

# SedonaOffice

The #1 Financial Software for Security Companies

## Version 5.2

# SedonaOffice

# Tips & Tricks

## Guide

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### About this Guide

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### Accounts Payable Discounts

A new field was added to the Accounts Payable Bills form, *Eligible for Discount*. If you have a bill where only a partial amount of the total bill may be discounted, you may enter this discountable amount in this field. When paying the bill within the discount period allowed by the Term code on the bill, the application will calculate the discount on the amount entered in the Eligible for Discount field of the bill.

**Bills**

Vendor: ADI  
 231 West 42nd St  
 New York, NY 10024

Category: Installation

Warehouse: CA Main  
 Branch: CA  
 Reference #: GH7894  
 Bill Date: 1/10/2009  
 Amount: 1331.32  
 Eligible for Discount Amt: 1306.32

Terms: 2-10 N-30  
 Payment Due: 2/9/2009  
 Costing: 101  
 Wyman, Benjamin

Parts \$1,306.32 Expense \$25.00

General Ledger				Job Cost	
GL Account	Description	Amount	Category	Job	Type
60450	Freight - Inbound	25.00	Installation	101	F

Total: \$1,331.32  
 Balance Due: \$1,331.32

**Pay Bills**

**- Selection Information -**

Branch: [Dropdown]  
 Vendor: ADI  
 As Of Due Date: 2/5/2009  
 Show Vendor Code

**To apply Open Credits, select the Vendor whose credit you would like to use.**

**- Payment Information -**

Branch: CA  
 Payment Date: 1/10/2009  
 Bank Account  
 Credit Card  
 Account: 10010  
 Primary Checking Account\*

Vendor Bills | Vendor Credits | All Vendor Credits

Bills							
Pay	Due Date	Disc Date	Vendor	Reference	Bill Amt	Discount	Balance
<input type="checkbox"/>	2/5/2009	1/16/2009	ADI	GH7894	1331.32	26.13	1305.19

### Vendor Explorer - Receipts

When viewing the list of Purchase Order Receipts for a Vendor, the items displayed in a red font indicate a bill was entered for that receipt. A new column was added to the Receipts grid to indicate whether the receipt was from a direct expense purchase order.

Vendor Information:  
**ADI**  
 231 West 42nd St  
 New York, NY 10024  
 (800) 555-4321

Vendor Code: **ADI**  
 Vendor Type: **Parts Supplier**  
 Branch: **MI**  
 Category: **N/A**  
 Terms: **Net 30**

Open Bills: **\$3,019.87**  
 Open Credits: **\$0.00**  
 Net Due to Vendor: **\$3,019.87**  
 Credit Limit: **\$0.00**

Reference	Date	Type	Job/Svc #	PO/RMA #	Warehouse	Received By	Cost	DE
4035	01/15/2009	OTH		1029	CA Main	Administrator	94.65	N
<b>GH2316516</b>	<b>01/11/2009</b>	<b>JOB</b>	<b>116</b>	<b>1021</b>	<b>** Direct Expense **</b>	<b>Administrator</b>	<b>252.39</b>	<b>Y</b>
36663	12/31/2008	JOB	100	1015	CA Main	administrator	4.90	N
87987	12/30/2008	JOB	101	1001	CA Main	Administrator	1,306.32	N
3426	12/30/2008	OTH		1002	CA Main	Administrator	25,326.00	N
GH1234	12/29/2008	JOB	122	1017	MI Main	Administrator	374.35	N
908798	11/14/2008	JOB	100	1000	MI Main	Administrator	2,134.69	N
13215	07/15/2008	JOB	106	1012	CA Main	administrator	1,876.13	N
321123	06/01/2008	JOB	102	1007	CA Main	Administrator	1,431.26	N
12123123	06/01/2008	OTH		1009	CA Main	administrator	30.00	N
87984	06/01/2008	OTH		1010	MI Main	administrator	12.50	N

### Vendor Explorer - Purchase Price Variances

A new menu option was added to the Vendor Explorer – *Purchase Price Variances*. Regardless of the inventory costing method being used, entries will be recorded to the general ledger if there are cost variances on part receipts or variances between a received cost and the accounts payable bill cost.

