

12TH ANNUAL

SedonaOffice® USERS CONFERENCE

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NETWORK



ACHIEVE

Service Management

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Table of Contents

Inventory Processing for Service	3
Sedona Setup.....	3
<i>Inventory Setup: Negative Quantities</i>	3
<i>Service Setup Defaults, GL Setup Tab, "Use WIP for Service Parts"</i>	3
<i>Service Setup Defaults, GL Setup Tab, "Default to Expense Inventory on Service Tickets" (By Svc Co), "When Invoiced"</i>	3
Materials & Labor Expensed (not using WIP)	4
Materials & Labor Expensed through WIP.....	5
Issuing Parts.....	6
General Ledger Transactions for Service Tickets	6
Physical Inventory with Open Service Tickets	7
Repair Orders for Customer Equipment	8
Receiving a Repair Order.....	10
Service Ticket Parts Reconciliation	11
Inspections	11
Sedona Setup for Inspection Creation.....	11
Inspection Creation	12
Comments Related to Inspections	14
Future Development	14
Notes	15

Inventory Processing for Service

Sedona Setup

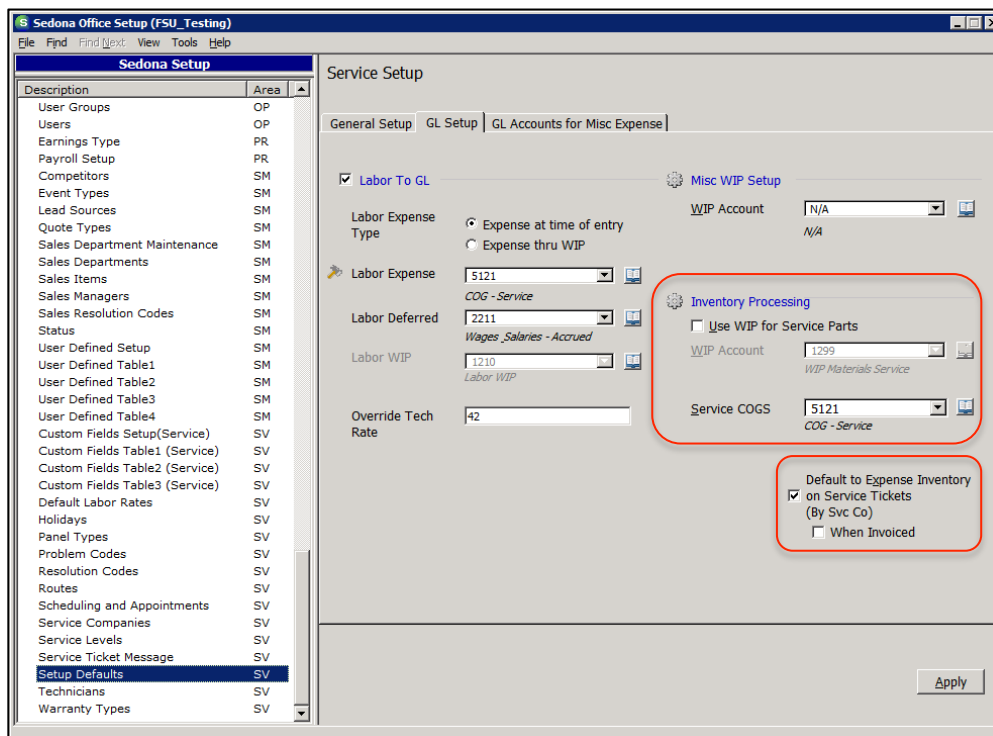
The following settings in Sedona Setup will impact your Inventory Processing for Service:

Inventory Setup: Negative Quantities

If choosing “Do Not Allow” and the warehouse you are selecting does not have any parts on hand, the application will not allow you to add this part to the service ticket. Previously, this setting only affected jobs, but this was changed several releases ago to apply to service as well.

