

SedonaOffice Release Notice Version 6.0

Effective Date: May 22, 2019

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About This Guide

This guide is a functional overview (living document) and provides conceptual and summary operational information. This guide does not define all fields within the application; the application provides some definitions while other field names are familiar terms to those in the security industry. The assumption is that the reader is familiar with central station automation systems, as well as web services technology and terminology.

This guide outlines feature enhancements, and defect corrections to version 6.0 of SedonaOffice.



Version 6.0 incorporates the rewrite of the EFT Processing program. **Customers updating to this version must use this new program. It will not be possible to revert to the earlier version of EFT processing using this release.**

The screenshots in this document reflect version 6.0. This document may be updated periodically.

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Preparation Requirements for SedonaOffice 6.0 Installation

SedonaOffice 6.0 now uses a Rest API to communicate and integrate with Forte. This will require some additional setup and configuration in SedonaOffice, SedonaWeb, and with Forte.

Submit/Upload and Capture all EFT Payment Batches:

1. Before upgrading to 6.0, please be sure to submit/upload and capture all EFT payment batches.

Server/Client Requirements:

2. Upgrade to Microsoft .Net 4.6.1 or newer

Sandbox Testing

- If you would like to test SedonaOffice 6.0, you should install the software on a separate test server.
- If you install 6.0 as a beta on your production server, **all** company databases will be upgraded to version 6.0.
- Any database that is upgraded to 6.0 will be unable to process new payments until the below setup is complete.

Important Note: After creating or refreshing a **sandbox** in SedonaOffice 6.0 or higher, users must navigate to EFT Setup in SedonaSetup and enter a series of 9s for all EFT credentials (see example below). Unlike previous versions of SedonaOffice, EFT transactions <u>can</u> process through the sandbox. If the credentials are not entered as 9s your customers could be billed during testing, and/or doubled billed. **The credentials must be changed to 9s after each time the sandbox is refreshed.** Refreshing the sandbox will override any 9s previously entered with your actual credentials. The 9s must be re-entered to ensure no transactions process.

	Automatically Submit Transactions (Applies to all merchants)						
	Settlement Process runs at 11:30 pm every day						
d.	Processor						
	<u>M</u> erchant Id	999999					
	Provider API	Forte	🔽 Use Test Service				
	Access Id	999999999999999999999999999999999999999	🔲 Send Branch Code				
	Secure key	99999999999999999999					
	Organization ID	9999999999999999999999999999					

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Forte Account Setup

This new API process with Forte requires access to Forte's Dex Portal.

1. Contact Forte to receive a Dex Account invite as well as a sandbox account for your testing.

Forte Contact:

Heather Lawson

heather.lawson@forte.net

integration@forte.net

866-290-5400 x 766

Or <u>customerservice@forte.net</u>

- 2. Request a Dex Invite and/or Sandbox setup credentials
- 3. Dex invite will come from <a>Dex@forte.net
- 4. You should receive a Dex invite within 1-2 business days
- 5. Once you receive your invite, follow Forte's instructions to register your account which can be found here:

https://console.forte.net/help/merchant/#users/registering_your_account.htm%3FTocP ath%3DHome%7C____1

You will need to obtain the following information from the Dex Portal to complete the SedonaOffice EFT Setup window in SedonaSetup.

- Merchant ID
- Access ID
- Secure Key
- Organization ID

Accessing Required Information from the Dex Portal:

Merchant ID and Organization ID can be found on the Locations tab:

\leftarrow \rightarrow C \triangle \square https:/	//console.forte.net/locations				\$
dex.	SANDBOX: This is a Sandbox enviro	nment. Content and data are provided solely	γ for testing purposes only. Based on your permissions	some of features, might not be available in	your Live environment.
A	SBO				
Home	/				
Transactions	Locations				
Customers	Search by Location Name or ID	Q			
Schedules	Status Live - States Postal Code	e Services eCheck, Credit Card ~			
O Locations					
🖉 Manage 🗸	Location	Status Address	Contact	Services	Organization
Developer					

You will need to generate the API Access ID and the API Secure Key from the Dex Portal under the Developer / API Credentials tab.

For more information about generating API Credentials, review Forte's documentation:

https://console.forte.net/help/merchant/#admin/working_with_api_keys.htm%3FTocPath% 3DDeveloper%7C____1

FSU Updates

- Download the latest updates for the FSU app: <u>https://www.apple.com/ios/app-store/</u>
- Must have iOS 11 or newer.
- FSU credit card readers are not allowed in SedonaOffice 6.0.

Install SedonaOffice 6.0

SedonaWeb Setup

If your company uses SedonaWeb, IT will update your SedonaWeb version at the same time as your SedonaOffice version. This is to ensure the highest level of PCI compliance throughout all applications.

SedonaCloud/SedonaAPI 2.0 Setup

If your company uses the SedonaAPI, IT will update your SedonaAPI version at the same time as your SedonaOffice version. This is to ensure compatibility with the SalesAutomation module.

If you are not a SedonaCloud customer, please review the requirements for the new API before requesting the update. For a copy of pre-install requirements please contact:

sedonaoffice.support@boldgroup.com

Performing the Update

1. Contact Perennial Software's IT support to obtain the latest version of SedonaOffice 6.0.

sedonaoffice.itsupport@boldgroup.com

2. Open the installer and follow the prompts to install SedonaOffice 6.0

SedonaOffice 6.0 Application Setup

Before you begin the setup process, it is important to note that this process will take time to complete and the EFT processing will be <u>offline</u> until setup is complete. In addition, the application will be pinned and cannot be moved or minimized; therefore, the terminal is locked until the process is complete as well.

- 1. Once SedonaOffice 6.0 is installed, you will need to setup the new version of the payment processor to be able to process new CC/ACH transactions.
- You will be prompted with an instruction window of various tasks to complete. This window will continue to prompt you each time you open SedonaOffice until all tasks are complete (these steps will be marked "Complete" as you work through them):

0	SedonaOffice 6.0 Payment Processing
	pliance in SedonaSetup to verify that all existing credit cards have been tokenized (you ion under the EFT Setup section).
* Make sure an	y open batches are uploaded to Forte.
* Enable "Adva	nced Providers" in SedonaSetup (you will see this option under the EFT Setup section).
	"Advanced Providers", you will continue to be able to download and process responses have been processed as closed.
	d PCI compliance to Tokenize existing customer bank accounts (you will see this option In nder EFT Setup).

Sedona Setup		ACH\EFT Setup	
Description	Area ^	🛃 ACH Direct	
Custom Fields Table7 (Service)	SV		
Custom Fields Table8 (Service)	SV	Transmitter Id API Login	<u>6</u>
Customer Groups	CM	Password Secure Key	
Customer Part Groups	IN		F
Data Entry Defaults	CM	Merchant Id	Flung 1, 2010, ACH Direct will be
Default Labor Rates	SV		f June 1, 2010, ACH Direct will be I credit card submissions to be PC
Default Vendor	OP		Please use the button below to
Define GL Segments and Length	GL		I Compliance Updater before the
Departments	OP		ot, your transactions will fail on
Document Type	OP	Enable Advanced Providers submission.	
Earnings Type	PR		1
EFT Credit Card Types	AR		Run PCI Compliance
EFT Setup	AR		=
Email Setup	CM		PCI Does Not Apply
Employees	OP		
Event Types	SM		
Extended User Defined Fields	CM		
Geographic Tables	OP	A Parting	
GL Account Defaults	AR	V Posting	
GL Account Defaults	AP	ACH Payment AVS	S Pwd
Holidays	SV	ACH Invoice Message	
Inspection Items	SV	Ne <u>n</u> involce message	
Install Companies	MC		
Installers	JM	Credit Card Payment	
Instruction Notes	SV		
Integration Setup	OP	Credit Card Invoice	
Inventory Setup	IN	Message	
Invoice Descriptions	AR	Merchants	
Invoice Items	AR		
Item Types	AR	Transmitter Id Password Merchant Id Merchant	Name
Job Approval Group	3M		
Job Expense Types	MC		
Job Phases	MC		
Job Statuses	MC		
	MC		
Job Tasks	7141		

- 3. All open EFT batches will need to be closed first in SedonaOffice before this process can be successfully completed.
- 4. Using the Dex account information, begin setting up the new payment processor.
- 5. Open SedonaSetup and navigate to the EFT Setup
- 6. Choose the merchant you want to update from the Merchants section
- 7. Enter the Dex Account information from Forte and click the Run PCI Compliance button
 - Merchant ID Found in Location Tab under Location Column
 - Access ID Generated API Key
 - Secure Key Generated API Key
 - Organization ID Found in Location Tab under Organization Column
- 8. If you have open batches the Instructions window will pop up again reminding you of the required steps
- 9. Complete the rest of the step on the instructions window, if applicable
- 10. Run the PCI Compliance again after all steps have been completed

mus exar the s testi san	ortant Note: After creating or refreshing a sandbox in SedonaOffice 6.0 or high at navigate to EFT Setup in SedonaSetup and enter a series of 9s for all EFT of mple below). Unlike previous versions of SedonaOffice, EFT transactions <u>can</u> sandbox. If the credentials are not entered as 9s your customers could be billed ng, and/or doubled billed. The credentials must be changed to 9s after each dbox is refreshed. Refreshing the sandbox will override any 9s previously ent al credentials. The 9s must be re-entered to ensure no transactions process.	edentials (see process through d during h time the
	Automatically Submit Transactions (Applies to all merchants) Settlement Process runs at 11:30 pm every day	
d.	Processor	
	Marchapt Id	

110000001		
<u>M</u> erchant Id	999999	
Provider API	Forte	🔽 Use Test Service
Access Id	999999999999999999999999999999999999999	🗖 Send Branch Code
Secure key	9999999999999999999	
Organization ID	99999999999999999999999999	

Enhancements/Improvements

Accounts Receivable

A Electronic Funds Transfer (EFT) Processing Overview

Version 6.0 incorporates a complete rewrite of the EFT Processing program. **Customers** updating to version 6.0 must use the new program. It will not be possible to revert to the earlier version of EFT processing once updated to this release. Customers should <u>read</u> the EFT Processing Reference Guide prior to updating to Version 6.0.

The new EFT program processes all bank draft and credit card transactions in real time. Batches are no longer created; users are no longer restricted to a specific workstation to process payments and FSUs credit card readers will not work. All approved transactions provide trace numbers and authorization codes.

The SedonaOffice Administrator may elect to have transactions automatically sent to Forte on a pre-set schedule of 8:00 am, 12:00 pm and 5:00 pm (local time) each day when the EFT Setup table within SedonaSetup has been marked to do so. Users <u>may not</u> change the preset schedule of the times that automatic transmissions to Forte take place. Users have the option of submitting transactions to Forte at any time outside of these preset hours on any day of the week.

Deposit payment batches for credit card and ACH payments are automatically created as transactions are approved. Customer invoices are marked as paid with every entry into the deposit payment batch. Users may export a report showing all approved and/or rejected transactions that have occurred on any day. Users will be able to deposit their payment batches within SedonaOffice **once the funds have settled**. The settlement process begins at 11:30 pm (local time) daily. Settlement of credit card transactions can take 24-48 hours. ACH transactions can take between 3-5 business days.

Customer credit card and bank account information is entered directly into Forte's system using Forte's data entry forms. Since the information is being added directly into Forte's database, it is necessary to access Forte's database (called Dex) for any address changes, changes to credit card expiration dates, or changes to a CVV number. Forte does offer a subscription service to its merchants which automatically pushes updated credit card expiration dates into SedonaOffice each night after settlement takes place. Users should contact Forte directly regarding that service.

Users now can void credit card and ACH transactions on the same day that they are created up to the cut-off time designated by Forte. Please contact Forte for the specific cut-off times.

Users can now handle refunds of both bank drafts and credit card transactions directly through SedonaOffice.

A new disputes area has been created where users can view the status of any Visa, MasterCard or Discover dispute involving their merchant id. Users will be able to add documentation for any dispute in a "Documents Needed" status.

SedonaEmail – Phase II

Note: SedonaEmail is not a replacement for SedonaSync. SedonaSync users should continue using that product for emailing customer invoices as its settings does not conflict with those of SedonaEmail.

Several additions have been made to SedonaEmail:

- 1. Invoice template hyperlinks and pictures
- 2. Ability to designate different invoice templates on a per branch basis
- 3. Logo support
- 4. Configurable salutations
- 5. Ability to add remittance coupons
- 6. Ability to add a statement summary
- 7. Multiple email addresses may be attached to a Bill To record
- 8. Ability to override the standard "From" and "Reply To" email addresses
- 9. Ability to designate specific invoice types for emailing on each Bill To record
- 10. Single customer and master account filters for batch emails
- 11. Clearing the email batch queue by marking all emails as sent
- 12. Send and close option on single emails
- 13. Ability to override the standard "From" and "Reply To" email addresses
- 14. Reporting details on failed/skipped emails
- 15. Invalid email addresses are flagged
- 16. Expanded email history display and functionality

Invoice Template Overview

Users that have the SedonaSetup permission "Edit Email Template" in the Client Management section of Usergroups, now have access to a new table new table entitled "Email Setup." Users now have the option of creating different invoice templates where they may define different fields of information to populate within the customer's email. *While customers cannot modify the Bridgestone Standard format of the invoice or change the order in which options appear*, they can add information which might be useful to their customers including remittance coupons, statement summaries, internet hyperlinks on various topics and selection of logos. A different template may be defined for each branch.

Users have two types of templates pre-defined in the Email Setup table– the Invoice Bridgestone format template and Invoice Bridgestone Advanced template.

