100+ Best
Tips & Tricks for OpenAir

By The OpenAir Experts

TOP STEP

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Administration

Place Custom Fields Exactly Where Needed on the Form in OpenAir

Starting with the October 2018 release of OpenAir, it is possible to individually place each custom field just like standard fields, exactly where you need them on the form. The feature is currently supported for Project, Project Task/Phase/Milestone, Project Issue, Issue and Envelope forms.

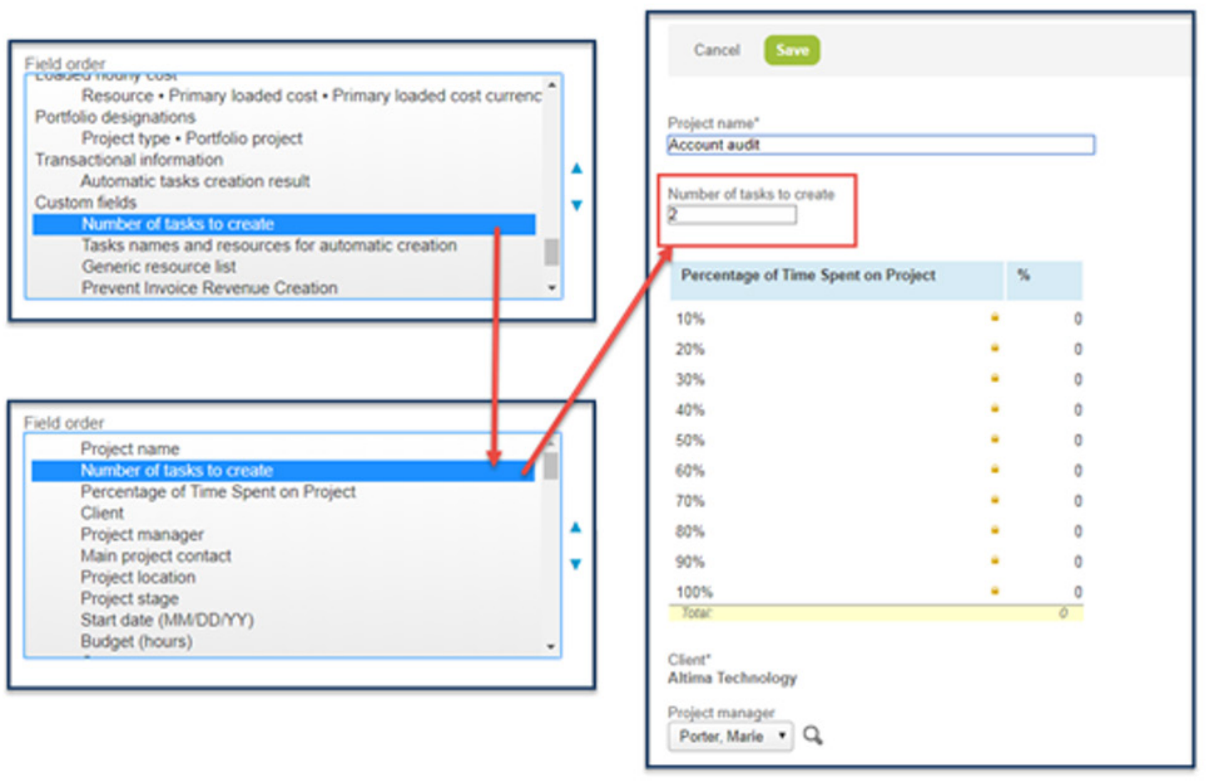
With this feature, you are no longer limited to placing all custom fields together as a single block. You have even more control over the positioning of your custom fields and can place individual fields in any section or between any other fields on the form. You can also move dividers to new positions on the form.

The position of custom fields and standard fields are set up together on any form supporting the Field order feature. You can access this feature from the Modify form permissions tip menu option or from the Customization center.

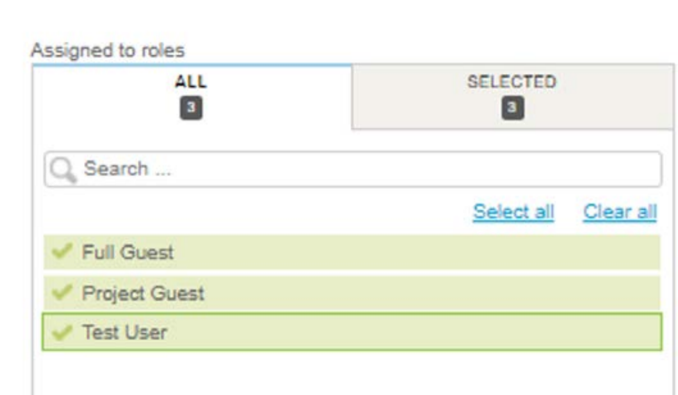
The Field order feature ignores the block order positioning set when you create a custom field. When you create a new field order the custom fields will be listed at the bottom.

To create a field order

- Click the Modify form permissions link for the form you want to edit or access the form from the Customization center.
- In the Field order section click the Create link to create a new layout.
- Give the field order layout a name and assign it to one or more roles.
- In the Field order list, click the custom field you want to move, and use the up or down arrow icons to the right of the list to move the field up or down. You can select multiple fields to move at once by holding down the Ctrl or Shift keys and selecting.
- Click Save.



Once the desired field order is set, don't forget to assign the roles for which that layout is applicable. Most often, all roles will be assigned to the new field order and form layout.



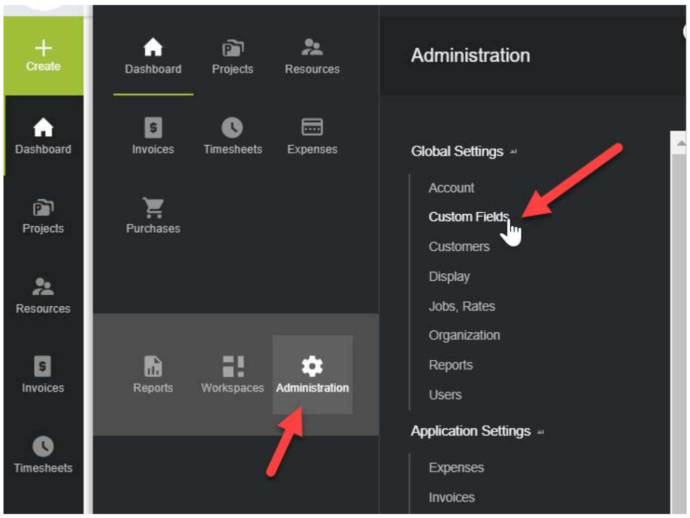
How to Automatically Populate a Project Name with a Project Sequence Number

Did you know there is an OpenAir Feature that can be used to populate a project name with a project sequence number per client?

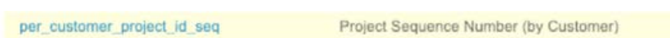
Sometimes there are custom fields in OpenAir that contain secret built-in functionality — we like to call them „“Easter Eggs,” This feature uses one of those custom fields.

How to configure:

1. Navigate to Administration > Global settings > Custom Fields.

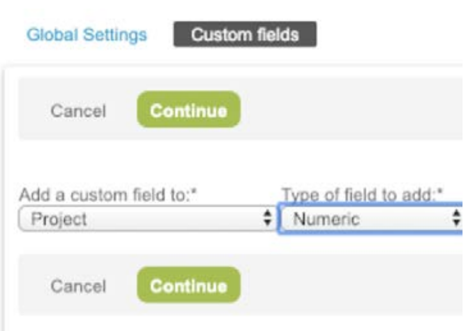


2. On the list of custom fields, look for one called per_customer_project_id_seq. If it’s there, make sure it’s active.

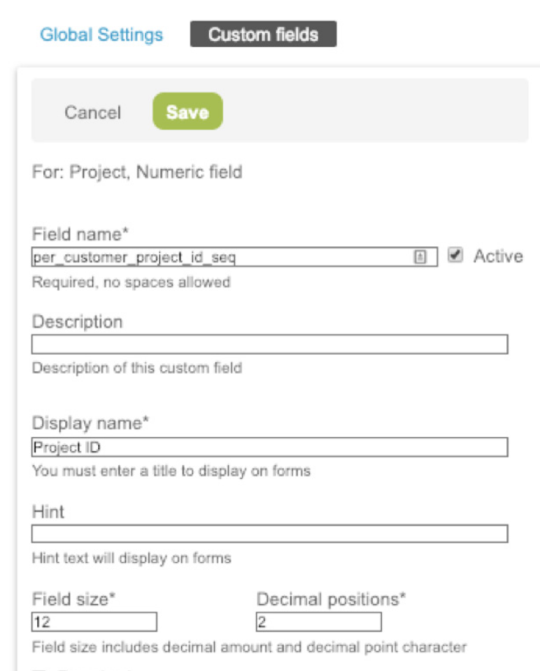


3. If the field was not pre-configured in your account, then create the custom field.

4. Select „“Project,” and „“Numeric,”, then press „“Continue,”



5. Fill out the form as follows, and press „"Save„". The display name can be whatever you prefer, but the field name must match exactly!



Once the specialty custom field is set up and enabled, the system will automatically create a prefix sequence number unique for the project's client. The feature will automatically keep track of the next available sequence number for the client, based on the highest sequence number already used for that client. The numeric custom field will be automatically populated by the feature and the project name will get the number as a prefix!

If you leave the number as editable on the project form, you can actually change it and the project name will take on the revised prefix. Not only that, if the number you change it to is the highest sequence number for that client, the next project for that client will be based on the edited number.

For example, the system chooses 1 for Client X's first project. You prefer to have project numbers for this client to start at 1001. Change the project id of the first project to 1001, and the next project for that client will be 1002.

A variation of this feature allows the numeric field to control a client-specific sequence however it is not set as the prefix for the project. This provides a unique per client numbering that can be reported on and used in list views for filtering. To enable this feature variation, simply set up a slightly different custom numeric field for projects with the field name of per_customer_project_id_seq_delete.

Form Permission Rules

If you are not aware, there is a known issue in form permission rules. If you are creating a pair (or more) of related list limiting rules using a condition based on specific clients, you can get an unusual error if you set the condition up using the client nickname.

For example, if you have a set of special job codes for one client and on the task form you want to limit the project job code list whenever the project belongs to that client. You would need one rule to limit the list for the client, and another rule to limit the list when it's NOT that client. When you have a pair of rules in play, you get the job-code list limited properly, but you cannot save the task — you get an error ,"Value ,"xx," is not allowed. Choose from a list," — where xx is the internal id of the job code you selected.

The workaround is to use a client internal id rather than the client name in the condition. For this example, on the task form, you have ,"Project: internal id — customer_id," available for the condition field. Using this instead of the name does the trick!

OpenAir Account Storage Alerts

Have you set up an OpenAir account storage alert — then get a character limit warning? This quick tip will explain why and how to work around this limitation.

When you create an account storage alert *Administration > Application Settings > Workspaces Settings > Alerts* the ,"To," and ,"From," email fields are pre-populated with the email address(es) of the user creating the alert.

This field has a character limit, making even two email addresses difficult to fit. If you edit the email fields that are pre-populated, this limit will take effect.

However, since these fields are pre-populated with the email address(es) of the user account who is creating the alert, you can get around the email character limit by:

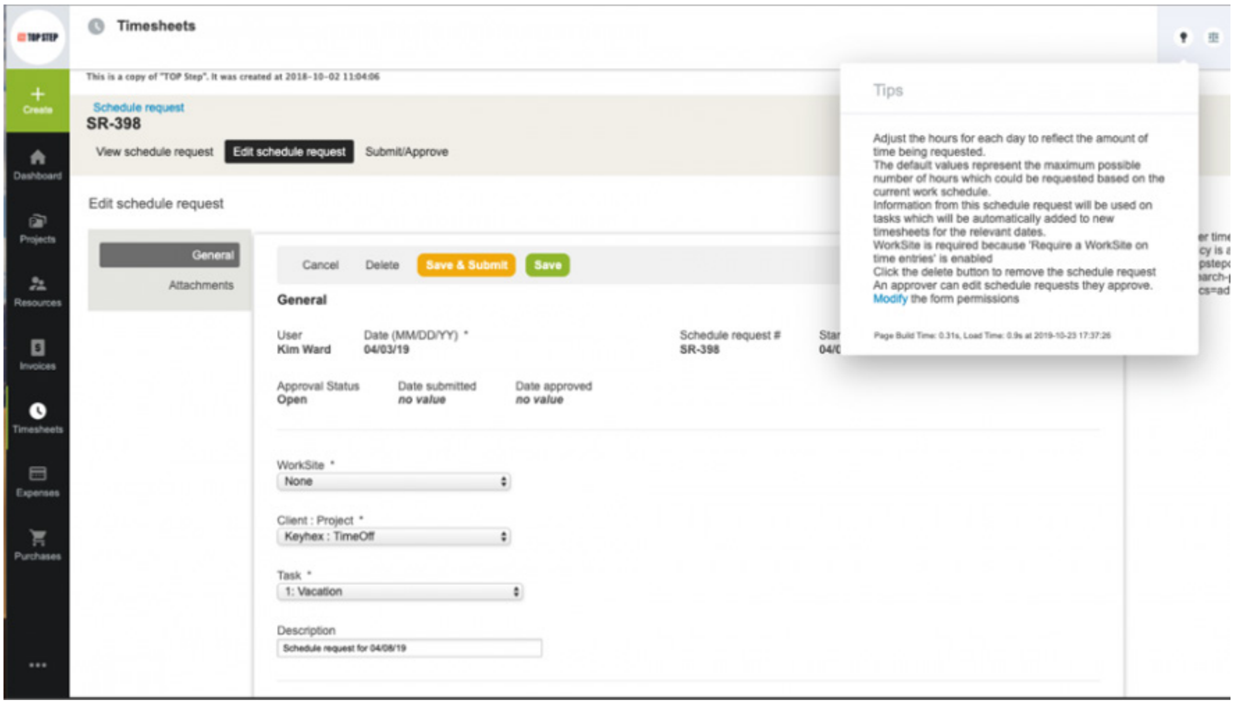
- Open your user record, and replace the email address(es) with the email address(es) you want to use for your OpenAir account storage alert
- Create the new account storage alert, and these emails will be copied/pre-populated, without regard for the character limit
- Change your user record email address(es) back
- The alert will still contain the addresses that were pre-populated at the time you created it.

Improve OpenAir User Experience by Using Page Reference Help

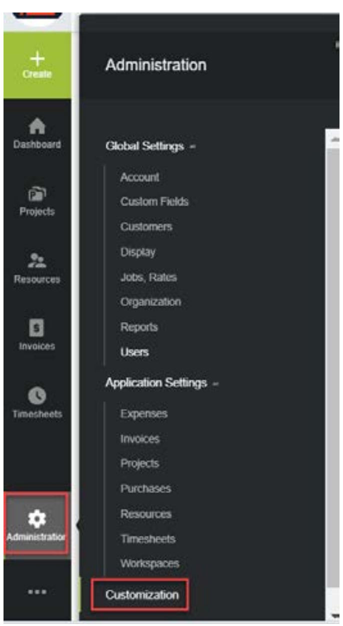
You may have fields in your OpenAir forms that are not obvious to your users as to what the field is for or what information should be entered into the field. By taking advantage of OpenAir page reference help, you can provide better online assistance. Page reference help will improve the user experience and give your users the immediate help they need. This will result in saving valuable time in training, improve the adoption of the system, and increase the accuracy of your data.

How To Implement Page Reference Help

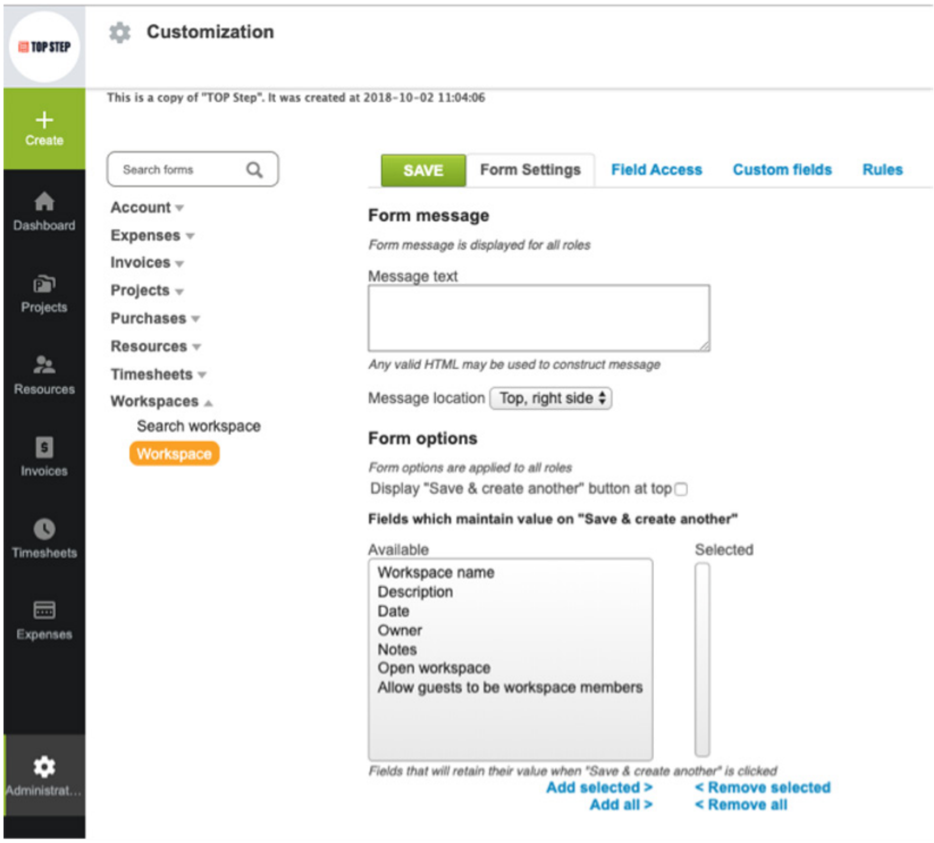
Leverage form permissions to add notes describing what should be entered in the field or link to a document. Documents can live in the workspaces module for in-system storage. On each form in OpenAir, a user with the right privileges can modify form permissions to add notes. Form permissions are available by selecting the Lightbulb icon from the top right side of the page and selecting 'Modify the form permissions' or by navigating to *Administration>Customization* and locating the desired form.



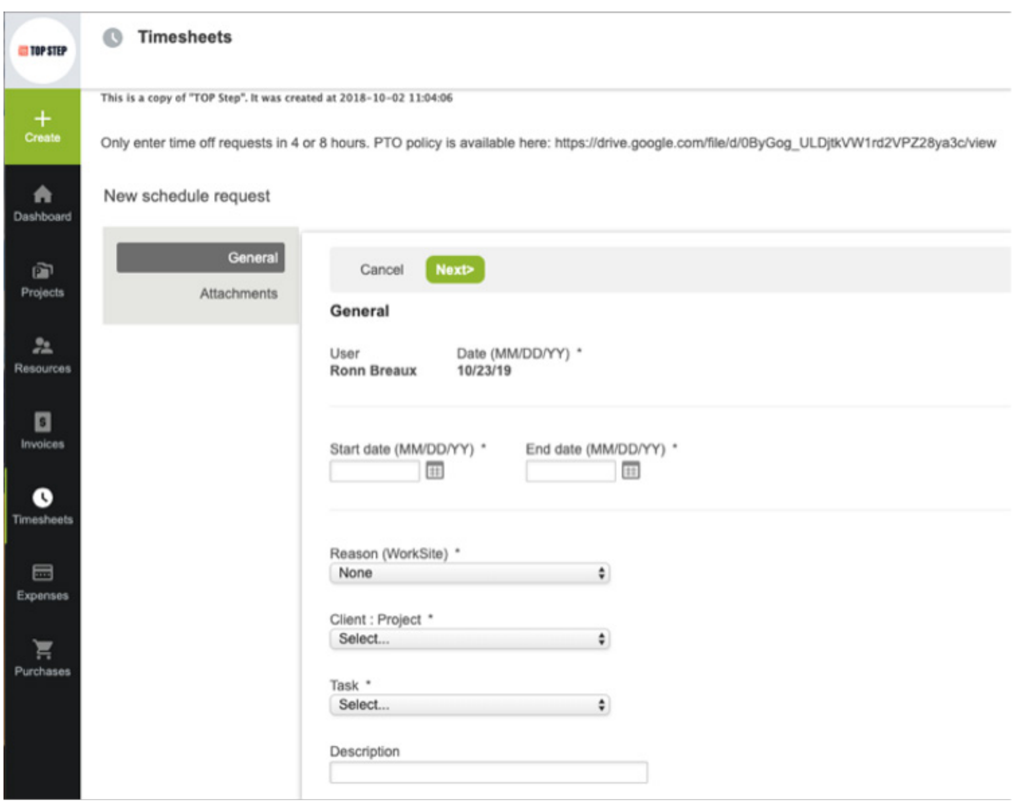
OR...



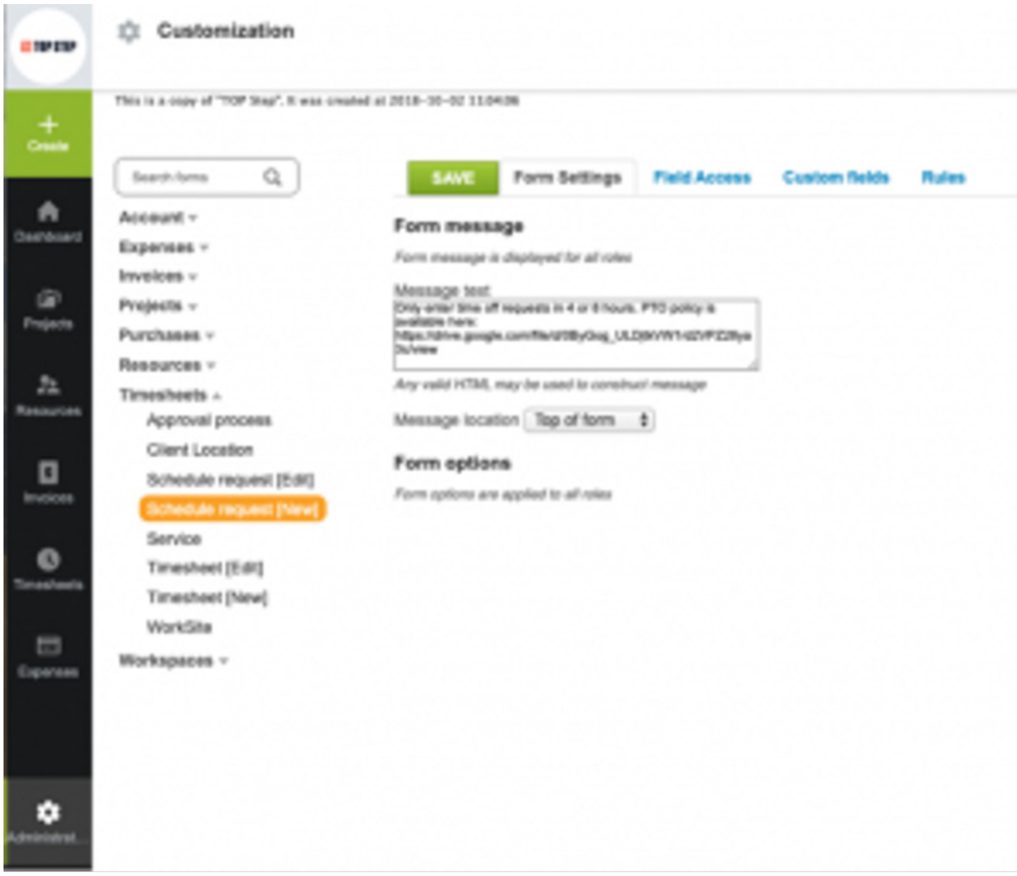
Within the Form Permission, form message text can be set to display for all users when they view the form. You can also determine the location of the form message.



In addition to text, you can add links to the form for access to more descriptive documentation. Below is an example.



Here is the underlying text with the ‘href’.



A word of caution

Make sure you update your help documentation when making system changes or change business processes.

There is an internal switch that restricts adding HTML on the dashboard called ‘Cross-site scripting (XSS) prevention, and it sets the levels of prevention of HTML in NetSuite OpenAir.

- High: Prevents any HTML entry into standard or custom fields and dashboard messages.
- Moderate: Allows entry of HTML into form messages in the Dashboard, Project Dashboard, and Modify Form Permissions form message.
- Low: Allows moderate settings, plus the entry of HTML into custom fields.
- No Prevention: Allows entry of HTML into any field.

Quickly Add Large Groups of Users to an Existing Assignment Group in OpenAir

If you have an existing assignment group and you are trying to load a large number of users to that assignment group, you can do so using OpenAir Integration Manager (OAIM), using the ,"Project Group," mapping.

The mapping file should contain the ,"Internal ID," of the assignment group and the ,"Assigned Users," which is a comma-separated list of the user internal IDs that need to be added to the assignment group. If you have the list of internal IDs of those users where each user is listed as a separate row in the .csv file, you can write a concatenation formula to take those rows and put them all in one cell in a comma-separated format.

Note: If you need help for turning a list of data into a comma-separated format just google ,"how to convert an excel column to comma-separated list,".

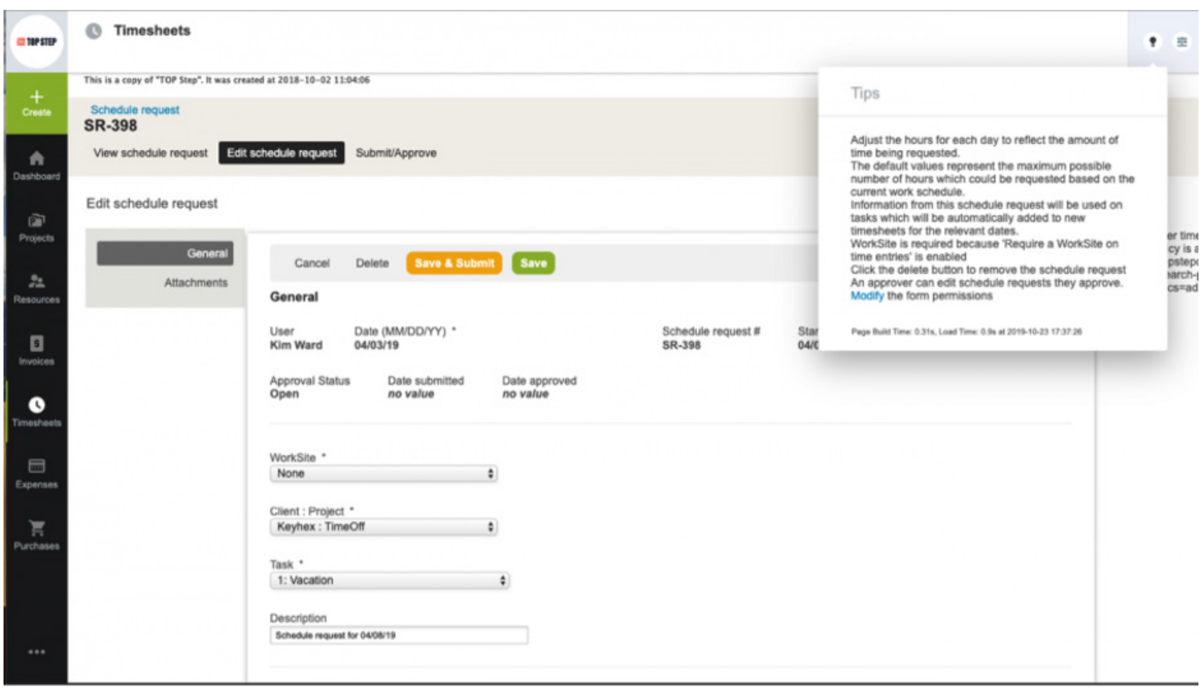
How Form Controls Improve Data Quality in OpenAir

Increase the adoption and reduce data entry errors using form controls in NetSuite OpenAir. OpenAir forms contain configuration controls that ensure users see only fields they should see, modify only fields they should modify, and provide error logic so entered values are aligned to requirements.

From requiring field values, to conditionally showing options based on field values, to providing error messages for data correction, your OpenAir forms can be configured to support your specific data capture needs and help your end-users be more proficient in data entry.

How to Implement Form Controls

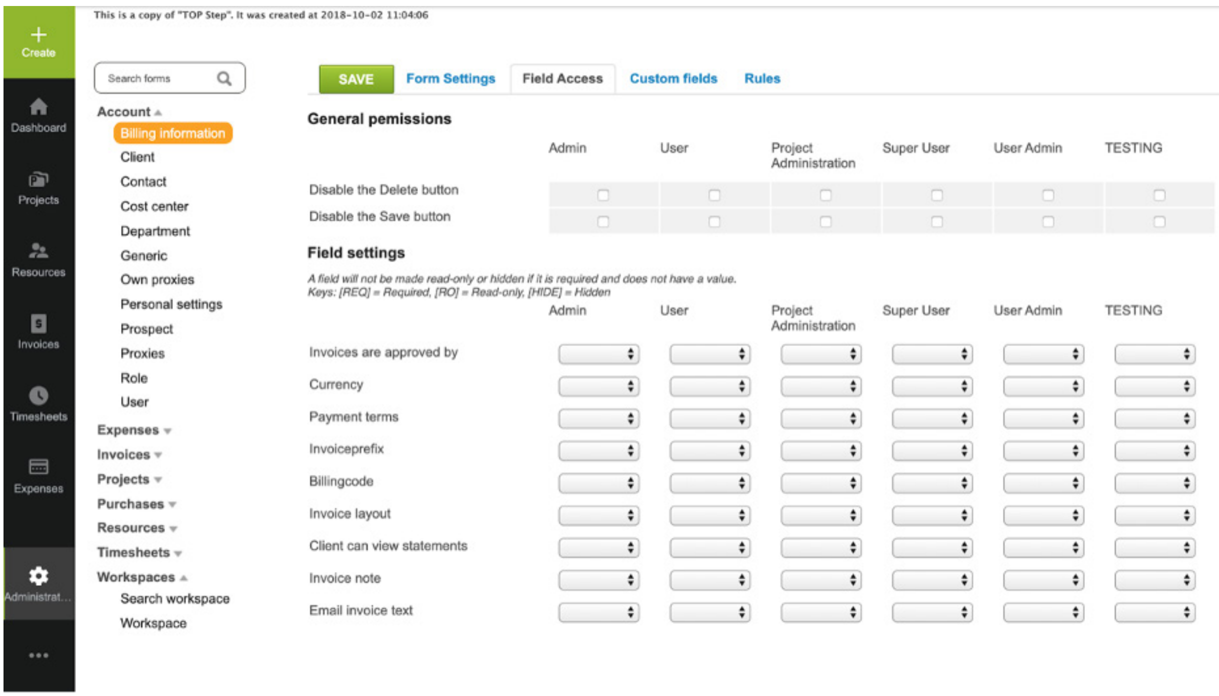
NetSuite OpenAir form controls are available for configuration by Administrators. Almost all forms in the system have a 'modify form permissions' option that is found via the lightbulb icon at the top right of the page:



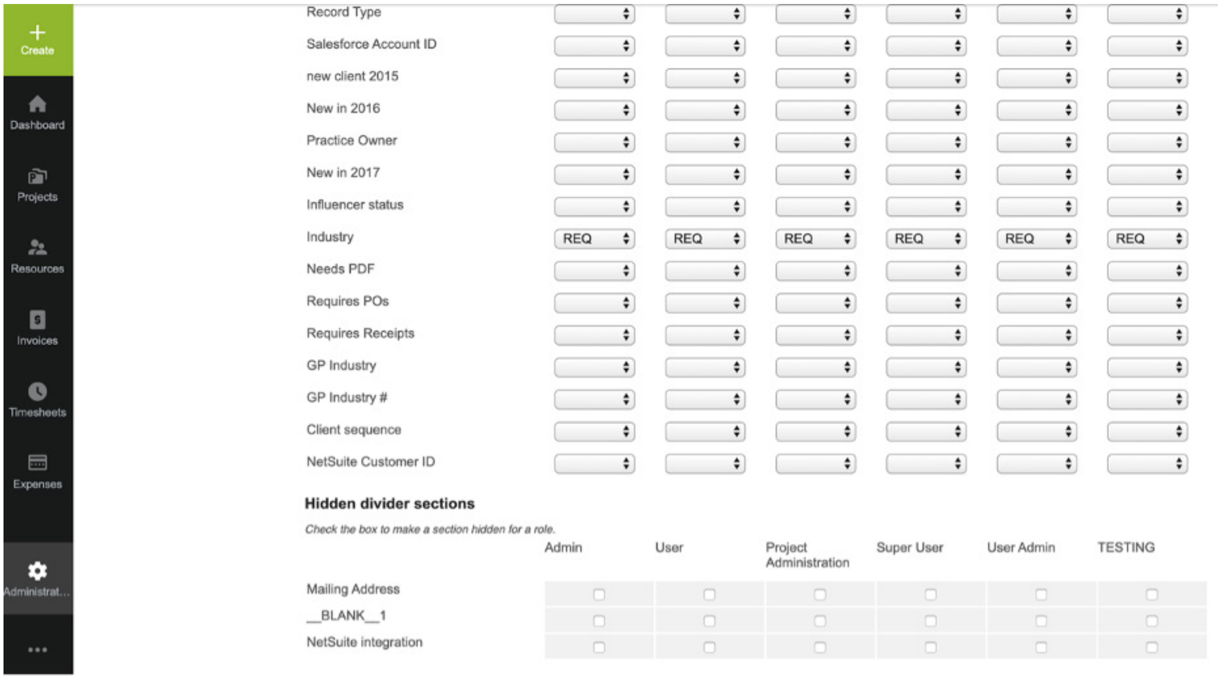
Most forms are also available from the *Administration > Customization* tab. Forms not listed in the Customization tab still have form permissions but simply must be navigated to and accessed via the lightbulb icon.

General permissions and Field Settings: Basic controls by NetSuite OpenAir role regarding the form and fields on the form.

- Users may be prohibited from modifying fields and/or the whole form.
- Fields may be hidden from view or made read-only for reference.
- Fields may also be identified as required for data entry, as they are critical to reporting or business processing.



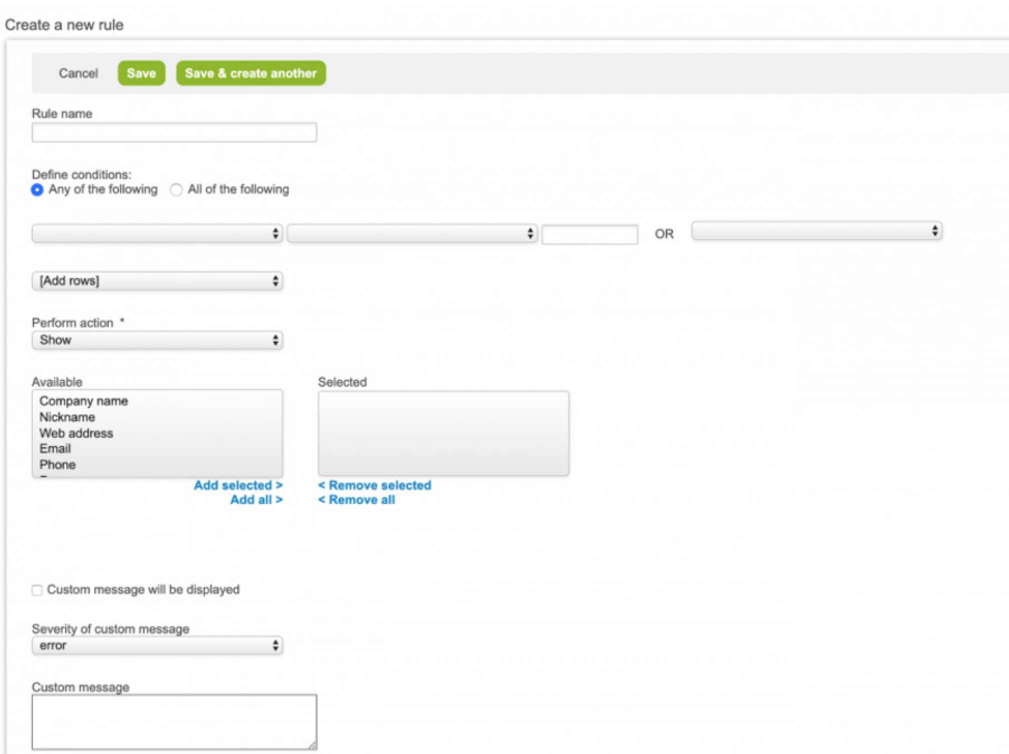
Hidden divider sections: Form sections with headers can be hidden per role.



Permission rules: Permission rules are used to conditionally control a form in order to enforce form accuracy.

Permission rules contain the following properties:

- **Rule Name:** Description of the Permission Rule
- **Define Conditions:** Used to determine the conditions of the rule when actions are executed. Multiple conditions may occur, and you can use 'Any' or 'All' of the conditions.



Perform Action: Actions on the form to be executed when the conditions equal 'True'.

Show: Show the field or fields when the condition is 'True'. Field or fields are hidden when the condition equals 'False'.

Hide: Hide the field or fields when the condition is 'True'. Field or fields are shown when the condition equals 'False'.

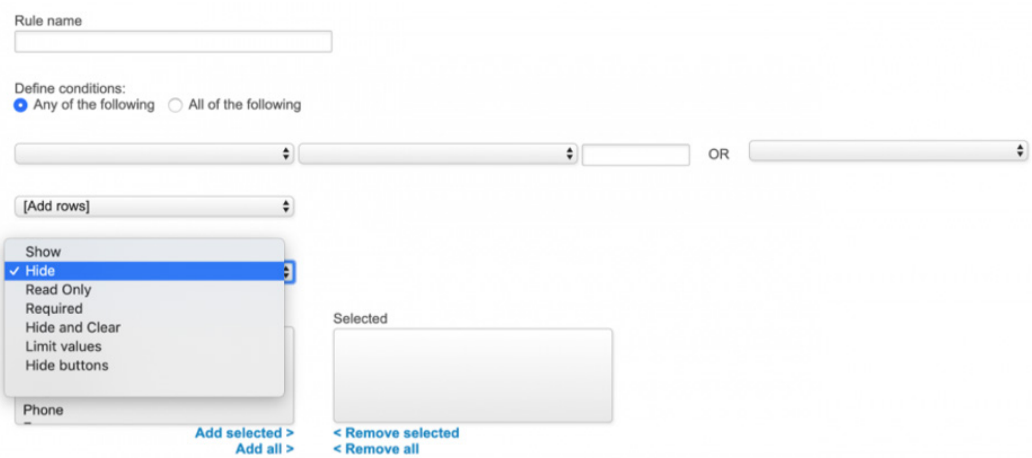
Read Only: Make the field or fields 'read-only' when the condition is 'True'. Field or fields are editable when the condition equals 'False'.

Required: Require the field or fields when the condition is 'True'. Field or fields are not required when the condition equals 'False'.

Hide and Clear: Hides and clears the fields or field values when the condition is 'True'. Field or fields are not changed when the condition equals 'False'.

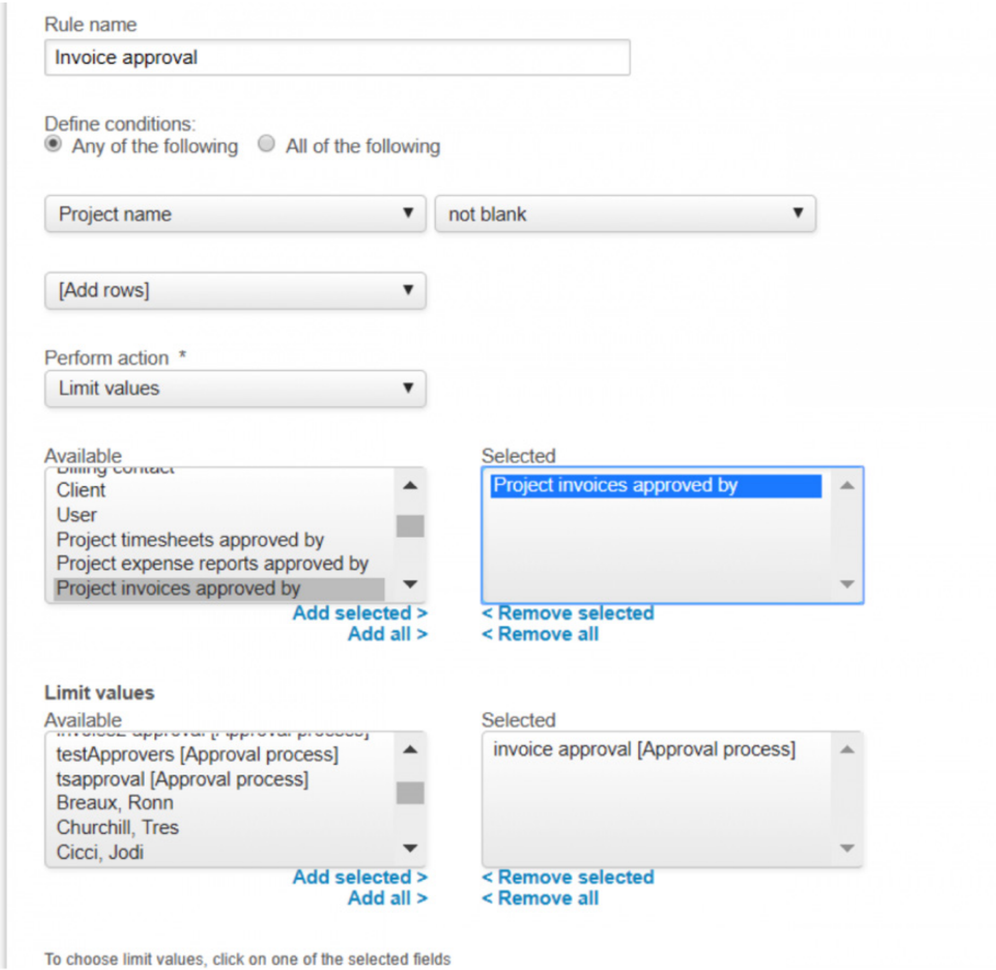
Limit Values: Limits the value of standard and custom list fields when the condition is 'True'. Field list values are not limited when the condition is 'False'.

Hide Buttons: Hide buttons if the condition is 'True'.



Custom Message: Custom messages can be displayed based on the condition being equal to 'True'. Custom messages are assigned a Severity: Information, Warning, Error. The severity controls the appearance of the custom message only.

Example of Limit Values form permission: This permission rule limits the Project invoices approved by dropdown so long as a project name exists (i.e. the field is not blank).



Scripts: User scripts are written in the industry-standard JavaScript language and are triggered by form events.

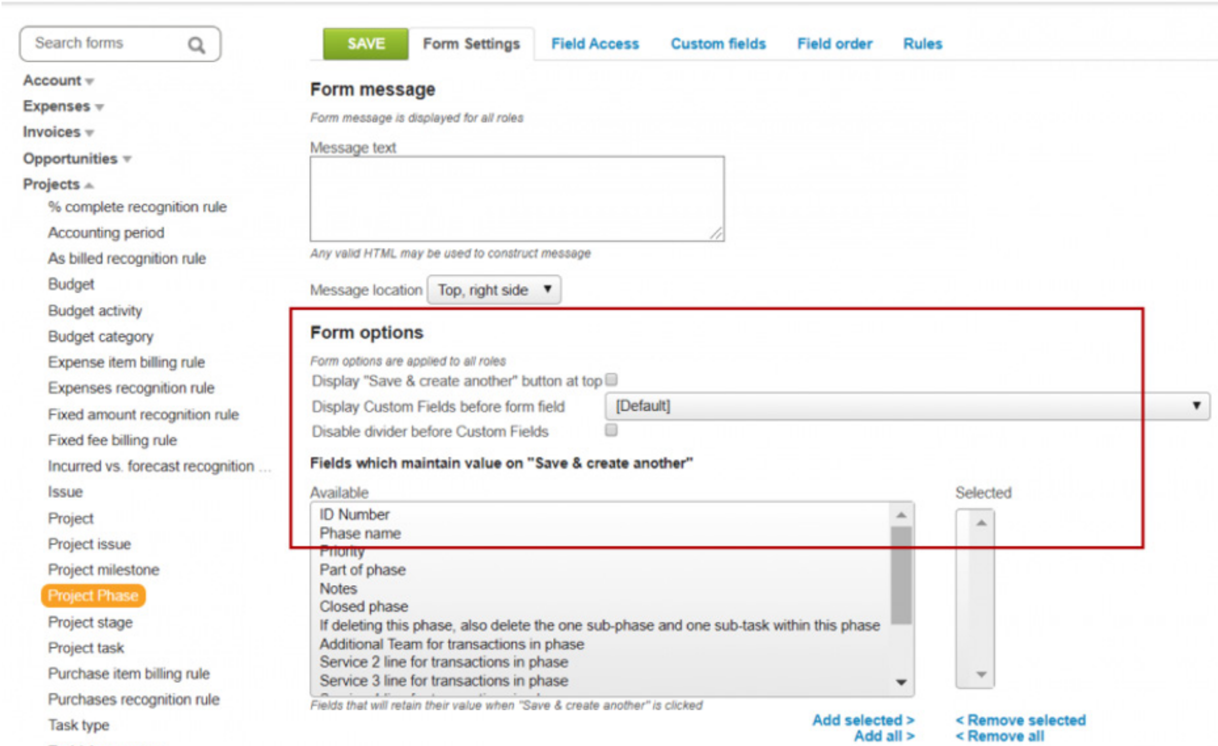
User scripting allows you to interact with forms and access the SOAP API opening a wide range of possibilities.

1. The Scripting feature has three related switches which must be enabled by NetSuite OpenAir Support.
2. Enable user scripts to be executed by forms
3. Enable user script support for Web Service API methods

Enable scheduled script deployments

Form options: Form options provide four additional customization options.

1. Display 'Save & create another' button at the top: Adds a button on the top of the form.
2. Display Custom Fields before form field: This option allows the custom fields to be moved on the form for better placement. The default is to add custom fields to the bottom of the form.
3. Disable divider before Custom Fields: This option removes the divider before the custom field section.
4. Fields that maintain values on 'Save & create another': This option allows selected fields to retain their value when using the save & create another feature.



Form Message: allows for a general form message to appear on the page.

Keep in mind

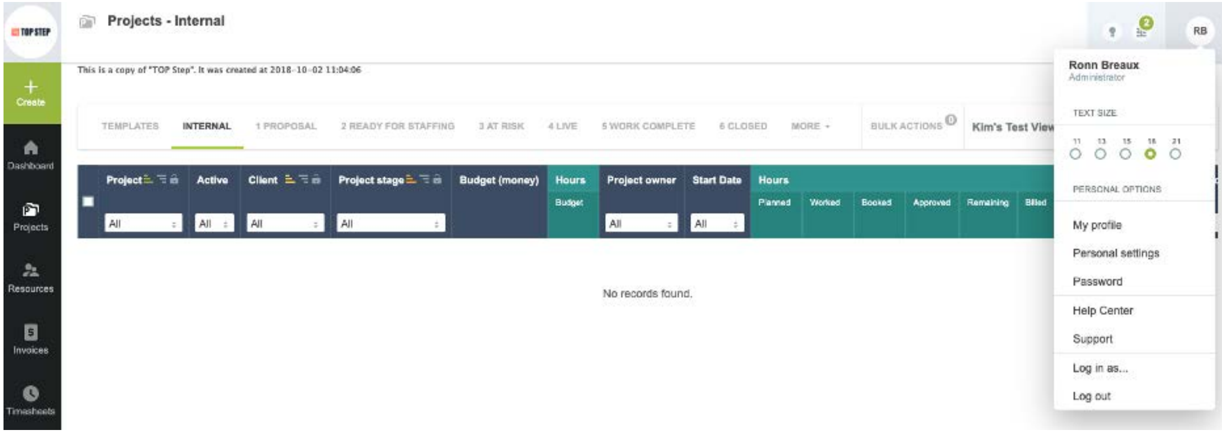
Form permissions are role-based. When a new role is added, form permissions must be revisited and updated for the accommodation of the new role.

How Browser Settings Impact Web Page Views in NetSuite OpenAir

The correct way to increase or decrease the font size. This tip touches on something that happens quite frequently among NetSuite OpenAir users. To increase the font size of the loaded web pages or to shrink data content to view more per page, users will tend to adjust their browser settings to zoom in or out as desired. This has the impact of causing some of the rows and column headers to overlap and impact readability.

You may notice the column headers overlap the first row of data. This is an indication that the zoom feature on your browser is set to something other than 100%. Modify your browser settings back to 100% to correct this page view error.

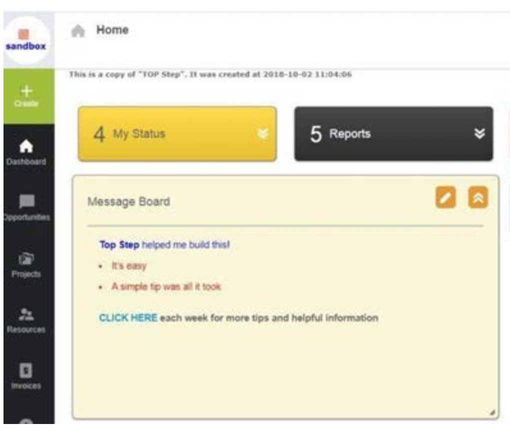
The correct way to increase or decrease font size within NetSuite OpenAir is the ,"text size," feature located under the initials in the top right corner of the browser. See below:



There is a limit to the largest and smallest sizes available, but the web page display will handle the information formatting correctly. Once a font size setting is in place, it is respected throughout the various modules and pages of the system globally for your user account.

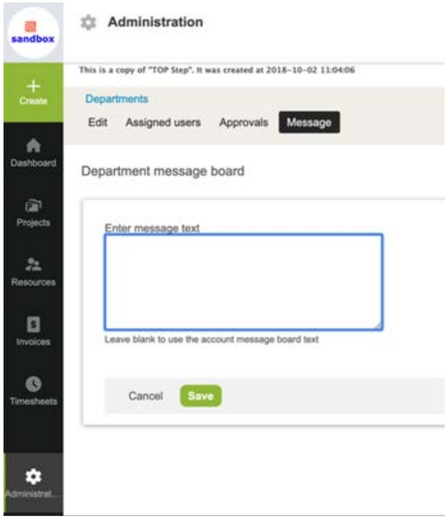
Customizing the OpenAir Message Board for Specific Departments

The Department definition in NetSuite OpenAir is most frequently used to support reporting, such as grouping users by department in utilization reports and to control receipt of alerts such as Late Timesheet notices. Many customers also rename this field to be an even higher organization definition such as Office, Region, Country, and so forth. Setting up a department is a simple new form completion and save. What many customers don't realize, however, is that the Department object actually has a series of links to define out more information for the users within the department as well as controlling a department-specific message to be displayed on the Home (or Dashboard or Account) page when users first login (provided they have not set their default module to something other than Home in their personal settings).

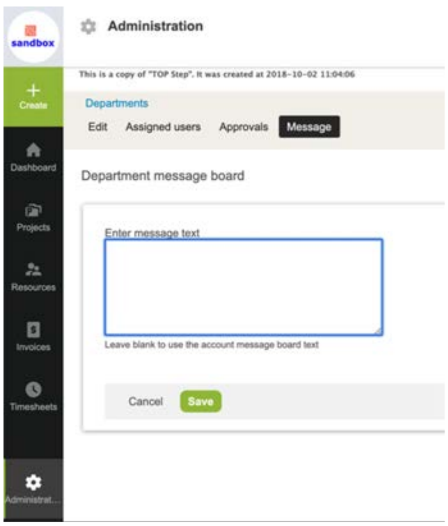


Access the Department list by going to *Administration -> Global Settings -> Organization -> Departments* and clicking on any defined department.

A series of links will be presented along with the initial edit form that you completed to create the department.



Click on the Message link to display a text field in which you can enter a customized message.



The message text may actually be entered as HTML that will be converted by the NetSuite OpenAir User Interface automatically upon display of the message. To view a specific message and how it will appear, you can either edit your own user record (if you have the permission) to change your department then move to the home module to view the message, or you can proxy in as another user in the department to view the home page message (if you have proxy permissions).

Here's a fun example to get you started!

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A simple tip was all it took

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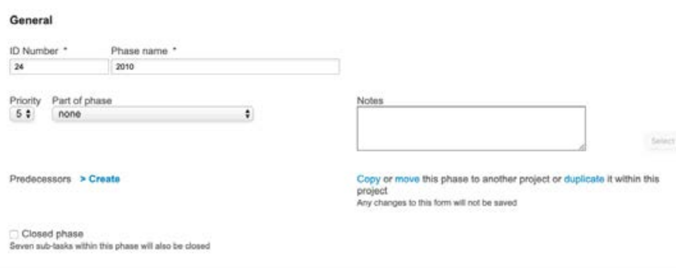
Allowing Task Creation Without Allowing Copying, Duplication, Or Moving the Task

When you define your business roles and NetSuite OpenAir user role permissions, many times you have conflicts in how you want people to create or edit data in the system. Project tasks, in particular, are a good example of this. Let us say you want to allow people to create tasks. When a person is given permission to create a task, they also get permission to duplicate, copy, and move the task once the task is created. You can find these controls in the Other section under a task or in the General section of a phase.



Like many forms in the system, the task form has form permission controls to change fields to read-only or required, or even to hide them from certain user roles. One thing you may notice is that there is no field associated with the copy, move, or duplicate functions found on the task and phase forms. Can you get rid of these to make sure users who create tasks follow your defined task creation policy? An example task creation policy that would benefit from removing these functions would be ,"project creation limited to defined project template copying,". To enforce this policy, you usually want to prevent ad-hoc tasks or task structure copying that can be taken from any project. If you need more tasks, you must complete a blank task form from scratch to ensure all required fields are set correctly. By allowing task copying from any project, you may be causing inconsistencies in your data setup that, in turn, is impacting reporting.

There is a way to allow task creation but hide the copy, move, and duplicate features at the same time. It is how permissions are set on the NetSuite OpenAir role. On the role, there are three checkboxes for permissions related to tasks:

- View all tasks and phases
- View and modify tasks and phases
- View and modify tasks and phases, but not create new tasks and phases

If you check or enable only view all tasks and phases, a user cannot create tasks manually.

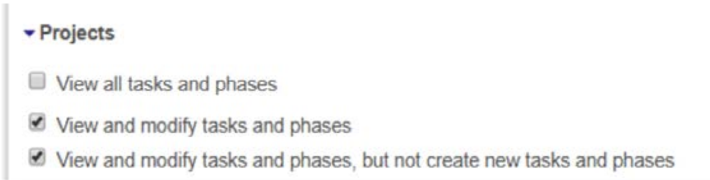
If you check or enable only view and modify tasks and phases, a user can create and modify tasks and phases.

NOTE: You do not have to have #1 checked then but most accounts do by default.

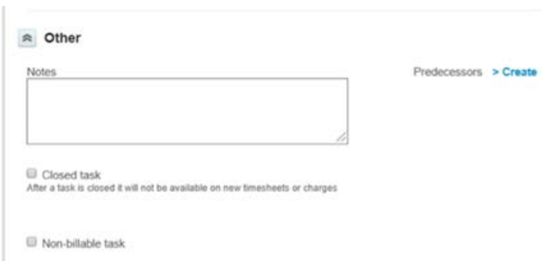
If you check or enable only view and modify tasks and phases, but not create new tasks and phases, a user can change tasks and phases but cannot create new ones.

Usually, NetSuite OpenAir configured accounts have either #2 or #3 enabled, but not both. Checking this option removes the copy, move, and duplicate functions but also removes the ability to create tasks and phases.

What happens if you enable both #2 and #3? It seems like they would conflict with each other but actually what happens is that a user is granted permission to create a task (and modify it) but the feature control from #3 removes the copy, move, and duplicate feature. You can hide these task functions by just enabling all task edit controls on the NetSuite OpenAir role like this:



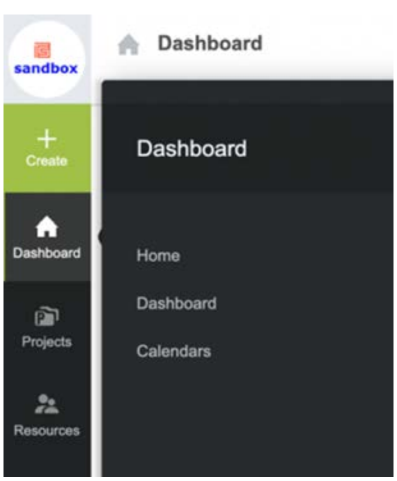
and the task form ends up looking like this — copy, move, and duplicate features removed.



Viewing Company Holidays on The NetSuite OpenAir Calendar

The NetSuite OpenAir calendar is found in the Home or Dashboard module, depending on your module names. Among the uses for the calendar is a quick way to look up your company holidays. Your administration can establish work schedules for workdays and hours per day. The public or bank holidays that are observed by your company are also usually entered on the company work schedule. These show up as 'schedule exceptions' and are displayed as warning icons on your timesheets.

You can look month by month at the holidays observed by your company by accessing the NetSuite OpenAir calendar and viewing the 'work schedule' option. To do this, navigate to your Home or Dashboard module and select the Calendar tab.



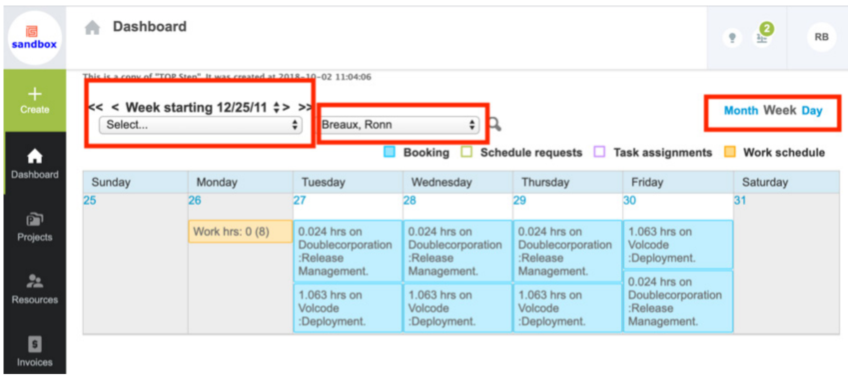
Change your calendar settings to show:

Monthly View (far right on the calendar)

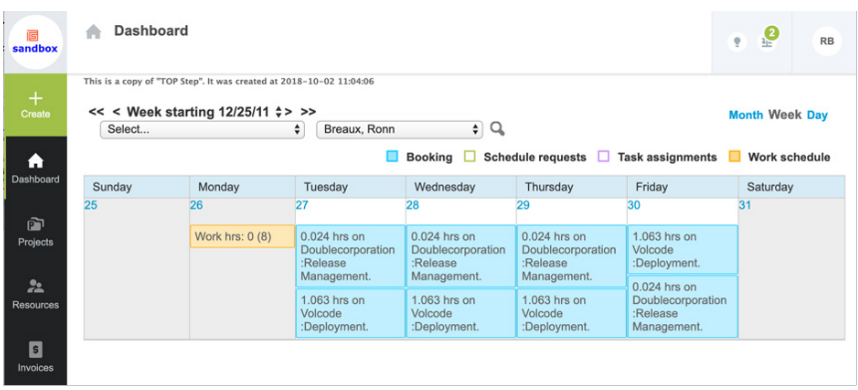
Select the desired month (far left on the calendar)

Select yourself or a department if you can see groups of users based on your configuration (right off the desired month dropdown)

Check the 'work schedule' box to display the work schedule exceptions



Company holidays appear as Work schedule entries on the calendar. By selecting the Day option, you can view the details of the schedule exception.



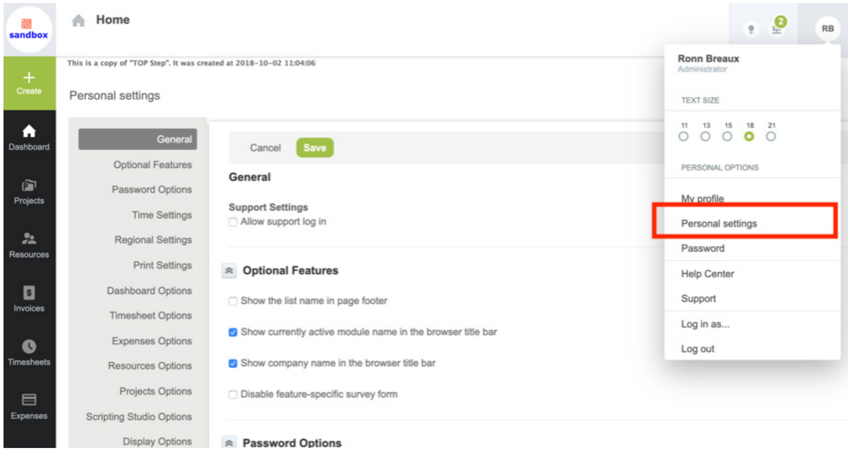
How To Control The Size Of Pop-up Windows

Throughout the NetSuite OpenAir application, many forms have pop-up windows to set values or filters or fields. The pop-up window will resize by default to the table or value list selected. In some cases, you may want to resize the window to view the information more clearly as you populate values from the selection list.

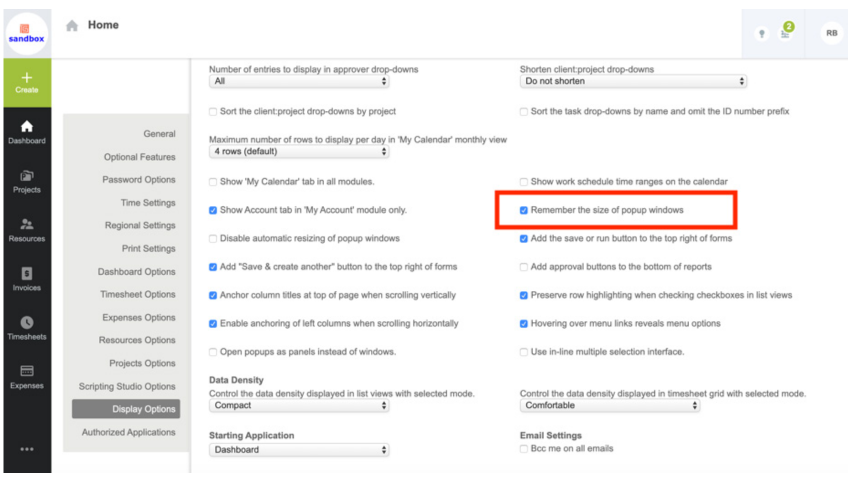
The window will be sized to the selection menu.

When a long-title value is selected for the right window, the table form resizes but not the window so you are left to resize the window manually.

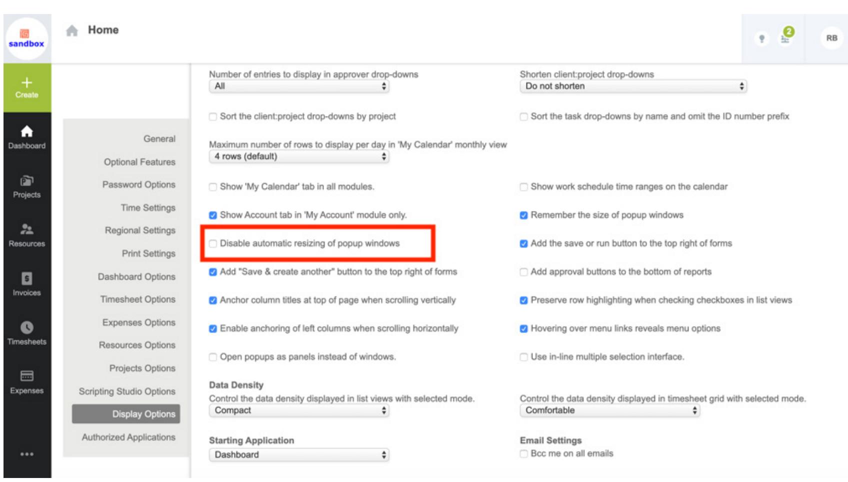
In your personal settings tab, there are two controls regarding the handling of pop-up windows.



By selecting the **'Remember the size of popup windows'** you can establish a standard window size to always appear whenever a selection box displays a pop-up. Typically, this means you have set the window to a larger size to accommodate all the different types of pop-up tables that exist in the system and, of course, still manually resize whenever necessary.



By selecting the **'Disable automatic resizing of popup windows'**, you remove NetSuite OpenAir's default behavior of minimizing window space by not having the window resize according to the table.



Try out these features as you work on NetSuite OpenAir reports (there is a large list of popup window selections on each report form) and see which one works best for your data and data viewing needs!

