



# Tips and Tricks

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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.

Invoice Number	Invoice Date	Description	Customer No	Name	Amount	Net Due
<input checked="" type="checkbox"/> 93035	12/16/2008	Cycle Billing	6357	Mack, M/m	20.01	0.01
<input checked="" type="checkbox"/> 100451	7/7/2016	On Site Service	2916	Bramson, Matt	0.01	0.01

## 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:  $Late\ Fee = (Invoice\ Total * (Annual\ Interest\ Rate / 365)) * \# \text{ Days Overdue}$ .

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

The screenshot shows the 'Statements' window with the following settings:

- Customers who have not received a statement as of:** 12/9/2016
- Create Statements For:**
  - All Customers
  - All Non Zero Customers
  - All Balances
- Branch:** All
- Minimum Balance:** 0.00
- Minimum Days Past Due:** 32
- Hide Inactive Branches
- Separate Statement by Billing Address
- Filter by Dunning
- Print Options:**
  - Date of Statement:** 12/9/2016
  - Statement Due Date:** 12/16/2016
  - Show Open Credits
  - Hide the Due Date
  - Sort By:** Customer Number
  - 31 - 60 Days:** This is a friendly reminder that your account is past due.
  - 61 - 90 Days:** Your account is past due to avoid interruption of service, please send your payment today.
  - Over 90 Days:** Your account is PAST DUE. Please send your payment today to avoid collection actions.
- Recalculate and Show Late Fees (highlighted):**
  - Recalculate and Show Late Fees
  - Minimum Days Past Due:** 0
  - Minimum Invoice Balance:** \$ 1.00
  - Annual Interest Rate:** % 1.8
  - Minimum Charge:** \$ 3.00

Example Late Fee

Doyle, Edith 50 Old Clark Hill Rd Cleveland, OH 44110 (440) 365-0871	Balance Due: \$657.30 Last Statement Date: 12/18/2015 <b>Last Late Fee: \$104.94</b> <b>* Legal * Over 90 Days Past Due</b> 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
---	---

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		
<i>Edith Doyle, 50 Old Clark Hill Rd Cleveland, OH</i>						
4/1/2015	263240	Recurring	80.65	80.65		
7/1/2015	273958	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
Page 1						
Please return this portion. Do not staple or fold.						
Customer Number	0010042					
Statement Date	12/8/2016					
<b>DUE DATE</b>	<b>12/18/2016</b>					
<b>TOTAL DUE</b>	<b>\$762.24</b>					

AR - Finance Charge Creation

**Finance Charge**

Finance Charge Information | Totals | Invoice Information

Last Finance Charge Date: 11/19/2016      Branch Selection: <All Branches>

Aging

Minimum Days Past Due: 30      As of: 12/8/2016

Invoices

Include All Invoices  
 Include Invoices After: [ ]

ReCharge Other Finance Charges

Amounts

Minimum Invoice Balance: 0.01  
 Annual Interest Rate: 18.00  
 Minimum Charge: \$3.88

Get Totals

**Finance Charge**

Finance Charge Information | Totals | Invoice Information

Totals

Number of Invoices to be Created: 1223  
 Total Amount of Invoices: \$4,756.53

Invoice

Date: 12/8/2016  
 Aging Date: 12/8/2016  
 Category: Admin G & A  
 AR Account: 110110  
 Terms: Due On Receipt  
 Invoice Item: FC  
 Invoice Description: FC  
 Memo: [ ]

Create Invoices

Example Finance Charge

Fip Construction Inc 170 Kingswood Rd. Plymouth, MI 48170 (734) 271-0356		Balance Due: \$30.69 Last Statement Date: Never * Do Not Extend Credit * Over 120 Days Past Due Total Active RMR : Total Active RAR : Customer Type: Commercial Customer Since: 3/6/2004 Salesperson: Matt Miller # of Disp Last 1 Days: 0	
---	--	--	--