🖻 Sedona Office Setup (SedonaSecur	ity)			
File Find Find Next View Tools Help	I.			
Sedona Setup			Email Setup	
Description	Area		'	
Panel Types	SV		🖂 Templates	
Open Current Accounting Period	GL		Template ID Template From Name From Email Reply To Email	Hyperlink Logo
Note Type	OP		2 Invoice Template Sedona Email SedonaEmail@S SedonaEmail@S	
Material Handlers	IN			
Manufacturer	IN			
Lead Sources	SM			
Late Fee Rules	AR			
Labor Tasks	JM			
Job Types	JM		🗖 Include Inactive	
Job Tasks	JM			
Job Statuses	JM		Template Setup User Defined Domains	
Job Phases	JM		🖂 Template Edit	I
Job Expense Types	JM			Inactive
Job Approval Group	JM		Template ID 2	
Item Types	AR		Tourise Translate	
Invoice Items	AR		Invoice Template Invoice Template	oridgestone-format 🔽
Invoice Descriptions	AR		From Name Sedona Email Templ	ate Code
Inventory Setup	IN			-bridgestone-format
Integration Setup	OP			-bridgestone-advanced
Instruction Notes	SV			
Installers	JM		Reply To Email SedonaEmail @ Sedon	aOffice.com 🗾
Install Companies	JM		Salutation Format Custom 🔻 Dear C	ustomer,
Inspection Items	SV			
Holidays	SV		Subject {{AlternateCompanyName}} Invoice #{{InvoiceNu	imber}}
GL Account Defaults	AP		Hyperlink	1
GL Account Defaults	AR			
Geographic Tables	OP		Hyperlink Label	
Extended User Defined Fields	CM			
Event Types	SM		Logo File Location	₩ 🗸
Employees	OP			
Email Setup	СМ			
EFT Setup	AR			
EFT Credit Card Types	AR			
Earnings Type	PR			1 1
Document Type	OP		<u>A</u> pply	<u>N</u> ew <u>D</u> elete
Departments	OP	- 1		

The invoice-bridgestone-form will email invoices using the Bridgestone Standard format used today for SedonaEmail. The invoice-bridgestone-advanced format enables invoice/statements to be sent to customers when the user elects to include statement detail either with or without the recalculation of late fees.

Canadian customers must use the Invoice Template Advanced for any invoices which need to have PST/GST tax broken out.

😫 Sedona Office Setup (SedonaSecurit File Find Find Next View Tools Help Sedona Setup Email Setup Area 🔺 Description M Templates Custom Fields Table2(Part) IN Custom Fields Table3 (Customer) СМ Template ID Template From Email Reply To Email From Name Hyperlink Custom Fields Table3 (Job) JМ Invoice Template 5edona Email SedonaEmail@S SedonaEmail@ Custom Fields Table3 (Service) sv https://sedon 4 Invoice Template Advanc Sedona Security SedonaOffice@... SedonaOffice@.. Custom Fields Table3 (Site) СМ Custom Fields Table3 (System) СМ Custom Fields Table3 (Vendor) AP • ► Custom Fields Table3(Part) IN Custom Fields Table4 (Job) 🔲 Include Inactive JМ Custom Fields Table4 (Service) sv Template Setup User Defined Domains Custom Fields Table5 (Service) sv Custom Fields Table6 (Service) s٧ Template Edit Custom Fields Table7 (Service) sv Inactive Custom Fields Table8 (Service) s٧ Template ID 4 Customer Groups СМ Invoice Template invoice-bridgestone-adva 💌 Invoice Template Advanced Customer Part Groups IN Data Entry Defaults СМ From Name Sedona Security Default Labor Rates S @ PerennialSoftware.com 💌 From Email Default Vendor SedonaOffice Define GL Segments and Length GL Reply To Email SedonaOffice PerennialSoftware.com 💌 ര OP Departments OP Document Type Salutation Format Customer Name • PR Earnings Type Subject EFT Credit Card Types AR {{AlternateCompanyName}} Invoice #{{InvoiceNumber}} EFT Setup AR Hyperlink https://sedonaoffice.perennialsoftware.com/ \checkmark Email Setup CM Employees OP Hyperlink Label For more information click here: Event Types SM Logo File Location http://updates.sedonasupport.com/emaillogos/SuperBigLogc 💼 🗹 Extended User Defined Fields СМ Geographic Tables OP ΑP GL Account Defaults GL Account Defaults AR Holidays s٧ Inspection Items sv New Delete Install Companies JМ Apply Installers ЭΜ •

Users may also create their own templates.

Each invoice template consists of information found in the three tabs provided – Template Setup, User Defined, and Domains.

Template Setup

To add a new invoice template, click on the "New: button in the lower right-hand corner of the form. The Template Setup Tab contains 8 fields of information in which to populate information.

Sedona Office Setup (SedonaSecuril	:y)			_
ile Find Find Next View Tools Help				
Sedona Setup			Email Setup	
Description	Area			
Inventory Setup	IN		I Templates	
Integration Setup	OP		Template ID Template From Name From Email Reply To Email Hyperlink	Logo
Instruction Notes	SV		2 Invoice Template Sedona Email Sedona Email@S Sedona Email@S	Logo
Installers	JM		4 Invoice Templat Sedona Security AnneT@Perenn Support@Peren https://sedona	http:
Install Companies	JM			
Inspection Items	sv			
Holidays	SV			Þ
GL Account Defaults	AP		<u>I</u>	
GL Account Defaults	AR		🗖 Include Inactive	
Geographic Tables	OP			
Extended User Defined Fields	СМ		Template Setup User Defined Domains	
Event Types	SM		🖂 Template Edit	
Employees	OP		🗖 Inactivi	e
Email Setup	CM		Template ID 4	Ĩ
EFT Setup	AR			_
EFT Credit Card Types	AR		1 Invoice Template Invoice Template Advanced invoice-bridgestone-adva	r -
Earnings Type	PR		2 From Name Sedona Security	
Document Type	OP		Security Security	
Departments	OP		3 From Email 🛛 🗛 nne T 🖉 @ PerennialSoftware.com 🔻	-1
Define GL Segments and Length	GL			-
Default Vendor	OP		🕘 Reply To Email Support @ PerennialSoftware.com	1
Default Labor Rates	sv		5 Salutation Format Custom	-
Data Entry Defaults	СМ			_
Customer Part Groups	IN		Subject {{AlternateCompanyName}} Invoice #{{InvoiceNumber}}	
Customer Groups	СМ			
Custom Fields Table8 (Service)	sv		6 Hyperlink https://sedonaoffice.perennialsoftware.com/	
Custom Fields Table7 (Service)	sv		Hyperlink Label For more information click here:	
Custom Fields Table6 (Service)	sv			
Custom Fields Table5 (Service)	sv		🛛 🚯 Logo File Location http://updates.sedonasupport.com/emaillogos/SuperBigLog: 🍘 🥪	2
Custom Fields Table4 (Service)	sv			_
Custom Fields Table4 (Job)	ЗM			
Custom Fields Table3(Part)	IN			
Custom Fields Table3 (Vendor)	AP			
Custom Fields Table3 (System)	СМ			
Custom Fields Table3 (Site)	СМ		Apply New Del	ete
Custom Fields Table3 (Service)	sv	-1		

Unless otherwise noted, each field may contain up to 128 characters.

- 1. Define the name of the template so that it is easily identifiable by a user. If different templates are defined for different branches, include the branch in the name of the invoice template.
- 2. Select the name of your company in the "From Name" field.
- 3. A specific email address may be defined in the "From Email" field, the email identifying the sender. The name of the person/department and the domain name (e.g. Perennialsoftware.com) must be defined.
- 4. A specific email address may be defined where a customer could send a reply to the email received. The name of the person/department and the domain name must be defined. The address may contain up to 111 characters.
- 5. Users are given the choice of "Customer" (the customer name) or setting a custom salutation for the email. If custom is selected from the drop-down menu, the wording should be entered in the field to the right of the Salutation Format. In the example above, "Dear Customer," has been selected.

- 6. Users may define an internet hyperlink, which would appear directly below their logo. Wording for the hyperlink must be entered in the Hyperlink Label (#7 below) and the internet hyperlink for that information is entered in the hyperlink field. Pressing the enables the user to check that the hyperlink provided is correct.
- 7. The wording for the hyperlink defined in step 6 is defined in this field.
- 8. The location of the logo field for the invoice must be defined in this field. Pressing the enables the user to check that the hyperlink for the logo is correct.

Given these additions, the invoice template would resemble the one below:

Sedona Security <annet@perennialsoftware.com> 3 Anne T SedonaOffice Invoice Invoice #537691</annet@perennialsoftware.com>	erwiliger 2:16 PM
Dear Customer, 6	
SedonaOffice®	Invoice
45185 Joy RD. Canton, MI 48187	Fine Whine and Customer Lickers Dog Grooming
(734) 414-0760	Customer Number48093Invoice Number537691
	Invoice Date 10/18/2018 Due Date 10/18/2018
Lic #234-506A	PO Number PAYMENTS APPLIED 10/18/2018 THRU
For more information click here: (6) (7)	Job/Service Ticket # 1817

If the user clicked Reply to the email, the program picks up the email address for which a reply should be sent:

ت = " Send	То	E <u>Support</u>
	Сс	
	Bcc	
	Subject	RE: SedonaOffice Invoice #537691

User Defined Tab

The User Defined tab is broken into two sections – Hyperlinks and Picture Files which can be associated with those hyperlinks. SedonaEmail customers are not required to have any of these links but doing so enables more information about your company to be shared with your customers.

Sedona Office Setup (SedonaSecuri	ty)		_
ile Find Find Next View Tools Help			
Sedona Setup		Email Setup	
Description	Area 🔺		
Labor Tasks	JM	I Templates	
Job Types	JM	Template ID Template From Name From Email Reply To Email Hyperlink	Log
Job Tasks	JM	2 Invoice Template Sedona Email Sedona Email@5 Sedona Email@5	1 209
Job Statuses	JM	4 Invoice Templat Sedona Security AnneT@Perenn Support@Peren https://sedona	http
Job Phases	JM		
Job Expense Types	JM		
Job Approval Group	JM		
Item Types	AR		
Invoice Items	AR	Include Inactive	
Invoice Descriptions	AR		
Inventory Setup	IN	Template Setup User Defined Domains	
Integration Setup	OP	Myperlinks	- 0
Instruction Notes	sv	Header: https://www.nationwide.com/horr 🖌 Label: Tips for protecting your ho	mol
Installers	л		ine:
Install Companies	JM	Remittance: https://sedonaoffice.perennialsoft 🛷 Label: Remittance coupon link	
Inspection Items	sv		
Holidays	sv	Invoice: https://sedonaoffice.perennialsoft 🗹 Label: Click here to view our terr	ns anc
GL Account Defaults	AP	Statement: https://sedonaoffice.perennialsoft 🖌 Label: Statement link	
GL Account Defaults	AR		
Geographic Tables	OP	Footer 1: https://sedonaoffice.perennialsoft 🛷 Label: First footer	
Extended User Defined Fields	СМ		
Event Types	SM	Footer 2: https://sedonaoffice.perennialsoft 🗹 Label: Help make my home safe!	
Employees	OP -	Picture Files	
Email Setup	CM	Header: http://updates.sedonasupport.com/emaillogos/Thief.Png	
EFT Setup	AR		
EFT Credit Card Types	AR	Remittance: http://updates.sedonasupport.com/emaillogos/Thief.Png	
Earnings Type	PR	Invoice: http://updates.sedonasupport.com/emaillogos/TermsandConditions.Pn 🗃	 Image: A second s
Document Type	OP		
Departments	OP	Statement: http://updates.sedonasupport.com/emaillogos/SafeHome.Png 🗃	
Define GL Segments and Length	GL		
Default Vendor	OP	Footer 1: http://updates.sedonasupport.com/emaillogos/SafeHome.Png	
Default Labor Rates	sv	Footer 2: http://updates.sedonasupport.com/emaillogos/SafeHome.Png	
Data Entry Defaults	CM		
Customer Part Groups	IN		
Customer Groups	СМ	<u>Apply</u>	<u>D</u> elete
Custom Fields Table8 (Service)	sv 🖕		

Hyperlinks

The creation of an invoice template does not require any user defined fields. Users do have the option, however of defining up to five areas within a customer's email to provide information on topics of interest.

The names of the fields do not indicate what the content should be for the link; rather, it defines the area within the email where the link will be found (e.g. the header of the email, the remittance area of the email, the invoice section, the statement section, and the footer

section). Pressing the shows the user where these locations are within the body of the email. Users may enter marketing information, tips, links to pay invoices on line, or any other information they feel would be useful to their customers.

Sedona Office Setup (SedonaSecu	rity)		_
File Find Find Next View Tools Help)		
Sedona Setup		Email Setup	
Description	Area 🔺		
Job Types	MC	M Templates	
Job Tasks	JM	Template ID Template From Name From Email Reply To Email Hyperlink	Logo
Job Statuses	MC	2 Invoice Template Sedona Email Sedona Email@5 Sedona Email@5	Logo
Job Phases	JM		http:
Job Expense Types	JM		
Job Approval Group	JM		
Item Types	AR		
Invoice Items	AR		
Invoice Descriptions	AR	🗖 Include Inactive	
Inventory Setup	IN		
Integration Setup	OP	Template Setup User Defined Domains	
Instruction Notes	sv	🖂 Hyperlinks 🦷 🖸	2
Installers	JM	Header: https://www.nationwide.com/horr 🖌 Label: Tips for protecting your home!	=
Install Companies	JM		_
Inspection Items	sv	🕘 Remittance: donaoffice.perennialsoftware.com 🧹 🛛 Label: Pay Your Invoice Online	
Holidays	sv		=
GL Account Defaults	AP	Invoice: https://sedonaoffice.perennialsoft 🖉 Label: Terms and Conditions	
GL Account Defaults	AR	A Statement: https://sedonaoffice.perennialsoft 🖌 Label: Remote Home Monitoring	-
Geographic Tables	OP		- 11
Extended User Defined Fields	СМ	5 Footer 1: https://sedonaoffice.perennialsoft 🗹 Label: Get Your Free Quote	
Event Types	SM		-
Employees	OP	Footer 2: https://sedonaoffice.perennialsoft 🖉 Label: Contact Us	

Pressing the enables the user to check the accuracy of the hyperlink provided.



