



14th ANNUAL USERS CONFERENCE
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Job Management 101

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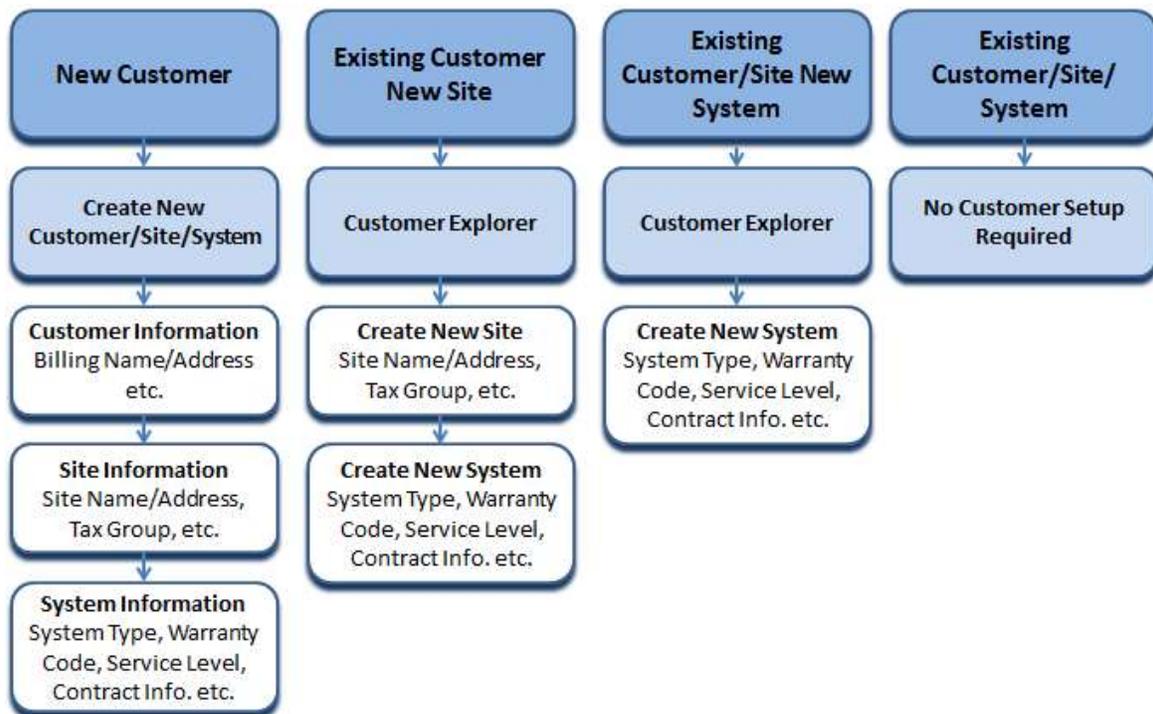
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Customer/Site/System Creation

Prior to creating a new Job, the appropriate Customer/Site/System setup needs to be completed. The pre-job Customer setup will vary depending on the Customer situation for the new Job. Only manually created Jobs require the Customer, Site and System setup to be performed prior to creating the Job. The diagram below illustrates the various Customer situations.

Customer/Site/System Creation Options – Manually Created Jobs

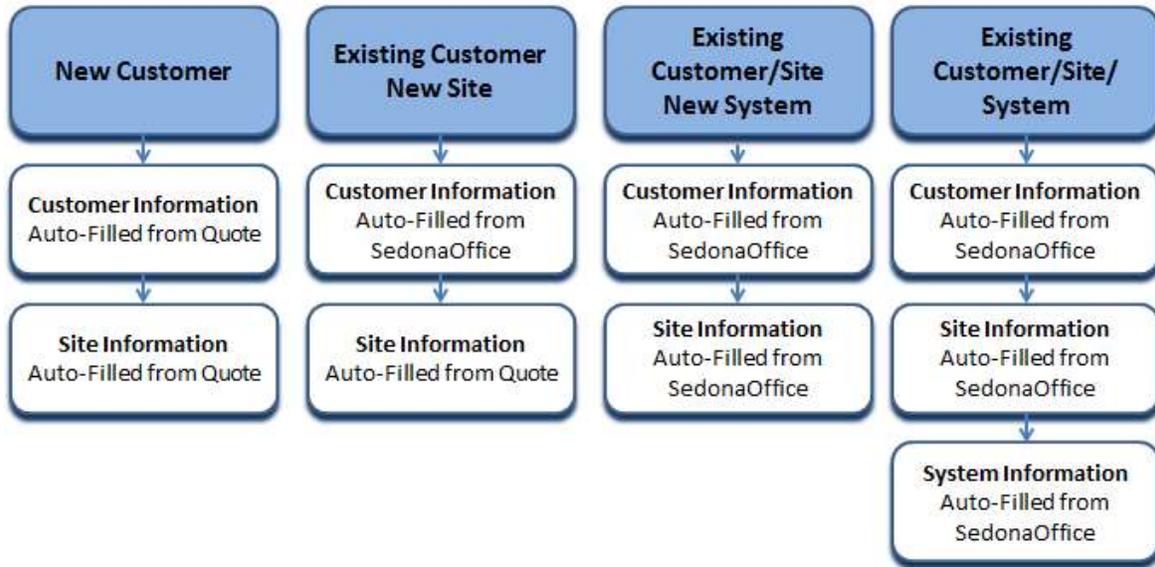


Notes

Customer/Site/System Creation - Automated

When a Job is created from a QuoteWerks Quote, WeSuite Quote or from a Prospect Opportunity, the creation of the Customer and Site is performed during the Job creation process.

