

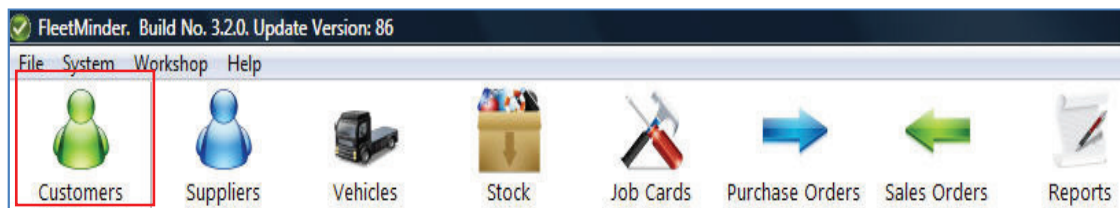
## **Chapter 3**

# **Customers**



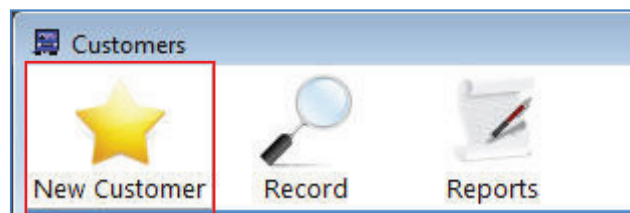
## Create a New Customer

Click **Customers** on the top bar of buttons on the main screen.



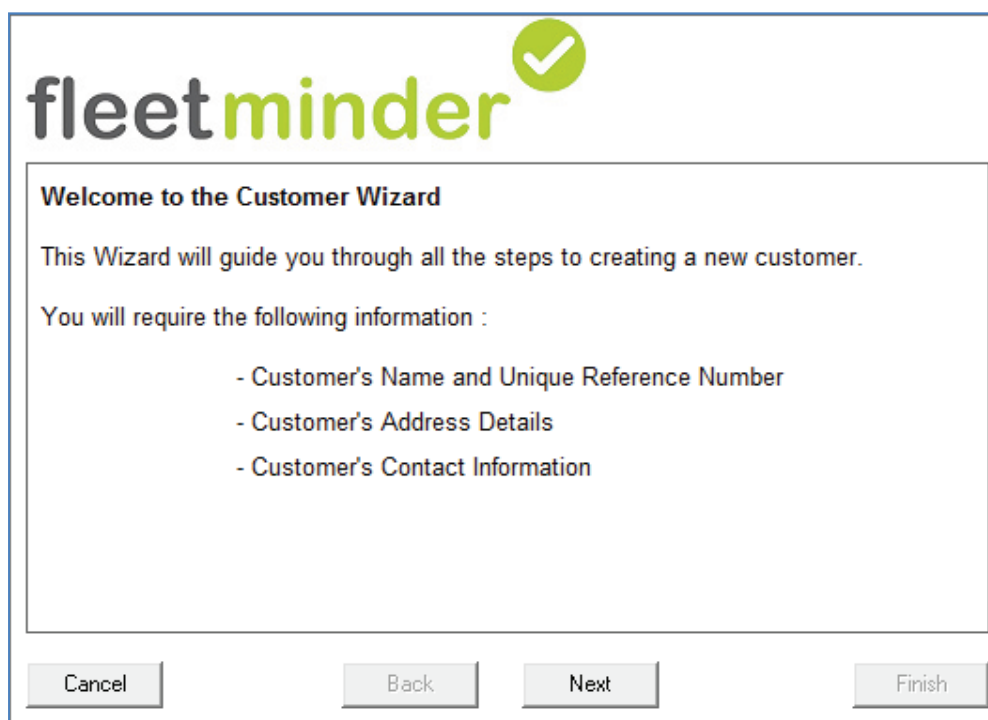
**Customers Section**

To enter a new customer on the system, click **New Customer**.



**New Customer**

This will bring up a **Customer Wizard** screen into which we must fill in the basic details regarding this customer.



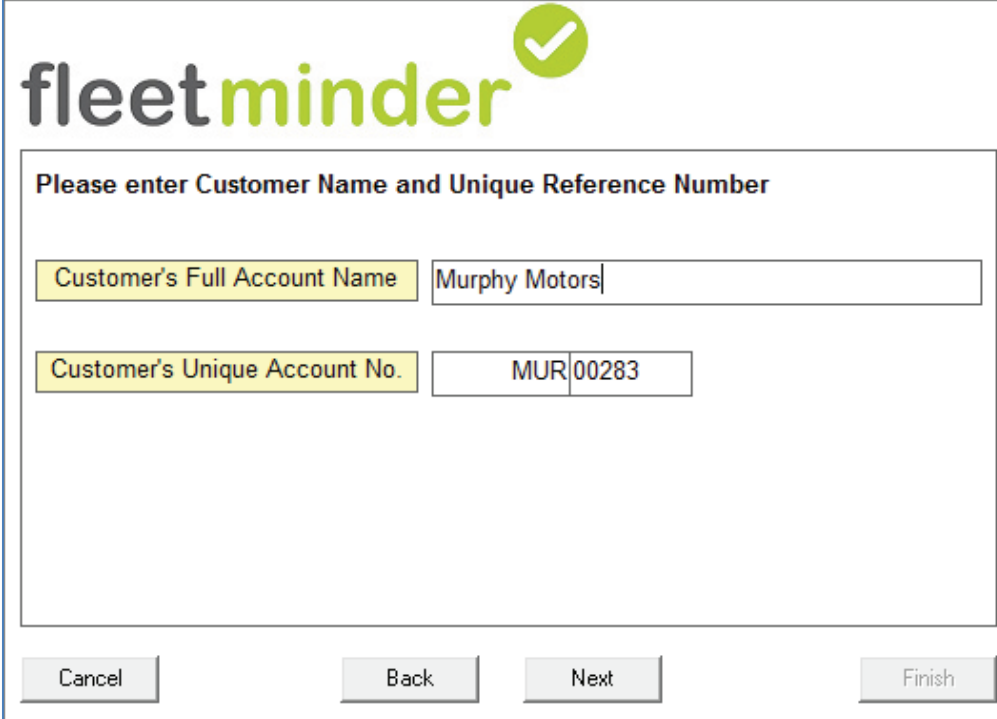
**Customer wizard**

The first screen welcomes you to the Customer Wizard and points out the main three items that are needed to enter a customer:

- *Customer's Name and Unique Reference Number*
- *Customer's Address Details*
- *Customer's Contact Information*

Click **Next** to continue to the next screen.

You can click **Cancel** at any time to exit the wizard.



**fleetminder** ✓

Please enter Customer Name and Unique Reference Number

Customer's Full Account Name | Murphy Motors |

Customer's Unique Account No. | MUR00283 |

Cancel | Back | Next | Finish

#### Customer Name

The next screen requests the **Customer's Full Account Name**.

