

# PlanMill Contracts

## User Guide

Version 1.0

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## 1. General

### 1.1 Purpose of PlanMill Contracts module

PlanMill Contracts gives users possibility to store metadata and document attachments for different types of Contracts (synonym for agreement). The Contracts module also helps in Contracts creation process by offering a workflow from the draft stage to Contracts termination. Contracts can be:

- **Sales Contracts** (the user's company is selling something to some other company)
- **Purchase Contracts** (the user's company is buying something from some other company)
- **Non-disclosure agreements** (agreement not to tell about another company's secrets)
- **Others** (See more <http://en.wikipedia.org/wiki/Contract>)

Features of PlanMill Contracts

- Products stored in **PlanMill Products** module can be used when creating Contracts items for pricing and other information
- Every user with suitable access rights can have visibility on all (teams or individual) Contracts in the company
- Contracts have a workflow: users know which Contracts are **drafts**, which are internally **accepted** or **rejected**, which are signed (or the whole negotiation process has been cancelled)
- Contracts module looks the same as other PlanMill modules and can be activated to each user role by turning on role-based access rights.
- Web shops or other software can have access to Contracts module through PlanMill OpenAPI.

### 1.2 Definitions and terminology

English	Finnish	Description
<i>Contracts</i>	<i>Sopimus</i>	Agreement about something signed by at least two parties.
<i>NDA</i>	<i>Salassapitosopimus</i>	Non-disclosure agreement, party who has signed the agreement does not tell anybody the trade secrets of the other party. Usually required from employees, partners or subContractors.
<i>Contracts item</i>	<i>Sopimusrivi</i>	Some specific thing or things which are agreed in the agreement (for example a price and delivery date of some service or product).
<i>Valid</i>	<i>Voimassaoleva</i>	today >= Contracts's startdate and today <= Contracts's finishdate.
<i>Revenue type</i>	<i>Laskutuserän tyyppi</i>	Revenue items (in database invoice items) are basically items that are collecting the invoicing data based on fixed price transactions or other unit prices.

### 1.3 Environment

**PlanMill Contracts** is a part of the **CRM (customer relationship management)** modules of the PlanMill system. It can be used separately without any other PlanMill modules, except Accounts and Contacts. If there is no connection to sales orders, invoicing, products or projects is needed.

Technically the *Contracts module* uses the same PlanMill architecture as the other business modules. See [PlanMill Architecture Overview](#) and other documentation.

## 1.4 Users

**Users** can be either persons or other systems. **Required competence of a user** is described because that will help the users (and readers of this document) to understand what the user can do, what training and support the user will require for testing and using the system.

**Frequency of use** can be used for prioritizing certain features, for creating reports and indicators for certain periods, and for designing the data imports and exports, networking and maintenance duties suitably.

User	Required competence to use the system	Frequency of use
<i>Sales person</i>	Can do typical smaller sales deals alone, with typical products and terms. For all or some types of Contracts, internal acceptance from sales executive may be needed.	Daily, weekly
<i>Buyer or Purchaser</i>	Can buy typical products and prices usually from pre-negotiated partners, subcontractors and vendors. Needs to see Contracts to verify prices, terms, and validity.	Daily, weekly
<i>Contracts responsible person</i>	The person who has negotiated the Contracts, or is the person that is handling any renewals, cancellations, etc. regarding the Contracts. Sales executive or other manager.	Monthly, quarterly, yearly
<i>Contract supplier and customer</i>	The persons from each company participating in Contracts. <b>Sales Contracts:</b> supplier is from own company and customer from customers company <b>Purchase Contracts:</b> supplier is from other company and customer from own company <b>NDA:</b> customer is from own company, supplier is the person who promises not to disclose anything. <b>Partnership Contracts:</b> depends on partnership costs, the party to be invoiced based on this Contracts (if any) is the customer. Partners can make also other agreements for services to be invoiced	Weekly, monthly
<i>Power user</i>	Administers users and user roles (also regarding this module). Can edit some list values used in module and SLA parameters.	Only when needed
<i>Other software (integrations)</i>	Must be able to use <b>OpenAPI</b> or import/export data through xml or text files using Integrator module.	Several times a day