Customer/Site/System Creation Options – Automated Jobs



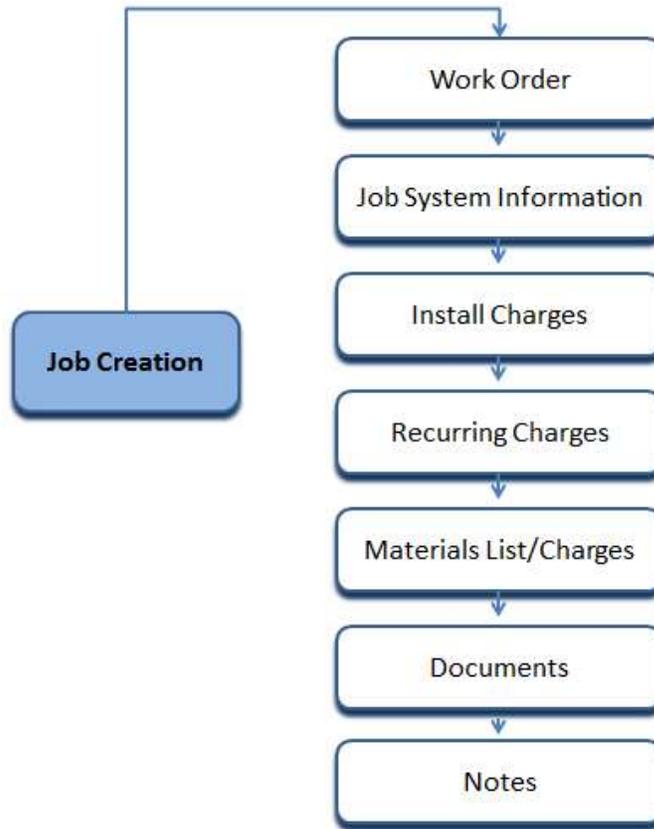
Notes

Job Creation Methods

Depending on the source of the new Job; QuoteWerks, WeSuite, Prospect/Opportunity or manually, different amounts of data entry is required.

Manually Created Job

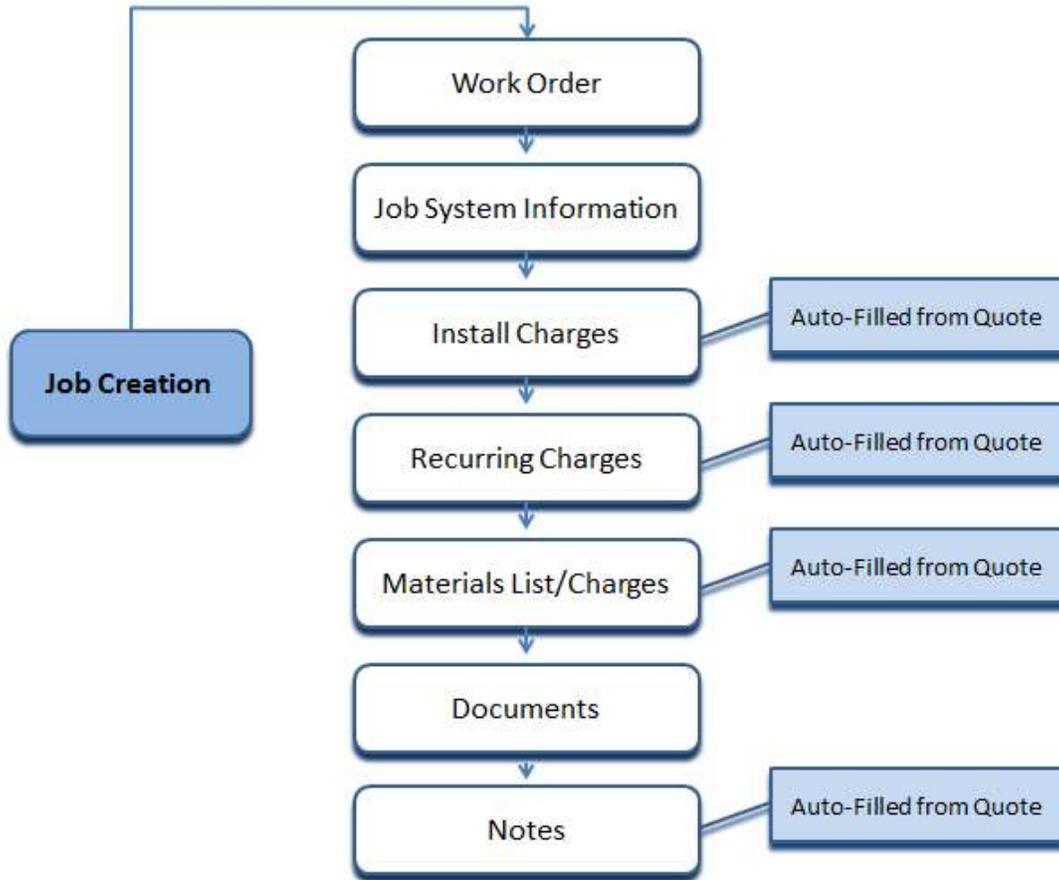
Information on each of the data entry forms is manually entered.



Notes

Job Created from QuoteWerks or WeSuite Quote

Much of the information on each of the data entry forms is automatically filled in from the data contained in the Quote. The User is mainly verifying the information provided from the Salesperson and making any necessary corrections.

