bellrock
INNOVATIVE. TRANSPARENT. COMPLIANT.

lens

Bellrock Property & Facilities Management Ltd

Lens Supplier User Guide
lens@bellrockgroup.co.uk

HELP DESK

software services

workplace & compliance services

technical & real estate services

maintenance & engineering services

If there are any immediate questions or you would like further training please forward an email with "Lens training request" in the subject of the email and the company name and what site(s) works are done on in the email to lens@bellrockgroup.co.uk. The session is a live online session of the Lens screen and you will be talked through how to use the Lens system. The session will not be more than one hour and includes a Q&A session at the end.
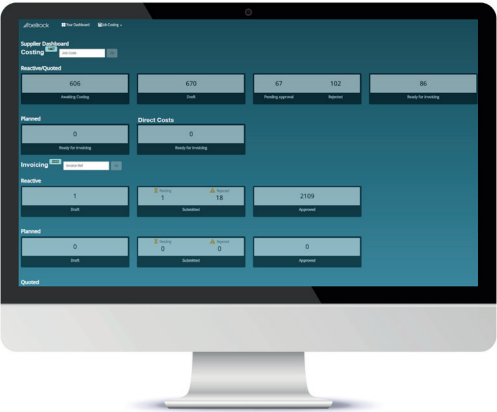
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WHAT IS LENS?

LENS is Bellrock's platform which is used as the invoicing system where once an order has been closed down on Concerto, you upload details of your costs and attach your invoice which are validated by Bellrock and passed for payment.

LENS is designed for suppliers of all sizes to process their orders and invoices in a paperless environment and receive payment in a timely manner.

```
┌─────────────────────────────┐
│   Enter cost info and submit │
│  relevant worksheets following│
│      completion of job        │
└─────────────────────────────┘
            Approve / reject
┌─────────────────────────────┐
│    Enter invoice info and     │
│        upload invoice         │
└─────────────────────────────┘
            Approve / reject
┌─────────────────────────────┐
│  Invoice is submitted for payment│
│          processing           │
└─────────────────────────────┘
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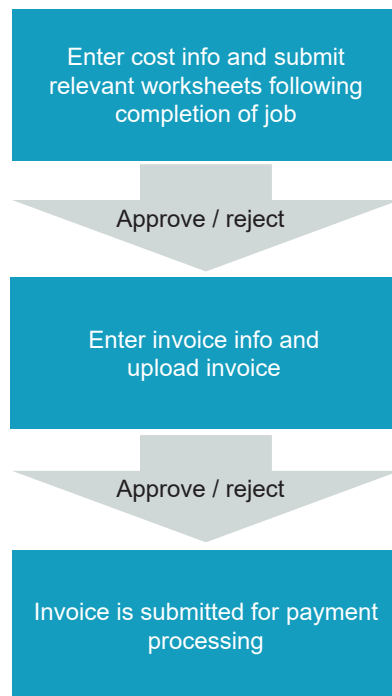
The advantages of using LENS include:

► Paperless billing, save money on postage and avoid getting invoices lost in the post

► Improved cash flow

► Retrieve information/documents at any time, all held on your portal

► Full visibility of order and invoice status

► Reduced aged invoices – faster turnaround
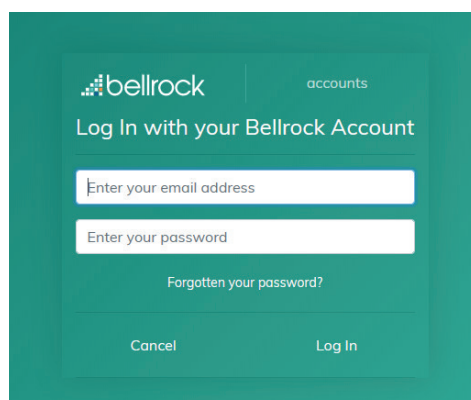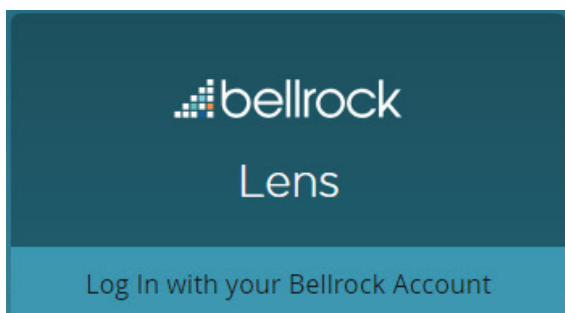
► Conforms to HMRC Regulations

Email the following for a Lens login, training and to set up 'Rates and Materials':

1. Lens login request: "Lens login request" followed by company name in the subject of the email to Concertosupport@bellrockgroup.co.uk

2. Lens training request: "Lens training request" in the subject of the email and the company name and what site(s) works are done in the email to lens@bellrockgroup.co.uk