Bill Contacts	Title	Contact	Phone	Ext	E-Mail	
<b>Open Invoices</b>		<b>\$30.69</b>				
Invoice #	Site Name	Description	Date	Amount	Net Due	Late Fee
341190	Fip Construction Inc	Service Call	7/22/2016	\$26.81	\$26.81	\$0.00
390815	Fip Construction Inc	FC	12/8/2016	\$3.88	\$3.88	\$0.00

**Invoice**

Customer ID: 10036 | Category: Admin G & A | A/R Account: 110110 | Tax Group: MI-Wayne County

Invoice # 390815

**Fip Construction Inc**  
 170 Kingswood Rd.  
 Plymouth, MI 48170

Site Address: **Fip Construction Inc**  
 170 Kingswood Rd.  
 Plymouth, MI 48170

Invoice Date: 12/8/2016 | Aging Date: 12/8/2016  
 Branch: MI | P.O. Number:   
 Warehouse: | Term: Due On Receipt  
 Invoice Type: Miscellaneous  
 Salesperson: N/A

Items \$3.88 | Parts \$0.00

Item	Description	Qty	Rate	Amount	Memo
FC	Finance Charge	1	3.88	3.88	

## 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 cancellation 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 cancellation 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 cancellation date. The RMR will net to 0 until the cancellation date passes and then charging will begin.

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 entered 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 separately 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.

The screenshot shows an 'Invoice' form with the following fields and values:

- Third Party Bill To
- Customer: 10003
- Bill To: S.H. Smith Company Inc
- Contact: |
- Invoice Date: 12/ 8/2016

## 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.

**Billing Overrides**

Override Warranty

Override Service Level

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**Invoice**

Third Party Bill To

Contact:

Invoice Date:

Add Resolution Note to Invoice

Close Ticket After Invoicing

**Ticket Charges**

	Cost	Tax
Total Parts	100.93	7.32
Total Labor	0.00	0.00
Total Other	115.00	9.49
Sub Total	215.93	16.81
<b>Total</b>	<b>\$232.74</b>	

**Bill to Cycle**

Next Cycle Date: 12/1/2016

Close Ticket After Adding to Cycle

**Invoice**

Customer ID: 11630 | Category: | AIR Account: 110110 | Tag Group: MI-Wayne County

Invoice #: 392037 | Invoice Date: 12/8/2016 - 12/8/2016 | Aging Date: 12/11/2016

McDowell, Anne  
720 Wolcott Street  
Novi, MI 48375

Site Address: Anne McDowell  
720 Wolcott Street  
Novi, MI 48375

Branch: MI | Warehouse: | Invoice Type: Cycle Bill | Salesperson: N/A

Items \$235.93

Item	Site	Months	Rate	Amount	Memo
DS6	Recurring Mon Services II	1	20.00	20.00	
PST Battery	Batteries - Taxable	1	100.93	100.93	Service Ticket #4134
SVC Call	Minimum Service Call Charge	1	115.00	115.00	Service Ticket #4134

Description: Recurring | Contact: | Memo: | Complete:  | Add to Print Queue:

Sub Total: 235.93  
Tax: 17.21  
**Total: 253.14**  
**Balance Due: 253.14**

## 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 Selected 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 invoices created manually on each ticket.

Invoice Date: 12/21/2016

Include Resolution Note On Invoice

Close Ticket After Invoicing

Showing 7 tickets for invoicing.

	TKT #	Created On	Created By	Scheduled On	Comment
<input checked="" type="checkbox"/>	3985	08/02/2016	JesstynnL	12/30/1899	
<input type="checkbox"/>	4097	10/31/2016	Administrator	12/01/2016	
<input checked="" type="checkbox"/>	4127	12/05/2016	Administrator	12/05/2016	This is my probl...
<input checked="" type="checkbox"/>	4135	12/12/2016	Administrator	12/30/1899	
<input checked="" type="checkbox"/>	4137	12/19/2016	Administrator	12/30/1899	
<input checked="" type="checkbox"/>	4139	12/20/2016	Administrator	12/20/2016	
<input checked="" type="checkbox"/>	4140	12/20/2016	Administrator	12/20/2016	

Invoice Date: 12/21/2016

Include Resolution Note On Invoice

Close Ticket After Invoicing

Finished creating 6/6 invoices.

Ticket Number	Invoice Number	Status
3985	392058	Created
4127	392059	Created
4135	392060	Created
4137	392061	Created
4139	392062	Created
4140	392063	Created

## 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 aging:

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								Based on Customer Branch		SedonaSecurity			
								As of 11/30/2016					
Customer Number	Customer Name	Current	1-30 days	31-60 days	61-90 days	91-120 days	over 120	Total	Unapplied Credits	Unapplied Cash	Advance Deposit	Net Owed	
12345678901	A & A Seafood	0.00	14.10	0.00	0.00	0.00	4.48	18.58	0.00	0.00	0.00	18.58	
13949	A & M Machine	0.00	13.15	0.00	0.00	0.00	6.22	19.37	0.00	0.00	0.00	19.37	
41607	A A Will Corporal	0.00	7.43	0.00	0.00	0.00	0.00	7.43	0.00	0.00	0.00	7.43	
45119	A Dancers World	0.00	4.11	0.00	0.00	0.00	0.00	4.11	0.00	0.00	0.00	4.11	
42044	A K Canary Insur	0.00	4.35	0.00	0.00	0.00	0.00	4.35	0.00	0.00	0.00	4.35	
45489	A Plus Storage	0.00	4.11	0.00	0.00	0.00	0.00	4.11	0.00	0.00	0.00	4.11	

AR Aging by Effective Date with Invoice and Credit Detail

AR Aging by Effective Date				Based on Customer Branch		SedonaSecurity						
				As of 12/8/2016								
Customer	Invoice#	Description	Date	Net Due	Current	1-30 days	31-60 days	61-90 days	91-120 days	over 120		
12345678901	300917	FC	02/24/2016	4.48	0.00	0.00	0.00	0.00	0.00	4.48		
A & A Seafood	367641	FC	11/19/2016	14.10	0.00	14.10	0.00	0.00	0.00	0.00		
				<u>18.58</u>	<u>0.00</u>	<u>14.10</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>4.48</u>		
13949	301394	FC	02/24/2016	6.22	0.00	0.00	0.00	0.00	0.00	6.22		
A & M Machine	368122	FC	11/19/2016	13.15	0.00	13.15	0.00	0.00	0.00	0.00		

## 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 includes 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:

**Sedona Office Setup (SedonaSecurity)**

File Find FindNext View Tools Help

**Sedona Setup**

Description	Area
Custom Fields Table3 (Site)	CM
Custom Fields Table3 (System)	CM
Customer Groups	CM
Data Entry Defaults	CM
<b>Extended User Defined Fields</b>	<b>CM</b>
Payment Methods	CM
RMR Escalations	
RMR Reasons	
System Types	
Type Of Customer	
Alarm Services	CS
Authorities	CS
Signal Types	CS
Transmission Format	CS
UL Grade	CS
Branches	GL
Categories	GL
Chart of Accounts	GL
Create Accounting Periods	GL
Define GL Segments and Length	GL
Open Current Accounting Period	GL
Custom Fields Setup(Part)	IN
Custom Fields Table1(Part)	IN
Custom Fields Table2(Part)	IN
Custom Fields Table3(Part)	IN
Customer Part Groups	IN
Inventory Setup	
Manufacturer	
Material Handlers	
Part Labor Unit Desc	
Product Line	
Warehouses	
Commission Types	JM
Contract Forms	JM
Custom Fields Setup (Job)	JM
Custom Fields Table1 (Job)	JM

**Extended User Defined Fields**

Form Title:   User Defined Fields In Use

Name of First Tab:

Tab Caption:   Tab In Use

Name of 1st text box	Text field	Date for Tab 1 Line	Date field
Text Box for Tab 1	Text field 1	Date for Tab 1 Line	Date field 1
Text Box for Tab 1	Text field 2	Date for Tab 1 Line	Date field 2
Text Box for Tab 1	Text field 3	Date for Tab 1 Line	Date field 3
Custom name of drop	Drop down list 1	Date for Tab 1 Line	Date field 4
Drop Down for Tab 1	Drop down list 2	Date for Tab 1 Line	Date field 5
Drop Down for Tab 1	Drop down list 3	Date for Tab 1 Line	Date field 6
Check Box for	Check 1	Date for Tab 1 Line	Date field 7
Check Box for	Check 2	Date for Tab 1 Line	Date field 8
Check Box for	Check 3		
Check Box for	Check 4		
Notes for Tab 1 Line 1	Notes field 1		

**User Defined Field Edit**

**Drop down list 1 (DropDown)**  Field In Use

Field Label:

Default Value:

Start Tag:

End Tag:

Drop Down List Items:

- + Drop down option 1
- Drop down option 2

Up Down

Apply

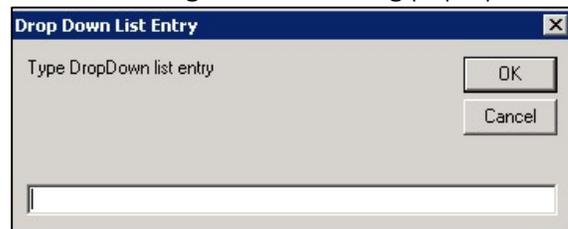
Within this setup table the following types of fields are available for customization:

- 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:

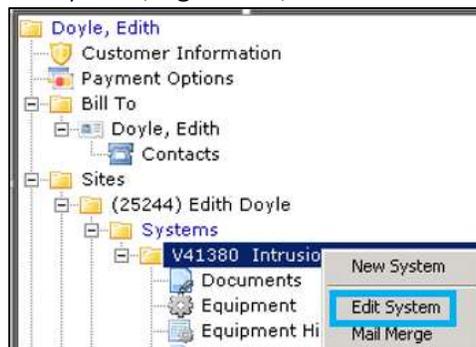


- Enter the drop down option and click Okay
  - You can change the order of the drop down options by selecting an option and using the Up and Down buttons at right to adjust
  - You can remove drop down options by selecting the option and clicking the (-) button at left
8. Select Apply
  9. You may return at any time to activate more fields and tabs. You can inactivate fields and tabs by unchecking the associated Field/Tab In Use boxes.

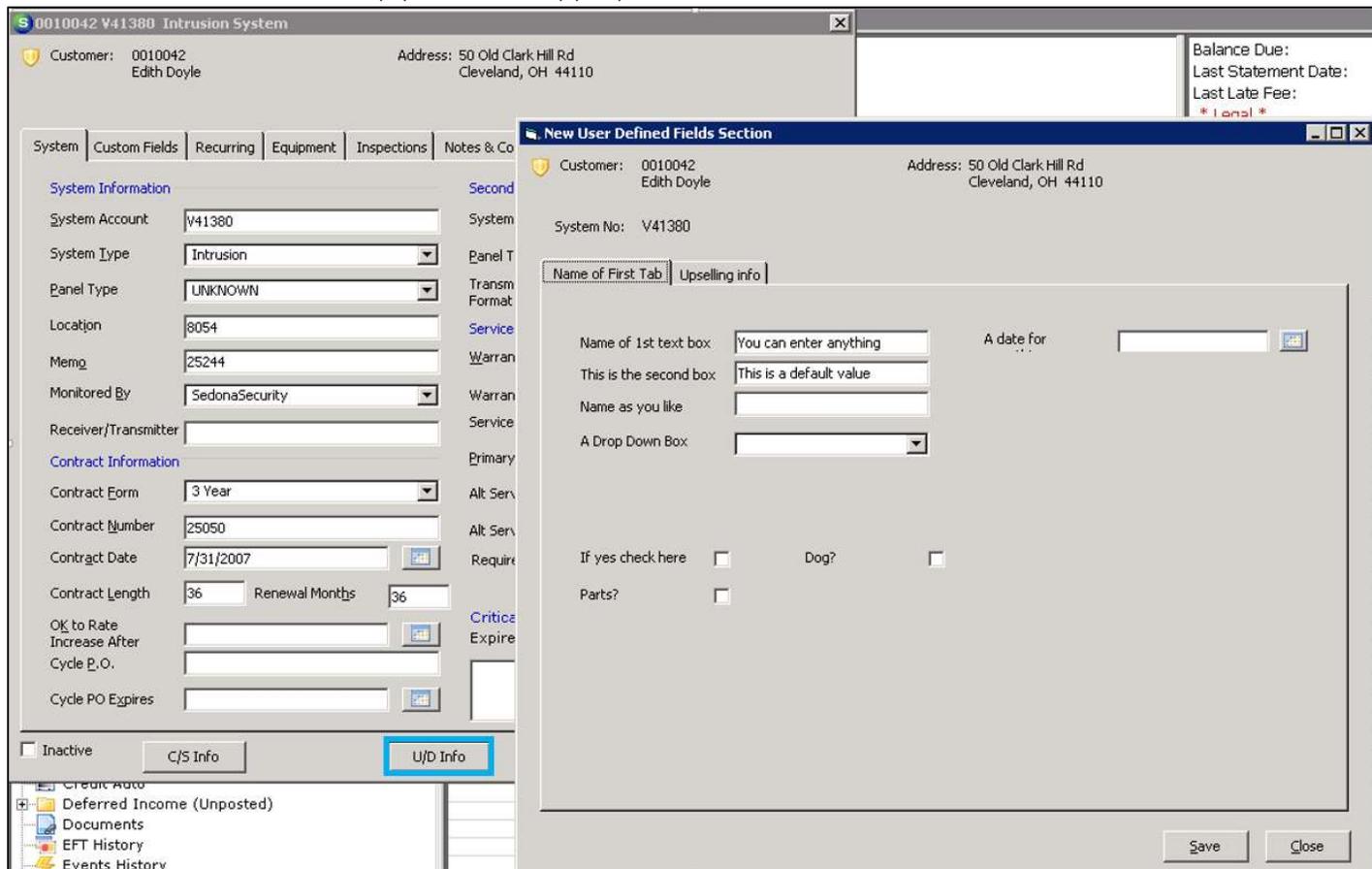
## Using the Extended User Defined Fields

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

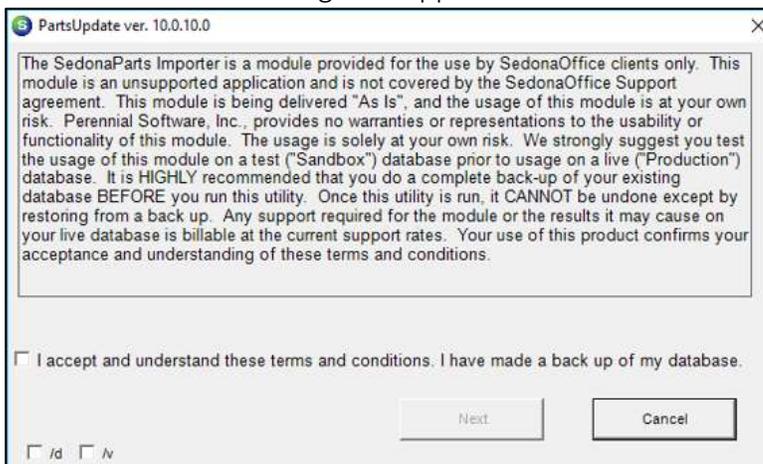
Sedona has a parts updater that can be used to import parts lists to your inventory. In some cases the parts updater can also be used to update info on your existing Sedona parts, such as adding a new vendor to all of your parts, or updating parts pricing.

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](http://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.

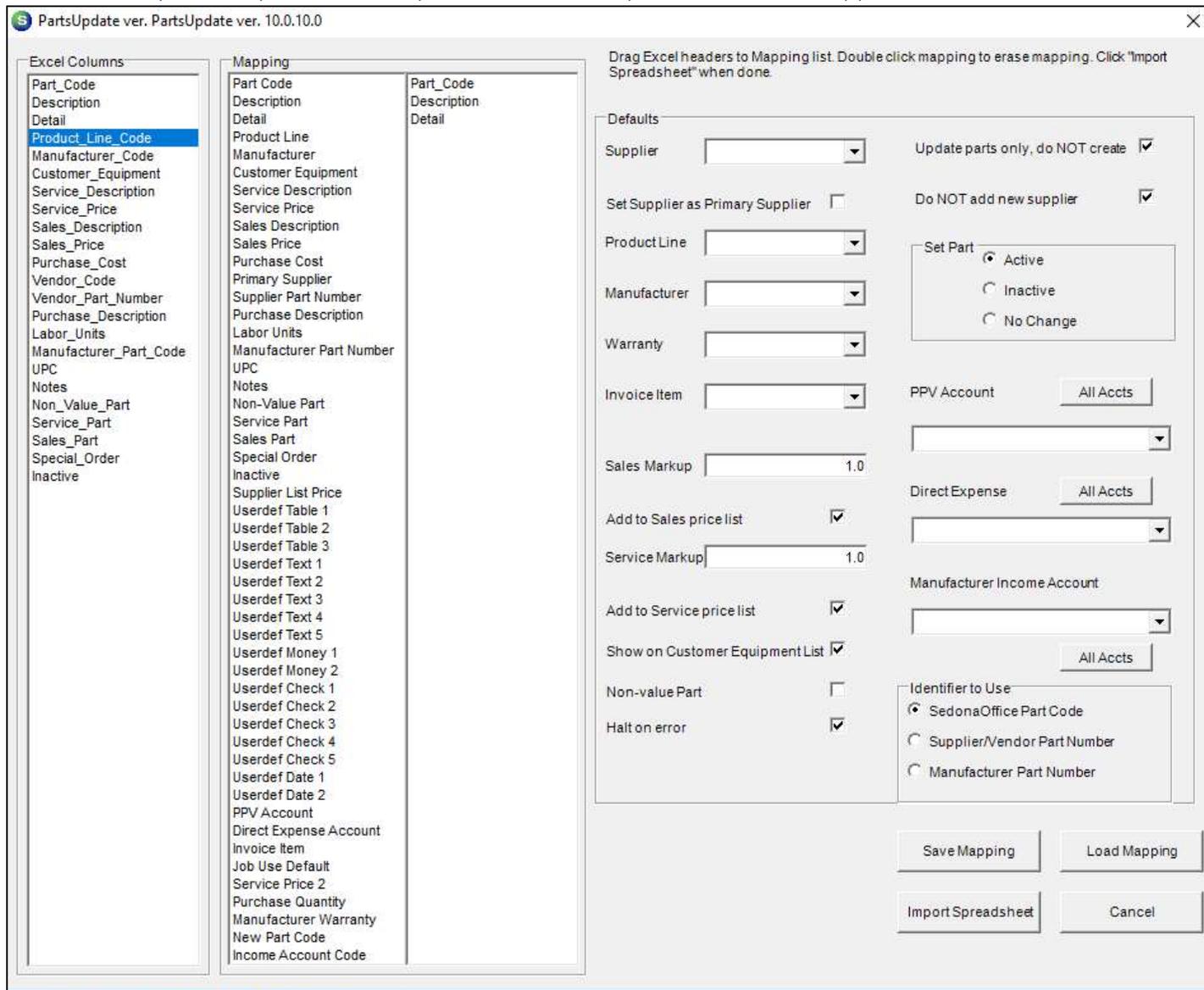
4. The setup wizard will extract the files from the .zip and then open the updater. Make sure to note what folder the files get extracted to so you can find them later. The files will include the setup wizard, help docs, example docs, and the parts extractor. If you are updating existing parts in Sedona, 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 DEFAULTS SECTION AT RIGHT. Every field 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 an 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.