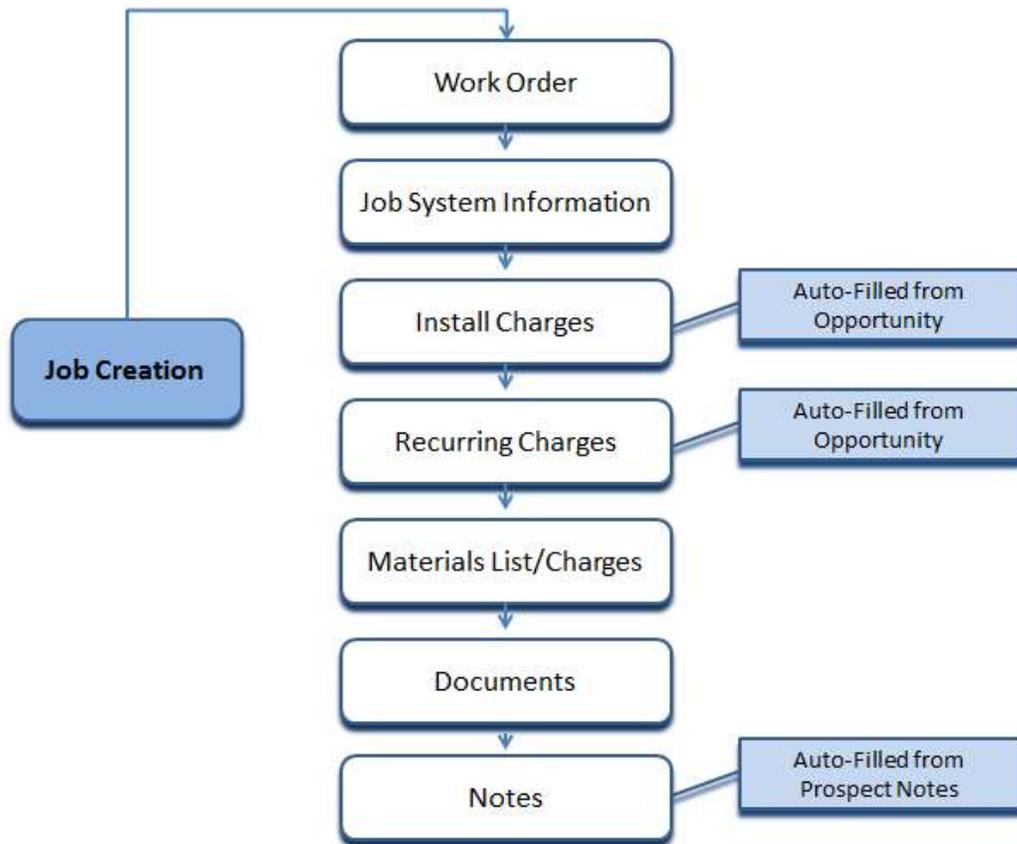


Notes

Job Created from a Prospect Opportunity

Much of the information on each of the data entry forms is automatically filled in from the data contained in the Opportunity. The Materials List must be manually entered by the User. The User is mainly verifying the Install and Recurring charge information provided from the Salesperson on the Opportunity record, and making any necessary corrections.

Note: If the Opportunity is for an existing Customer, the entire Job must be created manually.



Notes

Notes

Job Creation Data Entry

Work Order

The first data entry form for a new Job is the Work Order Entry. There are four required fields on this form:

- Job Type
- Install Company
- Salesperson
- Sold Date

Work Order Entry

Locked

Job Information

Job Number:

Job Type:

Description:

Tax Group:

Branch:

HoldBack %:

Install Company:

Installer:

Permits Required

Permit 1:

Permit 2:

Permit 3:

Override Primary Task List

Created: 11/4/2015

Prevailing Wage:

Project Manager:

Salesperson:

P.O. Number:

Sold Date:

Projected Start:

Projected End:

Notes:

Notes

Job System

The second data entry form is the System form.

Always un-check the *New System* checkbox, then click the lookup button to the right of the System Account field to select the System for the job.

There are two possible required fields on this form:

- System Account (if the flag *Require System Account* is turned on in SedonaSetup)
- System Type

Note: Any changes made to the System form of the Job will over-write the System setup information on the Customer Explorer when the Job is closed.

System

System and Service Information

New System

System Account: 95-2144

System Type: Intrusion

Panel Type: *VISTA 128FBP

Location:

Monitored By: SedonaSecurity

Memo:

Warranty: Full Warranty

Service Level: T&M-RSC

Served By: MI-T&M

Comments:

Contract Information

Contract Form: 5 Year

Contract Number:

Contract Months: 60

Renewal Months: 1

Cycle Purchase Order

Cycle P.O.:

Inspections

Frequency: ByRequestOnly

Service Problem Code: N/A

Service Level: T&M-RSC

Next Inspection:

Notes:

Apply

Notes

Setting up Billing Items

Once the Work Order and System forms have been saved, entering the billable items is the next step in job creation. This includes installation fees, recurring services, and if parts are being billed individually, billable amounts will default when entering parts on the Materials form.

Installs

The Installs form is used to enter Items that will be invoiced to the customer for the work performed. This includes installation fees, permits/fees, and any discounts being offered to the customer.

Item	Description	Phase	QTY	Unit Price	Extended Price	Tax	Units	Cost Type	Cost
Install Intr Res	Install Intrusion System	Phase 01	1	1500.00	1500.00	0.00	6.0 L		0.00
Disc-Install-Res	Preferred Customer Discount	Phase 01	1	-150.00	-150.00	0.00	0.0 O		0.00

Total Install Labor Units Installation Totals

Item: Qty:
 Description: Unit Price:
 Phase Code: Labor Units:
 Phase 01
 Cost Type:
 Cost:

Notes

Recurring

The Recurring form is used to enter any recurring services that will be billed to the customer for the system being installed.

The *Sub Item Of* code is used if you want to “roll-up” multiple recurring lines onto the customer’s cycle invoices.

Recurrings									
Item Code	Description	Sub Item Of	Bill Cycle	Cycle Start	RMR Amount	Cycle Amt	Tax	Master	Active
Monitoring	Monitoring Services	Monitoring	Quart...	12:00:00 AM	38.00	114.00	0.00	N	
SVC CONT	Service Contract	Monitoring	Quart...	12:00:00 AM	7.95	23.85	0.00	N	

Total Monthly Amount

Recurring Item:

Description: RMR Amount:

Sub Item Of: Cycle Amount:

Bill Cycle: Enter as Monthly Amt Only

Cycle Start:

Notes

Materials

The parts that will be installed are entered on the Materials form. If the Job Type is flagged to invoice for individual parts, default prices will fill into the part lines; part prices may be overridden if necessary.

Capture Original Parts

Once the Materials list has been saved, the *Capture Original Parts* button will be displayed at the lower left of the list. Clicking this button saves the original parts lists and creates a new "Working Parts List". If any changes need to be made to the parts list after the capture, this is done from the working parts list. You may toggle back and forth between the original parts list and the working parts list to see what changes have been made as the job progresses.