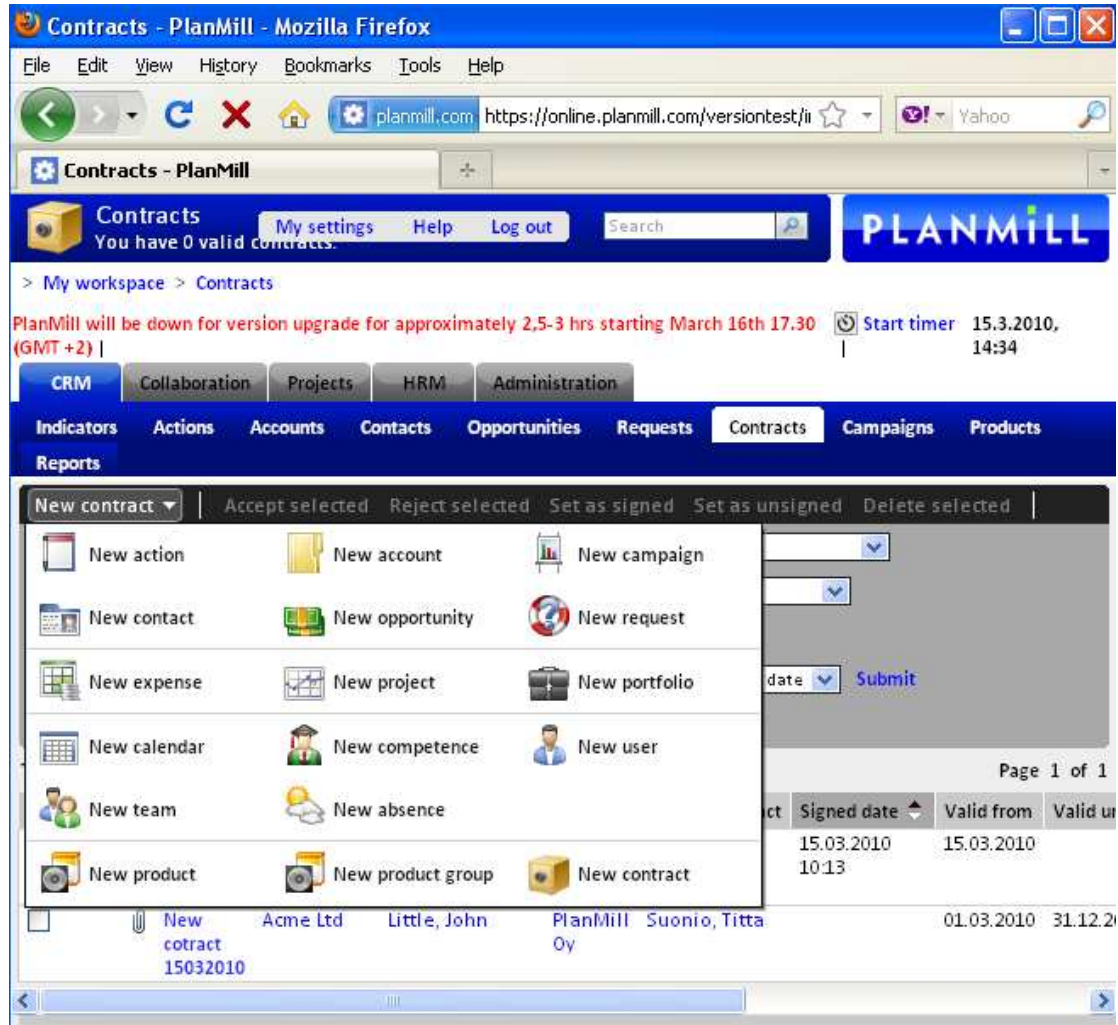
## 1.5 General restrictions and dependencies

General technical restrictions and dependencies are described in the [PlanMill Architecture Overview](#).

