

# Support Your SedonaOffice Support Team

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#### CONTENTS

ABOUT THIS GUIDE	4
BFIS EXPORT SETTINGS	5
AP CREDIT CARD PAYMENTS MADE IN ERROR	8

# **About This Guide**

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

# **BFIS Export Settings**

Where are the BFIS settings located?

The user can select **Print Invoices** from the SedonaOffice Tree, this will open the Print Invoices window, from there select the **Export List** button.

Sedona Security Client Management Accounts Receivable Credit Request			
EFT Processing	Select Invoices		×
Finance Charge		_	~
	Branch	Dates	Customer Group
Make Deposit	✓ **MUST ASSIGN**	From	
Dayment Processing	Ace Security Systems	J	
Print Invoices	ADI Integration	Thus	
Batch Email Invo.	Americas Best		
Statements	Relaium		
Credit Off Invoices	Boss Sustems		r
Unapplied Cash/Credit			
General Ledger	Hide Inactive Branches	From	Hide Insetive Customer Groups
Accounts Payable			
H Inventory	Select All Invert Selection	Thru	Select All Invert Selection
E Point Of Sale		Tupe of Customer	Eilter Options
The Sales Management		.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
	V Cucle V Job	Church	Show Master Cycle Invoices
General Documents		Commercial	Only Show Invoices in Print Queue
50L SQL Query Window	Service 🔽 Other	Education	
🔤 Lock Table Maintenance			Show ACH Pending Invoices
Management Summary		✓ Retail	Show BFIS Pending Invoices
🚽 🚽 SedonaDashboard			Hide Invoices with \$0 Balance Due
Report Manager	Bill-to Type		
SedonaSetup		Hide Inactive Branches	Filter for Emailing
	✓ Residential	Select All Invert Selection	Sort By
			Customer Number
	Export List Print Setup	Customers Subaccounts of	Create List Cancel
1			

From there the user will be directed to the Batch Manager window. From this window the user has access to the Invoice batch history.

Batch Manager								-		×
📴 Batches 📴 Exports 🗁 Back	ups 📄 🗈 Sett	ings 蕢 Printed 🛛 Upl	oad 👌 Archive	]	View File 🔻					
File	Created	Document Type	User	Count	Export Format	Version	Uploaded		Confirme	ed

5

When selecting the	Settings button,	the user is then	directed to the Export Profile.
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Batch Manager			
📴 Batches 📴 Exports 📴 Back	cups 🛛 🚺 Sett	ings 📑 Printed	Upload 👌 Archive
File	Created	Document Type	User

This is where the user would need to enter the BFIS credentials. BFIS would need to supply the user with the credentials. SedonaOffice does not have access to obtain these credentials.

Export Profile	>	<
General FTP U	oload Files Backup	_
Export Format:	Bridgestone CSV Format	
Company ID:		
Scanline Style:	(None)	
Scanline Prefix:		
Export Location:		
C:\Program Files ()	(86)\Perennial Software\Sedona Office\BFIS Browse	
Print Barcode		
	OK Cancel Apply	

S Export Profile	×
General FTP Upload Files Backup	
Ftp Site:     www.bfis.com       Ftp Port:     21       Passive Mode       Ftp Login:	
Ftp Password: Disable Automatic File Upload	
OK Cancel Apply	,

If the "Disable Automatic File Upload" box is checked this means the user is going to manually sent the export files to BFIS.

File names: 4 files names numbered 1-5 that are zipped are provided by Bridgestone

Export Profil	e	×
General FTP	Upload Files Backup	
Filename 1:		
Filename 2:	_	
Filename 3:		
Filename 4:		
	OK Cancel Apply	

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# **AP Credit Card Payments Made in Error**

When you pay a bill via credit card a credit gets auto created on the original vendor and auto applied to that bill. The bill on the original vendor is therefore paid and closed. A new bill then gets opened for the same amount on the credit card vendor. The bill is being moved from the original vendor to the credit card vendor. <u>None of</u> <u>this can be backed out.</u>

So, if you pay a bill via credit card and later realize the bill should have been paid a different way, how can you undo this transaction?