As an example, the screenshot of the User Defined tab above has the Header Label defined as "Tips for protecting your home!" When a customer clicks on this link, they would be taken to a specific page defined in the hyperlink with information on that topic:



Clicking this link would re-direct the user to a page on tips for keeping their home safe:

Helpful tips on how to protect your home from burglary



With a home burglary occurring every 15 seconds in the U.S., it's wise to be protected in case your residence falls victim to theft.

Common-sense home theft prevention tips

- Store lock boxes or safes in a hidden area of the house. The basement or lowest level is recommended to reduce the risk of heat damage from a fire.
- Keep all personal information (passports, financial statements, etc.) in a locked, fire proof safe or a safety deposit box.
- · Close curtains or blinds to prevent thieves from taking inventory of

your personal belongings and seeing the home's layout.

- · Store ladders, tools and any other outside objects that can be used to assist in home entry in a locked shed or garage.
- Keep garage doors closed and locked. If the garage doors have windows, put the garage door release cord away from those windows.

In the same fashion, the remittance coupon section of the email might contain a link to direct the user to your company's SedonaWeb page to pay their invoice online.

Image: Reply All Compared		4:1
Pay Your Invoice Online 2 SedonaOffice® The #1 Financial Software for Security Companies	Invoice	
45185 Joy RD. Canton, MI 48187 (734) 414-0760	Customer Customer Number Invoice Number Invoice Date	Fine Whine and Lickers Dog Grooming 48093 537691 10/18/2018
Lic #234-506A For more information click here:	Due Date PO Number PAYMENTS APPLIED THRU Job/Service Ticket #	10/18/2018 10/18/2018 1817

When the user clicks on the link, they would be taken to your SedonaWeb page to pay their invoice online:

SedonaWeb,							
Welcome Please login with your information	i below, or create a new account.						
Email Address	Email Address						
Password							
Setup New Account	Login Forgot Password	Convert Account					

Hyperlink Pictures

Users also have the option of having pictures accompany the hyperlink labels. For example, in the header section of the email, a picture of a thief might accompany the label "Tips for protecting your home." The location of that picture file would be defined in the Picture File section of the User Defined tab in the section entitled "Header."

Sedona Office Setup (SedonaSecurit	y)		
File Find Find Next View Tools Help			
Sedona Setup			Email Setup
Description	Area		
Instruction Notes	sv		I Templates
Installers	JM		Template ID Template From Name From Email Reply To Email Hyperlink
Install Companies	JM		2 Invoice Template Sedona Email Sedona Email@5 Sedona Email@5
Inspection Items	sv		4 Invoice Templat Sedona Security Annet@Perenn Support@Peren https://sedona
Holidays	SV		
GL Account Defaults	AP		
GL Account Defaults	AR		4
Geographic Tables	OP		
Extended User Defined Fields	СМ		🔽 Include Inactive
Event Types	SM		Template Setup User Defined Domains
Employees	OP		
Email Setup	CM		🖂 Hyperlinks 🛛 🕢 🖸
EFT Setup	AR		Header: https://www.nationwide.com/horr 🖌 Label: Tips for protecting your home!
EFT Credit Card Types	AR		
Earnings Type	PR		Remittance: https://sedonaoffice.perennialsoft: 🛷 🛛 Label: Pay Your Invoice Online
Document Type	OP		
Departments	OP		Invoice: https://sedonaoffice.perennialsoft 🗹 Label: Terms and Conditions
Define GL Segments and Length	GL		Statement: https://sedonaoffice.perennialsoft 🛷 Label: Free Home Analysis
Default Vendor	OP		
Default Labor Rates	sv		Footer 1: https://sedonaoffice.perennialsoft 🖌 Label: Contact Us
Data Entry Defaults	CM		Footer 2: https://sedonaoffice.perennialsoft 🖌 Label:
Customer Part Groups	IN		https://sedenderice.perenination
Customer Groups	CM		Picture FIles
Custom Fields Table8 (Service)	sv		Header: http://updates.sedonasupport.com/emaillogos/Thief.Png 🗃 🛷
Custom Fields Table7 (Service)	sv		
Custom Fields Table6 (Service)	sv	_	Remittance: http://updates.sedonasupport.com/emaillogos/Thief.Png 💼 🚽
Custom Fields Table5 (Service)	sv		Invoice: http://updates.sedonasupport.com/emaillogos/TermsandConditions.Pn 🗃 🚽
Custom Fields Table4 (Service)	sv		
Custom Fields Table4 (Job)	зM		Statement: http://updates.sedonasupport.com/emaillogos/SafeHome.Png 🛛 🚈 🚽
Custom Fields Table3(Part)	IN		Footer 1: http://updates.sedonasupport.com/emaillogos/SafeHome.Png
Custom Fields Table3 (Vendor)	AP		Footer 1: http://updates.sedonasupport.com/emaillogos/SafeHome.Png 👜 ⊻
Custom Fields Table3 (System)	СМ		Footer 2: http://updates.sedonasupport.com/emaillogos/SafeHome.Png 👹 🕪
Custom Fields Table3 (Site)	СМ		
Custom Fields Table3 (Service)	sv		
Custom Fields Table3 (Job)	JM		<u>Apply</u> <u>New</u> <u>Dele</u>
Custom Fields Table3 (Customer)	CM	-	

🗛 Reply 👰 Reply All 😋 Forward 🥰 IM



Sedona Security <AnneT@PerennialSoftware.com> SedonaOffice Invoice Invoice #537691





Tips for protecting your home!

Dear Customer,

Summary of Invoice #537691 for Installation Services for Job #1817.

Another example would be a picture appearing below the statements portion of the email for a Free Home Analysis:

🕰 Reply 🕼 Reply All	🕒 Forward 🤤 I	м					
	ecurity <annet@< th=""><th></th><th>are.com > 💀 Anne Terwilliger</th><th></th><th></th><th>5:40 P</th><th>М</th></annet@<>		are.com > 💀 Anne Terwilliger			5:40 P	М
SedonaO	ffice Invoice Inv	oice #537691					~
	1.0	1.2				-	*
Туре	Date	Number	Description	Amount	Balance		
-						_	
			Payments				
Туре	9	Date	Applied To		Amount		
					080893048000000		
	Is y	Call Tin for a fr	fully protected?				
Free Home Analys	is					[¥

Domains

The domain name from which emails will be sent must be verified. If your company will be using a domain other than what was setup by SedonaOffice personnel at the time of your installation, please notify SedonaOffice Support so that a new domain name can be configured for setup using SedonaEmail.

nail Sei	tup						
🗵 Temp	olates —						
Tem	plate ID 🔤	Template	From Name	From Email	Reply To Email	Hyperlink	Logo
2		Invoice Template	Sedona Email	SedonaEmail@S	SedonaEmail@S		3
4		Invoice Templat	Sedona Security	AnneT@Perenn		https://sedona	http:
•							►
	clude Inad						
Ter	mplate Se	tup User Define					1
Do	main ID	Domain Name	Is Validated	Inactive			
1		SedonaOffice.com		N			
2		PerennialSoftw MyAlarmCompa	V N	N			- 1
		MyAlarmeompa	19	19			- 1
							- 1
	Include Ir	nactive					
n	omain	MyAlarm	Company.com	F	Validated	🗆 Inactive	
	omain	<u> </u>			Y GITGIGIGEGI	i indeave	
							I
						<u>A</u> pply <u>N</u> ew	
					Apply	<u>N</u> ew <u>D</u> e	ete

Defining Invoice Templates on a Per Branch Basis

The Branch table within Sedona Setup now contains an area where specific invoices templates may be defined for each branch. One invoice template may be defined per branch.



Multiple Email Addresses Attached to a Bill To Record

It is now possible to have multiple email addresses attached to a single Bill To record. Whenever an invoice uses that Bill To record, SedonaEmail would email the invoice to all the email addresses on that Bill To record.

S Customer Billing 48065
Customer Information
🤟 Customer # 48065
Customer Name Custard's Last Stand
Billing Information
☐ Inactive ☑ Primary Mail Residential ○ Commercial ●
Name Custard's Last Stand
Additional Name
Address 985 Willow Road Canton, MI 48187
Phone 1 Primary RMR
Phone 2 Primary Service
Eax Primary Other
Primary Email annet@perennialsoftware.com
Invoices: Cycle Job Service Misc
Print 🔽 🔽 🔽
Email 🔽 🗖
Copy Billing Address to Site
<u>S</u> ave ⊆lose

Users may add email addresses by clicking on the 🛃 button.

To add an email address, click on the New button at the bottom right-hand corner of the form. The first email address listed will automatically be listed as the Primary address. When an invoice is emailed, however, all email addresses on the Bill To record will receive the email.

S Customer Billing 48065	×
Customer Information	
0 Customer # 48065	
Customer Name Custard's Last Stand	
Billing Information Contacts	
Email Address List Email Address Primary Invalid I	(nactive
annet@perennialsoftware.com	
aeterwilliger@perennialsoftware.cc	
annet@sedonaoffice.com	
	-
	New
Save	⊆lose

When an emailed invoice is returned due to an invalid domain name (e.g. perennialsoftware.com), it will automatically be marked in the Bill To record as being invalid.

🕒 Customer Billing 10248				>
Customer Information				
诃 Customer # 10248				
Customer Name West Plymouth Pub	lic Schools			
Billing Information 2000 Contacts	Email Addresse			
		~1		
Email Email Address	Address List	Invalid	Inactive	Ĥ
annet@perennialsoftware.comn	Primary			
*				
<u>т</u>				
				•
			New	1

Users may inactivate an email address at any time by placing a checkmark in the Inactive column for the specific email address.

🖻 Customer Billing 48065			×
Customer Information			
词 Customer # 48065			
Customer Name Custard's Last Stand			
		-	
EBilling Information	Email Addresse	85	1
	ddress List		
Email Address	Primary	Invalid	Inactive
annet@perennialsoftware.com			
aeterwilliger@perennialsoftware.cc			
annet@sedonaoffice.com			
	1	1	· ·
			· ·
			New
			Class
		<u>S</u> ave	Close

The primary email address as well as the number of additional email address may be seen by clicking on the Bill To record and viewing the content within the customer information screen.



Defining Multiple Email Addresses on a Single Invoice

In the previous version of SedonaEmail, multiple email addresses were separated with a comma. With this version, users must now use a semicolon to separate email addresses.



Breakout of PST/GST Taxes for Canadian Customers

Prior to this version, it was not possible to breakout PST and GST taxes for Canadian invoices. Users can now have this broken out **when using the invoice template entitled "Invoice Template Advanced** when sending either single or batch emails.

SedonaOffice B SedonaSecurity		3 Invoice				_ O ×	
Client Management		Customer ID Category	A/R Account Tax Group				
Collections				-	Invoice Date	Aging Date	
Collections Company Rate Change Customer Explorer		Invoice # 537808			10/31/2018	10/31/2018	
EFT Customer Query Builder		Knit-Wits 1875 Pembrina Hwy Winnipeg, MA R31 2G7 Canada			Branch	P.O. Number	
Image Chain Accounts	S Invoire #537808 (SedonaSerur				Warehouse	Tem	
Master Account Mgmt	Invoice #537808 (SedonaSecur	nty)				Due On Receipt	
Accounts Receivable Auto Process Non-Recurring	, Sedona Security	AnneT @ PerennialSoftware.com			Invoice Type Service	Ticket #	
	Reply To	Will W Premission				¥ 5277 ¥	
		Support Ø PerennialSoftware.com			Salesperson N/A	• 85	
Credit Off Invoices Cycle Invoicing EFT Processing	To Lateral To					Show Custom Fields	
	annet@perennialsoftware.com;		Dem Lid				
Make Deposit			Description	Exempt	Qty Rate Am	ount Memo	
Payment Processing	Template Invoice Template Advanced		Minimum Service Call Charge			5.00	
Print Invoices Statements Unapplied Cash/Credit	Invoice Template Advanced	2	Service Labor	—	1.5 120.00 190.00		
Unapplied Cash/Credit	SedonaOffice Invoice Invoice #53780	08					
General Ledger Accounts Payable	Additional Note On This Email						
Issues/Returns							
Manufacturer							
Physical Inventory\Adjustm	r						
Accounts Payable Accounts Payable Manufacturer Manufacturer Physical Inventory\Adjustm Receive Parts Receive Parts	J						
Repair Order	Include Remittance Coupon						
Shipments	🔽 Include Statement Detail	Recalculate Late Fees As of Date 10/31/2018 ▼					
		🙀 Send 🐼 Close 🛛 🙆 Cancel					
Part Query Builder							
Job Management Appointment Summary		11.]				
1							
• •	0.00						
Sode	onaOff						
ocut	JIIaOII						
The #1 Financial	I Software for Security (Companies			Invoice		
4540							
4518	85 Joy RD.				Customer	Knit-Wits	
Cant	ton, MI 4818	7			Customer Number	48101	
J	ton, wi 40101	r					
					Invoice Number	537808	
(734	4) 414-0760				Invoice Date 10/31		
(· -	.,					10/31/2018	
					Due Date	10/31/2018	
					PO Number		
					PONUMBEI		
					PAYMENTS APPLIED	10/31/2018	
Lic #234-506A					THRU		
					Job/Service Ticket#	5277	
For more informa	tion click here:						
			CURRENT CHARGES	S			
04.)		Rate	Amount			
-	Description		Rate	Allount			
, 1875 Pembrina Hv	wy, Winnipeg, MA						
1 N	linimum Service Ca	II Charge	115.00	115.00			
		in onarge	115.00	115.00			
, 1875 Pembrina Hv							
1.5 S	Service Labor		120.00	180.00			
					Sub	total: 295.00	
					500	Ulai. 255.00	
						PST 8.05	
					GST /		
					GST (9876) 9.20	
					GST (Payments/Credits Ap	9876) 9.20	
					Payments/Credits Ap	9876) 9.20 plied (0.00)	
						9876) 9.20 plied (0.00)	
					Payments/Credits Ap	9876) 9.20 plied (0.00)	

Email Invoices by Invoice Type

Prior to this version, users only had the option of sending all invoices by email. With this version, users can now select which type of invoices to email to customers based on the specific Bill To record.

