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# Notes Microsiga Protheus V11\_ENG

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## Inevitable Success

Here we are to announce one more prominent solution. It is not only a new version, but innovative technologic solutions, and we are sure that our very best is in Microsiga Protheus® 11.

This version features much of our technical-informational intelligence, aiming at providing dynamic tools to support strategic view and decision-making.

We offer concepts that go beyond a management solution; it is more of a TOTVS way of life, with unique and integrated management model, and fast solutions that comply with best market practices.

Therefore, the interface of version 11 is lighter and more intuitive and friendly. In addition to the new look, a new browser is available, with new features that follows user actions.

We are very pleased to finish this brief text without having to wish success to our customers, since SUCCESS is inevitable in all their operations. And that is so because we ensure automation and organization of all processes a corporation may have.

Enjoy!

This product was developed specially for you!

## Framework

Framework solutions offer:

- Infrastructure for development of solutions that use ByYou platform.
- Tools for maintenance of systemic environment.
- Solutions that help user work.

In software development, Framework is an abstraction that unites codes which are common to several software projects, providing a generic feature.

Unlike libraries, the Framework imposes the application control flow, called Inversion of Control.

### New Features:

Due to our constant concern about excellence of our services and products, we developed the following solutions:

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### New Visual Identity

To offer more intuitive and usable software, the new interface of Microsiga Protheus® 11 was designed.

A committee conducted several studies of usability to conceive a new identity, which features:

- New colors.
- New information disposition.
- New panel.
- Focus option.

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### New Browser

The new browser, more intuitive and friendly, was developed to provide performance improvement when accessing system information.

You can also define the browser layout to make your daily tasks easier.

Microsiga Browser features are:

- Search.
- Find.
- Filter.
- Print.

- Configure.
- Details.
- Action options.

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## Schedule

Where is the Schedule?

1. In Configurator, which can only be accessed by users with administrator profile.
2. For other users, the execution monitor can only be viewed by clicking **Schedule**, in the lower bar of Microsiga Protheus® 11.

About Schedule:

It is the processing of tasks previously scheduled according to the profile of registered user.

- License is required only when it is running.
- It is a distributed processing.
- It schedules a task for more than one Company/Branch.
- It creates schedules from any routine.
- It monitors performance of tasks generated.
- It notifies performances via e-mail or RSS.

### Schedule Composition

The Schedule is composed by three main entities:

- Managers:
  - Tasks: They queue up tasks to be processed.
  - Queue: They forward pending tasks (on queue) to the correct agents.
- Agents: They are small instances of servers that direct tasks to executers available.
- Executers: They are threads prepared with the configured environment for the agent. They are executers responsible for task processing.

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## ***EAI (Enterprise Application Integration)***

EAI promotes the integration with Microsiga Protheus with other ERPs and it features the following:

- Communication via WebServices.
- Regardless of integration, each software product must have an EAI connector.
- The EAI connector is responsible for sending and processing the transaction XML file, which is

predefined by the parties.

- The communication between EAI connectors is established via TOTVS ESB (TOTVS Enterprise Service Bus).
- New routines developed under the new Framework development standard already have native EAI.

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## Corporate Management

This innovation allows sharing data model definitions between Microsiga Protheus® companies, besides introducing the concept of business unit.

Thus, from this version on, the following corporate structure will be followed:

- Branch: Corporate establishment that depends on another one whose acts have legal or fiscal effects.
- Business Unit: Set of branches acting in the same economic segment.
- Companies: Set of branches or business units within the same legal or fiscal premises.
- Group of Companies: Set of companies connected to each other by various reasons and that share same data model definitions.

It is important to highlight that, in the Brazil Personnel Management module, the payroll treatment is the same for all companies, units and branches.

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## Catalog of Customizations

It enables improvement of entry point (execblocks) management and points of template call (template functions), through creation of a register that disables system functions and/or attributes standard returns or test returns, to support customization choices, standardizing customized operations.

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## User Manager

The User Manager was developed based on ISO 15,408 (criteria of security in information technology).

- New interface and divisions:
  - Policy.
  - User.
  - Group.
  - Privilege.
- Segregation of functions (division of specific tasks for each user).
- New features in system access.
- Possibility of sending user password by e-mail.
- Information of last access with user informed: day, time and network user.

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### Microsiga Protheus® Event Viewer

It allows the system to register information for user reference.

**Example:**

- **Failure of a process.**
- **End of a report.**

Events registered can be viewed if user is registered for reading.

According to user registration, events can be received via e-mail, viewed through Microsiga Protheus® 11 or by an RSS reader.

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### Rule of Table Sharing

It allows automatic definition of access mode of tables, based on their relationships; that is, by changing the access mode of a table in Configurator, the system automatically changes the access mode of related tables.

Through two fields created in referential integrity dictionary (SX9), you can define which tables can have different access modes.



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## Business Intelligence

BI solutions gather contents and tools that contribute to collection, analysis and extraction of information, helping the decision-making process in management departments.

Currently, solutions available are:

- DW (Datawarehouse).
- SGI (Indicator Management System).
- BSC (Balanced Scorecard).
- iReports (tool integrated to the JasperReports library).

## New Features

The following features were developed in version 11 to offer practical solutions that support our customers in their constant growth and profit increase:

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### Dashboard

It allows you to create web management panels, so as to graphically demonstrate the company scenario. In addition, it obtains data of origin applications such as DW, SGI, URL or any other application that respects the communication protocol.

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### Integration TOTVS ECM

It automates all daily procedures of an organization, through the integration of TOTVS ECM (Enterprise Content Management), tool used to manage the intellectual capital of a company, and Microsiga Protheus®. Thus, processes such as Purchase Requests and Proposal Approval are quickly finished through devices of attribution, rules and predefined forms.



