

# Support Your SedonaOffice Support Team

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# **About This Guide**

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

## **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 Credit Request Credit Request Cycle Invoicing			
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	Thru	
Batch Email Invo.	<ul> <li>Americas Best</li> <li>Andrea Security Company</li> </ul>		
Statements	<ul> <li>Andrea security company</li> <li>Belgium</li> </ul>		
Credit Off Invoices	✓ Boss Systems	Invoice Numbers	r
Unapplied Cash/Credit			
🕀 🔲 General Ledger	Hide Inactive Branches	From	Hide Inactive Customer Groups
Accounts Payable			
i →∰ Inventory i → → Job Management	Select All Invert Selection	Thru	Select All Invert Selection
Point Of Sale	- Invoice Type	Type of Customer	Filter Options
E Sales Management			
	🔽 Cycle 🔽 Job	Church	Show Master Cycle Invoices
General Documents		Commercial	Only Show Invoices in Print Queue
50L SQL Query Window	Service 🔽 Other	Education     Besidential	Show ACH Pending Invoices
🔤 Lock Table Maintenance			
Management Summary		✓ Retail	Show BFIS Pending Invoices
🚽 \iint SedonaDashboard			Hide Invoices with \$0 Balance Due 5
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								- 🗆	Х
🗁 Batches 🝃 Exports 🍃 Back	ups 🔄 📑 Setti	ngs 🍠 Printed 🛛 Up	oload 🎦 Archive		View File 🔻				
File	Created	Document Type	User	Count	Export Format	Version	Uploaded	Confirm	ned

5

When selecting the Settings button, the u	ser is then directed to the Export Profile.
---	---

Batch Manager			
🝃 Batches 🍃 Exports 🍃 Back	cups 🚺 💽 Set	tings 📑 Printed	Upload 诌 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	pload Files Backup	
Export Format:	Bridgestone CSV Format	
Company ID:		
Scanline Style:	(None)	
Scanline Prefix:		
Export Location:		
C:\Program Files ()	x86)\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	)		
File Find Find Next View Tools	Help		
Sedona Setup		ACH\EFT Setup	
Description	Area 🔺	Achien Setup	
Sedona Modules	OP	🔥 ACH Direct	
Custom Fields Setup (Vendor)	AP	Transmitter Id	API Login
Custom Fields Table1 (Vendor)	AP		/ T Login
Custom Fields Table2 (Vendor)	AP	Password	Secure Key
Custom Fields Table3 (Vendor)	AP 🗉		
GL Account Defaults	AP	Merchant Id	Attn: As of June 1, 2010, ACH Direct will be
Setup Processing	AP		requiring all credit card submissions to be PCI Compliant, Please use the button below to
Shipping Methods	AP	Merchant Name	run the PCI Compliance Updater before then.
Tax Agency	AP 🔄	Datab Dasariation	If you do not, your transactions will fail on
Terms	AP	Batch Description	submission.
Vendor Types	AP		
Vendors	AP		Run PCI Compliance 🔽 PCI Does Not Apply
Aging Buckets	AR	Posting	
Alternate Company Addresses	AR	ACH Payment	AVS Pwd
Banks	AR	ACIL Trunier Manager	
Check 21 Setup	AR	AC <u>H</u> Invoice Message	
Credit Reason	AR		
EFT Credit Card Types	AR		
EFT Setup GL Account Defaults	AR		
GL Account Deraults Invoice Descriptions	AR AR	Credit Card Payment	<b>•</b>
Invoice Descriptions	AR	Method	
Item Types	AR	Credit Card Invoice	
Late Fee Rules	AR	Message	
Setup Processing	AR	,	
Statement Rules	AR		
Tax Groups	AR		
Tax Tables	AR	Merchants	
Terms	AR		
Cancellation Profiles	CM	Transmitter Id Password Merchant	Id Merchant Name
Cancellation Tasks	CM	4567 abc123 752	Wholesale Mon
Chain Accounts	CM	1235 111 262	SedonaSec
Collection Statuses	СМ		
Custom Fields Setup(Customer)	СМ		
Custom Fields Setup(Site)	CM		Apply
Custom Fields Setup(System)	CM 🔶		
<u> </u>		]]	

#### How to Update FTP Setup Information

🖇 Batch Inform	ation				🔍 View I	Informatio	n			
<u>B</u> atch	Code ** Not Submitted *	*				Hold Date	1/28	3/2020	<b>••</b>	
						Branch			<b>T</b>	
Total	Count 117	– 79 Expir	ed Ca	rds		_	· ·			
Total /	Amount \$130,715.78	-		S FTP 9	ietup Inf	ormatior	1			2
	141003110110									
					FTP Prof	ile Setup				
				FTP F	rofile	Te	st Account	: 155815	•	New
Customer #	Name	Annunt	туре							
050987	JF testing	Amount 1881.22	M	In FTP 5	lite	Inct	otest.paym	entsgateway.r	net	
10001	Small, Henry	181.75	м	10 Conn	ection Typ	e Se	cure		•	
10024	Hoffman Auto Group	519.58	I	52						
10024	Hoffman Auto Group	9,5.42	î	52 User	Id	10	000			
10078	Bowman, Brady	32.65	ī	52						
10078	Bowman, Brady	916.25	I	52 Passv	vord	••				
10078	Bowman, Brady	371.87	I	52 Confi	rm	••				
10124	Mcdonald, Drake	354.35	I	52						
10124	Mcdonald, Drake	543.03	I	52						
<b>i</b> 10124	Mcdonald, Drake	23.02	I	52 Merch	hant Name	115 J	5815-Test	Account		
<b>i</b> 10124	Mcdonald, Drake	418.58	I	52 Merch	hant Id	15	5815			
11076	Detroit Dept of Iducation	541.61	I	52						
11076	Detroit Dept of Education	4332.90	I	52						
11076	Detroit Dept of Education	2708.06	I		d Director	y jul	ul			
11158	The Ally Estates	395.38	I	52 Down	iload Direc	tory di	v di			
11158	The Align Estates	632.63	I	52						
11158	The Allyn Estates	79.08	I	52		_	-			
12007	Frink, Jessica	1343.88	I		Connectio	n 🧕	5		ОК	Cancel
12007	Fank, Jessica	566.58	I	52						
121	Davis, Roger	940.02	I	525022000	14		19	VIDA	****5444	014102
127 127 127	Ted Carter Assoc Ted Carter Assoc	11042.60 5928.00	I	525022968 525036658	N		N	AMER	****5444	314132 314132
127	Conway, Jordan	5928.00	I	525036689	N		N	VISA	****6516	314132
12864	Conway, Jordan Conway, Jordan	498.36	ī	525036669	N		N	VISA	****6516	314132
12004	Oldfield, Jamie	2202.42	I	525022990	N		N	AMER	****3456	314132
133	Oldfield, Jamie	802.82	I	525023024	N		N	AMER	****3456	314132
138	Carter, Helena	182.41	I	525036875	N		N	AMER	****4567	314132
138	Carter, Helena	182.41	î	525036876	N		N	AMER	****4567	314132
138	Carter, Helena	547.23	î	525023076	N		N	AMER	****4567	314132
138	Carter, Helena	547.23	î	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	****1111	213172
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
- PINADON	will be and Duce Maindeaccover	E02.97	т	E0E004040	N1		N1	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.