ORACLE NetSuite OpenAir

# OffLine

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# Introduction

## Overview

This guide documents the OpenAir OffLine application. To simplify its use, we may refer to your OpenAir account on `<company-id>.app.openair.com` as your OpenAir account or your online account, and the OpenAir OffLine application as OffLine.

OpenAir provides OpenAir OffLine as an application that extends the convenience of your OpenAir account to your personal computer. Since it is accessible without a connection to your OpenAir account, it allows you to save time and effort as you keep track of project-related charges, expenses, and time. As with your OpenAir account, the features that are available depend on a variety of factors such as your OpenAir account configuration, module access, and role settings and filter sets.

OpenAir OffLine features and functions support entering charges, expenses, and time on all tasks to which you are assigned. You can even start and stop timers to help you determine how much time you spend on specific projects and tasks. When it is convenient to sign in to your OpenAir account, transfer the offline information to OpenAir. Each function is explained in more detail as follows.

- **Charges -** Use the Charge function to document hourly, flat rate, other rate, expense item, or mileage billable items. Record hours on specific dates for a number of different projects and activities. This corresponds to the Invoices > Charges view in your online account. Start, edit, and stop a timer to automatically keep an account of the time you work on a specific project task and activity. When you stop the timer, OpenAir OffLine creates a timebill or charge that transfers to your OpenAir account upon Update. To see charges transferred to OpenAir, go to Invoices > Charges. See Introduction to Charges.
- **Expenses -** Use the Expenses function in OpenAir OffLine to create expense reports and add receipts to them. If your company uses the feature for rejecting receipts, rejected receipts also display. When you Update, the expense reports and the receipts they contain transfer to OpenAir. To see expense reports transferred to OpenAir, go to Expenses > Expense reports. Click on an Expense report to see individual receipts. See Introduction to Expenses.
- **Time -** Use the Timesheets function to list all timesheet activity. From the list, you can create a new timesheet, view and modify an existing timesheet, submit a timesheet for approval, or delete a timesheet. If your company uses the feature for rejecting time entries, rejected time entries also display. Once submitted and transferred to OpenAir through an Update, timesheets follow the normal approval process used in your company. To see timesheets transferred to OpenAir, go to Timesheets > Timesheets. Click on a Timesheet to see time entries. See Introduction to Timesheets .

Use OpenAir OffLine to create charges, expense reports, and timesheets or download existing records and edit them at your leisure. When you are finished, simply Update and they are uploaded to your OpenAir account.

While you download customers, projects, tasks, time types, expense items, and activities from your OpenAir account to OpenAir OffLine as you work with charges, expenses, and timesheet, OpenAir OffLine does not support creating or modifying any of these types of records. You also cannot access Invoices from OpenAir OffLine. Use your OpenAir account to change or add to all company-related information. The role and access control settings assigned to your User ID in OpenAir apply in OpenAir OffLine.

### Saved Reports

You can select OpenAir Saved Reports and run them during the next Update. This generates a PDF copy of the report and sends it to you at the email address specified for your OpenAir user account. See Introduction to Reports.

## Email Reports

You can send yourself a PDF copy of your OffLine timesheets and expense reports. When you Update, they are sent to the email address specified for your OpenAir user account. See Email Reports from OffLine.

**Note:** Each company has the option of tailoring OpenAir terminology so that it best meets company needs. OpenAir OffLine is designed to display company terms in its user interface. Depending on your account, these terms may not exactly match the terminology shown in this guide. This guide uses default account terminology.

# Getting Started

With an account in OpenAir and exchange access enabled for OpenAir OffLine, you can download OpenAir OffLine and use it to capture information that you can later transfer to your OpenAir account. When you send information to and receive information from your OpenAir account, you connect to the Internet to do so. But, you can enter information in OpenAir OffLine without an Internet connection. Later, click Update to connect to your OpenAir account and transfer that information from OpenAir OffLine to your OpenAir account.

- If you create or modify charges, expenses, or time in OpenAir OffLine, when you Update, the records are sent to OpenAir and display in your OpenAir account.
- If you create or modify charges, expenses, or time in OpenAir, when you Update, the records are downloaded to OpenAir OffLine if you have configured Advanced Update Settings to do so. See Data Transfer and Advanced Update Settings.
- If you add time to a timesheet in OpenAir and save it, once you Update, it appears in OpenAir OffLine. When you add time to the same timesheet in OpenAir OffLine and Update, that new time transfers to the same record in your OpenAir account. All time entries are saved in both accounts.
- If you add receipts to an expense report in OpenAir and save it, once you Update, it appears in OpenAir OffLine. When you add more receipts to the same expense report in OpenAir OffLine and Update, those receipts transfer to the same expense report in your OpenAir account. All receipts are saved in both accounts.
- If you have saved reports in OpenAir, you can select them and then run them when you Update. A PDF of the report results is sent to the email address specified in your OpenAir account.

## System Requirements

OpenAir OffLine can be installed on the following platforms:

- Microsoft ® Windows 7, 8 and 10.

> **Important:** Microsoft Windows Server 2008/2008 R2 and Microsoft Windows 7 will no longer be supported from January 14, 2020. Microsoft will be ending support for both products on that date. To continue working with any OpenAir desktop application, you will need to:
>
> - For **Microsoft Windows Server 2008 and 2008 R2**, upgrade to MS Windows Server 2012, 2012 R2, 2016 or 2019.
> - For **Microsoft Windows 7**, upgrade to MS Windows 8, 8.1 or 10.

# Download OpenAir OffLine

To use OpenAir OffLine, you need to download it. Sign in to your OpenAir account and go to Administration > Integration: Add-on Services. See Installing OpenAir OffLine. In addition, you need exchange access to OpenAir OffLine. This is handled by your system administrator. Refer to Administration.

# Preferences

Launch OpenAir OffLine and go to **Edit > Preferences**. There are several general preferences you can edit. They include:

- Show splash screen at startup - If you select the check box, the splash screen appears at startup.
- Hide when minimized - If you select the check box, you hide OffLine's task bar in Windows when you minimize it. However, OffLine keeps running and if you double-click on the icon or use a Keyboard shortcut as described below, it restores to where it was when it was minimized.
- Escape key minimizes - If you select the check box, the Esc key minimizes OpenAir OffLine.
- Keyboard shortcut - Enter a keyboard shortcut. The default is Ctrl + Shift + O. This restores OffLine to your screen when it has been minimized or hidden from view.

Select a check box to enable a preference. Clear a check box to disable a preference. Click OK. You can make changes to these preferences at any time.

# Customize the Interface

There are a number of ways that you can customize the interface. Use the following techniques to help you maximize your efficiency when you use OpenAir OffLine. You can:

- Change the size of any window or form. Drag your cursor to the edge of the window and the cursor changes. Click and drag the edge of the window to resize the window.
- Move column width to display additional information. Put your cursor on a column boundary and the cursor changes. Click and drag the boundary to the new location. The form automatically adjusts to the new width.
- Change the display order within a column list by double-clicking a column heading. The date column changes from the most recent date to least recent date and alpha columns re-order alphabetically.
- Display a drop-down list of options. Click on Select... and a drop-down list from your OpenAir account appears.

- Double-click on a row with an entry. The Edit window for that entry appears. Make changes and click OK. This is especially helpful when you want to stop a timer.
- Double-click on a row that is blank. The New window appears. Create the new record and click OK.
- Change the date and time used in OpenAir OffLine. Exit OpenAir OffLine and go to Start > Settings > Control Panel > Date and Time. Change the date and time on your personal computer and click OK. Restart OpenAir OffLine. It uses your computer's system settings for its date and time and you must restart it to allow it to capture the new date and time.

> **Note:** Changes you make to window size, column width, and display order remain until you change them at a later time.

# Data Transfer

To transfer data between OpenAir OffLine and your OpenAir account, you initially download your OpenAir account information and then subsequently update it. Each time you connect with OpenAir, it sends and receives information between the two systems. You can update information at any time and there are Advanced Update Settings that help handle situations where a conflict exists between records or when you want to limit the transactions downloaded. See Advanced Update Settings.

## Downloading Account Information

Before you use OpenAir OffLine, you must download your account information from OpenAir. After the initial download, you can exchange information with your OpenAir account using the Update function. In OpenAir OffLine, go to File > Update.

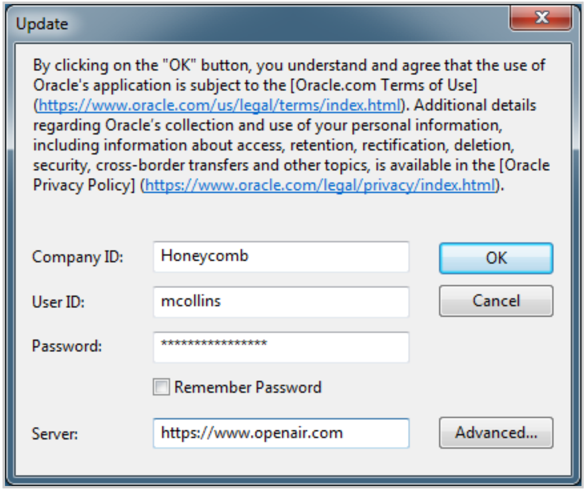
### To download OpenAir Account information:

1. Click the OpenAir OffLine icon.

   The following message prompts you to download account information.


2. Click Yes.

   The Update window appears.




3. Type your sign-in information. If you select the check box to Remember Password, you do not have to enter it again.
4. **Server** — Enter the URL for your OpenAir Account. The server URL includes the domain name for your OpenAir account `<account-domain>`. For more information about your account-specific domain name, see the help topic Your Account URLs.
5. Click **OK**.

> **Note:** By clicking the **OK** button, you understand and agree that the use of Oracle's application is subject to the Oracle.com Terms of Use. Additional details regarding Oracle's collection and use of your personal information, including information about access, retention, rectification, deletion, security, cross-border transfers and other topics, is available in the Oracle Privacy Policy.

The Update Progress dialog box appears and shows download information. Click Close or select the check box to close the dialog box when update is complete.

> **Note:** Once you enter your account information in the Update window, it appears automatically when you select Update in the future. However, you can change it at any time to reflect changes in your OpenAir account sign-in.

## Update

After you have downloaded your OpenAir account information to OpenAir OffLine, use the Update function to send information to your OpenAir account and receive information from your OpenAir account. You may do this as often as you wish.

### To Update account information:

1. Click the 

button located on the bottom left of the OffLine user interface or go to File > Update.

   The Update window appears.
2. Click OK.

   The Update Progress dialog box appears and shows information as it is exchanged.

## Advanced Update Settings

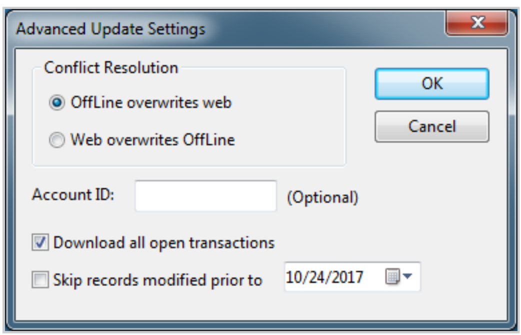
Use the Advanced Update Settings functions for two major purposes.

