



# Office Management



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## Office Management

### Office Database: Using Filemaker Pro

The studio database runs in Filemaker Pro. In order to access the data, the database must be running on its host computer first. Then you can run Filemaker Pro from any other computer. Choose "Hosts", then click on "Contacts.fp5". After you type in the password, it will open all associated databases.

CONTACTS: Holds all the contact info for everyone we know. This includes clients, vendors, and employees. You can also use layout templates for Letters, Fax Cover Sheets, and Shipping Labels.

JOBS: Every time we start a new job for a client, we add a record here. You can also use layout templates for Letters, Fax Cover Sheets, Job Start Forms, Invoices, Hours Reports, Printer Memos, and the Traffic Report.

TIMESHEETS: You will fill out a new time sheet every day here. Click NEW, pull down your name, and enter in the time sheet info. The Date auto-enters as today, but you can change it.

- 1) You type in a Job Number on the sheet and it will pull up the client and job name. If it doesn't, then the job number was entered incorrectly.
- 2) Pull down the Pass to indicate which round you are working on.
- 3) Type a brief Description of what you did for the client. We occasionally refer back to this if there are any questions at the end of the job.
- 4) Enter your Hours rounded to quarter-hour increments. (Hrs = your hours, N/B = non-billable, Vac = Vacation time, Sick = sick time)

INVENTORY: Where we enter new inventory including (Chairs, Computers, Software)

### Job Trafficking

The system of tracking what jobs are active and who is working on them is called Job Trafficking. The system is designed to traffic itself as long as everyone updated their own jobs in the database.

DESIGNER PORTAL: This acts as a portal to the main database. You should keep this window open all day long to not only monitor your own traffic, but to see if your job priorities have been changed. From here, you can:

- 1) Change the Priority of jobs.
- 2) Select whether the job is In (for us to do) or Out (waiting for client feedback).
- 3) Change the Pass working on.
- 4) Change the Job Status (In Progress, To Bill, Cancelled, etc.)
- 5) B/U Once the job is backed-up, check this off.
- 6) Choose the primary Artist (or non-artist) working on the job.
- 7) The Comments area is a running list of all comments. Don't delete anything here! They should always have the date first, followed by a brief comment. Like: "12/10: Uploaded 2nd pass." or "12/13: Asked for copy."

Note: All of these items will translate to the traffic report.

### Job Estimating

The JOBS database archives all past estimates. This serves as a great starting point when you need to estimate a new job. First search for a similar job to use as a starting template. Then look at past estimates for the client to make sure the pricing stays in line.

## Office Management

### Accounting: Using QuickBooks

QuickBooks is the most common accounting software package for small businesses. It is therefore relatively straightforward to use. We use QuickBooks for billing our clients, paying our vendors, and paying our State Sales Tax.

Client billing should happen approx. once per week. You'll need to make sure all timesheets have been entered before you can bill.

BILLS should be paid approx. once per week as well. We typically pay in 30 days or less.

RECEIVING PAYMENTS: When we receive payment, it needs to be entered in the Database as well as in QuickBooks.

- 1) Apply the payment in the Database and in QuickBooks. If it doesn't match up exactly, we need to carefully determine why before we bother the client. Sometimes the client likes to pay off outstanding invoices in round numbers. Often, they lose older invoices and pay only recent ones.
- 2) Determine what we owe on the payment. We could owe some or all to a vendor. Sometimes we have commissions to pay out as well. These checks should be made out immediately, but not necessarily printed if we can't right now.
- 3) Prepare the deposit.

DEPOSITS: Bank deposits are usually done in person by Mike, but we can mail them in a pinch. Fill out the deposit slip/envelope and leave it for Mike.

PAST DUE REPORTS should be run every week. At that point, we can decide if and how to contact clients who owe us money.

MONTHLY REPORTS should be printed and analyzed. Our YEAR-END is 9/30. We need a comprehensive report printed after that. PAYROLL: We use a separate Payroll Service for our employees. We enter the checks into QuickBooks when they arrive, and then Mike signs and distributes them.

### Billing Clients

DESIGN: Clients are usually billed either in thirds, or on a monthly basis. When billing in thirds, we bill the first third as soon as we received the signed job estimate from the client. (Take the low-end of a third of the job estimate. Make sure you only bill the parts of the job that have been approved) The second third is typically billed once the initial design is approved and we start on the 'production' of the rest of the project. The last third is billed when the job is out the door and complete.

PRINTING: is billed after we receive the printing invoice from the print vendor. Make sure to check the printer's invoice against their original job estimate. If it is more, we need to determine if the charge is valid, and who is responsible for the charge (us or the client.) Often, we will pay small charges ourselves rather than anger the client. Most clients are billed 5% Mass State Sales tax. Often there is an additional delivery charge not on the original print estimate.

INVOICE NUMBERS: Because QuickBooks only allows 13 characters, we remove the "-" between the client code and year in order to leave room for an "a, b, c, etc." at the end. Like this: EN06-12-20a. Invoices are generated from FileMaker and saved as a PDF file. Most invoices are emailed to the client. A few require us to mail them hard copies.

## Welcome to Metropolis

### Paying Bills

As bills come in, sort them in order of due date in a folder. Bills are generally paid in under 30 days. Credit cards are paid on online. General office bills like Water or Electricity are entered into the Studio Expenses database on the old power computing Computer. Our laser checks come in threes, so it is easier to print our bills in threes. Otherwise, you need to tape the remaining checks to a piece of paper in order to print them.

### Filing System

Each folder has a Job Start Form attached to the front. The tab on the folder should have the client's name, the job name, and the job number (Client Code–Year–Month–Day) — Always 2 digits each. (06, not 6)



ENTERPRISE CENTER - Winter Sell Sheet  
EN-06-12-20

Jobs are filed Alphabetically by client name going front to back. ("A" in front). Then chronologically by date (job number) with the newest jobs in front.

Each desk has a small basket for current jobs worked on by that designer. There is a larger basket centrally located for other jobs in progress. When completed, the job should be backed up and filed in the cabinet in the closet. If the cabinets are too full, Mike will take the older job folders home.

### Cleaning / Watering Plants

We do have a cleaning service that comes in once a month to clean the floors and dust the surfaces. The studio should always be presentable to guests. You are required to:

- 1) Keep your desk area tidy.
- 2) Empty your trash into the main garbage can - or just take it straight out to the dumpster after work.
- 3) Change the main garbage bag when full
- 4) Try to keep the watering can filled with each trip to the rest room. This will make it easier to water the plants.
- 5) Wipe down the kitchen area after each use, push in chairs, tidy magazines and papers.
- 6) There have been mice problems in the past. Dishes should never be left dirty, and no food is to be left out.
- 7) There should only be one mug on your desk at any time. This makes it necessary to clean it more often!
- 8) Paper is recycled - First in the square bins around the office, and then dumped into the blue receptacles around the building. Cardboard can be flattened and placed in the cardboard dumpster outside.