After "Capturing" the original parts list, if it is discovered the capture was performed before the parts list was completed, a User with the appropriate permission will have access to the *Override Parts Capture* button. Clicking the Override Parts Capture button will refresh the Original and Working parts list.

Materials

Show Phases

Materials												
Part	Description	Vendor	Qty	Location	Unit	Ext	Tax	LU	Issued	Stock	PO Cost	PO
▶ VISTA 128	VISTA 128	ADI	1		0.00	0.00	0.00	0	0	<input type="checkbox"/>	243.46	
5800PIR	WRELESS RESIDL MOTION	ADI	2		0.00	0.00	0.00	0	0	<input type="checkbox"/>	70.76	
6150	VISTA 6150 KEYPAD	ADI	1		0.00	0.00	0.00	0	0	<input type="checkbox"/>	41.40	
4939SN	ADDRESSABLE DOOR CONTACT	ADI	2		0.00	0.00	0.00	0	0	<input checked="" type="checkbox"/>	12.60	
WAVE2	TWO TONE SIREN	ADI	1		0.00	0.00	0.00	0	0	<input checked="" type="checkbox"/>	8.72	
*										<input type="checkbox"/>		

Total Material LU Sub Total

Notes

Job Costing Estimate

The *Job Costing* form is used to enter the estimated costs expected for the Job. These estimated amounts are used to compare to the actual costs as they are posted to the Job. The Job Costing form is divided into three columns; Estimated Costs, Actual Costs and WIP. Part of the initial Job data entry is to enter the estimated costs for the job. As actual costs are incurred and posted to the Job, these amounts are displayed in the WIP column if your company is using Work in Process accounts or in the Actual Costs column if not using WIP. Users with access to the Job Costing form may view the Job Costs any time while the job is in progress to see how the job is performing compared to the estimated costs. The estimated costs entered by the User are divided into five elements; Parts, Labor, Overhead, Other and Commissions. Auto calculate buttons are available for the Parts, Labor and Commission fields. Once an Invoice has been created for the Job, the Estimated Costs column will be locked down and no modifications may be made.

Estimated		Actual		WIP	
Income		Income			
Install Charge	\$1,350.00	Install Charge	\$0.00	Material 1	\$0.00
Change Orders	\$0.00			Material 2	\$0.00
Costs		Costs		Labor	\$0.00
Parts	\$470.30	Parts	\$0.00	Subcontract Labor	\$0.00
Labor	240.00	Labor	\$0.00	Permits/Fees	\$0.00
Overhead	0.00	Overhead	\$0.00	Equipment Rental	\$0.00
Subcontract Labor	\$0.00	Subcontract Labor	\$0.00	Overhead	\$0.00
Permits/Fees	\$75.00	Permits/Fees	\$0.00	Commissions	\$0.00
Equipment Rental	\$0.00	Equipment Rental	\$0.00	Other	\$0.00
Other	\$0.00	Other	\$0.00	Total WIP	\$0.00
Sub Total	\$785.30	Sub Total	\$0.00	Recurrings	
Sub Profit/Loss	\$564.70 42%	Sub Profit/Loss	\$0.00 100%	Est	
Commissions	\$0.00	Commissions	\$0.00	Job RMR	\$45.95
Total	\$785.30	Total	\$0.00 100%	Act	
Profit/Loss	\$564.70 42%	Profit/Loss	\$0.00	Activated RMR	\$0.00
		Hold Back	\$0.00		

Apply Include WIP Amounts

Notes

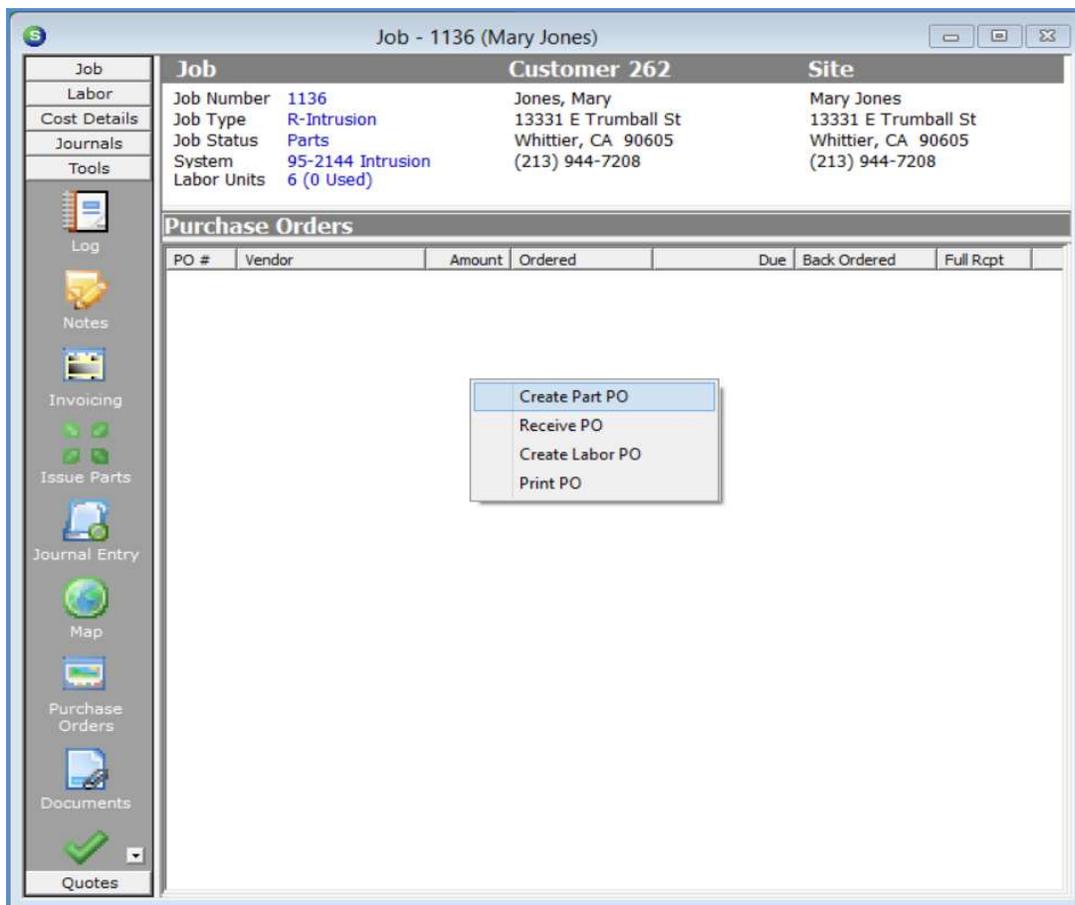
A large, empty rectangular box with a thin black border, intended for taking notes. It occupies most of the page's vertical space below the header and above the footer.