As you enter the name, the system generates the **Customer's Unique Account No.**

This unique Account is used reference number in FleetMinder.

Click **Next** to continue to the following screen.

Click **Back** to return to the previous screen if you wish to alter any details.

**fleetminder** ✓

Please enter Customer's Address Details

Street 1	12 Main St
Street 2	Dublin
Town	
County	Dublin
Post Code	
Telephone	+353 1224345
Fax	+353 1224355

Cancel Back Next Finish

**Customer Address**

The next screen looks for the **Customer's Address** and **Contact Details**. Fill in these details as appropriate.

Click **Next** to move onto the next screen.

**fleetminder** ✓

Please enter Contact information

Email	info@murphymotors.ie
WWW	www.murphymotors.ie
Contact Name	Tom Murphy
Trade Contact	John Treanor
VAT Number	

Cancel Back Next Finish

**Contact Information**

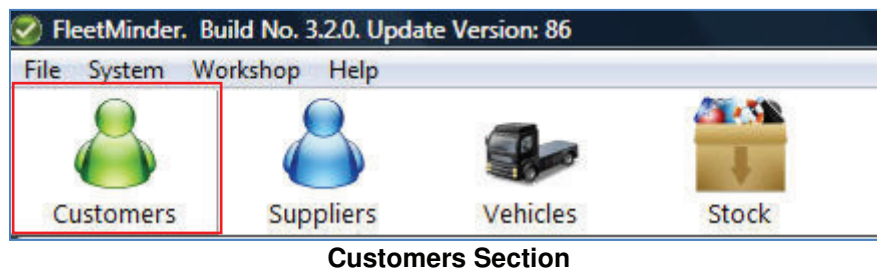
On the final screen there is space for:

- *Email address*
- *WWW website address*
- *Contact Name*
- *Trade Contact name*
- *VAT Number.*

Note – if an email address is entered then it will be used if you email an invoice/credit note to this customer.

Click on **Finish** to complete the creation of a new customer on your system.

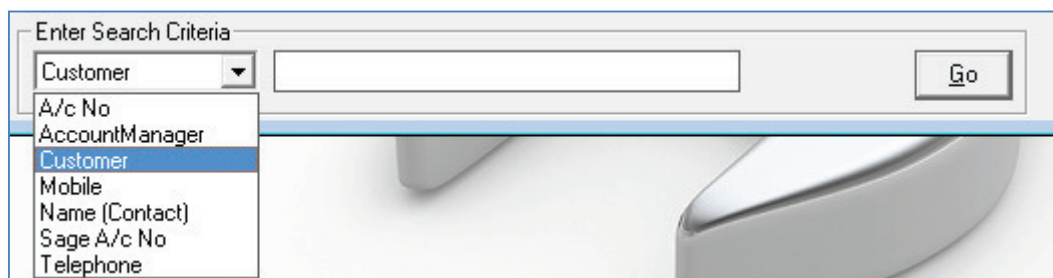
## Search for a Customer



**Customers Section**

Click **Customers**.

A search criteria section is visible at the bottom left of the new screen.



**Search Criteria Categories**

You can select the criteria by which you wish to search:

**Account Number,**  
**Name of Account Manager,**  
**Customer's name,**  
**Mobile Phone Number,**  
**Contact Name,**  
**Sage Account Number or**  
**Telephone number.**

In our example, we will use the search field Customer.

After selecting *Customer* from the search criteria area, start typing in the name of the customer for whom you wish to search.

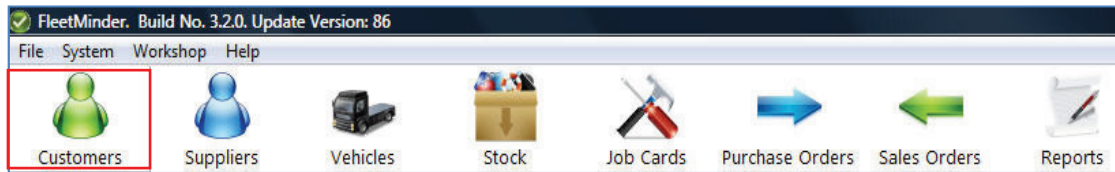
In our example, we are using the first word of the customer's name to start our search: **murphy**.

NOTE - As you type FleetMinder will automatically narrow down the list of customers.



## View a Customer's Details

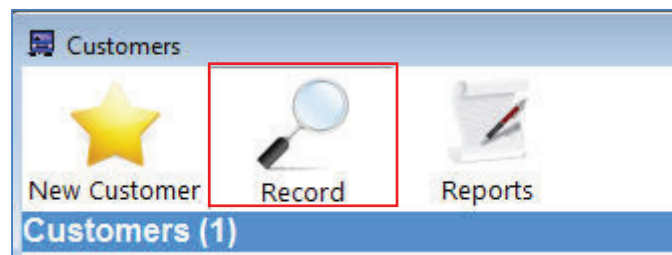
Click **Customers**.



**Customers Section**

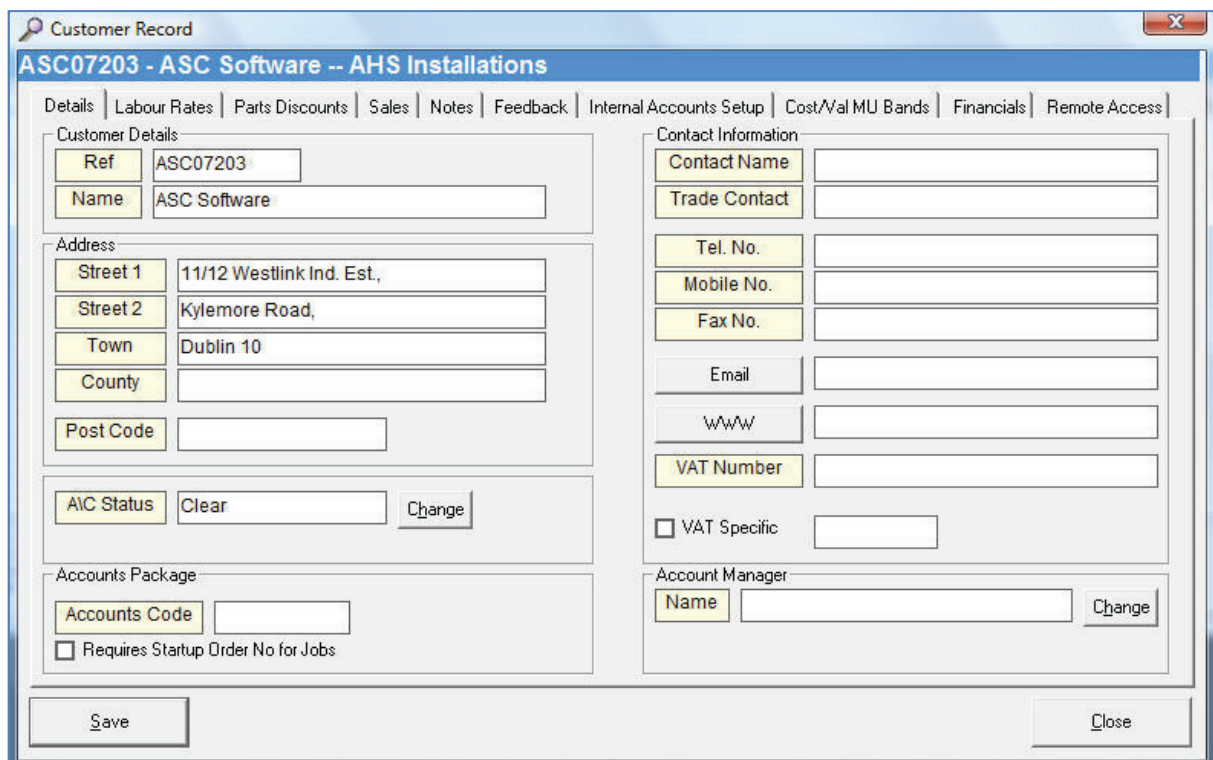
Carry out a search for the customer that you wish to edit.

