

Duet Integration for Pegasus Opera 3



Extend the reach of Pegasus Opera 3 to your remote staff and field service technicians. Manage service calls, timesheets, expenses and requisitions on the go using a smartphone, tablet or web browser.

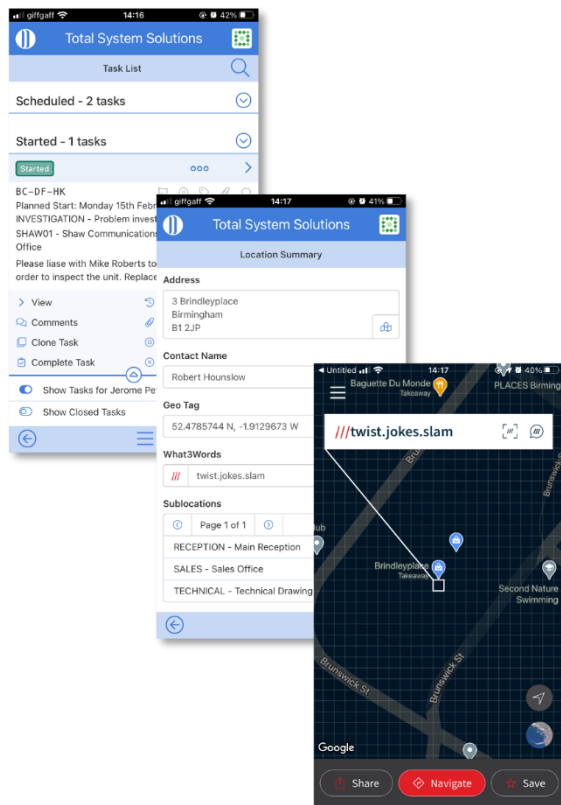
Update your Opera 3 data at the touch of a button. The integration uses the Duet API (Application Programming Interface) for all data transfers.

Duet runs on all modern smartphones and tablets, as well as on desktop web browsers.

For further details on Duet, please see www.duet.cloud.

Duet subscription prices start at £3 per active user / per month. Please see [Duet Pricing](#) for more details.

For a complete quote, including pricing for the Duet Integration for Pegasus Opera 3, please contact your Pegasus partner.

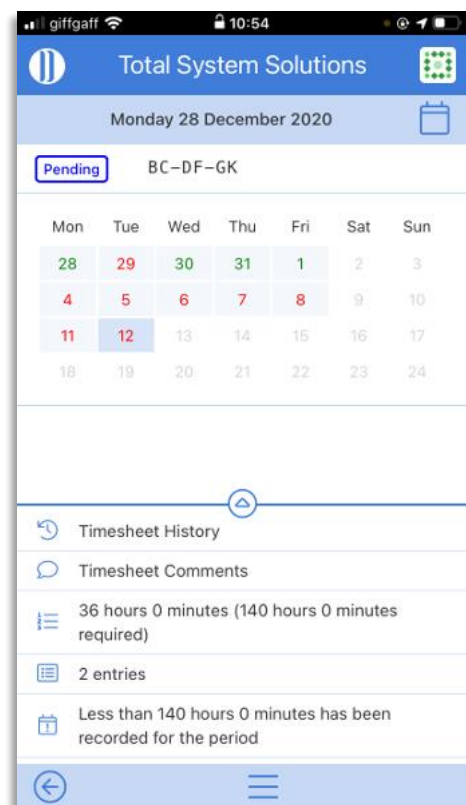


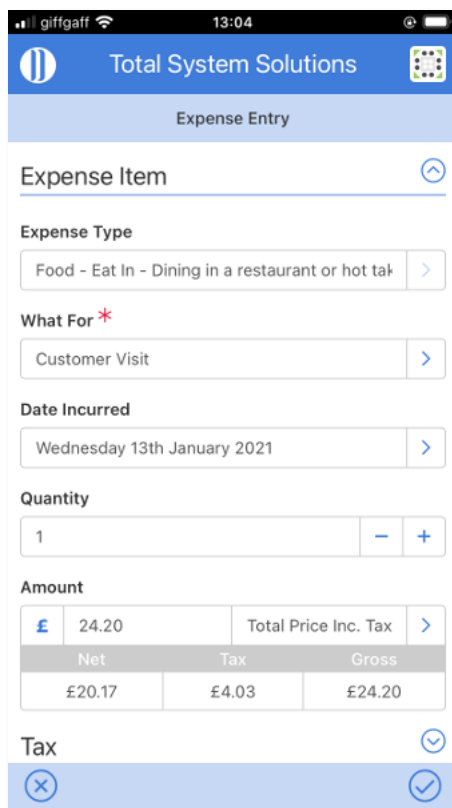
Duet Service Desk

- Calls scheduled in Opera 3 SHDM can be transferred to Duet Service Desk
- When a call is scheduled to an engineer in Opera 3 SHDM a task can be created for them in Duet Service Desk
- The engineer can progress their tasks in Duet Service Desk using their mobile device and record time, parts used, expenses and requisitions, and capture images and customer signatures
- Once a task is complete the task information can be downloaded back to Opera 3 SHDM at the touch of a button to update the call and create billable worksheet activities as required
- Navigate to the precise location of a task with a single tap, via a GPS enabled app on the device (supported apps include Google Maps and [What3Words](#))

Duet Timesheets

- Record time spent on tasks using a choice of convenient input methods
- Submitted timesheets are sent to designated users for approval
- Approvers can approve a timesheet or return to the submitter with a query
- Once timesheets have been approved, they can be downloaded to Opera 3 to update Payroll & Job Costing
- Flexible configuration enables timesheet dimensions to be mapped to Payroll payment codes and Job Costing jobs, phases & cost codes





Expense Entry

Expense Item

Expense Type
Food - Eat In - Dining in a restaurant or hot tak

What For *
Customer Visit

Date Incurred
Wednesday 13th January 2021

Quantity
1

Amount
£ 24.20 Total Price Inc. Tax

Net	Tax	Gross
£20.17	£4.03	£24.20

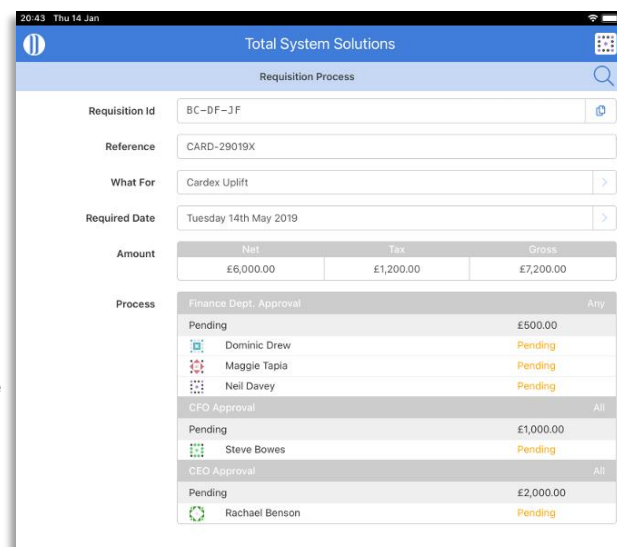
Tax

Duet Expenses

- Record expenses and photograph expense receipts, or attach PDF invoices
- Add expenses to a claim and submit for approval once complete
- Submitted expense claims are automatically sent to one or more designated users for approval
- Expense claims can be fully approved, partially approved, or declined
- Approved expense items can be downloaded to Opera 3 to update Payroll & Job Costing and create Nominal Ledger journals
- Flexible configuration enables claim type, expense types and analysis dimensions to be mapped to Payroll payment codes, Job Costing jobs, phases & cost codes, and Nominal Ledger accounts

Duet Requisitions

- Raise requisitions and attach documents, e.g., PDF files or a photograph snapped with the device camera
- Track the progress of requisitions as they are Costed, Approved and Fulfilled
- Enable optional workflow stages and assign user roles for progressing requisitions through Costing, Approval and Fulfilment
- Multiple approval thresholds can be defined which are triggered depending on the value of the requisition
- Approved requisitions can be downloaded to Opera 3 to create documents in Purchase Order Processing



Requisition Process

Requisition Id: BC-DF-3F

Reference: CARD-29019X

What For: Cardex Uplift

Required Date: Tuesday 14th May 2019

Amount

Net	Tax	Gross
£6,000.00	£1,200.00	£7,200.00

Process

Finance Dept. Approval	Any
Pending	£500.00
Dominic Drew	Pending
Maggie Tapia	Pending
Neil Davey	Pending
CFO Approval	All
Pending	£1,000.00
Steve Bowes	Pending
CEO Approval	All
Pending	£2,000.00
Rachael Benson	Pending