How to Automatically Add All New Users to A Selected Assignment Group

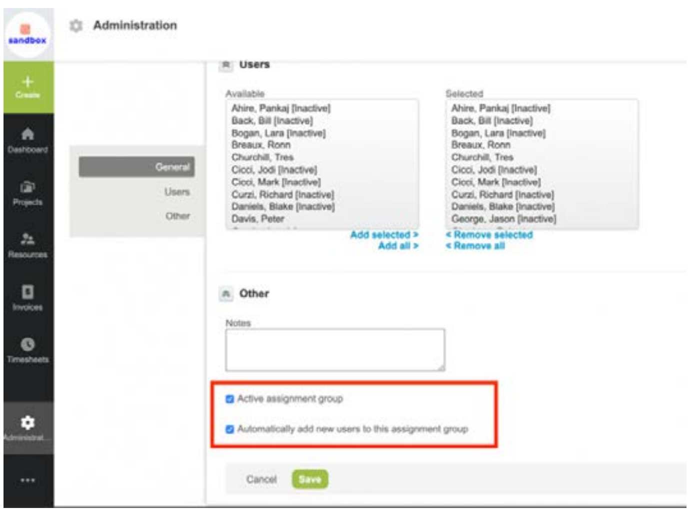
Do you add all your new users to an ,"All users," assignment group to provide access to internal projects like Administration or Time Off?

Did you know you could automate this step every time you create a new user?

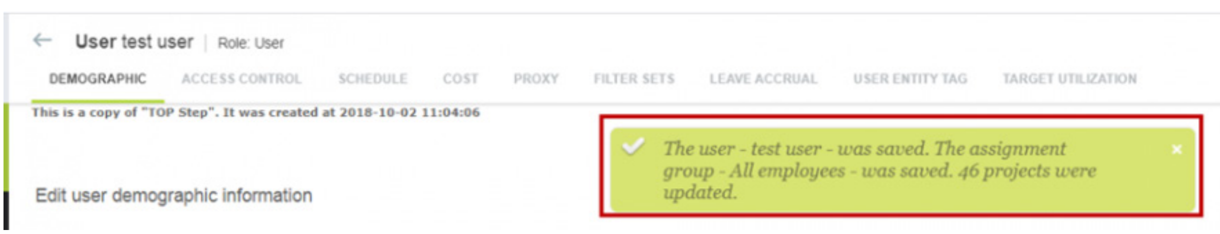
How it works:

NetSuite OpenAir Support must activate this feature. Activation does not impact system configuration until the feature is set up in the system.

Once activated, a new option will appear on the Assignment group form Administration > Application Settings > Projects > Assignment groups.



When a new user is created and saved, the user will be added to the assignment group. If the assignment group is driving task or project access, a message will also appear after saving the user. The message identifies the number of assignments updated due to the assignment group update.



If the assignment group is updated directly by removing a resource or adding a resource, the save message will also identify the number of projects updated due to the assignment group change.

Note: Any new user will be added to the assignment group designated. For any user that should not be in the assignment group, you must edit the assignment group and remove the resource.

If you create an inactive user, the inactive user will be added to the assignment group.

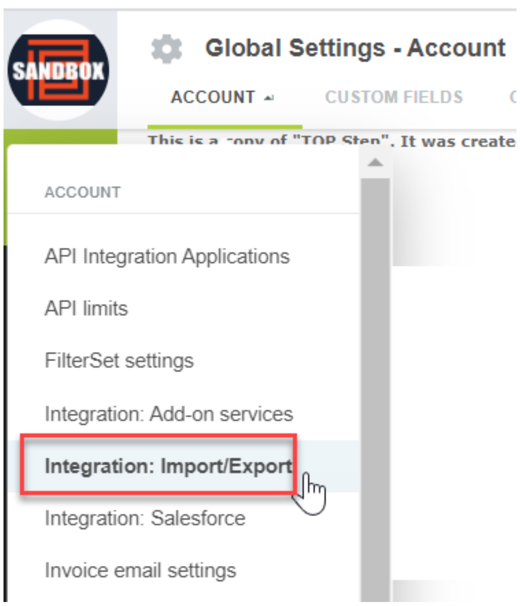
Only one assignment group may be designated as the 'automatically add new users' group.

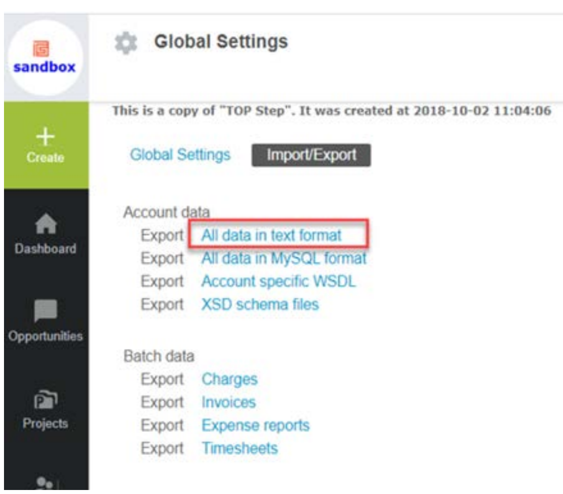
Deleted but Not Gone Forever — Find Any Deleted Record in OpenAir

Have you ever wondered what happens to records that have been deleted in OpenAir?

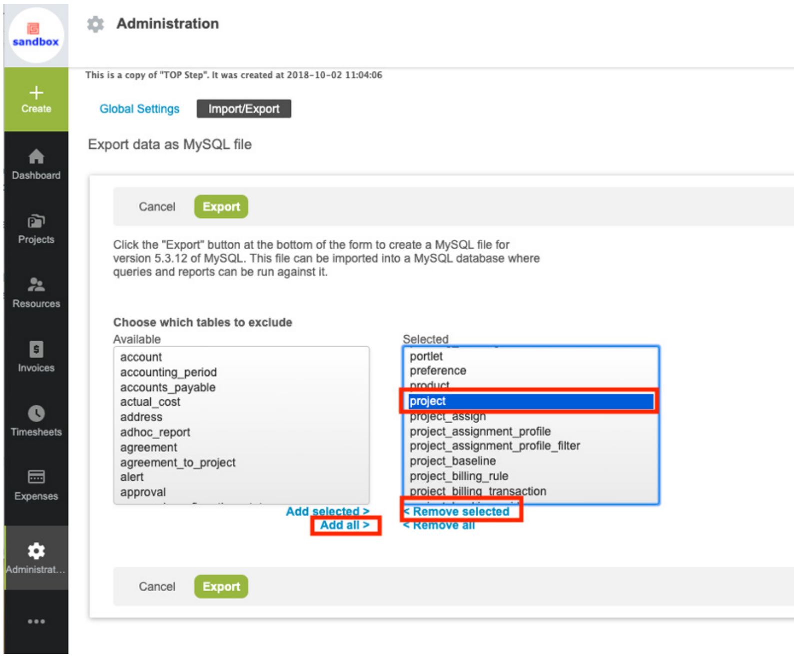
The bad news is that once they are deleted, they can't be brought back. The good news is that you can view them and even find out who deleted them.

To do this, you need to be an administrator of the system. Only administrators can access the Import/Export feature, found in the Administration module, under the Account tab. Once you're there, select Export all data in text format.





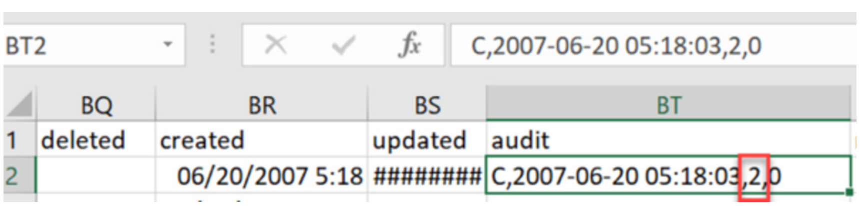
In the next screen, you need to 'Add all' from the left column and remove the table you want to export. (You are selecting which tables to exclude from the export.) In the example below, the project table will be exported:



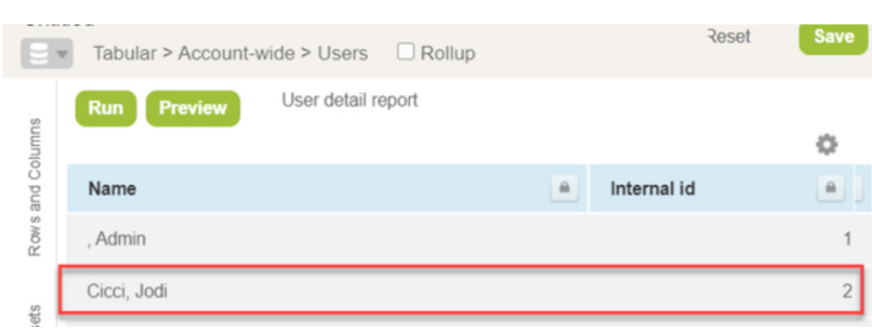
You will download a zip file containing all the data in the table. Keep in mind export files may be very large if you have a lot of data.

In the .csv file, there is a column named 'Deleted.' Filter on this to only show records with 1. These are your deleted records.

The 'audit' field will show multiple rows, and the last row shows information on when the record was deleted. The number after the date and time is the internal id of the user who deleted the record:



Just look up the internal id of users by running a user detail report with the user name and internal id.



The process works the same for any type of record you can export.

How To Customize Automated Email Notifications to Ensure They Are Purposeful

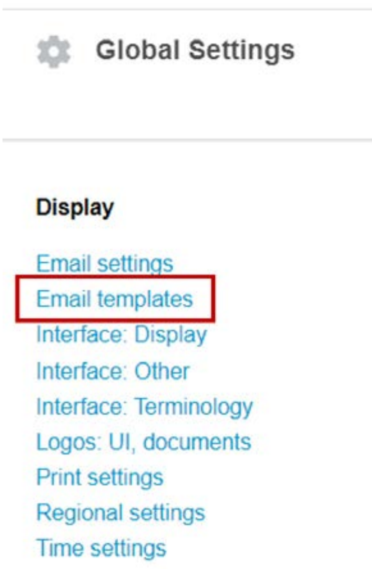
Automation also means notification, and in some cases, too many notifications. Too many notifications may mean important information is being ignored as ‘noise’ from the system. Your NetSuite OpenAir system should work to support your team and communicate actions needed effectively, not flood inboxes with informational messages that are not serving a purpose.

A number of features exist to ensure only necessary emails are sent to individuals and the content of those messages is complete and useful. It is best to review what should be automated and craft the message to fit its purpose.

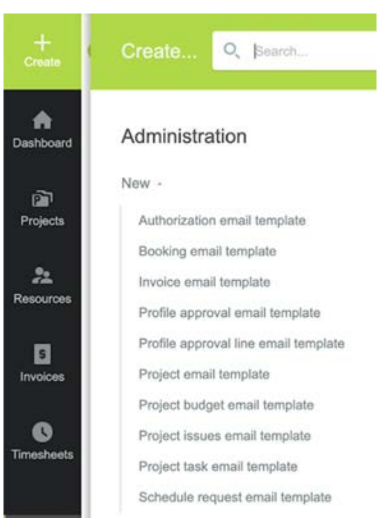
How

NetSuite OpenAir has a number of standard notifications available that can be customized using the Email Template feature. Email Templates exist for many triggered emails such as Project Owner Changed and Booking created.

To create email notifications, navigate to Administration –> Display –> Email templates. If all options are not visible when creating a new template, this internal switch request must be requested of NetSuite OpenAir support.

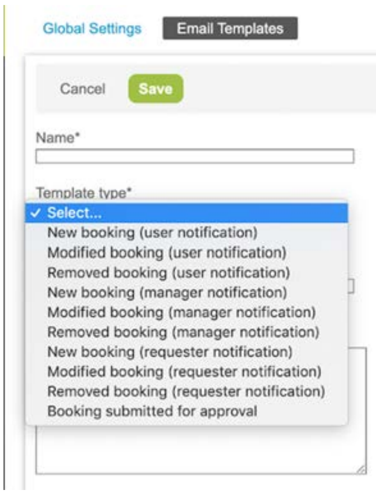


Create email templates related to a specific module. The types of email templates include:



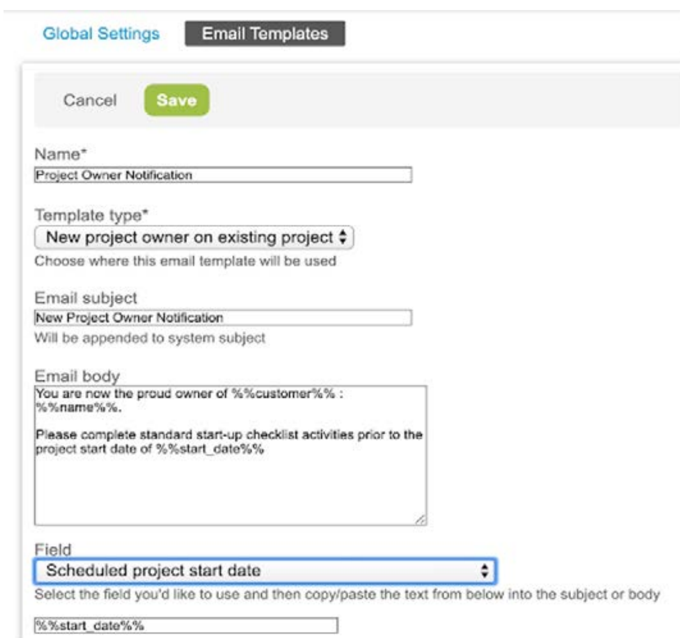
NOTE: Timesheet, Expense Report, and Purchases workflows are not supported with email templates. The Notification feature provides more customization features for these items.

By selecting a category of template, the template form will appear allowing a more granular selection of the type of email template desired:



Name the template and provide a subject line for the email.

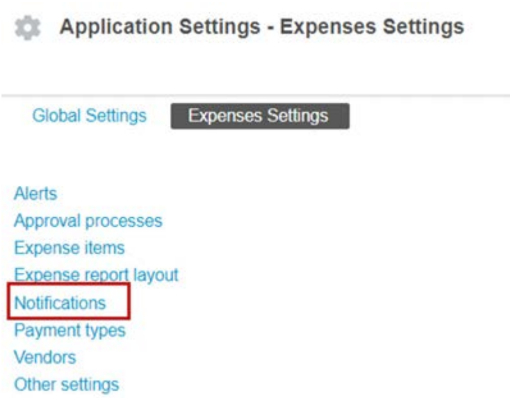
The email body uses a field paste functionality that supports value substitution in the email content. In this way, you can customize the message to include useful information about the project, date, customer, and more. To add a substitutable field, simply select the name of the NetSuite OpenAir field then cut/paste the coding reference from the text field below the selection into the content of the email template.



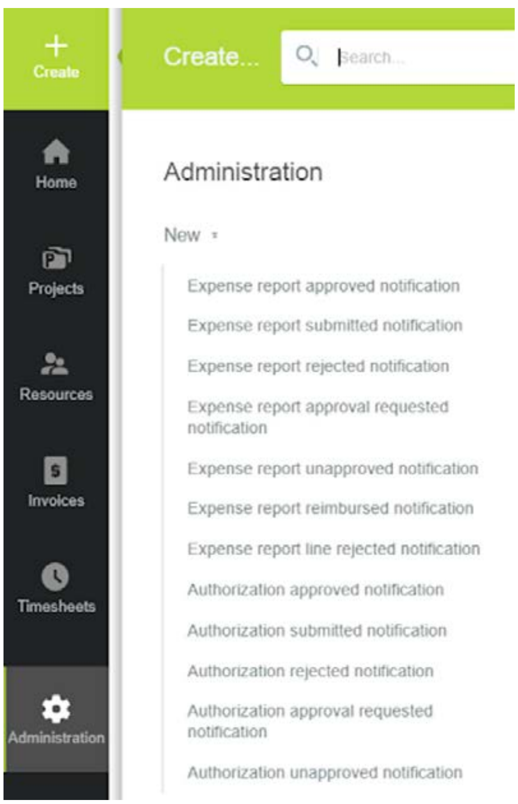
Email templates provide formatting for standard emails from NetSuite OpenAir. Another feature, called Notifications, not only provides an email template but also conditional control as to when the notification should be sent. This feature co-exists with the email template in NetSuite OpenAir.

To enable custom notifications, contact NetSuite OpenAir Support and ask for custom notification activation in desired modules such as Projects, Timesheets, and Expenses. Notifications are the only option to customize the content of the emails associated with the timesheet, expense reports, and purchases workflows.

Once enabled, a Notification option will appear under the appropriate Application Settings area of the Administration page. The example shown below is the Expense Settings under Application Settings:

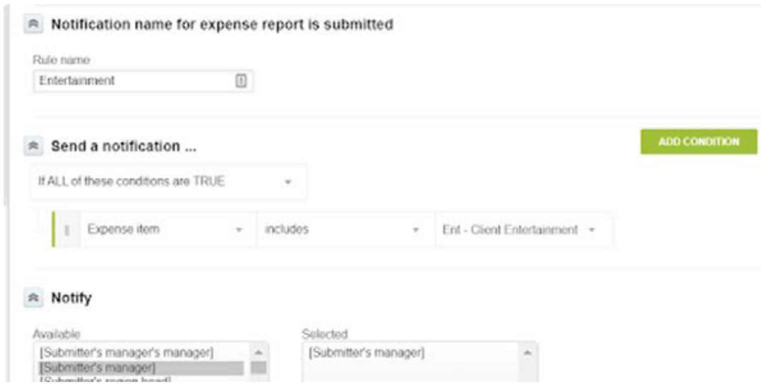


By clicking into the Notification selection and accessing the Global Create icon, the various types of notification appear:



Each notification option has its own conditional controls, user receipt options, and, of course, customized content of the email body.

An example is to send a copy of the Expense Report Submission notification to the person's manager if an expense item of 'Entertainment' is on the expense report:



The interface to enter a reference or substitutable field is slightly different on the notification form than the email template configuration. Simply select the desired field and click on the word 'paste' to insert the field into the email body text area. Notifications send emails to individuals selected in the configured email.

Limited conditional configurations are currently available within the Notification feature.

A word of caution

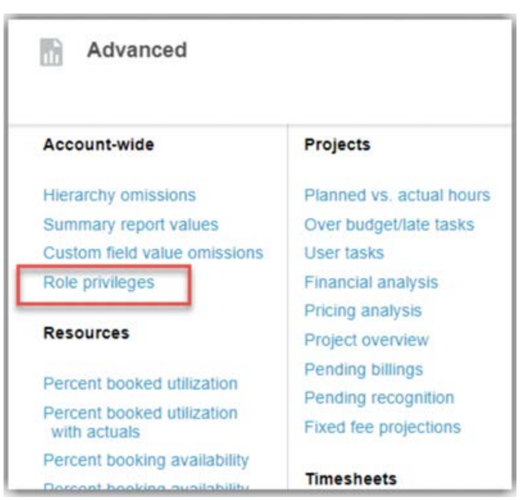
The Notification feature co-exists with the Email Template feature and standard workflow email features for timesheet, expenses, and purchases. When setting up notifications, it is best to disable the standard and email templates that overlap with the Notifications being setup.

For example: if you are redefining the content of the expense submit email, disable the standard expense submit email and enable a Notification of expense submission along with any additional conditional versions.

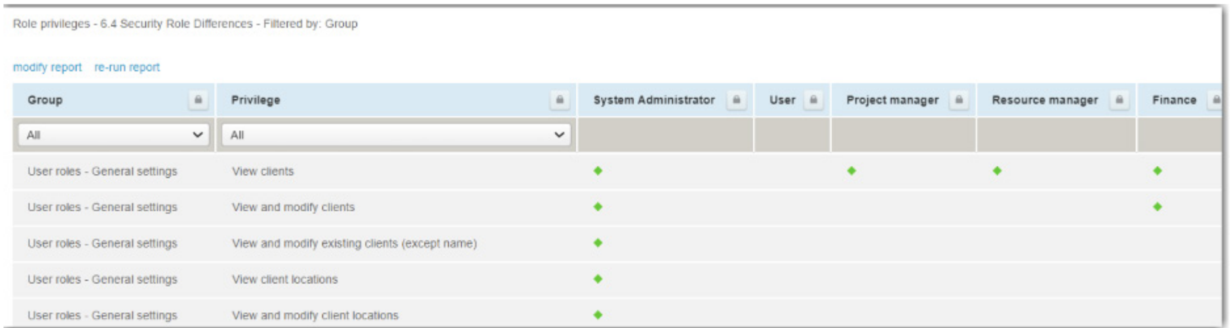
How to Audit Role Privileges

Periodically it is a good idea to review the privileges each role has in NetSuite OpenAir. Using the Role Privileges report will ensure each role has the correct privileges aligned to your current business process and also to review for compliance with company policy and/or Sarbanes-Oxley.

To run this report, go to the 'Advanced' report entitled 'Role Privileges' found here:



The Role Privileges report displays a list of all of the privileges in the system and which roles have access to them. A green mark next to the privilege in the column associated with each role shows which of these roles have this privilege enabled. This report can also be filtered by specific roles or groups of permissions.



Role privileges - 6.4 Security Role Differences - Filtered by: Group

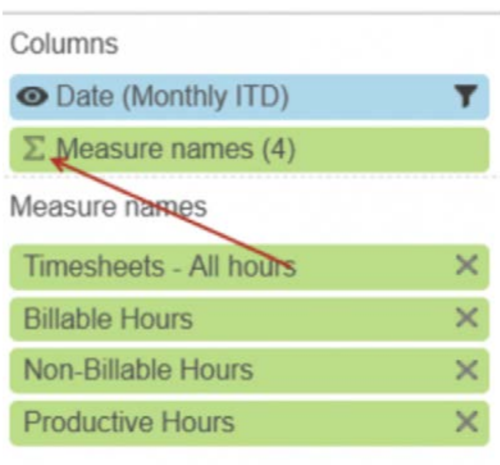
modify report re-run report

Group	Privilege	System Administrator	User	Project manager	Resource manager	Finance
All	All					
User roles - General settings	View clients	◆		◆	◆	◆
User roles - General settings	View and modify clients	◆				◆
User roles - General settings	View and modify existing clients (except name)	◆				
User roles - General settings	View client locations	◆				
User roles - General settings	View and modify client locations	◆				

Hiding Report Columns

Want to suppress a total column or quickly remove data from a report? In the new UI Report Editor, both of these options are easy to accomplish.

To hide the total column on reports, all you have to do is click on the 'sum symbol' to suppress the totals.



Clicking the ,"X," next to a selected dimension, measure, or filter deletes it from the report layout.

Did You Ever Want to Lock a Column While Scrolling Through Your Data Views?

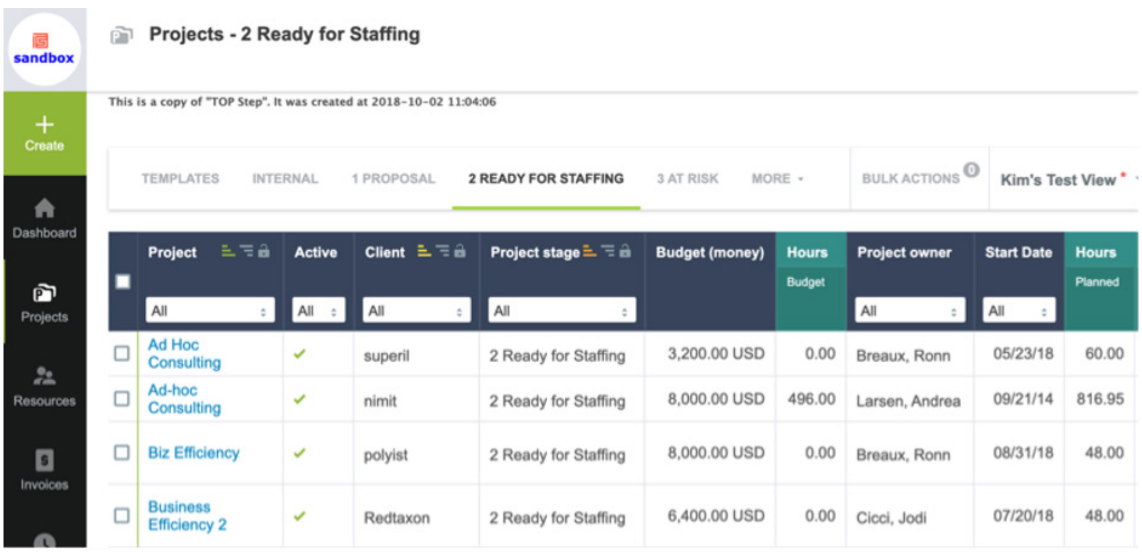
There are quite a large number of data columns that can be added to your customized view or report results when displayed on the screen within NetSuite OpenAir. Usually, the columns on the far left are reference columns to the data in all of the right-hand columns. Scrolling many times gets confusing or frustrating if we 'lose' your row place as you look at data across the screen. The color differentiation between rows that NetSuite OpenAir provides helps some but what you are really looking for is a 'column lock' function.

Look above the first couple of columns in your list view or report results data view for a lock symbol. If you don't see it, check your personal settings to make sure you have the following enabled (check): 'Enable anchoring of left columns when scrolling horizontally'. This option allows reference columns to be locked in place so you can scroll to the right and not lose that reference column on the left.

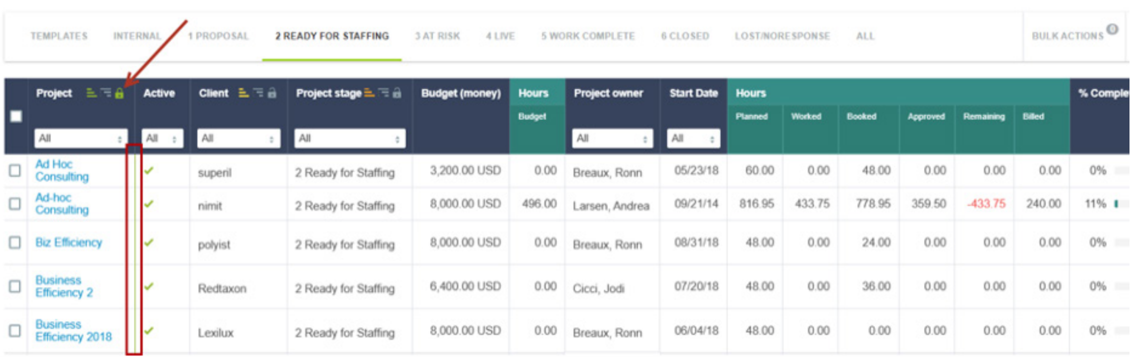
Once enabled, you should be able to see a lock symbol in columns on the far left. Not every column will have a lock symbol — those columns which are a 'combination' of columns like the project list view which has an Hours column with sub-columns of planned, worked, approved, and so forth don't have a lock symbol. The project name does, however.

To lock a column, click on the lock symbol. It should highlight to a yellow color and a freeze line will appear at the end of the column — now you can scroll to the right. To unlock the column, simply click on the highlighted lock symbol and it will return back to its gray inactive state!

Unlocked view:



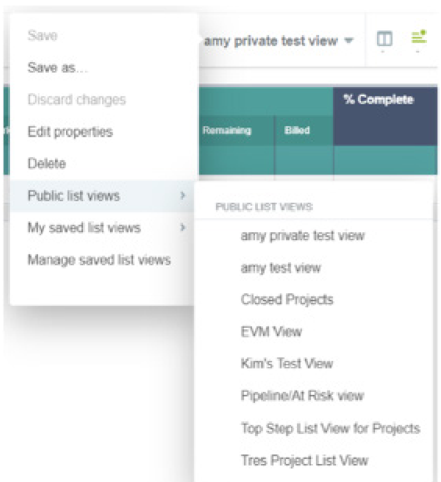
Locked view:

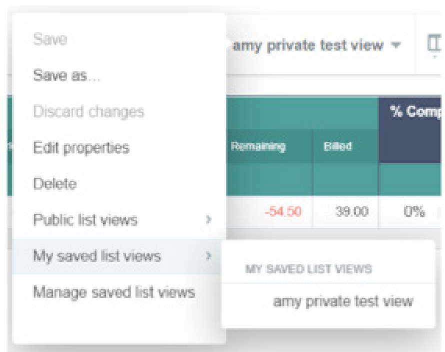


Streamlining Configuration for Saved List Views

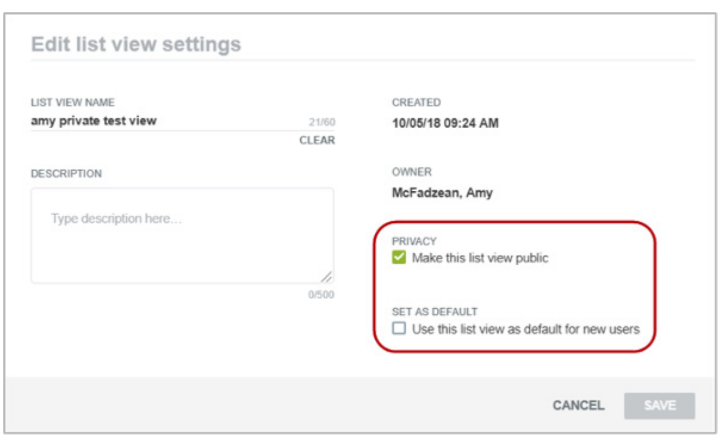
Saved list views in OpenAir allow for easy and streamlined setup of view configuration and sharing that configuration with users in the organization. This feature also enables the Create public list views user setting, which can allow users to create list view configurations which other users can see and utilize.

This save list view configuration, if not already enabled, is enabled by an internal switch and replaces the need to push out a saved list view to users using the bulk user change wizard. Once the internal switch is enabled, role permissions allow a user to create a public list view. It is recommended that a limited number of roles and users have the ability to create public list views as well as to set a particular list view as the default for all users.





All users can create their own saved list view within each module. Administrators and other users who have access to update a user demographic form can grant access for a user to create a public list view.



Month End Close — Overlapping Time Sheet Trick

The necessity for overlapping timesheets is typically driven by the need to enter two timesheets within a given 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.

Note: Disabling the internal switch timesheet overlapping ensures unique timesheets for each timesheet period.

If you have the switch enabled that creates an overlapping timesheet for the second part of the week at month-end, AND you want to use a minimum number of hours per day timesheet rule, there is a known issue that throws an error for the first half of the week because the days in the second half of the week are not filled in. Oddly, the second half of the week timesheet works fine.

However, there is an interesting workaround combination. The workaround is to also use three other timesheet rules:

Require a time entry every day independent of work schedule

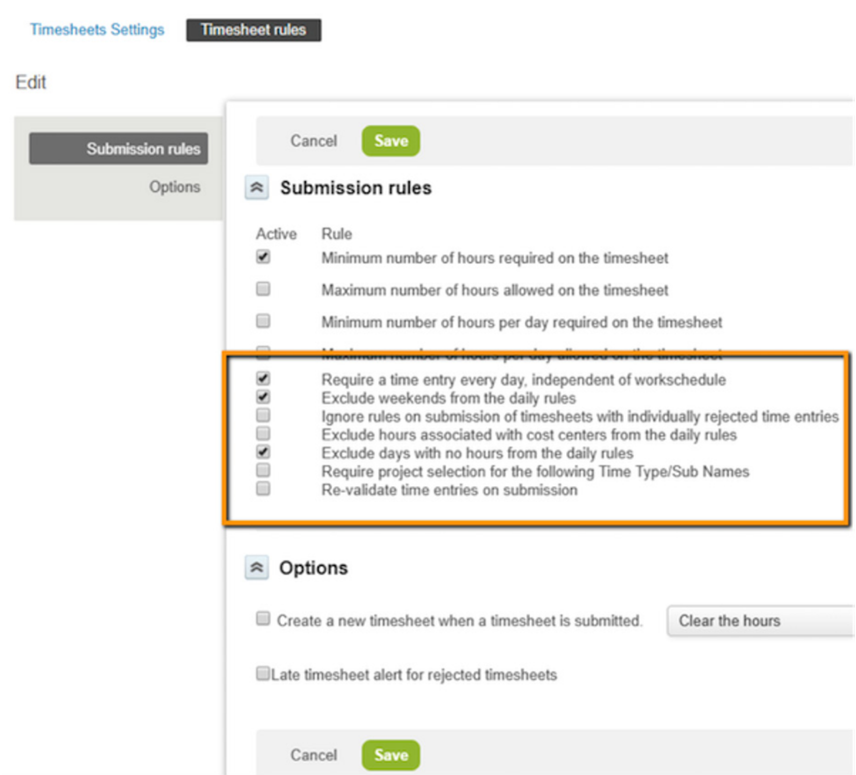
Exclude days with no hours from the daily rules

Exclude weekends from the daily rules

While rules 1 and 2 might seem somewhat contradictory, they provide the desired behavior. The first rule apparently knows you have a split week timesheet, even though the second one doesn't.

To Navigate:

Administration > Application Settings > Timesheets Settings > TimeSheet Rules



OpenAir Form Layouts for Accurate Data Capture and Display: Form Permissions

Data entry is key to capturing information and running your business. Because of this, how you layout your forms in OpenAir is key to ensure the end user is guided through the complete field population as necessary.

This can be achieved in a number of ways including:

- Form Permission
- Form Rules
- Form Dividers
- Form Defaults

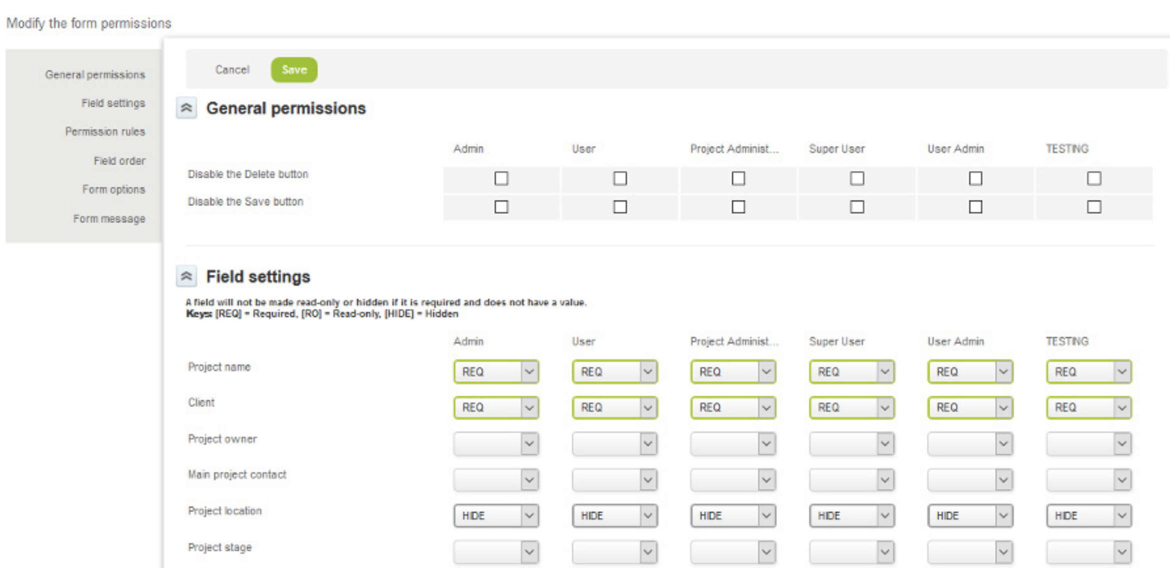
This tip is focused on form permissions. Form permissions are available on almost every form and control field level information such as

- Making fields required, hidden, etc.
- Moving fields to various locations on the page so more important field are at the top and less used fields are at the bottom.
- Controlling field character widths
- Hiding sections/dividers

The field level control is even down to the user role level which gives you the ability to customize the experience to each person based on their job and information needs.

To implement form permissions, navigate to the desired form and click on the tips icon to access the 'Modify form permission' feature.

A form control window will appear.



Walking through the form sections:

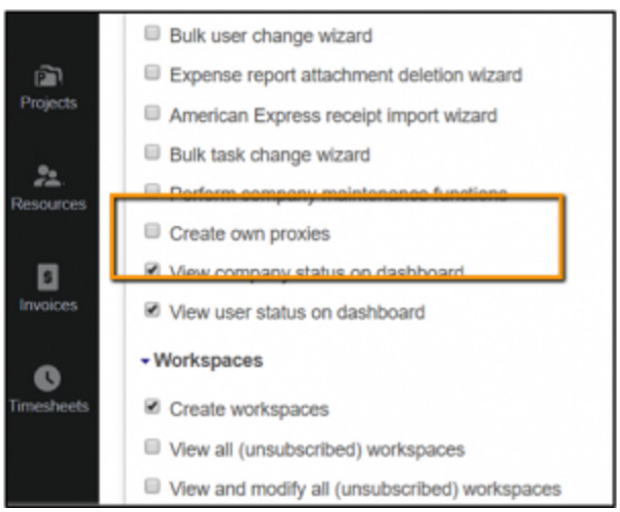
- General Permissions is focused on the ability to save and delete the type of record the form represents. This is an additional control if the user's Role allows a 'view and modify' option for the object.
- Field settings are the individual field control of the form by role. Field required natively by OpenAir will default to 'REQ' value; otherwise, the field is left to be optional unless the field setting is changed per role, or a rule is put in place.
- Permission Rules allow conditional controls of field available, value lists, etc
- Field Order allows you to move fields to move appropriate locations on the form. Control is currently limited to field stacking.
- Form Options controls basic information about the form such as which fields will default if a 'save and create another' option is available or to display the custom field divider.
- Form Message is a way to display a message at the top or bottom of the form as desired.
- For field setting controls on custom fields that are set up to be required or standard required fields, you won't have the ability to make them NOT required, however you can make them read-only quired or hidden-required provided a default value is already available to certain roles.

How to Create a Proxy in OpenAir

Are you going on vacation but want someone to submit or approve a timesheet or expense on your behalf?

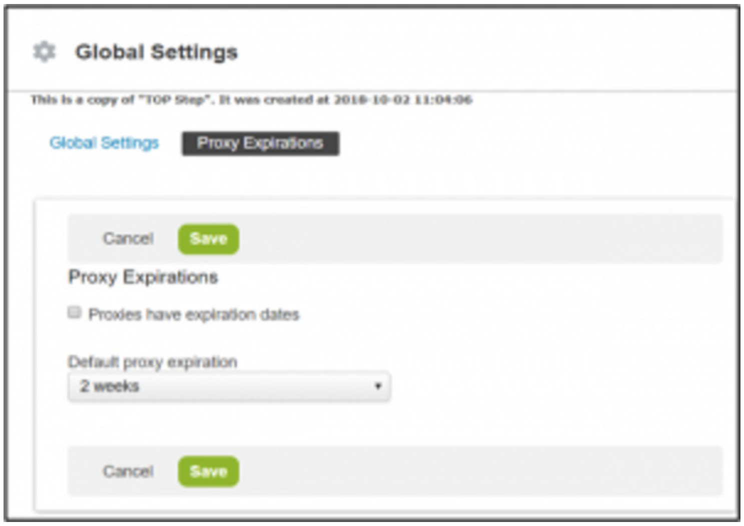
Under some account configurations, users are permitted to designate their own proxies.

In order to create a proxy for one's self, the user must have the role permission Create own proxies enabled (*Administration > Global Settings > Roles > select role*).

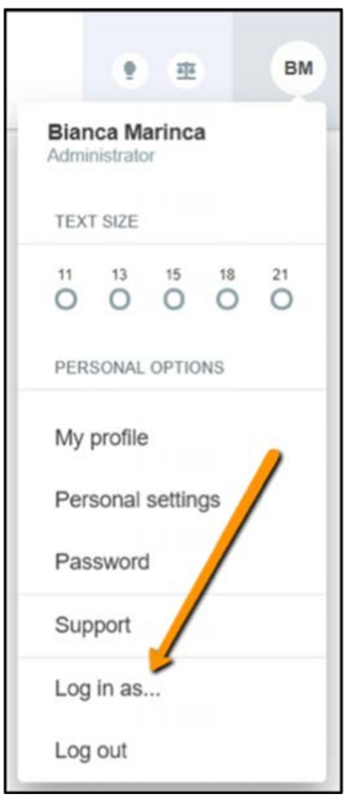


- Navigate to Users > Proxies.
- Select a user who you want to proxy in for you.
- Click Save

If required, enter an expiration date for the proxy: (example: when you return back from vacation) *Administration > Global settings > Account > Proxy expirations*



When the proxy user set needs to get access to the other user's account, they can simply navigate to the User Center and select Login As (name of user they wish to access the account)

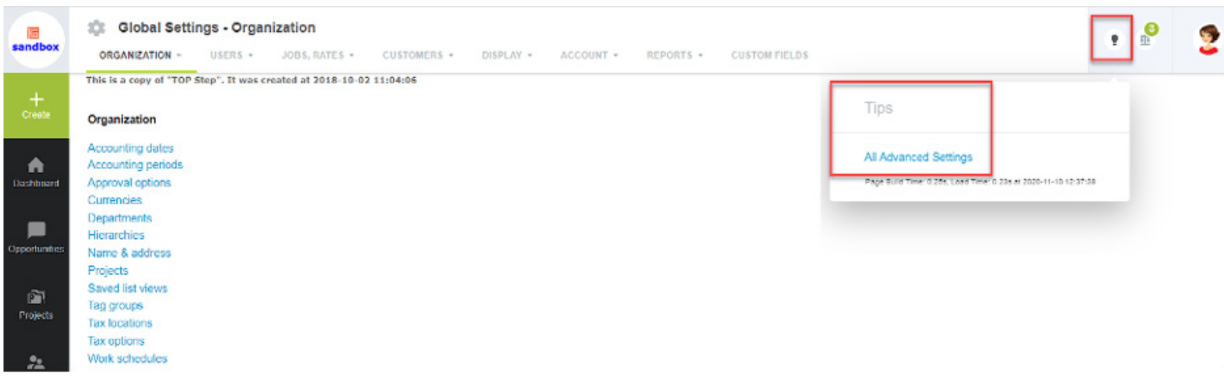


Consolidated Advanced Settings Form in OpenAir

Within each of the Global and Application settings pages exists an option for 'other settings' or 'advanced settings' across your NetSuite OpenAir environment. As an administrator, how often have you found yourself needing to select, review, or look for options in multiple areas? This can become time consuming as you navigate through different pages.

Did you know that there is a way for administrators to access all advanced settings at once? There is and it simplifies the process!

All Advanced Settings is accessible only when one has first navigated to the Global Settings form. Once a page or form has been selected, the option is no longer visible. After clicking on the tips menu, select the option for All Advanced Settings.



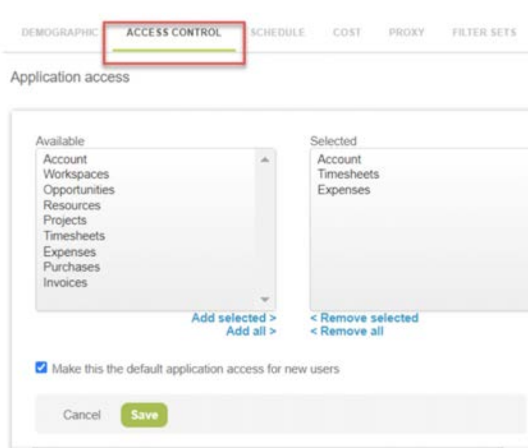
Once you are in this particular form, voila! All of the module specific, as well as general global settings pages are consolidated onto a single form.

Understanding User License Types in NetSuite OpenAir

When setting up users in NetSuite OpenAir, administrators are not currently limited to only the number of T&E vs. Full user licenses as indicated in the contract. NetSuite OpenAir allows flexibility in user setup, and license type, in the event that you need to easily upgrade or downgrade a particular user without having to jump through hoops and wait for specific licenses to be provisioned.

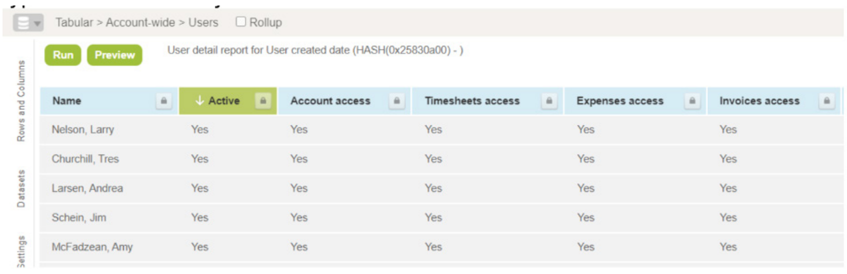
Full Users vs. T&E Users

Quite simply, user license types are defined by modules to which a user has access. T&E users only have access to Account, Timesheets, and or Expenses. Full users have access to any module above and beyond these three. When setting up new users, you may want to set the default Application access to the T&E license type, so that you do not inadvertently exceed your license limit and add additional module access for users as necessary.



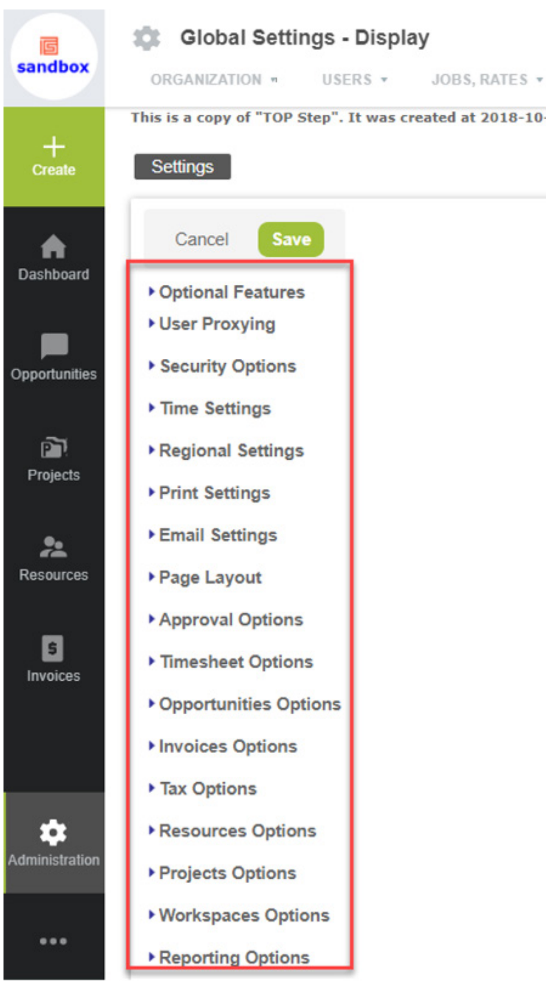
Identifying License Type Count

Running a Tabular User report will allow you to identify which users are currently set up as Full vs. T&E users. Having this information is helpful to mitigate any surprises when it comes time to renew NetSuite OpenAir so that unexpected costs are not encountered. It is recommended to monitor license types at least annually.



Name	Active	Account access	Timesheets access	Expenses access	Invoices access
Nelson, Larry	Yes	Yes	Yes	Yes	Yes
Churchill, Tres	Yes	Yes	Yes	Yes	Yes
Larsen, Andrea	Yes	Yes	Yes	Yes	Yes
Schein, Jim	Yes	Yes	Yes	Yes	Yes
McFadzean, Amy	Yes	Yes	Yes	Yes	Yes

Need a quick way to easily identify who should have which access? Perhaps adding a custom checkbox on the user record will work for your organization. While this is an extra administrative component, having a field to indicate which license type each user should have, and ensuring that the fields sync up with the Application access, could be a great reporting option.



Billing and Invoicing

Do You Know the Trick to Increasing Precision in Billing Rate Decimals?

OpenAir's time billing rule is very flexible for handling billing at hourly or daily rates. Daily rates, however, occasionally give us all a bit of a headache when processing individual hours contributing to the daily rate.

For example, how often do you see $1125/day quoted but this is really $140.625/hr, which is then rolled up to daily values on your invoice and reports? $140.625 is rounded to $140.63 by OpenAir when calculating rates * time so you overstate the amount a customer owes.

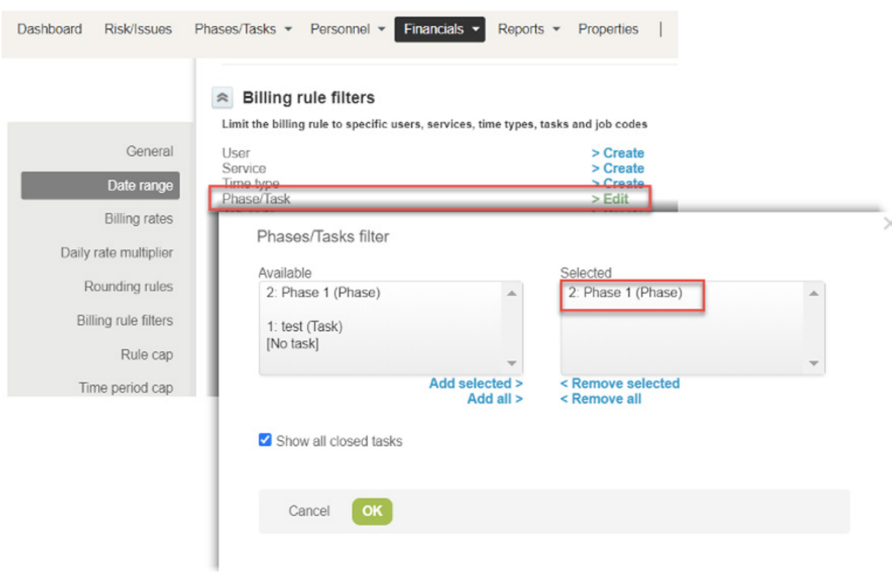
Try this approach, change your hourly billing rate to $1406.25 and use the billing rate multiplier field to multiply the computed value back out again by entering 0.1. Hours are multiplied by the larger rate (x10) to get a more precise value then the rule multiplies the computed value back out again by dividing by 10.

So you get the precision, the rates just look a bit strange when setting up rules and rate cards. Don't forget to divide those extra whole numbers back into decimals!!

How to Apply Phase Filtering in Time Billing Rules

NetSuite OpenAir has the ability to apply task filters to time and expense billing rules. This can be problematic if you wish to bill all tasks within a phase, and new tasks are added after the billing rules are set up.

There is an optional feature that allows you to filter the time billing rule on a phase. By doing this, all billable tasks within that phase including sub-phases and tasks will be processed by the billing rule.



In the example above, by selecting Phase 1 in the Tasks filter of the time billing rule, all tasks within that phase will be processed by the billing rule.

Keep in mind this feature is only available in time billing rules. Expense billing rules can still be filtered by task (if you allow expenses to be entered against tasks) but not by phase.

Note: To enable this feature, request the internal switch: Show phases in Task filter for the time billing rules from NetSuite OpenAir Support.

How Billing Rule Caps Can Affect Charge Projections

The Charge Projections feature in OpenAir is a very customizable feature that can often lead to confusion amongst clients. For example, when running reports to see forecasted revenue based on resource bookings, the projected amounts do not always match what the client expects to see based on the data that was input into the system.

Billing Rule Caps

One scenario where this gap can occur is when clients are using the ,"cap," feature on time billing rules which limits the total amount that can be billed for the rule. The standard behavior of the system is to incorporate actual billed amounts to date when forecasting revenue using billing rules that have caps.

Below is an example scenario that demonstrates this behavior:

A given time billing rule has a $10,000 cap

$9,000 has been billed to date from this rule

Charge projections are configured to use ,"Worked and Booked Hours,"

Total forecasted revenue based on bookings (booked hours times the rate on the billing rule) totals $5,000

A forecasting report is run that uses the standard ,"projects — projected billing [rules]," reporting value

The report only shows $1,000 in remaining revenue

Ignore Billed Amounts in Projections

So how does one show forecasted revenue based solely on the charge projections configuration and not have the system take into consideration actual billed amounts? Fortunately, there is an *internal switch that can be enabled* to meet this requirement. The switch is called ,"ignore actual billed amounts in projections.," Once enabled, the ,"projects — projected billing [rules]," value in projection reports will give the reporting user a true picture of forecasted revenue based on how charge projections are configured in the system.

How to Use Milestone dates

Using Milestone dates can be a bit tricky. Milestones have both Start & End dates. The Start Date (if left blank) will default to the Project Properties Start Date, so be careful when using the Task/Milestone to drive billing rules as leaving it blank will trigger Projected Billing when Generating Charge Projections for a project, even if the Billing Rule is smart enough to only generate charges upon Milestone completion.

The same is true if you populate any date that has already passed.

To streamline the date setup on a milestone, we recommend hiding the Milestone End Date, and use a future date any Milestone Start Dates so that billing can be manually triggered by marking the milestone 100% complete on the form.

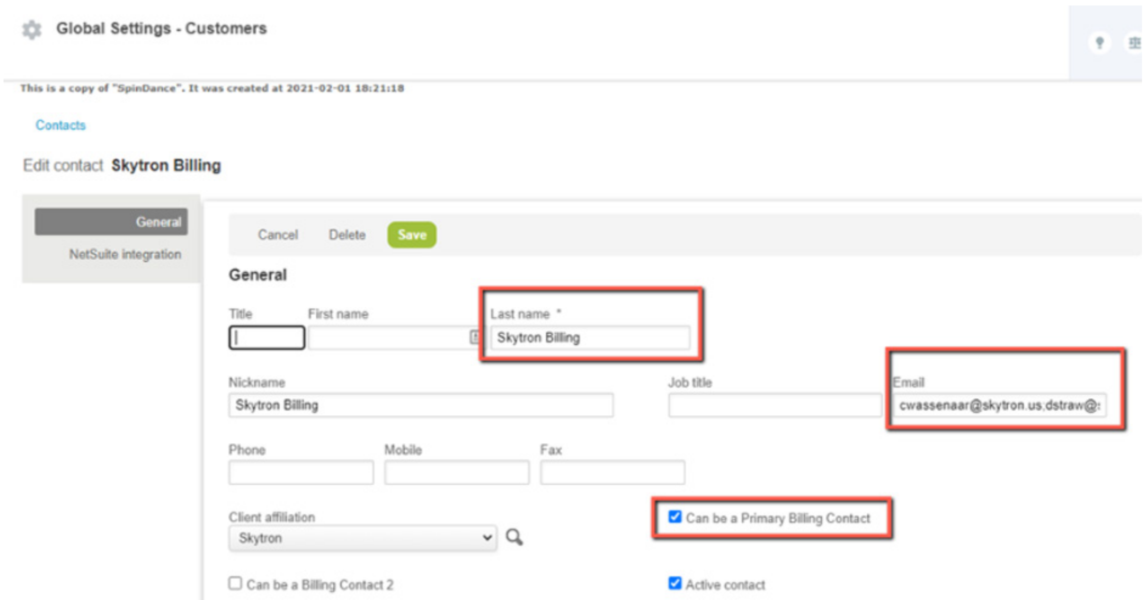
Also, keep in mind, if you set the Start Date to a day that falls outside of the default Company Work Schedule, it will send the billing to the following workday, so beware adding Milestone charges to the very end of a calendar month that may fall on a weekend and trigger the billing the following Monday.

How to Enable Multiple Billing Contacts

First, you will need to have a switch enabled; Switch name: ""Enable selecting if a contact can be a Primary Billing Contact/Billing Contact 3/Billing Contact 2".

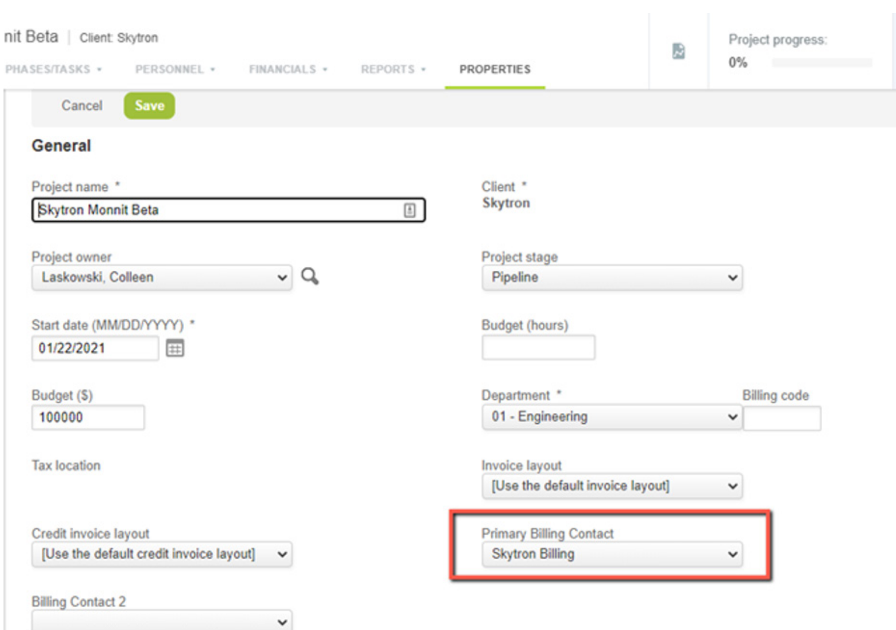
When the switch is enabled, it allows the check box on the contact record to denote the primary billing contact, so on the properties page you can select the meta value for ,"primary billing contact," and it will only pull in the one contact with the multiple email addresses.

Create a new contact, name it and add the string of email address separated by a semi colon, no spaces and check the box "Can be a Primary Billing Contact"

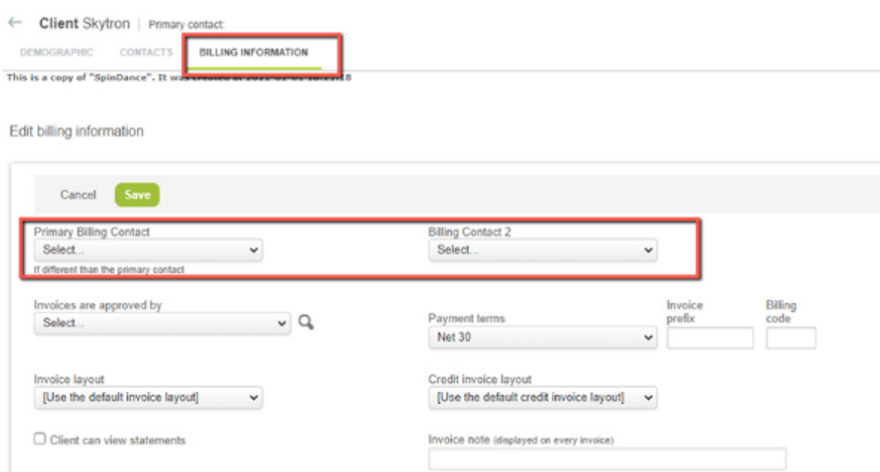


NOTE: When the switch is enabled it checks the box for ALL current contacts. All contacts except the new contact with multiple emails will need to be unchecked, leaving only the new contact with multiple emails checked.

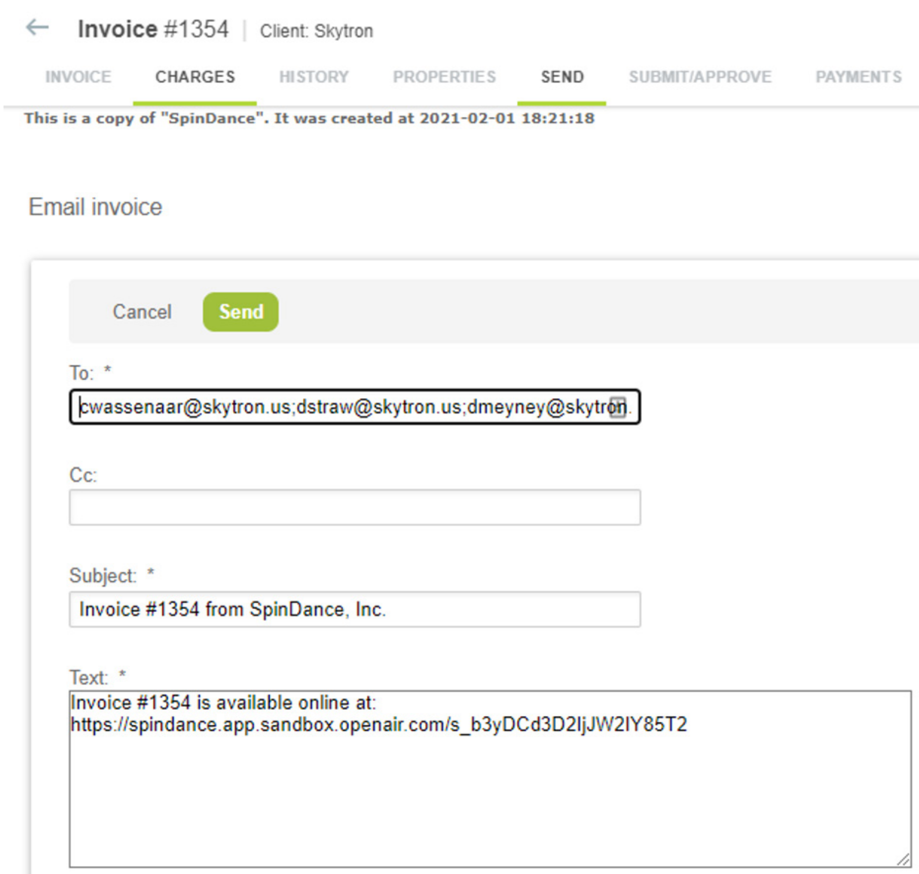
On the project properties page, you can select the meta "Use Primary Billing Contact" drop down and will not need to update this field in the future. Any changes to the contacts emails can be made on the contact record.



Billing information on the client record also needs to not have anyone set.



Once the invoice is created and the Send tab is selected, the multiple invoices should appear in the To: text box. The invoice will be sent to all emails in that text box.



How to Preview the Actual Billing and Revenue Transactions Without Running the

Invoicing, revenue recognition, and month end processing always has a series of individuals involved in your organization at various points in the workflow. Checks and balances are put in place to ensure items are not overlooked, customers are not over-billed, and the forecast is in alignment with actuals. For many this means reviewing forecast reports from charge projections each week and comparing this information to project data like budget burn to date, Earned Value Metrics, or other KPIs you have developed within your organization.

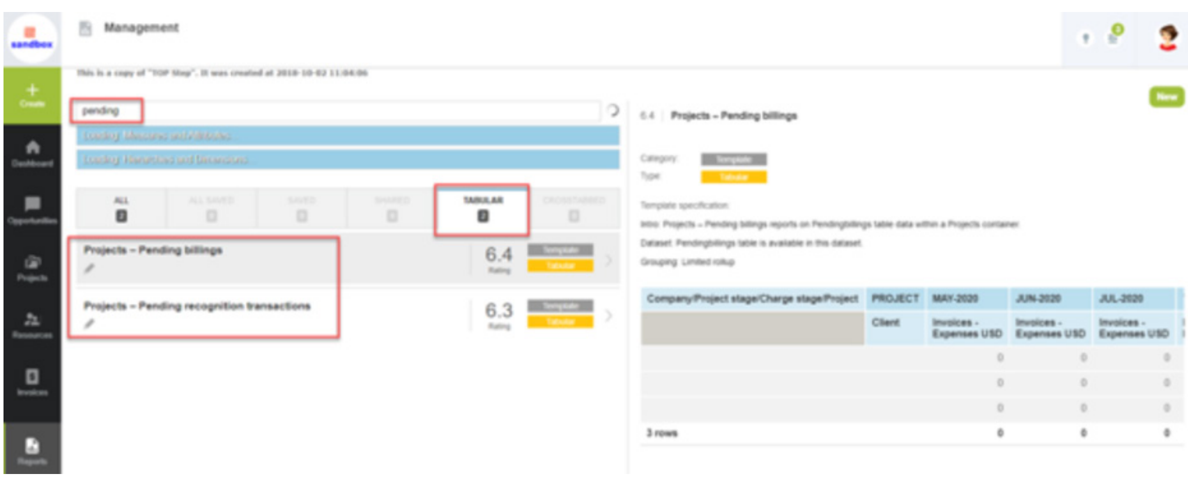
One key part of the process that is requested many times is to have a 'preview' report of billings and revenue. This was always handled by having individuals run the Advanced Pending Billings or Advanced Pending Recognition report, but this report has special functionality to allow users to actually create transactions. Permission to access this report has previously been restricted heavily to avoid inaccurate data. Since that time a new set of tabular reports called Pending Billings and Pending

Recognition Transactions were made available. These reports have the same computation logic as the Advanced report Pending set but cannot create transactions.

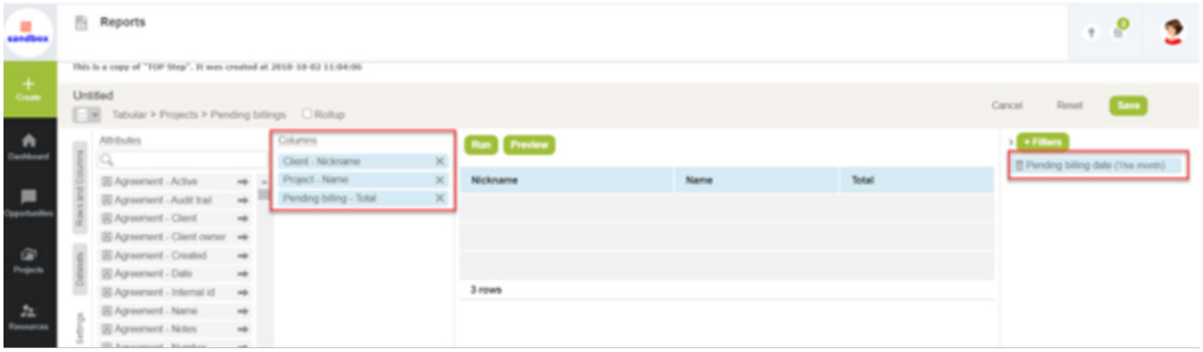
Use of these reports is an excellent way to preview billing before doing actual billing. By running these pending tabular reports, you can review detailed transaction data across project and administer any projects, rules, or timesheets that may need attention due to contract changes, caps being reached, or known customer situations impacting the final billing and revenue numbers.