ADI (CJM Security)

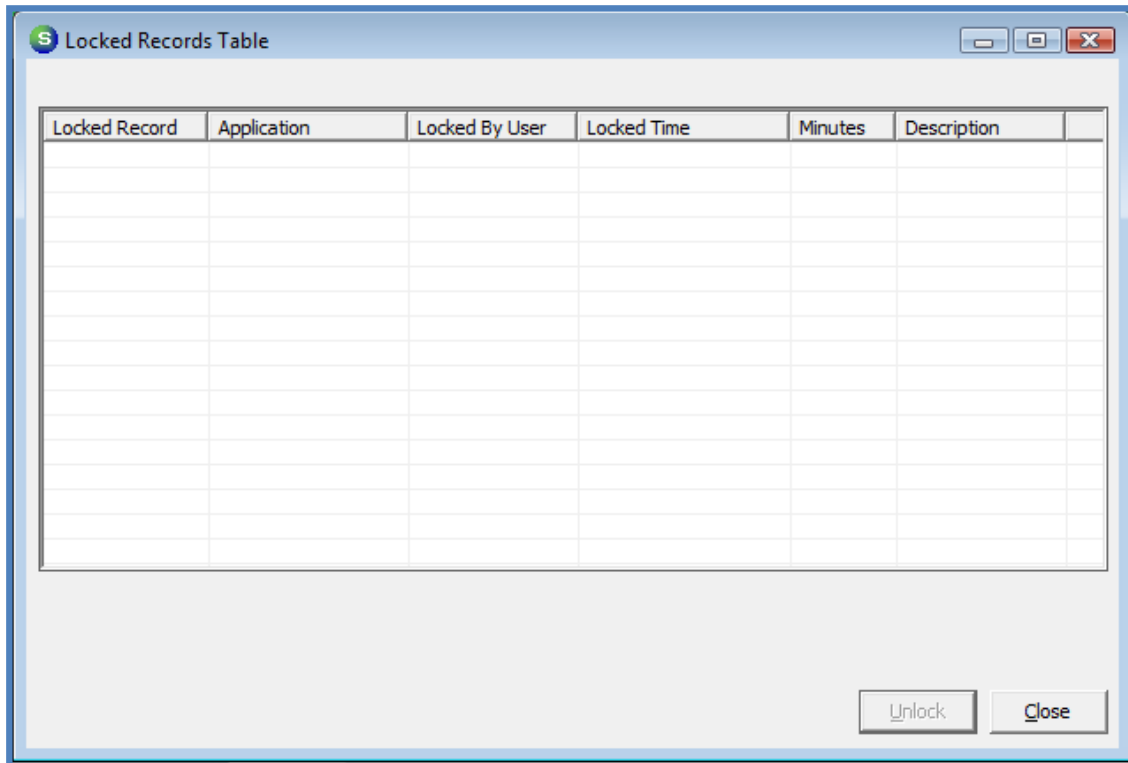
Vendor Code: ADI  
 Vendor Type: Parts Supplier  
 Branch: MI  
 Category: N/A  
 Terms: Net 30

Open Bills: \$25,056.52  
 Open Credits: \$0.00  
 Net Due to Vendor: \$25,056.52  
 Credit Limit: \$0.00

Type	Date	Warehouse	Part	PO	PPV/Part	Qty	Cost	Ext Cost
BILL	01/05/2009	CA Main	CR-123A	1009	(\$0.25)	10	\$2.75	\$27.50
BILL	01/08/2009	MI Main	CR-123A	1010	\$0.50	5	\$3.00	\$15.00
BILL	01/16/2009	CA Main	2E-GLF403	1029	\$0.05	1	\$7.00	\$7.00
BILL	01/16/2009	CA Main	4190SN	1029	\$0.10	1	\$17.50	\$17.50
BILL	01/16/2009	CA Main	467	1002	(\$0.34)	25	\$7.00	\$175.00
BILL	01/16/2009	CA Main	5192SDT	1002	(\$9.40)	100	\$45.50	\$4,550.00
BILL	01/16/2009	CA Main	5849	1002	(\$13.50)	100	\$50.25	\$5,025.00
BILL	01/16/2009	CA Main	5890PI	1002	(\$6.70)	100	\$85.25	\$8,525.00
BILL	01/16/2009	CA Main	VISTA-40	1002	(\$33.30)	25	\$130.00	\$3,250.00
							Total Var...	(\$3,800....

### Lock Table Maintenance

A change was made to the SedonaOffice application as of version 5.2.45 that will automatically clear any locks created by the User when that User logs out of the application.



### Master Accounts – Sub Accounts List

Additional menu options were added to the customer tree for Master Accounts. You may now select to view a list of all subaccounts, subaccounts within a selected *Branch* or subaccounts within a selected *Area*. An Area is defined as a state(US) or province(CAN).