- Specify how to handle conflicts between OpenAir records and OpenAir OffLine records. The application uses the Advanced Update Settings when your OpenAir account and your OpenAir OffLine account contain different records or different versions of the same record. This can occur when you modify a record in both applications prior to doing an Update. It can also occur when you delete a record in one location, and modify the same record in the other location.
- Download all open transactions to OpenAir OffLine or limit downloaded records to those modified prior to a specific date. After you download transactions to OpenAir OffLine, you can edit them. When you are ready, upload them back to your OpenAir account.

You can change the Advanced Update Settings at any time to meet your needs. OpenAir OffLine follows the configuration settings you set.

### To configure Advanced Update Settings:

1. **File > Update** Click the button or go to File > Update. Click the **Advanced** button.




2. Select a Conflict Resolution setting.

> **Note:** In conflict resolution settings, Web refers to your OpenAir account. When you select OffLine overwrites Web, you designate OffLine as the primary account. In the event there is a discrepancy between an OffLine record and an OpenAir Web record, this setting allows OpenAir OffLine to make both records identical using the OffLine account as the basis. If you select Web overwrites OffLine, the same action occurs except that the record is copied from your OpenAir account to OpenAir OffLine.

3. Type the Account ID if your Account ID number displayed on the Add-On Services tab when you downloaded OpenAir OffLine. If the Account ID did not display in your Web account n the Add-On Services tab, leave this text box blank.
4. Select the option for downloading transactions: download all open transactions or skip records modified prior to a specific date you select. Default date is the date you downloaded OpenAir OffLine.
5. Click OK.

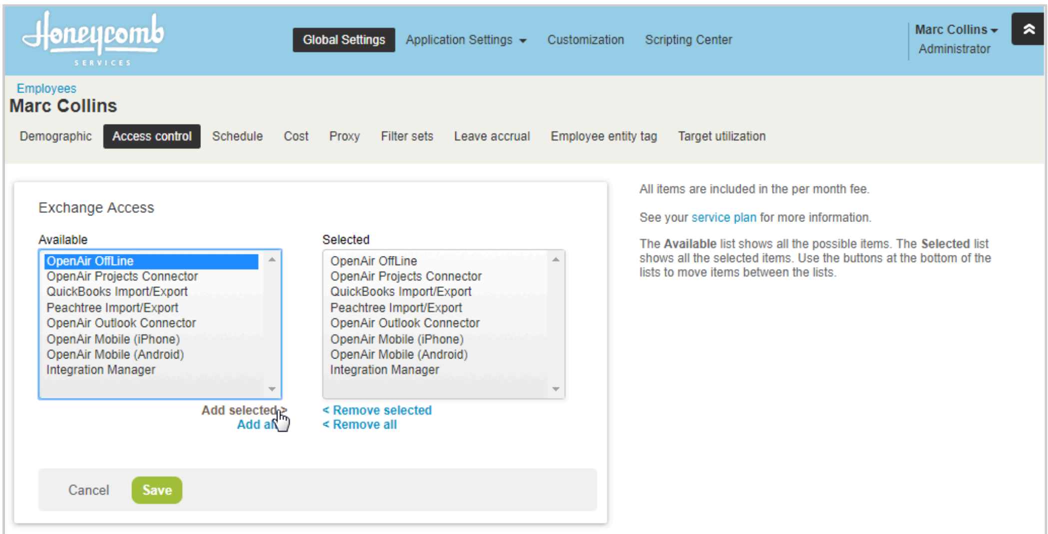
# Administration

Administrators provide users with permission to exchange information between the OpenAir OffLine and an OpenAir account. Once you enable Exchange Access to OpenAir OffLine for a user and that user downloads and installs the OpenAir OffLine program, the user can communicate with their OpenAir account to transfer information using OpenAir OffLine. Remember, as with the user's OpenAir account, the features that are available depend on a variety of factors such as the OpenAir account configuration, module access, and role settings and filter sets.

## To provide users with exchange access:

1. Navigate to Administration > Users > Users and select a User ID.
2. Click Access control > Exchange Access.

   The Exchange Access form appears.




3. Select OpenAir OffLine, click Add selected items and Save.

   Exchange Access is enabled for the user account.

# Installation

The following procedures address installing and uninstalling OpenAir OffLine.

## Installing OpenAir OffLine

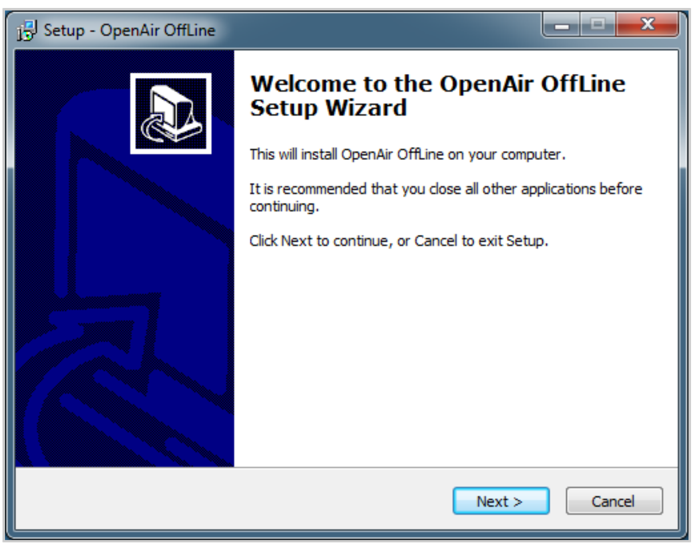
To exchange account information between your OpenAir account and OpenAir OffLine, install the OpenAir OffLine add-on service.

### To download and install OpenAir OffLine:

1. Sign in to your OpenAir account. Go to Administration > Global Settings > Account > Integration: Add-on services.
2. Click the OpenAir OffLine Download link.
3. Click Save File and specify a location.

   When download is complete, the download complete message appears.
4. Locate **OpenAirOffLine.exe** and double-click on it.

   A security warning may display. Click Run. Setup - OpenAir OffLine appears.

   
   
5. Click Next.

   License Agreement appears.
6. Select the license agreement option: I accept the agreement
7. Click Next.

   Information window with README.TXT appears.
8. Click Next.

   Folder destination appears. Accept the location or change it.
9. Click Next.

   Check box to create a desktop icon appears and is selected.
10. Click Next.

Ready to Install window appears.

11. Click Install.

    Completing the OpenAir OffLine Setup Wizard appears.

12. Click Finish.

    The OpenAir OffLine icon appears on your desktop.

> **Note:** The first time you launch the OpenAir OffLine application, it prompts you to download your OpenAir account information. See Data Transfer. After the initial download, you can exchange information with your OpenAir account using the Update function. Go to File > Update.

# Uninstalling OpenAir OffLine

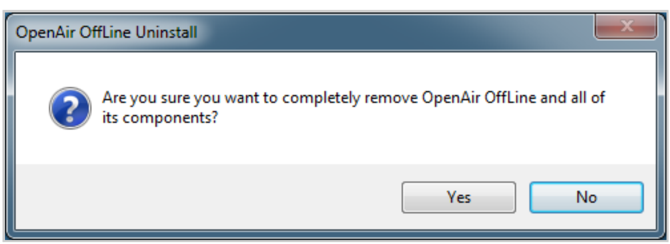
When a new version of OpenAir OffLine is available, you do not need to uninstall the version you are using. Simply download and install the new version and the functionality updates. However, if you will no longer be using OpenAir OffLine, you may want to uninstall it.

## To uninstall OpenAir OffLine:

1. Go to the Windows Start menu.
2. Select Settings > Control Panel and click Programs and Features.

   A list of the programs on your computer appears.
3. Select OpenAir OffLine [version number].
4. Click Uninstall.

   A prompt appears to verify the action.



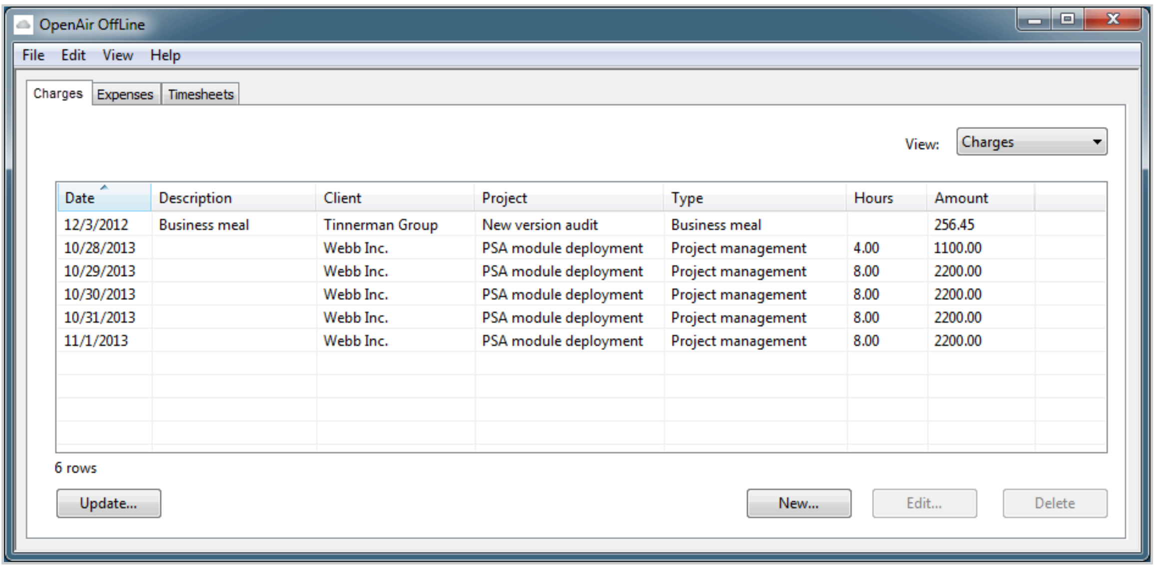

5. Click Yes.

   A message appears verifying the action.
6. Click OK.
7. To remove data mapping files manually, go to C:\Program Files (x86)\OpenAir\OffLine and delete them manually.

# Features and Functions

## Overview to Features and Functions

OpenAir OffLine has a number of helpful features and functions. Review the following window and related descriptions below it.




## Features

Tabs organize the following menu functions:

- **File -** Select Update, Saved Reports (run and email), or Exit. Most windows have an Update button on the bottom left, but you can always Update by going to File > Update and clicking OK. You can run and email your saved OpenAir reports from OffLine. See Run Reports in OffLine. Finally, you can Exit OpenAir OffLine by clicking on the **Close** button. You can also go to File > Exit.
- **Edit -** Go to Edit > Preferences and select the check boxes of the features you want to enable. To disable, clear the check box. Features include: Show splash screen at startup, Hide when minimized, Escape key minimizes, and you can enter a Keyboard shortcut. See Preferences.
- **View -** When you select a tab for either Charges, Expenses, or Timesheets, the options available within each function display under View. See the Functions below.
- **Help -** Select Help and then choose one of the following options:
  - **User Guide (pdf) -** displays the most recent OffLine documentation as a PDF book.
  - **Contents (Release notes) —** displays the most recent readme.txt file.
  - **OpenAir.com Web Site —** opens https://www.openair.com in your default Web browser window.
  - **Display Log —** launches a Notepad file that displays OpenAir OffLine activity. It lists actions on specific dates and times. If you are having problems, you can send a copy of this file to OpenAir Customer Support. See Troubleshooting.
  - **Check For New Version —** displays the results of a comparison between the latest version and the one currently running on your computer.