Processing a Job

Various departments are typically involved in processing Jobs in SedonaOffice; operations, purchasing and accounting. It is important that all individuals working with Jobs understand that their role is key to the entire job process and should be clear on their part in the process and how it affects other departments.

Ordering Parts

The easiest way to order parts for a Job is directly from the Job record. The automated purchase order creation only considers parts on the Materials list where the *Stock* checkbox has not been selected.



Notes

New Purchase Order

Vendor: ADI | Category: J-Res | Print Now | Direct Expense

Purchase Order

Vendor: ADI
 47247 Cartier Dr
 Wixom, Michigan 48393
 Phone: (248) 624-6050
 Fax: (248) 624-9540

PO Number: 1407 | Branch: MI
 Tracking #: | Order Date: 11/5/2015 | Acknowledged
 Ship Date: | Ship Method: Pickup | Pickup Location: OR
 Parts Due Date: | Job Number: 1136
 Ship To: 2522 Santa Margarita Parkway
 Rancho Santa Margarita, CA 92688

Drop Ship | Select from All Parts

Mary Jones

Part	Description	Vendor Part	Pkg Qty	Quantity	Cost	Amount	Rcvd	Std Cost	BO
6150	VISTA 6150 KEYPAD	6150	1	1	41.40	41.40		51.40	<input type="checkbox"/>
VISTA128E	VISTA 128	VISTA128BP	1	1	243.46	243.46		243.46	<input type="checkbox"/>
5800PIR	WRELSS RESIDL MO	5800PIR	1	2	70.76	141.52		70.76	<input type="checkbox"/>
*									<input type="checkbox"/>

Memg:

Total Cost: \$426.38
Received Cost: \$0.00

Closed | Price Check | Apply | OK | Cancel

Notes

Scheduling an Installer Appointment

Job Appointments may be created directly from the Job record or from SedonaSchedule. The method used is based on the User's preference. Any Job Appointments created from within the Job record will appear on the SedonaSchedule scheduling board.

Job - 1136 (Mary Jones)

Job	Customer 262	Site
Job Number: 1136	Jones, Mary	Mary Jones
Job Type: R-Intrusion	13331 E Trumball St	13331 E Trumball St
Job Status: Parts	Whittier, CA 90605	Whittier, CA 90605
System: 95-2144 Intrusion	(213) 944-7208	(213) 944-7208
Labor Units: 6 (0 Used)		

Appointments					
Name	Job Task	Labor Task	Scheduled	Dispatch	Arrived
Add New Appointment					

Notes

JOB # 1136

Customer Information Mary Jones 13331 E Trumball St Whittier California 90605	Ticket Information Problem Code R-Intrusion Expertise Level
---	--

Make Appointment For
 Date: 11/9/2015 Tech: Job Task: Install
 Time: 09:00 AM Est Len: 360 Labor Task: IN
 Allow Appointment Outside Business Hours

Current Date: 11/9/2015 <All Companies> City: Monday, November 9, 2015

	OSullivan Jr, Richard	Smith, Jack (0)
Svc Co	CA	CA
Install Co	CA	
07:00 AM		
07:15 AM		
07:30 AM		
07:45 AM		
08:00 AM		
08:15 AM		
08:30 AM		
08:45 AM		
09:00 AM		J1136 (R-Intrusion) (Parts) Mary Jones Whittier
09:15 AM		
09:30 AM		
09:45 AM		
10:00 AM		
10:15 AM		
10:30 AM		
10:45 AM		

Dispatch
Small Row
Medium Col
Apply
Save
Close

Notes

Approving Job Tasks

A major element of each Job is the Job Task List. Moving a Job through processing is guided by a well-planned use of the Job Status linked to each Job Task. As Job Tasks are approved by the User responsible for completing the Task, the Job advances to the Status of the next Job Task line.

To be able to create an invoice for a Job, at least one Job Task which is flagged for invoicing must be approved. Only Jobs flagged for invoicing will appear in the Job Billing Queue.

Tasks

#	Phase	Task	Job Status	Invoice	Approved	Approved By	Comments	Schedule	La
1	Phase 01	Order Parts	Parts	N	N	11/5/2015 5:13:44 AM	Administrator		
2	Phase 01	Sch Install	Scheduling	N	N	11/5/2015 5:13:48 AM	Administrator		
3	Phase 01	Install	Install Equipment	Y	N	11/5/2015 5:13:50 AM	Administrator		
4	Phase 01	Jobcost	Jobcost	N	N				

*The job will be locked and the status will be set to Job Complete when all tasks in the job are approved.

