

SedonaSetup Training & Setup Guide (v5.7.99 - 6.X+)

This reference guide is for use by SedonaOffice customers only. This guide will be used with an approved training class provided by SedonaOffice and is not meant to serve as an operating manual.

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Introduction

Welcome

This training guide was designed for the new SedonaOffice user. As a new user, you will need to familiarize yourself with the SedonaOffice application, its functions, purpose, and design structure. Like any system, the time you spend learning the application, how properly to set it up, and understanding how to operate the application, will allow you to gain the most benefits.

This guide provides technical information regarding general ledger, accounts receivables, accounts payables, job management, inventory management, service management, and sales management and includes client management information.

This guide is designed to provide answers to technical questions about SedonaOffice and is intended for system administrators, managers, and supervisors who need to understand how the system is designed and how specific areas of the application function. The guide provides an overview of major system features and includes detailed information for setting up system tables and module preferences.

There's an old saying in the computer world, GIGO – 'Garbage-In Garbage-Out'. This is very important to understand when using any system. The result of any system like SedonaOffice is what you get out of it, financial reports, management reports, service analysis, revenue tracking, cancellation reporting, invoices, and the ability to properly service your customers. To generate accurate, correct, and timely data, it is important to understand the system requirements, how it is set up, and most importantly, how you are going to use and operate it within your business.

Setting up and using SedonaOffice will require you to look at your business; use this as a time to re-evaluate your goals and set in place the foundation so you may achieve them. It is not an easy task but well worth the investment of time.

Company / Customer Structure

Company

A *Company* in SedonaOffice is your business. Think of a company as an entity with a Federal Tax ID Number. If your business operates more than one incorporated business, you may set up additional companies in SedonaOffice. Remember though that each Company in SedonaOffice stands on its own. SedonaOffice does not support multi-company consolidations currently.

The Structure of a Customer

Customer

The *Customer* record contains the basic information on the customer. This includes the billing information, contacts, and user-defined fields.

BillTo

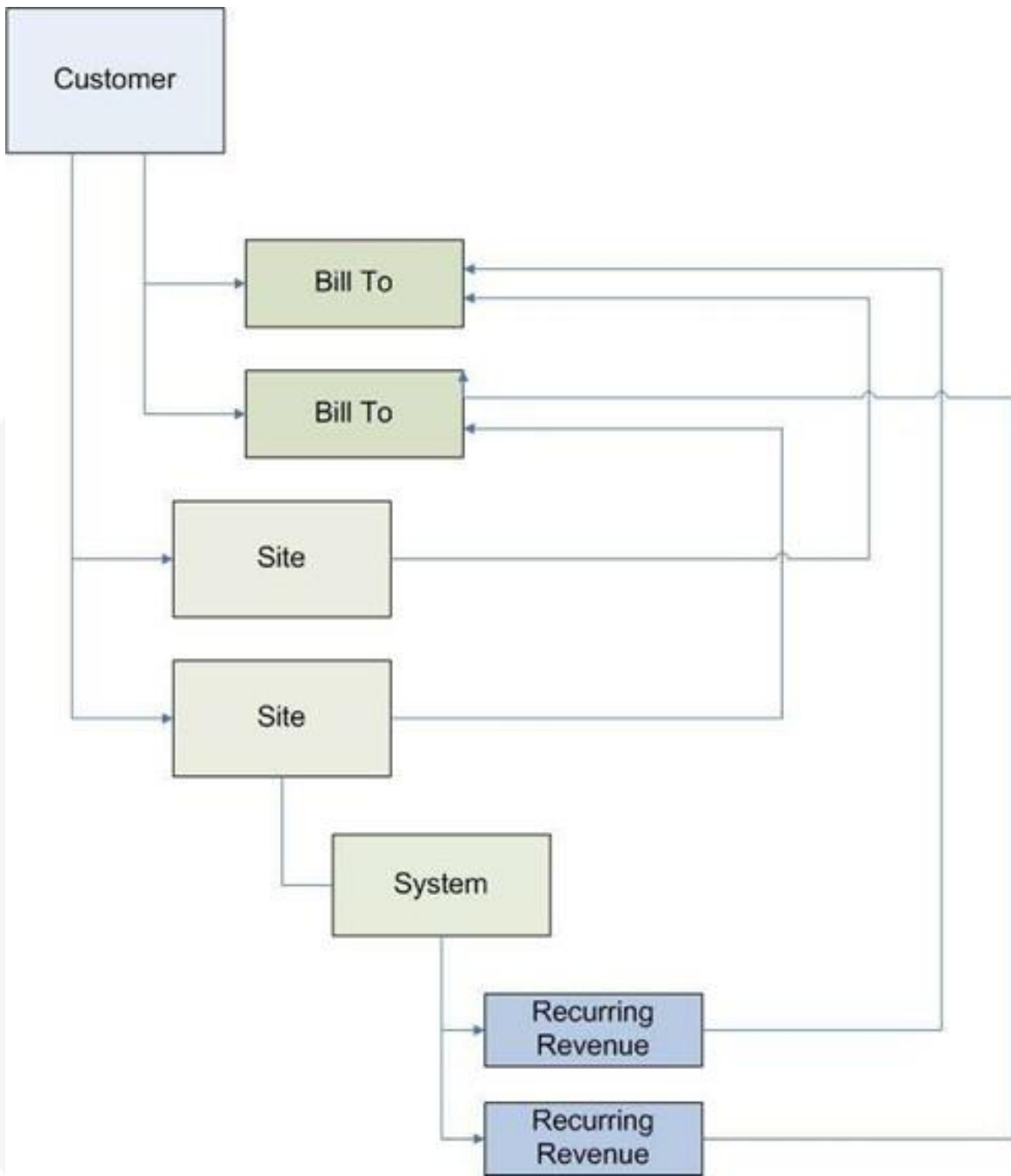
The record or records that contain the billing name and address for the Customer. A customer may have multiple *BillTo* addresses.

Site Records

A Customer will have one or more *Site Records*. A site is the physical location of the premise owned by the Customer. All Invoices and Jobs are linked to a Site Record. A Customer may have multiple sites.

Systems

Systems are the actual type of protection or service that you provide for the Customer at each Site. The System contains all the Recurring Revenues, Equipment, and Service History. A Site may have multiple Systems.



Company & G/L Structure

The **Company** sits at the top of the database; it is your financial entity.

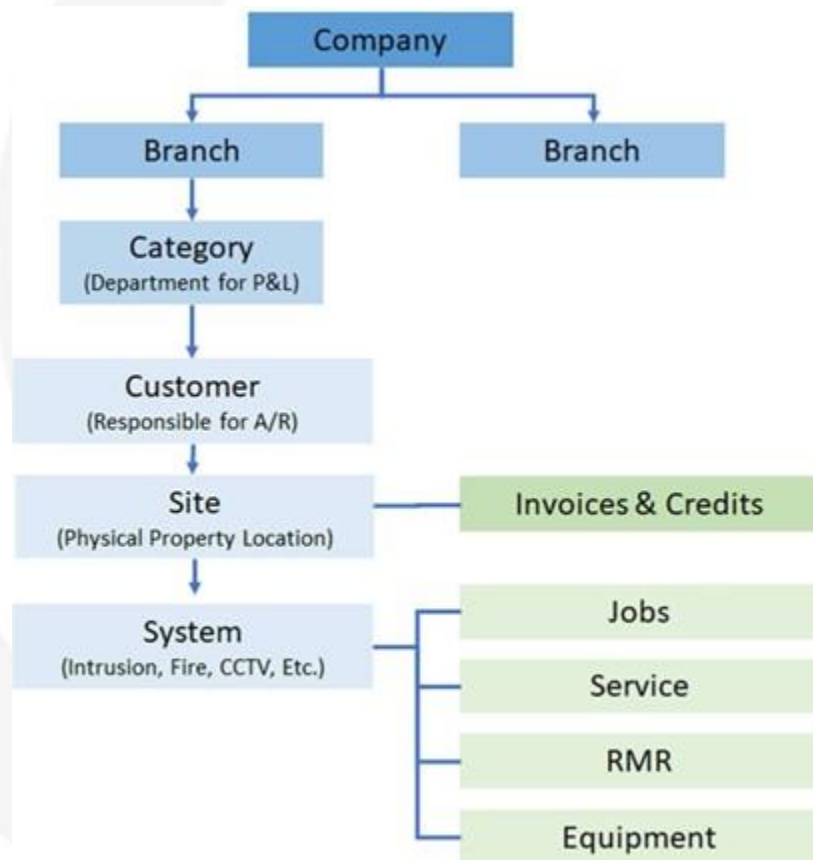
A **Branch** is any grouping of G/L data within the Company, such as a remote office, acquisition, or even another entity.

A **Category** is a way of categorizing the income and expense transactions for producing departmentalized profit and loss statements.

The **Customer** has an unlimited number of Sites, each of which may have an unlimited number of Systems.

The **Site** is the physical location of the property where equipment is installed or is being monitored and is associated with one Branch.

The **System** is the equipment installed and serviced by the company or an outside service company. All financial transactions are created at the Site level and are associated with one system.



Getting Started

How to Login

Login to SedonaOffice

A SedonaOffice support technician will take care of installing your database before your Administrative training class. Two companies are set up at the time of installation. One company is named Sandbox where you can perform testing. The second company will be titled with the name of your company. This will be where all setup functions will be done. **No transactions may be entered into this company until you are ready to go live on the software.** This is referred to as your template company. If SedonaOffice is performing data conversion from your legacy system, we will take a copy of your Template Company and fold your live data into a conversion company for review and audit by your staff. Typically, it takes three data conversions to go live on the software. With each data conversion a fresh copy of the Template Company is taken by your conversion technician, so if you have made any setup table changes between data conversions, these will be reflected in the next conversion.



The first time you log in to the SedonaOffice application you will click on the icon on your desktop, enter the Username of **Administrator** and the password provided to you by our support technician at the time of installation. You will set up additional User-specific logins during your SedonaOffice Administrative Training Class.

A screenshot of the SedonaOffice Login dialog box. The window title is 'SedonaOffice Login'. The main area features the SedonaOffice logo and the tagline 'The #1 Financial Software for Security Companies'. Below the logo are three input fields: 'User Name' with 'Administrator' entered, 'Password' (empty), and 'Company' with a dropdown menu showing 'Master Setup Standard'. At the bottom left, there is a block of text: 'BG-4WXZPG3', 'KaitlynDenninger', and 'Version 6.2.0.16'. At the bottom right are two buttons: 'Login' and 'Cancel'.

SedonaSetup Overview

SedonaOffice utilizes a relational database. The data is structured into various tables to provide consistency in the data and define rules for processing routines throughout the system. Setting up your system requires that you create entries in various tables of information. SedonaSetup is an application within the SedonaOffice software where all setup tables are maintained. Some tables are required, some are optional, and others are system-defined, which have pre-defined values that cannot be deleted or modified.

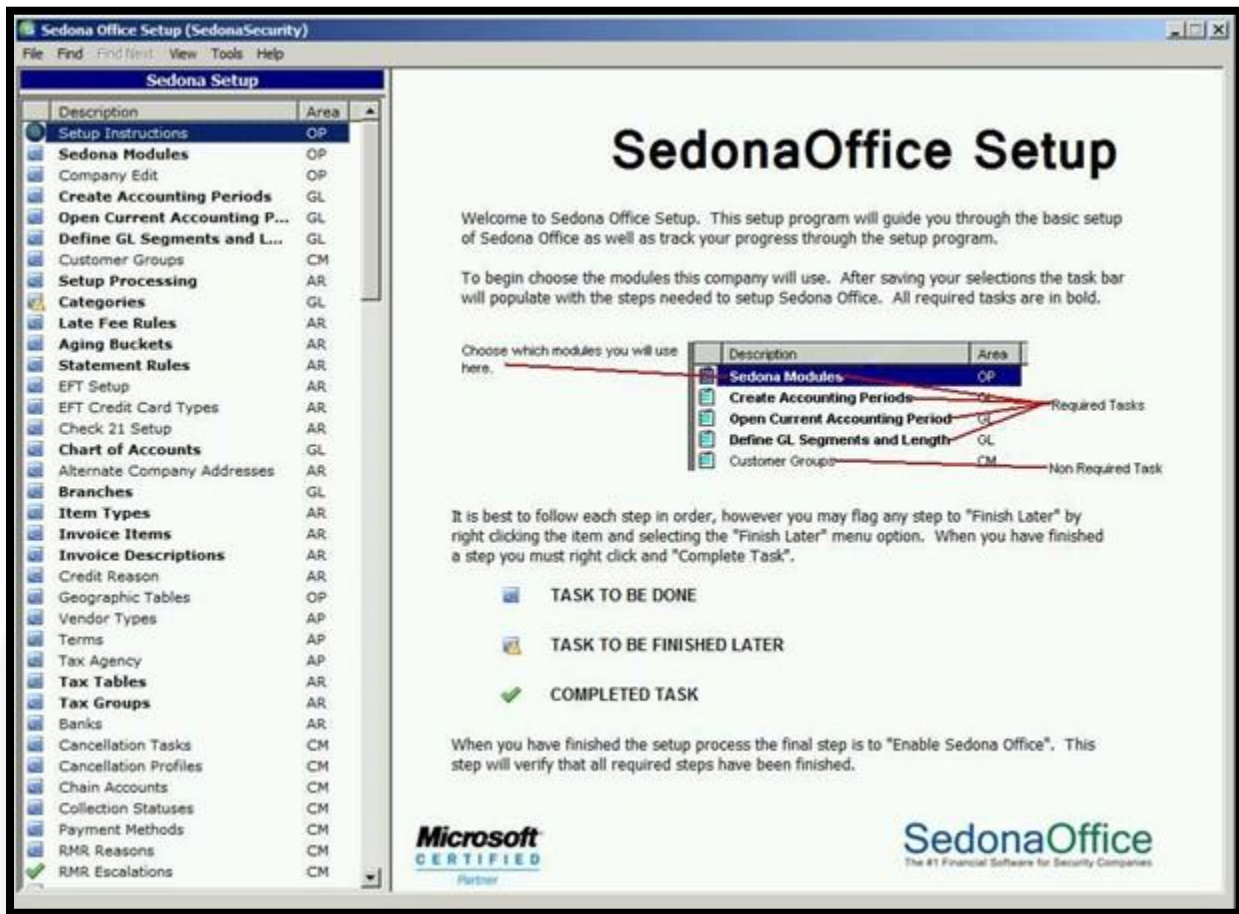
When you first open the SedonaSetup application, the setup tables are listed in order they should be populated with your values. Since some tables depend on entries created in other tables, each table should be worked on in the order presented. Once all setup tables have been finished and approved you will be able to enable the application and begin using SedonaOffice. If you decide to make changes or add additional values to any of the setup tables after enabling SedonaSetup, you may access the SedonaSetup application from the SedonaOffice main menu tree.

The Setup Tables are extremely important both to set up and the ongoing use of the application. When determining naming conventions for the various code names used in the Setup Tables, take into consideration the individuals who will be performing data entry and will be required to make selections from drop-down menus on data entry screens throughout the application. The code values that you enter should be clearly defined to make it easy to select the appropriate value for the situation to avoid data entry errors and wasted time fixing errors after the fact.

Take the time to learn the Setup tables, how they interact with each other, and most importantly the desired results you wish to obtain.

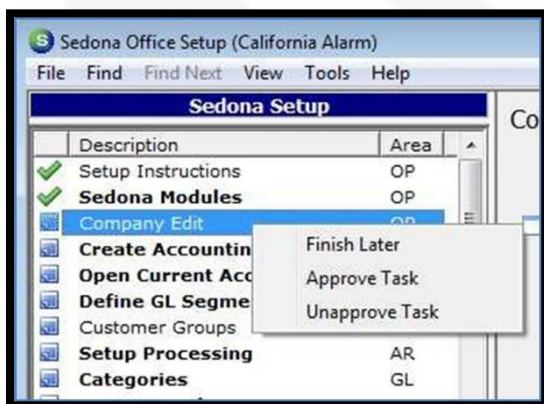
SedonaSetup Application

SedonaSetup is an application that assists you in setting up your system before enabling the application. How the software behaves is mainly dependent on the values you input or choices you make with each menu task. Depending on which modules your company will implement will determine the number of task items that will appear on your list to be accomplished. SedonaOffice is a robust product, and you can customize the setup tables to your company's needs to produce the desired results. As you go through the various data entry forms for each setup table, you will notice a check box labeled Inactive. If at some point in time, you no longer want to use this setup value, you may check this box, and the record will no longer be available for selection by your users.



When you first log in to the SedonaSetup application, the task item, *Setup Instructions*, will explain the steps you need to take to implement the various modules and setup tables associated with each module. You have three choices to select from as you work on each task:

1. Finish Later
2. Approve Task
3. Unapprove Task



On tasks that you need to give more thought to before entering values, you should mark that task as Finish

Later as a reminder to re-visit this item. This task list is comprised of setup tables, and system default values where you will need to make decisions on how to use elements of the various modules.

Most of the tasks have samples already entered on the list. You may use these existing values, change the name to something else, and enter new values of your own that best suit how your company conducts business.

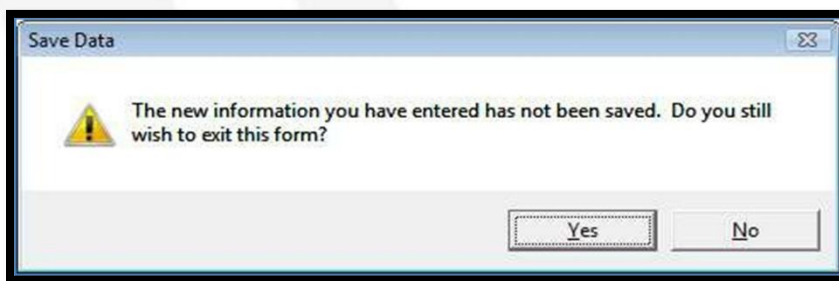
As each setup table or task item is completed, you will right-click on that item and select Approve Task. Once you do this, the box to the left of the task will display a checkmark to indicate this task has been completed. All tasks must be completed before you can use the software. If you still want to enter additional values in various setup tables but have enough choices to begin using the software, you may complete the task and go back later to make additional entries.

Special Note

The tasks on the list are ordered in the sequence they should be completed. Some setup tables have dependencies on previous tables; the tasks should be completed in the order in which they are listed.

Most data entry forms displayed will have three buttons located on the bottom right labeled Apply, New, and Delete. The Apply button is used to save the information entered on the form. The New button is clicked when you want to create a new record for the table; click Apply after entering new records or you will lose whatever information you have entered. If you have entered a value and changed your mind, highlight the record in the upper portion of the form to bring it down into the data entry area, then you may click the Delete button to remove the record.

You will notice some of the tasks are bolded; these are considered key tables that need your attention. If you attempt to move on to another task item, a message will be displayed asking you if you want to exit this form. Click the Yes button, and the system will save any changes that were made to the form.



On the left side of the SedonaSetup form is a list of the tasks or setup tables that need to be completed. To the right of each item, a column labeled Area; these areas indicate the module in which the task item is used. Below is a listing of the Areas and their definition.

Area	Description
AP	Accounts Payable

AR	Accounts Receivable
GL	General Ledger
CS	Central Station
CM	Client Management
JM	Job Management
OP	Operations
PR	Payroll
SV	Service Management
SM	Sales Management

Sedona Modules

The second item on the task list is Sedona Modules; depending on which modules you intend to implement, different setup tables will be available on your list of tasks to complete.

Note: The Sedona Modules form is only accessible when logging in with the Username of Administrator.

The screenshot shows the 'Sedona Office Setup (SedonaSecurity)' application window. The left pane, titled 'Sedona Setup', contains a tree view of setup tasks. The 'Sedona Modules' task is selected and highlighted. The right pane, titled 'Sedona Modules', contains the following configuration options:

- Sedona Processing Options**
 - Processing Level: 1 (Low - Basic Sedona Processing)
 - Change Password Every: 0 Days
- Use Sedona Modules** (checked)
 - Use Client Management?
 - Use Accounts Receivable?
 - Use General Ledger?
 - Use Accounts Payable?
 - Use Central Station Tracking?
 - Use Job Management?
 - Use Sales Management?
 - Use Stock Tracking?
 - Use Service?
- Region** (checked)
 - Country: US (United States)
 - EIN: 55121

An 'Apply' button is located at the bottom right of the configuration pane.

Sedona Processing Options

At the top of the Sedona Modules form is an area labeled *Sedona Processing Options*. This area is used to set the Security Processing Level and the number of days when Users will need to change their login password.

Processing Level

This option allows your company to select from one of three *Processing Levels* that set rules for how frequently a User must change their password and may control the formatting of the password. This Processing Level affects all companies within your SedonaOffice database. If the number of days to change the password has expired, a User will be prompted when attempting to log in to change their password. The password must be changed to be able to login. At login attempt, Users will also receive a message 2 days before their password expiration date; the User may change the password at this time.

Passwords may also be changed by the User logged into the application from an option (Change Password) located on the Tools menu on the main application toolbar. Below each Processing Level will be described in detail. Please read the rules for each processing level carefully before setting this level for your company.

Processing Level 1

This *Processing Level* described as Low – Basic Sedona Processing is the least restrictive of all three processing levels. If this Processing Level is selected your company has the option to require the User to change their password every X number of days. If selecting the number of days until the password must be changed by the User, the new password entered by the User cannot be the same as the current or last four passwords used. If your company does not want to require Users to change their password every certain number of days, set the *Change Password Every* field to 0; User passwords will never expire. If Change Password Every is set to 0, the User may change their password anytime desired from an option (Change Password) located on the Tools menu on the main application toolbar.

Processing Level 2

This *Processing Level* described as Medium – Some Processing Controls employs strict rules as to the format of User passwords. User passwords must be at least 8 characters long, contain at least 1 number, at least one uppercase character, and at least 1 lowercase character. An example of a valid password using this processing level is 9JoeSmith. If this Processing Level is selected your company must set the Change Password Every day's field to a value between 1 and 365. If your company does not want to require Users to change their password every certain number of days, set the Change Password Every field to 0; User passwords will never expire. The new password entered by the User cannot be the same as the current or last four passwords used. Users may change their password anytime desired from an option (Change Password) located on the Tools menu on the main application toolbar.

Processing Level 3

This *Processing Level* described as High - Strict Processing Controls employs the same strict rules as to the format of User passwords as used in Processing Level 2. This Processing Level also employs a function to lock out a User after three failed attempts to log in to the application. If the User becomes locked out, the System Administrator will have to access the User table within SedonaSetup and manually change the User's

password. User passwords must be at least 8 characters long, contain at least 1 number, at least one uppercase character, and at least 1 lowercase character. An example of a valid password using this processing level is 9JoeSmith. If this Processing Level is selected your company must set the Change Password Every day's field to a value between 1 and 365. The new password entered by the User cannot be the same as the current or last four passwords used. Users may change their password anytime desired from an option (Change Password) located on the Tools menu on the main application toolbar.

This processing level also restricts certain functions within the software such as:

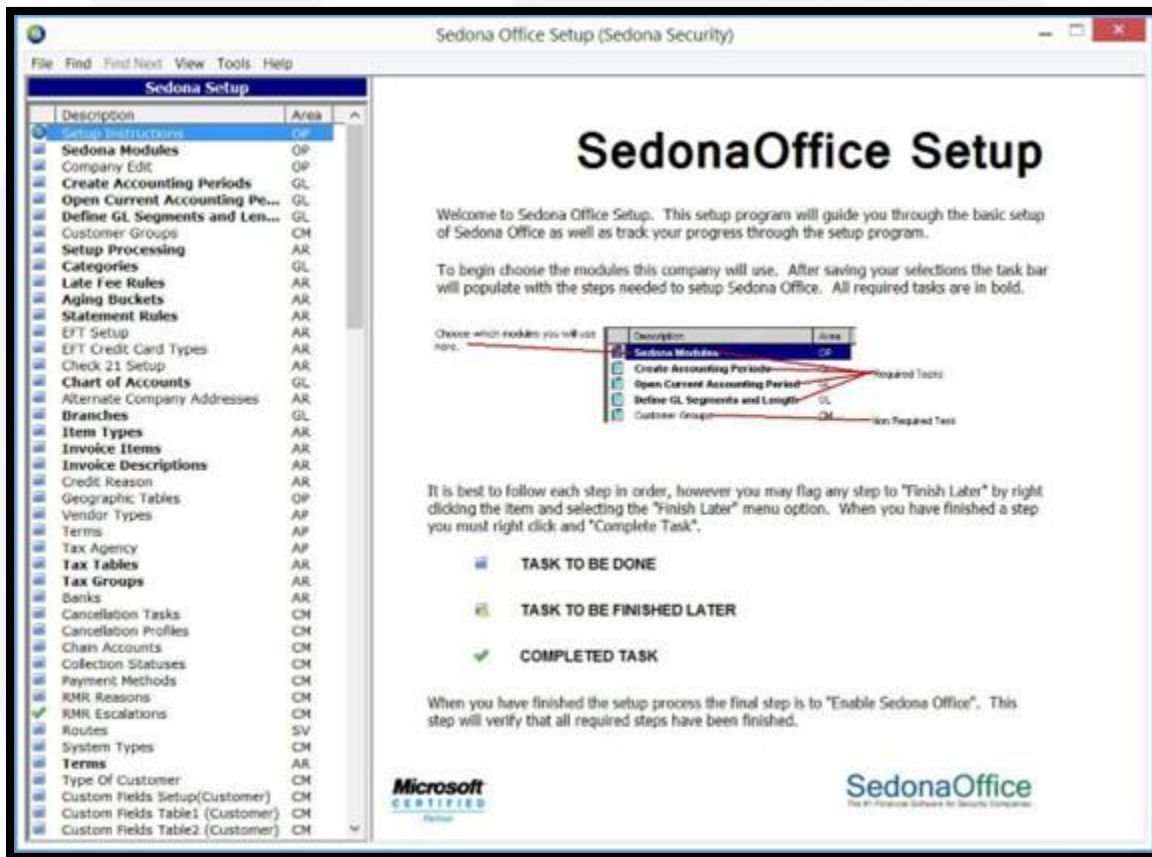
- Customer Invoices and Credit Memos may not be deleted.
- AP Vendor Bills and Credits may not be deleted.

Setup Table Presentation

In this manual, each Setup Table on the task list contains the following information:

Purpose:	Brief description and purpose of the table.
Prerequisites:	Tables or information required to set up the table.
Required or Optional:	Whether SedonaOffice requires the table or can function without it.

An example of the table is also included with a description of key fields. All fields require input unless otherwise noted.



Common Table Features

Various Setup Tables allow you to mark a record as 'Inactive'. A record is considered active unless the Inactive box is checked. An inactive record will not display in a table look-up, nor can a user manually enter it. Use this method to retire obsolete values instead of deleting them.

Tip: SedonaOffice suggests using upper- and lower-case letters for all descriptions. Using all capital letters will limit the number of characters that will be displayed in certain areas of the SedonaOffice application.

Accessing Setup Tables

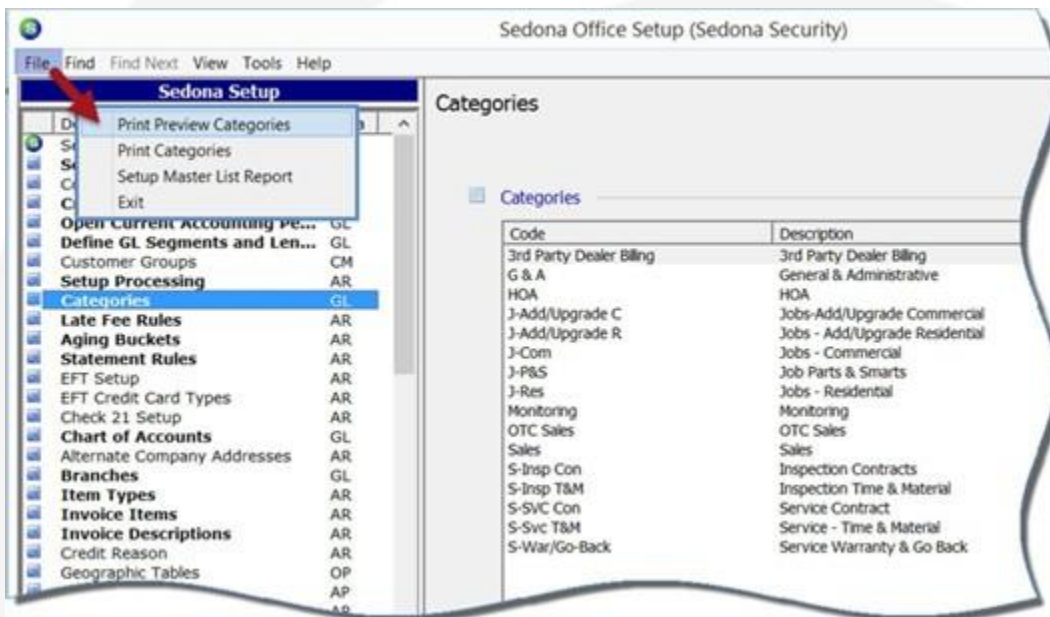
Once you have completed the SedonaSetup Process and enabled the application, you may access the setup

tables to create new records or make modifications to existing records by selecting SedonaSetup from the main menu tree of the application.

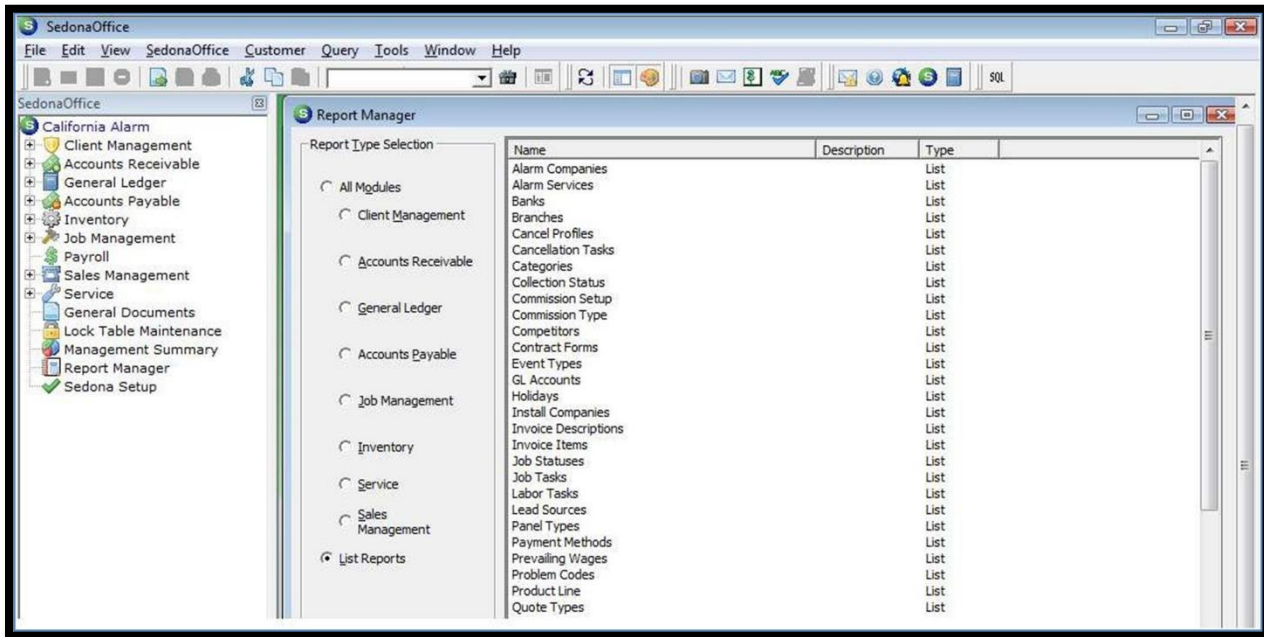
After you complete a table or category of tables, print each table to check your entries. This is an important step to ensure that the tables you have created are correct before transaction processing begins.

How to Print a Setup Table

To print all the information that has been entered for a particular setup table, navigate to the SedonaSetup Main Menu, click File then select the desired option. You have the option of Print Preview, Printing the table or option, or Printing the entire listing of Setups (Setup Master List Report).



Once SedonaSetup has been completed and the application has been enabled, printing setup table information may be accomplished using the same method in the SedonaSetup application or printing may be done through the Report Manager, which is located on the main menu tree. To print Setup Information utilizing the Report Manager, select List Reports, highlight the table you wish to print then click on the open button found on the bottom right of the form. The selected report will be displayed. Click on the printer icon located at the upper left of the main application toolbar; you may choose all the pages or select a range of pages to print.



SedonaOffice Modules

Depending on which modules you select to use, a larger or smaller list of tasks will be on your list to complete. The Client Management, Accounts Receivable and General Ledger modules are checked on by default. At a minimum to enable the system, these three modules must be implemented. You have the choice of implementing any or all the other SedonaOffice Modules. You are encouraged to take advantage of all the modules offered in this software application. Check the box to the left of each module your company will implement.

Accounts Payable – Full accounts payable functions are available including the following:

- Entering and paying bills
- Writing checks
- Purchase orders

Central Station Tracking – This module will enable you to track important information related to each installed system.

- Zones
- Call lists
- Access cards
- System instructions
- Monitoring services – If your company contracts with an outside Central Station, this feature provides the functionality to track which services the Central Station is providing for each account and how much you pay for these services. SedonaOffice has a pre-designed report available that you may run based on the information provided to reconcile the invoice you receive from your Central Station.

Job Management – This module includes functionality to track your installations including job costing.

Sales Management – This module provides the functionality to track your sales leads and quotes to prospective customers.

Stock Tracking – This module enables you to maintain a perpetual inventory.

Service – This module provides full functionality to run your service department including generating service and inspection tickets.

Region – Select the country in which your company operates. The EIN field is optional – this is your company's federal tax identification number.

Sedona Modules

Sedona Processing Options

Processing Level *Low - Basic Sedona Processing*

Change Password Every Days

Use Sedona Modules

Use Client Management?

Use Accounts Receivable?

Use General Ledger?

Use Accounts Payable?

Use Central Station Tracking?

Use Job Management?

Use Sales Management?

Use Stock Tracking?

Use Service?

Region

Country *United States*

EIN

Apply

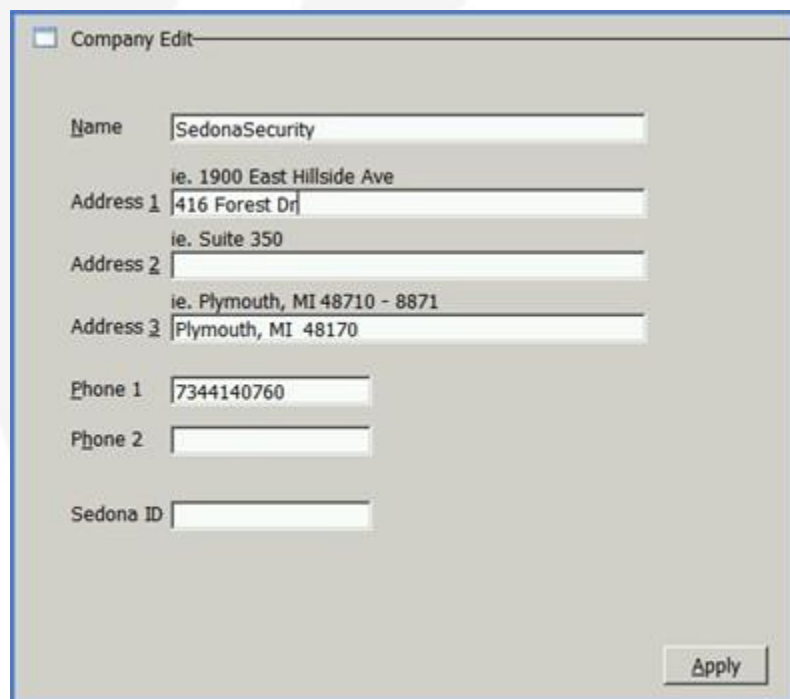
General Ledger, Accounts Receivable, Accounts Payable, Client Management Modules Setup

Company Edit

Purpose:	To set up the official name, address, and phone numbers for your company.
Prerequisites:	None
Required or Optional:	Required

Enter the name of your company, address, phone and fax number. The city, state, and postal code are entered in the Address 3 field. The Sedona ID field is for special development use. Do not make an entry into this field unless otherwise instructed by SedonaOffice staff.

Click the *Apply* button to save the information. If your company address or phone number changes in the future, you may modify this setup form at any time.



Company Edit

Name

Address 1
ie. 1900 East Hillside Ave

Address 2
ie. Suite 350

Address 3
ie. Plymouth, MI 48710 - 8871

Phone 1

Phone 2

Sedona ID

Create Accounting Periods

Purpose:	To define the periods to which financial transactions will be posted in the General Ledger.
Prerequisites:	None
Required or Optional:	Required

ONCE A FINANCIAL TRANSACTION HAS BEEN POSTED, YOU CANNOT CHANGE THE ACCOUNTING PERIODS. Please make certain the starting year and starting date are accurate before clicking the Apply button.

Create your Accounting Periods by first selecting the year in which you will begin business in Sedona. Secondly, you will select the start of your company’s fiscal year; Click the calendar icon located to the right of the *Start of Fiscal Year* field to select your beginning date. Next Click the *Schedule* button located on the lower right of this form. The form will populate the period setup area with the current fiscal year accounting months on the left and the next fiscal year accounting months on the right. If the dates are correct, click the *Apply* button.

Accounting Period Setup

Fiscal Year

Current Fiscal Year:
2017

Start of Fiscal Year:
1/1/2017

Setup

This Fiscal Year			Next Fiscal Year		
Period	Start Date	End Date	Period	Start Date	End Date
01	01-Jan-17	31-Jan-17	01	01-Jan-18	31-Jan-18
02	01-Feb-17	28-Feb-17	02	01-Feb-18	28-Feb-18
03	01-Mar-17	31-Mar-17	03	01-Mar-18	31-Mar-18
04	01-Apr-17	30-Apr-17	04	01-Apr-18	30-Apr-18
05	01-May-17	31-May-17	05	01-May-18	31-May-18
06	01-Jun-17	30-Jun-17	06	01-Jun-18	30-Jun-18
07	01-Jul-17	31-Jul-17	07	01-Jul-18	31-Jul-18
08	01-Aug-17	31-Aug-17	08	01-Aug-18	31-Aug-18
09	01-Sep-17	30-Sep-17	09	01-Sep-18	30-Sep-18
10	01-Oct-17	31-Oct-17	10	01-Oct-18	31-Oct-18
11	01-Nov-17	30-Nov-17	11	01-Nov-18	30-Nov-18
12	01-Dec-17	31-Dec-17	12	01-Dec-18	31-Dec-18

Schedule Apply

Open Current Accounting Period

Purpose:	To enter the accounting month in which you will be posting transactions.
Prerequisites:	Create Accounting Periods
Required or Optional:	Required

About Accounting Periods

All financial transactions posted in SedonaOffice are tied to a transaction date which is associated to a single accounting period. The accounting period and transaction date are used throughout the system for display and reporting purposes. For this reason, SedonaOffice will not allow a user to post a transaction with a date that is not in an Open accounting period. For example, if a user attempted to post a customer invoice with an invoice date of January 5, 2019, and that accounting period status had been set to Closed, the user would receive a message that the period is not currently open.

