Point to a resource's name to open a resource QuickView.
- Display and edit booking information in daily, weekly, monthly, or many other more time periods.
- Drill down to greater levels of detail.
- Filter the worksheet by department, job code, project, or skills.
- Column and row totals showing total number of hours or percentages across all visible resources and all visible time periods.
- Resource utilization subtotals showing total number of hours or percentages for both the filtered set and all resource bookings when filters are applied.

To enable the Advanced Booking Worksheet:
1. Please contact OpenAir Support and request the “Advanced Booking Worksheet” feature.
2. Confirm that you have enabled the Resource Planner feature. If not, please contact OpenAir Support and request the “Resource Planner” feature.

3. Assign role permissions for non-administrators who will use the Advanced Booking Worksheet. The necessary role permissions are:
   - View and modify bookings
   - View resource planner

**To open the Advanced Booking Worksheet:**

1. Once the required features are enabled, navigate to Resources > Bookings > Worksheet.

**Using the Advanced Booking Worksheet**

The Booking Worksheet appears as a table with each resource listed in the leftmost column. Point to a resource name to open a QuickView window with various booking-related actions you can perform. You can expand each resource’s worksheet rows by clicking the ▶ icon next to their name, or collapse the details by clicking the ▼ icon.

![Resource Worksheet Example]

The Bookings column shows the total number of visible bookings for a resource or per each worksheet row. To see which bookings are visible in the row and their status, click the worksheet row’s bookings cell link.

Each period cell contains a colored bar along the top to indicate the resource’s utilization. The colored utilization bars use the same color scheme as in the Booking Planner.

**Note:** Utilization over 100% is always colored red.

![Color Bar Example]

In addition, period cells may contain a triangular icon with more information.

- Green icon – Cell includes a note
- Yellow icon – Cell includes multiple consolidated bookings
- Grey icon – There is one booking with no note

**Note:** Consolidated booking by day totals in each cell are hard-coded. Multiple bookings may be totaled in each period cell, and bookings may be reconfigured or created when any change is submitted.

Click the triangular icon to open a dialog with details about the bookings within that period cell. Point to the booking name in the dialog to open a booking QuickView. Click the edit icon in the dialog to add or edit a note for the booking.
Select a date range to display using the date selector at the top of the worksheet. You can also choose to display and enter bookings per time period as a percentage of utilization or number of hours.

Resource utilization subtotals are visible for both the filtered set and all resource bookings when filters are applied in the advanced booking worksheet.

When filters are applied, resource utilization subtotals show two values:

- The value for all resource bookings, without any filters applied, shown in bold.
- The value for the current set of resource bookings, with the filters applied, if different from the value for all resource bookings, is shown immediately underneath the subtotal for all resource bookings.

A filter indicator at the top of the worksheet shows how many filters you currently have applied. Click the indicator to open a tooltip with a description of the filters.
The worksheet respects switch settings which prevent you from editing period cells which contain submitted bookings.

You can edit settings for the Booking Worksheet by clicking the icon.

The icon contains a menu from which you can add, copy, or delete worksheet rows.

To add worksheet rows in the Advanced Booking Worksheet:
1. Click the icon and click “Add row”.

   Note: If a resource was booked but did not appear on the worksheet because an applied filter hid them, their name will appear in the “Add resource” list. When you add these resources, define the worksheet row, save the changes, and refresh the page, they will be immediately filtered out from the worksheet.

To copy worksheet rows in the Advanced Booking Worksheet:
1. Click the icon next to the row to copy, and click “Copy”.

To delete worksheet rows in the Advanced Booking Worksheet:
1. Click the icon next to the row to copy, and click “Delete”.

To edit worksheet rows in the Advanced Booking Worksheet:
1. Click the cells which you would like to change and enter or select your changes. For example, click a booking type cell to change the booking type from "Open" to "Pending" for that booking.
2. To change a worksheet row’s Client and Project, click a client and project in the Client : Project column to open a drop-down list where you can select different projects. Use the "Find more..." option to perform a search for a specific client or project.

To customize columns in the Advanced Booking Worksheet:
1. Go to the Advanced Booking Worksheet and click the icon in the upper right corner of the worksheet. The “Booking worksheet settings” appears.
2. Select which columns you want to display in the “All” tab of the “Columns” section.
3. Clear selected columns in the “All” or “Selected” tab of the “Columns” section by clicking the name of the column.

**Note:** Columns which are currently being displayed in the Advanced Booking Worksheet are highlighted green and appear with a check mark next to them.

4. Reorder columns by clicking and dragging the “Drag to reorder item” icon at the right side of the column name.

5. Click Save.

![Advanced Booking Worksheet](image)

The booking details column can be hidden by clearing the “Show booking details column” option under “Options” in the “Booking worksheet settings” screen.

**To Lock Toolbars, Headers, and Columns in the Advanced Booking Worksheet:**

1. Go to Projects > Bookings > Worksheet.
2. Click the Column Lock icon at the top of the column which you want to keep in view when scrolling.

![Locked Columns](image)

*These columns will remain in view when scrolling horizontally.*
Note: All columns on the left side of the locked column will remain in view when scrolling horizontally.

To save changes and submit visible Open bookings to the next approval workflow status in the Advanced Booking Worksheet:

1. Click Save to save all modified data on the page, or click Save and submit to submit all visible Open bookings to the next booking approval workflow status.

To set filters in Advanced Booking Worksheet:

1. Go to Resources > Bookings > Worksheet and click the Settings ‣ icon.
2. Click the >Create link next to the filters you want to set.
3. Select the filter settings and click OK.

Adjusting the maximum number of bookings to display in the Advanced Booking Worksheet

The Advanced Booking Worksheet displays up to 500 bookings by default. This limit can be changed to display 500 bookings, 1,000 bookings, 1,500 bookings, or 2,000 bookings. To change the maximum number of bookings displayed, please contact OpenAir Support and ask them to change the desired value for the “Maximum number of bookings to display in the booking worksheet advanced worksheet” setting.

When the Advanced Booking Worksheet displays its maximum number of bookings, a message appears to warn you that it has hit the limit and cannot load more bookings. Use the date range and filter settings to display fewer than the maximum number of bookings.
Using a Job Code for Dynamic and Advanced Booking Worksheets

Use this feature to require users to input a job code when creating bookings in the Dynamic or Advanced Booking Worksheets. When this feature is enabled, if a booking is created or modified, a message will appear for each booking row which does not have a job code assigned to it.

To enable this feature, please contact OpenAir Support and request the "Require Job Code in Dynamic or Advanced Booking Worksheet" feature.

Charge Projections

Charge projection options provide forecasting of financials within OpenAir. Report values in Summary reports called “Projected xxx” are populated based on the charge projection settings. Charge projections are based on information from the project details and the billing rules set on the project.

The Settings you select are determined by the process by which you allocate resources to a project. Accurate resource allocation provides reliable financial forecasting. If you are not using the Resources application, then the booked hours options do not display in the charge projection selections.

You can run charge projections for a specific time frame by defining a start and end date. Any Projected xxx values prior to the start date of projections are zero. Charge projections may be run for both billing or billing and recognition by selecting the Create recognition projections option. You can also run projections on a relative date range such as from Today forward X number of days.

Note: The following switches affect charge projections settings. To enable them, please contact OpenAir Support.

- Allow charge projections to be run for individual projects — adds a Run charge projections link to the Tips section on each individual project Properties form. Charge projections will be run using the criteria set in Administration > Projects Settings > Charge Projections.
- Do not use booked or assigned hours before today when running charge projections using approved/worked and booked/assigned — ignores booked/assigned hours in the past regardless of whether time has been entered on a timesheet for approved/worked charge projections.
- Enable the feature to exclude specific projects from projections using custom field exclude_from_projections — when enabled, an ‘exclude_from_projections’ custom field is created. You can select this in a project's properties to disable projections from this particular project. Enabling this switch may improve performance.

To access and modify Charge Projections:

1. Go to Administration > Application Settings > Projects Settings > Charge projections.
The Status section of the Charge projections form shows when the last global and project charge and recognition projections were run, or if they are currently running (see Run charge projections).

Settings

You can set the following Charge Projections settings in the Charge projections form:

- Assigned hours — hours are taken from the number of hours each user is assigned to the project.
Important: Assignments are different from bookings, and this setting only applies assignments to projects.

- Booked hours — hours are taken from user bookings, based on the bookings setup in the Resources module.

Important: As with Assigned hours, bookings are different from assignments, so this setting only applies bookings to projects.

- Approved hours — hours from timesheets which have been approved.
- Worked hours — hours which users have logged to the project on a timesheet, which may not have been approved.
- Approved and booked hours — for each user, approved hours are used until the last date of approved hours, and then booked hours are used. If no approved hours exist, only booked hours are used.
- Approved and assigned hours — for each user, approved hours are used until the last date of approved hours, and then assigned hours are used. If no approved hours exist, only assigned hours are used.
- Worked and booked hours — for each user, worked hours are used until the last date of worked hours, and then booked hours are used. If no worked hours exist, only booked hours are used.
- Worked and assigned hours — for each user, worked hours are used until the last date of worked hours, and then assigned hours are used. If no worked hours exist, only assigned hours are used.

Projections filter

You can limit filtering based on project stages and limit the process to currently active projects. By default, inactive projects are excluded from projections, so no values are generated for them when these are run. You can add inactive projects by selecting Include inactive projects in the Projections filter form.

Date range

Project charge projections are flexible. Using a toggle function, you can enter specific start and end dates or relative date ranges such as “tomorrow” or “next month”. Projections are then generated for the range you’ve set.

The default display includes specific Start and End dates. To select a relative range, click the relative link in the Date range description. This changes the entry fields to Start and Duration. Then, select your start time and enter the exact number of days in the Duration field. To return to an absolute range display, click the absolute link in the Date range description.
Run charge projections

In this section of the Charge Projections form, you can choose to manually run a charge projection now or activate forecasting by setting up automatic charge projections. Whenever projections are run, data on hours and money which would be generated from billing and/or recognition rules are updated based on current bookings, assignments, timesheet hours, billing rules, and recognition rules.

⚠️ Important: Billing rules are required to create charge projections. Ensure you have created billing rules for Clients : Projects.

To Manually Run a Global Charge Projection

By default, selecting Run charge projections now generates global charge projections for all projects.

1. Select Run charge projections now and click Save.

To Manually Run a Charge Projection for a Specific Project

1. Open the project you want a charge projection for.
2. Navigate to the project's Properties section and click the Tips button on the left side of the screen.
3. Select Generate charge projections for this project.

ℹ️ Note: Project-specific charge projections cannot be created while global projections are running.

To Set Projections to Run Automatically

1. Select Automatically run the charge projections.
2. Select the day, hour, and minute when the charge projection should run. All times are in U.S. Eastern Time.
3. Click Save.

It is important to run the charge projections and refresh the form to make sure that the projections were actually run before using the corresponding forecasting reports. To check when charge projections were last run, navigate to Administration > Application Settings > Project Settings > Charge Projections > Status (see Status). If a charge projection is currently running, “Global charge projections and recognition projections are currently running” will appear in the Status section of the Charge projections form.
Charge Projections Reporting

Charge Projections Summary Reports

When you have set up billing rules and charge projections options, you can use their corresponding reporting values in summary reports. Examples of commonly-used summary reports for charges based on current settings include:

- [Account-wide] — Projects
- [Account-wide] — Company
- [Account-wide] — Clients

To set up the time range used in the reports, configure the Period size, Number of periods, and Date fields.

Then, choose the corresponding fields which should be calculated in the report. The following are examples of common fields in this type of report:

- Projects — Projected cost [loaded cost type] [rules] — takes hours from charge projections which were generated using billing rules, with the corresponding loaded cost type applied. Field type: money
- Projects — Projected billable hours [rules] — hours from charge projections which were generated using billing rules. Field type: hours
Projects — Projected billing [rules] — money from charge projections which were generated using billing rules. Field type: money
Projects — Projected billing margin cost [loaded cost type] [rules] — money from charge projections minus the hours from charge projections times the hourly loaded cost. Field type: money

Charge Projections Detail Reports

In addition to the Charge Projections Summary Reporting, you can use an additional detail report: Projects — Charge projections. This report is for projected charges based on a project's billing rules. You could use this report to get projections per transaction and filter it depending on the information you need.

You can set your desired date range, and set up conversions on different bases in Forex conversions and User loaded cost determination (click the Settings tab if using the Next-Generation Reporting Editor). Any report value which requires a foreign exchange conversion will use that date as the exchange rate date. This date will also dictate the date used for the currency conversion of user-loaded costs for any cost reporting value.

Billing

In OpenAir, you can set up detailed billing rules on a project-specific basis. Once you have created a billing rule and run it, OpenAir creates charges based on the rule which can then be used in invoices.

Types of Billing Rules

OpenAir has five types of billing rules:

- **Time billing rule** — These rules are applied to your employees' time entries which are associated with a project. Only approved time entries are used by this rule.
- **Expense item billing rule** — These rules are applied to approved receipts associated with a project.
- **Fixed fee on date or milestone** — Use these rules to create a fixed fee or repeating fixed fee for a project. This rule is useful for charging monthly flat rates to clients for work on a specific project.
- **Fixed fee on % complete** — Use these rules to bill a certain amount when a project, project phase, or project task reaches a set percentage of completion.
- **Purchase item billing rule** — Use these rules to bill purchases made through the OpenAir purchases module.

**Billing Rule Forms**

Use the Billing Rule form to set the parameters for your billing rules. Each billing rule type has its own form:

**Time Billing Rule Fields**

- **Currency** — If your account uses multi-currency, use this list to select the currency you want the billing rule to be run with.
- **Date range** — If needed, enter a start and end date for the time when the billing rule will be in effect. If milestones have been created for the project, you can also select one of these milestones rather than a date.

- **Billing rates** — You can get billing rates from one of four places:
  - **Employees** — If you select Employees from the menu, you can override your employees' assigned billing rates for their timesheet time entries associated with a project. Select the employee from the lists, and enter the new billing rates. If you need more rows, select the number of rows from the "[Add rows]" list.
  - **Rate cards** — If you select Rate cards, you can choose to apply any rate card by selecting it from the "Rate card" list.
    
    **Note:** If the rate card does not include a rate for a specific employee, that employee's default billing rate is used.
  
  - **Services** — If you select Services, you can override default service rates by selecting the service from the lists provided and entering the new billing rates. If you need more rows, select the number of rows from the "[Add rows]" list.
  - **Job codes** — If you select Job codes, you can override default rates by job code by selecting the job code from the lists provided and entering the new billing rates. If you need more rows, select the number of rows from the "[Add rows]" list.

The screen will refresh when changing from one Billing rate option to another.

You can type a Billing rate multiplier to apply to Employee or Service rates which have not been overridden by the settings above.

- **Daily rate multiplier** — Use these fields to enter rate multipliers which apply to specific days of the week. This setting affects all rates, including overridden ones.

- **Rounding rules** — For employees' timesheet time entries which are associated with the project, you can round up the number of hours for billing purposes.

  For example, if you bill by the day or half-day only, you could set up rules so that any time entries that are less than 4 hours are rounded up to 4 hours, and any time entries that are between 4 and 8 hours are rounded up to 8 hours.

  For example, to bill by day or half-day, the rounding rules could be set up as follows:

  1. **Hours >** is set to 0, **Hours <=** field is set to 4, **Round to** field is set to 4.
  2. **Hours >** field is set to 4, **Hours <=** field is set to 8, **Round to** field is set to 8.

  Rounding is done on the daily total of hours for the project in question only.

- **Billing rule filters** — Use these filters to limit the billing rule to certain employees, time types, or services. To create a filter for a particular item, click on its ">Create" button. In the dialog box, select the items you want from the "Available items" list, click "Add Selected >", and click OK.

- **Rule Cap** — Set a cap to limit the total amount billed by the billing rule. Caps for time billing rules can be set by hours or by money.

  You can also set whether a cap prompts you to adjust time entries to fit under the cap or prevent billing of time entries which exceed the cap:

  - **Adjust time entries to fit under the cap** — If selected, when billings by money or hours exceed the cap, the billing run will give you the option to create charges only up until the cap is reached, based on the dates or order of the time entries. If this option is not selected, and billings exceed the cap, no billing will be generated.

    The cap limits the total amount billed by the rule. The next time you run billing, the cap will account for any existing charges created with this rule when it calculates whether time entries can be billed.
For example, if you set the cap to $6,000 and select this option, and the first set of charges created in the rule total $5,000, the next time you run project billing, you will only have the option to create charges for time entries up to a total of $1,000. If billing is later run and the next set of charges add up to $1,500, a total of $1,000 would be billed.

If the option was not selected, nothing would be billed. In either case, any remaining receipts, purchases, and time entries over the cap would not be billable.

When running billing with this option selected, the Description column will say “Adjusted for cap” for transactions which have not been fully billed.

- **Do not bill time entries that exceed the cap** — This rule affects billing when sequential billing rules exist. If selected, when the cap is reached, no further billing takes place. If this option is not selected, transactions exceeding the cap will pass to successive billing rules, if they exist, for further processing.

This option should not be used if, for example, you have a time billing rule at a $250 per hour rate up to a cap, and a second billing rule with a discount rate for time which exceeds the cap.

- **Time period cap** — The time period cap limits the number of hours billed for the time period. Type the number of hours and select the time period from the list. Select “Apply the cap on a per employee basis” to apply the cap separately to each employee (for example, each employee has their own 40-hour cap), rather than one cap for all employees (for example, all employees combined time must be under 180 hours).

**Other Settings**

- **Name** — You can give the billing rule a name. If this field is cleared, a default name will be assigned. The default name has the following format: “[type] billing rule [#]. For example, a new expense item billing rule's default name would be “Expense item billing rule 1”.

- **Billing rule position** — With this option, set the order in which each rule will be applied when you run project billing.

For example, you may want a specific time billing rule to run first, then a second, more general time billing rule to any time entries not affected by the first rule.

**Note:** The position of billing rules is important. If a very general rule (for example, one which is simply “Bill expenses” or “Bill time at the employee(s)' billing rate”) is positioned before a more specific rule, the specific rule will never process time entries picked up by the previous rule.

- **Charge description** — Enter a description of the billing rule, if desired. This description will be added to explanation of each billing rule in the “Rule” column of the “Billing rules” list for the project. It will also appear in the “Description/Notes” field of the item in the resulting invoice.

- **Charge stage** — If you want charges created by the billing rule to be assigned a specific charge stage, choose the stage from this list.

- **Agreement** — If you want charges created by the billing rule to be assigned to a specific agreement, choose the agreement from this list. The agreement must be associated with the project.

- **Customer PO** — If you want charges created by the billing rule to be assigned to a specific customer purchase order, choose the purchase order from this list. The customer PO must be associated with the project.

- **Service** — Associates a service to any charges created by the billing rule.

- **Use the selected service if the time entry does not have a service** — If a time entry does not have a service, use this option to assign this time entry to a service. Select the service from the “Service” list or lists.
- **Always use the selected service** — This option always assigns time entries to a service selected from the “Service” list or lists, overriding any other service choices.

- **Notes** — Add a description for the billing rule in this field. The description will appear in list views.

- **Exclude time from archived timesheets** — Select this option if you do not want time from archived timesheets to be included when running this billing rule.

- **Active billing rule** — Clearing this option deactivates the billing rule. It is selected by default.

### Expense Item Billing Rule Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Currency</strong></td>
<td>If your account uses multi-currency, use this list to select the currency you want the billing rule to be run with.</td>
</tr>
<tr>
<td><strong>Date range</strong></td>
<td>If needed, enter a start and end date for the time when the billing rule will be in effect. If milestones have been created for the project, you can also select one of these milestones rather than a date.</td>
</tr>
<tr>
<td><strong>Mark up/down</strong></td>
<td>Use this setting to create billing rules which mark up or mark down expense items in receipts associated with a project. Enter a markup or markdown as a percentage of the cost, or as a fixed monetary amount. The markdown is applied on a per-unit basis.</td>
</tr>
</tbody>
</table>

**Note:** Enter a negative number for a markdown.

You can also select a Markup service. If you select a service in the list, the markup will create a separate flat rate charge assigned to that service.
Billing rule filters — Use these filters to limit the billing rule to certain expense items. To create a filter for a particular item, click on its “>Create” button. In the dialog box, select the items you want from the “Available items” list, click “Add Selected >”, and click OK.

Receipt maximums — Set maximums on a per-expense item basis in each individual billing rule. When the billing rule is run for a particular project, receipts which exceed the maximum will be reduced to the maximum amount specified.

Cap — Set a cap to limit the total amount billed by the billing rule. Expense billing rule caps are by money only.

You can also set whether a cap prompts you to adjust expenses to fit under the cap or prevent billing which exceed the cap:

- **Adjust receipts to fit under the cap** — If selected, when billings exceed the cap, the billing run will give you the option to create charges only up until the cap is reached, based on the dates or order of the expenses. If this option is not selected, and billings exceed the cap, no billing will be generated.

  The cap limits the total amount billed by the rule. The next time you run billing, the cap will account for any existing charges created with this rule when it calculates whether receipts can be billed.

  For example, if you set the cap to $6,000 and select this option, and the first set of charges created in the rule total $5,000, the next time you run project billing, you will only have the option to create charges for time entries or receipts up to a total of $1,000. If billing is later run and the next set of charges add up to $1,500, a total of $1,000 would be billed.

  If the option was not selected, nothing would be billed. In either case, any remaining receipts over the cap would not be billable.

  When running billing with this option selected, the Description column will say “Adjusted for cap” for transactions which have not been fully billed.

- **Do not bill receipts that exceed the cap** — This rule affects billing when sequential billing rules exist. If selected, when the cap is reached, no further billing takes place. If this option is not selected, transactions exceeding the cap will pass to successive billing rules, if they exist, for further processing.

  This option should not be used for situations when a certain amount of expenses are included in a fixed price billing and only expenses exceeding the cap are billed as incurred.

Other Settings

- **Name** — You can give the billing rule a name. If this field is cleared, a default name will be assigned. The default name has the following format: “[type] billing rule [#].” For example, a new expense item billing rule’s default name would be “Expense item billing rule 1”.

- **Billing rule position** — With this option, set the order in which each rule of a specific type (time or expense item) will be applied when you run project billing.

  **Note**: The position of billing rules is important. If a very general rule (for example, one which is simply “Bill expenses” or “Bill time at the employee(s)’ billing rate”) is positioned before a more specific rule, the specific rule will never process time entries picked up by the previous rule.

- **Charge description** — Enter a description of the billing rule, if desired. This description will be added to explanation of each billing rule in the “Rule” column of the “Billing rules” list for the project. It will also appear in the “Description/Notes” field of the item in the resulting invoice.

- **Charge stage** — If you want charges created by the billing rule to be assigned a specific charge stage, choose the stage from this list.
- **Agreement** — If you want charges created by the billing rule to be assigned to a specific agreement, choose the agreement from this list. The agreement must be associated with the project.
- **Customer PO** — If you want charges created by the billing rule to be assigned to a specific customer purchase order, choose the purchase order from this list. The customer PO must be associated with the project.
- **Service** — Associates a service to any charges created by the billing rule.
- **Notes** — Add a description for the billing rule in this field. The description will appear in list views.
- **Subtract GST/HST from receipt** — If you are using the tax locations tax calculation method, select this option to subtract the GST and HST from the receipt total when the project billing is run.
- **Exclude non-reimbursable receipts** — Select this option to exclude non-reimbursable receipts from the billing rule.
- **Exclude non-billable receipts** — Select this option to exclude non-billable receipts from the billing rule. This option is selected by default.
- **Active billing rule** — Clearing this option deactivates the billing rule. It is selected by default.

**Fixed Fee on Date or Milestone Billing Rule Fields**

- **Amount and Date or Milestone** — Enter the amount for the fixed fee, and the date on which it should be billed. If milestones have been created for the project, you will be able to select one of these milestones rather than a date, if desired.
- **Repeat billing rule** — You can create a rule with a repeating fixed fee.
For example, if you wanted to bill a client a certain amount every month for work on a project, you could set up a fixed fee billing rule that will create a charge for the amount required every month. When you run project billing, the charges will be created with the dates specified by the billing rule and the intervals between any repeating fees - if the dates of the repeating fixed fees fall sometime in the future, they will not show up as billable items on the “Run billing” page until those dates are reached.

To create a repeating fixed fee:

1. Click on the >Create link to create a repeating fixed fee. The “Repeat” dialog appears.
2. Select the frequency and the interval for the fee. The “Repeat Every” interval will change to reflect the frequency selected.
3. Select an end date for the repeat fee or designate a specific number of repetitions.
4. Click OK.

- **Name** — You can give the billing rule a name. If this field is cleared, a default name will be assigned. The default name has the following format: “[type] billing rule [#].” For example, a new expense item billing rule’s default name would be “Expense item billing rule 1”.
- **Charge description** — Enter a description of the billing rule, if desired. This description will be added to explanation of each billing rule in the “Rule” column of the “Billing rules” list for the project. It will also appear in the “Description/Notes” field of the item in the resulting invoice.
- **Charge stage** — If you want charges created by the billing rule to be assigned a specific charge stage, choose the stage from this list.
- **Agreement** — If you want charges created by the billing rule to be assigned to a specific agreement, choose the agreement from this list. The agreement must be associated with the project.
- **Customer PO** — If you want charges created by the billing rule to be assigned to a specific customer purchase order, choose the purchase order from this list. The customer PO must be associated with the project.
- **Service** — Associates a service to any charges created by the billing rule.
- **Employee** — To associate a charge to a specific employee, select the employee from this list.
- **Cost center** — To associate a charge to a specific cost center, select the cost center from this list.
- **Notes** — Add a description for the billing rule in this field. The description will appear in list views.
- **Active billing rule** — Clearing this option deactivates the billing rule. It is selected by default.
Fixed Fee on Percent Complete Fields

- **Amount, % complete, and % complete threshold** — Enter the amount for the fixed fee. If phases have been created for the project, you will be able to specify whether the % complete should be based on the project as a whole, or on a particular phase. Enter the % complete threshold. When the % complete of the project or phase is greater than the threshold entered, the amount of the billing rule will be created as a charge upon running of the billing rule.

- **Name** — You can give the billing rule a name. If this field is cleared, a default name will be assigned. The default name has the following format: "{type} billing rule [#]." For example, a new expense item billing rule's default name would be "Expense item billing rule 1".

- **Charge description** — Enter a description of the billing rule, if desired. This description will be added to explanation of each billing rule in the "Rule" column of the "Billing rules" list for the project. It will also appear in the "Description/Notes" field of the item in the resulting invoice.

- **Charge stage** — If you want charges created by the billing rule to be assigned a specific charge stage, choose the stage from this list.

- **Agreement** — If you want charges created by the billing rule to be assigned to a specific agreement, choose the agreement from this list. The agreement must be associated with the project.

- **Customer PO** — If you want charges created by the billing rule to be assigned to a specific customer purchase order, choose the purchase order from this list. The customer PO must be associated with the project.
- **Service** — Associates a service to any charges created by the billing rule.
- **Employee** — To associate a charge to a specific employee, select the employee from this list.
- **Cost center** — To associate a charge to a specific cost center, select the cost center from this list. This option is controlled by a switch. Please contact OpenAir Support to discuss enabling this feature.
- **Notes** — Add a description for the billing rule in this field. The description will appear in list views.
- **Active billing rule** — Clearing this option deactivates the billing rule. It is selected by default.

### Purchase Item Billing Rule Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Currency</strong></td>
<td>If your account uses multi-currency, use this list to select the currency you want the billing rule to be run with.</td>
</tr>
<tr>
<td><strong>Date range</strong></td>
<td>Leave blank to include all dates in the billing rule. This is the fulfillment date of the purchase item.</td>
</tr>
<tr>
<td><strong>Mark up/down</strong></td>
<td>Mark the unit price up or down by %</td>
</tr>
<tr>
<td><strong>Billing rule filters</strong></td>
<td>Limit the billing rule to specific employees and products</td>
</tr>
<tr>
<td><strong>Cap</strong></td>
<td>A cap will limit the total amount billed by the billing rule</td>
</tr>
</tbody>
</table>

### Note:
When an expense billing rule generates a bill for a foreign currency expense in the same currency, the user-designated exchange rate will be used.

- **Date range** — If needed, enter a start and end date for the time when the billing rule will be in effect. If milestones have been created for the project, you can also select one of these milestones rather than a date.


- **Mark up/down** — Used with expense item billing rules and purchase item billing rules. Use this setting to create billing rules which mark up or mark down expense items in receipts or purchases associated with a project. Enter a markup or markdown as a percentage of the cost, or as a fixed monetary amount. The markdown is applied on a per-unit basis.

  ![Note: Enter a negative number for a markdown.](image)

You can also select a Markup service. If you select a service in the list, the markup will create a separate flat rate charge assigned to that service.

- **Billing rule filters** — Use these filters to limit the billing rule to certain products. To create a filter for a particular item, click on its “>Create” button. In the dialog box, select the items you want from the “Available items” list, click “Add Selected >”, and click OK.

- **Cap** — Set a cap to limit the total amount billed by the billing rule. Purchase item billing rule caps are by money only.

  You can also set whether a cap prompts you to adjust receipts to fit under the cap or prevent billing of receipts which exceed the cap:

  - **Adjust purchase items to fit under the cap** — If selected, when billings by money exceed the cap, the billing run will give you the option to create charges only up until the cap is reached, based on the dates or order of the receipts or purchases. If this option is not selected, and billings exceed the cap, no billing will be generated.

    The cap limits the total amount billed by the rule. The next time you run billing, the cap will account for any existing charges created with this rule when it calculates whether receipts or purchases can be billed.

    For example, if you set the cap to $6,000 and select this option, and the first set of charges created in the rule total $5,000, the next time you run project billing, you will only have the option to create charges for time entries or receipts up to a total of $1,000. If billing is later run and the next set of charges add up to $1,500, a total of $1,000 would be billed.

    If the option was not selected, nothing would be billed. In either case, any remaining receipts or purchases over the cap would not be billable.

    When running billing with this option selected, the Description column will say “Adjusted for cap” for transactions which have not been fully billed.

  - **Do not bill purchase items that exceed the cap** — This rule affects billing when sequential billing rules exist. If selected, when the cap is reached, no further billing takes place. If this option is not selected, transactions exceeding the cap will pass to successive billing rules, if they exist, for further processing.

    This rule should also not be used for situations when a certain amount of expenses are included in a fixed price billing and only expenses exceeding the cap are billed as incurred.

- **Name** — You can give the billing rule a name. If this field is cleared, a default name will be assigned. The default name has the following format: “[type] billing rule [#]. For example, a new expense item billing rule's default name would be “Expense item billing rule 1”.

- **Billing rule position** — Used with time and expense item billing rules. With this option, set the order in which each rule of a specific type (time or expense item) will be applied when you run project billing.

  For example, you may want a specific time billing rule to run first, then a second, more general time billing rule to any time entries not affected by the first rule.
Note: The position of billing rules is important. If a very general rule (for example, one which is simply “Bill expenses” or “Bill time at the employee(s)’ billing rate”) is positioned before a more specific rule, the specific rule will never process time entries picked up by the previous rule.

- **Charge description** — Enter a description of the billing rule, if desired. This description will be added to explanation of each billing rule in the "Rule" column of the "Billing rules" list for the project. It will also appear in the "Description/Notes" field of the item in the resulting invoice.
- **Charge stage** — If you want charges created by the billing rule to be assigned a specific charge stage, choose the stage from this list.
- **Customer PO** — If you want charges created by the billing rule to be assigned to a specific customer purchase order, choose the purchase order from this list. The customer PO must be associated with the project.
- **Service** — Associates a service to any charges created by the billing rule.
- **Notes** — Add a description for the billing rule in this field. The description will appear in list views.
- **Active billing rule** — Clearing this option deactivates the billing rule. It is selected by default.
- **Agreement** — If you want charges created by the billing rule to be assigned to a specific agreement, choose the agreement from this list. The agreement must be associated with the project.
- **Exclude non-reimbursable receipts** — Select this option to exclude non-reimbursable receipts from the billing rule.
- **Exclude non-billable receipts** — Select this option to exclude non-billable receipts from the billing rule. This option is selected by default.
- **Mark up/down** — Use this setting to create billing rules which mark up or mark down purchases associated with a project. Enter a markup or markdown as a percentage of the cost, or as a fixed monetary amount. The markdown is applied on a per-unit basis.

Note: Enter a negative number for a markdown.

You can also select a Markup service. If you select a service in the list, the markup will create a separate flat rate charge assigned to that service.

Creating, Editing, Copying, and Deleting Billing Rules

To create a billing rule:

2. Click the Create button and click the type of billing rule you want to create under "Billing rule". A form for the selected billing rule appears.
To edit a billing rule:

2. Click on the name of the billing rule that you want to edit. You can also click the Edit icon in the Action column of the list view. The “Billing rule” form appears.
3. Make your changes to the rule's form and click **Save**.

**To copy a billing rule:**

1. Go to **Projects > Projects > [select a project] > Financials > Billing > Rules**. A list of existing billing rules appears.
2. Click the **Clone** button in the Action column for the rule you want to copy. The billing rule will be duplicated and the copy's Billing Rule form will appear.
To delete a billing rule:

2. Click on the name of the billing rule that you want to delete. The “Billing rule” form appears.
3. Click Delete at the top of the form.
Note: You cannot delete a billing rule which has associated billing transactions or charges.

Running Billing Rules and Project Billing Transactions

When you run billing, a list of all billable items will be generated based on the billing rules you have set up for the project. From this list, you can select the items you want to turn into charges. These charges can then be used in invoices. The Project Billing Transactions report will also list those items which have been billed. If you subsequently edit one of these charges so that its cost is different from the original billable item, the Project Billing Transactions report will display the original total, the charge total, and the difference between the two. If you delete a charge, the record will still remain in the project billing transactions list, and list the charge total as "0".

Note: You must create at least one billing rule for the project before you can run billing.

To run a billing rule for one project:

1. Go to Projects > Projects > [select a project] > Financials > Billing and click the Run link.

2. If desired, enter a Start date and End date for the billing run. Click Next.

   Note: The Start and End dates default to the values you entered when you last ran billing for the project.

3. The list of available billable items appears. If no items are billable, a “Nothing is currently billable for this project” message appears. To edit any items in the list, click the date of the billable item you want to change. Make any changes and click Save.

4. Select the items which you want to create charges for.

5. Click Create project billing transactions and charges at the bottom of the billable items list.

To run billing for multiple projects:

1. Go to Reports > Advanced and click “Pending Billings” in the “Projects” section.

2. Enter the parameters for the report in the Pending billings form.
3. Click **Run the report**. The Pending Billings report appears, and shows all projects which have billings to run.

4. Click the **Tips** button.

5. Click the **Click here** link to create the billings for the projects in the report.

Click the **Transactions** link to see the items which have been billed. The charges which have been generated can also be found at Invoices > Charges. You can run billing again by clicking the **Click here** link to run billing again. You can enter a new set of dates if necessary.

### Deleting a Project Billing Transaction

To delete a project billing transaction, you must first delete the charges associated with it.

**To delete project billing transactions and their associated charges:**

1. Go to Invoices > Charges > [Select a type of charge].
2. Select the charges which you want to delete by selecting their check boxes in the “Run an action” column. To select the entire list of transactions, select the check box in the grey filter row.
3. Click the **Run an action** button at the top of the “Run an action” column. The Actions dialog appears.
4. Select “Delete the selected charges and associated project billing transactions” and click **OK**. The charges and their associated project billing transactions will be deleted.

### Auto-Billing

OpenAir includes three options for auto-billing which allow you to simplify your billing workflow:

- **Do not auto-bill** — This is the default option. When selected, OpenAir will not auto-bill.
- **Run a trial billing, do not create project billing transactions or charges** — This option lets you test a billing run without actually creating billing items.
- **Run billing and create project billing transactions and charges** — This option runs billing and creates billing items.

You can set default auto-billing options for project billing rules on an account-wide basis, eliminating a step for project managers when creating new projects.

To configure auto-billing defaults:

1. Go to Administration > Application Settings > Projects Settings > Project Billing Defaults.
2. Set the options for whether to use auto-billing, trial billing, or full billing, set the auto-bill schedule, and select the employees to receive email notifications for the billing results.
3. Click **Save**.

**Note:** These options will apply only to new projects and will not change the auto-bill settings for any existing projects. Cloned projects will use the auto-billing settings of the original project from which the copy was made, and not the default auto-billing settings.

To run a trial auto-billing:

2. Select the “Run a trial billing, do not create project billing transactions or charges” option in the Auto-bill form.
3. In the “Email the results of the auto-bill run to:” section of the form, select the employees who should receive the results of the trial billing in an e-mail message by clicking on the >Create or >Edit links, selecting the employees from the “Available items” list, and clicking the Add highlighted items > button to move them to the “Selected items” list.

4. Select “Suppress the email if nothing is billable” to not send billing and recognition notification emails if no transactions are billable or recognizable.

5. In the “Run auto-bill on:” section of the form, select the day and the time of the week that the trial billing will run. The e-mail messages with the results will be sent as soon as the trial has been run.

   **Note:** Times are in Eastern Time (UTC –5:00 during Standard Time and UTC –4:00 during Daylight Saving Time)

6. Click Save.

**To run auto-billing:**


2. Select the “Run billing and create project billing transactions and charges” option in the Auto-bill form.

3. In the “Email the results of the auto-bill run to:” section of the form, select the employees who should receive the results of the billing in an e-mail message by clicking on the >Create or >Edit links, selecting the employees from the “Available items” list, and clicking the Add highlighted items > button to move them to the “Selected items” list.

4. Select “Suppress the email if nothing is billable” to not send billing and recognition notification emails if no transactions are billable or recognizable.

5. In the “Run auto-bill on:” section of the form, select the day and the time of the week that the billing will run. The e-mail messages with the results will be sent as soon as billing has been run.

   **Note:** Times are in Eastern Time (UTC –5:00 during Standard Time and UTC –4:00 during Daylight Saving Time)

6. Click Save.

**Revenue Recognition**

The Revenue Recognition feature lets you set up revenue recognition rules for each project individually, and you can also recognize revenue using project billing rules. Each project can have multiple revenue recognition rules, providing flexibility to meet the needs of your company’s current recognition structure. You can also create manual recognition transactions within a selected project, clicking the Create button, and selecting Recognition transaction.

   **Note:** There are several switches which affect revenue recognition. See Revenue Recognition Switches for the complete list. To enable them, please contact OpenAir Support.

To create one of the following recognition rules, click Create and select Recognition > [Rule from list below]:

- % Complete
- As Billed
Revenue Recognition

- Expenses
- Fixed amount on date or milestone
- Fixed amount on % complete
- Purchases
- Incurred vs. forecast
- Time project billing
- Balanced Incurred vs. Forecast

Revenue Recognition Rules

% Complete

This rule recognizes a fixed amount over time based on overall completion of the project. The total amount to recognize can be set in the Amount dropdown, and the calculation method can be set in Calculate using. You can select the following calculation methods:

- **% complete for the project** — calculated as the total amount set in the rule multiplied by the project's percent complete when the rule was run. For example, when recognizing $50,000.00 for a project which is 11% complete when the recognition is run, a recognition transaction for $5,500.00 is created.
- **Approved hours vs. planned hours for the project** — calculated as the approved hours divided by the planned hours.
- **Approved hours vs. budget hours for the project** — calculated as the approved hours divided by the budgeted hours.

You can apply rules to an entire project, or to elements of it, such as specific phases or tasks, by choosing them in the drop-down list boxes.

[Image: Use the drop-down list box to apply the rule to a specific phase or task]
As Billed

This rule creates recognition transactions when a charge is created or when a charge is invoiced. It also uses charges which were already created by project billing rules and charges which were already invoiced.

Limit the time period this rule is applied to by setting a Start and End date in the Date range section of the form, or leave these fields blank to include all dates in the recognition rule.

This recognition rule calculates the recognition amounts from already-created charges from billing rules, so you can set filters on the charge types using the Charge types to exclude section of the form. You can choose the following:

- Exclude hourly charges
- Exclude flat rate charges
- Exclude other rate charges
- Exclude expense item charges
- Exclude project charges

**Note:** Expense item charges are automatically excluded if you have created an Expenses rule, and product charges are automatically excluded if you have created a Purchases rule.

You can also apply filtering rules in the Recognition rule filters section of the As Billed form. Click the > Create link and select only the charges which you want to process when the recognition rule is run.

In the Other section of the form, if you select an agreement or customer PO, transactions will be set against that agreement or customer purchase order and the drawdown will be reported. Additionally, if you need to report hours recognized, select the Populate hours in recognition transactions checkbox.

Expenses

This rule recognizes revenue from expenses, and offers more options than the As Billed rule. It recognizes receipts created in the Expenses module as revenue.

You can set one of several different scenarios to recognize revenue in the Revenue to recognize section of the Expenses rule form. The options are:
- **Mark up/down on billed expenses** — recognition on the mark up/down of the receipt when it is billed in the Invoices module.
- **All billed expenses** — recognition based on all receipts billed in the Invoices module.
- **All incurred expenses** — recognition based on all receipts which are currently assigned to the corresponding project.

You can limit the recognition rule to specific users and expense items in the **Recognition Rule Filters** section of the form. You can also restrict values based on associated tax location.

**Fixed amount on date or milestone / Fixed amount on % complete**

These rules recognize a fixed amount on a set date or upon completion of a milestone/percent completed. Use the drop-down list box under User to select a user to associate the rule with. Enter the remaining information and click **Save**.

**Purchases**

This rule recognizes revenue based on purchases created in the Purchases module. There are two scenarios to choose from:

- **Mark up/down on billed purchases** — recognition on the mark up/down of the purchase when it is billed in the Invoices module
- **All billed purchases** — recognition based on all purchases billed in the Invoices module.

**Incurred vs. forecast rule**

This rule recognizes revenue based on how the project is tracking against the ongoing plan by dividing incurred costs by forecast costs and then multiplying by the amount of revenue to be recognized. Incurred and forecast costs can include any combination of labor, expenses, and purchases.

This rule is similar to the percent complete recognition rule; however, while the percent complete rule only uses hours, the incurred vs. forecast rule uses other inputs.

The Incurred portion of the percentage calculation is the numerator. The following items can be included in the Incurred portion:

- **Approved hours multiplied by employee/user cost** — hours approved from timesheets multiplied by the loaded cost
- **Approved receipts** — includes receipts from approved expense reports
- **Fulfilled purchase items** — includes fulfilled purchase amounts

The Forecast portion of the percentage calculation is the denominator. The following items can be included in the Forecast portion:

- **Estimated hours multiplied by user cost** — estimated hours from the project plan multiplied by the loaded cost
- **Approved and booked hours multiplied by the employee/user cost** — approved hours from timesheets and remaining booked hours within the period multiplied by the loaded cost. When you select this option and run the rule, it will find the end date of the last approved timesheet for the user and use that as the cut-off date. The forecast amount will be:
(Approved time before the cut-off date \times \text{Loaded cost}) + (Booked time after the cut-off date \times \text{Loaded cost})

**Important:** The cut-off date used for **Approved and booked hours multiplied by the employee/user cost** is based on the latest approved timesheet for that user across all projects, and is not restricted to any one project.

- **Total planned receipts** — an estimate of the total receipt amount for the project
- **Total planned purchase items** — the same assumption as planned receipts, taking into account purchases instead of expenses

**Note:** When selecting any of the options which use hours multiplied by cost, you can select which cost level to use from the **User cost to use** drop-down list box in the **Other** section of the form. Additionally, you can tie agreements, customer purchase orders, and services to the rule like any of the other recognition rules.

**Time project billing rule**

Recognizes charges as billed for selected time billing rules. This revenue recognition rule can only be created after at least one time billing rule has been created on a particular project. If you try to create the rule without a time billing rule, you will receive a “You must first create at least one Time billing rule” message.

When you've created one or more time billing rules for a project, you can select the billing rule or rules which will create recognition transactions when the recognition is run.

**Balanced Incurred vs. Forecast Rule**

This rule uses true-up transactions to balance out previous accounting periods and adjust your projections to reflect project changes. It is particularly useful when your previously recognized income is more or less than the actual revenue as of the current date.

To use this rule, first enter the amount to recognize, and select whether the rule's calculations are based on bookings or assignments. The calculations are the same for both. Selecting bookings uses bookings for forecasts, while selecting assignments uses assignments for forecasting. Actual time entries are used in both scenarios:

- approved hours are used to calculate actual revenue recognition
- worked hours are used in revenue recognition projection calculations

**Note:** Whenever worked hours are entered, they are prioritized over booked or assigned hours to more accurately project what is occurring in the system.

It isn't possible to combine both booked AND assigned hours in the same rule.

For the Incurred section of the calculation, you may also plan for expenses and purchases to incorporate approved receipts or fulfilled purchase items, which makes it easier to transfer from the original Incurred versus Forecast rule.

In the Forecast section, define what type of hours (booked/assigned or logged timesheet hours) are used for revenue projection calculations. Two periods are considered in the forecast:
- the past up to and including a set pivot date
- all time after the pivot date

The forecast can use either time entries or booked/assigned hours. Time entries are preferred over bookings or assignments. You can also enter total planned receipts and purchase items into the forecast.

When the rule is run, true-up transactions are used to balance out previous accounting periods when there is more or less revenue to recognize as of today. They can be generated per project or per employee.

**Example of the Balanced Incurred vs. Forecast Rule**

In December 2015, the following project data exists. The project will run from January 2016 to March 2016. Booked hours, projected cost, and projected revenue are the same for January 2016, February 2016, and March 2016. If there are no changes to Booked or Logged hours, the Actual revenue will match the Projected revenue for the duration of the project.

<table>
<thead>
<tr>
<th>December 2015</th>
<th>Total project revenue $</th>
<th>$75,000.00</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>User cost $</td>
<td>$100.00</td>
</tr>
<tr>
<td>Booked hours</td>
<td>Jan-16</td>
<td>160</td>
</tr>
<tr>
<td></td>
<td>Feb-16</td>
<td>160</td>
</tr>
<tr>
<td></td>
<td>Mar-16</td>
<td>160</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>480</td>
</tr>
<tr>
<td>Projected cost</td>
<td>$16,000.00</td>
<td>$16,000.00</td>
</tr>
<tr>
<td>Projected revenue</td>
<td>$25,000.00</td>
<td>$25,000.00</td>
</tr>
<tr>
<td>Projected cost</td>
<td></td>
<td>$16,000.00</td>
</tr>
<tr>
<td>Projected revenue</td>
<td></td>
<td>$25,000.00</td>
</tr>
<tr>
<td>Actual revenue</td>
<td></td>
<td>$25,000.00</td>
</tr>
<tr>
<td>Total Revenue</td>
<td></td>
<td>$25,000.00</td>
</tr>
</tbody>
</table>

The following formulas are used to determine Projected cost and Projected revenue:

**Projected cost** = Booked hours x User cost

**Projected revenue** = (Projected cost / Total Projected cost) x Total project revenue

In February 2016, the Actual revenue for January 2016 has been recorded. In this example, the Actual hours were the same as the Booked hours, therefore the recorded Actual revenue was the same as the Projected revenue in January 2016.

<table>
<thead>
<tr>
<th>February 2016</th>
<th>Total project revenue $</th>
<th>$75,000.00</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>User cost $</td>
<td>$100.00</td>
</tr>
<tr>
<td>Booked hours</td>
<td>Jan-16</td>
<td>160</td>
</tr>
<tr>
<td></td>
<td>Feb-16</td>
<td>160</td>
</tr>
<tr>
<td></td>
<td>Mar-16</td>
<td>160</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>480</td>
</tr>
<tr>
<td>Actual hours</td>
<td>Jan-16</td>
<td>160</td>
</tr>
<tr>
<td></td>
<td>Feb-16</td>
<td>160</td>
</tr>
<tr>
<td></td>
<td>Mar-16</td>
<td>160</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>480</td>
</tr>
<tr>
<td>Projected cost</td>
<td>$16,000.00</td>
<td>$16,000.00</td>
</tr>
<tr>
<td>Projected revenue</td>
<td>$25,000.00</td>
<td>$25,000.00</td>
</tr>
<tr>
<td>Actual revenue</td>
<td></td>
<td>$25,000.00</td>
</tr>
<tr>
<td>Total Revenue</td>
<td></td>
<td>$25,000.00</td>
</tr>
</tbody>
</table>

In March 2016, the project is extended to April 2016, and 320 additional booked hours are added to April 2016. These additional booked hours increase the cost profile for the entire project. If the
Projected revenue was recalculated in March 2016 with this new data, the projected revenue for each month would be lower for January, February, and March in 2016.

Because the January 2016 accounting period is already closed, the Actual revenue recognized for January 2016 cannot be changed. Therefore, the Balanced IFR rule creates a true-up transaction of ($10,000) in February 2016 to balance the Actual revenue from January 2016.

<table>
<thead>
<tr>
<th>March 2016</th>
<th>Total project revenue $</th>
<th>$75,000.00</th>
<th>$100.00</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>User cost</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Booked hours</td>
<td>Jan-16</td>
<td>160</td>
<td>160</td>
</tr>
<tr>
<td>Actual hours</td>
<td>Feb-16</td>
<td>160</td>
<td>160</td>
</tr>
<tr>
<td></td>
<td>Mar-16</td>
<td>160</td>
<td>320</td>
</tr>
<tr>
<td></td>
<td>Apr-16</td>
<td>320</td>
<td>320</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>800</td>
<td></td>
</tr>
<tr>
<td>Projected cost</td>
<td>$16,000.00</td>
<td>$16,000.00</td>
<td>$16,000.00</td>
</tr>
<tr>
<td>Projected revenue</td>
<td>$25,000.00</td>
<td>$25,000.00</td>
<td>$25,000.00</td>
</tr>
<tr>
<td>New Projected Revenue</td>
<td>$15,000.00</td>
<td>$15,000.00</td>
<td></td>
</tr>
<tr>
<td>Actual revenue</td>
<td>$25,000.00</td>
<td>$15,000.00</td>
<td></td>
</tr>
<tr>
<td>Total Revenue</td>
<td>$25,000.00</td>
<td>$5,000.00</td>
<td>$15,000.00</td>
</tr>
</tbody>
</table>

In April 2016, income is recognized for March 2016. March 2016's booked hours were the same as its actual hours, so the Actual Revenue is the same as the Projected Revenue: $15,000. The rule will not create a balancing transaction for this month.

