14th ANNUAL USERS CONFERENCE

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SedonaOffice
New Features in 2015

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Table of Contents

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New Features in SedonaOffice

Last year many new features and enhancements were made to the SedonaOffice application. This session will cover the most significant changes to the software and is grouped by the various modules of the application.

Accounts Payable

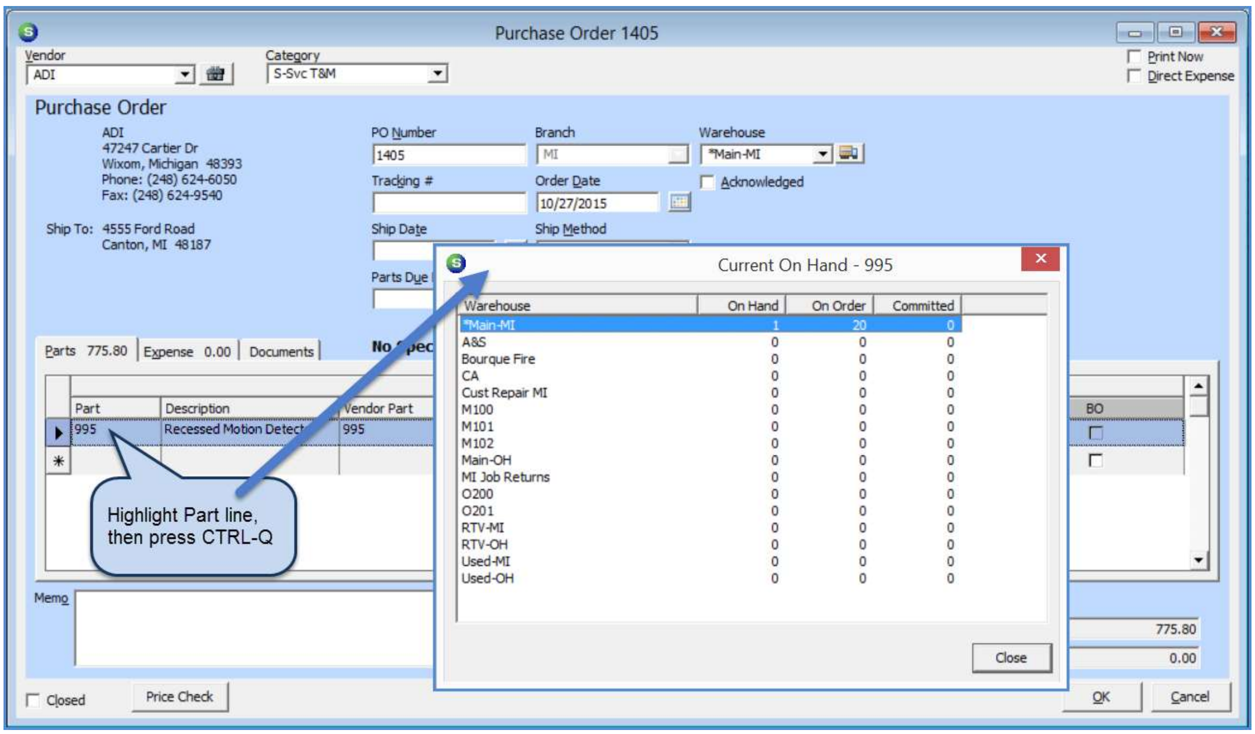
ADI Integration

SedonaOffice has developed an interface with ADI which enables purchase orders to be submitted with real time price checking, the ability to download acknowledgements, receive shipment tracking information, pickup locations, the ability to download and view invoices, and other data.

Current On-Hand Quantities – CTRL-Q

A new feature has been added where the user can place the cursor on a part line within a purchase order and press CTRL+Q. The on-hand quantity for the part in all warehouses will be displayed. This option is available when creating or viewing a purchase order for parts from:

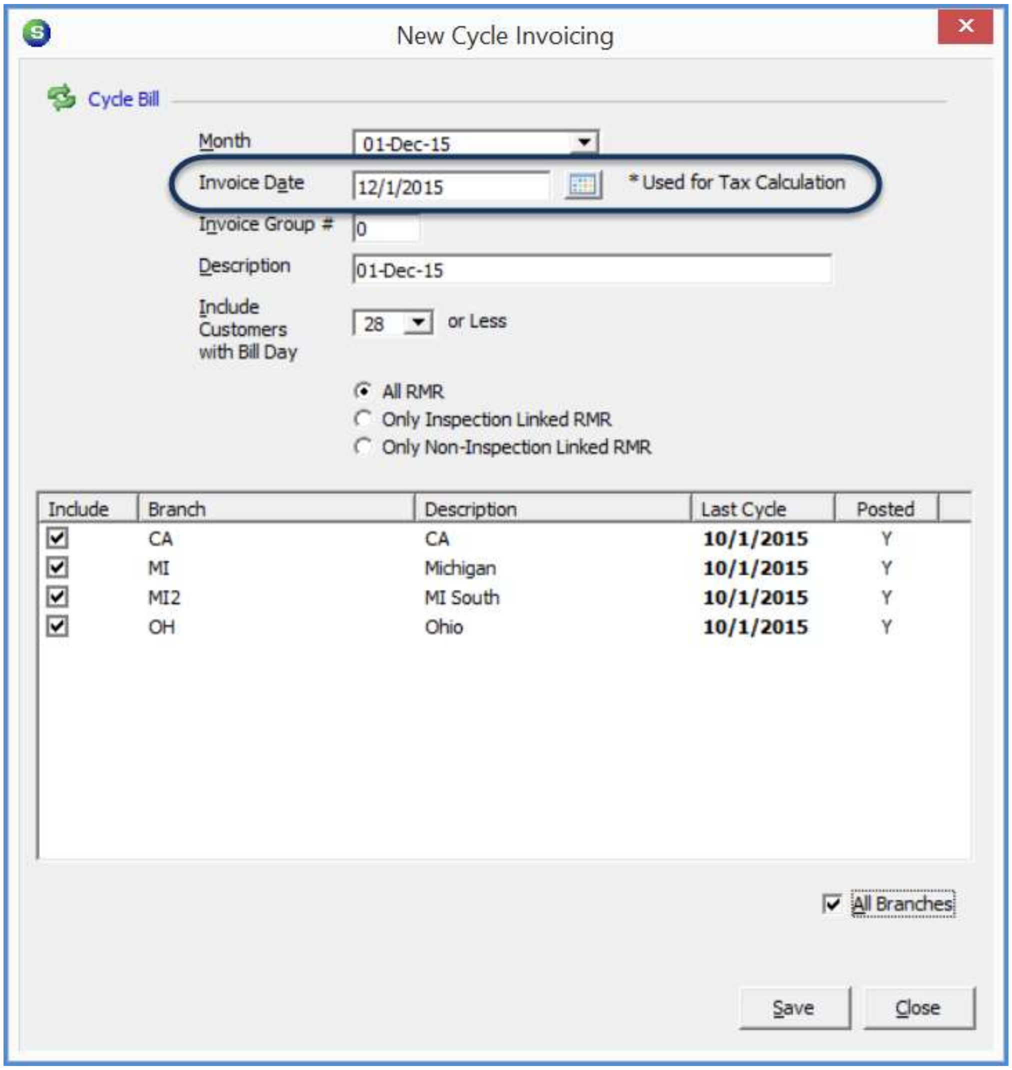
- The Accounts Payable menu
- Within a Ticket
- Within a Job
- A Parts Explorer
- A Warehouse Explorer
- A Vendor record



Accounts Receivable

Cycle Invoice Date

The invoice date field has been moved from the Cycle Invoice Posting form to the New Cycle Invoicing (batch) form. The date of the invoice now determines which tax rate should be applied to the charges on the invoice.

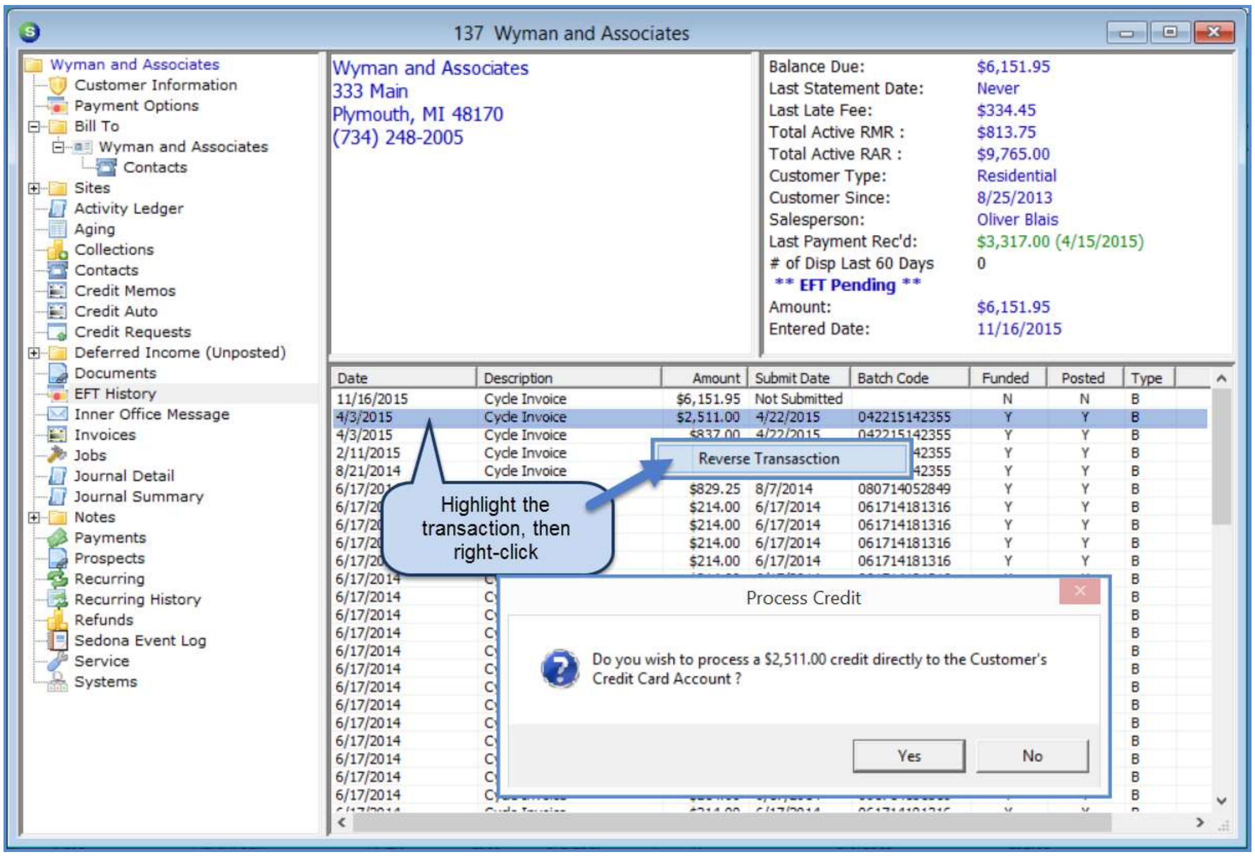


Reversing a Credit Card Payment

Customer credit card payments may now be reversed in SedonaOffice. Reversing a credit card payment that was made to an invoice will create a negative payment directly to that invoice and subtract the payment towards the invoice.