The bill on the credit card must be credited off and a new bill must be created on the original vendor. Whenever you have paid a bill by credit card in error follow these steps:

- 1. Go to the original vendor and make note of what expense line/GL account is in the body of the bill.
- 2. Go to the Credit Card vendor and create a credit. In the body of the credit use the expense line/GL account you noted.
- 3. Apply that credit to the open bill for this transaction on the credit card vendor (do not try to credit off the original bill, that bill was already paid by CC)
- 4. Open the vendor where the bill originally existed
- 5. Re-create the bill from scratch on the original vendor

**Note:** Under no circumstances should the credit card bill be deleted. Doing so will not open back up the original bill and it will throw off the GL. If a bill has been deleted off the credit card vendor, it must be recreated and then the steps above should be followed.

## EFT Setup prior to version 6.1+

1. **How to Run PCI Compliance**: Login to SedonaOffice and open SedonaSetup. Navigate to the EFT Setup form. In the upper right area of the form enter your API Login and Secure Key values provided to your company by Forte and click the Apply button. Next click the button labeled Run PCI Compliance.

Sedona Office Setup (Sedona Security	1)		
File Find Find Next View Tools	Help		
Sedona Setup		ACH\EET Setup	
Description Sedona Modules	Area Area	ACH Direct	
Custom Fields Setup (Vendor) Custom Fields Table1 (Vendor)	AP AP	Transmitter Id	API Login
Custom Fields Table2 (Vendor) Custom Fields Table3 (Vendor)	AP AP ≡	Password	Secure Key
GL Account Defaults Setup Processing	AP AP	Merchant Id	Attn: As of June 1, 2010, ACH Direct Will be requiring all credit card submissions to be PCI Complant, Please use the button below to
Tax Agency		Batch Description	run the PCI Compliance Updater before then. If you do not, your transactions will fail on submission
Vendor Types Vendors	AP AP		Run PCI Compliance PCI Does Not Apply
Aging Buckets Alternate Company Addresses	AR AR	ACH Payment	AVS Pwd
Banks Check 21 Setup	AR AR	AC <u>H</u> Invoice Message	
Credit Reason EFT Credit Card Types	AR AR		
GL Account Defaults Invoice Descriptions	AR	Credit Ca <u>r</u> d Payment	<u> </u>
Invoice Items Item Types	AR AR	Credit Card Invoice	
Late Fee Rules Setup Processing	AR AR		
Statement Rules Tax Groups Tax Tables	AR AR AR	Merchants	
Terms Cancellation Profiles	AR CM	Transmitter Id Password	Merchant Id Merchant Name
Cancellation Tasks Chain Accounts	СМ СМ	4567 abc123 1235 111	752     Wholesale Mon       262     SedonaSec
Collection Statuses Custom Fields Setup(Customer) Custom Fields Setup(Site)			Apply
Custom Fields Setup(System)	CM +		