<table>
<thead>
<tr>
<th>April 2016</th>
<th>Total project revenue $</th>
<th>$75,000.00</th>
<th>$100.00</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>User cost</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Booked hours</td>
<td>Jan-16</td>
<td>160</td>
<td>160</td>
</tr>
<tr>
<td>Actual hours</td>
<td>Feb-16</td>
<td>160</td>
<td>160</td>
</tr>
<tr>
<td></td>
<td>Mar-16</td>
<td>160</td>
<td>320</td>
</tr>
<tr>
<td></td>
<td>Apr-16</td>
<td>320</td>
<td>320</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>800</td>
<td></td>
</tr>
<tr>
<td>Projected cost</td>
<td>$16,000.00</td>
<td>$16,000.00</td>
<td>$16,000.00</td>
</tr>
<tr>
<td>Projected revenue</td>
<td>$15,000.00</td>
<td>$15,000.00</td>
<td>$15,000.00</td>
</tr>
<tr>
<td>Actual cost</td>
<td>$16,000.00</td>
<td>$16,000.00</td>
<td>$16,000.00</td>
</tr>
<tr>
<td>Actual revenue</td>
<td>$25,000.00</td>
<td>$15,000.00</td>
<td>$15,000.00</td>
</tr>
<tr>
<td>True Up Transaction Feb</td>
<td>$(10,000.00)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Revenue</td>
<td>$25,000.00</td>
<td>$5,000.00</td>
<td>$15,000.00</td>
</tr>
</tbody>
</table>

In May 2016, it is determined that April 2016's Actual hours (200) were lower than the booked 320 hours. Therefore, the rule will need to create a true-up transaction in April 2016 which will take into account the true-up transaction made in February.

When the rule is run, it recalculates what the Actual revenue would have been if this new April 2016 data had been taken into account using the following multi-step calculation:

1. The rule creates a Revised Actual Revenue for each period it must account for. The formula is: 
   \[
   \text{Revised Actual Revenue} = \left( \frac{\text{Actual cost for period}}{\text{Total Actual Cost}} \right) \times \text{Total project revenue}
   \]

   When the rule is run, it recalculates what the Actual revenue would have been if this new April 2016 data had been taken into account using the following multi-step calculation:
2. The rule subtracts each accounting period's original Actual revenue from the corresponding Revised Actual Revenue. The formula is:

Revised Actual Revenue for period — original Actual revenue for period = **Actual Revenue Difference** for period

3. The Actual Revenue Differences for each previous period (January, February, and March 2016 in this example) are summed, and subtracts any previously-recorded true-up transactions, to give the true-up transaction for April 2016. In this example, the sum of ($7,352.94), $2,647.06, $2,647.06, less ($10,000) creates a true-up transaction of $7,941.18 for April 2016.

<table>
<thead>
<tr>
<th>May 2016</th>
<th>Total project revenue</th>
<th>$75,000.00</th>
<th>User cost</th>
<th>$100.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Booked hours</td>
<td>Jan-16</td>
<td>$16,000.00</td>
<td>$16,000.00</td>
<td>$16,000.00</td>
</tr>
<tr>
<td>Actual hours</td>
<td>Feb-16</td>
<td>$15,000.00</td>
<td>$15,000.00</td>
<td>$15,000.00</td>
</tr>
<tr>
<td>Projected cost</td>
<td>Mar-16</td>
<td>$16,000.00</td>
<td>$16,000.00</td>
<td>$16,000.00</td>
</tr>
<tr>
<td>Projected revenue</td>
<td>Apr-16</td>
<td>$15,000.00</td>
<td>$15,000.00</td>
<td>$15,000.00</td>
</tr>
<tr>
<td>Actual Cost</td>
<td>Total</td>
<td>$16,000.00</td>
<td>$16,000.00</td>
<td>$16,000.00</td>
</tr>
<tr>
<td>Actual revenue</td>
<td>Total</td>
<td>$15,000.00</td>
<td>$15,000.00</td>
<td>$15,000.00</td>
</tr>
<tr>
<td>Revised Actual Revenue</td>
<td>Total</td>
<td>$17,647.06</td>
<td>$17,647.06</td>
<td>$17,647.06</td>
</tr>
<tr>
<td>Actual Revenue Difference</td>
<td>Total</td>
<td>($7,352.94)</td>
<td>$2,647.06</td>
<td>$2,647.06</td>
</tr>
</tbody>
</table>

**True Up Transaction Feb**: ($10,000.00)

**True Up Transaction Apr**: $7,941.18

**Total Revenue**: $25,000.00 $5,000.00 $15,000.00 $30,000.00 $75,000.00

The Balanced IVF rule can be limited to specific employees, expense items, time types, or tasks using a standard OpenAir filter.

This rule can only be used with accounts using accounting periods. You can then define which accounting date to use with the rule. We recommend selecting "Use the accounting period specified below" and using the default accounting period.

The Balanced IVF rule includes a "Do not generate recognition projections for already recognized revenue" option, which functions in a similar manner to the original Incurred versus Forecast rule. If selected, the sum of all revenue recognition projections and actuals will always be equal to the revenue recognition amount defined on the rule.

With the Balanced IVF rule, you can also choose to include or exclude booked or assigned hours for users with missing time entries into recognition revenue projection calculations in periods before the pivot date.

**Note**: This rule also prioritizes using time entries over booked or assigned hours when generating recognition revenue projections. For example, if an employee logs time to a different project than they were originally booked to for a particular period, the calculation will use that employee's logged time rather than their booked time for the recognition calculation.

Finally, other settings allow you to add different "stamps" to generated transactions (for example, service X line, agreement, customer purchase order). You can also select which user loaded costs are used in calculations and define if the recognition rule is active or not.
Running Revenue Recognition Manually

When a recognition is run, a list of potential recognition transactions based on the set recognition rules is displayed. You can select items which you want to turn into transactions. Then, you can click Recognition transactions to see a list of transactions.

**Note:** You must have at least one recognition rule for a project before running the recognition.

To manually run Recognition (after creating at least one recognition rule)

1. Select a project and click Financials > Recognition, then click the Run recognition sub-link.
   - Enter a **Start** and **End** date for the revenue recognition run, if applicable. By default, these dates are the values entered when the last revenue recognition was run.
2. Click **Next**. The list of available revenue items appears. If no revenue is available, you will receive a “No recognition transactions are pending for this project” message.
3. If necessary, edit any items in the list. Click on the date of the revenue item you want to change. After making your changes in the dialog box, click **Save**.
4. Select the check boxes next to each item you want to include as revenue recognition transactions.
5. Click the Create recognition transactions link.

You can see and edit the items which have been recorded as revenue transactions by clicking the Recognition transactions link.

When you have created revenue transactions for a project, revenue information is displayed on the Financial analysis report for the project. If you want to re-run the recognition, click the Click here link at the bottom of the page. This will give you the option of entering a new set of dates.

Running Revenue Recognition Automatically

OpenAir has three options for automatically running revenue recognition on a timed basis. They are:

- **Do not auto-bill** — this is the default setting
- **Run recognition, do not create recognition transaction** — you can test the recognition run without actually creating revenue items
- **Run recognition and create recognition transaction** — runs recognition and creates recognition transactions

To find the auto-run options for each project, navigate to the project, click the Recognition link, and then click the Auto-run sub-link. A dialog box containing the three auto-run options will open.

To set up a Trial Automatic Revenue Recognition Run

You can set up automatic revenue recognition runs without creating the corresponding revenue items:

1. Click the Run recognition, do not create recognition transaction option in the Auto-run dialog.
2. To add users who should receive email messages of the trial run results, click the > Create or > Edit link, select users from Available items, and click Add highlighted items to move them to Selected items.
3. Select the day of the week and time when the trial recognition will run. Email messages with results of the run will be sent as soon as the trial has been run. All times are in U.S. Eastern Time.
4. If you don't want emails to be sent when no transactions are recognized, click Suppress the email if there is nothing to recognize.
5. Click Save.
To set up an Automatic Revenue Recognition Run

You can set up automatic revenue recognition runs which create recognition transactions:

1. Click the **Run recognition and create recognition transaction** option in the **Auto-run** dialog.
2. To add users who should receive email messages of the trial run results, click the > Create or > Edit link, select users from **Available items**, and click **Add highlighted items** to move them to **Selected items**.
3. Select the day of the week and time when the trial recognition will run. Email messages with results of the run will be sent as soon as the trial has been run. All times are in U.S. Eastern Time.
4. If you don't want emails to be sent when no transactions are recognized, click **Suppress the email if there is nothing to recognize**.
5. Click **Save**.

Revenue Reporting

The reporting values for recognized revenue can be used in reports. Commonly-used reports for reporting revenue based on the previous settings include the following:

- **Account-wide — Projects**
- **Account-wide — Company**
- **Account-wide — Clients**

To set up the captured time range, configure the **Period**, **# of periods**, and **Date** items. Then, choose corresponding fields which should be calculated in the resulting report. The following list are commonly-used Measures:

- **Projects — Actual revenue margin** — money from recognitions minus the cost of approved hours from time entries. Field type: money
- **Projects — Deferred Revenue** — money from all charges minus recognition transactions. Value will never be less than zero. Field type: money
- **Projects — Pending recognition transaction** — money from pending recognition transactions. Field type: money
- **Projects — Pending recognition transaction count** — number of pending recognition transactions. Field type: count
- **Projects — Pending recognition transaction time (Days)** — days from pending recognition transactions.
- **Projects — Pending recognition transaction time (Hours)** — hours from pending recognition transactions.
- **Projects — Projected deferred revenue [rules]** — the difference between money billed and money recognized from recognition projections. Field type: money
- **Projects — Projected revenue [rules]** — recognition projections which were generated using recognition rules. Field type: money
- **Projects — Projected revenue booking margin [rules]** — money from recognition projections which were generated using recognition rules minus the cost of the hours from the bookings. Field type: money
- **Projects — Projected revenue margin cost [corresponding cost][rules]** — revenue minus the cost. Field type: money
- **Projects — Recognition projection count** — number of recognition projections. Field type: count
- **Projects — Recognition projection time (Days)** — days from Recognition projections.
- **Projects — Recognition projection time (Hours)** — hours from Recognition projections.
- **Projects — Recognition transaction count** — number of recognition transactions. Field type: count
Projects — Recognition transaction time (Days) — days from recognition transactions.
Projects — Recognition transaction time (Hours) — hours from recognition transactions.
Projects — Recognition revenue — money from recognitions. Field type: money
Projects — Recognized revenue from Expense item charges — money from recognitions generated from Expense item charges. Field type: money
Projects — Work-in-Progress — money from recognition transactions minus money from all charges. Value will never be less than zero. Field type: money

Detailed Revenue Reports

Separate reports are available for reporting revenue recognition and corresponding values. These reports are:

- Projects — Recognition rules
- Projects — Recognition transactions
- Projects — Pending recognition transactions
- Projects — Recognition projections

Projects — Recognition Rules

To view details about all currently created recognition rules, select Reports > Detail > [Projects] > Recognition rules in the old reporting system, or search for and select Projects — Recognition rules in the Next Generation Report Management interface. Set up the date filter for when the revenue recognition was created, either by selecting any predefined time range or using a custom date period.

Projects — Recognition Transactions

To view details about recognition transactions, select Reports > Detail > [Projects] > Recognition transactions in the old reporting system, or search for and select Projects — Recognition Transactions in the Next Generation Report Management interface. Set up the date filter for when the revenue recognition was created, either by selecting any predefined time range or using a custom date period. For this type of report, you can also choose conversions on a different basis in Forex conversions and User loaded cost determination. Any report value which requires a foreign exchange conversion will use that date as the exchange rate date. The date will also dictate the date used for the currency conversion of user-loaded costs for any cost reporting value.

Projects — Pending Recognition Transactions

To view details about pending recognition transactions, select Reports > Detail > [Projects] > Pending recognition transactions in the old reporting system, or search for and select Projects — Recognition Transactions in the Next Generation Report Management interface. Set up the date filter for when the revenue recognition was created, either by selecting any predefined time range or using a custom date period. For this type of report, you can also choose conversions on a different basis in Forex conversions and User loaded cost determination. Any report value which requires a foreign exchange conversion will use that date as the exchange rate date. The date will also dictate the date used for the currency conversion of user-loaded costs for any cost reporting value.

Projects — Recognition Projections

To view a complete overview of current recognition projections, navigate to Reports > Detail > [Projects] > Recognition projections in the old reporting system, or search for and select Projects — Recognition in the Next Generation Report Management interface. Set up the date filter for when the revenue
revenue recognition was created, either by selecting any predefined time range or using a custom date period. For this type of report, you can also choose conversions on a different basis in Forex conversions and User loaded cost determination. Any report value which requires a foreign exchange conversion will use that date as the exchange rate date. The date will also dictate the date used for the currency conversion of user-loaded costs for any cost reporting value.

Specialized Revenue Reports

Two reports with pre-defined options are available in Reports > Advanced. These can be used to view pending recognitions and fixed fee projections. These reports are:

- Pending recognition
- Fixed fee projections

Pending Recognition

This report shows what recognition transactions would be generated if the projection recognition rules were run. You can also recognize revenue on individual projects or across all projects. Included items can be included based on the following:

- **Time period** — choose a date range or start date for the data
- **Filters** — select which data to include or exclude by clicking Create or Edit and selecting items from the list or using the Find feature.
- **Other** — you can choose to Hide projects with no pending recognition, select a currency, or Save this report as ... to save it with a particular filename.

If there are pending recognition transactions, the project name is hyperlinked. Click this link to view and create recognition transactions for the project. You can also click a link in the Tips menu to create all revenue recognition transactions across all projects with one click.

Fixed fee projections

This report shows total billings or revenue recognition anticipated under the fixed fee rules. It shows the total value of all rules: the amount used (where rules have already been run and transactions created), the percentage of the total used, and the amount remaining. This report can be customized with the following options:

- **Projections from** — select whether you want to run the report on billing or recognition rules. For recognition, both fixed fee on date or milestone and fixed fee on percent complete rules are considered.
- **Approval status** — apply filters as desired by clicking the checkboxes next to them.
- **Time periods** — Future billings or recognition can be broken out by period (specify the period, number of periods, and enter a date within the period where the report should start from). Click Do not move late rules to the first period to prevent a late rule from being moved to the first period. A late rule is a rule which should have run before the first period.

You can also subtotal information by client and project.

Merging Slip and Revenue Projection Deltas Using Automatic Backup Service (ABS)

By default, when OpenAir runs slip and revenue projections, it fully generates the slip_projection and revenue_projection tables, with no indication of which records were changed against the previous run.
You can use the **Merge Daily Changes Into Slip Projection and Revenue Projection Tables** feature to generate slip and revenue projections so that changes can be recognized using the standard “created”, “updated”, and “deleted” OpenAir columns. To enable this feature, please contact OpenAir Support. Currently OpenAir detects changes only in the following fields:

- transaction_id
- acct_date
- slip_projection_id (only available in the revenue_recognition table)

If other fields are changed, the old row in the slip_projection or revenue_projection table will be flagged as “deleted” (the “deleted” field will change from null to “1”), and the new row will be added to the table.

You can also use the Create Virtual Slip and Revenue Projection Merge Tables feature to download deltas (all new, deleted, and modified transactions) for the slip_projection and revenue_projection tables using Automatic Backup Service. To enable this feature, please contact OpenAir Support.

When this feature is enabled, a **Virtual Projection Tables** option is added to the Automatic Backup Service. When this option is selected and ABS first runs, it will create the two virtual tables. ABS then copies the data directly from the slip_projection and revenue_projection tables to these virtual tables. For subsequent ABS runs, updates, additions, or deletions will be applied to these virtual tables. If the feature is disabled, the counter is reset, and when it is enabled again, ABS will recreate the two virtual tables.

You can also manually download these deltas for a selected period. Start and end dates for the deltas can be set in Administration > Global settings > Integration Import/Export > Export charge projections, Recognition projections deltas. The data file is saved in the same format as ABS MySQL export files, with SQL commands containing “update”, “delete”, and “insert SQL” statements.

### Revenue Recognition Switches

The following is a list of Internal Switches which affect the Revenue Recognition feature. To enable any of these switches, please contact OpenAir Support and request the switch or switches you would like to activate.

- **Enable centralized recognition feature** — moves Run Revenue and the Revenue Transaction List to the Invoices module in their own tab. We recommend having NetSuite Professional Services help to deploy this advanced feature.
- **Allow decentralized recognition transactions in conjunction with centralized recognition feature** — maintains a project-specific list of recognition transactions in individual projects. This should only be used with the **Centralized Revenue Recognition** feature.
- **For expenses recognition rules, do not include non-billable receipts when using the All Incurred Expenses option** — ensures that non-billable receipts are excluded when an Expense rule is used with the **All incurred expenses** setting.
- **Disable editing of TimeBills associated with recognition transactions** — TimeBills associated with recognition transactions cannot be modified.
- **Allow tasks as well as phases in % complete recognition rules** — allow tasks and phases to be chosen as options in percent complete recognition rules.
- **Require a service selection in recognition rules** — requires you to make a service selection for all revenue recognition rules. If you do not select a service, the form will produce an error when submitted.
- **Use the date filter end date as the recognition date stamp** — uses the date filler end date as the recognition date stamp. The default behavior uses [Today] as the date stamp.
- **Use only invoiced charges from approved, incremented and sent/viewed invoices for "As Billed" recognition** — only uses charges that are on Approved invoices, with an applied/incremented
number that has also been marked “Sent” for “as billed” recognition. The default setting is to use ALL charges.

- **Use only invoiced charges from approved invoices for "As Billed" recognition** — ensures that only invoiced charges from Approved invoices are used in As Billed recognitions.

- **Use the invoice date for "As Billed" recognition transactions** — uses the Invoice Date for the date of “as billed” recognition transactions.

- **When TimeBill projections use booked hours, use approved and booked hours for incurred vs. forecast recognition rules** — activating this switch and using booked hours for slip projections causes incurred vs. forecast calculations to return the same values as if the “Approve and booked hours multiplied by user cost” was selected in the incurred vs. forecast rule.

- **Use the last day with approved time as the break date for Approved and booked in the Incurred vs. forecast recognition rule** — when looking at incurred vs. forecast recognition, use the last day with approved time as the date for looking back at incurred recognition and forward at forecasted recognition.

- **Enable filtering by booking type in Incurred vs. forecast recognition rules** — permits a booking type filter in leveraging bookings in the forecasted cost calculation. This may be beneficial if the forecast option is configured to use the “Approved and booked hours multiplied by user cost” option and you would like to exclude bookings which have a “Tentative” booking type from the calculation.

- **Enable support to set dates or milestones on the Incurred vs. Forecast recognition rule** — enables support to set dates or milestones on the Incurred vs. Forecast recognition rule.

- **Show phases in Task filter on the Incurred vs. forecast recognition rule** — the Projects > [select Project] > Financials > [create Incurred vs. forecast rule] form shows Phase/Task instead of Task in the Recognition rule filters section.

- **Disable editing of exported recognition transactions** — prohibits editing of exported recognition transactions.

- **Enable editing of revenue recognition hours** — exposes the “Hours” and “Minutes” fields on revenue recognition transactions from as billed (from time) and time recognition billing rules, as well as manually created revenue recognition transactions.

- **Allow billing rules and recognition rules to be copied when a task is copied** — Allow billing and recognition rules to be copied with tasks.

- **Delete the associated billing rules and recognition rules when a task is deleted** — Delete the associated billing and recognition rules when you delete a task.

- **Add Cost centers to Charges, Project billing transactions, and Recognition transactions** — adds cost centers to charges and revenue recognition transactions.

- **Require a cost center selection in recognition rules** — recognition rules require you to select a cost center. If a cost center isn’t selected, the form will display an error when submitted or saved.

- **The user can un-export recognition transactions** — lets users un-export recognition transactions.

- **The user can mark recognition transactions exported** — lets users mark recognition transactions as exported.

- **Use approved hours instead assigned hours in the approved type percent complete revenue recognition projections** — use approved hours instead of assigned ones for approved type percent complete revenue recognition projections.

- **Use only bookings with the following approval statuses for % complete recognition projections** — only bookings with the selected approval statuses are used to calculate % complete revenue recognition projections.

- **Enable Recognition transaction and Recognition projection date filters in summary reports** — shows an additional Date Filters section for Recognition and Recognition Projection Values in summary reports.
■ Enable the feature to exclude specific projects from projections using custom field exclude_from_projections — lets you create an “exclude_from_projections” custom field in a project’s properties. You can check this field to disable projections built with this particular project.

■ Show Billing Picklists on Revenue Recognition Transactions — This feature allows you to choose which revenue recognition rule forms display a billing rule pick list. When you select a billing rule from this field, the billing rule is linked to the revenue recognition rule. This setting does not affect when billing or revenue recognition rules are run. Billing Rule IDs on revenue recognition rules can be accessed using the XML or SOAP APIs.

Action Items

To use the action items feature, you must enable it.

To enable the Action items feature:

■ Navigate to Administration > Application Settings > Projects Settings > Other settings and select the switch Enable project action items.

The Action item functionality within OpenAir provides you with the ability to maintain and manage action items encountered on projects. There are a number of components that are available for the configuration of an issue as well as the tracking needs defined by your business requirements.

Action items can only be created from within the project for which the issue is being entered. Action items may be updated, however, directly from the Action items tab of the Projects application. Action items can be reported upon directly in the application.
Display action items by selecting Action items > and select either pending, completed, or all. Action items are also displayed and linked to a project. Select Projects > Project > Action items.

There are a number of ways to define action items and they include categories, severities, sources, stages, and statuses.

**To create an Action item:**

1. Go to Projects > Projects and select the specific project.
2. Select **Action item** from the **Create Button**.
3. Enter the New issue form information.
4. Click Save.

You can also quickly create new Action Items using existing ones' information. While in the Action Items list view, click the **Duplicate** option next to the Action Item you would like to duplicate.

**To view and update Action items:**

1. Go to Projects > Projects and select the specific project.
2. Select the Action items tab.
3. Click the **Edit** or **Report** link for the action item.

Refer to the following for a description of each issue component and guidelines for creating them:

- Action Item Categories
- Severities
- Sources
- Stages
- Statuses

**Action Item Categories**

Action item categories indicate the areas within a project that are impacted by the issue or the type of issue identified. The category may be at a very high level such as Action item or Risk. They may also be at a more defined level such as Documentation, Product, Usability, and Training. You can also add notes describing the issue category. Action item categories, after they have been defined, may be inactivated and reactivated at any time.

**To create Action item categories:**

1. Go to Administration > Application Settings > Projects Settings > Action item categories. Select **New Action item category** from the **Create Button**.
2. Complete form information and click Save.

Severities

Severities designate how serious or critical the action item is in terms of impacting a deliverable, the project plan or other key elements of the project. Possible values could be Low, Medium and High or use of a numeric scale (e.g., 10 is severe impact and 1 is slight impact). You can also add notes describing the severity. Action item severities, after they have been defined, may be inactivated and reactivated at any time.

To create severities:

1. Go to Administration > Application Settings > Projects Settings > Severities.
2. Select New Severity from the Create Button.
3. Complete form information and click Save.

Sources

Sources identify the person, team, or area that submitted the action item for the project. Examples are: Project Manager, Team Member, Client Lead or Test Results. The action item source provides another filter and reporting option for classification of the action items reported. You can also add notes describing the action item source. Sources, after they have been defined, may be inactivated and reactivated at any time.
To create sources:

1. Go to Administration > Application Settings > Projects Settings > Sources.
2. Select New Source from the Create Button.
3. Complete form information and click Save.

Stages

Stages designate where the action item is in the process. Sample stage values could include: Open, Assigned, On Hold, In Work and Resolved. You can select via check boxes whether this stage is the default assigned to new action items and whether action items are considered closed when in this stage. Typically an Open stage is selected as the default for new action items and the Resolved stage is selected as the stage for action items to be considered closed. You also designate where the stage value displays in the list of action item stages. A notes field is available for issue descriptive material.

Note: An action item stage may not be inactivated after it has been defined. It may be deleted altogether provided no action items are in the stage.

To create stages:

1. Go to Administration > Application Settings > Projects Settings > Stages.
2. Select New Stage from the Create Button.
3. Complete form information and click Save.
Statues

Statues provide a means to identify the overall health of the action item. Sample statuses are: Red (critical), Amber (on watch list) and Green (no known problems). You can enter as many status values as are necessary for your company’s needs. Using the sample values noted above, a Red status could mean that the action item will impact project timelines. An Amber status might mean the action item should be monitored to avoid impact to the project.

You can also add notes describing the status. Statues, when defined, may be inactivated and reactivated at any time.

To create a statuses component:

1. Go to Administration > Application Settings > Projects Settings > Statuses.
2. Select New Status form the Create Button.
3. Complete form information and click Save.

Downloading Action Item Attachments in List Views and Bulk Actions

You can download action item attachments without having to open each issue to download files individually, and use bulk actions to download all attachments for multiple selected action items.

To download action item attachments from a list view:

1. Click the Download icon in the “Action” column of the Project Action Items list view.
To download attachments from more than one project action item at one time:

1. Go to Projects > Action items > [select an action item list view].
2. Add the "Run an action" column to the list view.
3. In the "Run an action" column, select the issues which you want to download attachments from.
4. In the "Action" dropdown list, select "Download selected".

**Note:** OpenAir will download all the attachments for the selected issues into one ZIP file.
Pricing

Project pricing lets you create pricing estimates for specific projects based on different staffing, rate, and time required scenarios, and automatically view the key financial analysis for those scenarios.

The Pricing feature is displayed as a link within a project if pricing is enabled within the project stage. See Project Stages. The options available are determined by the pricing scenarios that are set up within the project.

Financials: Pricing: Scenario

Use the Pricing Scenario form to set up pricing scenarios for your project.

Create a Pricing Scenario

2. In the Revenue section, select the rate cards you wish to use to determine revenue based on standard and discounted rates. The analysis will show both the gross revenue (from the standard rate card) and the difference in the discounted rate card.
3. The "Get the revenue hours from" field determines the revenue portion of the analysis. Choose "Job code estimates" for a high-level, job-code-based labor revenue estimate, "Bookings" for a more detailed estimate, or Tasks for the most granular estimate. (If you want to split revenue over time, you must select "Bookings."
4. Select “Calculate revenue to generate a margin of” if you would like to ignore revenue entries and instead calculate your scenario's revenue by a percent margin. Enter the percent margin you want generated in the text field (do not include the % sign).

5. The "Get the hours from billable resource costs from" field determines the labor cost portion of the analysis. Choose "Job code estimates" for a high-level, job-code-based labor cost estimate, "Bookings" for a more detailed estimate, or Tasks for the most granular estimate.

6. If you have enabled multi-currency functionality, select the currency for the scenario.

7. If desired, choose a percent probability of closing from the dropdown menu. This will be used when running the "Pricing analysis" Advanced project report.

8. Check the “Staffing approved” and “Finance approved” boxes to indicate if this scenario has been approved by Finance or Staffing functions. These check boxes will only be visible to users whose roles are set up to modify finance or staffing approval for project pricing.

9. Select “Use worked hours for prior months” to use actual worked hours to calculate the scenario instead of booked or assigned hours when actual hours are available.

10. Enter any desired notes, and click “Save”.

Other gross revenue, investment absorptions, other billable costs, non-billable resource costs, and non-billable expense costs can all be individually spread out over time.

**Split Pricing Scenario Amounts Over Time**


2. Set up the Revenue section of the Pricing Scenario form as in Create a Pricing Scenario.

3. In the Cost section of the Pricing Scenario form, click the “split” link next to either the “Billable expense or purchase cost (money)” or “Non-billable expense or purchase cost (money)” fields. The form will change to show “Date” and “Amount (money)” fields for each billable or non-billable expense or purchase cost.

4. For each section where you want to split the amounts over time, select the date and corresponding amount of money that you want to allocate for that time period. The first time period defaults to today's date. Note that for every date you choose, you must have a corresponding dollar amount or you will get an error message when you try to save the Scenario.

5. For any section whose amounts you do not wish to split over time, either delete the initial date or click the "un-split" link for that section. The form will refresh without the Date and Amount fields for that section only.

6. You can add additional Date/Amount rows to any section from the "Add rows" dropdown box.

**Financials: Pricing: Job Code Estimates**

Job code estimates enable you to specify the position levels or jobs required to complete the project, the number of individuals performing each job, and the average number of hours each of them will work. By combining this information with the rates and adjustments established in the Scenario section, you can run financial analyses on various estimate scenarios.

**Create a Job Code Estimate**

2. Select a job code from the “Job code” dropdown list.

3. Enter the number of employees who will be deployed on the project at that job level in the “# of employees” field.

4. Enter the average number of hours each of these individuals will work in the “Hours per employee” field.

5. Repeat steps 2 through 4 for each additional job code. If you need to add more rows to the grid, click the “[Add rows]” dropdown list and select the number of rows you would like to add. You can choose from “3 more”, “6 more”, or “9 more” rows.

6. Click “Save”.

Financials: Pricing: Analysis

You can see a financial snapshot of your scenario by clicking on the "Analysis" link. The snapshot includes key revenue and cost parameters, discounts, profits and margins. By default, the analysis applies to the entire period of the project.

The weighted net revenue line represents net revenue weighted by the closing probability entered in the pricing scenario setup.

The snapshot dropdown menu lets you save a snapshot of the current analysis. You can also view previously created snapshot. To create a snapshot, select “Create a snapshot” from the dropdown menu and enter a name in the window which opens. You can also select whether it is based on an approved budget. To view an existing snapshot, select the appropriate snapshot from the menu.

When viewing a snapshot, you can change the name of the snapshot or delete it by selecting “Edit this snapshot” from the dropdown menu and clicking the appropriate button on the window that pops up.

Note: Note: If you are analyzing a "Bookings" Scenario, you can choose to split the analysis over time periods. To do so, click the "Analysis options" link, select a time period from the dropdown menu, and enter start and end dates for the analysis. If you check the "Total by period" box, the report will show subtotals for each period, the total for the range specified and the total for the entire project.

- Click the “Analysis options” link to adjust the following settings:
  - Choose to use Total by period
  - Include hourly detail by employee
  - Define the period length and its start and end dates
  - Set the Loaded hourly cost using Primary loaded costs, Secondary loaded costs, or Tertiary loaded costs
- Click the “Print” link to open the Analysis in a more printer-friendly format.
- Click the “Print budget view” link to download PDF versions of your scenario's summary or details with fields for Client Approval.
- Click the “Download” link to download your analysis as a CSV-formatted or HTML-formatted file.
Project Billing Defaults

Set the project billing default options for new projects. These options do not change the billing settings for any existing projects.

When using project billing rules within OpenAir, you may set a global project billing defaults option for running billing rules and sending results to a defined individual. The default settings for new projects include: Do not auto-bill; Run a trial billing, do not create project billing transactions or charges; Run billing and create project billing transactions and charges. You can create a list of employees to email results of the auto-bill run to and you can schedule the billing option to run at a defined day and time. Optionally, you can suppress the email if results do not include billable items.

**Note:** Any project billing default options can be overridden within an individual project by using the auto-bill feature within the billing link of the project.

To access and modify the Project billing defaults:

1. Go to Administration > Applications Settings > Projects Settings > Project billing defaults.

**Do not auto-bill** — This option does not run the billing rules automatically. This does not impact forecasting, which is handled by charge projections, nor invoicing, which can be done using a manual billing approach. For more information on charge projections, see Charge Projections.

**Run a trial billing, do not create project billing transactions or charges** — This option does not run the billing rules automatically but does simulate running the rules to get an estimated billing value. No billing transactions or invoice charges are generated, only the trial billing value. An email is sent for each project that has a trial billing amount. This does not impact forecasting, which is handled by charge projections, nor invoicing, which can be done using a manual billing approach. For more information on charge projections, see Charge Projections.

**Run billing and create project billing transactions and charges** — The billing rules are run automatically and generate billing transactions and invoice charges. This does not impact forecasting since it is handled by charge projections. For more information on charge projections, see Charge Projections.
Note: All times set are US Eastern Time regardless of your employee specific preferred time zone. After Project billing options are set up within OpenAir, they become the default billing options for all new projects.

Project Budget

NetSuite OpenAir’s Project Budget feature helps you to budget at the task, phase, or project level in detail and can be connected to Work Breakdown Structure (WBS) and projects. To enable this feature, please contact OpenAir Support and request the following switches:

- Enable project budgets
- Enable project approvals for project budgets (optional — enables the approval process for budgeting)
- Task on Purchase request (optional — for task-level granularity)
- Contingency factor setting (optional — gives you the opportunity to define optimistic and pessimistic scenarios)

Project Budgets can be created based on Costs or Billings.

To create a new Project Budget

1. Navigate to Projects > Projects > [Select the project to create the budget for]. The Outline view of the project appears. Click Create and select Project budget [Project budget]. The New project budget form appears.
2. Fill in the information in the New project budget form to create a new budget.
3. After you have entered all budget information, click Save to save the budget.

The New Project Budget Form

In the New Project Budget form, you can set the following:

- Give the project budget a name, date, and budget level. The budget level can be set at either the project, phase, or task level. After the budget has been saved, this setting cannot be changed.

Budget total — define internal and imported budget totals

- Total (money) — the sum of the Internal total and the total from funding documents, if they have been imported.
- Total from funding documents checkbox — Select to automatically populate the budget with all agreements or customer purchase orders connected to the project. This also populates the Funding documents total (money) field.
- Internal total (money) — set internal budget figures.
- Currency — set in the project settings.

Planned budget — used for both cost and billing budgets. Define the cost (for cost budgets) or cost and profitability (%) (for billing budgets)

- Profitability (%) is the desired profitability
- The Billing field is automatically calculated based on the Cost and Profitability (%) fields unless you select the “Get planned billings from Agreements and Customer POs attached to the project” option. It cannot be edited.
  - If the “Get planned billings from Agreements and Customer POs attached to the project” is selected, the Billing value is the sum of all agreements and customer purchase orders attached
to the project. Selecting this option locks the Billing value; the Cost and Profitability (%) fields can still be edited and will adjust to changes in either.

Labor — set the labor subcategory and imported labor information settings

- **Labor subcategory** — set to either Service or Job code
- **Import labor based on** — set to either Task assignments or bookings

**Actuals vs planned color coding** — add color coding to your actuals in compare view to easily see what is and isn’t within budget

- **Color coding** — click > Create to set ranges for color coding in the Compare view, based on the percentage of planned / actual values.
- **Use global color coding** — if your company has set default color coding for budgets, select to use this color coding in your budget
- **Actuals for color coding** — select which actual values (Approved, Submitted, or All) to use for color coding.

**Contingency factor** — set optimistic or pessimistic contingency factors which can be used in the Compare view

**Other** — add a note to your budget

### The Project Budget Grid Screen

The Project Budget Grid lets you see and edit all of your budgeted costs. Items can be added quickly and edited without leaving the grid. To open a Project Budget Grid, navigate to Projects > Project budgets > [Select project budget].

The following elements appear on the budget grid:

- Click the Edit icon to edit the budget properties.
- Next to the Edit icon, choose to view your budgeted values, actuals, or compare multiple budgets.
- In the dropdown list next to the Budget | Actuals | Compare links, select which budget you would like to view for the currently selected project.
View your budget based on **Money** or **Hours/Quantity**.

Select **Show billing** to view billing-based budget figures in the periods section of the budget. Selecting **Show billing** locks all values in the periods section. Clear **Show billing** to view the cost-based budget.

Select a budget period (weeks, months, or quarters) to display.

In the Cog menu, you can download list data, enable column resize, or reset column sizes to their default size.

Click a column heading to make it the Primary sort criteria. Click a new column heading and it becomes the new primary sort criteria, and the previous primary becomes the secondary. Click a third time to set a new primary, secondary, and tertiary sort field.

The Primary sort criteria is indicated by a large green arrow next to the name, the Secondary sort criteria includes a smaller green arrow, and the Tertiary sort criteria uses the smallest green arrow. An upward-pointing arrow indicates Sort Ascending, and a downward-pointing arrow indicates Sort Descending.

Click the Clear Sort icon to remove all column sorting.

Click the **Expand All** and **Collapse All** icons to change the level of detail displayed in the budget grid.

- **Expand All** displays Tasks, Categories, Subcategories, and options to Add, Quick Add, or Import tasks.
  - Click **Add** to add a new budget item, **Quick Add** to open a picker to add a budget item, or **Import** from bookings or task assignments. In all cases, the item can be edited directly in-line.
  - Clicking **Add** under an expense category opens the Expenses dialog, where you can provide details for each expense item.
  - **Quick Add** lets you select an expense (i.e. Business meal, car rental) and adds it to the grid. You then add all details in-line, rather than in the form used for Add.

- **Expand WBS** (Work Breakdown Structure) displays Tasks, Categories, and Subcategories.

- **Collapse All** hides everything except tasks

Click the **Budget overview** tab on the left to see your budget's totals and remaining funds.

Click the **Budget info & settings** tab to display basic information on your budget, including the budget name, created and modified dates, the parent budget it was created from, and its status.

This tab also includes settings for using rounded values, enabling auto save, and not using prefix task names with task IDs.

From this tab, you can also Import Task assignments.

Click the **Compare** tab to select a Base budget to display and a Budget to compare it with.

Phases are dark grey. Blue fields indicate a task's start or end date. Light grey expenses can be edited in-line.

In the bottom right of the screen, the time of the last data refresh is shown. To refresh this data on demand, click the Refresh icon.

### The Project Budget Actuals Screen

In the Project Budget Actuals screen, you can compare your planned budget against reality. This screen is visually similar to the Project Budget Grid, but includes additional columns which show Planned and Actual values (either Approved, Approved excluding taxes, Open, or All) next to each other for each period. For billing budgets, this view compares Planned values with Actual values from charges and invoices.
The Project Budget Agreements Screen

The Project Budget Agreements screen is available from the “Agreements” tab on the left side of the budget window. Each agreement affecting your project is displayed here, including the agreement name, total agreement amount, planned usage, and remaining agreement funds.

Billing budget entries are deducted from agreements in chronological order.
The Project Budget Compare Screen

The Project Budget Compare Screen, used with the Compare tab on the left of the screen, allow you to select multiple budgets and compare them next to each other.
Color Coding in the Project Budget Actuals Screen

You can add color coding in Actuals view when comparing actuals to budget values. Various percent planned/actual ranges can be assigned colors which help you instantly identify when you are operating over— or within—budget.

To Create Company-Wide Color Coding Schemes for Actuals View

1. Navigate to Administration > Application Settings > Projects Settings > Project budget options [Company wide color coding] and click >Create. The Color Coding dialog appears.
2. Low and High percent values for each color range you would like to create.
3. Select a color to assign to each range from the Color dropdown list.
4. When your ranges are set, click OK to save them.
**Note:** To set a maximum percentage (essentially “infinity”) enter 999 into a High field.

Budget color-coding accurately reflects overages when using optimistic or pessimistic contingencies. After you have set color-coding ranges for a budget, when you switch between Normal, Pessimistic, or Optimistic planned values in Actuals view, the color-coding automatically takes into account the new planned values when shading actual budget values.

### Approving Budgets

You can view all budget versions for approval, automatically reject un-approved submitted budgets and archive old approved budgets in the budget interface. To see the list of budgets, navigate to Projects > Project budgets and select a budget list (Open, Submitted, Approved, Rejected, Archived, or All).

Different versions of the same budget are assigned a version number which is visible in the Version column of the Project budgets lists. Approved budgets automatically cause other submitted budgets to be rejected. Previously-approved budgets are archived, so only one approved budget exists at any particular time.

**To approve a submitted budget:**

1. Go to Projects > Project budgets and select the “Submitted” budget list. You can also choose to show budgets which are “Waiting my approval” or “All”.
2. Click the budget to approve. The Budget Properties screen opens.
3. Click “Submit/Approve”.
4. In the “Approval request” screen, click the radio button next to “Approve”.
5. OPTIONAL: Enter additional email addresses to CC and add notes or comments for the approval.
6. Click Save.
Un-approving Budgets

To un-approve a budget:

1. Go to Projects > Projects > [Select a project] > Project budgets and select an approved project budget.
2. Click “Submit/Approve”.
3. In the Approval History screen, click the “Click here” link in the un-approve message to un-approve the budget.

Administrators can give selected users the permission to un-approve budgets. To enable this feature for a user, go to Administration > Global Settings > Users > Employees > [Select a user ID], scroll to Projects Options, select the “Allow the employee to un-approve a project budget” option, and click Save.
Comparing Project Budgets

To compare up to five budgets together on one screen, open a budget in Actuals view. Click Compare at the top of the budget, and open the Compare panel on the side. Select the Base budget and budgets to compare with from the dropdown lists.

Estimate to Complete (ETC) and Estimate at Completion (EAC) in Project Budgets

This feature adds Estimate at Completion (EAC) and Estimate to Complete (ETC) columns to your budgets' total columns in the budget, actuals, and compare screens. When you save changes to your budget, the EAC and ETC fields update to account for the changes.

- **Estimate to Complete** – includes all planned budget values from a set pivot date until the last project budget entry
- **Estimate at Completion** – includes all actual budget values before a set pivot date and Estimate to Complete values from the set pivot date until the last budget entry

**Note:** To enable this feature, please contact OpenAir Support and request the ETC/EAC in Project Budgets feature. This feature also requires the Project Budgets feature.

To set the pivot date:

1. Go to Administration > Application Settings > Project Settings > Project Budget options.
2. In the EAC ATC pivot date setting section, select a meta-date from the Pivot date field.
3. Click Save.

To view the ETC or EAC fields in your budget:

1. Go to Projects > Project Budgets and click Budget or Actuals for the budget you want to open.
2. Click the Budget info & settings tab.
3. Under View > Hide / Show, select ETC, EAC values.

ETC and EAC values can also be used in several types of crosstabbed and detail reports. In addition, you can use the Inception to Date (ITD) field in reports:

- **Inception to Date** – describes how much money has been spent from the beginning of the project up to a certain point of time (either today or a set pivot date)

This feature also allows you to set a baseline budget which is used as the main point of comparison against a project's actual data and other budgets for that project in reporting. A budget with any type of status (open, approved, submitted, archived) can be marked as a baseline.
**Note:** Only users with the ETC/EAC in Project Budgets feature and the Allow the user to set a project budget as a baseline role permission can mark budgets as baseline.

**To mark a budget as baseline:**

1. Ensure that you have the Allow the user to set a project budget as baseline role permission enabled.
2. Go to Projects > Projects > [Select a project] > Financials > Project budget.
3. In the Action column, select the Baseline icon next to the budget you want to set as a baseline.
4. Click OK.

Baseline budgets display a green check icon in the Baseline project budget column in the Project Budget list view.

**Note:** Each project can only have one baseline budget.

## Transactional Budget

The Budget option lets you track project funding over time. Many projects require change orders or extensions to the existing project budget funding. When the budget functionality has been enabled in your OpenAir environment, you are able to identify individual funding items that make up the total project budget, such as statements of work (SOW) or purchase orders (PO).

You must contact OpenAir Support and request that the Budget feature be enabled. It is activated by an internal switch. When using the budget feature, you are not be able to enter a budget amount directly on the Edit project form. Instead, that files is read-only and contains the value and sum total of the budget line items. You enter the funding amounts using the Budget link for the appropriate project.
To create a new budget:

1. Go to Projects > Projects.
2. Select the project.
3. Select Budget from the Create Button.

There are two data elements that can be defined within the budget option: Budget Category and Budget Activity. These are described as follows.

**Budget Category**

With Budget Category, you can specify what types of documents the funding is coming from such as a SOW, PO, or master agreement. Another common definition of categories is the type of funding such as Fees, Expenses, and Maintenance. Enter a name for the category and any notes, if needed. The Budget category field on the Budget form displays a drop-down list of categories.

To create a Budget Category:

1. Go to Administration > Applications Settings > Projects Settings > Budget categories.
2. Select New Budget category from the Create Button.
3. Enter a name for the category and any notes. The budget category drop-down list displays on the Edit the budget form.

**Budget Activity**

Enter the details for the budget activity. The Budget activity field on the Budget form displays a drop-down list of activities.
Budget Activities are a way to identify various activities that are involved in obtaining the project funding. Examples include Initial Estimate, Proposal Provided, and Signed Contract. Individuals responsible for the activities can be defined on the Budget form along with the activity and the % allocation of funding to the type of activity completed. Allocation usage is typically for identification of commission payouts according to the compensation policy of your company. You are able to create as many activities as necessary.

To create a Budget activity:

1. Go to Administration > Applications Settings > Projects Settings > Budget activities.
2. Select New Budget activity from the Create Button.
3. Enter a name for the activity and any notes, if needed. The budget activity drop-down list displays in the Edit the budget form.

Gantt Display (without Outline, Gantt, and Task Views enabled)

The Project Gantt View displays as a link within a project if phases/tasks are enabled within the project stage. See Project Stages. The layout form lets you select the fields you want to display and the order of those fields. This is a global setting that applies to all Gantt views for projects.

To access and modify the Gantt display:

1. Go to Administration > Applications Settings > Projects Settings > Gantt display.
Project Locations

Project Locations store location information within the project entity. This information is not used as part of any other functionality in OpenAir but can be used for reporting purposes. It enables you to categorize your projects according to their location, if needed. Examples of project locations are state, city, country or any custom list of values.

To create a Project location:

1. Go to Administration > Applications Settings > Projects Settings > Project locations.
2. Select New Project location from the Create Button.
3. Enter the Project Location name and any Notes about the location.
4. Select the check box for Active project location.
5. Type a Country code and State code as applicable.
6. Click Save.
Project Stages classify projects based on your company's needs. For example, you may create Proposed, Active, Closed, Lost, and/or Internal stages. After you have created the stages, you can assign individual projects to the appropriate stage. For example:

- Proposed could identify projects that have not started and do not have signed contracts.
- Active would be the projects that have signed paperwork and are being worked by your resources.
- Internal usually represents projects for which you want to track time and expenses, but are not client related, such as training and documentation.

Project stages display horizontally as sub-tabs under Projects > Projects. The order in which the subtabs display is controlled by the Position drop-down list in the Project Stage form. When you click on a link, the projects in that stage display.

At the end of the list is a stage named All. When you click on the All link, it displays all projects regardless of the stage they are in.

**To create a Project Stage:**

1. Go to Administration > Applications Settings > Projects Settings > Project stages.
2. Select **New Project stage** from the **Create Button**.
3. Enter the Project stage name. Select whether this stage is the default stage for new projects.
4. Select the check boxes of the options that are available in this stage. These direct OpenAir to provide access to the forms related to each option.
5. Select the position of the stage and add any desired Notes.
6. You can send an email notification about changes regarding the project stages as well when projects are created with this project stage.

**Note:** Many features exist within the Projects application for each project. When creating a project stage, you can activate features related to your business and the particular stage of the project. For example, you may want to have Billing and Recognition options available for projects in the Active stage, but not for projects in the Internal stage. Options available for use in a project stage include:

- **Dashboard** — enables a project-specific message area and 1-click report location
- **Phases and Tasks** — exposes links related to task management
- **Worksheet** — provides ability to make updates across multiple tasks
- **Team** — displays all employees either booked or assigned to the project along with their booked or assigned dates
- **Action items** — enables issue tracking within the project
- **Budget** — provides ability to enter funding budgets including change orders or types of budget values
- **Utilization** — enables a graphical view of booked and assigned employee utilization for the project
- **Baseline** — provides for the storage of project snapshot baselines for variance reporting
- **Booking grid** — displays booking worksheet for entry of resource booking directly from the project
- **Pricing** — enables the estimation feature for displaying gross/net revenue and estimated margins
- **Billing** — provides ability to create and run billing rules for generating invoice charges and billing forecasts
- **Recognition** — provides ability to create and run recognition rules for generating revenue transactions and forecasting revenue
- **Analysis** — permits high level financial analysis of all costs and income
- **Overview** — displays a standard OpenAir status report for the project

**To edit the Stage of a Project:**

1. Go to Projects > Projects and select a project. Click the Properties link. Scroll down to the Project stage a select a different stage using the drop-down list. Click Save.

**Project Stage Email Notifications**

As projects are created or moved into various project stages, you may configure the project stage form to send specified employees an automatic email notification.

**To send project stage email notifications:**

1. Go to Administration > Applications Settings > Projects Settings > Project stages.
2. Scroll down the form and select the desired check boxes. Send notification when projects: change to this project stage and are created with this project stage.
3. Select employees who should receive the email notification. Click Create.

**Note:** You cannot identify which types of projects notifications should be sent to which individuals. In other words, the identified employees for emails receive emails for all projects that meet the created or changed action.

4. Click Save.
Project Templates

Many companies also create a Templates project stage. Templates are pre-defined project structures that you can use to simplify project creation by having employees copy the template when creating a project instead of creating the project from scratch.

To use a template as the base for creating a new project:

1. Go to Projects.
2. Select New, from another project from the Create Button.
3. Under Duplicate phases and tasks from this project, select the appropriate template project from the drop-down list.
4. Select the check boxes of the items that indicate aspects of the project you would like to duplicate for use on the new project.
5. Complete the other requested information.
6. Click Save.

Note: By default, all projects are available for copying in step 2. To limit the number of projects that can be duplicated, create a custom checkbox field and associate it with Projects. The field name must exactly be “duplicate_from_project”. We suggest a display name such as: Use as project template. After you create the custom field, you select the check box to designate that this project can be duplicated. Then, only those projects with this check box selected are available to be duplicated. See Custom Fields Overview and specifically the Checkbox custom field.

Clone a Project

In addition to using a Project Template, you can also Clone a project to copy project information from a current project to a new project.

To clone a project:

1. Go to Projects > Projects and select the project you would like to clone.
2. Click the Properties tab.
3. Select Clone this project from the Tips Button. A new project Properties form displays.
4. Type a new Project name and make any other changes you would like.
5. Click Save.