When the grid displays the correct result of the search, highlight the line and double-click or click on **Record** button.



**Open Customer Record**

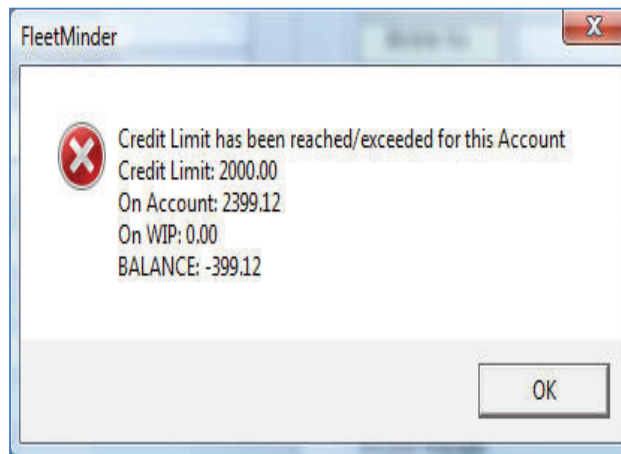
The customer's record will then be displayed.

A screenshot of the "Customer Record" form for "ASC07203 - ASC Software -- AHS Installations". The form has a title bar with a magnifying glass icon and the text "Customer Record". Below the title bar is a navigation bar with tabs: "Details", "Labour Rates", "Parts Discounts", "Sales", "Notes", "Feedback", "Internal Accounts Setup", "Cost/Val MU Bands", "Financials", and "Remote Access". The form is divided into several sections: "Customer Details" with fields for "Ref" (ASC07203) and "Name" (ASC Software); "Address" with fields for "Street 1" (11/12 Westlink Ind. Est.), "Street 2" (Kylemore Road), "Town" (Dublin 10), "County", and "Post Code"; "A/C Status" with a "Clear" button and a "Change" button; "Accounts Package" with a field for "Accounts Code" and a checkbox for "Requires Startup Order No for Jobs"; "Contact Information" with fields for "Contact Name", "Trade Contact", "Tel. No.", "Mobile No.", "Fax No.", "Email", "www", and "VAT Number", and a checkbox for "VAT Specific"; and "Account Manager" with a field for "Name" and a "Change" button. At the bottom of the form are "Save" and "Close" buttons.

**Customer Record**



If the customer has gone over their Sage credit limit then a message informing you of the details will be displayed when you open the customer record.



**Credit Limit Warning**

Click **OK** to close the credit limit message.

This warning is only intended as a guideline, you will still be able process Job Cards and Sales Orders as normal for this customer.

## Set a Customer as an “Internal Customer”

Open the customer’s record for editing.

Click on the **Internal Accounts Setup** tab.

The screenshot shows a software window titled "Customer Record" for "ASC07203 - ASC Software -- AHS Installations". The "Internal Accounts Setup" tab is selected. A checkbox labeled "Internal Customer" is checked. Under the "Invoicing" section, there are two groups of "Labour Nominal Codes" and "Parts Nominal Codes", each with "Debit" and "Credit" buttons and text input fields. A "Dealer Warranty" section has an unchecked "Allow Dealer Warranty" checkbox. "Save" and "Close" buttons are at the bottom.

### **Internal Customer**

On the left hand side, there is a box with the title, *Internal Customer*. If this is checked, the customer will be treated as an internal customer when being billed for jobs, invoices are being created etc.

An *Internal Customer* will use different Sage accounts than standard customers, to view these accounts click on the **Internal Accounts Setup** tab.

If you do not want a customer to be marked as internal, uncheck this box and they will be treated as regular external customers on the system.

## Edit a Customer's Details

Open the customer's record.

The screenshot shows a software window titled 'Customer Record' with a sub-header 'ASC07203 - ASC Software -- AHS Installations'. The window contains several tabs: 'Details' (selected), 'Labour Rates', 'Parts Discounts', 'Sales', 'Notes', 'Feedback', 'Internal Accounts Setup', 'Cost/Val MU Bands', 'Financials', and 'Remote Access'. The 'Details' tab is active and contains the following sections:

- Customer Details:** Fields for 'Ref' (ASC07203) and 'Name' (ASC Software).
- Address:** Fields for 'Street 1' (11/12 Westlink Ind. Est.), 'Street 2' (Kylemore Road), 'Town' (Dublin 10), 'County', and 'Post Code'.
- A/C Status:** A dropdown menu set to 'Clear' with a 'Change' button.
- Accounts Package:** A field for 'Accounts Code' and a checkbox for 'Requires Startup Order No for Jobs'.
- Contact Information:** Fields for 'Contact Name', 'Trade Contact', 'Tel. No.', 'Mobile No.', 'Fax No.', 'Email', 'www', and 'VAT Number'. There is also a checkbox for 'VAT Specific'.
- Account Manager:** A field for 'Name' with a 'Change' button.

At the bottom of the window, there are 'Save' and 'Close' buttons.

### **Edit Customer**

Click on the **Details** tab.

The main basic fields that can be edited at this stage are:

**Name,**  
**Address {Street 1, Street 2, Town, County, Post Code},**  
**Contact Name,**  
**Trade Contact,**  
**Tel. No.,**  
**Mobile No.,**  
**Fax No.,**  
**Email and**  
**WWW {Website address}.**

The other sections that can be edited will be looked at in details in the following pages.