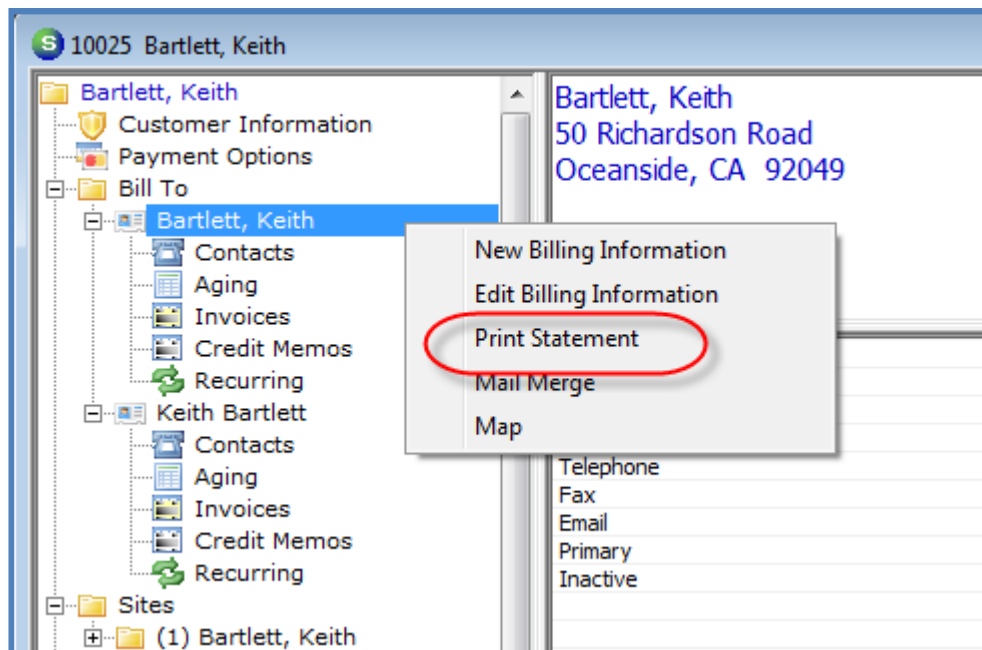
The screenshot displays the 'Sweet Afton Teahouse (Master Account)' window. On the left, a tree view shows 'Sub Accounts' categorized by 'By Branch' (CA, MI) and 'By Area' (Arizona, California, Michigan). A red circle highlights the 'By Area' section. The main window shows customer information and a table of subaccounts.

Customer #	Site Name	Branch	Address	City	Master RMR	Sub RMR
10000-2	Sweet Peaches Teahouse	CA	300 Magnolia	Corona	0.00	0.00
10000-3	Sweet Mary Teahouse	CA	456 Pacific Coast Highway	Huntington Beach	0.00	0.00
10000-4	Sweet Rebecca Teahouse	CA	8098 Turtlerock Lane	Irvine	0.00	0.00
10000-5	Sweet Pea Teahouse	CA	98798 Milford Avenue	Simi Valley	0.00	0.00
10000-6	Sweet Lilly Teahouse	CA	09809 Silverlake Blvd.	Silverdale	0.00	0.00
10000-7	Sweet Millie Teahouse	CA	3221 Scottsdale Road	Scottsdale	0.00	0.00
	<b>Total</b>				<b>\$0.00</b>	<b>\$0.00</b>



### Customer Explorer – Single Statements by Billto

For customers with multiple Billto addresses, you may now print a statement for each separate Billto. Highlight the Billto name, right-click and select Print Statement. Only the invoices with the Billto address will print on the statement.



### Customer Explorer – Site Copy

New options have been added to the Site Copy function.

- Inactivate Original Site
- Move Selected Documents to New Site/System
- Inactivate Original System

**Copy Site**

**Destination**  
Customer # 10058  
Jackson, Jerry  
10 Elm Avenue  
Loma Linda, CA 92350

**Source**  
Customer # 10026

**Bill To**  
Barnes, Denise  
10 Elm Avenue  
Loma Linda, California 92350

**Site**  
Barnes, Denise  
10 Elm Avenue  
Loma Linda, California 92350

**Copy Options**

Inactivate Original Site  
 Move Selected Documents to New Site\System

Copy Systems  
 Inactivate Original System  
 Copy Service Tickets

Transfer Close

### Customer Explorer - Moving RMR

You now have the ability to move a recurring line to a different System for the same site on the same customer or to move to a different site and system for the same customer. This is accomplished by dragging and dropping the recurring line from the active pane display.

The screenshot displays the 'Customer Explorer' window for '10059 Johnson, Michael'. The left pane shows a tree view with folders for 'Johnson, Michael', 'Sites', and '(1) Johnson, Michael'. The right pane is split into a summary section and a table.