- **About OpenAir OffLine —** displays an About OpenAir OffLine window with version information.

# Functions

Tabs display for the following functions: Charges, Expenses, and Timesheets. Each corresponds to functions in your OpenAir account. Options available are described below.

## Charges

Select either Charges, Hourly Grid, or Timers. Depending on your OpenAir account configuration, modules access, and role and filter settings, the Charges tab, Hourly Grid and Timer options may not be available. If the Charges tab is available, go to View and select one of the following options: Charges, Hourly Grid, or Timers. Each is described as follows.

### Charges

Use Charges to document the specific billable items associated with customers, projects, and activities. Create, modify or delete entries for hourly, flat rate, other rate, and expense billable items. When you Update, information transfers and appears on the same type of form in OpenAir under Invoices > Charges > Open.

### Hourly Grid

Use Hourly Grid to document hourly charges associated with customers, projects, and activities. Enter the number of hours to charge for each day and use Prior and Next buttons to navigate through the calendar. When you Update, information on the Hourly Grid transfers as an Hourly Charge and appears in OpenAir under Invoices > Charges > Open.

### Timers

Use Timers to document the exact amount of time you work on a project-related task. Start a timer when you begin working, edit it to stop it when you are finished, or delete it if it is no longer needed. OpenAir OffLine continues to record time until you stop the timer or delete it, even if you exit from the application. After you stop the timer, it appears under Charges and no longer appears on the Timers list. When you Update, the timer information transfers as an Hourly Charge and appears in OpenAir under Invoices > Charges > Open.

## Expenses

Go to View > Expenses and select one of the following options: Expense reports (All), Expense reports (Open), or Receipts. Each is described as follows.

### Expense reports

Use Expense reports to compile the expenses associated with customers and projects. You can create, modify, email, or delete expense reports. Use Update to transfer all expense reports to your OpenAir account. In your OpenAir account, go to Expenses > Expense reports > Open or Submitted. Keep track of the expenses related to projects and send yourself a PDF copy at any time when you Update. There are two Expense reports selections: Expense reports (All) and Expense reports (Open).

- **Expense reports (All)** - lists all expense reports in your OpenAir OffLine account. The status of each expense report appears as it would be organized in your OpenAir account: Open, Submitted, Rejected, and Approved. In addition, the Reimbursement Balance appears for Expense reports that are reimbursed.
- **Expense reports (Open)** - filters all expense reports and displays only those that are currently open.

Submit completed expense reports for approval. Highlight the expense report you would like to submit and click the Submit button. When you Update, they are transferred to OpenAir and follow the normal approval procedure. To view them in OpenAir, go to Expenses > Expense Reports > All or Submitted. These expense reports are listed with a status of submitted until they are approved.

### Receipts

Use Receipts to keep track of expenses and record them as receipts in an expense report. Create, modify, or delete receipts that are part of an expense report. When you Update, receipts remain with the expense report and display in your OpenAir account. In your OpenAir account, go to Expenses > Expense reports and click on an expense report. A list of associated receipts appears.

## Timesheets

Go to View > Timesheet and select one of the following options: List (All), List (Open), or Timesheet. Each is described as follows.

### List

Use List to create a new timesheet or modify, email, submit or delete an existing timesheet. Keep track of the time you work on projects and tasks and send yourself a PDF copy at any time when you Update. There are two List selections: List (All) or List (Open).

- **List (All)** - lists all timesheets in your OpenAir OffLine account. The status of each timesheet appears as it would be organized in your OpenAir account: Open, Submitted, Approved, and Rejected. When the status of a timesheet changes, the changes display in OpenAir OffLine.
- **List (Open)** - filters all timesheets and displays only those that are currently open.

### Timesheet

Use Timesheet to record time and related timesheet information for customers, projects, and tasks as well as other pertinent company information. Create, modify, or delete timesheets. Use Update to transfer all timesheets to your OpenAir account. In your OpenAir account, go to Timesheets > Timesheets > Open or Submitted.

Submit completed timesheets for approval from either List (All), List (Open), or Timesheets. When you Update, they are transferred to OpenAir and follow the normal approval procedure. To view them in OpenAir, go to Timesheets > Timesheets > All or Submitted. These timesheets are listed with a status of submitted until they are approved or rejected.

# Reports

## Introduction to Reports

OpenAir keeps track of information related to your account and the projects your work on. There are three main reporting types: summary reports, detail reports, and advanced reports. Depending on your account configuration and user role permissions, you can create and save each of these reporting types.

## Run Reports in OffLine

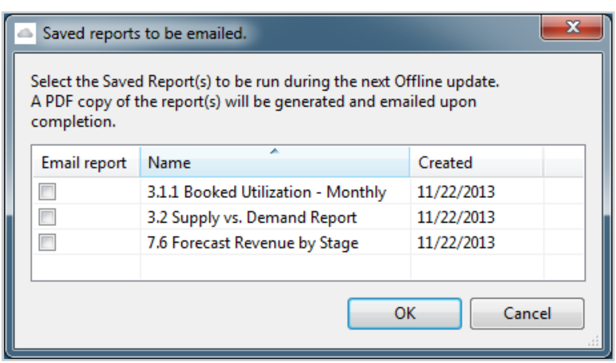
Once you create a report in OpenAir, go to the Settings tab for that report (if using the Next Generation Report Editor) and select the **Make this report available in thin client-specific situations** option (if using report forms, select the **Make this report available in thin client-specific situations** option from the **Usage designations** section of the form), save the report, and Update OpenAir OffLine. Then, you can run the report from OpenAir OffLine. OpenAir saved reports that are ready to run display in OffLine. Select the reports you would like to run and Update. The reports run and results are sent to the email address specified in your OpenAir account.

**Note:** If File > Saved Reports (run and email) does not display in your OffLine account, consult with your OpenAir Administrator and request the feature be enabled. Your Administrator can open a support ticket. See Troubleshooting for instructions on opening a support ticket. The feature adds the check box for making a report available in thin client-specific situations to the OpenAir Saved report form.

### To run and email a saved report:

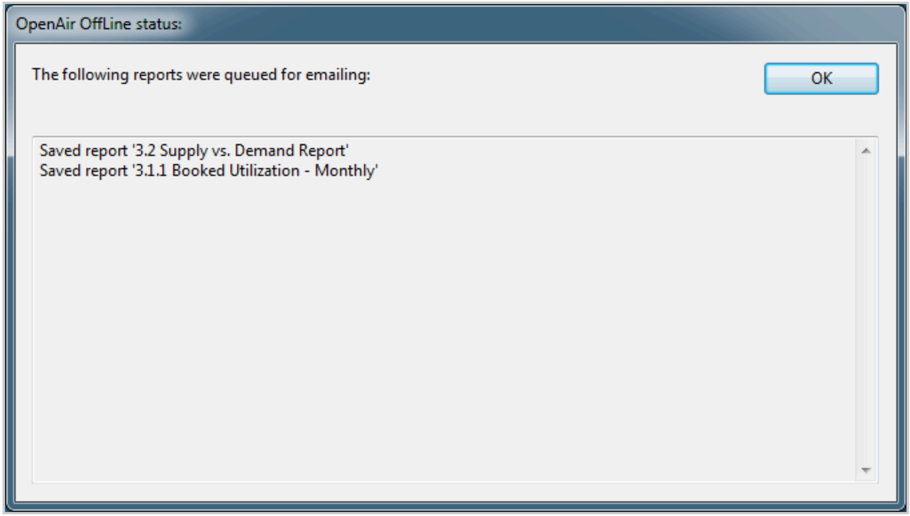
1. Go to File > Saved Reports (run and email).

   Saved reports to be emailed window appears.




2. Select the check box next to the Name of the report(s) you would like to run.
3. Click OK and Update.

   When you Update, the report is generated and sent to your email address. A message similar to the following appears.




> **Note:** To make a Saved report available in OffLine, sign in to your OpenAir account, open the report, select the check box to Make this report available in thin Client-specific situations, and save it. After you Update, it is available to run and email from OffLine.

# Email Reports from OffLine

OpenAir OffLine provides you with the ability to send yourself a PDF copy of your OffLine timesheets and expense reports. They go to the email address specified in your OpenAir account. An Email Report column and check boxes display for each timesheet on the List (All) and List (Open) windows and for each expense report on the Expense report (All) and Expense report (Open) windows. The timesheet or expense report can be open, submitted, or approved and that status as well as the date it is emailed appears on the PDF.

### To email timesheets or expense reports:

1. Go List (All) or List (Open) for timesheets or Expense report (All) and Expense report (Open) for expense reports.
2. Select the check box for the timesheet or expense report you would like to send to your OpenAir email account.
3. Click Update. During the update, a message appears notifying you that the timesheet or expense report is queued for emailing.
4. Click OK.

   A PDF copy of the timesheet or expense report appears in the email address specified with your OpenAir account.

> **Note:** If the Email report column and check boxes do not display in your account, consult with your OpenAir Administrator and request the feature be enabled. Your Administrator can open a support ticket. See Troubleshooting for instructions on opening a support ticket.

# Charges

## Introduction to Charges

Use the Charges tab and functionality to enter time and expense data that can be billed to customers once it is transferred to your OpenAir account. When you Update, you can transfer the data entered in OpenAir OffLine to your OpenAir account. Depending on your OpenAir account configuration, you may be able to:

- Document hourly, flat rate, other rate, expense item, or mileage billable items. See Charges .
- Record hours for multiple projects and related activities. See Hourly Grid.
- Use timers to keep track of time worked on a project-related task and activity. See Timers.

## Charges

Use Charges to create, edit, or delete Charges for hourly, flat rate, other rate, expense item, and mileage costs.