The Contracts module is available to both **Cloud** and **On-premise** customers with the appropriate PlanMill edition. This module also requires users to have access to Accounts and Contacts. For optimal use, users should also have access to **Reports, Indicators, Products, Opportunities, Requests, Projects** (and **Finances**) according to their user roles.

## 2. Creating new sales Contracts

1. Click **New Contracts** from **Contracts** tab or from any **Create new** tool.



2. From **New Contracts**, enter into the calendar any of the following new items:

- New action
- New expense
- New calendar
- New team
- New product
- New account
- New opportunity
- New project
- New competence
- New absence
- New product group
- New campaign
- New request
- New portfolio
- New user
- New contact

## 2.1 General information about PlanMill Contracts

Fill in basic information about the Contracts: **name (=title), responsible person, supplier, customer** and select a suitable Contracts type. Select valid from and until dates (until can be left empty). Write a description about the Contracts to the **Description** field.

The screenshot shows a web browser window with the title "Contracts: New contract 15032010 - PlanMill - Mozilla Firefox". The address bar shows "https://online.planmill.com/". The page header includes "My settings", "Help", "Log out", and a search bar. The main navigation bar has tabs for "CRM", "Collaboration", "Projects", "HRM", and "Administration". Below this is a secondary navigation bar with "Indicators", "Actions", "Accounts", "Contacts", "Opportunities", "Requests", "Contracts", and "Campaigns". The "Contracts" tab is active. The form has buttons for "Save", "Save as new", and "Cancel".

**Contract information**

Name *	New contract 15032010	Contract ID	xxx
Type *	Delivery contract	Responsible person *	Suonio, Titta
Valid from (dd.mm.yyyy) *	15.03.2010	Valid until (dd.mm.yyyy)	
Term of notice	30 Days	Status *	3. Accepted

**Parties**

Contact *	Select contact   Clear selection	Supplier contact *	Select supplier contact   Clear selection
	Kuusisto, Tii-Mari		Kuusisto, Tii-Mari
Customer	Kuusimetsä Oy	Supplier	Kuusimetsä Oy
Project	Select project   Clear selection		

**Description**

Paragraph | Font size | A | ab | B | I | U | [List icons] | [Link icon] | [Image icon] | [HTML icon]