Accounting periods may have one of four statuses in Sedona: Open, Closed, Re-Open, or Future. To be able to post transactions for an accounting period, the status must be set to Open or Re-Open.

Once you have finished doing business in a particular accounting month, you will change the period status to Closed. SedonaOffice allows you to have multiple accounting periods in an Open status simultaneously. You will also need to set the Current Accounting period to the accounting month in which you will be posting transactions.

Accounting Periods

Accounting Period Edit

Current Accounting Period: 7/1/2017 - 7/31/2017

Fiscal Year: 2017

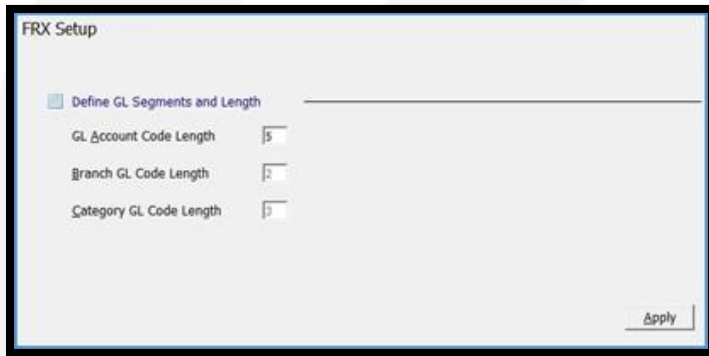
Accounting Periods			
Period	Start Date	End Date	Status
1	1/1/2017	1/31/2017	Future
2	2/1/2017	2/28/2017	Future
3	3/1/2017	3/31/2017	Future
4	4/1/2017	4/30/2017	Future
5	5/1/2017	5/31/2017	Future
6	6/1/2017	6/30/2017	Future
7	7/1/2017	7/31/2017	Future
8	8/1/2017	8/31/2017	Future
9	9/1/2017	9/30/2017	Future
10	10/1/2017	10/31/2017	Future
11	11/1/2017	11/30/2017	Future
12	12/1/2017	12/31/2017	Future
* 1	1/1/2018	1/31/2018	Future
* 2	2/1/2018	2/28/2018	Future
* 3	3/1/2018	3/31/2018	Future
* 4	4/1/2018	4/30/2018	Future
* 5	5/1/2018	5/31/2018	Future
* 6	6/1/2018	6/30/2018	Future
* 7	7/1/2018	7/31/2018	Future
* 8	8/1/2018	8/31/2018	Future
* 9	9/1/2018	9/30/2018	Future
* 10	10/1/2018	10/31/2018	Future
* 11	11/1/2018	11/30/2018	Future
* 12	12/1/2018	12/31/2018	Future

Apply

Define G/L Segments and Lengths

Purpose:	Assign G/L code lengths that will be used for financial reporting at the G/L Account, Category, and Branch levels with Third-Party software.
Prerequisites:	None
Required or Optional:	Required

The GL Account Code Length is the only item on this setup form that may be modified. This is the number of digits all general ledger account numbers must be set. All general ledger account numbers must be numeric (alpha or foreign characters are not supported by this software). The Branch and Category GL Code Lengths are fixed values, however, if your company requires this to be a different value, inform your SedonaOffice trainer to make this modification.



The screenshot shows a software window titled "FRX Setup". Inside, there is a section titled "Define GL Segments and Length" which is currently selected. Below this section, there are three input fields: "GL Account Code Length" with a value of 5, "Branch GL Code Length" with a value of 2, and "Category GL Code Length" with a value of 3. An "Apply" button is located at the bottom right of the window.

Understanding the G/L Structure

The G/L structure in SedonaOffice is by default a 4-tier structure.

Company: The Company is the top tier and all G/L transactions in the database are for a single Company.

Branch: The Branch is a means to segment the G/L. Each G/L transaction is associated with a single Branch. The G/L (trial balance) will balance at the Branch level.

Category: The Category is a “profit center” or a division within the business. The Category is only used for income and expense accounts to segregate profit and loss centers within the Branches.

G/L Account: The General Ledger account is the actual bucket that contains financial data. The G/L account by itself is just one piece of the G/L structure.

The natural 3 segments of any G/L account are:

G/L #: The leading 5 digits of the general ledger account number
Branch: A code for G/L is set for each Branch in the Branch setup table.

Category: A code for the G/L is set for each Category in the Category setup table.

G/L #	Branch	Category
40001	Michigan	Sales
40001	101	20
4000110120		

The Makeup of a G/L Transaction

A General Ledger transaction is comprised of multiple components. Each transaction contains two parts: the header information and the transaction detail.

Header Information Date: Accounting Period

Branch: Only one Branch per G/L transaction

Reference: A note that describes the transaction

Register Number: This is an internal number SedonaOffice assigns to the transaction

Transaction Detail

G/L Account #: This is the G/L account used for the transaction line. A G/L transaction must have 2 lines of detail at a minimum; one debit line and one credit line.

Debit or Credit Amount: This is the dollar amount for this transaction. Each line item can only contain a debit or credit amount; but not both. This number is always a positive number. The total debits must equal the total credits for each transaction.

Category: Each line item that is for an income or expense G/L account is assigned to a Category. Job: This is the Job number for which the line item is associated

Memo: This is a description for the line item

Sample General Ledger Transaction

Register #	Date	G/L #	Branch	Category	Debit \$	Credit \$	Job	Memo
1001	3/13/19	1001	MI	-	1000			
1001	3/13/19	4010	MI	Install		950	2005	
1001	3/13/19	4015	MI	Install		50	2005	

Customer Groups

Purpose:	Label a customer for reporting purposes and/or assigning security to users.
Prerequisites:	A/R Setup Processing; Activate Customer Group Security by User (If activating Customer User Group Security).
Required or Optional:	Optional

The *Customer Group* is used to group your customers so that you can apply security within that group. For example, if you have different branch offices, you may limit employees to which customer records they may access. This additional level of security is activated under the *User* setup table found in SedonaSetup in conjunction with a setting under *Setup Processing for Accounts Receivable* within SedonaSetup. A SedonaOffice User may be assigned to one or multiple Customer Groups. **If you activate this security function, every customer must be assigned to a Customer Group.** The Customer Group field is assigned to the Customer Billing and Setup Information form.

Customer Group

Customer Group

Customer Group	Description	Inactive
National Accounts	National Accounts	N
Northern CA	Northern California	N
Southern CA	Southern California	N

Include Inactive

Customer Group Edit

Inactive

Customer Group:

Description:

Setup Processing (Accounts Receivable)

Purpose:	Set up default values to be used in the Accounts Receivable module.
Prerequisites:	None* If using Customer Groups, at least 1 Customer Group record must be created to set as a default on this form.
Required or Optional:	Required

The Accounts Receivable *Setup Processing* form contains fields that determine business rules for processing Accounts Receivable transactions.

Numbering

Next Invoice - SedonaOffice will automatically number your customer invoices consecutively. You will need to enter your starting invoice number. You may first want to find the highest invoice number from your legacy system; you should set this number much higher so that you will be able to tell where your new invoices in SedonaOffice began.

Auto Job Number / Next Job Number - If implementing the Job Management module, you have the option of

allowing SedonaOffice to automatically assign a job number or you may manually enter your job numbers. By checking the Auto Job Number box, SedonaOffice will populate the Job Number field of an installation job. Your first job number will be the number entered in the Next Job Number field on this form. Subsequent jobs created will increase the job number by the value of one. If you elect to enter your job numbers, leave the Auto Job Number box un- checked.

Auto Customer / Next Customer - You have the option of allowing SedonaOffice to automatically assign a Customer number to each of your customer accounts, or you may manually assign your Customer numbers. By checking the Auto Customer box, SedonaOffice will populate the Customer Number field of each new customer record. Your first Customer number will be the number entered in the Next Customer field on this form. If you elect to enter your Customer numbers, leave the Auto Customer box unchecked. Manually entered customer numbers may be numeric, alpha-numeric, or all alpha characters. The maximum number of characters allowable for a customer number is 15.

Require System Account - If this option is selected, the User will be required to enter a value in the System Account field of the System data entry form. The system account is commonly referred to as the central station account number.

Require Unique System Account Company-Wide - If this option is selected, the System Account must be a unique value.

Invoicing and Credits

The following selection pertains to how recurring services will be invoiced to your customers.

Cycle Beginning Day – This option pertains to the method SedonaOffice will use in billing your customers for recurring services. Two options are available:

- First Day of the Month
- Day of Service Start

If the First Day of the Month is selected, the customer's recurring charges will always be invoiced in full calendar months. For example, if the recurring start date is set to 06/15/2017 and the next cycle date is set to June 2017, and the customer is on a monthly billing cycle, the first invoice will be for the period of 06/15/2017 – 06/30/2017.

If Day of Service is selected, the customer's recurring charges will be billed starting on the date entered on the recurring line and continue in this fashion. For example: the recurring start date is set to 06/15/2017. The customer's recurring invoice service period for a monthly cycle will be 06/15/2017 through 07/14/2017. The next month's invoice would cover 07/15/2017 through 08/14/2017 and so forth.

You must select one of the two options above, which is a global setting; all recurring services will be billed using the same method selected above.

Print Customer Number on Invoices and Statements – If this option is selected, the SedonaOffice billing customer number will be printed on all customer invoices and statements.

Allow Printed Invoices to be Edited – If this option is selected, once the User has clicked the printed button while viewing an invoice or uses the bulk invoice printing feature, the invoice will become locked and no changes to any of the information will be allowed. If this option is not selected, a User who has the proper permissions will be able to edit invoices if the invoice date is in an open accounting period and no payments have been applied to the invoice. There is one exception to this; if the invoice is a cycle invoice type and there are charges for multiple sites on the same invoice, the invoice may not be edited by any User.

Enter Separate Posting Date for Invoices and Credits – Selecting this option will allow a User entering customer invoices or customer credit memos to select the date the item will be posted to the General Ledger. The posting date selected must be in an accounting period with an open status.

Allow Direct Invoicing to Master Account – Selecting this option will enable a User to create an invoice and post it directly to the Master Account. If this option is not selected, you will only be able to create an invoice under one of the Subaccounts linked to the Master Account.

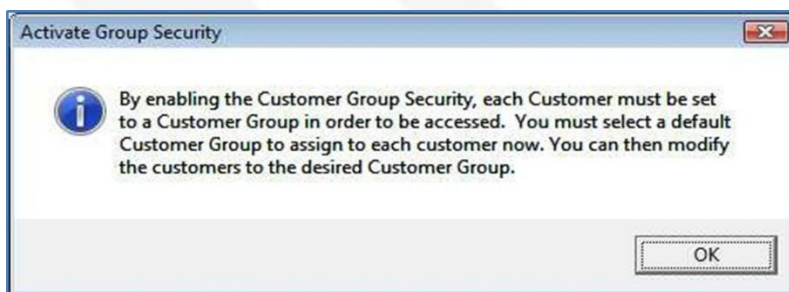
Use Credit Request Processing – Selecting this option will activate the Credit Request functionality. All customer credit memos must go through an approval process before the credit memo may be generated. If your company does not desire to use this feature and wants to manually create customer credit memos, then do not select this option.

Require Credit Reason on Credit Memos – If your company has selected to use Credit Request Processing [previous option], then this option is automatically selected. If your company has not selected to use Credit Request Processing, selecting this option will require a User to enter a customer credit memo to select a reason for the credit memo. These reasons are set up and stored in the Credit Reason setup table.

Other

GL Categories Required for Income and Expenses – If this option is selected, a user will be required to select a valid Category code before posting income and expense transactions. It is highly recommended this option be selected. This will provide consistent reporting in your G/L reports.

Activate Customer Group Security by User– If this option is selected, each customer record must be assigned to a Customer Group. You must first set up records in the *Customer Group* Setup table to enable this option. See the previous SedonaSetup task [Customer Group](#) for detailed information on the functionality of this option.



Enable Activity Tracking– If this option is selected, the application provides an audit trail of certain activities performed by a User and is saved on the customer record. A form will be displayed to the User to enter a comment when certain activities are performed. Such activities include re-printing invoices, changing customer information, etc. The User has the option of closing the comment form without entering any information, however, the activity is still saved to the customer activity history. This information cannot be deleted and is viewable by selecting the Sedona Event Log menu item on the customer tree within the Customer Explorer.

If this option is not selected, information is still saved to the Sedona Event Log, but no message box will be displayed for the user to enter a comment.

Screen Employee by Type– Each employee in the Employee setup table is assigned an employee type. In several data entry forms, all employees will be displayed from the drop-down list from which the User will make a selection. If the field is the Salesperson field and you only want to see a list of employees that are assigned to a type of salesperson, then you would want to activate this option.

Allow Site Only RMR – By selecting this option, the User would be able to create a recurring line at the Site level of a Customer. Recurring lines are typically attached to a System record.

Allow Quantity-Based RMR – By selecting this option, when setting up a new recurring line, the User may enter a number of units for which to invoice the customer.

Group Deferred Revenue By - This feature allows you to select how you want the Deferred Income posted when recognizing Deferred Income. Item Type is the recommended setting.

Require Tape Totals to Match Deposit Amount in Order to Make Deposit – If this option is selected, the amount entered when creating a customer payment batch must be equal to the total amount of customer payments entered into the batch. If this option is not selected, the batch total and number of payments do not have to match to be able to deposit the payment batch.

Categories

Purpose:	Define levels for financial reporting of income and expense transactions.
Prerequisites:	None
Required or Optional:	Required

The Category table is used to group financial transactions into user-defined categories for reporting purposes. A Category may be a department within your company, a geographic location, a division of service, or a profit center. The Category is not mandatory, but highly recommended, and it can provide useful management analytical reporting. Using Categories is a way of departmentalizing your General Ledger transaction activity. Categories are assigned to income and expense transactions only.

The screenshot shows a software window titled "Categories". It contains a table with the following data:

Code	Description	GL Code	Inactive
G&A	General & Administrative	100	N
Inspections	Inspections	200	N
Installation	Installation	300	N
Monitoring	Monitoring	400	N
Sales	Sales	500	N
Service	Service - Time & Material	600	N

Below the table, there is a checkbox labeled "Include Inactive" which is currently unchecked. Below that is a "Category Edit" section with a sub-header "Inactive" and a checkbox which is also unchecked. This section contains three input fields: "Code" with the value "G&A", "Description" with the value "General & Administrative", and "GL Code" with the value "100". At the bottom of the edit section are three buttons: "Apply", "New", and "Delete".

Late Fee Rules

Purpose:	Create default rules and values to be used in calculating Late Fees on Statements or when selecting the Invoice/Statement invoice form.
Prerequisites:	Category
Required or Optional:	Optional

Late Fees may be assessed on a customer account if they become delinquent. There are two methods of assessing late fees in SedonaOffice. The first is done by selecting to calculate a late fee based on the current aging of the customer invoices and then printing this late fee on a customer statement or the invoice/statement form when you print your cycle invoices.

The second is done when generating bulk customer statements. Calculating Late Fees will not create an invoice or post to the general ledger. If the customer pays the late fee, you may post the cash to a miscellaneous income account. If the customer never pays the late fee, there is no action required to remove any late charges from the account.

The Late Fee Setup form contains values that will default into either the Finance Charge program, Statement Generation program or the Invoice/Statement printing form. You may change these values, if desired, before processing the late fees or finance charges.

Late Fee Setup

Late Fee Setup

Minimum Number of Days Past Due

Annual Interest Rate

Minimum Late Fee Charge

Charge Late Fees on Late Charges

Add Late Fees on Invoices

Message of Late Fee

Income Category Code

Aging Buckets

Purpose:	Create the aging buckets that will be used for aging the Accounts Receivable invoices. These aging buckets will be the columns displayed on the Accounts Receivable Aging Reports.
Prerequisites:	None
Required or Optional:	Required

The Aging Buckets setup form is used to define the five groups into which your accounts receivable invoices will be aged. These aging buckets appear on the customer explorer and on the Accounts Receivable Aging Reports.

Aging Buckets

Age Invoice By

Invoice Date
 Due Date

Aging Categories

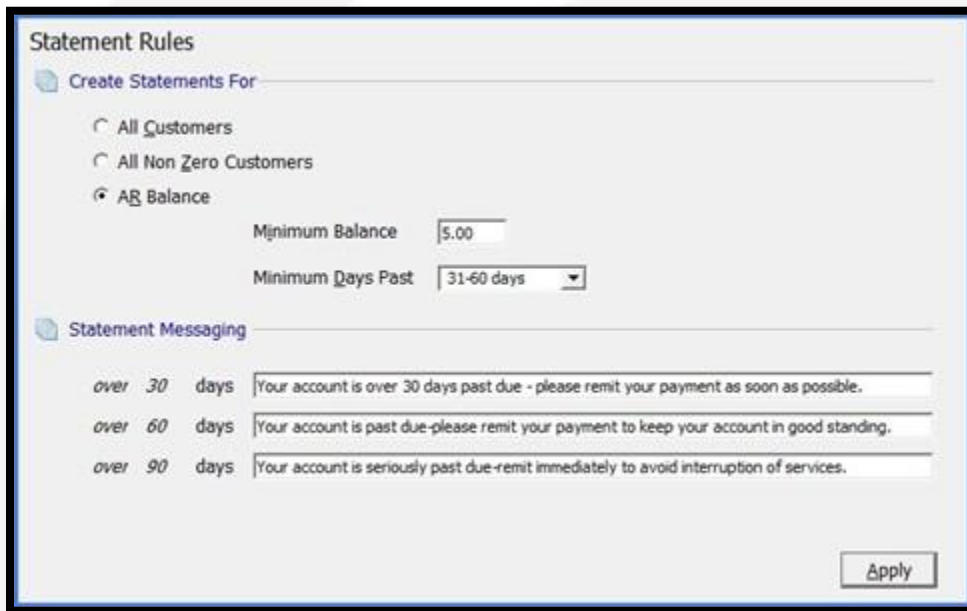
	Over Days	Column Heading
1st Column	0	1-30 days
2nd Column	31	31-60 days
3rd Column	61	61-90 days
4th Column	91	91-120 days
5th Column	121	over 120

Apply

Statement Rules

Purpose:	To set up default rules to be used when generating customer statements.
Prerequisites:	None
Required or Optional:	Required

Statement Rules setup is used as the default settings when you generate monthly customer statements. When running the statement generation process you may override these settings that will default into the statement generation form.



The screenshot shows a software window titled "Statement Rules". It is divided into two main sections: "Create Statements For" and "Statement Messaging".

Create Statements For: This section contains three radio button options: "All Customers", "All Non Zero Customers", and "AG Balance". The "AG Balance" option is selected. Below these options are two input fields: "Minimum Balance" with a text box containing "5.00", and "Minimum Days Past" with a dropdown menu currently set to "31-60 days".

Statement Messaging: This section contains three rows, each representing a different number of days past due. Each row has a label on the left and a text box on the right containing a message:

- over 30 days:** "Your account is over 30 days past due - please remit your payment as soon as possible."
- over 60 days:** "Your account is past due-please remit your payment to keep your account in good standing."
- over 90 days:** "Your account is seriously past due-remit immediately to avoid interruption of services."

An "Apply" button is located in the bottom right corner of the window.

EFT Credit Card Types

Purpose:	Enable the types of credit cards your company accepts for payment. You must first enroll with Forte to use this functionality.
Prerequisites:	Enrollment with Forte (Merchant Bank)
Required or Optional:	None

If your company processes credit card transactions with Forte (Sedona Office's merchant bank partner), inactivate the types of credit cards your company does not accept.



The screenshot shows a window titled "Credit Card Types". It contains a table with the following data:

Code	Description	Inactive
VISA	Visa	N
MAST	Mastercard	N
DISC	Discover	N
AMER	American Express	N
DINE	Diner's Club	N
JBC	JBC	N

Below the table is a "Type Edit" section with a "Code" field, a "Description" field, and an "Inactive" checkbox. An "Apply" button is located at the bottom right of the form.

Check 21 Setup

Purpose:	To set up information to be able to create electronic customer payment files to upload to your bank for deposit.
Prerequisites:	Subscription to SedonaCheck (scanner) and to Check 21 option.
Required or Optional:	Optional

To be able to use the Check 21 functionality, your company must subscribe to the SedonaCheck (scanner) feature along with the Check 21 feature. After customer checks are scanned into a payment batch, the user can create an electronic file that is then uploaded to your bank to be deposited. Three banks are currently supported for use with Check 21: Bank of America, Wells Fargo, and Chase.



Chart of Accounts

Purpose:	To set up a chart of accounts that will be used for processing all financial transactions.
Prerequisites:	Review the section Understanding the G/L Structure that follows.
Required or Optional:	Required

The *Chart of Accounts* is used to track all your financial data. If you already use an accounting system, you may already have a chart of accounts, or you may wish to discuss this with your CPA before setting up this table. A default chart of accounts was included with your SedonaOffice database. You may use this set of accounts, add additional accounts, delete accounts not used by your company, or modify the account numbers or descriptions. The length of the G/L account number must be all numbers, and the number of characters was defined in a previous setup table, Define G/L Segments and Length. The G/L account numbers may not contain foreign characters such as decimals or hyphens.

Each General Ledger Account must be assigned an Account Type. The account type is selected from the drop-down list of values that are pre-defined. You must select one of the choices from the list. Once you use a general ledger account number for a transaction, you may not change the account type.

Chart Of Accounts List

Account	Description	Account Type
01015	WIP Service Labor	OCA
10000	Petty Cash	BANK
10010	Primary Checking Account*	BANK
10020	Payroll Checking Account	BANK
10050	Undeposited Funds*	OCA
11000	Accounts Receivable*	AR
11101	Bad Debt Recovery	AR
12000	Inventory*	OCA
12005	Inventory - Tools	OCA
12006	Holdback Billings	OCA
12010	WIP-Install-Materials	OCA
12020	WIP-Install-Labor	OCA
12030	WIP-Install-Commissions	OCA
12040	WIP-Install-Misc.	OCA
12200	WIP-Service-Materials	OCA
12205	WIP-Service-Labor	OCA
12210	WIP-Service-Other	OCA
12500	Amortized Equipment	OCA
13000	Purchase Price Variance*	OCA
14000	Prepaid A/P*	OCA
14010	Inter-Branch Revenue*	OCA
15000	Furniture & Fixtures	FA
15010	Equipment	FA

Include Inactive

Chart Of Accounts Edit Inactive

Account Code: Account Type:

Description:

Apply New Delete

Account Type Code	Description
BANK	Bank Account
AR	Accounts Receivable
OCA	Other Current Asset
OA	Other Asset
FA	Fixed Asset
AP	Accounts Payable
CC	Credit Card
OCL	Other Current Liability
LTL	Long Term Liability
EQ	Equity
DIST	Distribution
IN	Income
CGS	Cost of Goods Sold
EX	Expense
OIN	Other Income
OEX	Other Expense

At a minimum, the following G/L accounts are required for each module implemented to process financial transactions:

Accounts Receivable	Accounts Payable	Inventory
Open Balance Equity	Accounts Payable	Inventory (Asset)
Accounts Receivable	Primary Checking	Inventory Adjustments
Deferred Revenue	Inventory Receipts	Inventory Transfer
Late Fees	Discounts	Cost of Goods Sold (over the counter)
Discounts	Pre-Paid Accounts Payable	Purchase Price Variance
Advance Deposits	Write Off Non-Billed Receipts	
Unapplied Cash	Customer Refunds	
Unapplied Credit Memos	Inter-Branch Bills	
Un-deposited Funds		
Pre-Paid Accounts Receivable		
Inter-Branch Revenue		

Job Management	Service
Work In Process	Labor Deferred
Cost of Goods Sold (Materials)	Cost of Goods Sold
Cost of Goods Sold (Labor)	
Cost of Goods Sold (Other)	
Cost of Goods Sold (Commissions)	
Labor Deferred	

Alternate Company Address

Purpose:	To set up addressing information that will be used for printing customer invoices and credit memos.
Prerequisites:	None
Required or Optional:	Required

Alternate *Addresses* is a required setup table. This table defines what company name and address and the remit to name and address which will print on your customer invoices and statements. If you are using multiple branches and have different remit-to addresses, you will create one record for each unique company name and remit-to address. If your company operates under one branch, you will still need to create one entry for the main branch your company will use for all invoices and statement printing. You may modify the existing record to use for your company/branch information.

You also can add an Overview Message and additional phone numbers that will print at the end of the detailed section on most invoice printing forms.

Use Preformatted Phone Numbers – if the checkbox is not selected, phone numbers will print in the US format (area code) NNN-NNNN. If checked, phone numbers will print exactly as entered to support foreign countries where the standard US format does not apply.

Note: The Overview Message and additional phone numbers do not print on all invoice forms.

Alternate Address List

Name	Address1	Address2	Address3
Sedona Security	999 Maple St		Northville, MI 48888
Marco	PO Box 9648		Chagrin Falls, OH 48022
*Ace Security Systems	549 East Washington St...		Cleveland Ohio 44124
*CJ Security	112 Wilson Road		Los Angeles, CA 90021
Andrea Security Company	5025 Citadel		Canton, MI 48188
Boss Systems	445 tabby rd		Canton MI
Anne Service Compan	123 Anywhere Street		Canton, OH 44124
Don's Test Branch	45185 Joy Road		Canton, MI 48187
Ye Olde Security Company	7A Woolich Street		Sydney NSW 4670
ADI Gobalal Distribution	C/o Margaret Enzien	263 Old Country Road	Melville, NY 11747

Alternate Company Information

Name: Sedona Security
 Address 1: 999 Maple St
 Address 2:
 Address 3: Northville, MI 48888
 Phone 1: (999) 444-1111
 Phone 2:
 Use preformatted phone numbers

Alternate Remit To Information

Name: SedonaSecurity
 Address 1: PO Box 4723
 Address 2:
 Address 3: Chicago, IL 60609
 Phone 1: (734) 414-0760
 Phone 2:
 Phone 3:
 Use preformatted phone numbers

Overview Message
 Overview Message:
 Label 1:
 Label 2:
 Label 3:
 Phone 1:
 Phone 2:
 Phone 3:
 Use preformatted phone numbers

Buttons: Apply, New, Delete

Branches

Purpose:	To define the individual branches in which you conduct business. These are used for financial reporting.
Prerequisites:	Alternate Company Address, Email Setup (for companies using SedonaEmail)
Required or Optional:	Required

Each Customer and Site record is assigned to a *Branch*. A Branch is a means to group your Customer and/or Sites for financial and other reporting purposes. For example, Branches can be used for dividing your Customer and/or Sites geographically, by acquisition, or even by type of customer. You must set up a minimum of one Branch in your system. Many reports and processes throughout SedonaOffice use Branch selection as a means of grouping data.

GL Code: This field is one of three segments of the G/L structure. This field is used for reporting purposes. You will enter a numeric value in this field; the number of digits allowable is the length that was assigned for branches in the Define G/L Segment earlier in this chapter. Please refer to [Define G/L Segments](#) earlier in this document.

Merchant ID: For companies that will be processing ACH and Credit Cards payments using our third-party, Forte, enter the Merchant ID issued to your company by Forte.

Invoice Address: This is the address information that will be used on invoices for customers. The selections for this field are set up in the [Alternate Company Address](#) setup table.

Email Template: For companies using SedonaEmail (ability to email customer invoices directly from SedonaOffice), select which template will be used for the branch.

Note: Email Templates are created and maintained in the Email Setup table.

Branches

Branches

Branch	Description	Alternate Address	GL Code	Inactive
Master Security	Master Security	SedonaSecurity 45185 Joy Road Canton, M...	60	N
MI	Michigan	SedonaSecurity 45185 Joy Road Canton, M...	10	N
National	National Accounts	SedonaSecurity 45185 Joy Road Canton, M...	99	N
OH	Ohio	SedonaSecurity PO Box 9648 Chagrin Falls...	20	N
Richardson	Richardson Security	Richardson Security 417 N Main Plymouth, ...	98	N

Include Inactive

Branch Edit Inactive

Branch: Invoice Address:

Description: SedonaSecurity
45185 Joy Road
Canton, MI 48187

GL Code:

Merchant Id:

Email Template:

From: Sedona Security

Email: Support@PerennialSoftware.com

Item Types

Purpose:	To define codes to identify how an Item Code is to be classified for sales tax purposes.
Prerequisites:	None
Required or Optional:	Required

An *Invoice Item Type* is a code assigned to each Invoice Item code, which enables the application to apply sales tax to the item being invoiced based on the type of service being invoiced to your customer. Most government agencies base sales tax calculations on a defined list of service types. These types of sales are typically one of the following:

- Inventory Parts
- Non-Inventory Parts
- Labor
- Recurring Services
- Non-Recurring Services

The SedonaOffice software is delivered to you with pre-set Item Types; you may use these codes and create additional codes to handle complex sales tax situations, that may exist in a particular taxing jurisdiction.

If the Item Type is to be used for Recurring Type services, check the Is Recurring checkbox.

The Central Station Service checkbox is used for integration with certain Central Station Monitoring software products.

When setting up an Invoice Item you must first select an Item Type. Once the Invoice Item has been created, the Item Type cannot be changed. If you make an error in selecting the item type, you will need to delete the Invoice Item record and re-enter it with the correct item type.

Invoice Item Types

Invoice Item Types

Invoice Item Types	Description	Recurring	CS Service
IP	Inventory Part	N	N
LB	Labor	N	N
NIP	Non-Inventory Part	N	N
NR	Non-Recurring	N	N
OC	Other Charge	N	N
ORS	Other Recurring	Y	Y
RS	Recurring Service	Y	Y
TX	Tax	N	N

Include Inactive

Invoice Item Types Edit

Invoice Item Types:

Description:

Central Station Service

Is Recurring

Apply New Delete

Invoice Items

Purpose:	To define invoicing codes that are linked to a specific revenue account for products and services sold or credited.
Prerequisites:	Chart of Accounts (Income Type Accounts), Category, Item Types
Required or Optional:	Required

An *Invoice Item* is used for the individual line-item charges entered on Customer Invoices or Credit Memos. Each line on an invoice or credit memo will be assigned an Invoice Item. Invoice Items are used on all types of Invoices and Credit Memos.

Important Note: Once an Invoice Item has been saved, the Item Type cannot be changed. If you select the incorrect Item Type, you need to delete the Invoice Item record and then re-enter with the correct Item Type.

Item Type: Each Invoice Item is assigned to an Item Type, which is used to determine the taxability of the item. For more information on sales tax, see Tax Groups and Tax Tables later in this section.

Item (Code): The code you assign that users will be able to select from when creating lines on an invoice or credit memo. The code does not print on the customer invoices.

Description: A description of the invoice item will be printed on customer invoices.

Non-Deferred Income Flag: If the Item Type selected is for a recurring service, you may choose whether to defer the income for this invoice item code.

Default Rate: The default rate entered will be used in Invoices and Credits when selecting this Invoice Item but may be overridden on each invoice line created in invoice processing.

Deferred Account: If the Invoice Item is for recurring services and you want the deferred income to be posted to a specific GL account, select from the drop-down list. If no selection is made, deferred income will be posted to the company's default deferred income account.

Account: Each Invoice Item is linked, typically, to an income G/L Account. This is the G/L Account that will be credited or debited on invoice and credit memo transactions.

Category: The default category to be assigned to this invoice item.

Job Costing (Method): You may select a job costing type that is saved on invoice transactions for reporting purposes. This field is used with third-party Sales Estimating programs such as WeSuite sales software and for reporting purposes only.

Default Cost: The Default Cost, if any, for the Item code. This field is used with third-party Sales Estimating programs such as WeSuite sales software and for reporting purposes only.

Taxable Flag: Determines if Sales Tax should be charged on this Item, if the item meets the sales tax rules for the taxing jurisdiction of the site location. If this box is left un-checked, the invoice item will never be taxed.

Available in Sales Flag: Determines whether this Item is available for use on sales quotes. This field is used

with third-party Sales Estimating programs.

Available in Service Flag: Determines whether this Item is available for use on Service and Inspection Tickets and available to Technicians using FSU's (field service units).

Invoice Items

Invoice Items List

Item	Description	Type	G/L Code	Category
INSP Fire System	Inspection-Fire System	RI	421340	S-Insp Con
INSP Fire Waterflow	Inspection-Fire-Waterflow	RI	421340	S-Insp Con
Lease	Equipment/System Lease	RL	480110	G & A
Wholesale Digital MON	Wholesale Digital Monitoring	RM	430110	3rd Party Dealer
TSTD	Daily Test	RM	430110	Monitoring
TSTW	Weekly Test	RM	430110	Monitoring
RAD	Radio/Cellular Backup	RM	430110	Monitoring
OCLG	Open/Close Logging	RM	430110	Monitoring
OCRPT	Open/Close Reports	RM	430110	Monitoring
OCSUP	Open/Close Supervised	RM	430110	Monitoring
WEB	Web Access	RM	430110	Monitoring
MON	Monitoring	RM	430110	Monitoring
Mon-Fire	Monitoring - Fire	RM	430110	Monitoring
Monitoring	Monitoring Services	RM	430110	Monitoring
3rd Party Digital Monitor	Digital Monitoring	RM	299000	3rd Party Dealer
MON-Dealer	Monitoring Services	RM	431000	Monitoring
Installment R	Installment billing	RO	289000	G & A
UL Fees	UL Fees	RO	430110	Monitoring
Permit-RMR	Permit	RO	250300	G & A
Maint Agr	Maintenance Agreement	RW	421330	Monitoring
SVC CONT	Service Contract	RW	421330	S-SVC Con

Include Inactive

Item Edit

Item Type: Account: Inactive

Recurring-Monitoring Services Non Deferred Income *Revenue - Monitoring* Taggable

Item: Category: Available in Sales

Description: Job Costing: Available in Service

Default Rate: Default Cost:

Deferred Acct:

Invoice Descriptions

Purpose:	To create descriptions to categorize the types of invoices & credit memos.
Prerequisites:	None
Required or Optional:	Required

An Invoice Description is a required field on all Invoices and Credit Memos produced in SedonaOffice. Invoice Descriptions will be displayed on the Customer Invoice form, will be printed on some customer invoice and statement printing forms, and will be displayed in the Customer Explorer.

The records entered in this table are selectable when creating a customer invoice or credit memo. An Invoice Description summarizes the types of services contained on the customer invoice or credit memo; these should be very generic descriptions.

The **Description** field will print on customer statements.

The screenshot shows the 'Invoice Description' configuration window. It features a table with the following data:

Invoice Description	Description	Inactive
Conv Bal Fwd	Conversion Balance Fwd	N
Credit on Account	Credit on Account	N
Equipment Sales	Equipment Sales	N
Inspection	Inspection Services	N
Installation	Installation Services	N
Recurring	Recurring Services	N
Sales Tax	Sales Tax	N
Service Call	Service Call	N
Shipping	Shipping & Handling	N

Below the table, there is a checkbox for 'Include Inactive' which is currently unchecked. Underneath, there is an 'Invoice Description Edit' section with an 'Inactive' checkbox (also unchecked). This section contains two input fields: 'Invoice Description' and 'Description'. At the bottom right of the window, there are three buttons: 'Apply', 'New', and 'Delete'.

Credit Reason

Purpose:	To create a list of reasons for which a credit memo is being generated. Used for reporting purposes.
Prerequisites:	None
Required or Optional:	Optional; Required if Credit Request Processing has been activated.

The Credit Reason table is used to define the various reasons for which a customer Credit Memo is generated. This field is used for reporting purposes. It is highly recommended this option be used to track how much and why credits are being generated by Users.

The screenshot displays the 'Credit Reason' configuration window. It features a table with the following data:

Credit Reason	Description	Inactive
Customer Referral	Customer Referral	<input type="checkbox"/>
Goodwill Credit	Goodwill Credit	<input type="checkbox"/>
Install Over Invoiced	Installation Over Invoiced	<input type="checkbox"/>
Install Problem	Install Dissatisfaction	<input type="checkbox"/>
Inv Wrong Cust	Invoiced Wrong Customer	<input type="checkbox"/>
Invoiced in Error	Invoiced in Error	<input type="checkbox"/>
Sales Dissatisfaction	Sales Dissatisfaction	<input type="checkbox"/>
Service Over Invoiced	Service Call Over Invoiced	<input type="checkbox"/>
Service Problem	Service Dissatisfaction	<input type="checkbox"/>
Write Off From Cancel	Write Off Customer Cancelled	<input type="checkbox"/>

Below the table, there is a checkbox labeled 'Include Inactive'. Underneath is the 'Credit Reason Edit' section, which includes input fields for 'Credit Reason' and 'Description', and an 'Inactive' checkbox. At the bottom right, there are buttons for 'Back', 'New', and 'Delete'.

Geographic

Purpose:	To add or edit postal codes, cities, counties, or townships.
Prerequisites:	None
Required or Optional:	Optional

The Geographic tables are used to add or edit City, State, and Postal Code information. The SedonaOffice database delivered to your company is pre-populated with all the city/state/postal code combinations that were in effect with the United States Postal Service as of 2009. Any additions that have been made since that time will have to be maintained manually by your company.

To enter a new City/State/Zip Code combination within the USA:

From the country options select the United States

Select the Zip Code option

Click the New button and enter the new **Zip Code** in the field provided

Select the **State** from the drop-down list

Type in the **City** name

In the **Service Company** field, you may select the default Service Company for this record. If your company is using Service or Inspection Routes, you may select the default **Route** for this record.

Click the *Apply* button to save the new record.

The screenshot shows a window titled "Geographic Information" with a list of records and a form below. The list has columns for Zip Code, City, State, Service Co, and Route. The form below has fields for Zip Code (48289), State (Michigan), City (Detroit), Service Company (MI), and Route. Buttons for Apply, New, and Delete are at the bottom.