Service Setup Defaults, GL Setup Tab, “Use WIP for Service Parts”

Service Setup Defaults, GL Setup Tab, “Default to Expense Inventory on Service Tickets” (By Svc Co), “When Invoiced”



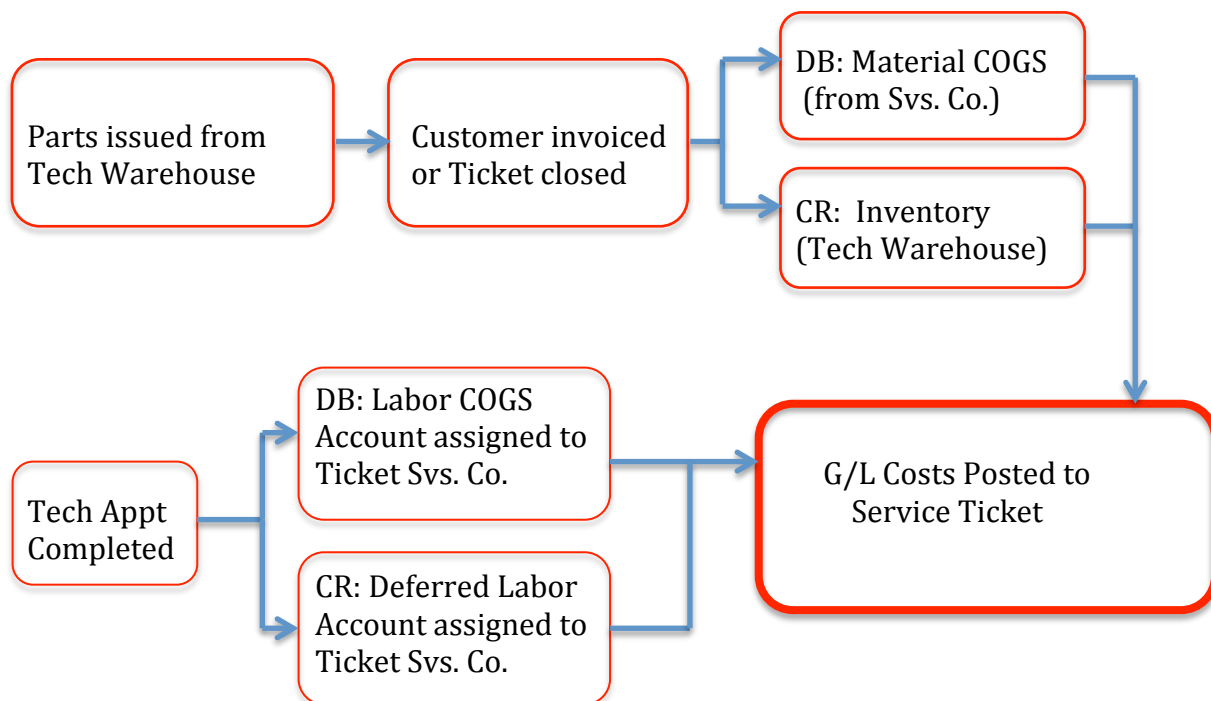
If “Use WIP for Service Parts” is checked, you will need to select which G/L account the service parts cost will post to when parts are issued to a service ticket and select a Service COGS Account. When the service ticket is invoiced, Material WIP will be credited and a debit will be created on the Material COGS Account.

If “Default to Expense Inventory” is selected, inventory parts will be expensed for each ticket. If this option is NOT selected at the Service Setup Defaults, inventory parts will be expensed based on the rule set by the Service Company.

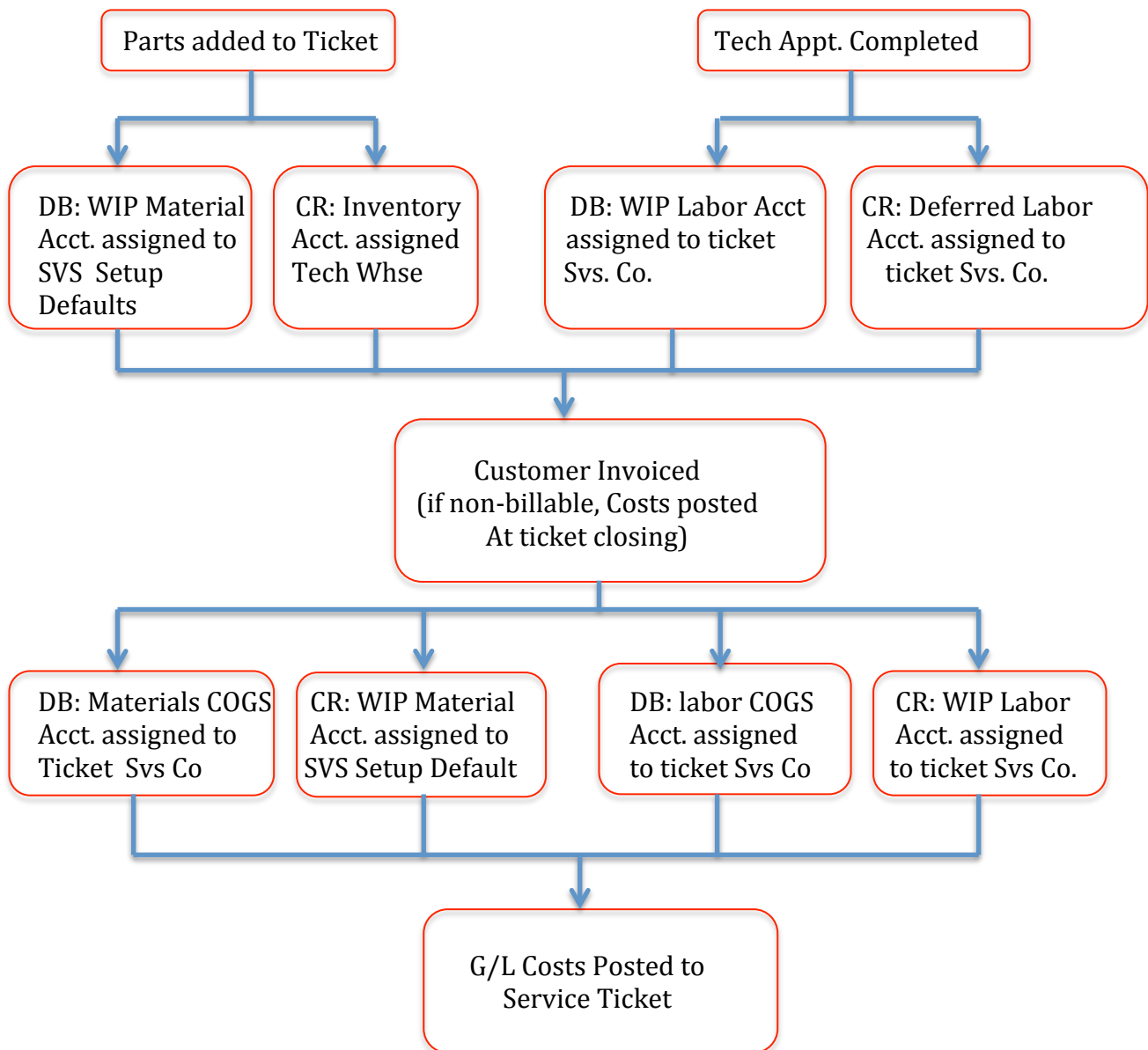
If “When Invoiced” is selected, AND when issuing parts through the service ticket, all inventory parts which are billable will be expensed when the service ticket invoice is created. If parts are not billable they will be expensed when the ticket is closed. If “When Invoiced” is not selected, inventory parts will be expensed when the service ticket is closed. However, if using Issues and Returns from the Main Tree to issue parts to a service ticket, the parts will be expensed at the time the issue occurs regardless of these selections.

The following diagrams illustrate the Service Ticket Expense Flow when using WIP and when not using WIP .

Materials & Labor Expensed (not using WIP)



Materials & Labor Expensed through WIP



Issuing Parts

Parts can be issued to a service ticket by using Issues and Returns from the Main Tree, or by using the Equipment tab within the ticket or by receiving a Purchase Order. If using Issues and Returns, the parts will be expensed immediately. If issuing the parts through the service ticket, they will be expensed either at the time the invoice is created or when the ticket is closed.

When issuing parts through the service ticket, there are two options in the service module, Service Options: "Warehouse" and "Technician". If Technician is chosen, you will need to create a technician appointment prior to adding a part to the service ticket. The application will automatically use the warehouse assigned to that technician for all parts being issued. If Warehouse is selected, the application will allow you to select which warehouse you would like to use and no technician is required.

If you create a direct expense PO from within the service ticket, and you have any additional expenses which you would like to pass along to the customer (freight, etc.), you will need to create an "other" charge on the service ticket. The actual G/L transaction occurs when the receipt is created.

General Ledger Transactions for Service Tickets

Examples of the journal entries created for a Service Ticket using WIP and one not using WIP

Reg No.	Type	Date	Reference	Acct	Description	Exp Type	Amount
82018	LABOR	05/04/2012	Svc Labor	122220	WIP - Service Labor		\$60.00
			Svc Labor	258200	Deferred Labor - Service*		(\$60.00)
82019	MWIP	05/04/2012	2033	120000	Inventory*		(\$9.19)
			2033	122210	WIP - Service Parts		\$9.19
			2033	122210	WIP - Service Parts		(\$9.19)
82020	COGS	05/04/2012	2033	520001	COS - Service-Parts	M	\$9.19
			2033	122220	WIP - Service Labor		(\$60.00)
82021	LABOR	05/04/2012	2033	520002	COS - Service-Labor	L	\$60.00

Acct No.	Description	Debit	Credit	Net
11000	Accounts Receivable*	\$295.20	\$0.00	\$295.20
20000	Accounts Payable*	\$0.00	\$86.50	(\$86.50)
20010	Inventory Receipts*	\$86.50	\$86.50	\$0.00
22000	Sales Tax Payable*	\$0.00	\$15.20	(\$15.20)
24050	Deferred Labor - Service	\$0.00	\$74.00	(\$74.00)
40020	Revenue, Installation Materials	\$0.00	\$125.00	(\$125.00)
40100	Revenue, Service Labor	\$0.00	\$155.00	(\$155.00)
50000	Cost of Goods-Materials	\$86.50	\$0.00	\$86.50
50005	Cost of Goods - Service Labor	\$74.00	\$0.00	\$74.00
Totals		\$542.20	\$542.20	\$0.00

Physical Inventory with Open Service Tickets

Prior to creating a physical inventory you will need to audit your open service tickets and identify all parts which have been issued to these tickets. If parts have been issued through the service ticket, but have not yet been expensed because the service ticket has not been either invoiced or closed (depending on your set up), you will need to either close the ticket prior to creating your physical inventory or remove these parts from the service ticket and re-issue them using Issues and Returns. By using Issues and Returns you will be relieving your inventory immediately.

Repair Orders for Customer Equipment

Prior to creating a Repair Order for Customer owned parts, the part must first be put into stock into a “Customer Part Repairs Warehouse” by performing a Miscellaneous Return transaction. If you do not have a warehouse set up for this purpose, we suggest that you do so. Also make sure that the standard cost for this part in the Customer Part Repairs warehouse is \$0.00.

Return the part to the Customer Repairs Warehouse by selecting “Issues/Returns” from the Inventory Module in the Main Tree. Fill in the information on this form:

- Radio Buttons – Select the “other” radio button
- Warehouse – Select the Customer Part Repairs Warehouse
- Reference – This is an optional note field. If the part was removed on a service ticket, you should reference that ticket number.
- Issue Date – This is the date the parts are being put into the Warehouse
- Category Code – Select the appropriate Category from the drop-down list
- Cost of Goods – Select the appropriate cost of goods sold G/L account to be used for the transaction. The application will debit this account and credit the inventory account associated with the selected warehouse. This transaction will have a zero amount for both the debit and the credit side of the transaction.
- Return to Stock – Select this option
- Parts List – Select the part(s) you are returning and the quantities
- Select Save

Part	Description	Detail	Qty	Location
06MR201CR	FIRE RELAY	FIRE RELAY		

Create a Repair Order to send the part(s) to the Vendor to be repaired by selecting the "Repair Order option from the Inventory Module in the Main tree and select New. Complete the Repair Order form:

- Vendor – Select the appropriate Vendor
- Category – Select the appropriate Category Code
- Warehouse – Select the Customer Part Repairs Warehouse
- Repair Number – This field will automatically fill in with the next P.O. #, but typically this field can be used to enter the return authorization number provided by the Vendor
- Order Date – Enter the date the parts are being sent out for repair
- Due Date – This is not a required field, but can be used if Vendor has provided a date when parts will be returned.
- Parts – In the body of the form select the part(s) and quantities being returned

- Memo – User may enter a note with information related to the repair
- Save and print the Repair Order.

Part	Serial No	Vendor Part	Quantity	Received
P6295		P6295	1	

Receiving a Repair Order

Navigate to the Main Application Menu and select the Receive Parts option from the Inventory module

Select the Vendor from the drop down list on the Parts Receipt form.

A message will display asking if the User wants to enter a stock receipt for an open Purchase or Repair Order: Select YES

The Select Purchase Order list will display. The Repair Orders are listed in the lower tier. Double click on the correct Repair Order from the lower tier.

The parts Receipt form will be displayed filled in with the information entered on the Repair Order. The Receive Date field in the header area of the form will default to today's date but the User may override the default. Verify the part and quantity and then Save.

Once the part has been received into the Warehouse, the User can either issue it to an existing service ticket or create a new service ticket. User must be sure to issue the part to the service ticket from the Customer Part Repair Warehouse.

Service Ticket Parts Reconciliation

In Releases 5.6.200 or greater, the application now reconciles the Parts used on a service ticket prior to being able to invoice the ticket. If the ticket is non-billable, the parts reconciliation check is performed when attempting to close the ticket.

If a part was entered on a Ticket and the Issue from Stock checkbox was unchecked, and a Purchase order was not created and/or not received for the part, the application will stop the User from invoicing or closing the ticket until a correction has been made. The User would need to either check the Issue from Stock checkbox on that part line item, or remove the part from the ticket.

Inspections

During this section we will focus on the areas we receive the most questions on regarding Inspections:

Sedona Setup for Inspection Creation

Inspection information is input on a System Inspection form within the System record. The following required fields for an Inspection Record will need to be added to Sedona Setup.

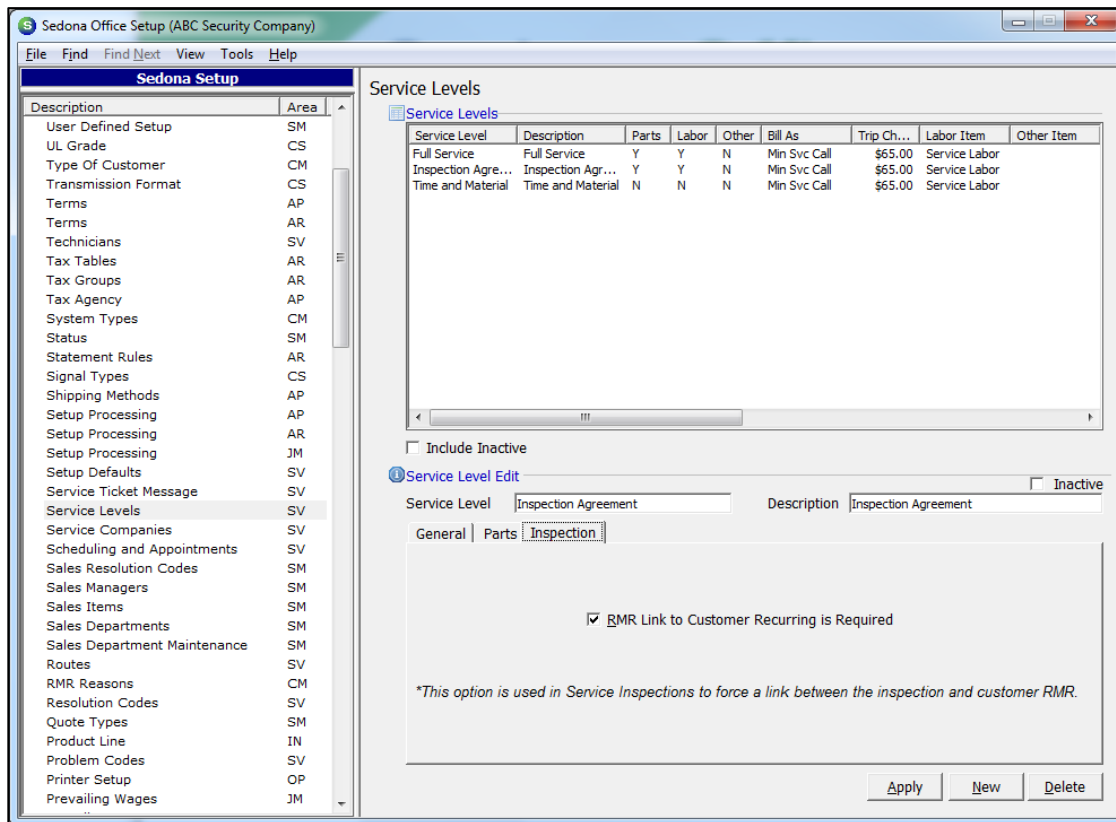
Service Level: A Service Level assigned to the Inspection record may be different than the Service Level assigned to the System associated with the Inspection record. For example, the Service Level assigned to the System may indicate that charges are invoiced through a recurring record whereas the Inspection record is billed separately as Time & Material.