## Change the Status on a Customer's Account

Customer Record  
ASC07203 - ASC Software -- AHS Installations

Details | Labour Rates | Parts Discounts | Sales | Notes | Feedback | Internal Accounts Setup | Cost/Val MU Bands | Financials | Remote Access

Customer Details

Ref: ASC07203  
Name: ASC Software

Address

Street 1: 11/12 Westlink Ind. Est.,  
Street 2: Kylemore Road,  
Town: Dublin 10  
County:  
Post Code:

A/C Status: Clear [Change]

Accounts Pack: Clear  
Accounts Code: STOPPED  
 Requires Startup Order No for Jobs

Contact Information

Contact Name:  
Trade Contact:  
Tel. No.:  
Mobile No.:  
Fax No.:  
Email:  
WWW:  
VAT Number:  
 VAT Specific

Account Manager

Name: [Change]

Save Close

### Account Status

Open the customer's record for editing. Click on the **Details** tab.

At the **A/C Status** field, click on the **Change** button.

A drop down box will appear.

Click on the ▼ arrow at the drop down box to reveal other statuses:

- **Clear**
- **Contact AC**
- **Stopped**

Click on the status you want to select.

Click on **Save** when you have completed your alterations and want to exit the customer's records.

Click on **Close** if you want to quit without saving your changes.

## Assign an Accounts Package Account Code to a Customer

Open the customer's record for editing.  
Click on the **Details** tab.

The screenshot shows a software window titled "Customer Record" with a sub-header "ASC07203 - ASC Software -- AHS Installations". The window has several tabs: "Details", "Labour Rates", "Parts Discounts", "Sales", "Notes", "Feedback", "Internal Accounts Setup", "Cost/Val MU Bands", "Financials", and "Remote Access". The "Details" tab is active. The form is divided into several sections:

- Customer Details:** Ref: ASC07203, Name: ASC Software
- Address:** Street 1: 11/12 Westlink Ind. Est., Street 2: Kylemore Road, Town: Dublin 10, County: (empty), Post Code: (empty)
- AIC Status:** Clear, Change
- Accounts Package:** Accounts Code: AS2371, Requires Startup Order No for Jobs:
- Contact Information:** Contact Name, Trade Contact, Tel. No., Mobile No., Fax No., Email, WWW, VAT Number, VAT Specific:
- Account Manager:** Name, Change

At the bottom of the window are "Save" and "Close" buttons.

### **Accounts package Accounts Code**

In the *Accounts Package: Accounts Code* field you can fill in a reference code for this customer so that when the information is being synchronized between FleetMinder and your accounts package, the package knows which customer you are referencing.

This field is also used by FleetMinder to bring across the customer's credit limit and account balance.

## Assign an Account Manager to a Customer

Customer Record

ASC07203 - ASC Software -- AHS Installations

Details | Labour Rates | Parts Discounts | Sales | Notes | Feedback | Internal Accounts Setup | Cost/Val MU Bands | Financials | Remote Access

Customer Details

Ref ASC07203

Name ASC Software

Address

Street 1 11/12 Westlink Ind. Est.,

Street 2 Kylemore Road,

Town Dublin 10

County

Post Code

A/C Status Clear Change

Accounts Package

Accounts Code AS2371

Requires Startup Order No for Jobs

Contact Information

Contact Name

Trade Contact

Tel. No.

Mobile No.

Fax No.

Email

WWW

VAT Number

VAT Specific

Account Manager

Name Change

001-Jim Quirke  
002-Derek Murray  
003-John Murray  
004-David Murray  
005-Visited  
006-Harvest Existing Customers  
007-Alan McGee

Save Close

### Account Manager

Open the customer's record for editing.  
Click on the **Details** tab.

Beside the *Account Manager* field, click on the **Change** button.  
A drop down list of Account Managers will appear.  
Select the manager that you wish to allocate to the customer.

Click **Save** button to save the alterations.  
Click **Close** to exit without saving any alterations.

You can setup Account Managers by selecting **System** and **Account Manager**.

## View the Labour Rates for a Customer

Open the customer's record for editing.  
Click on the **Labour Rates** tab.

Code	Description	Default	Rate
1101	Std Labour		45.00
1103	Alan Test	*	125.00
1112	Mendip Test	*	100.00
1115	Time & 1/2 Labour	*	75.00
1120	Time * 2 Labour	*	85.00
1130	Time * 3 Labour	*	115.00
1201	Auto Elec Std Labour		45.00
1215	Auto Elec Time & 1/2	*	85.00
1220	Auto Elec * 2 Labour	*	95.00
1230	Auto Elec * 3 Labour	*	115.00
1250	H/lamp Alignment	*	25.00
1255	H/lamp Alignment Test	*	15.00
1255	H/lamp Alignment Test	*	15.00
2101	HGV Test under 7.5 ton	*	85.84
2102	Ambulance	*	85.54
2103	HGV Test over 7.5 ton with 2 Axles	*	106.94
2105	HGV Test over 7.5 ton with 3 Axles	*	133.64
2107	HGV Test over 7.5 ton with 4 or more Axles	*	149.67

**Custom Labour Rates**

Against each *Code* you can view the description.

The *Default* field notes whether or not this is the default rate for this labour or if it is individualised for this customer. A \* highlights that it is the default value.

The *Rate* field shows the actual rate at which this customer will be charged for each specific type of labour.

## Alter a Labour Rate for a Customer

Open the customer's record for editing.  
Click on the **Labour Rates** tab.

Code	Description	Default	Rate
1101	Std Labour		45.00
1103	Alan Test	*	125.00
1112	Mendip Test	*	100.00
1115	Time & 1/2 Labour	*	75.00
1120	Time * 2 Labour	*	85.00
1130	Time * 3 Labour	*	115.00
1201	Auto Elec Std Labour	*	45.00
1215	Auto Elec Time & 1/2	*	85.00
1220	Auto Elec * 2 Labour	*	95.00
1230	Auto Elec * 3 Labour	*	115.00
1250	H/lamp Alignment	*	25.00
1255	H/lamp Alignment Test	*	15.00
1255	H/lamp Alignment Test	*	15.00
2101	HGV Test under 7.5 ton	*	85.84
2102	Ambulance	*	85.54
2103	HGV Test over 7.5 ton with 2 Axles	*	106.94
2105	HGV Test over 7.5 ton with 3 Axles	*	133.64
2107	HGV Test over 7.5 ton with 4 or more Axles	*	149.67

Edit Customer's Labour Rate

Code	Description	Rate
1101	Std Labour	45.00

Buttons: Save, Cancel, Close

### **Edit Custom Labour Rate**

Select the Labour Rate you wish to alter by double-clicking on the *Description* of the Labour Code.

A new frame will open, *Edit Customer's Labour Rate*.

The *Code* field and the *Description* field cannot be altered; however, you can change the *Rate* field so that this customer will be charged at a different value for that type of labour.

Click **Cancel** if you do not wish to save the alterations that you have made.  
Click **Save** if you want to store the changes.

