12тн ANNUAL

SedonaOffice[®] USERS CONFERENCE

MARCO ISLAND, FLORIDA **JANUARY 27 - 29, 2014**



ACHIEVE

Service Management

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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"

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		=1	Service Setup				
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Carrantitare	PK CM		_				
Event Types	SM		✓ Labor To GL		_ :j:	Misc WIP Setup	
Load Sources	SM CM					WIP Account	N/A
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Sales Department Maintenance	SM			C Expense und wip			
Sales Departments	SM CM		Labor Expense	5121	_		
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Sales Resolution Codes	SM				<u>್</u> ಟಿ	Inventory Proces	sing
Statue	SM		Labor Deferred	2211		Use WIP for S	ervice Parts
User Defined Setup	SM			Wages _Salaries - Accrued		MATE Assessed	
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User Defined Table?	SM			Labor WIP			WIP Materials Service
User Defined Table3	SM						
User Defined Table4	SM		Override Tech	42		Service COGS	5121 💌 🖳
Custom Fields Setup(Service)	SV		Rate	1 14			COG - Service
Custom Fields Table1 (Service)	SV				-		
Custom Fields Table2 (Service)	SV					(
Custom Fields Table3 (Service)	SV						Default to Expense Inventory
Default Labor Rates	SV					1	on Service Tickets
Holidays	SV						(By Svc Co)
Panel Types	sv						When Invoiced
Problem Codes	sv	-11				~	
Resolution Codes	sv						
Routes	sv						
Scheduling and Appointments	SV						
Service Companies	SV						
Service Levels	SV						
Service Ticket Message	SV						
Setup Defaults	SV						Apply
Technicians	SV						Дрру
Warranty Types	SV 7						
P	_	- 1					



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)











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

Ticket Journal Image: Detail Image: Detail Image: Detail	ß	Journal			Ticket #2033			×
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Service	Appointments	S a	nt Journal	Notes	Solution Other	Purchase	Service	icket	Critical Messages (1)		
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Customer	10001 Valley Pharmacy		Created	1/2	2/2014 1	1:09:36 AM		Contact			-
Site	Valley Pharmacy	Chagrin Falls	Created	By Ad	ministrat	or		Phone		Ext	
	2 Shopping Plaza	a 144022	Status	Clo	osed			Notify			
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[√] Close											
Acct No.		Description	ı				Deb	it	Credit		Net
11000		Accounts	Receivable*				\$295.2	0	\$0.00		\$295.20
20000		Accounts F	ayable*				\$0.0	0	\$86.50		(\$86.50)
20010		Inventory F	leceipts*				\$86.5	50	\$86.50		\$0.00
22000		Sales Tax	Payable*				\$0.0	0	\$15.20		(\$15.20)
24050		Deferred La	abor - Service				\$0.0	0	\$74.00		(\$74.00)
40020		Revenue,	Installation M	aterials			\$0.0	0	\$125.00		(\$125.00)
40100		Revenue,	Service Labor				\$0.0	0	\$155.00		(\$155.00)
50000		CostofG	oods-Matenals				\$86.5	0	\$0.00		\$86.50
50005		Cost of G	oods - Service	Labor			\$/4.0	0	\$0.00		\$/4.00
T OLDIS							\$542.2	80	\$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



S Issue Parts										×
◯ <u>J</u> ob ◯ Service ⓒ Other	To Warehouse	MI-Cust Repair Serv Tkt # 45676	_		Issue <u>D</u> a Ca <u>t</u> egor	ate [y [1/8/2014 S-Svc T&M			
	Cost of Goods	520001	<u> </u>	🔽 Return	n to Stock		☐ <u>V</u> iew Se	rial/Lot No		
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Part © 06MP 201CP		Description		D			Qty	Location		
*										
					Set All Qty to 0		<u>S</u> ave	New	<u>C</u> lo	se

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 pars 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.

S New Repair Order				
Vendor Code Category				
ADI S-Svc T&M	▼			
Repair Order A01 544 Greer Plymouth, MI 48170 Phone: (800) 555-4321 Pax: Select from <u>A</u> I Parts	Warehouse MI-Cust Repair Repair Number 1203 Order Date 1/8/2014 Due Date			
		Darte List		
Part	Serial No Vendor Part	Turus List	Quantity	Received
_Ø PS295 *	PS295		1	
Memg Service Ticket # 34679	*		T	tal Expense
	v		Re	ceived
Closed				Save Close

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.



Sedona Office Setup (ABC Security C	ompany)											X
File Find Find Next View Tools	<u>H</u> elp											
Sedona Setup			Com	daa Lavala								
Description			Serv	Ice Levels								
Description	Area	۰î	E	Service Levels								
User Defined Setup	511			Service Level	Description	Parts	Labor	Other	Bill As	Trip Ch	Labor Item	Other Item
UL Grade	CS ON			Full Service	Full Service	Y	Y	N	Min Svc Call	\$65.00	Service Labor	
Type Of Customer	CM			Inspection Agre	Inspection Agr	Y	Y	N	Min Svc Call	\$65.00	Service Labor	
Transmission Format	CS			Time and Material	lime and Material	N	N	N	Min Svc Call	\$65.00	Service Labor	
lerms	AP											
Terms	AR											
Technicians	SV	-										
Tax Tables	AR	=										
Tax Groups	AR											
Tax Agency	AP											
System Types	CM											
Status	SM											
Statement Rules	AR											
Signal Types	CS											
Shipping Methods	AP											
Setup Processing	AP			•								4
Setup Processing	AR											
Setup Processing	JM			Include Inacti	ve							
Setup Defaults	SV		6	Service Level Edi	+							
Service Ticket Message	SV							_				Inactive
Service Levels	SV			Service Level	Inspection Agreeme	nt			Description	Inspection A	greement	
Service Companies	sv			Conoral Parts	Inspection							
Scheduling and Appointments	sv			General France	- mopection							1
Sales Resolution Codes	SM											
Sales Managers	SM											
Sales Items	SM											
Sales Departments	SM				✓ <u>R</u> M	1R Link	to Cust	omer F	Recurring is R	equired		
Sales Department Maintenance	SM											
Routes	SV											
RMR Reasons	CM											
Resolution Codes	SV			*This option is	used in Service I	nspecti	ons to	force a	link betweer	n the inspec	ction and cust	omer RMR.
Oupte Types	SM											
Product Line	IN											
Problem Codes	SV											
Printer Setup	OP										1	1
Prevailing Wages	1M									Appl	y <u>N</u> ew	Delete
······································	200	Ŧ										

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

Site	Valley Pharmacy Chagrin Falls 2 Shopping Plaza				
System	123-45 Intrusion				
Detail Equipment					
🔍 Inspection —					
Description			Service <u>T</u> ech		•
Frequency		▼	<u>G</u> roup Number		
Service Pro	blem Code	•	Estimated Hours		
Service <u>L</u> er	/el	▼	High Frequency Bypass		
Ser <u>v</u> ice Co	Mpany ABC Security Service Co	- #	Exclude from		
Last Inspe	ction		Check		
Next Inspe	j				
Recurring 1	item Link	•	Notes		~
Cycle Amo	unt				-
👸 Charges ———					
	Inspection Item			•	
	Amount				



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

