TECHNOLOGY ONE MELBOURNE USER GROUP MEETING NOTES

Date	Thursday 9 October 2014
Time	9:30 am
Held at	Salvation Army Melbourne Corps 69 Bourke Street Melbourne VIC 3030
Facilitator	Jamie Scott – Salvation Army
Note Taker	Aileen Morrison – Cardinia Shire Council

Meeting Opened – Jamie Scott (Salvation Army)

Jamie welcomed the user group and covered the Agenda for the meeting. Specific questions posted on Technology One Software Users Linked In Group were addressed as follows:

Ci2 questions
Q. Can TechOne elaborate the process of moving of TechOne to the TechOne Ci2 version? Are there any Technical notes they could distribute – prefer them to demonstrate what are required to be done to connect the Web Server to the mobile devices etc.

R. Oliver – notes can be provided. Some hard copies are available. He can provide soft copy via email request.

Q. Jamie asked if softcopy could be made available on website.
R. Oliver to confirm as further changes may be required as feedback and updates made.

Q. Can TechOne also elaborate how TechOne Ci2 "future enhanced" version handles:

a. Customised functions – ie functions that calls on a function
b. Customised scripted functions created by TechOne in TechOne Ci version
c. Customised "complex" workflows – ie Group Approving – are there any changes/development in workflow
d. How would the existing licences – MyLicence, Concurrent licences – influence TechOne Ci2 version?

R. Oliver –a) Function links/powertags similar functionality but not exactly the same.

b) Continue to support stored scripts created by TechOne. Not necessarily client created.
c) Lot of work going into it will explain later in roadmap session.
d) Licensing not changing

Expense Reimbursement process review
Aileen Morrison | Systems Accountant | Cardinia Shire Council

Q. We are reviewing how we currently reimburse staff for business expenses and are interested in how other sites handle these.

R. Jamie – Salvation Army uses reimbursement ledger for staff only. Creditor No. = Payroll No.Mileage is paid through payroll. Cash paid for under $50

R. Oliver – Expense Management module is available. Initially Travel Expense but TechOne have now split it. Similar to Purchase Cards – Individual users upload receipts and claim expenses. Workflow approval process.
General questions
Various

Q. What is the main difference between Ci and Ci2 (CiAnywhere)?
R. Oliver – Will look at it during later session

Q. Anu – What are the different ways people manage and maintain Security Categories?
R. Jamie – Salvos set up charts/ledgers and group people together as simply as possible.
Sec Cat = positions mainly. His dream is for an option for security to be optionally based on charts instead of ledgers to avoid having to add specific years or multiple variables for each previous year. Jamie uses a custom developed stored script at Salvation Army to instantly update all security categories, but pointed out that many people don't have this capability so the next best thing is to have plenty of system variables for all the individual years to which you want to provide access

Jamie also pointed out that the ability to distinguish between Read and Write access for ledger accounts within security would be ideal.

R. Oliver – Security works but onerous. Full rewrite coming. Security is throughout the system so it makes sense to rewrite it carefully and accurately

Q. Penny - Asked for official release of script Jamie mentioned to allow auto update of SecCat ledgers.
R. Oliver asked Jamie to send him a copy of the script so it can be reviewed.

R. Manny - When they had a restructure a stored script was written by David Seabridge which referred to old codes & updated accordingly.

Q. Sharon – Just bought Purchasing Cards module. What do people think of it?
R. Manny – Ledger security link sin. ETL download of Mastercard file. Workflow approval. Don't have Travel expense module though. Can assign delegations & customise workflow.
R. Jamie – Using different (eMerchants) card technology that allows the card balances to be replenished only after the card-holder has dissected the expenses to ledgers and accounts.
R. David – Using it for 6 months. Manual before. Really happy with it. Normal expense under $100 is by cash bit if above then via AP.

Q. Sharon – We want to capture what people are spending on.
R. Oliver – Corporate card and Expense reimbursement work slightly different to each other. Corporate card takes file and submits to cardholder.
R. Jamie – Implemented Card technology separate to TechOne (eMerchants). Can download data transactions but requires some smarts to pick up data and put in tables.
✓ Until people provide coding etc their card is **not** replenished.
Liaise with provider – some smarts are included but not as good as TechOne. Wants to make attachment mandatory.