Job Task: Sequence Locks Job

Job Status: Invoice Memo:

Phase Code:

Labor Hours:

Schedule Date:

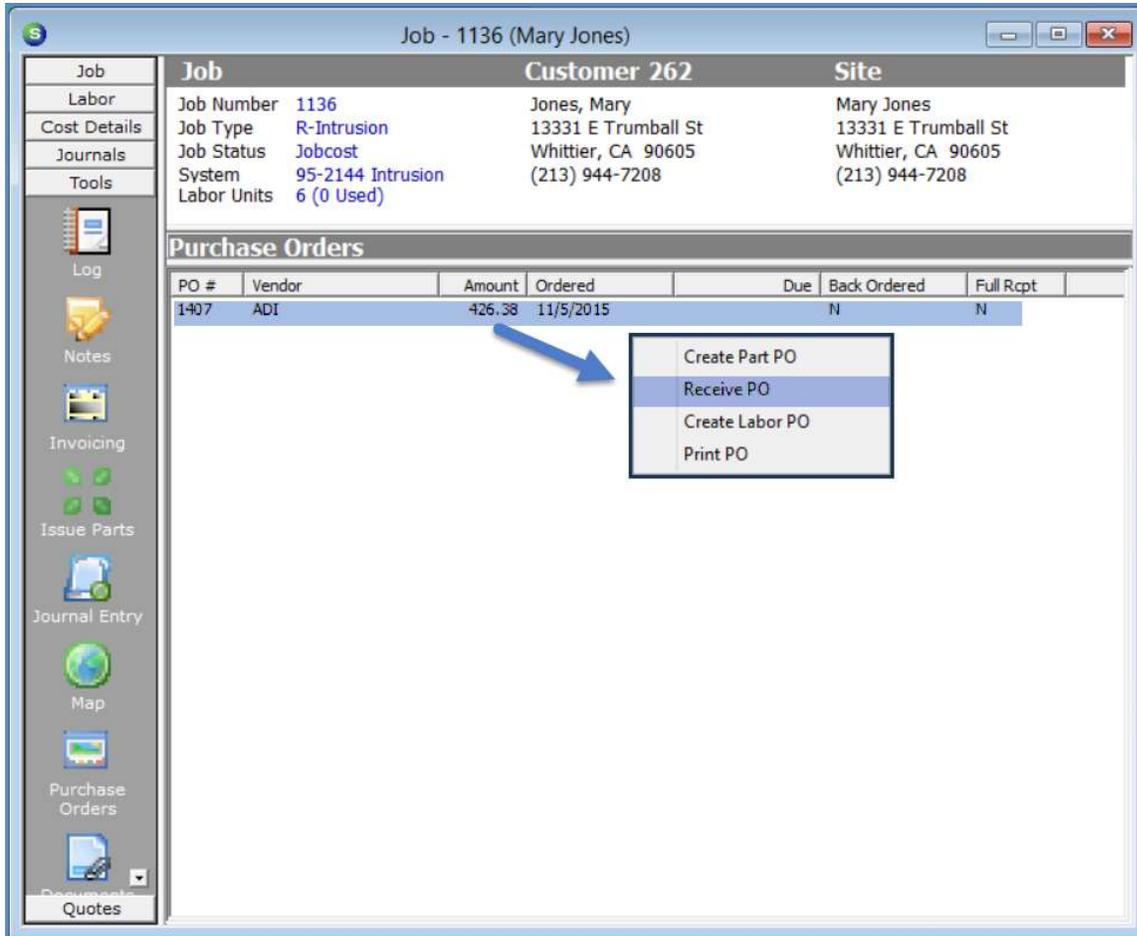
Invoice

Notes

Receiving a Purchase Order

Purchase Orders for parts or services must be received to be able to apply the costs to the Job. If any purchase orders have not been received at the time a Job is to be closed, the software will stop the User from closing the Job until all purchase orders have been completely received.

Purchase Orders may be received in various locations throughout SedonaOffice. New functionality was recently added which allows a User to receive a PO directly from a Job.



Notes

Dispatching a Job Appointment

Job Appointments may be dispatched directly from the Job record or from SedonaSchedule. The method used is based on the User's preference.

The screenshot displays a software interface for managing job appointments. The main window, titled 'JOB # 1136', is divided into several sections:

- Customer Information:** Mary Jones, 13331 E Trumball St, Whittier California 90605.
- Ticket Information:** Problem Code: R-Intrusion, Expertise Level: (blank).
- Appointment:** Scheduled: 11/9/2015 9:00:00 AM, Tech: Jack Smith, Est Len: 360 min.

Below these sections is a 'Change Appointment To' form with fields for Date (11/9/2015), Time (09:00 am), Tech (Jack Smith), Job Task (Install), Est Len (360), and Labor Task (IN). There is also a checkbox for 'Allow Appointment Outside Business Hours'.

The main window features a calendar view for Monday, November 9, 2015, with a list of time slots from 09:00 AM to 12:45 PM. A 'Dispatch' dialog box is overlaid on the calendar, showing the following details:

- Job 1136:** Name: Mary Jones, Address: 13331 E Trumball St, Whittier California 90605.
- Installer:** Jack Smith
- Job Type:** R-Intrusion
- Estimated Time:** 360
- Job Task:** Install
- Labor Task:** IN

The 'Dispatch Times' section in the dialog box includes input fields for:

- Dispatched: 11/9/2015 8:30 AM
- Arrived: 11/9/2015 9:00 AM
- Departed: 11/9/2015 1:00 PM

Buttons for 'Save', 'Close', 'Apply', 'Save', and 'Close' are visible at the bottom of the dialog box. A blue arrow points from the 'Dispatch' button in the main window to the 'Dispatch' dialog box.

Notes

Notes

Invoicing the Job

When invoicing for Install Charge Line(s) or individual Parts, the **Phase Code** on the Install Charge Line(s) or Parts Line(s) must have an approved corresponding Task line (Job Tasks form) which is flagged for Invoicing, with the same **Phase Code** to be able to invoice for that Install Charge or Part.

The screenshot shows a software window titled "Open Job List". At the top, there are several dropdown menus: "<All Job Statuses>", "<All Job Types>", "<All Companies>", "<All Installers>", and "<All Project Mgrs:>". Below these is a "Select Job Number" field containing "1136" and a "Total Jobs to Invoice" indicator showing "4".

Job #	Description	Phase	Customer #	Site Name	Address	City	Bill Type	Status	Open Install	Open RMR	Adv Dep
1102	Fire - Commercial	01 Prewire	10222	Plymouth Label & Tape	430 St. James Ave...	Plymouth	Partial	Parts	12020.25	93.67	0.00
1105	Intrusion - Com...	Phase 01	244	Miller-Fischer Inc.	45155 Joy Road	Westland	Partial	Re-Opened	0.00	0.00	0.00
1112	Intrusion - Resi...	02 Instal...	248	Lynn Jones	1245 Button	Farmington	Partial	Jobcost	800.00	38.00	0.00
1136	Intrusion - Resi...	Phase 01	262	Mary Jones	13331 E Trumball St	Whittier	Partial	Jobcost	1350.00	45.95	0.00

At the bottom right of the window, there are summary statistics: "Total Open Install \$14,170.25" and "Total Open RMR \$177.62". Below these are three buttons: "Open", "Invoice", and "Cancel". On the bottom left, there is a field for "0 PO's Received Since" with a date "11/5/2015" and a calendar icon.

Notes

S
Job Invoice
✕

Customer Number: 262

Category: J-Res

AR Account: 110110

Tax Group: CA-Sales Tax

Job Invoice

Jones, Mary
13331 E Trumball St
Whittier, CA 90605

Site: Mary Jones
Address: 13331 E Trumball St
Whittier, CA 90605

Bill RMR
RMR Reason: New RMR
Activation Date: 11/1/2015
Next Cycle Date: 01-Feb-16
 Prorate RMR thru Billing Cycle Range

Aging Date: 11/5/2015
Invoice Date: 11/5/2015
Invoice #: 141645
P.O. Number:
Job Number: 1136
Term: Due On Receipt
Salesperson: McGee George

Customer System Exists

Items \$1,487.85 | Parts \$0.00 | WIP MLOC | Custom Buckets

Item List						
Item	Description	Qty	Rate	Amount	Bill Cycle	
▶ Install Intr Res	Install Intrusion System	1	1500	1500.00		
Disc-Install-Res	Preferred Customer Discount	1	-150	-150.00		
Monitoring	Monitoring Services	3	38.00	114.00	Q	
SVC CONT	Service Contract	3	7.95	23.85	Q	
*						

Description: Installation Services
Contact:
Memo: Installation of intrusion system and first quarter of monitoring services per contract dated 10/30/2015.

Sub Total: 1487.85
Tax: 0.00
Total: 1487.85

Add to Print Queue

Save Close

Notes

Closing the Job

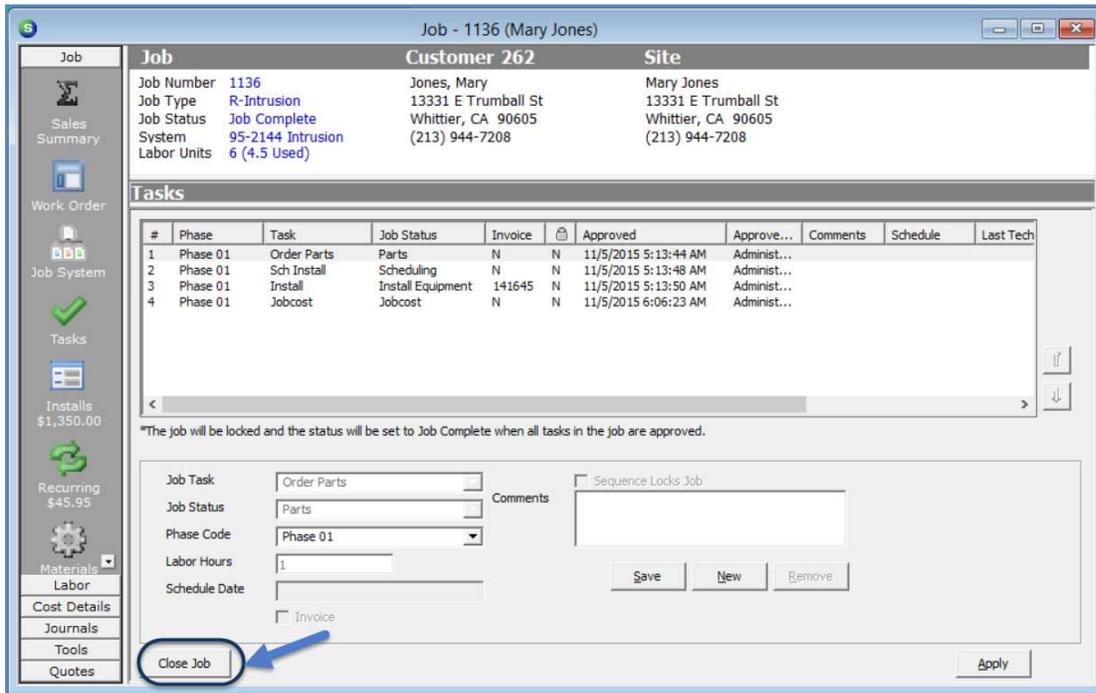
Closing a Job is performed from the Job Task form. It is a good idea for your company to create a Job Close checklist to make certain all SedonaOffice requirements have been completed as well as processes and tasks particular to your company's internal policies. Below is a sample Job Closing Checklist.

If a Job is closed and it is later realized that additional costs or invoicing needs to be added to the Job, the Job may be re-opened for such purposes. Keep in mind, this may affect Job Costing reports if the Job was closed in one month and costs or income was added in a subsequent month.

<u>Job Closing Checklist</u>	
<input type="checkbox"/>	All Invoicing has been completed
<input type="checkbox"/>	Materials List has been reconciled; all parts on the Parts List have been properly issued to the Job
<input type="checkbox"/>	Excess Parts have been returned to stock
<input type="checkbox"/>	All Job Appointments have been dispatched / all Labor Timesheets have been entered
<input type="checkbox"/>	All Purchase Orders have been completely received
<input type="checkbox"/>	All A/P Bills for Miscellaneous Expenses have been posted
<input type="checkbox"/>	Commissions have been calculated and recorded to the Job
<input type="checkbox"/>	Review Job Costing form and verify Job margins
<input type="checkbox"/>	All required Documents have been attached to the Job
<input type="checkbox"/>	Any closing Notes have been entered into the Job

Notes

At the lower left of the Tasks form click the *Close Job* button.