To run the report, you must have

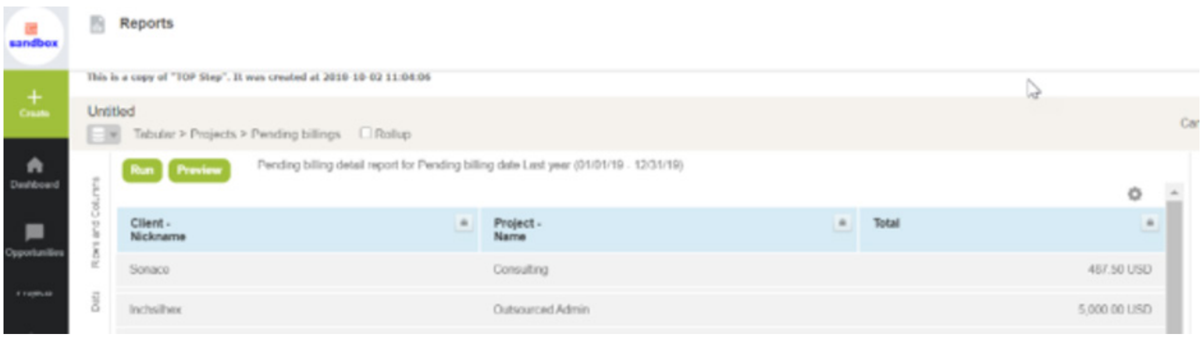
- A NetSuite OpenAir role with permission to 'View Reports' on the project module
- A NetSuite OpenAir role with permission to View Billing and/or View Recognition (to view this information on a report)
- Access to the Projects module (so you can see the projects module report options under Detail)
- You will find the reports by navigating to Reports -> Management -> Tabular and searching for the key word ,"pending," in the area which supports ,"search saved reports by name," field, at the top of the page.



When you access the report, you can decide which columns to display — this is a BIG advantage over the standard Advanced Pending Billing or Recognition report!



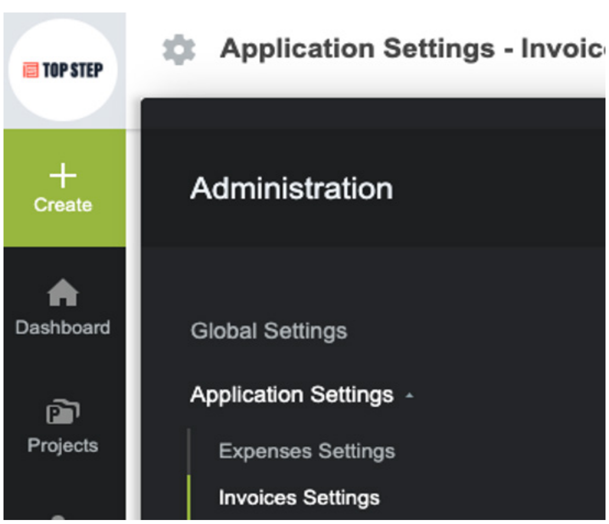
And now you get transaction level detail to preview!

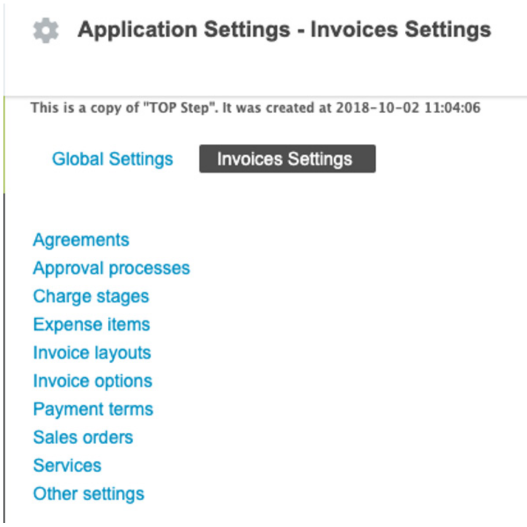


How to Create an Invoice Layout

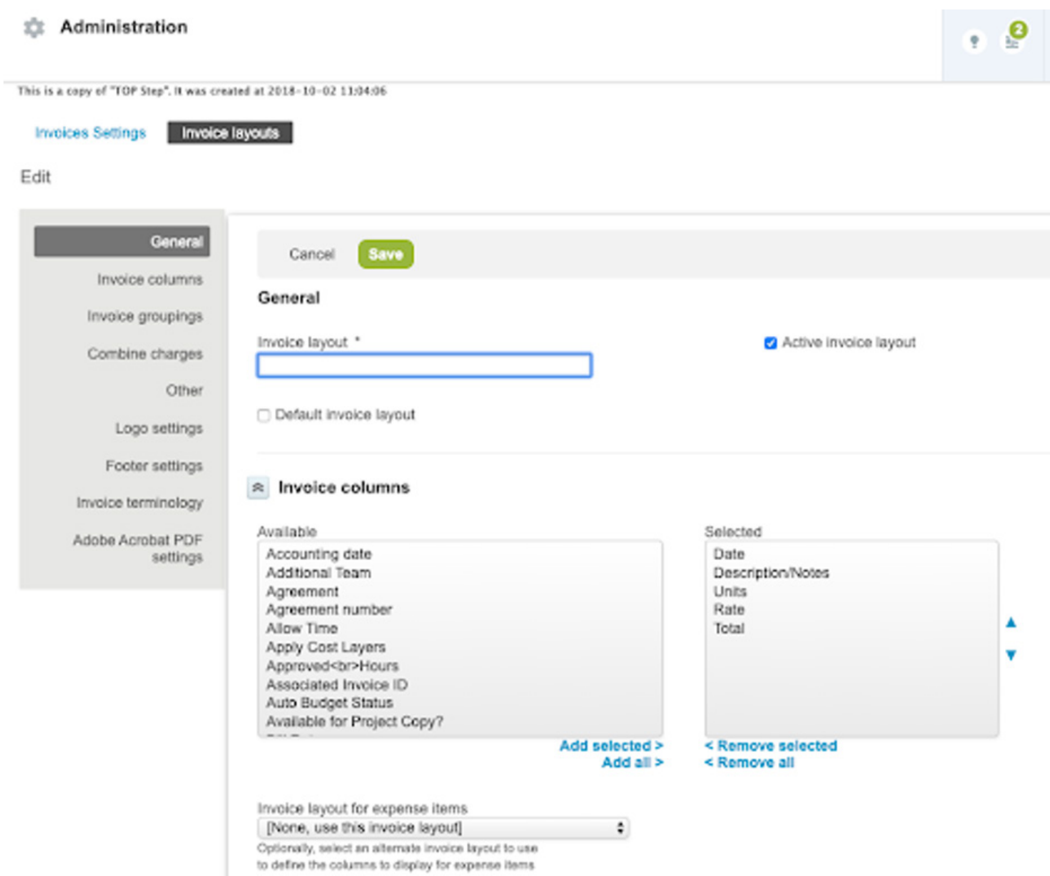
Invoice layouts may be customized to show a summary or detailed level of information. Invoices can show single or multiple projects with both time and expenses.

To create an invoice layout, navigate to Administration –> Application Settings –> Invoice Settings –> Invoice Layouts.

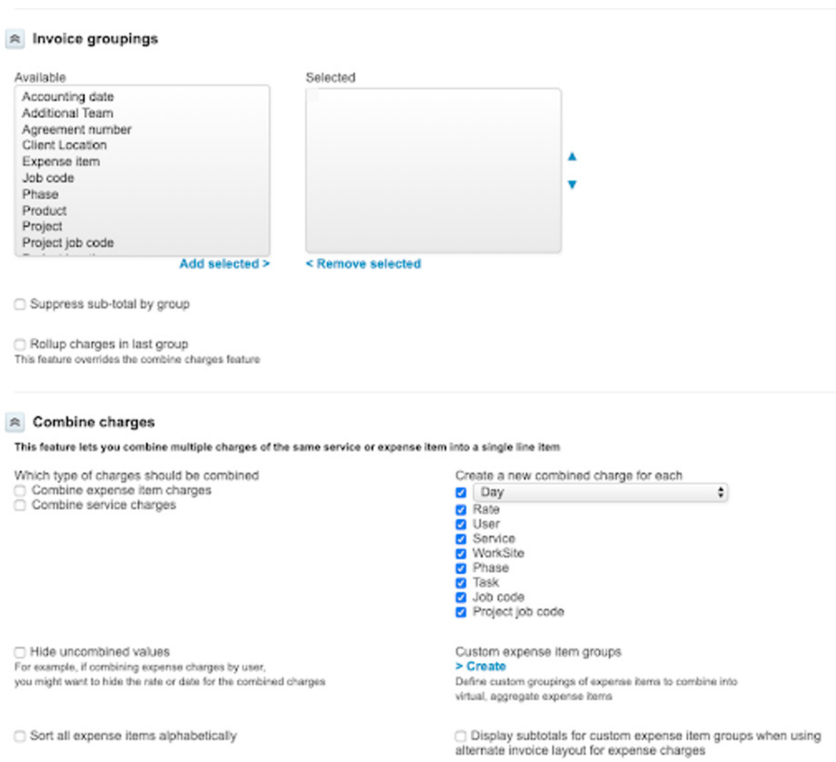




1. Name the layout and select information that will be in the columns



2. Define how the items in the invoice will be grouped and if there will be combining of charges at specific intervals, users, etc.



3. Expense receipts may be formatted differently than your hourly or fixed fee charges. Contact NetSuite OpenAir support to enable the alternate invoice layout for the expenses option.
4. Invoice terminology may be adjusted to meet your organization's needs such as language translations. Contact NetSuite OpenAir support to enable the terminology override option for invoice layouts.

An unlimited number of invoice layouts may be defined for your organization. It is strongly recommended to adopt a naming convention that describes when the layout would be used — perhaps by customer name, contract type, or offering type.

For those accounts that send receipts along with the invoice from approved expenses in NetSuite OpenAir, select the option on the invoice layout to 'Add an attachment link to invoice view'.

Customer PO balance viewing is available when enabling the feature 'Display Agreement and Customer PO balances in invoice information footer'. This floating footer window will display current balance information for all Customer POs or Agreements associated with the invoice when viewing the invoice online.

← **Invoice #5697** | Client: Acedexon

INVOICE HISTORY PROPERTIES SUBMIT/APPROVE STATEMENT

This is a copy of "TOP Step". It was created at 2018-10-02 11:04:06

Print . PDF . Download

Invoice #5697 Associated attachments
Date: 09/12/19
Terms: Net 30
Due: 10/12/19
Project: testbookings

To	From
Acedexon 43627 Oleary Lane South Riding, VA 20152 USA	TOP Step Consulting 2009 Metairie Heights Ave Metairie, LA 70001 USA

Expense item	Date	User	Hours	Rate	Total
None					
	09/12/19	Schein, Jim		US$663	US$663.00
		Sub-total			**US$663.00**
		Total	**0.00**		**US$663.00**

ATTENTION: TOP STEP's REMITTANCE ADDRESS HAS CHANGED:

The history link on an invoice does not require configuration and is an automated tracking feature when the Email Invoice functionality is used. When an invoice is emailed from the Email Invoice link, an entry is captured under the History tab as to when it was emailed and to which email address. When a user accesses the link to view the invoice, the view event is also recorded in the history tab. By accessing the history tab, your Accounts Payable department can see if anyone has accessed the invoice for viewing and have a log of actions in order to remember to send overdue emails or contact the customer directly regarding invoice collection.

History of events for this invoice:

09/12/19 14:39:39 EDT: Invoice #5697 created by Jim Schein

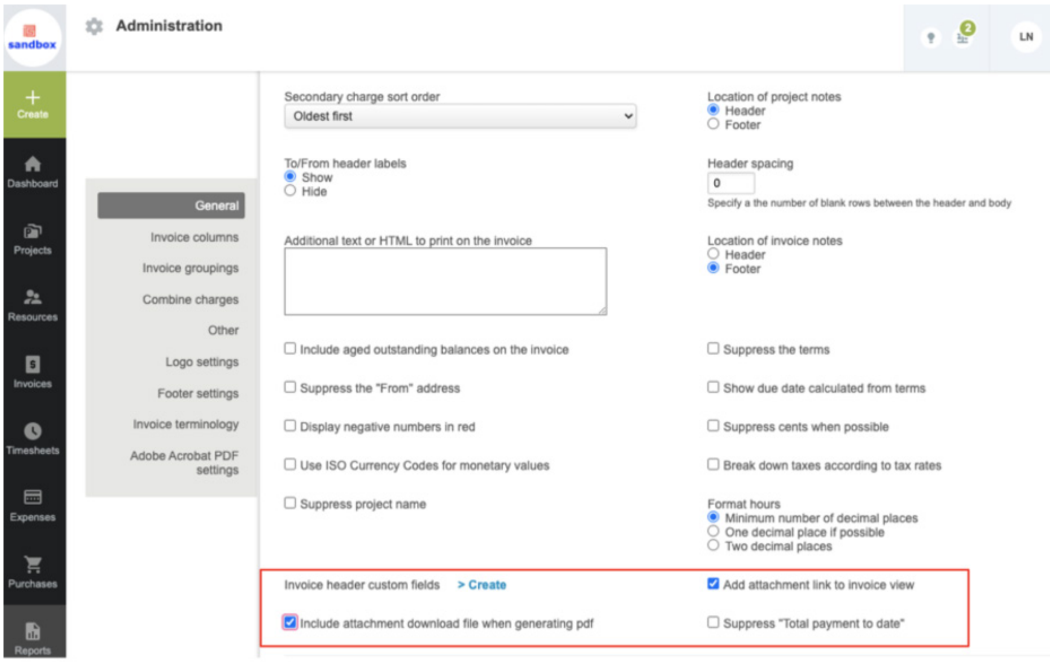
A word of caution

The Customer PO Balance footer floating window states 'as of today' amounts always — inclusive of all invoices to date.

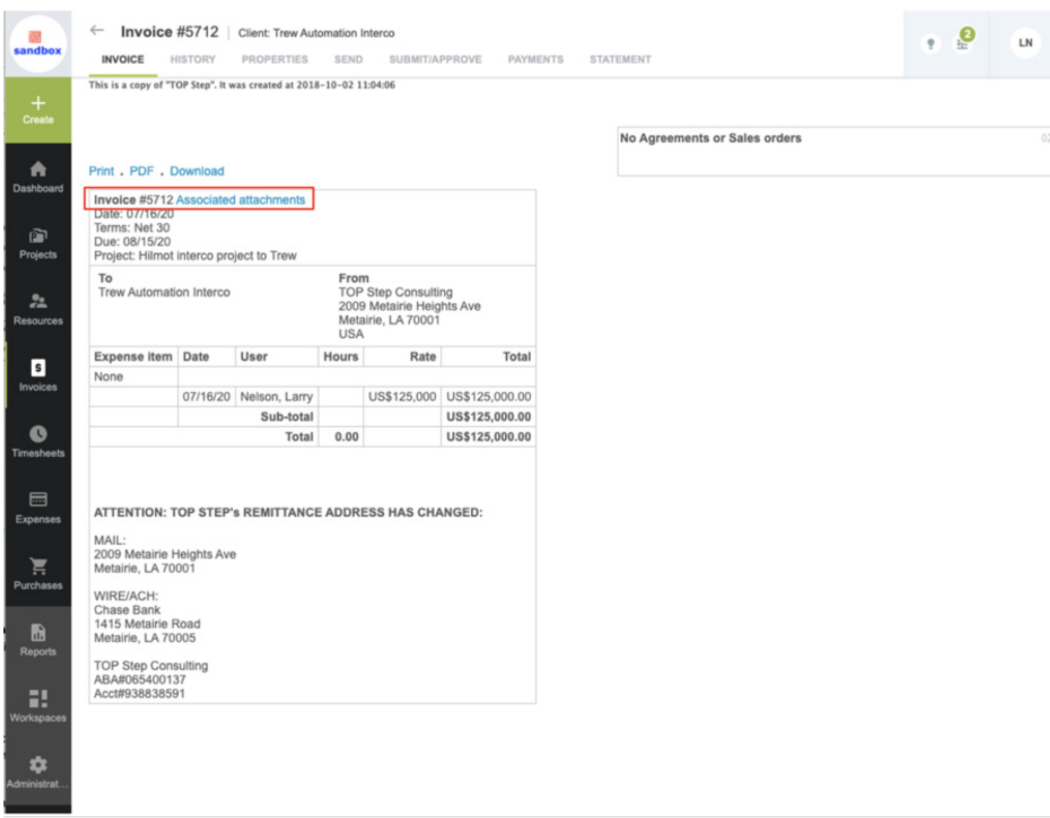
Quickly Download Expense Attachments for Invoices

Did you know you could gather all your expense report attachments for download from within an invoice?

There are two options that allow you to do this, and you can enable one or both by modifying each invoice layout you use. Within the invoice layout settings, you can select two options:

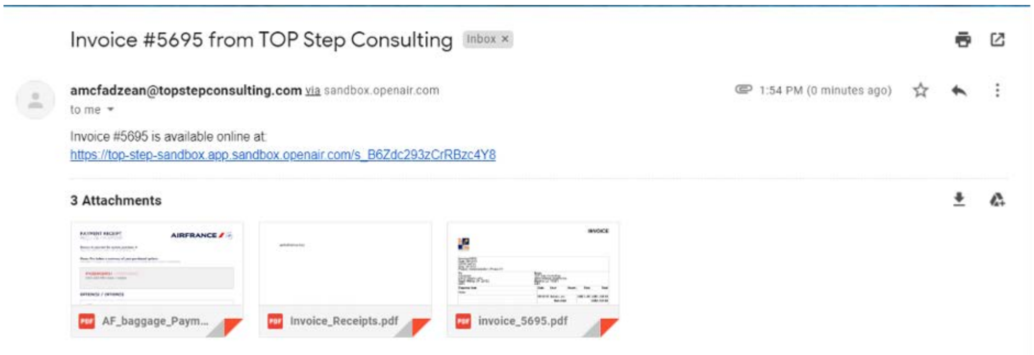


The 'Add attachment link to invoice view' option shows a link to receipt attachments internally when viewing and modifying invoices. It is available in the View link as well as the HTML version.



This internal link will take you to the same download pop-up screen seen when downloading attachments from the expense report, except you'll see all attachments for all users with expenses included on this invoice.

This option also displays the same link to customers when viewing the version of the invoice emailed from NetSuite OpenAir



When the customer clicks this link, a zip file is made available for download that includes all attachments.

The option to 'Include attachment download file when generating PDF' enables a separate link to a zip file containing attachments when you generate the PDF version.

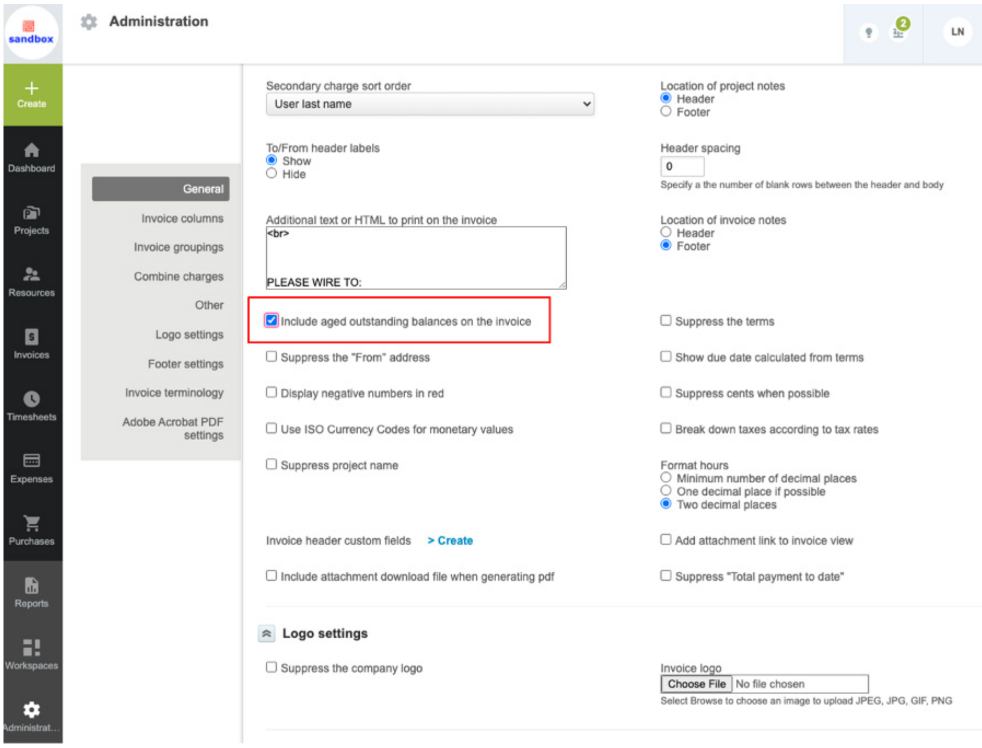
NOTES:

- Only attachments from receipts are included in the invoice. Attachments to Expense Report (Envelope) are ignored. If you want to use this feature, consider hiding the attachments section on the Expense Report.
- If users do not want to add attachments to each individual receipt, they may still add all attachments to one billable receipt to include it in the invoice.
- If users are used to combining scans of receipts for different projects, they will need to separate them before scanning so that they can be added to receipts of the associated projects only.
- It is not possible to display the associated attachments link to the Invoice screen internally without also exposing it on the emailed invoice. If you want to prevent customers from downloading the attachments themselves, only use the PDF option and download the attachments yourself from the PDF download screen.

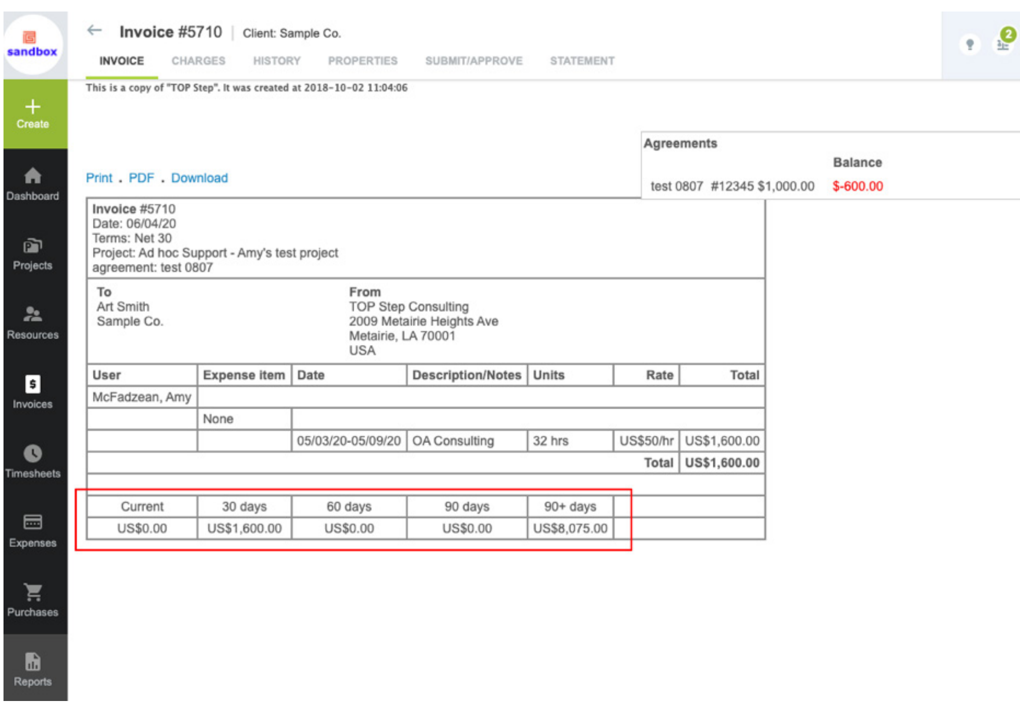
How to Include Aged Balances on Your Invoices

Did you know you could display your customer's current balance on their invoice generated from OpenAir?

Just modify your invoice layout to include the option 'Include aged outstanding balances' on the invoice.



The aged outstanding balances will be displayed at the bottom of the invoice.



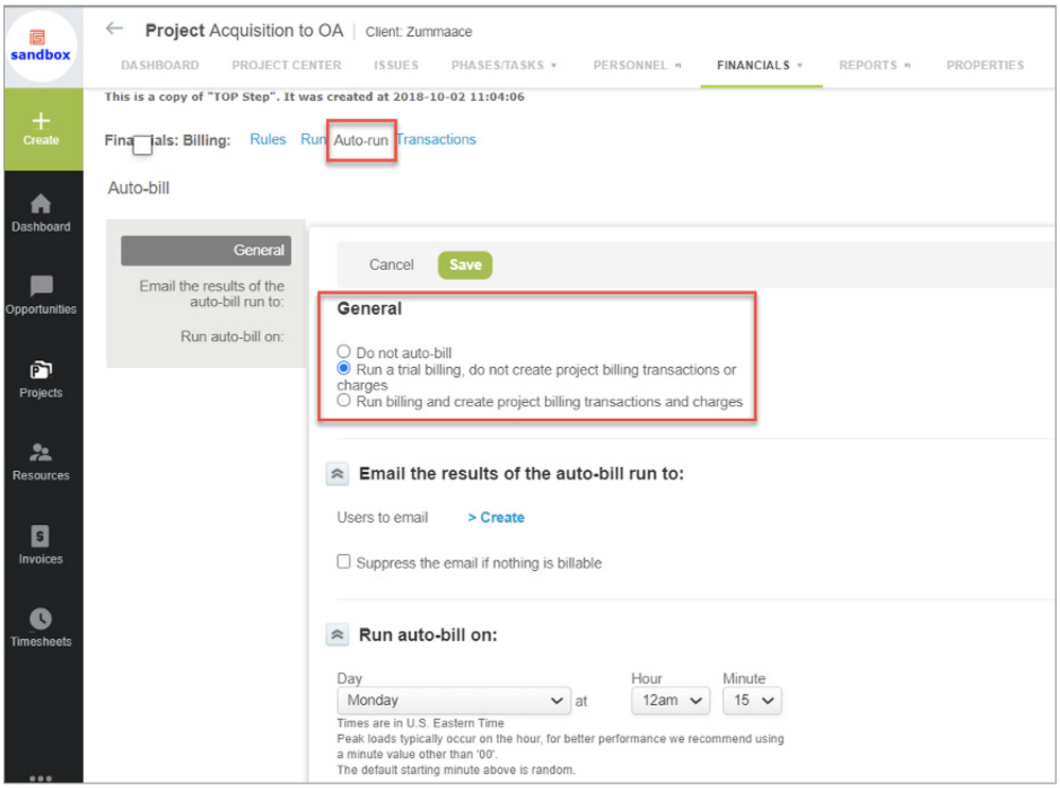
You may not want to display this with each invoice or with each customer. Consider creating a separate set of invoice layouts and apply as needed.

How to Email Trial Billing Balances From OpenAir

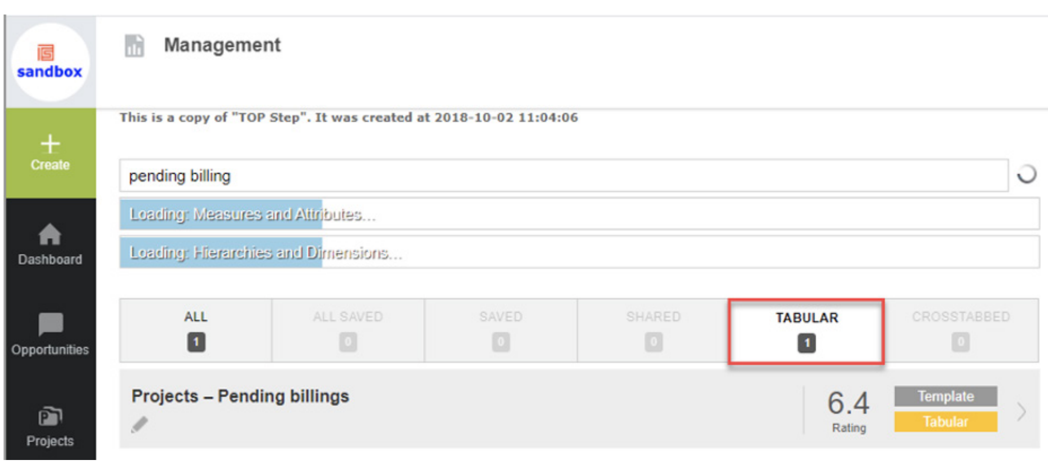
NetSuite OpenAir supports the ability to set auto-bill options to run billing rules automatically based on configured frequency. However, there is another option available on the auto-bill form called Trial Billing.

NetSuite OpenAir supports the ability to run a tabular, or detail, report of pending billing to preview the transactions that would be generated if the billing were to run at the time of the report execution. By configuring a tabular pending billing report filtered on project stages that may generate invoices, you can save and schedule the report to run on a regular basis and email you the results.

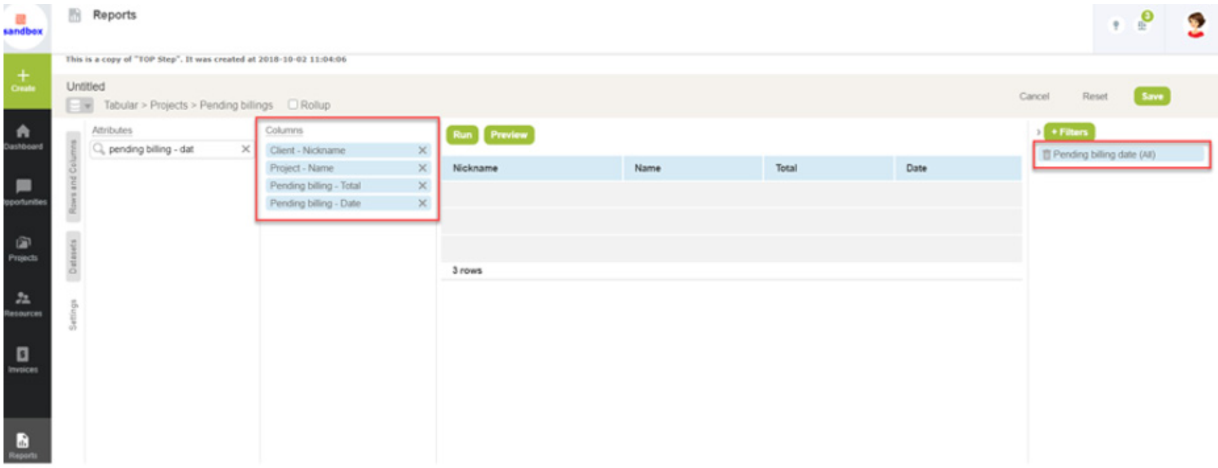
This new approach to Trial Billing provides much more information by including specific project and client details that were not natively available with the trail billing auto-bill functionality.



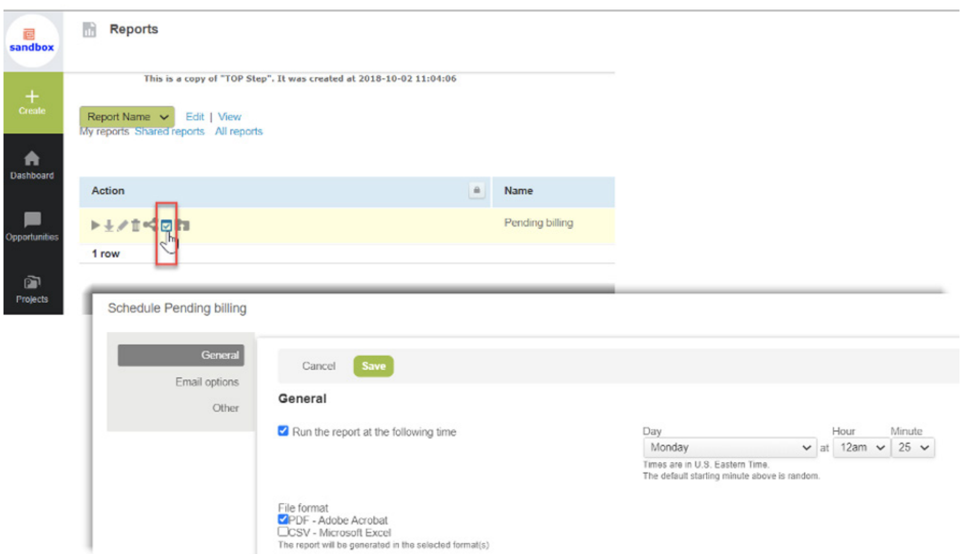
To set up a tabular pending billing report, navigate to the *Reports module -> Tabular tab and open up the Projects — Pending Billings report.*



Open up the report and configure the desired fields to display on the report layout. The date ranges may be left as 'all' since only approved hours and active billing rules will produce information for the report, similar to running the Advanced Pending Billing report. Depending on your NetSuite OpenAir setup, filtering by Project Stage provides the ability to only include projects that are available for invoicing.



Saved reports may be scheduled by clicking on the schedule icon when locating the report under Saved *Reports > My reports.*

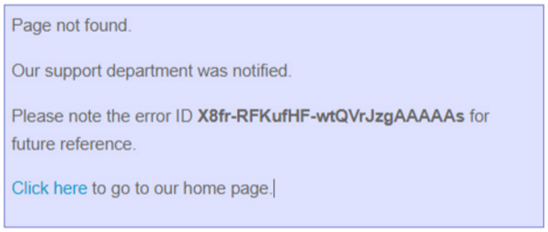


How to Resolve Error When Invoice Is Submitted for Approval in OpenAir

When a user is submitting an invoice for approval, they might encounter the following Error:

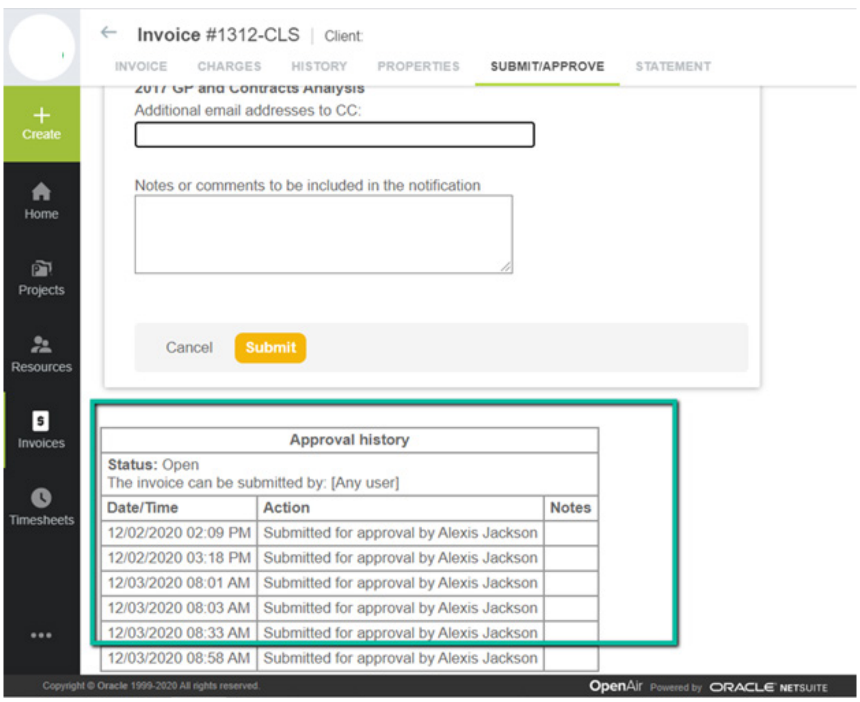
“Please note the error id xxx for future reference.”

If one then navigates to the invoice that one was attempting to submit, they will see a status remaining Open, but



the history stating that the invoice was submitted.

In most cases this particular error is encountered due to the Project Invoices Approver field being blank on the



project properties page.

Follow the steps below in order to resolve the error:

1. Navigate to Projects > [select a project] > Properties
2. Under the Project approvals section, select a value under Project invoices approved by
3. Click Save
4. Re-submit the invoice for approval

This will clear the error message and allow for the invoice to be submitted.

Budgeting

Using Trending Bill Rates for Budget Planning in OpenAir

Trending bill rates will provide you with valuable information for budget planning. NetSuite OpenAir has all the key information required to report on bill rates by project and trend bill rates over time by a variety of cross-sections. Using NetSuite OpenAir to provide bill rate trends versus using spreadsheets or other tools is worthwhile and will help you improve the value of your system overall.

Bill rate trends can not only help you with budget planning but can also give you the insight to see how you compare to market standards, if you are leaving money on the table or if you may be losing business to competition over price. You can also look at the trends by service offering type or contract type if you have configured this type of data tracking on projects.

Top Step's recommendation for bill rate trending is to set up reports and chart views by contract type: hourly contracts, fixed-fee contracts, and overall performance for an overall company or entity view.

Consider all hours worked on the contract, billable and non-billable, to compute an effective bill rate. We have often seen organizations use just billable hours or focus on the definition of a workweek as the limit for effort on a project, which skews the effective bill rate.

Trending bill rates provides input to capacity planning and is a good analysis tool to compare year over year budgets. By trending bill rates by type of offering or engagement, you will have essential data to determine if bill rate increases are warranted.

How To Trend Bill Rates In OpenAir

To trend bill rates, first, you must define a custom calculation for real-time bill rate reporting by period. Typically bill rate calculations are defined as invoiced totals by total hours. One thing to keep in mind is the type of invoice total being used for trending — using the Total Invoiced value will skew bill rate calculations if expenses are also billed to the customer.

The recommended calculation for bill rate analysis is:

Invoices Fees / Timesheet Approved Hours

Timesheet approved hours are important rather than using timesheet all hours since only approved hours may be considered for time billing. Although fixed fee projects do not have this dependency, using a consistent equation across all types of contracts will ensure consistency across reports.

To break bill rates into 'types' such as hourly or fixed fee, it is recommended to introduce a custom field on projects to identify the type of contract funding the customer project. By using report filters on custom calculations, you are able to create a Fixed Fee Bill Rate value and an Hourly Bill Rate value. For an Overall Bill Rate value, simply calculate the bill rate without any contract type filters.

Prepaid projects pose a unique challenge in this approach, as they will inflate the bill rate when including the total prepaid amount. It is recommended these contract types either replace the invoiced amounts with revenue earned amounts for the calculation or be excluded from bill rate trending until the project is closed.

The following four reports are recommended for trending bill rates:

1. In Progress Hourly bill rate trending — filtered by active project stages (excluding completed project)
2. In Progress Fixed Fee bill rate trending — filtered by active project stages (excluding completed project)
3. In Progress Overall bill rate trending — filtered by active project stages (excluding completed project)
4. Completed Overall bill rate trending

Dashboard charts can be created to compare trending across the In Progress reports and a single dashboard chart for completed project bill rates.

A word of caution

Prepaid contracts are typically recognized as earned revenue on an hourly basis. This would be the one exception to the custom calculations and require a contract type of Prepaid to be used to segregate projects of this type for earning. If you are not doing revenue recognition in NetSuite OpenAir but have prepaid contracts, your alternate approach is to not include these projects in the reporting analysis until they are complete.

Budget Transaction Feature Conversion Tip

If your organization is considering using the budget transaction feature, there are a few items to consider before 'flipping the switch'. If you are not familiar with this feature, what it supports is the ability to enter a budget amount for the project with a specific date field. This budget amount can then be categorized by a type such as labor, expenses, etc. and can also be categorized by your services (activities) in the organization. It also supports an allocation feature of budget %'s to named resources along with reason categories for the allocation. Check out the Budget Transaction information in the NetSuite OpenAir Admin User Guide under the Support tab for more information on this feature.

Without the budget transaction feature activated, the project properties form supports a budget (money) field that is a currency entry field. You enter the budget amount here and now standard reporting fields like Incurred vs. budget are available for use. You can also view the budget amounts in the list views as a separate column. Users start considering the budget transaction feature when the topic of change orders or additional funding comes into play. If you use the standard budget field, there is no historical tracking of information in this field other than running an audit trail report on the project itself. By using the budget transaction feature, you can enter a new transaction for any budget changes (positive or negative) and the total budget amount will be displayed in the budget (money) field on the properties form as read-only.

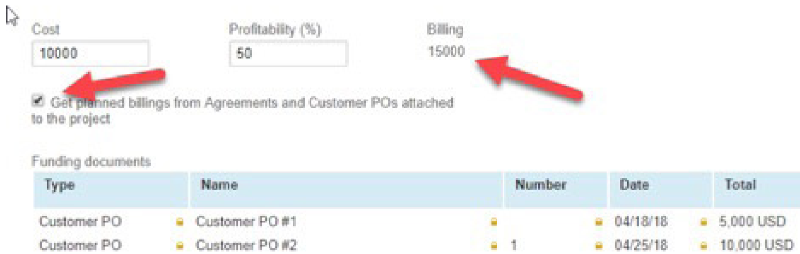
Converting to this feature does require some planning however. Before flipping the budget transaction feature switch (an internal switch that can be enabled by NetSuite OpenAir Support), run a tabular report for projects to include the following fields: Internal id, project name, currency (if your company has multi-currency), budget (money). Other fields may be added but the ones mentioned here are the key ones. Now you have a full list of the project budget values. These will then need to be loaded back into the project as a budget transaction after the switch is enabled. Why? When the switch is enabled, the budget (money) field will become read-only and display the current value that was in place before the switch was changed. However, the first time you add a transaction to the project, the value of the budget transaction will replace whatever is in the read-only field. This is why it is important to save a full budget value list from your projects so you can upload the initial budget transactions back into the projects and maintain your data accuracy.

How do you load budget transactions? This is done using the NetSuite OpenAir database-loading tool.

Attaching Customer POs/Agreements to Project Budgets

Project Budgets allow you to create a budget against a project that is connected to a work breakdown structure or at the overall project level. One of the features within project budgets is the ability to attach Customer POs or Agreements to the project budget to give you a projected billing amount that represents the sum total of all funding documents attached to the project.

To create a project budget that is linked to a single Customer PO/Agreement or group of customer POs/Agreements, go to Financials –> Project Budget within a given project and click the green plus button to create a new project budget. On the new project budget screen, there is a checkbox called ‚"Get planned billings from Agreements and Customer POs attached to the project.," Checking this box will reveal a list of all customer POs/Agreements attached to the project. You will also notice that the ‚"Billing," amount in the ‚"Planned Budget," section of the new project budget screen will auto-populate with the total amount of all funding documents associated with the project.



After creating the new project budget, you will see an ‚"Agreements," section on the left navigation pane on the ‚"Budget," link within the project budget. The name is a bit misleading as it will show any Agreements or Customer POs (not just Agreements) associated with the project. This screen provides a breakdown of each Customer PO/ Agreement associated with a particular project budget, which includes the total funding amount and the remaining dollars based on the ‚"Planned," budget (calculated from the labor/expense/purchase budget entries for that project budget).

The ability to connect Customer POs/Agreements to project budgets is a nice feature as it allows you to derive a budget based on all the funding agreements associated with a given project. You can choose to use Customer POs or Agreements (or both) to produce an estimate. You can also set up multiple project budgets within a given project and associate your Customer POs/Agreements with specific budgets or use the same customer PO/Agreement across multiple project budgets. This affords the end user significant flexibility when using Customer POs/ Agreements to produce project budgets.

How to Use Margin Trending for Planning

Margin trending requires the ability to view cost information. This applies to standard margin values as part of the OpenAir database or custom calculated margin values using cost in the equation. Cost viewing is sensitive if cost is representative of a user's unique cost to the company. To allow margin reporting without exposing sensitive cost information, additional cost levels (up to three) are available per user.

One cost level is usually dedicated to actual cost and restricted by role permission to viewing by Administrators, Executives, and Finance resources using NetSuite OpenAir. A second cost level may be used for a banded cost value that is the same across resources or the same across types of resource such as job codes. For example, all project managers cost the company $100/hr while technical writers may cost the company $50/hr. Cost levels can be renamed in the terminology controls of OpenAir. In the examples that follow, the Primary Loaded Cost field has been renamed to Actuals and the Secondary Loaded Cost field has been renamed to Banded.

It is commonly known that different types of positions in the company are at different salary bands, so a banded general cost at the job code level does not expose any information other than a general cost value for that type of person. Role permissions provide control of what level of cost users will have access to and therefore which margin reports will be available for use.

OpenAir provides a standard reporting value on summary reports called Projects-Project Billing Margin. However, depending on your configuration such as various charge stages for controlling financial reporting, it is best to create custom calculations with values representing margin. This also supports the ability to create margin values using the different cost levels so one set of reporting values can be restricted to actual cost values and another set using banded costs.

As you get ready to create your margin custom calculations, it is recommended to use revenue values along with the cost of timesheets and expenses. If you are not using the revenue recognition features of OpenAir, then invoiced amounts will suffice.

OpenAir does not provide a single cost value representative of the total cost of a project so this will be your first custom calculations — adding Timesheet Approved Actual Cost to Approved Expenses. Total cost values usually created include are:

Total Cost (actual) = Timesheet — approved actual cost [actual cost] + Approved Expenses

Total Cost (banded) = Timesheet — approved actual cost [banded cost] + Approved Expenses

Margin calculations are then calculated by using the total cost and earned revenue. The custom calculations would include:

Margin (actual) = Recognized Revenue — Time Cost (actual)

Margin (banded) = Recognized Revenue — Time Cost (banded)

To calculate a margin percentage, another set of custom calculations is required by dividing the margin value by the recognized revenue:

Margin %(actual) = Margin (actual) / Recognized Revenue

Margin %(banded) = Margin (banded) / Recognized Revenue

The full benefit of margin calculations is best realized when using custom fields on projects to identify the type of contract and/or the type of offering. By using contract type or service offering type as subtotals on summary reports, margin and margin % values can then be reviewed by each of these categories providing valuable data analysis for strategic business decisions.

Dashboard charts can be created to trend margins across timeframes for graphical representation of the data.

Considerations

Travel expense reimbursement by clients typically is a 0% margin or may have a small admin fee or markup associated with the rebilled receipts. By adding expense into the total margin calculations, the average margin of the project will tend to be reduced. It is recommended to compute margin and margin % using labor only then create a total margin and margin% custom calculation for comparative analysis. This will provide more visibility into the cost of labor versus the cost of expenses.

Custom Fields

Instant Audit Trail of Custom Fields in OpenAir Without Running a Report

Did you know you could access the audit history of changes to custom fields in OpenAir without running a report?

If you are viewing a project form in OpenAir and want to see the historical changes of the custom field 'Time Entry Allowed', you can click on the field name and view the changes including who made the change, the date and time and what the previous and new values were.

How it works

Normally, when you are moving your mouse over the screen, your pointer icon appears something like this. When this quick audit feature is enabled, any custom fields that have a quick audit trail available will be links and therefore will change your pointer to a hand icon something like this when mousing over the field name.

The hand icon is an indication that the name of the field can be clicked to display the audit trail information.

Changes made to the fields prior to enabling this feature are displayed in the quick audit.

Any changes made to the field while proxied do not show the proxy information. Instead, the user who actually made the change is displayed.

Even after this feature is enabled, certain field types are not automatically available to be displayed in the audit pop-up until each field is enabled by NetSuite OpenAir Support upon request. The field types are:

- Text area
- Pick List
- Multiple Selection
- Allocation Grid

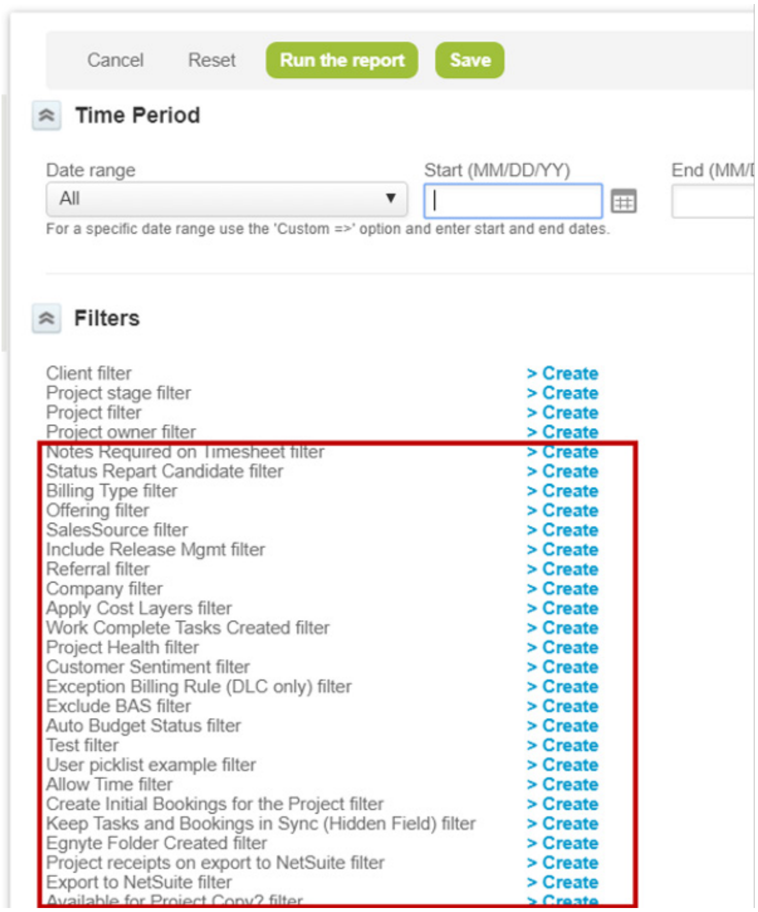
For example, if you have a custom Pick List field that you want to display audit information in the pop-up, you will need to request NetSuite OpenAir Support convert that specific field to a quick audit field. If you want to change the field back, you can set it back by modifying the custom field and selecting the option 'Convert to extended audit.'

Note: This feature must be enabled by NetSuite OpenAir Support. The switch name is 'quick in-page custom field audit report popup.'

Using Custom Fields Instead of Filter Sets

Do you know you can use custom fields instead of filter sets for pending billing and recognition reports?

For many years the only way to limit projects included in the Pending Billing or Pending Recognition was using a standard set of NetSuite OpenAir fields including customer, project, project stage, and project owner or by setting up a billing code schema to include certain projects. To address regional ownership of projects, many times these standard filters were difficult to use since none of these single filter categories aligned with a region so filter sets were implemented. As projects were set up, they were associated to a specific regional filter set and that filter set was applied to the pending billing report to control project inclusion.



There is another way that will support the inclusion of projects in these pending reports as well as support flexible reporting within other reports such as summary and detail reports — use of custom fields. Any custom field that can be included on a report filter (such as a dropdown, checkbox, and so forth) is automatically available on the Pending Billing and Recognition report. This provides the ability for your project to have one or many ways to be categorized and included or excluded from the report by region, department, or any other segmentation you desire to align with your organizational structure.

Simply add a custom field definition to the Project form that has a defined set of values (dropdown, checkbox, radio button) and populate it across your projects. The field will automatically appear as a filter option on the Pending Billing and Pending Recognition reports.

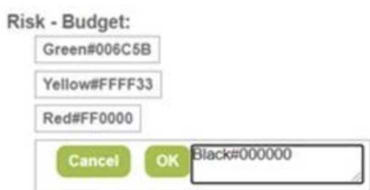
Now let your Finance team know about the customization and how to use these fields on the Pending Billing and Recognition reports. For even more efficiency, save regional copies with the filters preset and share them with the regional Finance owners!

Improving the Presentation of Field Data Points in Forms

Improving the presentation of field data points in forms within OpenAir is easier with Tag custom fields. For left-minded individuals, or for those who consume information faster visually, you can create Tags in forms whereby list views and reports will format cells with color schemes. This helps allow key metrics to „“pop,” and support your business initiatives.

To create a Tag, navigate to Administration > Global Settings > Custom Fields : Custom fields and create a new Custom field. Select the „“Tag,” field type, where you may define tags using the „“Modify,” button.

Use the „“ + „“ button and enter the text value for the tag followed by the HEX color value you want to display on lists:



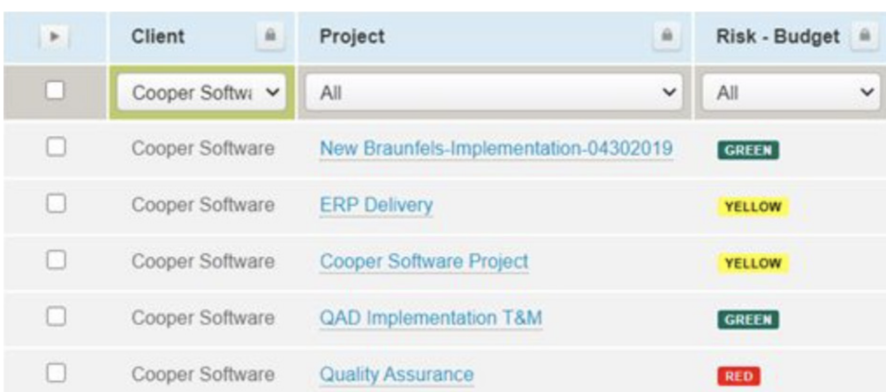
You can drag and drop to reorder these values in the form dropdown.

Note: You do not have to name the field the color.

For example, you may add a value like

„“100% #006C5B,”

The result will be a cleaner list or report interface like this:



	Client	Project	Risk - Budget
	Cooper Softwa	All	All
	Cooper Software	New Braunfels-Implementation-04302019	GREEN
	Cooper Software	ERP Delivery	YELLOW
	Cooper Software	Cooper Software Project	YELLOW
	Cooper Software	QAD Implementation T&M	GREEN
	Cooper Software	Quality Assurance	RED

https://www.w3schools.com/colors/colors_picker.asp is a valuable tool online for finding corresponding HEX values for colors. Alternatively, you can use Microsoft Paint 3D (pre- installed in Windows) and use the Color-Picker to copy HEX values:

Forecasting

How to Use Forecasting in NetSuite OpenAir

Financial and staffing forecasting in NetSuite OpenAir helps management monitor operations and make adjustments to keep the plan intact for revenue earnings, staffing demand, and achieving corporate financial targets. Forecasting also provides early insight into pipeline or sales activity for early planning of staff and timelines for customer delivery.

NetSuite OpenAir's forecasting functionality leverages the same features as actual invoicing and revenue recognition with a simple substitution — time is not timesheet based but resource scheduling based. As long as resource scheduling is a part of your system usage, forecasting is within your reach.

NetSuite OpenAir's model is bottom-up — taking detailed forecasted time transactions and processing each through billing and recognition rules to obtain financial value.

Forecasting is aligned to your scheduling activity which, in turn, enforces the resource scheduling process and emphasizes the importance of planning.

Forecasting highlights those projects that may require more funding or are predicted to exceed funding caps established by the contract, allowing time for corrective actions or customer discussions.

If you are not doing resource scheduling and invoicing in NetSuite OpenAir, you can still do basic straight-line forecasting. This requires projects to have a defined end date (custom date field) along with the start date and financial budget which is then spread evenly across all working days between the start and end date. This is the quickest way to forecast in NetSuite OpenAir and may replace spreadsheet equivalents for a more automated approach.

How

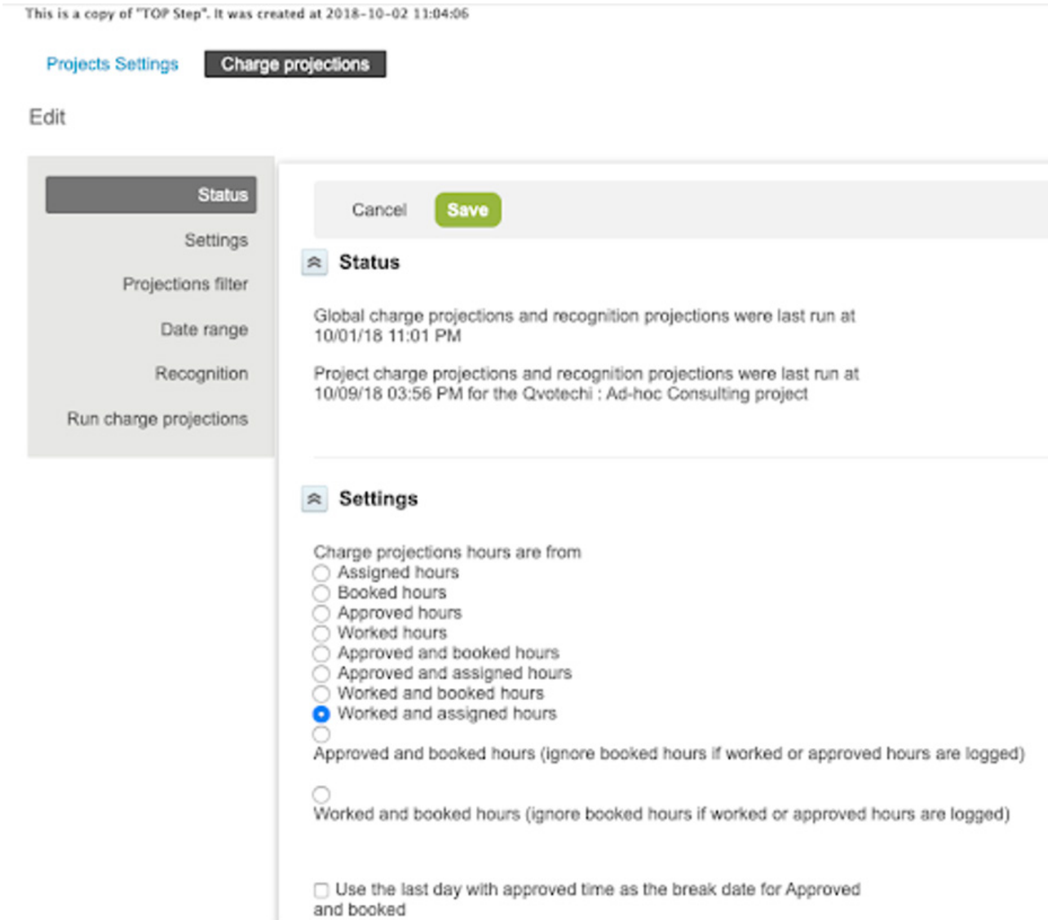
Forecasting in NetSuite OpenAir uses a feature called 'Charge projections'. Charge projections use the revenue rules or billing rules coupled with the resource bookings or task assignments (and actuals in some cases) to provide a forecast. In order to use Charge projections, you must have either revenue or billing rules created within the project and you must have hours scheduled via assignments or as resource bookings.

NOTE: Top Step recommends bookings to most customers due to the controls allowed for resource loading during specific date ranges.

Charge projections can be set up by navigating to Administration –> Application Settings –> Project settings –> Charge projections.

To define what will be included in charge projections you will select the setting

- Booked Hours: hours from resource bookings
- Assigned hours: hours from user task assignments
- Approved hours: actual approved hours from timesheets
- Worked hours: hours entered in a timesheet regardless of the timesheet status



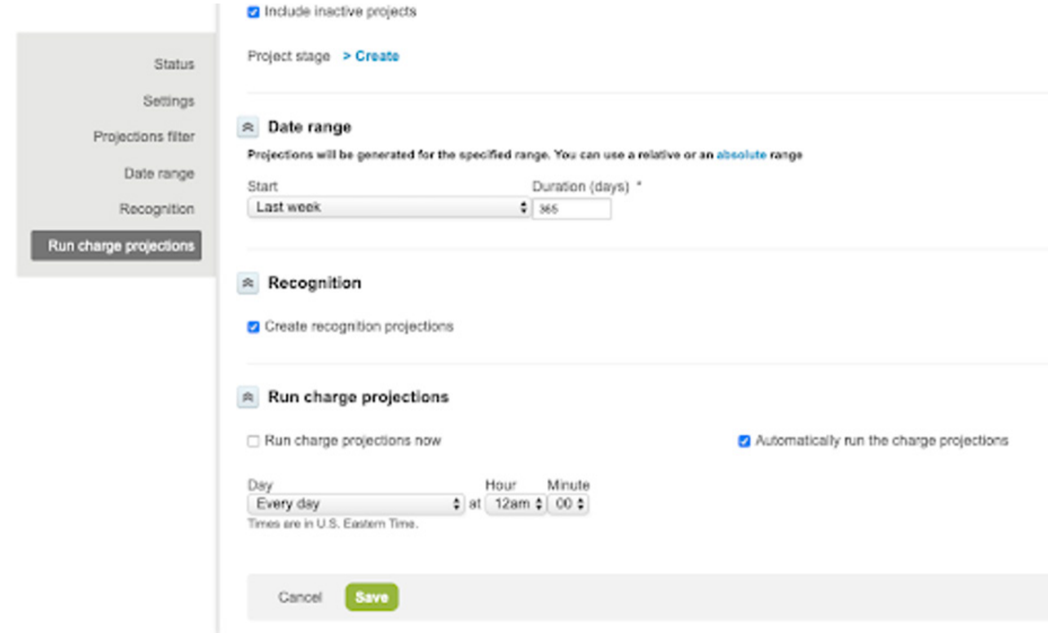
Top Step Recommendation: Booked hours provide control based on resource scheduling and emphasizes the accuracy of information. Approved and booked hours provides refined forecasting based on timesheet approvals but has some limitations of time substitution between booked hours per day and actual hours per day via timesheets.

Date Range configuration is dependent on how frequently billing rules are run and custom calculations you may have configured.

If you are running billing rules every day automatically, select a relative date range of today or tomorrow

If you run billing at the end of each week or month, select an absolute date range with a defined start date of the current forecast period with an end date of 4-5 years in the future. This requires the update of the start date at the start of each forecast period.

Charge projections can be run on-demand but are usually set up to run nightly. Select 'every day' and the optimum time during the evening hours to run when most users are not on the system (all times are in Eastern Time Zone).



Any report that uses projections requires projections to be run prior to the report being run. Reports will reflect the projection as of the most recent projection run.

Projection values include, but are not limited to:

Projects →Projected Revenue [rules]

Projects →Projected Billing [rules]

Projects →Projected Billable Hours [rules]

Projects →Projected Cost [rules]

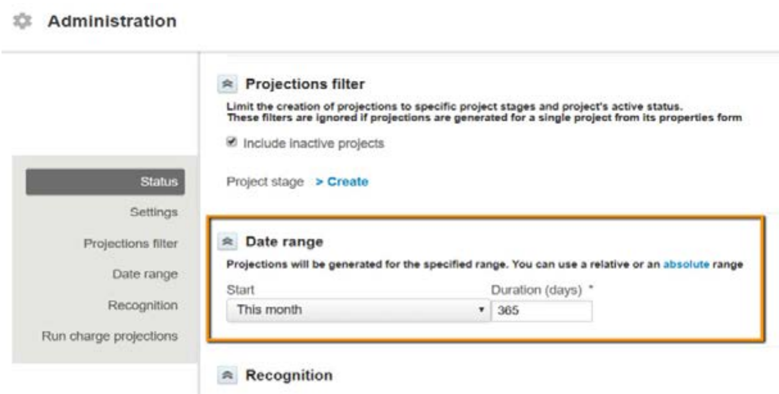
Custom calculations adding projected value to actual values (i.e. Invoices →Total Invoiced) will provide information on total project budget and financial burn/projections.

A word of caution

Fixed fee rules with specific dates may not appear in forecasting if the date is too far in the past. A standard report available under the Advanced Report tab called Fixed Fee Projections will provide the forecasting of those fixed fee rules that have not run and are overdue. Keeping dates updated on fixed fee rules is critical for inclusion in forecasting reports.

Want to Forecast Financials for a Specific Project Ending Next Quarter?

When using charge projections based on approved hours and there are projects that have time billing rules with caps, make sure you use a ,“relative,” date range otherwise projections may not be accurate for those projects that bill using caps.



How to access

Go to Administration > Application Settings > Projects Settings > Charge projections

Integration

5 Primary Methods to Automate OpenAir Data Imports and Exports

It is often necessary or desired to transfer data between OpenAir and other systems. While many options are available to accommodate this, there are five primary methods to automate OpenAir imports and exports. Below is each method along with the pros and cons of each:

1. Direct connection from an external application to OpenAir
    - Pros:
        - Access OpenAir data directly from other systems or applications with no middleware required
        - Can reach OpenAir in real-time
    - Cons:
        - Requires API key purchase and knowledge of specific API technologies (SOAP/XML)
2. Direct connection from OpenAir to an external application
    - Pros:
        - Contained entirely within OpenAir, respects OpenAir's security
        - Does not require an API key purchase
    - Cons:
        - Can't process data real-time
3. Indirect with Middleware
    - Pros:
        - Most middleware tools have pre-built connectors for numerous systems
        - Little or no development experience required
    - Cons:
        - Can be costly
        - Requires purchase of API keys on top of middleware costs
4. OA Business Intelligence Connector
    - Pros:
        - Uses standard technology (OData protocol) that many tools can interact with
        - Able to export list views as well as reports
    - Cons:
        - Extra cost (in addition to OpenAir license)
        - Export data out of OpenAir only — does not facilitate imports
5. Integration Manager
    - Pros:
        - Simplest method, well-suite for one-time imports/exports
    - Cons:
        - Challenging to automate; has to reside on an always-on Windows system
        - Changes often require rebuilding the import/export configuration from the beginning

Using OpenAir Integration Manager to Update User ,“Switch,” Fields

The OpenAir user record contains many fields and configuration options that, while they reside on the user form, are not actually associated with the user table in the OpenAir database. They are part of what is referred to as the ,“switch,” table in OpenAir.