The SedonaOffice Administrator can select the default settings, which appear each time a new Bill To record is added by going to the Data Entry Defaults table for Client Management within the SedonaOffice Setup Tables. More information on these setup tables may be found in the section entitled "SedonaOffice Setup Tables" in the Enhancements section of these release notes.

Users will have the option of selecting the specific type of invoices to email or print at the time that the Bill To contact is added or one is edited.

S Customer Billing 48007 🛛 🛛 🗙
Customer Information
0 Customer # 48007
Customer Name The Lost Sock
Billing Information Contacts Email Addresses
☐ Inactive ✓ Primary Mail
Residential O Commercial O
Name The Lost Sock
Additional Name
Address 9822 Mayfield Road Canton, MI 48187
Phone 1 Primary RMR
Phone 2 Primary Service
Eax Primary Job
Primary Email annet@perennialsoftware.com
Invoices: Cycle Job Service Misc
Print Print
Email 🔽 🔽 🔽
Copy Billing Address to Site

Each time an invoice is created matching one of these invoice types, the invoice will automatically be added to the batch email queue.

Users will also see their selections when highlighting a specific Bill To record within the customer tree:

The Lost Sock Customer Information Payment Options Bill To The Lost Sock Contacts Guide (1) The Lost Sock Guide Systems	The Lost Sock 8766 Fairmont Square Dalas, TX 75201 (214) 632-5555		Balance Due: Total Active RMR : Total Active RAR : Customer Type: Customer Since: Salesperson: Last Payment Rec'd: # of Disp Last 30 Days	\$0.00 \$84.00 \$1,008.00 Commercial 8/4/2018 Gayle Kytta \$135.09 (10/12/2018) 0	(
Credit Memos	Billing me Address	The Lost Sock 8766 Fairmont Square Dallas, TX 75201					
→ Invoices → Jobs → Notes	Commercial Telephone Fax	Y (214) 632-5555					
Recurring	Primary Email Email Invoice Print Invoice Primary	annet@perennialsoftware. Cycle, Job, Service, Misc Cycle, Job, Service, Misc Y					
Service	Inactive	Ň					

Override "From" and "Reply To" Addresses

In the prior version of SedonaEmail, the "From" and "Reply To" sections of the email form were greyed out. A new permission has been added to the User Group table under Accounts Receivable entitled "Override of Company Email Address" (see the section Sedona Setup under the Enhancements section for more information). When a user has been given this permission, they are given the option of overriding the name of the individual from whom the email is sent. The domain name (e.g. PerennialSoftware.com) remains locked down. When a user does not have this new permission, the email address section will be greyed out.



The Override Email box will be displayed when sending email batches only when the user has been given the User Group permission to Override the Company Email address and all invoices in the batch have been selected.



Single Customer and Master Account Filter for Batch Email

In the prior version of SedonaEmail, the field "Single Master Account" on the batch email invoice form enabled only a single master account to be selected from a drop-down list. Checkboxes have been added to enable users to select a master account bill only or, if a Master Account is selected, include the invoices on the sub-accounts of the master (Include Sub Accts). Each subaccount must have an invoice attached to a Bill To record for which email addresses have been provided and the invoice type for that invoice has been selected.


Users may also select to have invoices emailed for a single customer by leaving the Master Only and Include Sub Acct only boxes unchecked and clicking on the down arrow. The customer search window will open for the user to select the customer for which invoices need to be emailed.

ith istomer Ty anches		Ul/In Email Queue All Invoices	No Charge Exclude Customer Group	Com/Resi Both to	Invoice Type Single Account Master Only Invoice # Range	to	Format / Em Bill To / Contact E We Bill To C Override O Ernali	nail Format Ty	Ire Incl I⊄ Rec	ude Statement E salculate Late Fee ate: 10/20/201	es	
	Invoice #	SedonaOffice Searc	h - SedonaSecurity									
	=	🖓 AR Search 🖓 AP S	earch									
	234775 291133 299918	AR Search Criteria	Clear Criteria 1	search criteria defin	ed					V	Realtime Search	Search
	299918	Search For: Cu	stomer 🔻	·						_	Contains	Ŧ
	299920	🔽 Name 🔽	Number 🔽 Site	🔽 Bill To							🗐 Include Canc	eled
	299920	<u> </u>										
	341098 358670	AR Search Results										
		Customer#	Name	Branch	Bill Address	Bill Address 2	City State					
								Telephone	Status		Туре	
	383936	2002 Hale, Ji			werwer	Cantor	Michigan		Active/Recurring	Residential	Туре	
	383936 385061	2002 Hale, Jr 2000 T&JA	utobody	MI :	L6 Jencks Street	Cantor	Michigan Michigan	7345289337	Active/Recurring Active/No Recur	Commercial	Туре	
	383936 385061 385061	2002 Hale, Jr 2000 T & J A 2003 Hanco	utobody :k, Faith	MI :	16 Jencks Street 43 Rene Court	Cantor Clevela	Michigan Michigan nd Ohio	7345289337	Active/Recurring Active/No Recur Active/No Recur	Commercial Residential	Туре	
	383936 385061 385061 385066	2002 Hale, Jr 2000 T & J & 2003 Hanco 2004 Conwa	utobody :k, Faith y, Crystal	МІ : ОН : ОН :	16 Jencks Street 43 Rene Court 10 Rivergate Drive	Cantor Clevela Solon	Michigan Michigan nd Ohio Ohio		Active/Recurring Active/No Recur Active/No Recur Active/No Recur	Commercial Residential Residential	Туре	
	383936 385061 385061 385066 385066	2002 Hale, Jr 2000 T & J & 2003 Hanco 2004 Conwa 2005 Hanco	utobody :k, Faith y, Crystal :k, Dale	MI : OH : OH :	16 Jencks Street 43 Rene Court 10 Rivergate Drive 19 Walter Avenue	Cantor Clevela Solon Clevela	Michigan Michigan nd Ohio Ohio nd Ohio	7345289337	Active/Recurring Active/No Recur Active/No Recur Active/No Recur Active/No Recur	Commercial Residential Residential Residential	Туре	
	383936 385061 385061 385066 385066 392059	2002 Hale, Jr 2000 T & J & 2003 Hanco 2004 Conwa	utobody ik, Faith y, Crystal ik, Dale iouglas	МІ : ОН : ОН : ОН :	16 Jencks Street 43 Rene Court 10 Rivergate Drive	Cantor Clevela Solon	Michigan Michigan nd Ohio Ohio nd Ohio nd Ohio	7345289337	Active/Recurring Active/No Recur Active/No Recur Active/No Recur	Commercial Residential Residential Residential Residential	Туре	
	383936 385061 385061 385066 385066	2002 Hale, Jr 2000 T.&.J.A. 2003 Hancor 2004 Comwa 2005 Hancor 2006 Dyer, D 2007 Long, J	utobody ik, Faith y, Crystal ik, Dale iouglas	MI : OH : OH : OH : Release :	16 Jencks Street 13 Rene Court 10 Rivergate Drive 19 Walter Avenue 13 High St	Cantor Clevela Solon Clevela Clevela	Michigan Michigan nd Ohio Ohio nd Ohio nd Ohio nd Ohio	7345289337 4406350104	Active/Recurring Active/No Recur Active/No Recur Active/No Recur Active/No Recur Active/No Recur	Commercial Residential Residential Residential Residential	Туре	
	383936 385061 385066 385066 385066 392059 422673 436698	2002 Hale, Ji 2000 T & JA 2003 Hancor 2004 Conwa 2005 Hancor 2006 Dyer, D 2007 Long, J 2008 Booth, D	utobody ck, Faith y, Crystal ck, Dale iouglas ulia	MI : OH : OH : OH : Release : OH :	16 Jencks Street 13 Rene Court 10 Rivergate Drive 19 Walter Avenue 13 High St 111 Colebrook St	Cantor Clevela Solon Clevela Clevela Clevela	Michigan Michigan nd Ohio Ohio nd Ohio nd Ohio nd Ohio nd Ohio	7345289337 4406350104 4402424601	Active/Recurring Active/No Recur Active/No Recur Active/No Recur Active/No Recur Active/No Recur Active/No Recur	Commercial Residential Residential Residential Residential Residential Residential	Туре	
	383936 385061 385066 385066 385066 392059 422673 436698 453219	2002 Hale, Ji 2000 T & JA 2003 Hancor 2004 Conwa 2005 Hancor 2006 Dyer, D 2007 Long, J 2008 Booth, D	utobody :k, Faith y, Crystal :k, Dale iouglas uulia George ian, Isabel	MI : OH : OH : OH : Release : OH :	16 Jencks Street 43 Rene Court 10 Rivergate Drive 79 Walter Avenue 33 High St 31 Colebrook St 32 Westland Street	Cantor Clevela Solon Clevela Clevela Clevela	Michigan Michigan Ohio Ohio Ind Ohio Ind Ohio Ind Ohio Ind Ohio Ind Ohio	7345289337 4406350104 4402424601 4402468372	Active/Recurring Active/No Recur Active/No Recur Active/No Recur Active/No Recur Active/No Recur Active/No Recur	Commercial Residential Residential Residential Residential Residential Residential Residential	Туре	
	383936 385061 385066 385066 392059 422673 436698 453219 453220	2002 Hale, Ji 2000 T & J.A 2003 Hancoi 2005 Hancoi 2006 Dyer, D 2007 Long, J 2008 Booth, J 2009 Stewar	utobody :k, Faith y, Crystal :k, Dale iouglas uulia George ian, Isabel	MI CHARLES CONTRACTOR	16 Jencks Street 13 Rene Gourt 10 Rivergate Drive 19 Walter Awenue 13 High St 111 Colebrook St 22 Westland Street 55 A Webster St Apt B7	Cantor Clevela Clevela Clevela Clevela Clevela Clevela	Michigan Michigan Ohio Ohio nd Ohio nd Ohio nd Ohio nd Ohio nd Ohio nd Ohio	7345289337 4406350104 4402424601 4402468372 4402785723	Active/Recurring Active/No Recur Active/No Recur Active/No Recur Active/No Recur Active/No Recur Active/No Recur Active/No Recur	Commercial Residential Residential Residential Residential Residential Residential Residential Residential	Туре	
	383936 385061 385066 385066 392059 422673 436698 453219 453220 459095	2002 Hale, Ji 2000 T & Ji, Ai 2003 Hancoi 2004 Conva 2005 Hancoi 2006 Dyer, D 2008 Booth, 2009 Buchan 2010 Stewar 2011 Fergus	utobody ik, Faith ik, Dale iouglas ulla George nan, Isabel t, Eve	MI : OH : OH : OH : OH : OH : OH : Release : Release :	L6 Jenck: Street 33 Rene Court Un Rivergate Drive 39 High St 111 Colebrook St 32 WestBand Street 53 Mebsters SLAPE B7 51 Indian Hill Trail	Cantor Clevela Clevela Clevela Clevela Clevela Clevela Clevela	Michigan Michigan Ohio Ohio nd Ohio nd Ohio nd Ohio nd Ohio nd Ohio nd Ohio	7345289337 4406350104 4402424601 4402466372 4402785723 4406438867	Active/Recurring Active/No Recur Active/No Recur Active/No Recur Active/No Recur Active/No Recur Active/No Recur Active/No Recur Active/No Recur	Commercial Residential Residential Residential Residential Residential Residential Residential Residential Residential	Туре	
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The customer number will appear in the single account field.

Email Invoice Qu	eue - Sedon	naSecurity												_ 0
Filter Criteria	1									Format /	Email Setti	ings		
Master/Standard	All/In	e Email Queue		No Charge	Com/Re:	si	Invoice Typ	e		Bill To / Conta	ict Email F	ormat Type		
Both	All Is	invoices		Exclude	Both				Ŧ	🥺 🛛 Bill To	1	Invoice	Ŧ	
Customer Type				Customer Group			Single Acco			Override				
		Ŧ				*		1aster Only 🗌	Include Sub Accts	C Override Email	0			
							48085		-		mittance Coup		Include Statem	
ranches				🗌 Date Range			Invoice #	Invoice # Range		I I Include Ke	mittance Coupi		Recalculate Lat	
		-			- to			0 to	0					0/2018
								E	🧔 Get Invoices	Sen	4 😼	Remove from	Queue 🔯	
I	voice #	Customer #	Туре	Invoice Date	Amount	Net Due	Tax Amount	Aging Date	Customer Name	Branch	Term	ACH Pending	ACH Status	Bill F
=	A	1	A	=	=	=	=	=	A	A	A			A
	702 48	8085	Service	10/20/2018	\$250.57	\$250.57	\$15.57	10/20/2018	Free At Last Bail	Release Testing	Due On Receir	at 🗌		annet@s

Expanded Email History Display and Functionality

When a user clicks on the hyperlink noting the last email address to which an invoice was sent, an expanded email history window opens showing detailed information. This history window displays:

- The date and time that the email was sent
- The status
- The number of times that the customer clicked to download a picture in the email (Open)
- The number of times that the customer clicked on a hyperlink (Clicks)
- The date that the customer last opened the email.



There are four statuses which can be assigned to a specific invoice that was emailed:

Successfully sent to the email address
An invalid domain name was used for the customer email address.
Errors such as invalid mailbox addresses
An invalid email address was used for the customer or the recipient
registered a spam complaint for the sender's email account.

When a user clicks on an entry marked with the status of "Sent", a history detail form is opened. There are two tabs on this form – Opens and Clicks.