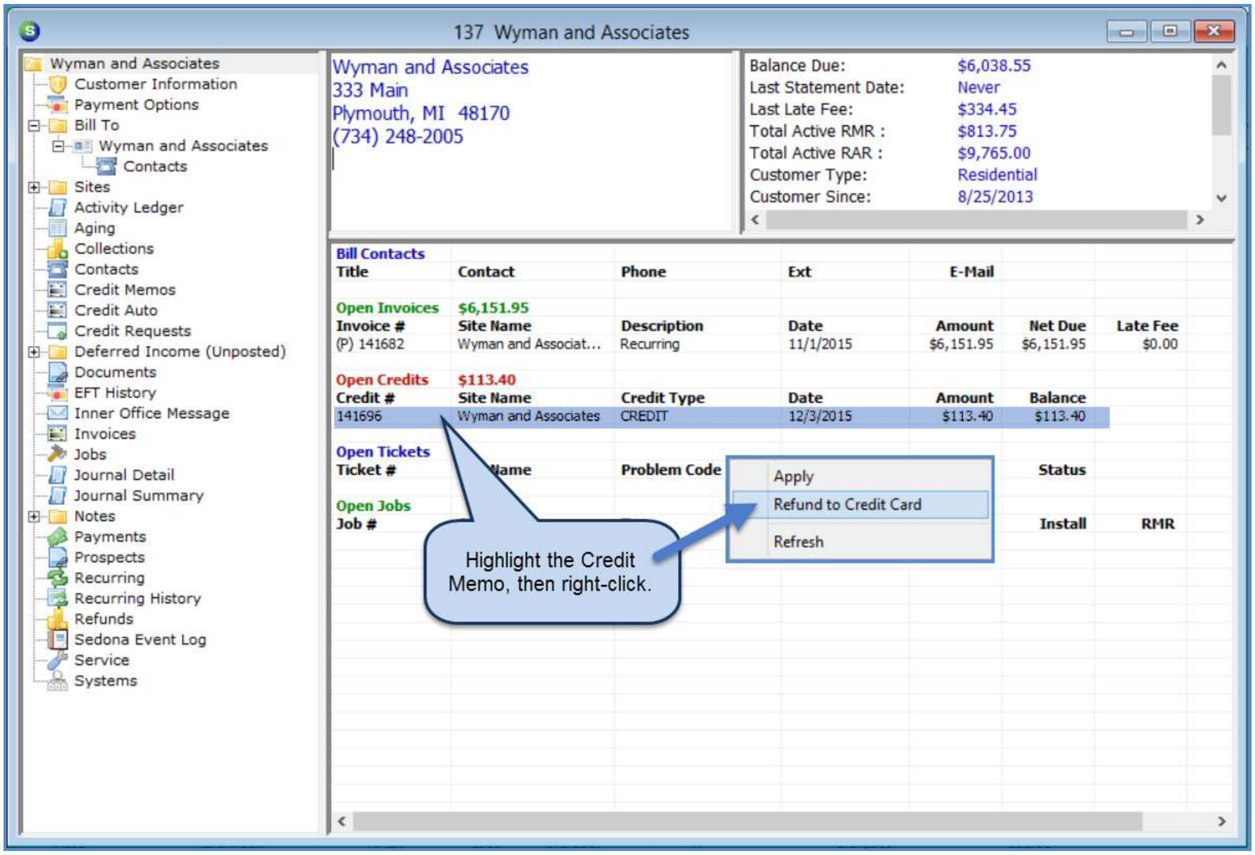
To reverse a payment, navigate to EFT History on the Customer Explorer; highlight the payment to be reversed, right-click then select the option *Reverse Transaction*.

A confirmation message will be displayed; clicking the Yes button will create a Live Transaction credit in the list of EFT transactions (Accounts Receivable) which will need to be captured the same as any other Live Transaction.



Credit Memo Refund to a Credit Card

A Credit Memo may now be applied as a customer refund and the funds returned to a customer's credit card on file.



Payments Declined

When an EFT payment has been declined that was linked to a particular invoice, the customer's invoice will automatically be placed into the print queue.

EFT Transactions

Authorization codes and trace numbers can now be tracked behind the scenes for batch submissions within the SedonaOffice database.

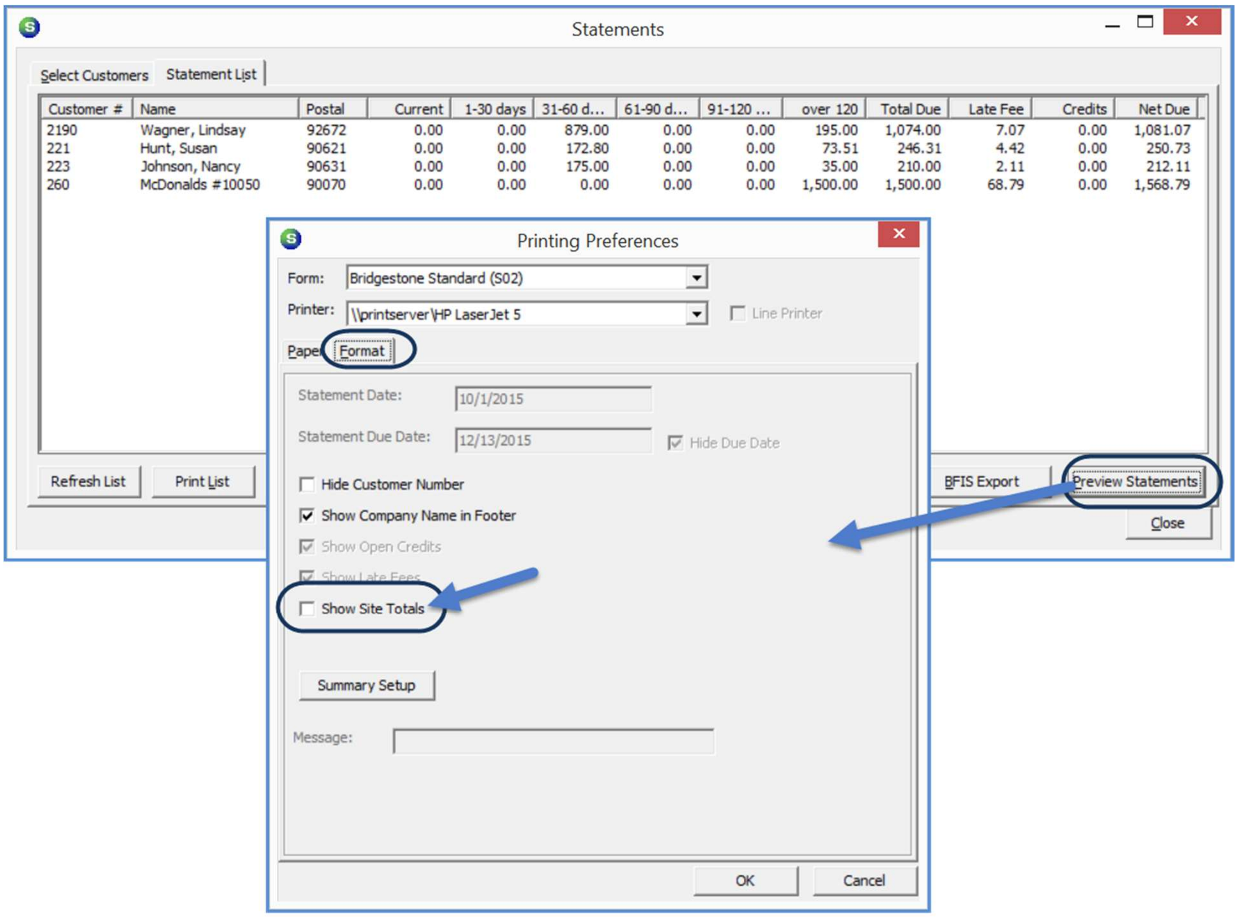
Statements

A new checkbox, *Show Site Totals*, has been added to the Format tab of the Statement Printing Preferences form. Selecting this option will print a total of all open invoices for each Site on the Statement.

This option is available when selecting either the Standard form (S01) or Bridgestone Standard form (S02) for in-house printing and may be used when generating Statements from the Accounts Receivable module (bulk statements) or when generating a statement for an individual customer from a Customer Explorer record.

Note:

The Site totals option is not available when using the BFIS export.