**Customer Summary:**

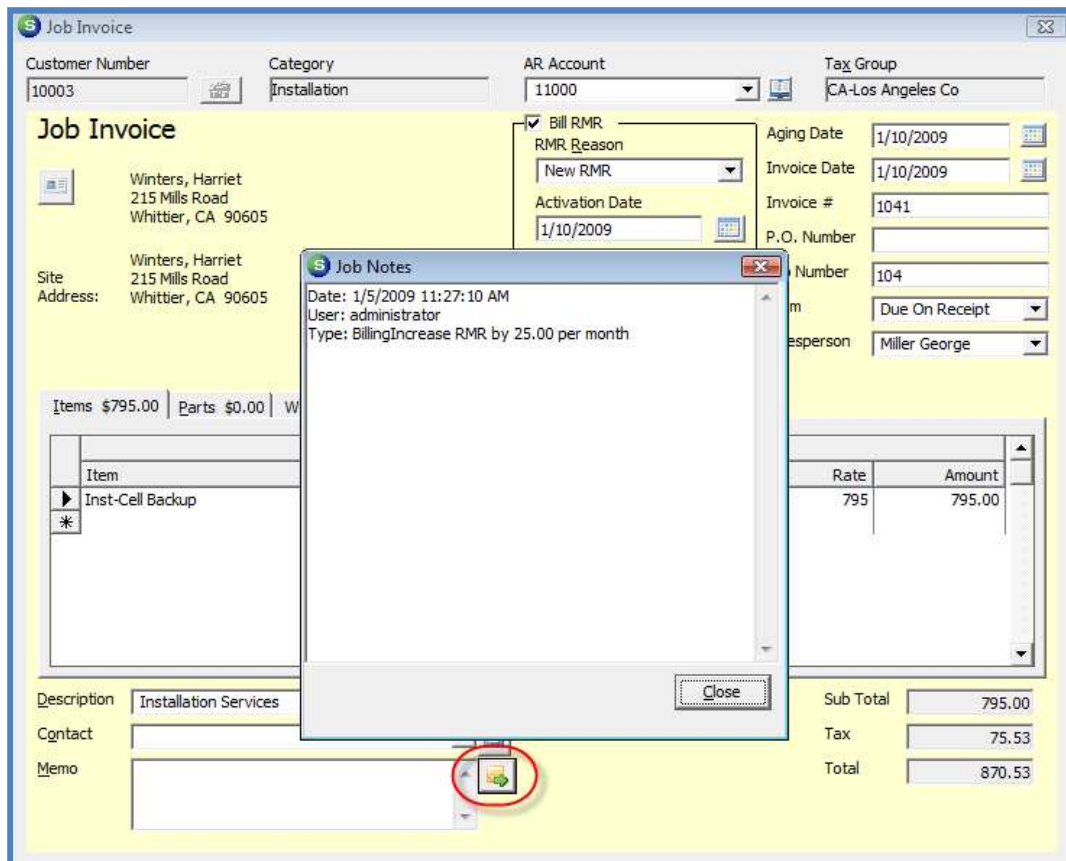
- Johnson, Michael
- 325 Lake Road
- Loma Linda, CA 92350
- Balance Due: \$0.00
- Total Active RMR: \$29.95
- Total Active RAR: \$359.40
- Customer Type: Residential
- Customer Since: 11/28/2008
- Salesperson: George Miller

**Recurring Items Table:**

Item Code	System	Cycle	RMR	Cycle Amt	Next Cycle	Cycle Start	Cycle End
Man	(none)	M	\$29.95	\$29.95	12/1/2008	12/1/2008	
Total			\$29.95				

### Job Invoice - New Notes Button

A new button was added to the right of the Memo field of the Job Invoice form. Pressing this button will display a list of all the job notes entered on the Job. You can highlight copy and paste a note into the Job Invoice Memo field from the Job Notes list.



### Credit Requests Overview

The Credit Request function allows you to control the process of when and for what amount a credit memo is generated to a customer account. When this feature is enabled, you have the option of creating a sign-off process so that a senior member of your staff may review requests for credits and then have the option of approving the request and generating the credit memo, declining the request or modifying the requested amount and generating the credit memo.

This new functionality introduced in SedonaOffice V5.2 provides greater control over the number and amount of credit memos granted to your customers.

Once the Credit Requests functionality is activated, your users will no longer have the ability to manually create a credit memo or have available the right-click functions on the invoice, available to credit off the balance of an invoice or create a credit from an invoice. All credit memos must go through the credit request process.

When creating a Credit Request, the User has three options:

- The user creates a Credit Template selecting which invoice item codes and amounts are to be used for the credit memo.
- Select an invoice on the customer's account for which the credit memo will be generated.
- Select an invoice on the customer's account for which the credit memo will be generated *and* automatically create an invoice on another customer's account using the same invoice item codes that were used on the originating customer's credit memo. This feature would be used if you accidentally invoice the incorrect customer.

### Credit Requests Setup

Before creating the employee setups for Credit Requests, you must first determine how you want the Credit Requests to flow within your organization. Once you have established your company rules, proceed to the setup steps.

The sign-off flow of the Credit Request is determined by the setup in SedonaSetup Employee setup table. A new field on the Employee setup form, *Supervisor and Credit Request Handoff* controls who will be the next employee to sign-off on the Credit Request entered by an employee. The employee record must be linked to an active User record found in the User setup table. The User Group assigned to the User controls fields for Credit Request dollar limits associated with credit request. The User Group assigned to the User has a new field, *Credit Memo Limit*, where you are able to set the Credit Request dollar amount limit for a User assigned to a User Group. The User assigned to that group will not be able to approve a Credit Request for an amount over their User Group Credit Memo Limit amount.