Zip Code	City	State	Service Co	Route
0	48264	Detroit	Michigan	
1	48265	Detroit	Michigan	
2	48266	Detroit	Michigan	
3	48267	Detroit	Michigan	
4	48268	Detroit	Michigan	
5	48269	Detroit	Michigan	
6	48272	Detroit	Michigan	
7	48275	Detroit	Michigan	
8	48277	Detroit	Michigan	
9	48278	Detroit	Michigan	
A	48279	Detroit	Michigan	
B	48288	Detroit	Michigan	
C	48301	Bloomfield Hills	Michigan	
D	48302	Bloomfield Hills	Michigan	
E	48303	Bloomfield Hills	Michigan	
F	48304	Bloomfield Hills	Michigan	
G	48306	Rochester	Michigan	
H	48307	Rochester	Michigan	
I	48308	Rochester	Michigan	
J	48309	Rochester	Michigan	
K	48310	Sterling Heig...	Michigan	
L	48311	Sterling Heig...	Michigan	
M	48312	Sterling Heig...	Michigan	
N	48313	Sterling Heig...	Michigan	
O	48314	Sterling Heig...	Michigan	

Form fields:

- Zip Code: 48289
- State: Michigan
- City: Detroit
- Service Company: MI
- Route: (empty)

Buttons: Apply, New, Delete

Vendor Types

Purpose:	To provide a means to classify Vendors for look up and reporting purposes.
Prerequisites:	None
Required or Optional:	Required

Vendor Types provide a means to classify your Vendors and may be used for reporting purposes. Each Vendor must be assigned a Vendor Type on the Vendor record.

The sample list of Vendor Types delivered with your database contains three “protected” vendor types. Each of these has a special functionality within the software application and cannot be deleted or modified.

Parts Supplier – Used to identify Vendors from whom your company purchases inventory parts.

Sales Tax Agency – Used only for municipalities to whom you remit sales tax that was collected from your customers.

Service Provider – Used for subcontractors your company uses to Service your customer systems on a service ticket. If a Vendor is created and the vendor type of Service Provider is selected, when saving, an entry is automatically made into the Service Company setup table.

Vendor Type

Vendor Type	Description	Inactive
Corp Officer	Corp Officer	N
Credit Card	Credit Card	N
Employee	Employee	N
Equipment Rental	Equipment Rental	N
Finance Company	Finance Company	N
Government Agency	Government Agency	N
Insurance	Insurance	N
Office Supplies	Office Supplies	N
Outside Services	Outside Services	N
Parts Supplier	Parts Supplier	N
Professional	Professional Services	N
Sales Tax Agency	Sales Tax Agency	N
Service Provider	Service Provider	N
Sub Contractor	Sub Contractor	N
Unknown	Unknown	N
Utilities	Utilities	N

Include Inactive

Vendor Type Edit

Vendor Type:

Description:

Inactive

Apply New Delete

Terms (Accounts Payable)

Purpose:	To define how to age accounts payable bills and customer invoices.
Prerequisites:	None
Required or Optional:	Required

A *Term Code* is assigned to every customer and every Vendor record; this is a shared table used for both accounts receivable and accounts payable terms. For each customer's invoice or accounts payable bill that is entered, the terms code assigned to the customer or vendor will be the default, however, you may override the Terms Code on any invoice or bill before saving.

General

Term Code: Enter a Terms Code that is easily identifiable by the user who will be making selections during data entry.

Description: Enter a description for the Terms Code.

Aging Based On

Invoice Aging Date (A/R Only): This is used for Aging purposes. This determines at which point Invoices will appear as past due.

Due Date: The number of days from the invoice date that the invoice is due to be paid.

End of Month: The number of days from the last day of the month of the invoice date. For example, if an invoice is due on the 10th day of the month, you should select the End of Month radio button and then type in the number 10.

A/P Discounts

If the term code is to be used for an Accounts Payable term and the Vendor offers discount terms, you will enter the number of days in which the invoice must be paid and the percentage that will be deducted from the bill amount for the discount.

Discount Days: The number of days from the bill date that the discount is valid. **Discount %:** The discount percentage you will be taking from the bill amount.

Discount %: The discount percentage you will be taking from the bill amount.

Terms

Term	Description	Days Due	Based On	Disc Days	Disc %
2-10 N-30	2%-10 Days Net-30 Days	30	Due Date	10	2
2-20 N-60	2%-20 Days Net-60 Days	60	Due Date	20	2
4-10 N-31	4-10 N-31	31	Due Date	31	4
Conv Invoice	Terms for converted invoices	0	Aging Date	0	0
Due on Aging Date	Due on Aging Date	0	Aging Date	0	0
Due On Receipt	Due On Receipt	0	Aging Date	0	0
EOM	EOM	0	Due Date	10	10
EOM + 10	EOM + 10	10	Due Date	0	0
EOM + 25	EOM + 25	25	Due Date	0	0
EOM + 30	EOM + 30	30	Due Date	0	0
EOM + 5	EOM + 5	5	Due Date	0	0
First of Month	First of Month	1	Due Date	0	0
Net 10	Net 10	0	Due Date	10	5
Net 30	Net 30	30	Due Date	0	0
On Receipt	On Receipt	0	Due Date	0	0

Include Inactive

General

Term Code: Inactive

Description:

A/R Aging Based On

Invoice Aging Date (A/R Only)
 Due Date
 End of Month } Plus Days

A/P Discounts

Discount Days:

Discount %:

Invoice and Bill Due Date will be (End of Month + Plus Days)

Tax Agency

Purpose:	To define vendor records to whom you will remit sales tax payments. These tax agencies are linked to the Tax Table records.
Prerequisites:	None
Required or Optional:	Required

A *Tax Agency* is a municipality to whom your company will remit the sales tax that was charged on your customer invoices or credit memos. Tax Agencies may be a state, county, city, or any other entity to whom sales tax is remitted.

If your company does not collect and remit sales tax to a government agency, you will still need to set up a Tax Agency for the state in which your main office is located.

Tax Agency

Tax Agency

Vendor	Business Name	Current Balance
MI Dept of Revenue	MI Dept of Revenue	\$0.00

Include Inactive

Tax Agency Edit Inactive

Vendor Code	MI Dept of Revenue	Branch	Main
Vendor Type	Sales Tax Agency	Category	G & A
Name	MI Dept of Revenue	Federal Id	-
Address ...	101 Capitol Drive Livonia, MI 48150	Social Sec #	- -
Contact 1		Exp Account	
Phone		Default Cost	0.00
Fax		Terms	Due Now
Contact 2		Credit Limit	0.00
Phone			

Issue 1099

Tax Table

Purpose:	To define taxing entities for use in calculating sales tax on customer invoices and credit memos.
Prerequisites:	None
Required or Optional:	Required

Tax Tables are used to define the various taxing entities for sales tax. Based on the physical location where service is provided, you will build your Tax Tables to meet the local tax jurisdiction's specific laws or requirements. When a Tax Table entry is created you select the Taxable Item Types that apply to the taxing jurisdiction.

Each Tax Table consists of two data entry forms: one to identify the code and information about the tax table, and the second to identify what date the tax rate went into effect, the tax rate, and the method of calculation to be used for the tax table.

If your company is not collecting and remitting sales tax to a government agency, you will still need to set up one tax table and set the tax rate to zero.

Taxable Item Types	Description
IP (Inventory Part)	These are the actual parts (inventory) you sell. Typically this includes the parts you sell when installing or servicing your customer's systems.
LB (Labor)	Labor for charges of an employee's time; could be for service or installations.
NIP (Non-Inventory Part)	This is for items or parts that are not warehoused such as tools or consumables.
NR (Non-Recurring Item)	Typically used for services that are sold on a one-time basis, such as installation charges.
RS (Recurring Service)	This is a unique charge in SedonaOffice used specifically for recurring type charges, such as monitoring or service agreements.
OC (Other Charge)	This includes any miscellaneous charges that are not subject to sales tax, such as delivery expenses.

Tax Table Setup Fields

Tax Table - The code you will use for the tax table. You are limited to 25 characters in this field. If your company does business in multiple states, you may want your tax table codes to begin with the two-character abbreviation of the state.

Description - The description for the tax table. You may enter up to 50 characters to describe the tax table.

Account - Select a G/L account from the drop-down list from the Chart of Accounts setup table that indicates the liability account to which sales tax transactions will be posted.

Tax Agency - Select the Tax Agency (Vendor) from the drop-down list to whom you will remit sales tax collected for this tax table.

Allow Line Item Exemption - If this checkbox is selected, you are able to make an item on an invoice or credit memo exempt from this tax on the fly.

Item Types - Check the box to the left of each Item Type where the type of service provided is taxable in this tax table jurisdiction.

The screenshot shows the 'Tax Table Setup' form with the following details:

- Tab:** Tax Table Setup (Effective Dates & Formula)
- GST Tax:**
- Inactive:**
- Tax Table:** CA Sales Tax
- Description:** CA Sales Tax
- Account:** 250123 (Sales Tax Payable-California)
- Tax Agency:** CA State Board Of Equalization
- Allow Line Item Exemption:**
- Item Types:**
 - Inventory Part-Jobs
 - Inventory Part-Service
 - Labor-Jobs
 - Labor-Service
 - Non-Inventory Part
 - Non-Recurring
 - Lease Installations
 - Other Charge
 - Part
 - Recurring-Inspections
 - Recurring-Inspection

Effective Dates & Formula Setup Fields

Effective Date - Enter the first date this tax table went into effect.

End Date - The last date the tax rate will be in effect. If you leave this field blank, this tax rate will be used until the time an end date has been entered and saved. If the tax rate changes, you would enter an end date, then create a new row in this form with the start date of when the new rate will take effect.

Rate - Enter the CA tax rate that applies to this tax table. Six percent would be entered as 6.0.

Formula Type - Defines which method the program will use to calculate sales tax on an invoice.

- **Flat Rate** - sales tax will be calculated on the invoice item and/or inventory parts based on whether the taxable flag has been checked for the invoice item type on the tax table setup form tab. The tax will be calculated using the rate entered in the Rate field of the Effective Dates and Formulas form.

Fields to populate in this form: Effective Date, Rate, Formula Type

- *Max Taxable Sale* - sales tax will be calculated on the invoice item and/or inventory parts up to the dollar amount entered in the Formula Field. For example, if the formula amount is set to \$5,000.00 and the invoice item is for \$10,000.00, only the first \$5,000.00 will be taxed.

Fields to populate on this form: Effective Date, Rate, Formula Type, Formula Amount

- *Min Taxable Sale* - sales tax will be calculated on the invoice item and/or inventory parts beginning at the dollar amount entered in the formula field. The Invoice item must be for at least the minimum amount entered in the Formula Amount field; all amounts at and above the setup amount will be taxed.

Fields to populate on this form: Effective Date, Rate, Formula Type, Formula Amount

- *Maximum Tax* - sales tax will be calculated on the invoice item and/or inventory parts up to a particular amount of sales tax. For example, if the formula amount is set to \$75.00 and the calculated amount of tax is 76.00, only \$75.00 of sales tax will be recorded against the invoice item.

Fields to populate on this form: Effective Date, Rate, Formula Type, Formula Amount

- *Pctg of Sale* - (Percentage of Sale) The application will calculate sales tax on the invoice item and/or inventory parts as a percentage of the sale amount. For example, if the tax rate for the Tax Table is set to 5% with the formula of 10, and the invoice amount is \$50.00, sales tax would be calculated on 10% of the invoice amount at the rate in the tax table which applies to the invoice item type. The calculation would be $(\$50.00 \times 10\%) \times 5\%$ for a total sales tax amount of \$0.25.

Fields to populate on this form: Effective Date, Rate, Formula Type, Formula Amount

Tax Table Setup **Effective Dates & Formula** **CA Sales Tax - CA Sales Tax**

Effective Date	Tax Rate	End Date	Formula Type	Formula Amt
1/1/2013	6.5000	** Never **	Flat Rate	

Effective Date:

End Date:

Rate:

Formula Type:

Formula Amount:

Tax Groups

Purpose:	To group one or more tax tables.
Prerequisites:	Tax Table
Required or Optional:	Required

The Tax Group is linked to one or more Tax Tables and is assigned to a Customer’s Site. Taxability of items invoiced is determined by the Tax Group assigned to the Site record. You will first create the Taxing Group and then link the appropriate tax table codes to the Taxing Group. Select the Tax Tables to include in the Tax Group by checking the box to the left of each tax code in the lower area of the form.

Taxes | US Geo Linking | Group Rate Setup | Product Lines

Inactive

Taxing Group: CA-Sales Tax

Description: CA-State Sales Tax

Tax Code	Description	Rate
<input checked="" type="checkbox"/> CA-Sales Tax	CA-State Sales Tax	8
<input type="checkbox"/> 087 Alameda-County	Alameda-County	1.5
<input type="checkbox"/> 145 Del Rey Oaks-City	Del Rey Oaks-City	1
<input type="checkbox"/> 184 Pacific Grove-City	Pacific Grove-City	1
<input type="checkbox"/> 238 San Leandro-City	San Leandro-City	0.5
<input type="checkbox"/> 6 Percent	6 Percent	6
<input type="checkbox"/> AR-Sales Tax	AR-State Sales Tax	0
<input type="checkbox"/> AZ-Sales Tax	AZ-State Sales Tax	0
<input type="checkbox"/> BCTAX	BCTAX	12

Apply New Delete

Bank

Purpose:	To set up records for cash accounts.
Prerequisites:	Chart of Accounts
Required or Optional:	Required

For each unique *Bank* you will be using to deposit customer or miscellaneous funds, create a unique Bank record.

If you have subscribed to ACH auto payment processing through Forte, you will create one record for each unique bank and routing number to be used for processing bank debit transactions for your customer payments. Check the *Customer* box located at the bottom of the for ACH customer banks only.

Bank Name - enter the name of the bank or an abbreviation for the bank. For customer banks enter the routing number for the bank (using the routing number for the Bank Name makes searches easier for the User selecting a bank for ACH processing).

Description - enter the full name of the financial institution for both company and customer banks. **Routing Number** - For both company and customer banks, enter the bank routing number.

Customer Bank - For company banks, leave un-checked. For customer banks, information is entered from a customer record, not in this setup table.

Next Check # - Company banks only; enter the next check number that will be printed. You may set this number later when you are ready to begin using the SedonaOffice software.

GL Account - Company banks only; select the general ledger account number from the drop-down list that corresponds with this bank.

Check Form - SedonaOffice has one standard three-part laser check printing format available. Your form selection will determine where the check will print on the form; top, middle or bottom.

Banks

Bank Name	Description	Routing	Cust Bank	Next Check	Form	GL Account
10010	MI Primary Checking A...	000001565	N	12000	CS01	10010-Primary C

Bank Edit

Bank Name: Next Check #:

Description: Check Form:

Routing Number: GL Account:

Customer Bank:

Apply New Delete

Cancellation Tasks

Purpose:	To define the individual steps required to process a customer cancellation.
Prerequisites:	None
Required or Optional:	Optional

The Cancellation Tasks are assigned to a particular Cancel Profile. For example, your company may have different methods of processing cancellations for residential or commercial type accounts or for handling different cancellation situations such as a move, cancellation for non-payment, or a takeover. In cases such as this, you would create one Cancel Profile for each type.

Each Cancellation Task is a major step in your internal cancellation policy that you want a user to mark as completed when that task is finished.

The Cancellation Tasks are a checklist of items that must be approved to complete the Customer cancellation. As the tasks are completed, each item is checked off by the person completing the task. When all tasks have been checked off, the cancellation may be finalized and the recurring lines, if any, will automatically be canceled. If you do not want to use the Cancel Tasks, you may skip this step and just use the Cancel Profile(s).

Cancellation Task

Cancellation Task

Cancellation Task	Description	Inactive
Balance of Contract	Determine Balance of Contract	N
Notify Salesperson	Notify Salesperson	N
Put in Collections	Put in Collections	N
Remove Equipment	Remove Equipment	N
Schedule Service Call	Schedule Service Call	N
Stop Monitoring	Stop Monitoring	N

Include Inactive

Cancellation Task Edit

Inactive

Cancellation Task:

Description:

Cancellation Profil

Purpose:	To label a customer cancellation process.
Prerequisites:	Cancel Tasks- optional
Required or Optional:	Optional

The *Cancellation Profile* is selected when a customer cancellation is initiated. If you have decided to use the Cancellation Process, then you will create one Cancellation Profile for each unique situation where the steps involved are unique.

For Each Cancellation Profile, you will check the box to the left of each Cancellation Task that applies to that profile.

Cancellation Profiles List

Profile	Description	Tasks	Inactive
General	General Cancellation	N	N
Non-Payment	Non-Payment	Y	N
Moved	Moved	Y	N
End Of Contract	End Of Contract	Y	N

Include Inactive

Cancellation Profile Edit

Profile: Inactive

Description: Use Tasks

Cancel Task	Description
<input checked="" type="checkbox"/> Stop Monitoring	Stop Monitoring
<input checked="" type="checkbox"/> Remove Equipment	Remove Equipment
<input checked="" type="checkbox"/> Balance of Contract	Determine Balance of Contract
<input checked="" type="checkbox"/> Notify Salesperson	Notify Salesperson
<input checked="" type="checkbox"/> Whatever	Whatever
<input checked="" type="checkbox"/> Schedule Service Call	Schedule Service Call
<input checked="" type="checkbox"/> Put in Collections	Put in Collections
<input checked="" type="checkbox"/> Card Verification at CS	Card Verification at CS
<input checked="" type="checkbox"/> Written notice sent to CS	Written notice sent to CS
<input type="checkbox"/> Received PERS Medallion	Received PERS Medallion

Buttons:

Chain Account

Purpose:	To group unrelated A/R accounts.
Prerequisites:	None
Required or Optional:	Optional

The *Chain Account* is used to group customer accounts where the customers are not financially related. This enables you to track specific customer accounts as a group. If a Chain Account is assigned to certain customer records, you will be able to view the total accounts receivable and RMR for all these grouped customers on one form. This helps determine the total value of a Chain Account group. The Chain Account is input on the Customer Billing and Information form. You may also use the Chain Account for reporting purposes using the Customer Query Builder function.

Chain Account	Description	Inactive
Subway	Subway	N
Westfield HOA	Westfield Homeowners Association	N

Include Inactive

Inactive

Chain Account:

Description:

Buttons: Apply, New, Delete

The Chain Accounts List is viewable from Client Management / Manage Chain Accounts

Name	Description	Count	Current	Current	Over 30 D...	Over 60 D...	Over 90 D...	over 120 ...
Home Depot	Home Depot	1	45.14	0.00	22.58	67.72	0.00	64.50
Tim Horton's	Tim Horton's	0	0.00	0.00	0.00	0.00	0.00	0.00
Burger King	Burger King	3	1256.61	0.00	0.00	0.00	0.00	0.00
ABC Builders -Willow ...	ABC Builders -Willow Run	0	0.00	0.00	0.00	0.00	0.00	0.00

Customer Id	Name	Net Due	RMR Amount
5000	Burger King	\$366.24	\$169.95
5001	Burger King	\$540.00	\$250.00
5002	Burger King	\$330.37	\$152.95

Close

Collection Status

Purpose:	To create labels for identifying delinquent customers.
Prerequisites:	None
Required or Optional:	Optional

To successfully use the Collections Module, you will need to set up *Collection Statuses*. Collection Statuses are associated with Collection Profiles and are linked to customers through the collection process. This status will appear in the top right-hand corner of the Customer Explorer, and the upper right corner of Service and Inspection tickets.

If a customer becomes delinquent, depending on the rules that your company has set up, a Collection Status will be assigned to the customer's account. The Collection Status will not be printed on any customer documents; this is for internal company information only.

Collection Status	Description	Inactive
C.O.D. Only	C.O.D. Only	N
Do Not Extend Credit	Do NOT Extend Credit	N
Final Demand LTR	Final Demand Letter	N
Legal	Legal	N
O/S Coll	Outside Collections	N
Payment Arrangements	Payment Arrangements	N
Promise to Pay	Promise to Pay	N
Service Hold	Service Hold	N

Include Inactive

Collection Status Edit Inactive

Collection Status:

Description:

Payment Methods

Purpose:	To identify the method by which you are receiving payments from your customers.
Prerequisites:	None
Required or Optional:	Required

Payment Methods are used in Payment Processing to identify the method by which you are receiving payments from your customers. The records that you create in this table are selectable when entering your customer payments.

Payment Method

Payment Method	Description	Inactive
American Express	American Express	N
Cash	Cash	N
Check	Check	N
Credit Card	Credit Card	N
Discover	Discover	N
EFT	Electronic File Transfer	N
MasterCard	MasterCard	N
Visa	Visa	N

Include Inactive

Payment Method Edit

Payment Method Inactive

Description

RMR Reasons

Purpose:	To classify additions, modifications, or cancellations of RMR for reporting purposes.
Prerequisites:	None
Required or Optional:	Required

RMR (recurring monthly revenue) Reasons is a code that the User is required to select when creating new recurring, modifying recurring, or canceling recurring. RMR Reasons provide many reporting capabilities.

Each RMR Reason code must be assigned a system-controlled reason type; these reason types are used by SedonaOffice in producing reports that may be found in the Report Manager.

The RMR Reason code is used on each recurring line being created and required when initiating a customer cancellation.

RMR Reason

Code	Description	Reason Type	Inact...
Accounting Correction	Accounting Correction	AC	N
Acquisition	Acquisition	AQ	N
Add Service	Add Service	AE	N
Auto add	Added by Auto integration	OR	N
Auto cancel	Cancelled by Auto integration	OR	N
Bankrupt	Bankrupt	FC	N
Branch Change (SS)	Branch Change	SS	N
Competition	Lost to Competition	FC	N
Conversion	Conversion	OR	N
Dealer Cancel	Dealer Cancel	FC	N
Delete(SS)	Delete	SS	N
Discount	Discount	OR	N
End of Contract	End of Contract	FC	N
End Promo Rate	End Promo Rate	RI	N
Item Change (SS)	Item Change	SS	N
Move in Area	Move within Service Area	FC	N
Move out of Area	Moved out of Service Area	FC	N
New RMR	New RMR	NJ	N
Non-Payment	Non-Payment	FC	N
Poor Service	Poor Service	FC	N

Include Inactive

RMR Reason Edit Inactive

Code:

Description:

Reason Type:

Code	Description
NJ	New Job
AE	Add to Existing
RI	Rate Increase
AQ	Acquisition
SR	Service Reduction
FC	Full Cancellation
AC	Accounting
OR	Other Reason
NR	Non-Reporting

Apply New Delete

RMR Escalations

Purpose:	To create pre-defined rules for increasing a customer's RMR periodically.
Prerequisites:	None
Required or Optional:	Optional

The *Recurring Escalations* feature enables you to create Rate Increase Schedules that may be linked to a recurring line, which works in conjunction with the Company Rate Change program.

Recurring Escalation Rate Schedules are first created in the *RMR Escalations* setup table. For each RMR Escalation Code created you set up a default Rate Increase Schedule. Each default schedule contains one or more lines that indicate the renewal number, the percentage to be used for the rate increase, and a description. You may create as many RMR Escalation codes as needed.

The RMR Escalation feature is used to set up a schedule that includes future rate increase dates and increase percentages on an individual recurring line that will be used by the Company Rate Change program to determine when and what rate to increase the recurring line.

When using the Company Rate Change program with the Recurring Renewal Dates method (only), if a recurring line is set up with an Escalation Schedule, the program will determine which rate to use based on the escalation schedule of the recurring line.

RMR Escalations

RMR Escalation List

Escalation Code	Escalation Description	Inactive
2-Year	2-Year Contract	N
3-Year	3-Year Contract	N
5-Year	5-Year Contract	N

Include Inactive

Escalation Code: Inactive

Description:

Renewal #	Increase Pctg	Description
1	4	Renewal 1
2	4	Renewal 2
3	4	Renewal 3
4	2	Renewal 4
5	2	Renewal 5
6	2	Renewal 6
7	2	Renewal 7
8	2	Renewal 8
9	2	Renewal 9
10	2	Renewal 10
*		

Re-Sequence in shown order

Apply New Delete

Routes

Purpose:	To identify your company's service Routes.
Prerequisites:	None
Required or Optional:	Optional

The *Routes* table defines each Service or Inspection Route to which Technicians are assigned. Using Routes is optional.

The screenshot shows a software window titled "Routes". It contains a "Route List" section with a table of routes and a "Route Edit" section for modifying a selected route.

Code	Description	Inactive	Inspe...	Service
E	Eastern	N	N	Y
EI	Eastern-Inspections	N	Y	N
N	Northern	N	N	Y
NI	Northern-Inspections	N	Y	N
S	Southern	N	N	Y
SI	Southern-Inspections	N	Y	N
W	Western	N	N	Y
WI	Western-Inspections	N	Y	N

Below the table is a scroll bar. Underneath the table is a checkbox labeled "Include Inactive".

The "Route Edit" section has two input fields: "Code" with the value "N" and "Description" with the value "Northern". To the right of the "Description" field is a checkbox labeled "Inactive".

Below the input fields are two checkboxes: "Inspection Route" (unchecked) and "Service Route" (checked).

At the bottom of the "Route Edit" section are three buttons: "Apply", "New", and "Delete".

System Types

Purpose:	To identify the various types of systems installed and/or serviced by your company.
Prerequisites:	None
Required or Optional:	Required

A *System Type* defines each System that is installed at a customer's site. A System Type could be Intrusion, Fire Alarm, CCTV, Access Control, or any other type of system your company installs and/or services. The System Type may also be used for reporting purposes.

System List

Code	Description	Route	Inactive
Access	Access Control		N
CCTV	CCTV		N
Cell	Cell Back-Up		N
Elevator	Elevator		N
Fire	Fire System		N
Fire Extinguisher	Fire Extinguisher		N
Fire Sprinkler	Fire Sprinkler		N
Guard Services	Guard Services		N
Integrated	Integrated Installation		N
Internet	Internet		N
Intrusion	Intrusion System		N
Intrusion/Fire	Intrusion/Fire		N
PERS	Personal Emergency Response System		N
Radio	Radio Back-Up		N
Waterflow	Waterflow		N

Include Inactive

System Edit Inactive

Code: Access Description: Access Control Route Code: [Dropdown]

Buttons: Apply, New, Delete

Terms (Accounts Receivable)

Purpose:	To define how to age customer invoices.
Prerequisites:	None
Required or Optional:	Required

A *Term Code* is assigned to every customer and determines how the customer invoices will be aged. For each invoice that is created, the terms code assigned to the customer will be the default, however, a User can override the Terms Code on any invoice before posting.

Term Code: Enter a Terms Code that is easily identifiable by the user who will be making selections during data entry.

Description: Enter a description for the Terms Code.

Days Net Due: The number of days from the invoice date that the invoice is due to be paid.

End of Month: The number of days from the last day of the month of the invoice date. For example, if an invoice is due on the 10th day of the month, you should select the End of Month radio button and then type in the number 10.

A/R Aging Based on: Is used for Aging purposes. This determines at which point Invoices will appear as past due.

Term	Description	Days Due	Based On	Disc Days	Disc %
2-10 N-30	2%-10 Days Net-30 Days	30	Due Date	10	2
2-20 N-60	2%-20 Days Net-60 Days	60	Due Date	20	2
4-10 N-31	4-10 N-31	31	Due Date	31	4
Conv Invoice	Terms for converted invoices	0	Aging Date	0	0
Due on Aging Date	Due on Aging Date	0	Aging Date	0	0
Due On Receipt	Due On Receipt	0	Aging Date	0	0
EOM	EOM	0	Due Date	10	10
EOM + 10	EOM + 10	10	Due Date	0	0
EOM + 25	EOM + 25	25	Due Date	0	0
EOM + 30	EOM + 30	30	Due Date	0	0
EOM + 5	EOM + 5	5	Due Date	0	0
First of Month	First of Month	1	Due Date	0	0
Net 10	Net 10	0	Due Date	10	5
Net 30	Net 30	30	Due Date	0	0
On Receipt	On Receipt	0	Due Date	0	0

Include Inactive

General

Term Code: Inactive

Description:

A/R Aging Based On

Invoice Aging Date (A/R Only)
 Due Date
 End of Month
 Plus Days

Invoice and Bill Due Date will be (End of Month + Plus Days)

A/P Discounts

Discount Days:

Discount %:

Apply New Delete

Types of Customers

Purpose:	To create entries that further define a Residential or Commercial customer for reporting purposes.
Prerequisites:	None
Required or Optional:	Required

Each Customer is assigned a *Type of Customer*. Customer and Site records are always classified as either Residential or Commercial. The Customer Type table is used to further define the customer type. Customer Types may be general or specific. For example, you may create customer types for Commercial, Residential and Government or create more specific types, such as National Account, Bank, School, Retail, etc. The customer type assigned to the customer is a useful reporting tool that provides you with reports to analyze your customer base and your business revenues by market segments.

The Customer Type field is entered on the Customer Billing and Setup Information form.

The screenshot shows the 'Customer Type' form. It features a table with columns for 'Customer Type', 'Description', and 'Inactive'. Below the table is a checkbox for 'Include Inactive'. At the bottom, there is an 'Edit' section with input fields for 'Customer Type' and 'Description', and an 'Inactive' checkbox. Buttons for 'Apply', 'New', and 'Delete' are located at the bottom right.

Customer Type	Description	Inactive
Church	Church	N
Commercial	Commercial	N
Dealer	Dealer	N
Dealer Subscriber	Dealer Subscriber	N
Employee	Employee	N
Non-Dir Master	Non-Dealer Master	N
Non-Dir Sub	Non-Dealer Subaccount	N
Residential	Residential	N
Restaurant	Restaurant	N
Retail	Retail	N
School	School	N

Include Inactive

Customer Type Edit

Customer Type: Inactive

Description:

Apply New Delete

Custom Fields Setup (Customer) (Tables and Fields)

Purpose:	To track any additional information that you need, where a field is not provided in the application. The data saved is for reporting purposes.
Prerequisites:	None
Required or Optional:	Optional

The fields you define will appear for data entry on the Customer Custom Fields form. The data saved in these fields may be used for reporting purposes.

Here you may set up tables, which will provide the User with a drop-down list of choices, money, text, date, or check box fields. You may also define whether a field is required. If a field is checked as required, the User setting up a new customer or modifying an existing customer will be required to select or enter information into any required fields. You also have the option of defining what words will appear on the Custom Fields tab. This is entered in the Label field of this setup form.

If you choose to set up Table type fields you will need to set up the choices that you would like to appear in the drop-down box, in the Custom Fields Table 1 (Customer), Custom Fields Table 2 (Customer), or Custom Fields Table 3 (Customer).

Only fields that have been assigned a name label will be available for data entry, otherwise, these fields will be grayed out on the data entry form.

Label: These are the words that will appear on the Customer Custom Fields tab. You may enter up to 49 characters for this field.

Tables: Enter the words that will appear to the left of each field on the Customer Custom Fields form. You may enter up to 49 characters to appear to the left of this field, however, due to space limitations on the Custom Fields forms, only a maximum of 23 characters will be displayed. Once you assign a label to one or multiple Table type fields, those fields will be activated for use during data entry.

Money: Information entered in this field during data entry will be displayed in a money format. Enter the words that will appear to the left of each Money field on the Customer Custom Fields form. You may enter up to 49 characters for the field label that will be displayed to the left of this field, however, due to space limitations on the Custom Fields forms, only a maximum of 23 characters will be displayed. Once you assign a label to one or multiple Money type fields, those fields will be activated for use during data entry.

Text: These are free-form text fields where the user may enter any alphanumeric information into this field during data entry. The maximum number of characters that may be entered during data entry is limited to 39. Enter the words that will appear to the left of each Text field on the Customer Custom Fields form. You may enter up to 49 characters for the field label that will be displayed to the left of this field, however, due to space limitations on the Custom Fields forms, only a maximum of 23 characters will be displayed. Once you assign a label to one or multiple Text type fields, those fields will be activated for use during data entry.

Check Boxes: This type of field is typically used for answering questions that require a Yes or No answer. These are the words that will appear on the Customer Custom Fields tab. You may enter up to 49 characters for the

field label that will be displayed to the left of this field, however, due to space limitations on the Custom Fields forms, only a maximum of 23 characters will be displayed. Once you assign a label to one or multiple Check Box type fields, those fields will be activated for use during data entry.

Date: Information entered in one of these fields will be saved and displayed in a date format and provide a calendar icon to the right of the field. You may enter up to 49 characters for the field label that will be displayed to the left of this field, however, due to space limitations on the Custom Fields forms, only a maximum of 23 characters will be displayed. Once you assign a label to one or multiple Date type fields, those fields will be activated for use during data entry.

Custom Fields (Customer Level)

Label: Cust Additional Info.

Tables (Required):

- Table 1: Prior Alarm Co.
- Table 2:
- Table 3:

Money (Required):

- Label 1:
- Label 2:

Text:

- Text 1: Credit Score
- Text 2:
- Text 3:
- Text 4:
- Text 5:

Check Boxes:

- Check 1: Leased
- Check 2: Credit Approved
- Check 3: Exclude From Dunning
- Check 4: Signed Contract In-House
- Check 5: Funded

Date:

- Date 1:
- Date 2:

Apply

Custom Fields Table 1,2,3 (Customer)

Purpose:	To define a table of values from which a user may select the Custom Table 1 field.
Prerequisites:	Customer Custom Fields Setup
Required or Optional:	Optional

In this example, we chose to track the Prior Alarm Company for the customer. For each choice you would like the User to be able to select from, create one record in this setup table. The number of records you may enter is unlimited.

The entries in the example Custom Fields Table 1 below are the choices that will be available in a drop-down menu in the Customer Information record, on the tab labeled Custom Fields.

The screenshot shows a software window titled "Prior Alarm Co." with two main sections:

- Prior Alarm Co. (Table):** A table with columns "Prior Alarm Co.", "Description", and "Inactive".

Prior Alarm Co.	Description	Inactive
ABC Alarms	ABC Alarms	N
ADT	ADT	N
Protection One	Protection One	N
- Prior Alarm Co. Edit (Form):** A form with an "Inactive" checkbox and two input fields:
 - Prior Alarm Co.:
 - Description:

At the bottom right, there are three buttons: "Apply", "New", and "Delete".

Custom Fields Setup (Site) (Tables and Fields)

Purpose:	To track any additional information that you need, where a field is not provided in the application. The data saved is for reporting purposes.
Prerequisites:	None
Required or Optional:	Optional

The fields you define will appear for data entry on the Site Custom Fields form. The data saved in these fields may be used for reporting purposes.

Here you may set up tables, which will provide the User with a drop-down list of choices, money, text date, or check box fields. You may also define if a field is required. If a field is checked as required, the User setting up a new site or modifying an existing site will be required to select or enter information into any required fields. You also have the option of defining what words will appear on the Custom Fields tab. This is entered in the Label field of this setup form.

If you choose to set up Table fields you will need to set up the choices that you would like to appear in the drop-down box, in the Custom Fields Table 1 (Site), Custom Fields Table 2 (Site), or Custom Fields Table 3 (Site).

Custom Fields (Site Level)

Label: Custom Fields

Required

Tables

Table 1: Occupancy Type Required

Table 2: User Table 2 Required

Table 3: User Table 3 Required

Money

Label 1: Money Label 1 Required

Label 2: Money Label 2 Required

Text

Text 1: User Text 1 Required

Text 2: User Text 2 Required

Text 3: User Text 3 Required

Text 4: User Text 4 Required

Text 5: User Text 5 Required

Check Boxes

Check 1: Check Box 1 Required

Check 2: Check Box 2 Required

Check 3: Check Box 3 Required

Check 4: Check Box 4 Required

Check 5: Check Box 5 Required

Date

Date 1: Date 1 Required

Date 2: Date 2 Required

Apply

Custom Fields Table 1,2,3 (Site)

Purpose:	To define a table of values from which a user may select the Custom Table 1, 2, or 3 field.
Prerequisites:	Site Custom Fields Setup
Required or Optional:	Optional

In this example we chose to track Occupancy Type for the site. For each choice you would like the User to be able to select from, create one record in this setup table. The number of records you may enter is unlimited.

The entries in the example Custom Fields Table 1 below are the choices that will be available in a drop-down menu in the Site Information record, on the tab labeled Custom Fields.

Occupancy Type

Occupancy Type

Occupancy Type	Description	Inactive
Owner	Owner	N
Tenant	Tenant	N

Include Inactive

Occupancy Type Edit

Occupancy Type: Inactive

Description:

Custom Fields Setup (System) (Tables and Fields)

Purpose:	To track any additional information that you need, where a field is not provided in the application. The data saved is for reporting purposes.
Prerequisites:	None
Required or Optional:	Optional

The fields you define will appear for data entry on the System Custom Fields form. The data saved in these fields may be used for reporting purposes.

Here you may set up tables, which will provide the User with a drop-down list of choices, money, text date, or check box fields. You may also define if a field is required. If a field is checked as required, the User setting up a new system or modifying an existing system will be required to select or enter information into any required fields. You also have the option of defining what words will appear on the Custom Fields tab. This is entered in the Label field of this setup form.

If you choose to set up Table fields you will need to set up the choices that you would like to appear in the drop-down box, in the Custom Fields Table 1 (System), Custom Fields Table 2 (System), or Custom Fields Table 3 (System).

Custom Fields (System Level)

Label: Custom Fields

Tables (Required)

Table 1	User Table 1	<input type="checkbox"/>
Table 2	User Table 2	<input type="checkbox"/>
Table 3	User Table 3	<input type="checkbox"/>

Money (Required)

Label 1	Money Label 1	<input type="checkbox"/>
Label 2	Money Label 2	<input type="checkbox"/>

Text

Text 1	User Text 1	<input type="checkbox"/>
Text 2	User Text 2	<input type="checkbox"/>
Text 3	User Text 3	<input type="checkbox"/>
Text 4	User Text 4	<input type="checkbox"/>
Text 5	User Text 5	<input type="checkbox"/>

Check Boxes

Check 1	Check Box 1	<input type="checkbox"/>
Check 2	Check Box 2	<input type="checkbox"/>
Check 3	Check Box 3	<input type="checkbox"/>
Check 4	Check Box 4	<input type="checkbox"/>
Check 5	Check Box 5	<input type="checkbox"/>

Date

Date 1	Date 1	<input type="checkbox"/>
Date 2	Date 2	<input type="checkbox"/>

Apply

Custom Fields Tables 1, 2, 3 (System)

Purpose:	To define a table of values from which a user may select for the Custom Table 1, 2 or 3 field.
Prerequisites:	System Custom Fields Setup
Required or Optional:	Optional

In this example we chose to track Communication Type for the System. For each choice you would like the User to be able to select from, create one record in this setup table. The number of records you may enter is unlimited.

The entries in the example Custom Fields Table 1 below are the choices that will be available in a drop-down menu in the System Information record, on the tab labeled Custom Fields.

Communication Type

Communication Type

Communication Type	Description	Inactive
Land Line	Land Line	N
VOIP	VOIP	N

Include Inactive

Communication Type Edit

Communication Type: Inactive

Description:

Extended User Defined Fields

Purpose:	To create additional custom fields at the System level
Prerequisites:	None
Required or Optional:	Optional

System Extended User Defined Fields is a customized enhancement that was commissioned by a specific customer according to their specifications. While all SedonaOffice customers are welcome to use this new system defined fields, requests for modifications to this section of the program can only be made by the customer for whom it was written.