Invoice #537702 (Se	donaSecurity)					
Email History						
Date Sent	Email Address	Status	Opens	Clicks	Last Opened	
10/20/2018 12:16 PM	annet@sedonaoffice	Sent	1	1	Last opened 10/20.	/
10/20/2018 12:16 PM	aeterwilliger@sedon	Bounced	0	0		
10/20/2018 12:17 PM	annet@pperennialso	Rejected	0	0		
ShowHistoryDetailFo	orm					
Subject Line: Sedona	PerennialSoftware.com Office Invoice Invoice #53 rridgestone-advanced	17702	Unique I	D: 20affS)aa3fed462ba187eaa	94dacf94bf
Date	Location	Client				
10/20/2018 12:21 PM		Windows/Windows/Mo:	zilla/Mozilla	a rv:11.0		
·						· · · · · · · · · · · · · · · · · · ·
Invoice # 537702						View Message
						Close

The Opens tab records each date and time that the customer downloaded pictures from the email and records the IP address from which it was done. This information is useful if you are utilizing the SedonaEmail invoice templates in which pictures can be added to the invoice.

ShowHistor	y DetailF	orm						
Sent To:	annet@	esedonaoffice.co	m	Statu	s:	Sent		
Subject Line: Template:	Sedonal invoice-l	Office@PerennialSc Office Invoice Invoic oridgestone-advanc	ce #537691	Unique II	D:	93cb2c4a8(078451ba3721	4db9a1d0db5
Opens Clicks								
Date		Location	Client					/
10/18/2018 1	:15 PM		Windows	s/Windows/Outlook 2013/	Out	look 2013		
10/18/2018 1	:12 PM		Windows	s/Windows/Chrome/Chron	ne 7	0.0.3538.67		

The Clicks tab records the date and time that a specific hyperlink was clicked on within the email and which internet address that hyperlink represents. This also is useful to see if your customer took advantage of one or more hyperlinks created within a SedonaEmail invoice template.

ShowHistor	yDetailF	orm						
Subject Line:	Sedonal Sedonal invoice-l	⊉sedonaoffice.com Dffice@PerennialSoftware Dffice Invoice Invoice #53 bridgestone-advanced		Status: Unique ID:	93cb2c4a8078451ba37214db9a1d0db5			
Date		Location	Client			URL		
10/18/2018 1	:12 PM		Windows/Windows/Chro	ome/Chrome 7	70.0.3538.67	https://sedonaoffice.pc		
		1	·					
Invoice # 53	7691					View Message		
						Close		

Users may view the full email with hyperlinks and pictures by clicking on the View message tab in the lower right-hand corner of the screen.

Mark All as Emailed

After an email batch has been sent successfully, the user now has the option of marking the items as emailed so that they may come out of the queue.

	er Crif		Mn Email Queue		No Charge	Com/Res		Invoice Typ			Format / Bill To / Cont	Email Setting act Email Form	IS Nat Type							
Bot	,		in Email Queue		Exclude	Both				-	Bill To	p Invo	ice	1 m						
Cus	corner Ty	pe			Customer Group	>		Single Acco												
							-	₩ N	laster Only	Include Sub Accts	C Override Ernail	0								
Brat	ches				🗖 Date Range			□ Snuoice #		*	<table-cell> Include R</table-cell>	emittance Coupon		 Include Stateme Recalculate Late 	Fees					
						1 20			l to					As of Date: 30/17	/2818 +					
									1	GetInvoice	Ser	id 🗔	Remove from	Queue 👩						
r.	8	Invoice #	Customer#	Type	Invoice Date	Amount	NetDue	Tax Amount	Aging Date	Customer Name	Brench	Term	ACH Pending	ACH Status	Bill Email	Ernail Invoice	Contect	Contact Email	Туре	Master Accou
C		-	0/3	3	-	-		-	-	(A.)	ERC CAR	SAL .		M3	EV.		(A)	90	80	80
	2	537451	340	Cycle	10/01/2018	\$85,30	\$85.30		09/01/2018	Terra Bluburg	OH	Due On Receipt		Pending payme	jesslynnl@peren	2			Standard Account	
	8	537576	11990	Cycle	10/01/2018	\$43.75	\$43.75		10/01/2018		Release Testing				annet@sedonap				Standard Account	
-	2	537605	48079	Cycle Cycle	18/01/2018	\$47.98	\$47.98 \$44.78		10/01/2018		Release Testing_ nyoice(s) complete		X		annet@sedonao		1		Standard Account Standard Account	
-	1	22/024	40001	ogene	101.075.5079	far.ss	244.11	101	2016222220	orept to patients					anneog/seponao				Segurated Account	10/4
										0	Sending invoice 4 Sek 4 Sen 0 Skip 0 Fall Mark sent invoic	iched I sped (invalid email addr ed	ecs)							

If the user responds "No," the program will prompt:



If the user responds "Yes", the invoices will remain in the email queue.

Reporting Details for Skipped/Failed Emails

When batch emails are sent, the user is notified that "x" emails were sent, "x" skipped, and "x" failed. This information only reports on issues sending the email from SedonaOffice to the email application Mandrill. They do not represent issues getting the email from Mandrill to the customer.

Sending invoice(s) completed	×
Sending invoice(s) completed. 5 Selected 4 Sent 0 Skipped (invalid email ad tess) 1 Failed Click on	link
to get lis Mark all as emailed? and deta	
Yes No	

In the event that skipped and/or failed are not zero, clicking on the link for the skipped or failed item will provide details.

This option is also available when sending single invoices so that the user is notified if there were any skipped or failed entries.

Remittance Coupon

Users may elect to add a remittance coupon when emailing invoices in either single or batch mode.

Single Email:

S Invoice #537189 (Sec	onaSecurity)	
From		
Sedona Security	SedonaOffice @ PerennialSoftware.com	
Reply To		
	SedonaOffice @ PerennialSoftware.com	
To		
1		
Template		
Invoice Template Advance	:d	-
Subject		
SedonaOffice Invoice Invo	ice #537189	
Additional Note On This E	mail	
🔽 Include Remittance C	oupon	
🔽 Include Statement De	ail 🔽 Recalculate Late Fees As of Date 10/18/20	18 👻
	🖂 Send 🔀 🖂 Send & Close 🛛 😢 Ca	ancel
		.:

Batch Mode:

S Em	ail Invoic	e Queue - See	lonaSecurity												
Maste Both	er Crit r/Standai 1 omer Typ	rd Al	I/In Email Queue n Email Queue		No Charge Exclude Customer Group	Com/Re: Both	si	Invoice Type Single Acco	unt	• Include Sub Accts	Format / I Bill To / Conta Bill To Bill To Override Email	In	I GS Imat Type Voice	¥	
Bran	ches		·		🗖 Date Range	💌 to 📃		☐ Invoice #	to	Get Invoices		mittance Coupon			
		Invoice #	Customer#	Туре	Invoice Date	Amount	Net Due	Tax Amount	Aging Date	Customer Name	Branch	Term	ACH Pending	ACH Status	Bill Er
		537451	340	Cycle	= 10/01/2018	\$85.30			= 09/01/2018	Terra Bluburg	OH	Due On Receipt		A Pending payme	
		537576	11990	Cycle	10/01/2018	\$43.75	\$43.75	\$1.75	10/01/2018	F.M. Jackson Ass	Release Testing	Due On Receipt			an net@s

From: Sent: To: Subject:	Thursday, October Anne Terwilliger	SedonaOffice@PerennialSoftv r 18, 2018 9:31 AM ice Invoice #537189	vare.com>	
Tips for protecting y	our home!			
71 T (G 1				
	#537189 for Contracted	Services (10/1/2018-10/31	/2018).	
The Lost Sock: Summary of Invoic	#537189 for Contracted	Services (10/1/2018-10/31	/2018).	
Summary of Invoic			· · · · · · · · · · · · · · · · · · ·	
Summary of Invoic	#537189 for Contracted		· · · · · · · · · · · · · · · · · · ·	
Summary of Invoic Ye Olde Sec PO Box 4723		Invoid	:e	
Summary of Invoice Ye Olde Sec		Customer Remittance In	e formation	
Summary of Invoic Ye Olde Sec PO Box 4723 Chicago, IL 60609		Invoid	:e	
Summary of Invoic Ye Olde Sec PO Box 4723 Chicago, IL 60609		Customer Remittance In Customer	form ation	
Summary of Invoic Ye Olde Sec PO Box 4723 Chicago, IL 60609		Customer Remittance In Customer Customer Customer Number	formation The Lost Sock 48007	

Statement Detail and Calculation of Late Fees

Customer invoices sent in both single and batch mode may now include a statement detail section as well as a recalculation of statement late fees as of a specific date.

Single Email:

🔄 Invoice #537691 (Sec	lonaSecurity)			_ 🗆 ×
From				
Sedona Security	Ann	eT @	PerennialSoftwa	re.com
Reply To				
	Supp	ort @	PerennialSoftwa	re.com
To		_		
annet@sedonaoffice.com	U.			
Template				
Invoice Template Advanc	ed			•
Subject				
SedonaOffice Invoice Invo	oice #537691			
Additional Note On This E	mail			
🔽 Include Remittance C	oupon			
🔽 Include Statement De		e Fees	As of Date	10/18/2018 👻
Sent 10/18/2018 1:04 PM Last opened 10/18/2018	1:12 PM i		Send & Close	😰 Cancel
View Content				
Updated status for 13 items.				

Batch Emails:

Filter Criteri Master/Standard Both Customer Type	All	lîn Email Queue Email Queue		No Charge Exclude Customer Group	Com/Re Both	si	Invoice Type Single Accor	int	v Include Sub Accts	Format / I Bill To / Conta Bill To / Conta Bill To Bill To Derived	Invo	at Type	*						
Branches		•		T Date Range	▼ to		☐ Invoice #	0 to [0 Get Invoices	F Include Re	mittance Coupon		✓ Include Stateme ✓ Recalculate Late As of Date: 10/18 Queue	Fees]				(
- I	invoice #	Customer #	Туре	Invoice Date	Amount	Net Due	TaxAmount	Aging Date	Customer Name	Branch	Term	ACH Pending	ACH Status	Bill Email	Email Invoice	Contact	Contact Email	Туре	Master J
		A		-	-	-	-	-	A	A	A		A			A	A		A
53	7451	3.40	Cycle	10/01/2018	\$85.30	\$85.30	\$5.30	09/01/2018	Terra Bluburg	OH	Due On Receipt		Pending payme	je sslynnl@peren	v			Standard Account	: N/A
53	17576	11990	Cycle	10/01/2018	\$43.75	\$43.75	\$1.75	10/01/2018	F.M. Jackson Ass	Release Testing	Due On Receipt			annet@sedonao				Standard Account	: N/A
53	7690	48054	Other	10/18/2018	\$26.66	\$26.66	\$1.66	10/18/2018	Mission Slimposs	Release Testing	Due On Receipt			annet@sedonao				Standard Account	: N/A
				10/18/2018	\$2000.00	\$1500.00		10/18/2018		Release Testing				annet@sedonao				Standard Account	

Statement Details added to the invoice:

			STATEME	NT DETAIL						
Current	1-3	0 Days Ove	er 30 Days	Over 60 Days	Over 90 Days	Over	r 120 Day			
1(,662.50	0.00	0.00	0.00	0.00		0.00			
					р	ast Due	-6,689.33			
					-	Balance	-0,009.33 3,973.17			
			ate Fee	0.00						
Total Due										
			Additiona	I Invoices						
Date	Number		Desci	iption	Amo	unt	Net Due			
01/31/2019	547028	Inspection			1	0662.5	10662.5			
			Open	Credits						
Туре	Date	Number		Description	Amo	unt	Balance			
Credit	10/22/2018	537794	Installa	ion Services		217.52	217.52			
Credit	10/31/2018	537813	Service	Call		266.56	266.56			
Credit	01/21/2019	546955	Service	Call		122.62	122.62			
Credit	09/14/2018	537154	Credit on Account 150				66.51			
Credit	06/15/2018	537810	Credit o	n Account		159.94	59.94			

Single Email Option for Send & Close

When sending a single invoice to a customer, users now have the option of clicking a Send & Close button. This will email the invoice to the customer and then close the window. Pressing the Send button also emails the customer, but it keeps the form open.

Invoice #537189 (SedonaSecurity)	
From	9 *** Invoice Payments Received - Accounting Data Locked ***
Sedona Security SedonaOffice @ PerennialSoftware.com	Cystomer ID Category A/R Account Tag Group
Reply To	19307 Montoring 110120 🖳 Met
SedonaOffice @ PerennialSoftware.com	Invoice # 537189 10/1/2018 - 10/31/2018 Biote Agrap Date Figure Biote
То	The Lost Sock
annet@perennialsoftware.com	9822 Mayfield Road Branch 2.0. Number Canton, M1 48167 Beless Testing Forte
	Warehouse Ierm
Template	Ste The Lost Sock The Lost Sock State Stat
Invoice Template Advanced	Address: Canton, MI 48187 Invoice Type
Subject	Cryde Dil
SedonaOffice Invoice #537189	Sateperson NA W 3
Additional Note On This Email	Ress \$2.55
	Unite Ask-30
	Item List
	Rem SRe Exempt Months Rate Amount Memo
	▶ CCTV Monitoring □ 1 32.50
P Include Remittance Coupon	
Include Statement Detail Recalculate Late Fees As of Date 10/18/2018 *	
🙀 Send 🛛 🕞 Send & Close 🛛 🙆 Cancel	
Updated status for 9 items,	
Updated status for 9 items.	
	Percention Devention Sub Total 92.00
	Contact Total 34.65
	Memory ***fease do not por this revices. It and be automatically charged to your best Account. ** Belance Due 0.00 Image: Comparison of the state of
	No your users account
	Complete
	Add to Trink Queue Yeddo to Trink Que
	Na uno no cum fono

Remove From Queue

Users can select specific invoices to remove from the batch email queue without emailing them to the customer. To clear specific invoices from the queue, place a checkmark next to each invoice to be removed and click on the Remove from Queue button.