One area of the OpenAir user record where the associated fields are stored in the ,“switch,” table is the ,“Application Access,” section within the ,“Access Control,” page. This page controls which specific modules a given user can access in OpenAir.

Module Access Updates:

Often clients want to do a bulk update to change the modules to which a given subset of OpenAir users can access. Previously it was not possible to access and update these ,“switch,” related fields in bulk via Integration Manager which is the tool that is often used to complete these mass updates. However, with a recent upgrade, now you can.

To use Integration Manager to make bulk updates to ,“switch,” associated fields on the OpenAir user record, perform the following steps. In this example, a csv file is created and used to determine the specific modules that a group of users can access within the system.

1. Download the ,“switch,” table into csv format (check the box to suppress audit field data) under Administration –> Global Settings –> Import/Export
2. Search for ,“module_off,” to locate the module access fields
3. Create a csv file with the following columns:

Internal ID

Disable Timesheet Module Access

Disable Expense Module Access

Disable Project Module Access

Disable Resource Module Access

Disable Invoice Module Access

Disable Purchases Module Access

Disable Workspaces Module Access

4. Retrieve the internal IDs of the OpenAir users that you want to bulk update per 3a and add them to column A in your csv file
5. Put a ‘1’ in the module access columns for each user that should NOT have access to that specific module for all rows in your csv file per step 3. If you leave it blank, that means the user can access that module.
6. Open Integration Manager
7. Find the ,“User,” table mapping (the one pointing to the left)
8. Right click and select ,“Field Mapping,”
9. Select the csv file you created in step 3
10. Map ,“Internal ID,” to ,“ID,”
11. Click the ,“Switch,” button in Integration Manager

12. Type in the name of the back-end field name for each module access ,"switch," field. Use the ,"switch," table data dump per step 1 to get the exact name:

    rm_module_off = switch to disable Resources module access

    pm_module_off = switch to disable Projects module access

    ta_module_off = switch to disable Timesheets module access

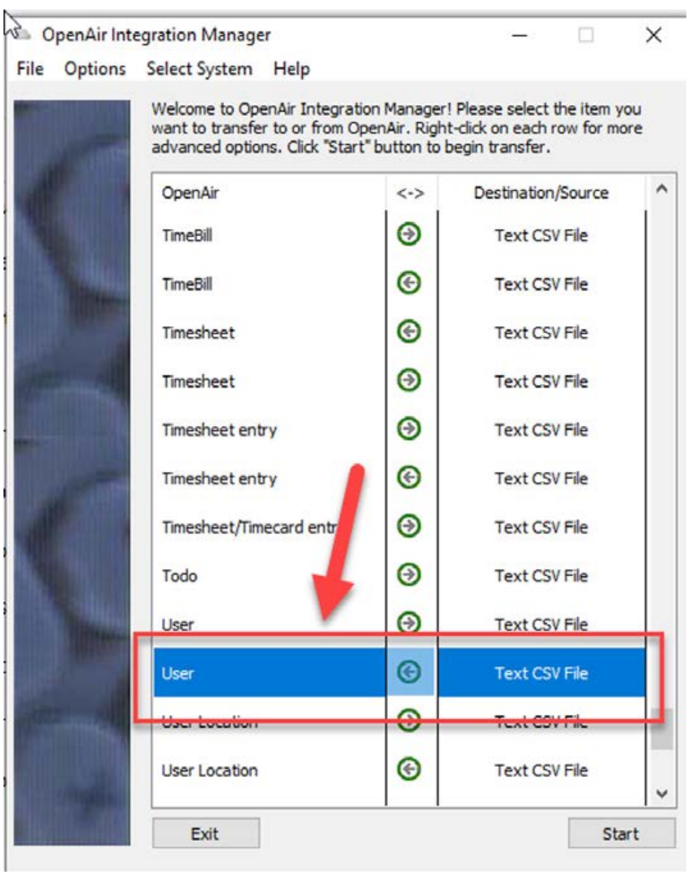
    te_module_off = switch to disable Expenses module access

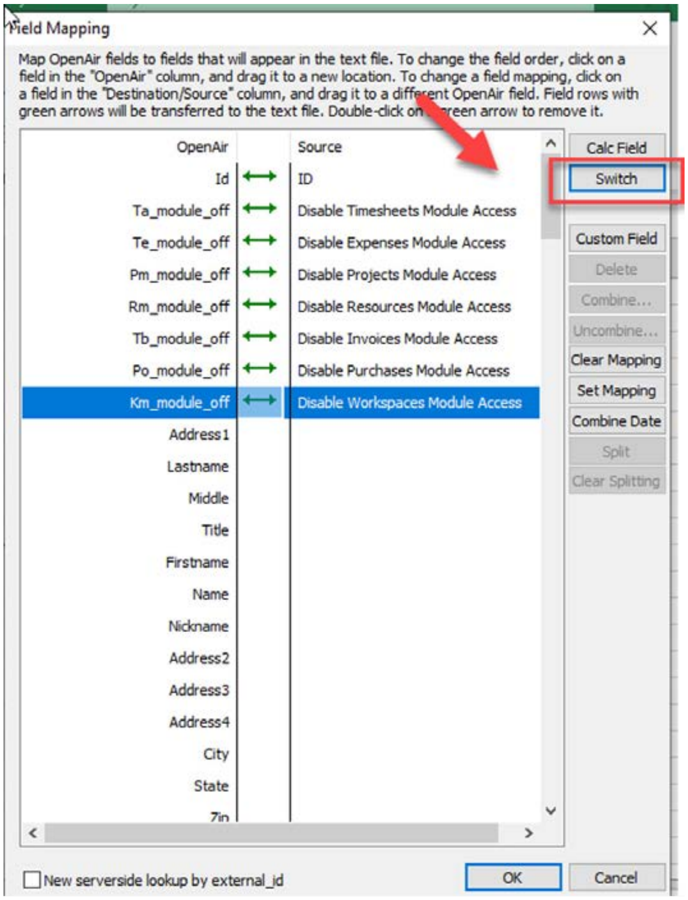
    tb_module_off = switch to disable Invoices module access

    km_module_off = switch to disable Workspaces module access

    po_module_off = switch to disable Purchases module access

13. Perform step 12 for each module ,"switch,"
14. Map each module ,"switch," field you created in step 12 to the applicable column in your csv file
15. Click Ok
16. Complete the bulk import





How to Use the OpenAir Business Intelligence Connector

Ready to get started with the OpenAir Business Intelligence Connector? Top Step has a step-by-step guide to show you how the publishing process works. For purposes of explanation here, we will use an Excel document, but keep in mind that the OABIC works with any BI tool that supports the OData protocol:

- Create a report in OpenAir and save it the way you would any report
- Find the report under ,"saved reports,," ,"my reports," in the OpenAir Reports module
- Go into the action buttons and choose ,"publish to OData,"

At this point, you will receive an OData service URL

- Copy the URL
- Go into your Excel document
- Do NOT use the ,"get data," button in Excel; Instead, choose ,"new query," which is next to the ,"get data," option
- Choose ,"From OData feed," under the ,"From Other Sources," menu option
- You will be prompted to paste the URL here
- Log in with ,"Basic,," using the company name/user name and the password

This connects you to the OData server

- From the server, choose the title of the report you want (The report title is auto generated, so you cannot customize the name. You will need to remember the file you wanted or go back into the OData feed to retrieve the report title now.)
- Once you have found the report you want, click the edit button and bring up ,"query," (This allows you to tweak the document one more time before it goes into Excel if you like.)
- Close and load your report

The steps in this process are relatively straightforward and easy to follow. Rest assured it won't be long before you have the process memorized, making it even faster and easier to start using the BI connector to get data out to the relevant parties.

"Gotchas," to Keep in Mind as You Use the OABIC

While it won't take long to adapt to using the OABIC proficiently, there are a few ,"gotchas," to keep in mind as you start working with the tool:

Requires a User Login: Because the OABIC cannot be used without an actual user login, no SAML-only users can publish or retrieve reports on the OData server.

Limits on Requests: There are limits on the number of requests you can make to the OABIC. The request limits are similar to those used for scripts and API calls. You can make 500 requests per minute and you are allowed 10,000 requests per account per day. It is the second limit that businesses often find the most challenging.

Only Supports OData V4: No previous versions of OData are supported. However, most tools that support OData also support V4.

Works Only One Way: Your data can be viewed in your BI tools, but changes made in the BI tools will not be reflected in OpenAir. You will need to change your data on the OData server to make it available in your BI tool and accessible to all recipients.

Frequency Limits: Remember you are limited to running one automatically scheduled report per day. However, you can manually run as many reports daily as you like.

Project Management

How to Trend Bill Rates for Budget Planning In OpenAir

Trending bill rates will provide you with valuable information for budget planning.

Top Step's recommendation for bill rate trending is to set up reports and chart views by contract type: hourly contracts, fixed-fee contracts, and overall performance for an overall company or entity view.

Consider all hours worked on the contract, billable and non-billable, to compute an effective bill rate. We have often seen organizations use just billable hours or focus on the definition of a workweek as the limit for effort on a project, which skews the effective bill rate.

Trending bill rates provides input to capacity planning and is a good analysis tool to compare year over year budgets. By trending bill rates by type of offering or engagement, you will have essential data to determine if bill rate increases are warranted.

How

To trend bill rates, define a custom calculation for real-time bill rate reporting by period. Typically bill rate calculations are defined as invoiced totals by total hours. One thing to keep in mind is the type of invoice total being used for trending — using the Total Invoiced value will skew bill rate calculations if expenses are also billed to the customer.

The recommended calculation for bill rate analysis is: Invoices Fees / Timesheet Approved Hours

Timesheet approved hours are important rather than using timesheet all hours since only approved hours may be considered for time billing. Although fixed fee projects do not have this dependency, using a consistent equation across all types of contracts will ensure consistency across reports.

To break bill rates into 'types' such as hourly or fixed fee, use a custom field on projects to identify the type of contract funding the customer project. By using report filters on custom calculations, you are able to create a Fixed Fee Bill Rate value and an Hourly Bill Rate value. For an Overall Bill Rate value, simply calculate the bill rate without any contract type filters.

Prepaid projects pose a unique challenge in this approach, as they will inflate the bill rate when including the total prepaid amount. It is recommended these contract types either replace the invoiced amounts with revenue earned amounts for the calculation or be excluded from bill rate trending until the project is closed.

The following four reports are recommended for trending bill rates:

1. In Progress Hourly bill rate trending — filtered by active project stages (excluding completed project)
2. In Progress Fixed Fee bill rate trending — filtered by active project stages (excluding completed project)
3. In Progress Overall bill rate trending — filtered by active project stages (excluding completed project)
4. Completed Overall bill rate trending

Dashboard charts can be created to compare trending across the In Progress reports and a single dashboard chart for completed project bill rates.

Phase Level Budget vs. Actuals Reporting in OpenAir

Do you want to get phase level budget vs. actuals reporting in OpenAir?

We have found the best way to do this is to use the project budget feature and create a ,"Task," level project budget.

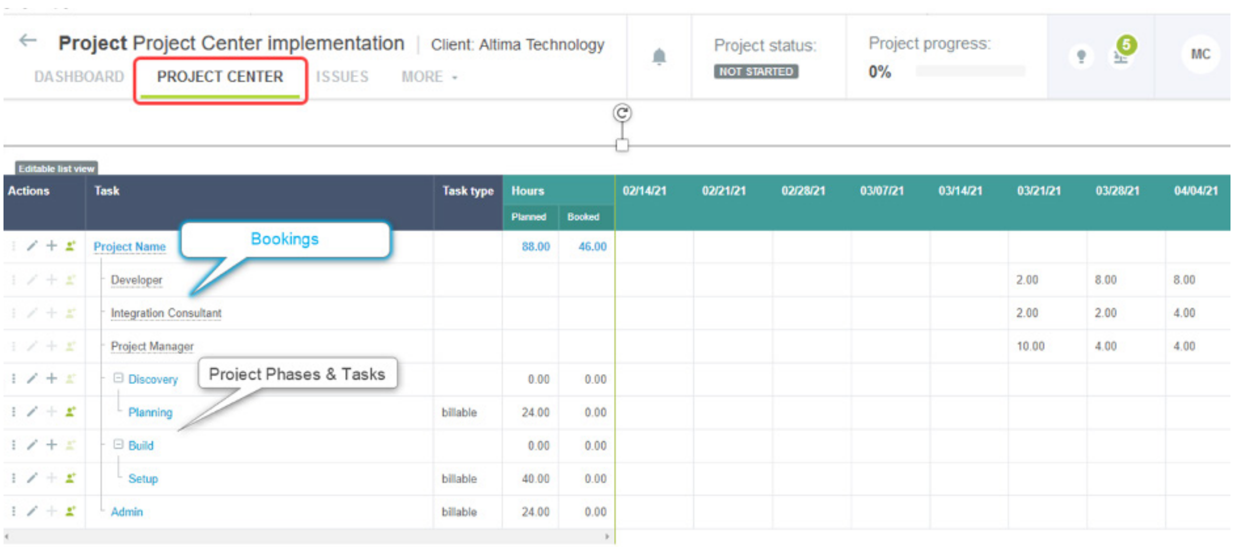
Next, create a summary report subtotaled by phase that also includes the project budget hours and the actuals value that you want to report on (i.e. actual hours invoiced).

The project task budget will roll up to the phase level.

What is the OpenAir Project Center and How Does it Help Me?

In the Spring 2019 release, OpenAir introduced the Project Center. This optional feature, which must be enabled by OpenAir support, merges common project management functions into a single screen. If you're a project manager who manages both project bookings and project plans, the Project Center can save a lot of time by avoiding context switching.

The two main components of the Project Center are the outline view and the booking worksheet. The outline view allows you to manage project plans which include phases, tasks, and milestones. You can add and delete phases, tasks, and milestones in the User Interface without moving to another screen. Editing a project plan element does take you to the task, phase, or milestone screen outside of the Project Center.



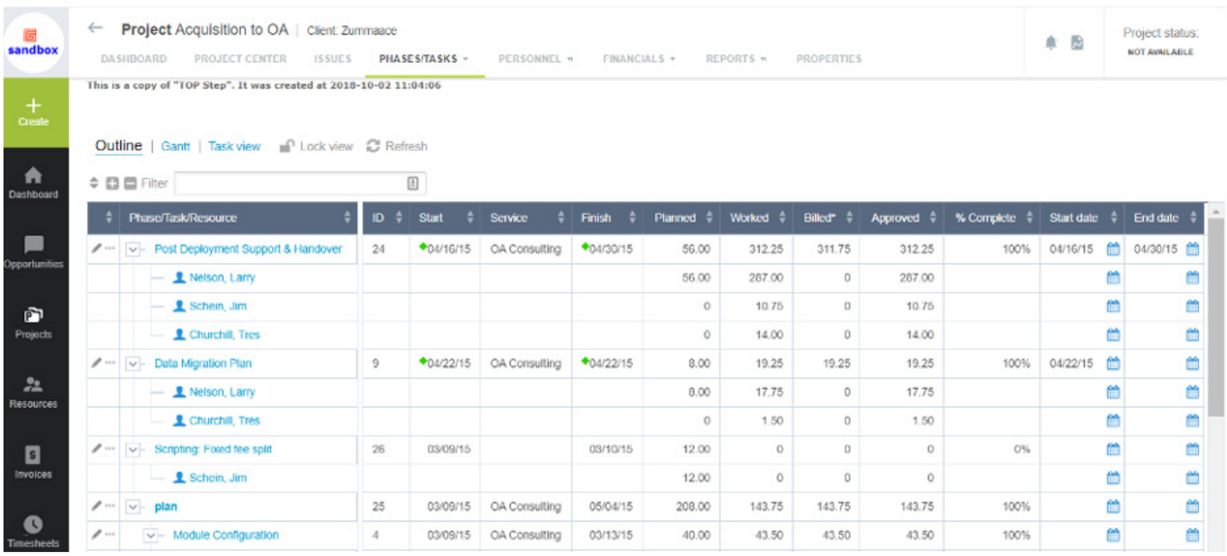
The Project Center is helpful for quick updates to bookings and project plans in an ,"Editable list view," or inline editing.

Enhancing Your Task View to See All Task Related Components

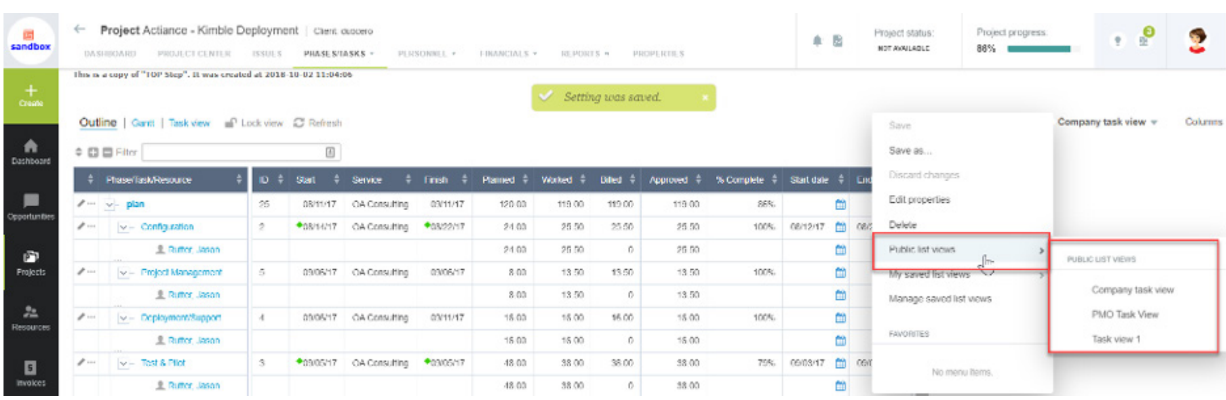
In NetSuite OpenAir projects, it is common for people to use the Outline view to manage their project plan. The outline view provides an indented display based on how you have setup phases on the project to clearly see task grouping. By customizing this view, you can see the information related to task setup as well as from other modules linked to the task object.

This information includes: Timesheet hours (worked, approved), Billed hours (when processed by time billing rules for invoicing), and booked hours (if you are booking resources to the task level). Besides effort analysis, it is often necessary to view specific settings on the task such as Service (or activity or part number or SKU or whatever you have named this field) and Task Type. If you are using multiple service lines (up to 5 are available), it is also helpful to look that information up as well.

NetSuite OpenAir supports the ability to display Services and all service lines, if you are using those items in the Outline list view.

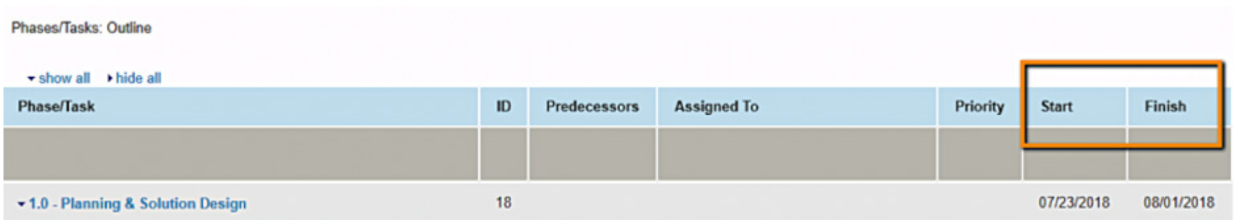


And remember, if this data view is useful for more than just yourself, you can create a public list view for others to select and view the same column layout.



Calculated Start Date Vs. Fixed Start Date

On the project 'outline' view, by task, 'Start' & 'Finish' columns are not the same fields as 'Start Date' and 'End Date' columns (which are the fixed dates entered on the task form itself) 'Start' & 'Finish' are system calculated.



The *calculated start date* for the task is the start date that OpenAir computes, based on the project start date, the planned hours for the task, the user assignments, percentage allocations, user schedules, and predecessor relationships.

The f*ixed start date* is a date field labeled Start Date (mm/dd/yy), located on the Edit task form.

Starting date is optional and will override the OpenAir calculated dates.

If the Start date field at the top of the Edit task form is left blank, the OpenAir system computes a start date based on the project start date, task assignments, user schedules, and any task predecessors. This is considered the 'Calculated start date, rather than a Fixed start date'. For example: if you enter a fixed start date of 7/30/19 — Despite the system thinking the task should have started 7/28/19. (based on the project and system automatically calculating.) You should look at the ,"Start Date," for the true start date of a task as opposed to ,"Start," which is populated by the system estimating.

Project Cloning Versus Project Copy

Many services organizations provide standard services that are a consistent set of tasks, timelines, and resources. OpenAir provides an option for creating projects — Cloning. How does this differ from the Project Copy feature? One important difference is that cloning also copies the project properties field content. This field content may be extensive and require effort to set up each time after a project copy.

In general, cloning means just this — it makes an exact replica of the project.

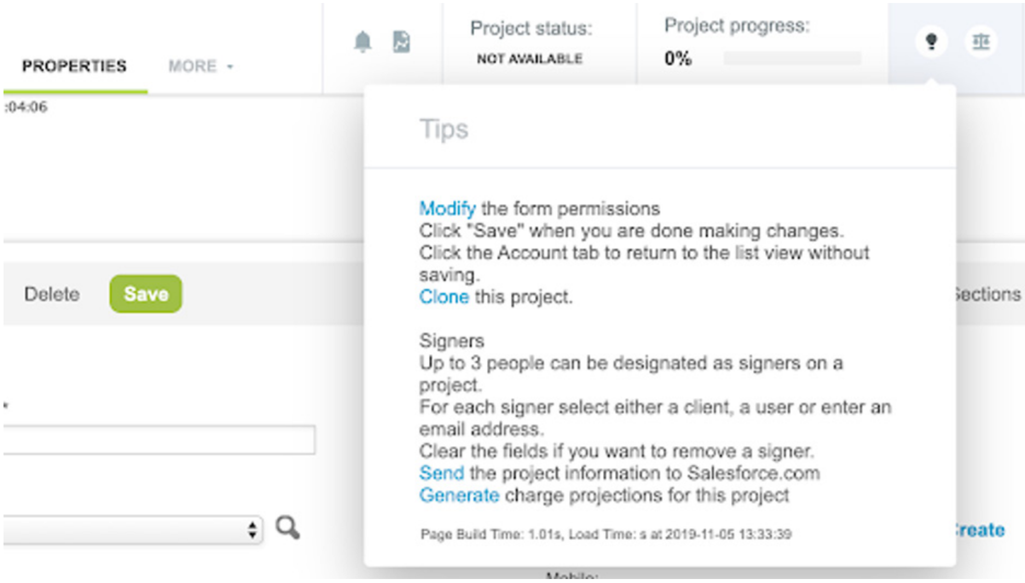
Project cloning is meant to be a time saver but can work against you if not used properly. We recommend you clone projects that are close or exactly the way your new project needs to be setup. If a project will involve completely different billing rules or a new task structure, the clone function will take more time for project setup. For projects requiring unique rule setup or task setup, the Rule Copy or Project Template Copy options are more setup friendly.

How to Clone Projects

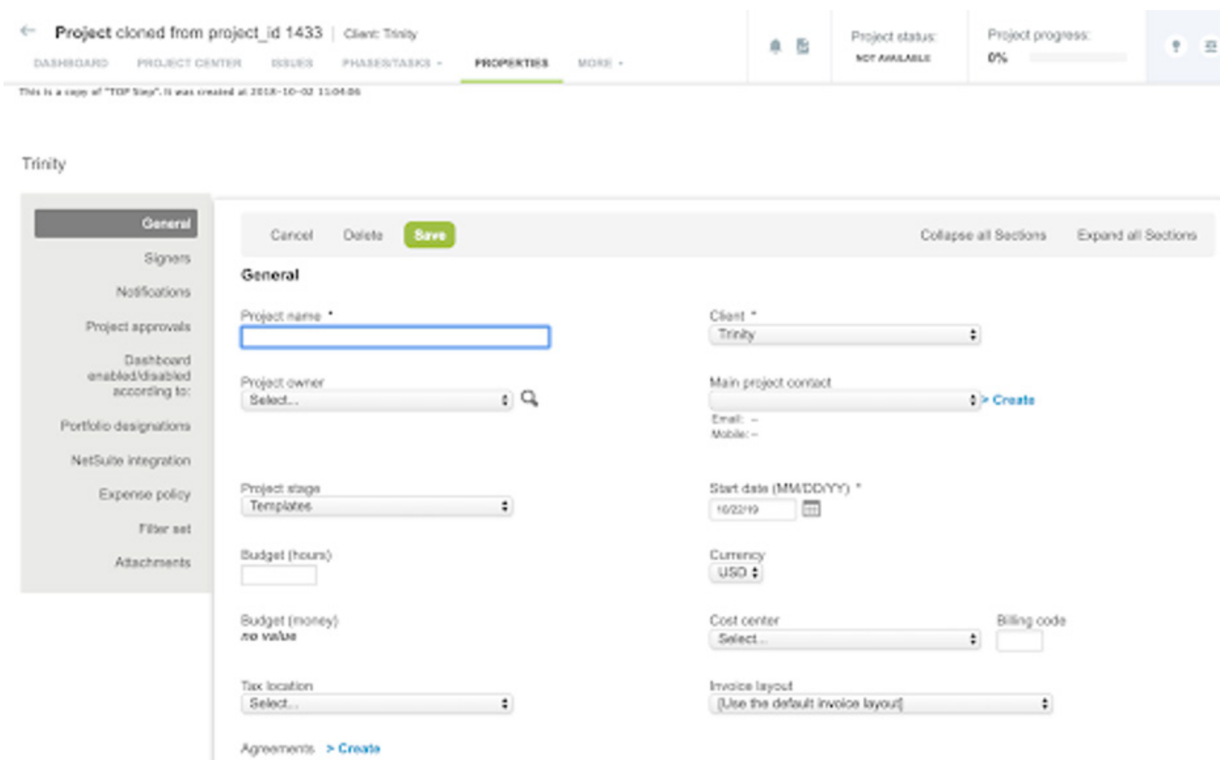
Cloning a project in OpenAir has the benefit of copying all aspects of a project including custom field values on the project properties form. To clone a project:

Select the project that you wish to clone and navigate to the project properties form.

Select the Lightbulb icon on the far left to display the tips associated with the project properties form. In the tips area, you will see an option to 'Clone this project'



All the attributes of the project will be cloned except for the name that will receive an initial default value of 'cloned from project_id xxxx' where xxxx is the internal project id of the project that you cloned.



Some custom fields may be excluded from the project clone capability. This is a control on the definition of the custom field and must be enabled by NetSuite OpenAir Support. When this option is checked, the custom field contents are not cloned. This is useful for fields containing a unique key integration value such as Salesforce ID or NetSuite ID.

Please keep in mind:

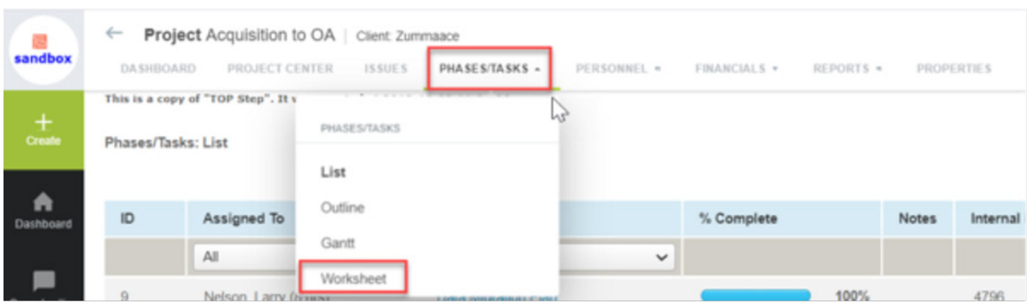
Use Project Cloning for projects that are close or exactly the way your new project needs to be set up.

If a project clone requires completely different billing rules or a new task structure, the clone function will take more time for the project set up.

For projects requiring unique rule setup or task setup, the Rule Copy or Project Template Copy options are more setup friendly.

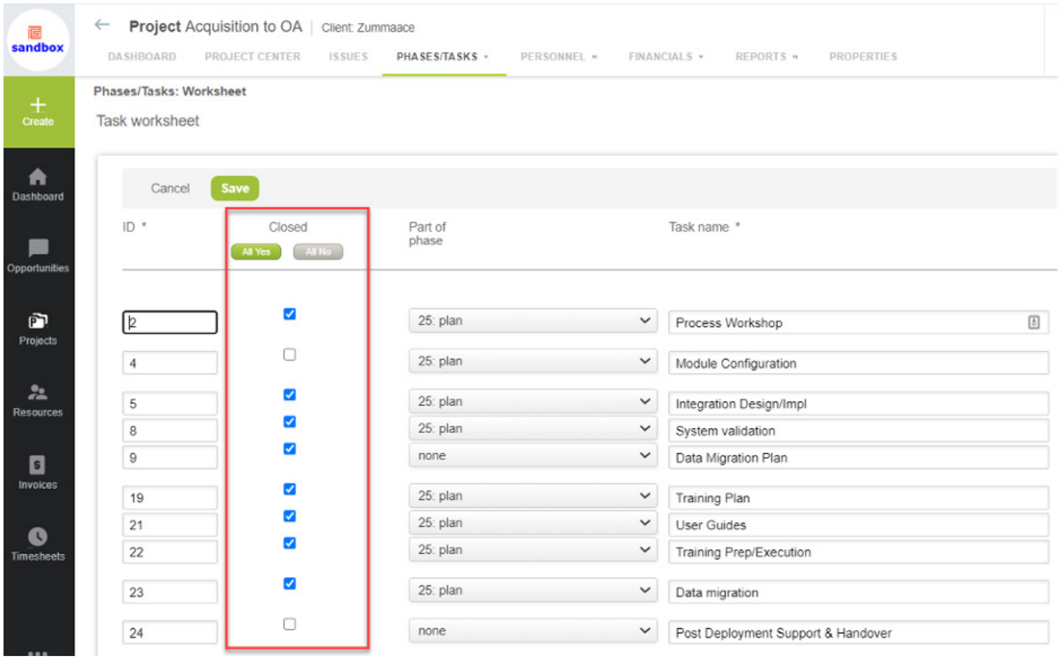
Using Tasks Tab to Close Tasks Across Projects

Depending on your project management methodology, you may have project managers responsible for closing completed tasks within a project or have department managers handling multiple projects for small engagements. Ever wonder if there was a quicker way to view a list of projects assigned to certain people or within certain customer projects and be able to edit/close them quickly? Well, wait no more. Within the project, most people navigate directly to the Phases/Tasks > List or Phases/Tasks > Outline view, which requires that the project manager click into each task in order to close it; this can take quite a bit of time if multiple tasks need to be closed at once. Within the Phase/Task tab is another task view called 'Worksheet'. Clicking on this option will display all tasks on the project.



The Task Worksheet view is enabled per project stage and access is controlled by the administrator. The worksheet view only supports a single layout, which is set by the administrator.

If you navigate to the Task worksheet, you may see something like the following — a Closed column with a checkbox available for selecting which tasks to close.



Also, depending on your setting for the % complete field, if you can modify it on the task you may also modify it in the worksheet view. The control for the % complete field editing is found under *Administration -> Application Settings -> Project Settings -> Other Settings -> 'Make the percent complete field read-only.'*

Project stages which are set up to display the Worksheet view will display this option for any user allowed to view tasks. Any form permission controls regarding the % complete or Closed checkboxes are only respected on the actual task form. The column list views do not reference the form permissions so if you are using form permission role-based controls for edit access, you may not be able to leverage this feature effectively.

Setting Up Rule Templates in OpenAir Can Save Project Setup Time

Project setup in OpenAir typically includes billing rule setup and may also include recognition rules setup, if your organization performs revenue recognition in OpenAir.

Billing and recognition rules can be copied when a project is created from a template. The task structure of a project, however, may not be dependent on the contract terms of the engagement.

Billing rule and Recognition rule templates may be created independent of project task templates. Setting up separate Billing and Recognition rule templates according to your typical contract terms provides an ability to standardize contract term setup and ensure financial accuracy.

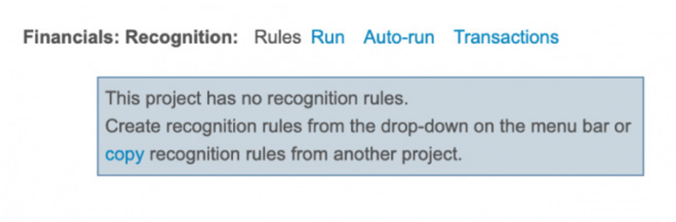
How

Set up templates with a good naming convention. Naming the templates by the type of rule or contract terms configured allows you to easily identify which rules are being copied to the project

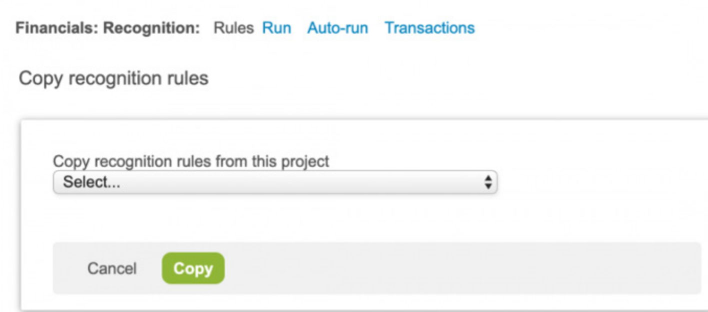
Examples: RULE TEMPLATE — T&M, RULE TEMPLATE — Fixed Fee w/ Expenses.

Rule templates should only have billing and recognition rules as part of the template. A best practice for Fixed Fee rule setup is to enter a money value of 1 to make it apparent the value needs to be updated. Forecast reports or rule execution will display the 1 value which highlights the need for rule correction. A best practice for T&M rules is to use a standard rate card with money values of 1 for each job code. If the rate card or billing rates are not updated, the 1 money value will stand out as part of the forecast and initial invoicing activities as an error.

To use the templates, access the Financials menu in the project and select Billing or Recognition. In either case, a message stating that 'This project has no rules' will be displayed:



Click on the copy link in the message to display a copy from dialog form. A recognition rule example is included here; the functionality works the same with billing rules copy.



Select the desired RULE TEMPLATE value and click Copy.

The rules from the template will be copied into the current project. After the copy completes, the user is able to quickly update the information on the rule as necessary per the contract.

Using Copy Project Templates When Creating New Projects

NetSuite OpenAir provides the ability to copy projects for quick setup of standard task structure. Because of this, project templates are set up many times to provide standards for copying. The project template can also build out other aspects including billing/recognition rules, approvers, budgets and issues.

Any number of templates can be defined and used in the copy functionality. If desired, only specific templates can be identified as copy sources, otherwise, all projects with tasks are available for copy.

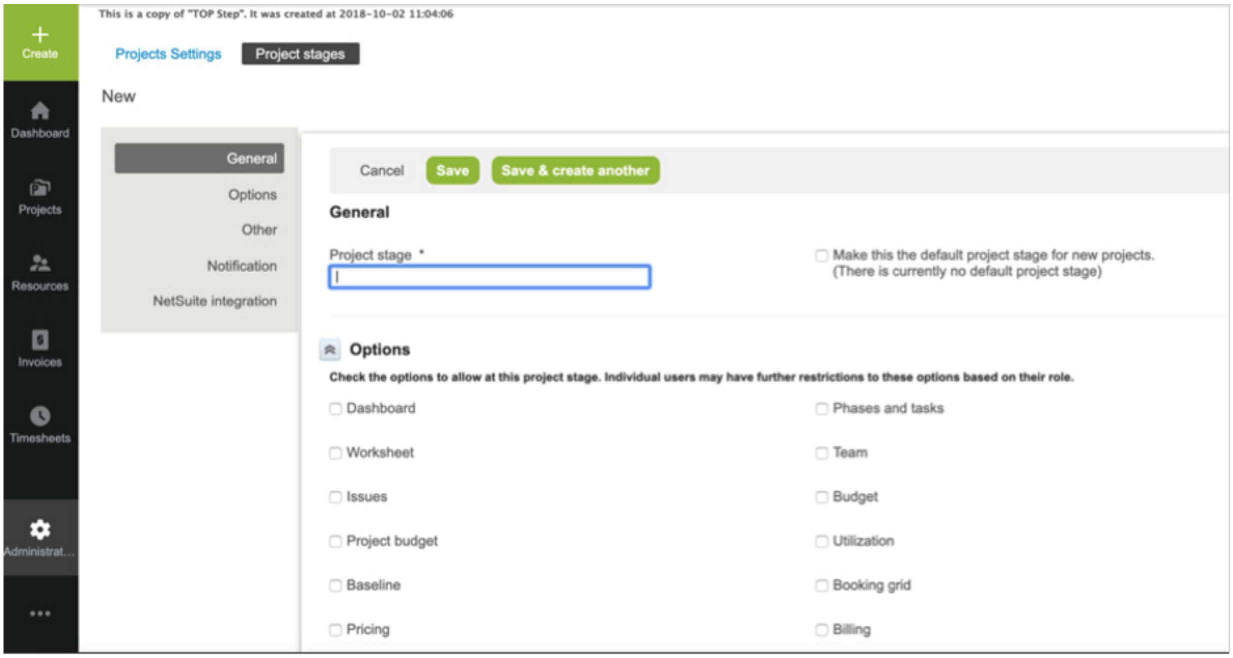
OpenAir project setup has a lot of components and requires administrative time. Project templates and the project copy functionality exist to reduce the complexity and effort required for this key activity in the system.

How

OpenAir project templates are typically defined as standalone projects used for copying as part of project setup. At a minimum, these projects have a naming convention indicative of the type of solution or project and a standard task structure that may already have users, named or generic, staffed to it.

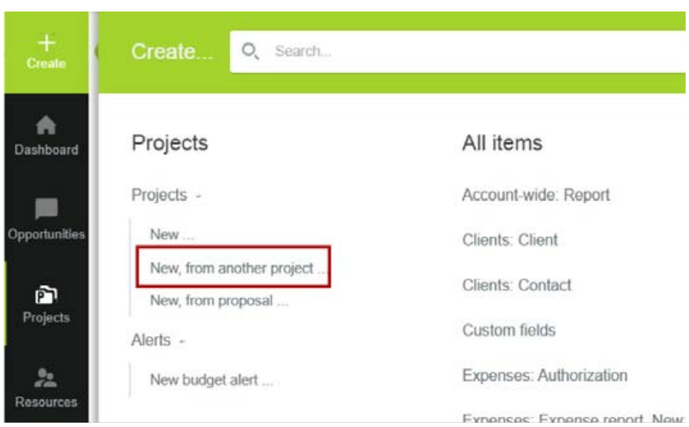
More robust templates also contain billing rules and revenue rules or standard issue/risk lists. Standard issue/risk lists may be common risk assessment items or project startup checklists that each project manager needs to perform.

Project templates are intended to be used as a setup tool. A project stage, called ‘templates’ is typically setup to hold all templates. To create a project stage, navigate to *Administration –> Application Settings –> Project Settings –> Project Stages* and create a new stage called Templates.

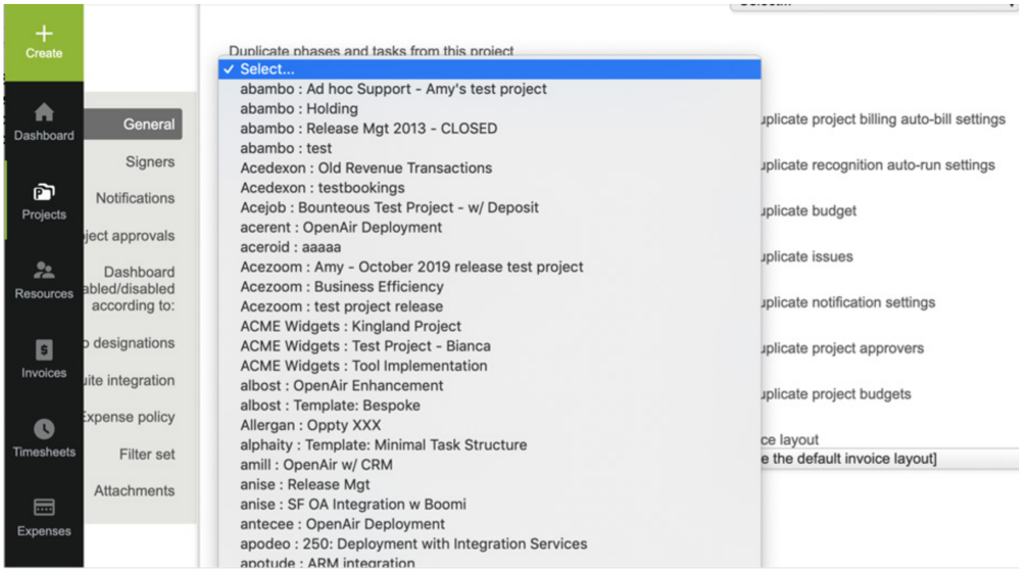


Create your OpenAir template projects with standard tasks and set the project stage to ‘Templates’. Add rules and other standard components for copying as desired.

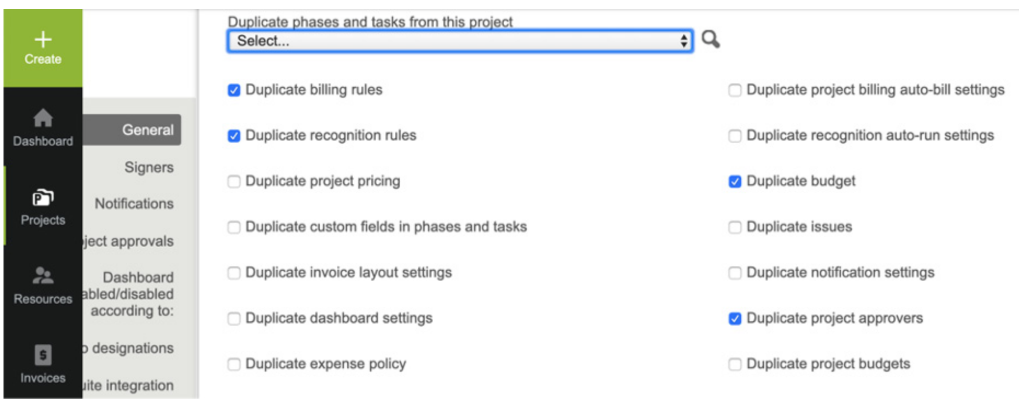
The project copy feature is part of the Global Create, which provides a ‘New, from another project’ option.



By selecting this option, the project properties form will appear. At first, it may look like nothing is different since all project properties fields are visible for completion, according to the form permission rules. A new field ,“Duplicate phases and tasks from this project,” will appear, however, that will allow you to select the desired project to copy for phases and tasks.

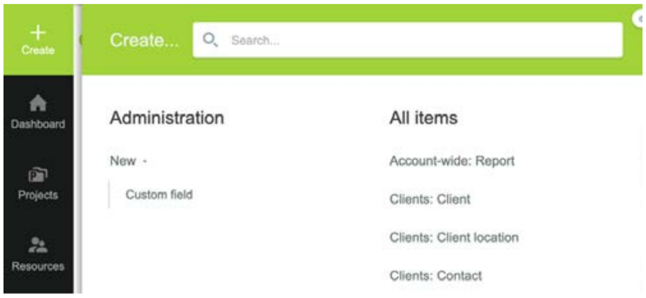


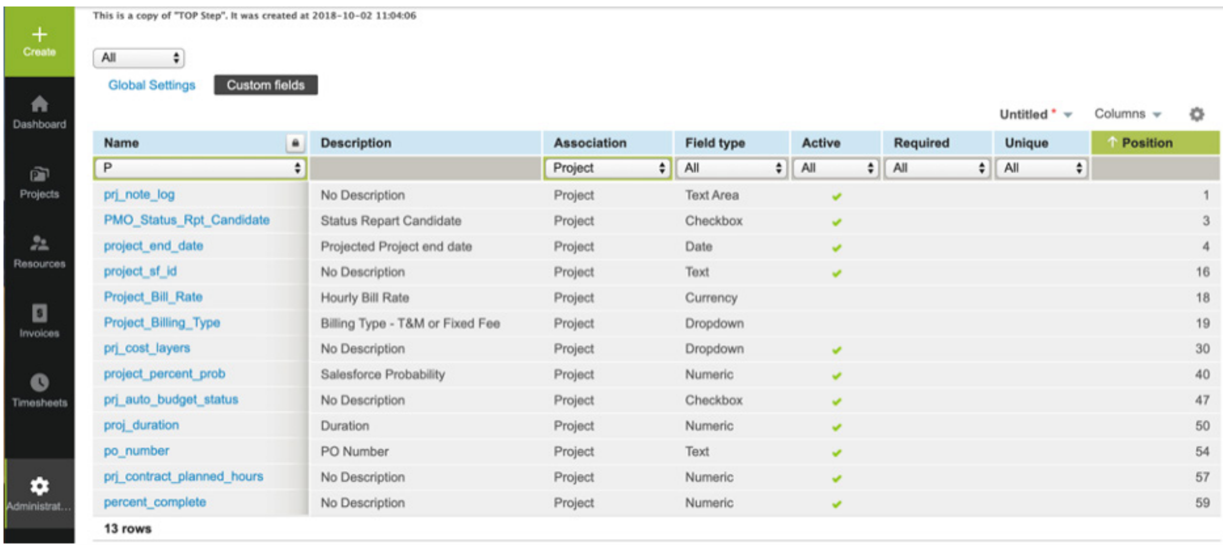
Below this option is a series of checkboxes that will allow you to copy other components of the template if desired, such as budget, approvers, and rules.

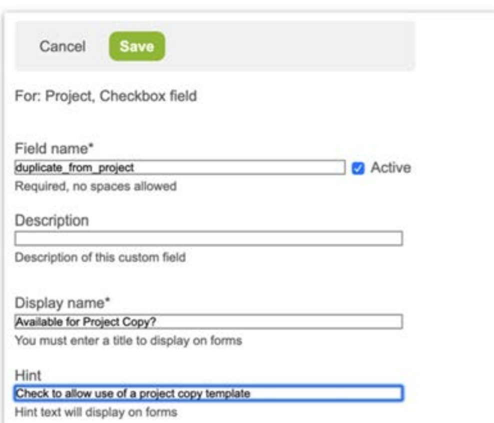


Initially, the project list from which you can copy will show all projects active with tasks. This list can be limited to a select set of projects that have been tagged to be a template. This template indicator control ensures users are copying from the standard project list and avoids propagating user setup issues from project to project.

To set up the template indicator feature, navigate to the *Administration –> Global Settings –> Custom fields* area. Select the option to Create [+] New > Custom field and create a checkbox custom field on the project with the specific name: duplicate_from_project.





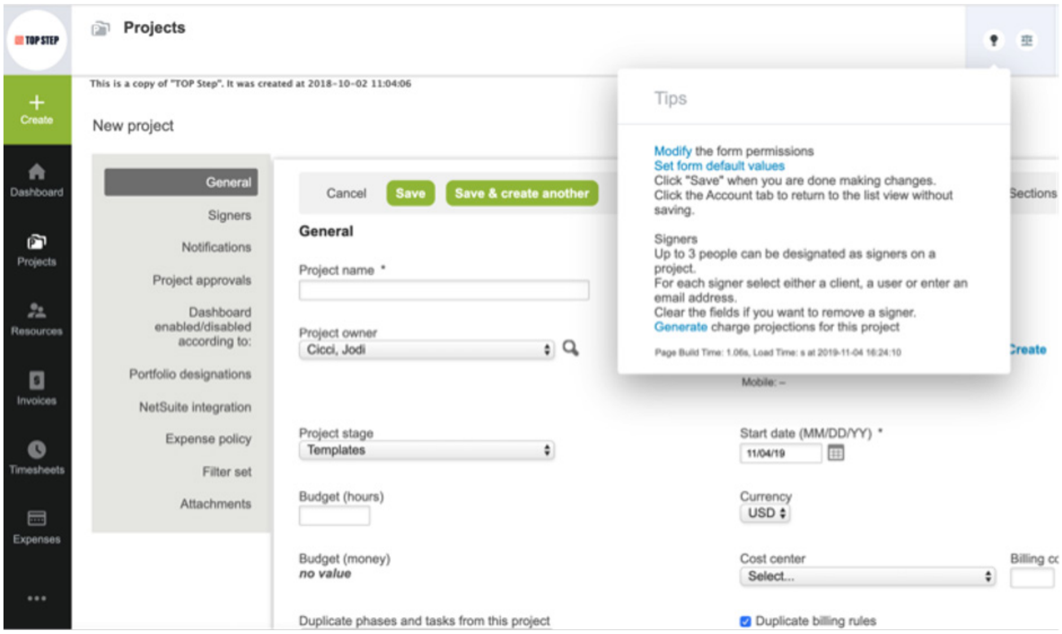


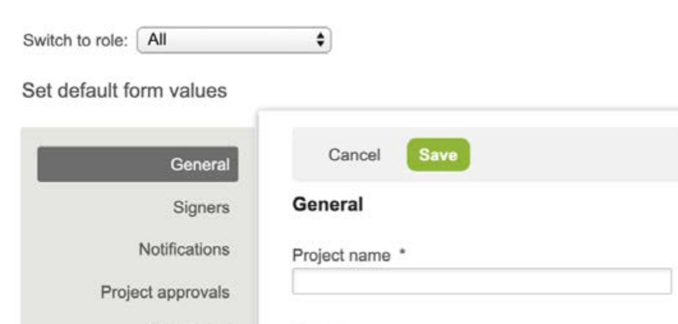
Once defined, navigate to the template projects under the Template project stage and check the box on the properties form. Check the box on any project from which you would like to allow project copying.

Now when a project copy is performed, the 'Duplicate phases tasks from this project' dropdown field will only display those projects with the template checkbox checked.

The ‘New, project from another’ option is a different form than the ‘New,’ project form and has its own form permission and form default value control. You can default which elements should be copied from the templates by accessing the form defaults of the project copy form.

To set the default values, from within a new, blank, project form ([+] Create > Project > New, from another project), select the lightbulb icon (top right of the screen) and select ‘Set form default values’ link.





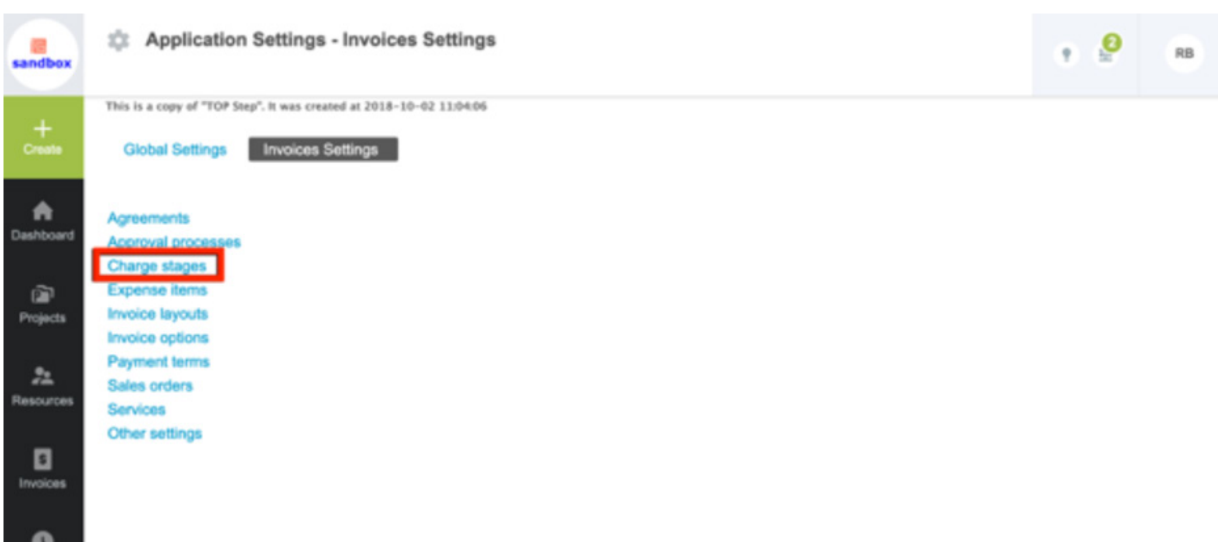
Form defaults can be set per user role or for all roles.

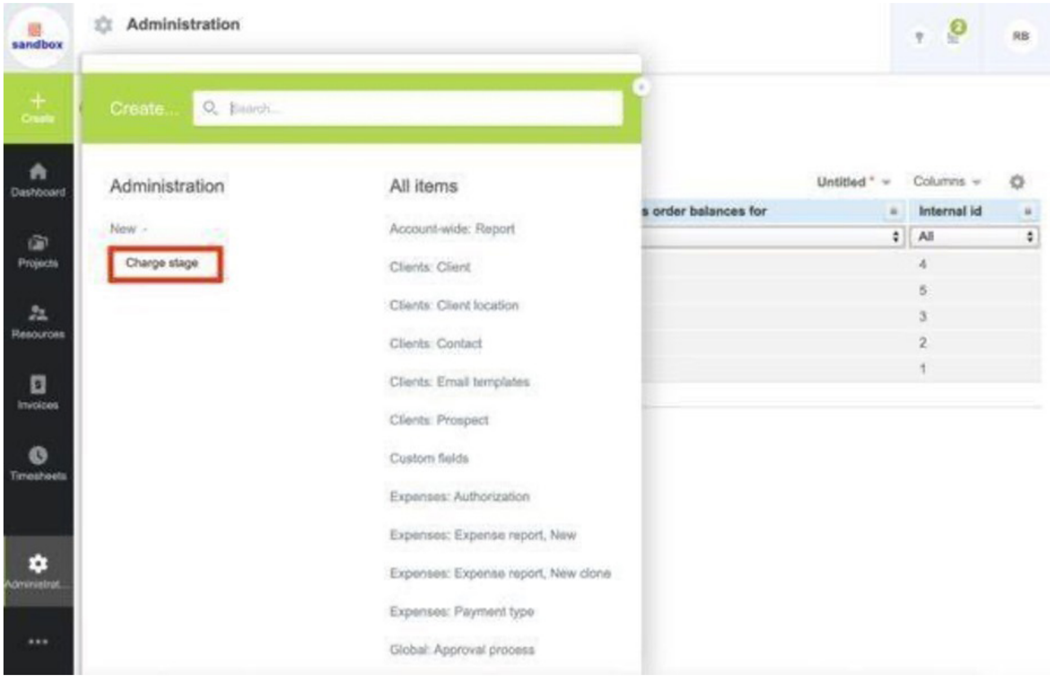
A word of caution

Project copy function does not copy field values on the project properties form. This is the main difference between clone and copy.

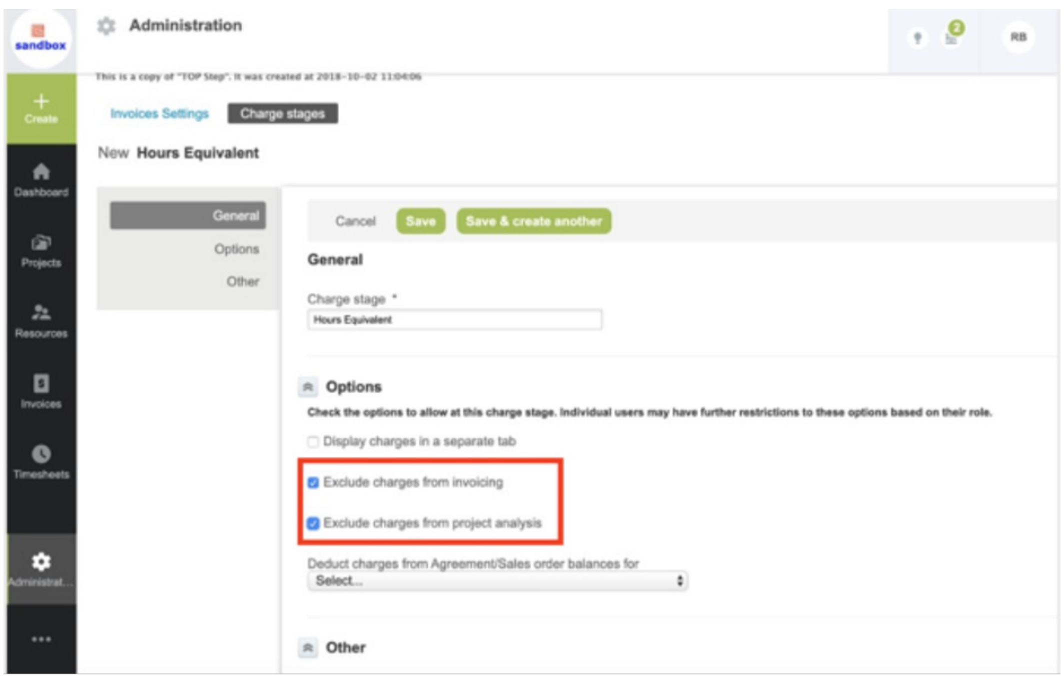
Removing Duplicate Charges from the Financial Analysis Project Report

Many customers have the need to invoice customers in a fixed fee manner or payment schedule, but also to do some analysis on the money value of time worked on the project. The setup usually followed is to add time billing rules to a project to convert hours into money equivalents for comparison to the budget and/or invoiced amount to date. Time billing charges in this case are not able to be invoiced simply since the fixed fee rules and defined payment schedule are controlling invoicing; the time charges are only used for reporting. To support this type of reporting, a charge stage may be setup to hold the time billing charges from fixed fee projects. Let's call the charge stage 'Hours Equivalent'. To ensure the charges in this charge stage are not invoiced, the setup of the charge stage allows for exclusion of invoicing.





Check the box to 'exclude charges from invoicing'.



There is one other option that is important, however, regarding charge stage setup and that is the option to exclude charges in the charge stage from the project analysis report. By checking this option, any charges in the charge stage will be ignored by the financial analysis standard report within the project. This removes the duplicate values under the income section and computed income amount fields so you have a more accurate financial analysis summary report for use.

Financial Analysis for "Acquisition to OA" Client: Zummaace		
Income	**Count**	**Total**
Hourly charges	360	US$66,465.00
Flat rate charges	0	US$0.00
Other rate charges	0	US$0.00
Expense item charges	56	US$8,803.62
Product charges	0	US$0.00
Total Income		US$75,268.62
Incurred Costs	**Count**	**Total**
Users time from Timesheets	475.3 hr(s)	US$67,123.50
Receipts from Expenses	56	US$8,803.62
Purchase items from Purchases	0	US$0.00
Total incurred costs		US$75,927.12
Profits summary	**Margin**	**Total**
Profit - Incurred cost vs. Income	-0.9%	US$-658.50
Profit - Incurred cost vs. Budget	*	US$-75,927.12
Budget summary	**% Used**	**Available**
Budget		US$0.00
Incurred cost vs. Budget	*	US$-75,927.12
Income vs. Budget	*	US$-75,268.62

Only charges not in Hours Equivalent (and other charge stages with the exclude option enabled) will appear in the analysis report found under the Financials drop-down menu (or Analysis link, based on your User Interface settings).

Now you can use NetSuite OpenAir's custom calculation feature to create a new reporting field called 'Hours Equivalent' or something that only holds charge values from the Hours Equivalent charge stage. Easy-peasy to compare invoiced and budget to converted time effort now and monitor burn of project delivery!

Overriding A User Cost to Accommodate Project or Task Level Differences

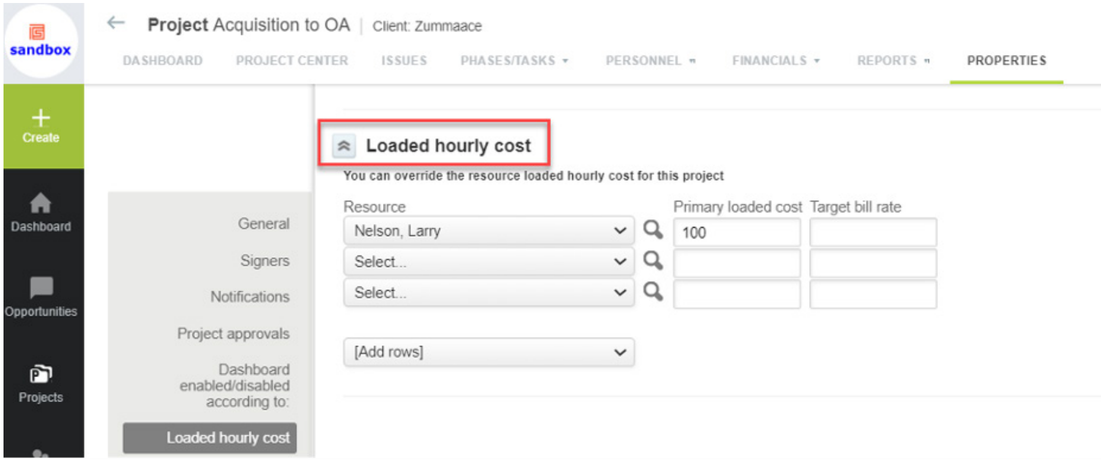
Did you know you could override user costs to accommodate project or task level differences?

There are typically two situations in which the cost associated to a user is not necessarily the same cost that is recognized for the work performed by that user on a specific project.

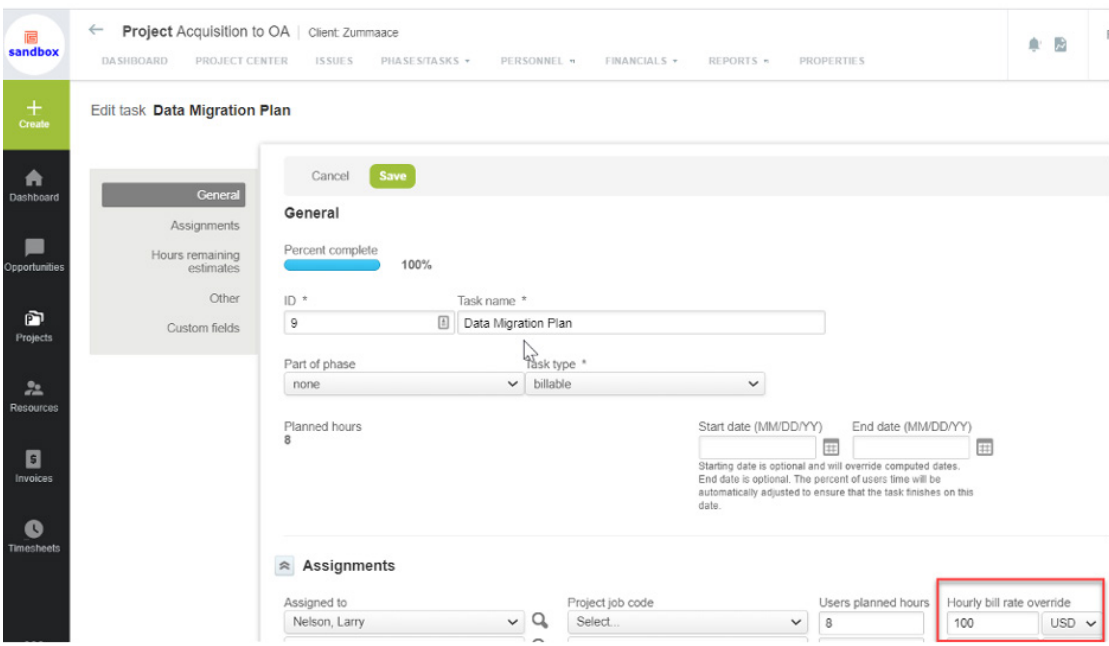
The user is a subcontractor with variable rates by job or type of activity.

The user is a resource from another cost center or region in which there is a standing agreement regarding cross-charge rates

To accommodate these scenarios, NetSuite OpenAir provides the ability to override the user's cost rate on the project and/or the task level forms. When the switch is enabled, a new section appears on the project properties form called: Loaded hourly cost.



For each resource associated with the project, a new hourly cost may be entered. This cost is a replacement of the user's cost for any time recorded against this project. If you have multi-currency, you may choose to set the currency association as well. The task level handles the cost override as part of the task assignment section:

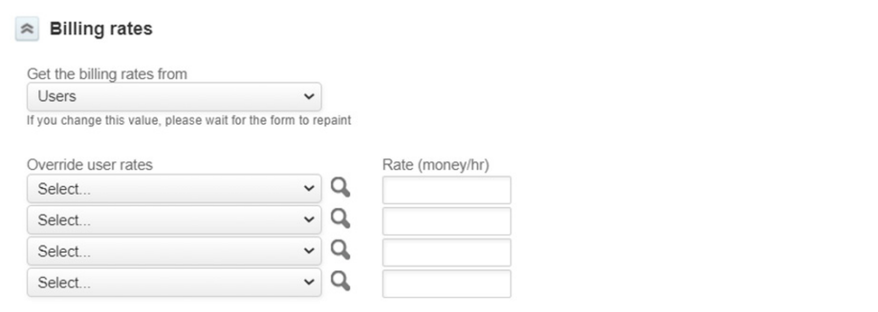


Using this feature introduces a change in reporting fields for cost values related to timesheets. When the feature is not active, the only option for timesheet cost is Timesheets — All user cost. When the feature is active, the reporting values double related to cost. A Timesheet — All actual user cost and a Timesheet — All current user cost value will appear in reports to provide cost information. The Actual User Cost value is pulling the override cost rate from the task level, or project level if task is blank or inactivated, or user level if no overrides have been set on the projects. The Current User Cost always pulls the cost rate from the user cost table. The Actual User Cost values provide a more accurate margin and profitability based on fluctuation of user costs.