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## Controlling

Controlling area provides:

- Solutions for copyright control, and management of accounting, financials, equity, projects and budget control.
- Management panels with flexible features that help management.
- Reconciliation of legal needs with market practices, optimizing activities of an enterprise.

## Fixed Assets

Processes of equity control and management comprise:

- Activities of purchases related to acquisition of materials and services to be classified later as items of permanent assets.
- Process of classification of materials and expenses in permanent assets accounts (investments, fixed assets, intangible assets) and through calculation of amortization, depreciation and depletion of these items.
- Processes that define permanence or write-off of equity records.

## New Features

Due to our constant concern about excellence of our services and products, we developed the following solutions:

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### Control of Multiple Currencies

It removes the environment limitation and controls more than 5 currencies at the same time.

This possibility, besides the 5 currencies already supported by Fixed Assets module, aims at meeting the demand of control and management established by accounting pronouncements of CPC – Committee of Accounting Pronouncements -, in compliance with convergence of Brazilian accounting rules towards international rules.

In this context, this possibility allows use of currencies with management or accounting depreciation rates, complying with determination of segregating fixed assets control of depreciation rates legally established (FISCO, in Brazil), and depreciation rates that represent the operational reality of the company.

That does not exempt the equity analyst from properly registering and controlling revaluations and extensions that affect the accounting and fiscal values of assets, using assets types that are adequate and available in the module.

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### Reduction of Recoverable Assets Value

This complies with rules established by accounting pronouncements of CPC – Committee of Accounting Pronouncements, as to the process of convergence of Brazilian accounting rules towards international rules, according to Law 11,638/Dec-2007.

As established and published by the Committee of Accounting Pronouncements (CPC 01 – Reduction of recoverable assets value), companies must conduct, at least once a year, the impairment test *in* their assets of relevant value.

This test will determine assets value according to their market value or capacity to generate economic resources for the company.

It is a process of scenario analysis, usually conducted by an equity consulting company, since a report that proves the value registered for assets evaluated is required.

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Thus, this feature allows registration and follow-up of assets that were evaluated in this test.

## Management Accounting

Management Accounting is the management instrument that provides the most complete statements for analysis of the company economic situation. Such information is the basis for any corrective actions related to controls and follow-ups of the company.

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### New Features

The following solutions were added to Microsiga Management Accounting in version 11:

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### Configured Accounting Consolidation with Movements

It eliminates limitations of current Configured Consolidation.

Management Accounting had 2 different consolidation processes:

- General Consolidation: Based on accounting movements. It depends on the synchronization between registers of origin companies/branches and destination company/branch.
- Configured Consolidation: Consolidation based on balance of accounts at the time of consolidation. It allows definition of a rule From/To of entities through the Consolidation Script register.

The new feature Configured Consolidation by Movements is based on accounting entries. Rules From/To defined in the consolidation script affect entities used in entries.

Besides this treatment, entries can be grouped by entity criterion and specified in script register or parameters of routine execution.

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### Management View

This was implemented through "MOVIMENTOS=" syntax, to help configuration of more complex management statements, such as DFC - Cash Flow Statement, DVA - Added-Value Statement, or even classic statements such as DRE - Income Statement. This syntax must be used in Formula field when configuring detailed management entities.

Through this syntax, you can define that the balance of detailed management entity will be composed by movements of the period established in the statement of entities specified (account, cost center, accounting item and value class).

#### For example:

All movements of Customers account for the report period.

In addition to this resource, you can define double-entry entities to be considered to filter movements.

#### For example:

All movements of Customers account whose double entry is Sales Revenue.

Considering reports like DFC, for which recommendation is that an accounting entity is used to define/classify movements in activities of operation, investment and financing, if the customer does not have accounting entities for such classification, data can be obtained through analysis of movements.

To avoid a great loss of performance in routines that generate statements, the syntax "MOVIMENTOS=" can only be used in TOTVS DBAccess environments because it uses procedures.

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### **FCONT - Fiscal Accounting Digital Book of Transition**

The FCONT tool, provided by Management Accounting module, is a set of features that allow generation of TXT files, according to layout defined by Normative Instruction 949/2009 dated from June 16th. These files are later imported, validated and adjusted in the system of Brazilian Federal Revenue Service PVA-FCONT (Program that Validates FCONT Bookkeeping), complying with requirements defined by "Lay no. 11,638 dated from December 28th, 2007" and "Law 11,941 dated from May 27th, 2009."

Features are:

- Wizard if FCONT Bookkeeping.
- Adjustment accounting entries.
- Report of inconsistencies.

## Budget Planning and Control

Budget Planning and Control comprises all financial resources in projects or daily tasks. For that purpose, the module counts on several efficient tools required to the process of developing the budget of a company.

This solution helps the collaborative environment, where all users involved in budget have access to process information.

The integration with other components of Microsiga Protheus® application (Purchases, Sales, Financials, Inventory and Costs) provide the control of budget process, offering accurate management data about budget and organization.

### New Features

Due to our constant concern about excellence of our services and products, we developed the following solutions:

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#### Configuration of Budget Planning

Configuration of Planning features:

- Register of Planning Entities.
- Register of Planning Types.
- Register of Variations of Planning Types.

This feature allows configuration of new planning methods, using budget entities related to ERP environments.

You can configure entities to be used in planning process.

These preparations include registration of a new budget planning configuration or registration of types of entities to be used in their relationships with ERP entities.

The following components are defined through Budget Planning Configuration interface:

Planning Types: types of planning through which company operations must be planned.

This tool separates operations with different natures or even a single nature with different characteristics.