<u>S</u> I	mail Invoi	ce Queue - Se	donaSecurity												
Ma B C	ilter Cri aster/Stand loth ustomer Ty ranches	ard A	II/In Email Queue]	No Charge Exclude Customer Group Date Range	Com/Res Both	i 	Invoice Typ Single Acco V N	unt Iaster Only ∏	Include Sub Accts	Bill To / Conta Bill To Bill To Bill To Override Email	Inv	nat Type oice	 ✓ Include Stateme ✓ Recalculate Late As of Date: 10/18 	Fees
										🔀 Get Invoices	Sen	d 🖂	Remove from	Queue 🚾	,
		Invoice #	Customer #	Туре	Invoice Date	Amount	N O		Aging Date	Customer Name	Branch	Term	ACH Pending	ACH Status	Bill Erry
70		=		-		=	-	=	=	A	A	A		A	A
	 Image: A start of the start of	537451	340	Cycle	10/01/2018	\$85.30	\$85.30	\$5.30	09/01/2018	Terra Bluburg	он	Due On Receipt		Pending payme	jesslynnli
		537576	11990	Cycle	10/01/2018	\$43.75	\$43.75	\$1.75	10/01/2018	F.M. Jackson Ass	Release Testing	Due On Receipt			annet@se

The user will be prompted:

Marking ii	nvoices as sent	×
i	Ready to mark selected (1) invoices as emailed (without sending them). Click OK to proceed	
	OK Cancel	

When the OK button is clicked, the selected items will be removed from the batch list.

Client Management

Bill To Record - Print Invoices

In prior versions, users noted whether the customer should receive printed invoices through a checkbox on the Customer Information screen. This has now moved to the customer's Bill To record. Users can now designate whether invoices tied to a specific Bill To record should receive printed invoices and for which type of invoices they should be printed.

😉 Customer Billin	ng 47935					×
Customer Informatio	on					
诃 Customer #	47935					
Customer Name	e Lox Stock	Bagel				
💷 Billing Informa	ition 🛛 🖾 G	ontacts	Email Address	ses		
		0	Commercial	¢		nactive rimary Mail
	- .ox Stock & E	Bagel				-
<u>A</u> dditional Name						
	3401 Chagrir 3arberton, O					
Phone <u>1</u>					mary RMR	
Phone <u>2</u>					nary Servi nary Job	ice
Eax					nary 505 nary Othe	r
Primary Email				-	on file)	
	/cle Job	Service	Misc			
Print í Email í						
I	🗌 Copy Billi	ng Addres	ss to Site			
				S	ave	⊆lose

Customer Explorer

Advanced View

Two new options have been added to Advanced View to enable customers to be found by their Customer Site Name and/or the name on their Bill To record. In the previous version, customers that had a name in the Bill To record, but who did not have any billing contacts, could not be found.

S47942 Tequila Mockingbird ** C.O.D. Only **					
Customer Information	Tequila Mockingbird Susan Modonald 6257 Old Field Road Huntington, NY 11743	* C Tota Tota Cust Sale Last	CO.D. Only * I al Active RMR : al Active RAR : tomer Type: tomer Since:	50.00 Forte Testing Branch 991.00 51.092.00 Commercial 10/15/2017 Jesslynn Lupo 2520.00 (10/13/2018) 0	
SedonaOffice Search - SedonaSecurity					
AR Search					
AR Search Criteria Add Criteria Clear Criteria 1 search criteria d	Red			Re	altime Search Search
Search For: Customer 💌 Susan Mc	sdonald				Begins with
Name Number 🔽 Site 🖉 Bill To]				Include Canceled
AR Search Results	•				
	Name Branch Bill Address Bi	I Address 2 City	State	Telephone Status	Туре
	Mocking Release 6257 Old Field Road	Huntington	New York		Commercial
Simple View Found 1 results				New Customer	Select Close

Simple View

The Customer search form Simple View has reverted to the original customer lookup design that was in place as of Version 5.7.60.

Search Criteria													
C Customer Num	iber C System	Account	Branches										
Name	C Job Nu	mber	MUST ASSI	GN*** 🔽	🖬 Boss Systems	F	🛛 🗟 MA-F-MAL		M 🖬 NC		🔽 🗟 Rechent	berg	
C Address	 C Service 		ADI Integration		🖬 🖬 Dons Test Branch	h 🖪	🛛 📷 МІ		M 🖬 NS		🔽 🗟 Release	Testing Forte	
	-		Americas Best		🖬 Frankenmuth		🛙 💼 Michigan		🗹 🖬 OH		🗹 🖬 Release	Testing Only	
C Telephone	C Invoice		M 🖬 AU	4	🖬 JMH-Test	5	🛙 🗟 National		🗹 📷 ON		🗹 📷 Spain		
C Bill Contact	C Credit #		4									•	
C Site Contact	C Check	Number	All Branches								✓ Hide Inac	ctive Branches	
C Site Number													
System Level	Search 🔽 Show 0	maslad	Smith									Search	
-	Search iv Showe	anceleu	1										
Search Cesults -													
Number	Name	Customer Typ	e Branch	Bill Address 1	Bill Address 2	Bill Address 3	Site Name	Site Address 1	Site Address 2	Site Address 3	Site City	Status	
11188	Smith, Libby	Residential	он	305 Westland St			Libby Smith	305 Westland St.			Cleveland	CANC	1
11188	Smith, Libby	Residential	OH	305 Westland St			Libby Smith	305 Westland St.			Cleveland	CANC	1
11357	Smith-Gates Cor	Commercial	MI	211 Bagley St			Smith-Gates Cor	211 Bagley St			Detroit	AR	1
11357	Smith-Gates Cor		MI	242 Joy Road			Smith-Gates Cor				Detroit	AR	1
11357	Smith-Gates Cor		MI	211 Bagley St			Smith-Gates Cor				Detroit	AR	1
11357	Smith-Gates Cor	Commercial	MI	242 Joy Road			Smith-Gates Cor	211 Bagley St			Detroit	AR	1
11402	Smith Gates Cor	Commercial	MI	1451 New Britai			Smith Gates Cor	1451 New Britai			Detroit	ANB	2
11589	Smiths Auto Body	Commercial	OH	251 Field Road			Smiths Auto Body	251 Field Road			Cleveland	AR	1
11836-3	Smith Avenue S	Education	MI	69 Smith Avenue			Smith Avenue S.,	69 Smith Avenue			Northville	ANR	1
11836-4	Smith Avenue S	Commercial	MI	69 Smith Avenue			Smith Avenue S	69 Smith Avenue			Northville	ANR	1
119	Smith, David	Residential	MI	1234 Joy Road			Smith, David	45185 Joy Rd			Canton	AR	1
119	Smith, David	Residential	MI	804 Navarre St			Smith, David	45185 Joy Rd			Canton	AR	1
119	Smith, David	Residential	MI	3124 Totem Trl			Smith, David	45185 Joy Rd			Canton	AR	1
119	Smith, David	Residential	MI	1234 Joy Road			David's Mother-i	45288 Albert La			Plymouth	AR	2
119	Smith, David	Residential	MI	804 Navarre St			David's Mother-i	45288 Albert La			Plymouth	AR	2
119	Smith, David	Residential	MI	3124 Totem Trl			David's Mother-i	45288 Albert La			Plymouth	AR	2
113													

This search method enables customers to be based on three criteria:

- 17. The radio button selection will determine whether the search will be conducted by the customer's name, address, telephone number, bill contact, site contact, site number, system account, job number, service ticket number, invoice #, credit# or check number.
- 18. A checkmark in the System Level Search box indicates that at least one system is (or was) on the customer. Search for a master account would require that a checkmark <u>not</u> be placed in this box, as a master account does not have any systems.
- 19. A checkmark in the Show Cancelled box indicates that the search should include all cancelled accounts.

In the example above, search returns are for all customers whose name includes "Smith" that are either active or cancelled and who have/had a system.

General Ledger

Deferred Income Recognition

Running the deferred income recognition program is not recommended to be done during regular business hours because it is a very server intensive process that can be slowed down or interrupted when other users attempt to access customer records (causing "deadlock error messages").

To address this, we have revised the warning message that appears at the time that deferred income is posted to remind users to ensure that all SedonaOffice users have logged out (and remain logged out) of the program while deferred income is being posted.

Deferred 1	Income	\times
?	It is highly recommended that you 1. close other applications when posting deferred revenue 2. be sure all other SedonaOffice users have logged out of SedonaOffice. Are you ready to POST the deferred revenue?	
	Yes No	

We have also developed a new message that will appear at the end of the recognition process advising the user that the posting of deferred income has been completed.

SedonaOffice	×
Finished posting deferred income.	
ОК	

Report Manager

A new custom report entitled "Custom RMR Export" has been added under Client Management. This report has been written to the specifications of the customer who requested that it be written and can only be exported to Excel.

This report looks at each customer and lists their customer number, contract number, customer name, site address, number of monitored sites, billing frequency, RMR Total (for all sites) and a breakout of the Total RMR according to each invoice item description that makes up the total RMR as of a specific date in the past or in the future. Where a customer has multiple site addresses, contract numbers, and billing frequencies, information will be pulled from Site 1 only. The number listed in the Monitored Sites column informs the reader that there are multiple sites for the customer. The site address for the customer represents only the first line of the address.

4	A	B C	D	E	F	G	н	I	J	К	L	м	N	0	p	0
1 0	Dustomer	Contract Number Customer Nam	e Site Address	Monitored Sites	Billing Frequency	RMR Total	86	Alarmnet	Alarmnet Overag	Carbon Monoxide	I CCT√ Monitoring	g Central Station Monit	Code Change-S\	Discount for An	r Elevator Inspectio	Fire Monitoring
2	10042	25050 Doyle, Edith	50 Old Clark Hill Rd	2	M	\$68.00	\$48.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
3	20900	Leading Zeros	N 1234 Zero Lane	2	M	\$42.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$42.00
4	10000	25005 Pentecost Deli	vi 31 & 41 Mather St.	3	M	\$2.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0
5	10001	25006 Small, Henry	33 Karen Cr	3	A	\$2,283.92	\$2,160.42	\$25.00	\$0.00	\$0.00	\$49.00	\$12.00	\$0.0D	\$0.00	\$0.00	\$0.
б	10006	Roberts, Johnr	y 10 Griffin Road North	2	M	\$20.00	\$0.00	\$10.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$0.
7	10008	10008 Lawson, Mitch	el 2 Crescent Hill	1	A	\$34.84	\$17.42	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0D	\$0.00	\$0.00	\$0.0
8	10009	10009 Glenn, Hunter	7A Maryborough Stree	t 2	M	\$208.20	\$48.00	\$0.00	\$0.00	\$0.00	\$39.50	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
9	10011	25016 Warner, Katie	119 Kirkwood Rd	2	M	\$29.24	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0D	\$0.00		\$0.00
10	10012	25017 Novi Transition	na 38250 W 10 Mile Rd	1	M	\$91.46	\$0.00	\$0.00	\$0.00	\$23.46		\$0.00	\$0.00	\$0.00		\$0.00
11	10013	25018 Infinity Music	4: 20 Greenwoods Road \	1	Q	\$90.85	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0D	\$0.00	\$0.00	\$0.00
12	10016	10016 Pita Communi	a 40 Cold Spring Road	1	s	\$10.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0
13	10018	25023 Small, Krista	61 Williams Rd	1	M	\$39.92	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.
14	10019	25024 Moss, Camille	2 Biltmore Park	1	Q	\$25.95	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.
15	10021		and the second s	1	M	\$40.35	\$0.00	\$0.00				\$0.00	\$0.00	\$0.00	\$0.00	\$0.0
-				and the second division of the second divisio	<u></u>	\$252.45							£0.00	\$0.00	\$0.00	the second day of the

Sedona Setup

Accounts Receivable

EFT Setup Table

The use of the new EFT program requires different credentials from Forte than was used in prior versions. As stated at the beginning of this document, it takes 1-2 business days for Forte to generate the new credentials. Please do not update SedonaOffice until you have received your new credentials.

Users have the option of having transactions sent to Forte automatically when a checkmark is placed in the box "Automatically Submit Transactions."



Client Management

Data Entry Defaults

The SedonaOffice Administrator can enter the default values that should appear when new customers are created indicating the preference for the printing and emailing of cycle invoices which will automatically appear on the customer's Bill To record. This is further refined by indicating which types of invoices should be printed or emailed.

🖻 Sedona Office Setup (SedonaSecurit;	y)						
File Find Find Next View Tools Help							
Sedona Setup			Data Entry Defaults				
Description	Area						
Item Types	AR						
Invoice Items	AR						
Invoice Descriptions	AR		😡 Data Entry Defaults		- 9	🎍 Cycle Billing De	faults
GL Account Defaults	AR					- 1	
EFT Setup	AR						
EFT Credit Card Types	AR		Branch	Release Testing Forte	-	Monthly	C Quarterly
Credit Reason	AR		Dianci	Release resulty Force	<u> </u>		
Check 21 Setup	AR					🔆 🔿 Semi-Annua	al 🔍 Annual
Banks	AR		Tax Group	MI	•		
Alternate Company Addresses	AR		_			Category	Monitoring
Aging Buckets	AR		Term	Due On Receipt	•	Invoice Desc	Recurring
Type Of Customer	СМ		Custom				
System Types	CM		System	Intrusion		la sete patiene prefe	
RMR Reasons	СМ					🖗 Job Billing Defa	uns
RMR Escalations	СМ		Contract Form	3 Year	T	Category	J-LCom 🔻
Payment Methods	СМ					- ·	,
Extended User Defined Fields	СМ		Country	United States	-	Invoice Desc	Installation Services
Email Setun	CM					RMR Reason	New RMR
Data Entry Defaults	СМ		Area Code				
Customer Groups	СМ	•					
Custom Fields Table3 (System)	СМ		Customer Type	Commercial	-		
Custom Fields Table3 (Site)	СМ						
Custom Fields Table3 (Customer)	СМ			🔿 Residential 👘 💿 Co	mmercial		
Custom Fields Table2 (System)	СМ						
Custom Fields Table2 (Site)	СМ		Part Pricing Level	Level 1	•		
Custom Fields Table2 (Customer)	СМ					-	
Custom Fields Table1 (System)	СМ		Investment C	vcle Job Service	Mine		
Custom Fields Table1 (Site)	СМ			'	Misc		
Custom Fields Table1 (Customer)	СМ		Print		\checkmark		
Custom Fields Setup(System)	СМ		Email				
Custom Fields Setup(Site)	СМ						
Custom Fields Setup(Customer)	СМ					_	
Collection Statuses	СМ						
Chain Accounts	СМ						
Cancellation Tasks	СМ						Apply
Cancellation Profiles	СМ	-					
•			1				

User Groups

Client Management - Edit Email Template

The Edit Email Template permission enables users to see the option "Email Setup" in their list of available setup tables.



This permission controls the ability to add or modify templates for use with SedonaEmail.

Email Setup

The SedonaOffice Administrator may now setup specific invoice templates for users of SedonaEmail that includes "From" and "To" and "Reply" email addresses, salutation formats, company labels and hyperlinks as well as the ability to add user defined labels, hyperlinks, and pictures in various areas of the template. Please review the section in Accounts Receivable – SedonaEmail Phase II – Defining Invoice Templates" in an earlier section of Enhancements for more information.

S Sedona Office Setup (SedonaSecurity	y)		- Alexandra de la construcción de l
ile Find Find Next View Tools Help			
Sedona Setup			Email Setup
Description	Area		
Item Types	AR		Templates
Invoice Items	AR		Template ID Template From Name From Email Reply To Email Hyperlink Log
Invoice Descriptions	AR		2 Invoice Template Sedona Email SedonaEmail@5 SedonaEmail@5
GL Account Defaults	AR		4 Invoice Templat Sedona Security AnneT@Perenn Support@Peren https://sedona http
EFT Setup	AR		
EFT Credit Card Types	AR		
Credit Reason	AR		
Check 21 Setup	AR		
Banks	AR		Include Inactive
Alternate Company Addresses	AR		Template Setup User Defined Domains
Aging Buckets	AR		
Type Of Customer	CM		🖂 Hyperlinks 🕢 🖉
System Types	CM		Header: https://www.nationwide.com/horr 🖌 Label: Tips for protecting your home!
RMR Reasons	CM		
RMR Escalations	CM		Remittance: https://sedonaoffice.perennialsoft 🗹 Label: Pay Your Invoice Online
Payment Methods	CM		
Extended User Defined Fields	СМ	_	Invoice: https://sedonaoffice.perennialsoft 🗹 Label: Terms and Conditions
Email Setup	CM		Statement: https://sedonaoffice.perennialsoft 🔗 Label: Free Home Analysis
Data Entry Defaults	CM		
Customer Groups	CM		Footer 1: https://sedonaoffice.perennialsoft 🧹 Label: Contact Us
Custom Fields Table3 (System)	CM		Footer 2: https://sedopanffice.nerennialsoft 🖌 Label:
Custom Fields Table3 (Site)	CM		
Custom Fields Table3 (Customer)	CM		Picture FIles
Custom Fields Table2 (System)	CM		Header: http://updates.sedonasupport.com/emaillogos/Thief.Png 🗃 🛷
Custom Fields Table2 (Site)	CM		
Custom Fields Table2 (Customer)	CM		Remittance: http://updates.sedonasupport.com/emaillogos/Thief.Png 💼 🗹
Custom Fields Table1 (System)	CM		Invoice: http://updates.sedonasupport.com/emaillogos/TermsandConditions.Pn 🗃 🖌
Custom Fields Table1 (Site)	CM		
Custom Fields Table1 (Customer)	CM		Statement: http://updates.sedonasupport.com/emaillogos/SafeHome.Png 🗃 🛷
Custom Fields Setup(System)	СМ		
Custom Fields Setup(Site)	CM		Footer 1: http://updates.sedonasupport.com/emaillogos/SafeHome.Png 💼 💉
Custom Fields Setup(Customer)	CM		Footer 2: http://updates.sedonasupport.com/emaillogos/SafeHome.Png 🗃 🖌
Collection Statuses	CM		
Chain Accounts	CM		
Cancellation Tasks	CM		Apply <u>N</u> ew <u>D</u> elete
Cancellation Profiles	CM	T	

Application Corrections

Accounts Payable

ADI Integration

Reported Issue: When a purchase order was direct expensed to a branch, the system was using the open field formatting for the Alternate Company Address instead of fixed field formatting. This issue has been corrected in both Accounts Payable as well as SedonaSchedule.

Purchase Orders

Reported Issue: A PO is created that is tied to a service ticket. A receipt is created for a partial amount of the items on the PO. The user changes the quantity received on un-received items to 0. The remainder of items are received on a second purchase order. When viewing the journal within the service ticket, the cost for the first receipt went directly to WIP but the items on the second receipt incorrectly went to COGS. This issue has been corrected.

Reported Issue: Create a PO within a service ticket where the primary vendor for the part is Tri-Ed. Attempt to add a second part to the PO also from Tri-ED. The part cannot be added, because the search is looking at parts for the vendor ADI. This issue has been corrected.

Receipts

Reported Issue: Users could not open/reprint receipts from the Inventory Parts screen unless they had permissions to edit parts. This issue has been corrected.

Reported Issue: When a receipt was created from a PO that was attached to a job, the receipt was not bringing over the Phase Code identified on the purchase order. This issue has been corrected.

Vendor Search

Reported Issue: When users searched for a vendor, their criteria selections were not being saved for the next search. This issue has been corrected.

Vendor Return

Reported Issue: The button "Close No Credit Expected" did not enable return receipts to be closed when they were created in a closed accounting period. This issue has been corrected.

Voiding a Refund Check

Reported Issue: A customer had unapplied cash on their account that they wanted refunded to them by check. The unapplied cash is applied to create a refund check. The accounting period is then closed. A customer refund check is issued. The user opens the refund check and voids the check. If the accounting period for the application of the unapplied cash to the refund check was still open, the entry was correctly removed. If the accounting period for the application of the unapplied cash was closed, however, the entry was not removed, and the unapplied cash was still available to be applied. This also caused the Customer Refund GL account to be out of balance. This issue has been corrected.

Accounts Receivable

Advance Deposit

Reported Issue: When a user wanted to turn unapplied cash into an advance deposit, they highlighted the unapplied cash right-clicked, and select the option to Apply. This opened the credit application form. The user selected the Other tab, placed a checkmark into Advance Deposit, and selected the Job number from the drop-down list. The user then had to press tab twice (instead of once) to have the Save button highlight. This issue has been corrected.

Auto Process Non Recurring Invoices

Reported Issue: If the user clicked on the Cancel button or closed the window using "X" in the top right-hand corner of the form, the form remained stable. If the form was minimized, the user received a runtime error and the program crashed. This issue has been corrected.

Credit Requests

Reported Issue: Users who did not have the permission "Credit Request" in their User Group were still able to credit off the full amount invoices by right-clicking on the invoice and selecting "Create Credit Request."

Reported Issue: Create a credit request for a tax correct and select the correct tax group. The new invoice shows "N/A" for the tax group even though the correct tax is charged on the invoice.

Reported Issue: Create a credit request and place a checkmark in the box "Invoiced Wrong Customer." The new invoice shows "N/A" for the tax group even though the correct customer was charged the correct tax.

Cycle Invoicing

Master Account Credits

Reported Issue: A subaccount of a master had its RMR set to invoice group 1 as it was billed in arrears. The RMR for the account was cancelled mid-month and a credit was sent to the master account. When the cycle bill was created for the master account, the subaccount was billed incorrectly for the full month instead of a partial month because the credit for the month was not looking at the invoice group. This issue has been corrected.

Cycle Invoice Posting

Reported Issue: The cycle invoice program was not posting invoices for customers that had more than 20 characters in the PO number on the invoice. This issue has been corrected.

Editing Cycle Invoices

Reported Issue: Editing a cycle invoice and re-saving it caused the deferred income linked to that invoice to be deleted causing the General Ledger deferred income account to not balance to the Summary of RMR Deferred Income Report. This issue has been corrected by no longer allowing users to edit a cycle invoice. The invoice will be greyed out and the user notified of read only permissions.

SedonaEmail

Reported Issue: Customers that had an email address consisting of only one letter (e.g. "q.com") were marked as having invalid email addresses. This issue has been corrected.

Reported Issue: The Alternate Company Address table enables users to define the name of their company as well as an alternate remit to name and address for that company. When invoices were emailed, the program did not look at the alternate company remit to name or address and instead listed the name of the company and its address for the remittance. This issue has been corrected.

Reported Issue: SedonaEmail was not finding invoices for customers that had a Bill To name but no Bill To contacts. This issue has been corrected.

Reported Issue: Users attempting to load 2000 or more invoices received an unhandled exception error message. This issue has been corrected.

Client Management

Bill To's

Reported Issue: Inactivate the original Bill To record on a master account. Create a new Bill To record. When a miscellaneous invoice was created for the master account, the old address on the inactive Bill To record appeared. This issue has been corrected.

Collections

Reported Issue: Some customers were not advancing into the correct collection queue due to characters being added to their customer number (e.g. using a pound sign in front of the actual number). This issue has been corrected.

Critical Message

Reported Issue: When a critical message was given an expiration date, notifications continued to appear for anyone accessing the customer event though the message had expired. This issue been corrected.

Customer Address

Reported Issue: When the user changed the address format from the United States to Ireland, and then entered the customer address, the program added "N/A" after the name of the town. This issue has been corrected.

Customer Query Builder

Reported Issue: The field "Last Collection Activity" was not returning the actual last activity that occurred on the customer in the collection queue. This issue has been corrected.

Customer Search

Reported Issue: When a customer had a Bill To name on its Bill To Record but no contacts, the search program could not find the customer. This issue has been corrected.

Reactivating a Cancelled Customer

Reported Issue: When a cancelled customer was re-activated, the program did not permit a new site to be created unless the cancelled site was re-activated. This issue has been corrected.

RMR

Reported Issue: When RMR for a sub-account of a Master was added to a customer system through a job, the RMR was marked as "Receivable to Master" but the Bill To address was that of the subaccount and not the master. This caused the RMR to not be included in the master account invoice and to print out its own invoice. This issue has been corrected.

Reported Issue: When an RMR line was given a cancellation date, the RMR cancelled at 12:00 am on that day instead of making it the last day that RMR was in effect. This issue has been corrected.

General Ledger

Royalties and Commissions

Reported Issue. Create a new RMR record on the subaccount of a master account. On the Royalties and Commissions tab, enter a monthly amount and a start and end date (several years apart) for the Royalty/Commission. When cycle invoicing for the master account was completed, the program erroneously calculated the full amount from the start through the end date as the monthly commission. This issue has been corrected.

Inventory

Issues/Returns

Reported Issue: Parts could be issued to a job from the Inventory Issues/Returns option without selecting a Phase Code. This resulted in parts being issued to the default Phase Code rather than to the phase code assigned to the part. This issue has been corrected by not permitting the list of parts to be listed without the user first defining a Phase Code.

Reported Issue: When a job had parts on the main job that are subsequently cancelled out through a negative change order, the committed quantity did not look at both the positive and negative numbers and instead only recorded the negative change order quantity.

Parts

Reported Issue: Inactive warehouses were appearing outside of the Inactive section when editing a part. This issue has been corrected.

Jobs

Commissions

Reported Issue: The type of commission selected for the salesperson is gross profit. The job took a loss instead of a profit. A negative commission was being calculated instead of a commission of zero making the total profit/loss lower than it was. This issue has been corrected.

Inspections

Reported Issue: Inspections defined on the systems tab were not being brought over to the customer record when the system was created. This issue has been corrected.

Issues/Returns

Reported Issue: Issue out a serialized part to a job. On the issues/returns page, zero out the part. The part went back into stock but was still listed as issued to the job. This issue has been corrected.

Reported Issue: If you clicked into the quantity field of Issues/Returns and deleted a quantity, a runtime error appeared. This issue has been corrected.

Job Type

Reported Issue: Changing the job type on the Work Order after entering the install lines resulted in having the install lines removed. The issue has been corrected by prohibiting users from changing the job type after install lines have been added.

Materials List

Reported Issue: A job has multiple phases on the Materials list. Mark several parts within Phase 2 to be ordered. Create a purchase order within the job, select the vendor, and ensure that the part is on the purchase order. Go back into the purchase order and the phase code box has Phase 1 instead of Phase 2 listed. Unless corrected, this added an additional part into Phase 1 of the materials list and the part listed under Phase 2 appears as not ordered. This issue has been corrected.

Retention Invoice

Reported Issue: On the Bill To tab, select a third party for billing to a contractor. All progress billing went correctly to the contractor, but the retention invoice was sent to the subaccount. This issue has been corrected.

Reported Issue: The sales summary and job costing pages did not correctly record a credit memo of a retention invoice. When the retention invoice was credited off, it should have placed the dollar amount back onto the sales summary page to bill. It doubled it instead. This issue has been corrected.

Point of Sale

Reported Issue: The program did not recognize that a warehouse had been released from lockdown the day after the physical count had taken place. This issue has been corrected.

QuoteWerks

Reported Issue: QuoteWerks produced the error "Argument data type nvarchar(max) is invalid for argument 1 of textptr function" when trying to add a document from QuoteWerks to a prospect in SedonaOffice. This error made it seem that the issue was with importing the job when in fact it had to do with a prospect document id that needed the job id for the prospect. This issue has been corrected.

RMR

Reported Issue: When a job was created for a subaccount of a master, and a checkmark was placed in the box on the RMR tab to have the RMR be marked receivable to master, the RMR went onto the customer record marked as receivable to master, but the name and address was that of the subaccount and not that of the master account. This caused the RMR line to bill out separately. This issue has been corrected.

Reported Issue: Adding RMR to a change order was not bringing the job RMR into the job costing page. This issue has been corrected.

Task List

Reported Issue: Delete tasks off the task list, but do not click Apply after doing so. Click out of the tasks list onto another tab on the job. When the system prompts if you would click to save the changes, click on No. The tasks will still be deleted, but the program does not re-sequence the numbering. Return to the tasks list and approve a couple of tasks. Go to the last item on the list and click on the green arrow to attempt to move it further up in the list. This results in having unapproved tasks appear in the middle of approved tasks. This issue has been corrected.

Reports

Tax Agency

Reported Issue: When multiple payments were made within the range of dates selected, the report was only displaying the first payment instead of all payments. This issue has been corrected.

SedonaSchedule

Invoices

Reported Issue: The dollar amount for labor charges were rounding down when quantity * rate was used instead of rounding up. Invoices created from those service tickets contained the rounding error causing the general ledger to be off by a penny. This issue has been corrected.

Reported Issue: A user was attempting to modify a service ticket invoice to combine a trip charge and a labor charge into a one-line item. When this was attempted, the program made a modification to the parts tab and did not allow the modification to be made to the labor charges. This issue has been corrected.

Inspections

Reported Issue: When an inspection was setup on a system record to utilize high frequency, and there were two inspections due at the same time, both inspections came into the inspection queue and the program correctly read the high frequency bypass flag and created only one inspection ticket. It left the second inspection in the inspection queue, which was picked up as being due when inspections were next created. This issue has been corrected.

Reported Issue: The inspection ticket was picking up an "Other Charge" of N/A when an inspection record contained a dollar amount, but no invoice item associated with it. Issue corrected.

Open Jobs List

Reported Issue: While viewing the open jobs list, click on the field chooser. The system will give you the option to display or not display all possible columns. Make your selection and then leave the job queue. Open a service ticket and then go back into the open job queue. Click on the field chooser again. Your settings are saved, but most of the column options will no longer be available. They will not display again without resetting the settings. This issue has been corrected.

Purchase Orders

Reported Issue: Create a purchase order within a service ticket where the vendor is Tri-Ed. Attempt to add an additional line to the purchase order for an additional part. The program cannot find the part because it is looking at ADI parts instead of those for Tri-ed. This issue has been corrected.

Reported Issue: When a purchase order was created from Accounts Payable but linked to a service ticket, and the PO was direct expensed, the program was not adding the parts to the Equipment and Parts tab of the service ticket. This issue has been corrected.

Service Ticket

Reported Issue: Opening a service ticket using customer search did not open the service module. This issue has been corrected.

Sedona Setup

Custom Field Setup (Job)

Reported Issue: When a user defined custom date field 1 as required, the program automatically required both custom date field 1 and 2 as required. This issue has been corrected.

Setup Processing AR

Reported Issue: The customer group field was not displaying the default customer group selected. This issue has been corrected.

Terms

Reported Issue: The term End of Month (EOM) used in conjunction with "Plus Days" was not always adding extra days after the end of the month. This issue has been corrected.

User Groups

Reported Issue: If a user group was not given access to Edit Parts in Inventory, all other operations in the parts tree were blocked from opening, even if it was not related to editing a part. This issue has been corrected.

Reported Issue: The name of a report available for selection for a usergroup was incorrectly titled "Service Ticket Summary Report." This has been corrected to read "Service Ticket Status Report."

WeSuite

Reported Issue: Users received the error "5 Invalid Procedure Call or Argument" when attempting to import a negative change order. This issue has been corrected.

Additions from Versions 6.0.32-6.0.36

Enhancements

Bill Payment Exports

Vendor payments can now be exported in a .txt file, and sent to the bank for electronic payment, rather than printing the payments as checks. This feature was commissioned by a specific SedonaOffice customer, and the export was built to their specifications.

Export Widow Setup

Navigate to user groups and check the Export Checks AP permission for users who should have access to this feature.

Application Access Report Access	
Access	Modul
Vendors	AP
Write Checks	AP
AP Query Builder	AP
Comdata Interface	AP
Export Checks	AP
Acknowledge PO	AP
Edit Existing Transactions	AP
	AD

The feature will then appear in the SedonaOffice tree in the Accounts Payable section.



Select the new Export Checks from the SedonaOffice tree and the Export Checks window will appear.

Bank Account Account requires valid export profile Edit Profile 100100 I00100 test account Edit Profile Export Check Date Pay to the Order of Amount	🔜 Export (hecks						
100100 International Internati		unt		_	unt requires valid	export profile		Edit Profile
Export Check Date Pay to the Order of	100100			-	100100 test acc	ount		
	Export	Check Date	Pay to the Order of		Amount	Memo		
	1							
Select All Unselect All Export Close			Select All	Unselect All		Ex	port	Close

Select Edit Profile in the top right and the Export Profile window will appear.

Đ	sport Profile	٢
:	Export Upload	
'	Export Format	(None)
	Originator Code	
	Originator Name	
	Transaction Code	
	Routing Number	
	Accounting Number	
	Vendor Routing #	Text3
	Vendor Account #	Text2
		OK Cancel

Enter the information for each field in the Export Profile and click Okay. The fields are:

- Export Format: There is only one export format at this time. Select this from the drop down.
- Originator Code, Originator Name, Transaction Code, Routing Number, and Accounting Number: These should all be provided by your bank.
- Vendor Routing Number, and Vendor Account Number: The routing and account numbers for each vendor you plan to pay using this feature must be listed on the vendor record, in the custom fields section. Select which vendor custom field you will enter the routing number in, and which one you will enter the account number in. We recommend using text field 3 for the routing number, and text field 2 for the account number, but if these fields are already in use, you may select the custom fields of your choosing.
- Upload tab: After the export file is generated, users would normally manually forward it to their bank. If instead you would like to have the file sent automatically, gather the site, port, and security information from you bank and enter it here. Then check the box for automatic upload.

If you will be exporting to more than one bank, select the additional bank from the drop down in the Export Checks window, select Edit Profile again, and enter the information for the new bank.

Vendor Setup

Once the feature has been activated and the initial setup is done, you must select which vendors will use the feature, and enter banking credentials for them. To begin, navigate to SedonaSetup – Custom Fields Setup (Vendor) AP. Find the custom fields you selected in the Export Profile and name them Account Number and Routing Number respectively. In this example, we used text field 2 and text field 3.

Sedona Office Setup (SedonaSecurity)							_ 🗆
File Find Find Next View Tools Help								
Sedona Setup		O inten	Eielde A	(endor Level)				
Description	Area 🔺	Custon	i Fielus (v	endor Lever)				
Sedona Modules	OP		Label		_			
Custom Fields Setup (Vendor)	AP	444	Laber	Custom Fields				
Custom Fields Table1 (Vendor)	AP							
Custom Fields Table2 (Vendor)	AP							
Custom Fields Table3 (Vendor)	AP		Tables	Re	equired	A		Required
GL Account Defaults	AP		lables			🧀 Money		
Setup Processing	AP		Table 1			Label 1	-	— E
Shipping Methods	AP		Table I	1		Laberi	1	
Tax Agency	AP —		Table 2			Label 2		— E
Terms	AP			,			1	
Vendor Types	AP		Table 3					
Vendors	AP			,				
Aging Buckets	AR							
Alternate Company Addresses	AR	- E -	Text			Check Boxe	s	
Banks	AR		- OAC			•	- -	
Check 21 Setup	AR		Text 1	Vendor Email		Check 1	International	
Credit Reason	AR			frender Ernan		-		
EFT Credit Card Types	AR		Text 2	Account Number		Check 2	Cert.of Ins Recv'd	
EFT Setup	AR							
GL Account Defaults	AR		Text 3	Routing Number		Check 3	Sub Agrmt Recv'd	
Invoice Descriptions	AR					_		
Invoice Items	AR		Text 4			Check 4	Check Box 4	
Item Types	AR		Text 5			Check 5		
Late Fee Rules	AR		Texto	1		CHELK 3	Check Box 5	
Setup Processing	AR							
Statement Rules	AR							
Tax Groups Tax Tables	AR	1 🕀 1	Date					
Terms	AR AR		Data 4					
Cancellation Profiles	CM		Date 1	Ins. Expire				
Cancellation Tasks	CM		Date 2	CultiCount, Ann. Evening				
Cancellation Tasks Chain Accounts	CM		Date 2	SubCont. Aqr. Expire				
Collection Statuses	CM							
Custom Fields Setup(Customer)	CM							
Custom Fields Setup(Customer)	CM							Apply
Custom Fields Setup(Site)								

To enter each vendor's credentials, search for each vendor as normal, and navigate to their vendor edit window. Select the Custom Fields tab. Enter the account and routing numbers into the chosen custom fields.

🔕 ¥endor P	erennial Software Edit				2
<u>V</u> endor Coo	e Perennial Softwar	re	Category	Admin G & A	_
Vendor Typ	e Outside Services	•		Open Bills	270.00
Branch	MI	•		Open Credit	0.00
				Net Due to Vendor	270.00
Vend <u>o</u> r j	Bills Credi <u>t</u> s Pay <u>m</u> ents	PO's <u>R</u> eceipts <u>R</u> eturns G	L Journal GL Accou	Ints Parts Custom Fields	Notes Comdata
📑 Tal	bles				
Tal	ble 1				
Tal	ble 2				
Tal	ble 3				
Te:	xt				
Vei	ndor Email				
Ac	count Number				
Ro	uting Number				

Using the Export

There is no change to procedure for writing checks or paying bills. These should be done as normal. The checks will then appear both in the Write Checks queue and in the Export Checks queue. It is up to you whether to print or export the checks. Once a check has been printed or exported it will no longer show in either queue.

Note – if your check is for a customer, or for a vendor who has not been setup with routing and account numbers, the check will only appear in the Write Checks queue, not the Export Checks queue.

Once your checks have been created as normal, navigate to Accounts Payable – Export Checks to pull up the Export Checks window.

Front	Checks						_ 🗖	X
Bank Acco	punt		_	unt requires valid 100202 London B			Edit Profile	
Export	Check Date	Pay to the Order of		Amount	Memo			
2	3/12/2019	Perennial Software		767.0000				
						3		
		Select All	Unselect All			Export	Close	

Steps to Export

- 1. Select the bank account you are exporting checks to from the Bank Account Drop down in the top left. All of the checks for that bank will appear.
- 2. Check the box to the left of each check you wish to export. To select all checks click the Select All button at the bottom of the window. Alternatively, select the Unselect All button to unselect all checks.
- 3. Select the Export button in the bottom right of the window. The Export Form window will appear.
- 4. Select Browse and the file explorer will appear.

🔜 ExportDtEft80Form	
Export Location:	Browse
Due Date:	
5/22/2019	
	OK Cancel

5. Select a location and name for the file export and click Save

🚪 Save As			×
🌀 🕞 🗢 💻 Desktop 🔹	👻 🚺 Search Desktop		2
Organize 👻 New folder			•
Favorites Favorites Desktop Downloads Decent Places Idvaries Documents Music Pictures Videos	Libraries System Folder Computer System Folder		
P Computer			
	kexportfile		
Save as type: Text	files (*.txt)		•
Hide Folders	Save	Cancel	

6. The window explorer will close and you will be returned to the Export Form window. The file path you chose will show in Export Location. Select Okay to finish exporting your file.

🔡 ExportDtEft80Form		_ 🗆 ×
Export Location:		
C:\Users\jesslynnl.PERENNIALSOFT\Desktop\	checkexportfile.txt	Browse
Due Date:		
5/22/2019	ОК	Cancel

7. The file will appear in the folder you selected. You can then email the file to your bank.

Job Queue

A new Job Task column has been added to the job queue.

1	Job List	2 All Jo 98	b Statuses) 💌 🛛 <all< th=""><th>Job Types> 🔽</th><th>All Comp</th><th>anies> 💌 🛛 <</th><th>All Installers></th><th></th><th>CAII Project Me</th><th>grs> 💌 🛛 < All 1</th></all<>	Job Types> 🔽	All Comp	anies> 💌 🛛 <	All Installers>		CAII Project Me	grs> 💌 🛛 < All 1
Job #	Description	Customer #	Site Name	Address	City	Created	Start Date	Тура	Task	Status
1498	Access - Lar	4290	Deanna Gilmore	211 Gulf Rd.	Novi	4/24/2017		AC.	Sch Install	Scheduling
1502	Access - Lar	47891	Irish Place	Line 1	Greenville	4/26/2017		AC.	Order Parts	Parts
1503	Access - Lar	47853	JF Teahouse	455 Penni	Plymouth	4/26/2017		AC.	Prewire	Prewire
1515	Access - Lar	19326	Kimberly Larson	109 Strad	Novi	5/10/2017		AC.	Sch Prewire	Scheduling
1516	Access - Lar	47737	Betsy's Linens #1	129 Living	Canton	5/10/2017		AC.	Install	Install Equi
1520	Access - Lar	10024-22	Jamies Test copy	123 asdf	Plymouth	5/10/2017		AC.	Sch Prewire	Scheduling
1521	Access - Lar	9002	Julius Daniel	503 Ironmi	Canton	5/11/2017		AC.	Jobcost	Jobcost
1522	Access - Lar	9015	Nationwide Securi	47 Monto	Lansing	5/11/2017		AC.	Prewire	Prewire
1523	Add On/Upgr	16259	Ashley Simon	1300 Broa	Cleveland	5/12/2017		Ad.	Order Parts	Parts
1594	Totrucion - D	47906	Millman, Jack	3322 Muliz	Litterson	5/12/2017		Tote	Ouden Denke	D. yte

EFT Processing Branch Code

A new Send Branch Code check box has been added in SedonaSetup under EFT Setup. If this box is checked SedonaOffice will send the branch associated with each EFT transaction to Forte during EFT processing. Forte then uses this branch name as the payment descriptor on your customer's statement.

Processor Merchant Id	999999	
Provider API	Forte	🔽 Use Test Service
Access Id	999999999999999999999999999999999999999	🗐 Send Branch Code
Secure key	99999999999999999999	
Organization ID	9999999999999999999999999999	
	Merchant Id Provider API Access Id Secure key	Merchant Id 999999 Provider API Forte Access Id 9999999999999999999999999999999999

Application Corrections

Service Invoices

Reported Issue – Service ticket invoices were always going to the print queue, even when this option was not selected. Service ticket invoices were also never going to the SedonaEmail queue, even when this was selected. Both of these issues have been corrected.

Credit Card Entry

Reported Issue – Sometimes credit cards entered into SedonaOffice through the API saved with nulls in the data, and could not be used. This issue has been corrected.