To activate this feature, contact NetSuite OpenAir support and ask for 'Enable loaded costs for projects', 'Enable loaded costs for tasks', and complement it with the 'Enable loaded cost currency overrides in projects and tasks' if you use multi-currency.

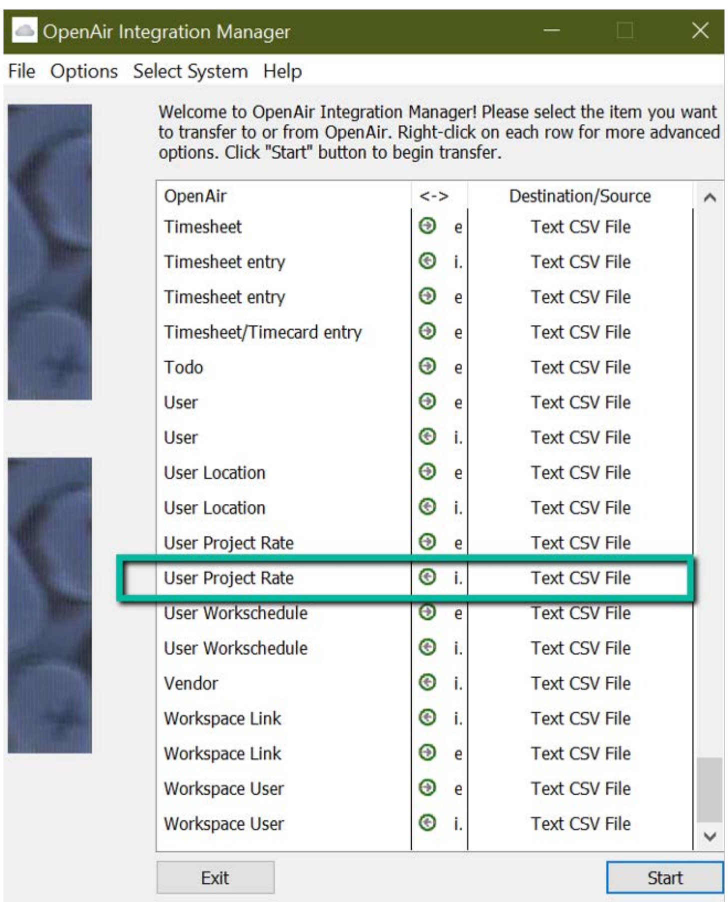
How to Update the User Project Rate in Billing Rules with Integration Manager

When setting up a time billing rule within a project, Open Air gives you the option to set the Billing Rates for that specific rule. If the option (Get Billing Rates from : Users) is selected, then one has the option to override the user rate on the billing rule. Typically, this override is set up upon the billing rules creation, however you might encounter a time where a particular user's override rate needs to be updated in bulk.

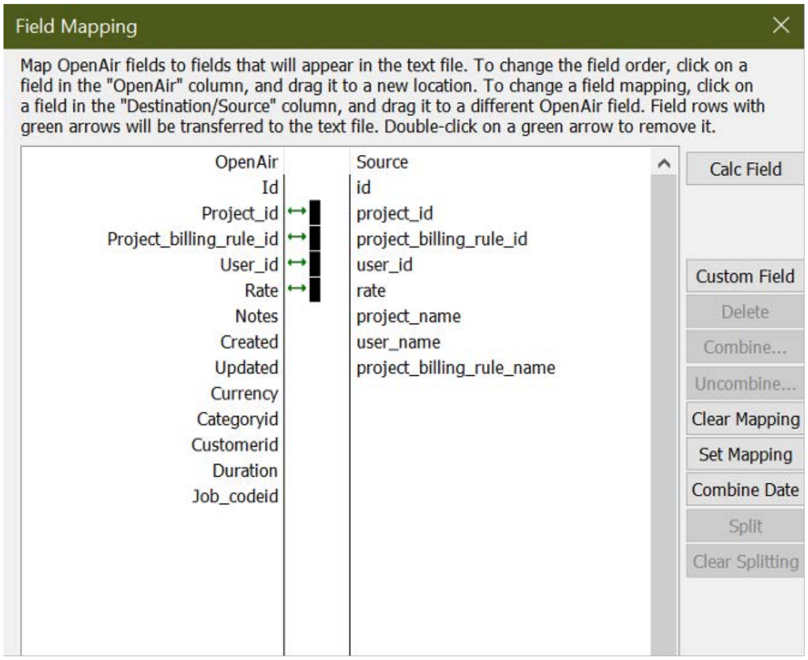


Use the UPRate

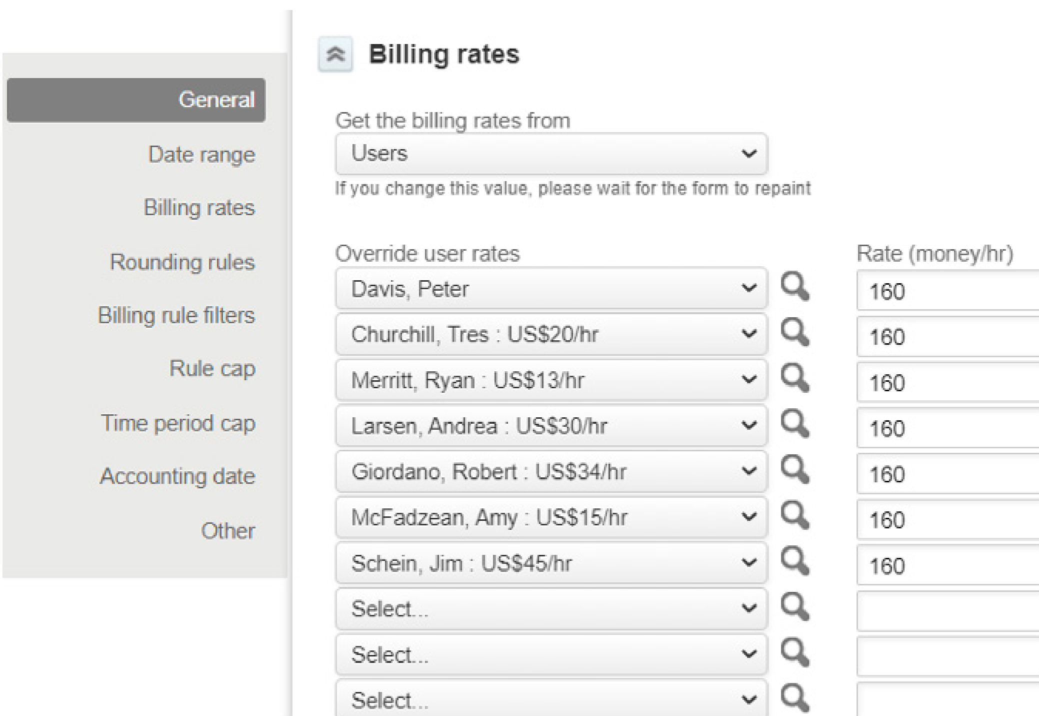
The User Override Rate is not stored in the Project Billing Rule table, So you will have to use the table *User Project Rate* in order to make your updates to the project billing rule.



You will create a .csv load file with the headers of: Billing Rule ID, Project ID, User ID, Rate and map as follows



After successful completion of the data load, multiple projects and multiple billing rules will have been updated with User Override Rates.

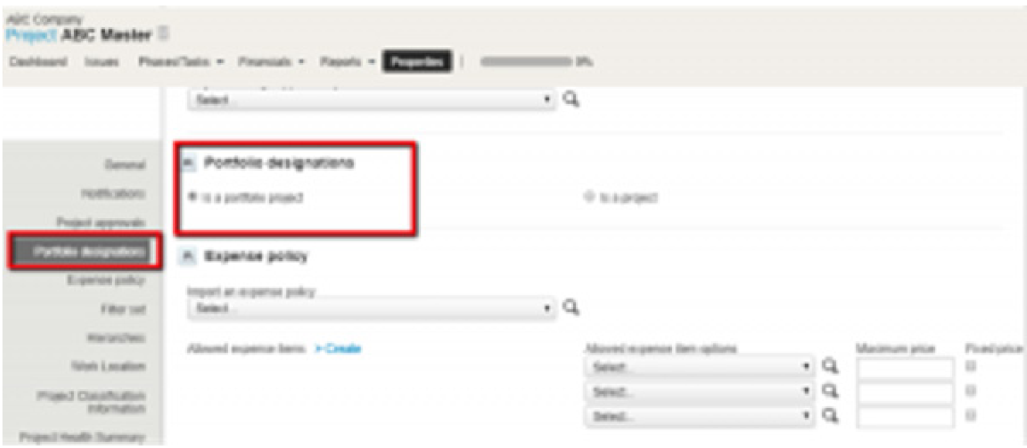


How to Implement the OpenAir Portfolio Project Feature

Companies may receive one contract from a client that may need to be divided between multiple projects. As work is being done on these projects, billing may need to draw down from that one contract amount to ensure that the agreed-upon amount has not been exceeded. With the OpenAir portfolio project feature, you can apply one billing cap across multiple projects.

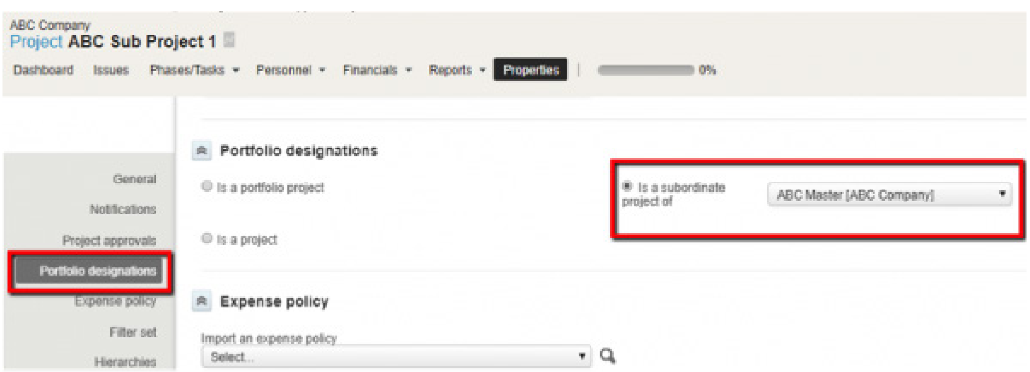
How to designate a project as a portfolio project:

On the project properties form under the Portfolio designations section, check the option ,"Is a portfolio project,".

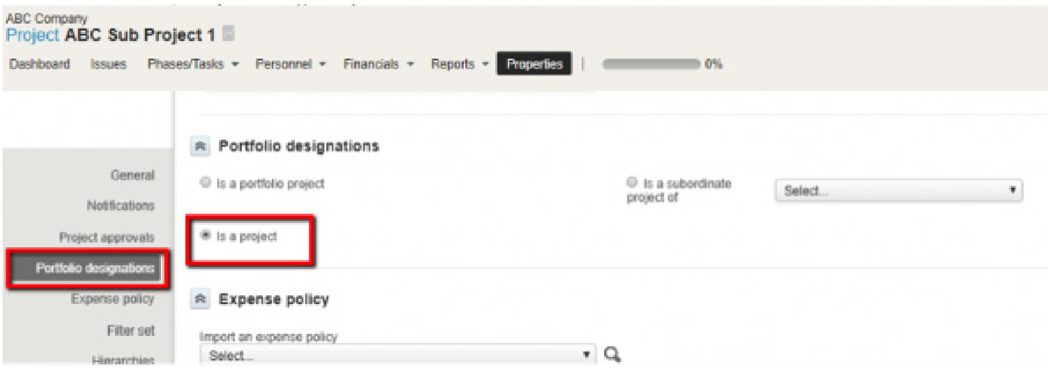


How to designate a project as a sub-project:

On the project properties form under the Portfolio designations section, check the option ,"Is a subordinate project of," and then select the portfolio project that it should be a part of.



If creating a new project, the project will first have to be saved as ,"Is a project," and then can be designated as ,"Is a subordinate project of,".



NOTE: If the ,"Is a subordinate project of," is not showing on the project properties, it means that there is no master project under the Client of the project you are trying to associate.

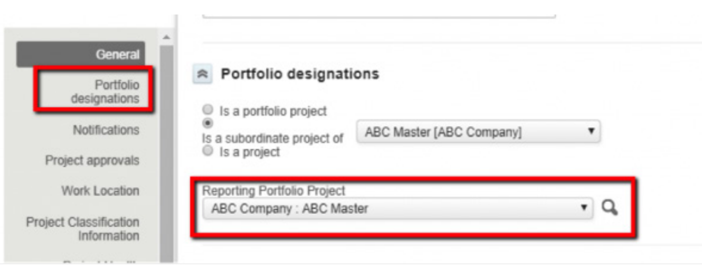
Billing Rules:

Billing rules can be created on the portfolio (master) project and when the billing is run on portfolio projects, the billing rules will automatically apply to all sub-projects. For example, if a billing rule was configured at the portfolio level and a cap has been established, that cap will apply to all projects within that portfolio project.

Billing rules can also be created on the individual sub-projects and roll up to the master portfolio project.

Reporting Portfolio Projects:

In order to pull the master and sub-portfolio projects into a report, a custom field has to be added to the Properties form and the master project must be selected on the sub-projects properties form. To alleviate this extra step in connecting the projects for reporting purposes, you can develop an OpenAir script. *If you need assistance with developing the script*, reach out to Top Step and we would be happy to assist.



If you want to take advantage of this feature, contact OpenAir support with a request to enable the ,"Enable portfolio project feature," internal switch on your account.

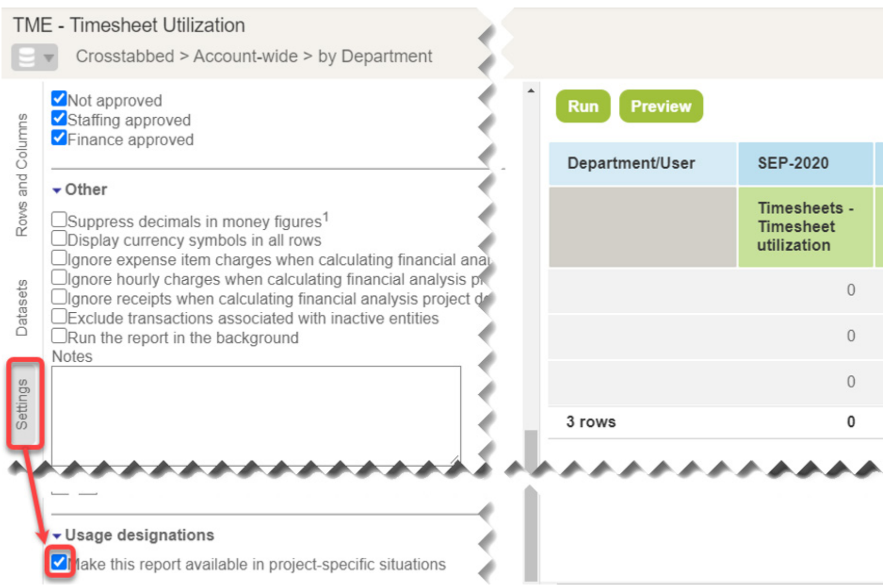
Reporting

Creating Project Specific Reports in OpenAir

OpenAir has the ability to filter and aggregate values for reports in project-specific contexts without the need to set a filter in the report directly. Because the reporting Project filter does not allow for meta-data filtering (e.g., ,"My Owned Projects,"), to create project-specific reports, you would need to have one report for each project.

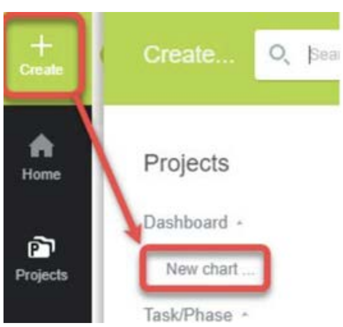
The ,"Make this report available in project-specific situations," option in report settings allows you to add the report either as a dashboard chart, or quick access report in the project's report tile. When being accessed from the project's dashboard, OpenAir will automatically filter the report results to the project from which the user is accessing.

To mark a report project-specific, navigate to the Settings pane on the left-hand side of the report and check the, "Make this report available in project-specific situations," box:

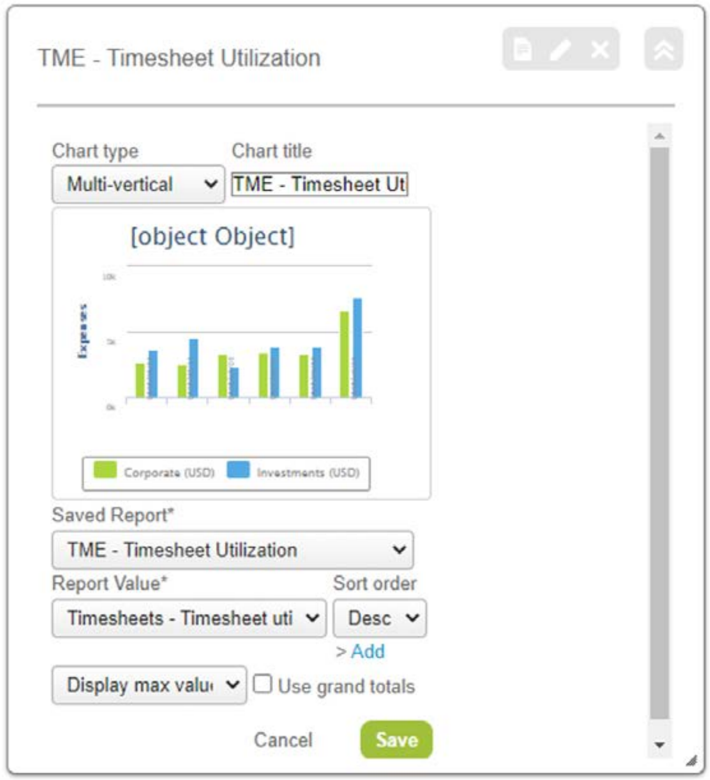


Key traits of a functional project-specific report

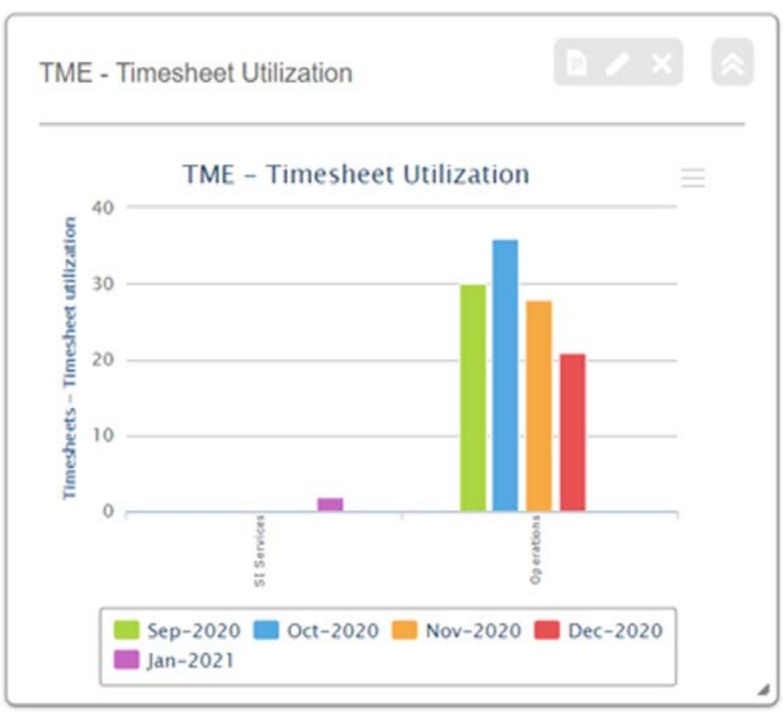
When creating a project-specific report, it is important to remember that to use it for a chart, you must have a reasonable metric measurable over a period of time. For example, you may wish to capture a single department's trend month-by-month, or a several department's values for a single month. To add a chart to a Project dashboard, within the Project, click ,"Create (+) : New dashboard," and choose the report you wish to add:



In this example, we can use a Multi-Vertical Chart which will give each measurement from the report for the rows within the report:



Example chart:



When you access the report from the Project dashboard ,"Report," tile, it will automatically filter the results to the Project from which you are accessing:

Color Coding : 0-50 >= 100

show all hide all re-run report

Department/User	SEP-2020	OCT-2020	NOV-2020
	Timesheets - Timesheet utilization	Timesheets - Timesheet utilization	Timesheets - Timesheet utilization
Operations	30%	36%	28%
Gates, Jack	91%	95%	48%
Humber, Bill	86%	100%	48%
Ellis, Ed	0%	20%	74%
SI Services	0%	0%	0%

2 rows (3 sub-rows)

What's an Accounting Period Got to Do with a Project Manager?

During the accounting period, a company gathers and organizes its financial activity. This is used to create financial statements at the close of the accounting period. The accounting period can be considered as the time taken to complete an accounting cycle of the business.

Within most professional services organizations, there is the need to associate separate accounting dates with transactions as well as financial reporting on a specific date that might differ from the transaction date.

Enter the Accounting Period Function

The Accounting Period functionality allows OpenAir users to associate an additional accounting date with a transaction. The user can then configure financial reports to leverage the accounting dates, rather than the original transaction dates. The accounting date functionality is enabled with the accounting period functionality. One does not exist without the other.

To Enable this feature, contact Support to enable the internal switch: *Enable the accounting period feature to manage transaction dating*

Once this switch is enabled, the following module transactions will now have an accounting date field displayed.

- Charges
- Invoices
- Receipts
- Expense Reports
- Time Entries
- Timesheets
- Revenue Recognition

To create specific accounting periods:

- Navigate to Administration > Global > Organization > Accounting Periods
- Select the create button and create a New Accounting Period
- Name the accounting period (Example: P1 2020)
- Select the start and end dates for the time periods
- Select the Active checkbox
- Click Save

Note: One can limit the functionality of this feature with permission rules or by updating the form permissions to allow for (Required, Read Only, or Hidden) per role.

The use of accounting periods within OpenAir improves the data validation of the company's performance through its financial statements since they are based off of a fixed period of time, rather than a month end date.

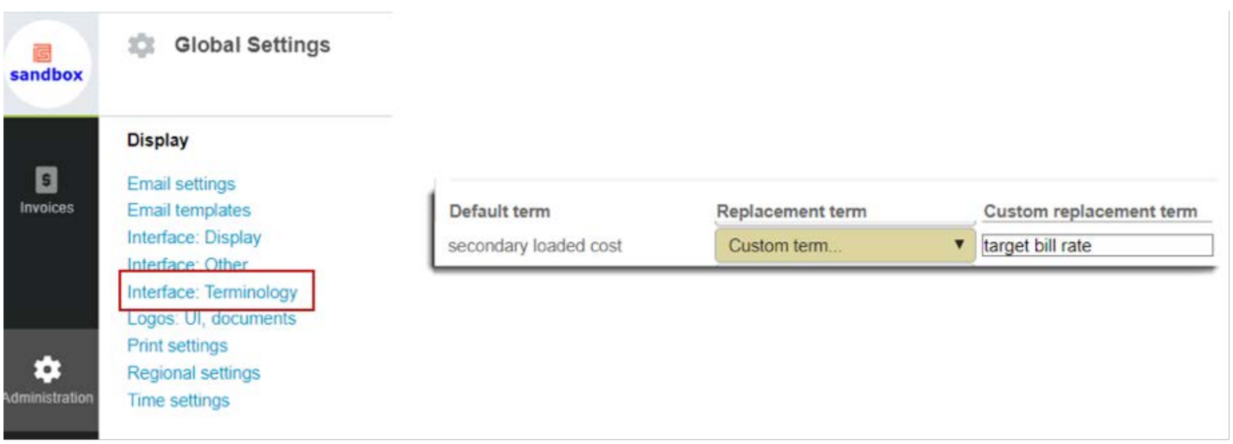
How to Use Secondary or Tertiary User Cost to Track Target Bill Rate

If you set target bill rates for your users, you can report the average bill rate against the target. There's no standard feature to support this but using secondary or tertiary cost works well.

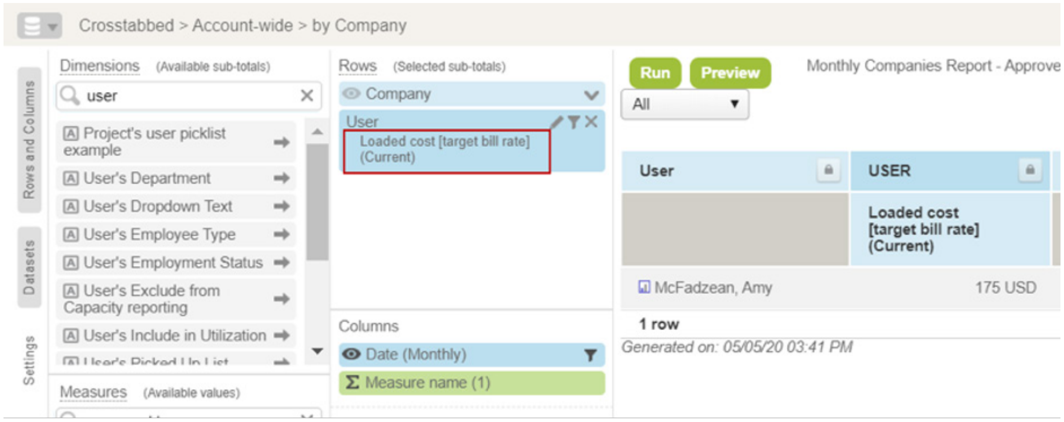
NetSuite OpenAir allows you to track up to three levels of cost for users. If you only see Primary Loaded Cost for users, you can request one or two additional cost levels. Each cost is tracked independently and can be reported separately.

Once you have the additional cost level enabled, you can rename it to **'Target Rate'** in

Administration > Interface: Terminology



In your average bill rate report, just add the resource detail field 'Current loaded cost [Target Rate]'



Often Missed Filter on Account-Wide Crosstabbed OpenAir Reports

When creating an include filter on Account-Wide Crosstabbed OpenAir reports, make sure you choose the ,"[No]," as part of the filter. Otherwise, any other field on that report that doesn't use that field will not show correctly.

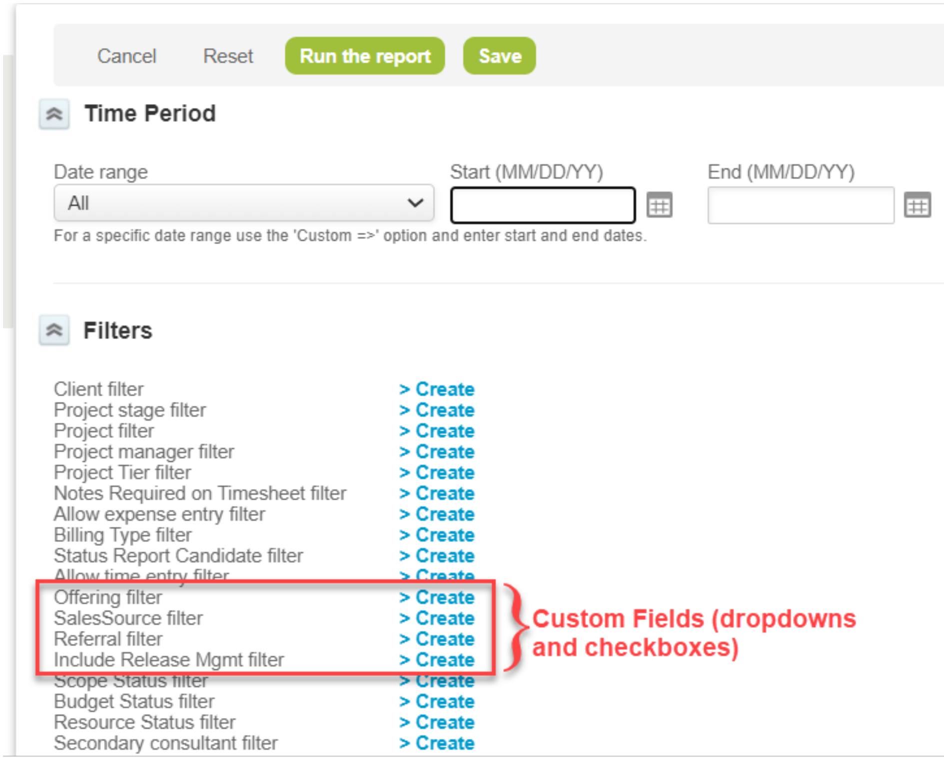
Example: Crosstabbed report showing bookings and actual hours, filtering on a specific booking type will mess up the actual hours column unless you also filter on, "[No booking type]," because time entries don't have a booking type.

Using Custom Fields Instead of Filter Sets in OpenAir

Did you know you can use custom fields instead of filter sets for pending billing and recognition reports in OpenAir?

For many years the only way to limit projects included in the Pending Billing or Pending Recognition was using a standard set of OpenAir fields including customer, project, project stage, and project owner or by setting up a billing code schema to include certain projects. To address regional ownership of projects, many times these standard filters were difficult to use since none of these single filter categories aligned with a region, so filter sets were implemented. As projects were set up, they were associated with a specific regional filter set and that filter set was applied to the pending billing report to control project inclusion. There is another way that will support the inclusion of projects in these Pending reports as well as support flexible reporting within other reports such as summary and detail reports — use of custom fields. In a recent release, any custom field that can be included in a report filter (such as a dropdown, checkbox, and so forth) is automatically available on the Pending Billing and Recognition report. This provides an ability for your project to have one or many ways to be categorized and included or excluded from the report by region, department, or any other segmentation you desire to align with your organizational structure.

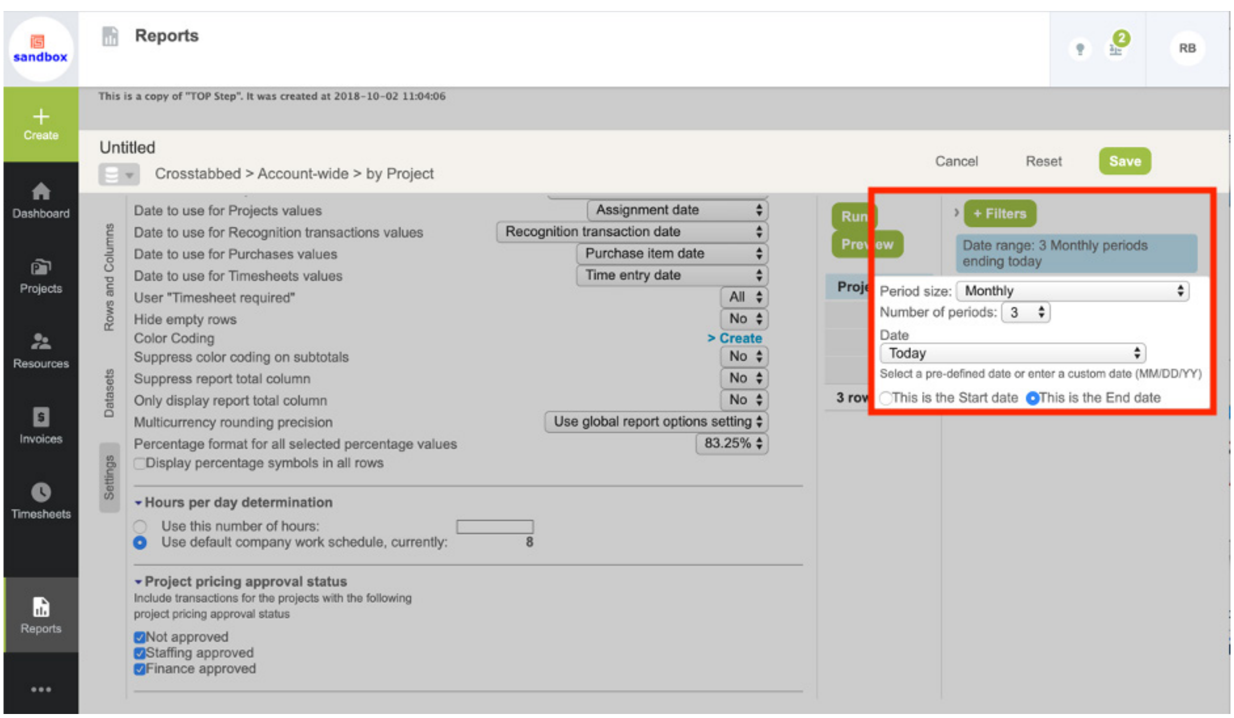
Simply add a custom field definition to the Project form that has a defined set of values (dropdown, checkbox, radio button) and populate it across your projects. The field will automatically appear as a filter option on the Pending Billing and Pending Recognition reports.



Now let your Finance team know about the customization and how to use these fields on the Pending Billing and Recognition reports. For even more efficiency, save regional copies with the filters preset and share them with the regional Finance owners!

Need a Reference Guide for all Those Reporting Fields in NetSuite OpenAir?

Many of us, when using reporting, may read the hover pop-up that describes the definition of a field.



Some are quite large, and the print can be quite small. And then you move your cursor just a bit and it disappears — thus the nature of hover pop-ups! For a more permanent and reference-oriented solution, consider running the Advanced Report Summary Report Values. This report has been a part of NetSuite OpenAir for many years and existed even before the hover pop-ups were added to the system explaining the fields.

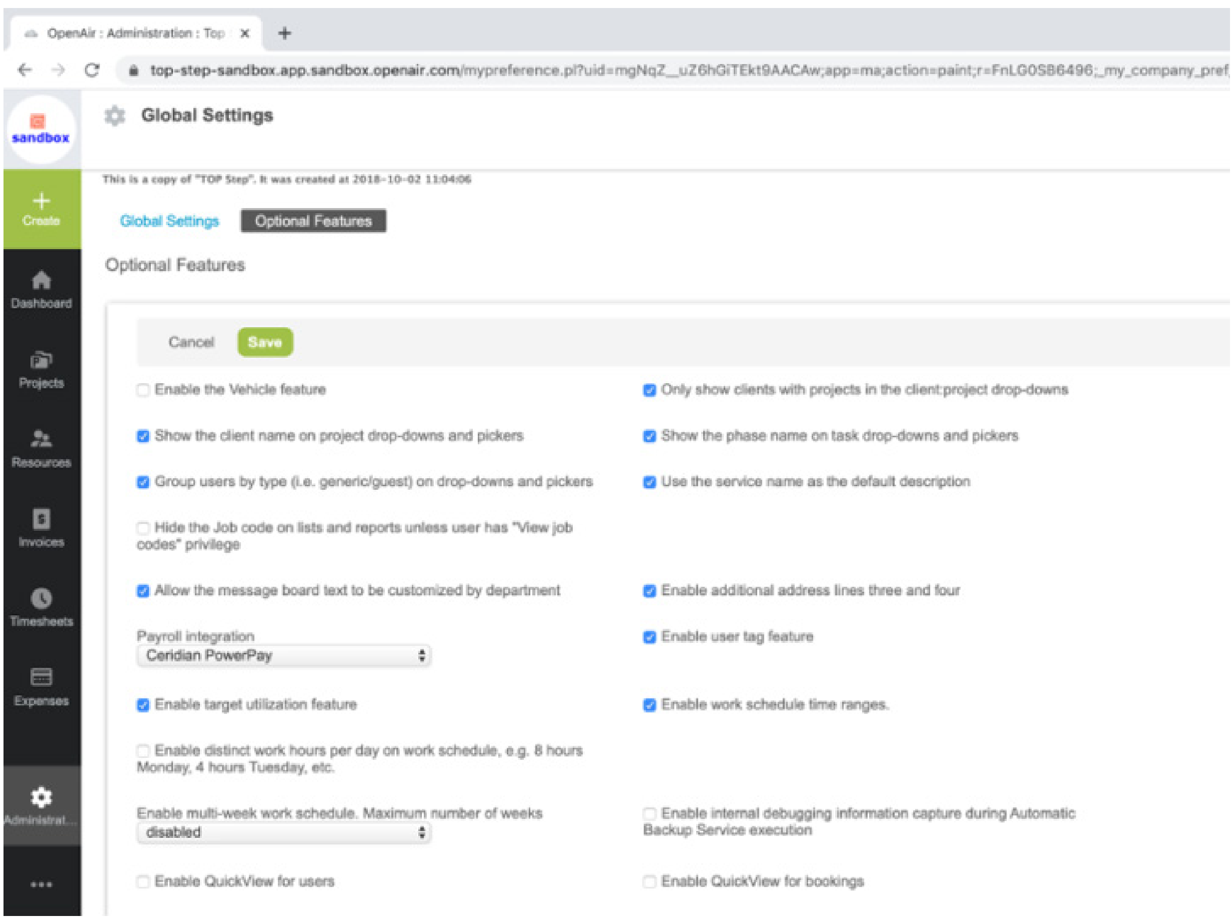
When you run the report, you can pick a cluster of summary values by Module/Entity such as Timesheets, Projects, etc. to display/download for future reference. The information you display is more detailed than the hover pop-ups.

How to Remove Inactive Resources from Your Company Utilization Reports

Do you ever wonder how you can easily remove inactive resources from impacting your company utilization reports in OpenAir?

Utilization reports present challenges sometimes if you have staff turnover. Staff that starts in the middle of the year should not influence historical utilization roll-ups prior to their arrival, and likewise, staff that leaves the company should not impact utilization roll-ups after they depart the company. One solution for this is using the User Target Utilization feature to control when a resource contributes to utilization roll-ups and when they should not contribute.

The User Target Utilization feature can be activated from the Administration module under *Global Settings -> Optional Features.*



Once enabled, a new link appears on the user account record.

The Target utilization feature provides a date-based table in which you enter the user's 'target' % for utilization. Some companies will use this as the billable utilization % value for compensation, other companies will use it simply as a control of who should count in utilization and who should not (meaning the utilization value 100% or 0%). Either definition can yield the same result, however — when does a user contribute to the roll-up of a utilization value (such as department utilization, region utilization, etc.)

How it works:

When a user joins the company, set the 1st entry of the target utilization field to their start date and the value of target utilization — 100% if you just want to know they are included in utilization reports or some other non-zero % value if you want to use the field as an actual target measurement.

Create a utilization custom calculation that uses 'target hours' or 'base target hours' as your denominator in the utilization equation. The value of target hours or base target hours will be the work schedule hours multiplied by the target utilization %.

Create your utilization report to have your new target hours, timesheet hours, and custom calculation % value.

When the user leaves the company, add a new row to their target utilization table on their user record set to the date of the day after their last day of work and a % value of 0%

Here is what happens:

If you run a report for the timeline BEFORE the person joined the company, they will not appear on the report since they have 0% or 0 target hours by default, which then computes a null or '*' value of actual utilization, and they should not have any time values. The report row will show all 0's or '*' for the user and if you have 'hide' on the empty rows option in the report, the user will simply not appear.

If you run a report for the timeline AFTER the person leaves the company, they will not appear on the report since they have 0% or 0 target hours for the timeframe based on your last entry in their target utilization table. This computes a null or '*' value of actual utilization. The user should also not have any time values since they are no longer working for you. The report row will show all 0's or '*' for the user and if you have 'hide' on the empty rows option in the report, the user will simply not appear.

If you run a report for the time during which they are an employee, the target hours will show the % of work schedule hours adjusted by the target % utilization value, they will have time in the system, and the custom calculation for utilization will have a % value.

If you run a report for a timeframe that includes before, during, and after, the null values or '*' values caused by dividing the utilization calculation by 0 target hours will not be added into the average utilization totals. Unlike the value of 0 which gets averaged in and drags down the entire average for the subtotal or roll-up report. The nulls for before and after their employment will not impact the roll-ups but the time during which they are an employee will be included in the roll-ups. Over time, as the timeframe of the report advances, then eventually the people that have left the company will drop off the report as their rows will eventually be all 0's or null.

How To Remove The Generated Date-Timestamp From Downloaded Reports

Did you know you could remove the 'Generated' date-timestamp from downloaded OpenAir reports?

NetSuite OpenAir reporting is capable of quite a bit of reporting but there are plenty of occasions where people just want to download information into Excel for pivot table use during data analysis. By default, report downloads in NetSuite OpenAir have 2 additional rows at the bottom of the downloaded data — a blank row and a message stating 'Generated on: ' where date and time is the date and time you ran the report.

If you forget to delete this last line, any pivot table or sorting you perform may pick this lineup and cause a bit of

Partner	705097.05
Website/Newsletter	134351.16
	2255061.26
Generated on: 05/21/20 11:51 AM	

confusion in your overall result.

You can have this generated message removed automatically from data downloads by contacting NetSuite OpenAir Support and having the internal switch enabled to 'disable date and timestamps on reports'. This is a global option, however, so consider carefully if others are using this information for reference such as comparing month to month snapshots downloaded and saved. The blank line at the bottom of the data still remains. This tends to have less impact on sorting and pivot tables.

Filtering Data on Reports While Viewing Them in OpenAir

Did you know you could filter data on OpenAir reports while you are viewing them?

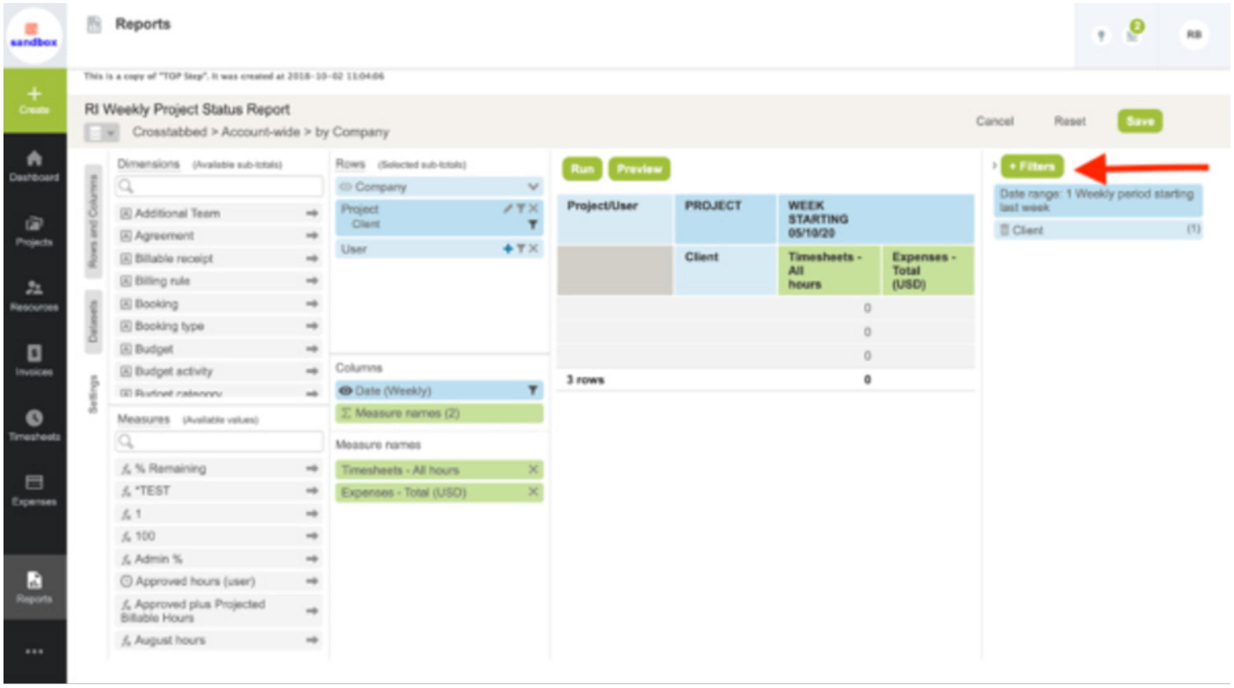
Crosstabbed (summary) report creation in NetSuite OpenAir certainly has a wide variety of content filtering, subtotaling, timeframe control, and many more options. After running the report and viewing the displayed information, there are times when you want to dynamically filter the information being displayed. What this means, though, is

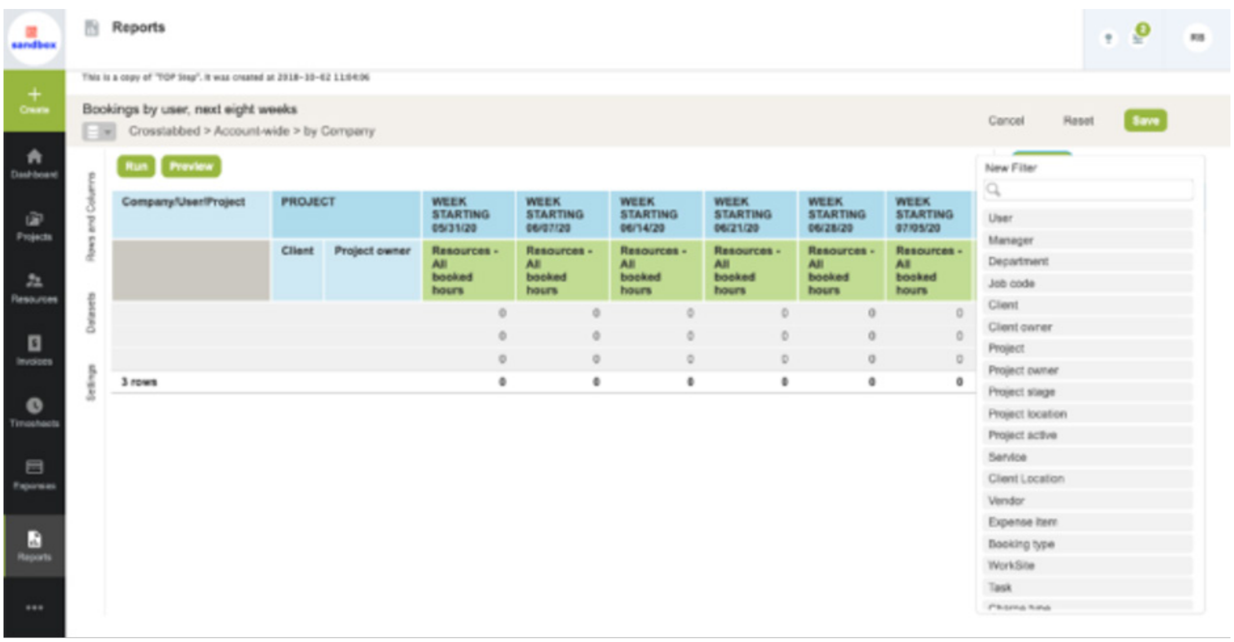
- Scrolling to the top of the report
- Clicking on 'Modify Report'
- Adjusting the report form configuration
- Clicking Run to review again

What if you run a report across all of your customers, or projects, or users, etc. and just want to filter on the value of the information being reported. For example, give me a list of projects with negative margin money values? The report configuration doesn't have value filtering control when it comes to reporting money or hours, as examples. Filtering on the report form only supports data list filtering like filter by client, those dropdown custom fields you put on the projects. What many people do is run a comprehensive report, download it into Excel, and then use Excel filtering/sorting features to analyze the data. There is an online option in NetSuite OpenAir to consider instead!

After running the report and displaying the information for review (not downloading), you have access to a page filter dropdown in the upper right corner of the report results.

Pull down this menu to display 'new filter' options. Setup the filter to look at certain rows (by subtotaled items) and certain columns (by reported values) for certain values.





When you click OK, the filter will be applied and you can re-run the report to display only the row results that match your request.

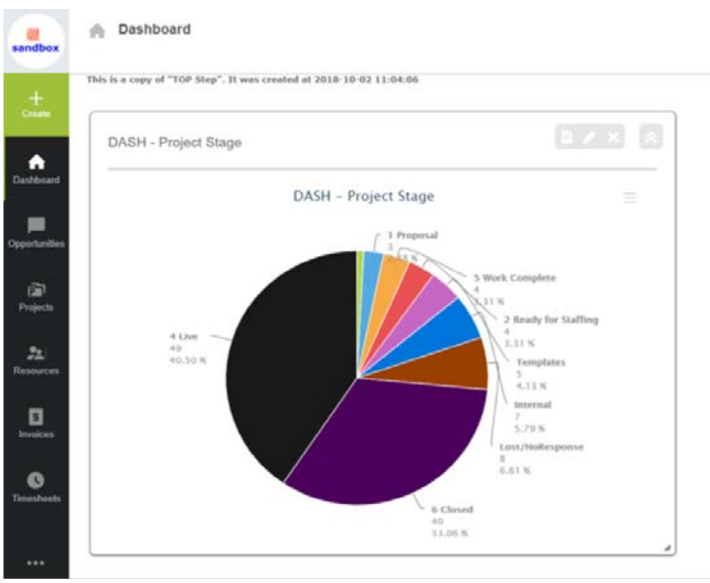
To enable the feature which shows which filters were in place when the report was run, after the report has been downloaded as a CSV or PDF, submit a case to NetSuite OpenAir support and request the 'enable display filter on reports' feature. One important note — the display filter will only appear on report results from reports that you run within the Crosstabbed tab. Any saved reports run, although they may be cross-tabbed, will not display the filter summary.

Using the OpenAir Count Field in Detail Reports

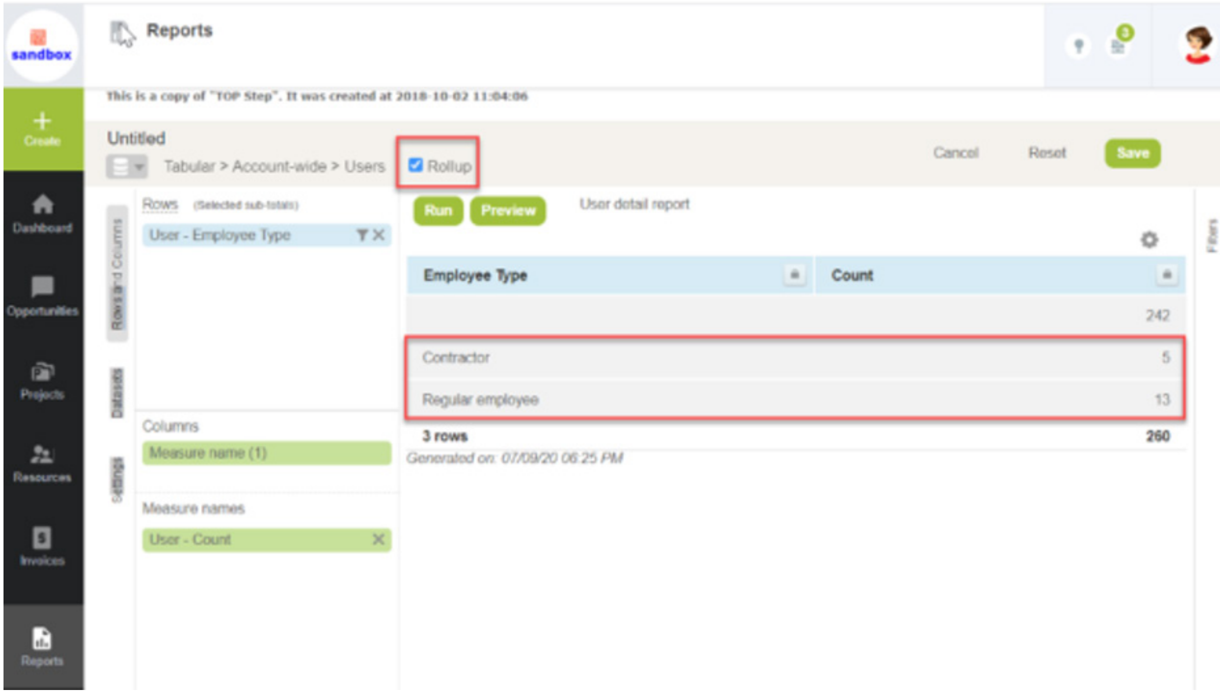
Did you know you can report on the number of projects by stage or users by user type? Using the OpenAir count field, you can report on the count of almost anything in detail reports with this easy tip.

Let's start with a project-by-project stage report. Just create a project detail report and report on the project stage, project name, and 'count.' Be sure to select the 'Subtotal rollup' checkbox.

Take it further by creating a dashboard chart from the saved report:

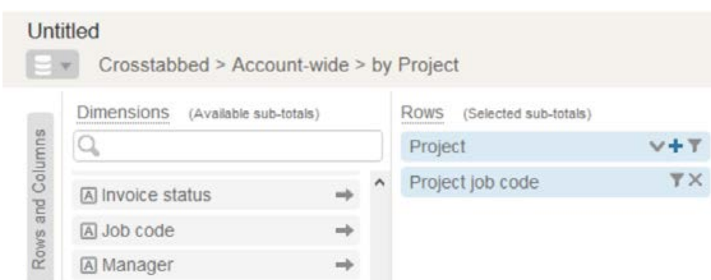


This example shows a user detail report that counts users by a custom field called 'Employee Type.'



Need Project Job Code as a dimension and filter on Crosstabbed Account-wide

Did you know the OpenAir Report Interface now supports the dimension Project Job Code as a subtotal row value? You can also filter by Project Job Code on Crosstabbed, or formerly known as Summary, account—wide reports.



How to Prevent Users from Creating or Modifying OpenAir Reports?

If ever you wish to limit a role to only shared reports, and not be able to create or modify OpenAir reports on their own, you can do so by setting the following role privileges:

UNCHECKED:

- View account-wide reports
- View the user login detail report
- Share saved reports
- Modify shared reports

- View all saved reports
- Specify report usage designations
- Specify report filter sets
- View status of all running reports
- Stop own running reports
- Stop any running reports
- View the script deployment log report
- View the web services log report

All ,"View reports," privileges within each section (there are several)

CHECKED:

- View shared reports
- Download reports

The users will see only ,"Shared reports," on the Reports menu. They will be able to run and/or download the resulting reports, and they can use them in dashboards as normal.

How to Use Custom Time Ranges to Expand Your OpenAir Reporting Options

Are you hard coding a lot of dates into your reports? Is your fiscal year offset from the Jan-Dec calendar? You may be missing out on using a key feature called Custom Time Ranges to help your OpenAir reports.

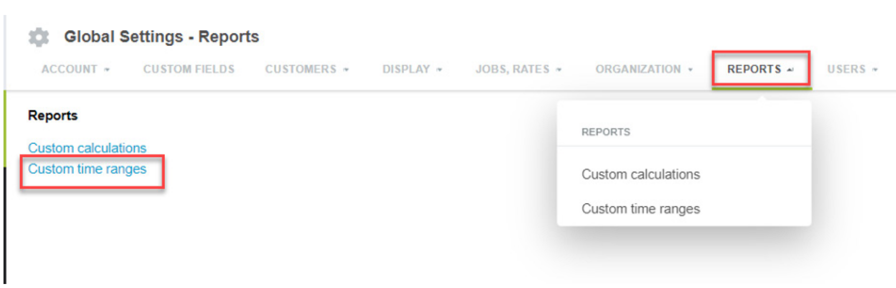
NetSuite OpenAir reporting uses default calendar controls for time period reporting such as quarter, month, and year. These reporting periods may not line up to your fiscal year or month definitions. NetSuite OpenAir allows you to assign a custom time range to reports according to your organization's calendar.

Having difficulty in viewing information from an opening and closing balance financial view? Custom time ranges can also be used to introduce unique time period structures such as Opening Balance/Month Burn/Closing Balance type formats.

How

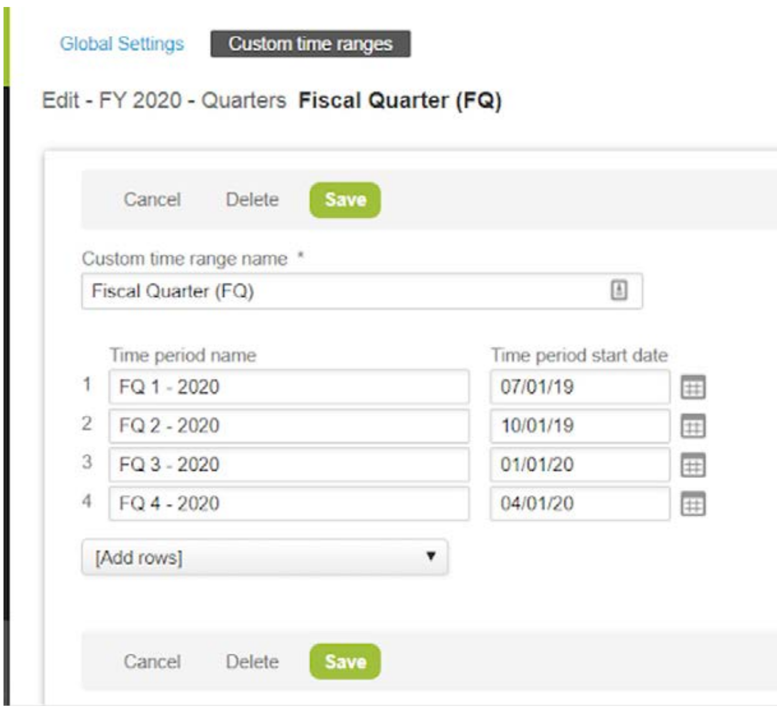
Custom time ranges provide a unique reporting period selection for summary reports. For customers that have a 4-4-5 accounting calendar or an offset fiscal year/quarter definition, custom time ranges support time ranges defined according to your terminology. Custom time ranges are not unique to certain types of summary reports. They are available for use on any summary report.

To create a custom time range, navigate to Administration –> Global settings –> Custom time ranges



When you select the option to Create a new custom time range, you are presented with a blank form that simply has a Name and Date column. Here is how the custom time ranges work:

- The name is what will appear as the column or time period name in summary reports
- The date is the starting date of the period
- The ending date of the period is the last day prior to the next row of the custom time range.
- The last row of the time range should have a name like 'end' and will not appear as a reporting column. It simply exists to provide an end date to the previous row entry.

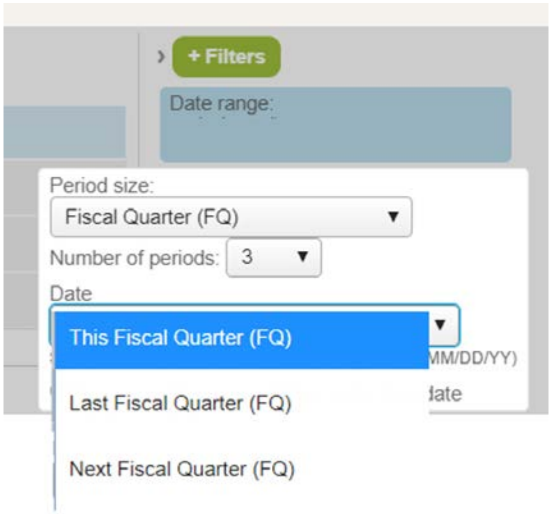


To use the custom time range on a summary report:

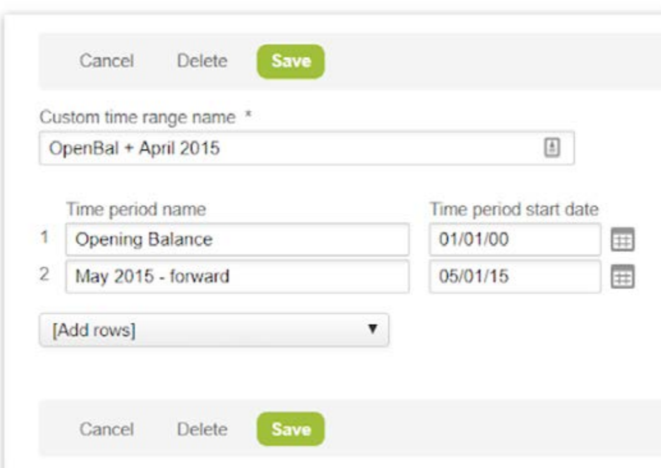
- Set the Period to be the custom time range name
- The # of periods would align to the desired number of periods defined in the custom time range. The # of periods in a custom time range is the number of rows minus one (since the last row is for ending date control of the last period). In the example above, Row 4 would say END so only three periods exist for this range.
- Set the Date to be 'last <custom time range name>' or 'this <custom time range name>' or 'next <custom time range name>'.
- Each selection uses today's date as the index and the # of periods to determine which periods are included.

Using the above time range as an example and assuming the current date is February 07, 2020:

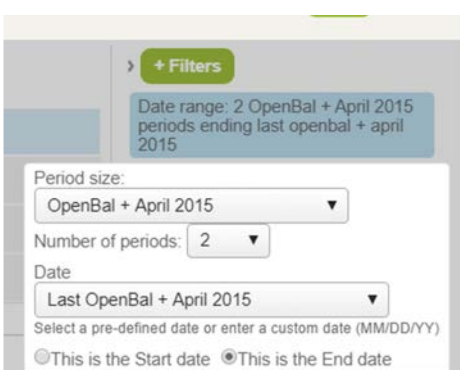
- The current Fiscal Quarter is FQ3 and would report on data from 1/1/20 — 3/31/20
- Last Fiscal Quarter would report on 2020 FQ2
- Next Fiscal Quarter would report on 2020 FQ4



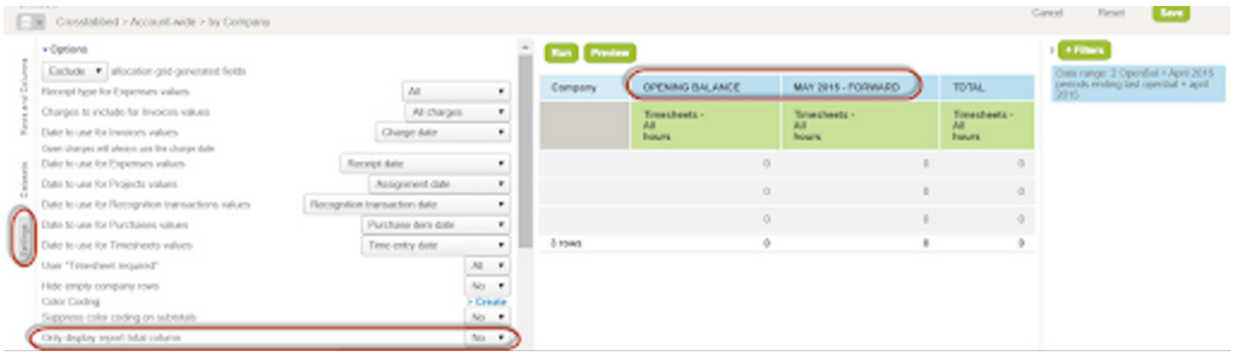
There may be instances where you want to group a large date range into a single period. To set up an opening/closing balance custom time range, the time range must be defined each month to understand what the 'current' month is (or updated each month to change dates).



On a Cross-tabbed or summary report, you would select this custom time range along with two periods and a 'last OpenBal + April 2015' date value as the end date (if your current date is now May, 2015).



One thing to make sure is the closing balance will actually be the ‘total’ column view that is standard with NetSuite OpenAir summary reports. Make sure you are not suppressing this and display both time periods and total columns. The column visibility controls are found on the summary report below the subtotals section.



A word of caution

Custom time ranges require maintenance to ensure dates are accurate and updated annually, monthly, or whatever definitions lie under the custom time range timeline.

Using Meta Filters in OpenAir Shared Reports

The OpenAir PSA tool provides powerful reporting capabilities that allow you to access, analyze, and share key performance metrics. Like most PSA solutions, OpenAir captures a staggering amount of data, and the ability to identify, isolate, and spotlight relevant information is critical to understanding performance trends.

Users of OpenAir are sometimes overwhelmed with the amount of data available at their fingertips, but it is possible to streamline and simplify the user experience so that they are presented with only that data that is relevant.

When reports are shared with users, the data produced by the report is governed by that user’s filter set, or by the filters built into the saved report. Often a report author has to decide between ,“too much,” data (no filters on the report rely on user filter set), or ,“too little,” (filter the report to specific users, projects, etc.), which can be frustrating for the report author and recipients alike.

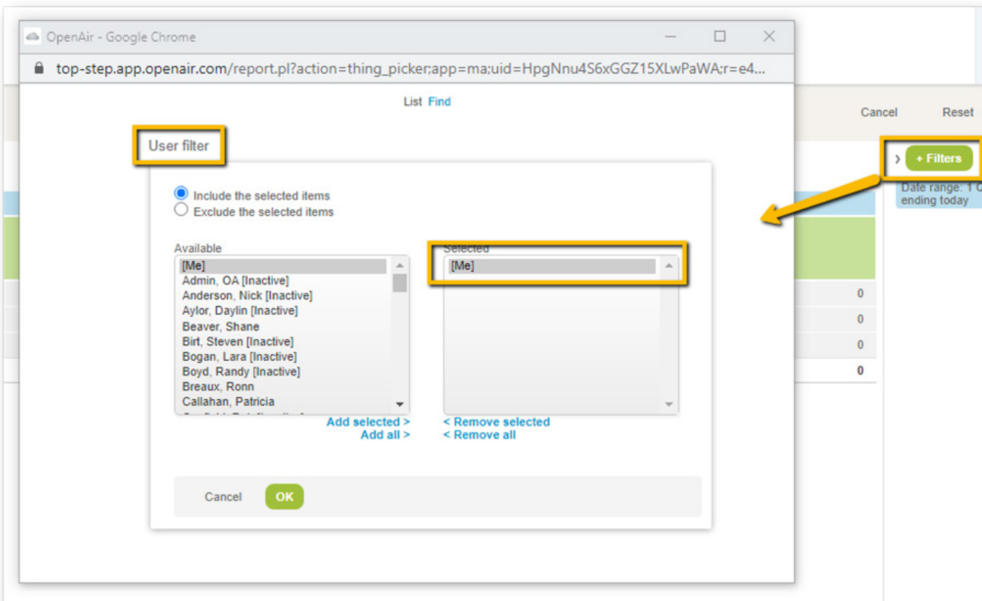
There is a better way. Now we have ,“meta filter,” options available in certain OpenAir reports that allow for report data to be filtered on: [Me] or [My Department].