Q.End of Year processes

R. Oliver - TechOne provide EOY checklist.

R. Jamie – EOY document/procedure. Developed a Personal Workflow listing steps eg create ledgers etc, calculate surplus, bring Balances forward etc.. Bottom line is that you will develop a document specific to your site that prompts what needs to be done and when. TechOne is very flexible and each site can be differently configured so rollovers will be different. You have to know how your setup works and develop and maintain an End Of Year document and/or Personal Workflow procedure

R. Went to training recommended at last meeting and used the manual. Added own notes onto it as went through the process.

Q. – Fixed Assets Module - How do others find the provided reports?

Q. Jamie – Standard Financial Assets Depreciation Schedule report works alright, does anyone use it?

R. Anu – Yes. My question was more referring to XLOne as an analyser. Data analyser in XLOne doesn't have sufficient linkages etc. More comfortable with XLOne than Crystal.
R. Oliver – It won't always have the single field you require. Can customise analyser. Depends on what you are trying to achieve.
Jamie – There is room for improvement with data analysers shipped with Tech1, for example some standard analysers use the same name eg 'description' to refer numerous different things. Also there is no document - reconstruction (eg dissections linked to invoices or payments linked to invoices) shipped with the system
Anu – No specific information on how to develop analyser.
R. Manny – Document is under subfolder ADM/documents ? Manuals. Document called DataSource – great information on how to understand analyser etc.
R. Jamie – Sometimes the information is a bit confusing. Eg 5 description fields but need to look at tables to identify actual field. Personally find Crystal Depreciation schedule ok.

CiAnywhere – Oliver Jarman / Tim Finch (Technology One)

Recent Enhancements in Ci Packages – Oliver Jarman

Oliver presented a PowerPoint slideshow, a copy of which is available as a pdf on www.t1financials.com.au There are a lot of enhancements in the consolidation release 11.09.04.011 Some of them noted were -
CiPackages:
- Simplify delivery of Ci Software
- Introduced in Consolidated Release
- Consolidated Release will be supported for 5 years
- Redefines Software delivery and allows more flexibility
- Over 300 enhancements in CiPackages for Corporate Products and configuration

Accounts Payable:
- New alerts available
    - Creditors with Bank account changes past 30 days
    - Vendors no activity in 6 months
    - One time Vendors
    - Creditors with Payments disabled
- Ability to restrict Payment Void process with approvals
- Option to auto-disable Payments for Creditors when Bank details have been modified.

Q. Sharon – Bank details change via approval process?
R. Oliver – Currently no workflow

Accounts Receivable:
- New alerts available
    - Debtors with receipts disabled
    - Debtors bank account changed
- Ability to allow users to prefix Statement transmission with Customer Account number
- Option to omit previously reported transaction in a new Reminder letter worksheet
- Statement Worksheet – suppress future items

Data Entry & Document File Import:
- Option to control address details are editable
- Allow GST adjustment to Auto Invoice Match via Document File Import
- New fields in Document File Import – Receive Goods, Date, Narrative 1 & 2 and Print required.

Enquiries:
- Transaction User Fields available in columns & criteria
- Control Account & Distribution Transactions enhanced to display additional fields for sub-ledgers

Reconciliations:

- Auto generated Reference for manual Ledger Book Transactions
- Option to keep Statement file
- Ability to specify today's date & System Variable to support submitting as DP job

Charts and import:

- Import attachments with Chart Accounts
- Additional validation on Chart Import to report warnings for Selection Codes & User Fields
- Added Account Component picklist

System & Management:

- New imports for User details & User parameters
- New Profile Details/Assigned Role Delegations
- Taxable Payments Amount report regneration

Purchasing:

- Ability to import the user a Requisition is being created for by Requisition Import
- Easily switch between Inclusive/Exclusive via MyRequisitions
- Purchase Requisition Release enhanced - email addresses used can be specified using System Variables

Enterprise Budgeting:

- Enhanced Budget Rules calculator functions
    - Criteria to allow processing of rule to be split
- Records in Budget Tabs can be filtered based on the attachments

Q. Jamie - Spreading methods; Any plans to be able to use those same methods in worksheets?
R. Oliver – Send AR and have conversation with them.
R. Manny – Selection Type to drive calculation where worksheet feeds into multiple.
Q. Anu – Budget Rollover – Any ability to copy existing worksheet name to new one?
R. Oliver – Some sort of wizard like Processing Groups.
R. Manny – Version can change but not the Name. Could use ETL to do it.
R. Oliver – ETL would easily do it.