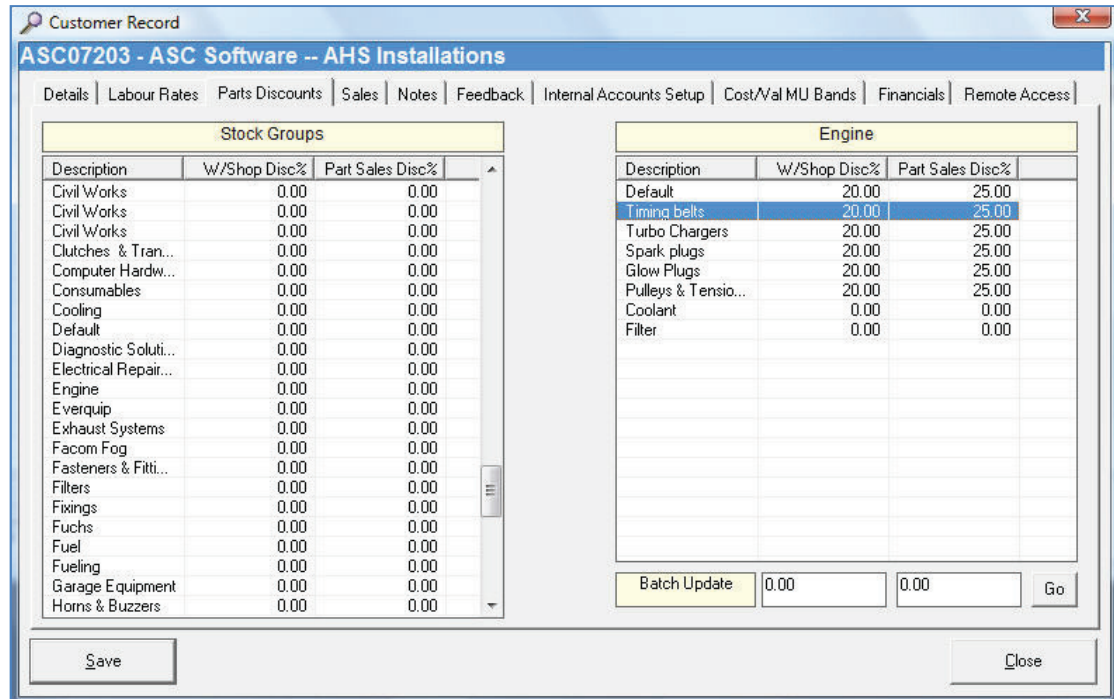
If you save the rate and it is different to the default value, you will note that in the grid, that particular labour rate does not have a \* in the *Default* field.



## View the Parts Discounts for a Customer

Open the customer's record for editing.

Click on the **Parts Discounts** tab.



### Parts Discounts

The left grid displays the *Stock Groups*.

You can view the percentage value *Workshop Discount* (Job Card) and also the *Parts Sales Discount* (Sales Order).

If you click on a stock group within this grid, it will open a second grid, on the right, displaying all the *Sub Stock Groups* within that stock group. Again, this displays the *Workshop Discount* in percentage value and also the *Parts Sales Discount*.

To view other Sub Stock Group items you simply click on a different stock group on the left.

Click **Save** or **Close** to exit.

## Edit the Parts Discounts for a Customer

Open the customer's record for editing.  
Click on the **Parts Discounts** tab.

Stock Groups		
Description	W/Shop Disc%	Part Sales Disc%
Civil Works	0.00	0.00
Civil Works	0.00	0.00
Civil Works	0.00	0.00
Clutches & Tran...	0.00	0.00
Computer Hardw...	0.00	0.00
Consumables	0.00	0.00
Cooling	0.00	0.00
Default	0.00	0.00
Diagnostic Soluti...	0.00	0.00
Electrical Repair...	0.00	0.00
Engine	0.00	0.00
Everquip	0.00	0.00
Exhaust Systems	0.00	0.00
Facom Fog	0.00	0.00
Fasteners & Fitti...	0.00	0.00
Filters	0.00	0.00
Fixings	0.00	0.00
Fuchs	0.00	0.00
Fuel	0.00	0.00
Fueling	0.00	0.00
Garage Equipment	0.00	0.00
Horns & Buzzers	0.00	0.00

Engine		
Description	W/Shop Disc%	Part Sales Disc%
Default	20.00	25.00
Timing belts	20.00	25.00
Turbo Chargers	20.00	25.00
Spark plugs	20.00	25.00
Glow Plugs	20.00	25.00
Pulleys & Tensio...	20.00	25.00
Coolant	0.00	0.00
Filter	0.00	0.00

Batch Update   Go

Save Close

**Parts Discounts table for a customer**

The left grid displays the *Stock Groups*.

You can view the percentage value *Workshop Discount* and also the *Parts Sales Discount*.

Click on a stock group within this grid that has a sub stock group item which you wish to edit.

It will open a second grid, on the right, displaying all the *Sub Stock Groups* within that stock group.

Again, this displays the *Workshop Discount* in percentage value and also the *Parts Sales Discount*.

To edit the *Workshop Discount* or *Parts Sales Discount* for any of the Sub Stock Group items, double-click on the item.

Default Stock Group Discounts	
Stock Group	Additives & Adhesives
Workshop Discount	0.00
Part Sales Discount	0.00

Current Stock Sub Group Discounts	
Stock Sub Group	PS Treatment
Workshop Discount	20.00
Part Sales Discount	25.00

Set same as default

Save      Close

### Sub Stock Group Discount

The display will show the Stock Group item and the discounts that are applied for them.

Underneath there is the Sub Stock Group item, that you selected.

In the *Workshop Discount* and *Part Sales Discount* fields you alter the discount values, in percentages, that you want to give to this customer on the sale of this part.

If you want to set the values to the default value for that stock sub group, click **Set Same as Default** button and it will alter both Workshop and Part Sales discount values.

Click **Save** to record the values that you have input and exit.

Click **Close** to exit without saving.

## View a Report of Last 12 Months Sales to a Customer

Open the customer's record for editing.  
Click on the **Sales** tab.  
Click on the **Last 12 Months Sales** tab.

The screenshot shows a software window titled "Customer Record" with a sub-header "ASC07203 - ASC Software -- AHS Installations". The "Sales" tab is selected, and the "Last 12 Months Sales" sub-tab is active. The report displays a grid of monthly sales data for Job Cards, Parts Sales, and Total Sales from August to January, with a Total Annual Sales summary at the bottom.

	Job Cards	Parts Sales	Total Sales
August	0.00	0.00	0.00
September	0.00	0.00	0.00
October	0.00	0.00	0.00
November	0.00	0.00	0.00
December	0.00	0.00	0.00
January	0.00	0.00	0.00
February	0.00	0.00	0.00
March	0.00	0.00	0.00
April	0.00	0.00	0.00
May	0.00	0.00	0.00
June	0.00	0.00	0.00
July	0.00	0.00	0.00
Total Annual Sales	0.00	0.00	0.00

### Customer Sales

This is the numerical version of the report.