Note: To use the feature to Clone a project, an employee's role must have the ability to: View and Modify Projects. Some companies limit project cloning to System Administrators by requesting the following internal switch: Enable project cloning by role. This disables cloning for non-administrators and lets System Administrators control cloning at the role level.

Filter Sets

Project stages are one of the objects available for control by Filter Sets. Filter Sets define an employee's data view of the system. You can create a Filter set to limit the viewing of project information to only those employees who are assigned the specified filter set. See Filter Sets Overview.
Depending on the filter set provided to employees, as well as those optionally provided to employees per application, employees may or may not be able to see all of the defined project stages. An example of when project stages might be hidden would be to remove the viewing of cancelled or internal projects to avoid employees with edit permission from accessing these projects.

To create a Filter Set for viewing projects:

1. Go to Projects > Projects and select a project.
2. Scroll down to Filter Set, and click the Create link. Identify the Filter set information and click OK.
3. Click Save.

Worksheet Display

The Worksheet link displays within a project if phases/tasks are enabled in the project stage. See Project Stages. The layout form lets you select the fields you want to display/modify and the order of those fields. This is a global setting that applies to all task worksheets within projects. The ability to modify specific fields within the worksheet display is controlled by edit permissions of the form or employee role.

To access and modify the Worksheet Display:

1. Go to Administration > Application Settings > Projects Settings > Worksheet display.

Note: When including assignments and predecessors in the task worksheet, you may display the current value of those fields as text below the create/edit options by selecting the desired option.

Worksheet Display Pagination

The task worksheet can be separated into pages to increase performance and make large amounts of information more manageable.
To set the number of tasks which appear in a Task Worksheet page:

1. Go to Administration > Application Settings > Projects Settings > Worksheet Display.
2. In the “Number of paginated rows to display” field, enter the number of tasks you want to show on each page. Clear the field to disable this feature.
3. Select “Enable sorting on columns ID and Task name” to allow users to sort these columns alphabetically in ascending or descending order.
4. Click Save.

Task Types
Task Types

Project task types are useful in task assignments, time entries, receipts, and charges. They are very important in the calculation of utilization and also help filter hour-related data in reports. When time is recorded against tasks with a defined task type, the task type is stored with the time entry record. You can display and filter the task and task assignment detail reports by project task type. You can also sub-total and filter Summary Reports and Advanced Resources reports by task type. The task type provides the ability to label individual tasks on a project. You can create as many types as you need to accommodate your company’s specific time tracking requirements.

Utilization reports may use the value on the stored time entry or the current value on the task. See Reporting Options. All other time based reports rely on the task type stored on the time entry record.

Some examples of typical task types include: Billable, Non-Billable, and Administration. Before you can use task types, you need to configure them in your account.

**Important:** Task types should be set to the correct value before time entries are stored on approved timesheets. Changes to task types throughout a project lifecycle may introduce conflicts in data reporting of what is stored on the time entry record versus what is set on the task type.

To create a Task type:

1. Go to Administration > Application Settings > Projects Settings > Task types.
2. Select New Task type from the Create Button.
3. Enter the Task type name and any notes, if desired.
4. Click Save.

**Note:** The value of the task type does not control whether the task is available for project time billing transactions to clients. This is managed by the Non-billable task check box located near the bottom of the Properties form. As a System Administrator, it may be helpful to run a detailed task report comparing the non#billable check box value with the task type to verify the proper alignment.

To use task types:

1. Go to Projects > Projects and select a project. Select a view under Phases/Tasks. Click on a task. On the New and Edit task forms, there is a drop-down list of Project task types.
Alerts

You can configure Budget Alerts in OpenAir. Frequently, a 90% of Budget Alert is configured to run every day and sends an alert when approved hours read 90% of budget hours. This alert applies to all active projects and an email is usually sent to the project owner.

Alerts allow automated email reminders to be sent to ensure business needs are met. In the Projects application, a form is provided to help you create a new budget alert.

To create a Budget alert:

1. Go to Administration > Application Settings > Projects Settings > Alerts.
2. Select New Budget alert from the Create Button.
3. Name the alert.
4. Under Alert runs on, select the day and time when the Alert should run.
5. Under Rule, define the appropriate selection rules for why an alert is sent.
6. Under Charge types to exclude, select charge types.
7. Use the Email notification section to define who receives the email, the email sender, subject and text, and additional text.
8. Add notes, as desired. These notes do not appear anywhere in the alert. They are for informational purposes, such as to remember why the alert was created.
9. Select Active alert to make this alert active.
10. Click Save.

Assignment Groups

An Assignment group is a list of employees that are available from all the active employees in the system. Assignment groups allow you to assign a number of employees to projects and/or project tasks quickly and share reports to multiple employees efficiently. The effect within OpenAir is the same as assigning the employees individually to projects and/or project tasks or sharing reports to individual employees.

Assignment group functionality is useful when you have tasks that need to be assigned to a large number of employees such as on internal or administrative projects. In this case, you establish an assignment group that contains all company employees. Then you assign them via the assignment group to tasks such as training, vacation, and holidays. The hours set on an assignment group on a task can either be split evenly among the group or kept the same across each employee in the assignment group. Another use is where you may have a group of resources with similar skills and can be interchangeable on a project task. To avoid having to set up each resource on the task when they begin work, the assignment group provides a simple solution.
To Create an Assignment group:

1. Go to Administration > Application Settings > Projects Settings > Assignment groups.
2. Select **New Assignment group** from the **Create Button**.
3. Name the Assignment group and select Employees from the Available list.
4. Add notes to clarify the use of the assignment group.
5. Select Active assignment group to make this assignment group active.
6. Click Save.

**Note:** If you have an assignment group for all employees, you can reduce administrative maintenance by sending an email to OpenAir Support and requesting that the following internal switch be enabled: Enable the feature to designate an assignment group to which newly created employees will be automatically added.

To Add an Assignment Group to a Task:

1. Navigate to Projects > Projects > [Select a project], then select **Task view** from the Outline, Gantt, or Task view menu.
2. Select the task which you would like to assign the Assignment Group to.
3. In the Task form, navigate to **Assignments**, click an **Assigned to** drop down list, and select either a specific resource or an Assignment Group to assign to the task.
4. Click **Save** to save the assignment.

**Notifications**

Projects related email notifications are highly configurable in OpenAir. Send an email notification when a project is created as well as when specified conditions are met. You designate who receives an email notification and compose the actual email notification message.

To enable this feature, **Create a Support Case** and request the following switch be enabled: Enable administration of notifications in the following application settings: Projects.

To create Projects notifications:

1. Go to Administration > Application Settings > Projects Settings > Notifications.
2. Select the notification type from the Create Button.

3. In the Send a notification... section, select either when any project is created or when these conditions are met.

4. Click + to add a row and as you select options, you can further clarify the notification information such as client, project, loaded cost resource, project manager, and project stage.

5. Under Notify, specify either individual email addresses or select employees from the Available employee selection box. External email addresses can also be included.

6. Under Message, enter the desired contents of the email to be delivered. Use the Field drop-down list to specify pre-set variables as part of the email. To do this, choose the variable from the drop-down list and click on Paste to insert the variable into the email body.
7. Click Save.

Extended Category Feature: Service line 1 - Service line 5

Administrators now have the option of creating five new Service Lines 1 - 5. These act in a similar manner to the default "service" feature in the application and transactions in the system can be split across service lines for reporting purposes.

To use this feature, you must contact OpenAir Support and request that the following internal switch be enabled: Enable extended category feature. This lets you create the additional lines and puts service 1 - 5 as selectable fields on revenue recognition rules.

**Note:** You may also want to enable a combination of the following switches. Each option below is independent for each extended service.

- Enable the feature to determine the service 1 line - service line 5 to be set in transactions by searching the task and phase work breakdown structure. This means that it looks at each task and uses what is selected on that task.
- Enable the feature to specify and require the top-level phase to be used to determine the service 1 line - service line 5 to be set in transactions generated by recognition rules and billing rules. Top-level is the highest parent phase of a task whether the task is part of a phase or the phase is part of another phase. While you can override these at the bill rule and recognition rule level, you can use them to automatically specify the activity for a service at the top-level phase.

The service value set on the top level task is stamped on all transactions associated with the phase including:

- tasks
- receipts
- project billing transactions
- charges (slips)
- charge projections (slip projections)
- revenue recognition transactions
- revenue projections
- purchase orders
To create a New service 1 line (applies to service line 2 - 5 also):

1. Go to Administration > Application Settings > Projects Settings > Service 1 lines.
2. Select New Service 1 line from the Create Button.
3. Name the Service 1 line.
4. Add notes to clarify the use of the service 1 line.
5. Click Save.

**Note:** Repeat this procedure to create a new service 2 line, service 3 line, service 4 line, and service 5 line. Ensure you enable the correct internal switches for each service line as well.

Performance Console

The Performance Console lets you configure OpenAir to avoid running auto-billing, auto-recognition, and project recalculation for projects which are complete. With this feature, you set up criteria and OpenAir will manage whether to run auto-billing, auto-recognition, and project recalculation on each of your projects or not. With this feature, projects which have not created billing or revenue recognition transactions for several months will have their auto-billing and auto-recognition alerts run less frequently or will be deactivated by OpenAir.

**Note:** Administrators and users with the "Perform company maintenance functions" role permission can access the Performance Console.
To Adjust Thresholds to Stop Auto-Billing, Auto-Recognition, and Project Recalculation:

1. Navigate to Administration > Global Settings > Account > Performance.
2. Set the thresholds for when to stop auto-bill and auto-recognition in the Auto-bill and Auto-rec screens. Click Save on each screen to save the settings.
   - You can set the rescheduling threshold between 7 and 180 days. The default is 120 days.
   - You can set the deactivation threshold between 30 and 500 days. The default is 400 days.
   Select the Apply also to projects with no project billing transactions to apply the rule to projects which have never created billing transactions. This feature may disable auto-billing for Template projects, and copy that setting to new projects created from those templates. If you enable this setting, we recommend reviewing your Template projects the day after selecting this setting. This setting does not affect projects using the duplicate_from_project custom field setting.
3. Set the thresholds for when to skip project recalculation. If you select more than one threshold condition, all of the selected conditions must be satisfied before OpenAir will skip recalculation on a project. Click Save to save your settings.
   - You can set the skip project recalculation threshold between 1 day and 500 days. The default is 90 days.

⚠️ Important: This feature is not optional and cannot be disabled; however, the thresholds for rescheduling can be adjusted.

Other Settings

The Projects application has many configurable parts. You can enable Earned Value Management (EVM) metrics; designate that EVM metrics employee costs are from primary loaded cost, secondary loaded cost, tertiary loaded cost, or job code; and enable different project pricing scenarios.

To access the Projects Other settings:

1. Go to Administration > Application Settings > Projects Settings > Other settings.

Enable transfers: A cost transfer feature is available within OpenAir when this option is activated. Transfers are set up with a cost rate and bill rate function that permits the cost of an employee to be transferred to another cost center based on the projects worked. The use of the transfer feature is dependent on cost center setup including how cost center settings are inherited (i.e., employee, project, or service) when an employee works on a particular project. When transfers are activated, it prevents the billing of resource project time using the invoice application for the employees and projects that have transfers set up. Projects not involved in transfer setups are not impacted.

Enable task assignment at the project level: This option can only be enabled if you input planned hours at the task level rather than the assignment level. Send an email request to OpenAir Support if you are not sure of your configuration. This feature lets you assign a set of employees to tasks on tasks on the task form by selecting the following check box: Use the project assignments. Employees may still be selectively assigned if the check box is not selected on the task. This is typically determined during account configuration, but send an email request to OpenAir Support if you wish to change it.

Use a scrolling picker to assign employees to tasks: Employee selection by default is handled by a selection list with highlighting of desired employees on the left and adding them to the right for assignment. Assignments using a selection list do not have the ability to select individual employee planned hours nor other employee level value settings depending on internal switches activated in...
your account. Activating the scrolling picker gives you a row-by-row view of employees with each row allowing a drop-down list of employees to be assigned.

**Enable task cost and billing projections:** Activation of this option permits OpenAir to compute and display forecasted costs at the task level in the project outline view (for employees based on their cost rates or cost overrides on the project or task, if those features are activated) using the task assigned hours. Financial projections for billing are performed and displayed based on the employee assigned hours. If this option is not activated, you are not able to view the forecasted employee cost or billing from the outline view of the project. This calculation is hard coded and cannot be changed. Use Reports to view a more customizable view of projections.

**Enable manual override of task cost and billing projections:** Activation of this option permits the computed value by OpenAir on each task to be overwritten manually. Use of this option is helpful in unit pricing or fixed fee pricing or cost (such as a subcontractor) at the task level.

**Enable project rate cards to be used in billing projections:** Activation of this option provides the ability to calculate projected billing forecasts based on rate card rates rather than employee hourly rates. This option requires the “Enable task cost and billing projections” feature to be switched on. To use this feature, select Rate card from the Projected Billing options for the project and the required rate card to base the calculation on. The job code is taken for the employee and can be overridden at the task assignment. If the job code is not found on the rate card then a warning is issued and the hourly rate is used in the calculation. See also the “Use zero rate for billing projections when no job code is available” feature.

**Use zero rate for billing projections when no job code is available:** This feature can be used when the “Enable project rate cards to be used in billing projections” feature is switched on. Activating this feature will result in a zero value being taken for employees that do not have a rate card rate defined for their job code on the rate card specified for the project.

**Make the task percent complete drop-down read-only:** Enable this setting to make the percent complete drop-down on tasks read-only for all users.

**Important:** This setting is recommended if percent complete is being auto-calculated by the system (i.e. hours remaining or "Update percent complete as approved hours divided by planned hours" are enabled). If this drop-down is editable and the system is auto-calculating, a user can change the dropdown, but the selection will revert to system calc on subsequent updated of approved/planned/estimated hours.

**Require service in tasks:** If you have implemented services, this option lets you make this field mandatory for all tasks when the form is created or modified. This requires you to define a complete set of services so that a valid value is always able to be selected for any type of task. Checking this option is particularly important if you have checked the timesheet option to retrieve the service from the task for timesheets if one is not entered or the option to always get the service from the task. The task level service setting may be passed to timesheet and included or overridden in billing rules and recognition rules based on service settings within the rules. Service settings are not kept historically on a task but are recorded historically on timesheet entries that pick up the service from the task level.

**Use only invoiced charges for WIP calculations:** WIP or Work-In-Process is an accounting computation regarding the state of revenue recognition based on revenue recognition and invoicing. This is only derived in reporting, no actual WIP transaction is generated with the application. Depending on your accounting practice and the setup of billing rules within OpenAir to drive your revenue recognition, charges may be created that are used for revenue recognition but not invoicing. An example is a fixed price project which has an hours complete revenue recognition policy. If you are generating two sets of charges for this situation, one set of charges is used for invoicing (the fixed amounts) and the other is used to drive revenue recognition (as billed). WIP in this case should only be based on invoiced charges so this option would be checked. Likewise, any deferred billing charges would also not be included in WIP if they were not put on an invoice.
Enable project-wide resource substitution: Resource substitution can be done on the task level with or without this option by selecting the resource name and selecting a substitution candidate from the list provided via the search criteria option set (see below). The team link within a project also provides a list of employees which can be substituted by selecting their name within the team link. Activating this option permits a project wide substitution of a resource if selected within the team link. The employee does not get an option to pick which tasks should be substituted when this option is activated - all tasks have the resource substituted to which they are assigned.

Search criteria for finding a resource to substitute for another on a task assignment: The search criteria is a pattern match of the selected employee among all other employees and generics that are active in OpenAir for possible matches. The resource profile match depends on the skill database setup you've put in place. Depending on the complexity of the skill database, resource matching may become too unique and therefore limit or eliminate viable candidates due to a missing profile element. The job code value per employee is a one-to-one setting so a match is more likely due to the simplicity of data entries. If you have not set up a skill profile, then using this search criteria returns a list of all active employees/generics since an empty profile matches among all employees.

 Exclude project constraints from search criteria during resource substitution search by profile: Activation of this option removes any availability of resource checks when performing a profile match against employee and generic candidates.

Require a service selection in recognition rules: Recognition rules inherit the service passed on billing transactions and charges, if you have set up services within OpenAir, unless it is overridden on the recognition rule. If your policy is to control the service settings to match your revenue recognition accounting policy (such as a specific account used to capture revenue in your accounting system), activate this option to require a setting of the service, which overrides any service setting from the billing transaction or charge. This requires you to define a complete set of services so that a valid value is always able to be selected for any type of revenue.

Task percent complete interval choices: You have the option to define how precise the % complete value is used within OpenAir. A 5% interval is a popular choice for ease of client communication.

Employees available for assignment to a project: Options that make employees available for assignment provide control over which employees are viewable for project or task assignment by your project setup resources. The booked employees or all if none booked permits an open employee selection unless an employee has been booked to the project. After an employee is booked then only booked employees are displayed. If you use assignment groups, this option is viable provided no employees are booked. After an employee is booked, the ability to use assignment groups on the project is removed. Booked employees option displays only employees booked to the project. All employees always displays all employees, including assignment groups. This can be used for generics and regular users alike.

Enable support for select resources to always be available for assignment to a project: If checked, this trumps the "Users available for assignment" setting.

Important: Requires a custom field named exactly "resource_always_assignable" to be created.

Project pricing scenarios can get hours from: The pricing feature within the project uses hours set up under scenarios to compute a project price. There are three possible ways to use hours for the scenario setup: Estimated hours, Booked hours, and Assigned hours. You may opt to allow all three scenarios during setup or identify a specific one which drives your employees to a standard for pricing. Estimated hours are entered within the pricing feature as hours per job code which drives the scenario. Booked hours are the employee bookings entered via the project booking worksheet or resource booking tab. Assigned hours are those entered on tasks with employee assignments. Any resource type (regular or generic) may be used for the pricing scenarios. Booked hours and assigned hours for pricing may use Generics to earmark the type of resource needed if the project is a proposal or for the actual resource on the project if a contract extension is being forecasted.
100% field for project pricing reports: When setting up a pricing scenario, an analysis displays opportunity revenue, gross revenue, and net revenue. This option lets you define how the %’s are treated on the analysis report by selecting a revenue type as the base for 100%. For example: If gross revenue is selected, then the % of opportunity revenue and net revenue are computed against the gross revenue amount.

Project pricing probability interval choices: You have the option to define how precise the % probability value is used within OpenAir. A 5% or 10% interval are popular choices to use for a pipeline maturity process.

Enable workspace member synchronization: When creating a project, you may also create a workspace associated with the project. The workspace may pre-exist and be copied or be initially created when the project is created. Selecting this option permits all employees involved with the project via task assignments to be included automatically as members of the workspace with read/write capability. Unchecking this option permits manual control of workspace membership by the project manager or project creator via the Workspaces application. If you do not create workspaces when creating a project, then this option has no system impact checked or unchecked.

Inactivate project when all tasks are closed: A project active check box is separate from the individual task closed check boxes. A project may have all tasks closed but still remain active for timesheet and expense report capturing provided tasks are not used on these items. Checking this option automatically inactivates (or uncheck the active checkbox) the project when all tasks are closed.

Mark closed tasks 100% complete: The % complete field may be manually set or computed automatically by OpenAir. If this option is unchecked, then closing a task by checking the closed check box keeps the % complete as it was set when the task is closed. Checking this option changes the % complete field automatically to 100% if the task is closed. Use of this feature is both dependent on your project management methodology and possibly your client billing if it is driven by a fixed fee on % complete of the project, phase, or task.

Closing a phase will close all sub-phases and sub-tasks within that phase: A time saving feature that permits a complete closure of a phase including sub phases and sub-tasks if the phase level is closed (checking the closed checkbox on the phase). If this option is not checked then the phase may be closed while leaving sub-phases and sub-tasks open.

Disable “Pull OpenAir resources” menu item in OpenAir Projects plugin: This option involves the use of the OpenAir Project Connector downloadable add-on service. When using the Project Connector to import a project, the resources identified within the Microsoft Project plan may be mapped to valid active resources within the OpenAir application. Checking this option disables the resource mapping feature, which disables the import of employee assignments to tasks when the project plan is imported.

Require a charge description on billing rules: Billing rules define how client invoicing is done and may drive revenue recognition. The charge description field is included on generated charges when the rule is executed. By default the field is left blank and may be entered optionally either within the rule which applies the entry to each generated charge or on individual charges when manually edited by an employee with the appropriate permissions. Charge descriptions may be displayed on an invoice. If you have defined an invoice format (layout) that displays the charge description, you may consider making the charge description field required to ensure information is available for invoices.

Require a charge service on billing rules: Time billing rules inherit the service passed from a timesheet, if you have set up service within OpenAir, or be blank unless it is overridden on the billing rule. If your policy is to control the service settings to match your client invoicing accounts (such as a specific account used to capture receivables in your accounting system), activate this option to require a setting of the service, which overrides any service setting from the timesheet. This requires you to define a complete set of services so that a valid value is always able to be selected for any type of billing. This forces a selection of a service on billing rules other than time billing if your business requires services on billing transactions.
**Enable project action items:** Action item tracking is an optional feature within the Project applications which permits employees to capture project action items, tracked due dates and close dates, assign action items to employees, and track general information such as the type of issue or state of the issue. When the feature is checked, a series of Action items configuration items are available including Action item Stages, Action item Categories, Action item Sources, and Action item Severities. See Action Items.

**Action item prefix:** By default action items have a prefix of IS- unless you choose to override it. To reset the prefix, enter a new value in the text box next to the prefix pull down and save the form.

**Show totals for numeric, hours and days task custom fields on project outline:** By default, custom fields of numeric, hours, or days type do not automatically display total amounts when value on the tasks are rolled up to a project total. Checking this option permits the display of task custom fields of these types to appear at the project outline level. When this option is unchecked, the task level custom fields are not available for display in the project outline.

**Require unique project names by client:** Many of the menu drop-down lists display Client : Project entries, which may make it difficult to select values unless they are unique. Employees may see project uniqueness via an assignment, the booking process or having a filter set assigned, which limits projects the employee can access. However, unique project names may still exist. To ensure project names are unique for each client, check this option.

**Enable task successor assignee notification custom field feature:** When you enable this feature, you create a Project check box custom field that you can select to notify task assignees when predecessor tasks are marked 100% complete or closed. This can be set as a default value for all projects, and when you create a project from another project, if you choose the option to Duplicate notification settings, you can copy the value of the custom field.

**Enable Earned Value Management (EVM) metrics:** Earned Value Management metrics allow companies to have increased visibility into project status and profitability. Using data from planned and completed work within OpenAir, managers can readily assess the state of their projects. Schedule and cost metrics provide valuable insight into the health of your projects. The EVM metrics include: Planned Value (PV), Actual Cost (AC), Earned Value (EV) as a monetary value, Earned Value (EV) as a percent complete value, Budget Variance (BV), Cost Variance (CV), Schedule Variance (SV), Cost Performance Index (CPI), Schedule Performance Index (SPI) and Critical Ratio (CR).

**Method to use when computing 'Earned Value Percent Complete' for projects and phases:** Two methods exist for the accounting of earned value. The weighted by cost method permits a cost tracking model of the hours worked. This means more expensive resources increases the earned value results. The unwatched method applies hourly cost values evenly among resources, which results in a strict hours worked earned value model.

**EVM metrics employee costs are from:** When using Earned Value Metrics, you have a number of selections you can use to specify where employee costs are determined. These are: Primary loaded cost, Secondary loaded cost, Tertiary loaded cost, and Job code. OpenAir provides you with the ability to assign three levels of costs by employee. In addition, costs can be determined by the Job code. See Job Codes and Cost under Employees.

**Require a cost center selection in recognition rules:** Enable this setting to require a cost center selection in recognition rules. Forms will error on submission/save if a cost center has not been selected.

**Require a charge cost center on billing rules:** Enable this setting to require a cost center selection in billing rules. Forms will error on submission/save if a cost center has not been selected.

**Gantt chart reordering sorts task IDs:** Project plans may be very complex and long. There may be a need for project managers to adjust tasks by moving them up or down in the timeline of a plan. The Gantt view provides visibility into the progress of a project, as well as the ability to easily re-order tasks and phases leveraging up/down arrows. When you enable this feature, OpenAir sorts the Gantt view by automatically re-ordering tasks in the Outline view based on the revised order in the Gantt view.
Note: There is an option located in the hints section of the Gantt view: Click here to re-order task IDs by current chart order. This option accounts for existing projects that have tasks that should be sorted based on the Gantt order.

Preferred landing page for projects: This sets the default landing page for all users opening a project, e.g. Task list.

Note: Users can set their own preferred landing page from User Center > Personal Settings > Project Options.

Enable prevent deletion of employee assignment with logged hours: When this option is enabled a warning is displayed to prevent the deletion or substitution of a user from a project task when the user has already logged hours.
Resources

Overview

The Resources application gives you the ability to set up an entire skills database called the Resource Profile, complete with attributes per entry. The elements included are Skills, Education, Locations, Job Roles, and Industry. You may expand the Resource Profile options for your company to include up to an additional 35 custom elements that you define based on your personnel requirements.

The default application terminology for the allocation of resources to projects is booking. The Resources application helps you collect and assign the resources your company has available for booking to specific projects, and even to tasks within those projects. The intention of the resource bookings is to properly assess a forecast of your company's resource needs. The Resources application lets you:

- List all resources for a particular time period and see what percentage of time they are booked
- Display a worksheet for resources and a booking worksheet for a particular project as well as a chart that graphically shows metrics such as availability, booked time, time off, and holidays.
Attribute Sets

Attribute sets allow you to designate a measurement of resources according to their skill set, education, or other custom characteristic defined in OpenAir.

To create an Attribute set:

1. Go to Administration > Application Settings > Resources Settings > Attribute sets.
2. Select New Attribute set from the Create Button.
3. Enter the Attribute set name and then list the values your company uses in the Attribute list. Defined Attribute sets are then available to associate with one or more tracking elements of the skill database. Attribute sets are only used on skill database tracking elements.
4. Add Notes, if desired.
5. Click Save.

Tech Skills

Tech skills document the talents a resource has that are required by your organization. It is one of the standard Resource Profile elements provided by OpenAir. The tech skills link only displays in Resources Settings if you have activated this as a Resource profile option. See Resource Profile.
You can define tech skills at a very broad level, using terms such as Database or Functional, or you can use specific skills such as SQL Server database or Oracle EBS 11i. One or more skills may be assigned to an employee resource depending on the Resource Profile configuration. You use tech skills when you search for appropriate and available employees to assign to a project. Skills also provide reporting capability in the system.

To create Tech skills:

1. Go to Administration > Application Settings > Resources Settings > Tech skills.
2. Select New Tech skill from the Create Button.
3. Type the Name of the Tech skill.
4. Add Description, if desired.
5. Select the check box for Active Tech skill.
6. Click Save.

## Education

Education represents the level of education an employee resource has attained. It is one of the standard Resource Profile elements provided by OpenAir. The Education link only displays if you have activated this as a Resource profile option. See Resource Profile.

You want to define Education entries in such a way that they can be tracked by your HR department or needs of your clients. Education entries provide an additional search and reporting capability in the system.

To create an Education record:

1. Go to Administration > Application Settings > Resources Settings > Education.
2. Select New Education from the Create Button.
3. Type the Name of the Education record.
4. Add Description, if desired.
5. Select “Active Education”. When “Active Education” is selected, the education will appear as a selectable option for users.
6. Click Save.
Locations specify where an employee resource lives or what office they are assigned to. It is one of the standard Resource Profile elements provided by OpenAir. The Locations link only displays if you have activated this as a Resource profile option. See Resource Profile.

Many Clients require resources that are located near their project site to reduce expenses. Define the locations as is appropriate for your company and your resources. Locations can provide an additional search and reporting capability in the system.

To create Locations:
1. Go to Administration > Application Settings > Resources Settings > Locations.
2. Select New Location from the Create Button.
3. Type the Name of the Location.
4. Add Description, if desired.
5. Select the check box for Location.
6. Click Save.

Job roles provide an ability to track past job experience by role. It is one of the standard Resource Profile elements provided by OpenAir. The Job roles link only displays if you have activated this as a Resource profile option. See Resource Profile.

The Job role can be a job title or can define job duties or responsibilities. Job role definitions are not related to Job Codes or roles as defined in the Roles Overview.
To create Job roles:

1. Go to Administration > Application Settings > Resources Settings > Job roles.
2. Select New Job role from the Create Button.
3. Type the Name of the Job role.
4. Add Description, if desired.
5. Select the check box for Active Job role.
6. Click Save.

Industries

Industries can provide you with a snapshot of which resources are suitable for a particular project. It is one of the standard Resource Profile elements provided by OpenAir. The Industries link only displays if you have activated this as a Resource profile option. See Resource Profile.

An Industry may involve a direct relationship such as working for a firm within the specified industry, or it may be defined indirectly such as a consultant supporting various industries. Some clients may require a certain level of industry knowledge to have employees engaged on their projects. Industries provide an additional search and reporting capability in the system.

To create Industries:

1. Go to Administration > Application Settings > Resources Settings > Industries.
2. Select New Industry from the Create Button.
3. Type the Name of the Industry.
4. Add Description, if desired.
5. Select the check box for Active Industry.
6. Click Save.

Customizable Skill Level Descriptions

Add descriptions to skill levels to help your resource managers assign the right level to each resource. These descriptions appear in skill description pop-up windows when you point to a skill in Consolidated Resource Profiles.
To add descriptions for a skill level:

1. Go to Administration > Application Settings > Resources Settings and select a category which contains skills and skill levels, such as “Education” or “Language”.
2. Select a skill in the list view.
3. In the “Attribute descriptions” section of the skill’s form, enter descriptions for each skill level.
4. Click Save.

Point to a skill in the Consolidated Resource Profile to open a descriptive pop-up window for that skill, including descriptions of all levels of competency.

Resource Booking Planner

The Resource Booking Planner provides a global view of bookings by calendar and resource utilization calculated per day, week, or month. You can reassign bookings from one resource to another using drag-and-drop functionality. Visualization in the Resource Booking Planner provides an easy and accurate way to check and resolve booking conflicts or overutilization.

To enable the Resource Booking Planner, please contact NetSuite OpenAir Support and request the Enable resource planner switch. When this switch is activated, you will have access to two roles in Administration: roles > Resources:

- role_rm_resource_planner_edit — Create and modify bookings in the resource planner
- role_rm_resource_planner_view — View resource planner

This switch also activates the following Application settings:

- Resource planner booking bar format - text options in drop down
- Disable daily option in resource planner
- Disable monthly option in resource planner
- Disable weekly option in resource planner

The Resource Booking Planner is located under Resources > Bookings > Planner. If QuickViews are enabled, you can also find it by selecting Booking Planner from the QuickView window.
Resource Utilization in the Resource Booking Planner

When you first navigate to the Resource Booking Planner, it opens in Resource View with the Resource List on the left and the Schedule on the right. From here, you can view your resources and their bookings and utilization.

On the left side of the screen is a list of resources who can be booked to various projects. Resource Planner may include icons next to users assigned to particular tasks. The icons are:

- **User, Jane** — Active resource currently assigned to the project.
- **User Jane** — Inactive resource who is currently assigned to the project. When a resource is inactive, they cannot login to the OpenAir account. These users cannot enter time, expenses, etc.
- **Analyt (Generic)** — Active generic resource. Use generic resources when you know the type of resource needed but not the specific individual. Generic resources cannot record time or expenses and can only be used for forecasting.
- **Analyt (Generic)** — Inactive generic resource.
- **All employees (Assignment group)** — Active assignment group. Assignment groups are useful when there are tasks which need to be assigned to a large number of employees, such as for internal or administrative tasks. The hours set for an assignment group can either be split evenly among the group or kept the same across each employee in the group. Another potential use is for maintaining a group of interchangeable employees with similar skills for use in project tasks.
- **All employees (Assignment group)** — Inactive assignment group.

Columns in the Resource List can be resized by dragging the column’s heading edges. Columns can also be rearranged by dragging a column heading to a new location in the Resource List.

To the right of the Resource List is a Schedule with bars showing the utilization for each resource for a particular time period. Bookings appear as bars below each utilization bar, and have labels within to describe the booking. By default, one booking per line is shown.
- Utilization and bookings are color-coded according to the flyout legend displayed when hovering the mouse over **legend** in the Resource Booking Planner toolbar.
- Icons within each booking indicate booking approvals. The flyout legend also describes these icons.
- Bookings with solid black bars at either end continue past the displayed time range.

When the Schedule loads data, bookings are downloaded first, and utilization second. While downloading, utilization bars will display "Unknown." This also applies to booking inline changes which are not saved, since utilization cannot be calculated from them until they are saved.

The time range displayed is set by selecting start and end dates. The maximum time range is 100 days, and the planner can display a maximum of 1000 bookings. You can use the navigation icons next to the start and end dates to jump forward by 50% or 100% of the defined period.
Note: If you find that you are displaying the maximum 1000 bookings, you can use the Advanced filter in the upper left corner of the planner to limit which bookings are displayed. This will speed up the processing of your data, and make it more manageable.

Click the Tips button to open a window which indicates how many bookings and resources are displayed within the time range.

The Utilization display can be customized in the upper right of the schedule. There are three options:

- **Daily** — utilization is calculated for each day. The share of each booking on each day is used for the calculation. The sum of booked hours per day is divided by the Day schedule.
- **Weekly** — utilization is calculated as the average of all bookings within a particular calendar week.
- **Monthly** — utilization is calculated as the average of all bookings within a particular calendar month.

There is a refresh icon in the resource booking planner toolbar. Click this icon to refresh the data used in the Resource or Client list and Schedule. The time since the last refresh is indicated next to the button.

Clicking **Client** opens up a similar grid ordered by Client, Project, and Task on the left, and resource bookings on the right.
In Client view, you can drag bookings in the Schedule to different tasks, and perform bulk actions on tasks. You can drag booking bars to new times, or extend or shorten them by dragging one end of the booking bar. Overages are highlighted in red in this view. To see what has caused an overage, or to see details of a particular booking, click the arrow to the left of a task in the Client List.

Creating, Editing, and Deleting Bookings in the Resource Booking Planner

There are many ways to create and modify bookings using the Resource Booking Planner.

Creating Bookings

- Create a new booking from the Resource List by clicking the Create new booking for this resource icon next to the resource name. This opens the New booking form, and prepopulates the Resource field. Click Save & Submit, Save, or Save & create another to save the booking. Creating a booking in the Resource List saves the booking instantly and the utilization is recalculated.
- Click and drag over a period of time in the Schedule on the same line as an existing booking. This opens the New booking form and prepopulates the Resource, Client : Project, Task, Start and End Date, and Book by fields based on the existing booking in the same line. Bookings entered directly in the Schedule are queued until the Save button is pressed. All changes are then saved and the utilization is recalculated.

Editing and Deleting Bookings

- Edit bookings in the Resource List by clicking the Edit this booking icon. This opens the Edit Booking form, where you can enter changes and Save or Save & Submit them.
- Edit booking start and end dates inline in the Resource List.
- With Resource Individually selected from the Cog menu, drag bookings from one resource to another in the Resource List. This is useful for quickly reassigning bookings from overbooked resources to those with availability. After editing the booking, click the Save button to save all changes and recalculate the utilization.
■ With Compact View selected from the Cog menu, drag bookings in the Schedule from one resource to another in the Resource List. In Compact View, dragging a new line in the Schedule opens a new booking form with the resource prepopulated.

■ In both Resource and Client Views, you can change the start and end dates by moving the booking bar or dragging the bar to shorten or lengthen the booking period. The date range in the Resource List automatically updates.

■ Point to a booking, task, or resource in the Resource or Client List to bring up a QuickView window which lets you Create a new booking or Edit, Delete, or Clone an existing booking.

■ From the resource list, click the More options icon next to a resource. A dialog appears with the options to Create, Edit, Duplicate or Delete the booking.

■ With Bulk Actions enabled, select the checkboxes next to multiple Bookings or Tasks and click the Bulk actions button to make changes to all of the selected items at one time. Only items which you have permission to edit can be selected.

If you select View the selected bookings in the bulk editor in the Actions menu above, the Bulk Editor appears. The Booking Bulk Editor is a powerful tool for booking bulk changes. You can make changes to many different fields for all selected bookings.
Customizing the Resource Booking Planner

Resizing the Resource or Client View Columns and the Schedule

In both Resource or Client views, the columns in the Resource or Client lists can be resized by clicking the space between header names and dragging them to the appropriate size.

The Schedule can be resized by clicking the window splitter and dragging it to the desired size.

Note: The ability to resize the Schedule depends on the date range being displayed. For very small date ranges, the schedule will automatically size itself to cover only that range, and cannot be enlarged.

Sorting the Data in Resource or Client view

The results in each field can also be sorted. Clicking a column heading makes it the Primary sort criteria. Each time you click a new column heading, it becomes the primary sort criteria and the previous primary becomes the secondary. Clicking a third time sets a new primary, secondary, and tertiary sort field. The Primary sort criteria is indicated by a large green arrow next to the name, the Secondary sort criteria includes a smaller green arrow, and the Tertiary sort criteria uses the smallest green arrow. To sort by the default criteria, click the Default sort icon.

Filtering Data in the Resource View

In Resource view, click the Filter icon at the top of each grid column to filter which information is displayed. The options to customize the filter are:

- Off
- Equal
- Not equal
- Less than
- Less than or equal
- Greater than
- Greater than or equal

Further Customization

Click the cog icon to open a menu with various customization options.

- Customize list view — select and order the columns to display on the list of resources on the left side of the Planner. The list will display the columns in the "Selected Items" list in the order they
appear. The **Available** list shows all the possible items. The **Selected** list shows all the selected items. Use the buttons at the bottom of the lists to move items between the lists. Click an item in the **Selected** list and then use the up and down arrow buttons to change the position of the selected item.

- **Settings** lets you further customize the Resource Planner’s appearance.
  - **General** > **Booking bar format — text options in drop down** — customize how text within each booking bar appears
  - **Booking type color codes** — assign colors for each booking type, and change the order in which the bars will be stacked in the display. You can also add rows for new booking types
  - **Chart color keys** — change the display colors for different utilization types
  - **Resource limiting settings** — adjust the visibility of resources who are inactive or who have no bookings in a specified period

- **Resource > Individually** or **Resource > Compact** — show each booking for each resource as a separate line or combine all bookings for one resource into one line. In Compact View, if bookings overlap, they will still be shown on multiple lines.

- **Bulk actions** — select **Enabled** — lets you perform bulk actions on all selected resources.

You can hide the Daily, Weekly, and/or Monthly links in the Planner by going to Administration > Application Settings (Resource settings) > Other settings and selecting any or all of the following:

- **Disable daily option in resource planner**
- **Disable monthly option in resource planner**
- **Disable weekly option in resource planner**

### Resource Compare View

The Resource Compare View allows you to compare resources at a glance and better manage large pools of resources. Add resources to the view, and then compare them side by side. You can select favorite skills and demographics, and create bookings from within the view.
To enable the Resource Compare View

1. Ensure that your account has access to the Resources module.
2. If the user is not an administrator, ensure that the user's role has the “Enable Resource Compare View” role permission.
3. To add resources to compare from a resource QuickView, ensure that QuickViews are enabled for the user.

There are three ways to add resources to the Resource Compare View within OpenAir.

To add resources to the Resource Compare View

- Point to any field which opens a resource QuickView, and click “Add to compare”.
- In any list view which shows resources, the Resource Request Queue “Search and Propose” screen, or in Custom Search results, select the checkbox in the Bulk actions column next to each resource you want to compare, then click the “Bulk actions” or “Select...” dropdown list and click “Add to compare.”
- In the Resource Compare View, click the “Add Resource” button.

As you add resources to compare, the counter on the left sidebar changes to indicate how many resources are in the Resource Compare View. Click this counter to open the “Resource Comparison” window, which shows the resources you will compare. To remove resources from this list (and from the Resource Compare View), click the icon next to the resource's name.
Note: The Resource Compare View has a default limit of 50 resources which can be compared at one time. To increase this limit, go to Administration > Application Settings > Resources Settings > Resource compare view options and enter a new maximum value in the "Maximum number of resources to display in Resource Compare View" text field. This text field accepts any number values up to 200.

To open the Resource Compare View

There are two ways to navigate to the Resource Compare View:

- Click the “Compare View” button in the “Resource comparison” window.
- Go to Resources > Compare view.

Using the Resource Compare View

While in the Resource Compare View, add resources to compare by clicking the "Add Resource" button and selecting them from a multi-select list. Left click on an un-selected resource name in the list, and they will be added to the Comparison table. Left click a selected resource to remove it from the comparison.

To filter resources based on their availability, click the icon next to the "Resource availability" field and enter or select start and end dates.

Compared resources are shown side-by-side in the Comparison table. Rearrange the resources in the Comparison table by dragging them to new positions on the table. To remove a resource from the Comparison table, click the icon in the top right corner of that resource's card. To remove all resource from the comparison, click the icon and select "Remove all resources".

By default, resources' rates are hidden in the Resource Compare View. To display each resource's rates in the header of the resource cards, go to Administration > Application Settings > Resources Settings > Resource compare view options and select the "Display employees' rate" option under Header settings.

You can also set which three fields appear under each resource's name in the Resource Compare View header. Any user demographic or custom fields can be selected to appear in the heading.

To select which fields appear in the Resource Compare View headers, go to Administration > Application Settings > Resources Settings > Resource compare view options and select the fields to display in the "Header settings" section of the Resource Compare View Options form.
Note: If you try to set more than 3 fields in the header, you will receive an error message.

To hide skills categories such as Product knowledge or Tech skills, click the icon near the category title. Click the icon next to category title to expand that list of attributes. The numbers next to the category title indicate how many attributes are in that category.

Point to a Resource name in the header to open a QuickView window with details for the resource and links to perform resource-related actions.

As you scroll down the category skills category list, the resource name headers remain in view.

Setting favorite skills or attributes in the Resource Compare View

You can select favorite categories which are moved to their own “Favorite parameters” row near the top of the Comparison table. This category remains visible even if you add or remove resources from the table. To set a favorite skill or attribute, click the icon next to the skill or attribute.
The Demographics category in the Resource Compare View

The Demographics category includes standard fields, and can be further customized in Administration > Application Settings > Resources Settings > Resource compare view options. Here you can choose to include or exclude custom fields and some standard fields. To enable this feature, add the "Modify Resource Compare View options" role permission to all roles which you want to access it.

Booking Resources from the Resource Compare View

1. Click the "Create Booking" button in the Resource card header. A "New booking" form opens.
2. Enter the booking's details in the “New booking” form.

Note: When the New booking form first opens, the booking dates are based on the "Resource availability" dates set in the Comparison Tool, but can be changed when entering the booking information in the form.

To Download Resource Compare View List Data

You can download Resource Compare View list data in a variety of formats.

1. Navigate to the Resource Compare View's Comparison table.
2. Click the icon. A window opens with options to download the Resource Compare View's list data.
3. Point to the file format you would like to save the data as. A window opens where you can select to save the data as columns or rows.
Click “as columns” to save resource data vertically in your downloaded file. This format most closely replicates the data as it appears in the Resource Compare View’s Comparison table, with each column representing a resource.

Click “as rows” to save resource data horizontally in your downloaded file. In this format, each row represents one resource.

To filter or remove Inactive resources from Resource Compare View selector:
1. Go to Administration > Application Settings > Resources Settings and clear the Include inactive resources option.

Advanced Resource Search

With Advanced Resource Search, enter the parameters, skills, and demographics you’re looking for, and OpenAir does the rest. Search for availability, resource type, and entity tags. Mark parameters as “Required” and OpenAir will make sure that the search results will only return candidates with those skills.

Note: This feature is enabled by default, and all users with access to the Resources module can use it. To control access to this feature, please contact OpenAir Support to enable the View Advanced Resource Search role permission, which can be used to limit access to specific roles.

To search for a resource:
2. Enter the General search parameters in the General parameters tab.
Advanced Resource Search

Choose search

Resource type filter
- filter the types of resources which are included in the search. If no options are selected, Advanced Resource Search will search for all resource types. If you select an option (for example, “regular resources”), Advanced Resource Search will only search for the selected type of resource. Click the toggle button next to the Resource type filter heading to disable filtering by Resource type.

Hourly cost
- define the hourly cost range for the resources. Select a Currency and define a Minimum and Maximum hourly costs either by typing the figures in or using the sliders underneath. The hourly cost search parameters are empty by default. Once the Currency is set, the Minimum and Maximum values are automatically set to the minimum and maximum hourly cost values in the account. The number of matches is recalculated automatically.

Entity tags
- select tags for the resources.

Resource hierarchy filter
- filter resources by hierarchy.

Defined parameters matched: 28 resources

SEARCH
whenever the range is changed. The hourly cost criterion is defined in terms of primary loaded cost. Only users with the View primary loaded costs role permission can view and use this search parameter. Click the toggle button next to the Hourly cost heading to disable searching by hourly cost.

- **Availability** – you can set the **Date period** for when you will need the resources, their availability by percentage or hours, or limit their availability to specific booking types. Select the **Allow no intervening bookings when determining availability** option to prevent Advanced Resource Search from including resources with existing bookings which conflict with your search period from being included in the results. Click the toggle button next to the Availability heading to disable searching by ability.

- **Entity tags** – set search criteria for Entity tags here. Click the toggle button next to the **Entity tags** heading to disable searching by Entity tags.

- **Resource hierarchy filter** – Advanced Resource Search supports hierarchies when searching. Click the toggle button next to the **Resource hierarchy filter** heading to disable filtering by Resource type.

3. Enter the Skills you would like the resources to have in the **Skills & Demographics** tab.
■ To add a skill to the search, first click the Add new Skills / Demographics icon. Then select a skill category and click the icon next to the skill you want to add to the search.

■ To delete a skill from the search, click the Delete icon to the right of the skill name in the Advanced Resource Search Parameters.

Alternatively, you can delete a skill from the search by clicking the Add new Skills / Demographics icon selecting the skill category of the skill to delete, and clicking the Remove Skill icon next to the skill you want to remove from the search.
To mark a skill as required, point to the skill and click the **Required** icon. The search will only return resources who have this skill.

**Note:** Some skills may have multiple levels of expertise or knowledge assigned to them (for example, JavaScript might have a Beginner, Intermediate, and Expert level of knowledge). Advanced Resource Search searches for each of these skill levels differently depending on how your skill profiles are set up.

For example, if you only allow a user to have only one level for JavaScript, and mark "Intermediate" JavaScript as required, Advanced Resource Search will return users with the “Intermediate” skill levels.

If no skills are marked as required, and you select “Intermediate” and “Advanced” JavaScript, Advanced Resource Search will return candidates with either of these skills. Resources without “Intermediate” or "Advanced" JavaScript will also appear, but will be ranked lower.

You can also search for resources with any level of required skills by marking a skill as required when looking for resources in Advanced Resource Search, and then selecting which skill levels you want to search for. When a skill is marked as Required, Advanced Resource Search will return candidates who possess any of the levels for this skill which you selected.
To set whether a skill or skill level is required or not in Advanced Resource Search:

1. Click the star icon next to the skill name. A red star icon indicates the skill is required, while a clear star icon indicates it is not required.
2. Select the skill levels you want to search for.

When you run the search, Advanced Resource Search will return resources who have either of the skill levels you selected. For example, if you select the BI skill, and also select the Beginner and Intermediate levels for BI, Advanced Resource Search will return resources who have either Beginner BI experience or Intermediate BI experience.

- As you enter search criteria, the **Defined parameters matched** field updates to indicate how many resources your search will return.
4. Click **Search** to get the list of resources which match your search criteria.

You can also save searches in Advanced Resource Search.

**To save a search in Advanced Resource Search:**

1. Click the **Menu** icon in the **General parameters** tab.
2. Click **Save search settings**.
3. Name the search (required) and provide a description for it (optional).
4. Click **Save**.

**To copy a search and save the copy in Advanced Resource Search:**

1. Click the **Menu** icon in the **General parameters** tab.
2. Click **Copy and save**.
3. Name the copy of the search (required) and provide a description for it (optional).
4. Click **Save**.

**To delete a saved search in Advanced Resource Search:**

1. Click the **Menu** icon in the **General parameters** tab.
2. Click **Delete**.
3. Click **OK** to confirm the deletion.

Users with the Modify Advanced Resource Search options role permission can customize the Advanced Resource Search form to show or hide any of the general search parameters.

**To show or hide sections in the general search parameters tab**

1. Go to Administration > Applications Settings > Resources Settings > Advanced resource search options.
2. Select the section you want to show in the Advanced Resource search and leave the sections you want to hide unchecked.

3. Click Save.

**Note:** The Skills & Experience parameter section is always shown.

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### Resource Demand Request (RDR)

The Resource Demand Request (RDR) tool enables you to find and assign resources with specific sets of skills to your projects. To use the feature, first create a Resource Request, which acts as a folder for individual Resource Request Queues. Resource Request Queues are searches for resources with specific characteristics, such as language proficiency, product knowledge, or job roles.

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**Resource Demand Request (RDR) Recommended Workflow**

1. Create a new Resource Request
2. Create a new Resource Request Queue
3. Edit search criteria
4. Select desired resources
5. Book resources to project
Creating a New Resource Request

To create a new Resource Request, navigate to Resources > Resource request. From here, click Create and select either Resource request (New ...) or (New, quick ...).

- **New ...** opens a form which lets you set the following information. Fields marked with an asterisk (*) must be filled in. When the fields have been filled in, click Save and a screen to create a new Resource Request Queue appears.
  - **Name** — Give the request a name. This is a required field.
  - **Resource request number** — Automatically filled in with the next number in sequence, based on the last resource request. You can also enter your own resource request number.
  - **Default Client : Project** — Select the Client and Project which this request is used for by default. If the client and project you want don't appear in the dropdown list, select Find more... or click the magnifying glass icon to search for a client or project by name.
  - **Expected start date** — Enter the expected start date for the resources to start work. Click the Calendar icon to open a calendar to choose the date. Entering data into this field and the Duration field hides the Start date and End date fields.
  - **Duration** — Enter the duration which the resource will work on the project. In the first dropdown, select a number between 1 and 31, and in the second dropdown, select either Days, Weeks, Months, Quarters, or Years. Entering data into this field and the Expected start date field hides the Start date and End date fields.
  - **Start date** — Enter the start date for the resource's assignment. Entering data into this field and the End date field hides the Expected Start date and Duration fields.
  - **End date** — Enter the end date for the resource's assignment. Entering data into this field and the End date field hides the Expected Start date and Duration fields.
  - **Booking type** — Select either Confirmed, Open, Pending, Rejected, or Tentative.
  - **Notes** — Enter any notes for the resource request here
  - **Attachments** — Add any file attachments here. Attachments can include documents such as r ésum é s, statements of work, etc.

- **New, quick ...** opens a form which lets you set up the request as with selecting New ..., but also includes fields to create a Resource Request Queue within the Resource Request. Fields include:
  - **Name** — Give the request a name. This is a required field.
  - **Resource request number** — Automatically filled in with the next number in sequence, based on the last resource request. You can also enter your own resource request number.
  - **Default Client : Project** — Select the Client and Project which this request is used for by default. If the client and project you want don't appear in the dropdown list, select Find more... or click the magnifying glass icon to search for a client or project by name.
  - **Expected start date** — Enter the expected start date for the resources to start work. Click the Calendar icon to open a calendar to choose the date. Entering data into this field and the Duration field hides the Start date and End date fields.
  - **Duration** — Enter the duration which the resource will work on the project. In the first dropdown, select a number between 1 and 31, and in the second dropdown, select either Days, Weeks, Months, Quarters, or Years. Entering data into this field and the Expected start date field hides the Start date and End date fields.
  - **Start date** — Enter the start date for the resource's assignment. Entering data into this field and the End date field hides the Expected Start date and Duration fields.
  - **End date** — Enter the end date for the resource's assignment. Entering data into this field and the End date field hides the Expected Start date and Duration fields.
- **Booking type** — Select Confirmed, Open, Pending, Rejected, or Tentative. When this field is displayed in a Resource Request Queue, its value is read-only and based on the setting from the associated Resource Demand Request.

- **Resource request queue Name** — Assign a name to the resource request queue.

- **Resource request queue number** — Automatically filled in with the next number in sequence, based on the last resource request queue. You can also enter your own resource request queue number.

- **Resource request queue status** — Select either Open, Partial, Complete, or Cancelled.

- **Resource request requester** — This field is automatically populated with the person creating the request.

- **Resource request queue quantity** — Enter how many resources you need who have the desired skills or experience.

- **Notes** — enter any notes for the resource request here.

- **Select type of resources to include in search** — Select whether to include regular resources (which are actual, active people), generics (which are placeholder roles), or inactive resources (which are people who aren't active and cannot enter time, etc. to any project). You can also select to allow no intervening bookings when determining availability.

- **Availability** — Select whether the queue factors in percentage of time or number of hours when determining availability. Click > Create next to Limit availability search to specific booking types to limit the search to Confirmed, Open, Pending, Rejected, or Tentative availability.

- **Base Criteria** — Select the criteria used in the resource request queue. There are four different categories to which you can assign searchable skills and experience. Click Add new in any of the base criteria fields to open a dialog which lets you select Job roles, Languages, Product knowledge, Tech skills, or Travel preferences.
  - **Required** — A resource must have these features to be included in the resource request queue.
  - **Desired** — A resource with these characteristics is ranked higher in the search results, but these characteristics aren't required to be included in the queue.
  - **Nice To Have** — A resource with these characteristics is ranked lower than those with desired characteristics, but higher than a resource without them. These characteristics aren't required to be included in the queue.
  - **Excluding** — A resource with these characteristics will be excluded from the queue.

Use the "One matching attribute is enough" checkbox to include resources who have any of the selected attributes, rather than all of the selected attributes. This feature is particularly useful when searching for employees with a minimum level of expertise or better.
Note: When the "One matching attribute is enough" checkbox is selected, employees with only one matching attribute are treated as a 100% match.

To use this feature, first navigate to Administration > Application Settings > Resource Profiles. Clear the "Allow duplicates per resource" checkbox for each Profile type you would like to add a "One matching attribute is enough" checkbox to in Resource Request Queues. Then, when selecting Base Criteria for your search in a Resource Request Queue, select the Attributes to include in the search, and select the "One matching attribute is enough" checkbox to include resources who have any of the selected attributes.

- Resources — Click Search and Resource request queue select action to run the resource search and display the Resource request Queue.
- Attachments — Add any file attachments here. Attachments can include documents such as résumés, statements of work, etc.

Creating and Editing a Resource Request Queue

After creating a Resource Request, you can add more specific Resource Request Queues to it. Resource Request Queues are searches for resources with specific characteristics, such as language proficiency, product knowledge, or job roles.

There are several ways to create a new Resource Request Queue:

- Create a New, quick ... Resource Request, which includes the steps to create a Resource Request Queue.
- Select an existing Resource Request and add Resource Request Queue criteria to it in the Resource Request Queue properties form.
- Go to Resources > Resource Requests > [select a Resource Request] and click the ⌁ icon in an existing Resource Request Queue's Action column. A form to create a copy of the existing Resource Request Queue opens. Make any necessary changes, and click Save.
Duplicate multiple selected Resource Request Queues using the Bulk actions menu in the Resource Request Queue List View.

After you have searched for resources, the Search and Propose page appears. From here, you can edit your search criteria and assign resources to Resource Request Queue slots. Resources in the Queue slots can be rearranged by clicking the vertical arrow icons on the left of each slot. You can also directly add employees to Resource Request Queue slots by selecting them from the employee dropdown list which appears below the available slots.

**Note:** If you would prefer to replace the Booking Priority rating with a system which lets you select your preferred candidates without prioritizing them in the Queue slots, contact OpenAir Support and ask them to enable the **Use recommendations instead of rankings for resource request queue prioritization** switch. Resources in the Queue slots which you would like to select can be marked with a star icon.

The results list can be customized to include additional columns to distinguish resources. To customize the list, click the Cog icon and select "Customize employee details." From this menu, it is also possible to download the search results, and select which information is included in the download file.
After you have assigned resources to Resource request queue slots, click Save to add those resources to the queue. You can see resources you've added this way by clicking Resource request queue select actioned Resources. When you go to the Resource Request Queue properties, you will see these saved resources in the slots in the Resources section of the form.

Click Book to tentatively book these resources to the project. A confirmation screen will ask you to Confirm the bookings. When confirmed, you can see these bookings by clicking Booked Resources.

Booked resources will still need to be approved. If you click Resource request finalize, these bookings will be approved.

Note: It is possible to prohibit RDR queues from being finalized if the availability hours or percentage is set to 0. To enable this, please contact OpenAir Support and request the "Resource Request Queues Require Base Criteria and Availability" feature.

Users with the "Allow change of booking type on finalized Resource request" role permission can edit the booking type field in Resource Demand Requests even after they've been submitted to a resource manager.
Exporting Resource Demand Request (RDR) Search Results

Resource Demand Request Queue search results can be exported as PDF, CSV, or HTML files.

Export Resource Demand Request Search Results

1. Navigate to the Resource Demand Request Queue search results which you would like to export.
2. In the search results, click the Cog icon. A dialog appears.
3. Click Download search results in the dialog.
4. Click the Click here link next to the file format you would like to export your results as. A dialog appears asking if you would like to open or save the file. You can choose the program to open the file, or download the file to a location of your choice.

Deleting a Resource Request or Resource Request Queue

Delete a Resource Request or Resource Request Queue

1. Navigate to Resources > Resource request or Resources > Resource request queue to open the list view for Resource Requests or Resource Request Queues.
2. Ensure that you have the Run an action column displayed on the list. If it isn't displayed, click the Cog icon, click Customize list view, click Run an action from the Available column in the List layout picker, and click Add selected >. Then click OK.
3. Select the Run an action checkbox next to the Resource Request or Resource Request Queue which you would like to delete.
4. Click the Run an action icon at the top of the Run an action column.
5. Select Delete the selected resource requests or Delete the selected resource request queues and click OK.
**Note:** You cannot delete a Resource Request that has any Resource Request Queues within it.

**Booking Chart**

The Booking chart lets you see booking data in a visual chart and is the recommended way to get an overview of bookings for one or more employees. This view can be customized to show booking data according to different attributes. To update a booking from the chart view, click on a day/bar on the chart and the booking is opened up in the List view.
**Booking Types**

Booking Types provides you with the ability to group bookings or booking requests into distinct classifications. For example, a Hard booking type may indicate that the contract has been signed and a resource is needed for a specific time frame. While a Soft booking type can indicate that the contract has not been signed and the need is tentative. You can create booking types based on your company’s needs and terminology. We recommend that you use booking types that align with a pipeline maturity or project lifecycle since updates are consistent with the state of the project or opportunity. For example, a proposed project with Soft bookings is signed and all bookings should be converted to Hard bookings. This requires a manual update. If you do not have the resources to maintain this data, then you may want to avoid using booking types.

**To create a Booking Type:**

1. Go to Administration > Application Settings > Resources Settings > Booking types.
2. Select **New Booking type** from the **Create Button**.
3. Enter the Booking type name and priority, if needed. Priority may be displayed on booking reports to identify a level of priority.

**Note:** Information about bookings displayed in this view can be added as hover over information. Please contact OpenAir Support for assistance.
Note: You can also prevent employees with certain roles from creating or editing bookings of a specified booking type. An example would be to not allow employees to create Hard bookings directly. To do so, under the Restrict booking editing by role area, select the roles you want to restrict access to. Click Add selected. By default, if a role is restricted from a certain booking type, any employee with that role is unable to see any bookings in the system of that booking type.

4. Add Notes to describe the use of booking types in your company's OpenAir environment. Booking types can be inactivated or reactivated at any time.

5. Click Save.

Generics

Generic records are virtual or placeholder employee resources that represent a staffing need. Many times, generic resources align with job codes defined in the company since job codes tend to align with skills.

After you have defined generic records, you can use them in bookings or booking requests within the Resources application. A generic record can also be used for booked utilization forecasting or as assigned resources on projects and tasks for assigned utilization. If booking requests have been enabled in your environment, there is a switch that can be enabled to require a requestor to ask for a generic resource instead of a specifically named resource. See Other Settings.

If a project is being planned or has started, the project manager may need to assign a resource to project tasks to develop a full resource plan. Generics may be used if the project manager or requestor knows the type of resource but not the specific individual. Generic resources cannot record time or expenses and can only be used in a forecast capacity.

To create a Generic resource:

1. Go to Administration > Application Settings > Resources Settings > Generics.
2. Select New Generic from the Create Button.
3. Enter a name for the generic.
4. The drop-down list selection for **Week starts on** defaults to the day designated in **Other Settings**.
5. In the **Booking are approved by** drop-down list, choose the specific person or approval process (suggested) who can approve booking request assigned to generics. Generics can be inactivated or reactivated at any time.
6. Enter other employee-related information as needed.
7. Click Save.

After you save the Generic form definition, additional links display in a way that is similar to the employee definition process on the Employee Demographic form.

- A schedule link displays to allow association of the generic to a defined work schedule.
- Exceptions to the generics schedule may also be entered, although this is not used often for generics.
- The job code that aligns with the generic may also be defined. Since job codes may change in your company, OpenAir provides a historical tracking feature if the generic should change to be associated with another job code. You can set the previous job code setting to a defined date range and set the new job code as the current value.
- The cost of the Generic may be defined. If the generic aligns with your job codes, the cost would be best set to the average cost of your employees with the same job code.
- If employee entity tags are activated and defined in your account for the employee record, the same tags are available for definition on the Generic record.

Generics are not real employees, and do not have OpenAir log ins. As such, they cannot enter time or expenses and do not allow for Target Utilization, Filter Set, Proxy, or other typical employee configurations.

### Resource Profile

The Resource Profile Options form provides the foundation for relating all Resource Profile elements together to define a complete skill database. Each row controls a dimension of the resource profile.

**To access the Resource Profile Options form:**

1. Go to Administration > Application Settings > Resources Settings > Resource profiles.
2. For each dimension or row, check the **Active** check box to include the item as a dimension of the resource profile. When active, it displays in the Resources Settings list. You see the standard profile type names from OpenAir listed here such as Skill, Education, Location, Job role, and Industry. You may override the standard terminology or define a custom term for any of the other 35 custom profile elements.
3. Profile types become plural on forms by default unless you select the check box: **Do not to pluralize.**

4. OpenAir also converts two word combinations into a capitalized first word and lowercase second word unless you select the following check box: **Preserve case.** The Terminology override displays exactly as you entered it in the Terminology text box.

5. Optionally, you may associate Attribute Sets with individual Resource Profile elements by selecting the desired attribute set. Attribute sets only display if they are defined prior to accessing this form. **See Attribute Sets.**

6. If Resource Profile dimensions are related, identify the related profile element by selecting it from the Related Profile drop-down list. Related resource elements are only useful in reporting. Each resource profile element by default permits multiple selections by the employees in the category.

7. You may choose to limit a resource profile element to only allow one entry. This is dependent on the definition of the resource profile element. An example would be identifying a highest education level entry by only allowing the employee to select one value. To all duplicates per resource, select the check box: **Limit to one per resource.**

8. By default, OpenAir lets employees select unique values from the available values of a resource profile. You may opt to allow employees to select duplicate values that are differentiated by an attribute set. If you do this, you must select the following check box: **Allow duplicates per resource.**

9. The last 2 checkbox options on the form ensure consistency of data and awareness:
   - **Show only in use attributes** — ensures only active attribute set values display when information is entered in the Resource application.
   - **Notify employees when new types created** — ensures employees are notified of a new Resource Profile value. This could be helpful if you open a new office location or create a new Skill profile.

10. Click Save.

**Consolidated Resource Profiles**

Use consolidated resource profiles to see what skills and experience your resources have at a glance. It is also easy to update your resources' skills - essential for assigning the right resource to the right task and keeping them engaged, motivated, and increasing revenue.

The consolidated resource profile contains a header with customizable information such as the resource's email address, manager, location, or any user custom field arranged in four columns. There is no limit to the number of fields which can be shown in the header.

To open a Consolidated Resource Profile, go to Resources > Resources > [choose a resource] > Profile.
**Note:** To enable this feature, please contact OpenAir Support and request the Consolidated Resource Profiles feature. Resources with the "View my own profile" role permission can see their information but cannot edit their demographics or custom fields. Resources with the "View and modify my own profile" role permission can also update their skills and experiences, but not the demographics. Users with either role will see a "My profile" link in the User Center which opens the Consolidated Resource Profile.

**Warning:** Users will not be able to see information hidden by a switch or role permission, (for example, "Cost" or "Rate"). These fields will instead display an empty field. Custom fields and their data are always visible. Do not add custom fields to the Resource Profile which should remain hidden from some users.

To edit which fields appear in the header:

1. Click the menu icon and click **Edit layout**.
2. Click the Number of Columns icon for how many columns (2, 3, or 4) you would like to use.
3. Click the Add new item icon. The Add new item menu opens.

4. Click on fields in the “All” list which you want to appear in the header. You can also click “Select All” to add all available fields to the header.

5. Click the X icon next to selected fields to remove them from the header individually. You can also click “Clear All” to remove all fields from the header.

6. Drag fields in the “Selected” list to arrange them in the order you would like.

7. Click OK.

8. Click Save to save the changes without leaving the Consolidated Resource Profile's edit mode. This is useful if you want to make changes to other parts of the Consolidated Resource Profile.

   Click the icon next to Save and click Save & exit edit mode to save your changes and exit the Consolidated Resource Profile's edit mode.

   Click Discard to exit edit mode without saving any changes.

**Note:** Users with the “Edit Consolidated Resource Profile layout and settings” role can change the layout of the consolidated resource profile for your company's account. Simply select any resource's profile, edit and save the layout, and it is modified across the whole account.

Below the header is a table of the resource's skills and experience. Click each skill to see descriptions of each skill level.
To add skills in the Consolidated Resource Profile:

1. Click the “Edit skills” icon.
2. Click the “Add Skills” icon.
3. Click the Skill and Skill Level you would like to add from the list on the left side of the form. The skill will be added to the Consolidated Resource Profile when you click it. You can also search for a skill’s name using the “Search for new skills...” field at the top of the form.

Skill levels roll up under categories which you can expand or collapse to see only the skills you want. Each category shows how many skills or skill levels are available for it.

4. Click anywhere outside of the form to close it and return to the Consolidated Resource Profile. The skill or skills which you added will be highlighted in blue.

Note: You can use the keyboard arrow keys and search form to quickly navigate through the new skills form without needing to use a mouse.
5. Click **Save** or **Save & Submit** to save the new skills.

   **Note:** If your company has the Skills Approval feature enabled, you can still save skills, however, they will not be permanently saved to your profile until approved by your designated approver.

**To edit skills in the Consolidated Resource Profile:**

1. Click the “Edit Skills” icon.
2. Click the **i** icon next to the skill you want to edit.
3. Click **Edit**.
4. Click the skill level in the Choose Skill Level header to change the skill level.
5. Enter a note for the skill and level (optional). Notes for skills appear when pointing to the skill in a resource's Consolidated Resource Profile.
6. Click **OK**.

Newly added skills are highlighted in blue. No changes are saved until you click **Save**.

   **Note:** If Skills Approvals are enabled, when you edit a skill, it will be marked as “Pending approval”. The resource profile approver can then approve the changes.

**To delete skills in the Consolidated Resource Profile:**

1. Click the “Edit Skills” icon.
2. Click the **i** icon next to the skill you want to edit.
3. Click **Delete** to remove the skill from the Skills & Experience table. If you delete a skill by mistake, click the **i** icon and click **Revert / Undo**.

   **Note:** If Skills Approvals are enabled, when you delete a skill, it will be marked as “Pending approval”. The resource profile approver can then approve the deletion.

Deleted skills are highlighted in red. No changes are saved until you click **Save**.

It is also possible to restrict skills which users can see based on their role permissions. To enable this feature, please contact OpenAir Support and request the **Restricted Skills in Consolidated Resource Profile** feature.

When a skill is restricted, only Administrators or users with one of two role permissions can see or edit it. Non-administrators who do not have one of these role permissions will also not see the restricted skills in dropdown lists or selectors. The role permissions are:

- **View restricted profiles** - User can see restricted skills in Consolidated Resource Profile, but cannot edit them
- **View and modify restricted profiles** - User can see and edit restricted skills in Consolidated Resource Profile

**To restrict skills by role permission in the Consolidated Resource Profile**

1. Go to Administration > Application Settings > Resources Settings > Resource Profiles.
2. Select the **Restricted** checkbox next to the skill you want to restrict.
To add resource profile comments to a resource’s skills:

1. Click the Edit skills icon.
2. Click the next to the skill you would like to add a comment to and select Edit note.
3. Add the profile comment in the Note field and click OK.
4. Click Save in the upper right corner of the Skills & Experience table.

The information in Resource Profile notes can be displayed in Advanced Resource Profile Reports.

To show Resource Profile comments in Resource Profile advanced reports:

1. Go to Reports > Advanced > Resources > Resource profiles.
2. In the "Filters and layout options" section of the Resource profiles form, click > Edit next to "Report layout".
3. Select the "Comment" field in the "Available" list and click Add selected >.
4. Click OK.
5. Click Run the report to create the populated report now or Save to save the report settings and run it later.

When the report is run, the "Comments" column will be added to the report and populated with comments entered in the consolidated resource profile.
Résumé and Curriculum Vitae (CV) Management in Consolidated Resource Profile

To upload a resource's first résumé or CV to their profile using the Upload CV button:

1. Go to Resources > Resources > [Select a resource's Employee ID].
2. Click Upload CV.
3. Select the file to upload.

Once a résumé or CV has been uploaded for a resource, the Upload CV button will become the Download CV button. To upload a new résumé or CV for a resource who already has one stored, use the Upload CV button in the Resource Profile Menu.

To upload a résumé or CV to a resource's profile using the Resource Profile Menu:

1. Go to Resources > Resources > [Select a resource's Employee ID].
2. Click the Resource Profile Menu button and select Upload CV.
3. Select the file to upload.

**Note:** Uploading a new résumé or CV does not overwrite old résumés or CVs. All stored versions are available in the Manage CVs button in the Resource Profile Menu.

To download a résumé or CV from a resource's profile using the Download CV button:

1. Go to Resources > Resources > [Select a resource's Employee ID].
2. Click Download CV. OpenAir will download the last résumé or CV which was uploaded for this resource.
You can also download a résumé or CV by clicking **Download CV** from the resource QuickView or by clicking the download icon from the resources list view or any other list view containing information about resources.

To add a CV column to any of the list views containing information about resources

1. Go to the list view containing information about resources.
2. Click **Columns** in the list view toolbar.
3. Select **CV** from the list of available columns.
4. Click **OK**.
To download a resource’s older résumés or CVs:

1. Go to Resources > Resources > [Select a resource’s Employee ID].
2. Click the Resource Profile Menu button and select Manage CVs.
3. In the Actions column, click the Download link for the résumé or CV you want to download.

To delete a stored résumé or CV:

1. Go to Resources > Resources > [Select a resource’s Employee ID].
2. Click the Resource Profile Menu button and select Manage CVs.
3. In the Actions column, click the **Delete** link for the résumé or CV you want to delete.
4. Click **OK** to confirm the deletion.

### Skill Approval

With this feature, you can delegate the responsibility of keeping your resources' profiles up-to-date. The system notifies you when your resources update their skills in the Resource Profile. With your approval, the skills are updated.

**Note:** To enable this feature, please contact OpenAir Support and request the Skills Approval feature.

Resources with either of the following role permissions can edit their own skills and experience in their profile:

- View and modify own resource profile
- View and modify profiles

When a resource makes a change to their resource profile and clicks Save & Submit, the change is marked with a "Pending" tag in their profile. Resources can make changes to skills that have been approved or rejected but not to those that have been changed and are still awaiting approval. When resources hover the mouse over a skill that is pending approval, a tooltip is displayed to indicate that the skill cannot be edited.
You will also receive a notification that your resource has made a change to their resource profile. You can set these notifications in Administration > Application Settings > Resources Settings > Notifications. Once set, email notifications will be sent as with other types of approvals when changes are submitted. Reminders will also appear on the Dashboard.

To approve or reject a resource’s changes to their resource profile:

1. Go to Resources > Profile approval > [Select “All” or “Submitted”].
2. Click a change to approve. The “View profile approval lines” page appears.
3. Select the changes you want to approve in the “Run an Action” column.
4. To approve selected changes, click the “Run an Action” dropdown list and select the “Approve selected and reject all others” option. To reject selected changes, click the “Run an Action” dropdown list and select the “Reject selected” option.

**Note:** Be sure to select all changes which you want to approve before clicking the “Approve selected and reject all others” option.

**Search - Resources Application**

There are two types of searches you can perform in the Resources application. They are either a Quick Search or a Custom search. Each is described as follows.
Quick Search

When you select the Quick link from the Search drop-down list, a text box displays with the list of Resource Profiles you specified in your account: Tech Skills, Education, Locations, Job Roles, and Industries.

To perform a Quick Search:

1. Go to Resources > Search and select Quick.
2. Select a search item from the drop-down list. The list view refreshes and displays search results.

Custom Search

When you select the Custom link from the Search drop-down list, a Search Criteria form displays and you can identify many different Resource Profile factors to search as well as tag groups and attributes. Remember, you must define profiles and attribute sets and tag groups must be established or they do not display as searchable items.

You can also search on availability that can include a specific time period as well as percentage of time or the number hours a resource is available. Search on experience, resource type, and detail fields. If you save your search and give it a name, it is stored under the Saved Searches link.
To create a Custom search:

1. Go to Resources > Search and select Custom.
2. Click the Create links under Profile Filters to create filters for each profile. When you define entity tags and attributes for employees, an asterisk displays next to an item.
3. Select a Employee entity tag effective date.
4. Select Availability criteria including start and end dates and availability designations.
5. Select the check box to Filter resources using the following and use the drop-down list to identify a specific filter.
6. Select the check box to Filter client experience based on and use the drop-down list to identify a specific filter. You can also add a filter for client experience.
7. Select the type of resources to include in the search such as regular resources, generics, or inactive resources.
8. Create detail fields as needed.
9. To save the search for future use, select the check box to *Save this search as* ... and type a name for the search.
10. Type descriptive notes to help you remember the criteria you have specified in the search.
11. Click Search. Search results display the employees who match the Resource/Profile you searched on.

**Booking Request Layout**

If you have enabled the switch for Enable booking requests, the Booking request layout link displays under Resources Settings. See Other Settings.

Use the Booking request layout form to design a form that meets your company's needs and helps employees request resources they need.

**To access and modify the Booking request layout:**

1. Go to Administration > Application Settings > Resources Settings > Booking request layout.
2. Select the prefix and starting resource request number. “BR-” is the default prefix and starting number defaults to 1.

3. Select the **Grid style** format of the report and **Date format** from the drop-down lists.

4. As required, add additional notes in the header or footer.

5. Choose the particular fields that you would like to display on the booking request.

6. Choose the Adobe Acrobat PDF settings you would like to use in your environment.

7. Click Save.

**Notifications**

Resources email notifications are highly configurable in NetSuite OpenAir. You can send an email notification when a booking is created, modified, or deleted. You can also send an email notification when a booking request is approved, submitted, rejected, or approval is requested. As with other types of OpenAir notifications, you can send an email notification when specified conditions are met such as a specific booking type or Client : Project. You designated who receives the email notification and compose the actual email notification message.

To enable this feature, **Create a Support Case** and request the following switch be enabled: Enable administration of notifications in the following application settings: Resources.

**To create resources notifications:**

1. Go to Administration > Application Settings > Resources Settings > Notifications.
2. Select the notification type from the **Create Button**.

3. In the Send a notification... section, select either the any booking is created or When these conditions are met.

4. Click + to add a row and as you select options, you can further clarify the notification information such as Booking type and Client: Project.

5. Click + to add a row and if you select the Client: Project option, you can use the Search function to select the actual Client: Project name from the pick list. Indicate whether the condition includes or excludes this Client: Project.

6. Under Notify, specify either individual email addresses or select employees from the Available employee selection box. External email addresses can also be included.

7. Under Message, enter the desired contents of the email to be delivered. Use the Field drop-down list to specify pre-set variables as part of the email. To do this, choose the variable from the drop-down list and click on **Paste** to insert the variable into the email body.

8. Click Save.

## Approval Process

![Approval Process](image-url)
This functionality provides the ability to create multi-level Approval processes as opposed to a specific named employee or meta value employee e.g., [Project owner] or employee’s [Manager]. You can create as many approval processes as your company requires.

In addition, if you have enabled project approval options, the approval processes can be selected for proposals, invoices, and project approvals for timesheets, purchase requests, POs, booking requests, additional project specific approvers. See Approval Options. Project approvals occur first and must be completed before the other approvals can be fulfilled.

**Note:** Approval processes are available in the application settings of several different applications. Any process created in any of the applications settings, i.e., timesheets or expense reports, is available on all approval areas for project or employee level approvals.

To create an Approval Process:

1. Go to Administration > Application Settings > Resources Settings > Approval processes.
2. Select New Approval process from the Create Button.
3. Enter the Approval process name. Make this name descriptive if you are creating multiple approval processes in your environment. A number of rows are available to create the approval process.
4. Select the Sequence Number. It indicates the order in which the approvals flow. The sequence number can be changed using the drop-down list.
5. Select the Approver assigned to the sequence number from the drop-down list, either a specific employee or meta value employee such as a [Project owner] or [Manager].
6. When a designated approver is submitter, and self-approval is not allowed, there is an option to select alternate approvers for individual approvers or for the overall approval process.
7. Create Auto-approve rules for any approver in the process. They automatically approve items when the value of the parameter meets the criteria specified in the rule.
8. Select the check box for Can not edit when you want to prevent the approver from modifying the approval process. This is only applicable if your account is configured to allow approvers to edit a booking request submitted to them.
9. Click Save.

**Sequence Number** — You can change the sequence number using the drop-down list. More than one approver can have the same sequence number.

A **sequence number requires only one approval** — The check box for A sequence number requires only one approval is useful when you would like to have two or more approvers at the same level/sequence number, but require only one of them to approve the item before it is passed on to the next level approver.

**Assign after** — If you assign the same sequence number to several approvers, the Assign after field displays to the right of the form. This makes automatic escalations available by putting a number in the Assign after field. If approval is not given by the first approver within a certain number of days, the approval request is routed to the subsequent approvers. After approval has been escalated, the first approver may still approve it. The Assign after field is always days after initial submission, and it does not count from a previous escalation if multiple approvers are added in the same sequence number.
Alerts

You can configure a Daily utilization alert for Resources in OpenAir accounts. The alert runs every day and an email is sent when booked utilization threshold is exceeded.

Alerts allow automated email reminders to be sent to ensure business needs are met. In the Resources application, a form is provided to help you create a Daily utilization alert.

To create a Daily utilization alert:

1. Go to Administration > Application Settings > Resources Settings > Alerts.
2. Select New Daily utilization alert from the Create Button.
3. Type an Alert name.
4. Under Alert runs on, select the day and time when the Alert should run.
5. Under Rule, type the Daily utilization threshold percent. Exceeding this threshold generates the alert notification.
6. Use the Email notification section to define who receives the email, the email sender, subject, and email text.
7. Select the check box to Add information about employees exceeding the utilization threshold. This provides specific employee information.
8. Type notes, as desired. These notes do not appear anywhere in the alert; they are for informational purposes, such as to remember why the alert was created.
9. Select the Active alert check box to make this alert active.
10. Click Save.

Other Settings

The Resources application lets you request, book and track resources (active OpenAir employees) against one or a number of projects in OpenAir. There are a number of settings within the application that control the rights and permissions available to specific Roles. These options are indicated below.
In addition, the Resources application lets you enter particular skills, education, and industries to an employee's profile to create a skills-experience database for your resources that you can search. See Search - Resources Application.

To access the Resources Other settings:

1. Go to Administration > Application Settings > Resources Settings > Other settings.

Notify booked resource when a booking is added, modified, or deleted: When you activate this option, OpenAir creates email notifications and sends them to any resource who has a booking entry created, modified, or deleted for him or her.

**Note:** Notifications are sent for each booking entry. When using the booking worksheet, entries into each column creates individual booking entries, which causes an email notification to be sent for each booking.

Prepend 'OpenAir' on the subject line of booking notifications emails: The email subject for booking notifications defaults to New Booking Created. Selecting this option prepends OpenAir to the subject line to make it clear to the employee that the email is coming from the OpenAir system. You can customize the booking notification subject and email body per your company's needs.

Notify manager of booked resource when a booking is added, modified, or deleted: If you activate this option, OpenAir creates email notifications to a resource's manager for each booking entry created, modified, and deleted.

**Note:** Notifications are sent for each booking entry. When using the booking worksheet, entries into each column creates individual booking entries, which causes an email notification to be sent for each booking. If an employee's Demographic form does not have a Manager identified, emails are not generated.

Require booking type when booking resources: If you have implemented booking types, this option lets you make this field mandatory for all bookings created in the system. This requires you to define a complete set of booking types so that a valid value is always able to be selected for any type of booking entry. At least one booking type must be active for the option to be available. If there are no booking types active, then this feature does not have any system impact.

Always 'Book by' for bookings, booking requests, and deal booking requests: By default, the system permits bookings to be entered by hours or by a percentage. Setting this option for strictly a percentage or strictly hours removes the ability to override the booking by the other option (e.g., If set to Percentage, all bookings must be set in percentages and cannot be entered in hours).

Default 'book by' value to use for new bookings when the default value is not otherwise implied: This is a system default setting for how an employee is booked to a project/task, by hours or by percentage. This can be overridden on the booking form or worksheet for each entry.

Default 'book by' value to use for new booking requests when the default value is not otherwise implied: If you have activated the use of booking requests within the resource application, this option sets a system default for how a booking request entry is created, by hours or by percentage. This can be overridden on the booking request form for each entry. If you do not have booking requests enabled, activation of this option does not have any system impact.

Enable client experience in resource searches: The Quick Search and Custom Search tabs within the Resource application by default do not include client experience, which are the past Client : Project worked within the OpenAir system. Activating this option provides client Experience as a search option allowing you to select specific clients in the search criteria.
Allow searches for inactive resources: Inactivating a resource removes the resource from various drop-downs and selection fields throughout the OpenAir system. Some forms allow the inclusion of inactive resources within a specific drop-down or selection list. By default, the search functionality within the Resources application does not include inactive resources. By activating this setting, an Include inactive resources check box displays on the custom search field, which permits the inclusion of inactive resources in the search.

Enable resource substitution searching on bookings: Bookings created for employees may need to be changed due to resource conflicts or the replacement of a generic placeholder resource with an available employee. Activating this setting permits a substitution option to appear on booking list views and individual booking forms. How substitution candidates are identified is dependent on the criteria option listed below. The substitution feature saves data entry time should bookings require modification.

Note: If you have email notifications activated for Bookings, the substitution of resources generates an email notification to both the original resource of the booking and the substituted resource of the booking. The only exception is when a generic resource is substituted as they do not have an email address specified in the system.

Criteria to use when searching for a resource to substitute for another a resource on a booking: Searching the criteria for substitution candidates can be one of two types: by Profile or by Job code. The Job code is more of a one-to-one mapping that identifies resources with the same job code as the current resource in the booking. Profile uses the entries from the skills database to look for comparable matching resources. If your skill database is very robust, the search may often times return few or no results. In these instances, the Job code substitution option would be best. The job code is derived from the Job code setting identified on the Employee Demographic form.

Enable multiple booking resource substitutions in one action: When enabled, resource managers have the ability to replace multiple resource bookings on the bookings list view by selecting multiple resources and using the Run an action function.

Show the related profile name on profile type drop-downs and pickers: When configuring a skills database within OpenAir, a number of dimensions such as Skill, Industry, Location, and Education are defined. Each dimension may be associated with another dimension. When this is enabled, you may optionally choose to display the related profile dimension in the drop-down selection associated with another dimension. For example, you may want to relate a skill with a particular industry. In the drop-down list for the skill dimension, you see ABC Industrializes Skill.

Respect filter sets when generating availability reports

Enable booking requests: Bookings may be created/modified/deleted by employees with granted Role permissions. Depending on your business process, the resource who creates a booking within OpenAir may not know whether a specific resource is needed or what type of resource is required. Enabling Booking requests enables the booking request feature to be available to employees with the appropriate role permissions to submit booking requests (optionally through an approval process) for a particular employee or a generic resource for a particular duration and effort. Approved booking requests automatically create booking entries, either to the specified employee or to the generic resource.
Important: To enable this setting the following internal switches must be disabled: Enable approvals for bookings and Enable project booking automation. Contact OpenAir Support or your Professional Services Consultant to discuss these options.

Booking requests can only be created for generics: By default when the Booking request feature is activated, any specific or generic resource may be entered on the request. Activating the Generic only feature supports a business process of having only a generic resource available to be chosen on the booking request. The resource reviewer/approver provides the named resource to be booked to the project. This would also require the option to Edit a submitted booking request to be enabled. When the generic resource request has been approved, another business process to book a named resource to the project is required. This would replace the generic booking with a named employee.

Booking request approvals are for the requested resource: This option directs how the Booking request is routed for approval. If this selection is enabled, the booking request is sent to the requested resource's approver. If left unchecked, the booking request is forwarded to the approver of the person making the request. To avoid confusion with approval routings, it is suggested that an Approval process is created to direct booking requests to the proper individuals. For more information, see the Approval Process.

The booking type field on booking requests cannot be modified: When a Booking request is initially created, the booking type field can be entered if you have configured Booking types and have at least one active entry. When the Booking request has been submitted, the booking type field cannot be modified if this option is activated.

Copy the approved booking request notes to the automatically generated booking: Notes may be entered on a Booking request. This information may be useful for reference in the Booking after the booking request has been approved. Activating this option permits the notes to be automatically copied to the booking. This is extremely useful to identify the appropriate named resource when generic resources are used on booking requests.

Do not allow booking request submission if time is booked to an inactive option: Employees entering booking requests against Clients : Project (or Clients, and possibly at the Task level) are provided a drop-down lists of these items. This option prevents the submission of a booking request if the employee is able to view a Clients : Project when the booking request is created but later the Clients : Project is inactivated before the booking request is completed and submitted. If this option is unchecked and the Clients : Project is inactivated during the booking request creation and submission process, the booking is allowed against an inactive project since the booking request was already in progress.

Allow an approver to edit a submitted booking request: When booking request approvals are used, booking requests are submitted for review by a defined employees who then approves or rejects the booking request. To avoid time delays introduced by having the reviewer reject a booking request and then the owner changing and resubmitting the request, activating this option gives the reviewer the ability to edit the booking request worksheet entries directly before continuing with an approval. This feature is useful to allow a booking request approver to substitute resources, if necessary, such as when a generic resource is selected in the request and a replacement of an available resource is required. This action is independent of any employee application role settings.

Weekly booking worksheets start on: The first day of the week for the booking worksheet can be set to any specific day of the week or to the first day of the week defined in the user demographics by selecting "From Employee demographics" in the dropdown. Selecting a day of the week for this option identifies the definition of a week within the system. The OpenAir permits weekly reporting and worksheet displays of weekly time periods. Each of these are dependent on what the specific week start setting that has been selected. This is most obvious in the Reports application under the Advanced tab for Timesheet and Expense status reports. Selecting a number of weeks to display show the defined employee week start values, which may not align with your particular employee week start setting. If this is the case, it may appear as if multiple timesheets have been submitted for a particular week, when in actuality it is just the misalignment of the week start setting throughout the system.
Add booking custom fields to dynamic booking worksheet: The dynamic booking worksheets are available in the Resources application under Booking requests and Bookings. By default, these worksheets do not include custom fields that may have been created for display and entry on the individual booking forms. Activating this feature includes the custom fields on the worksheet as well as the booking forms for proper data entry.

Allow an approver to edit a submitted booking: This option is mutually exclusive with the booking requests feature.

Do not allow booking submission if time is booked to an inactive option: This option is mutually exclusive with the booking requests feature.

Require a task selection on bookings: This option requires specifying a Task when booking a resource to a project. If this is not selected, the task field does not display on the booking form. If tasks do not exist on the project to which the booking is being created, the booking does not save.

Resource planner booking bar format - text options in drop down: This sets the format of the text displayed on the booking bars in the resource booking planner.

Disable daily option in resource planner: This disables the daily utilization option in the resource booking planner, which calculates utilization for each day.

Disable weekly option in resource planner: This disables the weekly utilization option in the resource booking planner, which calculates utilization as the average of all bookings within a particular calendar week.

Disable monthly option in resource planner: This disables the monthly utilization option in the resource booking planner, which calculates utilization as the average of all bookings within a particular calendar month.

Note: To enable the “Resource planner booking bar format” and “Disable daily/weekly/monthly option in resource planner” settings, the following internal switch must be enabled: Enable resource planner. Contact OpenAir Support to request this feature.

Preferred landing page for resources: This sets the default landing page for all users opening resources, e.g. Allocations Planner.

Note: Administrators can also set a preferred landing page for individual users in the user demographic settings. Users can set their own preferred landing page from User Center > Personal Settings > Resources Options.
Invoices

Overview

The Invoices application helps capture the time, expenses, and other charges accrued against a project. You can create charges in the Invoices application and include them in an invoice. You can also create charges when you run billing rules in the Projects application.

Primarily focused on invoicing your Clients, the Invoices application manages the results of running the billing rules which have been set up on projects. The charges created can then be placed on an invoice which is mailed or emailed to the client. Manual charges may also be created at any time and thus the need to allow configuration items that may contribute to these charge items are available within the Invoice application (e.g., Expense item, Flat rate, etc.).

The Invoices application includes:

**Charges** — Charges are in different states such as Open, Billed, Invoice Ready, Over Cap, and All. You create charges when you run billing for a project. Under charges, you can either edit charges or create them directly. Options include New hourly, New flat rate, New other rate, and New expense item, Mileage expense item, and New product. You can enter an individual charge to be included in a client invoice or multiple instances of a charge on a scheduled frequency.

**Invoices** — All charges that are open and invoice ready display under the Invoices link. You can check all or uncheck all or select them individually. Click the button on the bottom right to Create the invoice.

**Retainers** — When a client provides payment in advance, you create a retainer and apply some or all of the payment against an invoice. When you create a new invoice for this client, the available retainer balance will display.
Agreements

Agreements are contracts or SOWs that are used to track budget balances. Agreements may be associated with a project then assigned to the project billing rules for the tracking of balances. As such, agreements are created for a specific client. An agreement may encompass multiple projects. An agreement can be used in conjunction with Client POs, independent of Client POs, or not at all. Agreements are standard reporting fields and can provide the remaining balance on the agreement and the charges to date. Agreements can be renamed to your company’s terminology. See Interface: Terminology.

To create an Agreement:

1. Go to Administration > Application Settings > Invoices Settings > Agreements.
2. Select New Agreement from the Create Button.
3. Enter the Agreement name and then select the Client from the drop-down list.
4. Enter the client’s agreement Number specified on the document (if available) as well as the Date it was created.
5. In the Amount (money) field, enter the total value of the agreement and select the Currency if multi-currency has been enabled.
6. Input any Notes for this agreement, if appropriate.
7. Select the check box for Active agreement.
8. Click Save.
Charge stages separate time and expenses items into different phases or states within the Invoices application. There are two charge stages needed within OpenAir: Open and Billed. You may create any number of charge stages in your environment based on your company's requirements. For example, you may create stages to indicate charges that are billable to the client (e.g., Billable or Chargeable) or not billable (e.g., Administrative, Pending, or Overage.)

**To create a Charge stage:**

1. Go to Administration > Application Settings > Invoices Settings > Charge Stages.
2. Select New Charge stage from the Create Button.
3. Enter the Charge stage name.
4. Next, select the Options for this charge stage:
   - **Display charges in a separate tab** — checking this item displays the charge stage as a separate tab under the Invoices > Charges tab, which only displays the items under this stage
   - **Exclude charges from invoicing** — checking this item prevents charges under this stage from being selected in the invoicing process
   - **Exclude charges from project analysis** — choosing this item prevents charges in this stage from appearing under the Analysis link for projects.
5. Enter Position. Use the drop-down list to indicate the order in which the charge stage appears under the Charges tab.
6. Enter any Notes for further description of the charge stage, if desired.
7. Click Save.
Customer POs

Customer POs are funding documents for projects or purchases. Customer POs may be associated with a project then assigned to the project billing rules for the tracking of balances. There may be one or more POs associated with a project. As such, customer POs are created for a specific client. A customer PO may encompass multiple projects. A customer PO can be used in conjunction with Agreements, independent of agreements, or not at all. A customer PO can be set on a billing rule, so that charges are charged against a specific Customer PO. To set a Customer PO on the billing rule, you must first associate it with the project record on the project Properties form.

To create a Customer PO:

1. Go to Administration > Application Settings > Invoices Settings > Customer POs.
2. Select New Customer PO from the Create Button.
3. Enter the Name of the customer PO and then select the Client from the drop-down list. Enter the client's PO Number specified on the document (if available) as well as the Date it was created.
4. In the Amount (money) field, enter the total value of the client PO and select the Currency if multi-currency has been enabled.
5. Input any Notes for this customer PO, if appropriate. Customer POs are a standard reporting field and can provide the remaining balance on the customer PO and the charges incurred to date.
6. Click Save.

Customer POs can be renamed to your company's terminology. See Interface: Terminology.
Approval Process

This functionality provides the ability to create multi-level Approval processes as opposed to a specific named employee or meta value employee e.g., [Project owner] or employee's [Manager]. You can create as many approval processes as your company requires.

In addition, if you have enabled project approval options, the approval processes can be selected for proposals, invoices, and project approvals for timesheets, purchase requests, POs, booking requests, additional project specific approvers. See Approval Options. Project approvals occur first and must be completed before the other approvals can be fulfilled.

**Note:** Approval processes are available in the application settings of several different applications. Any process created in any of the applications settings, i.e., timesheets or expense reports, is available on all approval areas for project or employee level approvals.

**To create an Approval Process:**

1. Go to Administration > Application Settings > Expenses Settings > Approval processes.
2. Select **New Approval process** from the Create Button.
3. Enter the Approval process name. Make this name descriptive if you are creating multiple approval processes in your environment. A number of rows are available to create the approval process.
4. Select the Sequence Number. It indicates the order in which the approvals flow. The sequence number can be changed using the drop-down list.
5. Select the Approver assigned to the sequence number from the drop-down list, either a specific employee or meta value employee such as a [Project owner] or [Manager].
6. When a designated approver is submitter, and self-approval is not allowed, there is an option to select alternate approvers for individual approvers or for the overall approval process.
7. Create **Auto-approve rules** for any approver in the process. They automatically approve items when the value of the parameter meets the criteria specified in the rule.

8. Select the check box for **Can not edit** when you want to prevent the approver from modifying the approval process. This is only applicable if your account is configured to allow approvers to edit expense reports submitted to them.

9. Click Save.

**Note:** You can edit approval processes to add or alter steps and approvers. The effects take place the next time an employee submits an expense report. Any expense reports submitted prior to the change still holds the prior approval process parameters.

**Sequence Number** — You can change the sequence number using the drop-down list. More than one approver can have the same sequence number.

A **sequence number requires only one approval** — The check box for A sequence number requires only one approval is useful when you would like to have two or more approvers at the same level/sequence number, but require only one of them to approve the item before it is passed on to the next level approver.

**Assign after** — If you assign the same sequence number to several approvers, the Assign after field displays to the right of the form. This makes automatic escalations available by putting a number in the Assign after field. If approval is not given by the first approver within a certain number of days, the approval request is routed to the subsequent approvers. After approval has been escalated, the first approver may still approve it. The Assign after field is always days after initial submission, and it does not count from a previous escalation if multiple approvers are added in the same sequence number.
Expense Items

Expense Items are receipts, tickets, statements or other items that contain costs incurred by the employee and are entered into NetSuite OpenAir expense reports per your company's policies and procedures.

The expense items are classifications or categories of these costs. Some examples are: Airfare, Lodging, Mileage, Business Meals, etc. OpenAir has pre-defined a number of common expense items, but you can modify these and create new items per your company's needs.

Expenses incurred and related to client projects are often billable to the client. These expenses are available as charges in the Invoices application if expense receipts are processed by an expense billing rule on the project. Then they can be selected for inclusion on an invoice.

Expense charges are only created by the expense billing rule on the project if the Billable receipt check box has been selected on the individual receipts. However, you may override the billable receipt check box control on the Expense Billing rule directly by unchecking the option to Exclude non-billable receipts. (This option is defaulted as checked during the rule creation).

To create a Expense item:

1. Go to Administration > Application Settings > Invoices Settings > Expense items.
2. Select New Expense item from the Create Button.

3. Enter the Expense item name and select the Type of expense item (regular or mileage). A regular receipt is the default receipt form when a new expense report is created. A mileage receipt is a slightly modified receipt form allowing for mileage rates.

   **Note:** Mileage expense items may also be set as a regular receipt type since the form provides the ability to enter a price per unit (in this case $$ per Mile, for example). If you are not using the Vehicle feature that requires the mileage receipt type, you may opt to set up all expense items to the regular receipt type and avoid end-employee confusion during expense entry.

4. Enter a Price for the item (this is generally left blank except for the cases of mileage or per diem), Currency if multi-currency is enabled and the default is not the desired value, a Unit measure (generally for mileage), and indicate whether this is a Per diem item via the check box.

5. The next section in the form relates to Receipt policy, which controls actions based on the individual receipt and expense item entered into an expense report. You are able to enter parameters for the receipt and select whether to require notes or approval based on the settings.

6. For per diem expense items, you are able to choose how to limit their use within the system.

7. Check the Taxable service check box if tax may be charged to the client for this expense item. The tax rate to be used is controlled through the Invoices application by using tax location values. If you would like the expense item price to be required on the receipt, select the check box.

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**Credit/Rebill**

OpenAir’s invoicing functionality enables companies to group multiple charges that should be billed and sent to a customer. Invoices can be sent through an approval process, sent to a customer and subsequently exported to an external accounting system. At times it is necessary to credit and potentially re-bill an invoice that has already been approved, sent to a customer, or has been exported. Currently, if an invoice and corresponding charges have been approved or exported, a credit would need to be applied manually creating negative offsetting charges. New charges would also need to be created manually if the invoice needed to be re-billed.

OpenAir has streamlined the process of crediting an invoice and re-billing associated charges after a credit has been issued. A new Credit/Rebill link is available within an approved timesheet that enables users to either credit, or credit and rebill an invoice. If a user chooses to credit an invoice, a new invoice will be created that contains offsetting charges of the original invoice. If the user then chooses to re-bill, the charges from the original invoice will be available to be placed on a new invoice. Both credit and re-bill invoices will go through the same approval process as the original invoice. Additionally, the History link in the original invoice will indicate whether the invoice has been credited or re-billed, with the corresponding invoice numbers.

To enable the credit and re-bill functionality, please contact OpenAir Support.

**To Credit an Invoice:**

1. Users with the appropriate role privilege navigate to Invoices > Invoices > Approved > [select an approved invoice].
2. Click the “Credit/Rebill” link.
3. Enter any necessary notes and select the option for submission of the credit invoice to either “Yes” or “No.”
After all options have been configured, click the “Credit” button. A new invoice will be created containing negative offsetting charges.

**Note:** Credit invoice charges are designed to balance out the entire original invoice, and then new charges to be invoiced (or modified and then invoiced) are created by pressing Rebill.

### To Re-bill an Invoice:

**Important:** An invoice cannot be re-billed unless the invoice has been credited. After an invoice has been credited, a new re-bill option is now available.

1. Select the originally approved invoice that has already been credited.
2. From the “Credit/Rebill” link, click on the “Rebill” button. After the “Rebill” button has been selected, the charges on that invoice will appear in the “Open” charge stage.
3. Place these charges on a new invoice, if desired.

After an invoice has been credited, users cannot edit the charge in the original invoice, and the Charges link won't be available. After the original invoice has been rebilled, users cannot delete the original invoice and the credit invoice in the UI. Users would need to set the field `credit_rebill_status` to C on the original invoice to be able to delete the credit invoice. This setting of the field can be done using the Integration Manager tool. After the credit invoice is deleted, users may now edit the original invoice.

### Edit or Delete an Invoice Where a Credit and Rebill Has Already Been Applied

1. Create a CSV file and add a column for ID and `credit_rebill_status`.
2. Indicate the internal id of the original invoice (not the credit invoice).
3. Indicate C under `credit_rebill_status` column.
4. Save it as CSV.
5. Open Integration Manager.
6. Map ID with ID and `credit_rebill_status` with `credit_rebill_status` for CSV to Invoice.
7. Run the Integration Manager tool.

After doing this, the original invoice's `credit_rebill_status` will become C (Credit Initiated) from R (Re-Bill). Moving it to a state that is not re-bill will allow users to delete the credit invoice. Users may do so by navigating to [credit invoice] > Properties > click Delete. After deleting the credit invoice, users may now edit the charges within the original invoice and/or delete the original invoice.

### Role Settings

There are two new role settings that allow specific roles to either Credit or Re-bill an invoice:

- Rebill invoices
- Credit invoices

### Charge Stages

A specific charge stage can be designated at the Administration > Application Settings > Invoices Settings > Charge stages. Within the charge stage edit form, select the option "Set this as the primary
stage for 'credits'. If designated, any charge created from the credit invoice will be displayed in this charge stage.

Invoices List View

In the Invoices list view, a new subtab for "Credit/Rebill" is available. This subtab will hold any invoice that has been credited or re-billed. In addition, three new fields can be displayed by clicking on the "Customize list view" link on the upper left corner of the top menu bar. These fields are: "Credit/Rebill - Credit invoice number", "Credit/Rebill - Original invoice number", and "Credit/Rebill - Status". To display these fields, click on them as desired and select "Add selected items." Click OK.

Reporting

Time entry related fields can now be reported on in a charge detail report. These fields can be leveraged to identify the original time entries hours from the resulting charge. To run a charges detail report, navigate to Reports > Detail > Invoices > Charges.

Terminology

The terminology for "Rebill" can be changed. To modify the terminology, navigate to Administration > Global Settings > Display > Terminology.

Invoice Layouts List View

The Invoice Layout sub-tab lets you create and maintain the various invoice formats you require to produce invoices capturing the information desired based on types of projects or client preferences. You may have multiple invoice layouts and one of those layouts should be selected as your default layout.

The invoice layout is applied when the invoice is created based on the invoice layout setting on the project (Project Properties or Edit Project form). If a layout is not set, the default invoice layout is used. An invoice layout may be changed on a particular invoice by overriding the layout in the Edit Invoice form within the invoice. The layout form is structured into 7 basic parts: Invoice Columns, Invoice Groupings, Combine Charges, Other, Logo Settings, Footer Settings and Adobe Acrobat PDF Setting.
Credit/Rebill Invoice Layout

A distinct invoice layout can be configured and designated as the default for credit invoices. To configure the layout, navigate to Administration > Application Settings > Invoices Settings > Invoice layouts. Within the invoice layout edit form, check the option "Default credit invoice layout".

To access, create and modify the Invoice layout:

1. Go to Administration > Application Settings > Invoices Settings > Invoice layouts.
2. Select New Invoice layout from the Create Button.

The components of the Invoice Layout form follow.

Invoice layout - Display, summary

In the top half of the form, you have the options to designate this layout as the default. Only one invoice layout can be considered the default. The display area enables the selection of specific information related to invoice charges and the order those fields are displayed in the invoice, one value per column.
If you have the internal switch active that enables separate layouts for expenses from other invoice charges such as time or flat rates, you are able to select the invoice layout that controls only the expense formatting of your invoice. If the internal switch is not activated by OpenAir, then you do not see this option in your invoice layout.

The Summary section enables a grouping of values to be performed when displaying the information. It is important to remember that the invoice layout and summary selected does not change any of the invoice charge values, the data is simply formatted according to your specifications. Selecting a group or groups of items enables a subtotaling display of information.

Expense items can be grouped together that are similar as can time entries. The way the information is grouped is based on the options by time period such as day or week, by rate such as combine only like rates, and/or by employee. You may select one or more of the combination options to produce the summarized group as expected.

Expense groups may also be created to group expenses together that are related in some way by your company. Select the create arrow to display the expense group form. You may define as many expense groups as you desire, however each group must have at least 2 expense items. Expense items not included in expense groups are not included on the invoice so it is advisable to set up an ‘other’ group to capture those expense items that are typically not passed to invoices but may occur in special circumstances.

**Invoice layout – Formatting override**

A series of options exist to format the information displayed such as the location of project notes (if desired to be on the invoice) and invoice notes (if desired to be on the invoice). You may also select a number of other options such as the date format, number and hours formats, sorting order, additional text, etc.

If you have the terminology override on invoice layouts option activated (internal switch by OpenAir), then you have the ability to override the names of all fields that could appear on the invoice including items such as Tax, Total, Hours, etc. If you choose not to enter any values, the default system value is used. If you choose to enter a value, then invoices using the layout will have the fields renamed. This option is very helpful if you need to have invoices in another language or are using fields to display information different than what the field name is called by OpenAir. Example: redefine GST to Mwst Tax for country specific invoices. To activate the terminology override on invoice layouts option, [Create a Support Case](#).

Two major sorting options are available to control the order in which charges are displayed, Primary charge sort order and Secondary charge sort order. Select the options that sort your invoices properly for each format.

**Important:** Not all sorting values are available for display on the invoice. This may lead to confusion regarding the sorting of data on the final invoice, so use the sorting options carefully.

**Invoice layout - margins, remit to**

A remit to field lets you override the company address from which you are sending the invoice. This is helpful if you have more than one office invoicing clients and receiving payments. Since the office address is set in the invoice layout, you need to define invoice layouts per office and make sure they use only their layouts to get the appropriate remit to address displayed. There is no ability to restrict who can see what invoice layouts so training is key.

At the bottom of the invoice layout is a control of the invoice margins, both top and bottom. If you opted to allow the company logo to appear full size, the invoice top margin is ignored should your
logo require more space. You have the option to load an override logo which is helpful in the case of invoicing by subsidiaries within your organization that may use unique logos when invoicing your client base. The title of the invoice may also be overridden. This lets you specify a layout that renames the invoice to be 'Credit Memo' for example or any terminology (in any language) you desire.

Invoice Options

High level Invoice options exist that apply globally to all of your invoices. Setting the starting invoice # and the increment by # value should only be set one time in your account and not adjusted to maintain consistent invoice numbering.

To access and modify the Invoice options:

1. Go to Administration > Application Settings > Invoices Settings > Invoice options.
2. Set the Starting invoice # and the number invoices increment by. The starting number defaults to 100 and the incremental invoice # defaults by 1. You may change this as needed in your company. However, when set, we recommend that you do not change it.
3. Select the check box to **Include outstanding balances on the invoice** if you would like to display any outstanding balances to your clients. This is controlled here and not with the invoice layout.
4. Select the check box to **Show future charges when creating an invoice** if you have set up invoice charges for future billing manually and want to include these in the invoice for advanced billing.
5. Select the check box to **Show the employee name on the "Change charges" view** if you allow employees to change the charges by removing or adding them and optionally editing the charge.
6. Select the check box to **Show the task in the "Change charges" view** if you want to display the task in the charges view.
7. Enter an email address in the **Invoice email Bcc** text box if you want to copy a recipient privately into all invoice emails using Blind carbon copy. On the Invoice > Send form, the Invoice email Bcc is read-only and visible only if filled in the Invoice Options settings.
8. Enter an email address in the **Invoice email Cc** text box if you want to set a default recipient to be included into invoice emails using Carbon copy. The Invoice email Cc can be overwritten by the user sending the invoice on the Invoice > Send form.
9. Click Save.
OpenAir provides a number of methods you can use to charge or invoice a client. One of these methods is Services. You use services when you would like to designate and bill for specific services offered to a client.

A Service can be set up to bill at an hourly rate; a set amount per day, or week, or month; or may be set as a flat rate. Services are available in the Timesheets, Projects (tasks, billing rules, and recognition rules), Invoices, and Opportunity applications.

**Note:** The name of this form is based on your company's terminology. Most companies use services or activities, but other terms are used. You can review and modify your company's terminology definitions in Global Settings. See Interface: Terminology.

One example of a Service would be for monthly application support. You would charge a fixed fee amount per month to the client regardless of the amount of time incurred by resources providing the support. Another example could be programming fees where the service is provided on an as needed basis. You would charge the client at an hourly rate or on a per#day basis when assistance is required.

You are able to select the service as an option in the invoice layout. This defines the specific work provided to the client.

**To create a Service:**

1. Go to Administration > Application Settings > Invoices Settings > Services.
2. Select New Service from the Create Button.
3. Enter the Service name. Type notes related to this service.
4. Under Billing rates, select the Currency if you are using multi-currency in your environment. Choose how you would like to charge for this service: Hourly rate, Other rate (specified amount per time period), or Flat rate (for the entire service-fixed fee).
5. Optionally, you may choose a cost center for the service if your company has enabled using Cost Centers and has chosen Services as a Selected Item. See Cost Centers.

6. You may also enter text to be used on proposals in the Opportunities application, if desired.

7. Select the check box for **Taxable service** if tax may be charged to the clients for this service. The tax rate used is based on Tax Options as well as Invoice layout - Display, summary.

**Frequently Asked Questions (FAQs)**

**How would I know whether I should have Services set up for my company?**

If your company provides standard types of services to clients, you may want to create services in your account. They can be used for providing a standard description of the work being performed and are useful for financial reporting, such as revenue by type of service delivered. Since services are carried onto invoice charges, they are available to display on invoices to identify the type of work completed for your clients. Services are “sticky” values that remain associated with time entries and can be used in billing/ recognition rule setup. This can provide a wide variety of reporting options using timesheet hours and billing/revenue monetary values.

**Payment Terms**

Payment Terms are the conditions, generally the timeframe, under which an invoice is expected to be paid by the purchaser of the goods and/or services. Common terms are: Upon Receipt, Net 30 days and Net 45 days. Any number of payment terms may be created per your company’s policies. Generally these terms are specified in contracts or master agreements between the provider and the client.
To create Payment terms:

1. Go to Administration > Application Settings > Invoices Settings > Payment terms.
2. Select New Payment terms from the Create Button.
3. Enter the Payment terms name. There is a standard aging report OpenAir provides. In order for the aging function to work properly, the payment terms must be input in the form of “Net#”.
4. Type any Notes, if desired.
5. If this payment term is the standard used for your company, select the Default payment terms check box. You may also specify the payment terms on an individual client basis.
6. Click Save.

After you have created payment terms, you can select them on the Clients form. Go to Clients and select a client. Click the Billing information link. Select the Payment terms from the drop-down list. The payment terms for a client override the default set in the payment terms form. See Client Billing Information.

Other Settings

The Invoices application has many configurable parts including add-on functionality and interaction with how you are managing your projects.

To access the Invoices Other settings:

1. Go to Administration > Application Settings > Invoices Settings > Other settings.

Disable editing of invoiced charges: Charges may be edited within the Invoices application. This ability is controlled by application role settings. By default, a charge that has been included on an open invoice may also be edited directly within the invoice via the Change charges link. Activation of this feature disables the ability to edit charges within an invoice. Therefore, to edit charges on an invoice, all charges must be removed from the invoice first, modified, then reapplied to the invoice as appropriate using the Change charges link within the invoice.

Disable editing of exported invoices: Charges may be edited within the Invoices application. By default, a charge that is included in an invoice may also be edited directly within the invoice via the Change charges link. If you are exporting invoices from OpenAir for upload or integration with an accounting system, an export flag is set for invoices that have been exported. This is how OpenAir tracks what new invoices must be exported each time the export is run. Activation of this feature disables the ability to edit charges on an invoice that has been exported.

To edit charges, the invoice must be unexported and then unapproved (if it has already been approved) to remove the desired charges from the invoice. Charges may be modified and reapplied to the invoice using the Change charges link within the invoice. The invoice can now be exported again whenever the next export is scheduled to be run.

Important: If you are interfacing invoices with another system, the invoice in the other system must be deleted if the invoice has been unexported within OpenAir. This is to avoid duplicate invoice creation in the other system when the OpenAir invoices are exported again.

Allow project over-ride of billing/shipping/sold to contact: If this option is not selected, then the identified billing contacts for the client are available to be set on the invoice itself. With this option checked, a field displays on the project form allowing a specific billing contact to be associated with the project. This option is useful if you are creating separate invoices per project.
One project per invoice: If this option is not selected, then invoices can be created at the client level and include billing charges for multiple projects. When using the Create multiple invoices option in the Invoices application, you still have the option to check invoice creation by project or employee. If this option is selected, the system defaults to by project invoice creation for individual invoices as well as multiple invoice creation. You may still choose to create invoices by employee in the multiple invoice create option, but if the one project per invoice option is enabled, then the invoices are created per employee, per project.

Enable shipping contacts: By default, contacts created in OpenAir can be associated with an employee as a general contact or identified as a billing contact. Enabling a shipping contact provides an associated field on the Create contact form to identify whether the contact can be used as a shipping contact.

Require a description on charges: When creating an invoice charge within the Invoices application, the description field is left blank by default. This option requires some type of entry into the description field, most likely due to the invoice layouts displaying the description field. If you create charges from Billing Rules on projects, the charge description can be set via the billing rule to ensure the value is always populated. Setting this option does not make the charge description field on billing rules a required field. Therefore, you still need to ensure the charge description field is entered properly.

Require a service on charges: When creating an invoice charge within the Invoices application, the Service field by default is left blank. This option requires a selection of a service value. Services may drive an integration with an accounting package within your environment, which makes setting the service field critical.

Other reasons why a service would be required include a display of the service on invoice layouts or the use of the service to capture project-related metrics and categories for reporting. If you are creating charges from billing rules on projects, the service drop-down list can be set in the billing rule to ensure the value is always populated. Enabling Require a service on charges does not make the service field on billing rules a required field. This is a separate setting within the project options area that is recommended should you decide to activate the service on charges is required option for invoices.

Sort numerically when sorting the invoice list by invoice number: Invoices are assigned a number using the Invoice options form under Invoices Settings. Each client, however, may have a specific invoice prefix and it could be alphabetic. Activating the sort numerically setting ignores the invoice prefix values and displays invoices in the order of the number assignment when you click on the Invoice # column header.

Invoices tab defaults to a list of: Sets the default landing page for the Invoices application to the Invoice tab rather than Charges tab.
Purchases

Overview

The Purchases application within OpenAir provides the ability to create a process flow from a purchase request to fulfillment and receipt, and enables the tracking of purchases made within your company.

- Employees with the proper permissions can create purchase requests for goods and services (i.e., Products) which may then go through an approval process.
- Approved requests may then be turned into purchase orders (POs) by purchasers which are sent to vendors for fulfillment.

Records that OpenAir requires for the Purchases application are Vendors, Products, and Purchasers (for PO creation) as well as the establishment of at least one record in the following when using the full purchases functionality: Accounts payable locations, Carriers, F.O.B. locations, Receiving locations, and Shipping terms.
Accounts Payable Locations

Accounts payable locations are for your company's billing addresses. Your company may have multiple accounts payable addresses, which can be each location, a regional office, or a shared services facility. Accounts payable locations are only available in the Purchases application. When created, you can choose the appropriate accounts payable location when creating a PO so that the vendor is aware of the correct billing address when invoicing for this purchase.

To create an Accounts payable location:

1. Go to Administration > Application Settings > Purchases Settings > Accounts payable locations.
2. Select New Accounts payable location from the Create Button.
3. Enter the Accounts payable location name (required), the Demographic and Invoicing Address information (most critical).
4. Add Notes to include specific data regarding this location such as products and vendors to be used with this location.
5. Click Save.
Carriers

Carriers are the organizations that transport the purchases you order from your vendors to your company locations. You may want to specify the carrier you would like your vendor to use when shipping your purchases. The preferred carrier can be entered when creating POs. Frequently, you may have special arrangements with certain carriers. The use of carriers is only available in the Purchases application.

To create a Carrier:

1. Go to Administration > Application Settings > Purchases Settings > Carriers.
2. Select New Carrier from the Create Button.
3. Enter the Carrier name and any relevant Notes regarding this carrier such as contact information and account number.
4. Click Save.

F.O.B Locations

F.O.B. means Freight On Board. F.O.B. locations are an indication of which party, purchaser or vendor, is responsible for the shipping and loading costs. It may also refer to where the liability for damage goods resides.
In North America, the locations generally used are FOB Origin or FOB Destination.

**F.O.B. Origin** — means the purchaser pays for the shipping costs and takes responsibility (liability) for the purchase when it leaves the vendor’s location.

**F.O.B. Destination** — is the opposite, where the vendor is responsible for costs and liability until the purchase reaches the purchaser’s facility.

You may also create F.O.B. locations with specific locations (e.g., F.O.B. London) or other conditions based on your company’s needs. Ensure there is a clear definition on what each entry represents by entering notes as you set up the F.O.B. Location.

**To create a F.O.B. location:**

1. Go to Administration > Application Settings > Purchases Settings > F.O.B. locations.
2. Select **New F.O.B. location** from the **Create Button**.
3. Enter the F.O.B. location name and any Notes, if desired.
4. Click Save.

**Manufacturers**

Establish manufacturers so that you can associate them with products to ensure the products are purchased from the manufacturers your company selects. An example would be the purchase of a cell phone from AT&T or Verizon. By indicating the manufacturer on the purchase order (PO) or the purchase request, you ensure the cell phone is purchased from AT&T or Verizon.
Manufacturers is a feature that is only available in the Purchases application, however, it is not a required record in the Purchases application.

**To create a Manufacturer:**

1. Go to Administration > Application Settings > Purchases Settings > Manufacturers.
2. Select **New Manufacturer** from the **Create Button**.
3. Enter the Manufacturer name and the Demographic Information.
4. The next section is for the Mailing Address and Notes. The demographic, mailing address information and notes are not required to use the manufacturers feature.
5. Click Save.

**Purchase Order Layout**

You can tailor the Purchase orders to meet your company's needs. Since this report may be emailed or mailed to vendors outside of NetSuite OpenAir, the Purchase order layout should clearly communicate your purchasing requirements. You are able to select the prefix and starting PO number, Grid style, and Date format. These settings determine the numbering of the created POs and the basic style of the PO report.
To access and modify the Purchase order layout:

1. Go to Administration > Application Settings > Purchases Settings > Purchase order layout.

2. You may choose to include project information such as the Project name or the Client : Project, if desired, by selecting from the drop-down list.

3. Select the check box to Include description on PO and the check box to Include description on PO if desired.

4. Type information in the "From" email address for POs if you would like that added.

5. A Notes field is available to be displayed on the PO and may be positioned in the header or footer of the form. The notes displayed are a combination of notes entered directly on the PO and static text that may be entered into the Additional notes field in the PO layout. An example of static text may be: All inquiries should be directed to the Accounts Payable Department at xxx-xxx-xxxx.

6. Select the Columns to display for each purchase item on the PO from the Available Columns and move them to the Selected Columns.

7. Choose the Adobe Acrobat PDF settings you would like to use in your environment. We recommend that you test a printout of a sample PO when the PDF settings are in place to ensure the page layout and margins are set correctly.

8. Click Save.

Products

Products are items you purchase from vendors. A product must exist to use the Purchase request or PO functionality within the Purchases application. Products may also be rebilled or invoiced to your client and therefore need to be available as a type of billing rule on projects and also as a revenue recognition rule in the Projects application. They also may be used as a invoice charges in the Invoices application.

When you set up products in OpenAir, consider your company's requirements to distinguish between specific products. You may choose to set up generic products like cell phones, travel, or computer. Or, you may choose to be more specific on the type of products you allow to be purchased for your company such as Blackberry 8830 or Dell Inspirion E1705. To allow more flexibility and less
maintenance, setting up products that are more generic enables accurate data capture while not restricting the company from evolving as new products are approved and old products are retired.

If you are using the Purchases application to also procure vendor services, you also need to set up products related to services provided such as Consulting, Programming, and Web Design.

To set up a Product:

1. Go to Administration > Application Settings > Purchases Settings > Products.
2. Select New Product from the Create Button.
3. Enter the Product name. You can choose a Manufacturer from the drop-down list and identify the Manufacturer's part number in the fields provided.
4. Choose the Preferred vendor (if available), the Preferred vendor's SKU number, Standard price, Currency if using multi-currency, and Unit measure.
5. Select the check box if this is a Taxable product.
6. Select the check box to indicate this is an Active product.
7. Add any Notes on this product, if desired. Click Save.

**Note:** Only the name is required to create a product. Any other fields entered on the product record auto-populate related fields on a purchase request and/or purchase order in the Purchases application.

**Approval Process**

This functionality provides the ability to create multi-level Approval processes as opposed to a specific named employee or meta value employee e.g., [Project owner] or employee's [Manager]. You can create as many approval processes as your company requires.
In addition, if you have enabled project approval options, the approval processes can be selected for proposals, invoices, and project approvals for timesheets, purchase requests, POs, booking requests, additional project specific approvers. See Approval Options. Project approvals occur first and must be completed before the other approvals can be fulfilled.

**Note:** Approval processes are available in the application settings of several different applications. Any process created in any of the applications settings, i.e., timesheets or expense reports, is available on all approval areas for project or employee level approvals.

**To create an Approval Process:**

1. Go to Administration > Application Settings > Purchases Settings > Approval processes. Select New > Approval process.

2. Enter the Approval process name. Make this name descriptive if you are creating multiple approval processes in your environment. A number of rows are available to create the approval process.

3. Select the Sequence Number. It indicates the order in which the approvals flow. The sequence number can be changed using the drop-down list.

4. Select the Approver assigned to the sequence number from the drop-down list, either a specific employee or meta value employee such as a [Project owner] or [Manager].

5. When a designated approver is submitter, and self-approval is not allowed, there is an option to select alternate approvers for individual approvers or for the overall approval process.

6. Create Auto-approve rules for any approver in the process. They automatically approve items when the value of the parameter meets the criteria specified in the rule.

7. Select the check box for Can not edit when you want to prevent the approver from modifying the approval process. This is only applicable if your account is configured to allow approvers to edit purchase requests or POs submitted to them.

8. Click Save.

**Sequence Number** — You can change the sequence number using the drop-down list. More than one approver can have the same sequence number.

**A sequence number requires only one approval** — The check box for A sequence number requires only one approval is useful when you would like to have two or more approvers at the same level/sequence number, but require only one of them to approve the item before it is passed on to the next level approver.

**Assign after** — If you assign the same sequence number to several approvers, the Assign after field displays to the right of the form. This makes automatic escalations available by putting a number in the Assign after field. If approval is not given by the first approver within a certain number of days, the approval request is routed to the subsequent approvers. After approval has been escalated, the first approver may still approve it. The Assign after field is always days after initial submission, and it does not count from a previous escalation if multiple approvers are added in the same sequence number.
You can use the Purchase Request layout form to design purchase requests that are specific to your company’s needs. Since this report form may be routed for review and approval internally, the layout should clearly communicate your purchasing needs. You are able to select the prefix and starting Purchase Request number, Grid style, and Date format. These settings determine the numbering sequence of created Purchase requests and the basic style of the report.

**To access and modify the Purchase request layout:**

1. Go to Administration > Application Settings > Purchases Settings > Purchase request layout.
2. A series of data inclusion options are available:
   - Include client:project information on purchase request
   - Include description on purchase request
   - Include signature line on purchase request
   - Show the approval history
3. The Header or Footer of the Purchase Request may display purchase request notes and the client purchase request notes. You can also add additional notes.
4. Select Columns to display for each request item on the purchase request. Move items from the Available list and move them to the Selected list.
5. Choose the Adobe Acrobat PDF settings you would like to use in your environment. We recommend that you test a printout of a sample Purchase Request when the PDF settings are in place to ensure the page layout and margins are set correctly.
6. Click Save.

Purchasers

You must set up a Purchaser record to be able to use the Purchases application to create POs. The purchaser record stores the default purchasing preferences of each employee. For example, an employee who is in charge of creating POs and delivering them to vendors for a particular office often uses the same accounts payable and receiving information on each PO. By creating the purchaser and associating it with an employee, you set the purchasing preferences beforehand so the employees do not have to enter this information each time they create a PO.

A employee cannot create POs or POs by vendor unless the employee has an associated Purchaser record. Depending on role permissions, an employee can create Short Order POs without being designated as a Purchaser.

To create a Purchaser:

1. Go to Administration > Application Settings > Purchases Settings > Purchasers.
2. Select New Purchaser from the Create Button.
3. Select the Associated employee from the drop-down list of account employees.
4. Enter a name for the Purchaser.
5. Choose the Default Accounts payable location and the Default Receiving location for this employee from the drop-down lists.
6. Complete shipping information. Select the check box for Default for ‘Only ship complete order’. Otherwise, you allow for multiple shipments.
7. If you would like to select a default carrier for this purchaser, select a carrier from the Default for ‘Ship via’ from the drop-down list.
8. Notes may be added, if desired.
9. Click Save.

Vendors

Vendors play an important role for companies that use the Purchases application in OpenAir. A vendor is someone from which you purchase services or products. Purchase orders (POs) are issued to vendors and sent via OpenAir provided the necessary information has been entered on the vendor record.

Vendors are an optional feature in the Expenses application and can be entered on receipts, if your system is configured to use vendors on receipts. The entry of Vendors is separate from clients. So if you provide services to a company but also purchase services/products from them, then you must create both a client and a vendor record. See Clients.

To create a Vendor:

1. Go to Administration > Application Settings > Purchases Settings > Vendors.
2. Select New Vendor from the Create Button.
3. Enter the Vendor name and select the check box to indicate this is an **Active vendor**.
4. Enter Demographic Information as completely as possible.
5. Under the Purchasing Address, enter the full address of the vendor and person/department to be notified. This information is necessary when sending POs that have been created in the Purchases application to the vendor.
6. Enter the additional Purchasing Information. This includes Payment terms (see Payment Terms under Invoices Settings), Currency if using multi-currency, a PO note that is displayed on every PO for this vendor, Email PO text to be used on POs sent by email, and any notes if required.

    **Note:** The purchasing address and other information are optional if you are not using the Purchases application.

7. Click Save.

**Receiving Locations**

Receiving locations are for your company's shipping addresses. Your company may have multiple addresses it ships to, which could be each location/plant, a regional distribution center, or possibly a third party facility such as a manufacturing plant receiving parts.

Receiving locations are distinct from accounts payable locations since the purchase may be shipped to a plant location while the invoice should be sent to the regional office for accounts payable processing. Receiving locations are only available in the Purchases application. When created, you can choose the appropriate receiving location when creating the PO so that the vendor can ship the purchase to the correct shipping address.
To create a Receiving location:

1. Go to Administration > Application Settings > Purchases Settings > Receiving locations.
2. Select New Receiving location from the Create Button.
3. Enter the Receiving location name (required), the Demographic Information and Receiving Address information (most critical).
4. Add Notes, if desired.
5. Click Save.

Shipping Terms

You can enter shipping terms on a PO to provide information for your purchases with a vendor. Shipping terms are only available in the Purchases application and are generally determined by the contract between your company and the vendor. Shipping terms could include who is responsible for expenses involved in shipment, who owns goods at a particular point, and who is responsible for paying damage to goods. Examples are Paid by Vendor and Collect on Delivery or C.O.D.

To set up Shipping terms:

1. Go to Administration > Application Settings > Purchases Settings > Shipping terms.
2. Select New Shipping terms from the Create Button.
3. Enter the Shipping terms name. This displays on the PO.
4. Type any additional information in Notes.
5. Click Save.
Notifications

Purchases email notifications are highly configurable in NetSuite OpenAir. You can send an email notification when a PO is approved, submitted, rejected, or when an approval is requested as well as when a purchase request is approved, submitted, rejected, or when an approval is requested. You can send an email notification involving a specific vendor as well as for a PO submitted and approved by proxy. You can also send an email notification when specified conditions are met. You designate who receives the email notification and compose the actual email notification message.

To enable this feature, Create a Support Case and request the following switch be enabled: Enable administration of notifications in the following application settings: Purchases.

To create proposal notifications:

1. Go to Administration > Application Settings > Purchases Settings > Notifications.
2. Select the notification type from the Create Button.
3. In the Send a notification... section, select either the type of new notification you are creating or when these conditions are met. Then select the one or more required conditions.

4. Proxy: Yes or No - Determines if this notification is used for regular or proxy submissions.

5. Click + to add a row. If you select the Vendor option, you include or exclude specific Vendors.

6. Under Notify, specify either individual email addresses or select employees from the Available employee selection box. External email addresses can also be included.

7. Under Message, enter the desired contents of the email to be delivered. Use the Field drop-down list to specify pre-set variables as part of the email. To do this, choose the variable from the drop-down list and click on Paste to insert the variable into the email body.

8. Click Save.

Other Settings

There are several other settings available in the Purchases application.

To access the Purchases Other settings:

1. Go to Administration > Application Settings > Purchases Settings > Other settings.

Allow an approver to edit a submitted purchase request: When purchase requests approvals are used, purchase requests are submitted for review by a defined employee who then approves or rejects the purchase request. To avoid time delays introduced by having the reviewer reject a purchase request then having the owner fix and resubmit the purchase request, activating this option gives the reviewer the ability to edit the purchase request directly before continuing with an approval.

Allow an approver to edit a submitted PO: When PO approvals are used, POs are submitted for review by a defined employee who then approves or rejects the PO. To avoid time delays introduced by having the reviewer reject a PO then having the owner fix and resubmit the PO, activating this option gives the reviewer the ability to edit the PO directly before continuing with an approval.

On purchase requests, show only Clients and projects with open tasks assigned to the employee: This option only permits employees that have been assigned to open tasks on active Client : Project to create a purchase request.

Enable by default the "Automatically track payability with fulfillment" option for new POs: If you select this option, any PO item is indicated as payable when the item has been fulfilled. You may override the setting on a specific PO via the Edit PO form.
Allow modification of the notes field on an approved PO: When a PO has been approved, all fields are locked from changes. By enabling this option, the Notes field can be modified after the PO has been approved.

Allow PO submission even if there are purchase items with no costs assigned: This option enables a PO to be submitted for approval without having a defined cost indicated on the purchase item. Normally, purchase items and products entered on purchase requests have a standard price or cost assigned to them.

Do not auto-populate description field on request items: The description field is automatically populated from the description on the products. Selecting this option does not use the item description and requires the description to be entered on all purchase items.

Duplicate request item attachments to their respective purchase items when creating POs: Attachments to purchase items are automatically duplicated when creating new POs when this option is selected.

Enable the ability to create quick PO items. These are purchase items for purchases made without an NetSuite OpenAir PO: This feature lets you create PO items when purchases have been made without using purchase requests or POs within OpenAir. Generally you would create purchase requests or POs from products that have already been defined in OpenAir. Quick POs are technically purchase items, and are not the standard purchase order record.
The Reports application provides you with a way to download and report on information from the OpenAir system. It consists of five main tabs and each has its own set of configuration options. The types of Reports are listed below:

- Summary
- Detail
- Advanced
- Drill Down
- Saved reports

To manage reports, see Reports Status.

To view company report-related switches in Global Settings, see Reporting Options.
The OpenAir Reports application provides employees who have the appropriate privileges the ability to create and run a wide variety of reports based on your company’s configuration. NetSuite OpenAir provides a robust and flexible reporting environment. You are able to choose the fields you wish to see and the order in which they are displayed, along with the ability to filter the data.

There are four general types of reports: Summary, Detail, Advanced and Drill Down (optional). These four report types and their uses are described as follows.

Summary Reports

Summary reports give you access to report information across the OpenAir system such as reporting Timesheet entries along with Invoice information and Project revenue recognition. Reports are created by selecting a base report then completing the report form to configure the options for report generation. Selecting a base entity under the application specific context, rather than Account-wide, will limit the available values to only those in that application. Summary reports provide subtotal capability and flexible data filtering as well as inclusion of custom calculations in the system. See Custom Calculations Overview.
Tip: Columns can be locked in Summary Reports which do not contain a subtotal.

If the option to lock columns isn't available, navigate to User Center > Personal Settings and make sure that the following settings are enabled: **Anchor column titles at top of page when scrolling vertically** and **Enable anchoring of left columns when scrolling horizontally**. Then, navigate to Administration > Global Settings > Interface: Display and make sure that the setting **Enable dynamically collapsible sections in hierarchy lists** is disabled.

If column locking is not available in Summary Reports because they contain a subtotal, you can add at least one detail field to the Report and run it. This will make anchoring available even in Summary Reports with subtotals.

Detail Reports

Detail reports give you access to report information within specific applications or tables such as Employee information. Some information may be rolled-up for a basic sub-total function, but in general, reports in the Detail tab are used to report specific fields for a single object. Calculations are not performed in detail reports and the intended use of these reports is to provide list values of data.

Advanced Reports

Advanced reports provide pre-configured OpenAir reports that have specific functionality and formatting built in. The options for report configuration are generally limited. Key reports in this area include: Pending billing and Pending recognition reports, Timesheet status, Accounts receivable, and a variety of resources utilization reports.

Drill Down Reports

Drill down reports are useful if you are using Hierarchies with multiple levels in your company's environment. You can create reports by selecting the specific Hierarchy and Level within the hierarchy. You will also need to provide a Time period- Dates, the Application for which the hierarchy is associated, Data values and Other options. See Hierarchy.

Note: The Drill Down tab is an optional feature that is enabled unless you select the Hide the 'Drill down' reports tab available in Reporting Options. See Reporting Options.

Reports Status

The Reports status screen provides you with an overview of report statuses and details. This is a report management tool that lets you monitor the status of reports and take action on long running reports impacting performance, stale reports, etc.

It consists of three views.

- All
- Running
- Maintenance
From the **All** view you can see details on how reports are being used in your account.

You can also select one or more reports and run a bulk action to:

- Delete the selected report
- Remove the selected report from schedule
- Change the report owner

You can also change the report owner from the Report owner section on each saved report.
Running

From the **Running** view you can see all the details for the reports that are currently running. You can also select one or more reports and run a bulk action to **Stop the selected report**.

Maintenance

From the **Maintenance** view you can see all the active scheduled reports with inactive owners. This tab is available for administrators to clean their active scheduled reports.
Reporting Options

Reporting Options settings provide system-wide controls on the appearance of OpenAir reports and functions available in within the Reports application. In the following steps, we address the Options tab, which lets you configure the Global report options form. These Global report options affect the appearance of reports.

To view company report-related switches in Global Settings, see Reporting Options.

To set Global Report options:

1. Go to Reports > Options.
2. Select the Weekly and Bi-weekly report columns starts on. The default is Monday.
3. Select the Date to use in column titles: Use starting date or Employee ending date.
4. Designate how to handle settings when a value is not applicable in the report context.
5. Enter Display settings to wrap multi-line text fields at. The default is 50.
6. Select Adobe Acrobat PDF settings and identify other page display properties.
7. Enter Font size and select Grid style
8. Identify Multiple currencies you want to report on.
9. Click Save.

Report Management and Report Editor

The Report Management and Report Editor features streamline the process for finding, editing, and creating reports. For a quick overview of their functionality, please see the OpenAir Report Management and Editor Quick Reference.

To enable this feature, please have your Administrator contact OpenAir Support and request the Show the ‘Enable Report Management and Editor Interface.’ Option in Employee demographics switch. Administrators can then navigate to Administration > Global Settings > Employee/Users > [select a specific user] > Reporting Options and check the Enable the report management and editor interface option for each user or can use the Bulk Employee/User change wizard to enable the feature for multiple users at one time.

Reporting Workflow in the Report Management and Editor

The report editor and management features introduce a more efficient workflow. Searching or filtering reports in Report management brings up a list of rated results, as well as a preview of the report format, all within the same screen. Clicking New (if selecting a template) or Edit (if selecting a saved report) in this interface opens the Report editor, which lets you customize the report as you see fit.
Warning: Advanced Reports are not currently supported in the Report Management or Report Editor interfaces.

Report Search and Ranking in the Report Management Interface

The Report management interface includes a number of features to quickly locate reports which fit your needs. Reports can be searched for by name and/or desired measures, attributes, dimensions, or hierarchies. Report management is located under Reports > Management.

When the Report Management interface appears, you're presented with the screen above. In the top left corner is the Search and Filter area, where you can search for reports by name, and also by particular measures, attributes, hierarchies, or dimensions.

Below the Search and Filter area is the Results area. Search results appear here, and include either tabular or crosstabbed templates or saved reports. The order of dimensions in the results matches the order of dimensions entered into the filter box.

Along the top of the Results area are tabs which organize the Results into various categories.

Note: Depending on your level of access, some tabs may not be visible.

- The All tab includes all results.
- The All Saved tab includes all results which are saved reports and in the system
- The My Saved tab includes only results which are your saved reports
- The Shared tab includes results which are reports which others have shared with you or were shared by you with others
The **Tabular** tab includes any results which are tabular report templates

The **Crosstabbed** tab includes any results which are crosstabbed report templates

**Note:** When you search, you are searching through all available reports; however, the Results area will only display a maximum of 100 search results.

Each result includes the saved report or report template name and buttons which, when clicked, allow the user to perform available actions such as viewing, editing, or sharing the report.

<table>
<thead>
<tr>
<th>Action icons for Reports and Templates</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Play" /></td>
<td>Run - run the report</td>
</tr>
<tr>
<td><img src="image" alt="Edit" /></td>
<td>Edit - opens the report template in the Report Editor</td>
</tr>
<tr>
<td><img src="image" alt="Download" /></td>
<td>Download - download a CSV, HTML, or PDF format of the report</td>
</tr>
<tr>
<td><img src="image" alt="Delete" /></td>
<td>Delete - delete the report</td>
</tr>
<tr>
<td><img src="image" alt="Schedule" /></td>
<td>Schedule - schedule the report to run at periodic intervals and set up report email</td>
</tr>
<tr>
<td><img src="image" alt="Share" /></td>
<td>Share - share the report with selected resources</td>
</tr>
<tr>
<td><img src="image" alt="Report" /></td>
<td>Report - place the report in a specified folder</td>
</tr>
</tbody>
</table>

In the search results, each report template or saved report result is given a rating between 0 and 10, based on how often the template is used by all OpenAir users.

- **A 10** means that the report is used very often by all OpenAir users.
- **A 0** means that the report is rarely or never used by OpenAir users.

**Note:** Saved report ratings are taken from the report template which the saved report is based on.

Clicking on a report name in the Results area opens a preview of the selected report result in the **Report information area** and **Configuration preview area**. There is no need to navigate away from the search results to see the preview.
The Report Information area gives details about the selected report.

- The **Report rating** appears in the top left corner, next to the **Report name**
- **Category** — indicates whether the result is a Saved, Template, or Shared report
- **Type** — indicates whether the result is a Tabular or Crosstabbed report
- **Template** (Saved or Shared report results only) — the name of the template the saved report is based on
- **Owner** — the owner of the report
- **Created** — the date the report was created
- **Last saved** — the date when the report was last saved
- **Last view** — the date when the report was last viewed
- **Duration** — the time it took to run this report the last time
- **Total views** — total views by everyone who has view rights for these reports
- **Scheduled** — indicates if the report is scheduled to be run at a specific time and the schedule is active
- **Folder** — indicates which folders this report is located in
- **Shared with** — indicates who this report has been shared with
- **Note / description** — note or description of the saved report
- **Template specification** (Templates only) — provides additional information about the selected template.
  - **Intro** — briefly describes the template and its layout
  - **Dataset** — indicates which tables provide data for the template
  - **Grouping** — indicates the primary grouping, and describes other potential groupings
To Schedule a Report to Run at Periodic Intervals with Report Emails

1. Navigate to Reports > Management, click the All, All Saved, or Saved tab, and click the Schedule icon for the Saved report you would like to schedule.

2. In the General section of the Schedule form, select Run the report at the following time, set the Day, Hour, and Minute when you would like the report to run, and select whether the report should be emailed as a PDF or CSV file.

   **Note:** Times are in U.S. Eastern Time.

3. In the Email options section of the Schedule form, select who you want the emailed report sent to ("Me" is selected by default). You can also email it to All the employees who share the report, or add additional contacts by clicking > Create, selecting the Contacts in the Available column, clicking Add selected >, and clicking OK when finished.

4. Enter an email address which will serve as the Sender.

5. Enter a subject for the email. “Scheduled Report: [Report Name]” is used by default.

   **Note:** Metavalues such as %%date%% are not supported in Scheduled Report headings or bodies.

6. Add any optional text which will appear in the email body.

7. In the Other section of the Schedule form, select Email me additional information if the report returns no data if you would like to receive an email even if the report returns no data.

8. Click Save and the report will be run and emailed (if addressees were selected) at the designated time.

Creating a New Report

Reports can be created in Report Management and Report Interface in three ways.

To create a new report (method 1):

1. Go to Reports > Management.

2. In the Report management search fields on the left, enter your desired criteria, and a template or saved report is suggested. Select the one which most closely matches your needs.

3. Click New (for templates) or Edit (for saved reports) in the upper right corner of the preview window. You will be taken to the Report editor, and your criteria will be pre-populated in the layout preview in the center of the page.

4. Drag-and-drop or click the appropriate dimensions and measures for your reports. Only Dimensions can be placed in the Rows box, and only Measures can be placed in Measure names box. The measure names container is present in the Columns box under the pre-defined Date dimension or only the Measure names box. As you place these elements, the preview window will automatically update to show you the new report layout configuration.

5. Click on Funnel icons to setup filters for dimensions.
6. Click **Preview** to see an example of your report run with 1 record.
7. Click **Run** and the complete report is created using all of your selected records.
8. Click the + **Filters** button if you would like to narrow down or analyze specific data, for example for specific employees or time periods. This section lets you set filters limiting the data which appears in your report.
9. Enter the name of your report in the upper left corner of the Report editor, underneath your company name and save it by clicking the **Save** button in the upper right corner of the Report editor.

**To create a new report (method 2):**

1. Click the **Create** button on the upper left side of the screen. This can be done anywhere within OpenAir. If you were already within the Report editor, select **Report > New** ... You can also select **Account-wide: Report** from the Create new window in any other area of OpenAir. An empty report (based on the “Crosstabbed > Account-wide > by Company” template) is opened in the Report editor.
2. Drag-and-drop or click the appropriate dimensions and measures for your reports. Only Dimensions can be placed in the Rows box, and only Measures can be placed in Measure names box. The measure names container is present in the Columns box under the pre-defined Date dimension or only the Measure names box. As you place these elements, the preview window will automatically update to show you the new report layout configuration.
3. Click on Funnel icons to setup filters for dimensions.
4. Click **Preview** to see an example of your report run with 1 record.
5. Click **Run** and the complete report is created using all of your selected records.
6. Click the + **Filters** button if you would like to narrow down or analyze specific data, for example for specific employees or time periods. This section lets you set filters limiting the data which appears in your report.
7. Enter the name of your report in the upper left corner of the Report editor, underneath your company name (default is “Untitled”) and save it by clicking the **Save** button in the upper right corner of the Report editor.

**To create a new report (method 3):**

1. From the Report editor, click the **Select dataset and data format** button on the upper left side of the screen, under the report name. A new report template (either empty or with the selected dimension or measure) is created.
2. Drag-and-drop or click the appropriate dimensions and measures for your reports. Only Dimensions can be placed in the Rows box, and only Measures can be placed in Measure names box. The measure names container is present in the Columns box under the pre-defined Date dimension or only the Measure names box. As you place these elements, the preview window will automatically update to show you the new report layout configuration.
3. Click on Funnel icons to setup filters for dimensions.
4. Click **Preview** to see an example of your report run with 1 record.
5. Click **Run** and the complete report is created using all of your selected records.
6. Click the + **Filters** button if you would like to narrow down or analyze specific data, for example for specific employees or time periods. This section lets you set filters limiting the data which appears in your report.
7. Enter the name of your report in the upper left corner of the Report editor, underneath your company name (default is “Untitled”) and save it by clicking the **Save** button in the upper right corner of the Report editor.
The Report editor lets you create, edit, test, and run reports all on the same screen, without the need to switch between forms and previews or to refresh the page.

At the top left is the **Report name**. Changing the report name from "Untitled" or any other name saves the report with the new name.

The **Select dataset and data format** button is located under the report name. Clicking it opens a menu which lets you select a template. The current report template type is presented next to the Select dataset and date format icon.

Next to the **Tips** button are three vertical tabs which can be clicked to show or hide various Report Editor elements.

- **Rows and Columns** shows/hides the list of Rows, Columns, and Measure names currently in the report
- **Datasets** shows/hides the list of Dimensions and Measures for crosstabbed report templates or Attributes for Tabular report templates which can be added to the report
- **Settings** shows/hides the list of settings which can be modified for the report.

Rows can be customized by drag-and-dropping dimensions (which are usually text and date fields available for filtering and grouping) into the **Rows** section. You can also click directly on a dimension...
or measure and it will be added to the end of the rows or columns list. Hovering over Dimensions, Measures, or Rows opens a legend explaining what each icon in the interface means.

- Dimensions can be suppressed by clicking the Suppress dimensions icon.
- The Total column for measures can also be suppressed by clicking the Suppress total column icon.
- Clicking the 'X' next to a selected dimension, measure, or attribute deletes it from the report layout.

A new picker type has been added to the reporting interface and can be used to select and reorder columns. To enable it, activate the Use in-line multiple selection interface switch in Personal Settings > Display Options.

To Add Fields to Rows and to Rearrange Row Order

1. Click the Modify icon.
2. In the All tab, select attributes the which you would like to see in the report.
3. In the Selected tab, the attributes you have chosen appear, and can be moved with drag-and-drop functionality to change their order within the report.
4. Click OK in the bottom right of the picker window when you are finished.

Measures (numeric values which can be aggregated, including counts, totals, or custom calculations) can be moved with drag-and-drop functionality into measure names.

You can type the names of dimensions and measures into their respective search fields to quickly find the ones you need. Smart search functionality eliminates the need to know the full name.
In the center of the interface, an instantly-updated preview shows you how your report layout will look — again, there is no need to navigate away from the report editor and the updates do not require a page refresh.

- Clicking **Run** will run the report from the Report Editor interface with all records.
- Clicking **Preview** will run the report with only one record, which lets you see the report with actual data, but without the need to wait for all of your records to be processed.

On the right side of the Report editor interface, you can add filters which limit the data which appears in the report. A picker window appears when you click on any existing filter, and lets you further customize each filter. Hovering over an existing filter shows a list of what is included within that filter.

### Frequently Asked Questions (FAQs)

**What are the differences between the types of reports and how would I use them?**

Refer to the following descriptions:

- **Summary reports** (also called **Crosstabbed reports** in the Report Management and Editor tools) provide a great deal of flexibility in reporting. You are able to subtotal on many fields and incorporate fields from different applications into the reports.

- **Detail reports** (also called **Tabular reports** in the Report Management and Editor tools) concentrate on specific entities within the applications and you can customize the reports to your needs. For
example, you can create a report on project details or invoice details based on the information available within the entity you select.

- **Advanced reports** are standard reports provided by OpenAir. You have the option to modify some parameters within the report.

- **Drill Down reports** are used to provide specialized reporting on hierarchies you have set up in the system such as employee country, state, and project regions. The Drill Down tab is an optional feature that is enabled unless you check the Hide the 'Drill down' reports tab option under the Reporting Options. See Reporting Options.

- The **Saved Reports** tab shows customized reports that you or others in your company have created in the system. These are used in the charts and graphs you display in the Home application.
Workspaces

Overview

The Workspaces application provides employees with an area to store project-related documents and share them with other members of a team. The Workspaces owner can give members access to the workspace area on an individual employee basis, by assignment group, or allow all employees. In addition, the workspace owner can control members access and set it as read-only, read/write, or administrator.

After a Workspace is created, you can add a discussion thread to it. The discussion could be anything related to the particular Workspace such as a Project. You can also add documents and members, and edit the properties of the workspace. You can search workspace documents and discussions using keywords.

You select how you want to manage alerts for documents and discussions. You select the check boxes of the events that trigger an alert and designate members who receive the alert. You can select a check box to “Exclude alerts” on by default for all documents and discussions in a workspace as well.

Also, you can send an Account storage alert when account storage reaches a specified percent.

Document Categories
Within the Workspaces application you are able to define specific Document Categories to use in OpenAir. You can apply these categories to your documents when loading them into the workspace or folders within a workspace. Identifying documents by category enables you to easily track and maintain the documents you load into NetSuite OpenAir.

**To create Document categories:**

1. Go to Administration > Application Settings > Workspaces > Document categories.
2. Select *New Document category* from the *Create Button*.
3. Enter the Document category name and Notes, if desired.
4. Select the check box for *Active document category*.
5. You may optionally select one of the document categories to be the default category by selecting the check box for *Default document category*.
6. Click Save.

**Downloading Documents from Workspaces**

Workspace documents can be downloaded using the Download Attachments icon.

**To add the Download Workspace Attachments icon:**

1. Go to Workspaces > Workspaces > [Select a Workspace] > Documents.
2. Click the Columns dropdown menu.
3. Click "Attachment" in the "All" column.
4. Drag "Attachment" to the order you would like in the "Selected" column.
5. Click OK.
To download attachments from a workspace:

2. Click the Download Attachments icon. Depending on your browser settings, your file will be downloaded or you will be asked to choose a location to download the file to.

This feature is available in the following locations:

- Workspaces > Documents > All
- Workspaces > Documents > Search
- Workspaces > Workspaces > Search
- Workspaces > [Select a workspace] > Search
- Workspaces > [Select a workspace] > Documents

You can save time when downloading documents from Workspaces by downloading multiple files at one time from Workspace search results.

To Download Multiple Documents from a Workspace At One Time:

1. Navigate to Workspaces. The "Search workspaces" dialog appears.
2. Enter the keywords to search for, select which Workspaces to search in under "Workspaces", and select "Documents" under "Search". Click Search.
3. Select which documents you want to download in the “Bulk actions” column of the search results. You can also select to download all files by clicking Select All in the “Bulk actions” column header.
4. Click the “Bulk actions” dropdown list in the header of the “Bulk actions” column of the search results and select “Download selected.”

Account Storage

Honeycomb services
Global Settings Application Settings

Workspaces Settings Account storage
5.53 MB of 100000 MB used (0.01% used)

Please contact us at OA-Support@netsuite.com to arrange for more storage.
When using the Workspaces application to store your company's documents, you are able to monitor the amount of space used in the application. The default space available is 5MB unless you have a storage space option defined as part of your OpenAir contract.

To view the Account storage form:

1. Go to Administration > Application Settings > Workspaces Settings > Account storage.

**Account Storage Alert**

You are able to create a storage limit alert when document storage exceeds a specified percentage threshold.

To create an Account storage alert:

1. Go to Administration > Applications Settings > Workspaces Settings > Alerts.
2. Select *New Account storage alert* from the Create Button.
3. Type an Alert name.
4. Designate when it runs.
5. Set the % Rule.
6. Type Email notification information.
7. Click Save.

**Other Settings**

There are several other settings you can select related to Workspaces.

To access the Workspaces Other settings:

1. Go to Administration > Application Settings > Workspaces Settings > Other settings.

**Require a document category when checking in documents**: Document categories are configured to group documents by type for easy reference. If this option is checked, ensure you have set up
all necessary document categories so a valid value is always available. If this option is unchecked, employees may optionally choose a document category provided values exist. If values do not exist, the field does not display when creating or loading a document.

**Require a comment when checking in document revisions:** The comment field is optional unless this option has been selected. Requiring a comment on document revisions helps enforce policies such as including a summary of changes on the document history.

**Require a message body when creating a new message or replying:** The Workspaces application enables discussions to be entered and tracked. Checking this option prevents empty messages from being created, which may also trigger notifications to employees involved in the discussion depending on the alert settings within the workspace.

**Add the client name in auto-created project workspaces:** When creating a project, the project creator is given the option to create an associated workspace. By default, the name of the workspace includes the project name and the base workspace name, if one was copied. Selecting this switch also includes the client name in the name of the workspace. This is helpful if you have projects with similar or the same name to ensure you have unique workspace names.

**Enable document content searching:** When this option is checked, documents and their contents that have been uploaded are completely indexed by OpenAir. This enables a keyword search among all documents including the document name and contents. If this option is not selected, only document titles are searchable within OpenAir for the keywords.
Home

Overview

The Home application is your OpenAir home page. As a System Administrator, you can use the Home application to convey critical information to employees such as messages and reminders of actions to complete in the system such as approvals.

The Home application includes tabs for Home, Dashboard, and Calendars. The Home tab provides a place to distribute an account-wide message to all employees. It also displays reminders for items waiting your approval and links to those items. Other portlets include My Status and Company status, Charts, Reports, and Wizards.

Home

Home is the information tab under the Home application.

Message Board

You can post a central message or a department-specific message to the Message Board area. This is a good place to publish your processes, instructions, and general information with regard to using NetSuite OpenAir within your company.
Reminders

Reminders provide information about items in OpenAir that require your action. Typically this is a data-related item awaiting your review and approval such as a timesheet or expense report. Any item within OpenAir that requires a submit action may have a routing or approval process associated with it. A notification then displays in the Reminders portlet for those required to complete a review action.

Wizards

Wizards are generally available to System Administrators but may be made available to others through role permissions. A wizard is a quick way to copy data or complete an action such as receipt deletion across multiple items at one time. There are four basic wizards available:

- Bulk employee change wizard
- Expense report attachment deletion wizard
- Bulk task change wizard
- American Express receipt import wizard

**Bulk employee change wizard** — provides the capability to copy many fields from one employee across to multiple employees. The Copy from employee must be an active employee, but the Copy to may include inactive employees. For ease of employee identification, you have the option to copy to employees in entire Departments or one by one. When employees are selected, selecting Run will copy the identified fields to the identified employees.

**Expense report attachment deletion wizard** — lets you clean up storage use within NetSuite OpenAir by deleting attachments on older expense reports that have been reimbursed or approved.

**Bulk task change wizard** — gives you the ability to copy a task field setting across tasks within a single project. This is helpful for project maintenance on larger projects.

**American Express receipt import wizard** — lets you connect to an American Express online statement and download your receipts into a pre-existing expense report.

**Note:** There are field restrictions with this feature. For example, you cannot copy the password field. If you do not see the desired field available, you may need to consider a data update using the OpenAir Integration Manager. See Access Control and specifically, Exchange Access under Employees.
Using Wizards

The following guides administrators in using several of the wizards.

**Bulk Employee Change Wizard**

Administrators can copy an employee setting from one employee to other employees and/or departments in mass. Make a change to one employee account and copy it to others. Go to Dashboard and click the link for Bulk employee change wizard. Step 1 of the wizard displays. Identify the employee to copy from. Identify the information you want to copy. Select whether it is to copy to an employee or department and click next. Step 2 of the wizard displays. Select the employees to copy to and click run.

**Bulk Task Change Wizard**

Administrators can copy information from one task to another task in that project. Go to Dashboard and click the link for Bulk task change wizard. Step 1 of the wizard displays. Identify the client and project. Select the task to copy from. Select the information to copy to another task. Click next. Step 2 of the wizard displays. Select the task to copy to. Click run.

**Expense Report Attachment Deletion Wizard**

Administrators can delete all the attachments from an expense report and its receipts to free up storage space. Generally, you do this when the expense report is reimbursed or approved and the attachments are no longer needed. Go to Dashboard and click the link for Expense report attachment deletion wizard. Enter the start and end dates. Select whether the expense report status is reimbursed or approved and click delete the attachments.

**Frequently Asked Questions (FAQs)**

*When would I use the wizards?*

The wizards are used when you want to update a large quantity of data in the system at one time. For example, you may want to update various fields from one employee to others using the "Bulk employee change wizard" or you can use the "Expense report attachment deletion wizard" to remove these attachments in bulk based on your parameters.

**Note:** Be cautious when using the wizards since a large number of records may be affected due to the action. You may want to consider using OpenAir’s "Integration Manager" for updates on specific fields. See Access Control and specifically, Exchange Access under Employees.

**Status**

The Status areas of Home provides information about data-related items within your OpenAir account. It includes My Status and Company status. Each is explained as follows.

**My Status** — Employees may find the My Status area helpful as a summary of key elements in NetSuite OpenAir, such as their open timesheets or expense reports. Open tasks and action items are also noted that may be helpful, depending on your configuration and use of OpenAir. In many cases,
general overhead or administrative projects capture non-billable time so these tasks are always open and contribute to the open tasks count on My Status.

**Company Status** — The Company Status area provides similar information to My Status, but with a company-wide view in the OpenAir environment. As a System Administrators, you may find this information helpful as well as other managers. You can limit access to the Company Status area through form permissions.

### Reports

You can mount reports here instead of having employees access them from the Reports application. A one-click execution is all that is required to run the report and display the results. This gives employees an easy way to run critical operational reports in a dashboard fashion.

### Home and Dashboards

Charts are created in the home and dashboard tabs under the Home application. Charts provide a graphical representation of data in saved reports to which an employee has access.

When you have enabled selections on the Employee Demographic form for enhanced user interface and the Administration application view, employees can create and customize graphs available within the Dashboard that display Saved reports. These are available by accessing the Home application and selecting the Dashboard tab. You must also contact OpenAir Support and request the Dynamic Chart Feature if it is already not enabled in your OpenAir account. When enabled, the links and information available for graphs are under the Dashboard tab.

**To create a chart:**

1. Create a Summary, Detail or Utilization report. Go to the Reports application and select a Summary, Detail or Advanced (Resources-Utilization only) report. See Reports.
2. Modify the report parameters as necessary for your company's needs.
3. Check the Save this report as... check box and enter a report name in the field. Save the report.
4. Go to Home > Dashboard and select **New chart** from the **Create Button**.
5. In the New Chart form, enter the Chart type
6. Enter the Chart Title. This displays on the top of the chart or graph.
7. Select the specific Saved Report from the drop-down list.

8. Choose the Report Value. If the Report contains multiple values, you can select multiple Report Values within the chart form when you use one of the following chart types: Line, Horizontal multi-bar or Vertical multi-bar.

9. To view multiple chart values, select Add to display multiple report values. Choose the sort order (Desc - descending or Asc - ascending) and select the appropriate Display values from the drop-down list.

**Note:** The default behavior is to chart the maximum number of values. For multi-value charts, a check box displays to Use grand totals.

10. You can resize charts within the Dashboard. To resize a chart, click on the lower right corner of a chart and drag to expand.

You can also create charts and graphs under different tabs in the application. For example, you may have one tab for Financial information and another for Utilization information.

**To create a new dashboard tab:**

1. Go to Home > Dashboard and select **New tab** from the **Create Button**. The following selections are available:
   - New chart
   - New report
   - New tab

You also have the ability to copy charts and graphs from one Employee to another or to a Department. To do this, use the Bulk employee change wizard. See **Wizards**.

**Calendar**

Calendars is a display feature that gives you a schedule view of information as captured within OpenAir. Here, they also have the ability to see other employees' calendars provided you, as the System Administrator, have granted them the appropriate form permissions and filter sets.
User Center

A number of OpenAir employee functions display under the User Center menu, the setting of personal account options, managing an employee password and, the Log in as... that provides proxy capability.

Personal Settings

Employees can configure a number of personal settings and optional features under this tab. This is where they select the check box to allow support log in as well as identify a number of account and application options. Each employee may set print settings and choose the application that displays upon log in.

Password

This is where employees manage and make changes to their password.

If your account has the Verify Password Before Change feature, a user changing their password must also enter the old password. This feature enables a new required field called Current Password, which is used when a user changes their password. The correct password must be entered before the password will be changed. Please contact OpenAir Support to enable this feature.
This feature also affects changing a password when it has expired, or if a user created an invalid password (for example, with the incorrect number of alphanumeric characters) and must create a new password which conforms to the rules.

**Warning:** If your account has a maximum number of login attempts setup, typing the current password incorrectly when changing passwords will count towards the allowed password attempts.

**Log in as...**

When you, as a System Administrator, grant proxy permission to an employee, you identify the other employees that individual can log in as. When an employee selects Log in as from the **User Center** menu, a list of employees displays. To log in or proxy in as another employee, the employee clicks on an employee name and a new instance of OpenAir displays so that the employee can perform a function for the proxied employee. See **Proxy**.

**Change Filter set**

When you assign employees several filter sets, they will have the additional **Change Filter set** User Center menu item to select the active filter set. See **Filter Sets**.

**OpenAir Help Center**

The OpenAir Help Center is synchronized with OpenAir PDF guides and SuiteAnswers updates, and is presented in an easy-to-use interface.

The Help Center features a collapsible navigation pane to easily move between topics and breadcrumbs to show where you are within a topic. To collapse or expand a topic, click the + or – icons next to the topic.
You can also use breadcrumbs located at the top of a help article to navigate the Help Center. The breadcrumbs show where you are in a guide and topic. Click a topic in the breadcrumb and you will go to that article.

Search for specific topics and receive results ranked by how closely they match your search terms.

To search for exact search terms, use double quotes around the search term you want to find. For example, "project stage" will search for the term "project stage", but not "project" or "stage" individually.

Help topics can be printed for ease of reference. To print a Help Center article, click the Printer icon in the upper right corner of the article.
To access the Help Center, click the User Center and select "Help Center". The Help Center will open in a new tab or window, depending on your browser settings.

**Note:** To enable this feature, please contact OpenAir Support and request the “OpenAir Help Center” feature.

When the Help Center is enabled, an Administrator must select which roles have access to it. To allow a role to access the Help Center, go to Administration > Global Settings > Users > Roles > [Select a role] > General Settings and select the “View Help Center” role permission.
Opportunities

Overview

The Opportunities application lets you capture prospect information about a potential client and an existing client. You can add contact information, deal information, an estimate, a proposal, proposal templates, and business types, client sizes, client sources, and territories.

Approval Process
This functionality provides the ability to create multi-level Approval processes as opposed to a specific named employee or meta value employee e.g., [Project owner] or employee’s [Manager]. You can create as many approval processes as your company requires.

In addition, if you have enabled project approval options, the approval processes can be selected for proposals, invoices, and project approvals for timesheets, purchase requests, POs, booking requests, additional project specific approvers. See Approval Options. Project approvals occur first and must be completed before the other approvals can be fulfilled.

**Note:** Approval processes are available in the application settings of several different applications. Any process created in any of the applications settings, i.e., timesheets or expense reports, is available on all approval areas for project or employee level approvals.

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**To create an Approval Process:**

1. Go to Administration > Application Settings > Timesheets Settings > Approval processes.
2. Select **New Approval process** from the **Create Button**.
3. Enter the Approval process name. Make this name descriptive if you are creating multiple approval processes in your environment. A number of rows are available to create the approval process.
4. Select the Sequence Number. It indicates the order in which the approvals flow. The sequence number can be changed using the drop-down list.
5. Select the Approver assigned to the sequence number from the drop-down list, either a specific employee or meta value employee such as a [Project owner] or [Manager].
6. When a designated approver is submitter, and self-approval is not allowed, there is an option to select alternate approvers for individual approvers or for the overall approval process.
7. Create **Auto-approve rules** for any approver in the process. They automatically approve items when the value of the parameter meets the criteria specified in the rule.
8. Select the check box for **Can not edit** when you want to prevent the approver from modifying the approval process. This is only applicable if your account is configured to allow approvers to edit proposals submitted to them.
9. Click Save.

**Sequence Number** — You can change the sequence number using the drop-down list. More than one approver can have the same sequence number.

**A sequence number requires only one approval** — The check box for A sequence number requires only one approval is useful when you would like to have two or more approvers at the same level/sequence number, but require only one of them to approve the item before it is passed on to the next level approver.

**Assign after** — If you assign the same sequence number to several approvers, the Assign after field displays to the right of the form. This makes automatic escalations available by putting a number in the Assign after field. If approval is not given by the first approver within a certain number of days, the approval request is routed to the subsequent approvers. After approval has been escalated, the first approver may still approve it. The Assign after field is always days after initial submission, and it does not count from a previous escalation if multiple approvers are added in the same sequence number.
Deal Stages

Deals are the primary object in tracking pipeline opportunities within OpenAir when using the Opportunities application. Deals, when created, may be matured to include estimates and can result in a proposal in the Opportunities application or project in the Projects application.

When creating a deal, a standard field on the deal form is the Deal Stage. Deal stages can be defined per your established sales process to track maturity of an opportunity in the pipeline.

To define a Deal stage:

1. Go to Administration > Application Settings > Opportunities Settings > Deal stages.
2. Select New Deal stage from the Create Button.
3. Enter the Deal stage name and a representative Percentage to be used by OpenAir for weighted pipeline reporting. As deal stages are entered, you also can indicate the order in which the deal stages are presented to the employee in the drop-down field option on the deal form.
4. Add Notes about the deal stage, if desired.
5. Click Save.
Proposals generated in OpenAir are built by adding various proposal components such as text items, hourly items, and fixed fee items. Together these components make the proposal a report that can be mailed directly to clients for review and acceptance.

The proposal report that the client sees via the proposal link in the email is controlled by the Proposal Layout option. Here you may identify which columns are displayed to the client and in what order. You can identify the layout of the paper, the type of lines to display such as a grid or none, the format of dates, and the top margin to accommodate your company logo, unless you've chosen to override margin control in the logo settings. See Logos: UI, documents. The proposal layout form also doubles as a configuration for the starting number for proposals. The default starting number is 1 and proposals are incremented by default by 1.

To define a Proposal layout:

1. Go to Administration > Application Settings > Opportunities Settings > Proposal layout.
Templates

You can generate proposals in OpenAir using standard text and estimates including hours and rate, fixed fee values, and expense costs. Text items added to a proposal may reference defined Templates to ensure standard wording is used on all proposals. A typical example of this would be disclaimer text or copyright text.

When a template exists and a proposal is being created, you can create text items for the proposal and either enter custom text or select a defined template that uses the text defined in the template. If a template does not exist, the option to select a template does not display when you are creating text items for the proposal.

To create a Template:
1. Go to Administration > Application Settings > Opportunities Settings > Templates.
2. Select New Template from the Create Button.
3. Enter the Template name and the standard wording for the template in the Content text area.
4. Click Save.

 Territories

You can assign Territories to clients, prospects, and deals. These are an arbitrary geographical designation that you name. When you create them, you can include territory information when you create client records. This field is visible on the list view of the client data and in reports. Definition of territories is related to Opportunities when there is an organizational structure defining regions of client aligning with the sales organization. Examples are: East, West, US, and EMEA. If territories are not defined, then the field does not display on the Client form. See Clients.

 Territories may be created or inactivated at any time. Inactive territories do not appear as a valid selection on Client forms. Due to the general nature of the Territory form, you may chose to use this field for another purpose and rename Territory. See Interface: Terminology.

 Business Types

You can create Business Types to capture OpenAir standard demographic information that includes Business types. This field is visible on the list view of the client data and in reports. Definition of
Business Types

Business types is related to how your company groups types of Clients. Examples are by vertical such as Healthcare and Education, or by industry such as Energy and Transportation. If business types are not defined, then the field does not display on the Client form. Business types may be created or inactivated at any time. Inactive business types do not appear as a valid selection on Client forms. See Clients.

Client Sizes

You can create Client Sizes records to capture OpenAir standard demographic information that includes Client Sizes. This field is visible on the list view of the client data and in reports. Definition of client sizes is generally interpreted in terms of employees or revenue. Examples are less than 100, 101-500, 501-1000 if employee based, or less than $500K, $1M-$5M if revenue based. If client sizes are not defined, then the field does not display on the Client form. Client sizes may be created or inactivated at any time. Inactive client sizes do not appear as a valid selection on Client forms. See Clients.

Client Sources

You can create Client Sources to capture OpenAir standard demographic information that includes Client Sources. This field is visible on the list view of the client data and in reports. Definition of client sources is generally interpreted as how the client was obtained. Examples are referral, marketing campaign, trade show, cold call, etc. If client sources are not defined, then the field does not display on the Client form. Client sources may be created or inactivated at any time. Inactive client sources do not appear as a valid selection on Client forms. See Clients.

To define Territories, Business Types, Client Sources or Client Sizes:

1. Go to Administration > Application Settings > Opportunities Settings and select either Territories, Business types, Client sizes, or Client sources.
2. Select the New entity you wish to create from the Create Button.
3. Enter the name of the particular entity value.
4. Add Notes for the value, if desired.
5. Click Save.
Opportunities email notifications are highly configurable in OpenAir. You can send an email notification when a proposal is approved, submitted, rejected, or when an approval is requested. You can send an email notification involving a specific company as well as for a proposal submitted and approved by proxy. You can also send an email notification when specified conditions are met. You designated who receives the email notification and compose the actual email notification message.

To enable this feature, Create a Support Case and request the following switch be enabled: Enable administration of notifications in the following application settings: Opportunities.

**To create proposal notifications:**

1. Go to Administration > Application Settings > Opportunities Settings > Notifications.
2. Select the notification type from the Create Button.
3. In the Send a notification... section, select either the type of new notification you are creating or when these conditions are met. Then select the one or more required conditions.

4. Proxy: Yes or No - Determines if this notification is used for regular or proxy submissions.

5. Click + to add a row. If you select the Client option, you include or excludes specific Clients.

6. Under Notify, specify either individual email addresses or select employees from the Available employee selection box. External email addresses can also be included.

7. Under Message, enter the desired contents of the email to be delivered upon timesheet submission. Use the Field drop-down list to specify pre-set variables as part of the email. To do this, choose the variable from the drop-down list and click on Paste to insert the variable into the email body.

8. Click Save.

Other Settings

There are several other settings available in the Opportunities application.

To access the Opportunities Other settings:

1. Go to Administration > Application Settings > Opportunities Settings > Other settings.

Allow an approver to edit a submitted proposal: This feature, when selected, permits an approver to make adjustments to a Proposal after it has been submitted.

Allow a proposal to be associated with a deal: Enabling this feature lets you associate a proposal with a Deal. You first must have a Client or Prospect set up. Then a Deal has to be created in the Opportunities application. You can then create a Proposal and tie it to the specific deal.

Disable editing of sent proposals: If the Proposal has been marked as Sent to the Client or Prospect, this feature prevents editing the proposal within OpenAir.
Administration - Global Settings

Overview

The Administration > Global Settings application contains a majority of the configuration items within OpenAir, both for the system and for your specific employee accounts and clients. It divides settings into sections that include additional sub-tabs. Items configured in Global Settings are generally available to all employees of the system, depending on their Role, Form Permissions, and Filter Sets.

Global Settings Sections

Global Settings are listed under the following sections:

- Organization
- Users
- Jobs, Rates
- Clients
- Display
- Account
- Reports
Global Settings Sections

- Custom Fields

Also included in this chapter of the Admin Guide is the Form Permissions Overview. Since the information it includes applies to all forms in NetSuite OpenAir, it is presented in this chapter.

Organization

Links are provided to forms for the following settings and configurations. They are located in Administration > Global Settings under Organization. The following lists them in the order in which they display on the Global Settings window.

- Accounting Dates
- Accounting Periods
- Approval Options
- Currencies
- Departments
- Hierarchy
- Name & Address
- Projects
- Tag Groups
- Tax Location
- Tax Options
- Work Schedules

Accounting Dates

![Accounting Dates Form](image-url)
OpenAir provides a useful feature in allowing you to establish Accounting Dates for a variety of transactions. You can associate Accounting Dates with timesheets, time entries, expense reports, receipts, invoices, revenue containers, and recognition transactions as well as with reports drawing from these accounting dates. The ability to maintain separate accounting dates can be particularly helpful when the original transaction date of an entity must be independent from the financial accounting date, as signified by a financial report or general ledger application.

Accounting dates can be populated automatically at a particular time, such as transaction creation, and with a particular date.

**Note:** This is not an actual accounting period function as seen in a financial system. This feature permits transactions to be tagged with an additional date value to keep reporting consistent within a particular accounting period. Discuss this feature with a professional services consultant before deciding on whether this functionality is applicable in your account.

To enable accounting date functionality, Create a Support Case and request that the following switch for accounting periods be enabled: Enable the accounting period feature to manage transaction dating (Support - Check with Sales before enabling).

**To set up Accounting dates:**

1. Go to Administration > Global Settings > Accounting dates.

The selections available in the drop-down lists for the Accounting date configuration vary according to the entity that is being set up. For each entity, select an event and then select an associated accounting date. For example:

- Timesheet events include: Timesheet created, Timesheet submitted, and Timesheet approved.
- Timesheet Accounting Dates include: Timesheet start date, Date timesheet is created, Date timesheet is submitted, Date timesheet is Approved, Custom date, and Custom Accounting period.

The drop-down values are similar to the above for time entries, expense reports, receipts, and invoices. These drop-down values are the events in the system that trigger the stamping on an accounting date onto the transactions. For example, when a Timesheet is submitted, the time entry is stamped with an accounting date of today’s date.

After you select the settings and save the form, the accounting dates for the associated transactions are populated automatically according to the accounting date event and the chosen date. Any accounting date can be manually updated by editing the individual transaction and over-writing the accounting date.
Accounting Periods

The accounting period functionality lets you associate separate accounting dates with most transactions as well as with reports drawing from these accounting dates. The ability to maintain separate accounting dates can be particularly helpful when the original transaction date of an entity must be independent from the date, as signified by a financial report or general ledger application.

Review the following examples:

- Charges on an invoice dated July 5th need to be associated with the month of June in the general ledger since the charges were incurred in this month. In this example, the invoice transaction date would be 07/05/12, however, the invoice accounting date might be 06/01/12.

- A receipt incurred in March needs to be posted to the financial system in June. In this example, the receipt transaction date might be 03/17/12, while the receipt's accounting date might be 06/01/12.

The accounting period functionality lets you associate an additional independent accounting date with a transaction. You can then configure reports to leverage the accounting dates, rather than the original transaction dates. The accounting date functionality is enabled with the accounting period functionality.

To enable this functionality, Create a Support Case and request that the following switch be enabled: Enable the accounting period feature to manage transaction dating (Support - Check with Sales before enabling). After you have activated the accounting period functionality, the following transactions have an acct_date field available:

- Invoices
- Charges
- Expense reports
- Receipts
- Timesheets
- Time entries
- Revenue recognition transactions
To create an Accounting period:

1. Go to Administration > Global Setting > Organization > Accounting periods.
2. Select New Accounting period from the Create Button.
3. Name the accounting period (Ex: P1 November 2012).
4. Select the start and end date for this period (Ex: 11/01/12 and 11/15/12).
5. Select the Transaction date for this period. This is the date that displays in the accounting date field when a transaction is created and associated manually or automatically with this Accounting Period.
6. Add any relevant notes to the Notes field that may be helpful. (For example, you might type, “This is the first of two accounting periods in November 2012.”)
7. Select the Active check box, unless the accounting period does not need to be active at the moment. (Inactive accounting periods do not show up in drop-down lists for association with transactions).
8. Select the Current accounting period check box to which the accounting period should be referenced if and when the current accounting period is selected in any billing or revenue recognition rules setups.
9. Click Save.

To auto-populate Accounting Dates charges via Project Billing rules:

1. Go to Projects and select a project. Navigate to Billing > Billing rules.
2. Drill into the billing rules. Under the Accounting date setup, How to get the accounting date field. Select either:
   - Use the accounting date specified below
     If this is selected, the Accounting date field must be populated with a specific transaction date.
   OR
   - Use the accounting period specified below
     If this is selected, the Accounting period drop-down listed below must be populated with a specific accounting period, or more commonly, the dynamic current accounting period selection. If you select the current accounting period, the accounting period that has the Current accounting period check box selected is used.
3. Click Save.
   The next time the billing rule is run, charges generated have the Accounting date populated according to the Accounting Period setup within the rule.

To update the Accounting Dates on charges:

1. Go to Projects and select a project. Navigate to Billing > Billing rules.
2. To update the accounting date one charge at a time, drill into a charge and manually update the accounting date field.
3. To update the accounting date on charges in bulk, navigate to the open charges tab within the Invoices application. Select the check boxes next to the charges that need to be updated,
To auto-populate Accounting Dates on Revenue Recognition Transactions via Revenue Recognition rules:

1. Go to Projects and select a project. Navigate to Recognition > Recognition rules.
2. Drill into the revenue recognition rules. Under the Accounting date setup, designate How to get the accounting date field. Select either:
   - Use the accounting date specified below
     If this is selected, the Accounting date field must be populated immediately below with a specific transaction date.
   OR
   - Use the accounting period specified below
     If this is selected, the Accounting period drop-down immediately below must be populated with a specific accounting period, or more commonly, the dynamic Current accounting period selection. If the current accounting period selection is picked, the accounting period that has the Current accounting period check box selected is used.
3. Click Save.
   The next time revenue recognition is run, these updated rules create revenue recognition transactions that have the Accounting date populated according to the Accounting Period setup within the rule.

To update the Accounting Dates on revenue recognition transactions:

1. Go to Projects and select a project. Navigate to Recognition > Recognition rules.
2. To update the accounting date on one revenue recognition transaction, drill into a revenue recognition transaction and manually update the accounting date field.
3. To update the accounting date on revenue recognition dates in bulk across a project, drill into a project and navigate to the revenue recognition transactions tab. Select the check boxes next to the charges that need to be updated, click the run-an-action icon, select Change the Accounting Date to and select the appropriate accounting period. Click OK.

Updating Accounting Dates Automatically

You can update an accounting date manually, or arrange to have the accounting date automatically populated at a particular time. See Accounting Dates.

This applies to the following:

- Timesheets
- Time entries
- Expense reports
- Receipts
- Invoices
- Revenue containers
- Recognition transactions
Approval Options

This functionality provides the ability to create multi-level Approval processes as opposed to a specific named employee or meta value employee such as [Project owner] or [Manager]. You can create as many approval processes as your company requires. Approval processes are available for use in the following applications: Timesheets, Resources, Projects, Expense reports (including Authorizations), Purchases (purchase requests and POs), Invoices, and Opportunities (proposals).

Currencies

OpenAir supports multiple currencies for global companies. You are able to select the currencies that your company does business in. This enables invoicing in the currency of your clients as well as giving your employees the ability to input expense items in the currency in which they were incurred. Another feature of NetSuite OpenAir is the capability to report all financial data elements in any of the currencies that have been selected for use in your environment. OpenAir receives a nightly exchange rate feed from www.xignite.com, updated every night at 3 a.m. Eastern time.

Use the Currencies link to set exchange rates, view exchange rates, and specify multiple currencies that may be used in your company.

Set Exchange Rates

<table>
<thead>
<tr>
<th>Name</th>
<th>Company Rate</th>
<th>Name</th>
<th>Company Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Albania Lek (ALL)</td>
<td></td>
<td>Lebanon Pounds (LBP)</td>
<td></td>
</tr>
<tr>
<td>Algeria Dinars (DZD)</td>
<td></td>
<td>Libya Dinars (LYD)</td>
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</tr>
<tr>
<td>Angola Kwanza (AOA)</td>
<td></td>
<td>Lithuania Litas (LTL)</td>
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</tr>
<tr>
<td>Argentina Pesos (ARS)</td>
<td></td>
<td>Macau Patacas (MOP)</td>
<td></td>
</tr>
</tbody>
</table>
OpenAir lets companies to override the current exchange rates. If a company overrides a current currency exchange rate, then the company rates is used for all transactions. Advanced exchange rate override options are available to control time-related exchange rates such as different rates for past periods, the current period, or future periods. Please contact OpenAir Support to enable the ability to modify your exchange rates table.

View Exchange Rates

OpenAir's exchange rates are listed in relation to your company default currency and are maintained by www.xignite.com so the exchange rates are always current. If you override a current currency exchange rate, then the company rate you set is used for all transactions.
Multiple Currencies

You are able to choose which currencies are available for use in your company's OpenAir account. The selection of currencies in the Multi-currency form enables the currency field to be displayed in drop-down lists. All financial reporting fields are also available in the selected currencies. The first currency identified in the form indicates the default currency in your OpenAir account.

Departments

Departments function as groupings of employees based on distinct criteria. The criteria can be defined based on your company's requirements. You can also use Departments to grant group access privileges and create customized approval procedures.
To create Departments:

1. Go to Administration > Global Settings > Departments. Select New Department from the Create Button.
2. Type the Department name.
3. Add Notes as applicable.
4. Click Save.

After the Department is created and saved, additional options display. They include:

- **Assigned employees** — The Assigned employees option is where you can now assign employees to the department. A employee can only belong to one department. Employees available to be assigned display in the Available Items area. If an employee is not listed in the Available Items, then they have already been assigned to another department. You must unassign the employee from the old department before you can assign them to the new department. After all employees are assigned in the Selected Items area, save the form.

- **Edit** — After employees are assigned, you can edit the Department head if applicable. The Department head must be an active employee and must be a member of the department.

  **Note:** Click the link to modify the form permissions to display a message area. If departmental dashboards are active in your account, you can enter messages or notifications that are posted on the departmental dashboard when employees login to OpenAir. Only members of the department are able to view these messages.

- **Approvals** — Approvals allow you to set each employee's approver by function. The functions listed include: Timesheets Approver, Expenses Approver, Authorizations Approver, Proposal Approver, Purchase Request Approver, and PO Approver, provided these functions are enabled in your OpenAir environment. You can assign mass approvers to the department head, to a generic such as Manager or to an approval process. You can also choose named approvers by employee by function. After approvers have been assigned, save the form.

  **Note:** Approvers can also be assigned at the Employee level when an Employee is created or modified.

Hierarchy

![Hierarchy](image-url)
Hierarchies are used to create hierarchical classification trees with employees, clients, and projects. A employee, project, and client can only belong to one node at any particular moment within a hierarchy, but can belong to multiple hierarchies at one time if multiple hierarchies exist for a record. A employee, project, and client can also be moved between nodes with a hierarchy.

Hierarchies are used for subtotaling and filtering within Summary reports. For example, you may create a client hierarchy based on geographical location that associates each client with an office location such as a city. You could also create a two level hierarchy: city and state. Each level may have multiple nodes. The state level can have Texas, Georgia, and Washington. Or, at the city level you could have Seattle, Austin, Dallas, and Atlanta. Each city level node has a parent node such as a state. By assigning clients to a city, they are automatically also associated with the state.

To create Hierarchies:

1. Go to Administration > Global Settings> Hierarchies. Select New Hierarchy from the Create Button.
2. Enter the Hierarchy name and select the Type. Associate the hierarchy with either Employee, Project, or Client.
3. Add Notes about this hierarchy, if desired.
4. OpenAir defaults the hierarchy to Active hierarchy status.
5. Check the Show this Hierarchy when editing objects of this type to make the field visible on the entity form.
6. Check the Require a hierarchy selection when editing objects of this type to make this field required.
7. You can duplicate levels and nodes of another hierarchy if this feature has been enable for your account. However, the nodes will be empty.
8. Save the form. A new check box displays to Enable this hierarchy as a column in entity lists. This checkbox lets you add the hierarchy to customized lists of data.

After you create a Hierarchy, then you create corresponding Levels and Nodes. When the hierarchy form has been saved, links to the Levels, Nodes and Entity (Clients, Projects or Employees) display on the Edit hierarchy form.

To create Levels:

1. Click on Levels link. Select New > Level.
2. Enter the Hierarchy level name. If this level is the topmost level, then no Parent is required. For all other levels below the topmost level, a parent is required.
3. Add Notes about this hierarchy, if desired.
4. Click Save.

To create Nodes:

You create Nodes in a similar manner to Levels, as described above. You cannot create Nodes until you have created Levels.
1. Click on Nodes link. Select New > Node.
2. Enter the Hierarchy node name and select the Parent the level to which it belongs.

   **Note:** There can be multiple Nodes at each level. When you create your Nodes, you can assign clients, projects, and employees to the nodes.

3. Click Save.

You are able to see a list of entities associated with the hierarchy. If a Project hierarchy is created:

- On the Edit hierarchy form, select the **Use to determine filter set access for projects** check box if you want to use it in filter sets. This feature lets an employee have project access based on placement within a project hierarchy. See Filter Set Access Control.
- On the Edit project form, specify the node of the hierarchy in which the project belongs.
- On the Employee Demographic form, select which group of projects the employee has the right to use by picking the appropriate node or level of the hierarchy.

Note: Clients, projects, or employees can only belong to one node in each hierarchy. Therefore, it is useful to assign them to the most specific node. When you run reports, the employee, client, or project are automatically rolled-up into the higher level parent nodes.

**Name & Address**

The Name and Address link displays the Company information form. This is where you enter company information such as name, address, phone number as contracted with OpenAir for billing purposes. The key field here is the Company ID, which is required to identify your company's instance during login to the OpenAir application. The Company ID may be changed if, for example, your company undergoes a name change.

**To create or edit Company information:**

1. Go to Administration > Global Settings> Name & address.
Projects

The Project form requires only a few fields to create a project: Project Name, Client, and Start date. However, it lets you capture pertinent project information such as the following.

- **Project name** — The project name should be descriptive but short to preserve space on page displays and on reports.
- **Project owner** — The Project Owner drop-down can be set to the resource responsible for the information accuracy tracked on the project. This field setting has special use related to approval processes and reporting filters.
- **Project stage** — Remember, project stages must have been previously defined to be available for selection here. See Project Stages.
- **Start date** — The Start date is defaulted to today's date and, in most cases, signifies when the project is estimated to start.
- **Budget hours** — Indicates the effort estimated to complete the project activity. When budget hours is set, the budget alert feature within the projects application may be used to notify project owners when work expended on a project is within a defined threshold of the project budget.
- **Budget money** — The Budget money is where the contract value is typically entered. It is in the same currency set on the project.
- **Currency** — The currency displayed is the system default, but may be overridden to be any defined currency within the system. The billing rule currency defaults to the currency set on the project.
- **Billing code** — The Billing code is a free-text 2 digit field that may be used in the Invoices application for batch creation of invoice per billing code. Values set in the billing code field are not defined within OpenAir and should be set according to policy within your company, if used.

**Note:** All active employees in your OpenAir account receive an email if the Company ID field is changed. This is a critical piece of information for accessing OpenAir. If changes are made to the other company information fields, no email notifications are sent to the system employees.
■ **Invoice layout** — The Invoice Layout dropdown displays if you have defined invoice layouts in the invoices application. The default value is Default invoice layout, which is also set within the Invoice application options. Overriding the invoice layout value will define which invoice layout should be used when an invoice is generated for the project.

■ **Agreements or client POs** — If the client has Agreements and Client POs entered in the system, an agreement and client PO field is available allowing you to associate these entities with the project. Associating an Agreement or Client PO with the project permits these items to be available for inclusion on billing rules, which will provide automatic balance tracking in OpenAir.

**Note:** You can also create and edit project information in the Projects application. See [Projects](#).

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**Tag Groups**

The Tag group functionality lets you create specific subgroupings of items in OpenAir such as a subgroup of employees. This is useful if you need to report on a group of items that is a subset or may cross a number of values in a particular entity. For example, using the Department may be too large of a group for your particular need and the tag group is able to pare down the selection. Or, you may want to classify the Consultants role into their area of expertise to report on the utilization for each of these subgroupings. For example, Financials or CRM consultants may cross organizational department and boundaries.

The difference between a tag group versus a custom field is that the tag group lets you track the changes in historical values. A custom field only shows and reports on the current value in the system, whereas an employee's change in tag group values are represented throughout any time range in reporting.

**To create Tag groups:**

1. Go to Administration > Global Settings > Tag group.
2. Select **New Tag group** from the Create Button.
3. Select Entity type. This is always Employee.
4. Enter the Name of the tag group and choose whether you would like this tag group to be searchable in the Resources application.

5. Enter Tag group attributes for this group. For example, if you decide to have a tag group for city, attributes may be values such as Chicago, New York, Dallas, and San Francisco.

6. Select the Active check box to indicate which attributes are active.

7. Click Save.

Tax Location

Multiple tax locations can be established to handle sophisticated tax requirements. Tax locations allow for complex tax requirements.

Tax locations include:

- US federal and states taxes
■ GST Goods and Services Tax (Canada, Australia)
■ VAT (Europe, and other countries)
■ PST (Provincial Sales Tax - Canada)
■ HST (Harmonized Sales Tax - Canada)

To create Tax Locations:

1. Go to Administration > Global Settings > Tax locations.
2. Select New Tax location from the Create Button.
3. Enter the Tax location name.
4. Select Tax rates for the type of tax and enter percentage amounts.
5. Type the Accounting code for each tax rate.
6. Type Optional terminology that displays on POs.
7. Add Notes, if desired.
8. Select the check box for Include GST in PST calculation if you want the GST to be added to the total before the PST percentage is applied.
9. Click Save.

After creating Tax locations, a Tax Location drop-down list is available within the following entities: Projects, Clients, and Employees.

To apply the taxes to an invoice, you must associate the appropriate Tax Location with the project.

When setting up an expense billing rule, the GST and HST tax amounts can be backed out if they are not application to be billed back to the client.

Frequently Asked Questions (FAQs)

There are a number of tax options here such as Federal, State, and GST. How do I know which ones to set up?

This can be simple or very complex depending on where your company and clients are located. We suggest contacting your company’s Tax Accounting or Finance Department for guidance on which tax rate options should be set up in the system.

Even if I have the proper tax rates set up in the system, how can I make sure that they are applied properly on the invoices?

As mentioned above, taxation action items can be complex. Invoicing Clients should be controlled by your company’s Accounting or Billing department. Taxation details are usually contained in the contract or statement of work with the client.

Tax Options
Tax Options provide the ability to select and create various taxation scenarios within OpenAir. These are available in the Invoices and Expenses applications.

**To create or edit Tax options:**

1. Go to Administration > Global Settings > Tax options.
2. Select the Tax calculation method.
   
   **Note:** Three main methods exist for tax calculation.

   - **Tax locations** — allow the creation of individual tax settings, which consider taxation on a geographic basis. See [Tax Location](#).
   - **Tax rate by expense item and service** — permits the tax settings, which are based on individual expense items and services, to be applied when generating client billings. See [Expense Items in Expenses Settings](#) and [Expense Items and Service in Invoices Settings](#).
   - **Federal/State tax by project and vendor** — permits the entry of a tax location/rate directly on a project or vendor, which will be applied to client billings.
3. Select the check box to **Enable tax locations on receipts**.
4. Click Save.

**Enable tax locations on receipts** — By default, taxes may be handled on invoices and taxable information will be computed based on associated services with timesheet hours, i.e., the service is set up as taxable.

Expense Items and Products may also be set up as taxable. The tax calculation is applied based on the tax location set on the project, which is passed to the invoice, or set directly on the invoice. Optionally, receipts within an expense report may have unique taxes related to the location of where the expense was incurred. Select this option to display the tax location field on receipts for the entry of specific tax handling.

Other considerations when selecting this option are as follows:

- When you rebill expenses, do you remove the tax amount of the location where the expense was incurred and apply a standard tax rate, an option on the expense billing rule?
- Do you apply taxes in addition to the taxes captured for the receipt?
- Do you pass taxes directly through to the client?
Work Schedules define the work week within your company. You may create multiple calendars to define different work weeks. For example, you might define part-time schedules or work week hour variations might need to be addressed in different regions of your company.

Within the schedule you can also enter schedule exceptions, which are typically public holidays recognized by your company as non-working days. For each holiday or holiday period, enter the name of the holiday and the start-end date of the holiday. Enter 0 hours for the work day definition. This removes the dates from a employees calendar as being available hours for work.

To create or edit Work schedules:

1. Go to Administration > Global Settings > Work schedules.
2. Select New Work schedule from the Create Button.
3. Enter Company work schedule name. Select the check box if this is the default company work schedule.
4. Select the work days as well as the work hours per day.
5. Enter exceptions for holidays. These apply to all employee schedules associated with the company work schedule.
6. Click Save.

The defined schedules can be associated with individual employees by setting the employee's Schedule link to the desired company schedule. Only one schedule may be associated with an employee. If you have selected timesheet options to display schedule exceptions on the timesheet, then the company holidays entered on the work schedule are displayed on the employee's timesheet based on the schedule associated with the employee's account.
There are various configurations available on work schedules that allow for options such as a flexible-time schedule. Contact NetSuite OpenAir Support or your Professional Services Consultant to discuss these options.

Frequently Asked Questions (FAQs)

How do I input my company holidays into the work schedule?

Company holidays and other days where all employees will not be working are entered under the Exceptions to Account work schedule section of the Work Schedule form. Remember, you can have multiple work schedules based on different countries, regions, states, etc. For each work schedule, enter the Description, which is the holiday name, Start date, End date, Hours to work per day (enter 0 if full day off, or other value depending on the situation), and select a Reason (time type) if these exist in your environment.

Note: Always add the next year's holidays after the current year's entries. This will keep all calendars consistent with the appropriate exception data.

Users

Links are provided to forms for the following settings and configurations. They are located in Administration > Global Settings under Employees. The following lists them in the order in which they display on the Global Settings window. We provide an overview for some of the more complex areas of the system.

- Filter Sets Overview
- Guest Roles
- Guests
- Roles Overview
- Employee Locations
- Employees Overview

Filter Sets Overview

Filter sets function to provide access privileges to employees based on their role in the organization. Filter sets can limit access to the following items: Clients, Projects, Services, Employees, Expense Items, Charge stages, and Project stages. Filter sets are a powerful tool to allow employees to see the same entities, but customize the data that is accessible. They limit what data an employee can see within the system.
To create Filter sets:

1. Go to Administration > Global Settings > Filter sets.
2. Select New Filter set from the Create Button.
3. Enter the Filter set name, Notes and check the Make this the default filter set for new and imported employees (if applicable).
4. Click Save.
5. After the Filter Set has been created and saved, additional options display. The following three links are available and are described in the sections that follow:
   - General — the Name and Notes about the filter set
   - Employee filter set — identifies who has this filter set assigned to them in the Filter Set link of the employee record
   - Access Control— identifies what types of data employees with this filter set can view
Filter Set Access Control

Access Control defines the level of access that is granted to the assigned employees. Access Control can be set for the following items: Clients, Projects, Project stages, Services, Employees, Expense Items, Charge stages, and Booking types. The filter sets provide the access relationship of those items to a specific employee via discrete selections or with a meta value relationship description. For example, employees may have access to Project XYZ or to all projects they directly own.

To view and/or modify the Access Control for a filter set:

1. Go to Administration > Global Settings > Filter sets. Click on a filter set Name and select the Access Control link.
2. To modify Access Control, select which Access control type you would like to modify for this filter set.
3. Include or exclude items by adding or removing the items from the Available or Selected areas, respectively.
4. Click Save.
Employee Filter Set

After the filter set has been created, you can choose which employees will have this filter set available to be added to their employee record. It is added to the Filter sets link within the employee record. Employees with an asterisk (*) after their name cannot be removed from the assignment as this is the only filter set in their account, which is the primary filter set. Employees must have at least 1 filter set assigned to their employee record. Employees with more than 1 filter set are allowed to switch filter sets to view different types of data. See Change Filter set.

Client/Project/Project Stages

Filter sets can limit the view of clients, projects and project stages. For example, you could set a project manager filter set to be able to access only owned projects, booked projects, or assigned projects as well as only projects in a certain project stage.
Users

Expense Items/Booking Types/Charge Stages

Filter Sets can limit the view of Expense Items, Booking Types and Charge Stages. For example, you could prevent an employee from accessing the Miscellaneous Expenses item or the Overage charge stage by modifying the filter sets.

Employees/Services/Time Types

Filter sets can limit the view of employees, services, and time types. For example, you could set an employee filter set to be able to access only their own timesheets or choose only internal time types on their timesheet.

Primary Filter Sets Application Overrides Switching Filter Sets

If an employee is assigned to more than one Filter set, the employee can select which one is currently active by using either of the following paths depending on their Employee setup configuration.

To select a Filter set as active:

2. Or, go to Employees and select a Employee ID. On the Employee Demographic form, scroll down the Primary filter set field and select the desired value. See Demographic.

**Note:** This is only available if a Employee is assigned to more than one filter set. Please also note that an employee must be assigned to at least one filter set at all times or you are not able to save the Employee Demographic form.

To assign multiple filter sets at the Employee level:

1. Go to Employees and select a Employee ID. On the Employee demographic form, scroll down the Filter set module overrides. Use the create or edit link to add or remove filter sets for the employee record.

**Note:** If you are using the Filter set module overrides, changing the primary filter set does not impact the application overrides, unless the override setting is Active filter set.

Frequently Asked Questions (FAQs)

Why would an employee have more than one filter set assigned to them?

There may be instances where an employee is actually playing two or more role in the company. For example, a manager may be primarily responsible for the Eastern Region. But due to a vacancy in the company, they may also need to take over the responsibility for the Central Region. Using filter sets would allow the manager to view each of the regions individually. Remember that filter sets are what data the employee has access to in the system.

Can I delete a filter set?

You cannot delete a filter set if there are employees assigned to it. To delete a filter set, you must remove all assigned employees first. You can run a detail report for the filter set which can show what employees are assigned to it. You can delete the filter set when no employees are assigned to it.
When considering the Access Control in filter sets, we recommend that you think about leveraging the meta value relationships as much as possible. The values provided in employee and project access are the discrete lists of all the employees and projects in your system. This can be cumbersome to manage. Therefore, meta value relationships are recommended.

For example, typical employee access is that managers need to see their direct reports. If you assign the meta value Access to Managed Employees, it automatically lets the employee see all direct reports who have that employee as their manager in the system.

Guest Roles

Guests are clients who are able to log in to OpenAir and view the application data that is associated with them. Guest settings include the following: Guest can view Project Gantt charts, Guest can view Project outlines, Guest can view task details in Gantt/outline views, Guest can view Invoices, Guest can view Workspaces, and Guest can customize lists.

To create a Guest Role:

1. Go to Administration > Global Settings > Guest roles.
2. Select New Guest role from Create Button.
3. Enter the Role name. Select the options you would like enabled for the guest role.
4. Enter any Notes, if desired.
5. Click Save.

Guests

See the Employee Demographic form for instructions on filling out the Guests > New employee form. When you click on the Guests link, the New employee form displays. Many of the fields and settings are the same.
Roles Overview

Roles within OpenAir define what an employee can do in the system. The role setup designates what rights and privileges are available to employees with the specific role. This includes what applications the employee can access as well as whether they can view, modify, or create various records within OpenAir. For example, a Project Manager role may be created that lets project managers modify projects, but does not allow them to change the project stage.

The New role form has numerous settings which cover general and application-based entities and items. There are separate sections for General Settings, My Account, Workspaces, Opportunities, Resources, Projects, Timesheets, Expenses, Purchases, Invoices, Integration, Proxy restrictions, and Guest Settings. Each of these sections is described as follows.

The use of Roles and Filter Sets allow you to control an employee's security in the system. Roles are also the primary means of field isolation in form permissions. See Form Permissions Overview.
Roles - Typical Roles/Form Permissions

There are predefined Roles within the application: Administrator and Employee.

- **Administrator role** — cannot be modified. The Administrator's primary system usage is maintaining system configurations, adjusting for company needs, data audits, report creation, release management, process enforcement, and general administration.

- **Employee role** — can be modified as needed. The Employee role typically has very few rights and privileges.

Here are some other typical roles that you may create:

**Employee (default)** — Primary system usage is time and expense entry. There is no edit or create capability on any other object within the system.

**Project manager** — Primary system usage is budget and schedule management of projects. This may include project creation, financial review (no create-edit access to financial data), and resource management permissions (submit booking requests, create bookings, etc.).

**Finance** — Primary system usage is invoicing and billing-revenue financial management of projects. It also may include project setup and client setup.

**Human Resources** — Primary system usage is employee maintenance as well as vacation and sick time (HR benefits) reporting. Typically, employees with this role can also create and edit employees as well as view all timesheets and expense reports in the system.

**Project Administrator** — Primary system usage is project setup, including billing and recognition rules, and client creation. This role does not usually have invoicing capability or the ability to create or edit financial information regarding billing and revenue.

**Resource Manager** — Primary system usage is for resource bookings and the management of resource schedules. This may also include project and task assignments within the Projects application.
Super Employee — Primary system usage is managing localized system configuration items such as invoice layouts, employee maintenance, and company calendars. This role has limited impact to global system configuration changes, although shares some System Administration responsibilities.

