April 2024 Webinar – Inventory: It's What Counts Q & A

Q: How do you run a report of open returns? Direct Expense return what would that look like for Journal? Does a direct expense need to go through a warehouse and then be returned?

A: There is no report showing open returns. There is, however, a report that shows open repair orders. That is the Open Receipts report in the AP section of Report Manager.

You do not journalize returns through Direct Expense. That is a warehouse function. The part would be put back into stock and then returned using a vendor return.

Yes, direct expensed parts need to go through a warehouse to be returned.

Q: How is direct expense different from using the receive and issue radio button?

A: If the **Receive and Issue Immediately** option is selected, the parts will be added to the Inventory of the Warehouse from the Purchase Order Receipt and then the software will automatically record an Issue transaction to move the parts from the receiving warehouse to the Ticket.

When selecting the **Direct Expense** option on the Purchase Order, the exact amount of the part cost that is received will be the cost recorded to the Ticket. This is typically the preferred method. If you are receiving special pricing from the Vendor for the parts and want this amount to be applied to the Ticket costing, you would use the Direct Expense option.

Q: Why does SedonaOffice not remove the part from Inventory while at Repair?

A: Because the intention of a repair is to have something fixed that is not in your inventory.

Q: When we have service ticket # populated, it makes us receive and issue immediately, but sometimes equipment isn't actually removed from the warehouse until later when service is provided, sometimes a month or more. Is the only workaround to order into stock and add to the ticket when service is actually provided?

A: If you want your inventory to be exact you would issue the part when it's used. One method would be to order into stock and add to the ticket.

Q: If the standard cost is updated, will this apply to all parts in inventory, or just on a go-forward basis?

A: There is no simple answer for this. If you have a PO that has already been generated will the cost change? No. There, however, maybe some costing issues with parts on jobs if you change the cost of the part during a job.

Q: I'd like to know if you can transfer all parts from a truck to the warehouse in one transaction instead of part by part...for future education.

A: You can only transfer parts one at a time.

Q: Why doesn't the quantity start at 0 by default so you don't accidentally receive parts you didn't get?

A: SedonaOffice is set to default to the ordered quantity.

Q: Can you discuss In Holding, when to use it, and what the benefits are? Also, if we have inventory that shows In Holding, how can I find what it is for? (I took over after someone left and I am not familiar with this)

A: In Holding - If the parts are being held in the stockroom or another location until the date of the installation, you may select this option then in the next field type in the location of where the parts are being held. Once the parts are handed off to an Installer, you will open the Job record and take the parts out of holding and select the name of the Installer taking the parts. This is done from the Job Issues form. The In Holding and Holding Location fields are optional.

[Take Parts Out of Holding | SedonaOffice Knowledge Base (knowledgeowl.com)](#)

Q: Early on a note was added for a back box. Where does that show up and how is it ordered?

A: The note is added inside the parts edit screen, in the notes field. It is for information only and does not show up when ordering the part.

Q: How can I fix the cost of the product that is in the system?

A: The cost can be edited in the parts edit screen in the vendor's tab.

Q: Can you please go over how to do physical inventory?

A: This will be covered in detail by the next webinar.

[Physical Inventory Overview | SedonaOffice Knowledge Base (knowledgeowl.com)](#)

Q: What is the best way of tracking miscellaneous purchase orders?

A: The best way to view open purchase orders is from the purchase order list in the accounts payable section. You can see all open PO's on one screen.

Q: What would be the benefit of using direct expense versus just doing Receive and Issue Immediately?

A: Depends on your company's policies and if they want to see inventory flow through a warehouse. It's a preference.

Q: Can you touch base on how parts are returned off the job?

A: If you are asking about how to return a part to a vendor from a job you would make a return to the vendor. Here is a help document.

[Return to Vendor | SedonaOffice Knowledge Base (knowledgeowl.com)](#)

If you are asking how to bring a part back into stock:

If the job is open you can do a return from inside the job from the issuances section.

If the job is closed you can do a return from the issue/returns section in the main tree.

[Issue/Return Parts Overview and Topics | SedonaOffice Knowledge Base (knowledgeowl.com)](#)