

# SedonaOffice

The #1 Financial Software for Security Companies

---

# Credit Request Reference Guide

Last Updated: January 11, 2010

### **About this Guide**

This Guide is for use by SedonaOffice customers only. This guide is not meant to serve as an operating or training manual, its purpose is to provide an overview of the content contained within, and to be used as a reference guide only.

SedonaOffice reserves the right to modify the SedonaOffice product described in this guide at any time and without notice. Information in this guide is subject to change without notice. Companies, names and data used in examples herein are fictitious unless otherwise noted. In no event shall SedonaOffice be held liable for any incidental, indirect, special, or consequential damages arising out of or related to this guide or the information contained herein. The information contained in this document is the property of SedonaOffice.

This guide may be updated periodically, be sure to check our website at [www.sedonaoffice.com](http://www.sedonaoffice.com) for the most current version.

Copyright 2010

**Table of Contents**

**About this Guide** \_\_\_\_\_ **2**

**Credit Requests** \_\_\_\_\_ **4**

**Turning on Credit Request Processing** \_\_\_\_\_ **5**

        User Group Setting \_\_\_\_\_ 6

**Creating a Credit Request** \_\_\_\_\_ **7**

        New Credit Request \_\_\_\_\_ 7

        Credit Template \_\_\_\_\_ 8

        Approval of Credit Request \_\_\_\_\_ 8

        Creating the Credit Memo \_\_\_\_\_ 9

## Credit Requests

Please refer to the SedonaOffice On-Line Help for complete instructions on using Credit Requests. This reference guide will only cover the basic topics for discussion purposes.

<http://www.sedonaoffice.com/V5Help/V5Help.html>

The Credit Request function allows your company to control the process of when and what amount a Credit Memo is generated to a customer account. When this feature is enabled, your company may develop 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 functionality provides greater control over the number and amount of Credit Memos granted to your customers. A sign-off process is not required to use Credit Requests.

Once the Credit Requests functionality is activated, Users will no longer have the ability to manually create a Credit Memo or have available the right-click functions on the invoice, 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 Items 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 Items that were used on the originating customer's Invoice being credited off. This feature would be used if the incorrect customer was invoiced.

## Turning on Credit Request Processing

The company setup option must be flagged in order to activate this feature.

### Setup Processing

**Numbering**

Auto Invoice	<input checked="" type="checkbox"/>	Auto Job Number	<input type="checkbox"/>
Next Invoice	<input type="text" value="41907"/>	Next Job Number	<input type="text" value="20076"/>
Auto Customer	<input checked="" type="checkbox"/>	Require System Account	<input checked="" type="checkbox"/>
Next Customer	<input type="text" value="20169"/>	Require Unique System Account Company Wide	<input type="checkbox"/>

**Invoicing and Credits**

Cycle Beginning Day	<input checked="" type="radio"/> First Day of Month <input type="radio"/> Day of Service Start	<input type="checkbox"/> Print Customer Number on Invoices and Statements
		<input type="checkbox"/> Allow Printed Invoices to be Edited
		<input type="checkbox"/> Enter Separate Posting Date for Invoices and Credits
		<input checked="" type="checkbox"/> Allow direct invoicing to Master Account
		<input checked="" type="checkbox"/> Use Credit Request Processing
		<input checked="" type="checkbox"/> Require Credit Reason on Credit Memos

**Other**

<input checked="" type="checkbox"/> GL Categories required for Income and Expenses	Group Deferred Revenue By <input type="radio"/> GL Account
<input type="checkbox"/> Activate Customer Group Security by User	<input checked="" type="radio"/> Item Type
Customer Group <input type="text"/>	
<input type="checkbox"/> Enable Activity Tracking	
<input type="checkbox"/> Screen Employees by Type	
<input checked="" type="checkbox"/> Allow Site Only RMR	
<input checked="" type="checkbox"/> Allow Quantity Based RMR	

### User Group Setting

You must define a credit limit to each user group. This is the maximum amount of credit that a user in this group can approve.