PlanMill, Maintenance-user / 15.3.2010 07:57

Figure 1. Filling in basic information about the Contracts

3. Save Contracts from **Save**. When editing an existing contract, select **Save as**.

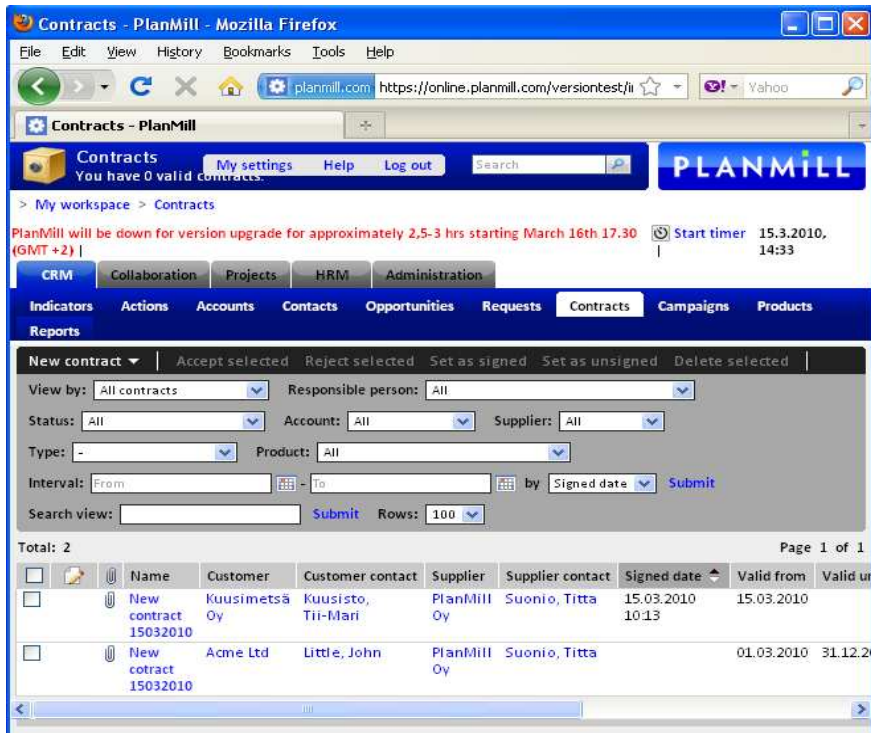


Figure 2. Filter Contracts according to views, Responsible person, Status, Account, Supplier, Type, Product, Interval, Search view, etc.

PLANMILL		CLOUD AGREEMENT		1/11	
<b>Customer</b> Acme Ltd Acman street 123 UK	<b>Date of agreement</b>	31.1.2010	<b>Order number</b>	ING310110THO	
	<b>Terms of payment</b>	14 days net	<b>Customer number</b>	942788	
	<b>Time of delivery</b>	January 2010	<b>Delay interest</b>	10,0 %	
	<b>Supplier</b>	PlanMill Ltd. Westendintie 1 FI-02160 Espoo Business ID: 2062705-4	<b>Type of delivery</b>	PlanMill Shared Cloud Infrastructure via Internet	<b>Notice time</b>
		<b>Contact persons (commercial)</b> Customer: Foca Marcel, te John Doe Toimitaja: Hood Thomas, Thomas Hood			

Figure 3. Contracts general information and parties

Toimittaja: Hood Thomas, tel. +358-40-558 5138
<p><b>PLANMILL PSA CLOUD SERVICE AGREEMENT</b></p> <p><b>1. PlanMill Cloud service in brief</b></p> <p>Supplier shall perform Services to set up and operate PlanMill PSA application, as specified in Appendix 2 "PlanMill Key Features Summary".</p> <p>Supplier shall make Application available to Customer on a "Software-as-a-Service (SaaS)" basis. Customer Data and the functionalities of Application shall be accessible to Customer and Users through a web-based interface. Unless otherwise agreed between Supplier and Customer, Supplier shall implement a standard configuration of the interface and Application. Supplier has set up PlanMill PSA during December 2009 for the pilot usage.</p> <p>Supplier's Cloud service will include the maintenance and updates of Shared Cloud infrastructure, PlanMill software updates without customized changes, 3rd party software updates, SSL, backups and 4.0 GB of storage space.</p> <p>The Cloud service will be available mainly 24x7 bases. The service monthly uptime guarantee is 99,0%, as specified in Appendix 3.</p> <p><b>2. Fees and other terms &amp; conditions</b></p>

Figure 4. Contracts overview (description)

Some information needs to be saved through the Account form when creating the customer. Selecting the correct customer or supplier contact and account or creating a new customer/supplier contact and account can be done directly from the Contracts form (**Select customer/Select supplier**)

Account and contact data (text in the example Contracts)	Account and contact data (where data is in the system)
Customer	Account (type Customer)
Supplier	Account (type My company)
Terms of payment	Customer account's billing information
Customer number	Customer account's id (or operational id)
Delay interest	Customer account's billing information
Notice time	Customer account's billing information
Contact persons (commercial)	Contacts related to customer and supplier

**8. Term and validity**

This Agreement shall enter into force once signed by both Parties and shall be valid until all obligations of the Parties have been fulfilled, unless terminated earlier in accordance with its terms.

Validity: 1.2.2010-31.1.2011. After 31.1.2011 the service will automatically renew until a service is cancelled.

Cancellation period: Prior three (3) months after 31.10.2010 by email to [info@planmill.com](mailto:info@planmill.com).