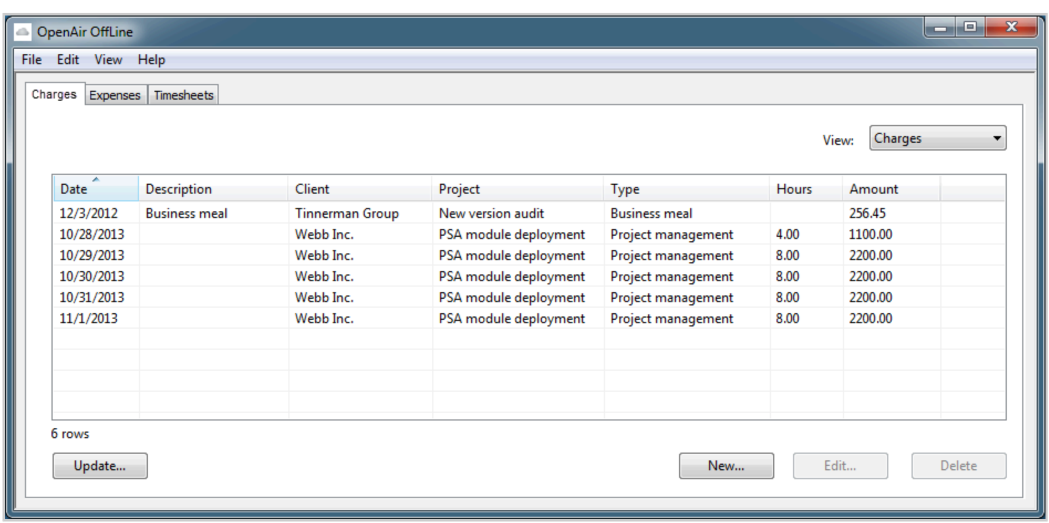
**Note:** If the Charges tab does not appear in your version of OpenAir OffLine, contact OpenAir Customer Support and request to disable the *Disable the TimeBills module in the OffLine client* switch.

### Create a Charge

#### To create a Charge:

1. Click the Charges tab.

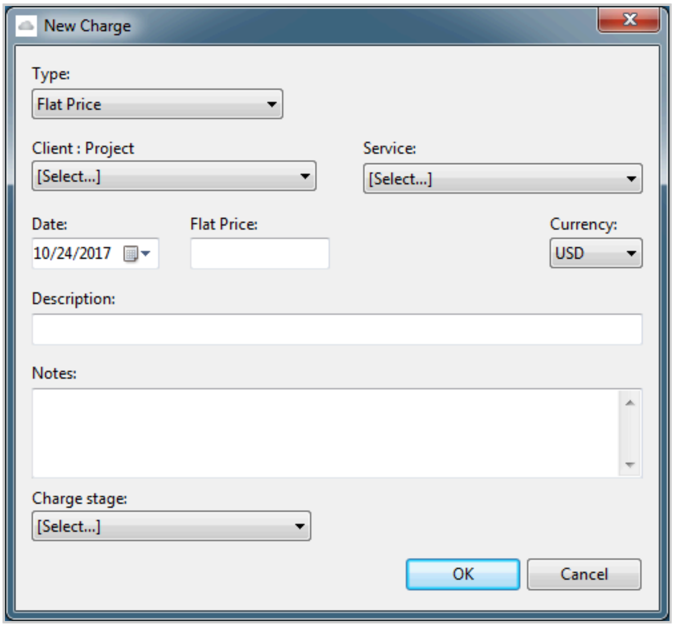
   Charges window appears.



2. Select Charges from the View drop-down list.

   Charges list view appears.
3. Click New.

   New Charge window appears.




4. Select the Type using the drop-down list. In this example it is Flat Price.
5. Select the Customer : Project and Activity.
6. Accept the default date (today) or change it.
7. Type any additional information required as well as Notes.
8. Select a Charge Stage, if enabled in your OpenAir account.
9. Click OK.

# Edit a Charge

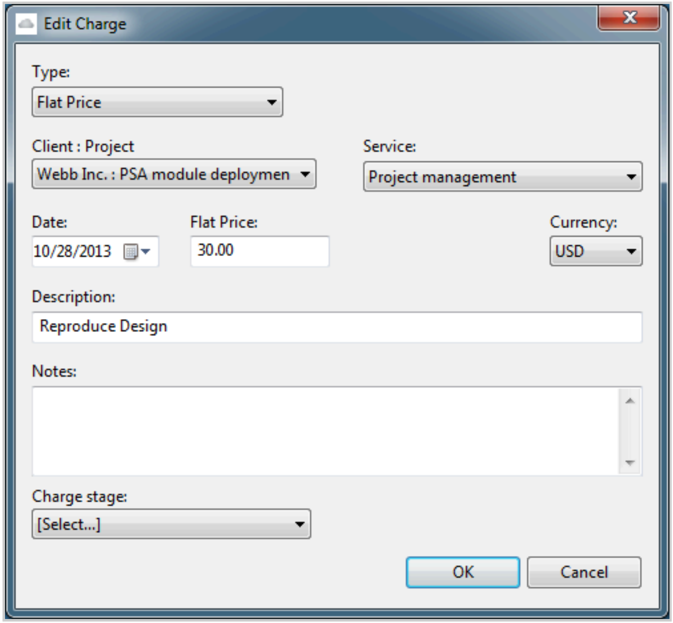
## To edit a Charge:

1. Click the Charges tab.

   Charges window appears.
2. Select Charges from the View drop-down list.

   Charges list view appears.
3. Highlight the Charge you want to edit. Click Edit.

   Edit Charge window appears with the Charge information.




4. Make the desired changes and click OK.

## Delete a Charge

### To delete a Charge:

1. Click the Charges tab.

   Charges window appears.
2. Select Charges from the View drop-down list.

   Charges list view appears.
3. Highlight the Charge you want to delete. Click Delete.
4. A message box appears warning that you are about to delete the charge. Click OK if you wish to delete it.

   > **Note:** If the charge has not yet been sent to your OpenAir account then it will be deleted immediately, otherwise it will be deleted from your OpenAir account the next time you update.

# Hourly Grid

Use Hourly Grid to create, edit, or delete hourly grid charges associated with customers, projects, and activities. Depending on your OpenAir account configuration, the hourly grid may not appear in OpenAir OffLine or in the Invoices module of your OpenAir account.

## Create Charges on an Hourly Grid

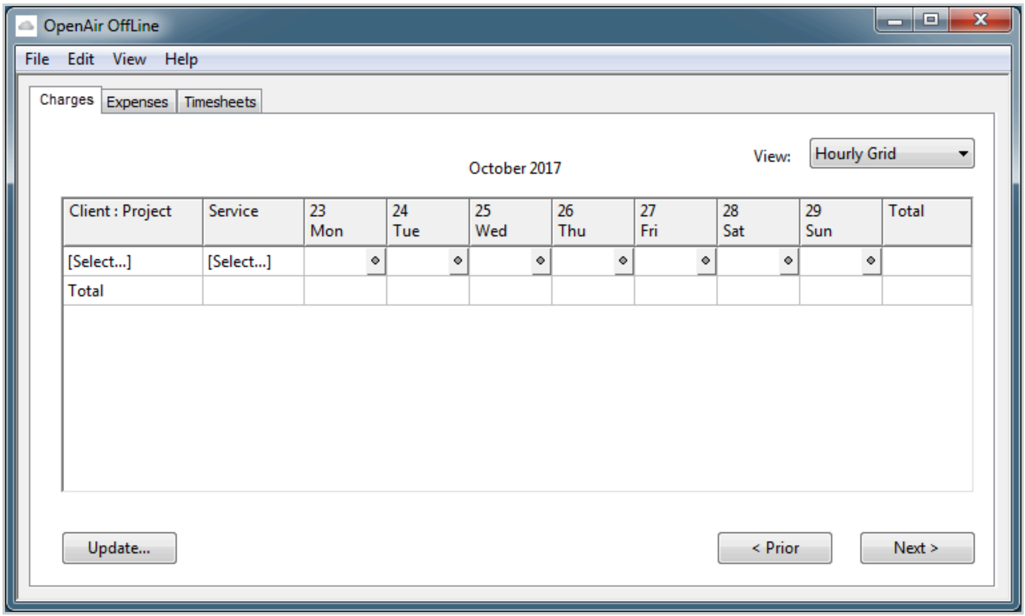
### To create charges on an Hourly Grid:

1. Click the Charges tab.

   Charges window appears.

2. Select Hourly Grid from the View drop-down list.

   Hourly Grid list view appears. By default, weekdays start with Monday of the current week.




3. To change weeks, use the Prior and Next buttons.
4. Select the Customer : Project and Activity using the drop-down lists.
5. Type the number of hours worked on each day. A total number of hours appears for each date as well as all days in the week.
6. Click the diamond icon to enter notes or other information. The information appears in your OpenAir account.

   After you Update and log back into your OpenAir account, go to Invoices > Charges to view the charges created in the OffLine hourly grid.

# Edit an Hourly Grid

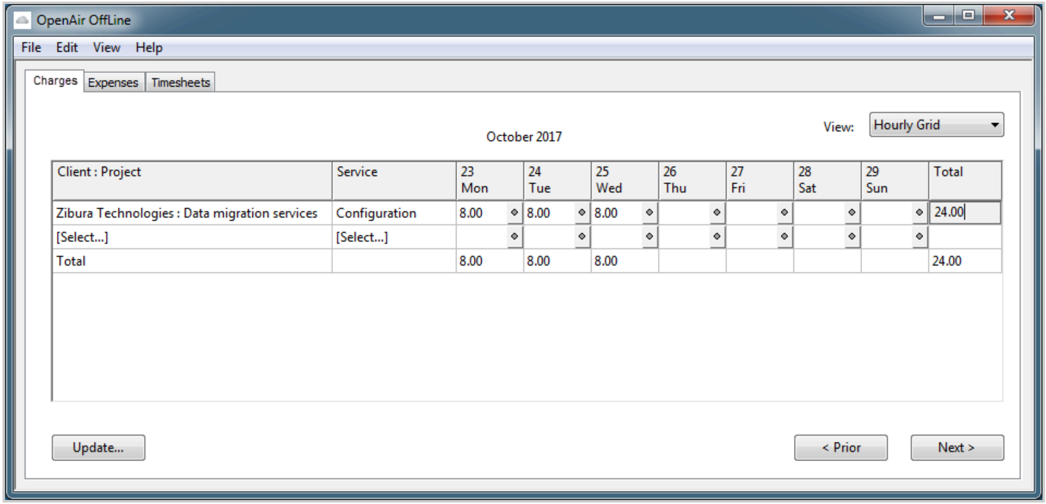
## To edit charges in an Hourly Grid:

1. Click the Charges tab.

   Charges window appears.

2. Select Hourly Grid from the View drop-down list.

   Hourly Grid appears.




3. Highlight the date you want to edit and change the number of hours.
4. To add additional Customers : Projects and Activities, click Select... and use the drop-down list.

> **Note:** You can also edit an individual charge from the Hourly Grid using Charges > Charges and select the Edit button. The Edit Charge window appears.

## Delete an Hourly Grid Charge

### To delete an Hourly Grid charge:

1. Click the Charges tab.

   Charges window appears.
2. Select Charges from the View drop-down list.

   Charges list view appears.
3. Highlight the charge you want to delete. Click Delete
4. A message box appears warning that you are about to delete the charge. Click OK if you wish to delete it.

> **Note:** If the charge has not yet been sent to your OpenAir account then it will be deleted immediately, otherwise it will be deleted from your OpenAir account the next time you update.

# Timers

Use Timers to create, edit, or delete timers that document the exact amount of time you work on a project-related task. Depending on your OpenAir account configuration, the Timers option may not appear in OffLine or in the Invoices module of your OpenAir account.