One of the most common metrics tracked by a PS organization is utilization. OpenAir allows you to build a report that tracks bookings, billable hours, utilization %, upcoming availability, etc. across your organization. You may want to provide this information to your entire Professional Services organization, but wish for resources to only see data that pertains to their own bookings, billable hours, etc.

Instead of creating many separate reports filtered to a specific user, and shared with that individual, you may now create a single report, set the user filter to [Me], and share it with the entire PS organization. When each shared user runs the report, they will only see data that is associated with their own OpenAir user record.

The following fields allow for using meta filters:

- User [Me]
- Manager [Me]
- Project Owner [Me]
- Client owner [Me]
- Department [My Department]



You can use the same filtering approach with project-level reporting by setting the Project Owner filter to [Me], share the report with your entire PMO, and each PM will only see data that pertains to the projects they own. The Department filter [My Department] can apply to reports that contain metrics relevant at the department level.

This simple but powerful feature can save report creators time by reducing the number of reports that have to be created and shared. By ensuring that report data is specific and relevant concerns regarding data security are curtailed as well.

A Few Things About Accounting Periods in NetSuite OpenAir You Should Know

Using accounting dates and accounting periods in NetSuite OpenAir

NetSuite OpenAir transactions have many dates such as create date, updated date, approved date, submitted date, and more. None of these dates, however, may align with your accounting system's accounting periods or dates. NetSuite OpenAir supports the ability to introduce another set of dates called accounting date on many transactions such as timesheets, expense reports, invoices, and revenue recognition. For example, an invoice can receive an accounting date once it has been approved. A revenue transaction can receive an accounting date when it was created.

Accounting systems inherently have the concept of accounting periods, and a period is either open or closed, with only one period being allowed to be open at any given time. This drives the accounting date and leads to the reconciliation needs by accounting date between NetSuite OpenAir and your accounting system. NetSuite

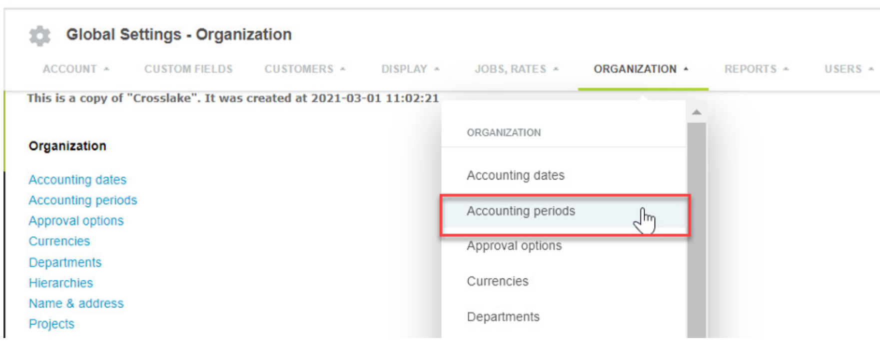
OpenAir also has the concept of accounting periods as a way to define how accounting dates are set. Need to have regional control of which accounting period is active? NetSuite OpenAir can accommodate that as well.

By using accounting dates and accounting periods in NetSuite OpenAir, financial-based reports can be defined indexing into the data by accounting date and therefore support the reconciliation of NetSuite OpenAir data to your accounting system.

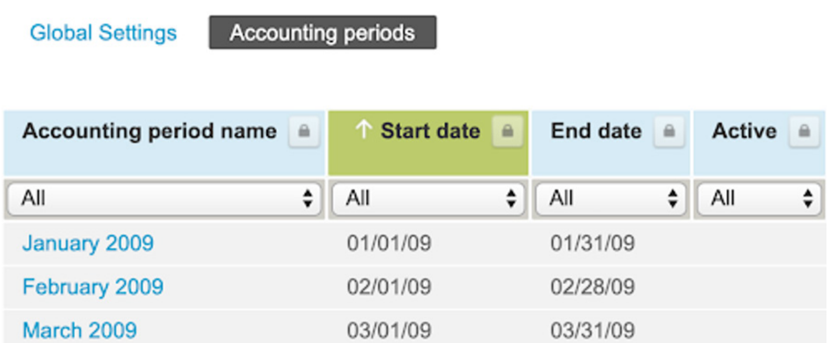
How

Accounting periods are used to define a finite period of time for financial transactions. For example, an accounting period is defined by a start and end date but applies a single date to the transaction accounting date when used.

To set up accounting periods, navigate to Administration –> Global Settings –> Organization –> Accounting Periods



1. Create the monthly periods for the year, with defined start and end dates.
2. Select a date that represents the period. This single date will be set on the accounting date field of transactions. The midpoint of the period is a good practice unless the end date or start date aligns with other accounting practices more accurately.



Accounting period name	Start date	End date	Active
All	All	All	All
January 2009	01/01/09	01/31/09	
February 2009	02/01/09	02/28/09	
March 2009	03/01/09	03/31/09	

3. For each period use the checkboxes to define if the period is active and if it is the current and/or default period.

[Current accounting period] is an option available on billing and recognition rules. Whichever accounting period is set as the current period, the associated date will be inherited by all billing and revenue transactions.

The default accounting period is useful for accounting date controls.

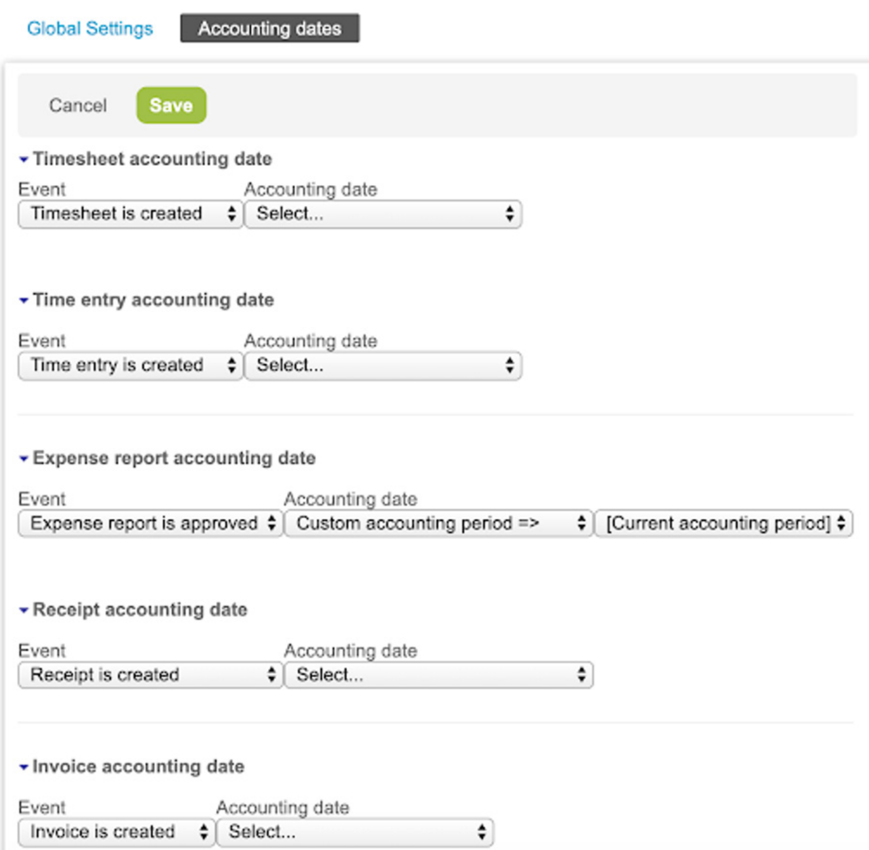
Default and current accounting periods must be manually updated and is usually a part of the month-end close process.

Accounting Dates are the fields on transactions such as time entry, timesheet, invoice, and more but the automated setting of these date fields is controlled by the Accounting Date setup in the Administration module. Without defining the trigger or action that will automatically set an accounting date on transactions, other than billing and revenue rules that may rely on accounting period definitions, the accounting date of transactions will default to blank.

Use the dropdowns to indicate the event and the date you would like to attribute to the event.

For example, timesheet accounting dates may be defined by the date that the timesheet was submitted or the date it was approved, etc. Based on month definitions it is important to know how the accounting dates will be set in order to understand how revenue and billing is aligned to each month within the year.

The date applied to a transaction based on the trigger, such as approval, may use the current or default accounting period setting.



For companies that require the ability for regional control of the accounting period, a 'Current Period' functionality exists. This allows the definition of a named current period that points to the Accounting Period list for its current value.

Example: UK Current Period could point to May 2020 as the current period while Canada Current Period could point to June 2020. Rule configuration would use the named current period of UK Current Period or Canada Current Period instead of the default value [current accounting period].

To enable the current accounting period functionality, contact NetSuite OpenAir support.

A word of caution

Accounting periods must be manually updated to define the current period for accurate reporting.

Using Dashboards for Monitoring PS Operations and Performance in OpenAir

Reports and graphical views help us manage our services business. Dashboards can provide this on an on-demand basis.

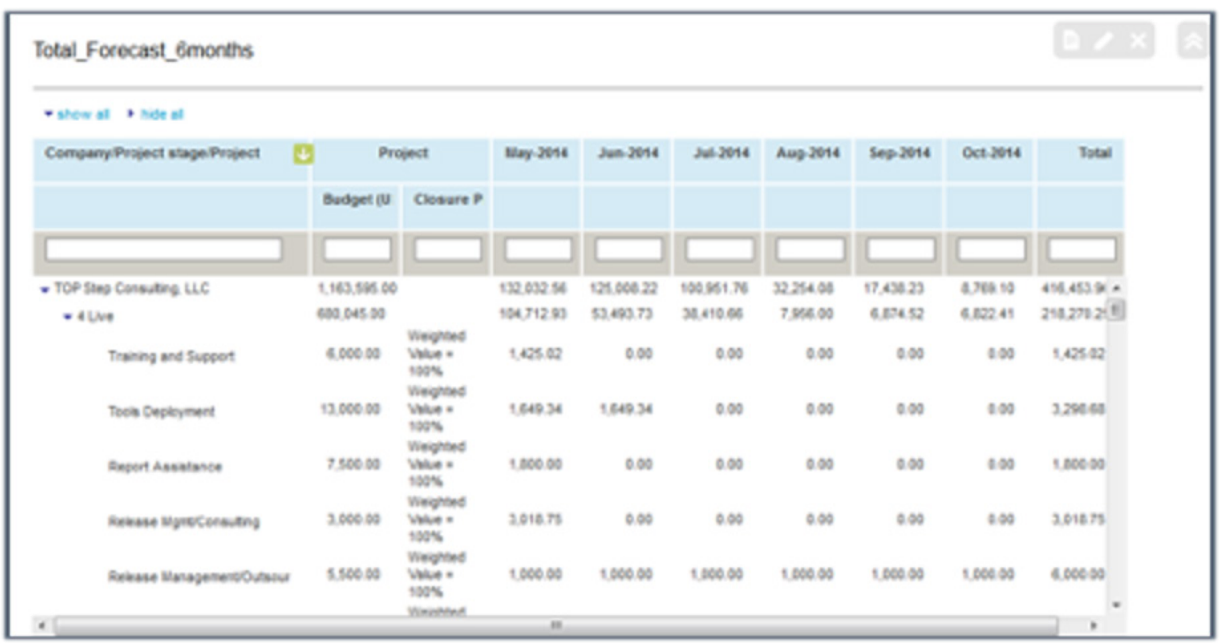
At an individual contributor level, dashboards and reports can communicate performance measures and workload for awareness.

At an executive or management level, dashboards and reports can communicate operational performance, trending metrics, and staffing needs.

Overall dashboards can help motivate better quality of information and more timely actions from the field.

Useful examples and tips for creating OpenAir dashboards

The dashboard tab of the Home module can hold both graphs and report portlets. Both graphs and report portlets require a defined NetSuite OpenAir report in order to display the information. Graphs include bar, area, line, and spline types. Report portlets simply display the report information in a portlet window but also provides the additional capability to filter by typing filter values in the field above each column:



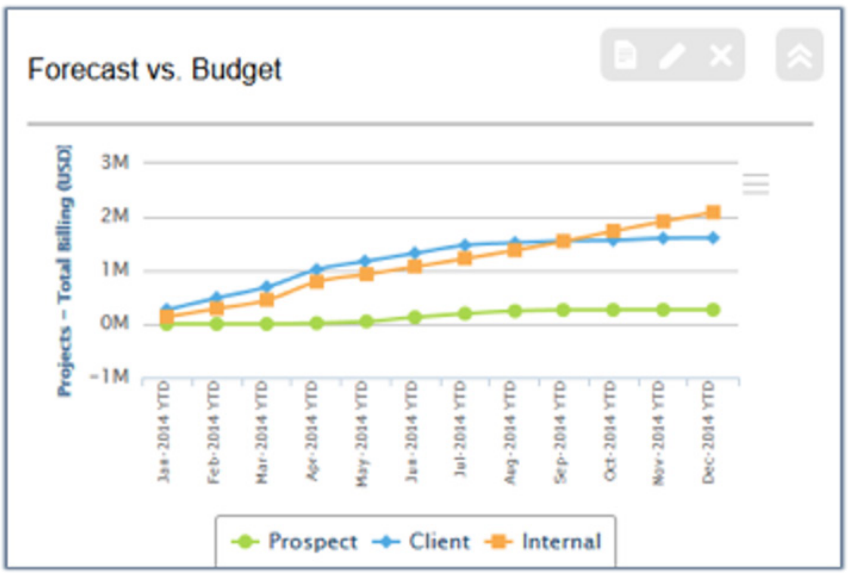
Total_Forecast_6months

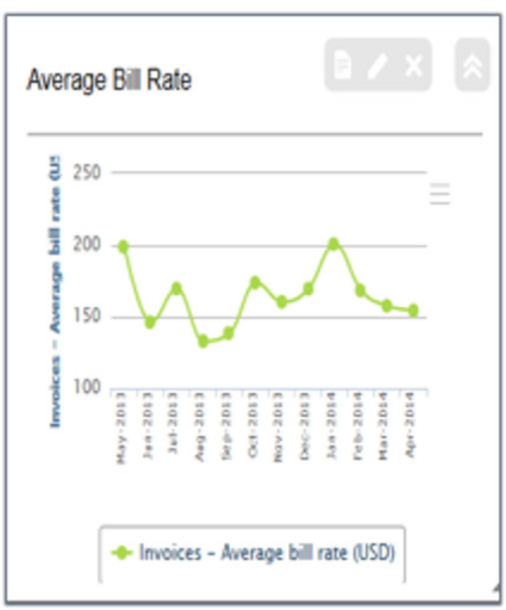
show all   hide all

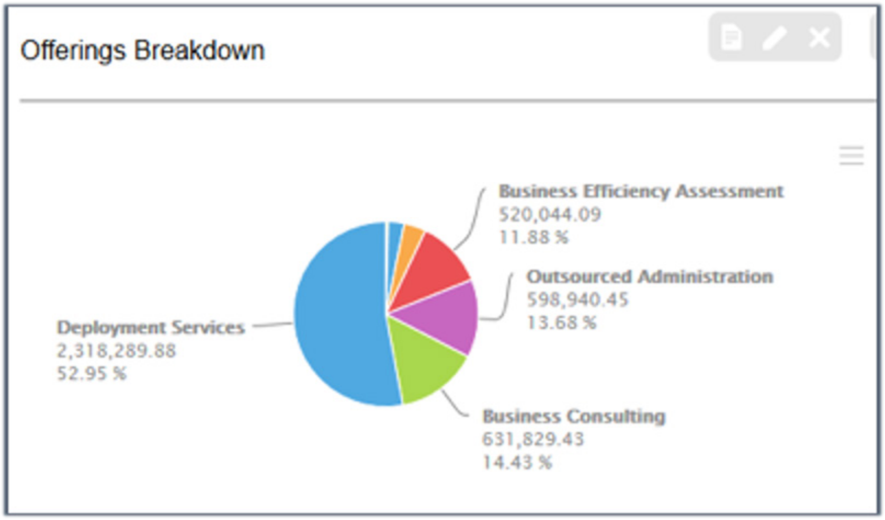
Company/Project stage/Project	Project		May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Total
	Budget (U	Closure P							
TOP Step Consulting, LLC	1,163,595.00		132,032.56	125,008.22	100,951.76	32,254.08	17,438.23	8,769.10	416,453.9
4 Live	680,045.00		104,712.93	53,493.73	38,410.66	7,956.00	6,874.52	6,822.41	218,270.2
Training and Support	6,000.00	Weighted Value = 100%	1,425.02	0.00	0.00	0.00	0.00	0.00	1,425.02
Tools Deployment	13,000.00	Weighted Value = 100%	1,649.34	1,649.34	0.00	0.00	0.00	0.00	3,298.68
Report Assistance	7,500.00	Weighted Value = 100%	1,800.00	0.00	0.00	0.00	0.00	0.00	1,800.00
Release Mgmt/Consulting	3,000.00	Weighted Value = 100%	3,018.75	0.00	0.00	0.00	0.00	0.00	3,018.75
Release Management/Outsour	5,500.00	Weighted Value = 100%	1,000.00	1,000.00	1,000.00	1,000.00	1,000.00	1,000.00	6,000.00

Dashboard reports provide a graphical view of NetSuite OpenAir report results. Useful examples of dashboards include

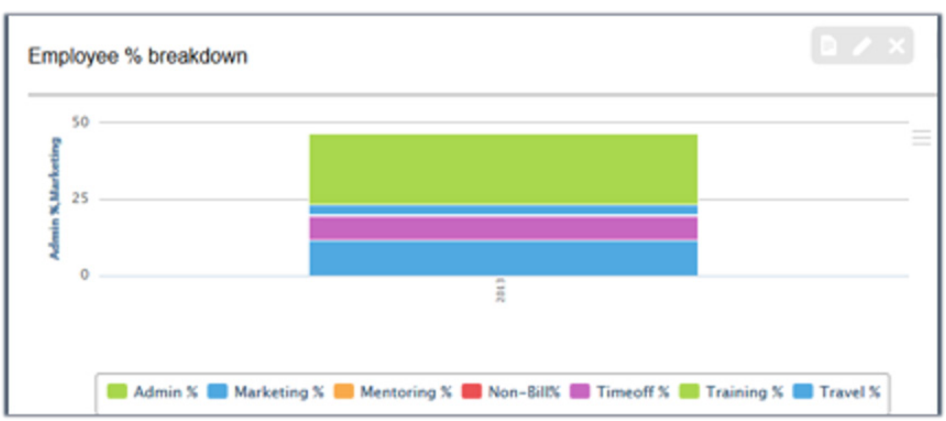
- Utilization line graph trending over time (perhaps each line is a department or region)
- Utilization comparison to target utilization using multi-bar charts
- Split of revenue earning by contract type or service offerings in a pie chart or donut chart
- Margin trending with an Area Spline graph
- Bill rate trending using a line graph trending over time
- An FTE demand bar chart in which each bar represents a type of resource
- Total revenue plan and progress to date and forecast against plan line charts






Offerings Breakdown
Business Efficiency Assessment
520,044.09
11.88 %
Outsourced Administration
598,940.45
13.68 %
Deployment Services
2,318,289.88
52.95 %
Business Consulting
631,829.43
14.43 %


target vs. actual
1,000
500
0
Resources - Target
Apr-2014
Resources - Target utilization
1/3


Employee % breakdown
50
25
0
Admin %, Marketing
2013
Admin %
Marketing %
Mentoring %
Non-Bill%
Timeoff %
Training %
Travel %

Dashboard charts can be created centrally and pushed out to users with the Bulk User Wizard.

Typical standard dashboard sets include

Self-utilization view and achievement of target — pushed out to all billable users in the organization. This requires the configuration of reports with a filter set hardcoded to 'self-view' and shared with all users prior to dashboard sharing.

Management dashboard sets including team utilization (billable and non-billable), margin trending by service offering, revenue earning by offering, and forecast

Executive dashboard sets including key customer account revenue, profitability, revenue plan achievement, regional views, and forecast.

Sharing of dashboard charts provides a chart view standard to all users included in the push of dashboard information. However, central control stops as soon as the bulk user wizard action is complete. Users may choose to delete or modify their own charts without impacting the central charts set. Any changes to the central chart set, other than updating the underlying report configuration, will not be automatically replicated to end-users so change management communication is recommended.

A word of caution

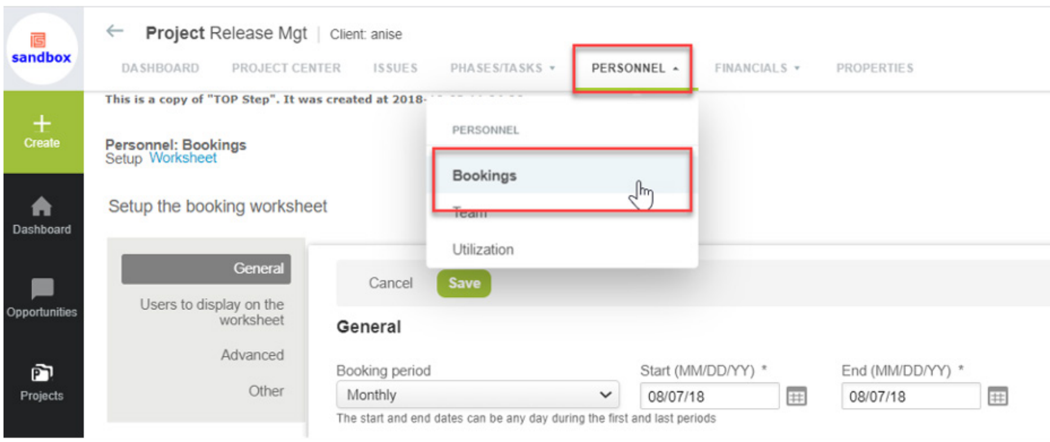
Dashboard charts are not refreshed dynamically but refreshed by NetSuite OpenAir daily in an overnight process. To refresh any given report or chart, the user must edit the report portlet or dashboard and re-save to force a data display refresh.

Resource Management

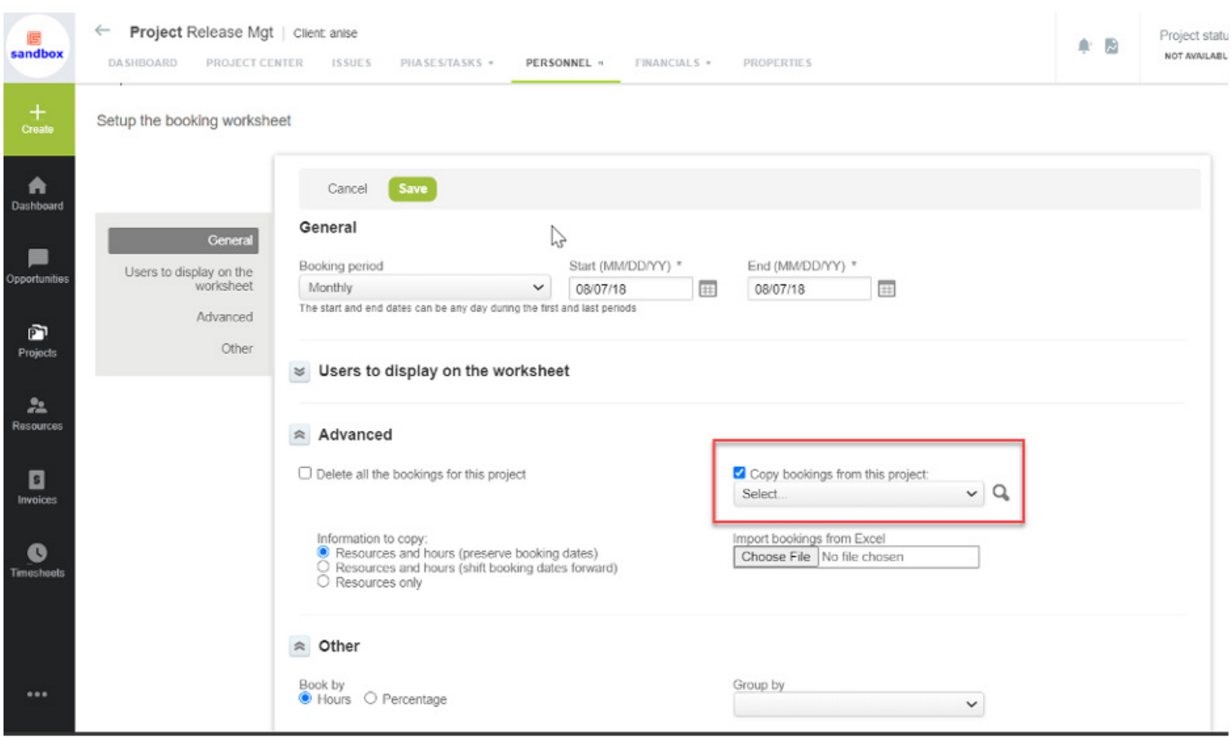
Copying Bookings from One Project to Another

Did you know you could copy bookings from one project to another in NetSuite OpenAir?

If you are using bookings for resource scheduling, there is often the question of 'can you copy bookings'? From the Resources module, where most booking creation and maintenance occurs, this function is not possible. However, there is a way to copy bookings by using a feature within the Project. One of the components of a project that can be activated is a Project Booking Grid. You can activate this feature by enabling it as part of the Project Stage definition (Administration -> Application Settings -> Project Settings -> Project Stages, Account -> Account -> Project Stages). When enabled, the Personnel menu of a project is modified to have an additional pull-down menu item.



By accessing this feature, you are initially placed into a Setting form. The setting form allows control of the grid creation such as quarterly, monthly, or weekly entries, timeframe for the grid to display, users to include or exclude, and so forth. There is an Advanced Functionality section on the setting form available which provides a powerful function — the ability to copy bookings from another project!



If you do not see the „Advanced," section on your form, check with your system administrator to ensure your NetSuite OpenAir role has access to the Advanced Booking Grid Functionality.

A copy option exists that allows you to lookup another project from which to copy bookings. You can choose to copy 'as-is' meaning the resources, dates, and hours would be a direct copy to this project or you can choose to allow a date shift to align with the timeframe you have entered in the top section of the booking grid settings form. The 3rd option for Resources Only will not create bookings but rather populate users in the booking grid within the project — so this option is not recommended if your aim is to create new booking records.

Once the copy is done, it would be best to return to the Resources module to update the copied booking transactions. The project-booking grid does provide creation and maintenance options for booking but they must be a specific time period in order to appear in the grid. For example, a month booking to appear in a monthly view must have a start date of the 1st of the month and an end date of the last day of the month. If you change your data view to weekly, this monthly booking transaction will not appear.

In One Click Toggle Between a Project-first and Resource-first View of Bookings

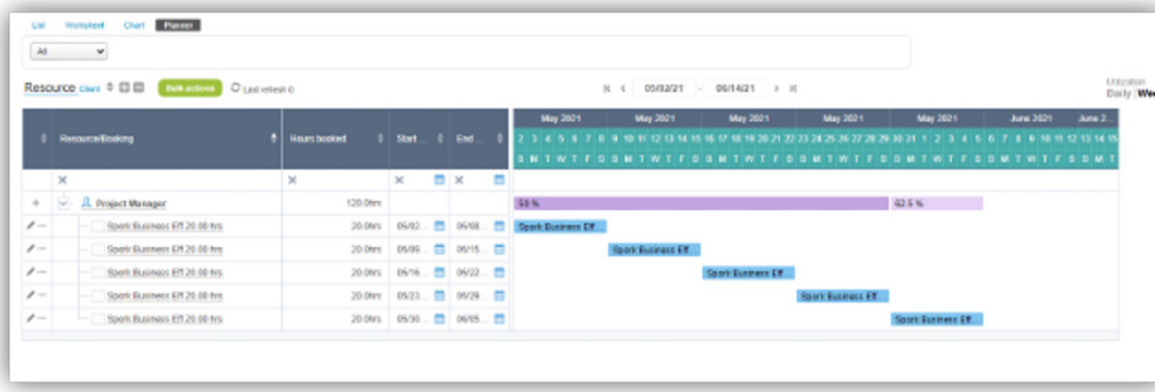
The OpenAir Resource Booking Planner is a powerful tool that lets you create and modify resource bookings in a user-friendly and dynamic interface. One of the most useful features of this tool is that you can toggle between a project-first and resource-first view of your bookings with one mouse click.

The resource-first view allows you to create, modify, or view bookings for a single resource in one page, and provides key data such as resource utilization, booking type, and key project details.

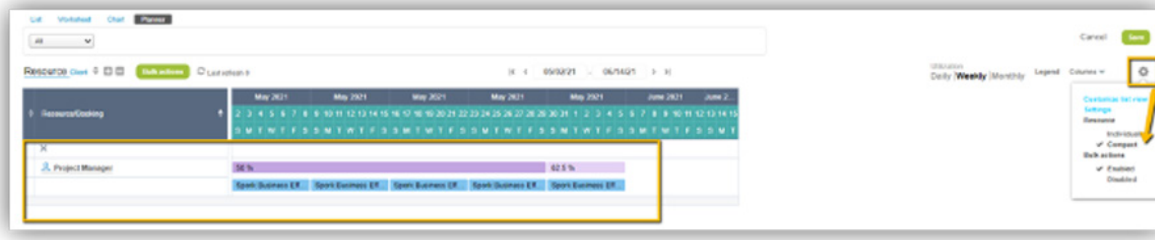
Some users, however, find that the resource-first view takes up a lot of real estate on the screen, and that it can be difficult to view a resource's total bookings for a specific date range.

By default, bookings are displayed individually, with each booking record represented as its own bar graphic on its **own row** in the planner chart.

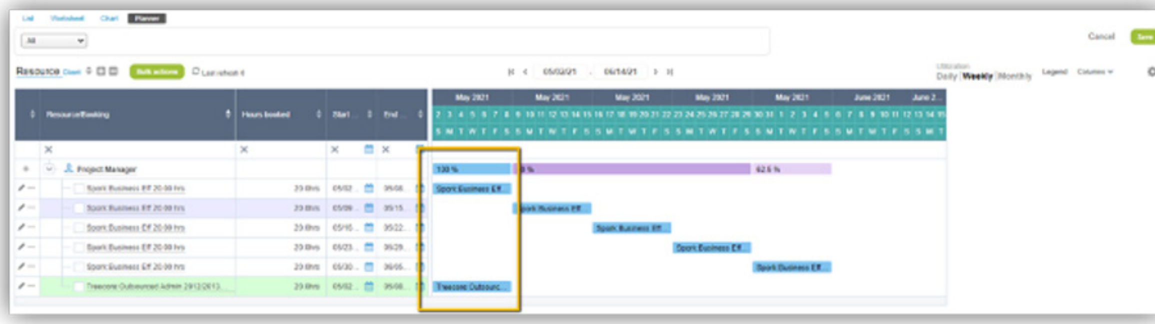
There is a feature that may be difficult to find at first that will help with this issue: The Compact view setting. You can find this setting in the Setting drop-down menu ( ) when you are in the resource-first view.

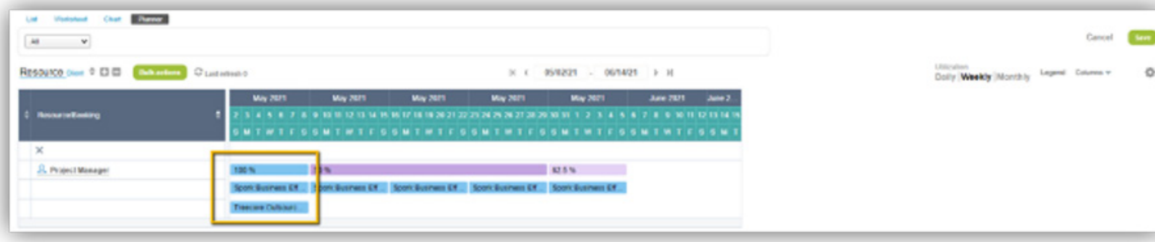


By selecting the compact setting the bookings are consolidated onto a single row, unless there are bookings that overlap one another for the displayed time period:



If there are multiple bookings that overlap the same time period, those bookings will be displayed on different rows, even in the compact view:





Booking Approvals in OpenAir

Did you know that OpenAir has a feature that allows a user to click a button on the Task List or Outline view on a project and it will create bookings for all of the generic resources assigned to any tasks on the project?

To access, simply select Projects > Specific Project> Phase | Tasks > Outline. There will be a button at the top of the page titled ,"Create Bookings for Generics,"

Once you have selected the button. You can then go to Resources > Bookings > Submitted. This shows the bookings that were created. Since the bookings are already in Submitted status after these have been created, the fields can no longer be edited. The bookings need to be approved by the designated approver.

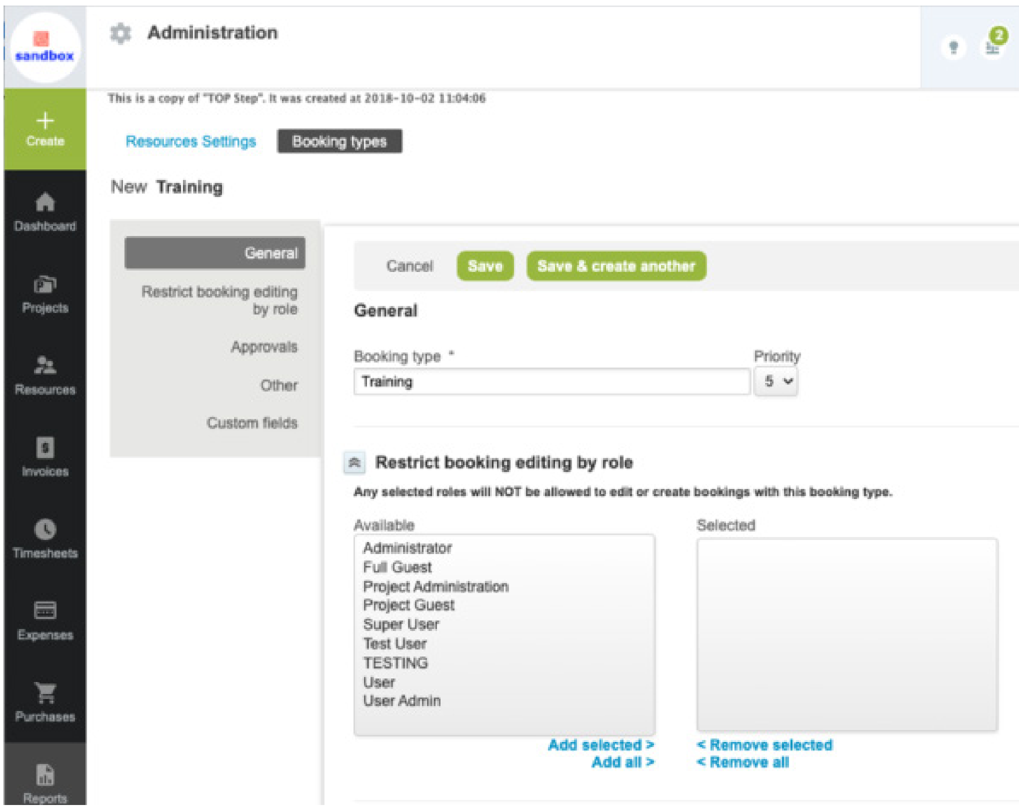
Booking approvals are required to be enabled for this to work (which probably prohibits most clients from using it) ,Äî not the booking request/approval feature, but the booking approval feature that does not use booking requests.

To work around that pesky booking approval requirement, you can set up a default approval process with [Submitter] as the approver and all pushed bookings will auto-approve. However, Self-approve will not work. It will still require the individual to go in and approve bookings.

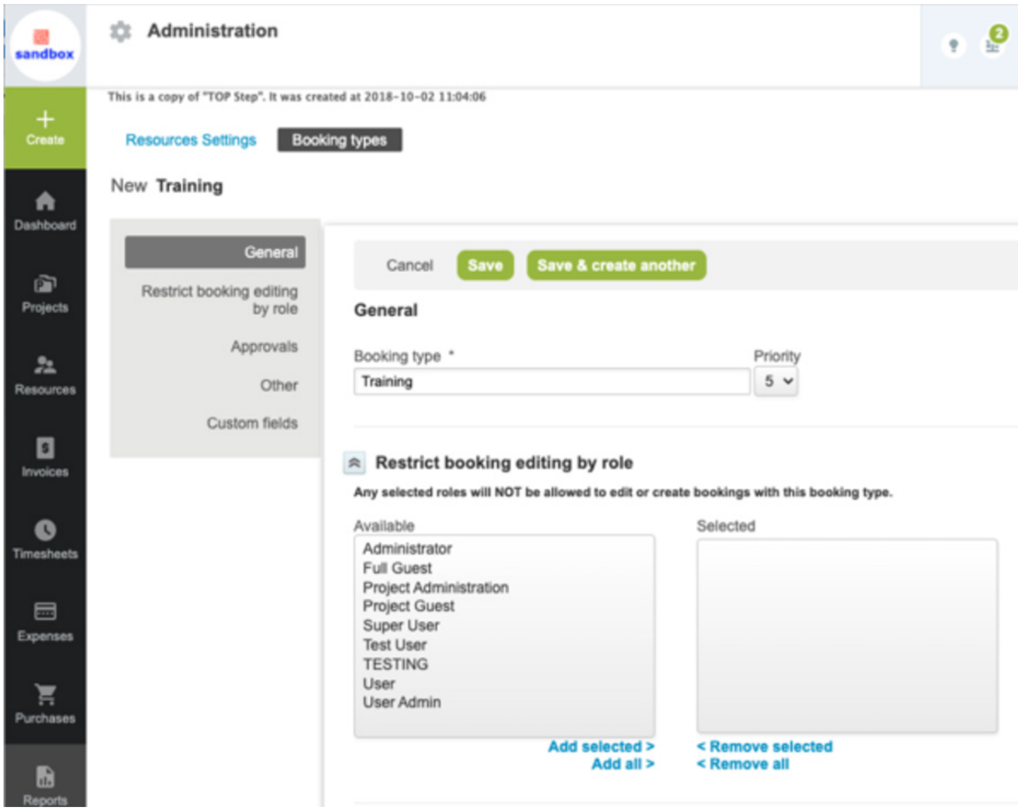
Two Controls for Booking Types in OpenAir

Did you know there are two controls for booking types used?

Booking types are a way to identify categories of work scheduled for resources. Typical values include Committed/Hard, Tentative/Soft, Internal, Vacation, and so forth. Booking types are one of the items that can be controlled in data views using Filter Sets (along with clients, users, projects, services, project stages, charge stages, time types, and expense items). For companies with global offices, booking types provide a way to regionalize scheduling activities. The filter set control also allows users to be restricted from seeing certain types of bookings such as budget planning staff plans and the like.



There is another way to control access to booking types, however, and that is when you define the booking type itself. When a booking type is defined, you have the option to identify certain NetSuite OpenAir roles that are NOT allowed to create or modify bookings with certain booking types. This is one of those settings in the system, which is strictly a RESTRICTION feature and not an inclusion feature. Any role you set in the exclusion filter will not be able to edit an existing booking if it has the designated booking type nor will they be able to see the booking type in the dropdown when creating a booking — since they are not allowed to edit/create anything with that booking type.



The filter set will still grant view permission to bookings with this restricted type, but no modifications or creations would be possible by roles designated in the booking type setup. Use of this restriction feature is good when enforcing resource management processes allowing users to create a 'request' type booking and having a manager or central coordinator 'confirm' that booking. When the booking type is changed to 'confirmed' the requester usually cannot change the booking within NetSuite OpenAir and must coordinate with management.

Manual Bookings Vs. Booking Approvals

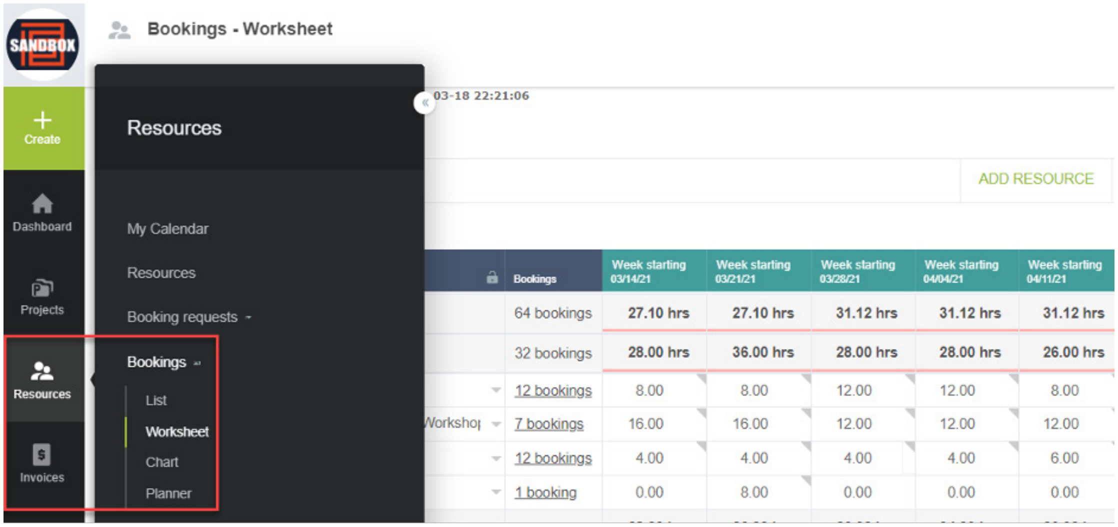
In OpenAir, there are many ways to manage resources. One key consideration is whether to create bookings directly into your system — manual bookings, or using a request/approval process. As with anything, there are pros and cons to using either method.

Manual bookings are immediately scheduled, so you don't need to wait to have a booking confirmed, and there's no danger of someone else booking that same resource that you are trying to book. The other main advantage of manual bookings is that you can set up notifications to ensure that everyone in an organization knows what bookings have been made, giving you the ability to communicate booking creation and changes without the lost time having to wait for approvals.

One disadvantage to manual bookings is that it requires the person creating bookings to have a high-level understanding of the global resource needs across the organization. For example, if a project owner is creating their own bookings, they may not know how their bookings affect the resource needs of the organization as a whole. For this reason, it may be advisable to have booking creation limited to a centralized resource management group who can track resource utilization and forecast needs at a high level.

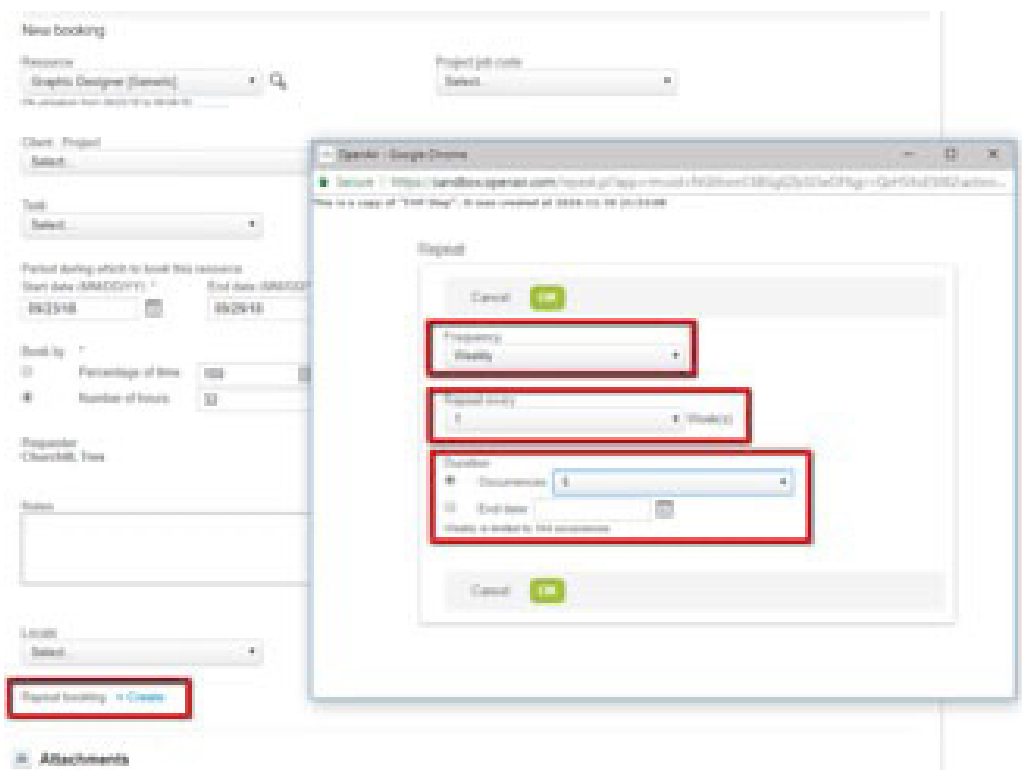
Creating Manual Bookings

There are many powerful booking features available in OpenAir to aid a Resource Manager in creating and managing bookings. Some of these include Repeat bookings, Project booking grid/worksheet, and the Advanced Worksheet.



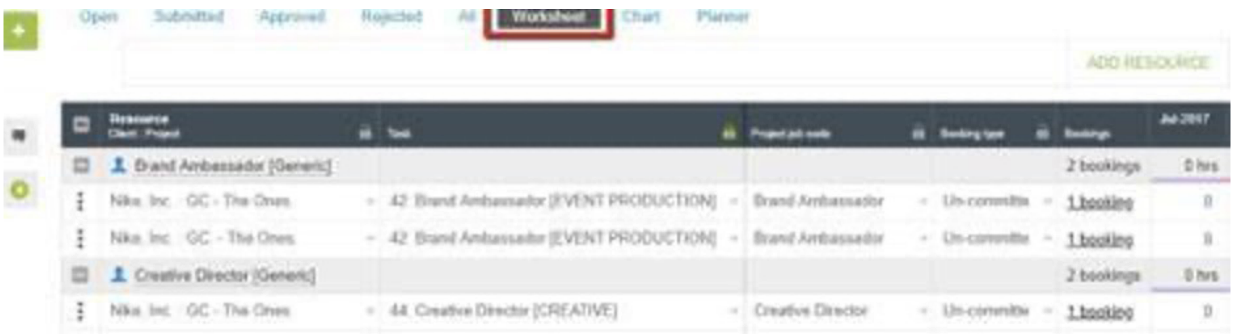
Repeat Bookings

The repeat bookings feature allows you to create multiple bookings at once or you can create each individually.



Advanced Worksheet

The Advanced Booking Worksheet is designed to help review consolidating bookings and notes. This is a very helpful feature to identify when overbookings are accidentally occurring. It also offers the ability to customize the output based on filtering. As the number of bookings reaches the hundreds and thousands, these filtering options truly make a difference.

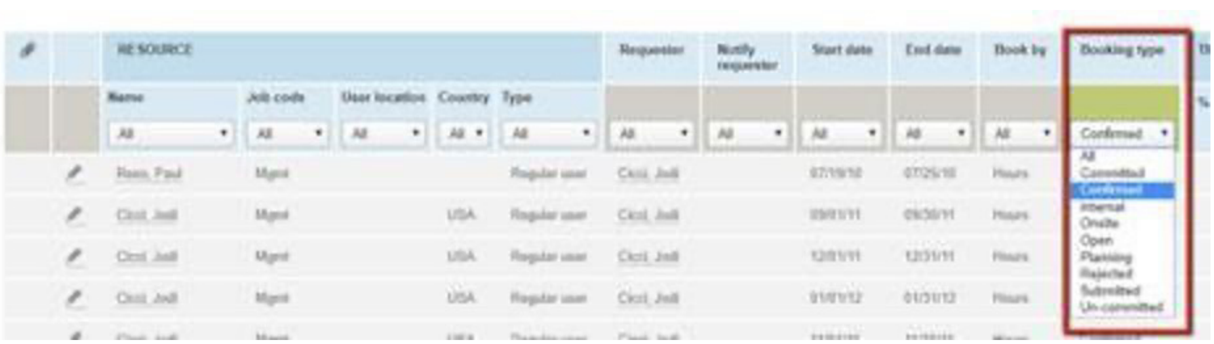


Options for Using a Request/Approval Process

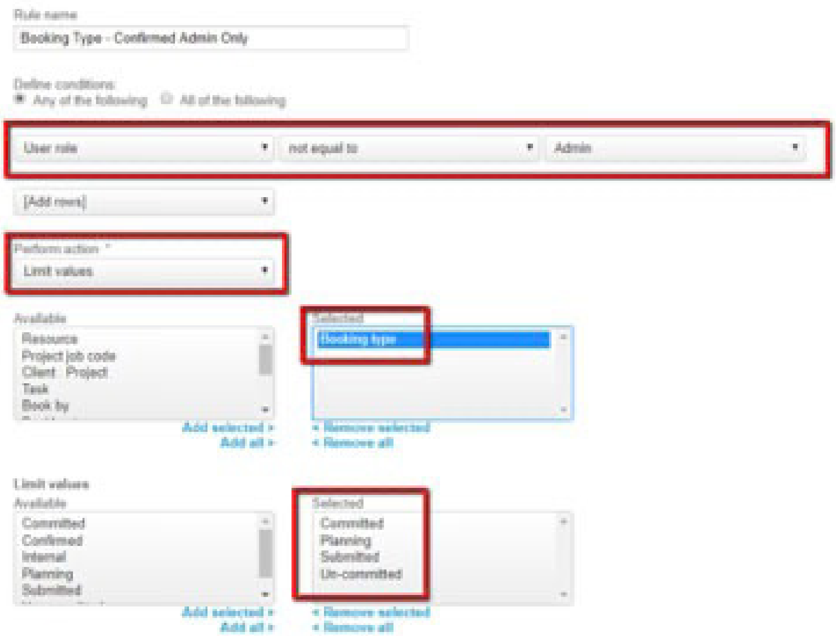
It's not necessary to enable the Booking Request feature, or even Booking Approvals, in order to facilitate a request/ approval booking process in OpenAir. You can instead use a combination of booking type, notification emails, and permissions to implement a streamlined ,"approval process," for bookings.

Booking Types

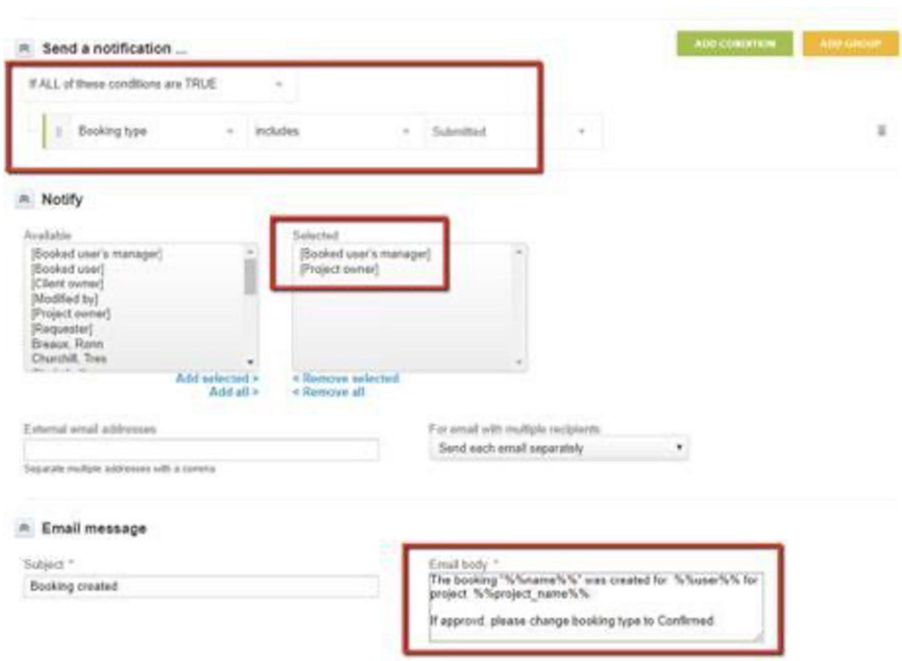
A booking type is a label that gets associated with a specific booking. Using booking types will help you manage your process workflow. For example, if a user has the ability to create bookings but someone else has the final say on which staff member is used on which tasks, it can be set up so that the user is only able to create bookings with a requested booking type. Another example of using booking types is by setting up email alerts based on a specific booking type.



Permission Rule — Limit Booking Types



Booking Notification Based on Booking Type



As you can see, there are pros and cons with either approach, and OpenAir has features that can help with speed and accuracy regardless of which option you choose. Carefully consider the unique needs and personnel of your organization so that you can match with the process that will help you achieve optimal success.

How to Forecast Staffing Needs to Improve Your Project Delivery Capability

Resource scheduling gives you insight into resource demand. By defining your resource types into categories or job codes, you can look deeper into your needs to better prepare for future work. Scheduling by skill, as well as project roles, will aid in identifying not only resource demand but in planning out training needs for your team and when to hire subcontractors.

NetSuite OpenAir provides the ability to schedule placeholder or generic people to give you insight into staffing needs. Scheduling does not have to start when projects are sold but can be created as part of the sales methodology when opportunities mature to a probable state of close. The earlier resource needs can be forecasted, the longer planning time your organization has to ensure smooth project delivery, satisfied customers, and scalable growth in the organization.

How

Resource scheduling is typically handled with one of two methods in OpenAir:

1. Bookings
2. Task Assignments

Bookings are handled almost exclusively within the Resources Module. The Resources Module provides data entry, grid and chart views, and drag and drop planning control for project and team schedules. Bookings have an advantage over task assignments as resource efforts can be defined differently at different stages of the project. For example, a project manager may spend more hours at the start and end of the project timeline versus in the middle due to startup and close out project activities.

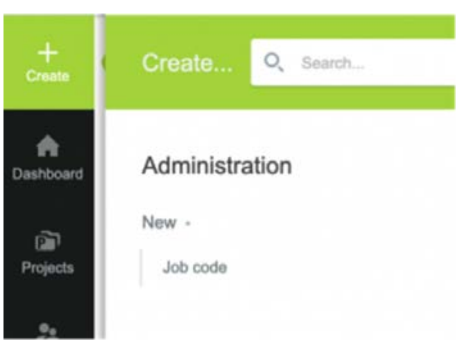
Task Assignments are handled exclusively in the Projects module. Task assignments use task start and end dates along with a budget of hours for the task to schedule the resource. Effort for individuals on the task is assumed to be a straight-line from the start to the end of the task. Task assignments have the advantage of being aligned to project management methodology and may be imported from an MS Project plan which saves on data entry into NetSuite OpenAir.

Whichever method aligns best with your organization, the scheduling process alone will provide some level of staffing insight. By creating Summary reports of effort by resource over the next 6 weeks, you'll quickly see how busy your team will be.

Job codes identify the resource role or job title usually, although the list of values is defined according to your reporting needs. Using job codes will enable you to look at staffing needs by job or role in the organization. A job code is identified on each user record.

To create job codes, navigate to Administration –> Global Settings –> Job code

Create the Global Create icon to create a new job code.

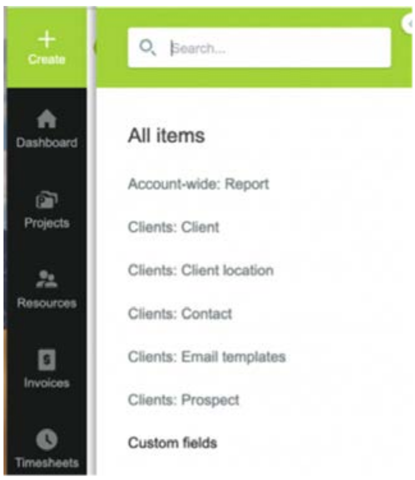


Set the Job Code value on the user demographic record for reporting.

Incremental custom fields may be identified and added to the user record in conjunction with the job code to provide increased detailed reporting. Values such as key skillset, employee type, or office location may be defined for analysis of user needs in each of these categories. For example, you can categorize users as follows:

- Part-Time Employee
- Full-Time Employee
- Contractor

To create a custom field to categorize resource type, navigate to Administration –> Global Settings –> Custom Fields

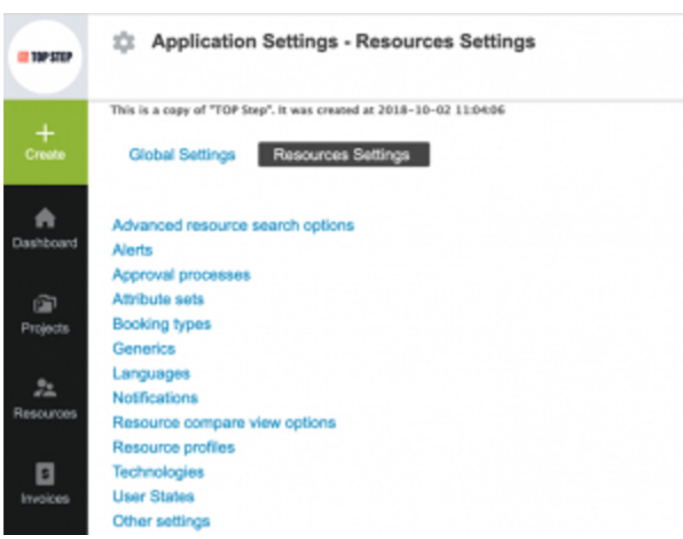


The following is an example of resource type custom field dropdown for the user record.

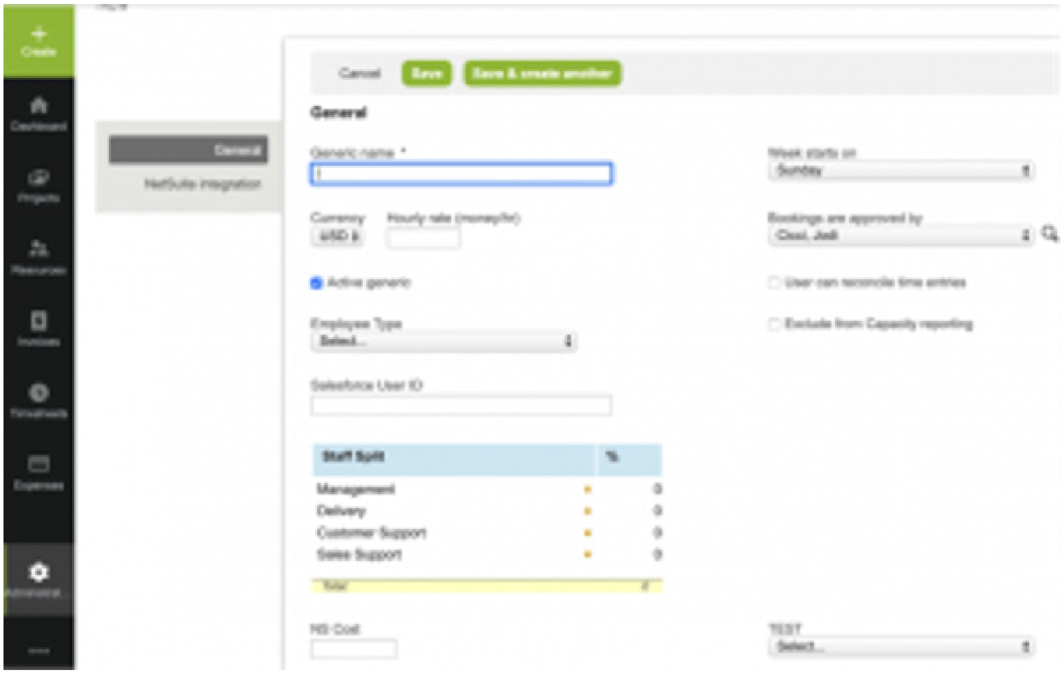
By leveraging job code and/or the incremental custom fields, you can modify the summary reports to subtotal by these categories and get a more consolidated view of staffing needs by type of resource, instead of each resource individually.

Generics are used as a placeholder for a resource. Generics represent a role needed within a project where a resource has yet to be named. Generics may be aligned to a job code to represent a specific role or tied to a skill set and often help to identify staffing needs by being booked or assigned to tasks in the project. Staffing analysis reports then highlight how many and what kind of generic resource demands exist and helps determine if current staffing needs are sufficient.

Generics are defined under *Administration –> Application Settings –> Resource Settings –> Generics*. Many attributes of a generic are similar to user accounts including custom fields, job codes, and cost rates.



To create a new generic, click on the Global create icon and select Generic



Provide a name for the generic and default other fields configured in your system for user definition, like the User Type custom field example.

Upon saving, more tabs for further definition of the generic appear, similar to user account setup.

Complete the sections as needed.

Generics appear on reports similar to users when related to forecasting and scheduling. Generics cannot enter timesheets or expense reports as they are not full users.

It is recommended that staffing forecast reports be set up with a Company Summary report subtotaled by Job Code or a defined user custom field, then by user with the reporting value of All Booked Hours or All Assigned hours across a future time frame for analysis.

A word of caution

Resource schedule by skill is difficult. Individuals typically have more than one skill so a one-to-one relationship does not exist. Generics defined as skill sets may be useful for quickly identifying the key user traits required for the project. User searches could then be executed by the defined skill if a skill profile was set up in NetSuite OpenAir.

Copying Booking Chart Settings to Other Users

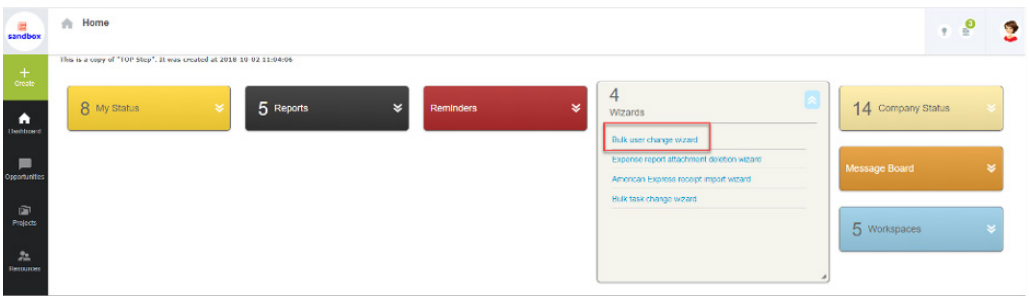
Did you know you could override user costs to accommodate project or task level differences?

Did you know that you can copy (or push out) the booking chart settings to other users?

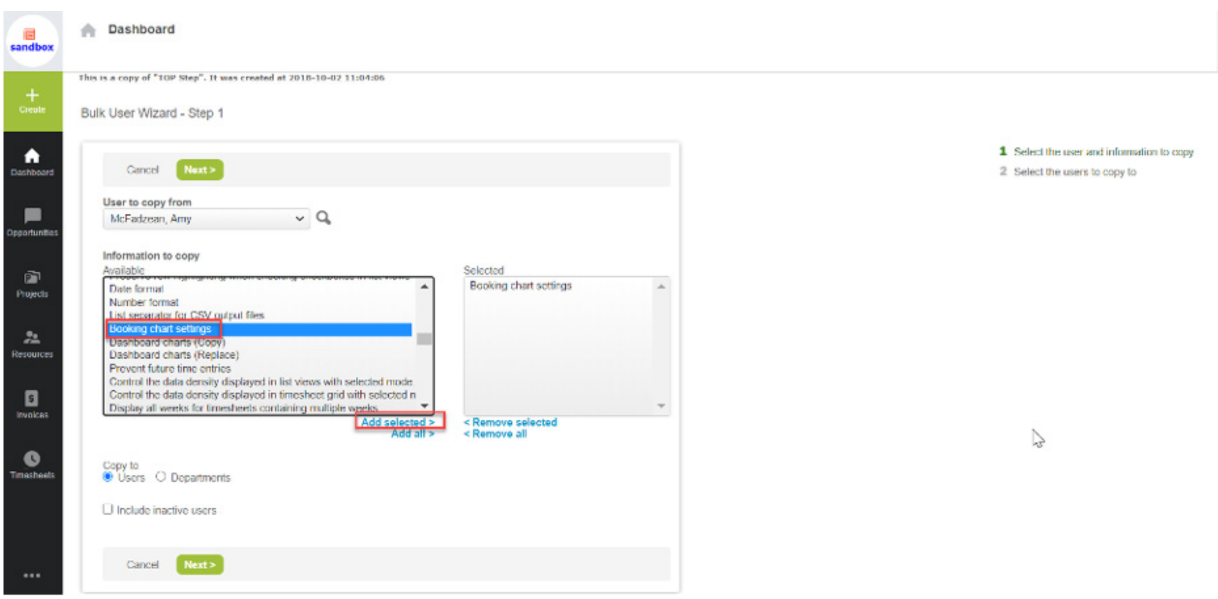
For many customers, the resource bookings feature is how resource management is done. Reports provide insight into availability as well as a key feature called the Booking Chart. Over the years, the features available on the booking chart have greatly expanded making it a useful product with color-coding visibility, date filtering, and dynamic refresh of information using filters. The challenge in launching the booking chart usage was always to include the 'setup' step in training materials so users would be able to have their color coding and options set in similar fashions.

