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TERM	DEFINITION
Gross (finance)	Total value before any deductions have been made

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TERM	DEFINITION
Has Contractual SLAs?	When creating a contract which has reactive elements to it, you have the option to choose whether SLAs apply or not. If this is not ticked then you will not be able to set up SLAs against your reactive tasks on the contract
Height Restrictions	Numerical Value of a physical height limitation at a Building
Helpdesk	1st line support or call centre
Helpdesk Managed Date	This is the date that your helpdesk began managing this Building
Helpdesk Not Managed Date	This is the date that your helpdesk stopped managing this Building
Helpdesk Notes (Contracts)	This field allows you to enter any relevant notes for the helpdesk against the contract. These notes are displayed to the helpdesk during the Work Order creation process
History (Assets)	Records a history of all Work Orders raised for a specific Asset
HO to pay all invoices	If this field is ticked against a Resource record then you are not expecting an invoices to come from any branches of this Resource, they should all come from Head Office

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TERM	DEFINITION
Incentive Credits	These are items which can be included in a contract and used as a way of incentivising a Resource to meet attendance times, or use the system
Instructions	These are notes which can be added to a PPM task to advise the Resource what they are expected to do on this PPM Work Order
Internal Owner (Contracts)	This field can be used on a contract to note which of your internal team look after this contract
Invoice Count (Contracts)	When creating a PPM task you will need to advise how many invoices you are expecting for each task
Invoice Reference	A unique numerical value associated to an invoice
Invoice Value (Contracts)	When creating a PPM task you will need to advise the value of each invoice you are expecting for each task
Invoices issued from branch directly	If this field is ticked against a Resource record then you are expecting invoices to come from any branches of this Resource, rather than from the Head Office
Is PPM Required?	Is this is ticked when creating an Asset you are marking this item as requiring a PPM visit
Is Primary Order Placement Contact	If this field is ticked against a Resource contact, then this is the person who will receive any Work Orders if they are assigned via email. This person will also show at the top of the list of contacts which are displayed to the helpdesk when they call out to Resource
Is Misuse/abuse and damage included?	When creating a PPM task you will need to advise whether misuse and abuse is included as part of the PPM or not. This will determine what you will be expected to pay for or not.
Is VAT Exempt?	Against a Resource record, you can tick this if this Resource is exempt from paying VAT. This will then be used when invoices for this Resource are input, as Ostara will know not to add any VAT onto the invoice price