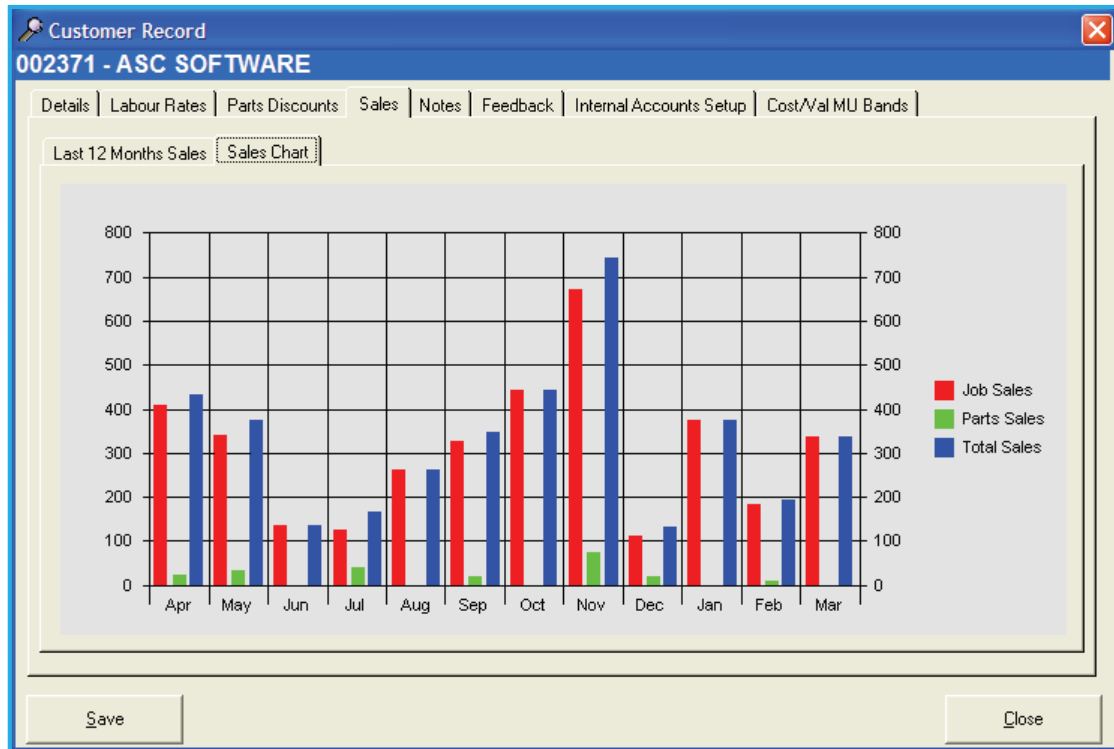
You will see a grid on the last twelve months in two groups of 6. For each month you will note there is a corresponding *Job Cards* figure (sum of Labour and Parts on the job card) and *Parts Sales* (Sales Orders) figure. These are added together to give the sum in the *Total Sales* figure.

At the end, there is a *Total Annual Sales* field, which displays the *Total Job Cards* figure, the *Total Parts Sales* figure and the overall *Total Sales* of all these figures added together.

As you progress through the year, this report updates itself so that you always have the previous 12 months on display without any input from the user being necessary.

## View the Chart of Sales to a Customer

Open the customer's record for editing.  
Click on the **Sales** tab.  
Click on the **Sales Chart** tab.



**Sales Chart**

This is the visual version of the "**Last 12 Months Sales**" report.

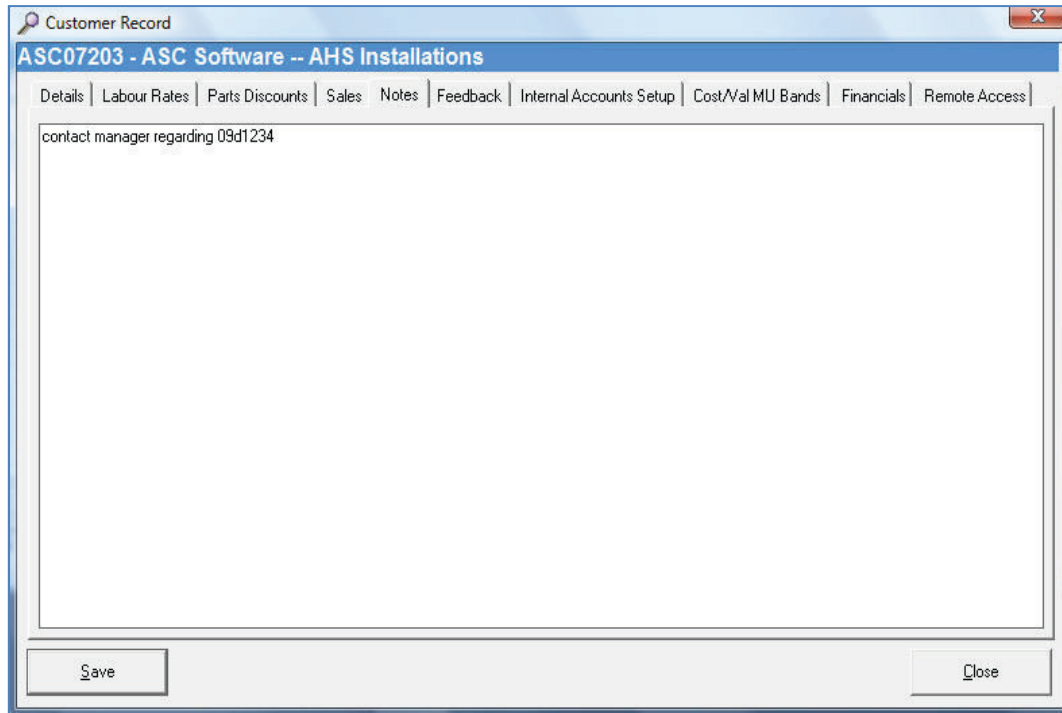
You will see the chart is a display of *Job Sales figure* (red bars), *Sales Order Parts Sales figure* (green bars) and *Total Sales figure* (blue bars) for each of the previous 12 months.

As you progress through the year, the chart adjusts itself so that you will always have a view of the sales in the immediate previous 12 months.

## Create, Edit or View a Note

Open the customer record.

Click on the **Notes** tab.

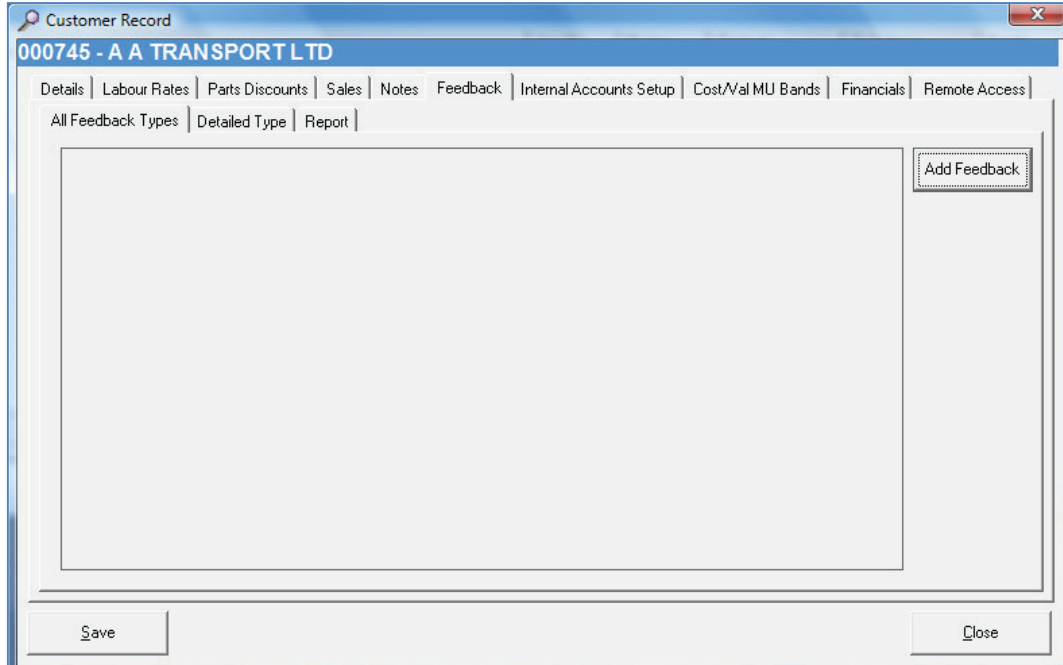


**Customer Notes**

Any notes that have been previously written here can be viewed irrespective of who wrote them. Notes can be added or amended once you are an authorised user of this area on the system.

## Add Customer Feedback

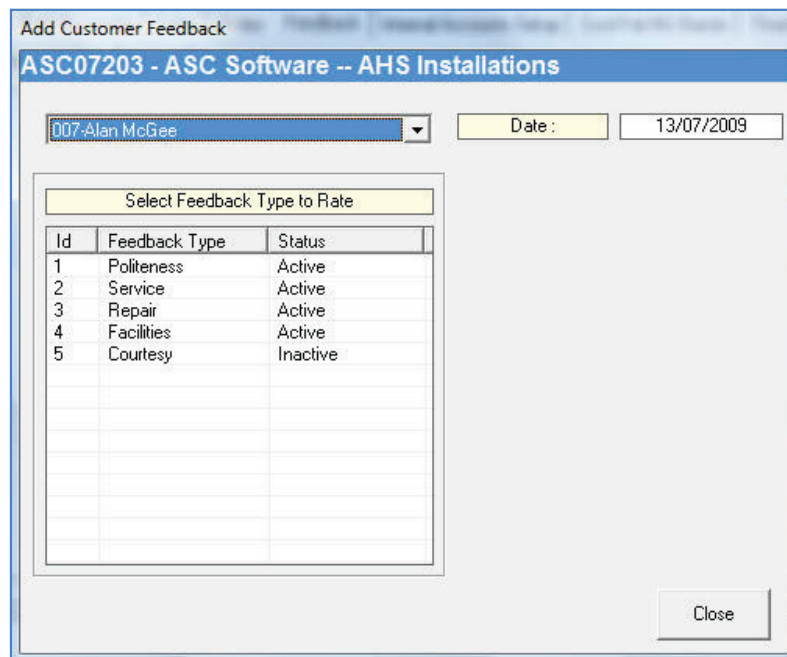
Open the customer's record for editing.  
Click on the **Feedback** tab.  
Click on the **All Feedback Types** tab.



**Customer Feedback**

Initially, this screen is blank apart from an **Add Feedback** button.

To add feedback, click on the **Add Feedback** button.



**Select an Account Manager**

You are prompted to select an Account Manager from the list of Account Managers. Use the drop down box to view the list and click on the appropriate name.

Select Feedback Type to Rate		
Id	Feedback Type	Status
1	Politeness	Active
2	Service	Active
3	Repair	Active
4	Facilities	Active
5	Courtesy	Inactive

**Courtesy Feedback Rating**

A grid is displayed showing all the types of feedback. Click on the Feedback Type for which you wish to record a rating. In this example, we are using **Service**.

The *Date* field cannot be altered – this is taken from today’s date.

In the *Rating For ...* frame, click on the rating. The ratings are “Excellent”, “Very Good”, “Good”, “Average” and “Poor”.

In the text box below, you can enter any comment that the customer has to add. Click **Save** if you want to record the feedback. Click **Cancel** if you do not want to store the feedback details.

If you click **Save** and there is no comment in the text box, a message will appear asking you “**Do you wish to add a comment before saving?**”

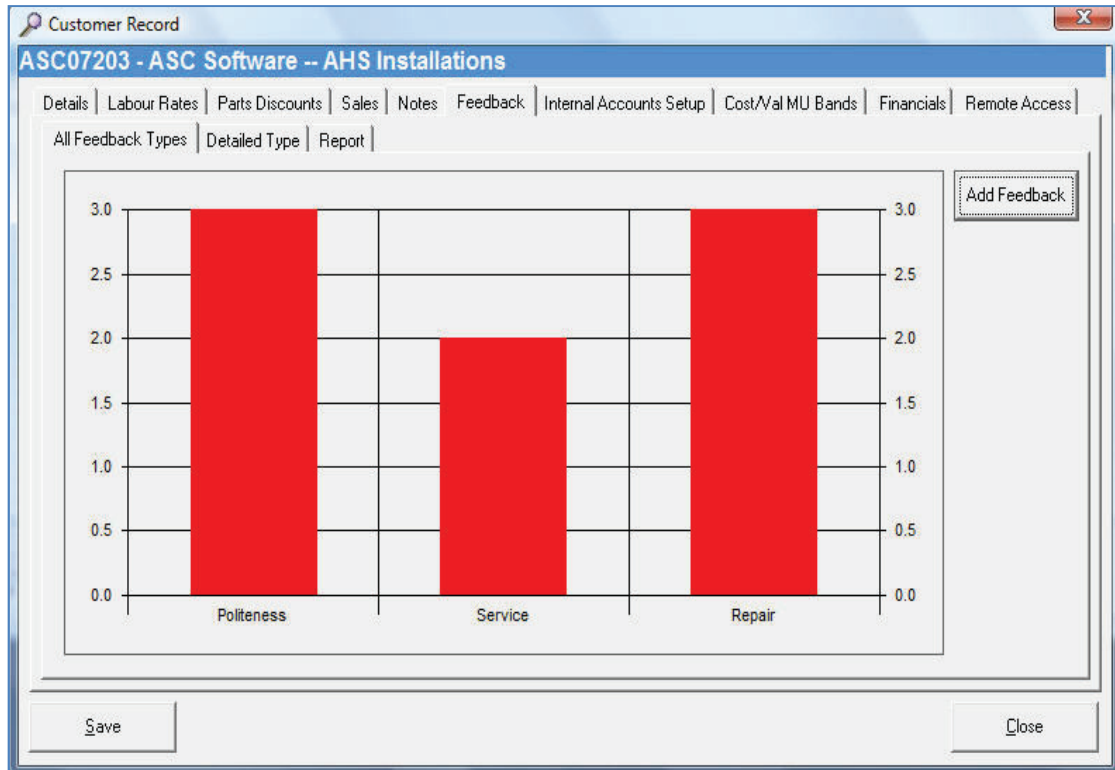
**Add Comment**

If you want to return and add a comment, click **Yes**. Otherwise, if you wish to continue without storing a comment, click **No**. When you are finished, click the **Close** button to exit this section.