### Credit Requests Activation

Prior to using the new Credit Requests functionality you will need to activate this feature in SedonaSetup. Navigate to the SedonaSetup AR Setup Processing form; on this form is a new checkbox labeled *Use Credit Request Processing*. Select this checkbox and press the apply button. When selecting this option a second checkbox on this form, *Require Credit Reason on Credit Memos*, is automatically selected and cannot be de-selected. Once this function is activated you will only be able to generate credit memos by using the Credit Request process.

The screenshot shows the 'Setup Processing' form in SedonaSetup. It is divided into two main sections: 'Numbering' and 'Invoicing and Credits'.  
Under 'Numbering', there are four fields: 'Auto Invoice' (checked), 'Next Invoice' (1565), 'Auto Customer' (checked), and 'Next Customer' (52319). To the right, 'Auto Job Number' (checked) and 'Next Job Number' (1032) are visible. Below these are 'Require System Account' (unchecked) and 'Require Unique System Account Company Wide' (unchecked).  
Under 'Invoicing and Credits', there are two radio buttons for 'Cycle Beginning Day': 'First Day of Month' (selected) and 'Day of Service Start'. To the right, there are five checkboxes: 'Print Customer Number on Invoices and Statements' (checked), 'Allow Printed Invoices to be Edited' (checked), 'Enter Separate Posting Date for Invoices and Credits' (unchecked), 'Allow direct invoicing to Master Account' (checked), and 'Use Credit Request Processing' (checked). The 'Use Credit Request Processing' checkbox is highlighted in yellow. Below it, 'Require Credit Reason on Credit Memos' is also checked.

### Credit Reason Setup

The new SedonaSetup table, Credit Reasons was introduced in version 5.1 and was an optional field on Credit Memos. For companies activating the Credit Request Process, this is a required field. Make certain you have the necessary credit reasons set up prior to activating the Credit Request Process.

Credit Reason

Credit Reason

Credit Reason	Description	Inactive
Customer Referral	Customer Referral	N
Goodwill Credit	Goodwill Credit	N
Install Over Invoiced	Installation Over-Invoiced	N
Install Problem	Install Dissatisfaction	N
Inv Wrong Cust	Invoiced Wrong Customer	N
Sales Dissatisfaction	Sales Dissatisfaction	N
Service Over Invoiced	Service Call Over-Invoiced	N
Service Problem	Service Dissatisfaction	N
Write-Off from Cancel	Write Off-Customer Cancelled	N

Include Inactive

Credit Reason Edit

Credit Reason   Inactive

Description

### Employee Setup

For each employee that will be involved in the Credit Request sign-off process, you must assign select an employee from the drop-down list of the *Supervisor and Credit Request Handoff* field of the Employee setup form. The only employee that does not require the *Supervisor and Credit Request Handoff* be populated would be the employees that have the authority to generate the credit memo. Each employee must be linked to a User Code within the Employee setup form. In the Employee setup example provided below, there are three levels of sign-off, Susie then Wilma, then Carolyn.

The image displays three screenshots of the Employee Setup form, arranged vertically. Each form has a 'Supervisor & Credit Request Handoff' field and a 'Credit Memo Limit' field. Blue arrows indicate a sign-off chain: from Susie Wilson's 'Supervisor & Credit Request Handoff' to Wilma Winston's 'Assigned To', and from Wilma Winston's 'Supervisor & Credit Request Handoff' to Amanda Blake's 'Assigned To'. Red circles highlight the 'Credit Memo Limit' field in each form.

Employee Code	Code	Description	Level	Credit Memo Limit
Susie Wilson	Customer Service	Customer Service	1	\$10.00
Wilma Winston	Acctg Clerk	Accounting Clerk	1	\$25.00
Amanda Blake	Acctg Mgr	Accounting Manager	1	\$10,000.00



### User Group Credit Memo Limit Setup

For each User that will be involved in the Credit Request sign-off process, the User must be assigned to a User Group with a *Credit Memo Limit* set up and User Group security privileges that will allow the user access to the various functions of the Credit Request process. A User assigned to the group with a Credit Memo Limit amount will only be able to approve a Credit Request for up to a total amount of the limit amount assigned to their User Group.