Once setup, users have the option of using up to six customizable tabs and eleven or more customizable fields within each tab. The feature itself, the tabs, and each field must be activated separately. This enables each company to activate and display only those fields pertinent to their business. These fields can represent any data desired, the examples provided below are for informational purposes only on how to set up the fields.

Each tab on the setup form contains different fields for information entry. These include:

- Text fields
- Date formatted fields
- Drop down tables
- Check boxes
- Money formatted fields
- Free form notes

The image shows a software configuration window titled "Extended User Defined Fields". It contains several sections and fields:

- Form Title:** A text input field with a callout box labeled "Form Name and Activation".
- User Defined Fields In Use:** A checked checkbox.
- Tab Name and Activation:** A callout box pointing to the "Tab Caption:" and "Tab In Use" fields.
- 6 Customizable Tabs:** A callout box pointing to a row of six vertical bars representing tabs.
- Customizable Fields:** A callout box pointing to a grid of various field types including text, date, drop-down, and check boxes.
- User Defined Field Edit:** A section at the bottom with fields for "Field Label:", "Default Value:", "Start Tag:", and "End Tag:", along with an "Apply" button.

Email Setup (6.X+)

Purpose:	Setup information that will print on invoices emailed from SedonaOffice.
Prerequisites:	Activation of SedonaEmail by SedonaOffice support staff
Required or Optional:	Optional. Required if using SedonaEmail

Companies using SedonaEmail have the option of creating different invoice templates where they may define different fields of information to populate within the customer's email invoice. You may not modify the Bridgestone Standard format of the invoice or change the order in which options appear; however, you may add information that might be useful to your customers including remittance coupons, statement summaries, internet hyperlinks on various topics, and a 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 the Invoice Bridgestone Advanced template.

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

Note: Canadian companies must use the Invoice Template Advanced for any invoices that need to have PST/GST tax broken out.

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

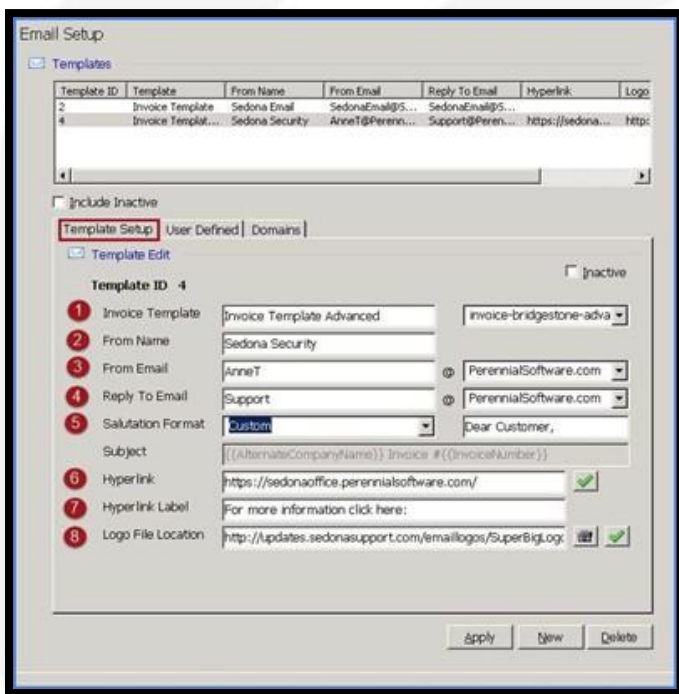
Template Setup

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.

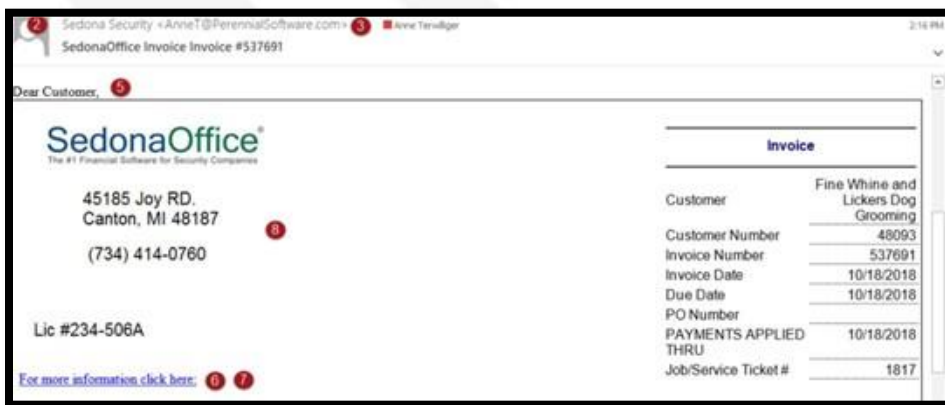
Unless otherwise noted, each field may contain up to 128 characters.

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.

- Users are given the choice of “Customer” (the customer’s 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.
- Users may define an internet hyperlink that 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 them enables the user to check that the hyperlink provided is correct.
- The wording for the hyperlink defined in step 6 is defined in this field.
- The location of the logo for the invoice must be defined in this field. Pressing them enables the user to check that the hyperlink for the logo is correct.

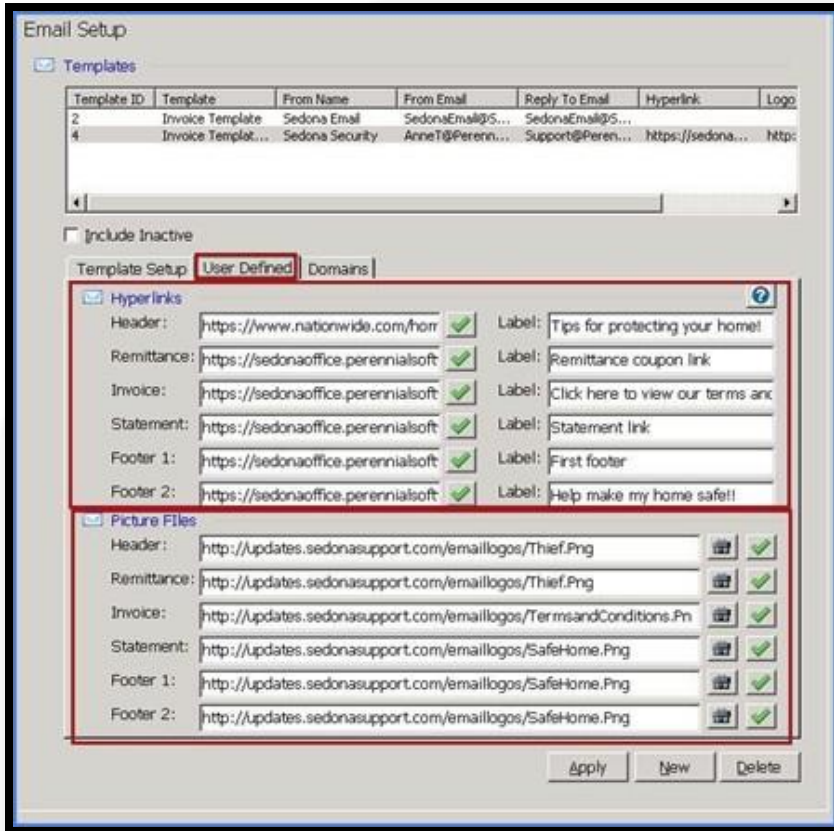


Given these additions, the invoice template would resemble the one below:



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.




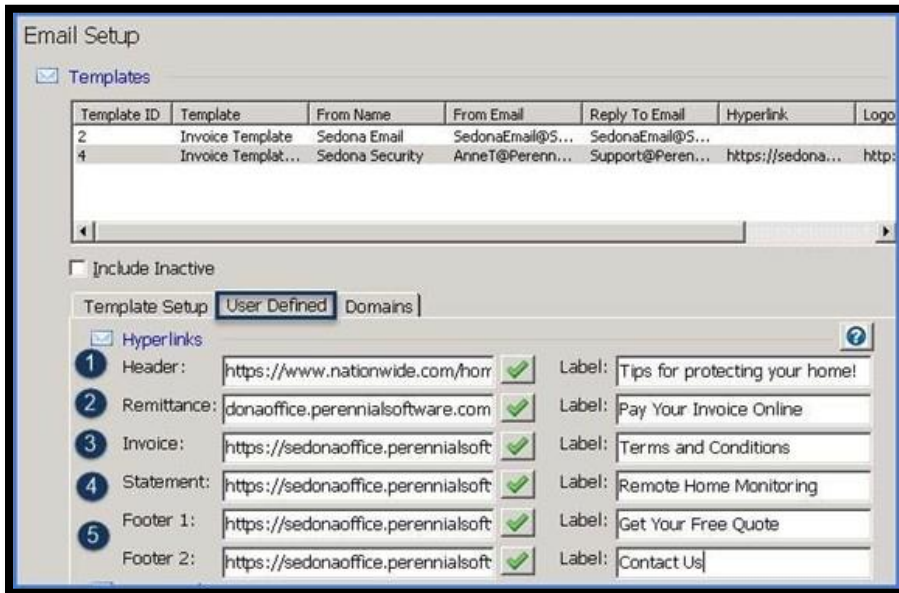
User-Defined Tab - Hyperlinks

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

The names of the fields do not indicate what the content should be for the link; rather, they define 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).

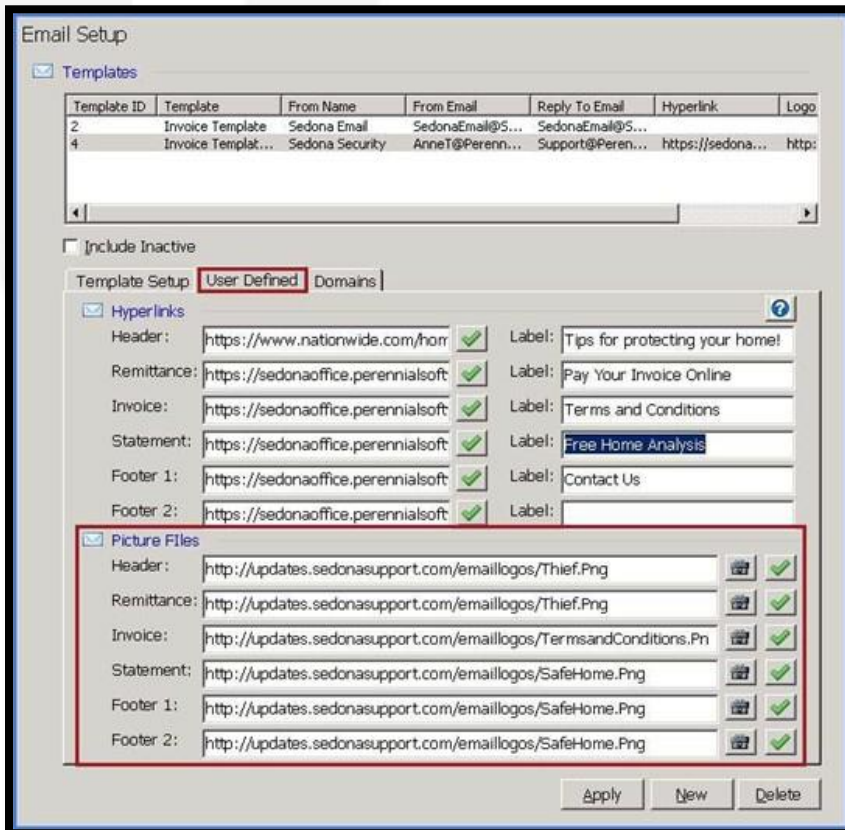
Pressing the  button will display where these locations are within the body of the email invoice. You may enter marketing information, tips, and links to pay invoices online, or any other information you feel would be useful to your customers.

Clicking the  button allows you to check the accuracy of the hyperlink entered.



User-Defined Tab – Picture Files

You 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.”



Contract Forms

Purpose:	To describe the type of contract signed by the customer.
Prerequisites:	None
Required or Optional:	Optional

Contract Forms is a description of what type of contract your customer has signed. The contract form is a selectable field on the System form under the contract information section. Contract Forms are for information purposes only but may be used for database queries and/or the designing of reports.

Contract Form

Contract Form

Contract Form	Description	Inactive
1-Year	Monitoring 1-Year	N
3-Year	Monitoring 3-Year	N
5-Year	Monitoring 5-Year	N

Include Inactive

Contract Form Edit

Contract Form: Inactive

Description:

Data Entry Defaults (Client Management)

Purpose:	To set up default values that will default into key data entry forms
Prerequisites:	Branch, Tax Groups, Terms, System Type, Contract Form, Categories, Invoice Descriptions, RMR Reasons
Required or Optional:	Required

The selections made on this form will default into the appropriate fields when creating new customers, sites, systems and recurring lines. Using defaults speeds up the data entry process. The defaults that you select in each field on this form should be the most typical choice. These defaults may be overridden by the user at the time of data entry.

Area Code: If you have made an entry in this field and a user does not enter an area code for a phone number during data entry, the area code default will automatically be saved as a part of the phone number. This field should only be used if all your customer, site, and contact phone numbers are in one area code.

Invoice Printing/Emailing Defaults (6.X+):

These checkboxes set the defaults that will be used when creating a new Customer. The defaults indicate your company's preference for the printing and/or emailing of each invoice type.

Data Entry Defaults

Branch: MI
 Tax Group: MI-Wayne County
 Term: Due On Receipt
 System: Intrusion
 Contract Form: 3 Year
 Country: Canada
 Area Code:
 Customer Type: Residential
 Part Pricing Level: Level 1

Cycle Billing Defaults

Monthly (selected), Quarterly, Semi-Annual, Annual
 Category: *Monitoring
 Invoice Desc: *Recurring

Job Billing Defaults

Category: Jobs Com
 Invoice Desc: Installation Services
 RMR Reason: New RMR

Invoices:	Print	Cycle	Job	Service	Misc
Print	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Email	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Version 6.0

Apply

G/L Account Defaults (Accounts Receivable)

Purpose:	To set up control accounts to be used in processing accounts receivable transactions.
Prerequisites:	Chart of Accounts
Required or Optional:	Required

The General Ledger account numbers defined on this form will be used for posting Accounts Receivable transactions to the General Ledger.

Manual Journal Entries should not be created using any of these accounts.

GL Account Links for AR

Balance Equity/ Inter-Company	14010	<i>Inter-Branch A/R*</i>	Advance Deposit	21000	<i>Advanced Deposit*</i>
A/R	11000	<i>Accounts Receivable*</i>	Unapplied Cash	21010	<i>Unapplied Cash*</i>
Deferred Revenue	25000	<i>Deferred Revenues*</i>	Unapplied Credit	21020	<i>Unapplied Credit*</i>
Late Fee	70000	<i>Other Income</i>	Undeposited Funds	10050	<i>Undeposited Funds*</i>
Discount	69010	<i>Discount Expense*</i>	PrePay AR	21080	<i>Prepaid A/R*</i>
Inter-Branch Revenue	21082	<i>Inter-Branch Revenue</i>			

Setup Processing (Accounts Payable)

Purpose:	To define default accounts and other information related to the Accounts Payable module.
Prerequisites:	None
Required or Optional:	Required if using the Accounts Payable module

The Setup Processing for Accounts Payable form allows you to specify default information related to Purchase Orders, Check Printing, and GST Taxes for accounts payable bills. This form consists of two tabs: Setup and Other.

Setup tab

Purchase Order Setup

Auto Create PO Numbers – If this option is selected, Purchase Order Numbers will automatically be generated by the application. If this option is not selected, the User must manually enter a Purchase Order number.

Next PO Number - If you decide to let the system automatically assign Purchase Order Numbers, you will need to enter the starting PO Number.

Direct Expense All Jobs & Service Tickets – If this option is selected when creating a new Purchase Order, the Direct Expense option will automatically be selected if the PO is linked to a Job or a Service or Inspection Ticket.

Check Options

Allow Printed and Voided Checks to be edited – If this option is selected, a User can edit checks that have been printed and/or voided.

Show Account Balance – If this option is selected, when paying bills, the current balance in the bank account will be displayed to the User.

GST Information

This section is used for customers doing business in Canada only.

AP Setup Processing

Setup | Other |

Purchase Order Setup

Auto Create PO Numbers

Next PO Number

Direct Expense All Jobs & Tickets

PPV All Standard Cost Adjustments

Special Message on PO Print

Check Options

Allow Printed and Voided Checks to be edited.

Show Account Balance

GST Information

GST Number

GST Rate

GST Pay Account

Apply

Other Tab

Enter Separate Posting Date for Bills and Credits – If this option is selected, a separate field will be displayed on the Vendor Bill & Vendor Credit form for the User to select which date the item will post to the G/L.

Auto Update Purchase Price when Billed – If this option is selected, when entering a Vendor Bill, if the User changes the unit cost to an amount that is different than the current purchase cost, the application will update the current purchase cost of the part. This option only works if your company is using the Average Costing Method for inventory parts.

Allow Receipt of Part Over Shipment – If this option is selected, a User is able to receive more parts than were specified on the Purchase Order.

Require Permission to Edit Acknowledged PO – If this option is selected and a Purchase Order has been flagged as “Acknowledged”, a User must be granted permission [in User Group Security] to be able to edit the PO.

AP Setup Processing

Setup | **Other** |

Other

Enter Separate Posting Date for Bills and Credits	<input type="checkbox"/>
Auto Update Purchase Price when Billed	<input type="checkbox"/>
Allow Receipt of Part Over Shipment	<input type="checkbox"/>
Require Permission to Edit Acknowledged PO	<input type="checkbox"/>

Shipping Methods

Purpose:	To define the shipping methods to be used on purchase orders.
Prerequisites:	None
Required or Optional:	Required if using the Accounts Payable module

Shipping Methods appear on Purchase Orders and are selectable from the list that is created in this setup table. The shipping method is the method in which you want your Vendor to ship materials to your warehouse.

G/L Account Defaults (Accounts Payable)

Purpose:	To define default G/L accounts to be used for processing Accounts Payable transactions.
Prerequisites:	Chart of Accounts
Required or Optional:	Required if using the Accounts Payable module

The G/L Account Defaults allow you to specify default G/L accounts to be used for processing accounts payable transactions.

You will select default G/L Accounts for Accounts Payable, Primary Checking Accounts, Inventory Receipt Accounts, Customer Refunds Accounts, Inter-Branch Billing Accounts, Pre-Pay A/P, A/P Discount, and the Write Off account for PO Receipts that were entered without linking to a Bill or Credit.

Manual Journal Entries should not be created using any of these accounts.

GL Accounts for A/P

GL Setup for A/P

Accounts Payable 20000
*Accounts Payable**

Primary Checking 10010
*CA Primary Checking Account**

Inventory Receipt 20010
*Inventory Receipts**

Customer Refunds 23500
*Customer Refunds**

Inter-Branch Billing 20020
*Inter-Branch Bills**

Pre-Pay Account 14000
*Prepaid A/P**

Discount Account 50000
Cost of Goods-Materials

Write Off Non Bill Receipt Acct 50020
Cost of Goods-Other

Apply

Custom Fields Setup (Vendor)

Purpose:	To track any additional information that you need, where a field is not provided in the application. The data saved in these fields is for reporting purposes.
Prerequisites:	None
Required or Optional:	Optional

The fields you define will appear for data entry on the Vendor Custom Fields form. The data saved in these fields may be used for reporting purposes.

Here you may set up tables, which will provide the User with a drop-down list of choices, money, text, date, or check box fields. You may also define if a field is required. If a field is checked as required, the User setting up a new Vendor or modifying an existing Vendor will be required to select or enter information into any required fields. You also have the option of defining what words will appear on the Custom Fields tab. This is entered in the Label field of this setup form.

If you choose to set up Table fields you will need to set up the choices that you would like to appear in the drop-down box, in the Custom Fields Table 1 (Vendor), Custom Fields Table 2 (Vendor), or Custom Fields Table 3 (Vendor).

Label - These are the words that will appear on the Vendor Custom Fields tab. You may enter up to 49 characters for this field.

Tables - Enter the words that will appear to the left of each table field on the Vendor Custom Fields form. You may enter up to 49 characters to appear to the left of this field, however, due to space limitations on the Custom Fields forms, only a maximum of 23 characters will be displayed. Once you assign a label to one or multiple Table type fields, those fields will be activated for use during data entry.

Money - Information entered into this field during data entry will be displayed in a money format. Enter the words that will appear to the left of each Money field on the Vendor Custom Fields form. You may enter up to 49 characters for the field label that will be displayed to the left of this field, however, due to space limitations on the Custom Fields forms, only a maximum of 23 characters will be displayed. Once you assign a label to one or multiple Money type fields, those fields will be activated for use during data entry.

Text - These are free-form text fields where the user may enter any alphanumeric information into this field during data entry. The maximum number of characters that may be entered during data entry is limited to 39. Enter the words that will appear to the left of each Text field on the Vendor Custom Fields form. You may enter up to 49 characters for the field label that will be displayed to the left of this field, however, due to space limitations on the Custom Fields forms, only a maximum of 23 characters will be displayed. Once you assign a label to one or multiple Text type fields, those fields will be activated for use during data entry.

Check Boxes - This type of field is typically used for answering questions that require a Yes or No answer. These are the words that will appear on the Vendor Custom Fields tab. You may enter up to 49 characters for the field label that will be displayed to the left of this field, however, due to space limitations on the Custom Fields forms, only a maximum of 23 characters will be displayed. Once you assign a label to one or multiple

Check Box type fields, those fields will be activated for use during data entry.

Date - Information entered one of these fields will be saved and displayed in a date format and also provide a calendar icon to the right of the field. You may enter up to 49 characters for the field label that will be displayed to the left of this field, however, due to space limitations on the Custom Fields forms, only a maximum of 23 characters will be displayed. Once you assign a label to one or multiple Date type fields, those fields will be activated for use during data entry.

Custom Fields (Vendor Level)

Label: Custom Fields

Tables (Required)

Table 1	Vendor Rating	<input type="checkbox"/>
Table 2	User Table 2	<input type="checkbox"/>
Table 3	User Table 3	<input type="checkbox"/>

Money (Required)

Label 1	Money Label 1	<input type="checkbox"/>
Label 2	Money Label 2	<input type="checkbox"/>

Text

Text 1	User Text 1	<input type="checkbox"/>
Text 2	User Text 2	<input type="checkbox"/>
Text 3	User Text 3	<input type="checkbox"/>
Text 4	User Text 4	<input type="checkbox"/>
Text 5	User Text 5	<input type="checkbox"/>

Check Boxes

Check 1	W9 Received	<input type="checkbox"/>
Check 2	Cert.Of Ins. Rec'd.	<input type="checkbox"/>
Check 3	Check Box 3	<input type="checkbox"/>
Check 4	Check Box 4	<input type="checkbox"/>
Check 5	Check Box 5	<input type="checkbox"/>

Date

Date 1	Insurance Expire Date	<input type="checkbox"/>
Date 2	Date 2	<input type="checkbox"/>

Apply


Custom Fields Tables 1, 2, 3 (Vendor)

Purpose:	To define a table of values from which a user may select the Custom Table 1, 2, or 3 field.
Prerequisites:	Vendor Custom Fields Setup
Required or Optional:	Optional

In this example, we chose to track a Vendor Rating Code for the Vendor in the Table 1 field. For each choice you would like the User to be able to select from, create one record in this setup table. The number of records you may enter is unlimited.


The entries in the example Custom Fields Table 1 below are the choices that will be available in a drop-down menu in the Vendor record, on the tab labeled Custom Fields.

Vendor Rating Code

 Vendor Rating Code

Vendor Rating Code	Description	Inactive
1 - Preferred	Preferred	N
2 - Secondary	Secondary	N
3 - Do Not Use	Do Not Use	N

Include Inactive

 Vendor Rating Code Edit

Vendor Rating Code Inactive

Description

Vendors

Purpose:	Create a list of Vendors from whom you purchase materials or services. Used on Purchase Orders and A/P Bills/Credits
Prerequisites:	Chart of Accounts, Vendor Type, Branch, Category, Terms
Required or Optional:	Required if using the Accounts Payable Module

If you use the Accounts Payable module, you will need to create one record for each Vendor from whom you receive bills for materials or services. The Vendor records created will be selectable from the drop-down list when creating Purchase Orders, entering Vendor Bills, Vendor Credits, or receiving Purchase Orders.

Important Note: *Do not set up Vendors in SedonaSetup; create your Vendor records within the main application within the Accounts Payable module.*

If your company will be converting Vendors during your initial data conversion, you do not need to manually enter any Vendors.

Each company's database is pre-populated with three Vendors: ADI, AMEX, and Perennial Software. You will need to edit the address and telephone information on ADI and AMEX to match that of your vendors.

Required fields on the form are Vendor Code, Vendor Type, Name, Address, Branch, Category, and Terms.

System Security

System security within the SedonaOffice application is defined by each *User* who logs into the application. Each unique *User* is assigned to one or more *User Groups*. The *User Group* controls which modules, functions within each module, and which reports are available to the user.

User Groups

Purpose:	To create groups with particular application privileges that will be assigned to individual users.
Prerequisites:	Employee
Required or Optional:	Required

A User Group is a means to give individual users an assigned “blueprint” of their access privileges within SedonaOffice. User groups are usually created for various departments that will need access to different modules depending on the employee’s job function.

This setup form is divided into two setup forms: Application Access and Report Access. First, you will define the various User Groups, and then you will check each box next to the function within each module to which the user group will be permitted access. Please note that some of the permission functions are of the restrictive type; read each permission definition carefully.

Once all application options have been selected, navigate to the Report Access form and check the box to the left of each report so the User Group will have access.

The [Access] Level field is for defining which level of access the User Group is permitted. These levels are system-controlled and may not be modified. Access Level choices are 1-General Access, 2-Some Restricted Access, and 3-Management Access. Access Levels are used when saving notes and attaching documents.

Important Note: Do Not link any User to the **Administration** User Group – this group is reserved for SedonaOffice staff.

User Groups - Application Access

User Groups

User Groups

Group	Description	Level	Credit Limit
Admin Clerk	Admin Clerk	2	\$0.00
Administrator	Administrator	3	\$50,000.00
AP Only	AP Only	3	\$5,000.00
AR Invoicing No	AR Invoicing No	3	\$0.00
AR Invoicing Yes	AR Invoicing Yes	3	\$0.00
CM N	CM N	2	\$0.00
CM Only	CM Only	1	\$0.00
CM Y	CM Y	2	\$5,000.00

Include Inactive User Group Edit Inactive

Code: Administrator Description: Administrator Level: 3 Credit Memo Limit: \$50,000.00

Application Access Report Access

Access	Module
<input checked="" type="checkbox"/> Client Management	CM
<input checked="" type="checkbox"/> Cancellations	CM
<input checked="" type="checkbox"/> Collections	CM
<input checked="" type="checkbox"/> Company Rate Change	CM
<input checked="" type="checkbox"/> Customer Explorer	CM
<input checked="" type="checkbox"/> Customer Query Builder	CM
<input checked="" type="checkbox"/> EFT Customer	CM
<input checked="" type="checkbox"/> Manage Chain Accounts	CM
<input checked="" type="checkbox"/> Master Account Mgmt	CM
<input checked="" type="checkbox"/> New Customer	CM
<input checked="" type="checkbox"/> Manage Contacts	CM
<input checked="" type="checkbox"/> Edit Existing Customer	CM
<input type="checkbox"/> Delete Existing Customer	CM
<input checked="" type="checkbox"/> Credit Memo File	CM

Print Apply New Delete

User Groups - Report Access

Code: Administrator Description: Administrator Level: 3 Credit Memo Limit: \$50,000.00

Application Access Report Access

Select All Unselect All

Access	Module
<input checked="" type="checkbox"/> A/P Aging Summary	AP
<input checked="" type="checkbox"/> AP 1099	AP
<input checked="" type="checkbox"/> AP Bill Payment Audit	AP
<input checked="" type="checkbox"/> AP Retroactive Aging	AP
<input checked="" type="checkbox"/> Check Disbursement*	AP
<input checked="" type="checkbox"/> Check Register	AP
<input checked="" type="checkbox"/> Commission Calculation*	AP
<input checked="" type="checkbox"/> Commission Recurring Summary*	AP
<input checked="" type="checkbox"/> Open Purchase Orders	AP
<input checked="" type="checkbox"/> Open Receipts	AP
<input checked="" type="checkbox"/> Open Receipts Detail*	AP
<input checked="" type="checkbox"/> Print 1099s	AP
<input checked="" type="checkbox"/> Purchase Orders	AP
<input checked="" type="checkbox"/> Receipts Summary*	AP

Print Apply New Delete

Users

Purpose:	To create user logins/access and permissions for access to various modules and functions within the application.
Prerequisites:	User Groups
Required or Optional:	Required

Setting up Users is a two-step process. First, you will create the User record, and then you will assign the User to one or more User Groups. The User Group will determine which modules and which functions within each module to which the User will have access. Anyone you wish to give access to SedonaOffice must be set up as a User.

When you create a User, if you wish to allow the User to create new Users, check the Create Other Users box.

Create one record for each User who should be able to login to the SedonaOffice application then check which User Group or groups to which the User will be a member. The password entered for each user is encrypted; if a user forgets their password, the company's system administrator will need to change or re-enter and save the password here in SedonaSetup.

Once Users have been created, make certain to return to the Employee setup and link each employee to their User login code.

Important Note: Do Not link any User to the **Administration** User Group – this group is reserved for SedonaOffice staff.

Users

Users List

User Code	Name	Description	Inactive
william	Waters, William	Installer	N
Administrator	Master, Sedona A	MasterUser	N
mason	Masters, Mason	OPS Manager	N
Alex	Talbot, Alex	Sales	N
george	Miller, George	Sales Manager	N
Georgemcgee	McGee, George	Sales Manager	N
bill	Fox, Bill	Salesperson	N
jeff	Craig, Jeff	Salesperson	N
sam	Blaiz, Sam	Salesperson	N
jason	Miller, Jason	Service Manager	N
joe	Marina, Joe	Technician	N
mark	Jones, Mark	Technician	N
ralph	Phillips, Ralph	Technician	N

Include Inactive

User Edit

Locked Inactive

Create Other Users

User Code: jeff
 Password:
 Confirm Password:
 Description: Salesperson
 Last Login: 7/1/2013 2:25:49 PM
 First: Jeff
 Middle Initial:
 Last: Craig
 E-Mail:
 AP Only

User Groups | Customer Groups

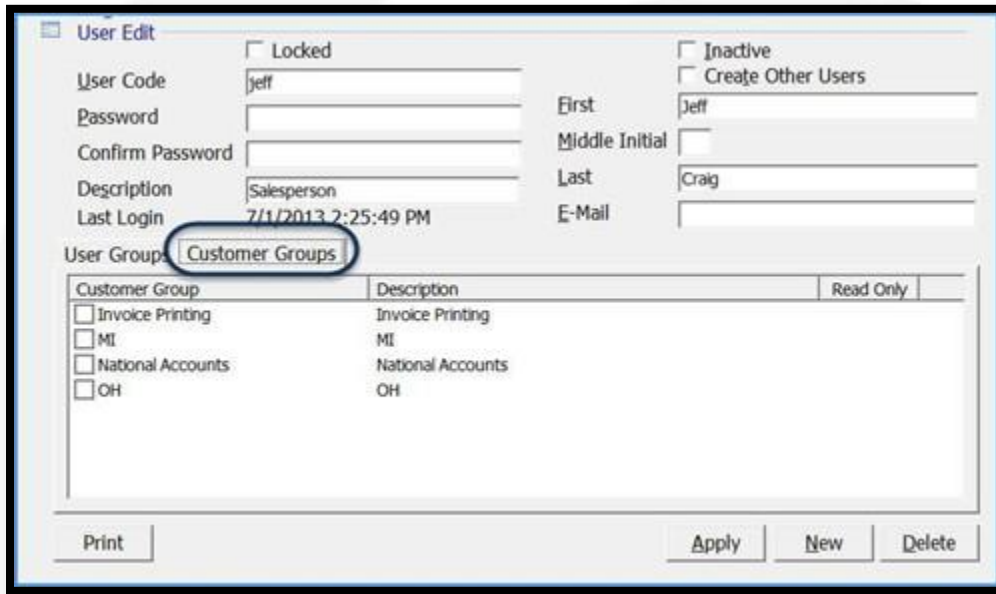
User Group	Description
<input checked="" type="checkbox"/> Salesperson	Salesperson
<input type="checkbox"/> *Installation Coordinator	Installation Coordinator
<input type="checkbox"/> 123	123
<input type="checkbox"/> Accounting Clerk	Accounting Clerk
<input type="checkbox"/> Admin Clerk	Admin Clerk
<input type="checkbox"/> Administration	Administration
<input type="checkbox"/> Administrator	Administrator
<input type="checkbox"/> AP Only	AP Only

Print Apply New Delete

Users (Customer Group Security Activated)

If your company has opted to activate the Customer Group Security, a second setup form, Customer Group, is displayed on the User Group setup. Check the box to the left of each Customer Group for each group that the User should have access. If no Customer Groups are selected, the User will not be able to work with any customer records in the database.

To the right of each Customer Group is a field labeled Read Only. If you want the User to have access to the Customers in that group but in read-only mode, highlight that Customer Group, right-click, and select the Read Only Access option.



The screenshot shows a 'User Edit' dialog box. At the top, there are several checkboxes: 'Locked', 'Inactive', and 'Create Other Users'. Below these are input fields for 'User Code' (containing 'jeff'), 'Password', 'Confirm Password', 'Description' (containing 'Salesperson'), 'Last Login' (containing '7/1/2013 2:25:49 PM'), 'First' (containing 'Jeff'), 'Middle Initial', 'Last' (containing 'Craig'), and 'E-Mail'. A 'User Groups' section is highlighted with a red circle, containing a table with columns 'Customer Group', 'Description', and 'Read Only'. The table lists four groups: 'Invoice Printing', 'MI', 'National Accounts', and 'OH', each with an unchecked checkbox in the 'Customer Group' column. At the bottom of the dialog are buttons for 'Print', 'Apply', 'New', and 'Delete'.

Customer Group	Description	Read Only
<input type="checkbox"/> Invoice Printing	Invoice Printing	
<input type="checkbox"/> MI	MI	
<input type="checkbox"/> National Accounts	National Accounts	
<input type="checkbox"/> OH	OH	

Employees

Purpose:	To create a list of employees that work for the company.
Prerequisites:	Users
Required or Optional:	Required

Employees are used to link to other setup tables and to activate certain features of the software. It is recommended that you use alpha characters for the Employee Code field rather than using an employee number. The Employee Code is displayed in various areas of the software. Create one record for each employee who is classified as a Salesperson, Service Technician, Installer, anyone who will have access to the Inner Office Messaging function, and any person who will log in to the SedonaOffice Application.

There are four possible setup forms for an employee record:

- General Information – required
- Payroll* – optional
- Commission Setup* - required if calculating commissions on Jobs
- Documents* - optional and only available if your company has subscribed to the SedonaDocs add-on module.

The **Payroll** form is for companies using the add-on Payroll module. This information is used to create an output file from the Payroll Timesheets entered into the application.

The **Commission Setup** data entry form is used for Employees to whom will be paid commissions on installation jobs. Commission Types must be setup prior to setting up commission information for the Employee.

The **Documents** form is only visible to SedonaOffice customers subscribing to the add-on module SedonaDocs.

For more information on the add-on modules, please contact a SedonaOffice Sales representative at boldsales@boldgroup.com.

General Information

User Code – If the Employee will be granted permission to log in to the SedonaOffice application, you must select the User Code from the drop-down list that corresponds to this employee. For employees that will not log into the SedonaOffice application, you may skip this field.

Type – Select the appropriate Employee Type for the Employee. If the employee is a salesperson, select SL. If the employee performs work for both the Service and Installation department, select either IN or SV.

Assigned To – From the drop-down list, select the Department in which the employee works. This is for informational purposes only. Departments that appear on the drop-down list are created in the Departments setup table.

Supervisor & Credit Request Handoff – If your company has activated the use of the Credit Requests functionality, the Employee name selected from the drop-down field will be the next employee to which a Credit Request is assigned for approval. If your company is not using Credit Requests, you may select the Employee's supervisor from the drop-down list (used for information purposes only).

For Employee Types of SL (salesperson), this field is used to select another employee who will receive an override commission on jobs for this employee.

Commission % – If the Employee is a salesperson type (SL), you may enter the default rate for commissions to be paid on installation jobs to the employee's name selected in the previous field Supervisor.

First Name, Last Name, Middle Initial – Enter information in each field for the Employee.

Date of Hire – This is an optional field where you may enter the date the Employee was hired by your company.

Termination (date) – This is an optional field where you may enter the date the Employee was terminated by your company.

Job Approval Group – If your company has activated the Job Approvals function, and this employee will be authorized to approve Jobs, select the Group to which the Employee will be linked. You must first set up entries in the Job Approval Group setup table.

Employees

Employees

Employee Code	First Name	Last Name	Department	Inactive
Administrator	Sedona	Master	Accounting	N
Alex.Talbot	Alex	Talbot	Sales	N
benb	Ben	Bainbridge	Installation	N
Carolyn	Carolyn	Johnson	Administration	N
George.McGee	George	McGee	Sales	N
Grant.Price	Grant	Price	Sales	N
madson.trask	Madson	Trask	Central Station	N
Maggie.Marshall	Maggie	Marshall	Accounting	N
maggie.philps	Maggie	Philps	Central Station	N
Mark.Taylor	Mark	Taylor	Service	N

Include Inactive

Employee Edit Inactive

Employee Code: Carolyn

General Information | Payroll | Commission Setup | Documents

User Code: carolyn | First Name: Carolyn

Type: MG | Last Name: Johnson

Assigned To: Administration | Middle Initial: J

Supervisor & Credit Request Handoff: | Date of Hire: | Termination: | Job Approval Group: Accounting

Created: Administrator 6/5/2012
Updated: Administrator 4/24/2015

Apply | New | Delete

Payroll Information

If your company has purchased the add-on Payroll Export option, you will need to enter information for each employee on your payroll into the Employee Payroll form.

Branch – From the drop-down list, select the primary branch to which the Employee is associated. **Category** – Select the appropriate primary Category for the Employee from the drop-down list.

Payroll Account – Select the general ledger account number that will be used for posting the payroll expense for the Employee.

Payroll File# – Enter the Employee’s payroll file number used with your payroll company (typically this is the employee number).

Salary or Hourly – Select the radio button that applies to the Employee.

Pay Rates – If the Employee is paid on a Salary basis, enter the amount to be paid to the employee each payroll period. If the Employee is paid on an hourly basis, enter the hourly rate for the Employee. If the Hourly Employee is paid overtime and you want SedonaOffice to automatically calculate overtime dollars, enter a rate in the Overtime Multiplier field. For example, if the employee is paid time and a half for overtime hours worked, enter 1.5.