Contracts information (text in example Contracts)	Contracts data (where data is in the system)
Title	Contracts name
Date of agreement	Contracts valid from
Type of delivery	Contracts type
PlanMill Cloud service in brief	Contracts description
31.12.2011	Contracts valid until
Appendices	Document attachments

Automatic renewal	N/A
Cancellation period (Prior 3 months)	Term of Notice
Can be cancelled after (30.10.2010)	N/A

## 2.2 Saving contents and terms as contract Items

When the general information is ready and you have saved it, go to the **Contract's summary** page. From the summary page, create new Contracts items, which actually define the contents and terms of the Contracts. Contracts can have as many contract items as needed.

Click **Add new item** from the Contracts summary page. If you use the Products module, you can start by selecting a product from the select list. All general information saved to the **Product** will be automatically filled into the Contracts item.

Continue to fill in other information, which was not inherited from the Product. **Valid from** and **Valid until fields** are inherited from the Contracts but can be edited. These fields tell when the service or condition and its price are applicable.

Contracts items contain much information which in later releases can be used as bases for automatic invoicing. In version 1.0, these are just for storing information and metadata about the Contracts.



**2. Fees and other terms & conditions**

**2.1 PlanMill PSA Cloud fees** *Product group*

- Subscribers: 20 users (active).
- User-based volume subscription fees by month
  - 1-25 users: 35,00 €/user.
  - 26-50 users: 32,00 €/user.
  - 51-100 users: 29,00 €/user.
- Additional storage space: 1 GB per 10 € per month.
- Site address (SSL): <https://online.planmill.com/inger>

**2.2 PlanMill Cloud add-on fees** (excl. deployment services)

- PlanMill Absence: 3,00 €/user/month.
- PlanMill Timer: 1,50 €/user/month.
- PlanMill Time Card: 1,50 €/user/month.
- PlanMill Email Capture (Requests): 50,00 €/month.
- PlanMill Open API: The Customer is allowed to use a public PlanMill Open API free of charge. However, if Customer would like to have a custom changes or consultation services it should be agreed separately.
- PlanMill Design Pack (My UI Theme): 350,00 € incl. Customer logo and UI top frame, tab and tools section related visual design deployment.

**2.3 PlanMill service fees**

- Professional services: 150 € per hour. *Not free, but not priced?*
- Travel expenses: The supplier shall be entitled to charge the travel costs as well as the accommodation and daily allowances separately. Other than customary travel arrangements shall be agreed separately in writing.
- Overtime work: If overtime work is requested by Customer, then Supplier will charge as follows:
  - Monday - Friday (after 5 PM to 10 PM): 225 € per hour
  - Saturday (after 9 AM to 5 PM): 300 € per hour
  - Sunday (after 9 AM to 5 PM): 450 € per hour

**2.4 Value Added Tax (VAT):** All prices excluding VAT.

Figure 5. Fees, service levels etc. are saved as "Contracts items": red arrows = product groups, orange = volume priced items, blue= normal priced items, green= items with no price

Contracts items should be listed (in summary page, pdf, etc) under Product categories (if created from a project).

Product group	Name	Unit price	Unit	Invoicing period	Order status	Valid from	Valid until	Description
PSA Cloud	User based volume subscription fees by month	35	user	month (every month last day)	ordered	same date as Contracts	same date as Contracts	site address (SSL): <a href="https://online.planmill.com/xx">https://online.planmill.com/xx</a>
		32						
		29						
PlanMill Cloud add-on fees	Additional storage space 1 GB	10	GB	month	not	same date as contract	same date as Contracts	
	Absence	3	user	month	not	same	same	
	Email capture	50	instance	month		same	same	
	PlanMill OpenAPI	0	instance	-	not	same	same	The customer is allowed to use...
PlanMill Services	Design pack	350	unit	after delivery	not	same	same	incl. ...
	Professional services	150	hour	month (time-based)	not	same	same	
	Travel costs					same	same	defined in order
	Overtime	225 300 400	hour hour hour	month (time based)		same	same	
Other	Reference right					same	31.12.2050	Unless otherwise...

Other information in the sample Contracts is actual information belonging to the first sales order based on the contract: **Time of delivery, Deployment schedule** (actually from the project related to the Contracts) and **invoicing dates**.