Via the bulk user change wizard, NetSuite OpenAir provides the ability to copy the Booking Chart Settings from one user to any other user or departments of users. This setup step is a huge time savings for administrators and ensure consistency in system configuration across your organization.

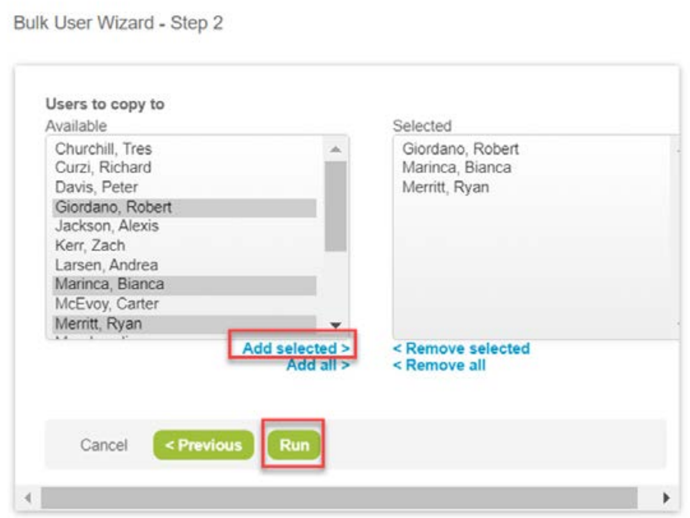
To access the bulk user wizard, navigate to the *Home module -> Home page* and under the Wizards section you will see 'Bulk user change wizard'.



One of the available fields to copy is Booking Chart Settings.



Upon selecting ‘Next’ and selecting the users to copy the booking chart settings to, click ‘Run’. Voila! Your settings are now their settings.



Resource Utilization Best Practice Considerations for OpenAir

Resource Utilization is a key metric to understand the productivity of employed staff and earnings. Typically, utilization implies billable hours and therefore the higher the billable hours the more revenue the company will earn. However, there are many types of utilization categories, all of which serve a purpose to provide a holistic view of where employees spend their time during the workweek.

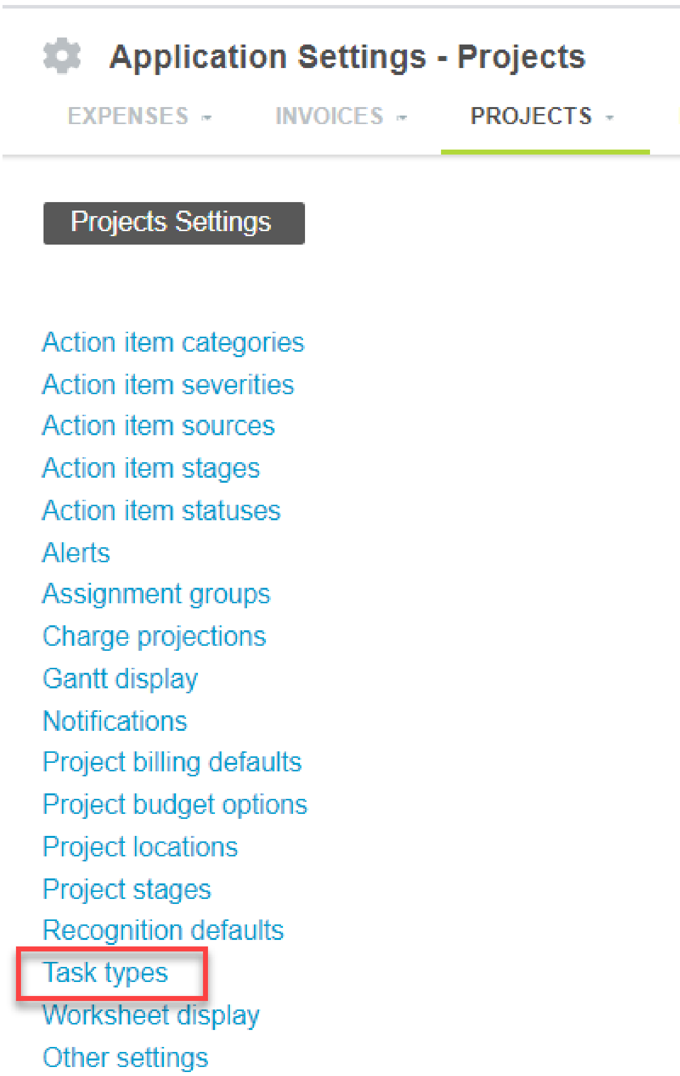
Billable hours drive revenue typically, whereas non-billable hours do not. Non-billable hours include benefit time such as sick time, PTO, company holidays, etc. and other items unplanned such as bench time and administrative efforts. It should be the goal of your organization to reduce unplanned non-billable hours in order to allow employees to focus more on billable hours or other productive contribution areas. There is usually a grey area between Billable and Non-Billable hours called Comp Eligible or Productive or Credited Non-Billable hours. This grey area tends to be investments in activities that will drive sales or revenue in the future such as demos, proposals, sales calls, etc. If utilization drives compensation or bonus amounts per employee, credited non-billable hours tend to be tracked and used as a factor in determining final qualification and computation of bonus amounts.

OpenAir provides the ability to define utilization targets for individuals which, when combined with measures to dates, can manifest into self-service reports. These ensure individuals are clear as to their progress on compensation earnings and meant to motivate individuals to achieve.

Task Types

Task types can be set up and indicated per task to define the type of utilization. Once the task is identified within the project, any time posted will be aligned to the specified task type. This is not a value visible on timesheets, rather an infrastructure set up that supports data reporting and analysis based on task type definitions.

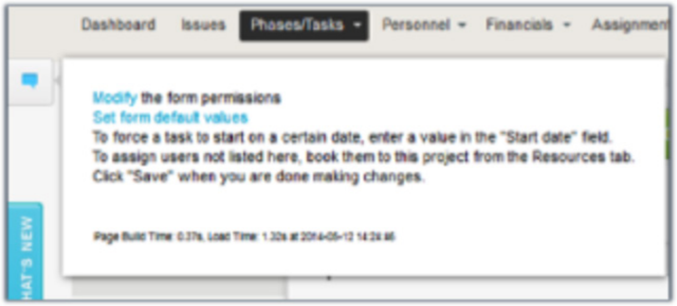
To set up task types, navigate to *Administration>Application settings>Project settings>Task types*



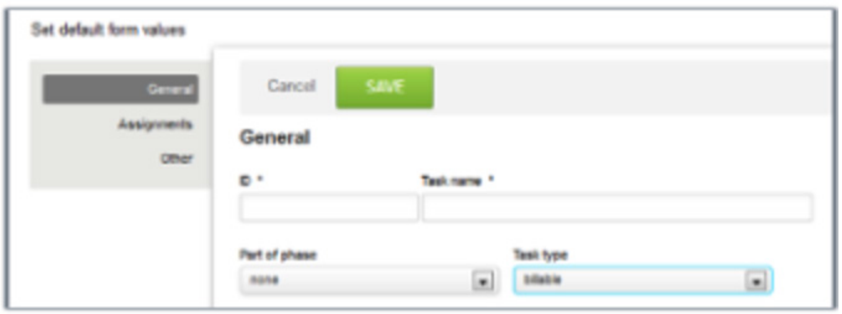
Create task types based on the reporting metrics needed. Typical task types include billable, non-billable, credited non-billable, training, and time off.

Access internal projects and set task types on all tasks with the desired value. If you have template projects setup from which to create new projects, set the task type per task accordingly. If your project setup includes the creation of new tasks individually, it is recommended to set the default value of task type to Billable, as many new tasks on client projects fall into the billable category.

To set a task form default, create a new task within a project (any project as you will not be saving the task) then access the quote bubble icon on the far left of the screen to access the 'Set form default values' form.



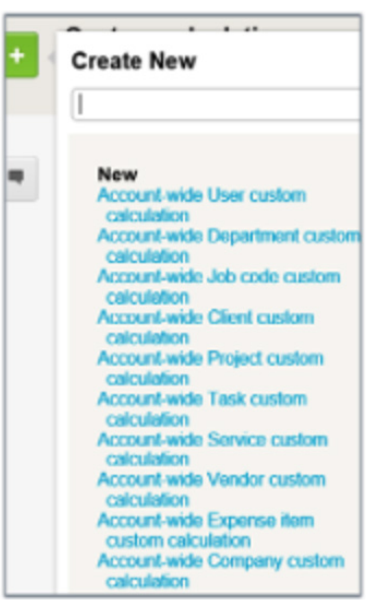
Set the task type to default to billable and save. Any new tasks will have this value defaulted.



Custom calculations may be used in reporting to identify specific types of utilization or consolidate different types of utilization by task type. An example of this is a productive utilization calculation. Some organizations view this as a combination of client billable time (billable task type) and credited utilization time. Custom calculations can provide visibility into task type utilization categories for the analysis of information by different cross-sections.

To create a custom calculation, navigate to *Administration>Global settings>Custom calculations*

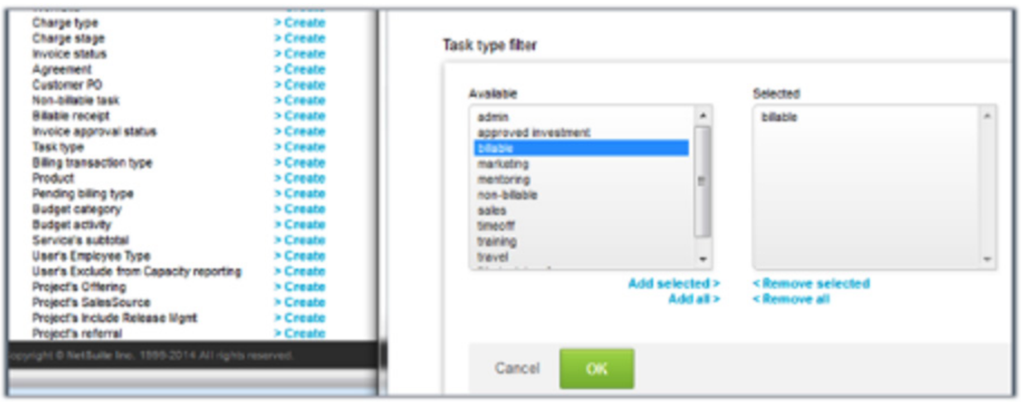
1. From the Global Create icon, select Account-wide Company custom calculation, as this will ensure that the calculation is available across reports.



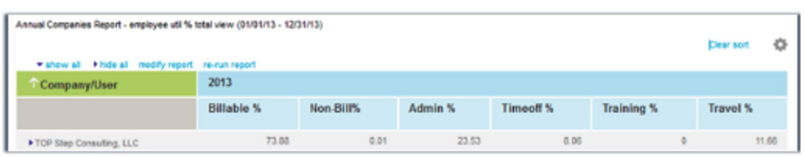
2. Select the right and left-hand operand, name the calculation and save. If you are creating a calculation for a specific type of hour, you will filter the task type to identify the type of hour.

3. The Constant-One (1) right operand, in the sample below, is a custom detail field of type Time Entry Detail Field with a constant of 1.

4. In the example below, the billable utilization hours are defined by using a filter on task type to only select 'billable'.

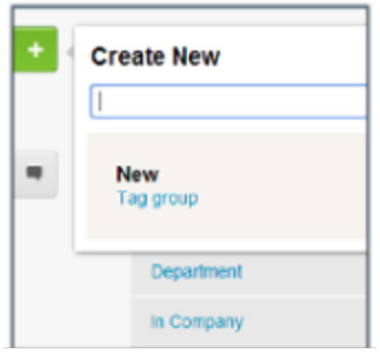


5. Once the calculations are created a report can be created to illustrate the data elements.

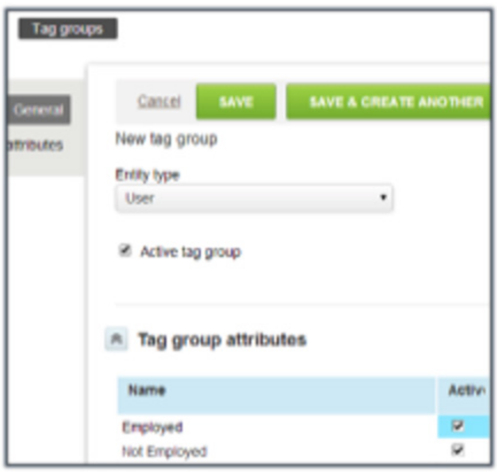


Calculating utilization averages means you include all users that have time in the system at some point during the timeframe of the report. The challenge with this is when a user starts with the company in the middle of the reporting timeframe or leaves the company in the middle of the reporting timeframes. When the user is not part of the company, their utilization falls to zero, which will impact the overall average of a department, region, or company report. User entity tags allow dates to be associated with custom values so users only contribute to averages and totals during the timeframe the tag is applicable. An Employment Status tag group with tag values of Employed/Not Employed support this reporting feature.

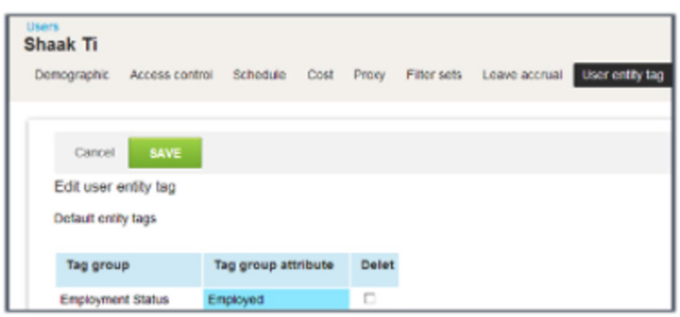
- To enable user entity tags, navigate to Administration>Global Settings>Optional Features and 'Enable the User Tag Feature'. A new link will appear as part of the user account definition called 'User Entity Tag'.
- To create a user entity tag, you will need to set up a tag group. Navigate to Administration>Global Settings>Tag Groups.
- Create a tag group



- Define the tag group name, attributes for the tag group and click on the active checkbox.

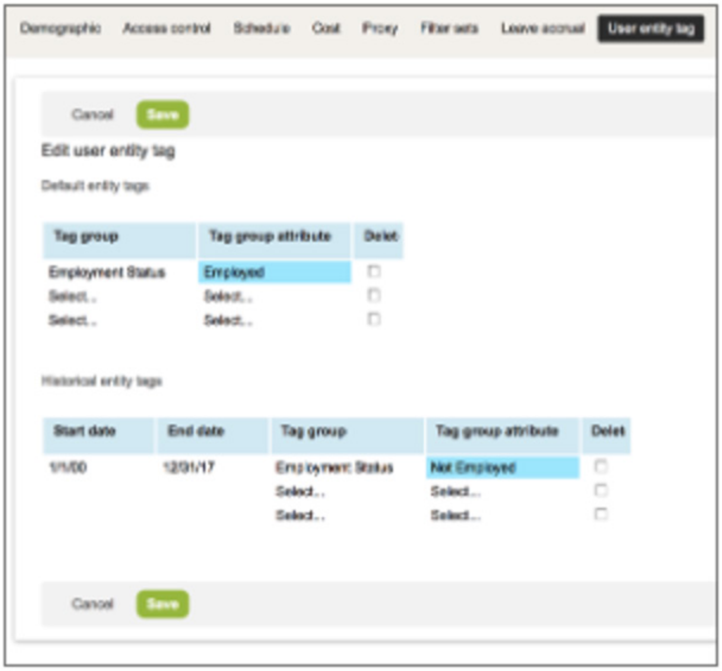


- Now set the correct value on all users included in the utilization report by accessing each user and the User Entity Tag link within the user account.

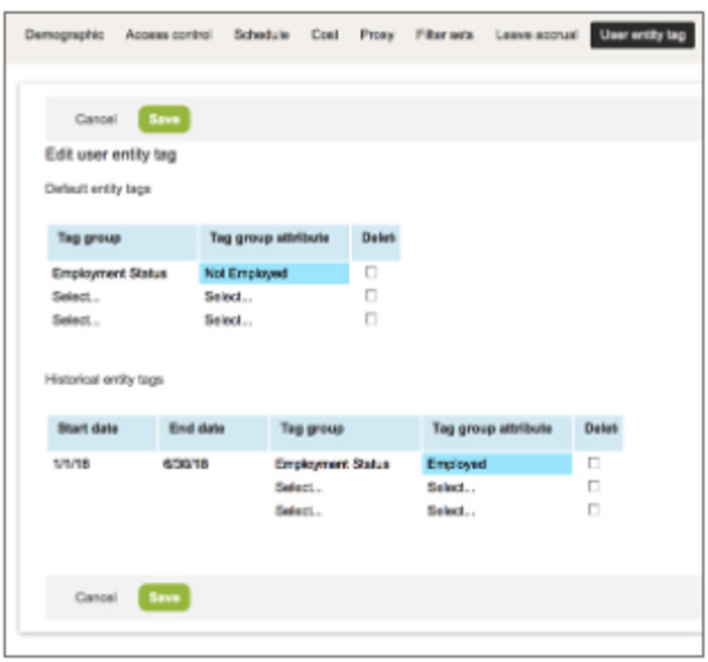


The top portion of the User Entity Tag form is the current or default value and the bottom part of the form controls the start/end dates of historical values.

6. When a user is new to the company, set the Employment Status default to 'Employed' and the historical value to 1/1/00 to with a 'Not Employed' value. Here's an example for an employee hired on 01/01/18.



7. When a user leaves the company, set the Employment Status default to 'Not Employed' and the historical value of to with a value of 'Employed'. If an existing 'Not Employed' historical value is in the user record, this entry may be deleted (check the ,"Delete," box and SAVE), as the default value will be used for any period not covered in the historical values — both before and after the term of the employment will be considered ,"Not Employed,". Here's an example for the same employee above, leaving the company on 06/30/18.



Caution: The activation and inactivation of user accounts will not automatically update the User Entity Tag value. keep reporting accurate, ensure audit controls are in place for entity tag accuracy.

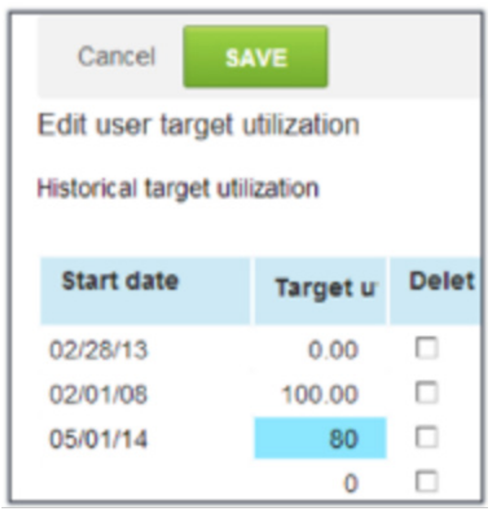
Target Utilization

Many companies define targets for individuals as part of a compensation or bonus plan. To provide self-service reports and dashboards on the attainment of defined targets, users can have their target utilization defined as part of the user record. Target utilization creates new reporting values called Target Hours and Base Target Hours that multiplies the entered target utilization percentage against the Work Schedule hours defined per the user's Schedule settings.

Target utilization is a feature that needs to be enabled on the user record prior to data entry. To activate target utilization on the user record, navigate to Administration>Global Settings>Optional Features and 'Enable Target Utilization Feature'.

Now set the target utilization percent and date of when it is effective on all users included in the utilization report by accessing each user and the Target Utilization link within the user account.

To specify utilization, add the percentage as a whole number with a corresponding start date. Utilization may change with changes in role or changes within the organization. Simply add new utilization targets with a new start date when the change occurs. The previous utilization target will be used for reporting from the previous start date to the day before the new entry start date.



Reporting Values

When reporting on values related to utilization it is important to understand the differences between fields that look quite similar and to be clear on your company's policy on how to calculate utilization percentage — particularly what you wish to use as the divisor in the calculation.

Reporting Value	Description	Comment / Example
Resources – Base Work Schedule Days / Hours	The user's time for the period including all work hours defined in the company work schedule and not subtracting out time set aside for holiday's or approved leave requests.	May 2018 has 23 base weekdays, or 184 base hours
Resources – Work Schedule Days / Hours	The user's time for the period including all work hours defined in the company work schedule but subtracting out time set aside for holiday's or approved leave requests.	May 2018 has a Memorial Day Holiday included in the Company Work Schedule. That would mean that this period would have only 22 work schedule days or 176 work schedule hours. If an employee has two days of approved leave in this period, the work schedule days would be 20 and work schedule hours would be 160.
Resources - Base Target Days / Hours	Base Work Schedule time times the user's Target Utilization.	In May 2018, an employee with an 80% target would have 18.4 Base Target Days and 147.2 Base Target Hours
Resources – Target Days / Hours	Work Schedule time times the user's Target Utilization,	In May 2018, an employee with an 80% target and no approved leave would have 17.6 Target Days and 140.8 Target Hours. The employee with 2 days of approved leave would have 16 Target Days and 128 Target Hours

The built-in field ,"Resources — Percent historical utilization uses Work Schedule as its divisor — which may not be your desired calculation. In fact, all of the built-in utilization calculations use the user's Work Schedule as their divisor. Therefore, you may need to create custom calculations that represent your company's policies.

When configuring your custom calculations to calculate utilization for your company, be mindful of which field you choose as the divisor (denominator) in the calculation.

- If your targets are set based on the full year's calendar with no consideration for holidays or time off (most common), be sure to choose the Base Work Schedule Hours as your divisor.
- If your targets are set based on a calendar net of time off, then use the Work Schedule Hours.
- If your targets are based on the full calendar net of only holidays, you would need to create a custom calculation that takes Work Schedule Hours and adds back Approved Leave Request Hours and use this custom calculation as your divisor.

Tips to Effectively Manage Subcontractors in OpenAir

Subcontractors can introduce complexities due to:

- Non-standard work schedules
- Varying cost by activity
- On-demand use

To gain management and administrative efficiencies, contractors need to be clearly identified. The challenge is knowing when subcontractors should have access to your NetSuite OpenAir system and when they should not.

Subcontractors in NetSuite OpenAir get user accounts just like everyone else so they can do time and expense reporting; however, they are usually identified as a subcontractor, for reporting and auditing purposes, using a custom field.

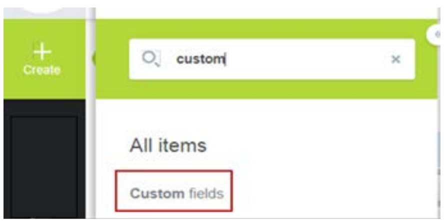
Subcontractors tend to have access to limited information supporting their ability to put time and expense information into NetSuite OpenAir.

Contractors may have varying costs by project or activity on the project.

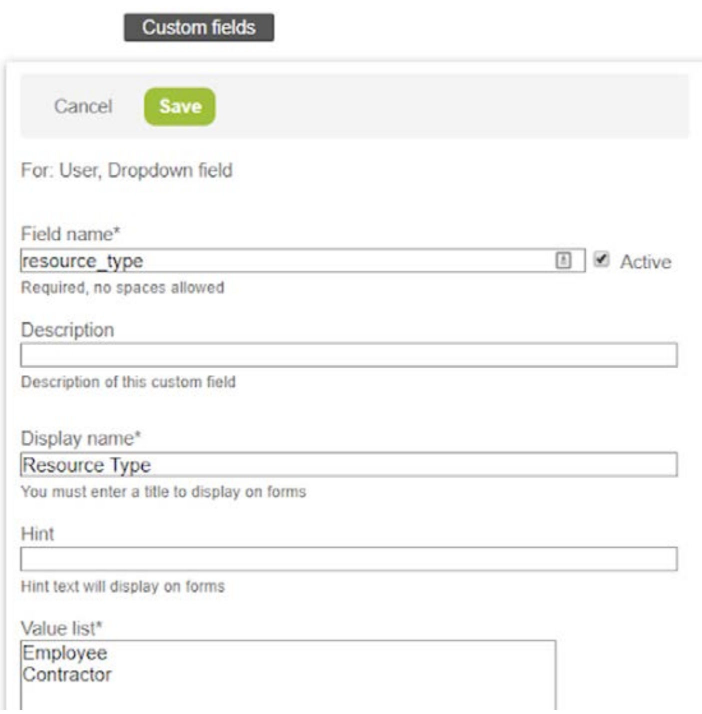
Since subcontractors may not be used full time, adjustments to notifications such as late timesheets may be considered for effectiveness; meaning only send the late timesheet notice if the subcontractor was supposed to work the prior week.

How

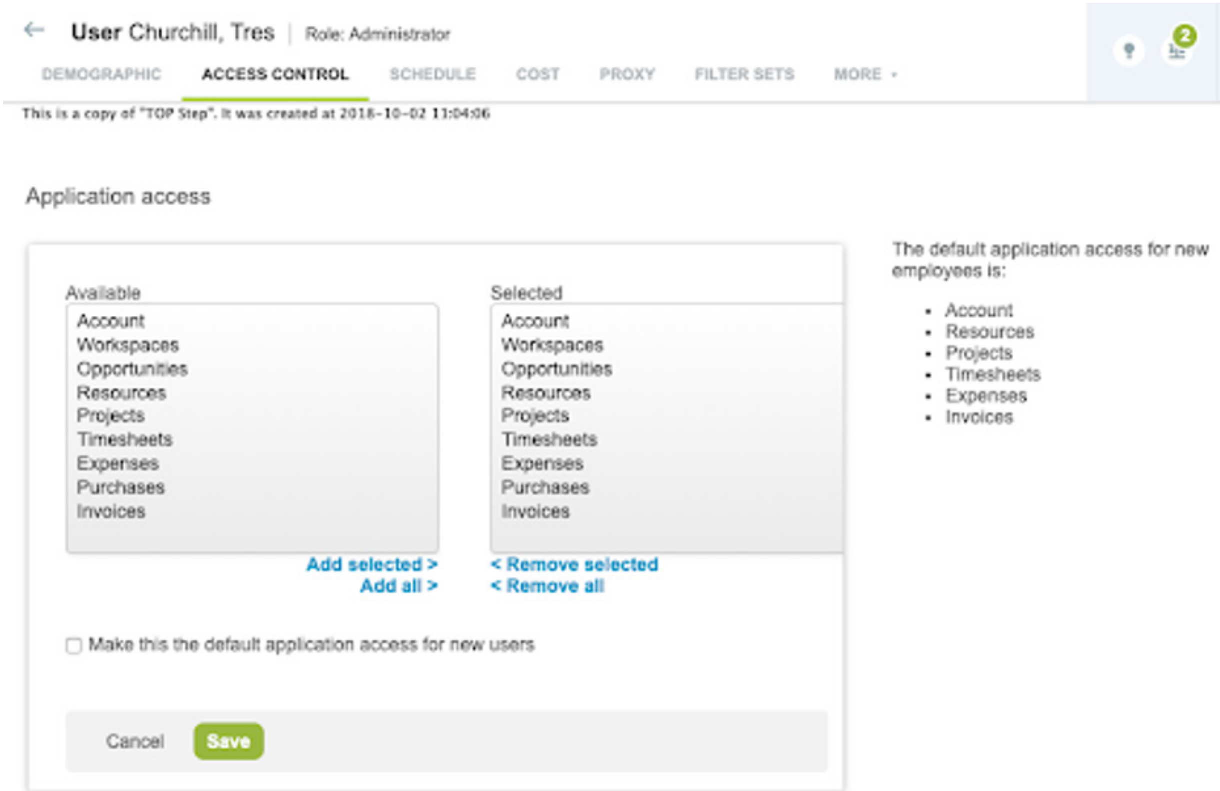
Subcontractors can be identified by adding a custom field to the user record to denote the type of employee. This field may then be required on every user record.



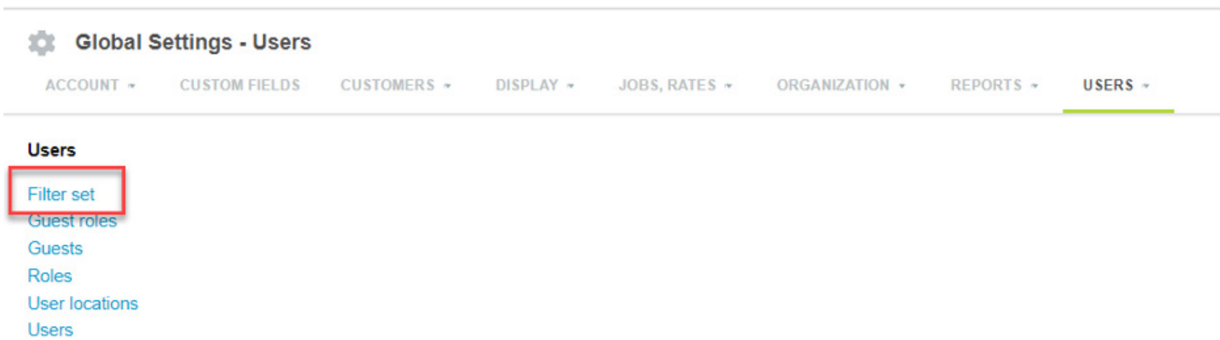
Below is an example of resource type custom field drop-down for the user record.



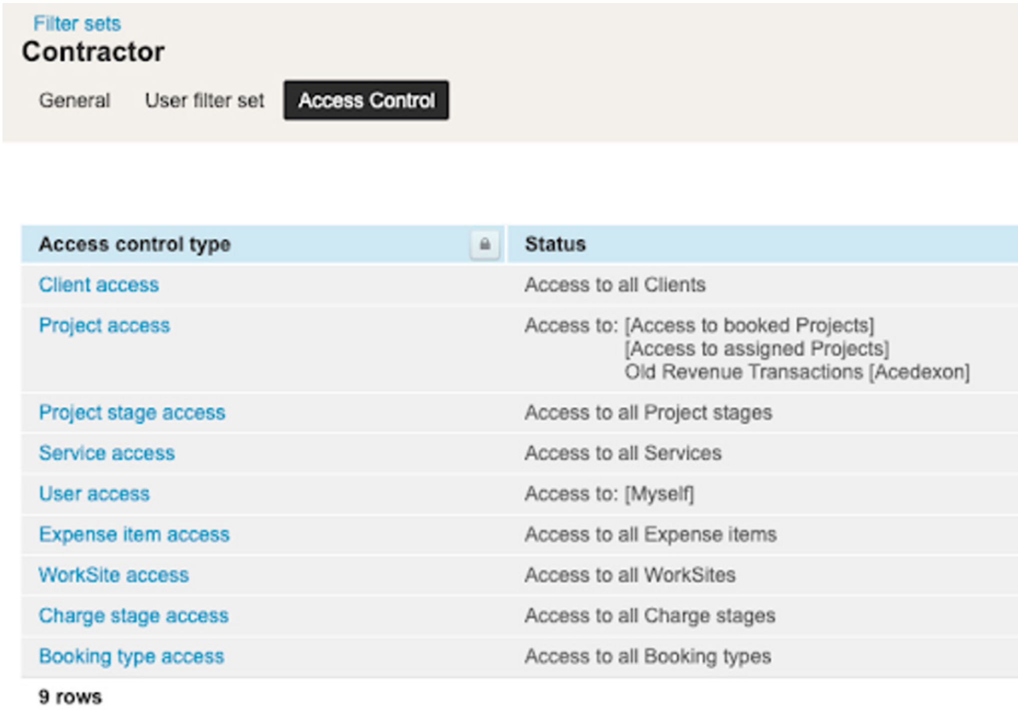
Access to NetSuite OpenAir modules may be limited within the user record. Subcontractors may only have access to timesheet and expense modules, in some cases. To define specific module access, navigate to *Administration –> Global Settings –> Users –> <selected user> –> Access Control.*



Filter sets may be created to limit the view to specific data within modules. Filter sets are created under *Administration –> Global Settings –> Users –> Filter set*. By setting the Primary Filter Set on the Demographic form of the subcontractor's user account, the subcontractor will have a data view in the system limited to the filter set controls. Typically, a booked/assigned project view and 'myself' user view limitation is granted to subcontractors.



Define the access to the data under the Access Control section of the filter set.



Filter sets

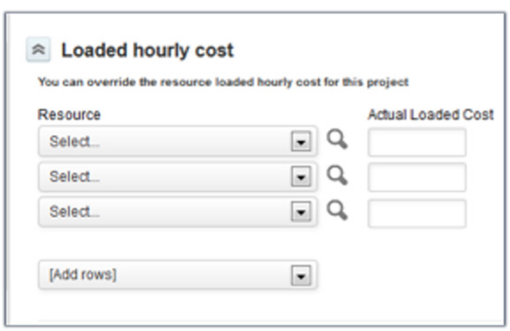
Contractor

General | User filter set | **Access Control**

Access control type	Status
Client access	Access to all Clients
Project access	Access to: [Access to booked Projects] [Access to assigned Projects] Old Revenue Transactions [Acedexon]
Project stage access	Access to all Project stages
Service access	Access to all Services
User access	Access to: [Myself]
Expense item access	Access to all Expense items
WorkSite access	Access to all WorkSites
Charge stage access	Access to all Charge stages
Booking type access	Access to all Booking types

9 rows

All user accounts have a cost table for hourly cost rates. If a subcontractor is always the same cost rate, then entering the hourly cost in the user cost table will suffice for cost tracking. Subcontractors may not always charge the same hourly cost per project or task (activity within the project). To handle these situations, it is recommended to enable the Loaded Cost Override functionality at the project and/or task level. This provides a user-specific cost rate set up at the project or task level, which overrides the user-based cost definition. This flexibility allows more accurate profitability reporting at the project level and cost accrual reporting of the subcontractor in general. Contact NetSuite OpenAir support to enable these features.



By identifying users as subcontractors with a custom field, a user detail report can be set up to audit system usage by subcontractor by reviewing fields such as last login, last time entry date, and last receipt date. This information along with scheduling information such as the last booking date, provides insight into the need for the subcontractor account to remain active. Inactivating users that do not need full-time access to NetSuite OpenAir frees up a license for use by other subcontractors; thus minimizing the number of licenses that need to be purchased.

And finally, the late timesheet alert functionality allows the accommodation of sending reminders only if the resource should have entered a timesheet for last week. This logic is connected to the resource assignment or booking features since they control forecast effort and scheduling. By scheduling a subcontractor for work and configuring the timesheet alert to only send reminders if the resource has booked or assignment hours in the previous week, you will ensure effective communication with the subcontractor about timesheets being overdue.

A Word of Caution

The cost override feature provides reporting at both the override cost rate level and the user cost rate standard level. Cost rate override values are called 'actual cost' such as Timesheet — all actual cost. Base user-defined cost rates are called 'current cost' such as Timesheet — all current cost.

Time and Expenses

How to Control Timesheet Periods in OpenAir

In order to control timesheet periods, did you know there is a feature to control which weeks are available for time entries and override on a per-user basis?

The internal switch in OpenAir called **Enable timesheet open/closed periods**, if enabled, makes the Timesheet open periods available as a company setting. This is available via **Administration > Application Settings > Timesheets Settings > Other Settings.**

The **Timesheet open periods** allows the admin to indicate which timesheet **periods** are available and open for end users to log time to.

Example: If the timesheet duration is set to Weekly, enter the **Open Periods** as follows:

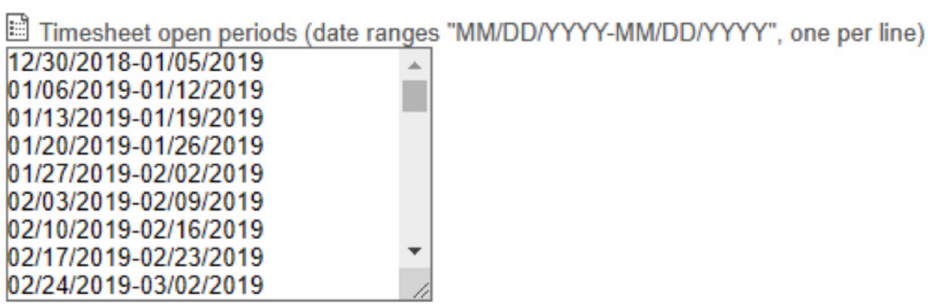
09/28/2019-10/04/2019

10/05/2019-10/11/2019

10/12/2019-10/18/2019

10/19/2019-10/25/2019

10/26/2019-11/01/2019



Note: Do not enter or include spaces before and after the hyphen on the date ranges as they are not accepted by the system.

The admin will then remove the **periods** from the list so that users are no longer able to log time against them. They should then be able to see the **open periods** on their timesheets and only be able to log time to these **open periods**.

Dealing with Exceptions in Your OpenAir Time and Expense Review Process

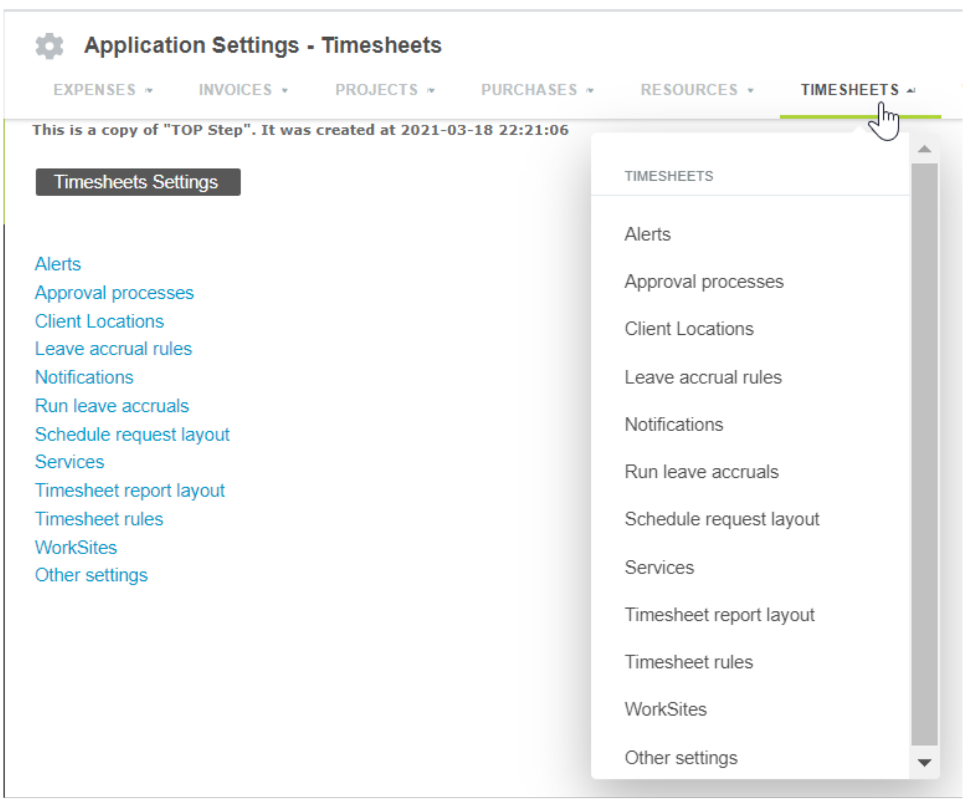
Timesheet and Expense Report accuracy drives an effective business. This is why many companies strive to enable effective review processes for time and expense submissions. There are times, however, when having a simple review process, such as a single project reviewer or manager, will not provide a robust enough process for exceptions that may occur. Exceptions include vacation coverage, month-end time-critical approvals, and even escalations due to lack of action.

NetSuite OpenAir's concept for time and expense approval process provides controls to allow a simple review process with built-in exception processing as needed. Typical examples include:

- Configuring an escalation approver if no action has been taken after X days
- Defining a backup approver for time-critical approvals at month-end holding up invoices
- Setting up expense report conditional routing based on the amount to include more individuals in the approval for larger expenses
- Allowing for a co-project manager approver for projects

How

Approval processes are defined within *Administration –> Application Settings –> Timesheet Settings or Expense Settings.*



The approval process form is a generic form usable by any of the available approval settings in NetSuite OpenAir: timesheets, expense reports, invoices, schedule requests, and more.

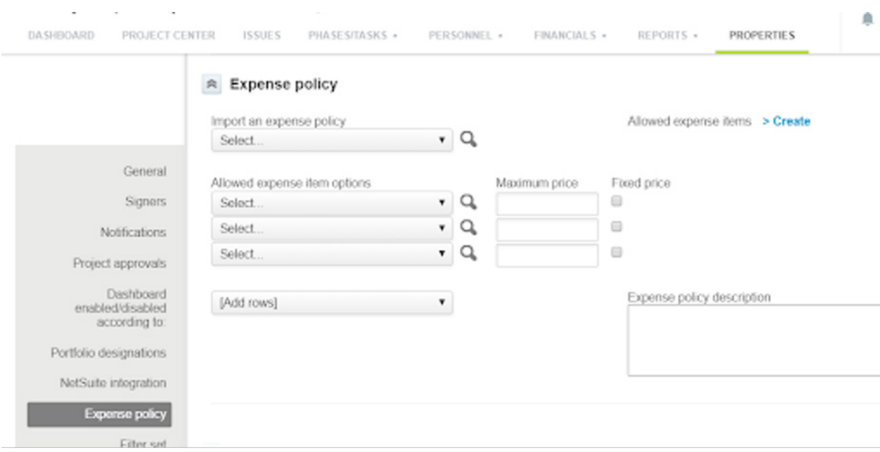
Remove the Challenges of Adhering to the Customer's Expense Policy in NetSuite

Your company has an expense policy that your employees must follow in order to be reimbursed for out-of-pocket expenses. Sometimes a customer may require you to follow their expense policy instead. The challenge is how to communicate to your project and invoicing teams the specifics of the customer policy for accurate invoicing.

NetSuite OpenAir has an expense policy feature that allows you to display specific elements of the customer's expense policy to consultants as they enter their expense receipts and to the invoicing staff when they generate invoices for those incurred expenses.

How

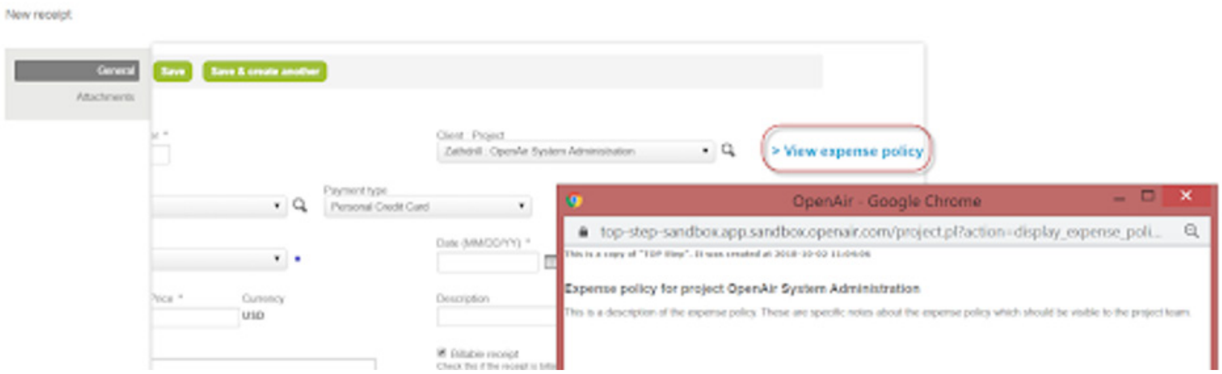
The Expense Policy feature is an internal switch and must be activated by NetSuite OpenAir support. When enabled, a new section appears within the Project Properties page:



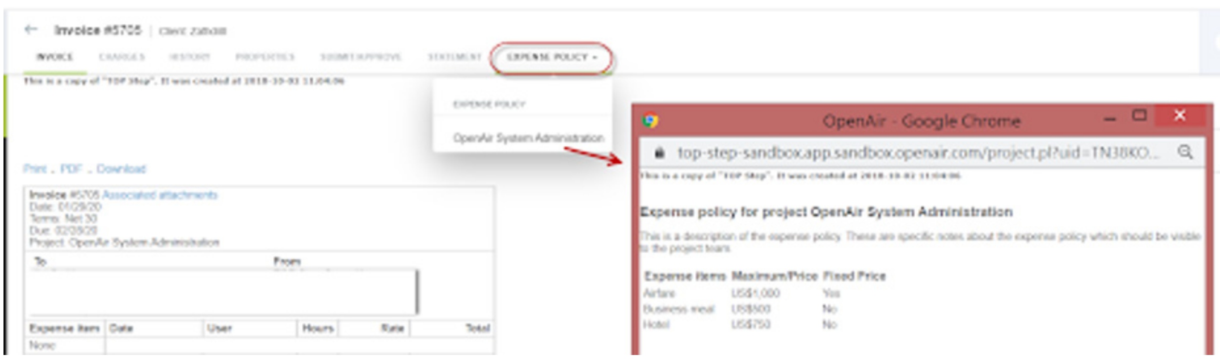
Expense policies can be copied from other projects, as would be the case in a single customer having multiple projects. Expense policies, in general, have three main parts:

1. **Allowed expense items:** limit the types of expense items allowed against this project
2. **Maximum price options:** define any receipt amount limits. Billing rules can also cap the billing of an expense item to a customer but the expense policy feature limits how much the consultant can record on the receipt.
3. **Description**: perhaps the most useful part of the expense policy feature. This free text area allows the specifics of the policy to be described for display in the expense receipt and customer invoice.

The expense policy information is accessible via a link once the project is selected on the receipt form when entering expenses:



Within invoices, the expense policy appears as a tab that displays the same information as entered on the project properties form:



Caution: Maximum receipt values are interpreted as the maximum amount of a single receipt, not an accumulated amount by expense item type. A typical example is lodging where the bill is itemized by nightly rates but entered as a single receipt for all nights. In the case where a maximum rate is set by the customer, the receipts must be entered on a nightly basis instead of as a total lodging amount.

Setting Timesheets and Expenses to Cover Different Time Periods

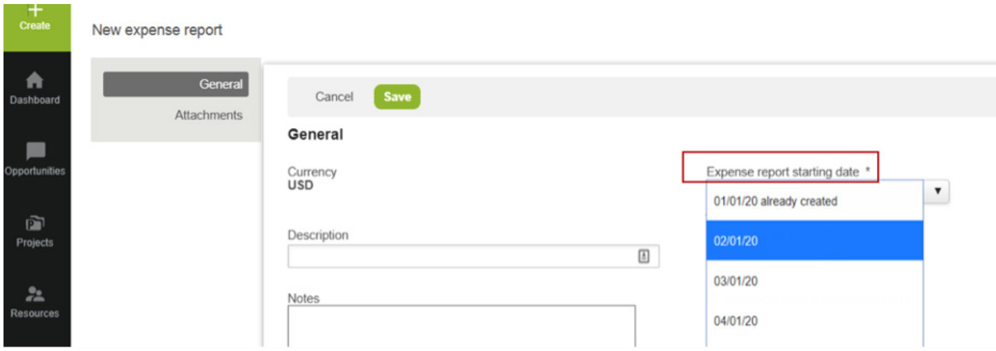
Did you know you can have your timesheets and expenses cover different time periods?

When you choose to use Timesheets and Expenses in NetSuite OpenAir, one of the configuration decisions is the time period for each of these items such as weekly, bi-weekly, or monthly. Weekly is a fairly common selection among customers based on their business model but what if your expenses should be monthly and your timesheets weekly?

NetSuite OpenAir provides the ability to set the time period independently for timesheets and expenses. By enabling the switch 'Envelope duration' and selecting the desired time period (monthly in our example), all Expense Reports will default to a monthly time period while timesheets will be weekly. What if your policy differs between offices? Such as US offices requiring weekly submission and European offices requiring monthly submission?

NetSuite OpenAir helps here as well. By enabling the switch to set the timesheet or envelope duration at the user level, each user can be set up to use a specific timesheet period and envelope period. Just one more way NetSuite OpenAir is able to support the complexities of global organizations!

NOTE: Contact NetSuite OpenAir Support to enable switches mentioned in this tip

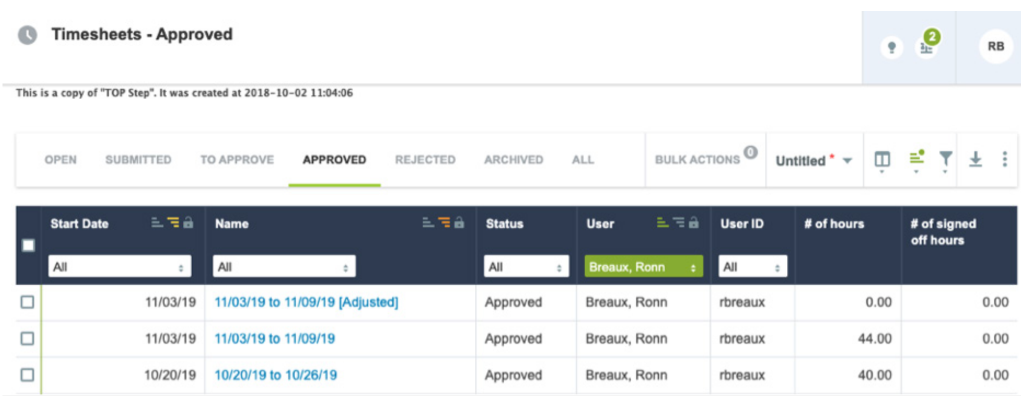


How to Adjust OpenAir Timesheet and Expense Reports

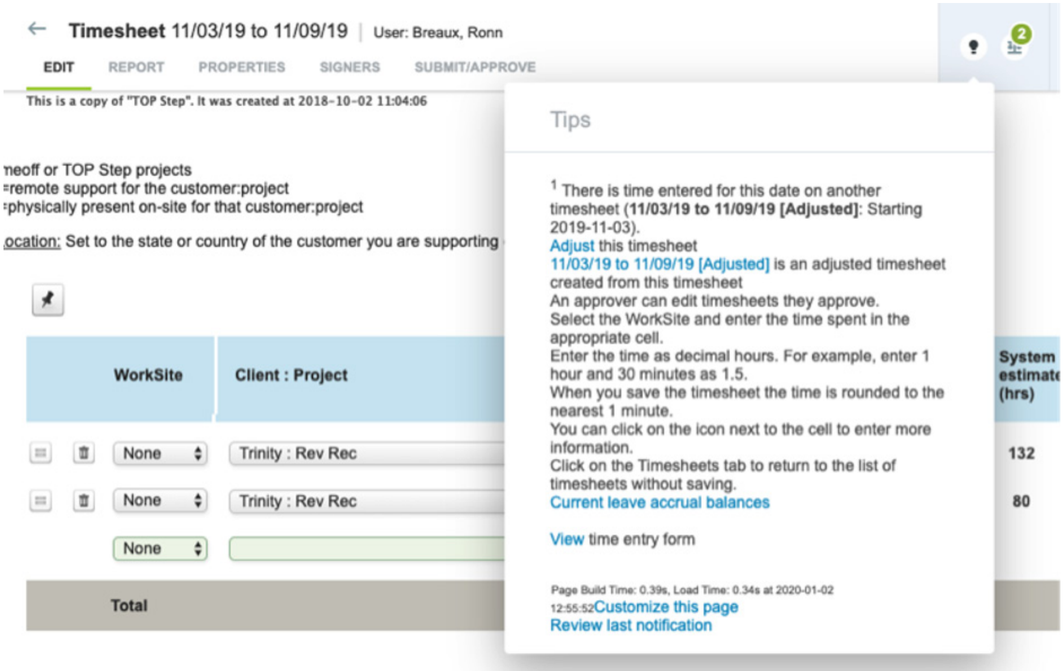
People make mistakes. No matter how good a review process is, there are times when you need the ability to quickly fix time and expense information. Timesheet adjustment and expense report adjustments provide this quick fix.

How

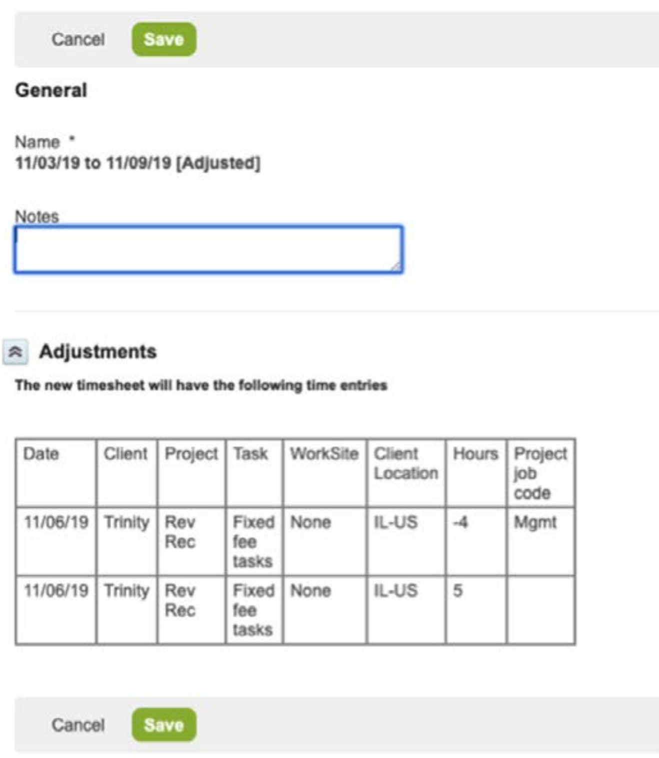
The timesheet adjustment feature must be enabled by NetSuite OpenAir support and is controlled for access by the NetSuite OpenAir role associated with the user. Administrators have access automatically. To adjust a timesheet once this feature is enabled, navigate to any approved timesheet and access the timesheet by clicking on the name.



Select the Edit tab then access the lightbulb icon on the top right. This displays the Adjust this timesheet feature.



By clicking Adjust this timesheet, the enter time screen refreshes and allows you to edit the information. Perform the edits to make the timesheet look like it should look and click save. A form confirming the adjustments to be made will appear. Click OK to create the adjusted timesheet.



Cancel Save

General

Name *
11/03/19 to 11/09/19 [Adjusted]

Notes

Adjustments

The new timesheet will have the following time entries

Date	Client	Project	Task	WorkSite	Client Location	Hours	Project job code
11/06/19	Trinity	Rev Rec	Fixed fee tasks	None	IL-US	-4	Mgmt
11/06/19	Trinity	Rev Rec	Fixed fee tasks	None	IL-US	5	

Cancel Save

Once an adjusted timesheet is created, one of two options may occur depending on your configuration control. The timesheet may either auto-approve or may be submitted to follow the approval processes of the projects and users. Determine which approach is the best fit for your organization and contact NetSuite OpenAir support to enable one or the other. Both options cannot exist in the environment.

Typically only specific roles are able to make timesheet adjustments. It is important that timesheet adjustments are monitored because the adjustments for time and materials projects that have already been invoiced will have a future billing impact.

Expense adjustments work in a similar fashion and have the same type of switch controls. The only other consideration for expense report adjustments is the status of reimbursement.

Adjusting an expense report can also adjust reimbursement amounts and may require additional efforts by your Accounts Payable department to either reimburse or collect adjustment amounts.

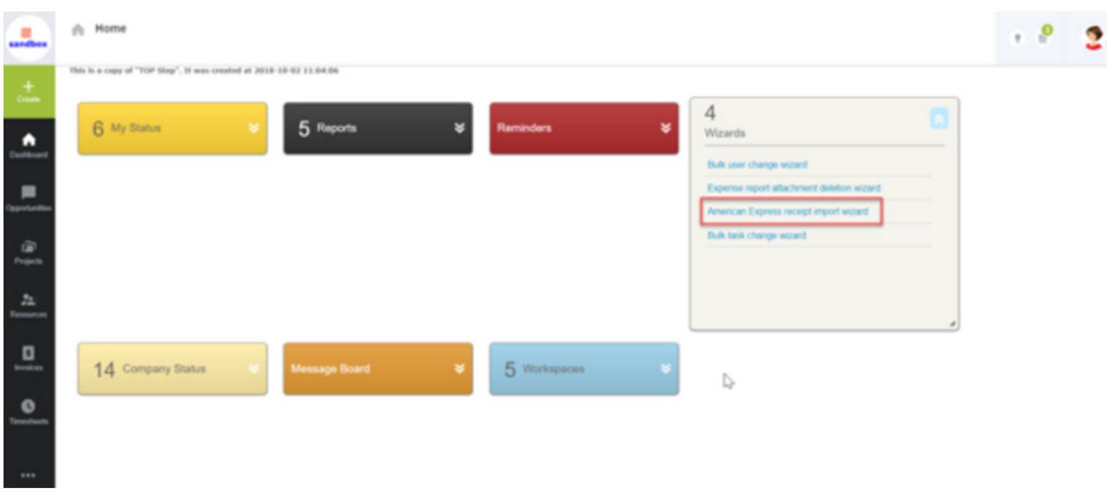
A word of caution

Adjustments should be used sparingly by administrators or business operations resources. Although this feature is quick and easy, the underlying behavior of the end-users performing the mistakes should be corrected. Whenever possible, unapprove or reject timesheets and expenses in error to have the individual perform corrections instead.

Importing a Credit Card CSV into NetSuite OpenAir Expense Reports

Did you know that you could import a credit card CSV into NetSuite OpenAir expense reports using an import wizard?

OpenAir supports the ability to import American Express CSV feeds directly into new or existing expense reports according to the transactions in the file.



The wizard itself is very easy to use — it's a simple 1-2-3!

Open the wizard and browse for your AMEX CSV file.

If you have a multi-user file, you will be prompted to map the person's name in the file to a user in NetSuite OpenAir.

You name the expense report, have the option to insert receipts into existing expense reports, and apply a payment type (which is linked to reimbursable/non-reimbursable).

And „"Presto," the receipts are imported against the defined user. Don't have multiple users in the file? Then it's only two steps to create your own receipts.

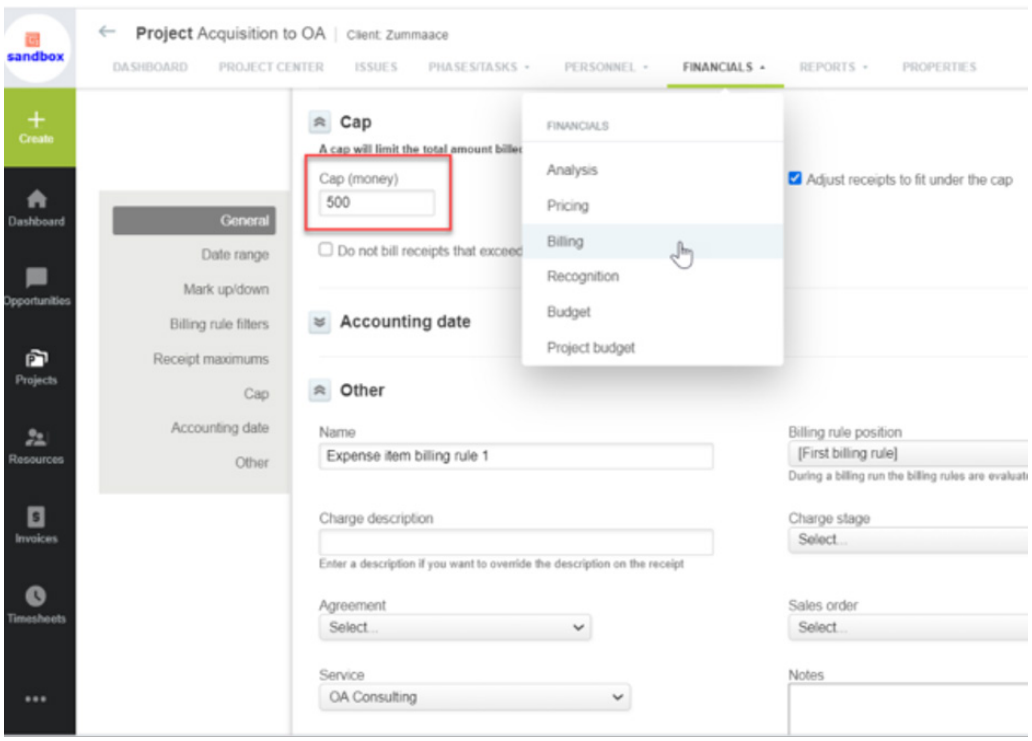
The dependencies to use the wizard are that expense reports must not be restricted to a time period and you cannot change the name of the expense report. Once those are in place, the wizard will be available on the Home page for use.

Give it a try — you may find yourself with a few extra hours to do billable work!!!

Are Your Expense Item Billing Rules Being Capped Accurately?

If you are adding caps to your expense item billing rules, chances are the cap isn't being applied quite the way you expect. Normally, the system will apply the cap to the nearest hundredth, but it is based on quantity — not money.

For example, if an expense-billing rule is capped at $500, and $300 has already been billed, the amount available before the cap is reached is $200.

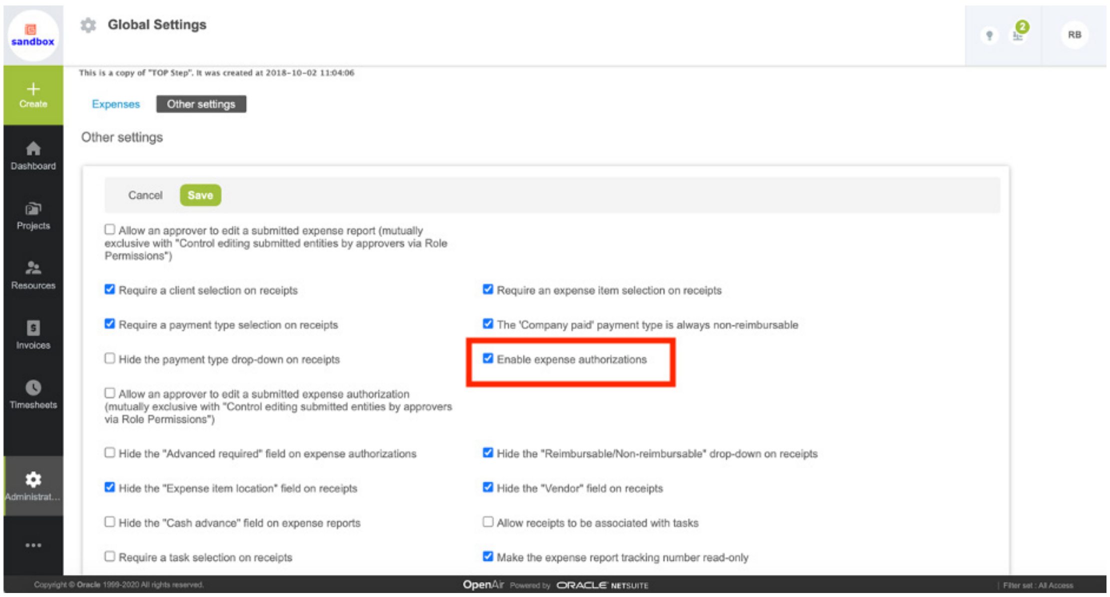


If a receipt for $201 is processed by the billing rule next, and the box „"Adjust receipts to fit under the cap," is checked, the rule will cap it at $200 and the $1 will be split out as a second receipt. Without the box checked, the cap will actually be exceeded by $1. It may be a small amount, but is it worth the risk of potentially delaying invoice payment?

Authorize Expenses in Advance with Expense Authorizations

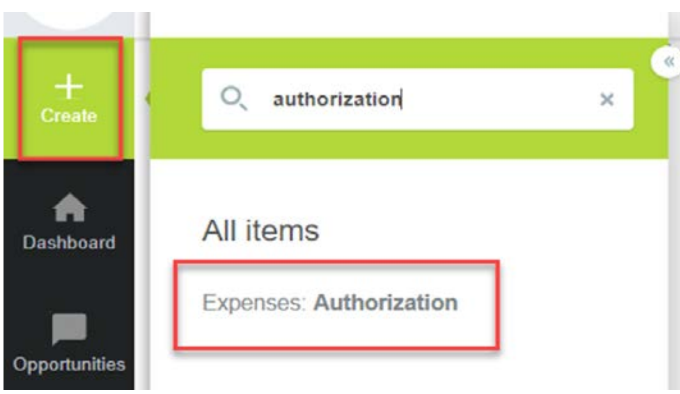
Have you ever wanted a way to let your employee's request authorization in advance to incur certain expenses on a project? And would you like to be able to compare the actual expense report with the authorization? With Expense Authorizations, you can.