Sample Statement using Show Site Totals Option

SedonaSecurity
45185 Joy Road
Canton, MI 45187
(734) 414-0760
www.sedonasecurity.com

STATEMENT

Customer	Jones Jewelers
Customer Number	158
Statement Date	12/1/2015
Total Due	2,421.02
Due Date	

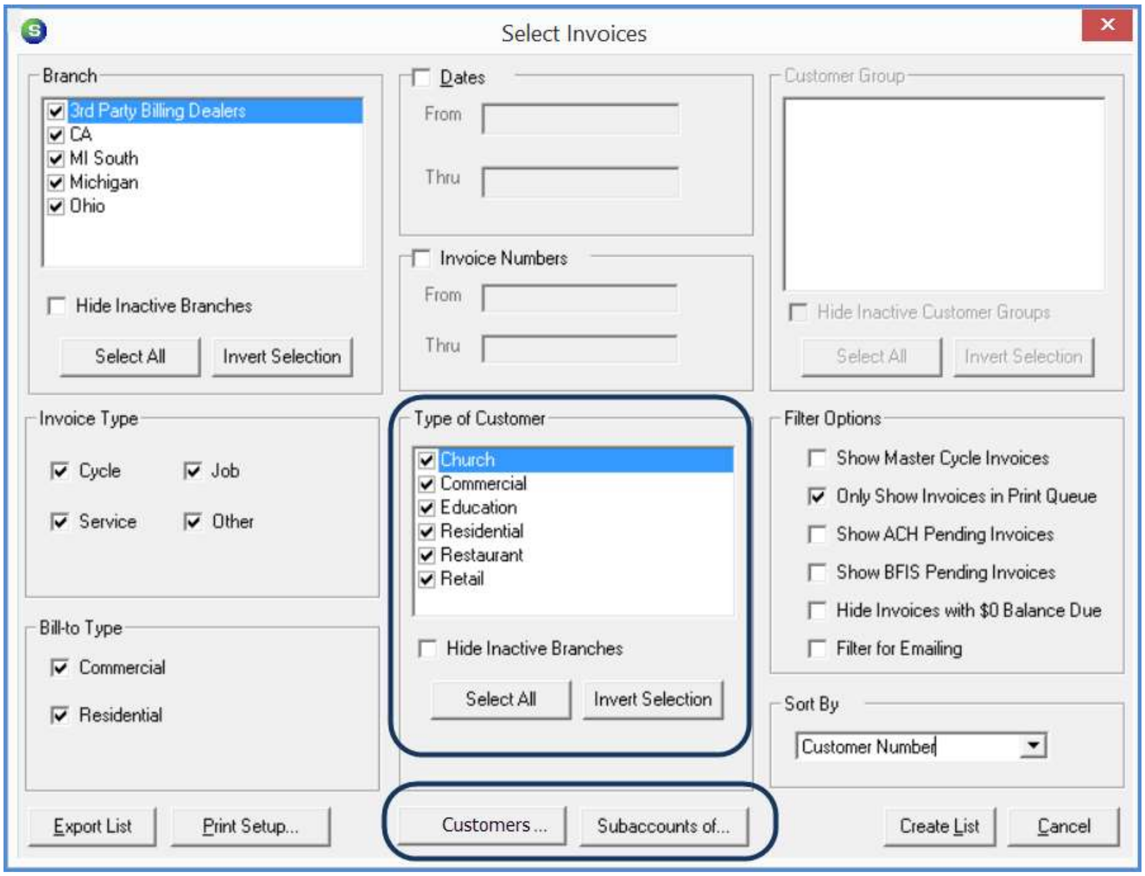
OPEN INVOICES

Date	Invoice #	Description	Amount	Balance Due
Jones Jewelers #1, 2 Main Street Plymouth, MI				
9/1/2015	141625	Recurring	101.47	101.47
			101.47	101.47
Jones Jewelers #31, 252 Main Plymouth, MI				
7/1/2015	141612	Recurring	951.97	951.97
8/1/2015	141620	Recurring	1,217.92	1,217.92
			2,169.89	2,169.89
		Late Fee		$149.66

Print Invoices

The layout of the Select Invoices form has been re-designed to accommodate three new printing options:

- Type of Customer.
- Invoices for a single customer number or a range of customer numbers.
- Invoices for all Subaccounts associated with a single Master Account or Multiple Master Accounts.

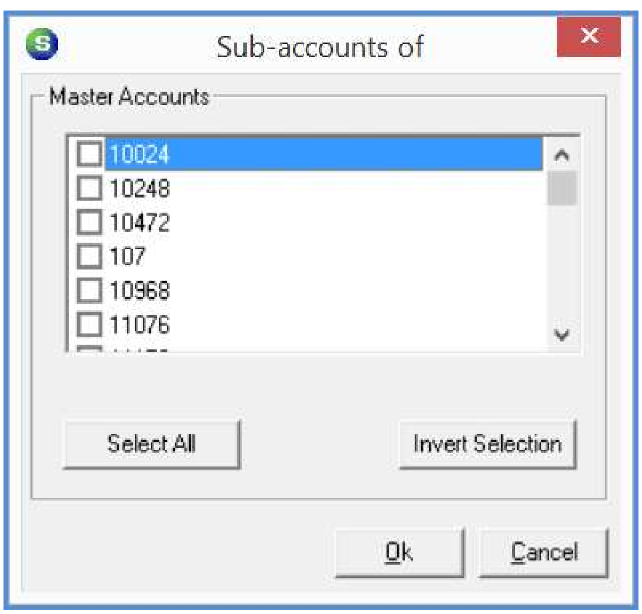


When clicking on the *Customers* button, 

the *Choose Customers* form will be displayed where the User will type in a range of customer numbers. If you want to print all the open invoices for just one specific customer number, you would enter the same customer number in both the From and Thru text boxes.

When clicking on the *Subaccounts of* button, 

the *Sub-accounts of* form will be displayed where the User may use the *Select All* button if you want to print all the open invoices associated with all Master Accounts. If you want to print all the open Subaccount invoices associated with just one or selected Master Accounts, you would check the box to the left of each Master Account desired.



Client Management

Time Zones

The time zone of a Customer's Site is now automatically recorded through a new zip code lookup feature. This enables a time zone to appear on a service ticket appointment for that location. Time zone information is recorded on the Site record using the UTC hour designation assigned to the specific time zone:

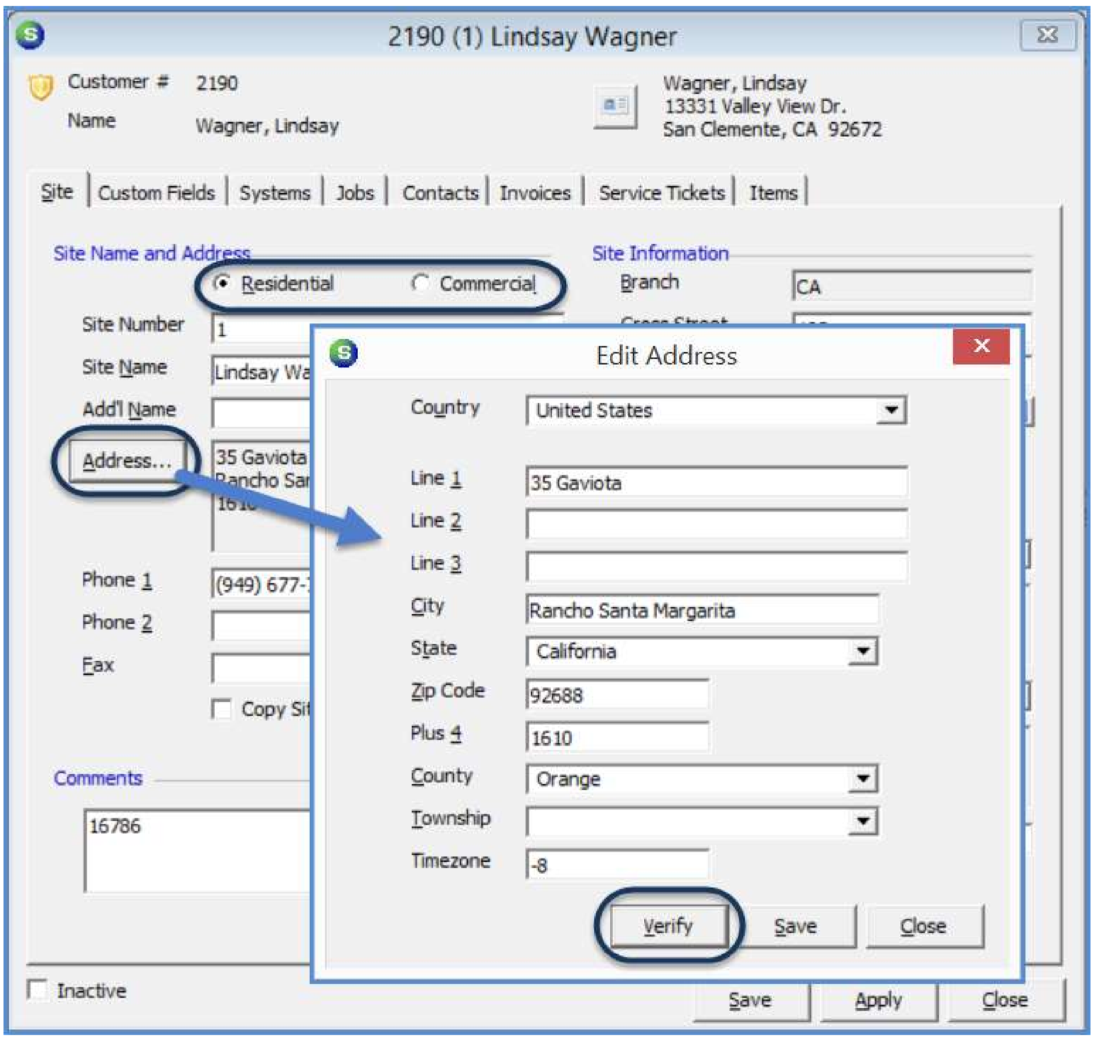
Time Zone	UTC Hour Designation
Atlantic Standard Time	-4
Eastern Standard Time	-5
Central Standard Time	-6
Mountain Standard Time	-7
Pacific Standard Time	-8
Alaska Standard Time	-9
Hawaiian Time	-10

Address Verification

A new address verification feature has been added and will be made available to Users that have paid an annual licensing fee for use of this feature. This feature will validate addresses within the United States.

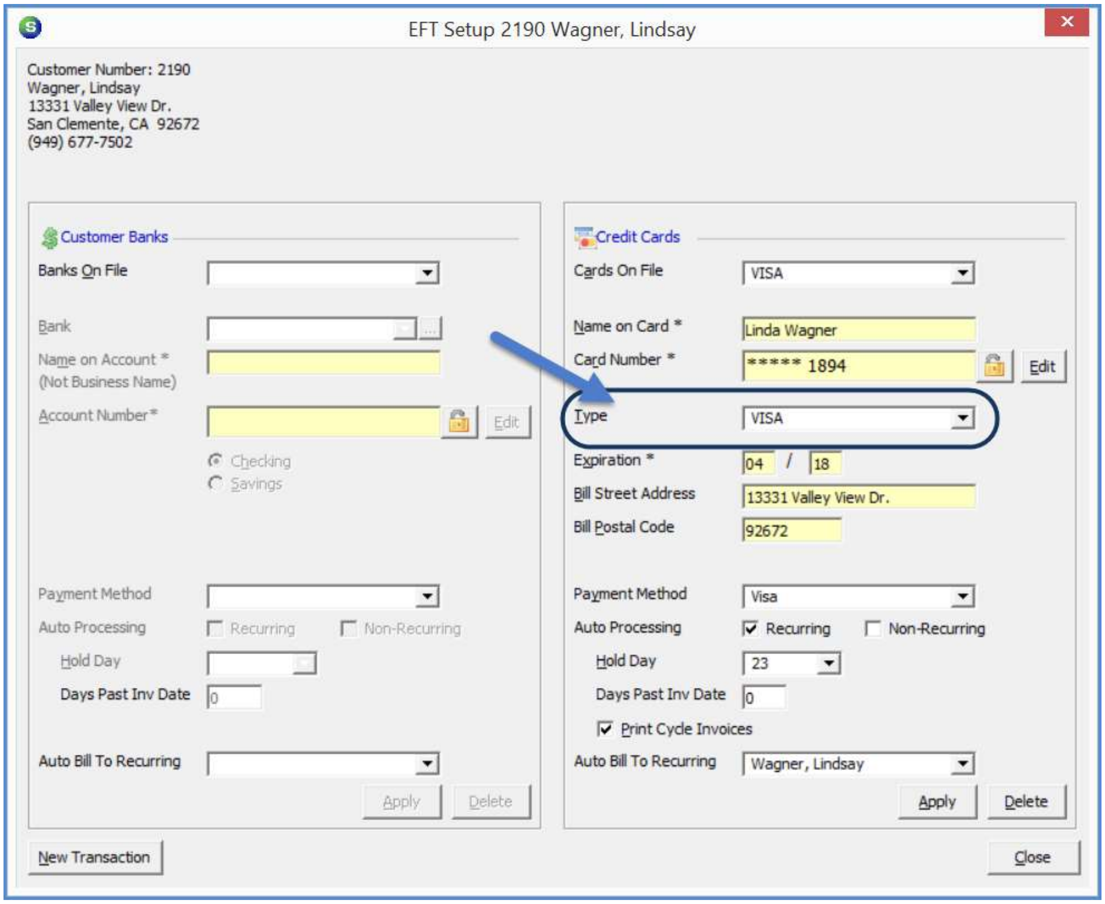
- If a street address and zip code are entered by the User, the city, state, zip plus 4, and time zone fields will automatically be populated.
- If a street address, city and state are entered by the User, the zip code, zip plus 4, and time zone fields will automatically be populated.

In addition to the above, the verification process will check the Residential/Commercial setting on the Site or Customer record being entered/edited, and will make the correction if necessary.



Credit Card Payment Options

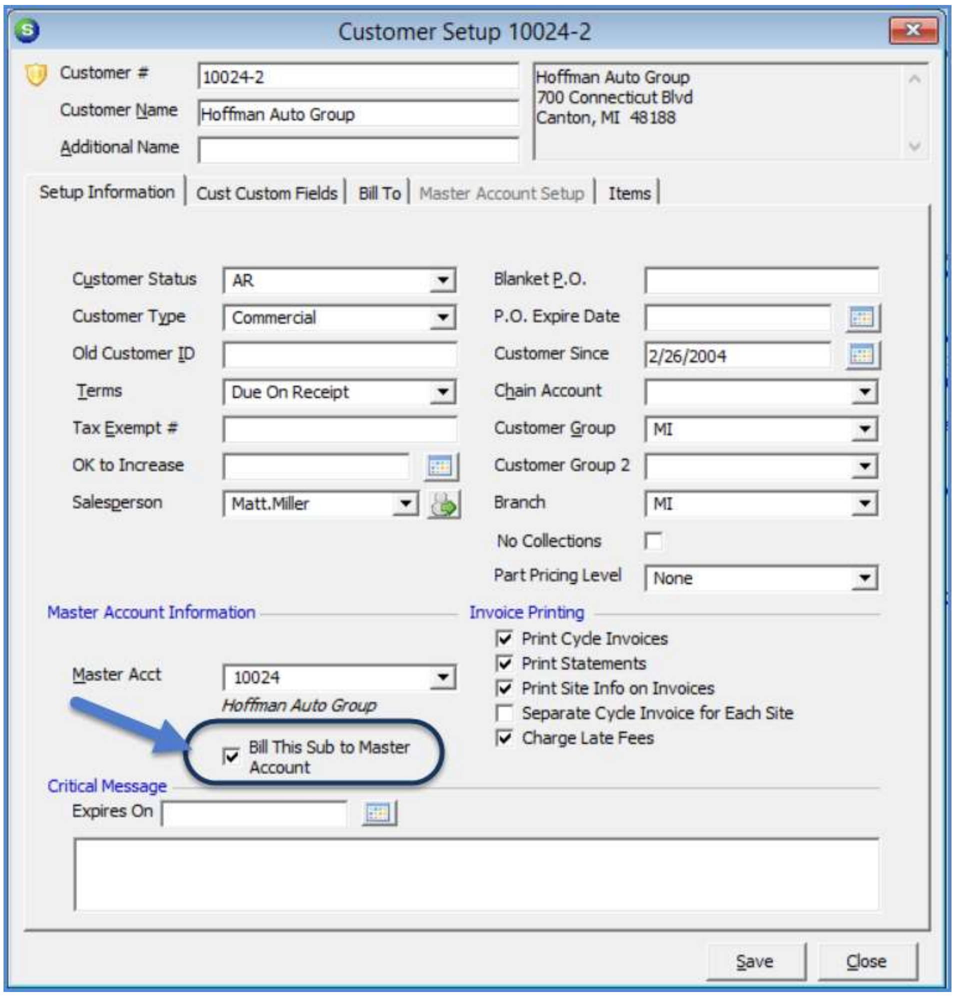
When a new credit card is added to Payment Options on a customer's account, the validity of the card number as an actual credit card number will be checked and the *Type* field will auto populate based on the credit card number entered.



Subaccounts of Master Accounts

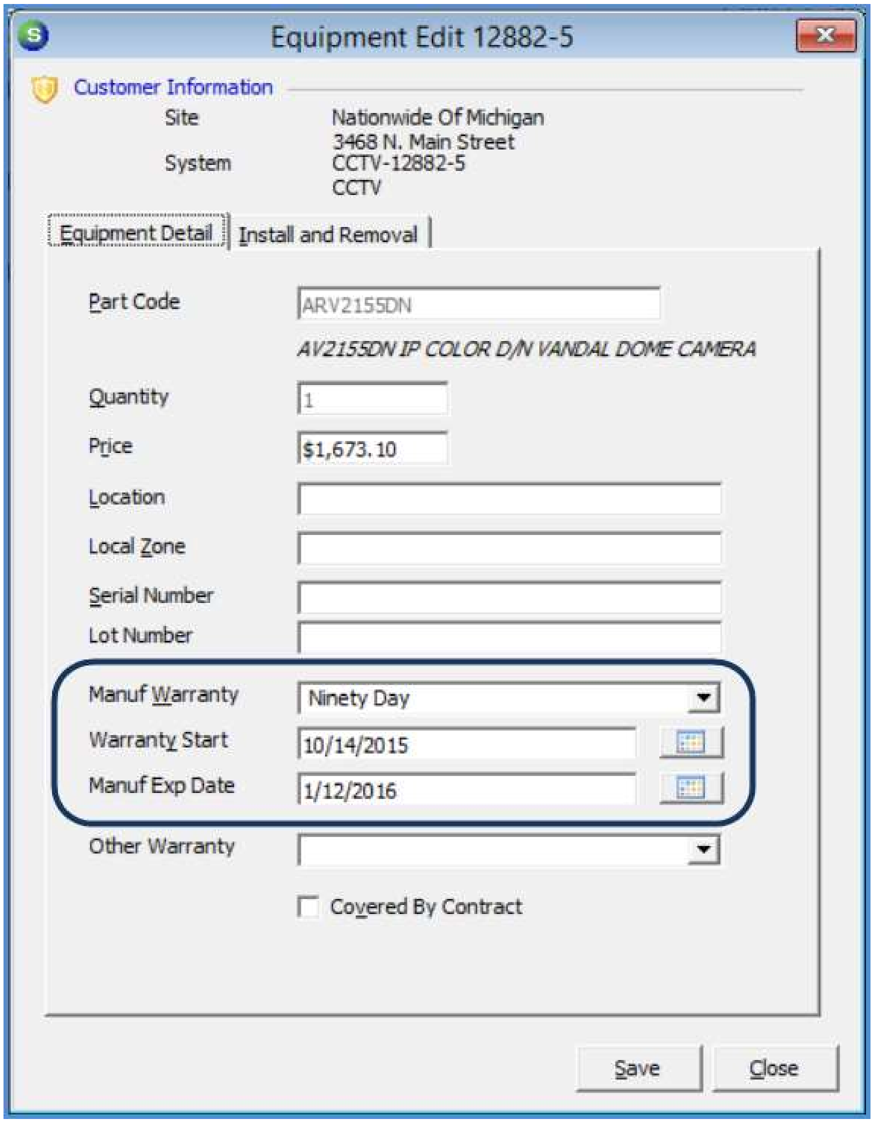
In previous versions of SedonaOffice, on the Master Account setup information form, a checkmark in the box labeled "All subaccount Invoices Billed to Primary Master" dictated that all non-recurring invoices were to be sent to the Master Account for all of the subaccounts associated with the Master Account.