Employee Edit Inactive

Employee Code: George.McGee

General Information | **Payroll** | Commission Setup | Documents

Branch: ME | Payroll File #: 321

Category: Sales | Salary Hourly

Payroll Account: 620451 (Employee - Wages-Sales) | Salary: \$600.00 Per Pay Period

Created: carolyn 8/20/2012
Updated: carolyn 6/20/2015

Apply | New | Delete

Commission Setup

If the Employee is a Salesperson who will be paid commissions on Jobs, you will set up the Employees commission types and commission rates in this form.

Each Employee may have an unlimited number of Commission Types assigned to his Employee record. You will first select a Commission Type from the drop-down list and enter the default commission rate the Employee will be paid for the Commission Type. The default rate that will be used in a job may be overridden by the User setting up the job commission amounts. If the Commission Type selected is based on the Estimated Gross Profit or Actual Gross Profit of a job, you will be able to set up a commission rate scale for that Commission Type for an Employee.

Employee Edit Inactive

Employee Code: George.McGee

General Information | Payroll | **Commission Setup** | Documents

Commission Type	Description	Type	Percentage
Add On Parts	Add On Parts	Non Recurring	20.00
Annual 36	Annual 36	Other	0.00
GP	Gross Profit	Gross Profit	12.00
Install	Install	Non Recurring	15.00
Monthly 22	Monthly 22	Other	0.00

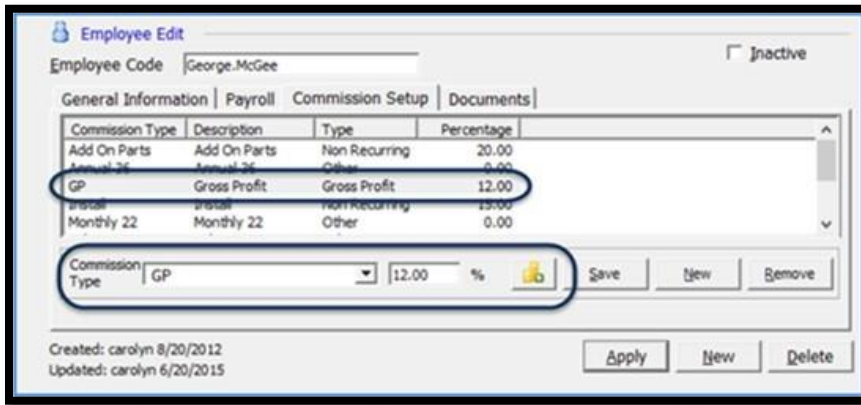
Commission Type: Install | 15.00 % | Save | New | Remove

Created: carolyn 8/20/2012
Updated: carolyn 6/20/2015

Apply | New | Delete

Commission Rate Scale

If the commission type for the employee is variable based on the estimated gross profit or the actual gross profit of the job you may set up the employee commission scale by clicking the *Add Scale Values* button to the right of the commission percentage field to set up the commission rate scale.

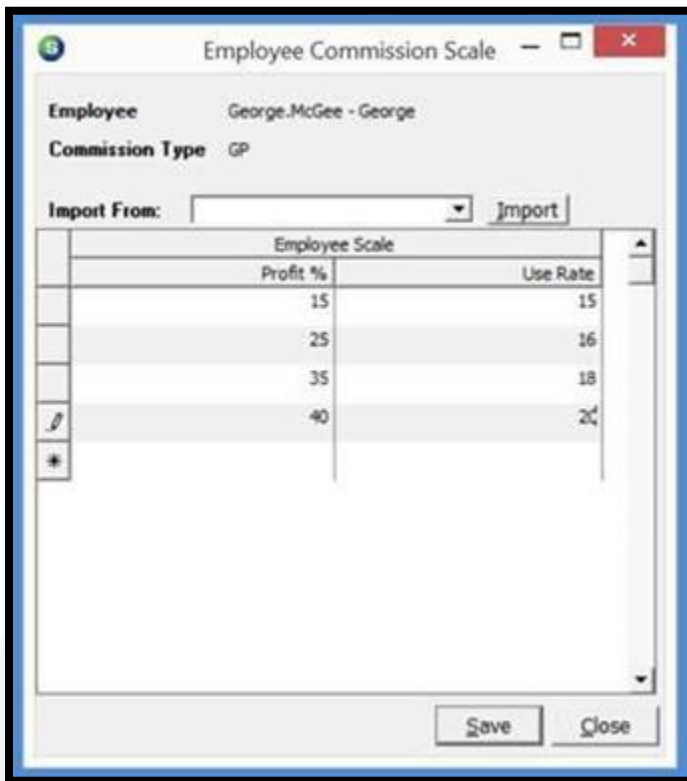


Commission Rate Scale Setup

When setting up the employee's commission scale rates may be manually typed into the grid or import the rate scale from a different commission type rate setup from the same employee or use the rate setup from another employee's commission type setup.

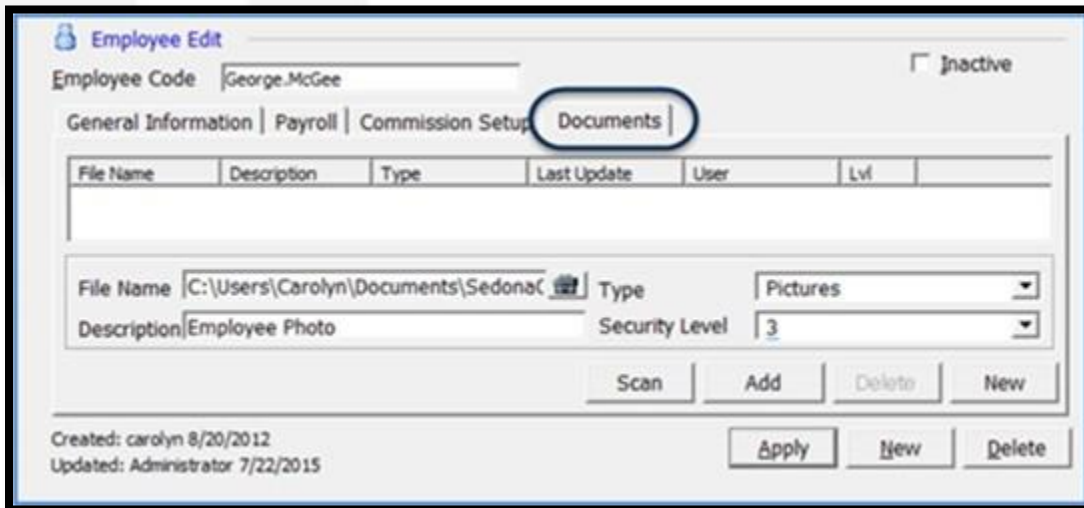
There are two columns in the Commission Scale setup; *Profit %* and *Use Rate*. In the first row of the grid, in the Profit % column, type in the lowest Profit percent the Job must produce to be able to receive a commission. In the Use Rate column, type in the commission percentage (of the Job Margin) that will be paid to the salesperson. Continue to the next rows to enter the various commission rates.

In the example below, the job margin achieved must be at least a 15% margin to be paid a 15% commission to the employee. The next rate is a 25% job margin to receive a 16% commission. If the Job margin is between 15% and 24.99%, the commission percentage will remain at 15%. If the Job margin reaches 25%, the 16% commission rate will be used, and so on.



Documents

If your company has subscribed to the add-on module, SedonaDocs, you can attach documents to the Employee record. Documents may be scanned-in, or you may attach a previously saved electronic file.



Departments

Purpose:	To define the various departments within the company to which employees are assigned to work.
Prerequisites:	None
Required or Optional:	Required

Departments are the functional areas within your company to which employees are assigned. You may also assign up to two managers to the department. You must assign a department to each of your employees in the Employee setup table. This field is for informational and reporting purposes.

Create one record for each of your departments. If the department is a sales-type department, make certain you check the “Add as Sales Department” box. This will display the record in the Sales Department setup table and is used in the Sales Management module.

If you decide to use the optional Managers fields, you need to return to the department record and assign the employee who is the manager after you create the Employee record for the Managers.

Departments

Departments

Department	Description	Inactive
Accounting	Accounting	N
Administration	Administration	N
Customer Service	Customer Service	N
Installation	Installation	N
Sales-Comm	Commercial Sales	N
Sales-Resi	Residential Sales	N
Service	Service	N

Include Inactive

General

Department Inactive

Description

Add as Sales Department

Managers

Manager 1

Manager 2

Apply **New** Delete

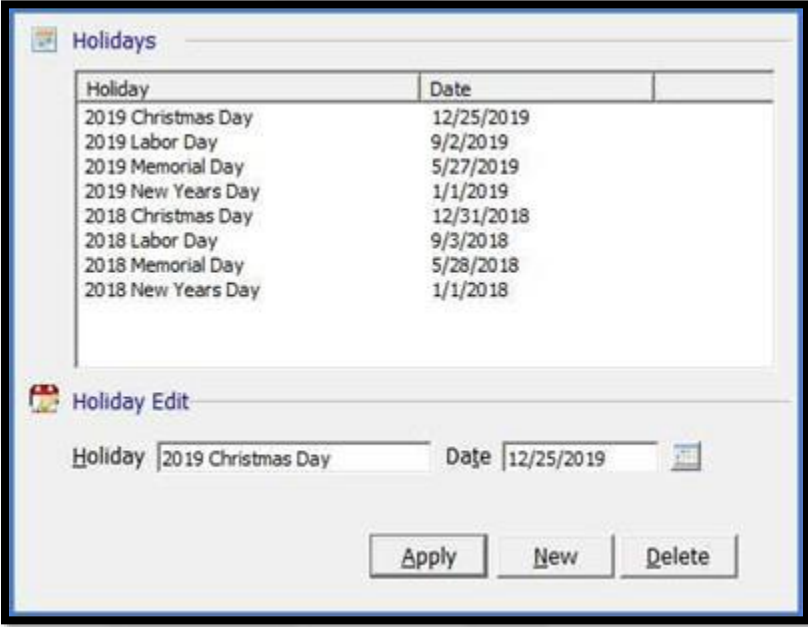
Service Module Setup

Holidays

Purpose:	To define company holidays for which labor will be billed at a holiday rate.
Prerequisites:	None
Required or Optional:	Optional

The *Holidays* setup table is used to identify which dates in the year you will charge your customers a holiday rate if service is performed on a holiday in this table. When labor is posted to a service ticket and the date of the labor falls on a holiday found in the Holidays setup table, the labor calculation for the service invoice will use the Holiday Labor Rate associated with the *Service Level* assigned to the Ticket.

Create one record for each of your holidays that your company observes and will charge a special Holiday rate. If you use this table, set up all your holidays for the next 12 months. This table will need to be updated each year to add new holiday dates. Once you “Go-Live” on the software, do not change existing records to be used for subsequent years or delete any records.



The screenshot shows a software interface for managing holidays. It features a table with two columns: 'Holiday' and 'Date'. The table lists several holidays for the years 2018 and 2019. Below the table is a 'Holiday Edit' section with two input fields: 'Holiday' (containing '2019 Christmas Day') and 'Date' (containing '12/25/2019'). At the bottom of the form are three buttons: 'Apply', 'New', and 'Delete'.

Holiday	Date
2019 Christmas Day	12/25/2019
2019 Labor Day	9/2/2019
2019 Memorial Day	5/27/2019
2019 New Years Day	1/1/2019
2018 Christmas Day	12/31/2018
2018 Labor Day	9/3/2018
2018 Memorial Day	5/28/2018
2018 New Years Day	1/1/2018

Holiday Edit

Holiday: Date:

Panel Types

Purpose:	To define a list of panels installed at the site.
Prerequisites:	None
Required or Optional:	Optional

Panel Types are typically described as the main control panel for the system that is being installed. Each system may be assigned to a panel type. Your list of panel types does not have to be limited to intrusion and fire type panels; you can also use panel types to indicate any type of main device that controls a system (access control, radio or cellular backup etc.). Panel Types print on Installation Job Tickets and on Service Tickets.

Create one record for each type of panel that is installed at your customer sites.

Note: If SedonaOffice is performing your data conversion and your source data contains unique Panel Types, this setup table can be populated during the data conversion process.

Panel Type

Panel Type

Panel Type	Description	Inactive
Cell BackUp	Cell BackUp	N
Vista-100	Vista-100	N
Vista-128FBP	Vista-128FBP	N
Vista-32FB	Vista-32FB	N
Vista-40	Vista-40	N
Vista-50P	Vista-50P	N
Vista 120	Vista 120	N

Include Inactive

Panel Type Edit

Panel Type

Description

Inactive

Apply New Delete

Problem Codes

Purpose:	To create a list of reasons the customer is requesting service.
Prerequisites:	None
Required or Optional:	Required if using the Service Module

Problem Codes are used on Service and Inspection Tickets to identify why the customer is requesting service. This is a required field on all tickets. These codes will print on the Service Ticket and should be descriptive enough to assist the technician in understanding the reported problem and being able to address the issue when arriving on site.

There are two types of Problem Codes that you may create: Master Problem Codes and Secondary Problem Codes. Secondary problem codes are optional. Each service ticket has a selection field for a Master and a Secondary problem code.

Secondary Problem Codes can be used in any way that is desired by your company. One of the most typical uses of secondary problem codes is to assign an internal company status to the ticket. Examples are:

NP – Need Parts

PO – Parts Ordered

PR – Parts Received

RS – Reschedule

SCH GB – Schedule a Go Back appointment

RTI – Ready to Invoice

If the Problem Code is to be used as a Master Problem Code, check the Is Master box at the bottom of the form. If the Problem Code is to be used as a Secondary Problem Code, uncheck the Is Master box. Create one record for each of your company's Problem Codes.

Problem Codes

Problem Codes

Problem Code	Description	Priority	Est Time	Expertise	IsMas...	Inactive
AC Power Failure	AC Power Failure	Medium	60	3	Y	N
Add Equipment	Add Equipment	Medium	60	3	Y	N
Camera Issue	Camera Issue	Medium	60	3	Y	N
Can't Set B/A	Can't set Burglar Alarm	Medium	60	3	Y	N
Code Changes	Code Changes	Low	15	4	Y	N
Download	Download	Medium	30	5	Y	N
Inspection	Inspection	Medium	60	3	Y	N
Install	Install	Medium	60	3	Y	N
Keypad Trouble	Keypad Trouble	Medium	60	3	Y	N
Low Battery	Low Battery	Medium	60	3	Y	N
Order	Order Parts				N	N
PBO	Parts Back Ordered				N	N
PO	Parts Ordered				N	N
PR	Parts Received				N	N
RTI	Ready To Invoice				N	N
Sch GB	Schedule Go Back Appointment				N	N
Site Survey	Site Survey	Medium	60	4	Y	N
Smoke Detector	Smoke Detector	Medium	60	3	Y	N
Verify Online	Verify Online	Medium	30	3	Y	N
Zone Trouble	Zone Trouble	Medium	60	3	Y	N

Include Inactive

Problem Code Edit

Inactive

Problem Code: Priority:

Description: Expertise Level:

Est Time: Is Master:

Resolution Codes

Purpose:	To define how the Service Ticket was resolved
Prerequisites:	None
Required or Optional:	Required

Resolution Codes are used to define how the Service Technician resolved the problem reported by the customer (problem code). A resolution code is required on each service ticket to be able to invoice the customer and/or close the service ticket. These codes may be set up as a billable type resolution or non-billable to the customer. If a customer's system is covered by warranty, however, you want to invoice for a service call, if the user selects a non-billable resolution code, you will not be able to override the warranty to create an invoice. The Billable flag should be checked on any resolution that could be billable.

Records created that have the billable flag selected will be displayed with a green font color.

If the Create Prospect checkbox is selected for a resolution code, when a Ticket is closed, a Prospect record will automatically be created in the Sales module.

Create one record for each of your company's resolution codes.

Resolution

Resolutions

Resolution	Description	Billable	Prospect	Inactive
1 Add	Add Equipment	Y	N	N
2 Clean	Clean Equipment	Y	N	N
3 Repair	Repair Equipment	Y	N	N
4 Replace	Replace Equipment	Y	N	N
Arming Billable	Arming Billable	Y	N	N
Arming No Charge	Arming No Charge	N	N	N
Code Changes Billable	Code Changes Billable	Y	N	N
Code Changes No Charge	Code Changes No Charge	N	N	N
Cust Cancel	Customer Cancelled prior to Appt Date	N	N	N
De-Program Panel	De-Program Panel	N	Y	N
Go Back	Go Back Required	N	N	N
Insp Comp.	Inspection Completed	Y	N	N
Insp Decl.	Inspection Declined	Y	N	N
Insp In Progress	Insp In Progress	Y	N	N
Install Complete	Install Complete	Y	N	N
No Show	No Show	Y	N	N
Programming Billable	Programming Billable	Y	N	N
Programming No Charge	Programming No Charge	N	N	N
Resolved In-House	Resolved In-House	Y	N	N
Site Survey	Site Survey Complete	Y	N	N
Void	Void	N	N	N

Include Inactive

Resolution Edit

Resolution Code: Inactive

Description:

Billable:

Create Prospect:

Service Companies

Purpose:	To define the companies that may provide service to the customer.
Prerequisites:	None
Required or Optional:	Required

Service Companies are used to identify which company is providing a service for an installed system. If your company has multiple Branch offices, you will want to create a Service Company for each Branch office.

This setup table is divided into two setup forms: Company Detail and Labor Setup.

The screenshot shows the 'Service Companies' setup window. At the top, there is a table listing existing companies. Below this, there are two tabs: 'Company Detail' and 'Labor Setup'. The 'Company Detail' tab is selected and circled in red. The form contains the following fields and options:

- Code:** MI
- Description:** SedonaSecurity
- Ticket Form:** Standard
- Category:** SVC TAM
- Vendor:** (empty)
- Warehouse:** MI-Main
- Email:** CarolynJ@SedonaOffice.com
- Does NOT use service ticket form for inspections:**
- COGS Acct:** 521000
- Expense Inventory on Service Tickets:** When Invoiced
- Primary:**
- Secondary:**
- Critical Message:** Expires On (empty)

Buttons at the bottom include 'Apply', 'New', and 'Delete'.

Company Detail

On this form general information and options for expensing inventory parts are specified.

Description – Enter the official company name in this field. This will be printed on tickets.

Ticket Form – Select Standard from the drop-down list. The other options available are custom forms that will only work for specific SedonaOffice customers.

Does NOT Use Service Ticket Form for Inspections – This option is no longer used in the software.

Vendor – This option will auto-fill if the Service Company was auto-created from an Accounts Payable Vendor [setting the Vendor Type to Service Provider].

Warehouse – This field determines the default warehouse from which inventory parts will be relieved on tickets. Make a selection from the drop-down list.

Email – This is the default email address for the Service Company. Typically, this is only used for Service Companies that are subcontractors.

Category – Select the category from the drop-down list for this Service Company. The selection made here will default to each service ticket created that is linked to this Service Company.

COGS Acct – Select the cost of goods sold G/L Account that will be used for expensing inventory parts used on tickets.

Expense Inventory on Service Tickets – Check this box if you want the software to automatically relieve inventory parts from the warehouse selected on the ticket. If this option is not selected, when parts are used on tickets, inventory will NOT be relieved, and the part(s) will be directly expensed to the Direct Expense GL Account entered on the parts setup form.

When Invoiced – If this option is selected, inventory parts will be expensed when a ticket is invoiced. If left unchecked, inventory parts will be expensed when the ticket is closed.

Primary – Check this box if this Service Company can be selected as the primary service company on a System record.

Secondary – Check this box if this Service Company can be selected as the secondary service company on a System record. Typically, you would check both Primary and Secondary on all Service Companies.

Critical Message – Any information entered in this field will be displayed immediately when a new ticket is created. This field is typically used for “Service Provider” [subcontractor] type service companies and would contain miscellaneous information such as business hours and billing rates.

Labor Setup

On this form, information related to the scheduling and expensing of direct labor is specified. The Appointments section is used to define the normal business days and hours for the Service Company.

Create one record for each company that provides a service to your customers.

Begin Day From – Click on the Address button and enter the physical address of the Service Company. This field will print on tickets.

Appointments

Start – Enter the first day of the working business week and the first appointment time of the day for the Service Company.

End – Enter the last day of the working business week and the last appointment time of the day for the Service Company.

Labor To GL

If your company will be recording the labor dollars expended on service tickets to the general ledger, two options for expensing labor are available:

Expense at Time of Entry - If this option is selected, when dispatch times are entered for the Technician Appointment, the labor dollars will be posted to the General Ledger.

Expense through WIP (Work in Process) - If this option is selected, the labor will be posted to the Service Work in Process account. When the Service Ticket is invoiced, the amount posted to the WIP account will be clear to the Labor expense account specified on this form.

Labor Expense Account - Select the G/L account that will be used when posting the expense for the service labor; this is typically a Cost of Goods Sold (CGS) type of account.

Labor Deferred - Select the G/L account that will be used when posting the deferred expense for the service labor. This is the offset account that is used when using WIP or Expensing at the time of entry; this is a Liability account type (OCL).

Labor WIP - Select the G/L account that will be used when posting the service labor into WIP; this is an Asset account type (OCA).

Override Tech Rate - If a value is entered into this field when dispatch times are entered onto a ticket for a technician appointment, the software will use this hourly rate to record the cost of labor for the appointment. If left blank, the rate setup on the Technician record will be used to record the labor cost.

The screenshot shows a software interface for setting up labor expenses. The 'General' tab is active, and the 'Inactive' checkbox is unchecked. The 'Code' is 'MI' and the 'Description' is 'SedonaSecurity'. Under 'Company Detail', the 'Labor Setup' sub-tab is selected. The 'Begin Day From' section shows an address: '417 Forest Plymouth, MI 48170'. The 'Appointments' section shows a start time of 'Monday 7:30:00 AM' and an end time of 'Friday 4:00:00 PM'. The 'Labor To GL' section is checked and contains the following fields: 'Labor Expense Type' with radio buttons for 'Expense at time of entry' (selected) and 'Expense thru WIP'; 'Labor Expense' with a dropdown menu showing '521010' and the label 'COGS SVC Labor'; 'Labor Deferred' with a dropdown menu showing '259100' and the label 'SVC Labor-Deferred'; 'Labor WIP' with a dropdown menu showing '123010' and the label 'WIP SVC Labor'; and 'Override Tech Rate' with a text box containing '0'.

Default Labor Rates (for Service Levels)

Purpose:	To define defaults that will be used when creating new Service Level records.
Prerequisites:	None
Required or Optional:	Required

This form contains information that will be used as defaults when creating new Service Level records.

Labor Item Code – Select the default Item Code to be used when billing for labor charges on Service and Inspection Tickets; this may be overridden during data entry.

Trip Charge – This is an optional entry field. If your company includes a trip charge on service calls, you may invoice trip charges as labor or select an Invoice Item code. You will also enter a default rate for this charge, which may be overridden for each different Service Level record.

Labor Rates – Enter the default labor rate that will be used for new Service Level records; this amount may be overridden when creating the various Service Levels.

Billing Increments – Select the appropriate billing increment and the number of minutes after the Technician arrives that you will begin assessing labor charges.

Service Levels

Purpose:	To define the billable charges, labor rates, labor billing time increments and how labor is to be charged for a Service Ticket if the system is out of warranty.
Prerequisites:	Invoice Item, GL Account Number for Parts COGS
Required or Optional:	Required

The *Service Level* is a required field on each *System* record. The service level serves as a default for calculating billable service calls. These default amounts and rates may be overridden at the time-of-Service Invoicing.

This setup table is divided into three setup forms:

- General - on this form general information and options for billable labor are specified.
- Parts – on this form information and options related to billable inventory parts are specified.
- Inspection – this form is used to specify whether the Service Level must be linked to a recurring line when selected on an Inspection Setup record.

Create one record for each of your company's service levels.

General Form

The General form is used to set up information which is mostly related to how labor will be invoiced to the Customer. Each data entry field will be described below and on the following page.

Costs Included - Check all checkboxes that apply to what types of services for which the customer will not be invoiced. If the Service Level covers all types of services, check all the boxes. If you provide service to the customer on a Time & Material basis, do not check any of the boxes.

Labor Item - If invoicing for labor hours expended on a Ticket, select which Invoice Item will be used for the customer's invoice. The Invoice Item is linked to the GL Account that will be used for posting the labor to income.

Trip Charge - If your company charges a fee for a service call in addition to any on-site labor hours:

- If the Bill as Labor checkbox is selected, the Trip Charge will use the same Invoice Item as the Labor Item (previous field); also enter an amount in the Charge field.
- If the Bill as Labor checkbox is not selected, in the Item Code field, select the Invoice Item to be used for invoicing the trip charge and enter an amount in the Charge field.

Other – This field allows you to automatically add charges to tickets when they are created. For example, you may want to charge the customer for a fuel service charge.

Labor Calculation - Two options are available which determine when to start calculating billable labor:

- From Dispatch - Billable labor is tracked from the time the Technician is on his way to the appointment.

- From Arrival - Billable labor is tracked from the time the Technician arrives on site.

Labor Rates - Enter the hourly rates used to invoice your customer for technician labor. If the Technician arrives on-site before or after the business hours setup for the Service Company assigned to the Ticket, all billable labor will be calculated using the Overtime rate. If the Technician is dispatched to a Ticket on a day that is listed in the Holiday setup table, all billable labor will be calculated using the Holiday rate.

Billing - Select the appropriate billing increment and the number of minutes after the Technician arrives that the application will begin calculating billable labor charges. If a value is entered into the “After the first” field, this number of minutes will be deducted from the total amount of Technician labor spent on the ticket.

In the example provided below, the Service Level includes a trip charge of \$60.00 which covers the first 30 minutes of labor. After 30 minutes the application will calculate additional billable labor in 15-minute increments.

Service Levels

Service Levels

Service Level	Description	Parts	Labor	Other	Bill As	Trip Ch...	Labor Item	Other Item
INSP-Flat Rate	INSP-Flat Rate	Y	Y	N	SVC Call	\$0.00	SVC Labor	
INSP-Prepaid	INSP-Prepaid	Y	Y	N	SVC Call	\$0.00	SVC Labor	
Job Part LCOM	Job Part LCOM	N	N	N	SVC Call	\$65.00	SVC Labor	
Part GL Test	Part GL Test	N	N	N	SVC Call	\$65.00	SVC Labor	
PP-Access	PP-Access	N	N	N	SVC Call	\$65.00	SVC Labor	
SL No Other	SL No Other	N	N	N	SVC Call	\$40.00	SVC Labor	
SL Yes Other	SL Yes Other	N	N	N	SVC Call	\$40.00	SVC Labor	SVC Misc
SVC Cont-LC	Service Contra...	Y	Y	N	SVC Call	\$0.00	SVC Labor	
SVC Cont-RSC	Service Contra...	Y	Y	N	SVC Call	\$0.00	SVC Labor	
T&M	T&M	N	N	N	SVC Call Fe...	\$60.00	SVC Labor	
T&M Resi-MI	T&M Resi-MI	N	N	N	SVC Call	\$75.00	SVC Labor	
T&M-LC	T&M - Large Com	N	N	N	SVC Call	\$80.00	SVC Labor	
T&M-RSC	T&M-Res/Small...	N	N	N	SVC Call	\$60.00	SVC Labor	SVC Misc
Time and Material	Time and Material	N	N	N	SVC Call	\$65.00	SVC Labor	
WAR/GB-LC	WAR/GB - Larg...	N	N	N	SVC Call	\$0.00	SVC Labor	
WAR/GB-RSC	Warranty/GoB...	N	N	N	SVC Call	\$0.00	SVC Labor	

Include Inactive

Service Level Edit Inactive

Service Level: T&M Description: T&M

General | Parts | Inspection

General

Costs Included: Parts Labor Other

Labor Item: SVC Labor

Trip Charge

Item Code	Charge
<input type="checkbox"/> Bill as Labor: SVC Call Fee NR	\$60.00
Other Charge	\$0.00

Labor Calculation: From Dispatch From Arrival

Labor Rates

Regular: \$60.00
Overtime: \$95.00
Holiday: \$125.00

Billing

1 min 5 min 10 min
 15 min 30 min 60 min

After the first: 30 minutes.

Apply New Delete

Parts Form

The *Parts* form is used to set up information related to expensing and invoicing Inventory Parts on Tickets.

Material COGS - Select the G/L Account number that will be used when you expense parts used on a Ticket.

Parts Item Code - Select the Invoice Item that will be used when invoicing the customer for parts used on a Ticket. The Invoice Item is linked to the GL Account that will be used for posting the parts to income.

Part Pricing - If parts are billable for the Service Level, two options are available to determine which price [from the Part Setup form] will be used when invoicing for parts.

- *Use Service Price 1*
 - If this option is selected and the Res and Comm Modifier fields are set to 1.000, the application will use the exact price in the Service Price 1 field of the Part setup.
 - If using either or both Modifiers, the application will either mark up or discount the part price in the Service Price 1 field by the percentage specified in the Modifier field. Entering a value less than 1.00 will discount the part. Entering a value greater than 1 will mark up the part. For example, if .80 is entered into one of the Modifier fields, the part will be priced at 80% of the price in Service Price 1 of the Part setup, thus giving the customer a 20% discount on the part.
- *Use Service Price 2*
 - If this option is selected, the exact price in the Service Price 2 field of the Part setup will be used.

Note: If the Customer record is assigned to a Part Pricing Level, and the Part used has a price setup for that same Price Level for the part being sold, this will override any part pricing rules set on the Service Level assigned to the Ticket.

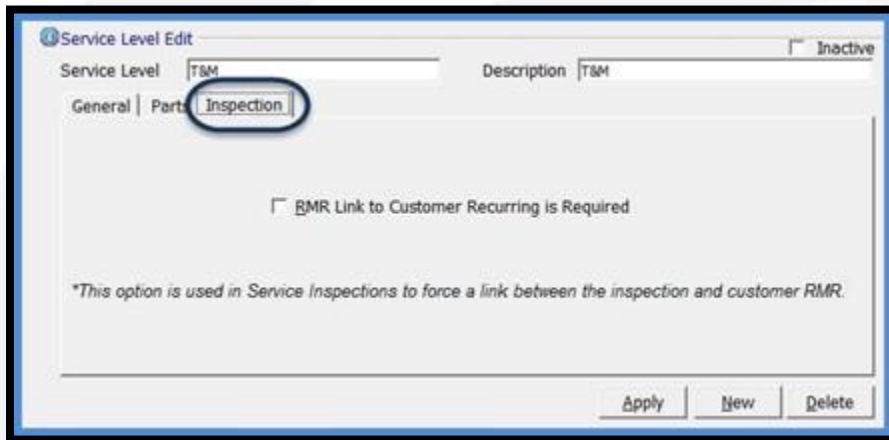
The screenshot shows the 'Service Level Edit' window. The 'Service Level' is 'T&M' and the 'Description' is 'T&M'. The 'Parts' tab is selected and circled. The 'General' section contains 'Material COGS' set to '520100' (with a dropdown arrow and a small icon) and 'Parts Item Code' set to 'SVC Part TX' (with a dropdown arrow). The 'Part Pricing' section has 'Use Service Price 1' selected with a radio button, 'Res Price Modifier' set to '1.0000', and 'Comm Price Modifier' set to '1.0000'. 'Use Service Price 2' is unselected. At the bottom right are 'Apply', 'New', and 'Delete' buttons.

Inspection Form

The Inspection form facilitates the linking of an Inspection Record to an existing Recurring Line. If this option is selected, when creating or modifying an existing Inspection Record assigned to this Service Level, the User must link the Inspection to an active Recurring Line on the Inspection setup record.

When an Inspection Ticket is closed that is linked to a Recurring Line, a flag is set on that recurring line which allows that recurring line to be invoiced through Cycle Billing.

When creating an Inspection Cycle batch, you select the “Only Inspection Linked RMR” radio button, to create invoices only for completed inspections. If you do not want to invoice Inspection RMR after the Inspection is completed, when generating a cycle batch, you would select the option of All RMR.



The screenshot shows a software window titled "Service Level Edit". At the top, there are fields for "Service Level" (containing "T&M") and "Description" (containing "T&M"), with an "Inactive" checkbox to the right. Below these are tabs for "General", "Part", and "Inspection". The "Inspection" tab is currently selected and highlighted with a blue circle. In the main content area, there is a checkbox labeled "RMR Link to Customer Recurring is Required" which is currently unchecked. Below this checkbox is a note: "*This option is used in Service Inspections to force a link between the inspection and customer RMR." At the bottom right of the window, there are three buttons: "Apply", "New", and "Delete".

Inventory Module Setup

Custom Fields Setup (Parts) (Tables and Fields)

Purpose:	To track any additional information on inventory parts, where a field is not provided in the application. The data saved is for reporting purposes.
Prerequisites:	None
Required or Optional:	Optional

The fields you define will appear for data entry on the Part Custom Fields form. The data saved in these fields may be used for reporting purposes.

Here you may set up tables, which will provide the User with a drop-down list of choices, money, text date, or check box fields. You may also define if a field is required. If a field is checked as required, the User setting up a new Part or modifying an existing Part will be required to select or enter information into any required fields. You also have the option of defining what words will appear on the Custom Fields tab on the Part form. This is entered in the Label field of this setup form.

If you choose to set up Table fields you will need to set up the choices that you would like to appear in the drop-down box, in the Custom Fields Table 1 (Part), Custom Fields Table 2 (Part), or Custom Fields Table 3 (Part).

Custom Fields (Part Level)

Label

Tables Required **Money** Required

Table 1 Label 1

Table 2 Label 2

Table 3

Text **Check Boxes**

Text 1 Check 1

Text 2 Check 2

Text 3 Check 3

Text 4 Check 4

Text 5 Check 5

Date

Date 1

Date 2

Custom Fields Tables 1, 2, 3 (Parts)

Purpose:	To define a table of values from which a user may select the Custom Table 1, 2, or 3 field.
Prerequisites:	Part Custom Fields Setup
Required or Optional:	Optional

In the example shown below, we chose to track the Purchase Unit of Measure for each Part. For each choice you would like the User to be able to select from, create one record in this setup table. The number of records you may enter is unlimited.

The entries in the example Custom Fields Table 1 below are the choices that will be available in a drop-down menu in the Part record, on the tab labeled Custom Fields.

Purchase UOM

Purchase UOM

Purchase UOM	Description	Inactive
10-Pack	10-Pack	N
Dozen	Dozen	N
Each	Each	N
Feet	Feet	N
Lot	Lot	N
Spool	Spool	N

Include Inactive

Purchase UOM Edit

Purchase UOM: Inactive

Description:

Part Labor Unit Desc

Purpose:	Define descriptions for different types of labor selected on a quote in WeEstimate.
Prerequisites:	None
Required or Optional:	Optional

This optional setup table is only used by companies purchasing and using WeEstimate sales software. Companies can assign estimated labor units for each part for a particular type of labor.

The image shows a composite screenshot of the WeEstimate software interface. On the left is a table titled "Part Labor Unit Descriptions" with 15 rows. The first three rows are populated with "Design", "Programming", and "Installation". In the center is the "Part Edit" window for part 5820XL, showing various fields like Description, Product Line, and Costing. A red arrow points from the "Labor Units" tab in the Part Edit window to the "Part Labor Units" dialog box on the right. This dialog box shows a table of labor units for the part, with values for Design (2.0000), Programming (2.0000), Installation (2.0000), and Training (1.0000).

Labor Unit Description	Description
Labor Unit Description 1	Design
Labor Unit Description 2	Programming
Labor Unit Description 3	Installation
Labor Unit Description 4	Training
Labor Unit Description 5	
Labor Unit Description 6	
Labor Unit Description 7	
Labor Unit Description 8	
Labor Unit Description 9	
Labor Unit Description 10	
Labor Unit Description 11	
Labor Unit Description 12	
Labor Unit Description 13	
Labor Unit Description 14	
Labor Unit Description 15	

Labor Unit	Units	Rate	Total
Design	2.0000	<Empty>	0.0000
Programming	2.0000	<Empty>	0.0000
Installation	2.0000	<Empty>	0.0000
Training	1.0000	<Empty>	0.0000
<Empty>	0.0000	<Empty>	0.0000
<Empty>	0.0000	<Empty>	0.0000
<Empty>	0.0000	<Empty>	0.0000
<Empty>	0.0000	<Empty>	0.0000

Warehouses

Purpose:	To define the various locations where parts are stored; including installer and service technician vehicles.
Prerequisites:	Branch, Chart of Accounts
Required or Optional:	Required

A Warehouse may be a physical storage facility that is usually on company property, a vehicle driven by installers or service technicians, or a fictitious location used for tracking purposes.

Create one record for each unique location that houses inventory parts. You may also designate different Inventory G/L account numbers for each warehouse location if desired.

Warehouses are associated with a particular branch, and warehouses are assigned to Technicians. If Stock Tracking has been enabled [see SedonaModules], when parts are used for Service Tickets, the inventory parts entered on the Service Ticket will automatically be deducted from the warehouse assigned to the assigned Service Technician who performed the work.

The address entered on the Warehouse setup form is what will be printed on Purchase Orders as the Ship To location.

The screenshot displays the 'Warehouses' application window. At the top, there is a 'Warehouse List' section with a table containing the following data:

Code	Description	Branch	Account	Inactive
CA Main	California Main Warehouse	CA	12000	N
CA-Central	CA-Central	CA	12000	N
CA-Cust Part Repairs	Customer Part Repairs-CA	CA	12000	N
CAL T1	Joe Marina Van	CA	12000	N
CAL T3	CAL T3	CA	12000	N
CA-North	CA-North	CA	12000	N
CA-South	CA-South	CA	12000	N
CT 201	Bailey	CA	12000	N
CT 202	Ben Bainbridge	CA	12000	N
CT 203	CT 203	CA	12000	N
CT 204	Cain Cabe	CA	12000	N
CT 205	CT 205	CA	12000	N
CT 206	CT 206	CA	12000	N
CT-New	CT-New	CA	12000	N

Below the list is a 'Warehouse Edit' section with the following fields:

- Include Inactive
- Inactive
- Code:** CA Main
- Account:** 12000
- Description:** California Main Warehouse
- Branch:** CA
- Address ...:** 4572 Magnolia, Riverside, CA 92505
- Latitude:** 0
- Longitude:** 0
- Inventory*:** (empty field)

At the bottom of the edit form are three buttons: **Apply**, **New**, and **Delete**.

Material Handlers

Purpose:	To define which warehouses an employee will have access to when working with Purchase Orders
Prerequisites:	Employee, Warehouse, Inventory Setup (Use Material Handler for Warehouse Security option checked)
Required or Optional:	Optional

Material Handler security is an option that is used to allow users access to specific warehouses. This feature is commonly used by companies with multiple branch offices where the employees in each branch would only have access to the warehouses assigned to their branch.