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## 3. Editing and other features

From the menu bar under the Contracts tab, users can select any of the following functions: **New Contracts**, **Accept selected**, **Reject selected**, **Set as signed**, **Set as unsigned**, **Delete selected**, and **Export to MS Excel**.

### 3.1 How do I find information about valid or invalid contracts we already have with a customer or product?

Contracts can be listed by filtering with validity dates, accounts (customer or supplier), Contracts types and products (which product the Contracts item belongs to).

### 3.2 How do I change an existing contract?

Contract's can be edited from the edit link of a Contracts or Contracts item. Contracts items can be edited from each Contract's summary page. Only users with access rights to edit Contracts or edit that particular Contract can see the edit link.

### 3.3 How can I delete a contract?

To delete a contract, click on the box beside the Contracts to be deleted, and press **Delete Selected** on the menu bar.

## 4. Glossary

<b>Accounts</b>	Each contact belongs to an account. All users are shown on the Contacts tab linked to actions, requests, campaigns, and so on. Accounts are typically companies that are potential customers (prospects) or existing customers.
<b>Contacts</b>	Store information about your partners, affiliates, suppliers, and other relevant details with quick access to all critical account data, including company overview, key sales data, relevant documents, partners involved in the account, and more.
<b>Contracts</b>	PlanMill Contracts gives PlanMill users a possibility to store metadata and document attachments about different types of contracts. This contract management module will be fully integrated with Order Management, Products, and Invoicing.
<b>CRM</b>	PlanMill CRM (Customer Relationship Management) is a streamlined web-based solution generating an operational base to manage and develop your customer relationships effectively on the Cloud or On-Premise.
<b>Finance payments</b>	(Available in Finland only) can be imported to PlanMill using Finnish bank standard file (retrieved from company's own web bank). Currently limited availability to Finnish customers only.
<b>Financial System Connector</b>	Includes Finance Connector for <a href="#">Econet</a> , <a href="#">eFina</a> , <a href="#">EmCe</a> , <a href="#">Netvisor</a> , <a href="#">ProCountor</a> or <a href="#">Personec Tikon</a> . Export of customer, sales invoice.
<b>Products</b>	PlanMill Products lets users store information about products (and services) and keep knowledge about prices, documentation, accounting information, etc in one place. Products belong to hierarchical product groups. Product information can be published to websites and web shops through PlanMill OpenAPI. PlanMill Products will be fully integrated with Contracts, order management and invoicing.
<b>Projects</b>	Specific tasks assigned to one or more performers as an assignment. A request has to be related to a project. Projects are also related to contacts and partners. Time can be reported for each project and can be entered by the performer(s) after each request. A competence bound to a billable request is based on a project's price list. Each project contains different price types.
<b>Reports</b>	From Report, view sales processes at a glance using the PlanMill built-in indicators giving an in-depth analysis of business performances from different angles. PlanMill's pre-packaged scenarios offer over 50 different angles to analyze and report Sales and Service processes.
<b>Requests</b>	A request is a wish or requirement attached to a certain project as a task and optionally to one or more performers. For each performer, an assignment is created. A request can be related to contacts, projects requests and partners. Time can be reported for the requests by the performers.
<b>Task</b>	A task is attached to a certain project assigned to one or more performers.
<b>Users</b>	Refers to all the persons or employees in the company listed in the HR database, which for example, can report time using Time sheet or Timer.

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<b>Work Schedules</b>	Used commonly by the Resource & Project Manager for tracking tasks, requests and their deadlines and shows assignments and performers assigned to the tasks. In PlanMill Time Reporting, this is useful for checking current resources for the company during multiple projects.
<b>Workspace</b>	This is the PlanMill dashboard where users can customize screen layouts from different readymade options and can add frames, gadgets, and widgets.
<b>Power User</b>	Refers to person(s) with corresponding access rights as a power user, and can for example view all absences and accept interruptions in absence request. Power User also refers to the system roles of a person with corresponding access rights to the PlanMill system as a whole.
<b>Users</b>	Refers to all the persons or employees in the company listed in the HR database, which for example, can perform general actions within the PlanMill Absence system.