### User Group Security Options Setup

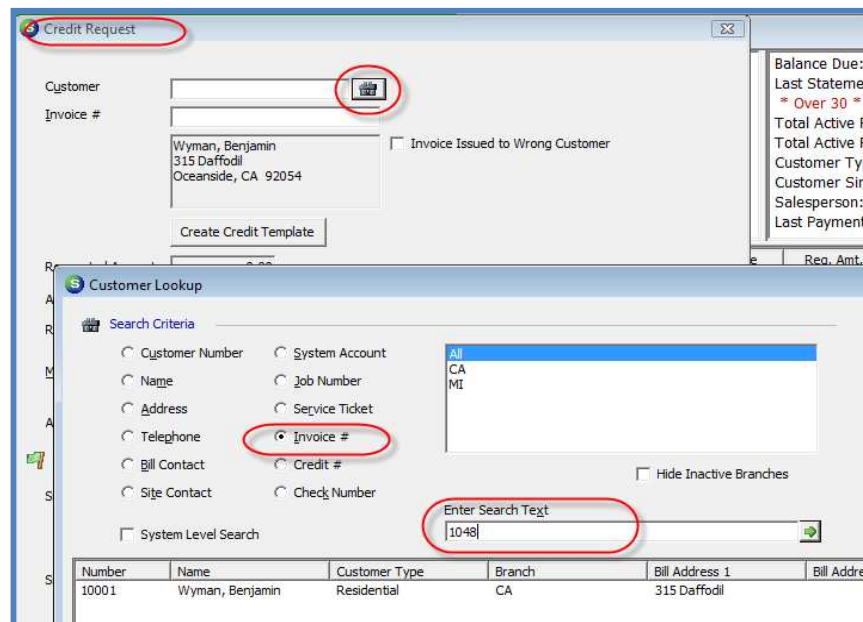
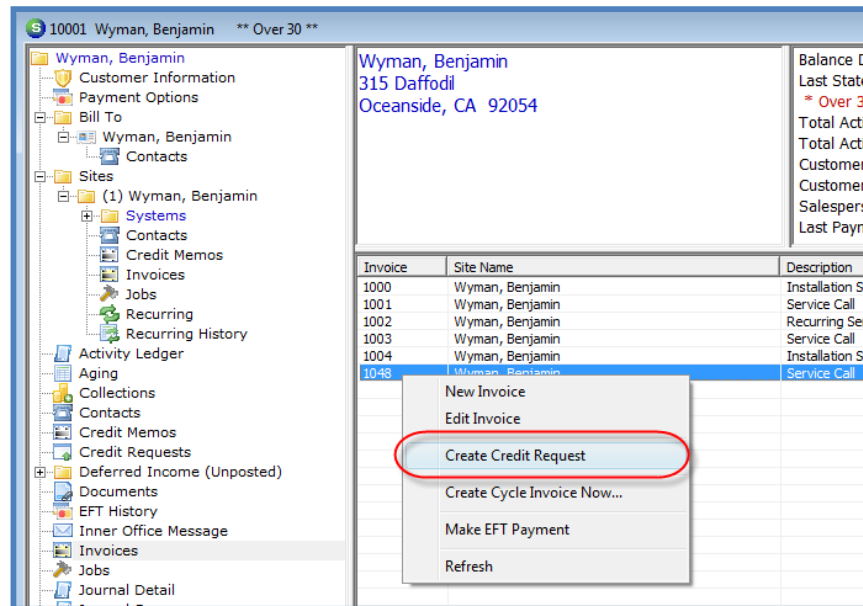
There are existing and new User Group security options that control functions related to the Credit Request function. These security options are listed below with a definition of each option.

- AR Ability to Change Assigned to on Credit Request (new) – if the user group has this option selected; the user will be able to reassign a Credit Request to a different employee when accessing a Credit Request from the customer explorer.
- AR Ability to Change Assigned to on Credit Request List (new) – if the user group has this option selected, the user will be able to reassign a Credit Request to a different employee when accessing a Credit Request from the Credit Request List under the main module tree; Accounts Receivable/Credit Request.
- AR Credit Memo – for users that will have the authority to generate the credit memo for the Credit Request, this security option must be selected. For the users that you do not want to generate the credit memo for the Credit Request, this security option must not be selected.

### Creating a Credit Request for an Invoice

There are three methods of creating a Credit Request for an invoice on a customer's account.

- From the Customer Explorer, right-click on the invoice and select Create Credit Request.
- From the Credit Request form, lookup the customer number by invoice number.
- From the Credit Request form, type in the invoice number.



**S Credit Request**

Customer: 10001

Invoice #: 1048

Wyman, Benjamin  
315 Daffodil  
Oceanside, CA 92054

Invoice Issued to Wrong Customer

Create Credit Template

Requested Amount: \$133.33

### Creating a Credit Request Using a Credit Template

Credit Templates are used when an invoice has been partially paid and you need to specify which invoice items/parts and how much sales tax for which to generate a credit. A Credit Template is also used when you want to generate a credit for any item code and/or parts that will be applied to any open customer invoice.

**S Credit Request**

Customer: 10001

Invoice #: 1048

Wyman, Benjamin  
315 Daffodil  
Oceanside, CA 92054

Invoice Issued to Wrong Customer

Create Credit Template

Requested Amount: \$133.33

Approved Amount: \$0.00

Reason:

Memo:

Assigned To: Administrator

Sign Off Detail

**S Credit Memo**

Customer ID: 10001

Category: Cycle Billing

Credit Account: 21020

Tax Group: CA-Orange Co

**Credit Memo**

Wyman, Benjamin  
315 Daffodil  
Oceanside, CA 92054

Site Address:  
Wyman, Benjamin  
315 Daffodil  
Oceanside, CA 92054

Items | Parts

Item List		
Item	Description	Qty
*		

### Sample Credit Request Sign-Off

In the example provided below, a Credit Request was created for \$65.00. The initiating user had the ability to sign-off for up to \$10.00. The next user signed-off for her limit \$25.00. The final user has a credit limit of \$10,000.00, so she is able to sign-off for the entire requested amount and generate the credit memo.

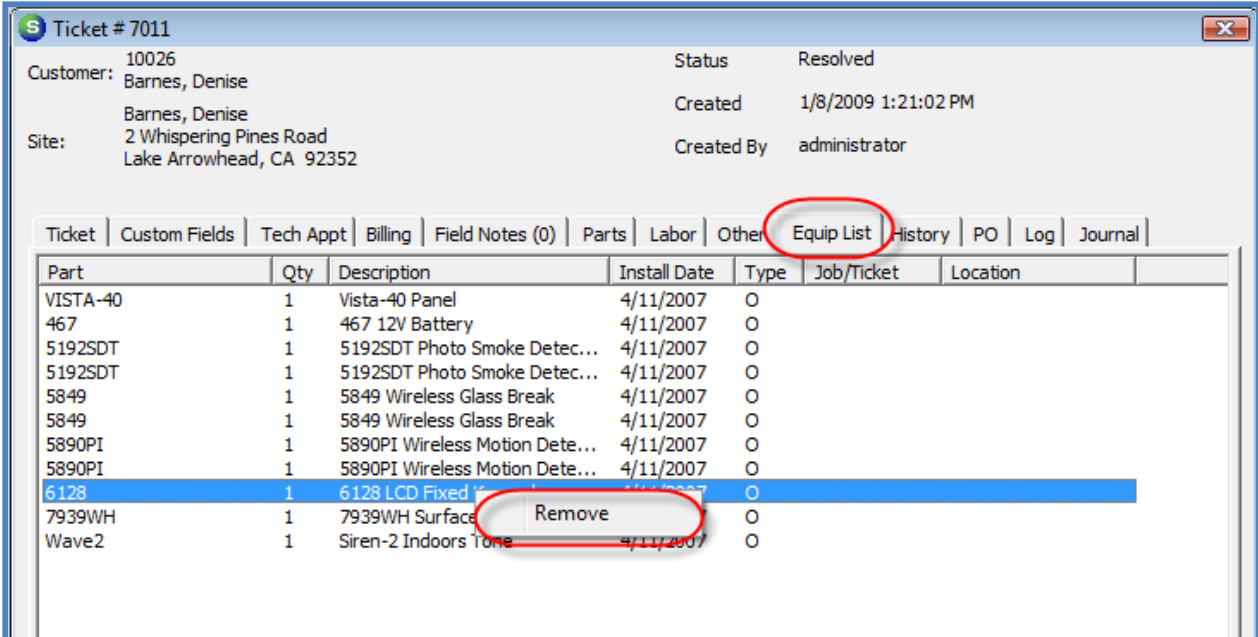
The screenshot shows the 'Credit Request 4' window. At the top right, it displays: Req By: susie, Req Date: 1/17/2009, and Credit Number: 1050. The Customer field contains '10001'. The Invoice # field is empty. The customer name and address are 'Wyman, Benjamin', '315 Daffodil', and 'Oceanside, CA 92054'. There is a 'Create Credit Template' button. The Requested Amount and Approved Amount are both '\$65.00'. The Reason is 'Service Problem'. The Memo reads: 'Customer had two battery changes in less than one month. Requests a credit for the trip charge on 1/16.' The Assigned To is 'amanda' with a date of '01/17/2009'. Below this is the 'Sign Off Detail' section with three entries:

Sign Off	User	Date/Time	Amount
Sign Off 1	susie	1/17/2009 8:29:05 AM	10.00
Sign Off 2	wwinston	1/17/2009 8:29:46 AM	25.00
Sign Off 3	amanda	1/17/2009 8:30:44 AM	65.00

Notes for Sign Off 1 are empty. Notes for Sign Off 2 are 'Forward to Amanda for final approval.' Notes for Sign Off 3 are 'Approved for \$65.00'. At the bottom left, there is a checked 'Closed' checkbox. At the bottom right, there are 'Save' and 'Close' buttons.

### Remove Equipment from a Service Ticket

You now have the ability to remove a piece of equipment from a System Equipment List when processing a Service Ticket. This is accomplished by highlighting the part line, then performing a right-click.