Material Handlers are defined as the individuals in your company who:

- Create Purchase Orders
- Need to open and view Purchase Orders
- Receive Purchase Orders or Repair Orders

This setup form is divided into two tiers. The upper tier displays a list of all employees set up in the *Employee* setup table. The lower tier displays a list of all warehouses set up in the *Warehouse* setup table. To define which employees will be considered a Material Handler, highlight the employee in the upper tier, then in the lower tier, check the Material Handler checkbox, then check the box to the left of each warehouse to which the employee may have access. Click the Apply button to save each Material Handler record. Once saved, the material handler column in the upper tier will display the value of Y.

Material Handlers Material Handler Security is In-Active

Employees

Employee Code	First Name	Last Name	Material Handler	Inactive
Administrator	System	Administrator	Y	N
Amanda.Blake	Amanda	Blake	N	N
Amort	Amort	Exp		Y
Bailey.Barr	Bailey	Barr	N	N
Barbara.Brady	Barbara	Brady		N
Barney.Barber	Barney	Barber	N	N
Ben.Bainbridge	Ben	Bainbridge	N	N
Beth.Bartoli	Beth	Bartoli		N
Cain.Cabe	Cain	Cabe	N	N
Carolyn	Carolyn	Johnson	Y	N
Danielle.Torrent	Danielle	Torrent		N
Donna.Ness	Donna	Ness	Y	N
Edgar.Eden	Edgar	Eden	N	N
Egor	Egor	Earle	N	Y
Etta.Jones	Etta	Jones		N
George.Miller	George	Miller		N

Warehouse Access

Employee Code Administrator Name System Administrator Material Handler

Branch Selection All Branches

Warehouse	Description	GL Code	Branch	Inactive
<input checked="" type="checkbox"/> CA-Central	CA-Central	12000	CA	N
<input checked="" type="checkbox"/> CA-North	CA-North	12000	CA	N
<input checked="" type="checkbox"/> CA-South	CA-South	12000	CA	N
<input checked="" type="checkbox"/> CA-Cust Part Repairs	Customer Part Repairs-CA	12000	CA	N
<input checked="" type="checkbox"/> Tools-CA	Tools-CA	12005	CA	N
<input checked="" type="checkbox"/> Isaac Truck	Isaac Truck	12001	ISI	Y
<input checked="" type="checkbox"/> ISI Main	ISI Main	12001	ISI	Y

Customer Part Groups

Purpose:	To define alternate part numbers and descriptions for printing on one specific custom invoice.
Prerequisites:	None
Required or Optional:	Optional

The Customer Part Groups feature was a custom enhancement for a specific SedonaOffice customer. This is designed to create a cross-reference list of inventory parts that are used for printing part numbers and descriptions on a custom invoice.

Customer Part Groups

Part Group List

Description	Created By	Created On
GROUP 1	ADMIN	5/28/2015 10:42:34 AM
National 01	Administrator	7/8/2015 9:15:57 AM

Part Group Description:

Parts/Alternate | Customers

Part Code	Description	Alternate Part Code	Alternate Part Description
3M1240	ULTRA TECH 12V 4AH BATTERY	0412	12V 4AH BATTERY
3M1270	ULTRA TECH 12V 7AH BATTERY	0712	12V 7AH BATTERY

Part Code:

Description:

Alternate Part Code:

Alternate Description:

Technicians

Purpose:	To define the list of employees who install and/or service systems.
Prerequisites:	Employee, Installation Company, Service Company, Warehouse
Required or Optional:	Required

Technicians are your employees who will perform the service on an installed system. A Technician is linked to a Service Company and Warehouse and is assigned an expertise level. Employee, Warehouse, and Service Company records must first be created before creating a Technician record. Create one record for each Technician.

This setup form consists of three tabs of information; *Service, Installation, and Routes*; depending on the Employee's responsibilities one or all three forms will be filled in with information.

To create a new Technician, click on the *New* button, then select the Technicians Name from the drop-down list. The names displayed are from the Employee setup table. Enter the Technician address information. If the Technician typically begins their workday from home, enter their home address. If the Technician begins their day from the office, enter the company address. This address information is used in SedonaSchedule to map out a route of the scheduled appointments for a particular day.

If the employee performs only service calls, select the *Service Tech* radio button under the *Name* field then fill in the information on the *Service* form.

If you are scheduling service calls using Service Routes, on the *Routes* form you will select which routes the technician is available for service calls.

If the employee performs both service calls and installation jobs, you will select the *Both* radio button under the *Name* field and fill in the form information on the *Service* and *Installation* forms.

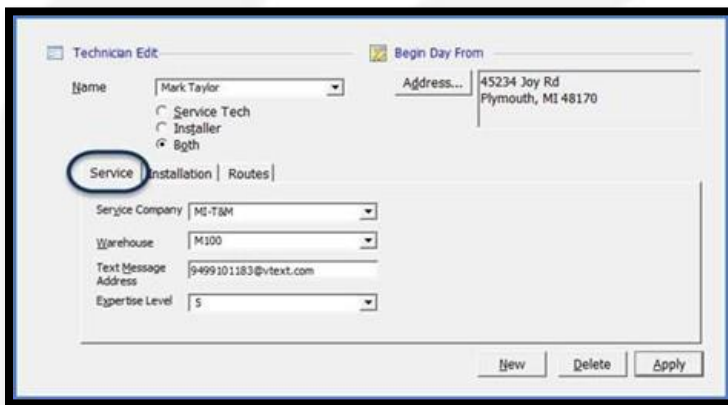
Service Form

Service Company - From the drop-down list, select the default Service Company to which the Technician will be assigned.

Warehouse - Select the Warehouse assigned to the Technician. If a Technician is scheduled to a Ticket and Parts are used, inventory will be removed from this default warehouse.

Text Message Address - You may enter a text message address or an email address in this field for the Technician. This enables you to send a text message or email to the Technician with Ticket information. This field is optional.

Expertise Level - Select the expertise level that applies to the Technician. The choices listed are controlled by SedonaOffice. This is a required field.



The screenshot shows a software window titled "Technician Edit" with a "Begin Day From" checkbox. The "Name" field contains "Mark Taylor" and the "Address..." field contains "45234 Joy Rd, Plymouth, MI 48170". Below these are radio buttons for "Service Tech", "Installer", and "Bqth", with "Bqth" selected. A tabbed interface shows "Service" selected, with "Installation" and "Routes" as other options. The "Service Company" dropdown is set to "MI-T&M", "Warehouse" to "M100", "Text Message Address" to "9499101183@vtext.com", and "Expertise Level" to "5". At the bottom are "New", "Delete", and "Apply" buttons.

Installation Form

If the employee is available for both service and installation, fill in this form. The Pay Rates are used when labor timesheets are posted to Job records. Typically, the labor rates entered are an average burdened hourly labor rate. These amounts are used for Job Costing only and not for payroll purposes.

Install Company - From the drop-down list, select the default Install Company to which the Technician will be assigned.

Regular Pay Rate - Enter the pay rate to use for Installation Labor performed during regular business hours.

Overtime Pay Rate - Enter the pay rate to use for Installation Labor performed outside of regular business hours.

Holiday Pay Rate - Enter the pay rate to use for Installation Labor performed on a Holiday.

Technician Edit: Begin Day From

Name: Mark Taylor Address: 45234 Joy Rd
Plymouth, MI 48170

Service Tech
 Installer
 Both

Service: Installation Routes

Install Company: MI

Regular Pay Rate: 40.00

Overtime Pay Rate: 60.00

Holiday Pay Rate: 60.00

New Delete Apply

Routes Form

This form is only required if you are scheduling your Technicians utilizing Routes (activated on the *Service Setup Defaults* form). A Route may be a geographical area or some other internal designation. Routes are linked to customer System records.

Check the box to the left of each Route for which the Technician is available.

Technician Edit: Begin Day From

Name: Mark Taylor Address: 45234 Joy Rd
Plymouth, MI 48170

Service Tech
 Installer
 Both

Service: Installation Routes

East
 North
 South
 West

New Delete Apply

Warranty Types

Purpose:	To define the type and length of the warranty and types of charges that are covered under the warranty when servicing a customer system.
Prerequisites:	None
Required or Optional:	Required

Each System is assigned a *Warranty Type* code, which is a required field on the System record. This Warranty Type will determine the number of days the entire system is covered by your company’s warranty, and what types of services are included in this warranty. The types of services are divided into three categories: parts, labor, and other charges. On Service Tickets, the software checks to see if the System is covered by the Warranty. If the System is still under the warranty period, charges will be calculated based on the rules of the Warranty code on the System record. If the System Warranty has expired, the application will use the billing rules of the Service Level.

Create one record for each unique Warranty Type.

Warranty

Warranty

Warranty Code	Description	Parts	Labor	Other	Lab Days	Part Days	Oth Days	Inactive
3 Yr Parts Only	3 Yr Parts Only	Y	N	N	0	1095	0	N
60 Days Labor ...	60 Days Labor Only	N	Y	N	60	0	0	N
90 P&L	90 Days Parts & Labor	Y	Y	N	90	90	0	N
90-P 30-L	90 Days Parts - 30 Days...	Y	Y	N	30	90	0	N
Full Warranty	Full Warranty	Y	Y	Y	365	365	365	N
None	None	N	N	N	0	0	0	N
One Year P & L	One Year Parts and Labor	Y	Y	N	365	365	365	N

Include Inactive

Warranty Edit

Costs included in this Warranty

Warranty Code:

Description:

Inactive:

Parts Length - Days:
 Labor Length - Days:
 Other Length - Days:

Inspection Items

Purpose:	To define a list of devices that need to be inspected. Choices are available when setting up or editing an Inspection Record.
Prerequisites:	None
Required or Optional:	Optional

The *Inspection Items* setup table is used to create a list of types of devices that need to be inspected while working on an Inspection Ticket. The items entered in this setup table are available for selection when setting up or editing an Inspection record. Currently, these items do not print on an Inspection Ticket. Inspection Items are for reference purposes only and may be used when designing reports with third-party tools.

Inspection Item

Description	Inactive
Pull Station	N
Smoke Detector	N
Sprinkler Head	N

Include Inactive

Inspection Item Edit Inactive

Inspection Item:

Apply New Delete

Instruction Notes

Purpose:	To create a list of special instructions that may be added to the Notes of any Ticket.
Prerequisites:	None
Required or Optional:	Optional

The *Instruction Notes* setup table is used to create a list of special instructions that may be manually added to any Ticket. The *Name* field describes the purpose of the record, is a text field, and will allow up to 50 characters. The *Note* field, which is also a text-type field will allow up to 1,024 characters. Once a list of Instruction Notes has been created, they may be inserted manually into any Ticket on the Notes form by clicking on the *Instructions* button.

Instructions Notes

Instruction Notes List

Instruction Name	Instruction Note	Inactive
I-BAT	Test battery	N
Res Int	- Wear booties indoors- Check for decals- Check for ya...	N

Include Inactive

Instruction Note Inactive

Name:

Note:

- Wear booties indoors
- Check for decals
- Check for yard sign
- Test all zones with Central Station
- Have Customer sign off on Work Performed Acceptance doc.
- Leave Customer Satisfaction Survey card
- Request Customer Referral

Setup Defaults (Service)

Purpose:	To specify default information to be used in creating new System records for a Site, and Service Ticket Invoices.
Prerequisites:	<i>Service Company, Categories, Invoice Items, Invoice Descriptions, Service Levels, Warranty Types</i>
Required or Optional:	Required

This setup option consists of three forms which contain information that will be used as defaults when creating System records, Service Tickets, and defining G/L Accounts for service-related miscellaneous expenses.

The following pages will provide definitions of each field on each setup form.

General Setup Form

The *General Setup* form is used to set up information which is mostly as field defaults to decrease the amount of time spent doing data entry.

General (Section)

Default Service Company – This will be the default Service Company that will be assigned to each new system record created. The User may override this value when creating the system record.

Next Ticket # – Enter the starting number that you will have the system automatically assign to service tickets.

Ticket Printing – There are two options available; you may select one or both options depending on your company preference

Note Access Level – Select the security Access Level that will default when entering a new Ticket Note; choices are Level 1 or Level 2.

Schedule By – Select one of the two radio buttons: Technician Expertise Level or Routes.

Next Inspection At – This option lets you determine when you want the Next Inspection Date (on the Inspection Setup record) to be advanced. The choices are:

- When the Ticket is Closed
- When the Ticket is Created
- When the Ticket is Scheduled
- When the Ticket is Resolved

General Form

Warning Message Setup (Section)

Warning Message Setup – Enter values that will determine when a warning message will be presented to a User after a certain number of Technician Ticket Appointments have been completed within a certain number of days. The warning message is displayed when opening a customer record.

Maintenance Contracts (Section)

Warranty Type – Select the default Warranty Type that will be used on each new system created; this may be overridden.

Service Level – Select the default Service Level that will be used on each new system created; this may be overridden.

Invoice Defaults (Section)

Invoice Category – Select the default Category Code that will auto-fill into Service Tickets. This is typically the Service category; this may be overridden if the User has been granted security permissions to do so.

Invoice Description – Select the default Invoice Description that will be used on all Service Invoices; this may be overridden by the user creating the invoice.

Parts Item Code – Select the default Item Code that will be used when billing for parts. If an Item Code was entered on the Service Level setup, that Item Code will take precedence over this default.

Auto Create Invoice Number – If a Ticket is billable, if this option is selected, SedonaOffice will automatically generate the invoice number. If this option is not selected, the User will be prompted to type in an invoice number when generating the Ticket invoice.

Prospect Defaults (Section)

These defaults are used when the software automatically creates a new Prospect record because of selecting certain “flagged” Resolution Codes on Service Tickets.

Lead Source – Select the desired default Lead Source.

Lead Source 2 – Select the desired default Secondary Lead Source (optional).

Status – Select the desired default Sales Status.

Sales Department – Select the desired default Sales Department.

GL Setup Form

The *GL Setup* form is used to set up information on how labor and materials will be expensed on Service and Inspection Tickets.

Service Setup

General Setup | **GL Setup** | GL Accounts for Misc Expense

Labor To GL

Labor Expense Type: Expense at time of entry
 Expense thru WIP

Labor Expense: 521100 (COS - Service-Labor T_M)

Labor Deferred: 258200 (Deferred Labor - Service)

Labor WIP: 122220 (WIP - Service Labor)

Override Tech Rate: 0

Misc WIP Setup

WIP Account: 122240 (WIP - Service Other)

Inventory Processing

Use WIP for Service Parts

WIP Account: 122210 (WIP - Service Parts)

Service COGS: 520100 (COS - Service-Parts)

Default to Expense Inventory on Service Tickets (By Svc Co)
 When Invoiced

Apply

Labor to GL

If your company will be recording the labor dollars expended on Tickets to the general ledger, two options for expensing labor are available:

- Expense at Time of Entry - if this option is selected when dispatch times are entered for the Technician Appointment, the labor dollars will be expensed immediately.
- Expense through WIP (Work in Process) - If this option is selected, the labor will be posted to the Work in Process account specified on this form.

If the option on this form, *Default to Expense Inventory When Invoiced* is selected, when the Ticket is invoiced, the amount posted to the WIP account will clear to the Labor expense account specified on this form. The labor dollars recorded to the general ledger will use the Technician labor rate or the *Override rate*, if a value was entered on this setup form.

Otherwise, Labor and Materials will be expensed when the Ticket is closed.

Labor Expense Account – Select the G/L account that will be used when posting the expense for the service labor.

Labor Deferred – Select the G/L account that will be used when posting the deferred expense for the service labor. This is the offset account that is used when using WIP or Expensing at the time of entry.

Labor WIP – Select the G/L account that will be used when posting the service labor into WIP.

Override Tech Rate – If a value is entered into this field, labor dollars applied to Tickets will be used as the hourly Technician rate. If the value is left at zero, the hourly rate from the Technician setup (Installation form) will be used.

Misc WIP Setup

WIP Account – If your company is using WIP for Tickets, select the G/L Account number that will be used as the WIP account for miscellaneous expenses for Tickets.

Inventory Processing

This area pertains to inventory parts used on tickets.

Use WIP for Service Parts – If this checkbox is selected, you will then select which G/L account to which service part costs will be posted when parts are issued to a Ticket. If using WIP for service parts, this account will be credited and the Service COGS account will be debited either when the service ticket is invoiced or closed.

Service COGS – Select the G/L Account number that will be used to record the expense for parts used on Tickets.

Default To Expense Inventory – If this option is selected, inventory parts will be expensed at the Service Company level.

When Invoiced – If the Expense Inventory on Service Tickets option was selected, by selecting this option, inventory parts will be expensed when the Ticket is invoiced. If this option is not selected, inventory parts will be expensed when the service ticket is closed.

GL Accounts for Misc Expense Form

This optional setup form is used to create a list of available G/L Accounts that may be used for miscellaneous expenses related to Tickets. If any entries are made into this list, when creating a Purchase Order for expense items, or entering an A/P Bill or Credit on the Expense tab, only these G/L Accounts will be available to the User.

Using this option will prevent Users from selecting inappropriate G/L Accounts for Miscellaneous Expenses. Additional accounts may be added later as necessary.

Service Setup

General Setup | GL Setup | **GL Accounts for Misc Expense**

Account Code	Description	Type
520100	COS - Service-Parts	Cost of Goods Sold
520110	COS - Service-Wire & Supplies	Cost of Goods Sold
521115	COS - Service-Travel	Cost of Goods Sold
522110	COS - Service-Subcontractor	Cost of Goods Sold
580113	COS - Freight on Parts	Cost of Goods Sold

Edit

GL Account Cgde

Apply New Delete

Scheduling and Appointments

Purpose:	To specify information on how the Service Schedule Board will be configured.
Prerequisites:	None
Required or Optional:	Required

The Scheduling/Appointments form is used for entering information on how you want to schedule Technicians and enter the normal operating hours of your company.

Scheduling – Select the time blocks for scheduling appointments. The Service Scheduling board will be broken down into these segments for scheduling your technicians.

Default Business Hours – Enter the starting and ending day of your company’s normal work week. Also, enter the starting and ending times of your company’s normal operating hours for Service Technicians. If the actual time spent on a service call spans beyond these parameters, then the labor will be billed at the overtime rate assigned to the system’s service level.

Appointments – This area is no longer used by the application.

Allow Schedule Overbooking – This area is no longer used by the application.

Scheduling/Appointments

Scheduling

Every 15 minutes Every 2 hours
 Every 1/2 hour Every 3 hours
 Every hour Every 4 hours

Start Day: Start Time:
 End Day: End Time:

Appointments

	Maximum Appointments Per Day	
	AM	PM
Sunday	0	0
Monday	3	3
Tuesday	3	3
Wednesday	3	3
Thursday	3	3
Friday	3	3
Saturday	0	0

Allow schedule overbooking

Service Ticket Message

Purpose:	Enter a Message that will print on all Service Tickets.
Prerequisites:	None
Required or Optional:	Optional

The Service Ticket Message form allows you to enter a message that will be printed on every service ticket. You may use this for whatever message you want to communicate to your service customers. This message will be printed on the bottom of the service ticket. The maximum number of characters allowed for the message is 90.



Service Ticket Message

Service Ticket Message

Service Ticket Message
Thank you for allowing us to provide you with excellent service.

Apply

Custom Fields Setup (Service Ticket) (Tables and Fields)

Purpose:	To track any additional information on Service & Inspection Tickets, where a field is not provided in the application. The data is for reporting purposes.
Prerequisites:	None
Required or Optional:	Optional

The fields you define will appear for data entry on the Service Ticket Custom Fields form. The data saved in these fields may be used for reporting purposes.

Here you may set up tables, which will provide the User with a drop-down list of choices, money, text date, or check box fields. You may also define if a field is required. If a field is checked as required, the User creating a new Service Ticket or modifying an existing Service Ticket will be required to select or enter information into any required fields.

You also have the option of defining what words will appear on the Custom Fields tab on the Service Ticket. This is entered in the Label field of this setup form.

If you choose to set up Table fields you will need to set up the choices that you would like to appear in the drop-down box, in the Custom Fields Table 1 (Service) – through Table 8 (Service).

Custom Fields (Service Level)

Label | Service Additional Info

Tables | Required

Table 1 | Cause Code |

Table 2 | Customer Paid By |

Table 3 | Service Table 3 |

Table 4 | Service Table 4 |

Table 5 | Service Table 5 |

Table 6 | Service Table 6 |

Table 7 | Service Table 7 |

Table 8 | Service Table 8 |

Money | Required

Label 1 | Quoted Amount |

Label 2 | Service \$2 |

Text

Text 1 | Referral Name |

Text 2 | Referral Phone |

Text 3 | Referral Email |

Text 4 | Service Text 4 |

Text 5 | Service Text 5 |

Check Boxes

Check 1 | Signage Verified |

Check 2 | Referral Rec'd |

Check 3 | Service Checkbox 3 |

Check 4 | Service Checkbox 4 |

Check 5 | Service Checkbox 5 |

Date

Date 1 | Service Date 1 |

Date 2 | Service Date 2 |

Apply

Custom Fields Tables 1 through 8 (Service Ticket)

Purpose:	To define a table of values from which a user may select for the Custom Table 1 - 8 fields.
Prerequisites:	Service Ticket Custom Fields Setup
Required or Optional:	Optional

In this example, we chose to track what caused the problem for each Service Ticket in the Table 1 field. For each choice you would like the User to be able to select from, create one record in this setup table. The number of records you may enter is unlimited.

The entries in the example Custom Fields Table 1 below are the choices that will be available in a drop-down menu on the Custom Fields tab of a Ticket.

The screenshot shows a software window titled "Cause Code" with a table of entries and an edit form below it.

Cause Code	Description	Inactive
AOG	Act of God	Y
Cable Company	Cable Company	Y
Equip EOL	Equipment End of Life	Y
Equipment Fail	Equipment Failure	Y
Install-Orig-Others	Improper Initial Installation by Others	Y
Install-Orig-Us	Improper Initial Installation-Us	Y
Lightning	Lightning Strike	Y
Other Trades	Other Trades	Y
Pending	Pending	Y
Rodents	Rodents	Y
Storm	Storm Damage	Y
Unknown	Unknown	N
Vandalism	Vandalism	Y

Below the table, there is a checkbox labeled "Include Inactive" which is currently unchecked.

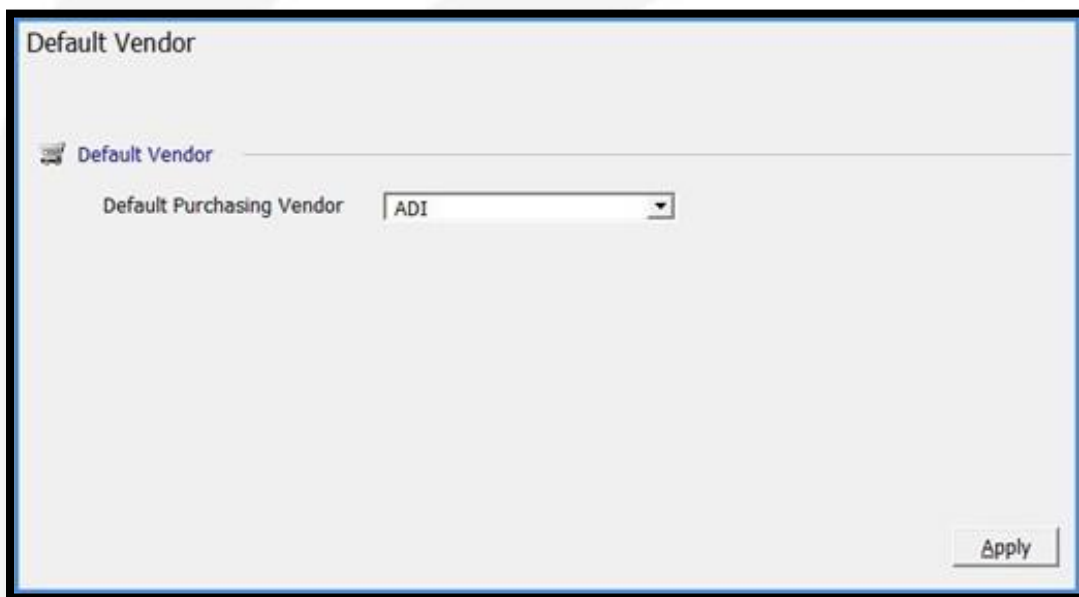
The "Cause Code Edit" section contains:

- A checkbox labeled "Inactive" which is checked.
- A "Cause Code" field with the value "Equip EOL".
- A "Description" field with the value "Equipment End of Life".
- Buttons for "Apply", "New", and "Delete".

Default Vendor

Purpose:	To specify a Vendor code that will default as the Primary Vendor when new Parts records are created.
Prerequisites:	Vendor
Required or Optional:	Optional

If SedonaOffice will be performing a data conversion from your legacy software, you will have to setup your *Default Vendor* after your final data conversion is delivered. If your company will be manually entering the Vendor list, then once all Vendors have been created, you may return to this setup table and select the *Default Vendor*.



The screenshot shows a software window titled "Default Vendor". Inside the window, there is a sub-section titled "Default Vendor" with a small icon to its left. Below this, the label "Default Purchasing Vendor" is followed by a dropdown menu containing the text "ADI". In the bottom right corner of the window, there is an "Apply" button.

Product Line

Purpose:	For grouping similar inventory parts in the parts search form, sorting on Physical Inventory count sheets, and for reporting purposes.
Prerequisites:	None
Required or Optional:	Required

Product Lines are used to group similar Parts together. You may create as many Product Lines as needed. When a user is creating a new part number, the *Product Line* is a required field on the Part setup form. Your product lines may be specific to a type of device or specific to the type of system for which they are used.

Inventory Part searches may be filtered by Product Lines. Physical Inventory count sheets may be sorted by Product Line.

Product Line

Product Line

Product Line	Description	Inactive
Access	Access	N
Alarm	Alarm	N
Audio	Audio	N
Battery	Battery	N
Cables	Cables	N
Camera	Camera	N
Computer	Computer	N
Connectors	Connectors	N
Control Panels	Control Panels	N
Electrical	Electrical	N
Fire Wire	Fire Wire	N
Intercom	Intercom	N
IR	IR	N
Kits	Kits	N
LCD	LCD	N
Lighting	Lighting	N
Misc	Misc	N
Motion Detectors	Motion Detectors	N
Mounts	Mounts	N
Phone	Phone	N
Power	Power	N
Projector	Projector	N
Rack	Rack	N
Remote	Remote	N
Screen	Screen	N

Include Inactive

Product Line Edit

Product Line:

Description:

Inactive

Manufacturer

Purpose:	To define the manufacturer of inventory parts.
Prerequisites:	None
Required or Optional:	Optional

Manufacturer is an optional setup table; however, it is highly recommended that your company utilize the functionality of assigning a Manufacturer to each unique inventory part. This field found on the Part setup form is for informational purposes but could be very valuable in the event of a parts recall. By designing a report with the Part Query Builder or a third-party reporting tool, you would be able to locate all parts from a particular manufacturer that were installed during a particular time period.

For companies that will be importing a parts list during data conversion, if a Manufacturer code is listed for each part, your Manufacturer setup table will be built during the data conversion.

Manufacturer

Manufacturer

Manufacturer	Description	Inactive
Ademco	Ademco	N
Aiphone	Aiphone	N
American Dynamics	American Dynamics	N
AudioRequest	AudioRequest	N
B&K	B&K	N
Beam	Beam	N
Bosch	Bosch	N
CarTel	CarTel	N
Channel Plus	Channel Plus	N
Channel Vision	Channel Vision	N
Chief	Chief	N
Crestron	Crestron	N
CSC	CSC	N
Custom Solutions	Custom Solutions	N
Da-Lite	Da-Lite	N
Dedicated Micro	Dedicated Micro	N
Dennon	Dennon	N
Denon	Denon	N
Dewalt	Dewalt	N
Ditek	Ditek	N
EST	EST	N
Extron	Extron	N
GE	GE	N
Greyfox	Greyfox	N
Harman/Kardon	Harman/Kardon	N

Include Inactive

Manufacturer Edit Inactive

Manufacturer:

Description:

Inventory Setup

Purpose:	To specify default information to be used in processing inventory transactions
Prerequisites:	Chart of Accounts, Invoice Items, Employee, Warehouses, SedonaOffice Modules (Use Stock Tracking)
Required or Optional:	Required

If your company plans on tracking stock quantities for inventory parts (perpetual inventory), you must first activate the Stock Tracking feature by selecting the *Use Stock Tracking* box in SedonaSetup / *SedonaOffice Modules*.

Field definitions for this form are found on the following pages.

The screenshot shows the 'Inventory Setup' form with the following fields and values:

- Warehouse:** Man-40
- Transfer Account:** 258300 (Inventory Transfer*)
- Physical Adjustment Account:** 580112 (COS - Inventory Variances)
- Negative Quantities:** Do Not Allow, Warning Message, Allow. Add Parts to All Warehouses
- Inventory Processing:**
 - Asset Account:** 120000 (Inventory*)
 - Default COGS:** 590110 (COS - OTC Sales)
 - Invoice Item:** OTC Part
 - Purchase Price Variance Account:** 592000
 - Use Material Handler for Warehouse Security
 - Print Zero Quantity On Hand on Physical Count Sheets
- Costing:**
 - Default Method:** Standard
 - Use Standard Cost on Direct Expense Parts

An 'Apply' button is located at the bottom right of the form.

Inventory Setup

Warehouse – This is the default Warehouse for the company. When a new part is created, this warehouse will be the default location assigned to the part. The default Warehouse will be linked to each part regardless if the part would never be present in this warehouse.

Transfer Account – This is the G/L Account that will be used to transfer parts between Warehouses.

Physical Adjustment Account – The G/L Account that will be defaulted for manual stock adjustments and Physical adjustments that will be recorded to the General Ledger when a Physical Inventory is completed. This is a COGS account type; it is highly recommended a separate G/L account be created and used for this purpose.

Negative Quantities – This option will determine if your company allows on-hand Part quantities to become negative.

- **Do Not Allow** – The system will prevent the user from completing the transaction (except for parts used on Service Tickets).
- **Warning Message** – The User will receive a warning message that the transaction being processed will cause the inventory balance to be negative but will allow the user to complete the transaction.
- **Allow** – The user will be able to process the transaction without receiving a warning message.



Add Parts to All Warehouses – If this option is selected, the application will add all Parts listed in the Company Default Warehouse to all other Warehouses. Use caution when deciding to use this option; this would cause hundreds or thousands of parts to be linked to all Warehouses including Employee Vehicle Warehouses. **If this option is selected and saved, this action cannot be reversed.**

Inventory Processing

Asset Account – The default G/L Account Number which will be used when setting up new Warehouse records; this is the Asset Account. If Stock Tracking is activated, each Warehouse may be assigned a different Inventory Asset G/L Account Number if desired. If Stock Tracking is not activated, this G/L Account Number will be used as the Inventory Asset for all inventory transactions.

Default COGS – This COGS account is used when inventory parts are sold on a miscellaneous invoice.

Invoice Item – The Invoice Item code that will be used when invoicing parts on a miscellaneous or job invoice. The Invoice Item code determines the income account that will be used when recording a parts sale to the general ledger.

Purchase Price Variance Account – This account is used when there is a variance between the received cost of a part and the amount entered on the A/P bill for the parts receipt. If your company is using the Standard Costing Method for valuing your Inventory, if a Parts are received (from a Purchase Order) into a Warehouse where the purchase cost of the part is different than the current Standard Cost, the variance will post to the Purchase Price Variance Account.

Use Material Handler for Warehouse Security – If this option is selected, you must use the Material Handler setup table to define the warehouses to which employees will have access to when working with Purchase Orders. If this option is not selected, any employee creating a Purchase Order may select any warehouse on the warehouse list.

Print Zero Quantity on Hand on Physical Count Sheets – If this option is selected, when creating a Physical Inventory and printing Count Sheets, if the warehouse on-hand count is zero, the part will still be printed on the Count Sheets. Not selecting this option, will only print Parts showing an on- hand quantity in within the warehouse.

Costing

Default Costing Methods – Four inventory costing methods are available in SedonaOffice; Average, Standard, Serialized, and Lot costing. Select the costing method that will default into the Part Setup form when creating a new Part. The User may override the costing method if needed.

Use Standard Cost on Direct Expense – You have the option of using the part standard cost or the actual cost of the parts entered on the purchase order. Only select this checkbox if your company wants to apply the part standard cost to all direct expensed parts purchase orders.



Job Management Module Setup

Commission Type

Purpose:	To define the various types of commissions that can be paid to a salesperson.
Prerequisites:	None
Required or Optional:	Optional

The *Commission Type* setup table is used to define labels for commissions to be paid to a salesperson. Each commission type code is identified as being one of six types: Recurring, Non- Recurring, Estimated Gross Profit, Gross Profit, Estimated to Gross, and Other. These commission types are used in Job Management to calculate commissions based on one or more of the sales elements entered on a Job.

Once Commission Types have been created, they are then linked to the Employee records for those individuals eligible to receive Job Commissions. Commission Types are also linked to various Job Types.

Definitions for each Commission Calculation Method is listed on the next page.

Commission Type

Commission Type

Commission Type	Description	Type	Inactive
Add On Parts	Add On Parts	Non Recurring	N
Annual 36	Annual 36	Other	N
Auto-Pay 25	Auto-Pay 25	Other	N
EG	Estimated to Gross	Est To Gross	N
EP	Estimated Profit	Est Profit	N
GP	Gross Profit	Gross Profit	N
Install	Install	Non Recurring	N
Install-Manual	Install-Manual	Other	N
MGR Override RMR	MGR Override RMR	Recurring	N
Monthly 22	Monthly 22	Other	N
MRG Override NR	MRG Override NR	Non Recurring	N

Include Inactive

Commission Type Edit

Code Description Inactive

Commission Calculated Against:

Recurring (R) Estimated Profit (E) Other (O)
 Non Recurring (N) Gross Profit (G)
 Est to Gross (B) *

Apply New Delete

Recurring Commission Type

Commission types of Recurring will use the dollar basis for the commission calculation as the total of all RMR entered for the job. If your company pays different commission rates depending on the type of RMR, then you will need to create one Commission Type record using the Commission Type of Recurring, and additional recurring commission types must be set to the commission type of Other. For Example, if you pay 10% on the recurring for monitoring services, and pay a different rate for service contracts, you will need to set the

commission type of Other to one of these two Commission Types; otherwise, the commission will be calculated on the total monthly rate of all RMR for the Job.

Non-Recurring Commission Type

Commission types of Non-Recurring will use the dollar basis for the commission calculation as the total of all Installation charges and Parts (if parts are invoiced separately) entered for the job.

Estimated Profit Commission Type

For jobs using commission types based on the estimated profit of the job, the application will take the total of all install charges and part charges and then subtract the estimated parts, labor, overhead, and other charges to arrive at an estimated profit for the job. The application then looks at the salesperson's commission setup to calculate the commission for the job. The employee commission setup may have one flat rate for the commission type or may have a rate schedule that is variable based on the estimated profit percentage of the job.

Gross Profit Commission Type

For jobs using commission types based on the gross profit of the job, the application will take the total of all install charges and part charges invoiced for the job and then subtract the actual parts, labor, overhead, and other charges to arrive at a final gross profit for the job. The application then looks at the salesperson's commission setup to calculate the commission for the job. The employee commission setup may have one flat rate for the commission type or may have a rate schedule that is variable based on the actual gross profit percentage of the job. When using this commission type, the commission calculation is performed by the software during the Job closing process to ensure all income and expenses are used to determine the salesperson's commission amount.

Est to Gross Commission Type

This method will calculate an initial commission based on the Install Charges of a job using the percentage of the estimated profit of the Job. When the Job is closed, the software will recalculate the commission based on the actual profit of the Job. When setting up the commission structure of a salesperson using this method, you can set up a variable rate schedule.

Other Commission Type

Commission types of Other will not display a dollar basis for the commission calculation; the User may enter any amount for the basis of the commission.

Custom Fields Setup (Jobs) (Tables and Fields)

Purpose:	To track any additional information that you need, where a field is not provided in the application. The data saved is for reporting purposes.
Prerequisites:	None
Required or Optional:	Optional

The fields you define will appear for data entry on the Job Custom Fields form. The data saved in these fields may be used for reporting purposes.

Here you may set up tables, which will provide the User with a drop-down list of choices, money, text date, or check box fields. You may also define if a field is required. If a field is checked as required, the User setting up a new Job or modifying an existing Job will be required to select or enter information into any required fields.

If you choose to set up Table fields you will need to set up the choices that you would like to appear in the drop-down box, in the Custom Fields Table 1 (Job), Custom Fields Table 2 (Job), Custom Fields Table 3 (Job), or Custom Fields Table 4 (Job).

If your company is using QuoteWerks, the custom fields should be first set up in QuoteWerks and then setup exactly the same in SedonaOffice.

Custom Fields (Job Level)

Required

Label Custom Fields

Tables

Table 1 Referred By Required

Table 2 Subcontractor

Table 3 Referral Credit Type

Table 4 User Table 4

Date

Date 1 Referral Credit Posted

Date 2 Date 2

Text

Text 1 Referring Cust #

Text 2 Referring Cust Name

Text 3 Subcontractor \$ Est.

Text 4 Equip. Rental \$ Est.

Text 5 Permits \$ Est.

Text 6 2nd Salesperson

Text 7 2nd Comm %

Text 8 User Text 8

Check Boxes

Check 1 oe_commission_filter

Check 2 Subcontract All Labor

Check 3 Subcontract Locks

Check 4 Subcontract Wiring

Check 5 Split Commission

Money

Label 1 Money Label 1

Label 2 Money Label 2

Text 9 User Text 9

Text 10 TEN

Text 11 User Text 11

Text 12 User Text 12

Text 13 User Text 13

Text 14 User Text 14

Text 15 User Text 15

Text 16 User Text 16

Apply

Custom Fields Tables 1,2,3,4 (Jobs)

Purpose:	To define a table of values from which a user may select the Custom Table 1, 2, 3, or 4 field
Prerequisites:	Job Custom Fields Setup
Required or Optional:	Optional

In the example shown below, we chose to track Referrals for each Job. For each choice you would like the User to be able to select from, create one record in this setup table. The number of records you may enter is unlimited.

The entries in the example Custom Fields Table 1 below are the choices that will be available in a drop-down menu in the Job record, on the button labeled Custom Fields.

The screenshot shows a software interface for setting up a 'Referred By' table. It features a table with the following data:

Referred By	Description	Inactive
ABC Builders	ABC Builders	N
Employee	Employee	N
Existing Customer	Existing Customer	N
Insurance Co	Insurance Co	N
None	None	N
Walton Const	Walton Construction	N

Below the table, there is an unchecked checkbox labeled 'Include Inactive'. Underneath, there is an 'Edit' section with two input fields: 'Referred By' and 'Description'. To the right of these fields is another unchecked checkbox labeled 'Inactive'. At the bottom right of the form are three buttons: 'Apply', 'New', and 'Delete'.

Job Expense Types

Purpose:	To define a list of expense types to be associated with goods or services purchased for Jobs or Service Tickets
Prerequisites:	None
Required or Optional:	Optional

Job Expense Types are used to categorize types of expenses associated with Jobs or Service Tickets. There are five pre-defined records in this table that have a specific purpose within the application; you may not delete or modify these expense types.

M – Materials

L – Labor


C – Commission

V – Overhead

O – Other

You may add additional expense types to track expenses such as subcontract labor, engineering services, permits and fees, or equipment rentals. You may also specify if you want the expense to go into a work-in-process (WIP) account if the expense is for an installation Job or Service Ticket. To use the work-in-process feature, you must check the box *Use WIP* for the expense type. When a purchase order or accounts payable bill is created for an expense item, the user is presented with this list of expense types from which to make a selection.

Custom JC Bucket – You may link up to three Job Expense Types to the Custom Job Costing Buckets. The Custom Job Costing Buckets are used to break out miscellaneous expenses into distinct groups on the Estimate and Actual costs for a Job. The labels for each of the three Custom Job Costing Buckets is found on the Job Management Setup Processing setup form.

 If your company is using WIP for miscellaneous expenses, and the User does not change the default expense type of "O" to a company-maintained expense type, the expense will not be posted to the WIP account; the item will be expensed immediately.

Expense Types

Expense Types

Expense Type	Description	Use WIP	Custom JC Bucket
L	Labor	N	0
M	Material	N	0
C	Commission	N	0
V	Overhead	N	0
O	Other	N	0
TX	Tax	N	0
S	Subcontractor	Y	1
ER	Equipment Rentals	Y	3
P	Permits & Fees	Y	2
F	Freight	Y	0
T	Travel	Y	0
E	Engineering/Drafting	Y	0
MH	Misc Hardware	Y	0
PR	Printing	Y	0
MK	Marketing	Y	0

Expense Type Edit

Expense Type

Description

Use WIP

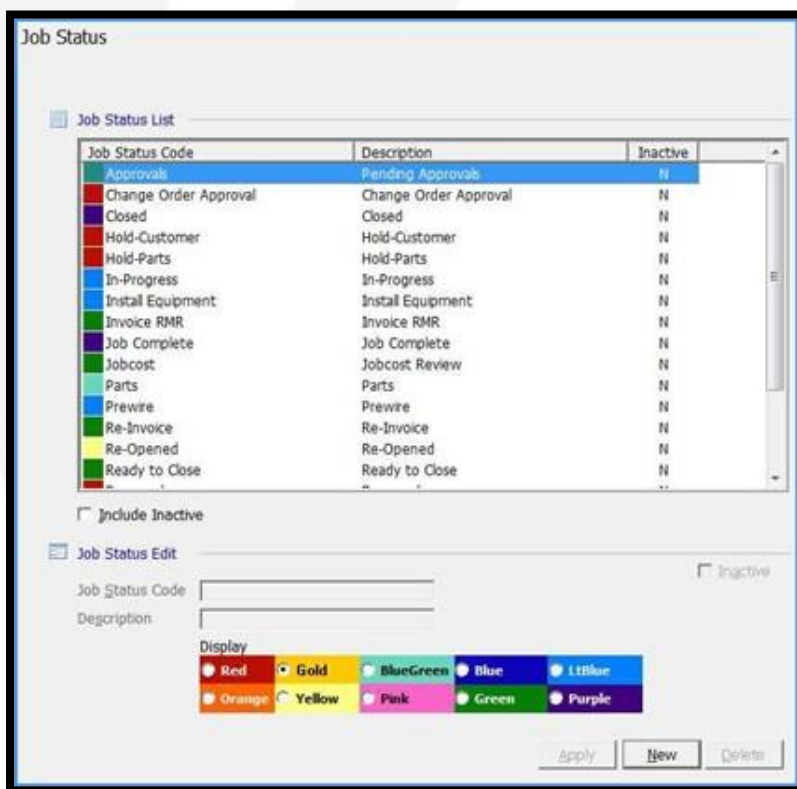
Custom JC Bucket

Job Status

Purpose:	To define Job Status codes to describe the progress of an installation job.
Prerequisites:	None
Required or Optional:	Required

Job Statuses are used to track the progress of the job. When a new installation job is created, the system will automatically set the job status to the status assigned to the first task listed on the job task list. As job tasks are approved, the job status will automatically advance to the status assigned to the next task on the job task list. Once all Job Tasks have been approved, the system will automatically update the Job Status to Job Complete. When a job is closed, the system will automatically update the job status to Closed.

SedonaOffice has five pre-defined Job Statuses each of which has a particular purpose and may not be deleted. These statuses are: Closed, In-Progress, Job Complete, Re-Opened, and Reversed. You may add as many additional Job Statuses as needed. The color assigned to the status code is no longer used in the software.



Job Phases

Purpose:	To define a list of phases for a job.
Prerequisites:	None
Required or Optional:	Required

Job Phases, is primarily designed to provide a tool for Job resource planning; Labor and Materials. Job Phases also control when you are able to create an invoice for a Job.

You must have at least one Job Phase Code setup.

Phase Codes

Phase Codes

Phase Codes	Description	Inactive
01 Prewire	Prewire	N
02 Installation	Installation	N
03 Trim-Out	Trim-Out	N
CO #01	CO #01	N
CO #02	CO #02	N
Final	Final	N
Phase 01	Phase 01	N
Phase 02	Phase 02	N
Phase 03	Phase 03	N
Phase 04	Phase 04	N
Phase 05	Phase 05	N
Phase 06	Phase 06	N
Phase 1	Phase 1	N

Include Inactive

Phase Codes Edit Inactive

Phase Codes:

Description:

Job Tasks

Purpose:	To define the steps required to complete a job.
Prerequisites:	None
Required or Optional:	Required

Job Tasks are used to define the functional and operational steps necessary to complete a job. The tasks that you create may include labor-type tasks, billing tasks, and other administrative tasks.

When creating *Job Types*, *Job Tasks* are selected and linked to the job type as a template for use on a particular job. Once a job is created, you may modify these default job tasks or add additional tasks to the job task list. Job Tasks should be considered major milestones and not every detailed step required for installing a system.

For each Job Task, you will mark which User Groups can sign off (approve) the task. Always include the Administrator User Group for each Task Sign-off.

The screenshot shows the 'Tasks' application window. It features a 'Task List' section with a table of tasks and an 'Include Inactive' checkbox. Below this is the 'Task Edit' section, which includes a text box for the task code (set to 'Approvals'), a description field (set to 'Approvals'), and an 'Inactive' checkbox. The 'User Groups Allowed to Sign off on Task' section contains a list of user groups with checkboxes, all of which are checked. At the bottom, there are buttons for 'Apply', 'New', and 'Delete'.

Code	Description	Inactive
Activate RMR	Activate RMR	N
Approvals	Approvals	N
CO 1	Change Order 1	N
CO 2	Change Order 2	N
CO 3	Change Order 3	N
Complete	Complete	N
Install	Install Equipment	N
Install 2	Install Equipment	N
Install 3	Install Equipment	N
Install 4	Install Equipment	N
Jobcost	Jobcost Review	N
Order Parts 1	Order Parts	N
Order Parts 2	Order Parts	N
Order Parts 3	Order Parts	N
Order Parts 4	Order Parts	N
Order Prewire Parts	Order Prewire Parts	N
Prewire	Prewire	N
Prog Billing 1	Prog Billing 1	N
Prog Billing 2	Prog Billing 2	N
Prog Billing 3	Prog Billing 3	N
Prog Billing 4	Prog Billing 4	N
Pro Revision	Pro Revision	M

User Group	Description
<input checked="" type="checkbox"/> Acctg Clerk	Accounting Clerk
<input checked="" type="checkbox"/> Acctg Mgr	Accounting Manager
<input checked="" type="checkbox"/> Administrator	Administrator
<input checked="" type="checkbox"/> Customer Service	Customer Service
<input checked="" type="checkbox"/> Inst Coord.	Installation Coordinator
<input checked="" type="checkbox"/> Install Mgr	Installation Manager
<input checked="" type="checkbox"/> Mananer	Mananer

Job Approval Groups

Purpose:	To define a list of Groups authorized to approve the start of a Job and commission on a Job
Prerequisites:	Setup Processing (JM) – Approval Processing selected
Required or Optional:	Required if Approval Processing is activated

Job Approval Groups are used to create a list of “approvers” of a Job. If the Approval Processing functionality has been activated on the JM Setup Processing form and a list of Approval Groups has been assigned to the Job Type, no parts may be ordered, and no appointments may be scheduled for the job until the job has been approved for processing.

An Approval Group is assigned to Users on their Employee setup record. A User may only be linked to one Approval Group.

Approval Group

Approval Group List

Description	Approval Level	Inactive
Accounting	3	N
Operations	2	N
Sales	1	N
Testing	1	N

Include Inactive

Approval Group Edit

Description: Inactive

Level:

Job Types

Purpose:	To define the various types of jobs performed by the company.
Prerequisites:	<i>Job Tasks, Job Status, Chart of Accounts, Category, Commission Types, Job Phases</i>
Required or Optional:	Required

The *Job Type* is probably the most important and most complex setup table in the Job Management module. A *Job Type* typically defines the type of system that is being installed at your customer site. The *Job Type* is a required field for each Job created, and will determine:

- Tasks which will default into the job task list.
- Determine which cost of goods G/L account will be used for job costing parts.
- Whether material will be expensed immediately or use WIP.
- Whether the job requires a holdback % (retain amount) on each invoice.
- Whether the job is to be billed in phases as a percentage of the total contract amount.
- Whether the job will be “locked” once a flagged job task has been completed and approved.

The Job Type setup is divided into nine possible setup forms, some of which are optional. You may create as many Job Types as needed. Each job type must have at least one job task assignment.

Definitions for each field on each form are shown on the following pages.

Job Types

Job Type	Description	Category	Pctg Billing	Inac
ACC-Com	Access - Large Commercial	Jobs Com	N	N
ACC-Res	Access - Residential	Jobs Res	N	N
Add On/Upgrade-Com	Add On/Upgrade - Large Commercial	Jobs Add/U...	N	N
Add On/Upgrade-Res	Add On/Upgrade - Residential/Small Commer...	Jobs Add/U...	N	N
CCTV-Com	CCTV - Large Commercial	Jobs Com	N	N
CCTV-Res	CCTV - Residential/Small Commercial	Jobs Res	N	N
Fire-Com	Fire - Large Commercial	Jobs Com	N	N
Integrated-Com	Integrated - Large Commercial	Jobs Com	N	N
Intrusion-Com	Intrusion - Large Commercial-Accrued	Jobs Com	N	N
Intrusion-Res	Intrusion - Residential/Small Commercial	Jobs Res	N	N

Include Inactive

Job Type Setup Inactive

Job Type: Description:

Detail | Job Tasks | O/R Job Tasks | Costing | Items | Accounts | Commission Types | Approvals | Phases

Category: Hold Back %:

Material WIP: Hold Back Item:

COGS Acct: Hold Back Acct:

Use COGS Acct: Est LU Cost:

When Amt >=: Zero Part Price

Misc WIP: Material Item:

Accrued Income:

Lease Percentage Invoicing Expense Part When Issued

Allow Override Task List Allow Costing to Closed Jobs Force Part Reconciliation

Job Type - Detail Form

Category – Select the category from the drop-down list that will be used as a default when posting income and expense transactions for this Job Type.

Material WIP – Select the G/L account number from the drop-down list that will be used for posting material WIP transactions. This account is used when inventory parts are issued to the job or returned to a warehouse from a job.

COGS Acct - Select the G/L account number from the drop-down list that will be used for posting part expense transactions.

Job Type Setup Inactive

Job Type Description Inactive

Detail | Job Tasks | O/R Job Tasks | Costing | Items | Accounts | Commission Types | Approvals | Phases

Category	<input type="text" value="Jobs Res"/>	Hold Back %	<input type="text" value="0.00"/>
Material WIP	<input type="text" value="122100"/>	Hold Back Item	<input type="text" value="RETENTION"/>
COGS Acct	<input type="text" value="510001"/>	Hold Back Acct	<input type="text" value="110400"/>
Use COGS Acct	<input type="text" value="510010"/>	Est LU Cost	<input type="text" value="40"/>
When Amt >=	<input type="text" value="9999999"/>	<input type="checkbox"/> Zero Part Price	
Misc WIP	<input type="text" value="122140"/>	Material Item	<input type="text" value="Job Part RSC"/>
Accrued Income	<input type="text"/>		

Lease
 Percentage Invoicing
 Expense Part When Issued
 Allow Override Task List
 Allow Costing to Closed Jobs
 Force Part Reconciliation

Use COGS Acct – This field is used in conjunction with the *When Amt >=* field below. If you want to use a different material cost of goods sold account for inventory parts that have a cost of at least a certain amount, you may select that account number in this field. This is typically used if you want to capitalize parts over a certain unit cost.

When Amt >= - This field is used in conjunction with the *Use COGS Acct* field (above). If a part is issued to a job with a cost that is greater than or equal to the value entered in this field, then the G/L account number entered in the *Use COGS Acct* field will be used for the expense side of the transaction.

Misc WIP – Select the G/L account number that will be used for posting miscellaneous job expenses into the work in process.

Accrued Income - If a G/L account number is entered in this field, all invoices generated for the job will be posted to this accrual account. When the job closes, the income will be transferred to the income accounts associated with the invoice items on the job invoices.

Job Type Setup Inactive

Job Type Description Inactive

Detail | Job Tasks | O/R Job Tasks | Costing | Items | Accounts | Commission Types | Approvals | Phases

Category	<input type="text" value="Jobs Res"/>	Hold Back %	<input type="text" value="0.00"/>
Material WIP	<input type="text" value="122100"/>	Hold Back Item	<input type="text" value="RETENTION"/>
COGS Acct	<input type="text" value="510001"/>	Hold Back Acct	<input type="text" value="110400"/>
Use COGS Acct	<input type="text" value="510010"/>	Est LU Cost	<input type="text" value="40"/>
When Amt >=	<input type="text" value="9999999"/>	<input type="checkbox"/> Zero Part Price	
Misc WIP	<input type="text" value="122140"/>	Material Item	<input type="text" value="Job Part RSC"/>
Accrued Income	<input type="text"/>		

Lease
 Percentage Invoicing
 Expense Part When Issued
 Allow Override Task List
 Allow Costing to Closed Jobs
 Force Part Reconciliation

Lease – This field is for informational and reporting purposes only. If the Job Type is for installing a leased system, you may select this box.

Allow Override Tasks – If this box is selected, a new setup form will display on the Job Type labeled *Override Job Tasks*. This allows you to have a primary task list and create a secondary task list for the same Job Type. An override task list would typically be used when the task list for the same type of installation may vary from one situation to another.

The best example would be installation systems that may require tasks for pre-wiring the site and in other situations you may not need to perform a pre-wire. In this scenario, you would define the primary task list for the situation that would occur most often. You would then create an Override Task list to fit the other installation situation. When a new job is created, the user will have the option of keeping the primary task list or switching to the override task list assigned to the Job Type.

The screenshot shows the 'Job Type Setup' window. The 'Detail' tab is selected. The 'Allow Override Task List' checkbox is checked. The 'Lease' checkbox is unchecked. The 'Percentage Invoicing' checkbox is unchecked. The 'Expense Part When Issued' checkbox is unchecked. The 'Allow Costing to Closed Jobs' checkbox is unchecked. The 'Force Part Reconciliation' checkbox is checked. The 'Job Type' is 'Intrusion-Res' and the 'Description' is 'Intrusion - Residential/Small Commercial'. The 'Category' is 'Jobs Res', 'Hold Back %' is '0.00', 'Material WIP' is '122100', 'Hold Back Item' is 'RETENTION', 'COGS Acct' is '510001', 'Hold Back Acct' is '110400', 'Use COGS Acct' is '510010', 'Est LU Cost' is '40', 'When Amt >=' is '9999999', 'Misc WIP' is '122140', and 'Material Item' is 'Job Part RSC'. The 'Accrued Income' field is empty.

Percentage Invoicing - Select this checkbox if the Job Type will be used for percentage invoicing situations only. When using this option, you must pre-define, on the Job Task List, the points at which the Job may be invoiced and what percentage of the total charges will be invoiced at each Invoicing opportunity.

Allow Costing to Closed Jobs – If this checkbox is selected, users may post costs to jobs that have already been closed.

Expense Part When Used – If this checkbox is selected, inventory parts issued to the job will be expensed immediately. Do not select this option if you are using work in process.

Force Part Reconciliation – If this checkbox is selected, a user will not be allowed to close a job if all parts have not been properly issued or if there are open purchase orders associated with the job.

Hold Back % - If the Job Type (always or from time to time) dictates, your customer will hold back a certain percentage of the amount invoiced until the job is completed (Retainage), enter an amount in this field. After filling in the next two fields, return to this field and change the value to zero.

This will allow you to use Hold Backs on individual Jobs without having to create one particular Job Type to be used only for Hold Back Jobs.

If a Hold Back Item and Hold Back Account are assigned to a Job Type, but the Hold Back % is set to zero, the Job Type may be used for hold-back situations or non-hold-back situations. However, if you want to use the Job Type for a hold-back situation, the hold back % will not automatically be calculated on the customer Invoice; hold-back amounts would need to be manually entered by the User on the invoice.

Hold Back Item – Select the Invoice Item that will be used when an invoice is created for the hold back Job Type (same G/L Account as the next field). The Invoice Item selected should be set up with the Item Type of OC (Other Charge), flagged as non-taxable, and linked to your Hold Back asset account.

Hold Back Acct – Select the G/L account number that will be used when invoicing the customer for job holdbacks at the end of the job, or at intermediate points during the Job. This G/L account is an asset-type account (OCA).

The screenshot shows the 'Job Type Setup' window for 'Intrusion-Res'. The 'Detail' tab is selected. Fields include: Category (Jobs Res), Material WIP (122100), COGS Acct (510001), Use COGS Acct (510010), When Amt >= (9999999), Misc WIP (122140), Accrued Income, Hold Back % (0.00), Hold Back Item (RETENTION), Hold Back Acct (110400), Est LU Cost (40), Material Item (Job Part RSC), and checkboxes for Lease, Percentage Invoicing, Expense Part When Issued, Allow Override Task List, Allow Costing to Closed Jobs, and Force Part Reconciliation.

EST LU Cost (Estimated Labor Unit Cost) - This optional field is used to establish a standard labor rate to be used to calculate the estimated labor costs for a job. On the Job's Job Costing form, a button is available to automatically calculate the estimated labor dollars for the job. If a value is entered in this field, the application will add all labor units from Parts and all labor units entered on Install charge lines then multiply the total times the value entered in the Est LU Cost field.

Zero Part Price - This checkbox option controls whether the sales price for each part on the Materials setup form of a Job will default into the unit price field for all parts on the Job Materials list. If this checkbox is selected, all Job part sales prices will be set to zero. If this checkbox is not selected, the application will default to the part setup sales price. This option is typically selected if you are invoicing your customer under a lump-sum contract amount.

Material Item - This field is used for Jobs imported from a WeEstimate quote. If Parts are individually invoiced for the Job, this will be the Item Code that will be used for posting the Income side of the Invoice transaction.

This screenshot is identical to the one above, but with the 'Est LU Cost' field (containing '40') and the 'Material Item' field (containing 'Job Part RSC') highlighted in yellow.

Job Type – Job Tasks Form

Each Job Type must be assigned at least one *Job Task*. Job Tasks are typically the major milestones that need to be completed to install a system. You may create a list of as many job tasks as needed for the Job Type.

Each Job Task must be assigned a **Job Status**; the Job Status indicates where the Job is, in the process of being completed.

When adding a Job Task to the list, two fields are available for selection: Invoice and Sequence Locks Job.

- If the **Invoice** option is selected, once this task has been approved on a Job, the Job will appear in the job invoicing queue. If you are performing progress billings on this Job Type, you may select the Invoice option on multiple job task lines.
- If the **Sequence Locks** Job option is selected, once this task has been approved on a job, a change order must be created to add, remove, or reduce parts, install charges, recurring charges, or commissions for the job.

The **Lab Hours** field is used to enter the estimated amount of time (in hours) required to complete the Task. This information is used in conjunction with the Job Planner in SedonaSchedule for resource planning.

The screenshot shows the 'Job Type Setup' window for 'C-Intrusion'. The 'Job Tasks' tab is selected. The table below shows the following data:

Order	Task	Job Status	Invoice	Lock	Labor Days
1	Sch Prewire	Scheduling	N	N	1
2	Order Parts	Parts	N	N	1
3	PW	Prewire	Y	N	1
4	Sch Install	Scheduling	N	N	1
5	Install	Install Equipment	Y	N	1
6	Jobcost	Jobcost	N	N	1

Below the table, the 'Job Task' dropdown is set to 'Sch Prewire', 'Job Status' is 'Scheduling', and 'Lab Hours' is '1'. The 'Invoice' and 'Sequence Locks Job' checkboxes are unchecked. Buttons for 'Save', 'New', 'Remove', 'Apply', 'New', 'Copy', and 'Delete' are visible at the bottom.

Job Type Tasks Form for Percentage Invoicing Job Type

If the *Percentage Invoice* checkbox was selected on the Job Type Detail form, an additional column will be displayed for entering the percentage to invoice at various points in the Job. The total percentage must equal 100% to be able to save the Task List.

Job Type Setup Inactive

Job Type Description

Detail **Job Tasks** Costing Items Accounts Commission Types Approvals Phases

Order	Task	Job Status	Invoice	Lock	Labor Days
1	Sch Prewire	Scheduling	N	0.00	1
2	Order Parts	Parts	N	0.00	1
3	PW	Prewire	Y	50.00	1
4	Sch Install	Scheduling	N	0.00	1
5	Install	Install Equipment	Y	50.00	1
6	Jobcost	Jobcost	N	0.00	1

Job Task Invoice %

Job Status Sequence Locks Job

Lab Hours

Save New Remove

Apply New Copy Delete

Override Job Tasks Form

This setup form will only be displayed if the *Allow Override Task List* option was selected on the Job Type *Detail* form. This task list will be an alternate list of tasks available for selection when creating a job with this Job Type.

Job Type Setup Inactive

Job Type Description

Detail **O/R Job Tasks** Costing Items Accounts Commission Types Approvals Phases

Order	Task	Job Status	Invoice	Lock	Labor Days
1	Order Parts	Parts	N	N	1
2	Sch Prewire	Scheduling	N	N	1
3	Prewire	Prewire	N	N	1
4	Sch Install	Scheduling	N	N	1
5	Install	Install Equipment	Y	N	1
6	Jobcost	Jobcost	N	N	1

Job Task Invoice

Job Status Sequence Locks Job

Lab Days

Save New Remove

Job Type - Costing Form

The Job Type *Costing* form allows you to assign G/L accounts to a particular Job Type for processing labor, overhead, and commission transactions. If you choose not to assign these accounts at the Job Type level, then the application will use the G/L accounts associated with the Install Company assigned to the job.

You need only make selections on this form if your company uses different G/L Accounts for recording labor, overhead, or commission expenses based on the Job Type.

Job Type – Items Form

The Job Type *Items* form allows you to create a list of Invoice Items that will be the only available selections for the Job Type. This would include all non-recurring *and* recurring types of invoice item codes. You also have the option of setting a default amount to be used for each invoice item you add to the list. These default amounts will be brought into the job install charges lines and recurring lines automatically.

If you elect to assign a list of invoice item codes to your Job Types, a user will only be able to select from the list assigned to the Job Type. If you prefer not to limit your users to a specific invoice item code list, you will not set up any values for the Job Type allowing the user to select any invoice item on the drop-down list.

Creating a list of available Invoice Items helps to speed up data entry and minimize data entry errors.

Item Code	Description	Default Amount
Carbon Monoxide	Carbon Monoxide Monitoring	0.00
Install Burg Res	Install Intrusion System	0.00
Intent & Affidavits	Intent & Affidavits	0.00
Job Labor RSC	Job Labor RSC	0.00
Job Misc RSC	Job Misc Items	0.00
Job Part RSC	Job Part	0.00
MON	Monitoring	0.00
Mon GSM/Cellular	Monitoring (GSM/Cellular)	0.00
Mon-Disc	Monitoring Discount	0.00
Permit	Permit	0.00
Remote Access	Remote Access	0.00
Service Agreement	Service Contract	0.00
Smoke Detection	Smoke Detection	n nn

Job Type – Accounts Form

The Job Type *Accounts* form allows you to create a list of G/L accounts that may only be used for expense-type purchase orders and A/P bills for the Job Type. Setting up a list of G/L account numbers for a Job Type would allow a user to create an expense item purchase order or when entering an A/P bill, to select from only the G/L accounts assigned to the Job Type.

If you elect to assign a list of G/L Accounts to your Job Type, a user will only be able to select from the list of G/L Accounts assigned to the Job Type. If you do not want to limit your users to a selected list of G/L accounts, then do not enter any information into this form.

Creating a list of available G/L Accounts helps to minimize data entry errors.

Job Type Setup Inactive

Job Type: Description:

Detail | Job Tasks | O/R Job Tasks | Costing | Items | **Accounts** | Commission Types | Approvals | Phases

Account Code	Description	Default Amount
510005	COS - Jobs-Permits	0.00
510006	COS - Jobs-Equipment Rental	0.00
510007	COS - Jobs-Engineering	0.00
510004	COS - Jobs-Subcontractors	0.00
580113	COS - Freight on Parts	0.00
510013	COS - Jobs Overhead-Misc M...	0.00
520011	COS - Service-Wire & Supples	0.00
510014	COS - Jobs Part Discounts	0.00
510001	COS - Jobs-Parts	0.00

Account: Amount:

Job Type – Commission Types Form

The Job Type *Commission Types* form allows you to select which commission types may only be used for the Job Type. Check the box to the left of each commission that may be used for the Job Type.

Job Type Setup Inactive

Job Type: Description:

Detail | Job Tasks | O/R Job Tasks | Costing | Items | Accounts | **Commission Types** | Approvals | Phases

Commission Type	Description	Type
<input checked="" type="checkbox"/> RMR	Recurring	Recurring
<input checked="" type="checkbox"/> Install	Install	Non Recurring
<input type="checkbox"/> GP	Gross Profit	Gross Profit
<input type="checkbox"/> EP	Estimated Profit	Est Profit
<input type="checkbox"/> Misc	Misc	Other
<input type="checkbox"/> Bonus	Bonus	Other
<input type="checkbox"/> EG	Estimate to Gross	Est To Gross
<input type="checkbox"/> EFT	EFT	Other
<input type="checkbox"/> GP2	GP2	Gross Profit
<input type="checkbox"/> Royalty CB	Royalty Charge-Back	Other

Job Type – Approvals Form

The Job *Approvals* form will only be displayed if your company has activated *Job Approval Processing* on the Job Management Setup Processing form. You may create a list of as many approvals as needed for this Job Type. Each approval has the option of allowing Job Processing and/or allowing Commission Processing. The level that will default into the record is the level assigned to the Job Approval Group in the Job Approval setup table. You may override the level for any of the records you enter.

Job Type Setup Inactive

Job Type Description Inactive

Detail | Job Tasks | O/R Job Tasks | Costing | Items | Accounts | Commission Types | **Approvals** | Phases

Approval Group	Allow Job	Allow Commissions	Seq	Approval Level	Change Orders
Accounting	Y	Y	3		N
Operations	N	N	2		N

Group Job Processing
 Level Commission Processing
 Use for Change Orders

Job Type - Phases Form

Job Phases is primarily designed to provide a tool for Job resource planning, Labor, and Materials. Job Phases also control when you can create an invoice for a Job.

One Phase Code is pre-populated on each Job Type Phase setup form; you may remove this default Phase code if you add another phase code to take its place. Each Job Type must have at least one Phase Code. You may add additional Job Phases that will be available for selection on individual Jobs.

Job Type Setup Inactive

Job Type Description Inactive

Detail | Job Tasks | O/R Job Tasks | Costing | Items | Accounts | Commission Types | Approvals | **Phases**

Order	Phase	Description	Est Length
1	Phase 01	Phase 01	1
2	Phase 02	Phase 02	0
3	Phase 03	Phase 03	0
4	Prewire	Prewire	0
5	Install Devices	Install Devices	1
6	Scheduling	Scheduling	0

Job Phase

Est Length (Days)

Labor Tasks

Purpose:	To define the various labor tasks performed by the installer for labor tracking purposes.
Prerequisites:	None
Required or Optional:	Required if using Timesheet Labor entry

Labor Tasks are used when creating Job Appointments and posting labor hours to a job from the Timesheet entry form. Labor tasks describe the type of work the Installer has performed. Each labor task may be assigned a default estimated amount of time (in minutes) that it takes to perform the labor operation. This estimated amount of time is used when scheduling jobs within SedonaSchedule and can be overridden by the user creating the job appointment. You may create as many labor tasks as desired.

Code	Description	Est Len	Inactive
Engineering	Engineering/Drafting	120	N
Equipment Install	Equipment Install	360	N
Installation	Installation	60	N
Overhead	Overhead	0	N
Prewire	Prewire	240	N
Project Mgmt	Project Management	60	N
Training	Training	60	N
Travel	Travel	60	N

Include Inactive

Edit Labor Task Inactive

Labor Task Cgde:

Description:

Est Time:

Prevailing Wage

Purpose:	To define specific wage requirements to be used when expensing direct labor costs to a job.
Prerequisites:	None
Required or Optional:	Optional

The *Prevailing Wage* setup table is used for tracking and calculating direct labor expenses at a rate that may be different than the normal pay rate of the Installer. Some government jobs require the installing company to comply with specific pay regulations. In cases such as these, when a job is created, you would assign a *Prevailing Wage* code to the job; when the user is entering timesheets, they will be able to select the Prevailing Wage rate or the normal installer rate.

Description	Wage
LA County Q2 2010	19.85
LA County Q2 2011	21.50

Prevailing Wage Edit

Description: LA County Q2 2011
Wage: 21.50

Apply New Delete

Setup Processing for Jobs

Purpose:	To define default accounts and other information related to posting expenses for materials, labor, overhead and commissions for installation jobs.
Prerequisites:	<i>Chart of Accounts</i>
Required or Optional:	Required

The *Job Setup Processing* setup consists of three setup forms:

- The *Setup Processing* form is used to select default G/L Accounts that will be used when creating Installation Company records. This table also contains a control for locking a sales month. Setting up these preferences is an essential part of the setup process for the Job Management module to track Job Costing. This setup form determines how your Job Costing will be set up.
- The *Custom Job Costing Buckets* (optional).
- Define Initial View.

Setup Processing Form - Materials

Material WIP – Specify the G/L account that will be the default when creating Installation Companies.

Job COGS – Specify the G/L account to be used as the default on Job Types.

Use Job Approval Processing – Select this option only if you want to use Job Approvals on all or selected Job Types.

User Change Order Approval – Select this option if you will make it mandatory for all Job Change Orders to go through an approval process.

Setup Processing Form - Labor to G/L

Specify the G/L accounts that will be the default when creating new Installation Companies. There are two options for posting labor to the general ledger: expense at the time of entry or expense through work in process (WIP).

Expense at the time of Entry - If this button is selected, labor will be expensed as labor timesheets are posted to a job.

Expense Through WIP - If this button is selected, labor will be posted to a Labor Work-In-Process account when labor timesheets are posted to a job.

Setup Processing Form - Overhead

Overhead consists of the operating expenses including the costs of rent, utilities, taxes etc. Overhead does not include commissions or materials. In SedonaOffice, overhead is based on labor applied to a job from a timesheet entry. You may use the overhead to credit and debit a particular G/L account. You may choose an overhead percentage rate or use a flat dollar amount. If selecting the percentage option, for each labor dollar expensed when a timesheet is entered, this percentage or rate will be applied for overhead.

Setup Processing Form - Commissions

Any employee of your company is allowed to receive commissions if commission rates have been set up in the employee setup table. If you choose not to track commissions as a part of Job Costing, make certain the Commissions to G/L box is left un-checked. If you choose to track commissions through job costing, you have options, expense the commission at the time of data entry or expense the commission through work in process.

The screenshot shows the 'Job Processing' setup form. The 'Setup Processing' tab is active. The 'Commissions To GL' section is highlighted in yellow. It includes the following fields and options:

- Commissions To GL
- Commission Expense Type: Expense at time of entry, Expense thru WIP
- Commission Expense: \$10003, COS - Jobs-Commissions
- Commission Deferred: 248100, Deferred Commissions
- Commission WIP: 122130, WIP - Job Commissions

Setup Processing Form - Restrict Sales Month

The Restrict Sales Month option provides control over the month/year in which date may be entered as the sold date on a job. This allows you to capture accurate monthly sales data and not have it modified. Once the sales period is advanced to the next month, a user will not be allowed to enter a job with a date prior to the month that is set as the current sales month. If you decide to activate this option, select the current month/year in which you are doing business. When you are ready to move forward to the next business month, you will need to update this field. This option may be turned on or off at any time.



If a Sales month is closed using the Restrict Sales Month option, any Jobs that are currently open will be locked down; any changes that need to be made to a Job related to Install Charges, Parts, RMR, or Commissions, will require you to create a Job Change Order.

The screenshot shows the 'Job Processing' setup form. The 'Restrict Sales Month' section is highlighted in yellow. It includes the following fields and options:

- Restrict Sales Month
- Restrict Sales Month
- Current Sales Month: September2003

Custom Job Costing Buckets

The Custom Job Costing Buckets are used if you want to break down miscellaneous Job Expenses for up to three distinct labels. Job Expense Types are then linked to the appropriate custom job costing bucket.

For companies using WIP, check the *Use WIP* checkbox then select the GL Account for WIP.

These three custom buckets are designed to be used by entering the Job Costing estimate on a Job and for tracking the actual miscellaneous expenses as they are posted to a job by receiving purchase orders or entering A/P Bills.

Using Custom Job Costing Buckets is optional.



The screenshot shows the 'Job Processing' window with the 'Custom Job Costing Buckets' tab selected. The window has three tabs: 'Setup Processing', 'Custom Job Costing Buckets', and 'Define Initial View'. The 'Custom Job Costing Buckets' tab is active and contains three sections for defining custom buckets. Each section includes a 'Description' field, a 'Use WIP' checkbox, and a 'WIPAccount' dropdown menu. The 'Apply' button is located at the bottom right of the window.

Custom Bucket	Description	Use WIP	WIPAccount
Custom Bucket 1	Permits & Fees	<input checked="" type="checkbox"/>	122135
Custom Bucket 2	Freight	<input checked="" type="checkbox"/>	122140
Custom Bucket 3	Equipment Rental	<input checked="" type="checkbox"/>	122140

Define Initial View

The Define Initial View form is used to set the default form that will be displayed when opening a Job record.



The screenshot shows a software window titled "Job Processing" with a sub-header "Setup Processing | Custom Job Costing Bucket: Define Initial View". The "Define Initial View" tab is highlighted with a blue oval. Below the header, there is a "Select Initial View" section with a dropdown menu currently showing "Sales Summary". A list of options is displayed below the dropdown, including "View", "Sales Summary", "Work Order", "Job System", "Bill To", "Approvals", "Tasks", "Installs", and "Recurring". The "Sales Summary" option is highlighted in blue. At the bottom right of the window, there is an "Apply" button.

Install Companies

Purpose:	To create a list of companies that install systems for your company.
Prerequisites:	<i>Job Processing Setup</i>
Required or Optional:	Required

The *Install Company* is an important piece of the Job Costing functionality within the Job Management module of the application. One install company is selected for each Job from the list of entries that are created in this setup table. The fields populated for each Install Company will drive through which General Ledger accounts will be used for posting material, labor, commissions and overhead expense transactions for a particular job.

An Install Company may be your company, or a subcontractor hired to perform installations on behalf of your company. You may create as many Install Companies as you wish.

You must first populate the [Job Processing Setup](#) form prior to making entries in this table.

General Information

Install - Enter the code for the Installation Company.

Description - Enter the description – this should be the official company name. This Description will print on Job Tickets.

Parts WIP - The G/L account will be used when parts are issued to a Job if the job type has been set up to use a material WIP account.

Misc WIP - The G/L account which will be used for non-inventory related expenses.

Warehouse – The default Warehouse assigned to the Install Company.

Labor to G/L

If you are posting labor hours to a job, check this box then select one of the two methods for expensing labor dollars to the general ledger.

- *Expense at Time of Entry* - If this button is selected, labor will be expensed to the Labor expense account selected below when labor timesheets are posted to a job.
- *Expense through WIP account* - If this button is selected, labor will be posted to a Labor Work-In-Process account when labor timesheets are posted to a job.

Labor Expense: Select the G/L expense account for labor.

Labor Deferred: If the Expense WIP account button was selected above, you will need to select the offset G/L account for Labor Work-In-Process.

Labor WIP: If the Expense through WIP account button was selected above, you will need to select the G/L account for Labor Work-In-Process.

Overhead

This box is checked if you will be expensing Overhead dollars associated with direct labor expenses.

Overhead Debit: Select the G/L account to debit.

Overhead Credit: Select the G/L account to credit.

Overhead Type - % of Dollars: If this method is selected you will enter a percentage in the field Overhead Amount (below). When labor is posted using timesheet entry on the job, the system will calculate and post to the G/L, this percentage of each labor dollar expended.

Overhead Type – Flat (Amount per Unit): If this method is selected you will enter a flat dollar rate in the field Overhead Amount (below). When labor is posted to a job using timesheet entry, the system will calculate and post to the G/L, this rate for each labor dollar expended.

Overhead Amount: Depending on the Overhead Type selected above, enter a percentage or flat rate.

The screenshot shows the 'Install Company Setup' window. The 'Overhead' section is highlighted in yellow. It includes a checked 'Overhead' checkbox, an 'Overhead Debit' dropdown menu, and an 'Overhead Credit' dropdown menu. The 'Appointment Options' section includes a 'Dispatch' dropdown set to 'Yes', 'Hours' fields for 'Start' (8) and 'End' (17), 'Weekends' checkboxes for 'Saturday' and 'Sunday', and 'Timesheet' options for 'Auto', 'Manual', 'From Dispatch', and 'From Arrival'.

Appointment Options

If installation appointments are created for your installers, you must select a Dispatch Method Option:

Dispatch

No – Selecting NO allows you to schedule Job Appointments but does not require you to enter the dispatch times for the Installer. If selecting this option, you may manually enter timesheets to record labor against a job.

Yes – By selecting this option you will schedule installation appointments and be required to enter dispatch times for the Installer assigned to the Job Appointment. If this option is selected, you have additional options for Timesheet entry.

Hours - Select the Install Company's regular business hours in the Start and End fields.