Q. Aileen – We use Profiles for User access.Improvement to EB would be for Profiles to be used instead of User IDs in Packs. Can this be looked into?
R. Sharon & Jamie – Agreed Very fiddly.
R. Oliver – Would follow it up.

- New option to store budget details in Budget Data Tables where the data can be stored independent of ledgers
    - Save budget data without posting to ledger
    - Restrict update of ledgers until model is approved
    - Reduces transactions ie less space
    - Quicker saving – more efficient
    - Run budget without updating ledgers at all
    - Management of Budget without multiple ledgers

- Will allow for Rolling Forecast

  R. Jamie – Brilliant Improvement
  R. Oliver – Management Performance Improvement
  R. Manny – Just in test.

ETL:

- Data Analysers to access ETL steps & Warehouse data

- Step for loading Excel, Fixed Length & Delimited files
- Call Web resources
- New steps for updating

XLOne:

- Supports Excel 64 Bit Office 2007
- Ability to access Data Analyser Verification from Data Source

Oliver advised he can provide information to anyone interested. Can send out softcopy of enhancements. It's at a high level as it gets updated every month.

Q. Penny A brief or overview on web that can be downloaded ourselves would be good. The current notes etc are huge.
R. Oliver – It's changing a lot at the moment. Will be coming soon.

CiAnywhere - Purchase Orders changes – Tim Finch

Tim demonstrated some of the items Oliver covered online and also the Purchasing changes.
Alerts:

- Will provide information on Centralised Alerts
  Q. Chantelle – Do they impact on performance of database?
  R. Tim – Option to schedule updates/notifications of alerts
- AP/AR are on different tabs.
  Clicking on hyperlink takes you to list of items in alert.
- Disable payments if Bank Account changed.
  Q. Aileen – Can this be separated for users?
  R. Tim – Different functions allow different access. Eg User can change Bank Account but can't remove disable payment flag. Would require a different user to remove flag.

Purchase Order Amendments and Goods Receipts:

- Feedback has been that what was amended is very hard to see/identify.

Goods Receipts:

- Currently multiple Back Orders.
- Very difficult to report on as don't want to double up by including backorders.
- Getting rid of sub number (ie Backorder number)

Tim created a new Requisition (like a web shopping cart)
    Approved
    Receipt Order
    Drill on order – displays 'natural view' (ie what order would look like when printed) – more intuitive for users
    Receipt Order lines – change value on each line & click receive
    Allows receipting of multiple orders on one screen
    Review receipt
    Approve
Outstanding order still uses the same number of Purchase Order just a different version

Returned to PO enquiry screen
Amended line from 4 to 7 -Flagged as Amendment
Natural view shows difference columns (ie Qty 3 & relevant $)
✓ More transparent for approver.

PO Enquiry – Amendment History
Can view the original and current version

✓ Great from audit point of view.

Q. When will it be available?
R. Oliver – It has been in development for a while so expect it won't be long.
Q. Can stationary be customised to display what you want (ie changed to 7 or added 3)?
R. Tim - Reprint Order – Should be available
Q. Costings not shown
R. Tim – Can build smarts in
Q. Accruing for unreceipted goods?
R. Tim – Can use Allocations/ETL to generate.
Q. Simon – Can the 'Natural View' be recreated into actual Crystal order?
R. Tim – Yes
R. Oliver – Two hour training course
Q. Anna – Requisitions are very catalogue centric – can this be changed?
R. Tim – Default view is like idea of catalogue but only for standard items.
Allows selection of 'Can't find what you are looking for' or at start of process can do a traditional blank requisition. Options are – Ad hoc request, Internal catalogue or web catalogue.

CiAnywhere Roadmap – Oliver Jarman

Oliver advise that this year saw the launch of CiAnywhere products at Evolve. 105 clients signed up as early adopters. Some delayed as they needed to build business cases.
About a dozen customers out of the early adopters are testing Supply Chain. They are looking to go live within 6 weeks to the end of calendar year.
Couple of things that have been done are:

- Assigned Project Manager
- Go through technical handover with testing team to go through apps.
- Customer feedback – pushing changes back out for customer testing
- Ramping up technical expertise to accommodate number of customers wanting to take it up.

Currently Available:

- My BI Dashboards
- My BI Analysing
- Run XLONe Reports
- Run ETL & Publisher processes
- My Budgeting (Stage 1)
- AP & AR Enquiries
- EIE & GL Enquiries
- Funds & Fx Enquiries
- Document File Inbox
- Natural View
- Document File Enquiries
- My Requisitions
- Purchasing Enquiries
- Purchasing Workflow Inbox
- Supplier Purchase (Web Catalogue)
- T1 Connect for BPM (Business Process Management – the new workflow)

In Development:

- My Budgeting (stage 2)
- My Performance Planning
- BPM Forms (Can create simple forms that can be workflowed)
- Workflow Inbox
- Workflow Administration
- Advanced Split decision

Oliver confirmed that Ci & CiAnywhere can be used together. Can take some apps & not others.
Q. TechOne installation to be done without TechOne consultants involved?
R. Oliver – Will look into that.

T1 Customer Community & BI Rapids Demonstrations - Emmanuel Lygris (Swinburne)

BI Rapid demonstration

Manny presented PowerPoint on Business Intelligence Rapid.

Background – It is a group of predefined dashboards, portlets, system variables, etc with generic configuration for quick deployment. Most people don't know what they want so BI Rapid is a starting point for discussion. It is a starting point, not a solution. Configuration comes as T1 packages.

Portlets & Dashboards – Graphical and grid based representations.
BI enquiries – ie Advanced drilldown eg EIE on steroids. Visual aids/traffic lights.
Don't call your variables CPM_xxxx. Covers Financials – AP/AR/GL/P&L and Supply Chain.
Configuration gives whole set of system variables. Can set up own reporting year, identify account types, etc. 1 AP & 1 AR ledger. 300 Portlets. Lots of BI – Financials, Procure to Pay, Financial Performance, P&L Summary. Check which categories will give you better looking chart/s.
Drilldown. Use reverse engineering to identify how the result was obtained so can create your own versions. Similar to XLOne reports.
Header Bar – has nice big buttons. Reporting period selectable option.
Doesn't just work in BI, goes back into T1 for other information (eg Debtor Balances/ transactions/ ageing/ stale payments).
Each screen is a discreet portlet/dashboard and they link into each other.
PowerPoint demonstration linked to 'other screen shots' but BI may not be that fast.
Some displays are slow to retrieve due to the query behind it.
Purchasing – Order volumes by Supplier Type. PO enquiry.
Note: If data isn't there cant retrieve that information without intervention.

Manny apologised that the PowerPoint presentation couldn't be provided as it contained real Debtor & Supplier information. Advised that TechOne could provide demo if interested.

Benefits – Quick win & ROI. Don't start with blank screen. Nice layout and design. Bigger buttons. Tablet/Phone ready. Can reverse engineer. If you are an XLOne write can build BI as similar expertise.

5 days Consulting for Financials & Supply chain. 3 days training. Manndy advised to take up minimal training first so can play with it, Have last training a few weeks later after played with it so know what you want to find out.

Suggested enhancements – Add variable to change analyser year. Improve performance of some supply chain dashboards.

Q. Jamie – How many use it in your organisation as regular users?
R. Manny – 400 named user licences. Deployed 150 with 30-50 regularly/daily.
Won't push the rest out until get a chance to rewrite for what they specifically want.
The CEO is the biggest user of it. Logs in first thing each day to get an overview.
TechOne BI Student Management are next biggest users. Financials – went with what they were used to but want to rewrite

Q. Penny– What about Dashboards & Alerts

R. Manny – Home screen is BI. Shows their accounts etc. Can include the alerts portlet on the side.
Alerts get tucked away – standard alerts user can remove, central alerts sit to the side.

TechnologyOne Customer Community demonstration

Manny presented the new TechOne Customer Community which replaces Support One.
On LinkedIn couldn't put an attachment so had to go into T1Financials website to put it on. This resulted in having to communicate between two forums.

Currently we communicate with TechOne via phone, email, website (ie Support One). This has been redefined into Customer Community. All customers of TechOne and TechOne R&D, product managers will be able to respond. Allows for knowledge sharing. AR's will now be known as Cases. Enhancements are now Ideas. Outstanding Enhancement ARs may have to be re-input in Customer Community.

Access is via TechOne Support page. Click on Customer Community & log in as yourself. (not as your organisation login anymore). Sections are Home/Profile/ Q&A/ Chatter Groups/Knowledge

You can Ask questions, answer them, respond to answers. Flag correct answers.
Manny looked up 'databases'. Database management info from TechOne displayed. Gave it to DBA who found it useful. Information very accessible.
Answers from other users – TechOne can flag as best answer.
Users can raise question/case, post to groups etc. Chatter is like Linkedin, comment on, tag etc.
Refer to guidelines for what can be posted.
T1 experts will be members so they can provide answer/input.
You can run polls eg How many people .....
Knowledge exchange – TechOne published as trusted/current information.

Each case flagged for Usage (how many reviewed), Rate (usefulness).
Cases – more visual summary. The actual screen/fields are similar to ARs.
Groups are good if used correctly.
Ideas – post it. Gets visibility for others to review & promote. The more votes bring it to the attention of R&D for prioritisation (?).

Webinar available when you log into Support (link in top right of that screen)
http://vmeo.com/106787280

Currently only TechOne & you can see your cases.
Cases may be controlled at client level not at user level.

Sharon – Would be good if there was a training option so sites don't need individual training sessions on new modules.

Q. Can you start own groups in the community.
R. Manny– Yes. Start own group or follow/like other groups. Like twitter.
Own details can be refined as to what can be seen by others.

Logins will be based on ARs logged. TechOne tried to select who were appropriate users.

Q. Can end users log in?
R. Initially Administrator type staff. They can initiate others to be invited.

TechOne are not getting you to buy anything.
Jamie – Exactly what we need. Just have to use it. Schedule a few minutes each week to check whats going on. A smartphone App would be great!
R. Manny – Mobile access to be advised.

BI Dashboard Demonstration & General Questions – Jamie Scott (Salvation Army)

Enterprise Budgeting BI Financial Dashboard

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Jamie presented how to use Business Intelligence License provided with EB to provide easy-to-use financial portlets to managers.
Using the familiar Enterprise Budgeting functionality a user simply logs in and is presented with a list of their cost centres, which link to a Financial Dashboard, showing Profit and Loss summary with related Enquiries enabling drill-downs all the way to transactions.

Previously emailed XLOne reports to users (via scheduler) but now they self-service via simple portlets

Each workplace has Dashboard tab which provides the user a simple one screen management portal.

Jamie demonstrated how Salvos had set up their dashboard.

Core Dashboard – just see accounts they are responsible for.
Drilldown into another dashboard (Income/Expense)
User can change selection (eg ledger being compared)
Drilldown enquiry – click on it goes to EIE enquiry
Only need EB licences for cutdown version of BI
Wants to prove users have appreciation of it before pushing for full BI.
A separate Budget Model is used specifically for dashboards.

There is a video on T1Financials.com.au eLearning – a training video that they use.
You can communicate directly with Jamie for further information on setup etc.

General Questions / Overflow from opening morning discussions

Question on T1Financials.com.au

Long Term Financial Planning via EB
Jamie Scott | *Finance Systems Manager* | *Salvation Army*

Q. Has anyone implemented LTFP?
R. John R. – Yes. Becareful as can be too precise to start with. Statutory requirements for Cash needs to be considered. Use for project work (big infrastructure).

To implement – have to get mind around how receivables & payables work (eg Invoice 20th paid xx)
Fine tune that. Thought we knew payment cycles! Use selection codes for cycles etc. Loading data is straight forward.
Nothing additional was raised.

Next Meeting

Jamie checked with attendees that the new time was acceptable for future meetings.
(ie Start at 9:30am finish about 1pm) Agreed.

Next meeting to be in March. Location to be confirmed.

Meeting Closed