**User Groups**

**User Groups**

Group	Description	Level	Credit Limit
Clerk	Clerk	1	\$0.00
Collections	Collections	2	\$10.00
Jones	Jones	1	\$0.00
Manager	Manager	1	\$10,000.00
Service	Service	1	\$100.00
Test Group waw	Test Group	1	\$0.00
View Customer	View Customer Only	1	\$0.00

**Include Inactive**

**User Group Edit**  **Inactive**

Code: Collections    Description: Collections    Level: 2    **Credit Memo Limit: \$10.00**

**Application Access | Report Access**

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

## Creating a Credit Request

From the Accounts Receivable menu screen you can open up the list of current credit requests. From here you may open an existing request for approval or select to create a new one.

Req No.	Customer #	Customer Name	Req By	Req Date	Reason	Requested ...	Approved ...	Assigned To	Assigned Dt
1	20106	Hank Zetterberg	Betty	06/09/08	Unhappy-Saving Account	600.00	100.00	Paul	06/09/08
3	20106	Hank Zetterberg	Administrator	06/09/08	Poor Service	555.00	100.00	Administrator	06/09/08
6	10125	Bob Smith	Administrator	06/10/08	Incorrect Charges	985.00	0.00	John	06/10/08
7	10021	Laura Johnson	Administrator	09/10/08	Incorrect Charges	25.00	0.00	Administrator	09/10/08
8	20072	Tim Smith	Administrator	09/24/08	Poor Service	1555.00	0.00	John	09/24/08

## New Credit Request

Once you select to create a new credit request, the suggested method is to build the credit memo in template format. This is a complete representation of the credit memo before it's approved and available to apply.

Customer: 20036

Invoice #: [Empty]

Customer Address: Melissa Johnson, 411 Main St, Plymouth, MI 48170

**Create Credit Template** (indicated by a red arrow)

Requested Amount: [Empty]

Approved Amount: \$0.00

Reason: [Dropdown]

Memo: [Text Area]

Assigned To: Administrator

Sign Off Detail:

- Sign Off 1: [Icon] Amount: [Field], Notes: [Text Area]
- Sign Off 2: [Icon] Amount: [Field], Notes: [Text Area]
- Sign Off 3: [Icon] Amount: [Field], Notes: [Text Area]

Buttons: Save, Close





The screenshot shows the 'Credit Request 17' window. At the top right, it displays 'Req By: Administrator', 'Req Date: 1/15/2010', and 'Credit Number: 41907'. The 'Customer' field contains '20036' and the 'Invoice #' field is empty. Below these is a text box with the address: 'Melissa Johnson, 411 Main St, Plymouth, MI 48170'. An 'Open Template' button is located below the address. The 'Requested Amount' and 'Approved Amount' are both set to '\$113.40'. The 'Reason' dropdown menu is set to 'Incorrect Charges'. The 'Memo' field contains the text 'Requested Credit for 4th QTR monitoring.'. The 'Assigned To' dropdown is set to 'Administrator' and the date is '01/15/2010'. Below this is a 'Sign Off Detail' section with a table:

Sign Off	Name	Date/Time	Amount
Sign Off 1	Administrator	1/15/2010 10:01:46 AM	113.40
Sign Off 2			
Sign Off 3			

Each sign-off row has a 'Notes' text area and an 'Amount' input field. At the bottom, there is a 'Closed' checkbox, 'Save', and 'Close' buttons.

## Creating the Credit Memo

Once you hit "Save" after signing off on the request, you will be prompted to create the actual credit memo. The credit memo will be created off of the template and posted to the General Ledger and customer account.

This screenshot is identical to the one above, but with a 'Create Credit' dialog box overlaid in the center. The dialog box has a question mark icon and the text 'Are you ready to create the credit?' with 'Yes' and 'No' buttons. A red arrow points from the 'Assigned To' dropdown menu to the dialog box. The background form is partially obscured by the dialog box.