It is now possible to set the option on an individual subaccount to have non-recurring invoices either invoice to the subaccount or invoice to the Master Account. On the customer setup information form of the Subaccount, a new checkbox has been added labeled, "Bill This Sub to Master Account". When the checkbox is selected, all non-recurring invoices for the subaccount will invoice to the Master Account. When a checkmark is not in the box, all non-recurring invoices will invoice to the Bill To address on the Subaccount.



Customer Equipment List

When parts are added to the customer's equipment list after the close of a job, the equipment edit form on each part will automatically be updated with the manufacturer's warranty end date based on the term of the warranty as defined on the part's detail screen, and the start date of the warranty entered on the Job closing form.



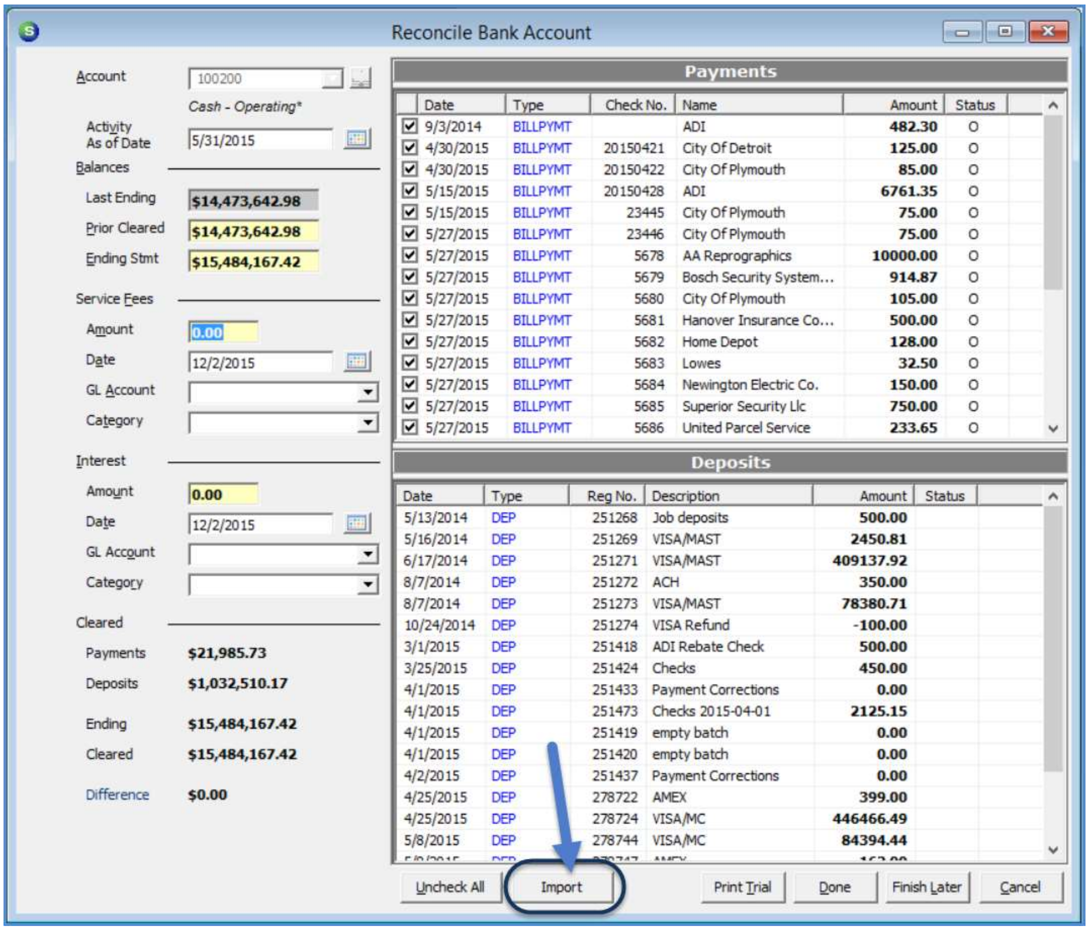
Notes

General Ledger

Bank Reconciliation

Bank statements that are downloaded from a bank's website in a QuickBooks format (.QBO extension-version 102) may be imported for reconciliation into SedonaOffice. Checks containing numeric numbers will be automatically marked off at the time of import. Transfers between accounts, use of a debit card, or checks where the check number has been replaced by alpha text (e.g. Refund by CC) will not be recognized and must be manually marked as reconciled by the user.

Clicking on the new ***Import*** button located at the bottom of the Reconcile Bank Account form will open the User's file explorer to locate the bank file to be imported.



Notes

Inventory

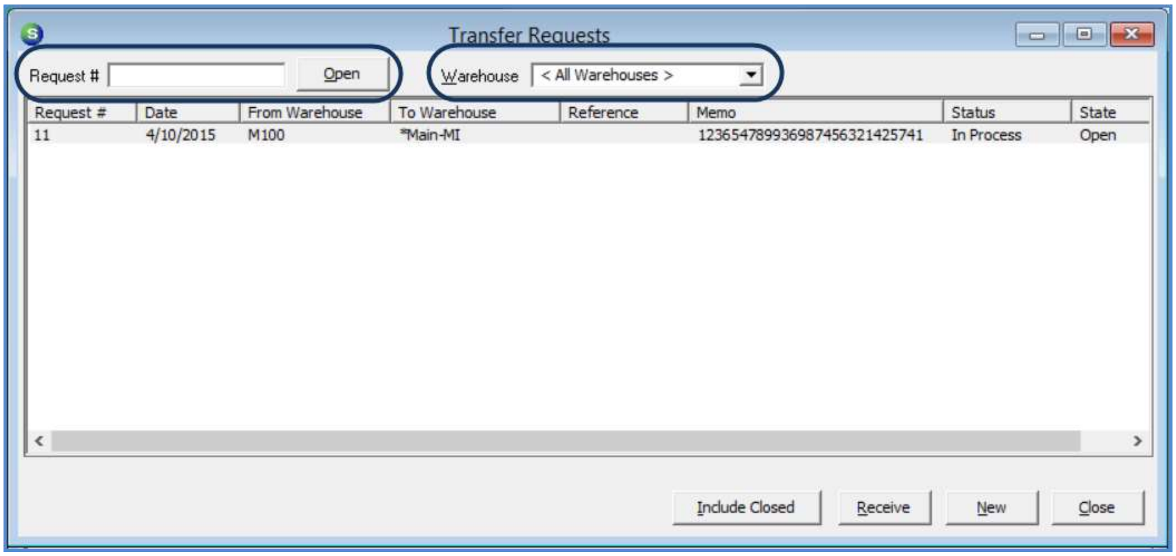
Return Serial Part

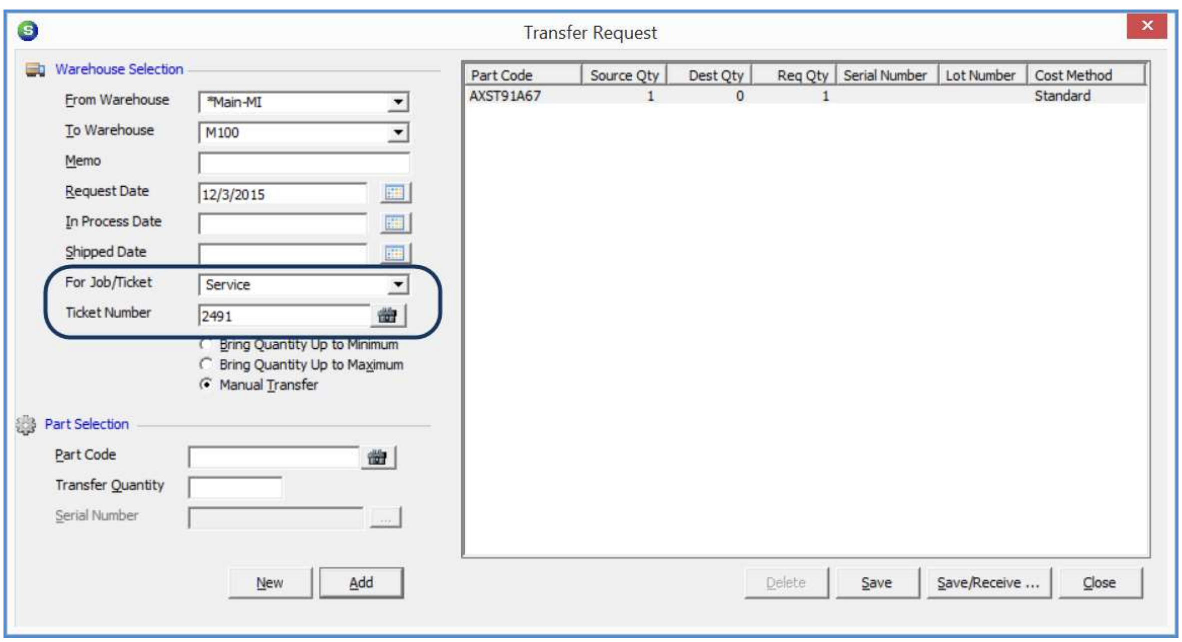
It is now possible to return a Serial Part back to the warehouse from which it was previously issued. To return a Serial Part, while in the Part Explorer, select the specific warehouse into which the part will returned. Expand the warehouse tree and highlight the Serial Number menu option. Locate the Serial Number to be returned, right-click on the specific Serial Number and select the *Return Serial Part* option.

Part Transfers

Three new features have been added to the Transfer Request List/Transfer Request Form:

- On the Transfer Request form, the User may enter a Job or Ticket number to specify a reference by exact match.
- The Transfer Requests List now provides a filter to view Transfer Request by an individual Warehouse.
- A new text box and button, Open, has been added to the header area of the Transfer Request List which provides the ability to manually type in a Transfer Request Number and open that specific transaction.





Job Management

Job Templates

It is now possible to create a list of equipment, install items, RMR, and Job Tasks which can be saved as a job template. This prevents the user from having to retype all items which are standard on specific job types whenever a new job is created.

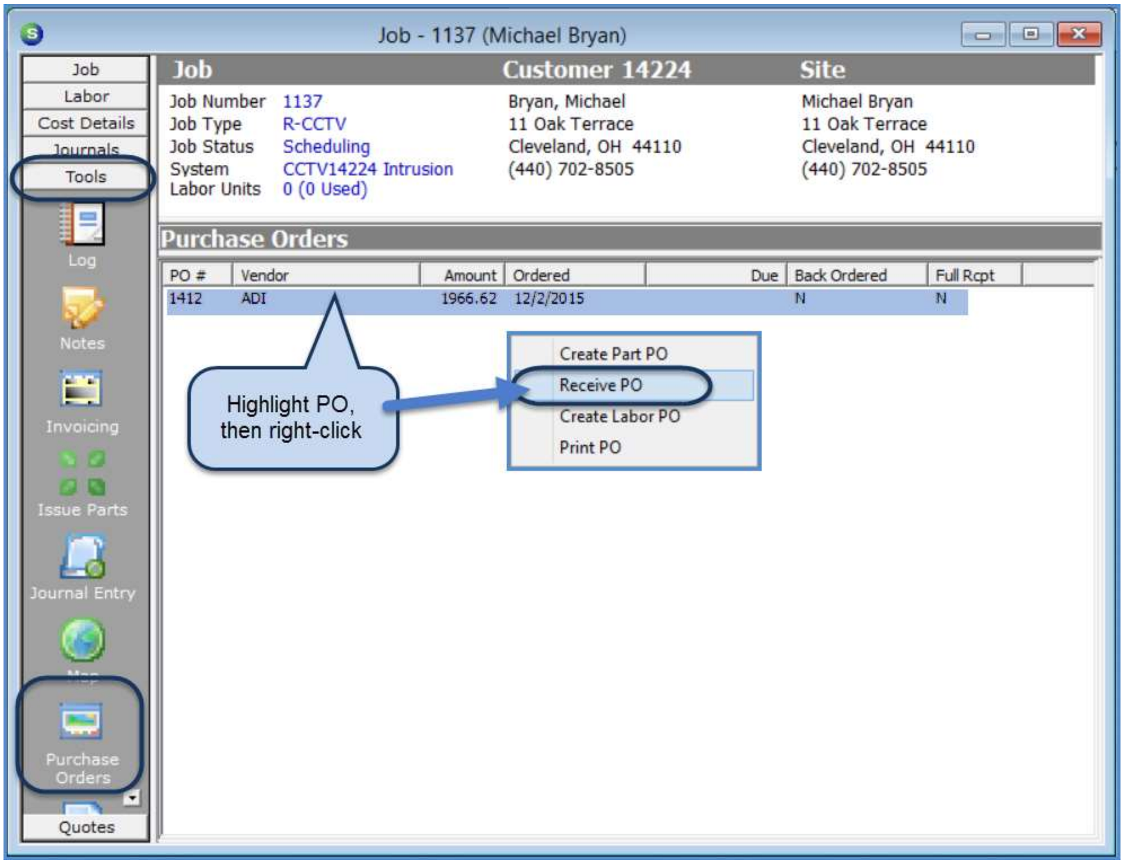
Notes

Custom Fields

New functionality has been added to ensure that a job cannot be closed until all custom fields marked as required (in SedonaSetup) have had entries made into them. A message will be displayed to the User and not allow the closing of the Job until all required have an entry made.

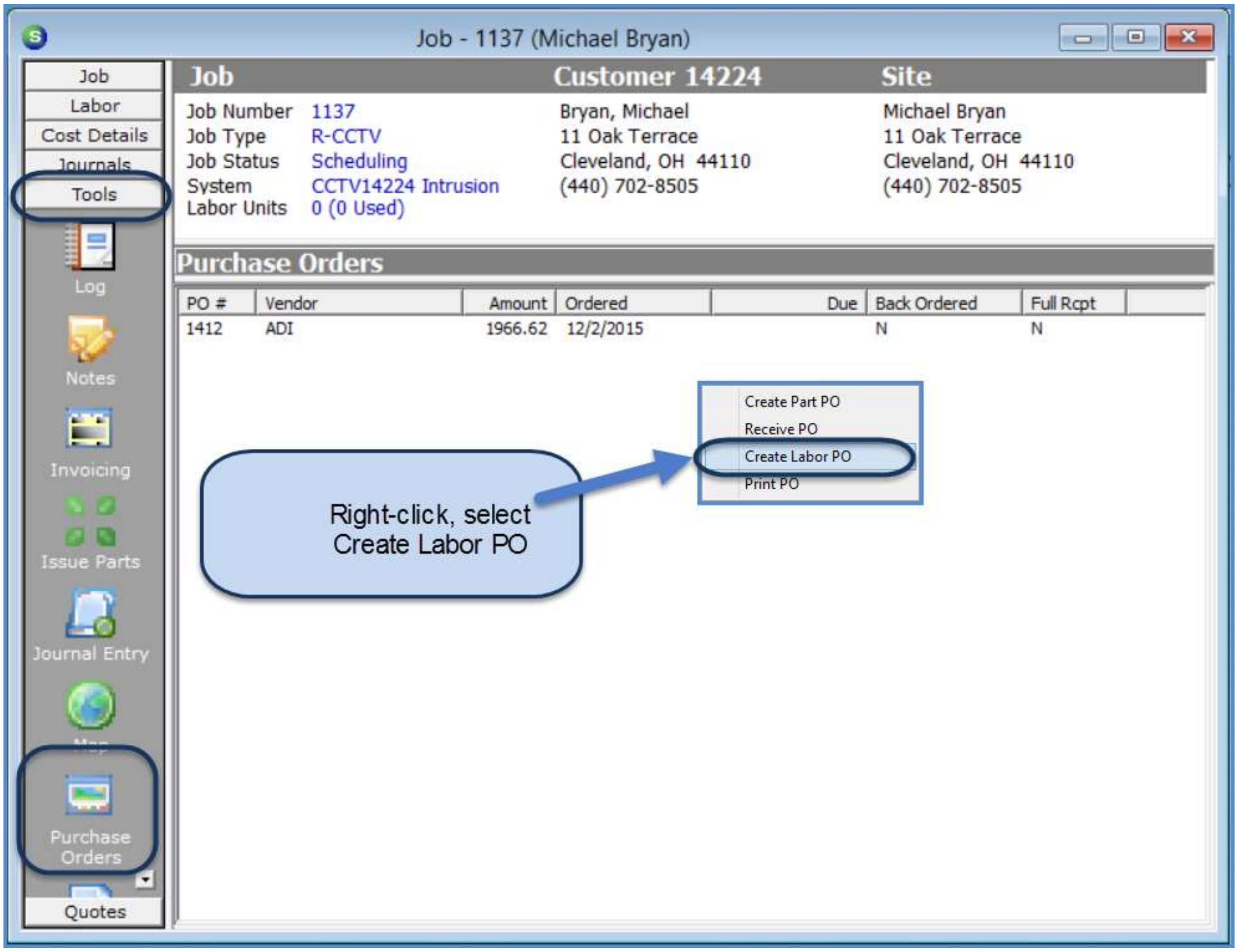
Receiving a Purchase Order within a Job

Purchase Orders may now be received directly within a job. Within a Job record, navigate to Tools/Purchase Orders; highlight the specific purchase order to be received and right-click then select the option “Receive PO”.



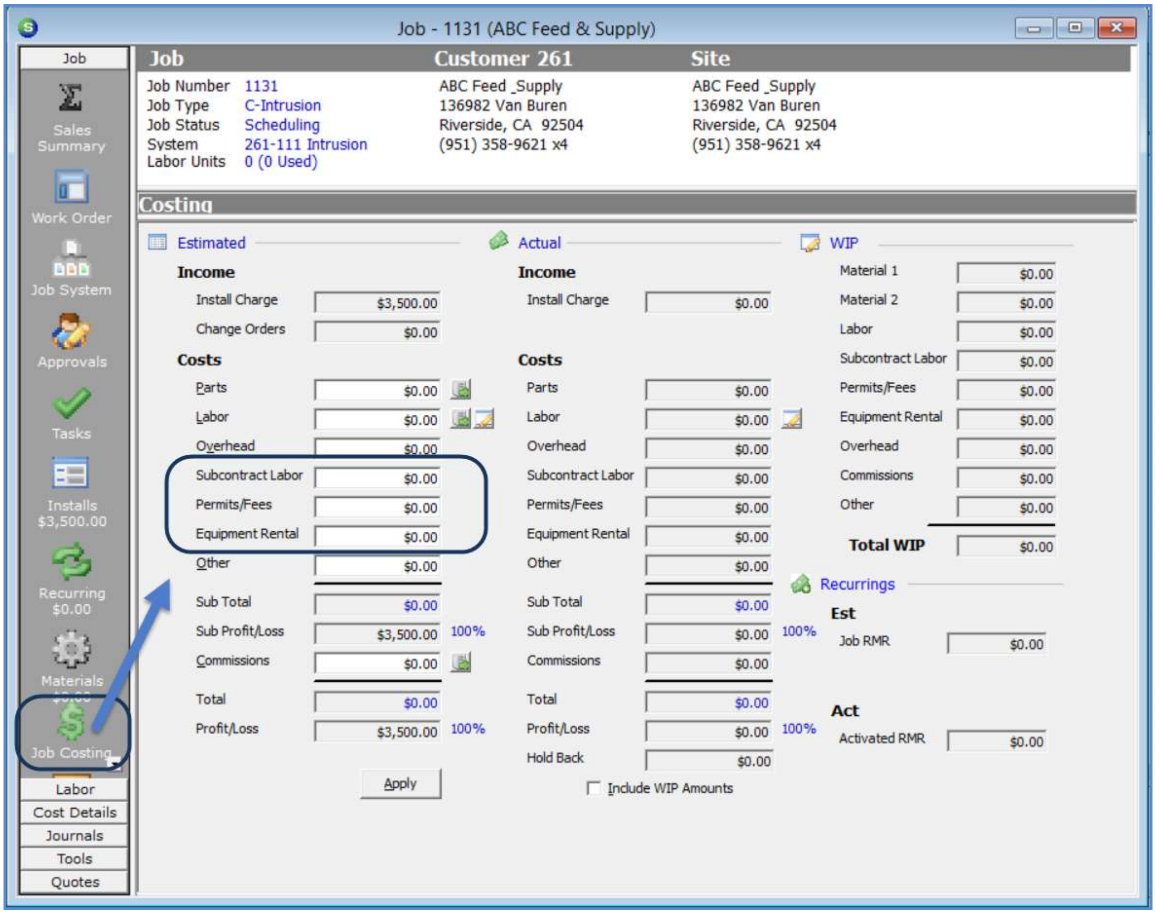
Purchase Orders

It is now possible to create a purchase order for subcontract labor within a job. When selecting this option, a blank purchase order will appear where a specific vendor may be chosen for the services required.



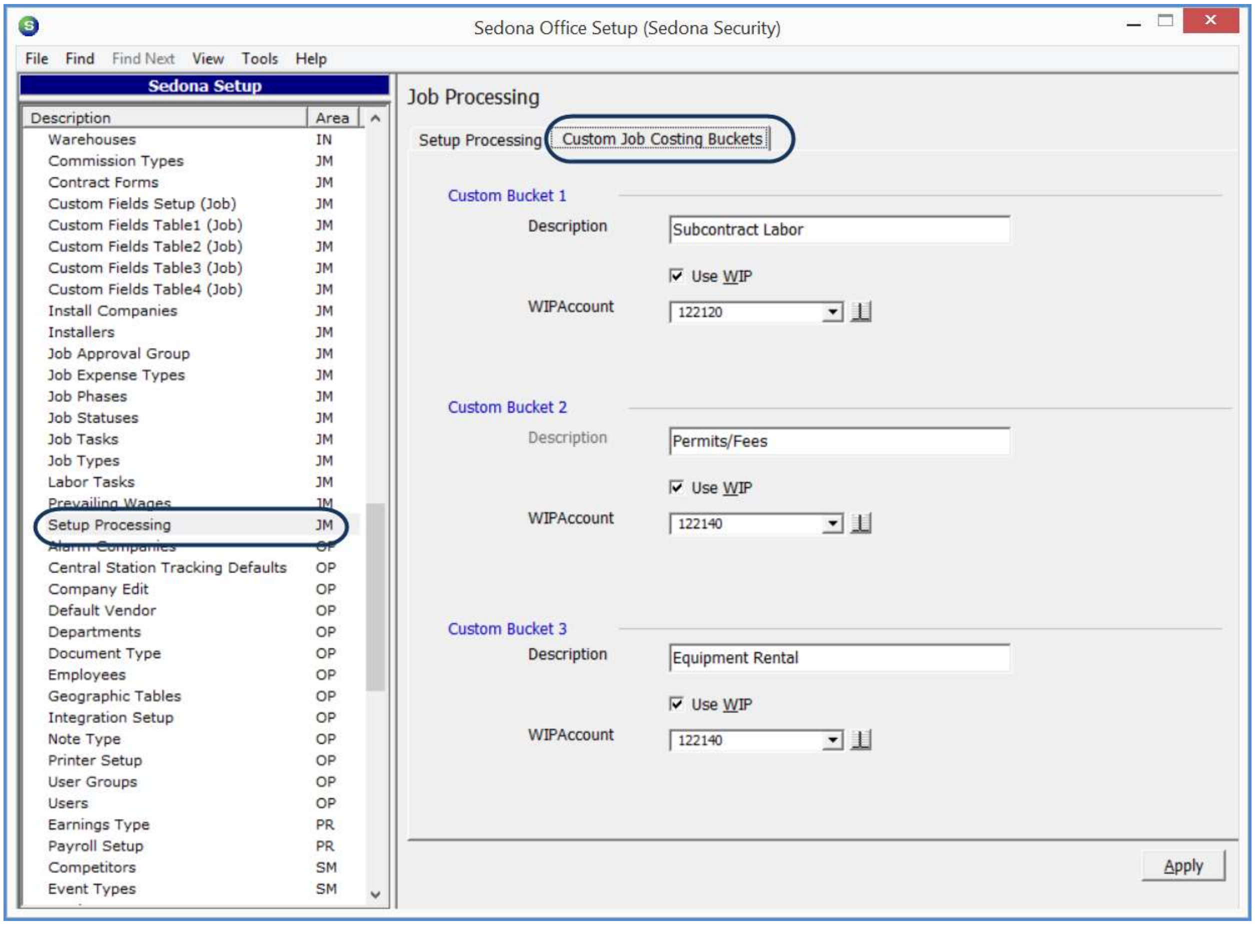
Custom Job Costing Buckets

Prior to this version, the job costing buckets had been pre-defined as Material, Labor, Overhead, Commissions, and Other. You may now break-down the "Other" bucket in up to 3 Custom Job Costing Buckets. Expenses that do not fall into these groupings will still show in the Job Costing "Other" bucket on the job costing screen.



Custom Job Costing Buckets Setup

A new tab labeled *Custom Job Costing Buckets* has been added to the Job Management Setup Processing form. On this form you may assign labels for one, two or all three available costing buckets. For SedonaOffice customers using WIP, you have the ability to mark which Job Costing Buckets will post expenses through WIP and select the desired WIP account for each custom job costing bucket.



Notes

Point of Sale

A Point of Sale module has been added to SedonaOffice, and has been written to the specifications of the SedonaOffice Customer who commissioned Perennial Software for this enhancement. SedonaOffice Customers interested in receiving a demonstration of this product may contact Sales@SedonaOffice.com. When attempting to access this module from the main SedonaOffice application menu, Users will receive a notification that their installation has not been setup to utilize this feature of the program. This feature must be activated by the SedonaOffice support team.

Notes

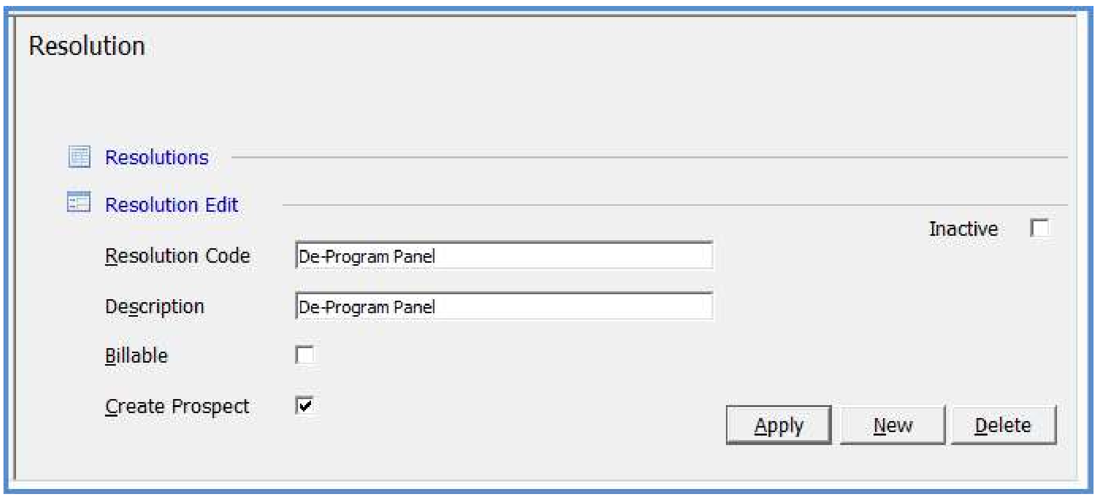
Sales Management

Prospects

It is now possible to have a new Prospect automatically created in Sales Management based upon the selection of the Ticket resolution code. Two setup tables have been enhanced with new options to accommodate this new option; SV Resolution Codes, and SV Setup Defaults.