Weekends - If your business regularly operates on Saturday and/or Sunday, check the desired checkboxes or leave blank if work is not normally performed on weekends.

Install Company Setup

Install: MI
Description: SedonaSecurity

Parts WIP: 122100
Misc WIP: 122140
Warehouse: MI-Man

Labor To GL: Labor To GL
Labor Expense Type: Expense at time of entry Expense thru WIP

Labor Expense: 510002
Labor Deferred: 258100
Labor WIP: 122120

Appointment Options
Dispatch: Yes No (Completed Only)

Hours: Start 8 End 17
Weekends: Saturday Sunday

Timesheet: Auto Manual From Dispatch From Arrival

Buttons: Apply, New, Delete

Timesheet

If YES was selected for the Dispatch option above, you have two options of how a timesheet will be recorded against the job:

Auto – If this option is selected, a timesheet will automatically be created and posted to the job once the Job Appointment has been fully dispatched (arrival and departure times have been entered). You also have the option of how much time to calculate on the timesheet. There are three date/time fields on the dispatch data entry form: Dispatch time, Arrival Time and Departure Time.

From Dispatch – if this option is selected, the timesheet created for the job will use the following calculation: (Departure Time–Dispatch Time)

From Arrival – if this option is selected, the timesheet created for the job will use the following calculation: (Departure Time–Arrival Time)

Manual – If this option is selected, you will manually enter timesheets for the hours worked by installers on your jobs.

Install Company Setup

Install: MI
Description: SedonaSecurity

Parts WIP: 122100
Misc WIP: 122140
Warehouse: MI-Man

Labor To GL: Labor To GL
Labor Expense Type: Expense at time of entry Expense thru WIP

Labor Expense: 510002
Labor Deferred: 258100
Labor WIP: 122120

Appointment Options
Dispatch: Yes No (Completed Only)

Hours: Start 8 End 17
Weekends: Saturday Sunday

Timesheet: Auto Manual From Dispatch From Arrival

Buttons: Apply, New, Delete

Installers

Purpose:	To define the list of employees who install and/or service systems.
Prerequisites:	<i>Employee, Installation Company, Service Company, Warehouse</i>
Required or Optional:	Optional

An *Installer* record is created for each employee you will be scheduling to perform labor on an installation job. This employee may also have the secondary role of a Service Technician. If this is true, select the *Both* button located below the [*Installer*] *Name* field.

If you already entered both your installers and service technicians in the *Technicians* setup table, it is not necessary to make entries into this setup table.

This setup form consists of three tabs of information; *Service, Installation, and Routes*. If the employee performs only service calls, select the *Service Tech* button under the *Name* field then fill in the information on the *Service* form. If you are scheduling service calls using Service Routes, on the *Routes* form you will select which routes the Installer is available for service calls. If the employee performs both service calls and installation jobs, you will select the *Both* button under the *Name* field and fill in the form information on the *Service* and *Installation* forms.

Name – Select from the list setup in the Employee setup table.

Address – Enter the address of where the Installer/Technician begins his business day. This address is used as the start location for mapping the route for appointments scheduled for the Installer.

Service Form

If the *Both* (Service Tech & Installer) radio button was selected for the Installer, populate the fields on this form.

Service Company - From the drop-down list, select the Default Service Company to which the Technician will be assigned.

Warehouse - Select the Warehouse assigned to the Technician. If a Technician is scheduled to a Ticket and Parts are used, inventory will be removed from this default warehouse.

Text Message Address - You may enter a text message address or an email address in this field for the Technician. This enables you to send a text message or email to the Technician with Ticket information. This field is optional.

Expertise Level - Select the expertise level that applies to the Technician. The choices listed are controlled by SedonaOffice. This is a required field.



The screenshot shows the 'Installer Edit' form with the 'Service' tab selected. The form contains the following fields and values:

Name	Mike Walker	Address...	44624 Oregon Trl Plymouth, MI 48170
<input type="radio"/> Service Tech			
<input type="radio"/> Installer			
<input checked="" type="radio"/> Bgth			
Service Company	MI		
Warehouse	MI999		
Text Message Address	mike.walker@sedonasecurity.com		
Expertise Level	5		

Installation Form

If the employee is available for installation, fill in this form. The Pay Rates are used when labor timesheets are posted to Job records. Typically, the labor rates entered are an average burdened hourly labor rate. These amounts are used for Job Costing only and not for payroll purposes.

Install Company - From the drop-down list, select the default Install Company to which the Technician will be assigned.

Regular Pay Rate - Enter the pay rate to use for Installation Labor performed during regular business hours.

Overtime Pay Rate - Enter the pay rate to use for Installation Labor performed outside of regular business hours.

Holiday Pay Rate - Enter the pay rate to use for Installation Labor performed on a Holiday.



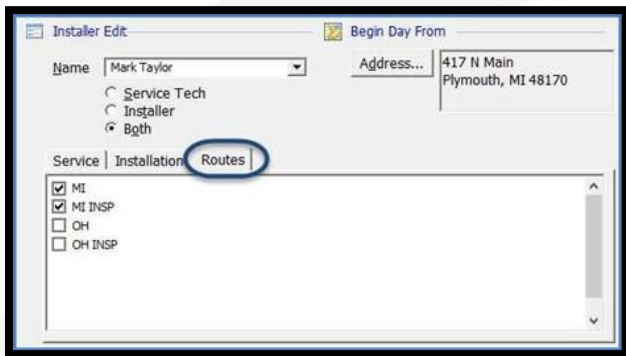
The screenshot shows the 'Installer Edit' form with the 'Installation' tab selected. The form contains the following fields and values:

Name	Mike Walker	Address...	44624 Oregon Trl Plymouth, MI 48170
<input type="radio"/> Service Tech			
<input type="radio"/> Installer			
<input checked="" type="radio"/> Bgth			
Install Company	MI		
Regular Pay Rate	20.00		
Overtime Pay Rate	30.00		
Holiday Pay Rate	40.00		

Installers - Routes Form

This form is only required if you are scheduling your Installers/Technicians utilizing Routes (activated on the *Service Setup Defaults* form). A Route may be a geographical area or some other internal designation. Routes are linked to customer System records and are used for additional flexibility when scheduling Service and Inspection Tickets.

Check the box to the left of each Route for which the Technician is available.



The screenshot shows the 'Installer Edit' window with the 'Routes' tab selected. The 'Name' field is set to 'Mark Taylor' and the 'Address' field is '417 N Main, Plymouth, MI 48170'. The 'Begin Day From' field is empty. The 'Routes' tab is circled in blue. Below the tabs, there is a list of routes with checkboxes:

Service	Installation	Routes
<input checked="" type="checkbox"/>	MI	
<input checked="" type="checkbox"/>	MI INSP	
<input type="checkbox"/>	OH	
<input type="checkbox"/>	OH INSP	

Central Station Tracking Module Setup

Alarm Services

Purpose:	To define the list of Services a Wholesale monitoring company provides for your accounts.
Prerequisites:	<i>SedonaOffice Modules (CS Tracking enabled)</i>
Required or Optional:	Optional

If your company uses an outside source to provide monitoring services for your customer systems, you can track the services and the price you pay to the Alarm Monitoring Company providing the service. This information is used to generate a report that is used to reconcile the invoice you receive from the alarm monitoring company. The entries made in this table are linked to the records set up in the Alarm Company setup table.

Setup one record for each service the alarm monitoring company provides to your company.

Alarm Service	Description	Inactive
Basic Mon	Basic Monitoring	N
O/C Log	Open/Close Log Only	N
O/C SUP	Supervised Open/Close	N
OC Reports-Monthly	OC Reports-Monthly	N
OC Reports-Weekly	OC Reports-Weekly	N
Video	Video Monitoring	N

Include Inactive

Alarm Service Edit Inactive

Alarm Service:

Description:

Alarm Company

Purpose:	To define the list of monitoring companies that provide monitoring services for your accounts.
Prerequisites:	SedonaOffice Modules (CS Tracking enabled)
Required or Optional:	Optional

If your company has an in-house central station that monitors your accounts or if you use one or more outside sources to monitor your customer systems, you will set up one record for each unique Alarm Company. Each system record may be associated with one Alarm Company.

Once an *Alarm Company* has been saved, you will link the provided *Alarm Services* (setup table discussed on the previous page of this manual) to this *Alarm Company*. Highlight the Alarm Company name in the upper area of this form, Click the New button; in the *Service* field select the *Alarm Service* from the drop-down list and enter the default amount that your company pays for this service, then Click the Add button. Continue adding additional Alarm Services until completed.

Once all Alarm Services have been added, Click the Apply button located at the bottom of the form to link the Alarm Services to the Alarm Company.

The *Update Customer Monitoring* checkbox is only used by companies integrating with CMS or Rapid Response central stations.

When a *System* record is created for a customer site, you will be able to create a list of services provided on the *Monitoring* sub-tab of the Central Station Tracking tab on the System form.

Alarm Company

Alarm Company

Code	Description	Inactive
Alarmnet	Alarmnet	N
CMS	CMS	N
CSI	CSI	N
SedonaSecurity	SedonaSecurity	N

Include Inactive

Alarm Company Edit Inactive

Code: SedonaSecurity
Description: SedonaSecurity

Code	Description	Amount
Basic Mon	Basic Monitoring	\$5.00
OC Reports-Monthly	OC Reports-Monthly	\$10.00
OC Reports-Weekly	OC Reports-Weekly	\$15.00

Service: Basic Mon | Description: Basic Monitoring | Monthly Amount: 5.00

Update Customer Monitoring

Authorities

Purpose:	To define the list of responding authorities to alarm signals.
Prerequisites:	<i>SedonaOffice Modules (CS Tracking checked)</i>
Required or Optional:	Optional

You may create a list of responding *Authorities* if your company uses one or more outside sources to monitor your customer systems, and you want to track the responding authorities within SedonaOffice. Responding Authorities are the Police Department, Fire Department, or EMT Service. Set up one record for each unique Authority; each system record may be associated with one or more Authorities. Authorities are linked to a particular zone on the System Zone form within the Central Station Tracking options.

Authority	Phone1	Phone2
Canton Fire Dept	(734) 555-1212	
Livonia Fire Dept	(666) 555-1212	
Plymouth PD	(800) 555-1000	(800) 555-1100

Authority Edit

Authority:

Phone 1:

Phone 2:

Signal Types

Purpose:	To define the list of Signal Types that will be linked to zones.
Prerequisites:	<i>SedonaOffice Modules (CS Tracking checked)</i>
Required or Optional:	Optional

If tracking Zone information with the Central Station Tracking options of a System record, you may associate a signal type with each zone.

Signal Type	Description	Inactive
FIRE	Fire	N
HU	Hold-Up	N
INT	Intrusion	N
PANIC	Panic	N

Include Inactive

Signal Type Edit

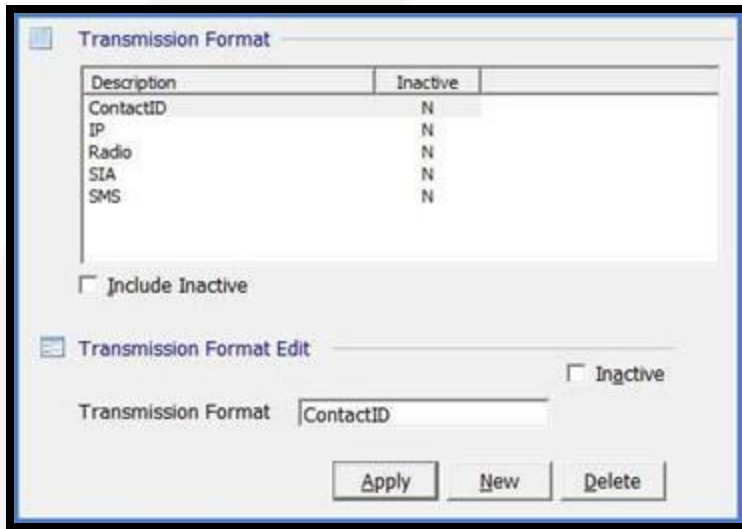
Signal Type: Inactive

Description:

Transmission Format

Purpose:	To define the list of receiver signal formats.
Prerequisites:	<i>SedonaOffice Modules (CS Tracking checked)</i>
Required or Optional:	Optional

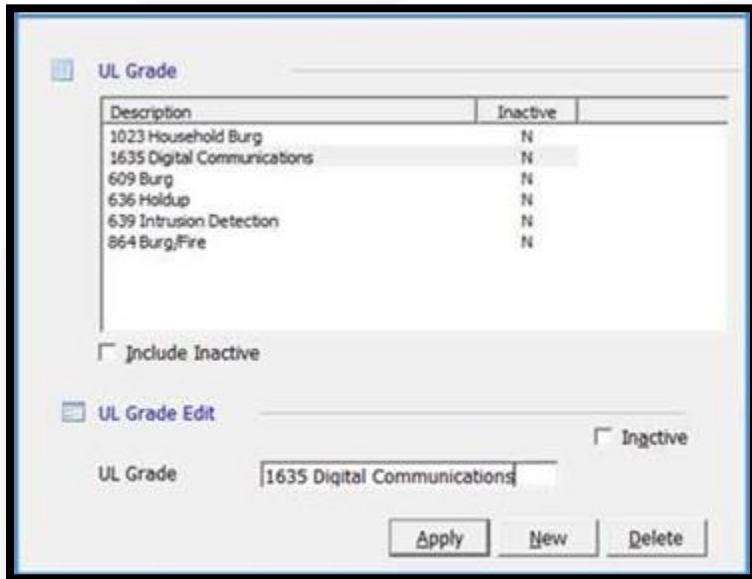
If tracking the Transmission format, you may populate this field for the primary System and the secondary System if one exists.



UL Grade

Purpose:	To define the list of UL Grades required for your accounts.
Prerequisites:	<i>SedonaOffice Modules (CS Tracking checked)</i>
Required or Optional:	Optional

For customers who require a certain UL grade, create one record for each UL Grade to be associated with the System record.



Description	Inactive
1023 Household Burg	N
1635 Digital Communications	N
609 Burg	N
636 Holdup	N
639 Intrusion Detection	N
864 Burg/Fire	N

Include Inactive

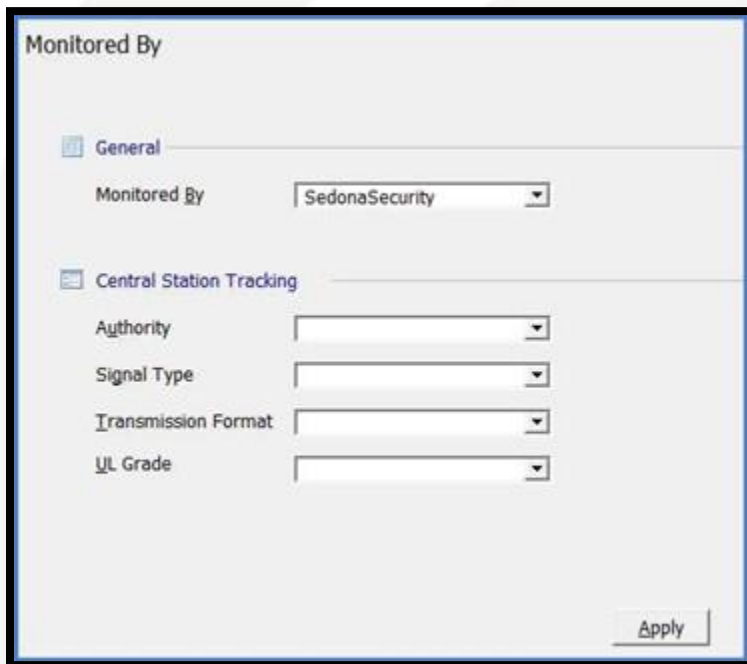
UL Grade Edit Inactive

UL Grade:

Central Station Tracking Defaults

Purpose:	To define the list of default values that will populate new System records during initial data entry on the System form.
Prerequisites:	<i>SedonaOffice Modules (CS Tracking checked), Alarm Companies, Authorities, Signal Types, Transmission Formats, UL Grades</i>
Required or Optional:	Optional

The defaults selected on the Central Station Tracking Defaults are used when a new System Record is created. This makes the data entry process easier.



Monitored By

General

Monitored By: SedonaSecurity

Central Station Tracking

Authority: [Empty]

Signal Type: [Empty]

Transmission Format: [Empty]

UL Grade: [Empty]

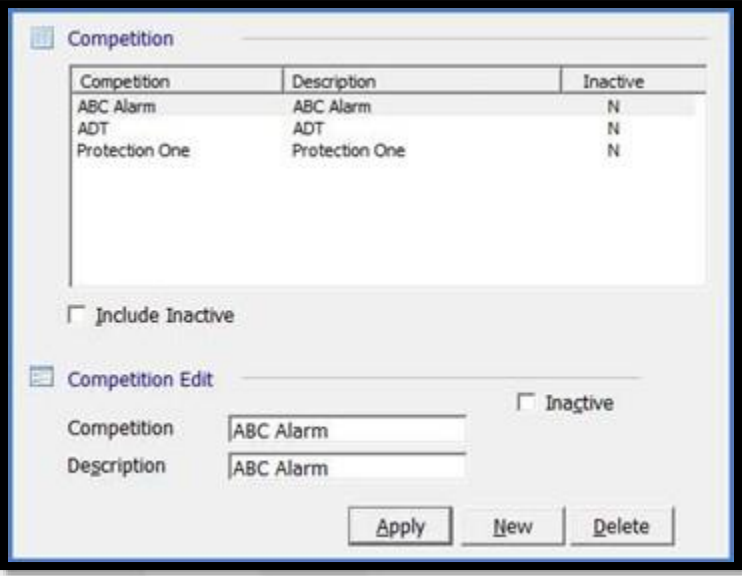
Apply

Sales Management Module Setup

Competitors

Purpose:	To define the list of companies with whom you compete for business.
Prerequisites:	None
Required or Optional:	Optional

Within the SedonaOffice Sales Management module, when an Opportunity is being resolved, you have the option of selecting a *Competitor* to whom you won or lost the business. You may enter as many records as needed. This field is for informational and reporting purposes.



Competition	Description	Inactive
ABC Alarm	ABC Alarm	N
ADT	ADT	N
Protection One	Protection One	N

Include Inactive

Competition Edit

Inactive

Competition:

Description:

Event Types

Purpose:	To define the list of Events which you want to track within Prospect Notes
Prerequisites:	None
Required or Optional:	Optional

Within the SedonaOffice Sales Management module, *Events* are used to track major steps that occur during the sales process. Documenting items such as demos, appointments, contract preparation, etc. is helpful if another individual within your company needs to know the sales history to be able to pursue the Prospect.

Event Type

Event Type	Description	Inactive
Contract Signing	Contract Signing	N
Follow-Up Call	Follow-Up Call	N
Initial Call	Initial Phone Call	N
Sent Email	Sent Email	N
Site Visit	Site Visit	N

Include Inactive

Event Type Edit

Event Type: Inactive

Description:

Lead Sources

Purpose:	To define the list of Lead Sources to classify how a Prospect heard about your company.
Prerequisites:	None
Required or Optional:	Required if using Prospects and/or Opportunities or Sales Automation [web-based sales module]

Within the SedonaOffice Sales Management module, a *Lead Source* describes why or how a prospective customer has contacted your company for a quote. Create one record for each unique Lead Source. This field is selectable from the Prospect and Opportunity record.

If your company is using Sales Automation (web-based Sales module), the records entered in this setup table are selectable when creating a quote.

The screenshot shows the 'Source' setup window. It contains a table with the following data:

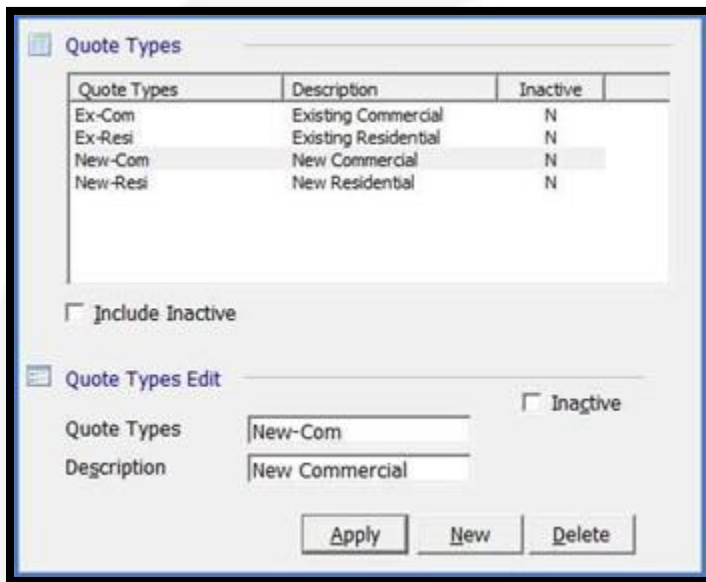
Source	Description	Inactive
Customer Referral	Customer Referral	N
Internet	Internet	N
Mass Mail - RedPlum Coupo	Mass Mail - RedPlum	N
Mass Mail AARP	Mass Mail AARP	N
Self-Generated	Self-Generated	N
Service Technician	Service Technician	N
Trade Association	Trade Association	N
Trade Show	Trade Show	N
Vehicle Signage	Vehicle Signage	N
Yard Sign	Yard Sign	N
Yellow Pages	Yellow Pages	N

Below the table, there is a checkbox labeled 'Include Inactive' which is unchecked. Below that is a section titled 'Source Edit' with an 'Inactive' checkbox (unchecked). It contains two input fields: 'Source' with the value 'Vehicle Signage' and 'Description' with the value 'Vehicle Signage'. At the bottom of the window are three buttons: 'Apply', 'New', and 'Delete'.

Quote Types

Purpose:	To classify the type of quote entered within the opportunity record.
Prerequisites:	<i>None</i>
Required or Optional:	Required if using Opportunities

Quote Types describe the type of quotation the Salesperson is generating for the Opportunity.



The screenshot shows a dialog box titled "Quote Types". It contains a table with the following data:

Quote Types	Description	Inactive
Ex-Com	Existing Commercial	N
Ex-Resi	Existing Residential	N
New-Com	New Commercial	N
New-Resi	New Residential	N

Below the table is a checkbox labeled "Include Inactive".

Below that is a section titled "Quote Types Edit" with an "Inactive" checkbox. It contains two input fields: "Quote Types" with the value "New-Com" and "Description" with the value "New Commercial".

At the bottom are three buttons: "Apply", "New", and "Delete".

Sales Resolution Codes

Purpose:	To define the list of codes to describe whether an opportunity resulted in a sale or was lost.
Prerequisites:	None
Required or Optional:	Required

When resolving an Opportunity you must select a *Resolution* code. The code should describe whether you won or lost the business. If the resolution code is used to indicate the sale was closed, you must check the *Sold* checkbox. This code is used for reporting purposes.

The screenshot shows a window titled "Resolutions" with a table and an edit section.

Sales Resolution	Description	Sold	Inactive
Lost-Competition	Lost-Competition	N	N
Lost-Price	Lost-Price	N	N
Prospect Declined	Prospect Declined	N	N
Sold	Closed Sale	Y	N

Below the table is a scroll bar and a checkbox labeled "Include Inactive".

The "Resolution Edit" section contains:

- Resolution Code:** Lost-Competition
- Description:** Lost-Competition
- Sold:**
- Inactive:**

Buttons at the bottom: Apply, New, Delete.

Sales Departments

Purpose:	To define the list of the sales departments within your company.
Prerequisites:	<i>Employee</i>
Required or Optional:	Required

Each Salesperson entered in the Employee table must be linked to one or more *Sales Departments* in the Sales Department Maintenance setup table (see next page).

Sales Departments are created from the Department setup table and are displayed and maintained in this form.

When a new Prospect is entered [SedonaOffice Sales Management module] the user must select a Sales Department. This field is used for reporting purposes.

Sales Department	Description	Inactive
Sales-Com	Sales - Commercial	N
Sales-Res	Sales - Residential	N

Include Inactive

Sales Department Edit Inactive

Sales Department:

Description:

Sales Department Maintenance

Purpose:	To link each salesperson to sales departments within your company.
Prerequisites:	<i>Employee, Sales Departments</i>
Required or Optional:	Required

Each Salesperson entered in the Employee table must be linked to one or more *Sales Departments*. Link each of your salespersons to the appropriate sales department(s) one at a time by selecting the Salesperson from the drop-down list and then checking the box of the various sales departments to which they may be assigned. When a new Prospect is entered the user must select a Sales Department. This field is used for reporting purposes.



Sales Department Management

Salesperson:

Department	Description
<input checked="" type="checkbox"/> Sales-Com	Sales - Commercial
<input checked="" type="checkbox"/> Sales-Res	Sales - Residential

Sales Managers

Purpose:	To define the list of Sales Managers within your company. To define which employees will have access to certain Prospect and Opportunity records
Prerequisites:	<i>Employees</i>
Required or Optional:	Required

The Sales Managers setup table has two purposes: 1) to link a Sales Manager to the Salespersons for whom they are responsible. 2) To indicate which employee's Prospects a Salesperson will be able to access. Link each of your Sales Managers to the appropriate salespersons one at a time by selecting the Sales Manager from the drop-down list, then check the box to the left of each name the Sales Manager is responsible for and will have access to the Prospects and Opportunities for these salespersons.



Sales Items

Purpose:	To define the list of Items to be quoted to a Prospect
Prerequisites:	<i>Invoice Items</i>
Required or Optional:	Required if using Opportunities

An Opportunity is a summary of all the equipment plus any services being quoted to a Prospect. Each Opportunity consists of one or more Sales Items which are classified as a Non-Recurring or Recurring type.

Examples of Non-Recurring type Sales Items are the various types of Systems your company quotes and installs. Examples of Recurring type Sales items are monitoring or service contracts. You may enter a default rate for any Sales Item if you typically sell that item for the same price to most Prospects. The default rate may be overridden on each Opportunity created.

Sales Items

Sales Items

Code	Description	List Price	Recurring	Cycle	AR Item
Access-COM	Access Control System	\$0.01	N		Install
Add-On Devices	Add-On Devices	\$100.00	N		Equipment
CCTV-COM	CCTV System-Commercial	\$0.01	N		Install
CCTV-Res	CCTV System-Residential	\$0.01	N		INS Res-New
Cell Backup System	Cell Backup System	\$195.00	N		Inst-Cell Bk
Fire-COM	Fire System-Commercial	\$0.01	N		Install
INT-COM	Intrusion System-Commercial	\$0.01	N		Install
INT-Res-500	INT-Res-\$500 Package	\$500.00	N		INS Res-New
MON	Monitoring	\$35.00	Y	M	Mon
SA	Service Agreement	\$8.00	Y	M	VSP-Service

Include Inactive

Sales Items

Code: INT-Res-500 Recurring: Inactive:

Description: INT-Res-\$500 Package Bill Cycle: []

Amount: 500.00 AR Item: INS Res-New

[Apply] [New] [Delete]

Sales Status

Purpose:	To define the list of Statuses to be used on a Prospect or Opportunity record.
Prerequisites:	None
Required or Optional:	Required

Sales Statuses are used on both the Prospect record and the Opportunity record. These codes describe where in the sales cycle the opportunity or prospect is. This field is updated by the user manually throughout the sales cycle. Before resolving an opportunity, change the status to indicate the outcome of the quote. This field is for reporting purposes and is also used as a filter on the Prospect and Opportunity queue.

Sales Status

Sales Status	Description	Inactive
Acknowledged	Acknowledged	N
From Re-Flag	From Re-Flag	N
Hold	Hold	N
In-Progress	In-Progress	N
Lost	Lost	N
New	New Prospect	N
Pending	Pending Decision	N
Sent to QW	Sent to QuoteWerks	N
Sold	Sold	N

Include Inactive

Sales Status Edit

Sales Status: Inactive

Description:

Sales Management User Defined Setup

Purpose:	To define the fields that will be used to gather information about a <i>Prospect</i> for reporting purposes.
Prerequisites:	None
Required or Optional:	Optional

The fields on this form are used on the Qualification form for each Prospect. You may define any field and its usage depending on the type of information that is important for your company to track regarding the Prospect. For each field that you will use, in the box to the right of the field you will enter what label will display next to that field for identification purposes.

- Free-form text fields - There are 10 free-form text fields available which will accommodate up to 30 characters of text.
- Tables – 4 User Defined tables are available where you make create your list of values that will appear on a drop-down list from which the User will select.
- Date Fields – 4 fields are available that will be formatted and stored as a date.
- Check Boxes – 10 checkbox fields are available; these are usually Yes/No questions.
- Money Fields – 4 fields are available that will be formatted and stored as a dollar value.

Sales Management User Defined Setup

Text

Text 1: Basement Y/N
 Text 2: Drop Ceiling Y/N
 Text 3:
 Text 4:
 Text 5:
 Text 6:
 Text 7:
 Text 8:
 Text 9:
 Text 10:

Check Boxes

Check 1: Intrusion
 Check 2: Fire
 Check 3: CCTV
 Check 4: Access Control
 Check 5: PERS
 Check 6: Cell Back-Up
 Check 7: Intercom
 Check 8: Nurse Call
 Check 9: Central Vac
 Check 10:

Tables

Table 1: Why Looking?
 Table 2: Current Alarm Co.
 Table 3: Phone Type
 Table 4:

Money

Label 1: Project Budget
 Label 2:
 Label 3:
 Label 4:

Dates

Date 1: Req. Install Date
 Date 2: Bid Due Date
 Date 3:
 Date 4:

Apply

Sales Management User Defined Tables 1 - 4

Purpose:	To define the list of values that will be selectable by a User on the Qualifications form of the Prospect for UDF table 1.
Prerequisites:	<i>User Defined Setup</i>
Required or Optional:	Optional

If you use any of the Sales Management User Defined Tables, you will need to create a list from which the User will select from the field drop-down list. Each record entered must be unique.

In the example below we have chosen to track why the Prospect is looking for a quote.

Why Looking?

Why Looking?	Description	Inactive
Break-In	Break-In	N
New Home	New Home	N
New Business	New Business	N
Price Shopping	Price Shopping	N
Unhappy with Current	Unhappy with Current Company	N

Include Inactive

Why Looking? Edit Inactive

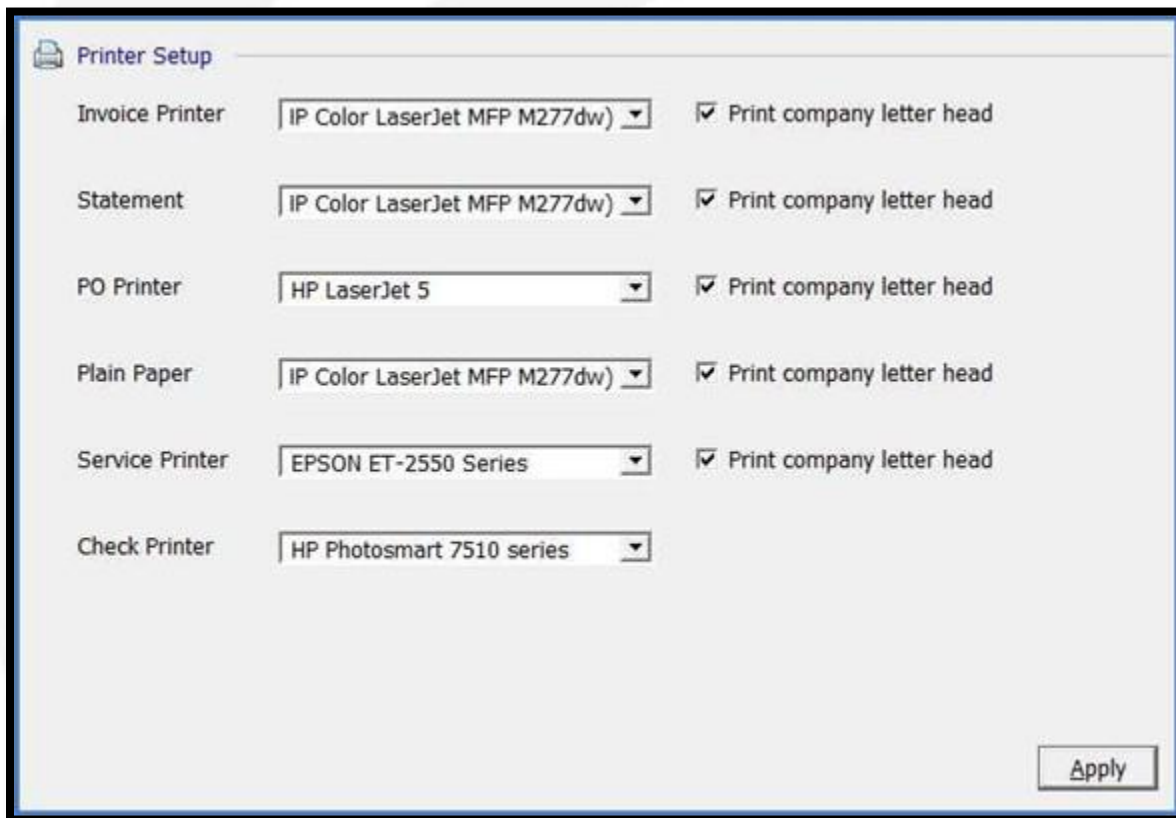
Why Looking?

Description

Printer Setup

Purpose:	To set a default printer for various types of documents to be printed.
Prerequisites:	<i>Network printers set up</i>
Required or Optional:	Required

Default printers must be set up to print any of the items specified in this form. This can be customized at each User's workstation. The checkbox *Print Company Letter Head* should be selected if you want your company name and address to print in the upper left corner of the document. If this checkbox is not selected, you may print on paper that has your company's logo and address pre-printed in the upper left corner or link to an image file containing your company logo and company information.



The screenshot shows a 'Printer Setup' dialog box with the following configuration:

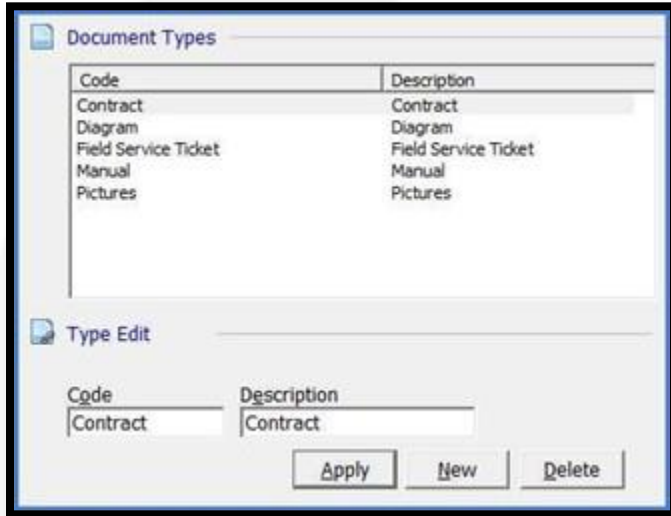
Document Type	Printer	Print company letter head
Invoice Printer	IP Color LaserJet MFP M277dw	<input checked="" type="checkbox"/>
Statement	IP Color LaserJet MFP M277dw	<input checked="" type="checkbox"/>
PO Printer	HP LaserJet 5	<input checked="" type="checkbox"/>
Plain Paper	IP Color LaserJet MFP M277dw	<input checked="" type="checkbox"/>
Service Printer	EPSON ET-2550 Series	<input checked="" type="checkbox"/>
Check Printer	HP Photosmart 7510 series	<input type="checkbox"/>

An 'Apply' button is located in the bottom right corner of the dialog box.

Document Type

Purpose:	Define a list of various types of documents that will be linked and viewed from SedonaOffice.
Prerequisites:	<i>Activation of the SedonaDocs functionality (Add-On module must be purchased)</i>
Required or Optional:	Required if using SedonaDocs

When a document is attached within the SedonaOffice application, one of the required data entry fields is the *Document Type*. This classifies the type of document being linked and saved to the SedonaDocs database.



Payroll Setup

Purpose:	Used for setting up company information for creating an export file for Payroll (Add-on module must be purchased).
Prerequisites:	<i>Chart of Accounts</i>
Required or Optional:	Optional

The *Payroll Setup* form is used to set up the information needed to export payroll information to ADP payroll processing.



The screenshot shows the 'Payroll Setup' dialog box with the 'General' tab selected. The fields are as follows:

Field	Value
Company Code	1234
Pay Frequency	Biweekly
Next Pay Period Start	4/23/2017
Next Payroll Date	5/3/2017
Overtime Account	N/A
Overtime Auto Generated	<input type="checkbox"/>

An 'Apply' button is located at the bottom right of the form.

Payroll Earnings Type

Purpose:	Used for mapping earning types for creating a payroll data export file (Add-on module must be purchased)
Prerequisites:	None
Required or Optional:	Optional

The *Payroll Earnings Type* form is used to set up the various types of employee earnings and to flag which types of employees may use this earnings type when entering payroll hours on the payroll timesheet form.

Earnings Type

Earnings Type

Description	Mapping Code	Account	Available To	Inactive	Type US	Type HA
Commissions	C		B	N	S	H
Holiday	H	60002	B	N	U	H
Inst-Direct	IND	50010	B	N	U	H
Inst-Indirect	IND	50011	B	N	U	H
Overtime	OT		B	N	S	H
Regular Pay	R		B	N	S	H
Salary	S		B	N	S	H
Service	SV	52005	B	N	U	H
Sick Pay	SP	60003	B	N	U	H
Vacation	V	60001	B	N	U	H

Include Inactive

Earnings Type Edit Inactive

Earnings Type: Account: Cost of Goods-Labor

Mapping Code: Available To: Salary Hourly Both

Enter As: Hours Amount

Note Type

Purpose:	To define a list of types of Notes that are entered on a Job.
Prerequisites:	None
Required or Optional:	Required

The *Note Type* form is used to create the various types of Notes that may be saved to a Job. There are four note types that are system controlled and cannot be deleted; these four types are: Customer, Install, Sales and QuoteWerks.

The screenshot shows two overlapping windows from a software application. The top window, titled "Note Type List", contains a table with three columns: "Note Type", "Description", and "Inactive". The table lists eight note types, all with "Inactive" status set to "N". Below the table is a checkbox labeled "Include Inactive" which is currently unchecked. The bottom window, titled "Note Type Edit", has a tabbed interface with the "Note Type Edit" tab selected. It features two input fields: "Note Type" and "Description", both containing the text "Billing". To the right of these fields is another unchecked checkbox labeled "Inactive". At the bottom of this window are three buttons: "Apply", "New", and "Delete".

Note Type	Description	Inactive
Billing	Billing	N
Customer	Customer	N
Install	Install	N
Purchasing	Purchasing	N
QuoteWerks	QuoteWerks	N
QW Intro	QW Introduction	N
Sales	Sales	N
WeSuite	WeSuite	N

Include Inactive

Note Type Edit Inactive

Note Type: Description: