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Tips and Tricks

PERENNIAL SOFTWARE
Makers of SedonaOffice and AlarmBiller

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Credit Off Invoices

Sometimes when customers short pay, you can end up with a collection of mostly paid invoices that still carry a balance of a few pennies. It may not be worth a collection call to try to get the leftover five cents. Rather than letting these invoices hang open or crediting them off one by one, you can credit them all at once using the Credit Off Invoices feature.

Credit Off Invoices is designed to search your database for all invoices that match your criteria, and then credit them all off at once. To use this feature:

1. Go to Accounts Receivable – Credit Off Invoices
2. Use the Invoice Selection column to select what type of invoices you want to credit. In the example below the user has selected to credit off all invoices dated 12/31/2016 or earlier, that have a balance left of five cents or less.
3. Use the Posting Info column to select when, what account, and what category you want the credits to hit. In this example the user has chosen to create the credits as of 12/31/2016 and have them hit the Other Income account with a General and Administrative Category.
4. Add a memo if desired.
5. Hit the green arrow to find invoices. You have the option of unchecking the box on any invoice listed that you may not want to credit.
6. The total amount of all invoices that meet your criteria and the total of all invoices that you have checked displays on the left below the Invoice Selection.
7. Once you have made your selections simply hit save and all of the checked invoices will be credited off.

Late Fees vs. Finance Charges

When a customer is past due on payment you have the option of charging them a Late Fee or a Finance Charge, but what is the difference?

Late Fees
- Calculated on Statements
- No general ledger activity unless they are paid
- Can be gotten rid of by simply recalculating late fees on the customer, they can be recalculated at $0 if desired

Finance Charges
- Calculated on independent invoices using AR Finance Charges feature
- Have general ledger activity just like any other invoice and will appear as income for your company for which you may pay taxes
- Must credit them off to get rid of them

The benefit of late fees is they can be used as incentive for customers to pay their bills, and there is no harm done if customers do not pay the late fee itself. Since late fees have no GL activity, if they are not paid simply remove them from the account. If the fee is paid, even better!
The late fee calculation is: Late Fee = (Invoice Total * (Annual Interest Rate / 365)) * # Days Overdue.

The benefit of finance charges is that they are created on actual invoices and must be paid. They hit your accounts receivable as soon as they are created and must be credited off like any other invoice if no payment is received.

It would be best to consult a CPA on whether late fees or finance charges are best for your company.
Late Fee Calculation on Statements

Example Late Fee

Balance Due:	$657.30
Last Statement Date:	12/18/2015
Last Late Fee:	$104.94
* Legal *	Over 90 Days Past Due
Total Active RMR :	
Total Active RAR :	
Customer Type:	Residential
Customer Since:	8/30/1997
Salesperson:	Oliver Blais
Last Payment Rec'd:	$80.65 (2/1/2015)
# of Disp Last 1 Days	0

Doyle, Edith
50 Old Clark Hill Rd
Cleveland, OH 44110
(440) 365-0871

STATEMENT

Customer	Edith Doyle
Customer Number	0010042
Statement Date	12/8/2016
Total Due	762.24
Due Date	12/18/2016

OPEN INVOICES

Date	Invoice #	Description	Amount	Balance Due
Edith Doyle, 50 Old Clark Hill Rd Cleveland, OH				
4/1/2015	263240	Recurring	80.65	80.65
7/1/2015	273858	Recurring	83.88	83.88
11/1/2015	281643	Recurring	83.88	83.88
1/1/2016	296922	Recurring	87.28	87.28
2/24/2016	300457	FC	5.43	5.43
4/1/2016	332427	Recurring	87.28	87.28
6/13/2016	341087	Service Call	123.91	123.91
8/8/2016	349917	Recurring	87.28	87.28
8/9/2016	352077	FC	8.20	8.20
11/19/2016	367140	FC	9.51	9.51
		Late Fee		$104.94

Current	31 - 60 Days	61 - 90 Days	Over 90 Days	LATE FEES	CREDITS	TOTAL DUE
9.51	0.00	0.00	647.79	104.94	0.00	762.24

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Customer Number	0010042
Statement Date	12/8/2016
DUE DATE	12/18/2016
TOTAL DUE	$762.24

AR - Finance Charge Creation

Example Finance Charge

Negative RMR

To create RMR discounts, free trial periods and to offset RMR lines entered in error, consider using negative RMR lines. Negative RMR lines can be entered in the same manner as positive lines by simply entering a negative number in the amount field. Here are some examples:

You are offering a discount on the first six months of a recurring charge. The total monthly amount of the RMR is 20.00, so a 20.00 RMR line is entered. The total amount of the discount is 5.00 so a negative RMR line is entered for -5.00. A cancelation date is put on the -5 line for six months in the future. When the recurring is run the two lines net to 15.00 for the first six months, then the negative line passes its cancelation date, and the 20.00 line is left to run by itself every month after that.

The above also works if you are giving away the first few months of recurring free. Just enter a negative RMR line for the total amount of the positive line and give the negative line a future cancelation date. The RMR will net to 0 until the cancelation date passes and then charging will being.

A negative RMR line could also help if you find yourself with a positive RMR line that was entered in error and cannot be deleted. In this case you would cancel the positive RMR line, but even so it will still want to bill for one day. To make sure that one day charge doesn't hit your customer, create a negative RMR line for the same amount and cancel it for the same day as the positive line. This way the two lines process together and net to 0.

Example of a 48.00 recurring line being discounted to 40.00 for the first 6 months

Item Code	System	Cycle	RMR	Cycle Amt	Next Cycle	Cycle Start	Cycle End
086	Fire Sprinkler	M	$48.00	$48.00	12/1/2016	12/1/2016	
086	Fire Sprinkler	M	($8.00)	($8.00)	12/1/2016	12/8/2016	6/1/2017
	Total		$40.00				

When a negative RMR line is eneterd as a discount you may want to consider whether it should simply reduce your primary income account, or if you would like to track the discount separatley in its own GL account. To simply reduce your income account, enter the RMR lines as shown above. To track the discount in a separate GL, a new GL account and new RMR item should be created. When the negative RMR line is entered select the new discount RMR item. Ex:

Item Code	System	Cycle	RMR	Cycle Amt	Next Cycle	Cycle Start	Cycle End
086	CCTV	M	$48.00	$48.00	1/1/2017	1/1/2017	
Discount for Annual Payme	CCTV	M	($48.00)	($48.00)	1/1/2017	1/1/2017	7/1/2017
	Total		$0.00				

Service Ticket Billing Options

There are four ways to bill service tickets. Traditionally you can simply navigate to the ticket's billing tab, select the correct bill to on the customer's account, and click Create Invoice. But you can also bill using Third Party Billing, Add to Next Cycle, and Batch Billing.

Third Party Billing

This is for use when the service ticket is on one customer's account and the invoice needs to go to a different account. In this case you can check the Third Party Bill To box on the billing tab, search for the other customer, and then create the invoice.

- Note: this is not the same as billing sub accounts to master accounts. If a sub account is setup to bill service ticket invoices to the master it will do so automatically. There is no need to select third party billing.

Bill to Next Cycle

If the customer has recurring on their account you may choose not to create a service ticket invoice, and instead apply the charges from the ticket to the next recurring cycle invoice. If this option is selected all of the charges from the ticket will appear on that customer's next recurring invoice.

Batch Billing

The Batch Billing feature can be used on inspection and service tickets to bill multiple service tickets at one time. Batch billing cannot be used for group tickets. Prior to beginning batch billing make sure all tickets have been reviewed and payment method has been selected on the ticket if applicable. To begin:

1. Access Batch Billing by going to Service – View tab – Batch Billing.
2. At the top select what the invoice date should be for all invoices, whether or not the resolution note should be added to the invoice memo field, and whether the ticket should be auto closed when invoicing is done.
3. Check the box for each ticket you want to create an invoice for and click the Create Invoices for Select Tickets button
4. The system will pop up and ask you to verify you are ready to create the invoices. Select Okay and invoices for each ticket will be generated. The generated invoices can be accessed the same and appear the same as invocies created manually on each ticket.

Aging by Effective Date Detail

The AR Aging by effective date report is designed to give a snapshot of AR aging as of a specific date in time. It is also the only AR report which should be used to reconcile to the GL.

The difference between this and a current aging is that the current aging can't show you what the aging used to look like, only what it looks like now. For example, let's say Invoice A was create 1/1/2016 and paid 2/1/2016. On 2/1/2016 we run the current aging. The current aging will not show Invoice A because it is paid. Let's say instead we ran the AR Aging by Effective Date report with a date of 1/31/2016. The AR Aging by Effective Date will show Invoice A because on 1/31/2016 Invoice A was not yet paid. To put it another way, the current aging would give an accurate picture of what your AR looks like now, and the AR Aging by Effect Date would give an accurate picture of what the January AR looked like then. This is especially important when considering credits, which may be applied and unapplied in different months. The current aging will only recognize the final resting place of the credit. The AR Aging by Effective Date report will track where the credit was applied or unapplied as of the date you select.

For the following table assume todays date is 2/1/2016 and the effective date report is run for 1/31/2016, there is no date selection option on the current againg:

Invoice	Dated	Paid	Appears on Current Aging?	Appears on AR Aging by Effect Date?
A	1/1/2016	2/1/2016	No	Yes
B	1/1/2016	1/31/2016	No	No
C	2/1/2016	Not yet paid	Yes	No

When running the AR Aging by Effective Date report you can filter by branch, customer status, and/or invoice type. You can sort the report by customer name or number. There are also three additional report options:

Invoice and Credit Detail – When this option is not checked the report shows one summary AR line for each customer. When this option is checked the report shows one line for each open invoice and credit on the customer.

Use Branch at Invoice Level – The branch assigned to an invoice's site and the branch assigned to the invoice itself are usually the same. However, you can change the branch on an invoice so that these two do not match. By default the report uses the site branch for invoices, but selecting this option makes the report use the branch on the invoice itself.

Age Credits – Normally credits appear on the report by themselves in a generic 'credit' bucket. However, you can get your credits to age just like invoices by selecting this option.

Report Criteria

AR Aging by Effective Date without detail

AR Aging by Effective Date with Invoice and Credit Detail

Extended System User Defined Fields

In version 5.7.44 of Sedona Office a new detailed user defined section has been added to systems. Once setup, users have the option of using six different completely customizable tabs and the customizable fields within those tabs.

Setup

This new feature incudes six customizable tabs and eleven or more customizable fields within those tabs. The feature itself, the tabs, and each field must be activated separately. This allows you to activate and display only the fields you wish to use. To begin setup go to SedonaSetup - Extended System User Defined Fields.

A breakdown of the fields in this setup table:

Within this setup table the following types of fields are available for customization:

- Check Boxes
- Date entry fields
- Drop downs (for selecting one entry from a list)
- Money entry fields (for entering dollar values)
- Note entry fields
- Text Boxes (for short bits of free form text)

To begin:

1. Check the "User Defined Fields In Use" box in the very top right corner and label this feature by entering the name of your choice in the "Form Title" field.
2. Click through the six tabs to see which of them fit your needs. When you find a tab you wish to activate check the "Tab In Use" box and enter a name for the tab in the "Tab Caption" field.
3. Click on a field on your tab that you wish to activate. Details for that field will appear in the bottom portion of the screen.
4. Enter a name for the field under "Field Label"
5. If you want the field to have a default, enter one in the "Default Value" field
6. Leave the Start Tag and End Tag fields blank. These fields are for future functionality not yet implemented
7. If your chosen field is a drop down, enter all possible drop down options under "Drop Down List Items"
   - Select the + sign. The following pop up box will appear:
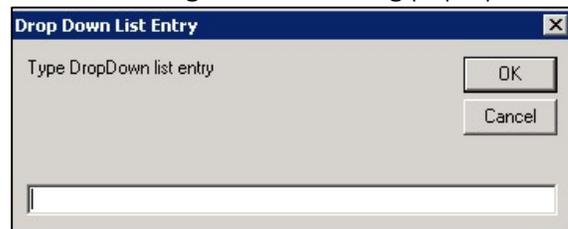
   - Enter the drop down option and click Okay
   - You can change the order of the drop down options by selecting an option and using the Up and Down buttons at right to adjust
   - You can remove drop down options by selecting the option and clicking the (−) button at left
8. Select Apply
9. You may return at any time to activate more fields and tabs. You can inactivate fields and tabs by unchecking the associated Field/Tab In Use boxes.

Using the Extended User Defined Fields

To view and edit the extended user defined fields:

1. Open a customer
2. Expand on one of the customer's sites and then expand Systems so you can see the individual system names
3. Highlight a system, right click, and select edit
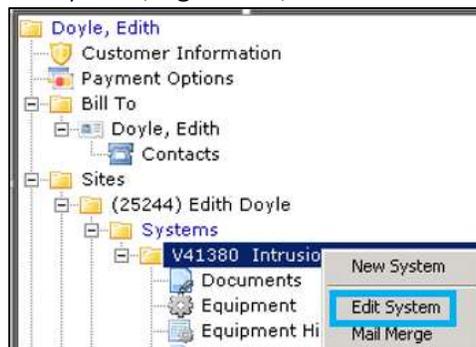
4. Select the U/D Fields button at the bottom (U/D stands for User Defined)
5. A window will pop up with all of your activated custom tabs and fields listed
6. To use these fields simply enter the appropriate info and save
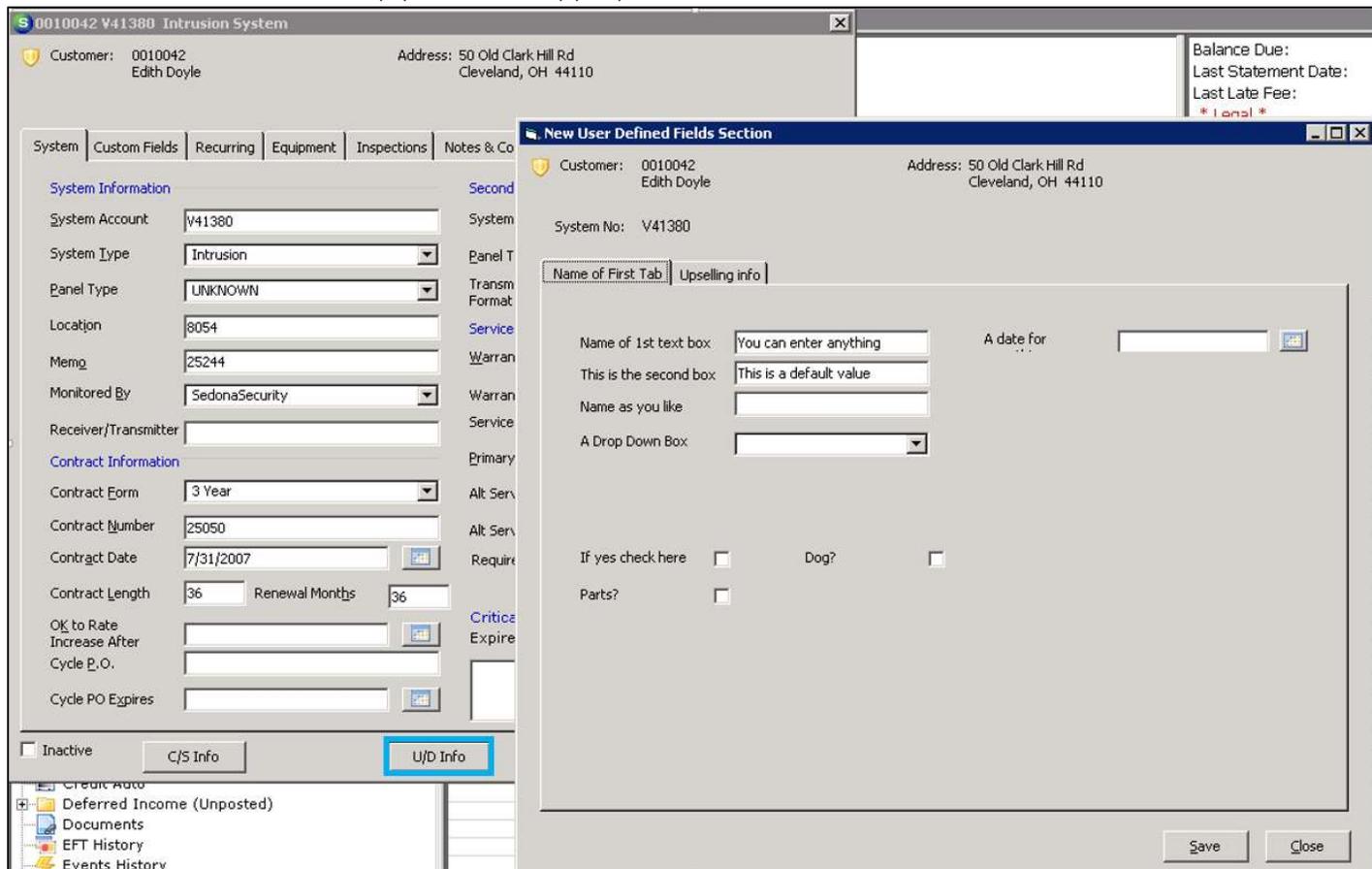
AP Credit Card Payments Made in Error

When you pay a bill via credit card a credit gets auto created on the original vendor and auto applied to that bill. The bill on the original vendor is therefore paid and closed. A new bill then gets opened for the same amount on the credit card vendor. In essence the bill is being moved from the original vendor to the credit card vendor. None of this can be backed out. So if you pay a bill via credit card and later realize the bill should have been paid a different way, how can you undo this transaction?

The bill on the credit card must be credited off and a new bill must be created on the original vendor. Whenever you have paid a bill by credit card in error follow these steps:

1. Go to the *original vendor* and make note of what expense line/GL account is in the body of the bill.
2. Go to the *Credit Card vendor* and create a credit. In the body of the credit use the expense line/GL account you noted.
3. Apply that credit to the open bill for this transaction on the credit card vendor (do not try to credit off the original bill, that bill was already paid by CC)
4. Open the vendor the bill was originally on
5. Re-create the bill from scratch on the original vendor

Note: Under no circumstances should the credit card bill be deleted. Doing so will not open back up the original bill and it will throw off the GL. If a bill has been deleted off of the credit card vendor it must be recreated and then the steps above should be followed.

Parts Updater

Sedona has a parts updater that can be used to import parts lists to your inventory. In some cases the parts updater can also be used to update info on your existing Sedona parts, such as adding a new vendor to all of your parts, or updating parts pricing.

> Note: The parts updater cannot update standard costs. Standard costing is done on a warehouse by warehouse basis and the updater does not assign part warehouses.

To use the parts updater:
1. Acquire your parts list – You can create this yourself, get it from a vendor, or export it from Sedona if you are updating existing parts.
2. Download the parts updater by going to Sedonaoffice.com - Resources – Downloads - Sedona Office Parts Update Utility (use version 10 for Sedona versions 5.7.26 and higher, use version 9 for older versions of Sedona). The updater will save as a zip file named Parts Updater.
3. Open the Parts Updater folder on your machine, double click PartsUpdateSetup, and select Run.

4. The setup wizard will extract the files from the .zip and then open the updater. Make sure to note what folder the files get extracted to so you can find them later. The files will include the setup wizard, help docs, example docs, and the parts extractor. If you are updating existing parts in Sedona, use the parts extractor to pull your part list, making sure to include all columns.

5. After extracting the files the setup wizard will open the updater which begins with the terms and conditions. Read the terms and conditions and if you agree, check the box to accept. This step is important because the parts updater allows you to change a large amount of data in one swoop. If you are not careful you could incorrectly adjust data. The terms and conditions ask you to:
   - Backup your database before using the updater, and test the updater in your sandbox first.
   - Understand that this is not an official module and while we will answer questions, we do not officially offer support on it. This means if the updater is used incorrectly and your database requires extensive data repair, this will not be covered under regular support.
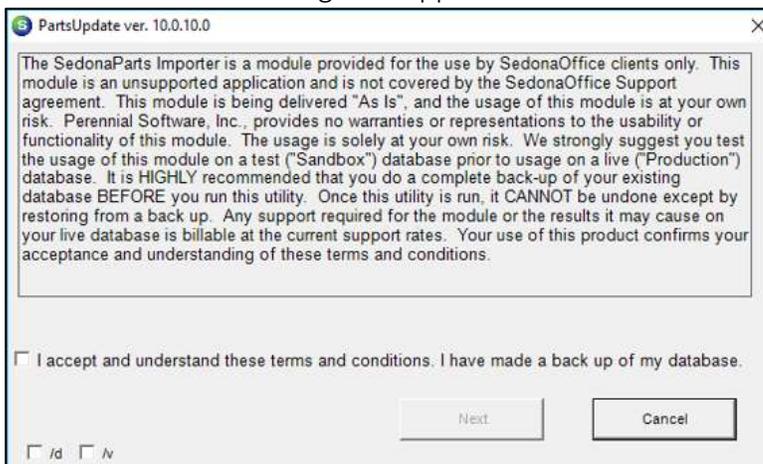
6. Select the database you are updating: If your database does not appear it means you do not have authority to run the updater on it. You may try contacting your internal IT.

7. Select CSV file type. The updater now only accepts .csv files.
8. Select your .csv parts list from your files and the Update window will appear.
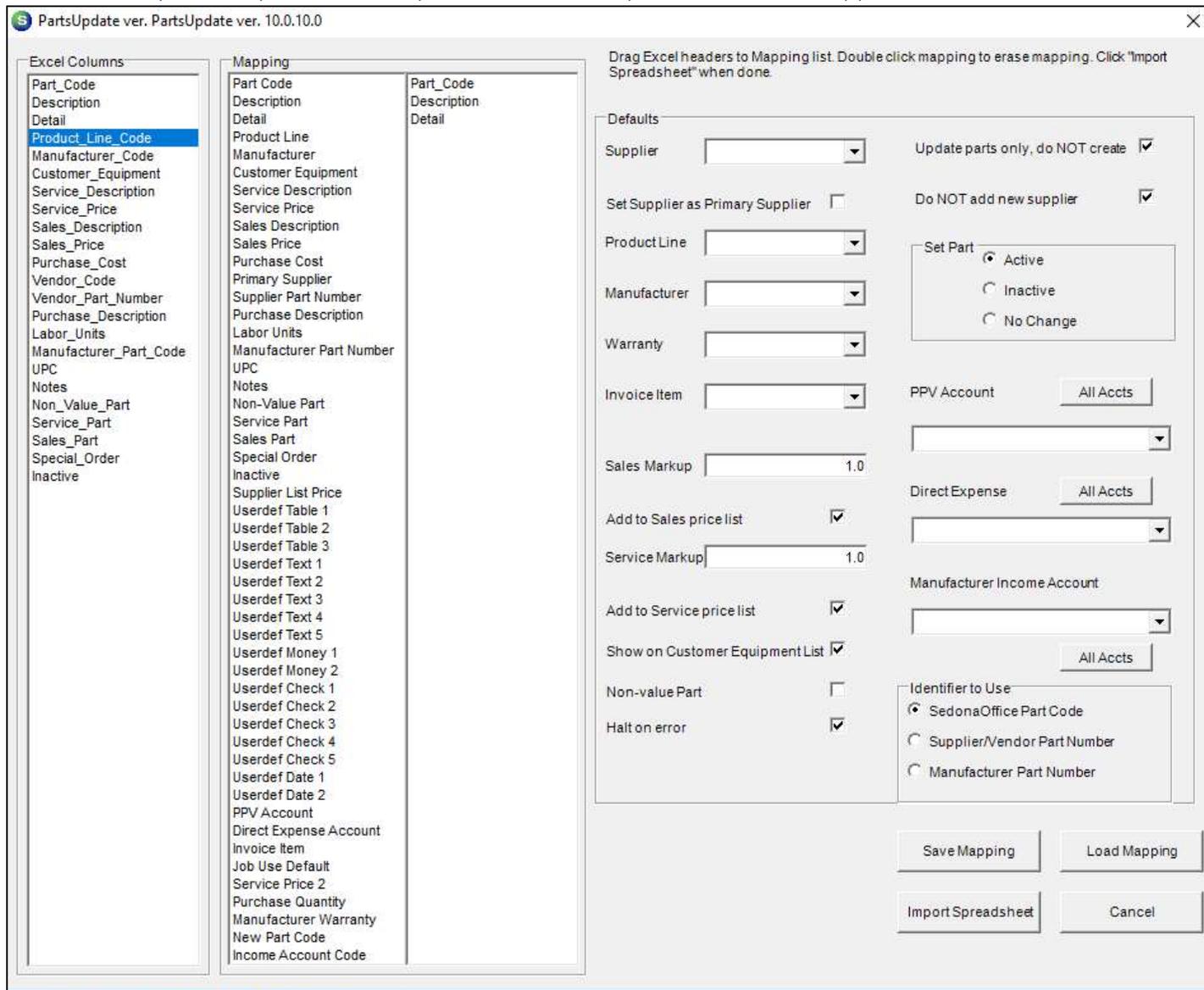
9. The first column pulls the fields from your .csv file. These must be mapped to the Sedona fields in the middle Mapping column. Drag and drop fields from the left column to the far right, next to the Sedona field they should be mapped to. In this example the Part_Code field from the Excel column has been mapped to the Part Code field in Sedona.
Some extra notes about mapping:
   - You can map one CSV field to more than one Sedona field.
   - To undo a mapping selection, double click that field in the Sedona column

- ==TAKE SPECIAL CARE IN MAPPING ALL FIELDS THAT APPEAR IN THE DEFUALTS SECTION AT RIGHT==. Every filed listed in the defaults section must be mapped in the columns section or all parts in the system will be updated to the default. Sometimes this is intentional, but typically you do not want all parts to carry the same value in these fields.

10. The right Defaults section lists necessary part fields and gives you the ability to select a default for these. Any part that does not have an entry for one of these fields will be updated to the default. ==If you fail to map one of these fields in the mapping section all parts will be updated to the default for that field==.

    - Supplier – sets default for part vendor, and when the 'Set Supplier as Primary Supplier' box is checked that vendor is made the primary vendor
    - Product Line, Manufacturer, Warranty, Invoice Item, Sales Markup, Service Markup – all allow you to set a default for their named field
    - Add to Sales price list and Add to Service price list – when checked parts will default to being on the sales and/or service price list –
    - Show on Customer Equipment List – if checked when a part is issued to a ticket or job it will appear on the customer's equipment list.
    - Non-Value Part – marks a part as non-value
    - Halt on error – if this box is checked and the parts importer experiences and error it will immediately stop the import. ==Always check this box.==
    - Update parts only, do NOT create – if this box is checked and there are parts in your .csv file that are not in Sedona those parts will not be added to Sedona. If this box is unchecked those parts will be added.
    - Do NOT add new supplier – If your .csv file references a new vendor and this box is checked that vendor will not be added to Sedona.
    - Set part – sets default for whether or not your parts are active
    - PPV Account, Direct Expense, and Manufacturer Income account – set defaults for which GL accounts should be used
    - Identifier to Use - Is the part code you are using for mapping the internal part code, the vendor's part number, or the manufacturer's part number?

11. Save Mapping – Saves your progress if you need to return and finish later
12. Load Mapping – Re-loads a saved mapping
13. Import Spreadsheet - When all mapping and defaults are ready, import the spreadsheet to your sandbox. Double check that everything updated as intended, and if so, repeat the process for your live database.