You can enable this feature in *Administration > Application settings > Expenses settings > Other settings > and select the option 'Enable expense authorizations'*

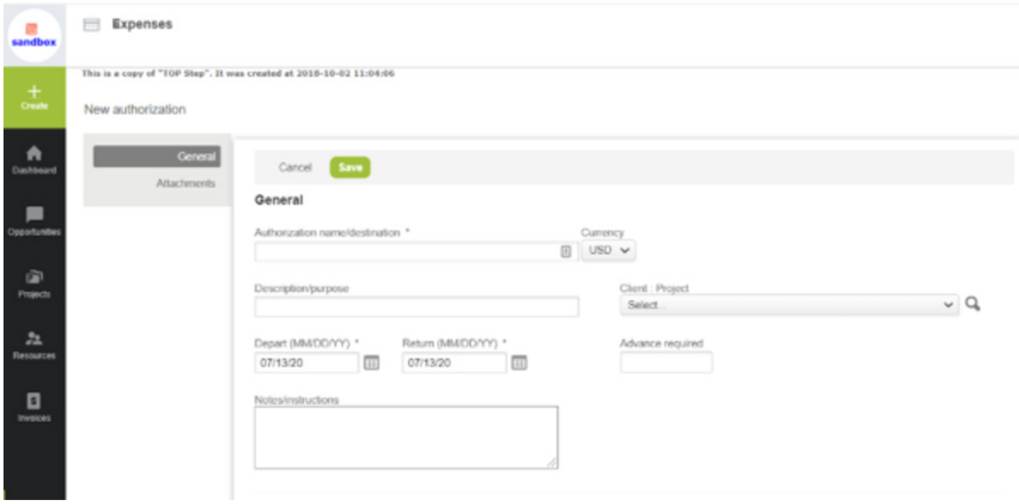


Once it's enabled, you will have the option to define user-level approvers for authorizations. The project-level approver is the same as the Expenses approver.

To create an Authorization, search using the global search icon [+] *Create > Expenses: Authorization*

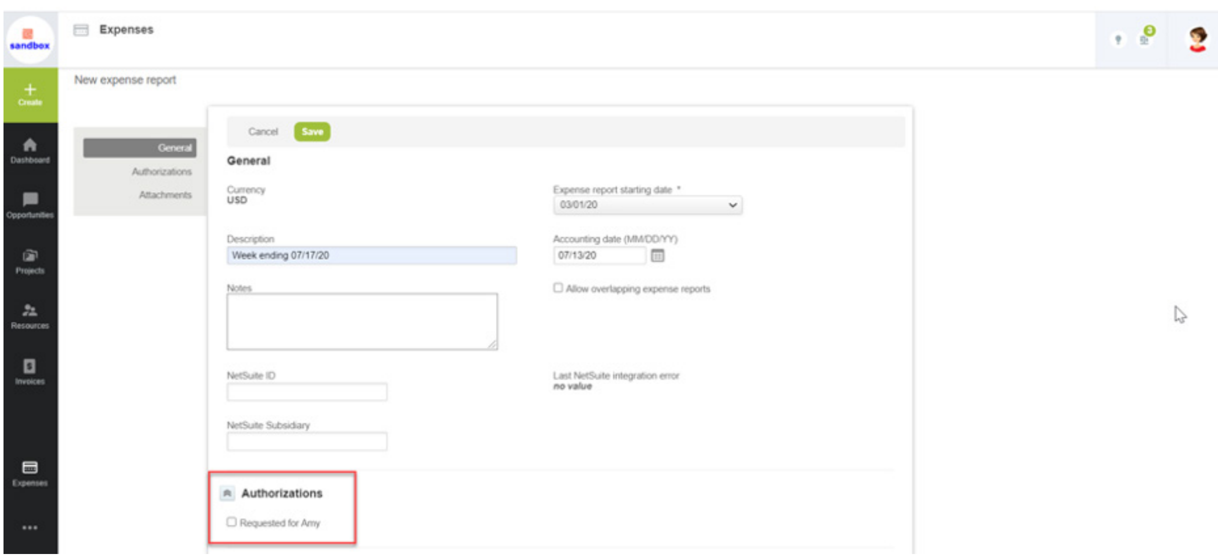


In the New Authorization form, add a name, description, project and date range along with any notes.

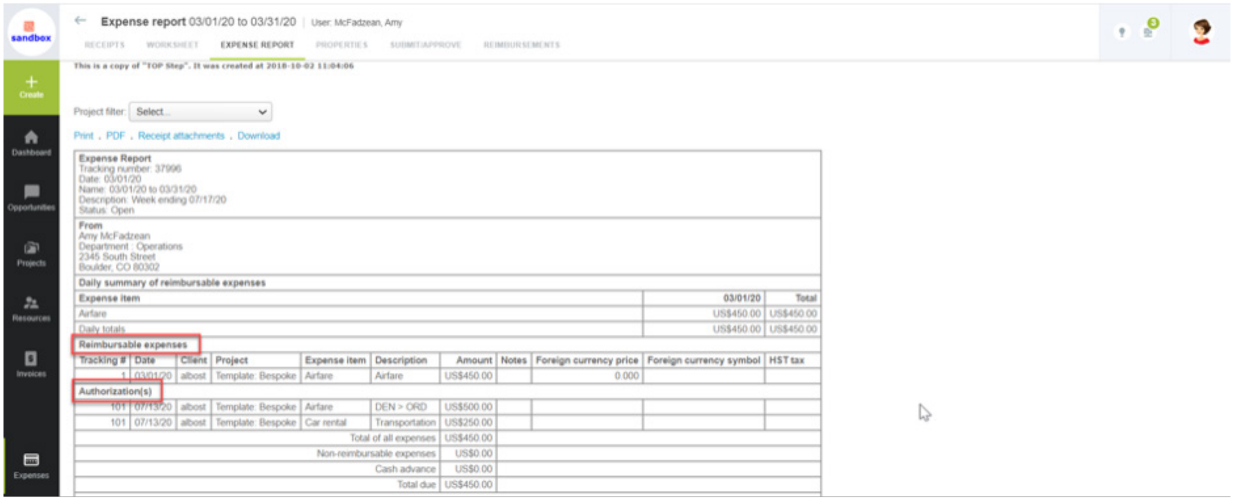


Add a list of each expected expense item along with optional notes and then submit for approval.

When creating your expense report, you have the option to associate an Authorization, if you have one approved.



When viewing the Expense Report page, you and the approver can compare the authorization against the expense report.

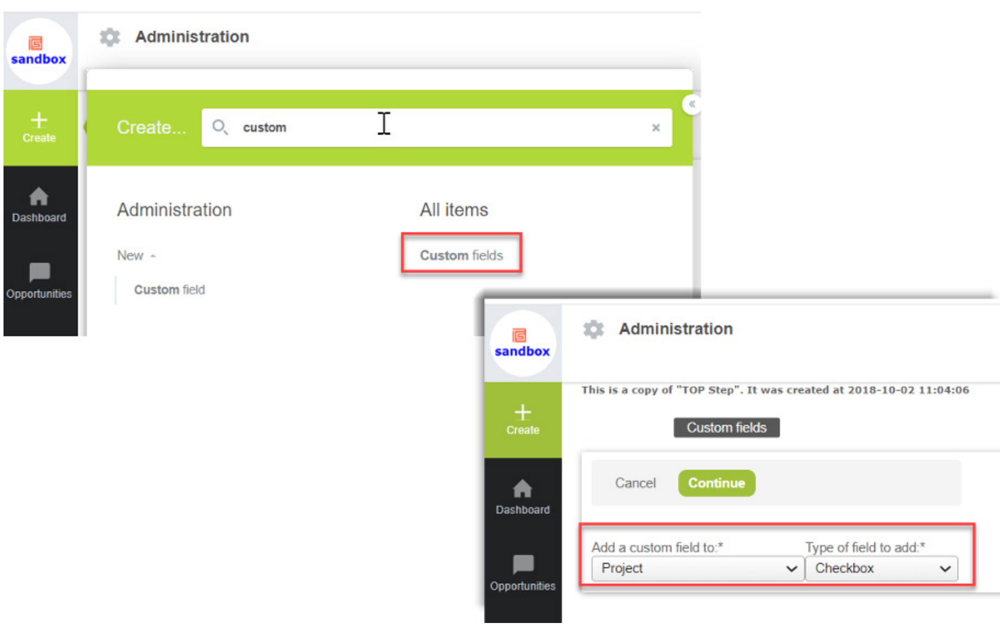


This feature does not prevent entering any data or determine auto-approvals or rejection, but it does provide useful information when planning expenses and comparing those approved plans against the actual expenses incurred.

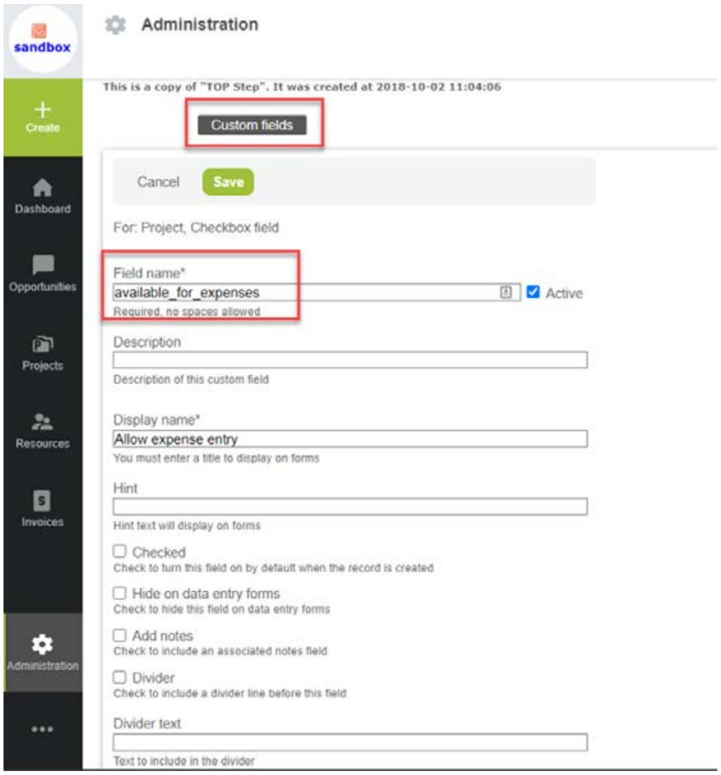
Prevent Expenses from Being Entered Against Certain Projects in OpenAir

Have you ever found expenses entered against a project that should never have had them? If you have, you might have wished you could disable expense entry against certain projects.

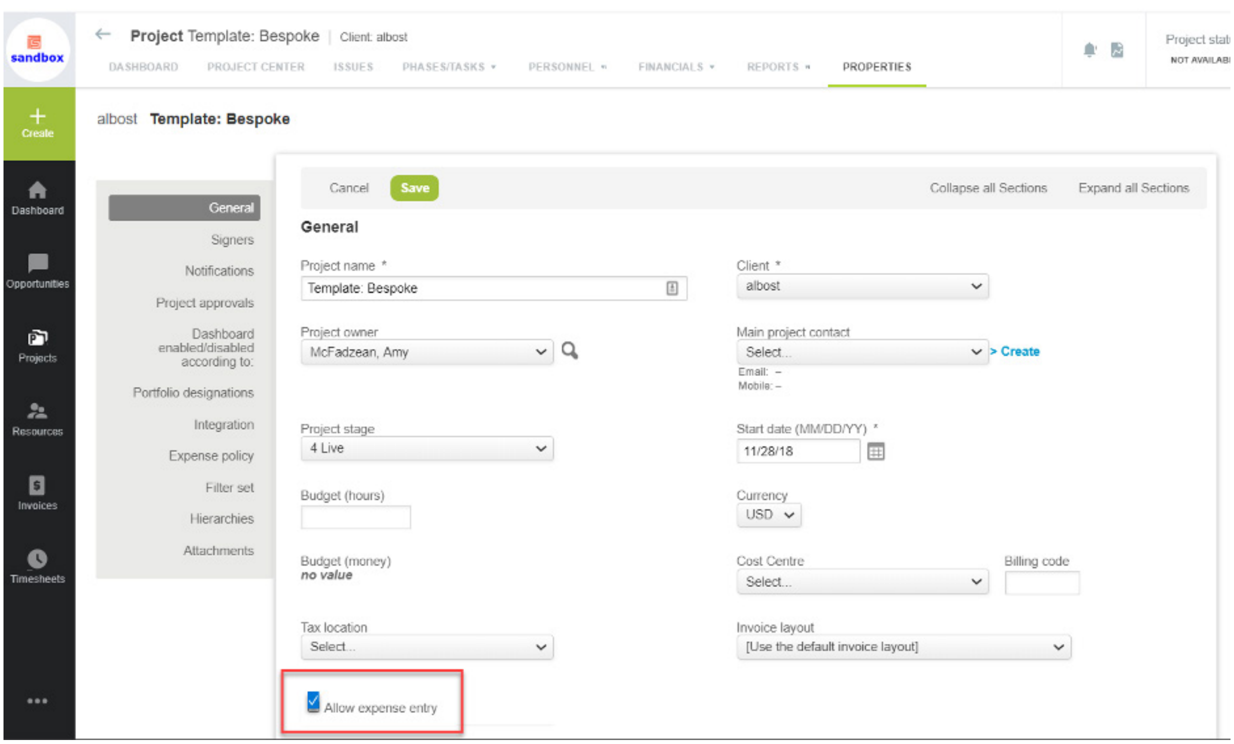
To do this, you'll need to create a custom checkbox field for Projects.



Name the field ‘available_for_expenses’ and notify NetSuite OpenAir Support that you’d like this field to indicate availability in expenses.



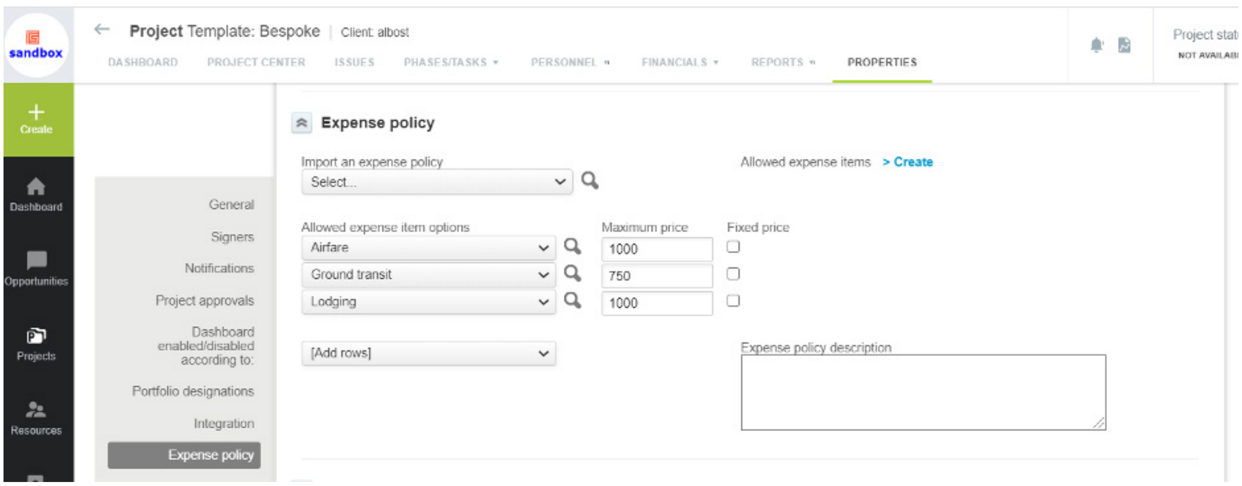
Once they confirm, you can uncheck the box to prevent expenses from being entered against any project.



Limit Expense Items by Project in NetSuite OpenAir with Expense Policies

Many companies have many expense items defined, but in practice, certain types should only be used for internal activities. In other cases, companies will define region-specific expenses. You may be able to address this by limiting which expense items are accessible in user filter sets. But if you need to define available expense items by project, you can do this with Expense Policies in NetSuite OpenAir.

Expense Policies are a set of features that need to be enabled by NetSuite OpenAir Support. Once enabled, a new section is available on the Project Properties form for Expense Policies.

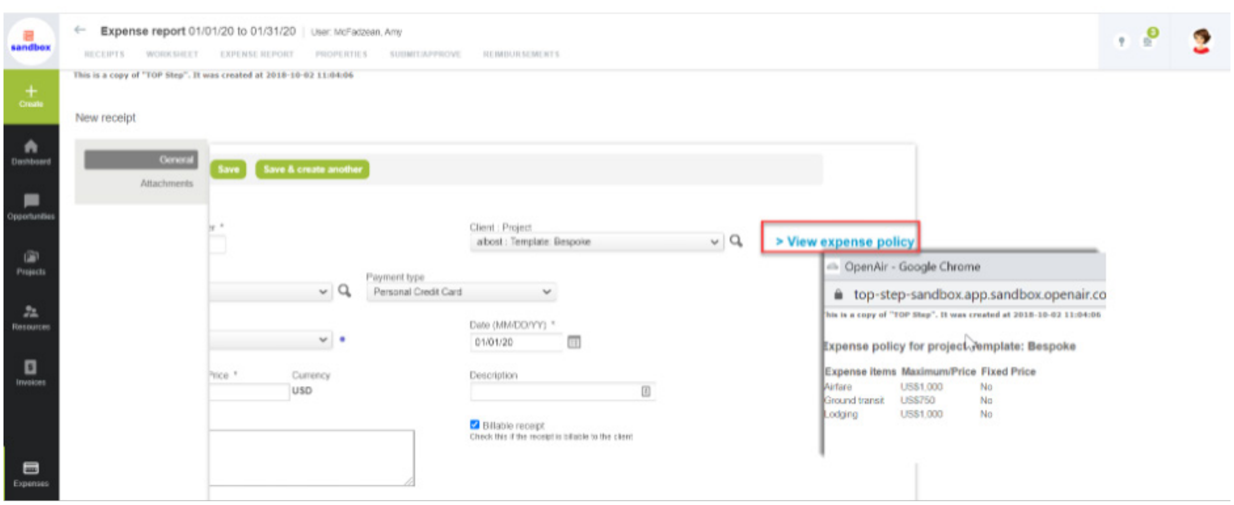


By default, nothing is changed until you limit available expense items on a project. To limit expense items per project, modify a project and select the 'Allowed expense items' filter. Select the items to be available on expense receipts and save the pop-up and project.

When users create expense reports, the expense item field cannot be populated until the project is selected. Based on the project selection of the receipt, the expense item field is loaded with available values.

This filter is respected on both the receipt form and the worksheet/grid view.

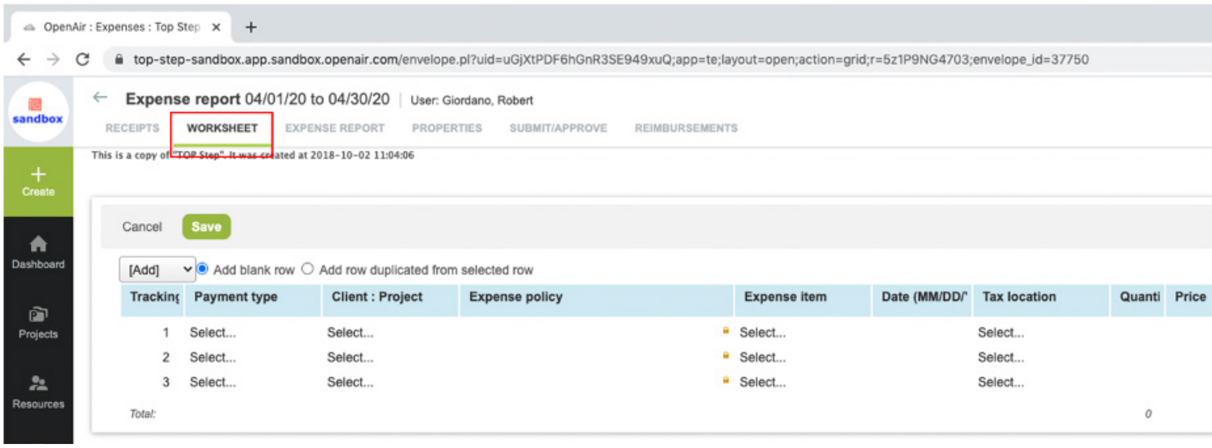
No expense item is available until the project is selected:



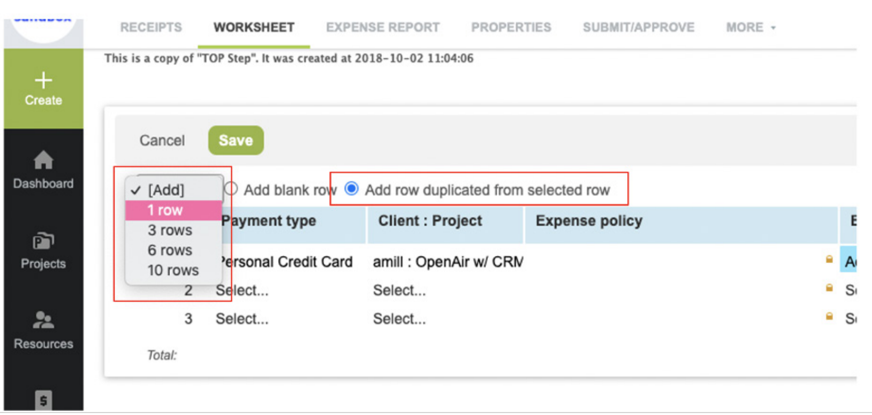
Expense Report in OpenAir: Save Time by Copying Receipts

Here is a quick tip when creating your expense report in OpenAir. Whether it's for daily tolls, mileage, or if you just eat the same meal every day, if you need to enter several rows of duplicate entries, there's a helpful — and overlooked — way to do this.

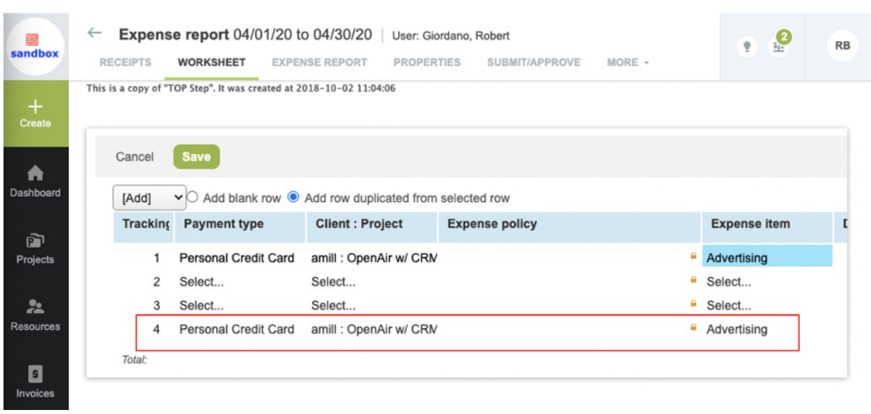
Go to the OpenAir Expense Worksheet and populate the first row.



Then, select the option to 'Add row duplicated from selected row' and add 1 row.



A new row is created with the same data as the first row.



Now, just repeat as needed and update the date for each row.

NOTE: the OpenAir expense worksheet must be enabled for your organization and role.

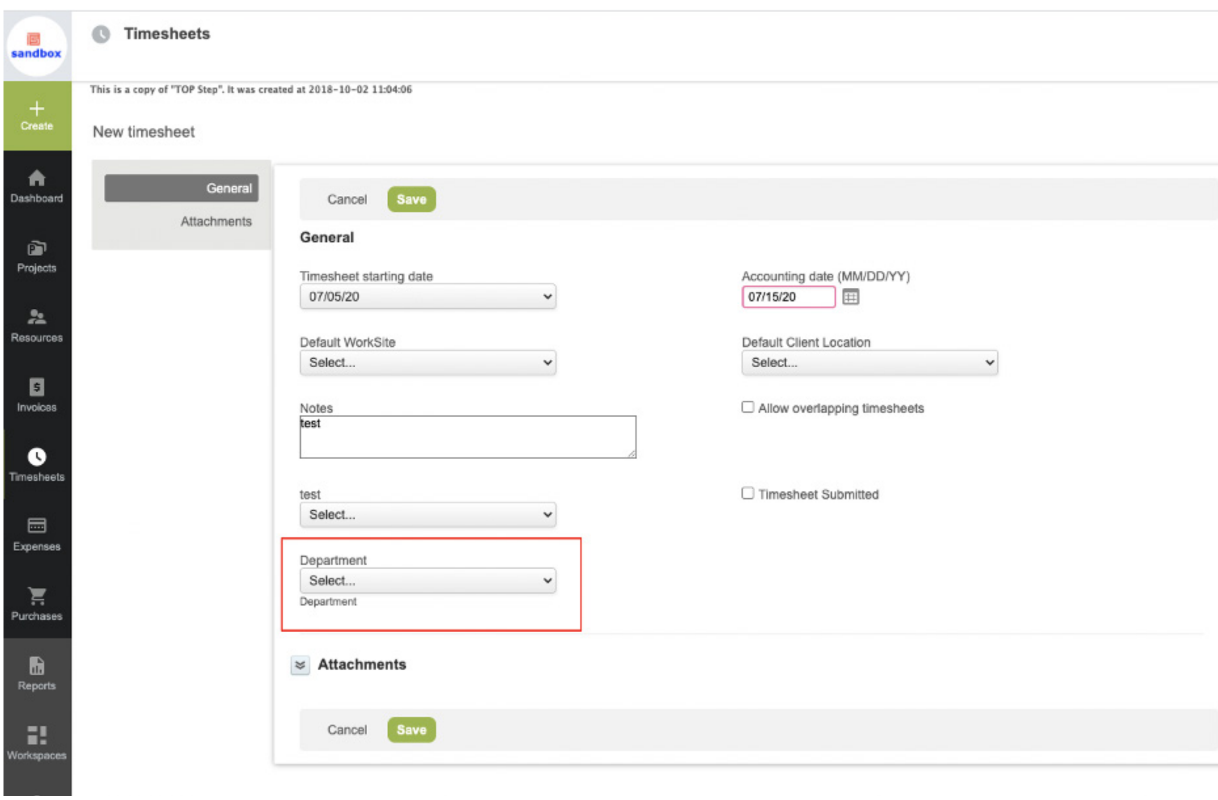
Struggling to Filter for your Team in the Timesheets Module?

Many companies using NetSuite OpenAir have team setups controlled by departments or hierarchies that allow an inheritance view of ‘who’ you can see in the system using the filter set concept. When you’ve got the filter sets setup correctly, data views help you see users, projects, etc. that you need to see and avoid seeing everything in the system.

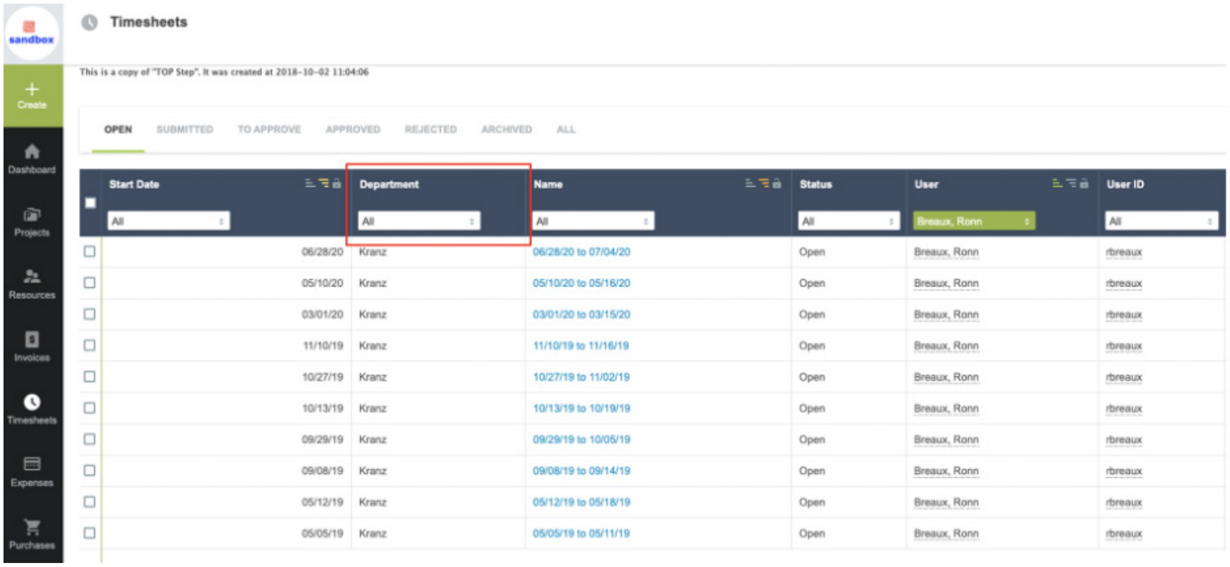
For many companies, this type of setup is sometimes prohibitive in being able to narrow down to a lower level of organization or viewing your ‘team’ if they are a combination of individuals across departments, countries, as examples. The solution for many is either to set up specific filter sets controlling user views in the timesheet with specific usernames OR setup a page filter to view only users desired when looking at the list of timesheets (and of course there is the option of ‘just ignore the extras’).

NetSuite OpenAir provides the ability to display custom fields set up on the Timesheet in columns when viewing data. If you set up a dropdown field, for example, you can have people populate the field then timesheets from this user will be easily viewed by filtering on the dropdown field.

A great example is wanting to view departments or sub-departments when you have to use NetSuite OpenAir’s standard Department field to hold some other level of detail like country, region, or office. By creating a custom field dropdown on the timesheet called ‘department’ and defining a list of departments in your organization, the field can then be displayed on the ‘create new timesheet’ form (or timesheet clone form). Make it required so users must fill it out before they can get to the timesheet grid.

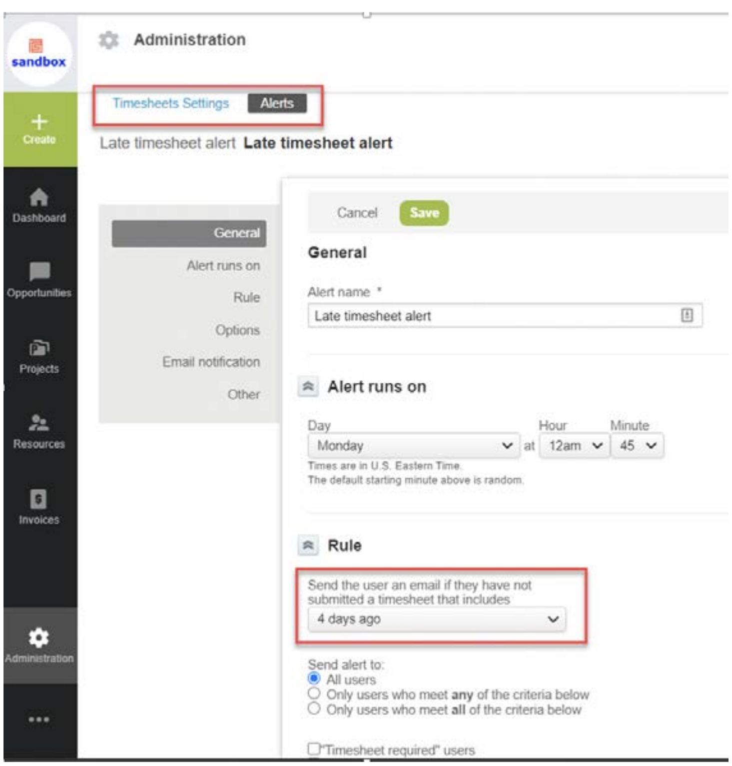


As timesheets created start getting populated, you’ll be able to add the new Department field in the column list view of timesheet and filter down by values in this dropdown.



OpenAir Late Timesheet Alerts Can Align with Resource Management

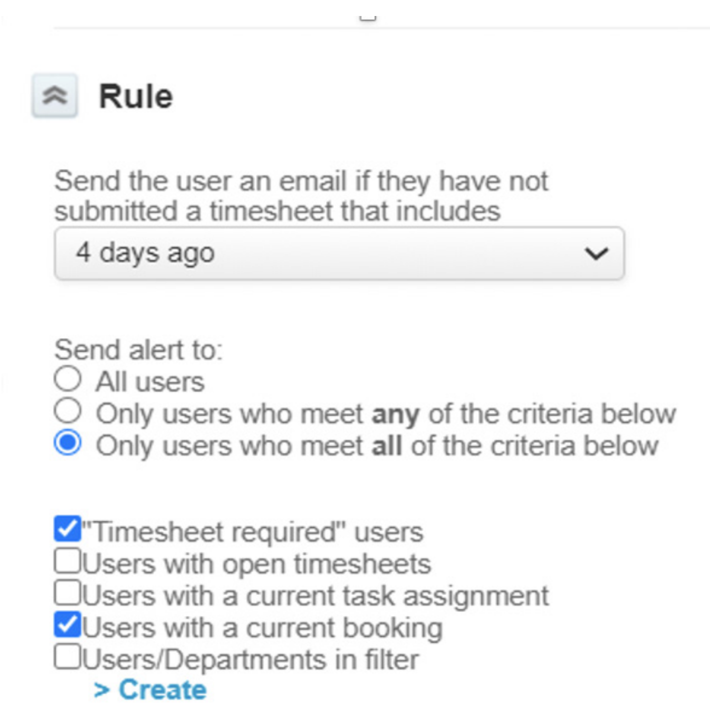
The Late Timesheet Alert is one of the most often implemented reminders or notifications to ensure users are compliant with your timesheet policy. What most people overlook, however, is how the timesheet alert can be set up in such a way that it is only triggered when resources are expected to do work in a week. If you look at the timesheet alert setup form, the basic structure is to identify a day that falls in the timesheet week to at least trigger the evaluation of a late timesheet alert need.



Identifying '4 days ago' as the inclusion date to determine if a timesheet is missing or not yet submitted means that this timesheet alert will run on Monday and look for a timesheet with last Thursday's date in it to determine if a timesheet has already been submitted or not. If the timesheet doesn't exist or has not yet been submitted, then you have a series of options of who is included in receiving the reminder. The ,"Timesheet Required," checkbox is a setting on the user's demographic account record that gives you basic control as to who should be submitting a timesheet. The Users/Departments filter is how many customers control how often or when users receive the alert — in many cases, this may be a time zone consideration with the department handling regional association of users.

These two filters together provide the ability to notify people on a regular basis, but the challenge comes into play when subcontractors or part-time resources are included. If you rely on the 'timesheet required' checkbox, they will get weekly reminders even if they are not asked to perform any work. Getting too many of these and subcontractors start to ignore them, thus they lose their effectiveness.

Consider 2 other options — users with current task assignment and/or current booking. The word 'current' in this case means the resource is expected to perform work during the timesheet period being reviewed by the alert (last week). If you are using task assignments with dates or bookings to perform resource management, this will be the final piece of the puzzle to only send reminders to subcontractors that are scheduled to do work but have not yet submitted their timesheet for that time period. Now you can use the 'timesheet required' and the resource management options to more accurately send reminders!!!



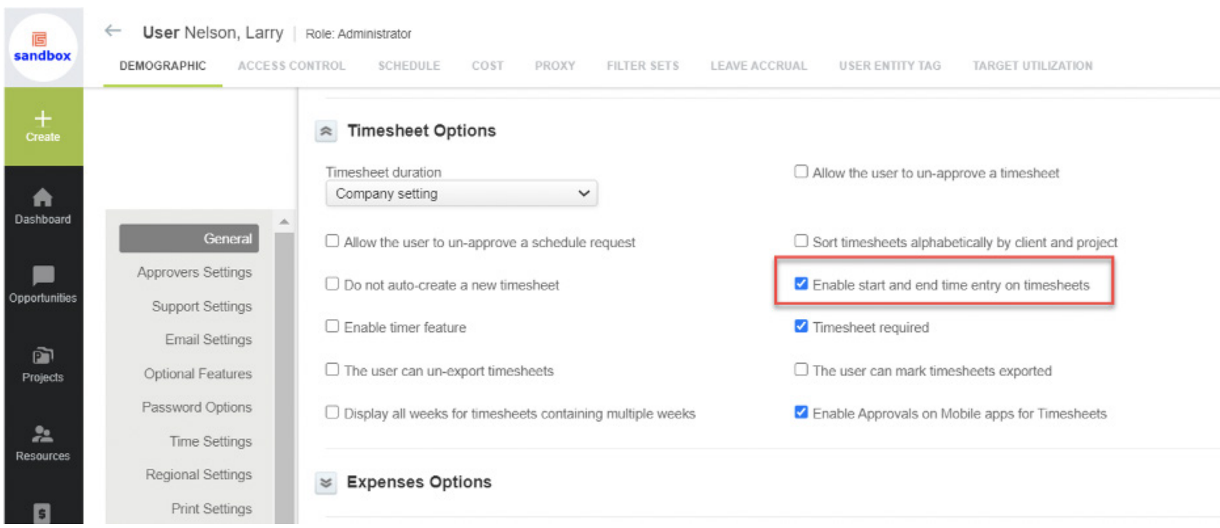
NOTE: *Make sure to select 'only users who meet ALL of the criteria below' when combining options — this way you won't accidentally send more alerts than planned because a subcontractor only met part of the criteria!*

Getting NetSuite OpenAir to Figure Out the Decimal Hours for your Time Entries

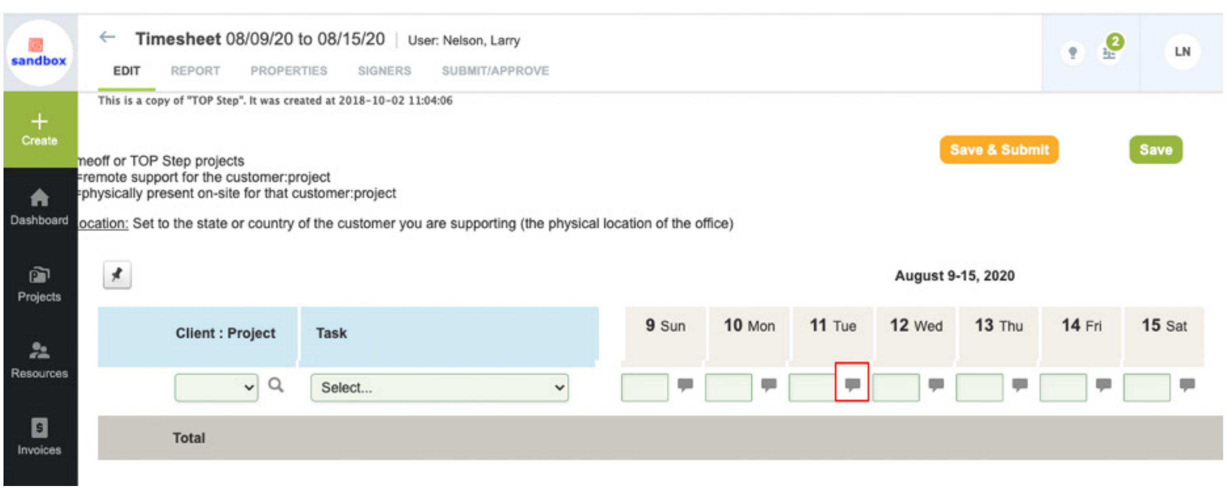
Did you know you can type a start/end time on time entries and have NetSuite OpenAir figure out the decimal hours for your time entry?

You may be used to entering hours and fractions of an hour when adding time entries on your timesheet. Some of your users, however, are keeping track of start/end time of each meeting, appointment, activity, etc. in order to figure out how many hours to record against a project. For example, I was at a client site from 8:00 to 12:00 then had a call with another customer from 1:00 to 2:30. You can figure out 4 hours and 1.5 hours, but what about giving your users the option to type in start/end times?

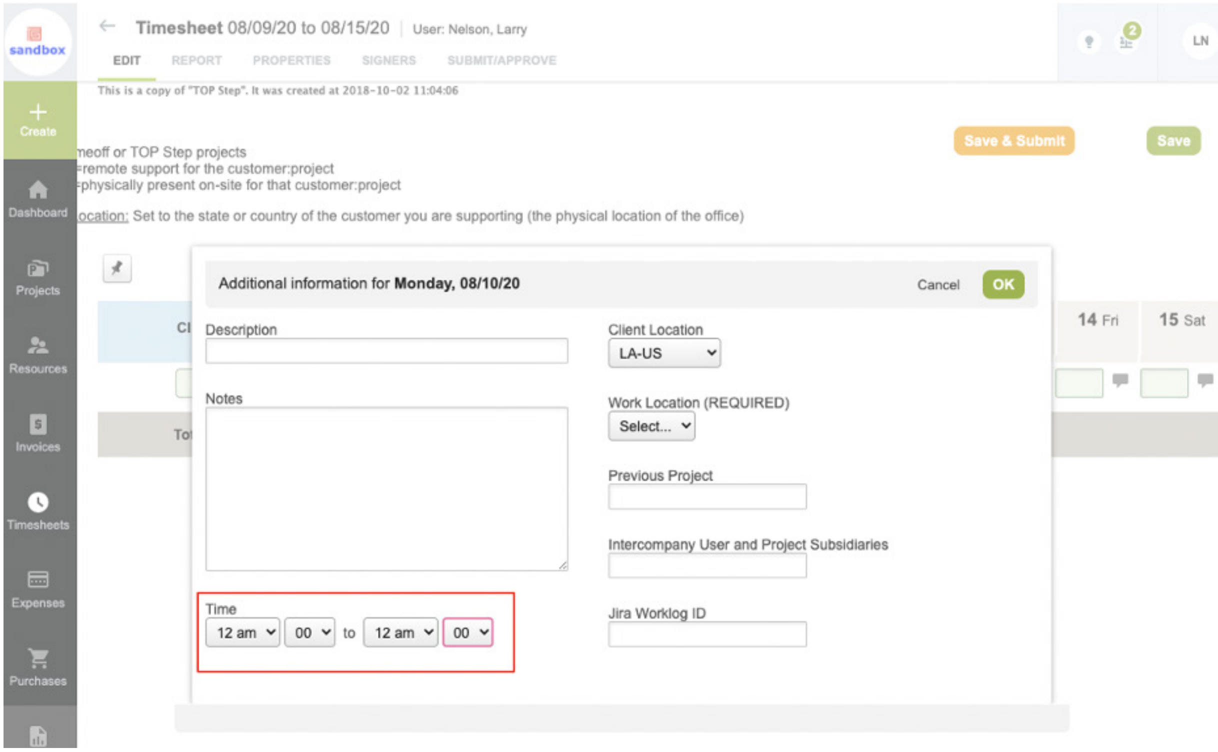
To activate this feature, edit the user demographics form Administration -> Global Settings -> Users in the area of the timesheet options.



Check the box for 'Enable start and end time entry on 'timesheets'. When the user works on their timesheet, the notes field next to each time entry will have the start and end time fields available.



(the speaker bubble is the notes field)



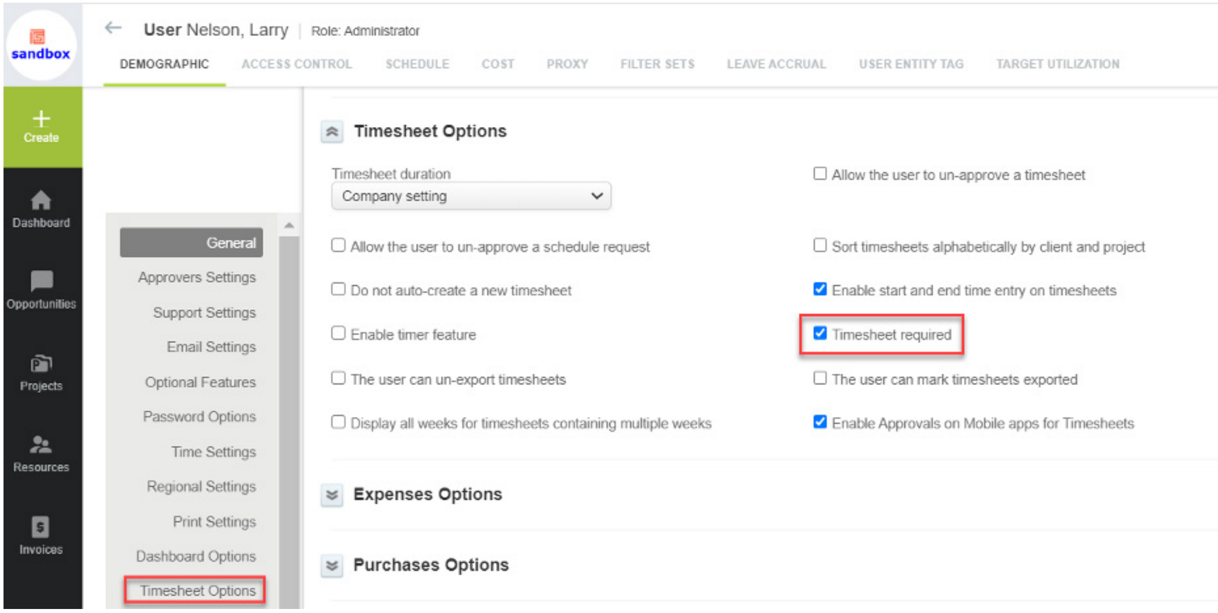
After you enter OK, the hours are computed based on the Time start and end date.

You can also just type in the hours, but now you have 2 ways to enter the data. The extra advantage is that Time Entry Detail reports allow you to include the start and end time values in case a customer requires this detail on time reports!

Using the Timesheet Required Checkbox on the User Demographic Form

Did you know how helpful the Timesheet Required checkbox is on the User Demographic form?

On the User Demographic form in the Timesheet options area, there is a checkbox called ‘Timesheet Required’.

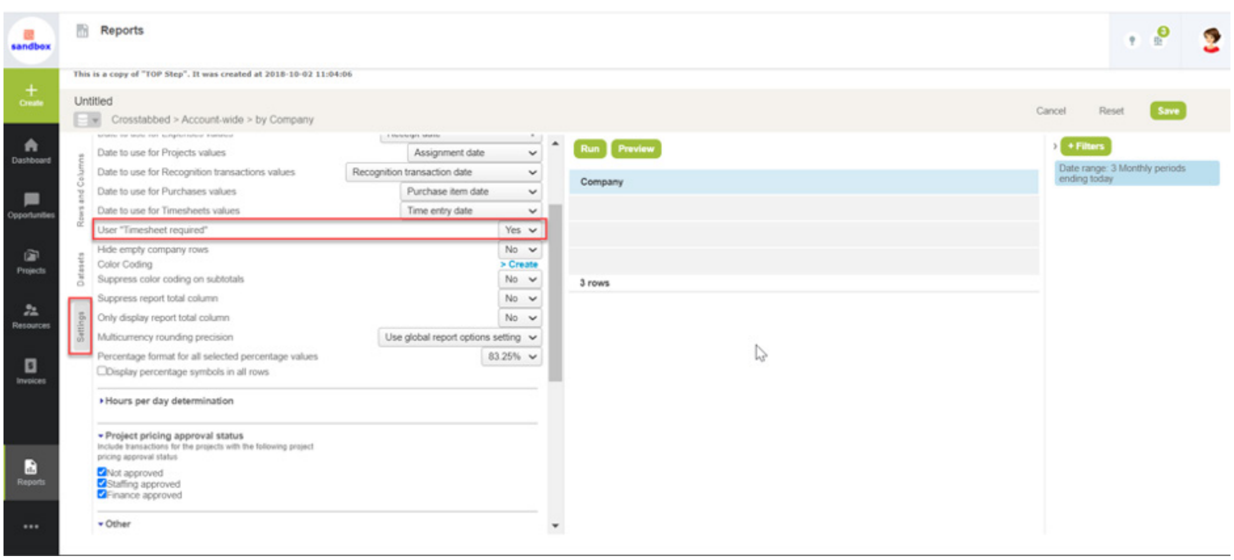


This checkbox is useful in two major areas that you may already be familiar with

1. Timesheet alerts — including those in the reminder emails that are required to submit timesheets
2. Timesheet status report — an Advanced report that shows user timesheet status such as Approved, Submitted, Missing, Open, etc.

You can use the Timesheet Required checkbox on the report form to include only those users that must enter timesheets.

What is commonly overlooked, however, is the Crosstabbed reports of NetSuite OpenAir have the 'Timesheet Required' checkbox filtering option as well. This option is found on the Settings tab.



How can this be helpful? Many times, you may want to generate a report of only 'active' resources working on projects and entering — perhaps for billable hours reports, invoicing preparation reports, and so forth. NetSuite OpenAir Summary reports provide the option to 'exclude transactions associated with inactive entities' but this is not a good option to use on Crosstabbed reports. Although you may be running Crosstabbed reports with a specific base data type in mind like a User report or a Project report, checking this 'exclude' option will remove data from the report that is associated to ANYTHING that is inactive and related to the report including those projects you've inactivated that are closed, any customer POs closed, and so forth. Not an ideal exclude filter when you only want to exclude users that are inactive and contributing to delivered time.

The Timesheet Required dropdown provides an alternative. When inactivating a user, uncheck the timesheet-required checkbox on their user profile. Running reports for active user time then becomes dependent on the Timesheet Required checkbox and voila! You've got your inactive user filter basically.

Disabling the Auto-Generated 'Timesheet Approved' Message

Did you know you could disable the auto-generated 'Timesheet Approved' message to your users?

NetSuite OpenAir's timesheet workflow supports the submission of timesheets to a designated timesheet reviewer either by project or by user or both. Using Notifications, reviewers are notified when a timesheet is ready for review. By default, users receive an auto-generated email when the timesheet has completed the approval process. Many users do not see the approval email as a benefit unless there is some further action required in your organization's business model by the user. For most customers, the timesheet approval is the end of the timesheet workflow process.

The auto-generated Timesheet approved message can be turned off to remove unnecessary emails to your end-users. To turn off this feature, contact NetSuite OpenAir support and request to 'Do not send a ,"Timesheet approved," email'. Once disabled, no further timesheet-approved emails will be generated by the system. This is a global switch that impacts all users/timesheets.

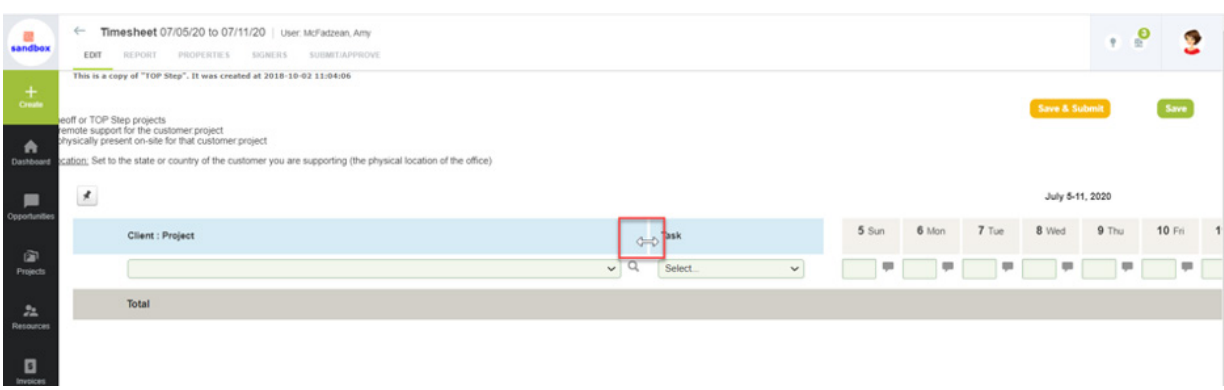
By removing unnecessary emails from NetSuite OpenAir, you streamline the communication process between the user and NetSuite OpenAir system making other system-generated emails more important. Users will begin to pay more attention to the emails they receive.

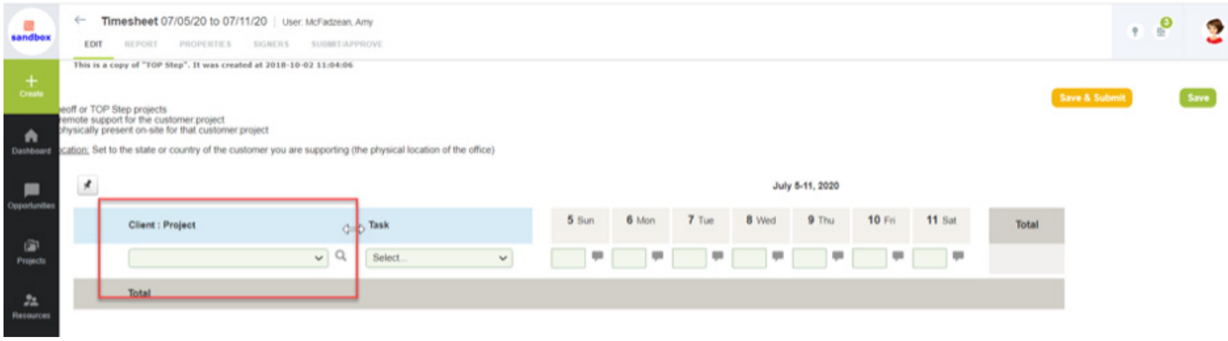
Adjusting Columns of Timesheets to Minimize Scrolling

Did you know you could adjust the columns of your timesheets to minimize scrolling?

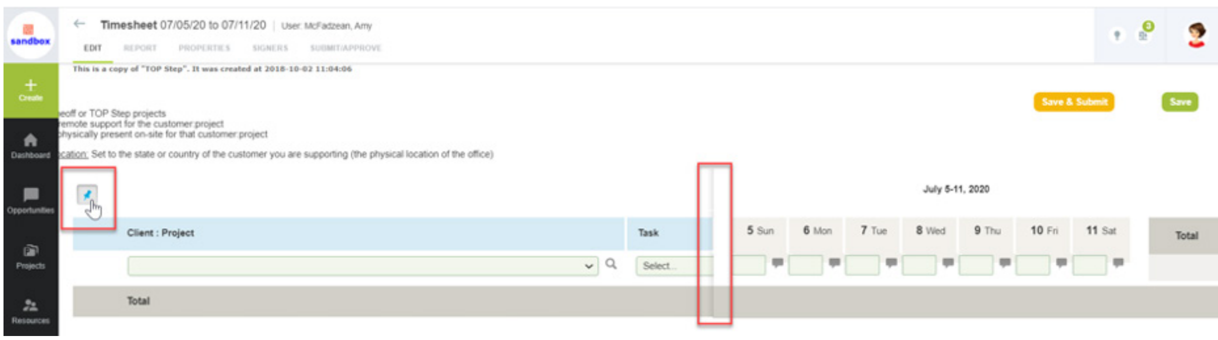
If you are a timesheet user of NetSuite OpenAir, then you may have run into the issue of having to scroll right and left when entering time on your timesheet. There is a way to adjust the column of a timesheet by changing your data view. By default users are given the classic timesheet data view. This means the columns are auto-sized to the large value in each of the dropdown menus.

Resize the columns by placing your mouse over the space between columns; move them right or left and size the column. Now you can see more of the timesheet on a single web page and avoid all that scrolling!





Need to freeze columns so that you can still see data on the left portion of the screen while viewing time entry data on the right? Click on the pushpin icon on the left side of the timesheet. The column between your client:project and task is now frozen, thus displaying each day without the scrolling!

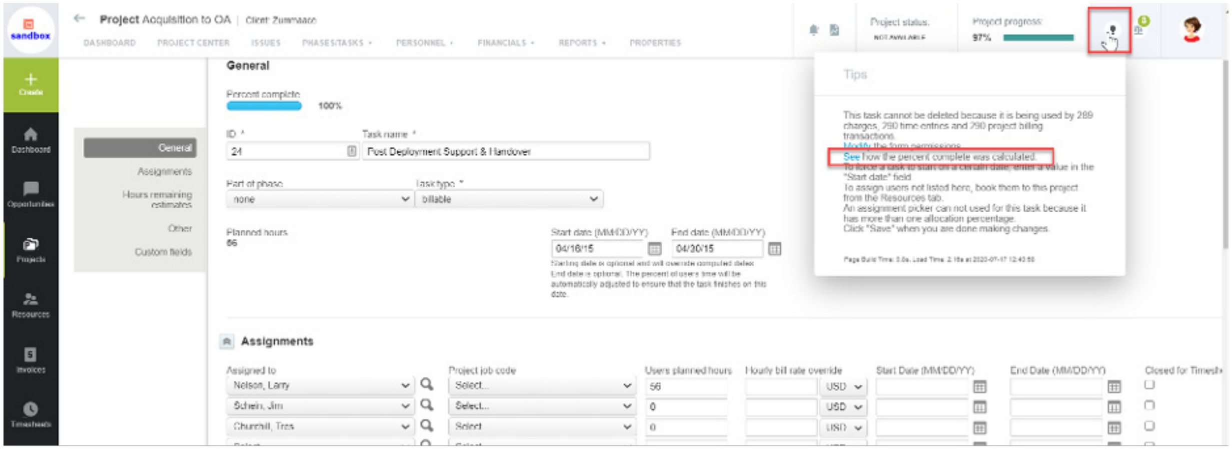


Wish you Could See Hours Worked Per Person on a Task?

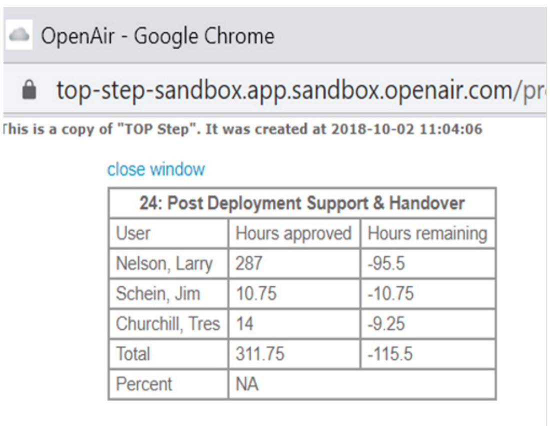
Task setup with planned hours can be done at a task level or a user assigned level, depending on how you've configured your system. Regardless of this configuration, many times we hear people asking 'how many hours did each person work for the task?' if there is more than one person who worked on it. One way to do this is to set up a project dashboard report (activate the dashboard option on your project stage and check the 'make report available in project specific situations' option on the report definition) that details out who worked on what task and how many hours they've spent. This type of report will typically show you all of the tasks and either a timeframe of hours worked or all ITD (Inception-to-date) hours worked per person per task. There is another way, however, that is available from the task level directly.

Use of this feature requires that the internal switch **Enable the hours remaining on tasks estimating feature (mutually exclusive with 'update percent complete as approved hours divided by planned hours')** is enabled.

Since time worked and approved contributes to % complete calculations, each task has the option to 'see how % complete is calculated'. You can find this option in the Tips area of a task.



Click on the ‘See’ link to pop-up a window detailing the hours approved against the hours estimated or planned (depending on how you’ve configured your percent complete calculation). The pop-up provides the hour break-down per person and is a quick way to drill into task details.



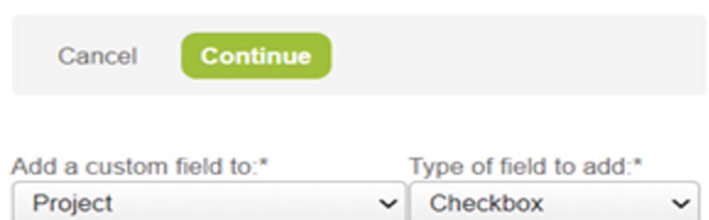
24: Post Deployment Support & Handover		
User	Hours approved	Hours remaining
Nelson, Larry	287	-95.5
Schein, Jim	10.75	-10.75
Churchill, Tres	14	-9.25
Total	311.75	-115.5
Percent	NA	

Adding Notes on Timesheets on a Per Project Basis

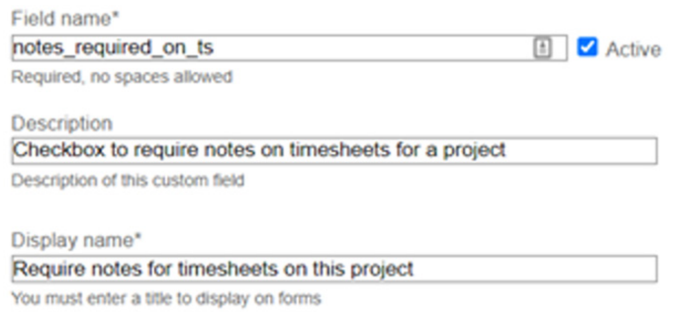
Did you know OpenAir has the ability to toggle the requirement for notes on timesheets on a per-project basis? This is a practical solution for organizations that wish to maintain notes on certain, but not all projects. It’s as easy as adding a custom checkbox on the Project properties form.

To do this, navigate to *Administration > Global Settings > Custom Fields: Custom fields* and create a new Custom field.

Add a Checkbox to the Project form:



You must name the field ,“notes_required_on_ts,” for this checkbox to work. Give the field a description and display name:



By naming the field, “notes_required_on_ts,” and requesting that OpenAir support enable the internal switch ,“Enable the feature to require notes on timesheets for specific projects, timesheets for the specified project will require that notes exist in order to save the entry.

Joining Line Item Rejected Timesheets

When using line-item rejections within timesheets, there is an optional switch to re-join the rejected time entries to the original timesheet after all time is ,“approved,”. This may seem desirable to have the original timesheet represent the hours for the entire timesheet period.

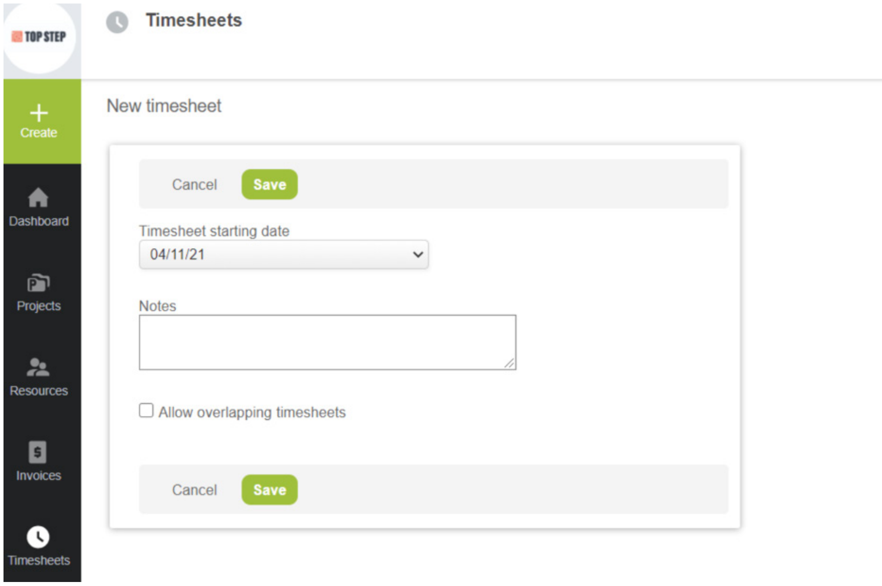
However, if you are using line-item rejection in order to speed up the ability to invoice time entries, then the join switch needs to be disabled. When the, “join,” switch is enabled, the original timesheet sits in, “submitted,” status until the split rejected timesheet is approved so the join can occur. This action prevents the time from the original timesheet to be able to be billed until the rejected time entries are joined and then the timesheet is set as, “approved,” by the system.

Combining Role Permissions, and Form Customization to Control User’s Views, Access and Functionality

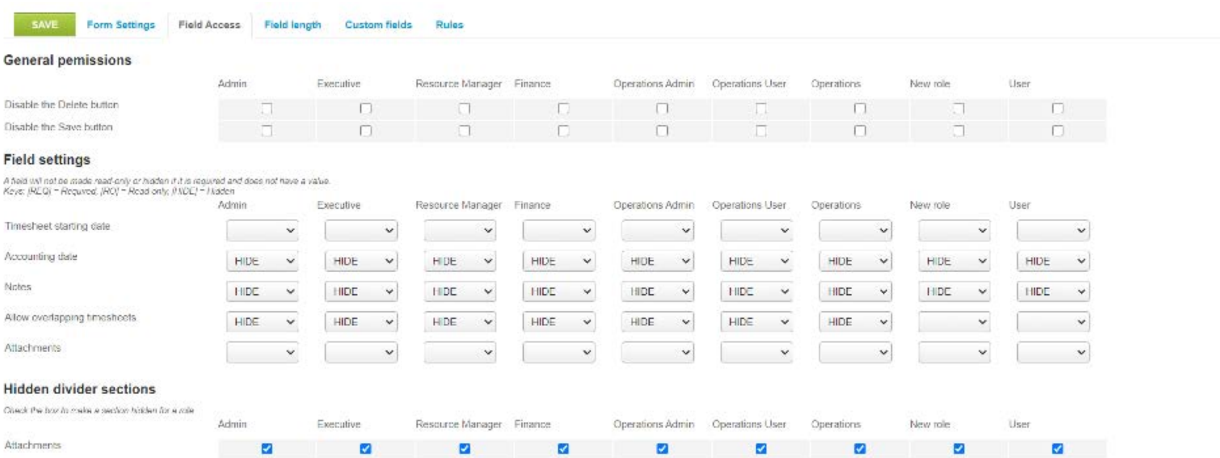
OpenAir provides flexibility to control what each user can see or do. This can be done on a global level through applications setting on a role level by defining role permissions, and on a user level by setting individual user permissions. OpenAir also allows for the control of which fields each role can see or edit through customization and modification of each UI Form.

By combining and coordinating these items you can configure OpenAir to an even more granular level to fit each organization’s particular needs.

For instance, OpenAir can allow roles the ability to edit projects and change the project detail, but by hiding or making Project Property fields read only for a certain role with edit capability and not others, you can limit what each role can edit.



These combinations can also be applied to limiting functionality. As an example: overlapping timesheets. Within OpenAir there is a setting to allow overlapping timesheets. This is a global setting that applies to all users and gives all users the ability to create duplicate timesheets. But there may be a need to only allow some users this ability and not others. This can be done by splitting the users into Roles and by hiding the Allow overlapping timesheets checkbox on the New Timesheet form for the role which should not have the ability. If a user cannot check the Allow overlapping timesheets checkbox, because it's hidden due to their role, then they will be unable to create overlapping timesheets.



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