#### How to Update FTP Setup Information

Batch Code         *** Not Submitted **         Hold Date         Hyde Date <th>Batch Inform</th> <th>ation</th> <th></th> <th></th> <th>0</th> <th>👌 View Infi</th> <th>ormation</th> <th>·</th> <th></th> <th></th> <th></th>	Batch Inform	ation			0	👌 View Infi	ormation	·			
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Total Count         117         79 Expired Cards         grann		,				_		_			
Instruction         III/         III/         III/           Total Amount         III/2	Total	Fount Luna	79 Expir	ed Ca	rds	B	ranch			-	
Total Amount         1330,715.78           Ubbs         FTP Profile         FTP Profile         Test Account 155815	Total					alua Tafan					
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FTP Profile         Test. Account 155815         ▲ New           Ustomer #         Name         Anount         Type         Free Account 155815         ▲ New           00001         Small, Henry         181.22         M         10         Free Account 155815         ▲ New           10024         Hoffman Ako Group         519.83         I         52         Greecten Type         Secure         ■           10024         Hoffman Ako Group         519.83         I         52         User Id         10000         ■<						FIFFIONE	Secup				
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Instant         Decoder         Local         Local <thlocal< th="">         Local         Local</thlocal<>	11076	Detroit Dept of Education	2708.06	Ť	52 Uploa	d Directory	ul				
11158       The Alyn Estates       632.63       I       52         11158       The Alyn Estates       79.08       I       52         12007       Fynk, Jessica       1343.88       I       52         12007       Fynk, Jessica       1343.88       I       52         1210       Javis, Roger       940.02       I       52         127       Ted Carter Assoc       11042.60       I       525022968       N       N       AMER       ****5444       314132         127       Ted Carter Assoc       5928.00       I       525022968       N       N       AMER       *****5444       314132         1284       Conway, Jordan       585.74       I       525023024       N       N       VISA       *****6516       314132         138       Odfield, Jamie       2202.42       I       52503024       N       N       AMER       *****4567       314132         138       Carter, Helena       182.41       I       52503076       N       N       AMER       *****4567       314132         138       Carter, Helena       182.41       I       52502077       N       N       AMER       ****4567       314132 <td>11158</td> <td>The Ally Estates</td> <td>395.38</td> <td>ī</td> <td>52</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	11158	The Ally Estates	395.38	ī	52						
11158       The flyn Estates       79.08       I       52         12007       Frink, Jessica       1343.88       I       52         12007       Frink, Jessica       566.58       I       52         121       Javis, Roger       940.02       I       52       Image: Connection       N       AMER       ****5444       314132         127       Ted Carter Assoc       11042.60       I       525022968       N       N       AMER       ****5444       314132         127       Ted Carter Assoc       5928.00       I       525022968       N       N       AMER       ****5444       314132         12864       Conway, Jordan       585.74       I       525022990       N       N       N       AMER       ****6516       314132         133       Oldfield, Jamie       202.42       I       525036875       N       N       AMER       ****3456       314132         138       Carter, Helena       182.41       I       525036875       N       N       AMER       ****4567       314132         138       Carter, Helena       182.41       I       525036875       N       N       AMER       ****4567       314132	11158	The Alivn Estates	632.63	I	52 Down	load Director	ry <u> </u> d				
12007       Funk, Jessica       1343.88       I       52       Test Connection       Image: Connection       OK       Cancel         12007       Fank, Jessica       566.58       I       52       Image: Connection	11158	The Allyn Estates	79.08	I	52						
12007       Fank, Jessica       566.58       I       52       S2       S2 <th< td=""><td>12007</td><td>Frink, Jessica</td><td>1343.88</td><td>I</td><td>52 Test</td><td>Connection</td><td>Ca</td><td>1</td><td></td><td>OK</td><td>Cancel</td></th<>	12007	Frink, Jessica	1343.88	I	52 Test	Connection	Ca	1		OK	Cancel
121       Davis, Roger       940.02       I       52022000       II       II       III       IIII       IIIII       IIIIII       IIIIIII       IIIIIII       IIIIIIII       IIIIIIIII       IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	12007	F ank, Jessica	566.58	I	52	connoccion	-	J			
127       Ted Carter Assoc       11042.60       I       525022968       N       N       AMER       ****5444       314132         127       Ted Carter Assoc       5928.00       I       525036658       N       N       AMER       ****5444       314132         12864       Conway, Jordan       585.74       I       525036659       N       N       VISA       ****6516       314132         138       Oldfield, Jamie       2202.42       I       52503290       N       N       AMER       ****3456       314132         133       Oldfield, Jamie       202.42       I       525036763       N       N       AMER       ****3456       314132         133       Oldfield, Jamie       802.82       I       525036763       N       N       AMER       ****3456       314132         138       Carter, Helena       182.41       I       525036765       N       N       AMER       ****4567       314132         138       Carter, Helena       547.23       I       525023076       N       N       AMER       ****4567       314132         138       Carter, Helena       547.23       I       52503767       N       N       M	ii 121	Davis, Roger	940.02	I	520022000	19		14	V1.04	1005	514152
127       Ted Carter Assoc       5928.00       I       525036658       N       N       AMER       ****5444       314132         12864       Conway, Jordan       585.74       I       525036699       N       N       VISA       ****6516       314132         12864       Conway, Jordan       498.36       I       525026990       N       N       VISA       ****6516       314132         133       Oldfield, Jamie       2202.42       I       525036763       N       N       AMER       ****3456       314132         133       Oldfield, Jamie       802.82       I       525036763       N       N       AMER       ****3456       314132         138       Carter, Helena       182.41       I       52503675       N       N       AMER       ****34567       314132         138       Carter, Helena       182.41       I       52503676       N       N       AMER       ****4567       314132         138       Carter, Helena       547.23       I       525023077       N       N       AMER       ****4567       314132         138       Carter, Helena       527.99       I       525038029       N       N       NEX	127	Ted Carter Assoc	11042.60	I	525022968	N		N	AMER	****5444	314132
12864       Conway, Jordan       585.74       I       525036689       N       N       VISA       ****6516       314132         12864       Conway, Jordan       498.36       I       525022990       N       N       VISA       ****6516       314132         138       Oldfield, Jamie       220.42       I       525023924       N       N       AMER       ****3456       314132         133       Oldfield, Jamie       802.82       I       525036763       N       N       AMER       ****3456       314132         138       Carter, Helena       182.41       I       52503675       N       N       AMER       ****4567       314132         138       Carter, Helena       182.41       I       52503675       N       N       AMER       ****4567       314132         138       Carter, Helena       547.23       I       52503077       N       N       AMER       ****4567       314132         138       Carter, Helena       547.23       I       52503077       N       N       AMER       ****6516       314132         194       Ashley, Victoria       527.99       I       525036087       N       N       VISA <td>127</td> <td>Ted Carter Assoc</td> <td>5928.00</td> <td>I</td> <td>525036658</td> <td>N</td> <td></td> <td>N</td> <td>AMER</td> <td>****5444</td> <td>314132</td>	127	Ted Carter Assoc	5928.00	I	525036658	N		N	AMER	****5444	314132
12864       Conway, Jordan       498.36       I       525022990       N       N       VISA       ****6516       314132         133       Oldfield, Jamie       2202.42       I       52503024       N       N       AMER       ****3456       314132         133       Oldfield, Jamie       802.82       I       52503675       N       N       AMER       ****3456       314132         138       Carter, Helena       182.41       I       52503675       N       N       AMER       ****4567       314132         138       Carter, Helena       182.41       I       52503676       N       N       AMER       ****4567       314132         138       Carter, Helena       182.41       I       525023076       N       N       AMER       ****4567       314132         138       Carter, Helena       547.23       I       525023077       N       N       AMER       ****4567       314132         1494       Ashley, Victoria       527.99       I       525023077       N       N       MER       ****45616       314132         194       Ashley, Victoria       527.99       I       525036078       N       N       VISA </td <td>12864</td> <td>Conway, Jordan</td> <td>585.74</td> <td>I</td> <td>525036689</td> <td>N</td> <td></td> <td>N</td> <td>VISA</td> <td>****6516</td> <td>314132</td>	12864	Conway, Jordan	585.74	I	525036689	N		N	VISA	****6516	314132
133       Oldfield, Jamie       2202.42       I       52503624       N       N       AMER       ****3456       314132         133       Oldfield, Jamie       802.82       I       52503673       N       N       AMER       ****3456       314132         138       Oldfield, Jamie       182.41       I       52503675       N       N       AMER       ****4567       314132         138       Carter, Helena       182.41       I       525036875       N       N       AMER       ****4567       314132         138       Carter, Helena       182.41       I       525036876       N       N       AMER       ****4567       314132         138       Carter, Helena       547.23       I       525023076       N       N       AMER       ****4567       314132         138       Carter, Helena       547.23       I       525023076       N       N       AMER       ****4567       314132         1434       Ashley, Victoria       527.99       I       525030827       N       N       MER       ****6516       314132         2000       T& Jatobody       0.01       U       N/A       N       BYP       N	12864	Conway, Jordan	498.36	I	525022990	N		N	VISA	****6516	314132
133       Oldrield, Jamie       802.82       I       525036763       N       N       AMER       ****3456       314132         138       Carter, Helena       182.41       I       525036875       N       N       AMER       ****4567       314132         138       Carter, Helena       182.41       I       525036876       N       N       AMER       ****4567       314132         138       Carter, Helena       182.41       I       525036876       N       N       AMER       ****4567       314132         138       Carter, Helena       547.23       I       525023076       N       N       AMER       ****4567       314132         138       Carter, Helena       547.23       I       525023076       N       N       AMER       ****4567       314132         1434       Ashley, Victoria       527.99       I       525030029       N       N       AMER       ****6516       314132         194       Ashley, Victoria       228.67       I       525036087       N       N       VISA       ****6516       314132         2100       T& JAutobody       0.01       U       N/A       N       BYP       N	133	Oldfield, Jamie	2202.42	I	525023024	N		N	AMER	****3456	314132
138       Carter, Helena       182,41       I       525036875       N       N       AMER       ****4567       314132         138       Carter, Helena       182,41       I       525036876       N       N       AMER       ****4567       314132         138       Carter, Helena       547.23       I       525038076       N       N       AMER       ****4567       314132         138       Carter, Helena       547.23       I       525023077       N       N       AMER       ****4567       314132         138       Carter, Helena       547.23       I       525023077       N       N       AMER       ****4567       314132         194       Ashley, Victoria       527.99       I       525038029       N       N       VISA       ****6516       314132         2000       T & J Autobody       0.01       U       N/A       N       BYP       N       VISA       ****1111       213172         213       Anne Terwilliger       109.24       I       35089       N       N       MAST       ****6293       213172         213       Anne Terwilliger       109.24       I       350899       N       N       N	133	Oldfield, Jamie	802.82	I	525036763	N		N	AMER	****3456	314132
138         Carter, Helena         182,41         I         52503876         N         N         AMER         ****4567         314132           138         Carter, Helena         547.23         I         525023077         N         N         AMER         ****4567         314132           138         Carter, Helena         547.23         I         525023077         N         N         AMER         ****4567         314132           194         Ashley, Victoria         527.99         I         525023076         N         N         VISA         ****6516         314132           194         Ashley, Victoria         527.99         I         525038029         N         N         VISA         ****6516         314132           2000         T & JAutobody         0.01         U         N/A         N         BYP         N         VISA         ****616         314132           213         Anne Terwilliger         2298.02         I         525036027         N         N         MAST         ****6293         213172           213         Anne Terwilliger         109.24         I         335089         N         N         MAST         ****6293         213172	138	Carter, Helena	182.41	I	525036875	N		N	AMER	****4567	314132
138         Carter, Helena         547.23         I         525023076         N         N         AMER         ****4567         314132           138         Carter, Helena         547.23         I         525023077         N         N         AMER         ****4567         314132           194         Ashley, Victoria         527.99         I         525023746         N         N         VISA         ****6516         314132           194         Ashley, Victoria         282.67         I         525038029         N         N         VISA         ****6516         314132           2000         T & J.Autobody         0.01         U         N/A         N         BYP         N         VISA         ****6161         213122           213         Anne Terwilliger         2298.02         I         525036087         N         N         MAST         ****6293         213172           213         Anne Terwilliger         109.24         I         335089         N         N         MAST         ****6293         213172           213         Anne Terwilliger         109.24         I         335089         N         N         MAST         ****6293         213172 <td>138</td> <td>Carter, Helena</td> <td>182.41</td> <td>1</td> <td>525036876</td> <td>N</td> <td></td> <td>N</td> <td>AMER</td> <td>****</td> <td>314132</td>	138	Carter, Helena	182.41	1	525036876	N		N	AMER	****	314132
130         Carcer, meena         547.23         I         529023077         N         N         AMER         ****657         314132           194         Ashley, Victoria         527.99         I         525023776         N         N         VISA         ****6516         314132           194         Ashley, Victoria         282.67         I         525038029         N         N         VISA         ****6516         314132           2000         T & J Autobody         0.01         U         N/A         N         BYP         N         VISA         ****6616         314132           213         Anne Terwilliger         2298.02         I         525036087         N         N         MAST         ****6293         213172           213         Anne Terwilliger         109.24         I         335089         N         N         MAST         ****6293         213172           213         Anne Terwilliger         109.24         I         335089         N         N         MAST         ****6293         213172	138	Carter, Helena	547.23	1	525023076	N		N	AMER	*****	314132
194         Ashley, Victoria         527.99         I         52003/46         N         N         VIA         M 6516         314132           194         Ashley, Victoria         282.67         I         52503029         N         N         VISA         ****6516         314132           2000         T & J Autobody         0.01         U         N/A         N         BYP         N         VISA         ****616         314132           213         Anne Terwilliger         2298.02         I         525036087         N         N         MAST         ****6293         213172           213         Anne Terwilliger         109.24         I         335089         N         N         MAST         ****6293         213172           213         Anne Terwilliger         109.24         I         335089         N         N         MAST         ****6293         213172	104	Carter, Heleña Achley, Victoria	597.23	<u>т</u>	525023077	N		N		****2012	214122
ZODO         T& JANDY, MONTO         DOLOT         T         DECODEP         N         N         NOM         DECODEP         STREET           ZODO         T& J Autobody         0.01         U         N/A         N         BYP         N         VISA         ****1111         213172           Z13         Anne Terwilliger         2298.02         I         525036087         N         N         MAST         ****6293         213172           Z13         Anne Terwilliger         109.24         I         335089         N         N         MAST         ****6293         213172           Z13         Anne Terwilliger         109.24         I         335089         N         N         MAST         ****6293         213172	104	Achley, Victoria	227.99	т. Т	525023746	N		N N	VISA	****4010	314132
213         Anne Terwilliger         2298.02         I         525036087         N         N         MAST         ****6293         213172           213         Anne Terwilliger         109.24         I         335089         N         N         MAST         ****6293         213172           213         Anne Terwilliger         109.24         I         335089         N         N         MAST         ****6293         213172	2000	T & J Autobody	0.01	- <u>+</u>	N/A	N	BVP	N	VISA	****1111	213172
213         Anne Terwilliger         109.24         I         335089         N         N         MAST         ****6293         213172           213         Anne Terwilliger         109.24         I         335089         N         N         MAST         ****6293         213172           213         Anne Terwilliger         109.24         I         335089         N         N         MAST         ****6293         213172	213	Anne Terwilliger	2298.02	I	525036087	N	on-	N	MAST	****6293	213172
213         Anne Terwilliger         109.24         I         335089         N         N         MAST         ****6293         213172	213	Anne Terwilliger	109.24	I	335089	N		N	MAST	****6293	213172
	213	Anne Terwilliger	109.24	ī	335089	N		N	MAST	****6293	213172
	0144004	will Up and Dup Hairdroccor	- 502.97	т	525024040	N1		N	UTCA	****	102700

If the user changes computers, the FTP credentials will be removed to the user must re-enter the information. The user will navigate to the EFT Processing module, select DOWNLOAD, the re-enter the information on the FTP Setup Information, this information can be found on the EFT Setup table.