   a. The session is a live online session of the Lens screen and you will be talked through how to use the Lens system. The session will not be more than one hour; this includes a Q&A session at the end

3. Rate Cards: you should email your labour rates prior to costing orders in Lens to allow these rates to automatically populate in your job costing at the correct rates. This will remain in Lens until you request any future changes: "Rate cards" followed by company name in the subject of the email and the rates in the body of the email to lens@bellrockgroup.co.uk – the rates will then follow an approval process before they are loaded into Lens

4. Materials: if the exact material used is not in the list you can do one of the following

   a. Select the closest match and attach supporting documents i.e. proof of purchase

   b. Complete the new materials spreadsheet with the required information – this can be requested from lens@bellrockgroup.co.uk

   c. Send to lens@bellrockgroup.co.uk – please insert the company name followed by "material request" in the email subject line

NOTE: It is the supplier's responsibility to be checking Lens on a regular basis as this is where you would be notified of any rejections and be able to action them as detailed in the guide.

LOGGING INTO LENS

To log in, go to https://lens.bellrock.fm in an internet browser. Google Chrome is recommended web browser for use with Lens.

bellrock

Lens

Log In with your Bellrock Account

bellrock   accounts

Log In with your Bellrock Account

Enter your email address

Enter your password

Forgotten your password?

Cancel   Log In

After logging in you will see the main Lens dashboard

The dashboard allows you to manage all stages of costing and invoice. Clicking on any of the boxes will allow you to view the order/invoice in that stage.

The dashboard is split between two main headings: 'Costing', where the cost of the job will need to be broken down for validation, and' invoicing' where all the approved orders are that are in the process of being invoiced.

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Your Dashboard | Job Costing
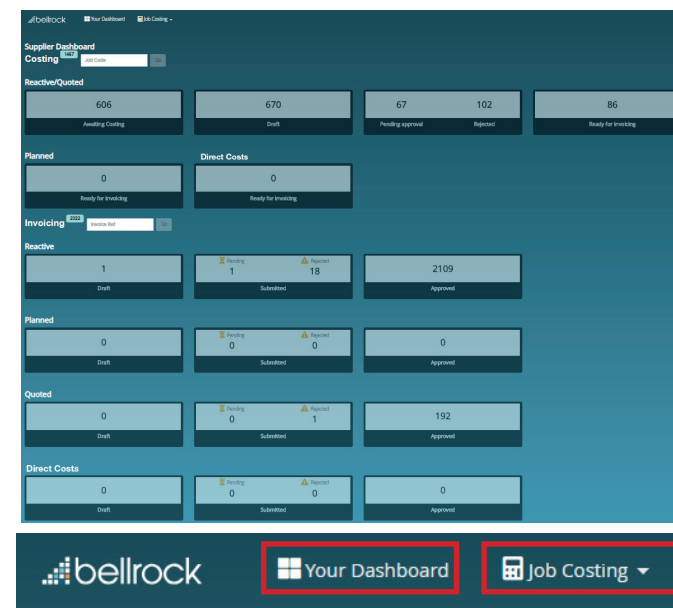
The "Your Dashboard" button returns you back to the main dashboard.

The job costing button on the right of the dashboard button has a drop down list, which will allow you to select the search option, for orders, and select other options without returning to the dashboard.

Job Costing

Search
Reactive Jobs Awaiting Costing
Draft Job Costings
Costings Awaiting Validation
Rejected Costings
Reactive Costings ready for invoicing
PPM Costings ready for invoicing
Invoiced Costings
Draft Invoices
Invoices ready to be approved
Invoices rejected
Invoices
Dashboard
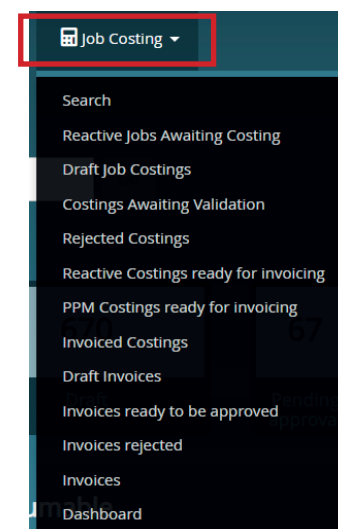
SEARCHING FOR ORDERS IN LENS

If you have checked every box within your Lens dashboard and are still unable to locate a particular order, you can use the search function in Lens and the order should come through.

On the Job Costing dropdown, selecting 'Search' will take you to the Job Search page where you can enter the order number. Please ensure that you include the "/1 or /2" etc. as appropriate from the order in Concerto. Clicking on 'Go' will search for the order.

You can also enter the job number on the main dashboard and click on 'Go'
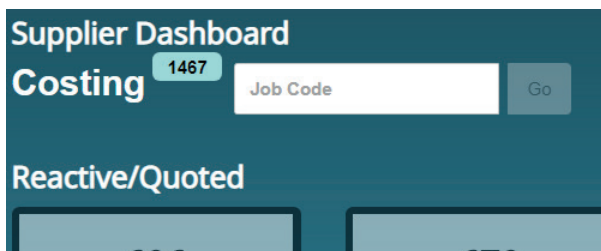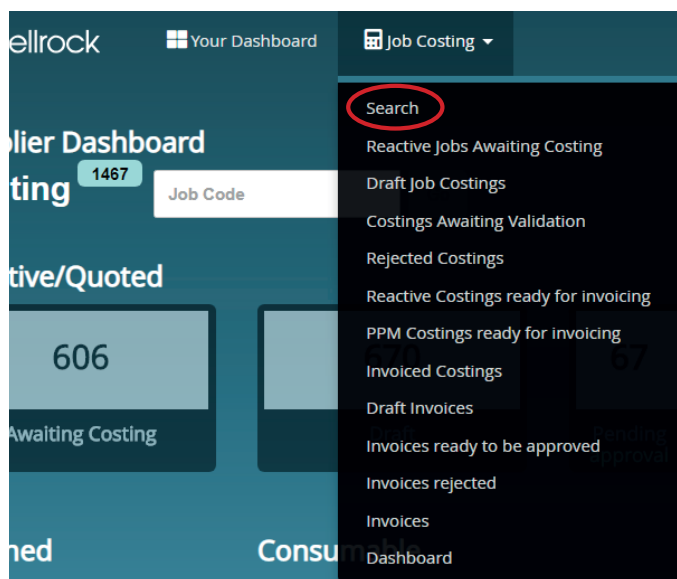
CHECKS BEFORE COSTING YOUR ORDER

Once you have completed your job in Concerto and before you start costing, you must ensure the following:

1. Is the order completed on Concerto with the correct dates for all attendances and closed after the date and time of the last attendance?

2. Have the relevant uplifts been requested via Concerto and approved to the order limit for the full value of the amount to be costed?

3. Do you have all of the relevant worksheets for the all of the attendances with site signatures ready as per client requirements?

COSTING YOUR ORDER

On the dashboard click on "Awaiting costing" box under the Reactive heading, this will bring up a list of all reactive orders ready to be costed. You can also sort the data by clicking on any of the headings.

The filters on the top of the screen can be used to filter the orders by order number, client or date.

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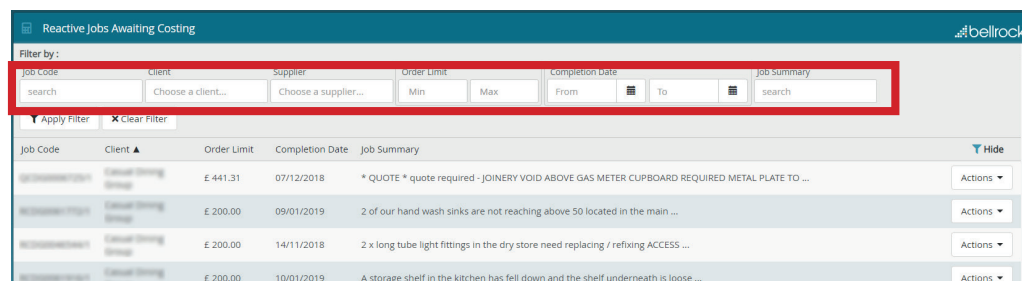
To cost a job, click on the "Actions" button of the order you wish to cost, this will bring up two options:

"**View**" – this will take you to the costing stage

"**Not Chargeable**" – this is for orders you do not wish to charge for and will remove them from Lens. You will no longer be able to cost or invoice for the order

JOB COSTING PAGE

On the Job Costing page, which is the page that you arrive at when you click on 'View', some areas will be greyed out as these are non-editable. If the order limit is showing incorrect after an uplift has been requested and approved, click on the discard button on the bottom right of the page to discard the order and search for job number to bring back up again with the refreshed details.

DOCUMENTS AND LABOUR COSTS

You must attach a worksheet for the works carried out, showing the 'time on' and 'time off' site and description of work completed. This must also be signed by a site representative. There will also be client specific paperwork that you may need to attach. These must all be saved in **PDF format**.

To upload documents, click on 'Attach Worksheets' and attach PDF copies of all required paperwork.

Tick the callout box if this is for the initial agreed callout

Enter the dates, times of the start and finish according to the worksheets; the details should automatically populate to the details entered in Concerto

Enter a brief description of labour work undertaken

Additional labour lines can be added per op and per day

If an additional operative attended on site, ensure this is completed and ticked on a separate labour line

Enter the number of billable hours to match actual hours on site. If the rate card is uploaded, then the rates will calculate automatically

VAT rate will default to 20% unless changed

if labour is not chargeable, tick this box

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LABOUR LINES

Labour lines should be added to reflect the number of visits made to site to complete all works. There should be one line of labour per operative and per day on site.

If the visit covers hours that attract different rates, with a matched rate card you will only need to enter a single line, if there is not a matched rate card you will need to amend the times for each rate change as a separate line to show them correctly.

Second operatives must have separate labour lines and ticking the S.O box for each additional person on site.

The call out box must be ticked for the first person on site for the first attendance for the first hour, provided callout has not been charged on this site on the same day already.

ADDING MATERIALS

The materials dictionary has approx. 28,000 materials loaded into the system. When choosing a part to bill for, we recommend that you select the closest description to what you wish to charge for.

Click on "Add Material" and start typing in the material name – as you type the results will start to narrow down to a few results that you can choose from.

The description box will bring up a drop down list of materials loaded in the materials dictionary with agreed prices.

If the material you have select has a different price to the one you have then you will need to use the non-policy version directly above/underneath the chosen material where you can enter the price in manually.

If you are unable to locate a particular part in the materials list or the part that you want to charge for is a specialist part, you will need to send the material details to lens@bellrockgroup.co.uk to be loaded into Lens.

A new material template can be obtained from lens@bellrockgroup.co.uk which can be used for future materials that you may require to be loaded into Lens.

Now the required material has been selected, enter the quantity used and the material price. With an agreed rate card a mark-up % should populate if included in the rates. You can change the VAT rate or mark the material as a non-chargeable item.

SCHEDULE OF RATES

The same process can be used for agreed schedule of rates – these are agreed fixed cost activities. The SORs will only be available if the pre-agreed prices for the specific client has been agreed and been loaded on LENS.

AD-HOC COSTS

This section is used for exceptional circumstances, the three key reasons being Subcontractors, Plant Hire and Carriage Charges that are related to supply only jobs.

If there is a charge for Parking and Congestion, a copy of the parking charge receipt must be attached to the Documents field to allow us to verify the costs.

If the works done were by a subcontractor, a copy of the subcontractor invoice must be attached to the Documents field to allow the costs to be checked.

Select the relevant Category, input the description, quantity and price.

Ad-Hoc Costs

	Category	Description	Quantity ⓘ	Price	Markup	Cost £	VAT Rate	N.C ⓘ
☐	Plant Hire ▾		0	0	0%	0.00	Default Rate - 20.00% ▾	☐
☐	Subcontractor ▾		0	0	0%	0.00	Default Rate - 20.00% ▾	☐
☐	Urgent Delivery Charges ▾		0	0	0%	0.00	Default Rate - 20.00% ▾	☐
☐	Parking & Congestion ▾		0	0	0%	0.00	Default Rate - 20.00% ▾	☐

Remove Selected   + Add Ad-Hoc Cost   Sub Total : £0.00 + VAT

ENTERING ADJUSTMENTS AND CORRECTIONS

At the bottom of the screen, you will see the adjustments box – this will allow you to apply a discount or to apply a correction to the costings before it is submitted.

If you wish to enter a % discount, enter the % amount in the discount box.

Adjustments

Apply a discount of	0.00 %
Apply Correction	☐
Apply Rebate	☑
Apply a rebate of	0 %

The "Apply Correction" tick box is used to amend the value of the costing down to the agreed order limit.

For example, a costing that comes to £251.00 where the order limit is only £250, ticking the box will bring the total net costing down to £250.00 as shown in the totals box below.

Adjustments

Apply a discount of	0.00 %
Apply Correction	☑
Apply Rebate	☑
Apply a rebate of	0 %

Totals

Discount (0%):	£0.00
Correction	£1.00
Rebate (0%	£0.00
Adjusted Net Total	**£250.00**
VAT	**£50.00**
Total Due	£300.20

Lens will sub-total each section of the job costing and will have an adjusted Net value; VAT will be calculated per the rate selected at each line of the job costing. If all costs have been submitted, the costing can be submitted. **The order can only be used once within Lens – once the order has progressed through the system in full the order cannot be used again.**

The 'Discard' button is for clearing the costing, to refresh the order limit when uplift is applied or to apply any amendments made in Concerto to the completion dates details. The order will need to be searched for to bring through the new times or values.

⟲ Back	🗑 Discard	✔ Submit	💾 Save for later

Only costings in Draft status can be discarded, any other costing that needs discarding will need to be done by Bellrock. Please email lens@bellrockgroup.co.uk to discard any costings that are in Submitted, Approved or Rejected status. This should only be in instances where the entire costing needs to be done from scratch (new labour times, uplifted order value) – the team are also able to reject costings which will allow basic changes to be made to the costing so these will not need discarding.

The 'Save for later' button is for saving the costing to allow you to complete at a later date. The costing will be in Draft Costings where you can come back to it at any time to submit or discard.

SUBMITTING A COSTING

When a costing is submitted, Lens will carry out checks on the costing – auto validation is carried out on labour times, material prices, ad-hoc costs and any other client specific checks.
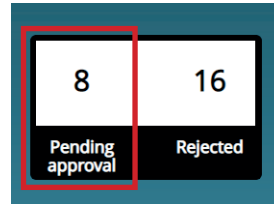
If auto validation passes, the costing will go into "Ready for Invoicing" under the reactive section where you can submit your invoice.

If auto validation does not pass, the costing will be passed for manual validation in "Pending" where Bellrock will check the costing. Please allow up to 10 working days for the costings to be approved or rejected.

No action is required from you if the order is in "Pending".

REJECTED COSTINGS

By clicking into the "Rejected" box under the Reactive heading, you will see a list of all rejected costings with a brief reason as to why the costing was rejected.

Follow the below steps to resubmit your rejected costing:

1. Click on 'View' to the right of the order that you wish to resubmit

2. You will be back to the Job Costing page where there will be a full audit trail of why the costing was rejected as well as further advice to get the costing authorised

3. Make any necessary changes to the costing – everything within the costing can be changed except for the order limit or attendance dates/times if any changes have been made in Concerto since the order was submitted for checking

   ► The labour dates and times can be changed, added or removed based on the original timings in the costing

   ► The materials can be added or removed

► Documents can be added or removed as appropriate

► Ad-hoc costs can be added or removed

Once the requested changes have been made, click on 'resubmit' – once this is clicked a Notes box will pop up where you can add any additional notes if you wish. Once Notes are added, click on 'OK' and the costing will come back to Bellrock to check.

PLANNED ORDERS

Once you have closed and completed your job with a completion date, along with uploading of the relevant certificates in the Concerto they will appear in the "Ready for Invoicing" box under the 'Planned' section as approved costings.

DIRECT COST ORDERS

Once the relevant parties have marked the Direct Cost orders as received in Concerto they will appear in the "Ready for Invoicing" box under the quoted section as approved costings.
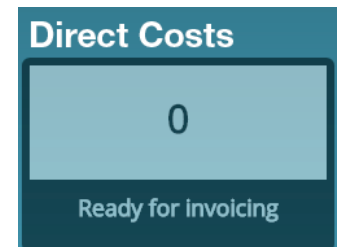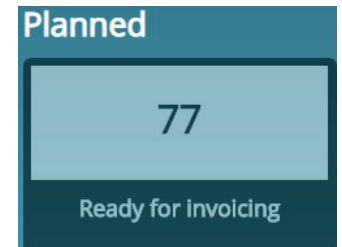
EDITING PLANNED COST ORDERS

If you wish to invoice for less than the agreed contracted amount or if you have had an increase in order value in Concerto which is not showing in Lens, the order will need to be edited within Lens before submitting your invoice.

Go into "Ready for Invoicing", either find the order you want to amend or enter the order number in the Job Code box for the PO to edit and click on 'Apply Filter'

Once you have found the order that you wish to edit, click on "Actions" and "Edit Costing"

You will then be taken to the Job Costing page where you will be able to either: discard and search for the order again if the value has been increased or amend the value of the costing if you wish to invoice for less than the order value.

A document must be attached to a costing where the order value has been reduced to allow the costing to be approved.

SUBMITTING INVOICES

Costings approved either by auto-validation or manual validation will appear in the "Ready for Invoicing" boxes.

Clicking into these boxes will show you a list of the orders that have been approved and can be invoiced and passed for payment.

To submit your invoice, go into either of the "ready for invoicing" boxes.

You are able to filter to a particular client or job code if you are looking to invoice a particular client or purchase order.

Follow the below process to submit your invoice:

1. Find the order that you wish to invoice

2. Tick the box to the left of the order

3. On the bottom right of the screen, click on "Invoice Selected"

4. You will now be taken to the invoice screen where you will need to input the invoice details in the boxes and attach your invoice copy

Attach your invoice copy in PDF format

Attach your invoice copy in PDF format

Now the invoice details need to be input in the boxes:

▶ The Invoice Date must match your invoice copy

  ▶ Your invoice must not be dated before the final job completion date on Concerto

  ▶ For example, if the works were completed on Concerto on 1 August, your invoice must not be dated before 1 August as according to the systems the works were still in progress

▶ The Invoice Reference is your invoice number – please include all special characters and spaces that are in your invoice number from your invoice copy into the invoice reference field in Lens

▶ The Adjusted Net Total is the authorised Net amount from the job costings

  ▶ The breakdown of the job costings that are selected are shown at the bottom

▶ The VAT amount is the calculated VAT amount from the authorised job costing

  ▶ The Summarised Invoice Value is the value of the costing that has been approved in Lens – your invoice values must match this as this is the cost that has been authorised to be passed for payment

Once the details have been filled out and your invoice attached, click "Submit" and a confirmation box will pop up – tick the box to confirm and click "Confirm"

The invoice will appear in 'Pending' boxes where no action is required from you.

The 'Save for later' button is for saving the invoice to allow you to complete at a later date. The invoice will be in Draft Invoices where you can come back to it at any time to submit or discard.

The 'Discard' button is for discarding the invoice, the order will be released back to either 'ready for invoicing' boxes depending on the order type that was originally selected (Reactive or Planned).

Only invoices in Draft status can be discarded, any other invoice that needs discarding will need to be done by Bellrock – please email lens@bellrockgroup.co.uk to discard any invoices that are Awaiting Approval or Rejected. This should only be in instances where the entire costing needs to be done from scratch (new costing required, new labour times, uplifted order value) – the team are also able to reject invoices which will allow basic changes to be made to the invoice so these will not need discarding.

When the invoice is submitted to Bellrock, 100% of the invoices will be checked to ensure that they are correct to the details input in Lens. The invoice address will also be checked in addition to any other client specific requirements.

Please allow up to **5 working days** for the invoice to be approved or rejected.

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REJECTED INVOICES

By clicking into the "Rejected" box, you will see a list of all rejected invoices with a brief reason as to why the invoice was rejected.


Follow the below steps to resubmit your rejected invoice:

▶ Click on 'Actions' and then 'View Invoice' to the right of the order that you wish to resubmit

▶ You will be back to the Invoice screen where there will be a full audit trail of why the invoice was rejected as well as further advice to get the invoice authorised

▶ Make any necessary changes to the invoice submission – all details and attachments can be changed

▶ Once the requested changes have been made, click on 'submit' – once this is clicked a Notes box will pop up where you can add any additional notes if you wish. Once Notes are added, tick the box to confirm and click "Confirm"

RECORD OF APPROVED INVOICES

All invoices that have been approved by Bellrock and will be passed for payment will sit in the "Approved" box – from this box, data can be exported out as a CSV document which has the costing breakdown and the Bellrock PO the invoice number was allocated to.
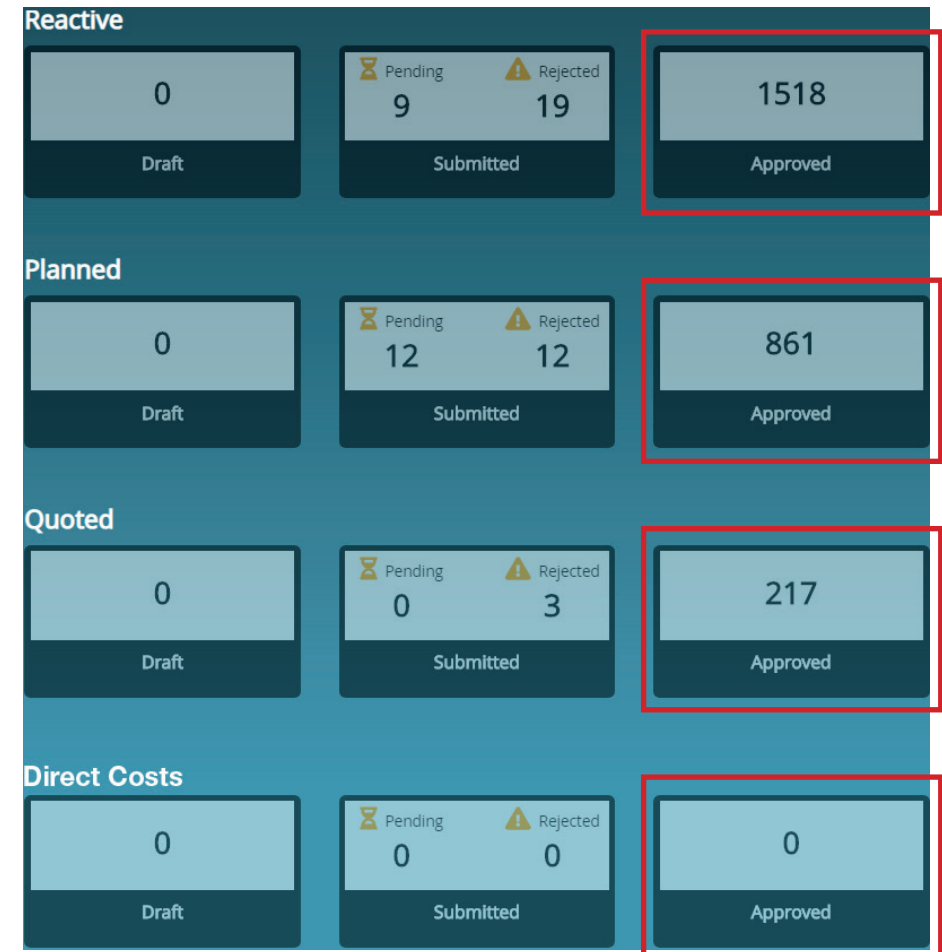
The numbers in these boxes will continue to increase as more orders are processed through Lens – no action is required from you if you do not wish to check which orders have already been invoiced.

CREDIT NOTES

Please note that credit notes cannot be processed in Lens thereby for MA customers please sent them directly to the clients, or if the customer is a PC/PFI send them to invoices@bellrockgroup. co.uk. If unsure contact us on 0871 559 0784.