The screenshot displays a window titled "Ticket # 7011" with the following details:

- Customer: 10026 Barnes, Denise
- Site: Barnes, Denise, 2 Whispering Pines Road, Lake Arrowhead, CA 92352
- Status: Resolved
- Created: 1/8/2009 1:21:02 PM
- Created By: administrator

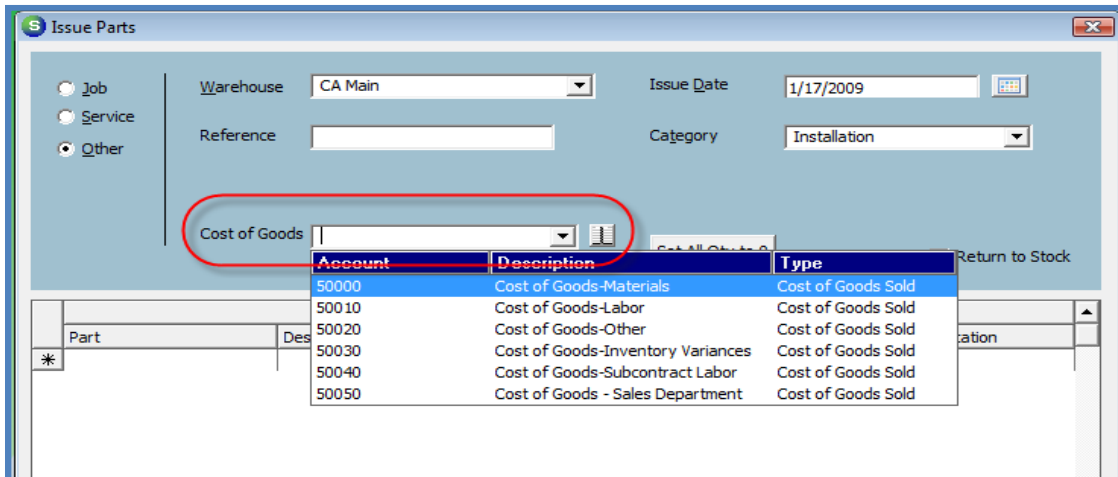
The "Equip List" tab is selected in the navigation bar. Below it is a table with the following data:

Part	Qty	Description	Install Date	Type	Job/Ticket	Location
VISTA-40	1	Vista-40 Panel	4/11/2007	O		
467	1	467 12V Battery	4/11/2007	O		
5192SDT	1	5192SDT Photo Smoke Detec...	4/11/2007	O		
5192SDT	1	5192SDT Photo Smoke Detec...	4/11/2007	O		
5849	1	5849 Wireless Glass Break	4/11/2007	O		
5849	1	5849 Wireless Glass Break	4/11/2007	O		
5890PI	1	5890PI Wireless Motion Dete...	4/11/2007	O		
5890PI	1	5890PI Wireless Motion Dete...	4/11/2007	O		
6128	1	6128 LCD Fixed	4/11/2007	O		
7939WH	1	7939WH Surface	4/11/2007	O		
Wave2	1	Siren-2 Indoors Tone	4/11/2007	O		

A right-click context menu is open over the row with Part ID 6128, showing a "Remove" option.

### Inventory Issues/Returns

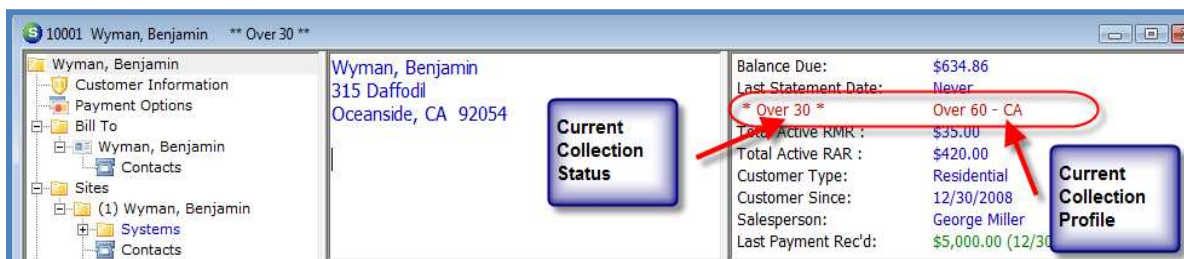
A new feature has been added to the Inventory Issues/Returns when the transaction is of the "Other" type. A new field has been added to this form – "Cost of Goods". This allows the User to select which Cost of Goods sold account to use for the miscellaneous issue to return.



### Collection Status & Collection Profile

If a customer is in one of the collection queues, the customer's collection status and the name of the collection profile are displayed on the Customer Explorer record. If a customer moves from one collection queue to another, the Collection Status is not updated on the customer record – this is by design.

A customer's Collection Status may manually be changed from the Customer Explorer by right-clicking on the Collection Status.



Notes: