Multiple Time Zones

Planon Software Suite

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Planon
Building Connections

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About this Document

Intended Audience

This document is intended for *Planon Software Suite* users.

Contacting us

If you have any comments or questions regarding this document, please send them to: support@planonsoftware.com.

Document Conventions

Bold
Names of menus, options, tabs, fields and buttons are displayed in bold type.

Italic text
Application names are displayed in italics.

CAPITALS
Names of keys are displayed in upper case.

Special symbols

	Text preceded by this symbol references additional information or a tip.
	Text preceded by this symbol is intended to alert users about consequences if they carry out a particular action in Planon.

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About Multiple Time Zones

Time zones are regions on earth that have adopted the same standard time. This regional standard time is generally referred to as local time. Adjacent time zones are usually only one hour apart. The concept of multiple time zones (MTZ) refers to related activities that take place in different time zones. Planon ProCenter supports the corporate use of multiple time zones and daylight-saving time. This document explains how MTZ can be implemented and used in your Planon ProCenter configuration.

Activating the MTZ functionality is irreversible in Planon ProCenter ! Once it is activated, it cannot be deactivated.

Multiple Time Zones in Planon ProCenter

International corporations using Planon ProCenter may have real estate (properties/ buildings) scattered all over the world, and therefore over different time zones. As a result, Planon ProCenter users may also be working in different time zones. In such cases the MTZ feature is required.

You can view the supported time zones in System settings > General > Time zones tab. Here, you can also create a user report to export the current supported time zones.

Time zones for Planon ProCenter database

As far as the Planon ProCenter database is concerned, there are two starting points from which you can begin to use the multiple time zones functionality:

- Your organization is already working with Planon ProCenter and decides to activate the MTZ functionality. In this case: make sure that the database time zone is identical to the time zone of the database server.
- Your organization has Planon ProCenter newly installed and decides to start working with the MTZ functionality immediately. In this case: it is recommended to select the UTC time zone for your database.

Always make sure that the database time zone is identical to the database server time zone!

For more information on how to select a time zone for the Planon ProCenter database, refer to Activating MTZ functionality.

Effect of MTZ on user interface

Once it is activated, the MTZ functionality will particularly affect two elements in Planon ProCenter .

- The properties (buildings)
- The Planon ProCenter user accounts.

  MTZ effect on the date/time data corresponding to the above elements.
- Data in date/time fields that is directly related to a property will be derived from the property's time zone. Date/time fields that refer to a property can be recognized by this icon.
- Data in date/time fields that is directly related to a user will be derived from the user account's time zone. For the most part, date/time fields such as these contain dates and times that are linked to transactions, such as status transitions. Date/time fields that refer to a user account can be recognized by this icon.
- Data in (free) time or date fields are neutral fields as far as time zones are concerned. These fields can be manually adjusted. They have no specific icon.

For more information on establishing links between properties, user accounts and MTZ, refer to Configuring the multiple time zones functionality.

Interaction with Planon ProCenter TSIs

Activating the MTZ functionality will affect all TSIs in which date, time and date/time fields are available. In short: all Planon TSIs; whether they are the default Planon TSIs or TSIs that have been specially configured for your organization.

Multiple time zones and Work Orders

If you decide to activate the MTZ functionality, the following additional fields become available in Work Orders . These fields refer to the user’s time zone:

- **Requested response date-time (user)**
- **Actual response date-time (user)**
- **Requested completion date (user)**
- **Actual completion date-time (user)**

The **Requested response date-time**, **Actual response date-time**, **Requested completion date** and **Actual completion date-time** fields that are already visible by default in the Work Orders TSI, refer to the time zone of the property for which the order is created. On the **Orders** selection level, on the **Planning** tab, the field **Requested completion date** refers to the **property** for which the order is created.

If you want to use the **Requested response date-time (user)**, **Actual response date-time (user)**, **Requested completion date (user)** and **Actual completion date-time (user)** fields, which refer to the logged on user, you must first make these fields available.

To add these fields, refer to Layouts .

Time Zones in Planon ProCenter

The following list includes definitions of the concepts and abbreviations used in the MTZ documentation of Planon ProCenter .

For clarification of the UTC time zone, this list includes some examples of other global time zones that are not necessarily used in the body text of this document. For a list of all time zones, refer to the **Time zone** field.

Time zone	Description
CET	Central European Time. Setting aside the use of daylight saving time during summer, this time zone is used in most countries in the western parts of the European continent. It equals the UTC time + 1 hour (UTC +1).
Database time zone	The time zone applied in the Planon ProCenter database. Note that the database time zone must be identical to the time zone of the database server!
EST	Eastern Standard Time. This time zone is used in eastern parts of the North American continent. It equals the UTC time -5 hours (UTC -5).
GMT	Greenwich Mean Time. Equals UTC. Setting aside the use of daylight saving time during summer, the GMT/UTC time zone is observed in Iceland, Ireland, and the United Kingdom.
Local time	The time in the time zone in which you are physically present.
Multiple time zones (MTZ)	The concept of 'multiple time zones' (MTZ) refers to related activities that take place in different time zones.
Property time zone	The time zone in which a property is physically present.
User time zone	The time zone that has been assigned to the logged on user.
UTC	Universal Time Coordinated, the current international standard. UTC is similar to

Time zone	Description
	GMT, except that UTC is more precise, based on atomic time, and takes into account leap seconds. Setting aside the use of daylight saving time during summer, the GMT/UTC time zone is observed in Iceland, Ireland, and the United Kingdom.
ETC/GMTxxx	This time zone is same as the UTC time zone but conforms with the POSIX style signs, which means that the sign will be reversed from the standard ISO 8601 convention. So, in the 'ETC' area, zones west of GMT have a positive sign and zones to the east have a negative sign. For example, 'ETC/GMT-8' is 8 hours ahead of GMT, i.e., GMT+8.
	Planon advises you to use the logical time zone convention 'Area/Location' for property and user time zone. Example, America/New_York.

A pick list including the available time zones can be found in time zone fields, for example the **Time zone** field in Accounts > User groups > Users.

This dialog box can be used to link a time zone to an element: for example a selected user. **Time zone** fields referring to properties give access to the same pick list, which can be used to link a time zone to the selected property.

After a time zone has been linked to a property or a user, Planon ProCenter will automatically take any related daylight saving time into account.

Multiple Time Zone Settings

In order to be able to use the multiple time zones (MTZ) functionality in Planon ProCenter , MTZ needs to be activated. Also, several prerequisites should be met.

The MTZ functionality can be activated in the System Settings > General.

In Planon ProCenter , activating the MTZ functionality is irreversible! Once MTZ functionality has been activated, it cannot be deactivated.

However, before you can enable the multiple time zone functionality, you have to select a time zone for each user account and for each property in the Planon ProCenter database. Make sure that you link all properties in all Planon property sets to a relevant time zone.

In order to have access to all Planon property sets, you need to be a user in all relevant user groups in Accounts > User groups. In all user groups, you should be linked to a property set at the **Users** selection level.

Linking time zones to properties and users

Proceed as follows to attribute a time zone to all users and all properties:

Procedure

1. Go toAccounts > User groups > User group detailsselection level and link a time zone to each user in the **Time zone** field. Use the **Modify within selection** option to link a time zone to users who should be in the same time zone.

A warning will be displayed if the selected time zone is not supported. The following time zones are not supported by Planon:

JST, IST, BET, ACT, HST, AET, AGT, VST, CNT, EST, NET, PLT, CST, SST, CTT, PNT, BST, MIT, ART, AST, PRT, PST, IET, NST, EAT, MST, ECT, CAT, SystemV/AST4, SystemV/MST7, SystemV/CST6, SystemV/YST9, SystemV/HST10, SystemV/EST5, SystemV/PST8, SystemV/CST6CDT, SystemV/MST7MDT, SystemV/YST9YDT, SystemV/PST8PDT, SystemV/AST4ADT and SystemV/EST5EDT.

2. Go to TSIs > **All TSIs**, select a TSI which contains most or all properties and select the **Under construction** option from the **Status transitions** action menu.
3. At the **Properties** selection level of this TSI, make the **Time zone** field visible for properties and select the **Completed** option from the **Status transitions** action menu.

For more information on making fields visible in the Field definer launch group, refer to the Field definer part of the Planon ProCenter user documentation.

4. Repeat Step 2 until you have made the **Time zone** field visible at the **Properties** selection levels of the TSIs for which you deem this necessary.
5. At the **Properties** selection levels of the relevant TSIs, link time zones to all properties in the property set.
6. Use the **Modify within selection** option to link a time zone to properties which should be in the same time zone.
7. Repeat Steps 2-6 for any other property sets that may be available in your configuration.
8. You have now linked all users and all properties to a time zone.

   For more information on activating the MTZ functionality, refer to Activating MTZ functionality.

Activating MTZ functionality

The MTZ functionality can be enabled in System Settings > General. After you have linked all users and all properties (in all property sets) to a time zone, you also have to link the database to a time zone, before the MTZ functionality can actually be enabled.

Procedure

1. Go to System Settings > General.
2. Select the **General** element in the elements section.
3. In the **Database time zone** field, select a relevant time zone for the Planon ProCenter database. For information on selecting a time zone for your database, refer to Choosing a time zone for the Planon ProCenter database.
4. Click **Save**.
5. In the **Time zones enabled** field, select the **Yes** option, to enable the multiple time zones functionality.

   You have now activated the multiple time zones functionality.

After the multiple time zones functionality has been activated, **Property** fields that previously were not mandatory will now have become mandatory fields.

Working with Multiple Time Zones

Activating the MTZ functionality will have implications for working with Planon ProCenter, most notably for working with date/time related functionality.

In the following sections, the implications of working with multiple time zones is explained and illustrated with a few cases.

The cases concerned all refer to Company X, with offices in three different time zones: The Hague, in the Netherlands (UTC +1), Manchester, in the United Kingdom (UTC) and New York, in the USA (UTC -5). The company's head quarters is in New York.

Service Desk and multiple time zones

A requestor in The Hague, the Netherlands, submits a complaint to the central service desk in New York. In The Hague it is 25 January 2007, 13:00 h (UTC +1). In New York it is 25 January 2007, 07:00 h (UTC -5).

The service desk employee in New York assigns a priority of 4 hours to solving this complaint. Subsequently, Planon ProCenter will convert the completion date and time entered by the New York service desk employee to the time zone in which the property of the requestor is located. The **Requested completion date** field in the relevant TSI of the requestor will display: Thursday, January 25, 17:00.

Orders and multiple time zones

The janitorial manager of the New York office is responsible for all janitorial contracts. Due to a planned internal move in the Dutch subsidiary, a large-scale cleaning operation is required. At 07:30 h local time (UTC -5), the janitorial manager logs on to Planon ProCenter and adds an extensive cleaning order on 19 December 2014, 07:35 h, with a priority of one month, assigned to a Dutch external company Y.

In Planon ProCenter , this will result in an order with the following planning data: the cleaning order will have a **Requested completion date** of 19 January 2015, 13:35 h local time (UTC+1) for company Y.

Reservations and multiple time zones

In the Manchester subsidiary (in the UTC time zone), the personnel manager is going to receive an applicant for a job interview. She requests a central service desk employee in New York to plan a meeting for this particular visitor. The service desk employee books a room for the job interview in the Manchester office and registers the job applicant as a visitor. All relevant reservation and visitor dates and times will be based on the time zone of the Manchester office (UTC).

Reporting and multiple time zones

Example 1

The service desk employee in the New York office (in the UTC-5 time zone) wants to generate a report on all the service calls she has added in Planon ProCenter that day. She has created a personal filter (using a filter macro) based on her own working hours, for the **Reported on** date/time field. Subsequently, the service calls she entered that day are filtered out:

With the **Report** option in the action menu, she can print out a report listing the relevant orders.

Example 2

The janitorial manager in the New York head office wants to retrieve all orders (in all time zones) for which he is responsible and that should have been completed, but have not been given the Completed status yet.

He uses a predefined filter including a filter macro on the **Requested completion date (user)** field, to filter out all non-completed orders, i.e., those which should have been completed between his log-on date and the previous week.
With the **Report** option in the action menu, he can print out a report listing the relevant orders.

For more information on using filters and filter macros, and on generating reports, see Fundamentals documentation.

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