## Create a Timer

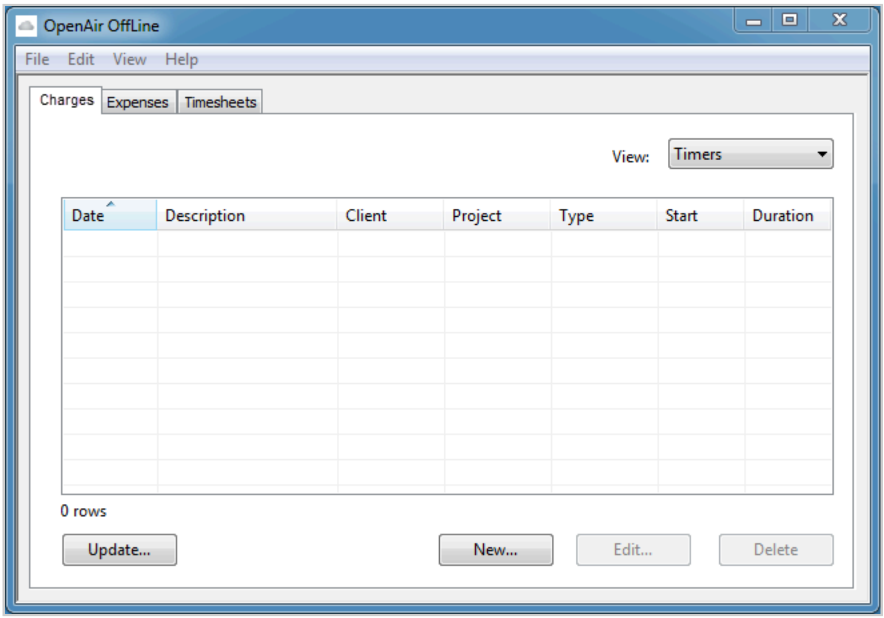
### To create a Timer:

1. Click the Charges tab.

   Charges window appears.

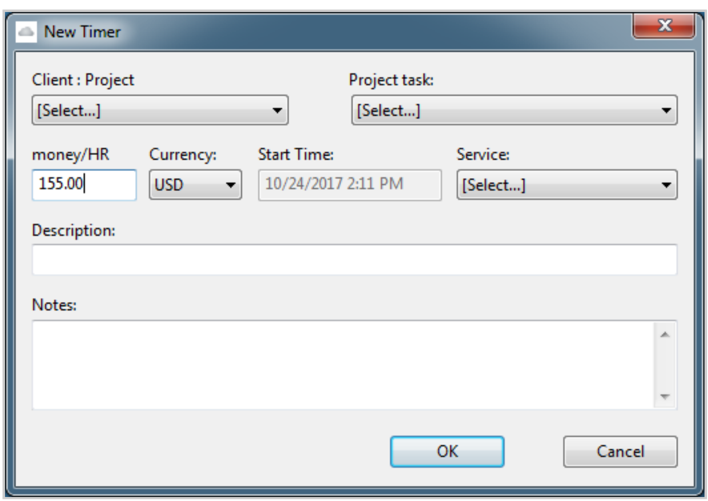
2. Select Timers from the View drop-down list.

   Timers list view appears.




3. To create a Timer, click New.

   New Timer window appears.




4. Select the Customer : Project and Project task.
5. If required, select money/HR and Currency.

> **Note:** These fields are only available if enabled for your OpenAir account.

6. Start time defaults to current time.
7. Select the Service.
8. Type a Description and Notes.

9. Click OK.

# Edit a Timer

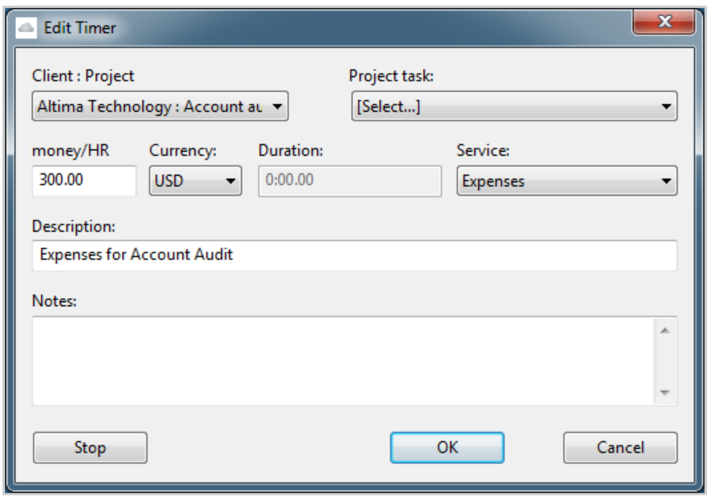
## To edit a Timer:

1. Click the Charges tab.

   Charges window appears.
2. Select Timers from the View drop-down list.

   Timers list view appears.
3. Highlight the Timer you want to edit. Click Edit.

   Edit Timer window appears with the Timer information.




4. Make the desired changes and click OK.
5. To stop the Timer, click Stop.

   A message appears. Once the timer stops, time is multiplied by the billing rate and a timebill or charge is created. Data is also automatically entered into an Hourly Grid cell. See Hourly Grid.

> **Note:** You cannot add a timer that is still running to your OpenAir account. First, you must stop the timer. Then, when you Update, a charge created from the timer information uploads to your OpenAir account.

# Delete a Timer

## To delete a Timer:

1. Click the Charges tab.

   Charges window appears.
2. Select Timers from the View drop-down list.

   Timers list view appears.
3. Highlight the Timer you want to delete.

4. Click Delete.
5. A prompts appears requesting that you verify the action.
   Click OK to confirm it.

# Expenses

## Introduction to Expenses

Use the Expenses tab and functionality to enter expense reports and receipts. From Expense reports, you can create a new Expense report or modify an existing Expense report. Email a PDF copy of an expense report to yourself at your OpenAir email address. Add receipts and submit an Expense report for approval. When you Update, you can transfer Expense reports and Receipts to your OpenAir account. Specifically, you can:

- Keep track of the expenses associated with your work on projects and tasks. See Expense Reports .
- Create or modify Receipts included as part of an Expense Report. See Receipts.

> **Note:** If the Email report column and check boxes do not display in your OpenAir account, consult with your OpenAir Administrator and request the feature be enabled. Your Administrator can open a support ticket. See Troubleshooting for instructions on opening a support ticket.

## Expense Reports

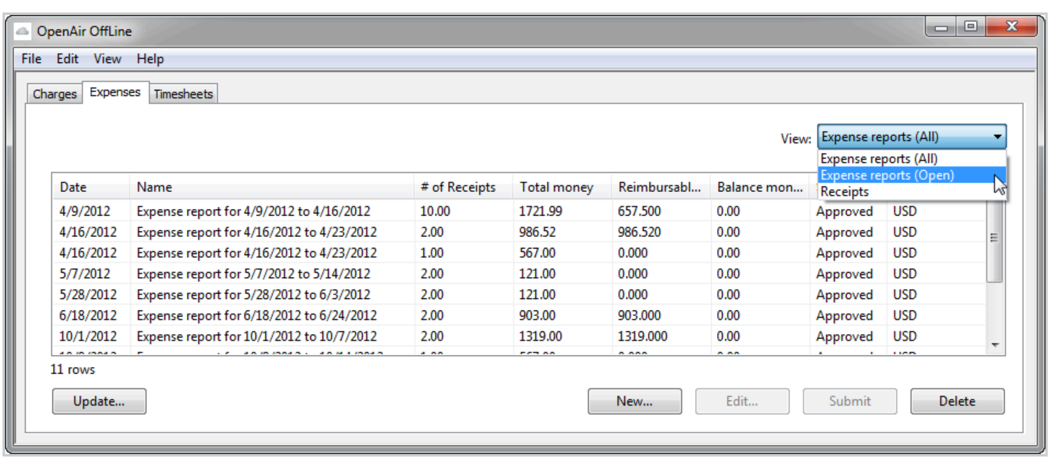
Use the Expense reports functionality to create, view, edit, submit, email, or delete Expense reports. OpenAir OffLine shows two categories of Expense reports. Expense reports (All) displays all expense reports you currently are working on in OffLine as well as the expense reports you have downloaded from your OpenAir account. Expense reports (Open) displays only open expense reports that have not yet been submitted. When your company uses custom fields, they are available on Expense reports in OpenAir OffLine. When you Update, the Expense report and accompanying receipts transfer to your OpenAir account. You can also email any expense report in any state to the email address associated with your OpenAir account.

### Create an Expense report

#### To create an Expense report:

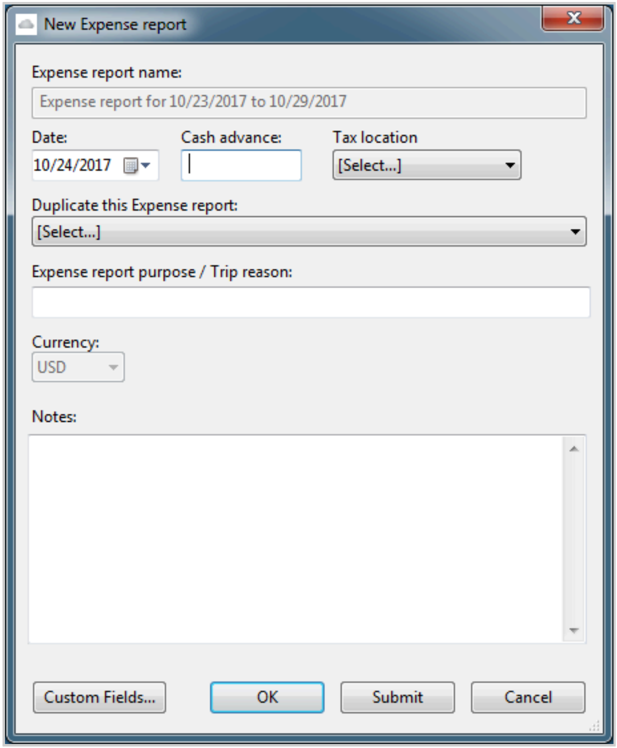
1. Click the Expenses tab.

   Expenses window appears. There are two Expense reports and a Receipt.




2. Click New.

New Expense report window appears.




3. Type the Expense report name.

   **Note:** This may be configured to be automatically generated in your OpenAir account.

4. Accept the default date (today) or change it.
5. If required, enter the Cash advance amount.

   **Note:** This field is only available if enabled for your OpenAir account.

6. If enabled, select the Tax location.
7. Type the Expense report purpose / Trip reason.
8. Accept the default Currency or change it as required.

   **Note:** This field is only available if Multi-currency is enabled for your OpenAir account.

9. Type any Notes.
10. To enter Custom Field information, click Custom Fields.

    Custom Fields window appears with the custom fields that are associated with Expense reports in your OpenAir account.

11. Click OK.

After you have created the expense report, you can add receipts — see Receipts.