## View Graph of All Feedback Types

Open the customer's record for editing.  
Click on the **Feedback** tab.  
Click on the **All Feedback Types** tab.

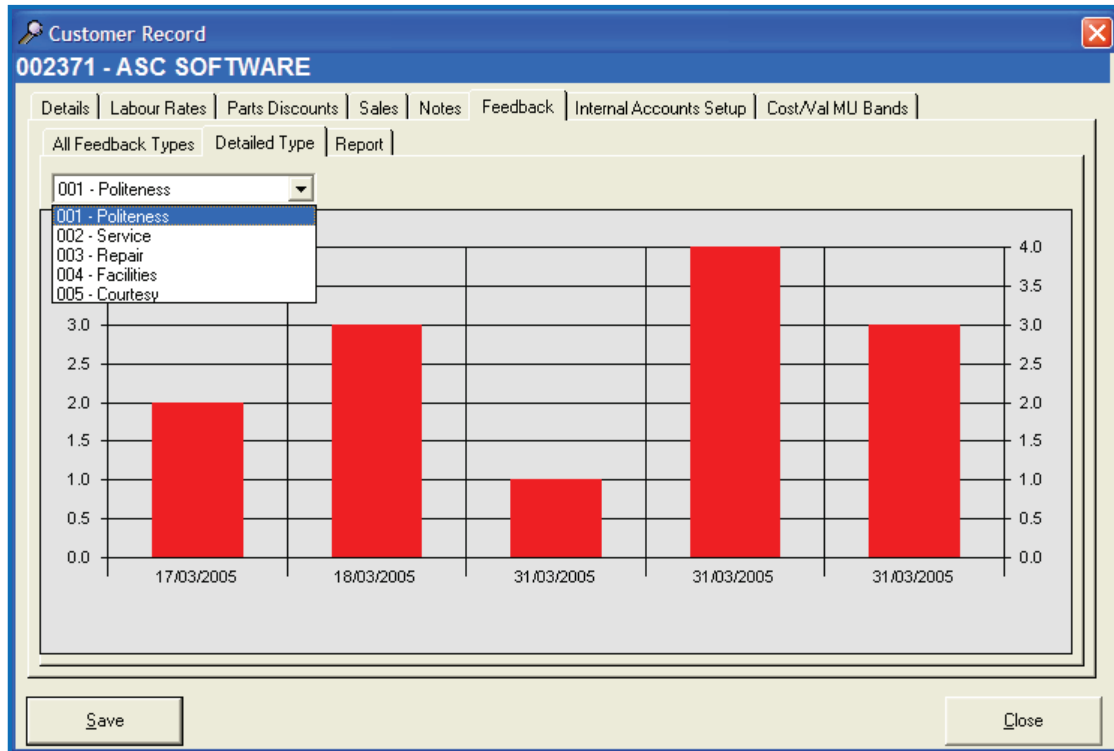


**Bar Graph of Feedback**

As the user adds more and more feedback types and feedback results to the system, it adds to this graph and so is always showing you an accurate representation of the feedback from this customer.

## View Graph of Customer's Last 10 Feedbacks

Open the customer's record for editing.  
Click on the **Feedback** tab.  
Click on the **Detailed Type** tab.



**Feedback Type**

By using the drop-down box, view the list of Feedback Category types and click on the one of which you wish to view the detailed graph.

A graph appears showing you, date by date, the values that your company has received from this customer, under the Feedback Category that you selected. In this example, we used Feedback type **001-Politeness**.

Click **Save** or **Close** to exit the customer record.

## View A Customer Feedback Report by Date Range

Open the customer's record for editing.

Click on the **Feedback** tab.

Click on the **Report** tab.

Customer Record

ASC07203 - ASC Software -- AHS Installations

Details | Labour Rates | Parts Discounts | Sales | Notes | Feedback | Internal Accounts Setup | Cost/Val MU Bands | Financials | Remote Access

All Feedback Types | Detailed Type | Report

Select Dates:

Start: 13/07/2009

End: 13/07/2009

July 2009

29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

Today: 13/07/2009

Save Close

**Date Range**

In the *Start Dates: Start* field you can either:

Type the date into the box directly

or

Click on the drop-down calendar facility and click on the date.

Likewise, in the *Start Dates: End* field, you can either:

Type the date into the box directly

or

Click on the drop-down calendar facility and click on the date.

Select Dates

Start: 01/12/2006

End: 08/12/2006

Show

**Start and End Date**

When you have completed your start and end dates, click on **Show**.

Customer Feedback			
Date Range : 13/07/2009 To 13/07/2009			13/07/2009 16:33
ASC Software			
Reporting On : Politeness			
Alan McGee			
Mark Given	Date	Rating	Comments
3	13/07/2009	Good	
Group Average is : Good			

### Customer Feedback Report

A report will display showing each *Feedback Type* on a new page.

They are grouped by *Account Managers* and then under each Account Manager you can view the *Mark Given*, the *Date* the mark was given, the Rating and any Comments by the customer.

You can print this report by clicking **Print** and then by selecting the printer.

To exit the report, click  in the top right corner to bring you back to the customer record.

Click **Close** to exit the customer record area completely.

## **Financials Section (Credit Limit)**

When the SageLink interface runs at night, FleetMinder picks up the credit limit and balance on the customer's account in Sage.

To view this information in FleetMinder, open the customer record and click on the ***Financials*** tab.

Credit Details	
Max Credit Limit	1000.00
Bal On Account	1050.00
On WIP	0.00
Credit Balance	-50.00

### **Financials Section**

The *Credit Details* are then displayed.

- *Max Credit Limit* – this is the customer's credit limit on Sage
- *Bal On Account* – this is customers a/c balance on Sage
- *On WIP* – this is the current value of work done for this customer on FleetMinder that has not been posted to Sage yet.
- *Credit Balance* – this is the amount the customer is over or under their Credit Limit (including WIP)

These values cannot be changed in FleetMinder (except WIP), they can only be viewed. Changes to these figures (except WIP) must be made in Sage.