If the Inspection will be invoiced through a recurring invoice item, you will need to select "RMR Link to Customer Recurring is Required" on the Inspection tab of the Service Level assigned to the Inspection.

Service Company: A Service Company assigned to the Inspection record may be different than the Service Company assigned to the System.

Service Problem Code: When an inspection ticket is created, this problem code will automatically be assigned to the ticket. Examples of suggest problem codes are: Annual Fire Inspection, Semi-Annual Fire Inspection, Intrusion Inspection.

Service Resolution Code: At the time the Inspection is completed, a Resolution Code will be assigned to the Inspection ticket. An example of suggested Resolution Code would be Inspection Completed.



Inspection Creation

To create a new Inspection record; open the System record, navigate to the Inspections tab and select New. Or, within the customer tree, navigate to the System record, highlight Inspections under the System, right click and select New Inspection. The System Inspection form will display. Fill in the following data fields:

- Description – the User may type in any label to describe the Inspection
- Frequency, Service Company and Service Problem code – select the appropriate value from the drop down list
- Service Level – select the appropriate value from the drop down list. If the Inspection is to be tied to an existing Recurring Invoice Item, the User must select a Service Level where “RMR Link” = “Y”. If this is chosen, the User must select the corresponding Recurring Item Link from the dropdown field. Only Active Recurring Invoice Items from that site will display.
- Last Inspection Date – not a required field. User may enter last inspection date for reference purposes

- Next Inspection Date – enter date of next inspection
- Charges, Inspection Item & Amount – not required fields User may select an invoice item and amount to be used when invoicing for the inspection. Generally this is used when the inspection is to be invoiced at a flat rate in which case a service level is chosen which includes parts, labor and other charges so that the inspection invoice includes only the Inspection Item and the Amount

Inspection Form: Note the Recurring Item Link and Cycle Amount Fields. If a Service Level is chosen where the RMR Link = N, these fields will no longer display

The screenshot shows a software window titled "System Inspections" with a close button in the top right corner. The window displays the following information:

- Site:** Valley Pharmacy Chagrin Falls, 2 Shopping Plaza
- System:** 123-45 Intrusion
- Detail | Equipment** (tabbed view)
- Inspection Section:**
 - Description: [Text Field]
 - Frequency: [Dropdown Menu]
 - Service Problem Code: [Dropdown Menu]
 - Service Level: [Dropdown Menu]
 - Service Company: ABC Security Service Co [Dropdown Menu]
 - Last Inspection: [Text Field] [Calendar Icon]
 - Next Inspection: [Text Field] [Calendar Icon]
 - Recurring Item Link: [Dropdown Menu]
 - Cycle Amount: [Text Field]
 - Service Tech: [Dropdown Menu]
 - Group Number: [Text Field]
 - Estimated Hours: [Text Field]
 - High Frequency Bypass:
 - Exclude from High Frequency Check:
 - Notes: [Text Area]
- Charges Section:**
 - Inspection Item: [Dropdown Menu]
 - Amount: [Text Field]
- Buttons:** Save, Terminate, Cancel

SedonaOffice also provides the ability to group Inspection (or Service Tickets) under the same site. The concept is to provide ability to group two or more tickets together, schedule technician appointments for the group and also to be able bill the customer for work performed on multiple tickets within the group on a single customer invoice. Additional documentation on Group Tickets is available on our website. Contact Support if you are interested in having this feature available.

Comments Related to Inspections

An Inspection Ticket must be closed in order to update the Inspection record and the next inspection date.

If you forget to generate an inspection ticket, it is possible the application could generate another inspection ticket sooner than you desire. For example, if the inspection frequency is Quarterly and the next inspection date is 12/1/2013 and the inspection ticket is closed on 2/1/2014, the application will set a next inspection date of 3/1/2014. In this case, you can manually change the next inspection date on the Inspection record.

Future Development

The ability to defer the invoicing of a service ticket to the next cycle bill is in BETA testing and will be available soon. Within a service ticket, you will be able to view the next cycle date for the customer and choose to defer the service invoice to be included on the next cycle invoice.

Notes