# Edit an Expense report

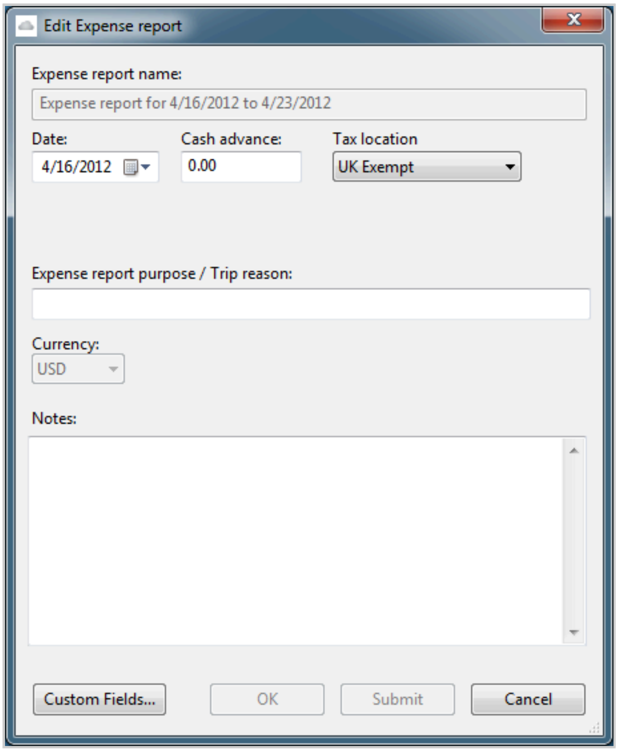
### To edit an Expense report:

1. Click the Expenses tab.

   Expenses reports (All) view appears.

2. Click on the Expense report you want to edit. Click Edit.

   Edit Expense report appears.




3. Make the desired changes.
4. To edit Custom Field information, click Custom Fields.

   Custom Fields window appears with the custom fields that are associated with Expense reports in your OpenAir account.

5. Click OK.

For information about adding, editing or deleting receipts attached to the Expense report, see Receipts.

# Submit an Expense report

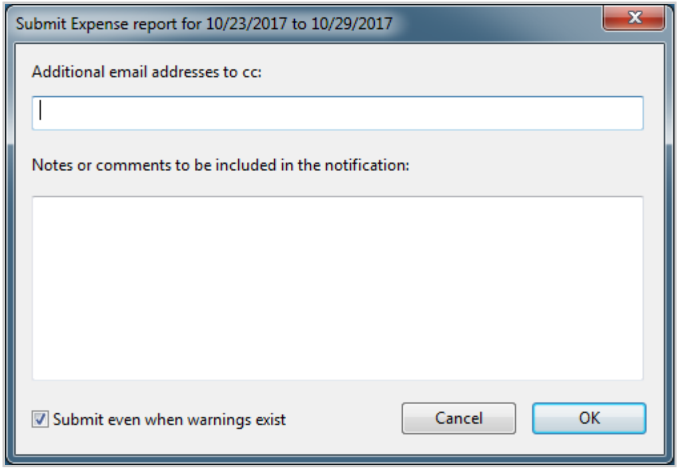
### To submit an Expense report:

1. Click the Expenses tab.

   Expenses window appears the Expenses list view.

2. Click on the Expense report you want to submit. Click Submit.

   Submit [Expense report name] appears.




3. Select the check box if you want the Expense report submitted even when warnings exist.
4. Click OK.

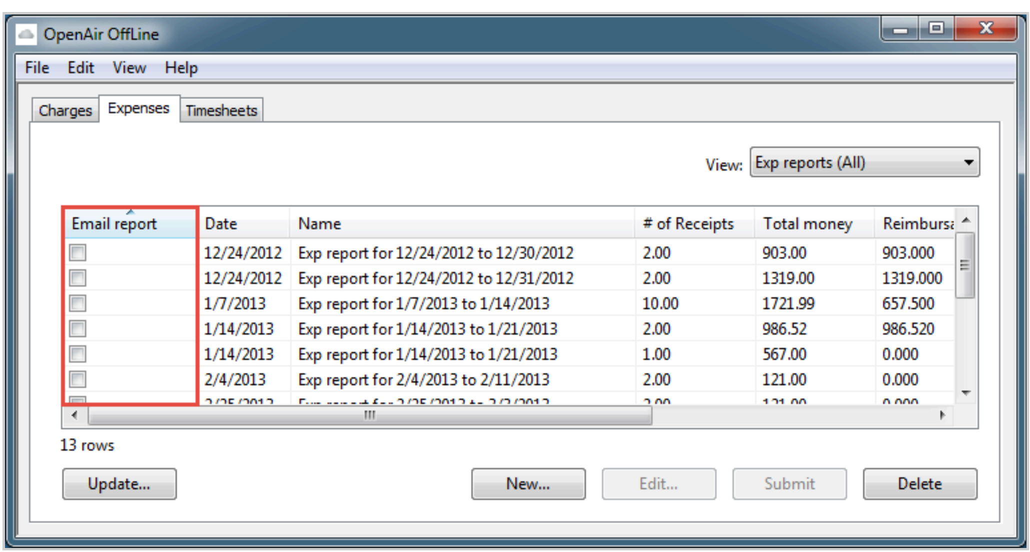
   A message appears. Click OK to confirm it.
5. On the Expense reports (All) view, the expense report status changes to Queued for submission (new).

> **Note:** the expense report is submitted during the next update with your OpenAir account.

# Email an Expense Report

### To send a PDF copy of an Expense report to your OpenAir email account:

1. Select the check box in the Email report column for the expense report you would like to send to yourself. It can have any status.




2. Select Update. When you Update, it is queued for emailing and a message appears.
3. Click OK. It is automatically sent to the email address specified in your OpenAir account.

## Delete an Expense report

### To delete an Expense report:

1. Click the Expenses tab.

   Expenses window displays the Expenses list view.
2. Click on the Expense report you want to delete. Click Delete.

   > **Note:** Only Expense reports with an "Open" status can be deleted. Otherwise, the Delete button will be unavailable.
3. A message box appears warning that you are about to delete the Expense report. Click OK if you wish to delete it.

   > **Note:** If the Expense report has not yet been sent to your OpenAir account then it will be deleted immediately, otherwise it will be deleted from your OpenAir account the next time you update.

# Receipts

Create, edit, or delete Receipts that you include as part of an Expense report. When your company uses custom fields for receipts, they are available on Receipts in OpenAir OffLine. When you Update, the Expense report and accompanying receipts transfer to your OpenAir account.

## Create a Receipt

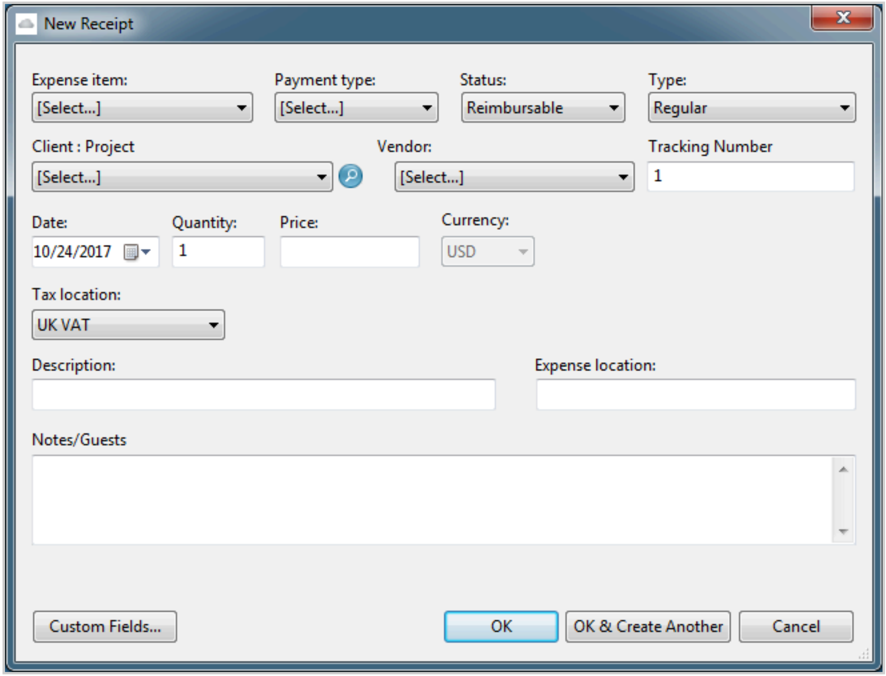
### To create a Receipt:

1. Click the Expenses tab.

   Expenses window displays either Expense report (All) or Expense report (Open).
2. Click on the Expense report to which you want to add a Receipt.
3. Select Receipts from the View drop-down list.

   The name of the Expense report you selected appears at the top of the Expenses list view next to Receipts.
4. Click New.

   New Receipt window appears.




5. Select Receipt information using the drop-down lists for: Expense item, Payment Type, and Status.
6. To create a foreign currency receipt, us the Type drop-down list and select Foreign currency.
7. Select the Customer : Project using the drop-down lists or use the search capability to launch a search window and locate a specific Customer : Project.
8. If enabled, select the Vendor.
9. Accept the Reference Number that appears automatically or change it.
10. Accept the default date (today) or change it.
11. Type the amounts for Quantity and Price.
12. Select Foreign currency. The Exchange rate automatically appears.

> **Note:** Depending on how your OpenAir account is configured, the Foreign currency receipt types can have a modifiable exchange rate based on the current date, a modifiable exchange rate based on the receipt date, or they are non-modifiable for both the current date and the receipt date. If your company adds a Foreign currency receipt markup percentage, it is also reflected in this amount.

13. If enabled, select the Tax location.
14. Select the Task. Only tasks that are relevant to the Customer : Project selected display.
15. Type Description, Expense location, and Notes/Guests.
16. Select the check box if this receipt is billable. The check box only appears if this feature is enabled in your OpenAir account.
17. Click Custom Fields if your OpenAir account uses custom fields for receipts.

    Custom Fields window appears.
18. Enter requested information and click OK.
19. Click OK or OK & Create Another.
20. To submit the Expense report with related Receipts, click Submit. See Submit an Expense report.

# Edit a Receipt

### To edit a Receipt:

1. Click the Expenses tab.

   Expenses window displays the Expense report (All) list view.
2. Click on the Expense report that contains the Receipt you want to edit.
3. Select Receipts from the View drop-down list.

   The Expense report displays the list of Receipts it contains.
4. Click on the Receipt you want to edit. Click Edit.

   Edit Receipt window appears.
5. Make the desired changes and click OK.

# Delete a Receipt

### To delete a Receipt:

1. Click the Expenses tab.

   Expenses window displays the Expenses list view.
2. Click on the Expense report that contains the Receipt you want to delete.
3. Select Receipts from the View drop-down list.

   The Expense report displays the list of Receipts it contains.
4. Click on the Receipt you want to delete. Click Delete.
5. A message box appears warning that you are about to delete the Receipt. Click OK if you wish to delete it.

> **Note:** If the Receipt has not yet been sent to your OpenAir account then it will be deleted immediately, otherwise it will be deleted from your OpenAir account the next time you update.

# Timesheets

## Introduction to Timesheets

Use the Timesheets tab and functionality to list all timesheet activity. From List, you can create a timesheet, view and modify an existing timesheet, submit a timesheet for approval, mark a timesheet to email to your OpenAir email account, or delete a timesheet. Then, when you Update, the information transfers to your OpenAir account. Specifically, you can:

- Keep track of the time you work on projects and tasks. See List .
- Record time for customers, projects, and tasks on timesheets. Create, edit, submit, and delete timesheets. See Timesheets.

