
koalixcrm Documentation

Release 1.0

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Contents:

Installation

There is an installationscript now... detailed description coming here after alpha release.

Intro

The Intro should give you a first overview over koalixcrm's basic functions and structure.

2.1 Basic Structure

koalixcrm tries to keep near the real world objects. Lets say you wanna register a customer in koalixcrm then you find a customer in your koalixcrm. When you just received a question for an quote, you find a quote in your koalixcrm. Same for many kind of business objects you know in your company. Every such real world objects is represented in the admin start page (called "dashboard") as row of the applicationtable, every objects has a name - of cause - an add and a modify button. When you want to create a customer you just press the "add" button in the customer row and you will soon get a form (called "object_modify_view") to fill out save your customer. By pressing the modify-, or the name button of the object you get a list of all objects (called "objects_list") you already saved.

2.2 dashboard

The dashboard it the place you start after the login in. In the dashboard you find a list of all object types (called objectlist) in three groups (called application) of such objects: crm, accounting and djangoUserExtensions.

koalixcrm **Dashboard** **Bookmarks** **+** **Applications** **Administration** **Aaron**

Home

Site administration **Edit Mode**

Media Management

- > Django FileBrowser

Applications

Accounting

Account	+ Add	≡ Change
Accounting Periods	+ Add	≡ Change
Bookings	+ Add	≡ Change
Product Categories	+ Add	≡ Change

Crm

Contracts	+ Add	≡ Change
Currency	+ Add	≡ Change
Customer Billing Cycle	+ Add	≡ Change

Recent Actions

- + 1 aaron User Extension
- + 1 Default Templateset Templateset
- + 4 Profit Loss Statement Default XSL File XSL File
- + 3 Quote Default XSL File XSL File
- + 2 Invoice Default XSL XSL File

Support

- koalixcrm documentation
- koalixcrm "koalixcrm-user" mailing list

2.2.1 Administrator only

When you are administrator, you can also find an group called auth where you can manage users and groups. During the installation you are pleased to create a first, administrator user. Every new created user starts with no privileges. To be able to log in to the koalixcrm the new user must be moderator. When you want to create an accounting-only user you must select all accounting privileges in the user_modification_view.



Administration		
Auth		
Groups	+ Add	≡ Change
Users	+ Add	≡ Change
Sites		
Sites	+ Add	≡ Change

2.3 objects_list

From the dashboard you are able to select one object type by clicking on the name of it. What you get is a quite detailed list of objects of this object type. The objects list is the place you will mostly be in. You have the possibility to select any of the listed objects and apply “actions” on it, you can simply press on the id of the object to get a modified view of the object.

2.3.1 Adding A New Object To The List

To add a new object to the list you simply have to press the Add button on the top right of the page

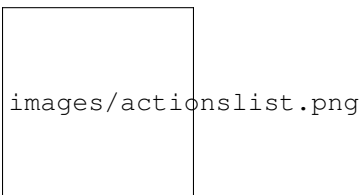


2.3.2 Apply An Action On An Object

Applying actions on objects is a basic point of using koalixcrm. To be able to remove given objects out of your list you have to select all objects you want to remove by clicking on the checkbox on the left side of the object list. When you finished your selection you will see a new selection field rising from the bottom of your page. Here you can select what action you want to apply on these objects. Several things can be done with these actions.

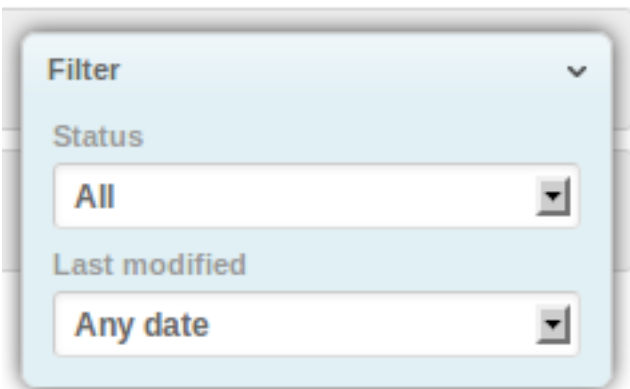
Contracts

1 total						
<input type="checkbox"/>	ID ▾	Description	Default Customer	Default Supplier	Staff	Default Currency
<input type="checkbox"/>	1	A first Contract for testing purpose	1 Aaron Riedener	None	aaron	CHF
1 total						



2.3.3 Apply A Filter On The List Of Objects

On some list of objects you may apply filter functions. This filter functions can be found on the right side of the page. Depending on the filter you apply on the list you get a smaller amount of objects



2.3.4 Do A Search Through All Objects

The more objects you registered in your system, the more difficult it gets to find the one you are looking for. On some object lists you will find a search box. The keywords you enter in this search box will be searched in the objects name, id, description and so on. All objects that include your selected keywords will be displayed in the list.

..image:: /images/searchbox.png

2.4 object_modify_view

Lets say you logged into the system as a moderator with enough privileges to modify a customer. You first access the customer objects list. You will find your

Tutorial

This tutorial is going to teach you how to

1. Create a customer
2. Create a currency
3. Create a product
4. Create a contract
5. Create a quote
6. Create an invoice
7. Set up your accounting
8. Book an invoice in your accounting
9. Book a customer payment in the accounting

Before you start I recommend you first have a look into the [Intro](#). This gives you a first idea of the basic structure of the koalixcrm. When you understand the structure and functions of koalixcrm or any other large django application you are ready to start with the tutorial. I recommend further that you have firefox installed, and did have a look at the [Installation](#) - and installed the koalixcrm according to this description on your apache2 webserver.

3.1 Create Your First Customer

Let say you want to Register the following Customer: Privat address:

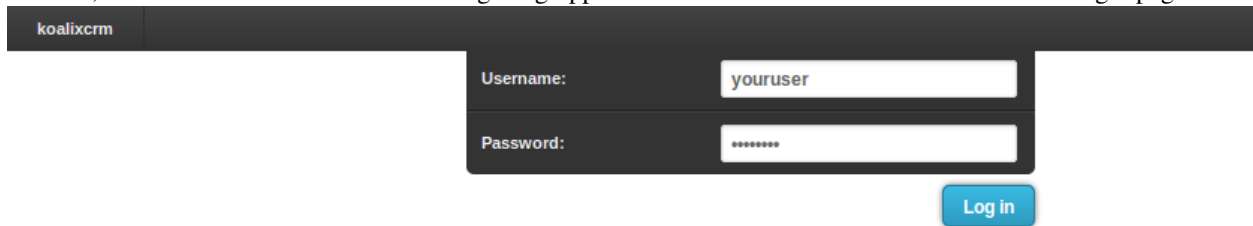
`John Smith
Ave 1
90990 Smallville
Phone:
Mobile:
Email:`

Business address:

`Smith and Sons
Ave 2
120987 Largeville
Phone:
Mobile:
Email:`

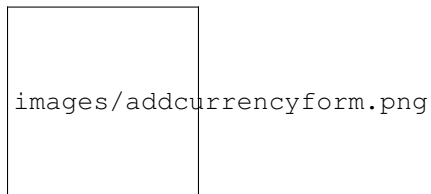
3.1.1 Logging In Adminpage

Depending on where you installed your koalixcrm - in our tutorial i expect you installed it on your localhost (the computer your sitting in front of) - Visit the <http://localhost/admin> page in your browser. Please use Firefox for this first test, it seems as if there exist the less bugs in grappelli with this browser. You will soon find the login page



fill out the username and password you set in the [Installation](#) in the syncdb procedure.

3.1.2 Create a Currency



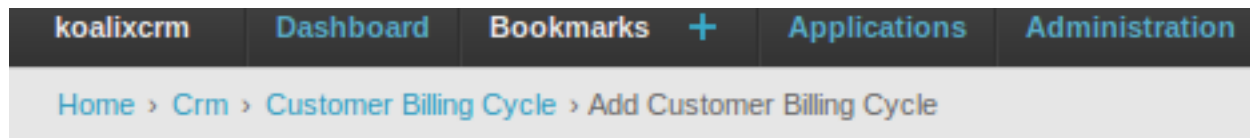
3.1.3 Select “Add Customer”

After the login you will find the dashboard you already know from the [Intro](#). In the Applicationlist select the “Customer” - add button

koalixcrm	Dashboard	Bookmarks +	Applications	Administration
Home				
Product Categories		+ Add	≡ Change	
Crm				
Contracts		+ Add	≡ Change	
Currency		+ Add	≡ Change	
Customer Billing Cycle		+ Add	≡ Change	
Customer Groups		+ Add	≡ Change	
Customers		+ Add	≡ Change	
Invoices		+ Add	≡ Change	
Products		+ Add	≡ Change	
Purchase Order		+ Add	≡ Change	
Quotes		+ Add	≡ Change	
Supplier		+ Add	≡ Change	
Taxes		+ Add	≡ Change	
Units		+ Add	≡ Change	

3.1.4 Fill out Fields

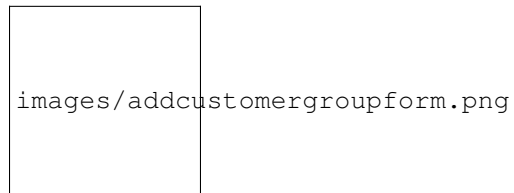
After adding the customer you will have to fill out all required values to get a valid registered customer. You will have to fill out two “postal address” and two “phone address”. Further you will need to add a new “Payment Modality”. This new payment method can be added by pressing the green “plus” sign beside the “default payment modality” drop down box. A new page will open up and give you the ability to add a new payment method. Fill in the values as described in the image below:



Add Customer Billing Cycle

The image shows a web form titled 'Add Customer Billing Cycle'. It has two rows. The first row has a label 'Days To Payment Date:' followed by a text input field containing the number '30'. The second row has a label 'Name:' followed by a text input field containing the text '30 days to pay'. A mouse cursor is visible at the end of the second input field.

After you filled in all required values you will have to click on the save button. This click will bring you back to the customer adding view ... and you will see that the default payment method is now set. For the next ... the customer group we have to do exactly the same. click again on the green “plus” signe beside the list and you will soon get a pop up where you can add your first default customer group. Fill in the values as described in the image below



After that you have to fill out all the addresses defined in the header of this tutorial. Finish the customer registration by pressing the save button

Add Customer

Name:	<input type="text" value="Smith and Sons, John Smith"/>
Default Billing Cycle:	<input type="text" value="1 30 days to pay"/> +
Is member of:	<div><div>1 Privat Customers AAA</div><div></div></div> +
<small>Hold down "Control", or "Command" on a Mac, to select more than one.</small>	

Postal Address For Contact

Postal Address For Contact #1

Basics

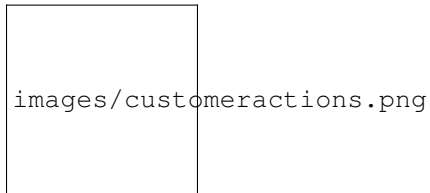
Prefix:	<input type="text" value="Mr"/>
Prename:	<input type="text" value="John"/>
Name:	<input type="text" value="Smith"/>
Addressline 1:	<input type="text" value="Ave 1"/>
Addressline 2:	<input type="text"/>
Addressline 3:	<input type="text"/>
Addressline 4:	<input type="text"/>
Zipcode:	<input type="text" value="90990"/>

3.1.5 Look at your first Customer

Ok now we registered your first Customer. Of course to have a customer is not that interesting, we hope that a customer is going to order something, or needs an invoice, a quote or something else. This will be the next step of the tutorial. But first have a look at your bright shiny customer by selecting customer's in the dashboard as described in the [Intro](#).

3.2 Create Your First Contract

I expect your still looking at your first customer we just created. The next step is that you click the checkbox on the left side of your customer and look at the the actions-list that appears on the bottom of the page.



select “Create Contract” from this list. This will bring you to the “add contract” form. The advantage of doing it this way - instead of adding a new contract over the dashboard - is that you have some values, like the defaultuser, already set. this will give you some additional seconds for your daily work. Ok now i expect you are surprised a little bit... where do i select that i want to have a quote or an invoice. Well in koalixcrm a contract is not an invoice and a contract is not a quote. A contract is simply a place to store all kind of documents that are related to the contract. This can of course be a invoice, a quote but also purchaseorders and so on.

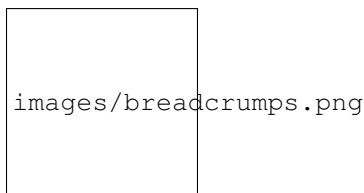
At this point ... by clicking on the save button you already finished the creation of a contract.

3.3 Create Your First Quote

You have up to now no products, no prices and no units registered. In order to be able to offer a product to a customer we of course need some products first.... you could do it the lazy way by adding the product while your registering the quote but in this case we are going to register the products, units and prices before we create the quote.

3.3.1 Create Your First Product


To create your first product visit the dashboard by either following the breadcrumbs back to the dashboard



or visit <http://localhost/admin> again. Press the Units Add button to get to the Unit adding form. Now fill out all the required fields to register the unit hours

koalixcrm	Dashboard	Bookmarks +	Applications	Administration
Home > Crm > Units > h				


Change Unit

Description:	<input type="text" value="Hour"/>
Displayed Name After Quantity In The Position:	<input type="text" value="h"/>
Is A Fraction Of:	<input type="text" value="-----"/>  +
Factor Between This And Next Higher Unit:	<input type="text"/>

Press save, add an other unit by again pressing the add button. Now we create a unit minute.

koalixcrm	Dashboard	Bookmarks +	Applications	Administration
Home > Crm > Units > Add Unit				

Add Unit

Description:	<input type="text" value="Minute"/>
Displayed Name After Quantity In The Position:	<input type="text" value="min"/>
Is A Fraction Of:	<input type="text" value="h"/>  +
Factor Between This And Next Higher Unit:	<input type="text" value="60"/>

Press save and go back to the dashboard

As we have registered the new units now we are able to create a product. Press the Products add button to get to the products adding field. We start with a common product called Manpower Fill all fields with the following values:

koalixcrm	Dashboard	Bookmarks +	Applications	Administration
Home > Crm > Products > Add Product				

Add Product

Basics	
Product Number:	3
Title:	One Hour Work In-House
Description:	One hour support work in our company's location.
Unit:	h +
Tax:	Swiss Mehrwertsteuer 8 % +

as you know every product has its price espescially manpower - time is money. Thats why we have to add at least one price for this product by filling the following values.

Unit:	h +
Tax:	Swiss Mehrwertsteuer 8 % +
Accounting Product Categorie:	Service +

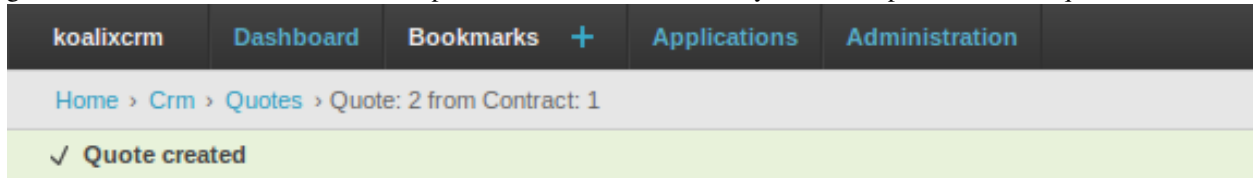
Prices					
Price Per Unit	Valid from	Valid until	Unit	Customer Group	Currency
120			h +	1 Privat Customers AAA +	CHF +
Add another Price					

Unit Transforms			
From Unit	To Unit	Factor between From and To Unit	
..... + +		

You will find an other part of this form called unit transfrom. Unit Transforms are sometimes needed when you for

example have stacks of certain products but only one price per piece. Leave this blank when you only have one unit for one product.

after adding this product you are ready to create your first Quote by going to your dashboard. Open Contracts, select the contract where you want to apply a quote and select “Create Quote” from the Actionslist. A Window will open and give you the possibility to fill out your first quote. As you can see, there are lots of predefined values we got because we created the quote with the action instead of dashboard quote add. There are two major parts of a quote: first the general values like “valid until”, “description” and so on. And second you find the positions of the quote.



Change Quote

The 'Change Quote' form is titled 'Basics'. It contains several fields for configuring a quote:

- Contract:** A dropdown menu showing 'Contract 1' with a '+' icon to add more.
- Description:** A text input field containing 'Tutorial Quote'.
- Customer:** A dropdown menu showing '2 Smith and Sons, John Smith' with a '+' icon.
- Currency:** A dropdown menu showing 'CHF' with a '+' icon.
- Valid until:** A date input field showing '2011-06-22' with a calendar icon.
- Status:** A dropdown menu showing 'Quote created'.

by pressing the “+”-sign you can add as much positions as you like. Fill in the values as described below

Salescontract Positions							+	
Position Number	Quantity	Unit	Product	Description	Discount	Overwrite Product Price		
1	1.2	h	1 One Hour In-House Suport	Fixed some defect parts of the unit.		<input type="checkbox"/>		
2	1.4	h	1 One Hour In-House Suport	Added some new parts to the unit		<input type="checkbox"/>		

Click on the save button to finish your first quote. Go back to the dashboard, go to quotes and select the newly created quote. From the actions select “Create Quote PDF” to get a pdf of this new quote.

NOTE! In the current version its needed that you first do a recalculation of teh prices befor you create the pdf. You can do this by selecting your quote and choose recalculate prices form the actions list.

3.4 Create Your First Invoice

This is going to be a very short chapter because all you got to do is either repeat the description above but instead of selecting “Create Quote” in the Contract Actionslist you select “Create Invoice” or by selecting your new Quote and call the action “Create Invoice”. The second way is much easier and faster because the program just takes all values and positions from the quote and transforms it into a invoice.

3.5 Register The Invoice In The Accounting

To be able to register the invoice in your accounting we first need to set up the accounting and adjust your products.

3.5.1 Create Accounts

Currently there is only a swiss accounts table i really hope i get some help soon to create some generic account tables for other countries as well because if you have to fill all them out on your own this is going to take quite some time.

Its urgent that you have you have set up these special accounts at least:

1. Open Reliabilities
2. Open Intrests
3. Customer Payment Account

3.5.2 Create Product Accounting Groups

Accounting

4.1 Accounting Periods

An Accounting Period is a Timeframe in which you make your ProfitLoss Calculation. Its often called Fiscal Year or Quarter or Busniess Year. What ever you like. Accounting Periods have nothing to do with the Accounts but with the Bookings. When you open an existing Accounting Period you find a list of all Bookings during this Accounting below as inline table on the formular. Feel free to add here your bookings. Be carefull when you set up a new Accounting Period. koalixcrm does not check if you do bookings that are outside the possible Accounting Period range nor does it check if there were two accounting periods for the same time set. This is up to the user to check that.

4.2 Account

4.2.1 Is a Customer Payment Account

These were the possible customer payment accounts you ware able to select when you choose “register payment” in your invoice detail view

4.2.2 Is the Open Liabilities Account

This is not implemented yet because the link between Accounting and CRM is not yet finised for the purchase order site (where you were buying not selling) This is anyway most often not used by companies because its to much effort to copy all the invoices you get from your suppliers into your system. Normaly you will only book this manualy and store the invoice you got form your supplier phsyicaly in a filer in your office. If you do so think about using a good description so that you find the invoice in case of a tax control (in fact i never had a tax control in my company but i think they are really intrested in such things :-)

4.2.3 Is the Open Intrest Account

There is only one open intrest Account in your Accounting and its used to book invoiced contract amounts. You will have to set this open intrest account. If this si not set on at least one account the link between Accounting and CRM will now work correctly

4.2.4 Is a Product Inventory Account

You may already choose this option but it has no effect yet because Product inventory is not yet implemented.

4.3 Bookings

A booking is a common part of every accounting. [Link to wikipedia.](#)

4.4 Product Categories

Product Categories are needed for the Interface between the CRM and the Accounting. You can introduce different product Categories for different kind of companies. When i should make an example to explain i make this with a “it support company”. A IT Support company usually provides Support and Hardware. Support can be for on-site support or in-house support. Its possible that the support must be bought from an other company because you were not able to do everything yourself. Then the Hardware, you normally dont produce hardware on your own, you buy them from a supplier. Now lets fix that to the following products you may offer to your customers.

Product Nr.	Description
1 2 3 4	in-house work on-site work computer hardware voip hardware

To be able to do automatic accounting you will have to set the accounts where you want to book your income and our spendings for each product.

Prod- uct Nr.	Earnings Acc.	Spendings Acc.
1. 2.	Income Support Income Support Income	Spending Support from third Spending Support from third
3. 4.	Hardware Income Hardware	Spendings Hardware Spendings Hardware

Now there are of cause more than four products in your inventory i hope and depending on your “love on details” you will have hundreds of them. Insted of setting the these Ernings and Spendings Accounts for every Prduct individually koalixcrm has this useful product categories where you have to set it only once. After that you are able to link the product categories when you add a product in your crm. Its also possible to leave this blank if you dont like to make the link between CRM and Accounting

5.1 Introduction

5.2 Objecttypes

5.2.1 Contract

5.2.2 Purchase Order

5.2.3 Invoice

5.2.4 Quote

5.2.5 Customer

5.2.6 Distributors

5.2.7 Deliverycompanies

Django User Extension

6.1 Introduction

The Django Framework supports some basic users, authentication and groups permissions. This is OK for most of all Django apps. In the koalixcrm there are some additional information for users needed. To be able to generate PDF's we need some information about the user that is generating the documents. There are some obvious fields like the internal phone address that is printed on every document - if you like. But there are also some "behind the scene" fields needed. In this chapter i describe all of them in a bit more detail view.

If you are administrator of this koalixcrm instance: Its recommended that you give add/modify access to this user-extension only to either yourself and/or your boss. Users of koalixcrm really don't need to get access to this part of koalixcrm

6.1.1 FOP PDF Creation

Before i start describing how you can set up the User Extension this short section will explain you a bit what is going on when you create PDF's.

In koalixcrm you are able to set up and store contract with invoices, quotes and so on. This is quite cool but worthless when you have no ability to print this things for your customers. This is the point where it starts to get difficult in Django ... and of cause also in most other frameworks, the export of data is a little bit difficult. For Django most people prefer using ReportLab but not koalixcrm: Out of the following reasons:

- The input files are not in a common format.
- Does not seem to be very open ... and i don't like that.
- It doesn't seem its built for letter creations

Now all these requirements are fully covered by an other PDF creation tool: apache-fop. All would be perfect when this apache-fop wouldn't be programmed in JAVA

Anyway, koalixcrm uses apache-fop to create PDF's for now and its not planned to change this until i run into huge problems.

How does this work:

1. When you select "create a PDF of your invoice" in the actions list of your invoice, a XML file of all the Django objects is created in the /tmp folder of your system
2. Now Django executes a `os.system` command called "fop -c (configurationfile) -xml (the createdxmlfile) -xsl (your xsl file) -pdf (the output pdf file)"

3. If the command creates any error you will not see it in Django!! This is very hard to debug and the reason why koalixcrm writes a /tmp/tmp.log with the command koalixcrm used to create the PDF. To get the error message follow do exactly this: `sudo su www-data; cd; cat /tmp/tmp.log | bash;` This will give you a good error message.

As you can see there are several files needed to get from a xml to a pdf. These files can be stored in the TemplateSet of the UserExtension-Part of koalixcrm. You can define as many different TemplateSets you like. This makes sense because sometimes you want different users having different pdf styles or you want to be able to access an old style because a new one has an bug.

6.2 Object types

6.2.1 User Extensions

The Users Extension is a container for all kind of Information that is needed to create a PDF with user specific information in it.

6.2.2 XSL Files

6.2.3 TemplateSet

As described in the first part of this chapter the templateset is the place where you compose a template style set for users. This Templatesets were referred in the UserExtension and must be set in order to be able to create PDFs. A TemplateSet consists of following parts:

- Invoice XSL File
- Quote XSL File
- Purchase Order XSL File
- Purchase Confirmation XSL File
- Delivery Order XSL File

A TemplateSet is a set of xsl-templatefiles, Header and Footer Texts. A first TemplateSet is installed by the command `./manage koalixcrm_install_defaulttemplates` but you can also define and install your own xsl files by setting up your own templateset and selecting it in the user Extension of your own user.

koalixcrm For Translators and Modders

With this part of the documentation i address two major groups of developers. First there are the translator - which are not really developer but are a very urgent part of every open source program. With the second group of developer i mean the real python / django / js Developer.

7.1 Translators

7.1.1 The Application it self

To translate the application itself the only thing you have to do is to install the koalixcrm on a linux or windows Machine. Please excuse that i cant give you good advice in how to install the software under windows i simply have not the nerves to play around with the windows powershell or the cmd :-).

`cd /var/www/koalixcrm/crm django-admin makemessages -l yourlanguage` this creates a new directory in this folder called `/var/www/koalixcrm/crm/locale/yourlanguage/LC_MESSAGES/` in this directory you find one file called `django.po` edit this file in the following way:

Lets say you want to translate koalixcrm to french you will do something like that: find all msgid's look at the english text. the next following msgstr will be the place you write your translation.

Example: msgid "phonenummer" msgstr "phonenummer"

Adjust it to the following: msgid "phonenummer" msgstr "nombre de telefon"

After you finised translating the whole file test your translation by compiling it.

`django-admin compilemessages`

After this you ware able to use your translation. Sometimes its needed to set your language in the `/var/www/koalixcrm/settings.py` Go on with your translation for accounting and for `djangoUserextention` folder. As soon as you finished this part you will be able to work with koalixcrm in your own language. But there is still something missing the templatefiles for pdf creation have to be translated as well.

7.1.2 The templatefiles for PDF creation

To translate the templatefiles for PDF creation you will have to adjust the templatefiles in the `/var/www/koalixcrm/templatefiles` folder. There you find a folder for every language code that was already translated by the koalixcrm community or me. To add your own language type the following: `cp -R en yourlanguage` now open yourlanguage folder and adjust the content of every xml file.

7.2 Modders

There is currently no API available ... Im going to start with that as soon as possible but certainly after i finished the rest of the user documentation.

Indices and tables

- `genindex`
- `modindex`
- `search`