To create Roles:

1. Go to Administration > Global Settings > Roles.
2. Select New Role from Create Button.
3. Enter the Role name.
4. Select the check box if this new role will be the default role for new and imported employees.
5. Select the applicable settings on the role form. The role form contains sections covering the options for the functional areas and applications within OpenAir. Refer to the following sections for an explanation of each role setting.

Roles - General Settings

The General Settings section lets you specify general role permissions. For example: View Clients, View and modify Clients, and View and Modify Clients (except name). In this example, by selecting View and Modify Clients, View Clients is included and does NOT need to be checked. You can select the check boxes to turn options on or off based on the role requirements.

Most of the following options include either simply View or View and modify: Clients, Client locations, Prospects, Contacts, Projects, Employees, Generic employees, Departments, Attribute sets, Roles, Services, Service 1 lines, Payroll types, Expense items, Vehicles, Approval processes, Vendors, Employee costs, Loaded costs, Generic employee costs, Employee job codes, Generic resource job codes, Filter sets, Custom time ranges, Account-wide reports, Employee login detail report, Auto-billing rules, Hierarchies, Tax locations, Job codes, Rate cards, Cost centers, External IDs, Snap shots, Calendars for others, Audit trails, Internal IDs, Dashboard graphs, Email templates, Calculated fields, Built in summary fields, Tag groups, Target utilization, Download lists, Download reports.

Also within the General Settings section are the following role options:

- **View and modify existing employees** — lets employees with this role view and update existing employees in the system. This is useful for roles that may need to modify employees but who should not have the ability to create new employees.
- **See billing rates and budget amounts** — This is useful for project managers or others so that they are aware of project financial information.
- **Customize forms and/or Customize lists** — Customize forms option permits employees to modify certain forms within the application such as Receipts or the Timesheet. You, as the system administrator, are generally the employee who customizes forms, although some companies also use a super employee account. Customize lists permits employees to change the order and selection of fields in the list view (e.g., Projects or Employees).
- **Restrict data viewed on reports** — Share saved reports with other employees, Specify report usage designations, and Specify report filter sets.
- **Download lists and reports into Microsoft Excel or PDF files** — Download lists and Download reports.
- **Employee Unlock** — Allow employees to unlock the account of other employees who have failed the security requirements set for your OpenAir environment. Many companies restrict this option to you, the system administrator, and to a backup employee for times when you are unavailable.
- **View and modify all list views** — Enables users to access and manage all saved list view configurations in an account from the Administration module or from within list views. This feature requires the following internal switch to be enabled: Saving list view configurations. To enable this internal switch, Create a Support Case.
- **Change owner on list views** — Enables users to change the owner for saved list view configurations they have access to. This feature requires the following internal switch to be enabled: Saving list view configurations. To enable this internal switch, [Create a Support Case](#).

### Roles - My Account

Options in the My Account section relate to Administration > Global Settings. You can select the check boxes to turn options **on** or **off** based on the role requirements. However, we recommend that most of these options be limited to System Administrators.

The View and Modify options include: Dashboard, Company demographics, Company schedules, Company logos, Company settings, Terminology, Custom fields, Currency rates, Base currencies, My charges, Automated back-up service, Company status on dashboard, and Employee status on dashboard.

Also within the My Account section are the following role options:

- **Exchange information** — Import Clients from outside sources as well as Export data to other applications including Microsoft Excel.
- **Use of the following wizards** — Bulk employee change wizard, Expense report attachment wizard, American Express receipt import wizard, and Bulk task change wizard. These wizards allow you to make bulk changes to certain aspects of related records. For example, if you were going to change the department across a large set of employees, you would use the Bulk employee change wizard.
- **Administration** — Perform company maintenance functions and Create own proxies.

### Roles - Expenses

Options in the Expenses section relate to the Expenses application. You can select the check boxes to turn options **on** or **off** based on the role requirements. Most of the following options include either simply View or View and modify: Expense report alerts, Payment types, Expense reports, expense report layout, expense grid, reports, authorizations, and expense report reimbursements.

Also within the Expenses section are the following role options:

- **Create charges from approved expense reports** — This option permits charges to be created after an expense report has been approved. You must have enabled the following internal switch: Automatically bill expense items assigned to a client when an Expense report is approved. To enable this internal switch, [Create a Support Case](#).
- **Book approved authorizations** — This option permits employees to book (i.e., create a financial transaction) for the item when the authorization is approved in the system.
- **Allow employee to delete (individually or in bulk) open, submitted or rejected envelopes** — This option permits employees to delete any open, submitted or rejected expense reports either individually or in bulk. This feature requires the following internal switch to be enabled: Administrators can delete employees envelope. To enable this internal switch, [Create a Support Case](#).

### Roles - Timesheets

Options in the Timesheets section relate to the Timesheet application. You can select the check boxes to turn options **on** or **off** based on the role requirements. Most of the following options include either simply View or View and modify: Time types, Timesheet alerts, Ceridian payroll integration, Approved timesheets, Archived timesheets, Time off requests, Timebills from approved timesheets, Timesheet layout and rules, Reports, Adjust approved timesheets, Leave accrual transactions, Accrual rules, Run leave accrual, and View the time entry tab.

Also within the Timesheets section are the following role options:
- **Create charges from approved timesheets** — This option permits charges to be created after a timesheet has been approved. You must have enabled the following internal switch: Automatically bill time assigned to a client when a timesheet is approved. To enable this internal switch, Create a Support Case.

  **Note:** Most clients use Billing Rules to generate charges. If you use Billing Rules, this role permission is not applicable.

- **Run leave accrual** — This option permits employees to run the leave accrual and update leave balances. We recommend that you limit this option to System Administrators and run leave accrual at a specified day and time.

- **Allow employee to delete (individually or in bulk) open, submitted or rejected timesheets** — This option permits employees to delete any open, submitted or rejected timesheets either individually or in bulk. This feature requires the following internal switch to be enabled: Administrators can delete employees timesheets. To enable this internal switch, Create a Support Case.

### Roles - Projects

Options in the Projects section relate to the Projects application. You can select the check boxes to turn options on or off based on the role requirements. Most of the following options include either simply View or View and modify: Dashboards, Project locations, Tasks and Phases, Task types, Gantt chart layout, Reports, Project analysis, Project overview, Recognition rules, Transfers, Task cost and Billing projections, Project stages, Assignment groups, Project pricing, Baselines, Booking grid, Project alerts, Action items, Action item statuses, Action item severities, Action item sources, Action item stages, Budgets, and Unlock projects (locked by OpenAir project connector).

Also within the Projects section are the following role options:

- Hide the profitability section in the project overview.
- Create and modify project billing rules and Run project billing. We recommend you limit these options to roles of employees who control the financial aspects of projects.
- Change the project stage of a project. This option can be useful when the employee who manages a project is not the one to change the stage of the project.
- Enable the advanced booking worksheet functionality.

### Roles - Workspaces

The options in the Workspace section relate to the Workspace application. You can select the check boxes to turn options on or off based on the role requirements. The options include: create, view, and modify workspaces, view account storage usage, view and modify document categories; copy, move and download documents; view reports; and view and modify workspace alerts.

### Roles - Invoices

Options in the Invoices section relate to the Invoices application. You can select the check boxes to turn options on or off based on the role requirements. Most of the following options include either simply View or View and modify: Charges, Invoices, Invoice payments, Invoice layouts, Reports, Charge stages, Agreements, and Client POs, and Change the client PO of a charge.

Also within the Invoices section are the following role options:

- **Change the charge stage of a charge** — This option permits employees to change the charge stage of a previously created charge (timebill). We recommend this option be restricted to those personnel with billing responsibilities.
- **Change the agreement of a charge and Change the client PO of a charge** — This option permits employees to adjust the agreement or client PO on a charge in the system. We recommend this option be restricted to those personnel with billing responsibilities.

### Roles - Resources

Options in the Resources section relate to the Resources application. You can select the check boxes to turn options on or off based on the role requirements. Most of the following options include either simply View or View and modify: Skills, Booking types, Industries, Job roles, Locations, Education, Custom profiles (1-35), Profiles, Bookings, Booking grid, Booking requests, Deal booking requests, Client engagement history, Reports, Resource options, Optional resource detail in Custom search and quick search, and Resource alerts.

Also within the Resources section are the following role options:

- **Enable profile worksheet** — This option permits employees to modify a profile. When enabled, a **Worksheet** link displays in the Resources application for any resource that the employee has access to through their Filter Sets.

- **Create bookings and Customize the form used to create multiple bookings** — These options allow employees to schedule a resource on a project. We recommend that you restrict this option to those in a resource or project management function within your company to avoid resource scheduling conflicts. OpenAir lets you book multiple resources at the same time as well as to customize this form to meet your needs.

- **Create booking requests and Create deal booking requests** — These options allow employees to request resource bookings for projects or on deals in the Opportunities application is available.

- **Customize the Custom Search form** — This option permits employees to customize the Custom Search form to include or exclude skills, education, custom profiles in the custom search. See [Search - Resources Application](#) and [Custom Search](#).

### Roles - Purchases

Options in the Purchases section relate to the Purchases application. You can select the check boxes to turn options on or off based on the role requirements. Most of the following options include either simply View or View and modify: Manufacturers, Purchasers, Carriers, Accounts payable locations, Receiving locations, Products, Shipping terms, Payment terms, Purchase requests, POs, Quick PO items, Fulfillments, PO layout, Reports, Reduce purchase item quantity payable, and F.O.B. locations.

Also within the Purchases section are the following role options:

- **Create POs** — This option permits employees to create purchase orders directly without having to submit a purchase order request.

- **Create and modify non-PO purchase items** — This option permits an employee to create or modify purchase items that have not been previously identified as Products within OpenAir on purchase orders.

- **Create fulfillments** — This option permits employees to record fulfillments against purchase orders within OpenAir.

- **Can reduce purchase item quantity payable** — This option permits employees to adjust the quantity to be paid on a PO within the system.

### Roles - Opportunities

Options in the Opportunities section relate to the Opportunities application. You can select the check boxes to turn options on or off based on the role requirements. Most of the following options include either simply View or View and modify: Create, view, and modify Deals; Estimates; Proposals; To Dos;
Events; Territories; Employee locations; Business types; Client sources; Client sizes; Templates; Proposal layout; Reports; and Deal stages.

Also within the Opportunities section are the following role options:

- **Assignments** — Assign to dos to all employees, Assign events to all employees, and Assign deals to all employees
- **Create charges from accepted proposals** — This option permits employees to convert charges to time entries when a client or prospect has accepted the proposal. If this is a Prospect, the prospect must be converted to a client in order for the charges to be billable.
- **Change the deal stage of a deal**

**Roles - Proxy Restrictions**

Options in the Proxy Restrictions relate to proxy permissions. You can select the check boxes to turn options on or off based on the role requirements. Proxy permissions allow an employee to proxy or, in other words, log-in as another employee and perform actions within the system as that employee. The system can distinguish between a direct login and a login done via proxy. In addition the system can distinguish the actions performed directly within a particular account and one done by a proxy.

Proxy restrictions under the **Roles settings** restrict what a proxied-in employee can do. Examples of proxy restrictions include: A proxy employee cannot approve timesheets, A proxy employee cannot approve their own timesheets, A proxy employee cannot approve booking requests, or A proxy employee cannot approve invoices.

**Roles - Integration**

Options in the Integration section relate to QuickBooks, which is used in the OpenAir Integration Manager. Select this check box when the following is desired: Elevate to full admin privileges for QuickBooks integration.

There are a variety of integrations with OpenAir. Employees can download some of them from your OpenAir account under Add-on services. As a System Administrator, you provide an employee with Exchange Access. See **Access Control**.

Other integrations are enabled through an internal switch. You may need to discuss integration availability with your Sales Representative or Professional Services Consultant. As a System Administrator, when an integration is enabled, you generally provide employees access to it. You may want to speak with your Professional Services Consultant to understand other integration options and how to implement them in your company's account. See **Account**.
Employee locations allow you to store location attributes at the employee entity level. These attributes can then be reported on. Sample employee locations could be by state, by city, by country, or any customized list of values.

To create Employee locations:

1. Go to Administration > Global Settings > Employee locations.
2. Select New Employee location from the Create Button.
3. Enter the name of the employee location along with any Notes, if desired.
4. Select the check box for Active employee location.
5. Click Save.

Employees Overview

Employees are individuals that have access to the OpenAir application. They can be your company’s employees, subcontractors, or guests. For example, a client might be an employee that has limited access to their own invoices or workspaces. See Guests.

The New Employee form contains a number of sections including employee demographic information and individual settings. Some key forms are discussed in separate content sections that follow. When you complete the New employee form and save it, you will have access to additional forms which contain other employee information and settings.

To create an Employee:

1. Go to Administration > Global Settings > Employees.
2. Select New Employee from the Create Button.
Employees are defined with five basic levels of permission:

- **Role**
- **Filter Sets**
- **Application Access**
- **Form Permissions, that are tied to Roles**
- **Permissions for Approval and Export**

With these five levels, each employee in your OpenAir environment may have a unique experience. As the System Administrator, you must be able to interpret action items and questions in terms of the employee's setup configuration. Review the following summaries for a definition of the five basic permission levels.

- **Roles** — define feature permissions (Ask yourself: What does this person need to do in the system to complete their job?) Roles should be setup for general system usage that are reusable for a number of employees.

- **Filter Sets** — define what data the employee has permission to view and/or update. Items such as projects and employees are identified within the filter sets, which give employees specific data access. Roles and Filter Sets may overlay to provide a feature/data matrix of capabilities for the employee.

- **Form Permissions** — provide specific field access on certain forms, as defined by the Administrator. The Role/Filter set matrix can be then further limited by the individual form permissions that are setup per each role. Form permissions may be set on almost every form within OpenAir and can only be configured by OpenAir Administrators. See the Tips area below a form for a Modify the form permissions link to see if permissions may be controlled via form permissions. See Form Permissions Overview.

- **Application Access** — provide the ability to access certain applications of OpenAir functionality. This permits more generic roles to be setup and then control access to entire applications of functionality via the application access. An example of this is when employee is granted the ability to create invoices in their Role, but they are restricted from the Invoices application. This essentially deactivates any permissions the employee has via the role since the Invoices application is not available to them.

- **Permissions for approval and export** — provide the ability to un-approve as well as un-export items within OpenAir such as timesheets, expense reports, invoices, booking requests, project recognition transactions, and proposals. Any item set up that follows the approval process functionality displays in the Employee Demographic form with an optional check box to grant un-approve as well as un-export permission to an employee for the item. Permission is controlled at an employee level on the Employee Demographic form and is NOT granted via roles. These features are centered around approval and data export capabilities. These settings are very sensitive and many times are set for integration considerations.

The five levels of setup may be overwhelming. So, start simply with a small set of roles and one or two basic filter sets. Then, expand as you define employee scenarios that require more permissions or expanded/restricted data access.

You can create roles from existing roles, which makes adding new, similar roles easy. If new Roles are set up with only a slight change from a current role, we recommend that you use a naming convention such as 'XXX Deviation (what is different)' to ease in administration. Small changes between roles give you, the System Administrator, a quick reference to the general permissions of the employee by the name of the role.

For example, a Employee role and a Employee Deviation (view all Timesheets/Expenses) role have only a slight difference. The basic role displays only the employee's own timesheet and the deviation...
permits the viewing of all timesheets for employees to which the employee has access to see via the filter set.

Another example would be to limit an employee to only be able to access Active and Internal projects by using form permissions to restrict access to other project stages.

Demographic

This form holds much information about employees. After a new employee is set up and you return to this form, it is titled Edit employee demographic information.

When setting up an employee, the first item that is presented after selecting the create option is the Demographic form. A number of fields exist on this form with only a few being required (by default) in OpenAir.

**Note:** Form permissions are available on this form, so any field may be made to be required, read-only, or hidden if desired. See Form Permissions Overview.

The first part of the demographic form requests general information about the employee per your organization:

- **Employee ID** — Must be unique and is used by the employee to log into OpenAir. Many clients use the first part of the company email address as the login userid.
- **Role** — Provides permissions within the system (the Role must be defined prior to setting on employee record).
- **Active employee** — This checkbox controls the activation of the employee account. If the box is unchecked, the employee does not appear in the drop-down lists populated with employee names and is unable to log in to NetSuite OpenAir.
- **Name elements** — First and Last name are required. Middle and title are optional. The first and last name entered are displayed in all employee drop-down lists in 'last name, first name' order.
- **Address information** — Optional. Address information entered may be displayed on expense reports.
- **Email address** — Required since OpenAir communicates to end-employees via email with alerts, reminders, and informational messages.
- **Password** — Required. When setting up a new employee, it is recommended to leave the hint area blank.

  **Note:** The employee can be set to change the password upon initial login. This is helpful during the set up of new employees.

- **Manager** — The manager must be entered into OpenAir to be available in the drop-down list. The manager is frequently involved in item approvals such as timesheets and expense reports.

  **Note:** The manager must be defined as an active employee in NetSuite OpenAir to set this field. The drop-down is populated based on active employees defined in the system.

- **Cost center** — Must be defined prior to setting on the employee record. See Cost Centers.
- **Job code** — Must be defined prior to setting on the employee record. See Job Codes.
- **Department** — Must be set up prior to setting on the employee record. See Departments.

## Employees Demographics - Approver

A series of Approvals display for the approval process, depending on which items have been activated in the system. See Approval Options. Approvals may be set to dynamic values, specific individuals, or a defined approval process.

- Dynamic values include [Self approver], [Manager], [Manager's manager], [Account owner], and [Project owner]. Each dynamic value is substituted with the employee's actual value when the approval process is executed.

  **Note:** Account owner and Project owner may not resolve themselves to a specific named resource and may cause auto-approvals, which are not desired. These two settings are more appropriate for Project approval setups. The way the system works, if project level approvals are enabled for the account, the system always checks the project level for approval, AND then references the employee record setting of approval.

- The second type of approval setting is a named resource. Select the resource from the drop-down list, which contains all active employees within OpenAir.

  **Note:** This may involve more administration to keep the relevant approvers current. If a named employee is desired, an approval process containing the single employee is recommended for a single location in case the named employee changes positions within the company or leaves the company.

- The last type of approval setting is an Approval process. The approval process object permits the definition of one or more employees. It also controls the routing of an item's approval for
concurrent review/approval, auto-approval based on a defined limits. Approval processes allow for easy maintenance of approval routing changes by capturing the routing in one place that is referenced among many employees and projects. When a change is made, the next execution of the process will follow the new routing definition. Approval Processes must exist prior to being selected on the employee record. See Approval Options and the approval processes associated with the Timesheets, Expenses, Invoices, Purchases, and Resources applications.

**Note:** The Save as the default approvers check box sets the approvers defined in this employee record as the default for each new employee record created in the system. We recommend that System Administrators are the only role granted this authority. Avoid having defaults reset by other roles.

### Employee Demographics - Custom Fields

You may create any number and type of custom fields to appear on the Employee Demographic form. The entry of this information is dictated based upon your company’s configuration and may also be controlled through the form permissions of the Employee Demographic form. See Custom Fields.

### Employee Demographics - Filters Hierarchy

There are two places on the Employee Demographic form that reference Filter Sets: Primary filter sets, with optional application overrides if you have this feature activated, and the Filter set field at the bottom of the form.

**Note:** The difference between the settings is that one is used for granting a data view to the employee and the other is used to group the employee into the correct data view. These values may be the same or different depending on your filter set structure.

**Primary Filter Set** — defines what the employee can see in the system. There is an optional application overrides feature, activated by OpenAir Support upon request, that lets you restrict data views based on which application the employee is in. The optional override is useful for controlling items such as projects available for timesheet entry and resource booking reviews, while allowing a general view in other applications.

**Filter set** — The Filter set value normally found at the bottom of the form is what you use to put an employee into a data view. Depending on your system configuration, the filter set may need to be a required field to ensure correct placement of employees into data views. The Filter set and the Primary Filter Set values may not match as the employee may be allowed to see a restricted data view but need to be defined to a larger data view.

Examples of Primary vs. Filter set settings are:

- Data views are set up geographically for regional data views. The employee's Primary Filter Set is restricted to a Self view while the Filter set setting is the region with which the employee is associated such as USA. This same example applies to department viewing if you desire a unique department view, functional organization viewing, and so forth.

- One or more employee Hierarchies may also be defined to organize the employees for reporting purposes. The Hierarchies must exist prior to being selected on the employee record. The hierarchy's primary purpose is to allow roll-up reporting according to a specific structure. See Hierarchy.

- There is also the ability to limit Project level access to employee. If you have created Project hierarchies in your account and have the project level access feature activated, you are able to
limit an employee's view by setting a project level access based on the defined project hierarchy. By selecting the project hierarchy and the specific node within that hierarchy, the employee's filter set has the ability to include projects in their data view within those defined hierarchy nodes. Contact OpenAir Support if you would like to have the project level access by hierarchy feature activated.

When you create an employee record, you can add attachments to the employee record, provided the attachments functionality has been enabled in your account. Attachments can include a wide variety of documents such as the following: employment forms, client recommendations, and emails.

**To add or edit attachments:**

1. Select the Browse button to add a new attachment.
2. Click on the Manage current attachment link to download, replace, or delete an existing attachment.

**Frequently Asked Questions (FAQs)**

**What are the differences between an employee's Primary filter set and the Filter set (shown at the bottom of the form) in the Employee Demographic form?**

The Primary filter set is the data view access this employee has in the system. Adding the employee to a Filter Set at the bottom of the employee form adds them to the view of other employees with that Filter Set as their Primary, and causes the employee name to display in the Access > Employee Access section of that Filter Set.

**Access Control**

This link displays within the employee record after the Employee Demographic form has been saved. There are two main access control setting: Application access and Exchange access. Each is described as follows.

**Application access** — controls which applications are available to the employee from the menu options. A standard set of applications may be applied by clicking the following: Default set of applications for new employees. Typical application access generally includes Dashboard and Timesheets. This is to help minimize confusion for the end employee, i.e., if employees never need to worry about invoicing, the Invoices application is removed from their application access and they do not see it in their account. The granting of application access does not automatically grant feature permission, which is controlled by the employee's Role in the system.

**Exchange access** — permits the definition of Add-on services the employee is allowed to download.
Note: The removal of exchange application access does not eliminate the ability to download the application. The removed applications display above the download link for the specific application that indicates: Not approved for download.

Schedule

The Schedule link displays within the employee record after the Employee Demographic form has been saved. The employee inherits the default calendar as set up in Work Schedules. Change the setting to the appropriate calendar for the employee and enter any exceptions to employee work schedule.

For new employees to the company, we recommend that you enter a schedule exception for a system start date to the day before work begins to ensure utilization reporting is accurately recorded. This way, the employee does not factor into the utilization reports with a 0% utilization before the start date, which lowers the overall utilization for the company unnecessarily. When the employee leaves the company, we also recommend that you enter a schedule exception for the day after departure to a future date approximately five years into the future to ensure correct utilization reporting.

Frequently Asked Questions (FAQs)

What is the difference between an employee's schedule and the company Work Schedule, set up under Global Settings > Work schedules?

The company Work Schedule is the baseline work schedule for the specific regions/areas within your company. The default work schedule displays in each employee's demographic until it is changed. A
employee's schedule, on the other hand, is unique to that particular employee. You can accommodate a variety of situations with this feature. For example, you may have employee (a part-time employee) that works from 9:00 a.m. - 1:00 p.m. each day or an employee that works 4 days per week (Monday - Thursday) for 10 hours per day.

Cost

The Cost link displays within the employee record after the Employee Demographic form is saved. Employee cost is recommended to be a fully loaded cost, ideally normalized for job code bands and thus obscuring specific salary information. Cost information may be restricted by role and by removing the view form permissions on the role assigned to the employee. There is a “current” cost value and additional rows so that historical costs may be captured for individual employees and is automatically utilized in reporting. Historical costs may be tracked in multiple currencies. This is helpful if resources moved between geographies and were subsequently paid out in different currencies.
You are also able to store three levels of costs within the system: primary, secondary, and tertiary. These costs can be used in detail and summary reporting. You must enable the three levels of costs for your account by contacting OpenAir Support. Request that the following internal switches be enabled: Show cost tab and/or form if employee can view any of the loaded cost levels and Available loaded costs (Support - Check with Sales before enabling). You can control access to view each individual level of cost by the role settings.
Proxy

The Proxy link displays within the employee record after the Employee Demographic form has been saved. Proxy settings allow an employee to login in as another employee into OpenAir with a single click and no knowledge of the other employee's password. When proxying in as an employee, the role defined in the proxy setup grants permissions to the proxying individual within OpenAir. Due to this, it is highly recommended that the ability to proxy is controlled by a System Administrator or other named resource and that an expiration date is set. This ensures employee proxying is granted only as required. Proxy is very helpful for allowing others to approve items such as timesheets on behalf of employees when they are out of the office or do not have access to OpenAir.

To create a Proxy under an employee's (the person doing the proxying) account

1. Go to Employees and select a Employee ID. Click the Proxy link. Select the Proxied employee account from the drop-down list and then the Employee role. This should be the role assigned to the proxied employee on their Demographic form.
2. To set an Expiration date for the proxy, go to Global Settings > Proxy Expirations and set the default proxy expiration. This ensures the proxy expires automatically on the specified date. See Proxy Expirations.
3. To proxy in to another employee's OpenAir account, select Log in as from the User Center menu. Choose the employee link for the person you wish to proxy in for. When selected, a new NetSuite OpenAir session begins for the chosen employee's account. See Log in as....

Filter Sets

This link displays within the employee record after the Employee Demographic form is saved. Filter sets control the data an employee sees in the system. There are variety of data viewing controls within a
filter set, usually by entity, including Clients, Projects, Project stages, Employees, Services, Time Types, and Expense items.

A employee may have more than one filter set available for their use. However, only one filter set can be active at any particular time. The default filter set is entered on the employee's Demographic form as the Primary filter set. Other filter sets may be made available to the employee via the Filter sets link.

To view or modify the Filter Sets available to an employee:

1. Go to Employees and select a Employee ID. Click the Filter sets link.

To change a primary filter set on the Employee's Demographic form, you need to access the Filter Set link of the Employee's account. From there, you can add additional filter sets or replace the value that is currently set as the primary filter set on the Demographic form.

If more than one filter set is granted to a Employee, the primary filter set is the default data view upon employee login. Employees may then change their data view or filter set by accessing Dashboard > Change Filter set tab. Available filter sets for the employee to select are those that have been provided within the Filter Set link of the employee record. See Change Filter set.

**Note:** Individual filter set overrides by application may also be defined on the Employee Demographic form. In this case, a change to the primary filter set does not impact the application overrides unless the override setting is [Active filter set].

### Leave Accrual

<table>
<thead>
<tr>
<th>#</th>
<th>Leave accrual rule</th>
<th>Start Date</th>
<th>End Date</th>
<th>Transfer Balance To</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Free Time</td>
<td>05/02/94</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Select...</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Select...</td>
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<tr>
<td>4</td>
<td>Select...</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

Leave accrual rules establish the framework for employees to accrue and draw down time. Select the leave accrual rules that apply to the employee.

**To add or remove Leave accrual rules:**

1. Go to Employees and select a Employee ID. Click Leave accrual.
2. Select the Leave accrual rule from the drop-down list.
3. Enter leave accrual rule information such as Start Date and End Date.
4. Select the leave accrual rule number to Transfer Balance To that applies to this rule.

**Note:** You can transfer leave balances from one rule to another rule. This is useful if an employee has multiple leave accrual rules and some have end dates applied. When setting up leave accrual transfers, make sure to consider the timing of leave accrual in the rules.

5. Click Save.
There is an advanced report that displays leave time accrued at a glance, draw down and available leave balances by employee and by period, along with other details like department, manager and employee cost center. To run this report, go to: Reports > Advanced > Timesheets > Leave accrual summary.

**Employee Entity Tag**

The Employee entity tag link displays within the employee record after the Employee Demographic form is saved and the employee tag feature is enabled.

Tag groups are defined with specific attribute values. When tag groups have been established in the system, the Employee entity tag may be modified for each employee. See Tag Groups.

The Employee entity tag provides a custom field with historical data tracking ability. The viewing of tag groups and attributes can be controlled via role permissions. This permits the tracking of sensitive information, such as HR data, and can restrict data access within the system by the employee’s role. When you have applied a Tag group entity tag to an employee, you can customize the Employees list view to display the tag group value.

**To enable the Employee entity tag feature:**

1. Go to Administration > Global Settings > Optional features.
2. Select the check box to Enable employee tag feature.
3. Click Save.

**Frequently Asked Questions (FAQs)**

**How would I use the Employee Entity Tag?**

The Employee entity tag feature within OpenAir lets you specify particular attributes to an employee. Although different from the standard fields on the demographic, these attributes can also be reported on within the system. To use the Employee entity tag, you must have created Tag groups and the Attributes within them. See Tag Groups for instructions on how to create Tag Groups. Tag group values can be added to the Employees list view.
Target Utilization

The Target utilization link displays within the employee record after the Employee Demographic form is saved and the Target utilization feature is enabled. Target utilization is defined as the utilization expected from an employee for capacity planning purposes. After a target utilization has been set, various values become available for reporting including Target utilization, Base target hours, and others. Target utilization will be available in both utilization reporting as well as capacity reporting. Historical utilization reports may also be created.

To enable the Target Utilization feature:
1. Go to Administration > Global Settings > Optional features.
2. Select the check box to Enable target utilization feature.
3. Click Save.

Jobs, Rates

Links are provided to forms for the following settings and configurations. They are located in Administration > Global Settings under Jobs, Rates. The following lists them in the order in which they display on the Global Settings window.

- Billing Rates
- Cost Centers
- Job Codes
- Rate Cards

Billing Rates
OpenAir lets you select how the system determines hourly Billing Rates. The options are: Service, Service / Client, Employee, Employee / Project, Client / Project, and Project billing rules. This is a global setting that controls all billing rates in the system. Therefore, you cannot choose Service for one client and Project billing rules for another.

**Important:** We strongly recommend that you use Project billing rules. Changing to another method from Billing Rules hides Billing Rules in your system and may create confusion among your employees who do billing.

**Note:** Your company may use the term Service or Activity. Depending on your company's terminology preferences, one or the other displays in selections on this form.

### To access the Billing Rates:

1. Go to Administration > Global Settings > Billing rates.

**Service** — This selection determines the billing rate to the client based on the various kinds of services performed. These rates apply to all Clients.

**Service / Client** — This selection is similar to the Service type noted above as the rate is based on the various kinds of services performed. The difference is that with this option, the Service rates dialog appears on the Clients form and lets you designate the billing rates for the kinds of services performed specifically for this client. This is useful if you have preferred Clients for which you discount your services.

**Employee** — Choosing the Employee option selects the billing rate entered in the employee's Demographic record for the billing rate.

**Employee / Project** — This setting enables the Employee billing rate tab. The Employee billing rates link displays. By selecting this link, you are able to set billing rates by employee for this particular project.

**Note:** The Employee billing rates link is not available via the Projects application, only through the Administration application.

**Client / Project** — This setting enables the Billing information tab. If you create a new or edit an existing client, you can then set a specific rate to be charged on all projects for this client. The Employee billing rates link displays. This is useful if you charge a blended rate for all work done for a client.

**Project billing rules** — Selecting this option provides you with the most flexibility in billing the client. You can create billing rules for every project based on the terms of the particular contract or statement of work. You can use hourly billing rates, fixed fee, and receipt based billings.
Cost Centers

Cost centers function as a reporting and accounting tool to track costs related to expense receipts and employee time entries. You can associate cost centers with the following entities: Clients, Projects, Tasks, Services, Time types, Expense Items, and Employees.

To create Cost centers:

1. Go to Administration > Global Settings > Cost centers.
2. Select New Cost center from the Create Button.
3. Enter the Name and Notes. By default, Active cost center is selected.
4. Click Save. After saving the form, the list of cost centers will be displayed and you can click on links to set Receipt rules and Time entry rules.

Explanation:

Receipt rules — determine which receipts within expense reports are assigned to the cost center. Receipt rules can be set by Client, Project, Task, Expense Items, and Employee. You can then chose multiple selections.

When an employee creates and saves an expense report, the associated expense item is checked against the receipt rule selections. If a receipt matches a selected item that is associated with a cost center, the cost center is assigned to the receipt. If no item is found, then no cost center is assigned.

There are multiple selections in case there is not one uniform way that costs are associated to a cost center, i.e., you can select a project and then an employee. In the majority of instances, the expense receipt is stamped with a cost as derived from its associated project. In the absence of a cost center on a project, the system looks for the cost center associated to the employee, if applicable, to stamp the expense receipt. The same applies to time entries.

Time entry rules — determine which time entries are assigned to the cost center. Time entry rules can be set by Client, Project, Task, Expense Items, and Employee. You can chose multiple selections.

When an employee creates and saves a timesheet, the associated time entry items are checked against the time entry rule selections. If a time entry matches a selected item that is associated with a cost center, the cost center is assigned to the cost, which is determined by multiplying the time entry by the employee's associated cost. If no item is found, then no cost center is assigned.
When an item is selected, a Cost center field is added to the form for that entity. You need to associate each item you selected with its appropriate cost center by editing these entities individually. For example, if you create an Employee cost center called US Employees, and have Employee for Receipt Rules, you then need to go to each employee in the US Group and add them to the US Group cost center on the Employee Demographic record.

Job Codes

Job codes classify employees into general job positions defined by your company. Job codes are not necessarily job titles at the company. They are normally used as a type of employee that you bill out to a client. You can give job codes a generic cost for calculating estimated margins without named resources. You can also give job codes a bill rate within a rate card. For example, you may create a Project Manager, Consultant, and Engineer job code. Generic resources may be associated with a job code to inherit rates for forecasting purposes. See Rate Cards.

To create Job codes:

1. Go to Administration > Global Settings > Job codes.
2. Select New Job code from the Create Button.
3. Enter the Job code name and Loaded cost per hour (used to calculate project costs for analysis), select Currency, and associate with a Generic resource.
4. Add Notes, if desired.
5. Click Save.
Rate Cards

Use rate cards to define bill rates for a group of job codes. You can use rate cards to determine billing rates in Project Billing Rules as well as Project estimating based on job codes. You can create multiple rate cards, which is helpful if you negotiate different bill rates per job code, per client. For example, for Client ABC, a project manager bills at $150 per hour; however, for Client XYZ, a project manager bills at $140 per hour. In this example, you would have two rate cards for each billing arrangement.

To create Rate cards:

1. Go to Administration > Global Settings > Rate cards.
2. Select New Rate card from the Create Button.
3. Enter the rate card Name.
4. In the Rates section, select the Job code from the drop-down list (job codes must be previously created in the system), the Rate (per hour) to be charged, and the Currency. See Job Codes.
5. Add Notes for additional description, if desired.
6. Click Save.

Clients

Links are provided to forms for the following settings and configurations. They are located in Administration > Global Settings under Clients. The following lists them in the order in which they display on the Global Settings window. The following lists them in the order in which they display on the Global Settings window.

- Contacts
Contacts

A Contacts link becomes available for a client when you save the Client form. You may also create a Contact using the Contact link. However, you must associate it with an existing Client. Contacts may be anyone your company wishes to track within OpenAir. See Clients.

One special type of contact is the Billing contact. Contacts designated as a billing contact are available for association on the project form. You also use them in the invoice process by including contact information in the invoice address section. If the billing contact has an email address entered in the system, you may also choose to email invoices to the designated billing contact after the invoice has been approved. See Client Billing Information.

Enter the first and last name in the contact form as well as the associated client record. All other fields are optional. If you have entered client address information, you may optionally copy the client address to the contact by selecting the Copy client address check box or override the address by typing in the address fields. Although the email address field is an optional field, it is useful to enter since other features within OpenAir allow communication to contacts with email addresses. You can send email messages to contacts specified in reports or an invoice generated for the client.
Client Locations

Create and store client location attributes at the client entity level. You can then use these attributes for reporting. Sample client locations could be by state, by city, by country or any customized list of values.

To create Client Locations:

1. Go to Administration > Global Settings > Client location.
2. Select New Client location from Create Button.
3. Enter the location Name along with any Notes, if desired.
4. Click Save.

Clients

Your company may use the term client or client. Depending on your company’s terminology preferences, different titles may display on these forms. In this manual, we are using client.
We define clients as those who drive business within your company. You can keep client information very basic or cover all information about the client, depending on what other systems you may be using to track client information.

To create Clients:

1. Go to Administration > Global Settings > Clients.
2. Select New Client from the Create Button. The New client form displays.
3. After you save it, the information displays on the Edit demographic information form. To access it, click the Demographic link.

**Note:** The Client form asks for two basic pieces of information: Company Name and Nickname. Each is explained as follows.

**Company Name** — is the official corporate name of the client and is used within OpenAir on reporting and invoices.

**Nickname** — is a shortened version of the company name that is used throughout the user interface of OpenAir to save space on page views. The nickname does not appear on invoices. However, it does appear on formatted application reports such as Timesheets and Expense reports.

You may optionally enter client address information on the Client form along with a designated client location and client owner. If you enter a client owner, this resource becomes available for inclusion in the review or approval of items related to the client project such as timesheets and invoices. Basic client tracking information for sales such as territory, client source, business type, and so forth are provided for optional entry if the Opportunities application is enabled in your account. See Opportunities.

**Note:** We recommend that you always set up a client account for your own company. You can use it for the internal tracking of projects.

### Client Billing Information

![Client Billing Information](image)
A Billing information link becomes available for a client after you save the Client form. Billing information includes Currency, Payment terms, Invoice prefix, Billing code, and a standard invoice approver, which may be left blank if control is desired within the project.

A default set of Payment terms is supplied by OpenAir. However, you may create customized payment terms. See Payment Terms.

The Invoice prefix lets you define a prefix for the client, which will allow sequential numbering based on the value of the prefix. This provides client level or ownership level invoice numbering. For example, if a set of clients is uniquely owned by an office or country, you can set an invoice prefix on all of these owned Clients to ensure the invoice numbering is sequential for the country or office. You may also choose an Invoice layout to use with this client, as well as a specific Billing code if you use Billing codes in your company.

If you are invoicing clients out of OpenAir via email, Clients can view their statements or account status within your NetSuite OpenAir system, provided you have selected the following check box on the Edit billing information form: Client can view statements. OpenAir employees can view statements using Reports > Advanced > Client statements.

Frequently Asked Questions (FAQs)

When would I use billing information at the client level?

You generally use billing information at the client level for one or more of the following reasons:

- You would like a specific person to approve all the client's invoices.
- There is a specified hourly rate you want to use for this client's billing and you are not using multiple rates by role, job code or service.
- There are particular payment terms for this client.
- You want to designate a special invoice prefix on all invoices for this client.
- You want to use a certain invoice layout for this client.
- There are particular notes you want to display on the invoice or email text.

How do the settings on the client billing information form work with project level settings?

If you leave items blank on the project form, the client billing definitions are used. If invoice text or notes are added at the project level, the client information and project information are added together on the invoice. The invoice approver is included in the invoice routing regardless of the project level settings.
Prospects

Prospects are potential clients against which deals are being proposed. Prospects are only used in the Opportunities application and may be converted to clients at a later stage. The information captured for prospects is similar to that of clients without the information regarding billing. The link does not display for prospects.

To create Prospects:

1. Go to Administration > Global Settings > Prospects.
2. Select New Prospect from the Create Button.

Display

Links are provided to forms for the following settings and configurations. They are located in Administration > Global Settings under Display. The following lists them in the order in which they display on the Global Settings window:

- Email Settings
- Email Templates
- Interface: Display
- Interface: Other
- Interface: Terminology
- Logos: UI, documents
- Print Settings
- Regional Settings
- Time Settings
Email Settings

Email Settings contains options related to the handling of emails within OpenAir. Each is explained as follows.

**Forward undeliverable email to this email address:** Each employee must have an email address entered on their account, however the email address may be invalid. Any emails such as notification or approval requests sent to an invalid email address are forwarded to the email address identified in this field. The System Administrator or a distribution list of System Administrators should be designated here to handle invalid email addresses encountered by the OpenAir emails. If a value is not entered, then undeliverable emails are ignored by OpenAir.

**Do not set the From: address to the current employee's email address:** Emails generated by an employee's account such as a timesheet approval request, displays the employee's return email address by default unless you have selected this option. If you do not want the employee's return email address to show up in emails generated by OpenAir, the return email address reads: www@openair.com. A reason you may want to consider doing this is that some of the less configurable email servers reject email coming from the OpenAir domain with your company's email address, incorrectly thinking it is spam email.

**Text for time off requests submitted for approval emails:** The content of the time off request submitted email can be defined here using key field names that can be substituted with field values within OpenAir. The allowed fields are:

- SUBMITTERNAME
- TIMETYPE
- STARTDATE
- ENDDATE
- DAILYDETAIL
- TOTALHOURS
- URL
- SCHEDULEREQUESTNAME
- DESCRIPTION
- CATEGORY
Text for booking requests submitted for approval emails: Similar to the time off request email, the content of booking request emails can also be defined here. To enter the content, type in the desired text and add in the available OpenAir fields as appropriate (typed in all caps bracketed by “%”). This enables OpenAir to substitute the actual field value for each of these field names.

Email Templates

The email templates are similar and the New Project email template is presented as a sample.

You can create many email templates associated with applications. They can also be customized in OpenAir if additional information is needed to be displayed within the email. Project emails are created when a Project owner is added to a new project, existing project or removed from a project.

To create an email template:

1. In the template form, enter the Name and select the Template type. This is where you use a drop-down list to customize the email for the application you selected.
2. For Project email templates, the options are: New project owner on new project, new project owner on existing project, and removed project owner.

3. Add the Email subject, which is appended to the system subject. The Email subject and the Email body can be a combination of free form text and system fields.

4. To add system fields, choose the field from the drop-down list titled Field. After a field is selected, the field code displays under the Field. You can copy and paste this field code into the subject or email body. The field code pulls the value from the associated entity and displays it in the email.

5. Notes may be added to further explain the email template’s purpose or description. You can only have one active template for each Template type. By creating and activating this new template, other templates of this type are deactivated.

Interface: Display

The Display Options allow you to select various presentation elements to the employees of your company’s OpenAir environment. These elements may be enabled or disabled at any time. The options are listed below.

To access the Display options:

1. Go to Administration > Global Settings > Interface: Display. Display options include:
   - Number of entries to display in drop-downs
   - Shorten the client:project drop-downs by omitting the client name
   - Sort the client:project drop-downs by project
   - Sort the task drop-downs by name and omit the ID number prefix
   - Hide the ‘My Calendar’ tab
   - Maximum number of rows to display per day in ‘My Calendar’ monthly view
Show 'My Calendar' tab in all applications
Show booking type for bookings as summary on the calendar
Show custom fields for bookings as summary on the calendar
Show custom fields for bookings as detail on the calendar
Show custom fields for task assignments as summary on the calendar
Show custom fields for task assignments as detail on the calendar
Show Account tab in 'My Account' application only
Remember the size of popup windows
Disable automatic resizing of popup windows
Add the save or run button to the top right of forms
Add "Save and create another" button to the top right of forms
Add approval buttons to the bottom of reports
Anchor column titles at the top of page when scrolling vertically
Preserve row highlighting when checking checkboxes in list views
Enable anchoring of left columns when scrolling horizontally
Hovering over menu links reveals menu options
Enable collapsible sections in forms
Enable dynamically collapsible sections in hierarchy lists
Open popups as panels instead of windows
Use on-page panel instead of popup for Time entry notes dialog on timesheet
Show cost tab and/or form if employee can view any of the loaded cost levels
Hide the help tab
Hide the support tab
Hide the help panel on forms
Hide the footer tips and toggle link
Control the data density displayed in list views with selected mode
Control the data density displayed in timesheet grid with selected mode.

Interface: Other

You use the Interface: Other Options to Hide the logo that appears at the bottom of printable and guest view pages, and to Enable enhanced user interface.
Interface: Terminology

The Terminology form lets you override OpenAir’s standard terms with your company's specific terminology. For example, this is where you designate using a term such as client versus client versus patient, or service versus activity. Overriding the standard terminology in OpenAir helps ease the adoption of the system by employees because the terms are more familiar to them. If you choose to override a term, OpenAir replaces all references of this term throughout the system.

**Note:** You only need to enter the replacement term in its singular form. OpenAir automatically generates the plural term where applicable.

To access the Terminology option:

1. Go to Administration > Global Settings > Interface: Terminology

Logos: UI, documents
The Logos tab lets you enable the display of your company's logo within the OpenAir system and on documents such as invoices.

To configure Logos:

1. Go to Administration > Global Settings > Logos: UI, documents.

There are 3 main parts to the logo form:

- Company logo for web
- Company logo for PDF
- Company logo for page banner

**Company logo for web** — displays on the OpenAir HTML documents such as expense reports, invoices, proposals, POs, purchase requests, booking requests, deal booking requests and time off requests in the upper left corner of the document.

**Company logo for PDF** — displays on the OpenAir PDF documents such as expense reports, invoices, proposals, POs, purchase requests, booking requests, deal booking requests and time off requests in the upper left corner of the document. Since PDF documents may be more than one page long, OpenAir provides the option to print your company logo only on the first page of a multiple page document. This option saves page space on pages 2 through "x". With formatting options for the various reports available including top margin, you also have the option to force the logo to print in its full size and ignore the top margin restrictions on any particular report.

- If the **Display PDF logo full size** option is turned off, the report top margin as set up in OpenAir (depending on the application producing the report) is respected and the logo is resized to fit within the margin if it is too large.
- By selecting the **Display PDF logo full size**, the logo always prints to the size of the uploaded file and any top margin settings are ignored.

**Company logo for page banner** — displays on the OpenAir application pages in the corner of the header. A logo size of 100 pixels or smaller is recommended to avoid using too much header or page space being used. The formats supported are general picture file formats including .jpeg, .gif, and .png.

To load company logo for page banner:

1. Select the Browse button.
2. Locate the file from your desktop or company server to upload.
3. Click Save.
4. If you have loaded a logo that you would like to change, simply select another file to load and Save. The new file replaces the old file.
5. To remove a logo that has been loaded, check the **Remove** box below the logo file field. The remove box only displays if a logo exists for the particular option.
Note: You also have the option to link your company's URL with the displayed company logo throughout the OpenAir application. This gives employees the ability to jump into your company's website, ending their OpenAir session. If you do not set the URL field, clicking on your company logo defaults to the OpenAir home page: https://www.openair.com

Frequently Asked Questions (FAQs)

My logo is displaying too large. How can I shrink it?

For PDF documents, check to see if you are forcing the reports to Display PDF logo full size. If so, uncheck or clear the selection and save the logo settings form. This enables the page top margin setting to be honored and the system to auto-size the logo to fit within the document header. If the logo is displaying too large on the OpenAir pages, you need to load a smaller logo from your company's marketing department. The recommended size is 100 pixels or smaller, depending on the nature of your logo.

Can I load more than one type of logo?

Yes, however you may only use one logo per type of display such as a logo for your PDF reports, a logo for your web reports, and a logo or no logo for your OpenAir application web pages. You cannot have multiple logos loaded for PDF documents, for example. There is one exception to this and that involves the Invoice Layout configuration forms. Each invoice layout may use a unique logo as loaded into the layout template.

Will OpenAir accept other formats for logos such as .bmp or .eps?

No. Attempts to load these types of files result in no file being uploaded to OpenAir. You must use the designated file types: jpg, gif, or png.

Print Settings

OpenAir uses the values set within the Print Settings form as default settings for any new employee records. Print Settings determine the style of paper used when generating PDF pages.

To access Print settings:

1. Go to Administration > Global Settings > Print settings.

Print settings PDF pages generated in OpenAir are configurable for printing within the specific applications that produce the PDF file. Options such as top and bottom margin may exist as well.
as font size. The print settings option assumes you are using a single paper size type for all printed
documents out of OpenAir. The size types available are either Letter (8.5” x 11”) or A4 (approx. 8.25” x
11.75” or 21cm x 29.5cm). The value you chose for the print setting enables OpenAir to set the location
of the margins according to the size of the paper.

Note: Individual employees are able to change these settings to provide themselves with a
more personalized look and feel to the system. See Personal Settings.

Regional Settings

OpenAir uses the values set within the Regional settings form as default settings for any new employee
records. Regional Settings provide how particular fields display on the forms and reports. For example,
dates can display in the North American or the European date format.

To access regional settings options:

1. Go to Administration > Global Settings > Regional settings.

Date format: Throughout the OpenAir system, objects that are created or modified are dated. Setting
the date format converts the dates to your desired format.

Important: Reports can be created and shared with custom dates entered according to the
report owners date format. The sharing of reports with employees that have enabled a different
date format causes the report to either interpret the custom date as the wrong value or as an
invalid date. For example: Take a June report that has been hardcoded to start on 6/1/12 using
a MM/DD/YY date format. If this report is shared with someone who is using a European date
format such as DD/MM/YY, the report runs for January 6th, 2012 as the start date instead of
June 1st, 2012. We recommended that companies that use OpenAir on a global basis set up
reports using relative date values such as This Month or Last Quarter whenever possible.

Number format: The symbols defining decimals and thousands should be set according to your
company headquarter’s standard. Employees may override the number format and can display the
numeric information using regional symbols for decimals and thousands (e.g., 12,345.00 in the US can
be expressed for European employees as 12.345,00).

List separator for CSV output files: When downloading data into CSV format, a comma is the typical
delimiter in the Americas; however, in European countries other delimiters are typically used. OpenAir
supports the configuration of the delimiter to separate data columns in downloaded reports. This
enables an easier export to column formats within Microsoft Excel. Comma is the default value within OpenAir.

Time Settings

OpenAir uses the values set within the Time Settings form as default settings for any new employee records. Time Settings set the time display for your particular company's location.

To access Time settings:

1. Go to Administration > Global Settings > Time settings.

**Time Zone:** Throughout the OpenAir system, objects that are created or modified are time-stamped. The time zone setting converts the time values to your desired time zone.

**Use 24-hour clock for time entry and display:** Checking this option enables time to be displayed in military or Coordinated Universal Time format such as 22:00 for 10:00 pm throughout the system.