> **Note:** If the Email report column and check boxes do not display in your OpenAir account, consult with your OpenAir Administrator and request the feature be enabled. Your Administrator can open a support ticket. See Troubleshooting for instructions on opening a support ticket.

## List

Use List to create, view, edit, submit, email, or delete Timesheets. OpenAir OffLine shows two categories of timesheets. List (All) displays all timesheets you currently are working on in OffLine as well as timesheets you have downloaded from your OpenAir account. List (Open) displays only open timesheets that have not yet been submitted. When your company uses custom fields, they are available on Timesheets in OpenAir OffLine. When you Update, all modifications you make to these timesheets transfer to your OpenAir account. You can also email any timesheet in any state to the email address associated with your OpenAir account.

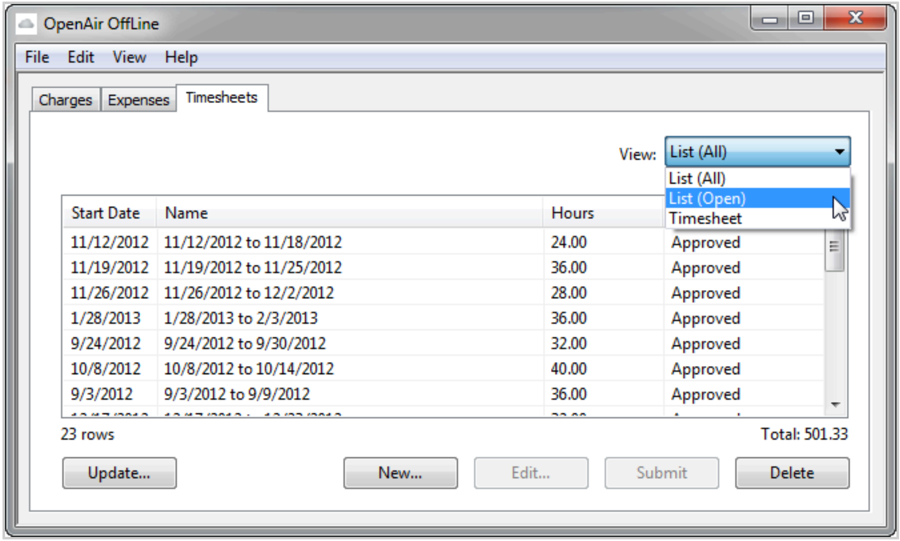
If your OpenAir account uses the feature for overlapping timesheets, you can create timesheets that include time from the end of one month through the beginning of the next month.

### Create a New Timesheet

#### To create a new Timesheet:

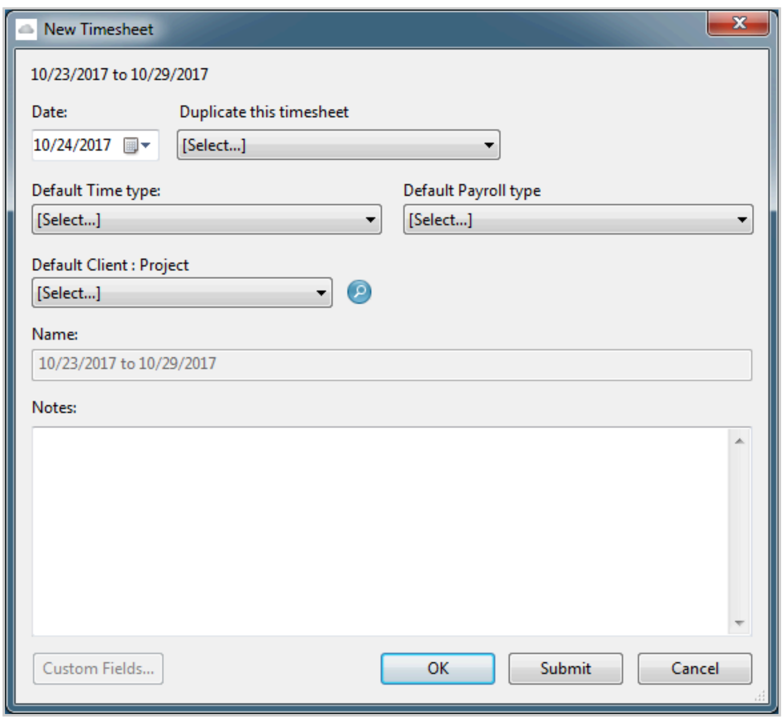
1. Click the **Timesheets** tab.

   Timesheets window appears. There are two List selections and a Timesheet selection.




2. Select either List (All) or List (Open). Click New.

   New Timesheet window appears.




3. Accept the default date (today) or change it.
4. Select the Default Customer : Project from the drop-down list or click to launch a search window.
5. Select the information required depending on your OpenAir account configuration. Use drop-down lists to select Default Time type, Default Payroll type, and Default Service, if available.
6. The name of the Timesheet appears according to your OpenAir account configuration.
7. Type any Notes.
8. To enter Custom Field information, click Custom Fields.

Custom Fields window appears with the custom fields that are associated with Timesheets in your OpenAir account. This includes check box custom fields.

9. Click OK.

   Timesheet appears on the Timesheets List (Open) view as well as on the List (All) view.

10. To add time to the Timesheet, highlight it and select Timesheet from the View drop-down list. See Timesheets.

# Edit a Timesheet

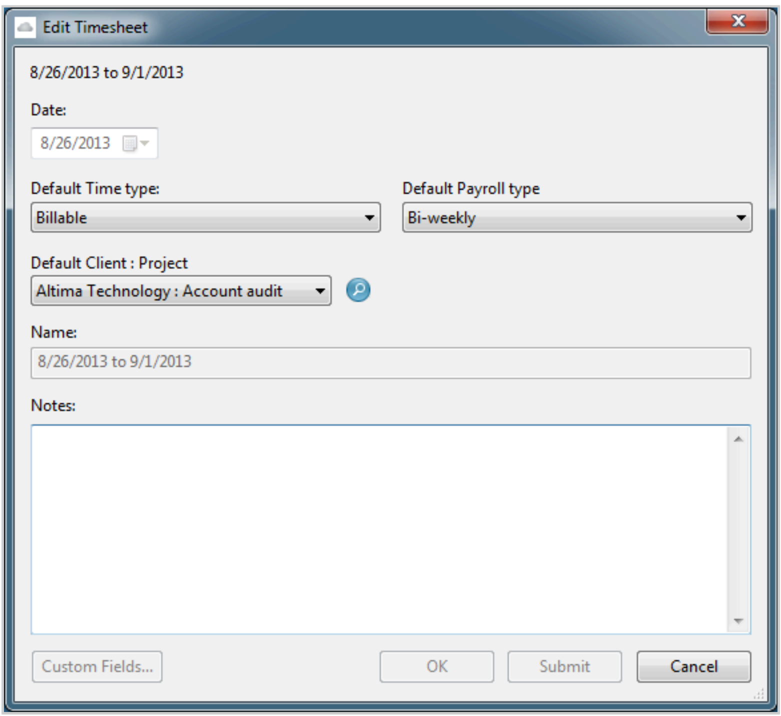
## To edit a Timesheet:

1. Click the Timesheets tab.

   Timesheets List (All) view appears.

2. Click on the Timesheet you want to edit. Click Edit.

   Edit Timesheet appears.




3. Make desired changes.
4. To edit Custom Field information, click Custom Fields.

   Custom Fields window appears with the custom fields that are associated with Timesheets in your OpenAir account.

5. Make desired changes and click OK.
6. Click OK.

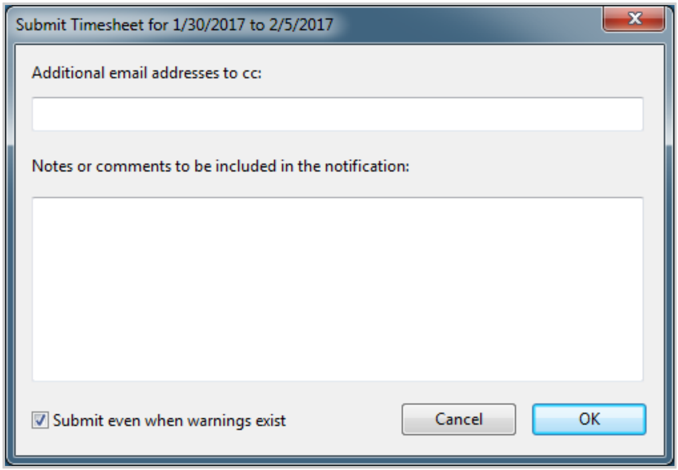
# Submit a Timesheet

## To submit a Timesheet:

1. Click the Timesheets tab.

   Timesheets List (All) view appears.
2. Click on the Timesheet you want to submit. Click Submit.

   Submit [Timesheet name] appears.



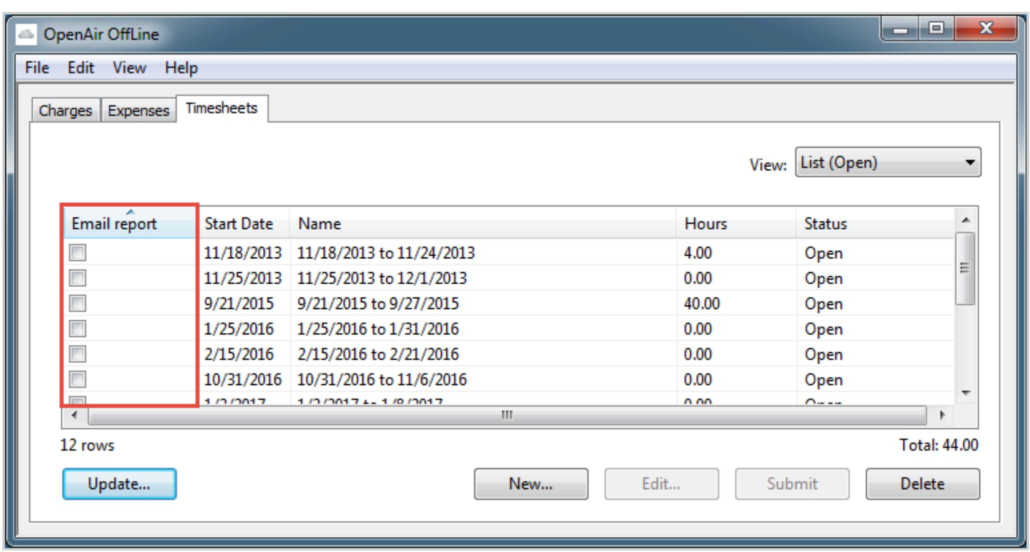

3. Select the check box if you want the Timesheet submitted even when warnings exist.
4. Click OK.

   A message appears. Click OK to confirm it.
5. On the Timesheets List (All) view, the timesheet status changes to Queued for submission (new).
6. The Timesheet is submitted during the next update with your OpenAir account. Click OK.

# Email a Timesheet

## To send a PDF copy of a Timesheet to your OpenAir email account:

1. Select the check box in the Email report column for the timesheet you would like to send to yourself. It can have any status.



2. Select Update. When you Update, it is queued for emailing and a message appears.
3. Click OK. It is automatically sent to the email address specified in your OpenAir account.

## Delete a Timesheet

### To delete a Timesheet:

1. Click the **Timesheets** tab.

   Timesheets List (All) view appears.
2. Click on the Timesheet you want to delete.
3. Click Delete.

   > **Note:** Only Timesheets with an "Open" status can be deleted. Otherwise, the Delete button will be unavailable.
4. A message box appears warning that you are about to delete the Timesheet. Click OK if you wish to delete it.

> **Note:** If the Timesheet has not yet been sent to your OpenAir account then it will be deleted immediately, otherwise it will be deleted from your OpenAir account the next time you update.

# Timesheets

Use Timesheets to enter time into a Timesheet you have created. It provides a grid format. Scroll to the right to display additional dates and totals time entries. After you create a timesheet and add time to it, you can submit it for approval from the Timesheets window. Then, when you Update, the timesheet information transfers to your OpenAir account and follows the normal approval procedure.

## Add time to a Timesheet

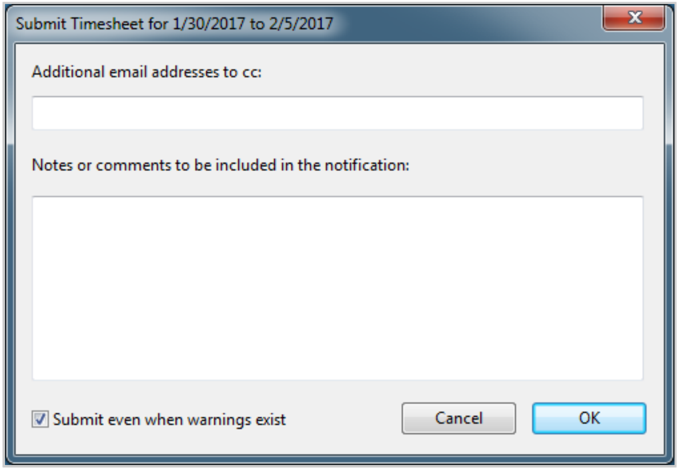
### To add time to a Timesheet:

1. Click the Timesheets tab.

   Timesheets list view appears. If there are no open Timesheets in your OpenAir OffLine account, the New Timesheet window appears instead and you need to create a Timesheet or Update and transfer one in from your OpenAir account.
2. Select Timesheets from the View drop-down list.

   Timesheet for [dates] appears.
3. Use the drop-down list to select Timesheet information. Depending on your OpenAir account configuration, this may include Time type, Customer : Project, Task information, Activity, Job Code, and Payroll type. Once you select a Customer : Project, the other available selections are filtered automatically and include only those relevant for the specified customer and project.
4. Type the amount of time worked in the grid cells for each date. To add a description, notes, and other information, click on the diamond icon. If you add a description and notes, it appears above the Update button for each date when you move your cursor through a cell.
5. To submit the Timesheet, click Submit.

Submit [Timesheet name] appears.




**Note:** If you do not want to submit the Timesheet at this time, you may return to it from the List window and submit it from there.

# Edit Time Entries on a Timesheet

### To edit time entries on a Timesheet:

1. Click the Timesheets tab.

   Timesheets list view appears.
2. Click on the Timesheet you want to edit.
3. Select Timesheet from the View drop-down list.

   Timesheet for [dates] appears.
4. Make additions or changes to the time entries and related notes or information.

   Time information appears in Timesheets > List.

# Troubleshooting

The first step in troubleshooting is to ensure that you have installed the latest version of the OpenAir OffLine so that you have the most recent enhancements, fixes, and features.

If you are experiencing difficulties with OpenAir OffLine or would like to enable an optional feature for your OpenAir account, create a support case. Our Customer Support staff and engineers will work with you to find a solution to your problem. See Creating a Support Case.

Before you create a support case, review Frequently Asked Questions.

**Important:** Make sure you attach the OpenAir OffLine log file (compressed as a ZIP file) when creating a support case.

To view the log in OpenAir OffLine, go to Help > Display log.

## Frequently Asked Questions

Review the following guidelines:

- Keep in mind that when you update, OpenAir OffLine communicates with your OpenAir account and exchanges information in both directions.
  - If you create or modify timesheets or expenses in OpenAir OffLine, when you ipdate, the records are sent to OpenAir and display in your OpenAir account.
  - If you create or modify timesheets or expenses in OpenAir, when you ipdate, the records are downloaded to OpenAir OffLine if you have configured Advanced Update Settings to do so. See Data Transfer and Advanced Update Settings.
  - If you add time to a timesheet in OpenAir and save it, when you update, it appears in OpenAir OffLine. When you add time to the same timesheet in OpenAir OffLine and Update, that new time transfers to the same record in your OpenAir account.
  - If you add receipts to an expense report in OpenAir and save the expense report, it appears in OpenAir OffLine after you update. When you add more receipts to the same expense report in OpenAir OffLine and Update, those receipts transfer to the same expense report in your OpenAir account.
- **Conflict resolution warning** — Conflicts may arise when the same record was updated both in OpenAir account and OpenAir OffLine after the last synchronization. This may involve one or more records such as a timesheet, time entry, expense report, receipt, or charge. Your conflict resolution setting determines how OpenAir OffLine handles the discrepancy. See Advanced Update Settings.

# Creating a Support Case

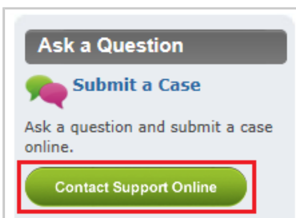
If you are experiencing difficulties with OpenAir or would like to enable an optional feature, go to SuiteAnswers through the Support page in OpenAir and create a support case.

Our support staff and engineers will work with you to find a solution to your problem.

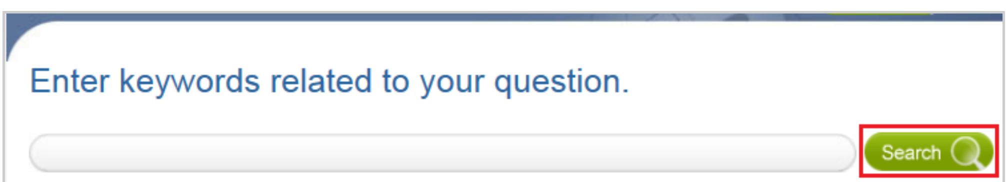
> **Important:** Be sure to review the Support Usage Best Practice Guidelines, Case Severity Definitions and Case Resolution Overview before you submit a support case or call the Support team.
>
> As a part of the support case creation process you will be presented with existing answers that may solve your problem. Take a moment to view the available answers before proceeding to create a support case.

### To create a support case:

1. Sign in to your company's OpenAir account and select **Support** from the user menu.
2. Click **Go to SuiteAnswers**.
3. On the SuiteAnswers website, click **Contact Support Online**.

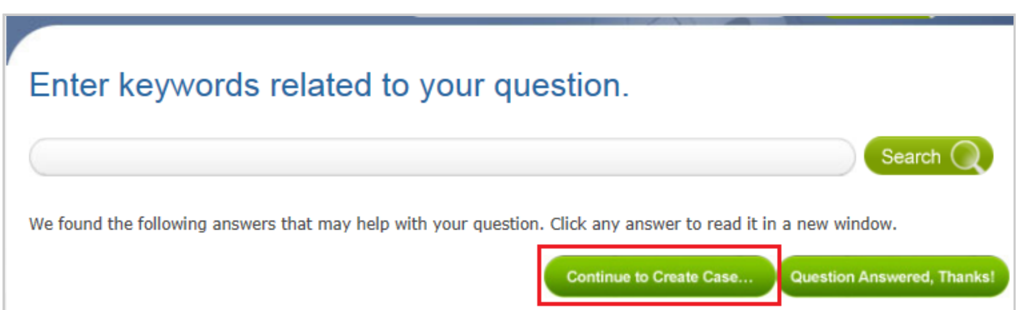



4. Enter keywords corresponding to the question or problem you want to resolve and click **Search**.




> **Note:** If you do not have a question but need a feature enabled, for example, click **Search**.

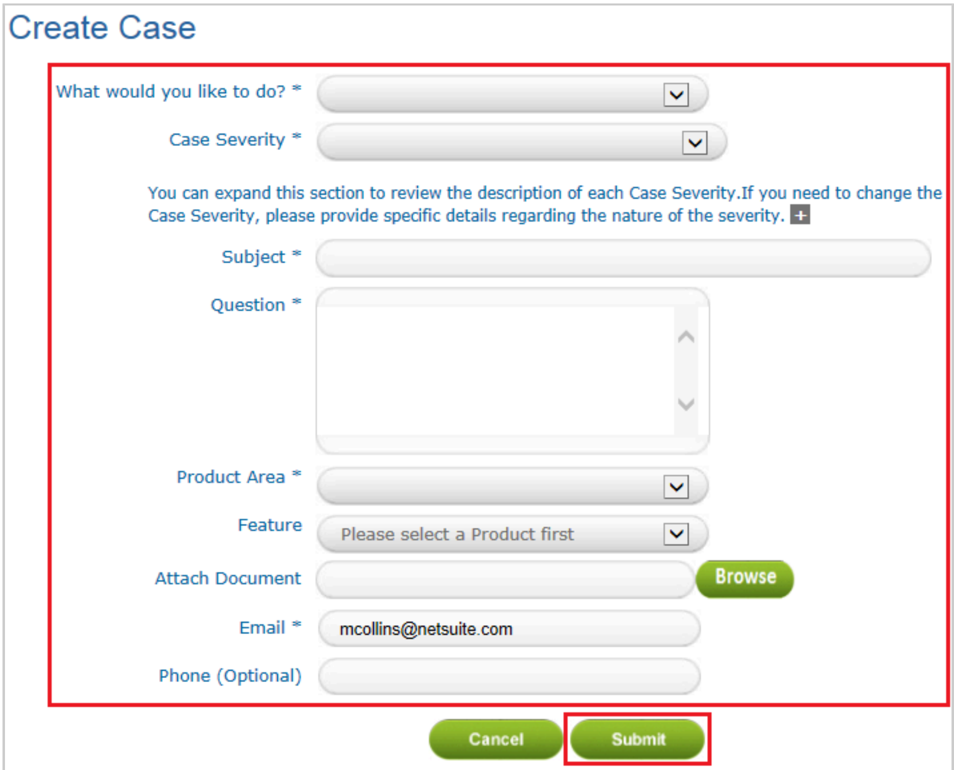
5. Oftentimes, the answer to your question will be displayed. If you still want to create a support case, click **Continue to Create Case**.




6. Fill out the **Create Case** form and then click **Submit**. You will receive an email confirmation with your support case reference (OpenAir Customer Care #).

**Important:** Review the **Case severity** definitions and always use the appropriate case severity when submitting a case. See the help topic Case Severity Definitions.

Using the appropriate case severity helps OpenAir Customer Support prioritize between cases. Otherwise, OpenAir Customer Support need to evaluate the true urgency of each case, which slows down the response time to all cases.




**Note:** An asterisk * indicates a required field.