#### **Example:**

- Operations with different nature are incomes, expenses, non-operational movements in payroll.
- Operations of single nature with different characteristics are distribution and administrative expenses.
- **Structure of Planning Type:** choice of ERP entities (system tables) to be used to detail operational and financial items of the company in the budget planning.

Choosing ERP entities decreases risks in budget forecast. Hence, you can forecast budget with more



details, decentralizing budget entities (such as budget account, class, operation) and accounting items (such as accounting item, value class).

- **Variation of Planning Type:** separation of different movements that occur in the same operation of the company (planning type).

Variations are movements of a single operation with different characteristics that can relate with each other according to type.

Types of variation are different ways to relate movements of an operation. They are:

- Movement (Normal Movement).
- Related (former Register of Related Income).
- Imposed (former Related Movement).
- Double-Entry (Movements of Double Entry).
- Script of Movements (former Register of Budget Group and Budget Script).
- Initial (Initial Balance of planning to refer to balances of previous planning).
- Projected (Projection in percentages of a value in a given period).

## Project Management

Processes of Project Management comprise:

- Indication of progress of work performed.
- Relation of costs, terms and the accomplishment of technical works.
- Generation of information in adequate levels of conciseness.
- Survey of tendencies of cost and term evolution.

The concept of Project Management comprises management of phases, processes and individuals in all processes of a project, so as to set successful goals and terms, keep information updated and provide full control of development phases.

## New Features

Due to our constant concern about excellence of our services and products, we developed the following solutions:

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### Integration with module TOTVS Works and Projects

It is information exchange through procedures and views created in RM database and run through Microsiga Protheus® routines.

These calls made by Microsiga Protheus® are intermediated by TOTVS DbAccess for the database.

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### Unique Composition of Projects

Compositions are used per project and can be changed.

In addition, inputs are used regardless of products.

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### Restriction Type

Limitations have Now you can specify the start date of each task, the period of it and a deadline for its end.

Restrictions can be:

- Flexible: Restriction is not associated with a specific date.
- Semi-flexible: Task requires a start date or a final date that is closest or farthest for a task.
- Inflexible: Restriction requires a specific date for task to start or end. This date can be scheduled.

- Main adjustments made in registers Project Tasks and Project WBS.

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### Effort/Work

Version 11 of Microsiga Protheus® features the concept of project effort. It allows you to inform or calculate hours to perform a task regardless of calendar, considering all resources assigned.

In EDT, effort is the absolute sum of efforts of tasks and EDTs below it. It can be calculated through the formula  $\text{Duration} \times \text{Units Assigned} = \text{Effort}$ .

Effort concepts may have the following status:

- 1 - Fixed Duration: The task duration is a fixed value that will not be modified by any change in effort.
- 2 - Fixed Effort: Hours of effort are a fixed value that will not be modified by any changes during the task.
- 3 - Fixed Unit: Hours of effort are a fixed value that will not be modified by any changes during the task or effort amount.

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### Periods in Calendar Exception

This feature registers exceptions of activity calendars. The system already supported a specific date of exception.

However, now you can consider a different time for a given period, that is, start and final dates, instead of day.

For that purpose, items Calendar Exception and Project Management must be maintained.

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### Replacement/Change of Resource Activities by Lot

Now you can transfer activities of resources of a project. A resource allocated can be replaced in one or more tasks through filters such as team, *task* status or filter expressions.

New features:

- The replacement of resources is by lot, instead of one at a time.
- The Filters screen brings items to search resource and activity.
- The Selection screen is where you select and transfer activities.



## Legal

The legal solution complies with the country's regulation demands. It takes to companies whose know-how is not Legal the automation of judiciary, without depending on third party's law consulting companies.

## Legal Management

Since this is a new module, its main features will be delivered in different releases. That is why only additional registers included in version 11 of Microsiga Protheus® will be presented.

Additional registers are tables with information defined by users/customers. Such information is eventually used in bigger registers, such as processes.

The Register of Cause for Closing, used in the screen of process closing, is an example.

### New Features

Microsiga Legal Management offers the following solution:

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#### Rite Register

The rite is a formal procedure, laid down by federal law in Process Codes. It has mandatory stages for procedural steps of a legal or administrative process.

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#### Prognostic Register

The prognostic is the lawyer anticipation on the result of a legal/administrative lawsuit, standardized by CVM (Security Exchange Commission).

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#### Register of Suit Type

The suit type is the way of demanding or claiming to Judiciary or Executive Branch. It is used in suit register.

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#### Decision Register

Decision is the solution defined to a question or controversy, through a verdict or interlocutory order, reaching an out-of-court settlement between litigant parties.

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#### Register of Cause of Closing

The register of cause of closing is used to classify the closing of legal matter.

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### **Register of Cause of Change**

The cause of change is used to indicate why suit data were changed after the closing.

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### **Register of Involvement Type**

The type of involvement is used to classify the involvement of a person in legal matter. For example: Author, Aggrieved Party and Contracting Party

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### **Position Register**

The additional register of position is used to register the position held by the party involved in the company being sued.

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### **Register of Work Location**

The additional register of work location is used to register where the party involved used to work in the company being sued.

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### **Register of Procedure Phase**

The procedure phase indicates the stage of the proceeding, which can be Pleading Stage, Evidentiary Stage or Decision-Making Stage.

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### **Specialty Register**

The specialty indicates the activity segment of the legal expert.

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### **Representative Register**

The representative is a company employee, with formal and functional bond, who legally represents the company in official appointments in labor offices and courthouses.

In some exceptional cases, a representative can be appointed by power of attorney.

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### **Register of Follow-up Result**

The follow-up result is used to inform current status of the lawsuit, which can be Pending or Closed.

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### **Index Register**

The index is used in monetary restatement of lawsuit values. It can be a restatement index or a currency rate.

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### **Register of Index Values**

In this register, you can enter values of restatement index or currency rate.

This register does not depend on the index register.

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### **Register of Restatement Method**

The correction method is used in monetary restatement of lawsuit values. You can create formulas here, combining indexes and interest to update values.

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### **Additional Registers**

Legal Management uses additional registers of other Microsiga modules. They are:

- Office
- Area
- Sub-area
- Language
- Employee Category
- Employee
- Cost Center
- Bank
- Currency
- Contact
- Employee Position
- Employee Activity



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## Pre-Invoicing

Service Pre-Invoicing offers:

- Solutions for management of Service Invoicing.
- Reports of Management Analysis that help business management.
- Support in work methodologies, optimizing production and increasing yield.

A flexible product, that fits any work methodology or process, so the company can perform activities with economy and quality.

## New Features

Microsiga Service Pre-Invoicing offers the following solutions:

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### Office Register

It is used to register offices (extension of Microsiga Branch). It contains specific information for law firms/legal departments.

It also allows repetition of CNPJ since it is about physical locations and not only a company's branch.

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### Register of Legal Area

It is used to register law areas. For example, Civil Area, Labor Area, Tax Area.

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### Register of Legal Sub-Area

It registers sub-divisions of legal areas for management analysis.

This register is independent from the Additional Area Register.

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### Register of Employee Category

It registers categories of employees to indicate the level of the professional when billing customer's hours.

When adding a category, you must include all languages, associating them with the description to be used in reports.

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**Employee Register**

It allows registration of employees to be used in SIGAJURI and SIGAPFS.

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**Register of Invoice language**

In this routine, you can register languages that invoice reports (sent to customer) will use.

For that purpose, you have to relate the language to activity types, expense types, employee category, fixed-price services, indicating description in the corresponding language.

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**Register of Activity Type**

It registers types of activities related to lawyers' work (Time Sheet).

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**Register of Expense Type**

In this routine you register types of expense to classify entries to be repaid to customer.

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**Register of Invoicing Rep. Type**

It registers types of reports to be used in invoicing.

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**Register of Collection Letter Type**

It indicates types of collection letter to be used in invoicing.

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**Register of Origin Type**

It registers types of origin that can be used in customer/case register so as to define how much an employee will receive for profit sharing.

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**Register of Type of Service Table**

It registers table types of fixed-price services related to brands and patents.

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**Register of Fixed-Price Tables**

It registers fixed-price services the office uses to charge customer.

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**Register of Pre-Inv. Collection Status**

It registers collection types used for pre-invoices, so reviewers can be charged.

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**Register of Time Sheet Rectification**

It registers types of time sheets reviewed to indicate which errors most occur in entries.

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**Register of Invoice Type**

It classifies types of invoice to be used in invoicing of fixed installments or additional invoices.

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**Register of Invoice No. Exception**

It registers numbering exception of invoices not to be considered when generating invoice.

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**Register of Blocked Currencies**

It blocks generation of invoices with a specific currency.

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**Register of Invoice Cancel. Justification**

It registers the justification for invoice cancellation when it does happen.

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**Register of Invoice Protocol Type**

It registers protocol type of invoices sent to customer.



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## Health

Solutions are developed with best practices of the market for management of healthcare plan providers.

Thus, through reports, management panels and friendly interfaces, it offers:

- Solutions for Management of Healthcare Providers.
- Portal of relationship with Affiliated Providers.
- Integration with CRM solutions.
- Web authorizer.
- Integration with BI solutions.
- Compliance with all legal requirements of ANS (Brazilian Supplementary Health Agency).
- BackOffice Integration.

## Healthcare Provider Management

The concept of Healthcare Provider Management comprises a complete and integrated solution with ERP modules (Financials, Accounting, HR, Call Center, Purchases, DW and SGI).

Its main features are:

- Management of customers and providers.
- Contract management.
- Product structuring.
- Customer Service.
- Audit of medical bills.
- Invoicing.
- Payment.

### New Features

The Health segment offers the following solutions:

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#### New Features in the Provider Portal

Portal adaptations so that healthcare providers and their partners can:

- During pre-medical care, validate the beneficiary through biometric device.
- Use the concept of Biometry and have support to such feature.
- Request, via portal, Hospitalization Forms in TISS standard.
- Via dental segment, request and fill out forms complying with TISS standard; generate statements and reports in this standard.

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#### Off-line Management Panels

Implementations of Off-line Management Panels are meant to expand management view and help decision-making and preventive actions with customers and service providers. Through indicator monitoring and use of new resources, one can focus on main control areas of the healthcare provider.

Therefore, Off-line panels provide consolidated information of healthcare providers concerning:

- Costs.
- Incomes.
- Loss Ratio.
- Medical Care Services.

- Dental Care Services.
- Number of Beneficiary Transactions (Inclusions and Exclusions).

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### Importer and Synchronizer of People File

The Importer/Synchronizer of people file offers the following solutions:

- Import of files with families, users and optionals referring to beneficiaries of a healthcare plan provider.
- The layout *model* is provided, so that companies can send data to healthcare provider. Such information is automatically added to the system later.
- Tool to be used in new deployment projects to help migrating data from database of a legacy system.

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### Integration Between Collection Lots and Forms Invoiced with Uruguay and Colombia Taxes

Innovations for Uruguay and Colombia are:

- Integration of collection lots and invoiced forms with calculation of Uruguay and Colombia taxes.
- Calculation of such taxes through the routine of healthcare plan invoicing, integrated with Outflow Invoice of Invoicing module.

All Invoicing features remain the same; the implementation features only the calculation of such taxes.

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### Best View of Routines

In the following features, the automatic dimensioning was developed based on the monitor resolution. This increases the routine usability.

- Updates/Contract/Family/Company Group (PLSA660).
- Updates/Health Product/Health Product (PLSA800).
- Updates/Audit/Account Audit (PLSA790).
- Updates/Account Proc./Account Typing (PLSA498).
- Appointments/Registers/User Position (PLSA730).
- Appointments/Appointment Schedule/Medical Agenda (PLSA300).
- Appointments/Appointment Schedule/Reception (PLSA315).

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### Automatic Feeding

Microsiga Protheus guarantees the automatic feeding of market standard tables so that new projects are more efficient, besides assuring more assertiveness to the customers' processes.

<b>Tables</b>
B04 - Dental Systems
B07 - DIOPS Tables
B09 - Faces
B18 - Types of Address
BA2 - Groups of Providers
BA7 - Causes of Releases
BAB - Types of Provider
BAG - Classes of Service Network
BAH - Acronyms of Regional Councils
BAQ - Specialties
BAR - Special Times
BAT - Groups of Waiting Period
BCJ - Types of Service
BCL - Types of Form
BCT - Causes of Disallowance
BD1 - Locations of Service
BD2 - Documents
BD3 - Health Units of Measurement
BDL - Waiting Period Class
BDR - Admission Type
BE5 - Groups of Products

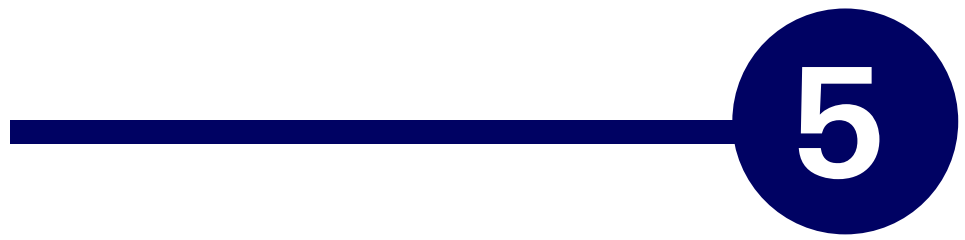


BE8 - Types of Interchange
BEU - Causes of Postponement
BEW - Types of Birth
BF7 - Scopes
BFQ - Invoicing Entries
BG1 - Blockage Methods Families
BG3 - Blockage Methods of the Family
BGR - Means of Access
BGY - Types of Patient
BH7 - Groups of Service
BI4 - Types of Hospitalization Lodging
BI5 - Types of Service Network
BI6 - Segmentation
BI7 - Classes of Provider
BIG - Social Position
BIH - Types of User
BII - Types of Contracts
BIM - Contact Information of Providers
BIY - Types of Outflows
BJ1 - Categories of Collection
BJE - Classes of Procedure
BKF - Tables of Anesthetic Category
BL9 - Standard Age Groups

BLM - Work Sectors
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BLR - Payment Entries
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BN5 - Comfort Standards
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## Materials

Materials segment offers solutions for management of logistic process, according to expectations of users and current technologies. It is tuned to its customers' business and always anticipates and faces challenges of the logistic chain.

## Transportation Management System

TMS solution serves the different transportation segments, mainly part load and "dedicated" closed cargo.

It is a multimodal solution, designed to serve heavy load transportation and meet all requirements of national regulations.

It is totally integrated to control of inventory and costs, tax records, accounting, personnel management, financials and assets maintenance.

### New Features

Microsiga Transportation Management offers the following solutions:

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#### TDA – Out of Area (AoA) fee

TMS module collect additional fees, when the sender (collection) and/or recipient (delivery) is located in difficult access regions.

The fee is calculated based on total freight value, considering minimum and maximum values.

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#### TRT – Traffic Restriction Tariff

Systemic adaptations to allow carriers to collect additional fees, when the sender (collection) and/or recipient (delivery) is located in regions with restrict circulation of load transportation vehicles.

The fee is calculated based on a percentage over freight total value, considering minimum and maximum values per table.

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#### Number of NF-e in Transportation Document

The objective is to implement a system of electronic generation of invoices for business operations in the domestic market, so as to replace the traditional method of generation (on paper).

For carriers that generate Provisional Service Receipts (RPS), the Transportation Management module offer search and query of NF-es authorized by the file sent by local government authorities.

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#### AWB Quotations

TMS module allows the carrier to choose the best airline.

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**View of Delivery Term**

The carrier can check the delivery forecast for a specific region or customer.

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## Warehouse Management System

WMS (Warehouse Management System) solution controls products in a warehouse or company storage area.

This solution of fully integrated with modules:

- Inventory and Cost Controls.
- Purchases.
- Accounting.
- Personnel Management.
- Financials.
- Assets Maintenance.

### New Features

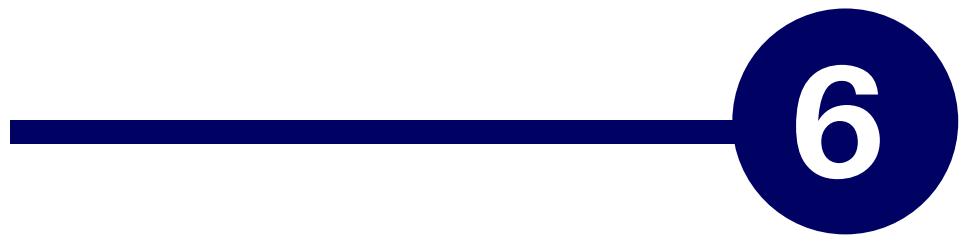
Microsiga Warehouse Management offers this new feature:

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#### Volume Assembly through Radio-Frequency Collectors

This solution helps volume assembly of products that are part of a purchase order, internal movement or load assembly.

The volume assembly is allowed after WMX movement.





## Inventories and Costs

GDP of Materials & DL promote solutions for:

- Supply management, storage, manufacture and expedition.
- Management of logistic processes, according to the current technologies and expectations, advance and solve challenges included in the organization of the organizational chain.

## New Features

Microsiga Protheus Storage Management offers the following new solution:

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### Integration Microsiga Protheus ® x PimsGrãos (Next)

The integration of PIMSGrãos (TOTVS solution for agribusiness) with Microsiga Protheus via TOTVS ESB (TOTVS solution for system integration) was projected, using the unsynchronized message concept, with specific queues and data sending and receiving, establishing XML files

Both for submission and receipt, ByYou ESB provides the translation of XML files, using SXML standard, presenting a translation map for each process/transaction.

Now, it is possible to relate both products in the following transactions:

- Products Group File.
- Measurement Unit File.
- Products File.
- Suppliers File.
- Cost Center File.
- Positions File.
- Employees File.
- Employee Status (Leave).
- Cost Center Balance (Accounting Calendar).
- Goods Depreciation (Monthly Calculation).
- Cost of items (Balance in inventory).
- Internal Transactions.



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## Human Resources

HR area (Human Resources) is responsible for developing solutions that meet market needs and comply with regulations effective in countries where TOTVS operates. It involves:

- Personnel Management.
- Positions and Salaries.
- Training.
- Personnel Outplacement and Selection.
- On-line HR (Employee Query Terminal).
- Appraisal of Performance and Personal Development.
- Electronic Attendance Control.
- Follow-up of Labor Lawsuits.

Besides structuring operations, modules of HR structure have management panels including main indicators, and management and control reports.

HR modules are in constant evolution to provide flexible products that suit any work methodology or process, offering all resources for activities to be performed with quality.

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## Appraisal of Performance and Personal Development

The environment Appraisal of Performance and Personal Development monitors and controls the entire process for management of performance and development, enabling several ways to evaluate and appraise performance, such as appraisal by competence, appraisal by projects, appraisal by goal plan, etc.

This environment enables you to get measurements regarding the evaluation of company's human resources, indicating the element that make the design of actions easier in order to improve the performance, adjusting them to company's dynamics and planning their development.

### **New Features:**

The following solutions were added to Microsiga Protheus Appraisal of Performance and Personal Development in this version:

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#### **Integration with Positions and Salaries Module**

Feature implemented automatically updates employees' capabilities in accordance with results of their evaluations.

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#### **Integration with Training Module**

Feature implemented suggests training from comparison between capabilities required by the position and employees' capabilities.

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## Personnel Management

Personnel Management controls and automates activities related to people management, such as calculation of payroll, taxes incurring in payroll, vacation, contract termination and annual duties.

Calculations consider data informed in registration, configurations defined, values, budgets and their calculation identifiers.

Each calculation have previous procedures that allow the system to generate the final result expected.

### **New Features:**

The following solutions were added to Microsiga Personnel Management in version 11:

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### **Medical and Dental Care per Age Group**

The Calculation of Medical and Dental Care according to age group was implemented to employees, dependents and household members.

The discount of Medical and Dental Care is calculated automatically in the Payroll Calculation, through the age group.

The calculation of Medical Care is currently defined by the table of parameters. It allows configuration of calculation per salary amount and range, besides a discount per dependent.

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### **Accounting Item and Value Class**

The break by Accounting Item or Value Class was implemented in payroll report. It is used to verify the calculation.

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### **Day Care Assistance**

The payment of day care assistance related to a given union was implemented in payroll calculation. It can be performed through registration of an additional table (related to the Union Register) or individual entry per dependent (in Dependent Register).

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### **Company Management**

In Company Management, processes of different companies, business units and branches can be defined. providing a single closure for the whole group.

## HR Portal

Tools of Human Capital Management are oriented to employees of the organization to control and map their individual capital of knowledge and background .

All management of individual and collective performance, as well as design and follow-up of personal development plans, are performed via Portal of Human Capital Management and its services. It is the basis for the system of personal development and performance management, helping performance evaluations according to guidelines of the company.

### **New Features:**

In this version, the following solutions were added to Microsiga Protheus Human Capital Management:

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#### **Vacation Request**

It allows employees do request vacation by informing initial date and number of days. The request is possible only if the employee has due acquisitive periods and pending days of vacation.

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#### **Training Request**

It allows employees to check open training and request registration.

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#### **Publicity and Application for Internal Vacancies**

It allows employees to check company vacancies, and request registration for them as well.

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#### **Time Justification**

It allows employees to justify absences by informing date, initial and final time and justification for absence.

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#### **Request for Salary Raise**

It allows managers to request salary raise to employees due to promotion, collective labor agreement or any other factor.

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### **Request for Transfer**

It allows managers to request transfer of their employees to another company, branch, cost center, department or job.

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### **Request for Termination**

It allows managers to request termination of their employees, justifying it.

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### **Request for New Jobs and Increase of Personnel**

It allows managers to request increase of personnel in an existing job or request new jobs.

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### **Request for New Hiring and Replacements**

It allows managers to request new hiring for an existing job or request replacement of an employee by another.

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### **Query Dependants**

It displays information of employees' dependants.

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### **Query Leaves**

It queries all leaves of employees registered in the system.

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### **Statement of Payment**

Employees can query their statements of payment in payroll, advance payments and year-end bonus, according to calculations of the system.

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### **Vacation Receipt**

Employees can view their vacation receipts according to calculations made.

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**Team Résumé**

Employees can view differences among values of abilities required by the job and values of each conquest made.

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**Presentation of Competence Gaps**

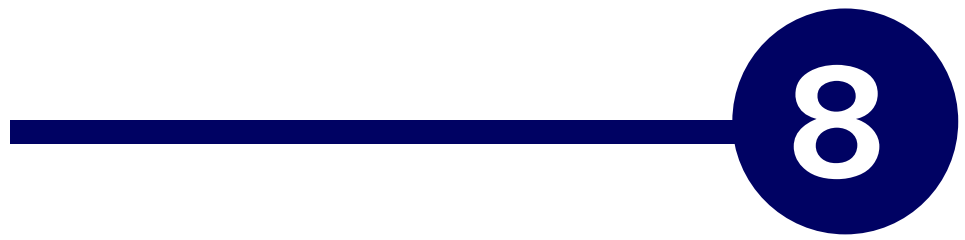
Employees can view differences found among scores of evaluation factors associated with the employee and evaluation factors associated with the position.

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**Presentation of Gaps of Evaluation Factors**

Managers can check résumés of all employees in the team.





## CRM Sales

CRM Sales is dedicated to development of best market solutions for management and control of sales processes, from the structuring to the post-sale, using integration with hardware and third parties' software applications. It also maintains some modules, such as Invoicing, Call Center, Front Store, Store Control and Field Service.

## Invoicing

The concept of Invoicing comprises management of sales and opportunity. In these processes, several aspects are controlled, such as competition, strong and weak points of the product sold, up to the moment the sales order is concluded.

Through the work area, the sales representative can control his bills, visits, tasks and opportunities from Outlook application, through integration between Microsiga Protheus and Microsoft Exchange Server.

### **New Features:**

In this version, the following solutions were added to Microsiga Protheus Human Capital Management:

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#### **Direct Access to Contact Information of Customer/Prospect/Suspect from the Screen of Entity Registration**

It makes access to entity contact information easier to register customers. That is so because, when checking information of customers, prospects or suspects, you can see data associated with current entity to easily use such information.

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#### **New Interface of Work Area**

The new interface of work area is divided into panels, making navigation easier.

The main panel displays all accounts of suspects, prospects and customers of sales representative connected.

In Sales Processes panels, options related to accounts are displayed. You can register sales opportunities, scheduled visits and associated tasks.

Registers panel contains actions related to entity selected at the top of the screen.

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#### **Integration of Work Area with Microsoft Exchange Server**

Schedules and tasks can be synchronized with Microsoft Exchange Server. Thus, you can check your activities in Outlook without having to access the system.

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#### **Registration of Product Categories with Option to Block Them**

A control allows a product category to be blocked so it cannot be used anymore. Once a category is blocked, products that were associated with it can be used again with another category.

Hence, future reports or queries will feature the category to which the product belonged at the time it was sold, keeping an accurate history.

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**Direct Sales**

A routine of sales to retail (Direct Sales) was created in Invoicing module. It is based on Assisted Sales, of Store Control module.

Likewise Assisted Sales, Direct Sales allow payment with credit or debit card, performing EFT operations according to station registration for operations with invoice generation.

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## Store Control

The segment of Sales is dedicated to development of best market solutions for:

- Chain Stores.
- Supermarkets.
- Credit Analysis Management.
- Pharmaceuticals Segment.
- Gas Stations.
- Optical Stores.
- Goods Distribution and Trade.

Features of Store Control, gathered in Assisted Sales routine, offer interfaces to generate quotations and fiscal receipts. Thus, it serves chain stores of malls, mobiles, shoes, etc., besides department stores.

In addition, it features all integrations required for operations of credit and debit cards.

Software applications that generate receipts have much attention of Brazilian tax authorities (Fisco). This, Store Control is already homologated and registered in main Secretariats of Finance in the country.

### **New Features:**

The following features are available in version 11:

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### **Equivalent Products**

It allows associating similar products.

Thus, during sales transaction, you can offer other products to customers just by looking up in the system.

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### **Technical Product Form**

It features additional information of the product. Hence, you are able to answer to any question customers may have about products.

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### **Last-Minute Sales**

This is featured in Sales Scenario, of Invoicing, and is also available in Store Control.

You can define a price for a product in a specific period, grant discounts, etc.

After enabling sales scenario, tables used to define the price are DA0 and DA1.

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### **On-Line Accounting Entries (Mexican Law)**

To comply with Mexican law, in version 11 you can generate on-line accounting entries in transactions of sales, cancellation, global invoice, invoice over receipt, exchange and return.

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### **Production Order by Point of Order**

You can register a product structure (parent and child), so the inventory is updated at each sales transaction.

Thus, when running the Production Order by Point of Order routine (manual or scheduled), all required production orders are generated.

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### **Multiple Sales Representatives per Sales**

To improve the routine of sales representative commission, now you can inform a representative for each item in a single sales transaction.

Therefore, the commission is now performed through items of the transaction, not through sales transaction header anymore.

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### **Integration Microsiga Protheus® x TOTVS Corpore**

This is the integration of some tables and processes of Front Store/SigaLoja module with TOTVS Nucleus product (the basic ERP application of Corpore line, with back office of modules such as Purchases and Inventory). It uses integration via EAI (Enterprise Application Integration, Microsiga Protheus module that manages the message queue between integrations) e TOTVS ESB (router between messages).

These tables and processes are integrated through messages in XML format. They are sent from a system to another passing through TOTVS ESB.

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### **Integration Microsiga Protheus® x YMF Tools (Credit Analysis)**

The integration of Microsiga Protheus® with Intellector assesses the customer risk, at the moment of sales transaction, and then calculates the credit limit.

Intellector is a tool specialized in management of TOTVS FINANCIAL SERVICES policies. It is widely used by financial institutions to automate credit analysis for their financing contracts and calculation of credit card limits.

It enables analysis of customer data by querying several external institutions (such as Serasa and SPC), ensuring that companies' credit policy is being consistently applied to all transactions.

Communication is established through Webservice.

Messages sent to Intellector are XML type, which is generated according to the layout supported by Intellector.

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### PAF-ECF Legislation

It is a program designed to send commands to basic software of ECF (fiscal printer), without changing or ignoring them.

It complies with legal demand ICMS Agreement 85/01 – seventieth second clause, fifth paragraph.

This program comprises all states (except Mato Grosso) and Distrito Federal (ICMS Agreement 15/08 – sixteenth clause).

#### Major Changes

- Some of the 53 requirements of the legislation are:
  - PAF-ECF must operate in Stand-Alone mode, that is, its functioning does not depend on the active or inactive communication.
  - Concurrent Sales (regardless of state)
  - Pre-Sale - The customer receives a code and heads to checkout. In the checkout, data are imported according to code and transaction is finished.
  - The quotation is not printed.
  - If the quotation generated was not used, by the end of the day, you must print and cancel the receipt of this pre-sale.
  - DAV - Prints the quotation and finishes it in PAF-ECF (POS/ECF). The quotation must be printed according to layout established by CONFAZ. Depending on the state, the quotation must be printed in fiscal printer.
  - Fiscal Menu - Available in all application screens, with no access restriction.
  
- To comply with those rules, systemic changes in Microsiga Protheus Front-Store were:
  - POS (Point of Sales) - Transaction Closing.
  - Operations of auto-service.
  - Active Stand-Alone mode.
  - Homologation and registration in CONFAZ.
  - In Microsiga Protheus Store Control, changes were:
    - DAV and PRE-SALES operations.
    - Use for POS (Stand-Alone only).
    - Use in transaction islands with Front Store in POS.
    - Homologation and registration in CONFAZ for sales transactions operations (stand-alone).
  
  - Retail Sub-segments:
    - Front Store

- Drugstore Template
- Store Control (Assisted Sales)
  - Template of Gas Stations
  - Template of Optical Stores
  - Template of Goods Distribution and Trade



## Customer Relationship Management

Customer Relationship Management is an approach that puts the customer in the center of business processes. It is developed to acknowledge and anticipate needs of current and potential customers, so as to meet them in the best way.

### New Features:

New features of Microsiga Call Center module in Service Desk (process of integration between Teleservice, Non-Conformance Management and Project Management modules) are:

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#### Multiple Association of Call

Now you can associate several calls with a single one. In Service Desk window, you can select multiple calls.

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#### SLA (Service Level Agreement) Elapsed

It enables the operator to view, in Service Desk window, the total time in hours elapsed and how much this total represents in relation to time left until SLA limit date.

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#### Customizable Filters

To make call management easier, now you can create and save customized filters to be used whenever the Service Desk routine is run.

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#### Incident Display

In the footer of Service Desk window, you can view the incident informed by the customer when the selected call was opened.

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#### Call Selection

In Service Desk window, you can select and deselect all calls displayed in the list.

Teleservice Improvements

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### Warning for Special Customers

It is a tool to customize the service provided to customers considered special.

The customer can be configured with a profile identification and a note. Whenever the operator starts speaking to this customer, a screen informs about the profile configured.

In Service Desk screen, the operator can see customer profile and its notes.

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### Teleservice Filter According to Subject

To speed up the teleservice screen, fields Campaign, Product, Category, Cause, Source and Effect are filtered according to the subject configured.

This can be configured by routine Subject x Call Information.

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### Search in Contact Selection

The feature **Search in Contact Selection Window** can be used by pressing F3 in the contact field.

In the screen displayed, customer and contact can be selected for teleservice.

A text box was added below the list, so the operator can find any contact information quickly.

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### FNC Query Through the Call

When viewing or changing a call, the operator can access the FNC opened by the call (if there is a FNC).

General Improvements

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### Improvement in Association Wizard

The Association Wizard had two simple changes. The Go Back option was enabled, and the Association Wizard cannot be opened again when the call is reopened.

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### Higher Service Group

To print reports in an easier way, the field **Higher Group in Service Group was created**.

It allows service groups to be arranged in hierarchy.

In Calls x Integrations report, you can print the report of a specific group and its sub-groups (or

teams), facilitating viewing and managing these data.

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### **SLA Calculation in Call Association**

It enables alignment and standardization of the way the SLA is calculated when several calls are associated with a single one.

Now, the SLA date of all calls involved in an association is the same.

The rule to define the date is simple: the smallest date of all calls is kept and replicated, so the smallest SLA is respected.

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### **Advanced options of fields in service model**

When configuring the service model, you can define some advanced configurations, such as title, standard starter, whether the field is used and whether it is mandatory.

Another improvement in teleservice is the possibility to configure an action so that, when such action is informed, the call status is changed.

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### **Control of Call Automatic Status**

Change of call status by action used in teleservice.

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### **Reclassification of Call**

Now the operator or supervisor can change important information of the call, so it reflects its real status.

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### **Store E-mail Attachment**

The workflow model now can save the attachment sent to recipients.

This attachment is saved in the call knowledge base, which contains the action of workflow sending.

To use it, the workflow must be configured by field Send Attach. and that Save Attachment is also set as Yes.

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### **SLA Statement**

Some months ago, the SLA Pause was implemented. It enables the SLA to be paused when action depends on the customer. The report of SLA Statement was created so you can view SLA days elapsed and days when SLA was paused.

You can view calls and all changes in SLA, to follow details that could not be seen directly in the call.

---

### Call Sharing

The call sharing enables that a single call is shared among teams.

In practice, when a call is shared, new calls are created for each team. They are child calls but they are independent from each other, including the parent call.

The sharing is started from an action previously configured to perform the sharing.