Notes

Clearing WIP Balances

If your company is using WIP (Work in Process accounts) and any costs have been posted to the Job after the final invoicing was completed, there may be amounts remaining in the WIP accounts. If this is true, the *WIP Balance* form will be displayed showing the amounts remaining in WIP that will move to the appropriate Cost of Goods/Expense accounts. The application will perform this recording to the G/L automatically; click the *OK* button to continue.

A journal entry will now be created for this job to zero out the balance for these WIP accounts.

Closing Date: 11/5/2015

Category	Account	Balance
Material WIP Balance		
	122100 - WIP - Job Parts	33.92
Labor WIP Balance		
	122120 - WIP - Job Labor	0.00
Overhead WIP Balance		
	122120 - WIP - Job Labor	0.00
Commission WIP Balance		
	122130 - WIP - Job Commissions	0.00
Subcontract Labor		
	N/A - WIP - Job Labor	0.00
Permits/Fees		
	N/A - WIP - Job Other	0.00
Equipment Rental		
	N/A - WIP - Job Other	0.00
Other/Misc WIP Balance		
	122140 - Other Job WIP	0.00

Buttons: OK, Cancel

Notes

Load Equipment List

The *Load Equipment* form will be displayed. At the top of the form enter the date on which the equipment was installed. The upper tier of the form lists all the inventory parts used on the Job. To the left of each part is a checkbox indicating this part is a serviceable part and should be loaded to the Systems Equipment list for future servicing of the system. This checkbox defaults from the Part setup. If any parts in the list should not be saved with the System Equipment List, un-check the checkbox to the left of those parts.

Click the **Save** button located at the lower right of the form.



DO NOT click on the Close button - If this is accidentally done, the parts will NOT load to the System Equipment List and you will have to manually add them to the System from the Customer Explorer.

Load Equipment

Enter the date the equipment was installed/removed on site. 11/9/2015

Add Equipment

Add the equipment in the list to the customer system by checking the box to its left. Uncheck the box to not add it to the customers equipment list.

Part Code	Description	Location	Qty	Serial No	Lot No
<input checked="" type="checkbox"/> 4939SN	ADDRESSABLE...		2		
<input checked="" type="checkbox"/> 5800PIR	WRELSS RESI...		2		
<input checked="" type="checkbox"/> 6150	VISTA 6150 KE...		1		
<input checked="" type="checkbox"/> VISTA128BP	VISTA128		1		
<input checked="" type="checkbox"/> WAVE2	TWO TONE SI...		1		

Remove Equipment

Remove the equipment in the list from the customer system by checking the box to its left. Uncheck the box to leave it on the customers equipment list.

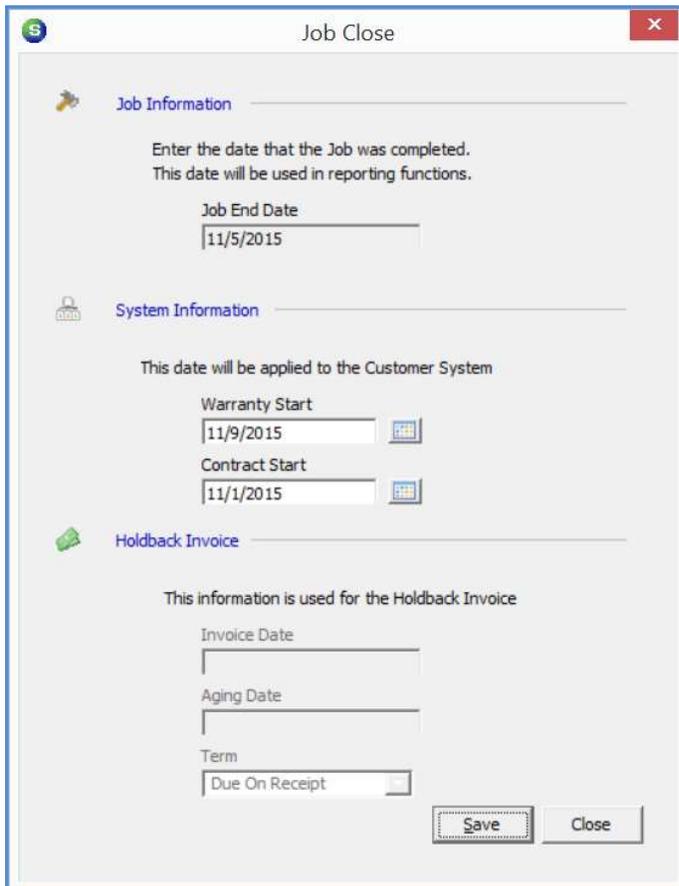
Part Code	Description	Location	Qty	Serial No	Lot No
-----------	-------------	----------	-----	-----------	--------

Save Close

Job Close Form

Finally, The *Job Close* form will be displayed. Enter the *Job End Date*, *Warranty Start Date* and *Contract Start Date* according to your company policies and procedures.

When finished, click the *Save* button located at the lower right of the form; the Job is now closed.



The screenshot shows a window titled "Job Close" with a close button (X) in the top right corner. The form is divided into three sections:

- Job Information:** Contains a text box for "Job End Date" with the value "11/5/2015". Above it is the instruction: "Enter the date that the Job was completed. This date will be used in reporting functions."
- System Information:** Contains two date pickers: "Warranty Start" with the value "11/9/2015" and "Contract Start" with the value "11/1/2015". Above them is the instruction: "This date will be applied to the Customer System".
- Holdback Invoice:** Contains three fields: "Invoice Date" (empty), "Aging Date" (empty), and "Term" (a dropdown menu with "Due On Receipt" selected). Above them is the instruction: "This information is used for the Holdback Invoice".

At the bottom right of the form are two buttons: "Save" and "Close".

Notes

Notes