**Week starts (default):** This is an important default that defines the start of a week in your system configuration. Reporting may be done in daily, weekly, monthly, semi-monthly, and annual time periods. Each of these settings has a defined beginning and end except “weekly.” The day of the week identified here is assumed to be day 1 of a 7 day week. Select the day of the week from the drop-down that indicates the beginning of your company's week.

**Shift bi-weekly time period by one week:** When you select this option, the first created item for the next time period starts one week later than the next available date. This is useful when converting your organization from a weekly to bi-weekly time capture process.

Account

Links are provided to forms for the following settings and configurations. They are located in Administration > Global Settings under Account. The following lists them in the order in which they display on the Global Settings window.

- Automatic Backup Service
- FilterSet Settings
Integration: Import/Export
Optional Features
Proxy Expirations
Security

Note: There are a number of links to different applications that integrate with OpenAir. We recommend that you speak with your Professional Services Consultant before attempting to use any of these integrations. Assistance with set up as well as relevant documentation may help guide you in using these integrations. See Account Integration Settings for a list of OpenAir integrations.

API Limits

This screen shows the API requests limits that are currently set for the account and the number of requests remaining within the current 24-hour period. It is a useful reference to track your usage level when using the OpenAir SOAP API and XML API. This is for reference purposes only, account administrators cannot change these settings. For more information, see OpenAir SOAP API Reference Guide and OpenAir XML API Reference Guide.

Note: To enable the Automatic Backup Service feature, please contact your OpenAir AMO Representative.

Automatic Backup Service

The Automatic Backup Service (ABS) allows you to set up a regular delivery of your OpenAir account data to an email address or FTPS/SCP/SFTP server. Your data is compressed as a ZIP file and can be PGP encrypted for additional security. It can be used to download all of your data and attachments.

Note: To enable the Automatic Backup Service feature, please contact your OpenAir AMO Representative.

Setting up the Automatic Backup Service

Once the ABS has been enabled, go to Administration > Global Settings > Account > Automatic backup service and select your backup settings.

- Data to include in the backup — Select which data will be exported in each backup. You can include the OpenAir data dictionary, text files (either comma- or tab-delimited) OR MySQL Import files, and Documents and attachments. You can also choose to add original names and extensions to
Documents and their attachments. In addition, you can set the default CHARSET for your ABS MySQL import files to “UTF-8”, or add table relationships to MySQL import files.

- When do you want the backup to run — schedule when you would like the backup to run. You can set the schedule to particular days of the week or month, or every day. You can also set the time for the backup to run. OpenAir recommends running the backup in the evening for better performance.

- How do you want the data sent — Select how the data should be sent. Please note that email cannot be used for files larger than 60 MB. You can also choose to suspend the service.

As of the April 14, 2018 release, the FTP option for receiving your ABS data has been deprecated and replaced with FTPS options with SSL-encrypted connections. You can select Implicit FTPS, where the server already expects everything encrypted in SSL, and Explicit FTPS, where the server is immediately switched to SSL mode. Please note that customers who did not switch their FTP setting to FTPS or another available option were automatically switched to the Suspend Service setting.

- Documents and attachments — Select whether you want to include documents and attachments in the backup. You can add original names and extensions to these downloaded files. Lastly, if the size of the backup is too large, you can limit the affected time period using the Date range filter or by selecting a date range. The file size of the selected documents before compression is indicated.

- SCP/SFTP settings
  - Address — type the IP address or DNS name for your FTPS, SCP or SFTP connection
  - User name — type the user name used for your FTPS, SCP or SFTP connection
  - Remote port — Enter the remote port. If this field is blank, the default remote port is used. The default is port 21 for explicit FTPS, port 990 for implicit FTPS, and port 22 for SCP and SFTP.
  - Status notification — Select which events are included in status emails. You can include all events or errors only.
  - Directory — Specify a directory to put the exported file in.
  - Password — Enter the password for the FTPS, SCP, or SFTP service
  - Status email — Enter an email address for status emails to be sent to

- PGP Encryption — If you want to use PGP encryption, copy and paste the PGP key in the text box.

- Other
  - Include the audit trail in the text backup — Text files don't include an audit trail by default, but by selecting this checkbox, an audit trail will be included. This can make the text files difficult to parse. MySQL import files always include an audit trail.
  - Include all tables in the text and MySQL backups — Some tables with typically large datasets are excluded from the export by default. Selecting this option includes all tables in text and MySQL backups, including these large tables.
  - Include status file with backup — Select this to include a small status file with data about the transfer.
  - Tables to exclude — You can exclude tables from a MySQL import file here. Type the table list, separated by commas.
Exporting All OpenAir Attachments

When set up, each export will contain a folder within the main ZIP file containing all attachments, labelled with a numeric attachment ID. Select the “Add original names and extensions to Documents and attachments” option in the “Data to include in the backup” section to add the original attachment filenames to each attachment in addition to the numeric attachment ID.

FilterSet Settings

Using filter sets lets you specify access privileges to various entities in OpenAir such as clients, projects, and employees. You assign filter sets to employees. Based on how filter sets are created, an employee's view and access to the various entity values can be narrow or expanded to a wider and possibly an all-value level. Employees may have more than one filter set assigned to them, but only one may be used at any particular time. Essentially, a filter set is what an employee can see and a role is what an employee can do within the system. See Filter Sets Overview and Change Filter set.

To access the Filter Set settings:

1. Go to Administration > Global Settings > FilterSet settings.

The options listed below control the use of filter sets at a company-wide level. See Filter Sets Overview.

- Require a filter set selection when adding or editing Clients
- Require a filter set selection when adding or editing Projects
- Require a filter set selection when adding or editing Project stages
- Require a filter set selection when adding or editing Services
- Require a filter set selection when adding or editing Employees
- Require a filter set selection when adding or editing Expense items
Require a filter set selection when adding or editing Time types
Require a filter set selection when adding or editing Charge stages
Require a filter set selection when adding or editing Booking types
The "Access to booked Projects/Clients" filters respect the booking type filter set.

**Note:** If a Booking type filter set has been created, this option restricts which projects and/or clients are available to the employee.

Integration: Import/Export

The Integration: Import/Export link contains links for exporting OpenAir account data and batch data.

Exporting Account Data

You can export all of your account data in a comma- or tab-delimited text file format. You can also export account data in MySQL format, so you can then import it to a MySQL database.

Additional export options include exporting your Account specific WSDL and XSD schema files.

**To export account data in text format:**

1. Go to Administration Global Settings > Account and click **Integration: Import/Export**.
2. In the Import/Export screen, click the **All data in text format** link.
3. In the Choose which tables to exclude list, select any tables to exclude from the text file.

   **Tip:** If you only want to include a small number of tables, first click Select all to exclude all tables, and then select the tables you want to include. In addition, audit trail information can comprise a significant amount of a table's size. If you do not need audit trail information, select the "Suppress the audit field data" option, which may significantly reduce the size of the generated file, and generate results more quickly.

   **Warning:** Some tables, such as **by_day**, are excluded from text exports. These tables can be exported using the Automatic Backup Service (ABS). For more information on ABS, see Automatic Backup Service.

4. Select which text delimiter you want to use in the file. Text files can be comma- or tab-delimited, or you can select a regional setting CSV list separator.
5. Select the data layout format:
   - **Column titles in first row** — text file includes column titles for your data in the first row of the text file
   - **No titles in data** — the text file only includes data, and does not include column titles
6. Select a new line format. You can use Windows, Macintosh, or UNIX new line format.
7. Select the **Suppress the audit field data** option if applicable.
8. Click **Export**. OpenAir will create a ZIP file containing the generated data.
9. Click the **Click here** link to download the ZIP file with your data.

**To export account data in MySQL format:**

**Note:** This process creates a MySQL file for the version of MySQL currently in use by OpenAir. The currently supported version is named on the Export data as MySQL file screen. The exported MySQL file can be imported into a MySQL database where queries and reports can be run against it.

1. Go to Administration Global Settings > Account and click **Integration: Import/Export**.
2. In the Import/Export screen, click the **All data in MySQL format** link.
3. In the **Choose which tables to exclude** list, select any tables to exclude from the MySQL file.
Tip: If you only want to include a small number of tables, first click Select all to exclude all tables, and then select the tables you want to include. In addition, audit trail information can comprise a significant amount of a table's size. If you do not need audit trail information, select the “Suppress the audit field data” option, which may significantly reduce the size of the generated file, and generate results more quickly.

Warning: Some tables, such as by_day, are excluded from MySQL exports. These tables can be exported using the Automatic Backup Service (ABS). For more information on ABS, see Automatic Backup Service.

4. Click Export. OpenAir will create a ZIP file containing the generated data.

5. Click the Click here link to download the ZIP file with your data.

Exporting Your Account-Specific WSDL

The Export Account Specific WSDL feature allows you to export WSDL which includes your account—specific custom fields.

To export your Account specific WSDL:

1. Go to Administration Global Settings > Account and click Integration: Import/Export.
2. In the Import/Export screen, click the **Account specific WSDL** link. Your account-specific WSDL will open in your browser.

**Exporting the XSD Schema Files**

Use this feature to export the XSD schema files without the need to contact OpenAir Support.

**To export the XSD schema files:**

1. Go to Administration Global Settings > Account and click **Integration: Import/Export**.
2. In the Import/Export screen, click the **XSD schema files** link. OpenAir will create a ZIP file containing the generated data.
3. Click the **Click here** link to download the ZIP file with your data.

**Optional Features**

The Optional Features section contains options that impact general system usage and add features to entities such as Employee records. See Users.

**To access Optional features:**

1. Go to Administration > Global Settings > Optional features.
Enable the Vehicle feature: When enabled, Vehicles display in the list of Application Settings under Invoices Settings and Expenses Settings. When one or more vehicles are set up in the system, a Vehicle drop-down list is available on mileage receipts in the Expenses application and on mileage expense charges you create in the Invoices application. See Vehicles under Expenses for information on creating a vehicle in the system.

Only show Clients with projects in the client:project drop-downs: In many areas of NetSuite OpenAir, the client and project field is concatenated into a Client:Project drop-down menu. Enabling this option populates the drop-down selections with clients that have a projects so you get a consistent Client:Project value set. When this option is not enabled, client names without projects also display in the drop-down menus such as Client X, Client X:Project Y. Displaying Clients without projects supports a design of recording time and expenses, handling resource allocation, and invoicing at the client only level.

Show the client name on project drop-downs and pickers: When writing reports or setting up filter sets, a pick list displays with projects. If this option is enabled, the client name also displays at the end of the project name in these lists in parenthesis such as Project Y(Client X). If this option is disabled, only the project name displays.

Show the phase name on task drop-downs and pickers: When handling time recording or resource allocation at the task level, this option enables the system to include the phase name in parenthesis after the task name such as Task Y(Phase X). This is helpful if you have tasks with the same name within a project allocated to different phases [i.e., Design (Pilot), Design (Production)]. When this option is disabled, only the task name displays. Therefore, it is very important that task names are unique and clear.

Group employees by type (i.e., generic/guest) on drop-downs and pickers: This option provides a sorting or ordering approach to your employee based drop-downs so that different resource types (e.g., Regular, Guest, Generic) appear in groups within the menu. When enabled, generics and guests generally appear at the bottom of the menus, with each group ordered alphabetically. When disabled, generics and guests are listed within the regular employee list in alphabetic order with an identifier (generic or guest) after the employee name.

Use the service name as the default description: Throughout OpenAir, services are typically used to track categories of labor or accounting allocation information. However, there is no restriction on what a service can be used for within the system. Due to its unique handling within NetSuite OpenAir regarding its inclusion on timesheets and invoice charges, your system configuration may include using a service for something unique to your organization. The name of a service may align with how you view information for display on invoices, for example. In this case, instead of entering the description information separately as part of a billing rule or charge creation, you may enable this option to reuse the service name. Enabling this option usually assumes that time is tracked to a task level, and that either the time entry or the task itself holds a service. When this option is disabled, you must manually enter the description field.

Hide the Job code on lists and reports unless employee has “View job codes” privilege: With the ability to use the job code in many report filtering options and to be able to override the job code field name using terminology override, the job code becomes an area that may be used to capture sensitive information related to a person’s job category or level. This is information that, more likely than not, should not be available to everyone in the organization. If you have configured OpenAir to have sensitive information in this area, you can use this option so that employees who have permission to view job codes may only view the job code value of his/her own record. With this option enabled, the job code field is hidden throughout the system such as on reports and in the customized page lists. If this option is disabled, then the job code is available throughout the system as a regular field on reports and customize lists which support the field.

Allow the message board text to be customized by department: The Home application has a central Message Board that is used to communicate to employees of the system. In many cases, more than one department in a company may be set up to use the OpenAir environment and they can be
performing different functions. For example, Sales and Operations may be using timesheet entry but the data entry policies for those two departments may be different. Setting up departments within OpenAir lets you allocate employees to a specific department. The Message Board text by department option gives you the ability to set up message board communications to specific groups of employees. The text is entered in the Departments entity and overrides the general message board content. See Departments. If you have this option selected and no specific department text has been created, the general message board text is visible. If this option is not enabled, the general message board is visible to all employees.

Enable additional address lines three and four: This option expands the Client and Employee address fields to allow for a 3rd and 4th line, which displays on formatted reports such as invoices or timesheets.

Payroll integration (drop-down list): OpenAir enables the integration with the following payroll systems: Ceridian PowerPay, Paychex, ADP-PCT and ADP-NobleStar. This is an optional service providing your company subscribes to the payroll systems.

Enable employee tag feature: The employee tag feature enables the tracking of custom field information in a defined tag field over time. Each tag entry is associated with a timeframe (current or start/end date). As with custom fields, you may define as many tag groups as you need with as many values in each tag group as you need. The enabling of the tag group feature displays a tag link on the Employee accounts for value setting. Tag groups may be used to filter information on reports. See Tag Groups and Employee Entity Tag.

The main differences between employee-based custom fields and tag groups are:

- Tag group values are tracked over time
- Tag groups may be restricted from viewing within an employee's role in the system

Custom fields may also be restricted from viewing within an employee’s role. However, this must be done through form permissions and still give employees the ability to view custom field information in reports. Custom fields also do not track values over time. When the field is set or changed, that is the field value for current and historical reporting.

Enable target utilization feature: The target utilization feature enables the tracking of an employee's utilization % target in a defined field over time. Each utilization entry is associated with a timeframe (current or start/end date). The enabling of the target utilization feature displays a Target Utilization link on the Employee accounts for value setting. See Target Utilization.

Enable work schedule time ranges: The overall use of this optional feature is to control resource bookings from a start time point in a day. For example: If a workday is defined as 8:00 a.m. to 4:00 p.m. and an employee is booked to work 100% of the time starting at 10 a.m. for the day, the number of hours would compute to 6 hours of effort. To use this feature, you must set up work schedules in the system to have a start/end time definition per day and an optional override at the employee work schedule level on the start/end time of the day. See Work Schedules.

Enable distinct work hours per day on work schedule, e.g. 8 hours Monday, 4 hours Tuesday, etc.: enables work hours to be scheduled for a different number of hours for each work day. When reports use work schedule hours, the hours vary based on the work schedule. For any report where hours are converted to days, the average hours for the week is used for the calculation. When enabled, the work hours per day can be assigned to both work schedules and to individual employees.

**Important:** Varying the work hours per day definition impacts daily billing rules. If the day is defined as 4 hours and an 8 hour workday is entered on timesheets, the billing rules treats this as 2 days of work.

Enable multi-week work schedule. Maximum number of weeks: The multi-week work schedule feature enables using a varying work schedule that spans several weeks. For example, a schedule may
be 4 10-hour days, 1 4-hour day in week one and 5 8-hour days in week two. This enables resource managers to know exactly when resources are available based on varying weekly work schedules. Choose Disabled or 2-, 3- or 4 weeks as the duration of the varying schedule.

Enable internal debugging information capture during Automatic Backup Service execution: Useful for OpenAir engineers to debug Automatic Backup Service (ABS) problems.

Proxy Expirations

The Proxy feature within OpenAir enables an employee permission to login and act as another employee in the system without the need of the other employee’s password. See Log in as....

To access Proxy expirations:

1. Go to Administration > Global Settings > Proxy Expirations.

Proxies have expiration dates: The expiration option lets you control how long a proxy can be active or used. This feature is useful when setting up a proxy for an employee covering another employee’s tasks while they are on vacation or on leave. Enabling this feature requires you to identify the default proxy expiration. If this feature is active and No expiration is set as the default, then the proxy setup functions as if the expiration feature was turned off. This may be overridden for each proxy set up within an employee account. If an expiration date is set up with the proxy, the expiration happens at midnight of the account time zone leading up to the date that is set.

Default proxy expiration: The other selections from the drop-down list for expiration include various time periods, which will allow OpenAir to compute an expiration date for the proxy from when it was initially created for an employee.

Security

Security focuses on protecting your OpenAir environment from employees trying to access the system without proper permission or the sharing or showing of information to others. The OpenAir session locks out if there is no user interaction within a set period and requires users to enter their passwords. After another set period, the user is logged out and the page redirected.
To access Security:

1. Go to Administration > Global Settings > Security.

**Employee log in support email address:** OpenAir Support does not provide assistance to employees that cannot access the system (i.e., the resetting of passwords or the unlocking of accounts). However, if you supply an email address in this field, OpenAir Support will direct employees to your company’s defined Help email address for these matters.

**Session timeout:** This option controls the time a session may be inactive before the employee is automatically locked out and prompted to re-enter their password. Session timeout avoids OpenAir sessions from being used by others on a shared machine. Session timeouts should be set according to the data security policies your company has in place. The default and maximum period for the Session timeout is 5 hours.

**Redirect user’s page after timeout:** This option controls the time a session may be locked out before the employee is automatically logged out and redirected. The employee will be redirected either to the OpenAir login page or to the alternate URL configured in Administration > Global Settings > Integration: SAML Single Sign-On, if this feature is enabled on your account. This option can be set to “On timeout” or to a finite period up to a maximum of 6 hours. It should be set according to the data security policies your company has in place.

**Failed logins to allow before locking employee:** Employee lockout is a security feature that ensures employees have an active account and have knowledge of the password to access OpenAir. Setting lockout attempts works in conjunction with your password policy. If you require a complicated password, i.e., over 8 characters long with a mixture of alpha and numeric and upper and lower cases, you may want to consider allowing more attempts before having an employee locked out. If you have a simple password policy, you may want to restrict the number of attempts before lockout.

**Send employee lockout notifications to this email address:** The email address supplied in the “Send employee lockout notifications to this email address” receives a notification that an employee has been locked out when the number of attempts has been exceeded. The email notification includes
the employee's name so System Administrators within your company can follow the password reset procedures. This is typically an unlock with sending an email notification to the employee or a password reset and verbal or email notification of the reset. OpenAir Support is not allowed to unlock employees, so having a company administrator email address is recommended.

**Note:** Create an email distribution list if you have more than one office location or department using the system. Appoint ownership of various general employees to specific employees on this distribution list or allow a primary and backup support structure within your environment.

### Frequently Asked Questions (FAQs)

**What is the recommended timeout setting?**

If you factor in that employees of OpenAir fall into different categories such as power employees who are in the system all the time and timesheet employees who are in the system perhaps one time a week, you should select a value that will not inhibit the power employee audience. This is generally a 30 minute to 1 hour window.

**How can I send notifications to multiple people?**

The lockout notifications are sent to the emails noted in the “Send employee lockout notifications to this email address” field, provided they are separated by semi-colons. However, depending on how long your email addresses are within your company, you may be able to enter only one to three. A better option would be to set up an email distribution list and use this in the notification field. Then your distribution list can be expanded as your list of contact employees grows or modified as your organization changes.

### Reports

Links are provided to forms for the following settings and configurations. They are located in Administration > Global Settings under Reports. The following lists them in the order in which they display on the Global Settings window.
Custom Calculations Overview

OpenAir comes with a number of standard value fields, but you may find that there are other values you would like to track such as fields related to projects, employees, resources, and expenses to name a few. Or, there may be some standard value fields that you would like to rename for reporting purposes, using your company's terminology. OpenAir addresses your needs by allowing you to create custom calculated fields and renamed built-in fields.

To access Calculated Fields:

1. Go to Administration > Global Settings > Custom calculations. Select the type of calculated field link you wish to use.
2. To view or modify an existing calculated field, select the appropriate field link under the Title column.
3. To add a new calculated field, select New and one of the options available in the drop-down list.

Refer to the following sections for more information.

- Custom Calculations
- Custom Detail Fields
- Renamed Built-In Detail Fields
- Renamed Built-In Summary Fields
The Custom calculations option lets you define additional value fields for specific objects within OpenAir. Custom calculated field values are only displayed in Summary reports. When selecting what type of custom calculated field to make, the drop-down selection under the New menu corresponds to the type of summary report the calculation will be found in after it is made. For example, if you select an Account-wide project custom calculation, the resulting calculation can be found when you create a report from the account-wide projects section of summary reports. You are also able to use custom detail fields as constants in Custom calculations.

Calculated fields allow you to take two value fields and apply an operation on one from the other such as Expenses Approved minus Expenses Submitted. When a custom calculated field is created and associated with an object in OpenAir, it cannot be changed to another object. See Custom Calculations Overview.

When you create custom calculations, you need to decide on the main value you want to use in the custom calculation. For example, do you want to use money values related to Invoices or hours related to Timesheets, or both? This decision helps you determine whether you are choosing an Account-wide custom calculation or an application-specific custom calculation. The Account-wide selection provides the most flexibility in creating custom calculations. The entity determines where the value is stored in OpenAir.

To create a Custom calculation:

1. Go to Administration > Global Settings > Custom calculations.
2. Select the custom calculation type from the Create Button.
   The New custom calculation form displays.
3. Next, decide on the Left operand, Operation and Right operand. Operation values include: plus, minus, times and divided by.
4. The Title is the name you provide for the custom calculated field. The custom calculated field title is automatically prepended with the entity name (e.g., Employee - Invoiced hours).
Note: The check box Do not automatically prepend module name to title in account-wide report is only available when selecting Account-wide custom calculations. By selecting this check box, the entity name does not appear in the name of the custom field when selecting it as a value in the Summary reports.

5. A description may be added.
6. An Active custom calculation checkbox is available.
7. Click Save.

Custom Detail Fields

The Custom detail fields option lets you define additional value fields for specific objects within OpenAir. You can display Custom detail field values in Detail reports.

Custom detail fields allow you to create a new value field from standard value fields within a particular application. When a custom detail field is created and associated with an object in NetSuite OpenAir, it cannot be changed to another object. You can bring custom detail fields in as separate columns in summary reports.

You need to select the entity value you want to use from the New drop-down list. For example, are you creating a custom field based on the Project stage or Booking? The entity determines where the value is stored in OpenAir.

To create a Custom detail field:

1. Go to Administration > Global Settings > Custom calculations.
2. Click the Custom detail fields link.
3. Select the new custom detail field type from the **Create Button**. The New custom detail field form displays.

4. Next, choose the Function. Function choices include: AVERAGE, CONCATENATION, CONSTANT, DATE_DIFF, DIFFERENCE and SUM. Not all function types are available for the various application entities. For example, if the entity is a text field, your function choices are limited to CONCATENATION and DATE_DIFF.

5. The Title is the name you provide for the custom detail field.

6. Depending on the application entity chosen and the function, the form varies:
   - If the function is AVERAGE, an Available numeric area displays where you can select the numeric values to be used in the average and move them to the Selected numeric area.
   - If the CONCATENATION function is selected, a Text template area displays. You are able to add straight text and use standard field values. To select standard field values, choose the appropriate value from the Field drop-down list. Then copy and paste the value shown in the text box below the drop-down list into the Text template. It may be something like the following: `%%approval_history%%`
   - If the CONSTANT function is selected, you need to enter the value of the constant. The other argument for the constant function is the Resulting field type. Choices include: hours, days, quantity, and ratio. The constant custom detail fields can be used in custom calculations and in summary reports. This functionality is currently limited to transaction fields, such as Project billing transactions or Time entries.
   - If the DATE_DIFF function is chosen, the arguments area displays Date 1 minus Date 2. Both date fields are drop-down lists with the date fields available for the entity selected.
   - If the function chosen is DIFFERENCE, the arguments area displays Minuend minus Subtrahend. The minuend and subtrahend fields are drop-down lists that contain the numeric data values for the entity selected.
   - If the function is SUM, an available numeric area displays where you can select the numeric values to be used in the sum and move them to the Selected numeric area.

### Renamed Built-In Detail Fields

OpenAir gives you the capability to Rename built-in detail fields for reporting purposes, using your company’s terminology. You can also bring these Renamed built-in detail fields in as columns on summary reports.
To create a Renamed built-in detail fields:

1. Go to Administration > Global Settings > Custom calculations.
2. Click the Renamed Built-in detail fields link.
3. Select the standard field that you want to rename from the Create Button.
   The Rename built-in detail field form displays.
4. The Built-in title drop-down list provides a list of fields available to be renamed that are associated with the entity chosen.
5. After choosing the Built-in title field, enter the new Customized title. For example, Project owner may now be called Project Manager.
6. Under Summary Reports detailing options, if desired, select the check box to Suppress Optional ‘Summary Report’ suffix.
7. Click Save.

Renamed Built-In Summary Fields

OpenAir gives you the capability to Rename built-in summary fields for reporting purposes, using your company’s terminology. You can use these Renamed built-in summary fields in Summary reports.

To create a Rename built-in summary fields:

1. Go to Administration > Global Settings > Custom calculations.
2. Click Renamed Built#in summary fields.
3. Select the summary field that you want to rename from the Create Button.
4. The Built-in title drop-down provides a list of fields available to be renamed that are associated with the entity chosen. After choosing the Built-in title field, you enter the new Customized title. For example, you can change Project billing hours to Billed Hours.
5. Select the check box for: Do not automatically prepend module name to title in account-wide reports if you don't want the application name prepended to the title. If you do not select this check box, the calculated field displays in the value selection in summary reports with the application name before it. For example, it could read Timesheets # [NAME OF CALCULATION].
6. Click Save.
Custom Time Ranges

OpenAir lets you create custom time ranges to use in Summary reports and in Advanced resource reports and Invoice-income received reports. Each report has a period field that sets the time range for the report. The OpenAir application comes with built-in time periods such as Weekly, Monthly, Annual, etc. Custom time ranges allow for custom periods to be created based on specific company needs (such as a 4-4-5 calendar). When created, they are available for use in time period specific reports. A typical use of custom time ranges is if you report upon a fiscal monthly period that does not coincide with calendar months.

To create Custom time ranges:
1. Go to Administration > Global Settings > Custom time ranges.
2. Select New Custom time range from the Create Button.
3. Enter the Custom time range name.
4. Next, add Time period names and Time period start dates. You must have at least two periods and dates, because the last date you enter is actually only used to calculate the end date of the previous period. The end date of each period is set to one day before the start date of the next period. If you do not name each time period, the name defaults to the start and end dates.
5. If you need to add more periods and dates, click Add Rows and select the number of rows to add.
6. Click Save.

Enabled features

The Enabled Features View lists features published in OpenAir release notes and indicates which features you have enabled or not.
The list of features includes Account-level features (which must be enabled by OpenAir Support) and Administrator-level features, which can be turned on or off by an administrator.

The Enabled Features View also includes the date a feature was introduced in OpenAir.

**Tip:** You can use the information in this column to see what features were added after your last update.

Each feature's status is also provided. Features enabled in your account use a green icon, while disabled features use a red icon. Text also indicates whether the feature is enabled or not.

**Note:** Some features shown as Enabled in account require additional account-level Administration settings to be used. Click the feature name for more details.

To open the Enabled Feature’s View:

1. Go to Administration > Global Settings > Reports and click Enabled features.

To sort or filter the list of features:

1. Click the dropdown list under the column heading to sort or filter by and select an option.

To learn what a feature does:

1. Click on a feature's name in the list view to open an OpenAir Help Center article briefly describing that feature.
For account-level feature requests, use the "Enabled in account" or "Disabled in account" status messages.

1. Click the status message.

Note: This feature requires the OpenAir Help Center feature.

**Reporting Options**

Reporting options settings provide system-wide controls on the appearance of OpenAir reports and functions available in the Reports application. The Reports application also contains an Options tab which has other settings that affect the appearance of reports. See Reporting Options.

To access the Reporting options:

1. Go to Administration > Global Settings > Reporting options.

**Summary report forex conversions (multicurrency) and employee loaded cost determination observe the ‘date to use’ value:** Selecting this option enables the dates specified in the **date to use** drop-down lists in Summary reports to determine the correct rate to use in foreign currency conversions on a report. Employee-loaded costs in foreign currencies are also forced to use the rate found on the date to use date.

**Summary report user loaded cost determination observe the ‘date to use’ value:** Enable this setting to have loaded cost get its loaded_cost value from the ‘date to use’ setting. Without this feature, for
accounts that leveraged the “Summary report forex conversions (multicurrency) and user loaded cost determination observe the ‘date to use’ value” feature, the date used applies to both the loaded cost report values as well as the forex conversions. The date selected will be used as the reference for when a report value uses a loaded cost value as well as report values that use forex conversions.

**Note:** When this feature is enabled, users can choose to only apply the ‘date to use’ value to either the forex conversion or the loaded cost values.

Show projected billing values in summary reports. Calculated as hours times employee's default billing rate: Projects' projected billing fields if multi-currency are available in Summary reports. The hours used in the computation of the field are determined by the charge projection feature activated within the Project Application Options tab. The charge projection feature by default uses the defined hours as virtual timesheets and forecasts financials based on existing billing rules on the project. When you select this check box, it overrides the charge projection feature value by using the employee's hourly billing rate value instead of any rate defined on billing rules.

**Show date and timestamp on reports:** Checking this option displays a Generated on date timestamp at the bottom of each report.

**Show filter set on downloaded reports:** If you are using Filter sets to limit or narrow access to various data values, i.e., a set of clients or employees, this option displays the filter set on the report to clarify the content presented.

**Enable date range detailing:** Selecting this option enables new date ranges available within custom detail calculations using the Date_Diff function. When enabled, the Date_Diff function can use date ranges such as Today, Last week, and This Month. For example, a custom detail calculation field called Days to Completion would be calculated as Calculated finish date minus Today.

**Hide the 'Drill down’ reports tab:** Drill down reports allow reporting with hierarchies and a drill down capability into the various levels of the defined hierarchy. If you are not using hierarchies, it is recommended to hide the drill down tab since no additional capabilities are available to report employees.

**Disable the FTE forecast summary report values which use job code-specific FTE generics:** The FTE forecast summary report calculates amounts based on the loaded cost for the Job code. If a generic resource is selected on the job code, costs are calculated on projects that have a generic resource assigned using the work schedule. Choosing this option prevents these costs from being calculated for generic resources and possibly skewing the data presented in the report.

In historical utilization calculations, the task type for filtering, subtotaling and detailing is sourced from the project’s task instead of the timesheet’s task: When calculating historical utilization, by default the Task type value is taken from the timesheet. If this option is selected, the current task type value from the task is used in the calculation instead of that from the timesheet.

**Enable Purchase date filters on summary reports:** Selecting this option provides a number of date filters to be available for Purchases data in the Summary reports form.

**Enable Invoices date filters on summary reports:** Selecting this option provides a number of date filters to be available for Invoices data in the Summary reports form.

**Enable Timesheets date filters on summary reports:** Selecting this option provides a number of date filters to be available for Timesheets data in the Summary reports form.

**Enable Expense reports date filters on summary reports:** Selecting this option provides a number of date filters to be available for Expense report data in the Summary reports form.

**Enable custom field date filters on summary reports:** Selecting this option provides a date filter for Custom date fields that you have created for your company to be available in the Summary reports form.
**Enable custom field date filters on detail reports:** Selecting this option provides a date filter for Custom date fields that you have created for your company to be available in the Detail reports form.

## Custom Fields

Links are provided to forms for the following settings and configurations. They are located in Administration > Global Settings under Custom Fields. The following lists the types of custom fields you can create. Each is addressed in the following sections of the guide.

- Allocation Grid
- Checkbox
- Currency
- Date
- Dropdown
- Dropdown and Text
- Hours or Days
- Multiple Selection
- Numeric
- Radio Group
- Text
- Text Area
- Sequence
- URL

## Custom Fields Overview

OpenAir comes with a number of standard fields but you may find that there are other items you would like to track throughout the system. To accommodate this, you can define additional fields for specific objects in OpenAir.

Custom fields display in a group based on the entity association and application. The group defaults to the bottom of the specific form on which they display. Form permission rules help in hiding or showing certain custom fields given certain events. Details include:

- For each custom field, you must define a name that contains no spaces. You may use underscores. This name is used within the OpenAir database.
- You must also include a description of the field and a display name that employees see on the form.
- You may also enter a hint that displays below the field explaining the intended use of the custom field.
- When creating a custom field, you associate it with a particular object in OpenAir. The Association drop-down list displays all areas of OpenAir where you may create custom fields.
- When a custom field has been created and associated with an object or form in OpenAir, it cannot be changed to another form or object.
To view, modify, or create a Custom Field:

1. Go to Administration > Global Settings > Custom Fields. To view or modify an existing custom field, select the appropriate field link. See the following steps to create a custom field.

2. To add a new custom field, select **New Custom field** from the **Create Button**.

3. Select the entity the custom field is associated with along with the type of field you are creating. Click Continue.

4. Type the Field name. This is required. The name cannot have any spaces, but you can use underscores.

5. Select the Active check box.

6. Type a Description. This is optional and is used for adding information about the new custom field.

7. Type the Display name. This is what displays on the form associated with the entity.

8. If desired, type a Hint to help your OpenAir employees understand the intent of the custom field.

9. If you select the **Required** check box, the field is required on the form and the form cannot be saved without supplying a value.

10. If you select the **Unique** check box, a unique value must be entered in the field to be able to save the form.

11. If you select the check box to Hide on data entry forms, this custom field does not display on the form.

12. If you select the check box for Add Notes, a text box displays under the custom field for employees to add any additional notes.

13. If you select the check box for Divider, a divider line displays before the custom field. You can also type Divider text that displays in the Divider Line.

   **Note**: You may want to use Divider lines when you are defining a new section that needs to stand out on the form. For example, a series of custom fields defining a topic such as contract management may start with a Contract received check box. The divider line indicates the start of the contract management fields.

14. Click Save. After you save the form, a Position field displays. Position determines the order of the custom field on the entity's form. To change the position, adjust the value using the drop-down list and click Save.

Each type of custom field is addressed in the following sections. They follow the steps outlined previously, but each type of custom field also has some unique entry considerations.
Allocation Grid

You can create a custom field used in an Allocation Grid. Allocation grids can be helpful in a number of use cases, but typically only work for small clients because of the amount of maintenance they require and how they work in reporting. The allocation grid custom field lets you automatically report on a percentage of a number, where the percentage is stored in the allocation grid, and each value/row in the grid becomes its own reporting column.

Some of the uses of the allocation grid are for commissions when there is a small sales team and to proportion revenue among departments. For example, you might split revenue 60/40 or 50/50, regardless of employees who actually performed the revenue. The allocation grid has the ability to split transactions across the assigned percentages within summary reports. OpenAir supports a feature for SFDC Opportunity Product Line to OA Allocation Grid.
You can create Checkbox custom fields in OpenAir. With a checkbox custom field, employees can only select a value or not select it. This type of field lends itself to a true or false value.

Using checkboxes for data elements enables for flexible reporting. Since the values are defined by being checked or unchecked, the field filters for data reporting.
You can create Currency custom fields in OpenAir. Currency fields are used to store a dollar or other currency value. By using currency fields, you can store values that can be reported on later as well as used in custom calculations. For example, you might set a bonus rate on the Employee Demographic form that could later be used to calculate bonus payments using either calculated fields or by downloading the data to Microsoft Excel.

You need to establish the Field size, which is the total field length including the decimal character, and the Decimal positions, indicating the number of digits to the right of the decimal.
You can create custom Date fields in OpenAir. Date fields store a date value. By using date fields, you can store values that can be later reported on. For example, you could set a start date or birthday on the Employee Demographic form that could later be reported on in Detail Reports. The date format defaults to the format selected in Regional Settings. See Regional Settings.

You can set the date field to default to today's date by selecting the check box to Default to Current Date.
Custom Fields

You can create custom Dropdown fields in OpenAir. Dropdown fields allow employees to select a value from a pre-defined list of values. Only one value can be selected per Dropdown field. These selected values can be reported on. For example, you may create a list of sales reps for projects to create reports for commission purposes. Custom Dropdown fields can be used in both Summary and Detailed Reports. In Summary Reports, the Dropdown fields can be subtotaled and filtered to limit data in the report. In addition to limiting value selections, this is a primary advantage of using a Dropdown field instead of a text field.

Type the Value list, including only one value per line. It is the list of data provided to employees when they are populating the field.
Note: Dropdown field values are stored as text in the database. You should not edit or remove existing values from a Dropdown field that has been in use unless you are aware it may require some database cleanup afterwards. OpenAir has an Advanced Custom field value editor feature, which supports editing Dropdown fields. Please send an email to OpenAir Support and request that it be enabled.

Dropdown and Text

For: Action item, Dropdown and Text field

Field name
RiskFactor
Required, no spaces allowed
Description
Risk Factor
Description of this custom field
Association
Action item
Select what entity you want to add this field to
Display name
Risk Factor
You must enter a title to display on forms
Hint
Select or type in main risk factor
Hint text will display on forms
Field size
Max data length
10
25
Field size and length are measured in characters; field size is required
Value list
Time
Budget
Resources
Possible value list, one value per line
Required
Check to make this field require data entry on your forms.
Hide on data entry forms
Check to hide this field on data entry forms
Add notes
Check to include an associated notes field
Divider
Check to include a divider line before this field
Divider text
Text to include in the divider

You can create custom Dropdown with Text fields in NetSuite OpenAir. Dropdown with Text fields allow employees to select a value from a pre-defined list of values or add a text value. Only one value can be selected per Dropdown with Text field. In other words, you cannot pick from the list of values AND add text. You may do one or the other. For example, you can create a list of partners for projects and employees may select one. Employees could also enter a new partner if the value does not display in the list of values.

Type the Value list, including only one value per line. It is the list of data provided to employees when they are populating the field.

The selected values can be reported on in both Summary and Detailed Reports. In Summary Reports, Dropdown with Text fields can be subtotaled and filtered.
**Note:** The filter in Summary Reports only includes values from the defined Value list. Text employees enter cannot be filtered.

**Hours or Days**

For: Action item, Hours field

<table>
<thead>
<tr>
<th>Field name</th>
<th>HoursDelayed</th>
<th>Active</th>
</tr>
</thead>
<tbody>
<tr>
<td>Required, no spaces allowed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Description</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delay in hours</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Description of this custom field Association</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Action Item**

Select what entity you want to add this field to

**Display name**

**Delay in hours**

**Hint**

**Number of hours the item will be delayed by**

**Hint text will display on forms**

**Field size**

<table>
<thead>
<tr>
<th>Field size</th>
<th>Decimal positions</th>
</tr>
</thead>
<tbody>
<tr>
<td>12</td>
<td>2</td>
</tr>
</tbody>
</table>

Field size includes decimal amount and decimal point character

- [ ] Required
- [ ] Check to make this field require data entry on your forms.
- [ ] Hide on data entry forms
- [ ] Check to hide this field on data entry forms
- [ ] Add notes
- [ ] Check to include an associated notes field
- [ ] Divider
- [ ] Check to include a divider line before this field

**Divider text**

**Text to include in the divider**

You can create custom Hours and Days fields in OpenAir. The form is the same. These custom fields store hour or day values for an entity that can be later reported on. For example, you could set a Days value on a task that could be the standard allotted time for that task.
You can create custom Multiple Selection fields in NetSuite OpenAir. Multiple Selection fields allow employees to select multiple values from a pre-defined list. Employees may choose one value, multiple values, or all values.

Selected values can be then reported on. For example, you can create a list of project influences for projects that can be reported on for bonus purposes. Multiple Selection fields can be used in both Summary and Detailed Reports. However, you cannot summarize or filter data with Multiple Selection fields. You can only report on data.
You can create custom Numeric fields in OpenAir. Numeric fields are used to store a numerical value. By using Numeric fields, you can store values that can be reported on as well as used in Custom Calculations. For example, you could set a Monthly Hours Goal on the Employee Demographic form that could later be used to calculate bonus payments using either calculated fields or by downloading the data to Microsoft Excel.
Radio Group

You can create Radio Group custom fields in OpenAir. Radio Groups allow an employee to choose one selection out of two or more choices. This type of field is functionally similar to a Dropdown custom field, whereas only one value may be chosen by the employee.

The selected values can be then reported on in both Summary and Detailed Reports. For example, you can create a list of account managers for projects to be reported on for commission purposes. In Summary Reports, Radio Group custom fields can be subtotaled and be filtered to limit data in the report.
You can create custom Text fields in OpenAir. Text fields store text values up to a maximum of 250 characters. Text fields can be used for both Summary and Detail Reports. However they cannot be used to summarize or filter data, only to add reporting details. For example, you could set a SIC Code on the client that could later be used in Detail Reports.
**Text Area**

You can create Text Area custom fields in OpenAir. Text Area fields store lengthy text values. Text fields can be used for both Summary and Detail Reports. However, you cannot summarize or filter data. You can only add reporting details. For example, you could set a Special terms field on the client that could later be used in Detail Reports.

**Sequence**
You can create custom Sequence Group fields in OpenAir. Sequence Group fields assign a unique number to each associated entity. However, please note that custom field sequence numbers are NOT modifiable. The sequencing continues even if a record gets deleted. For example, if a Sequence custom field is associated with projects, and if there is a 100, 101, 102, and 104, chances are that project 103 was deleted. Sequence Group fields are applied by going to the associated entity, one-by-one in the desired order, and then saving the entity’s form.

Sequence Group fields can be used for both Summary and Detailed Reports. However, you cannot summarize or filter data, but only add reporting details. For example, you could set a Project Number that could later be used in Detail Reports.

**Ratio**

You can create custom Ratio fields in OpenAir. Ratio fields can be modified as needed by accessing the entity form and changing the value. Ratio fields are very useful if you need a custom field included in a calculated field because they can be multiplied or divided against all other types of integer fields such as numeric, currency, and hours, to name a few.
URL fields are used to define clickable hyperlinks that enrich OpenAir forms with links to both internal OpenAir documents and external resources available on a customer's intranet or the internet as required. For example, a user can create a link from a project to its Statement of Work document stored in an OpenAir workspace by specifying the Direct URL.

- **URL** — This is the default URL to use. The user can change this if they have access to edit the custom field.
- **Link name** — This is the default text to display that when clicked opens the URL specified. The user can change this if they have access to edit the custom field.
- **Action** — This determines how the URL is opened when the link name is clicked.

### Form Permissions Overview

While this is not a link on the Administration > Global Settings window, it relates to your job as a System Administrator. It is helpful to understand how and where you can modify form permissions as well as set default form values.
Refer to the following:

- Modify Form Permissions
- Set Form Default Values

Modify Form Permissions

OpenAir lets you modify and control entity forms using a "Modify form permissions" link.

There are two ways to access this function:

- Go to Administration > Customization. Select a Form on the left side of the screen, and set the form permissions in the "Fields Access" tab. Only areas of OpenAir which support form permissions will have a "Fields Access" tab here.

- Go to an "Edit entity" form (for example, the Project Properties form), click the Tips button, and click the "Modify the form permissions" link. A window appears with these options:
  - General permissions
  - Field settings
  - Hidden divider sections
  - Permission rules
  - Field order
  - Text field length
  - Form options
  - Form message

Only areas of OpenAir which support form permissions will have a “Modify the form permissions” link here.

Form permissions set in the OpenAir web application also affect the OpenAir apps for iPhone and Android, as well as OpenAir Offline.

Additionally, form permissions are respected in the Expenses worksheet; set them using either of these two procedures:
1. Contact Support and ask them to enable the “Do not allow envelope submission if there are required fields missing from it or any receipts” feature.
2. Go to any receipt form, click the Tips button, then click the “Modify form permissions” link.
3. Make your changes to the form permissions.
4. Go to the “Form options” section and select “Re-check required fields on entity submission”.
5. Click Save, then click the “Close this window” link.

or

1. Contact Support and ask them to enable the “Do not allow envelope submission if there are required fields missing from it or any receipts” feature.
2. Go to Administration > Customization and select the Expenses > Receipt form on the left side of the screen.
3. Click the “Form Settings” tab and select “Re-check required fields on entity submission”.
4. Click the “Fields Access” tab and set the form permissions for the Expenses > Receipt form.
5. Click Save.

Refer to the following descriptions.

**General Permissions**

General Permissions allow access control to Delete and Save buttons according to an employee role. You may select check boxes for each role to enable the following: Disable the Delete button and Disable the Save button. These General Permission settings are universal for the form's associated entity.

**Field Settings**
Field Settings within Form Permissions allow access to and control of fields within the associated entity form. Field level settings are set based on an employee's role. These Field Settings are universal for the form's associated entity.

The field setting options include:

- **REQ** — Required on form. Employee must enter a value.
- **RO** — Read Only on form. Entry is not allowed.
- **Hide** — Hide from form. Field does not display on form.
- **R-RO** — Read Only for system required fields.
- **R-Hide** — Hide from form for system required fields.

**Note:** If fields are controlled using Field Settings or a switch-based field is required option, those fields are not able to be controlled by Permission Rules. Field settings and switches override Permission Rules.

**Hidden Divider Sections**

Hidden divider sections allow sections within the entity form to be hidden based on the role of the employee. Divider sections can be standard or custom. Sections are defined as a grouping of fields. Hiding divider sections includes both the fields and the section title.

**Permission Rules**

Permission rules allow administrators to conditionally control which fields they capture on many entity forms. Selection of field values can dynamically control other fields on a form. You can apply this functionality to both standard fields and custom fields. When a field is selected on a form, it can prompt an action on other fields. Actions include the following:

- **Show** — Displays selected fields when the rule's conditions are met.
- **Hide** — Hides selected fields when the rule's conditions are met.
- **Read Only** — Marks selected fields as Read Only so that users cannot edit them when the rule's conditions are met.
- **Required** — Marks the selected fields as required when the rule's conditions are met.
- **Hide and Clear** — Hides the selected fields and clears any values in them when the rule's conditions are met.
- **Limit values** — Allows you to limit which values are available to select in a field, when a larger number of values exists. Selecting this rule displays the “Use only values allowed by field and limit” option beneath the “Limit values” pick lists. Selecting this option limits the field's available values to those which are allowed by that particular field and any other limits imposed on the values, for example, through filter sets.

**Note:** If the “Use only values allowed by field and limit” option is not selected, the values displayed in the field are all values allowed by all limit values rules. If the “Use only values allowed by field and limit” option is selected, only values which are in all limit values rules are displayed in the field. If two or more limits were created without the “Use only values allowed by field and limit” option, and then the option is selected and new limit values rules are created, the field displays only values which are in both the new rules and in limit values rules created before the option was selected. To display all values in the field allowed by all limit values rules after selecting the “Use only values allowed by field and limit” option, clear this option from all limit values rules.

- **Hide buttons** — Hides selected buttons, such as “Save” or “Cancel”, when the rule's conditions are met.

For example, a custom field on an Employee Demographic form called Employee Type classifies employees as an employee or contractor. If a contractor value is chosen, then a Vendor name field becomes visible and required so contractor data can be entered.

As with form permissions, there are two ways to identify if permission rules are supported in an OpenAir area and to set permission rules:

- Click the Tips button while in an “Edit entity” form. If the form supports permission rules, the “Modify form permissions” link will be available.
- Go to Administration > Customization and select the area you want to set permission rules for on the left side of the screen. If permission rules are supported, the “Rules” tab will be available. Click the “Rules” tab to create or edit permission rules for the selected area.

Permission rules set in the OpenAir web application also affect the OpenAir apps for iPhone and Android, as well as OpenAir Offline.

Additionally, permission rules using REQ as their action are respected in the Expenses worksheet; follow either of these two procedures to set them:

1. Contact Support and ask them to enable the “Do not allow envelope submission if there are required fields missing from it or any receipts” feature.
2. Go to any receipt form, click the Tips button, then click the “Modify form permissions” link.
3. In the “Form options” section, select “Re-check required fields on entity submission”.
4. Click Save, then click the “Close this window” link.

or

1. Contact Support and ask them to enable the “Do not allow envelope submission if there are required fields missing from it or any receipts” feature.
2. Go to Administration > Customization and select the Expenses > Receipt form on the left side of the screen.
3. Click the “Form Settings” tab and select “Re-check required fields on entity submission”.
4. Click the “Rules” tab and create or edit the permission rules for the Expenses > Receipt form.
5. Click Save.

**Note:** The Expense worksheet does not support platform scripts, even when this feature is enabled. In addition, Permission rules are not supported for timesheets.

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**To create Permission Rules:**

1. Go to a new project, new task, or new timesheet form.
2. Click the link to *Modify form permissions* from the *Tips Button*.
3. Scroll to Permission rules. Click the *Create* link.
4. Enter a Rule name.
5. Define conditions of the rule. Multiple conditions may be required to create the condition.

**Note:** Standard fields, custom fields, and employee roles are options within the conditions.

6. Set the Perform action and the Selected fields. Multiple fields may be selected based on the condition.
7. Click Save.
Set Form Default Values

Set form default values lets you establish common values that pre-populate forms when creating the following:

- Projects
- Tasks
- Timesheets
- Receipts
- Bookings
- Milestones
- Billing rules
  - Time billing rule
- Revenue Recognition rules
  - Percent complete rule
  - As billed rule
  - Expenses rule
  - Fixed amount on date or milestone rule
  - Fixed amount on percent complete rule
  - Incurred vs. forecast rule
  - Towe project billing rule

Values can be set for specific roles, so the role of each employee would dictate which values are defaulted. If the defaults apply globally, they may be applied to all roles. Defaults can be set for a variety of fields, including custom fields.

To Set form default values:

1. Create a new form which supports form default values (see list above).
2. Click the link to Set default form values from the Tips Button.
   A copy of the form appears.
3. Select a role or accept the default of All.
4. Complete all fields for which default values are desired.
5. Click Save.

Use caution in setting default form values. We do not recommend setting default values for fields that are often changed during data entry. Setting too many default values can result in data entry errors because employees may forget to change key input data.