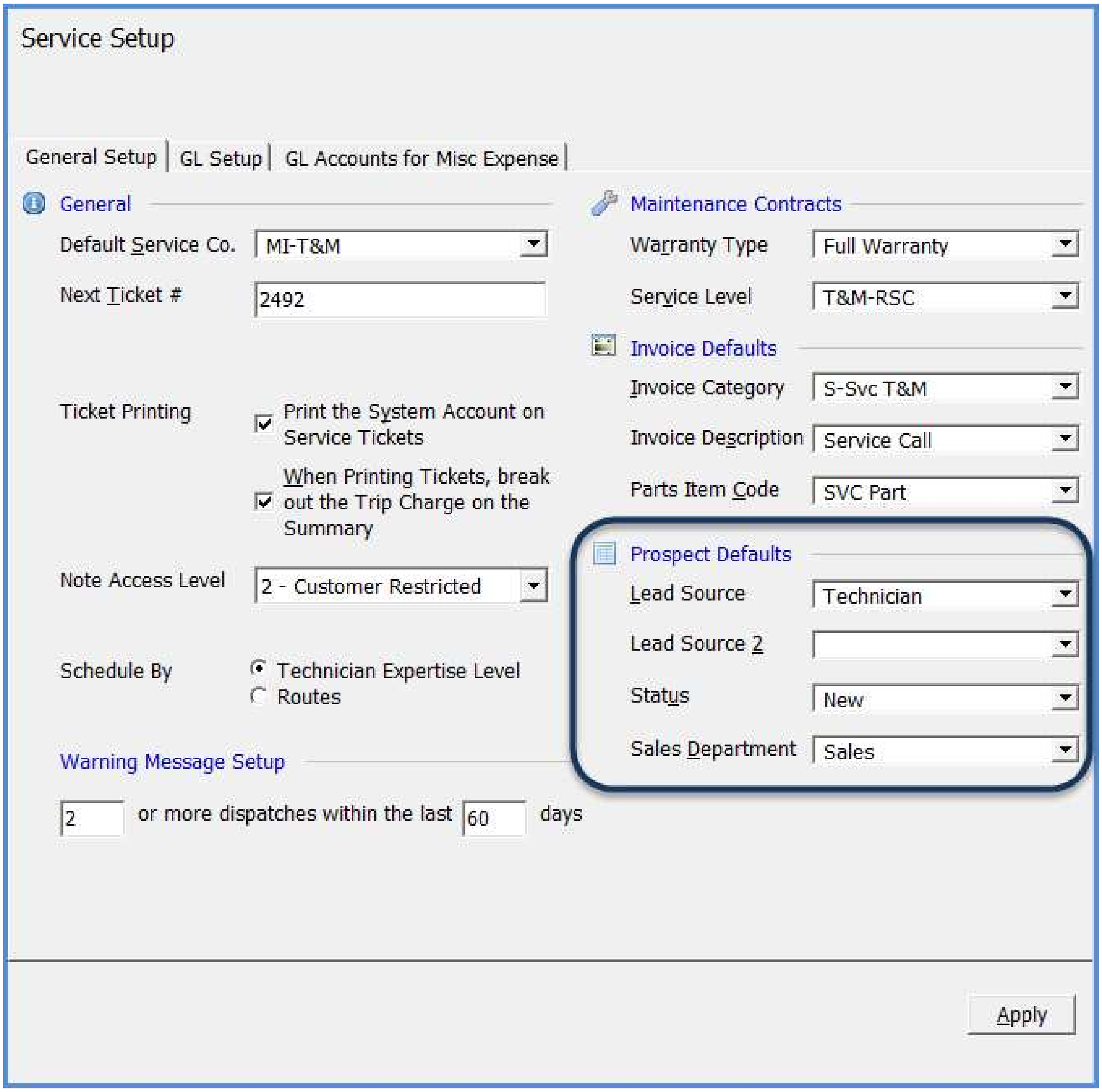
A new checkbox, *Create Prospect*, has been added to the Service Resolution Code setup table. If this option is checked, when a Ticket is closed using this resolution code, a new Prospect record will be created using the Customer and Site information on the Ticket being closed. Required fields on the Prospect form will default to the values entered in a new setup area on the Service Setup Default form in SedonaSetup.

SV Resolution Codes



A new area labeled *Prospect Defaults*, contains fields that will be used when a new Prospect is automatically created when selecting a Ticket Resolution Code flagged as Create Prospect.

Service Setup Defaults

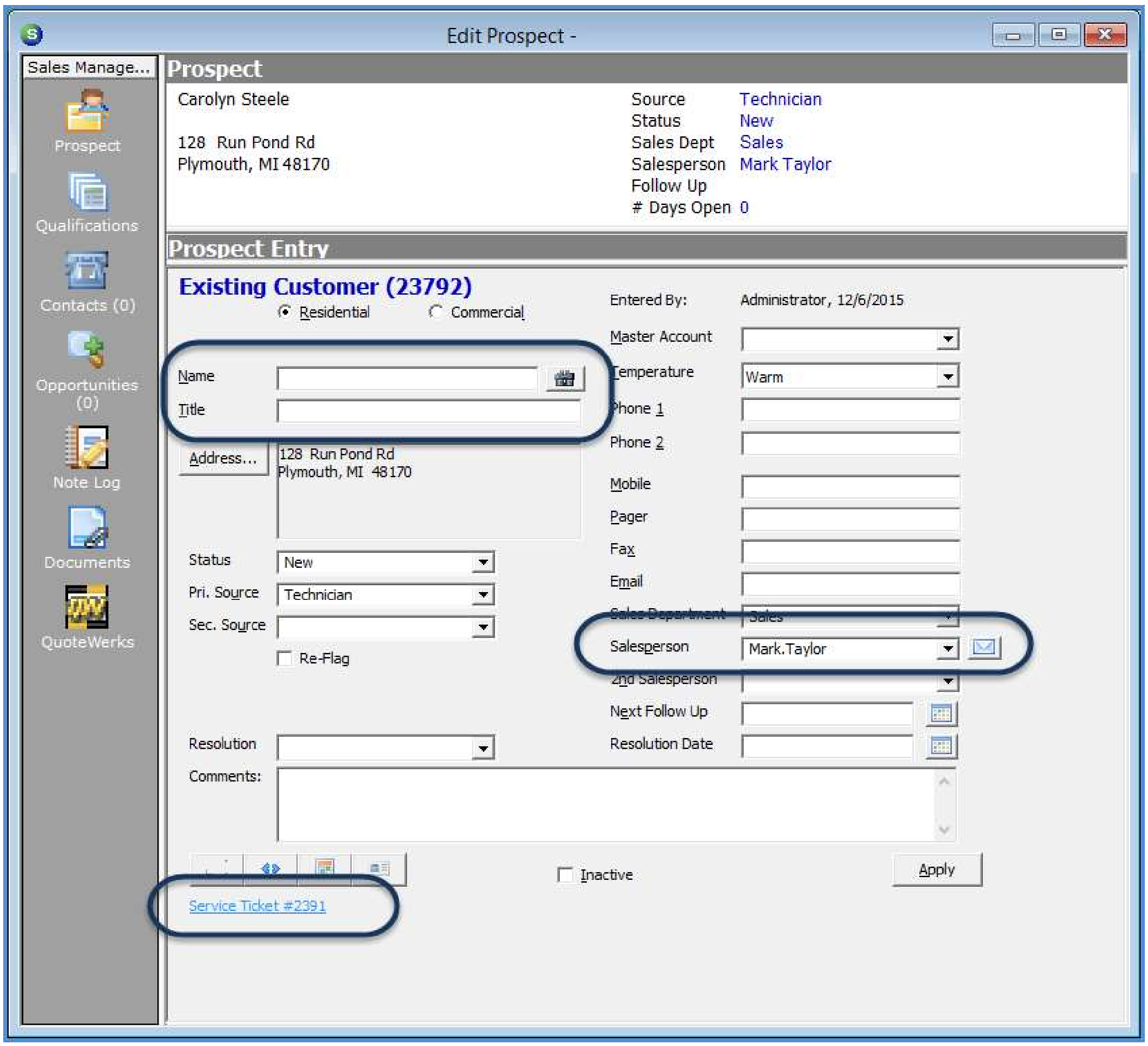


New Prospect Record

The new Prospect record created will be linked to the original Customer and reference the Ticket Number from which the Prospect was created.

The Salesperson field will automatically default to the name of the Technician shown on the Service Ticket form of the Ticket. If no Technician was assigned to the Ticket, the Salesperson field will be left blank and would need to be manually selected by the User.

The Name and Title fields on the Prospect Entry form are left blank and would need to be manually filled in with the appropriate information for the Prospect.

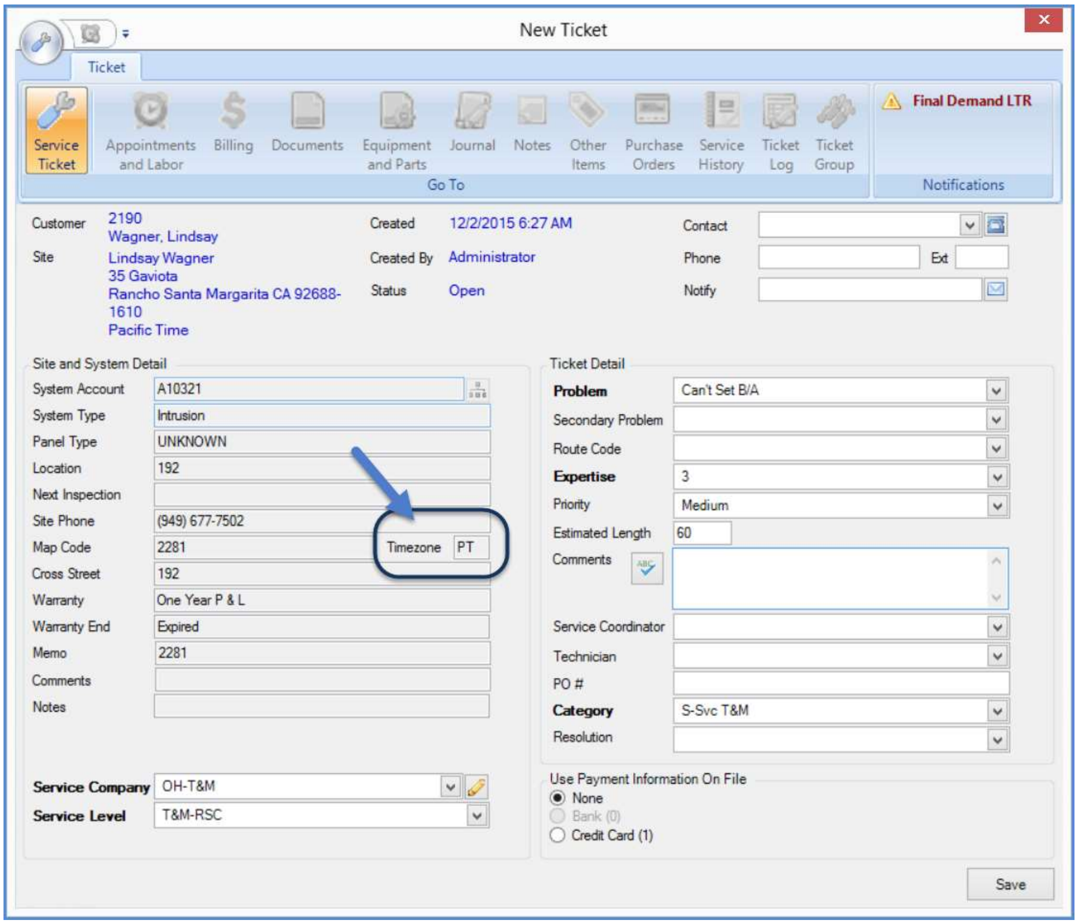


Notes

SedonaSchedule

Site Time Zones

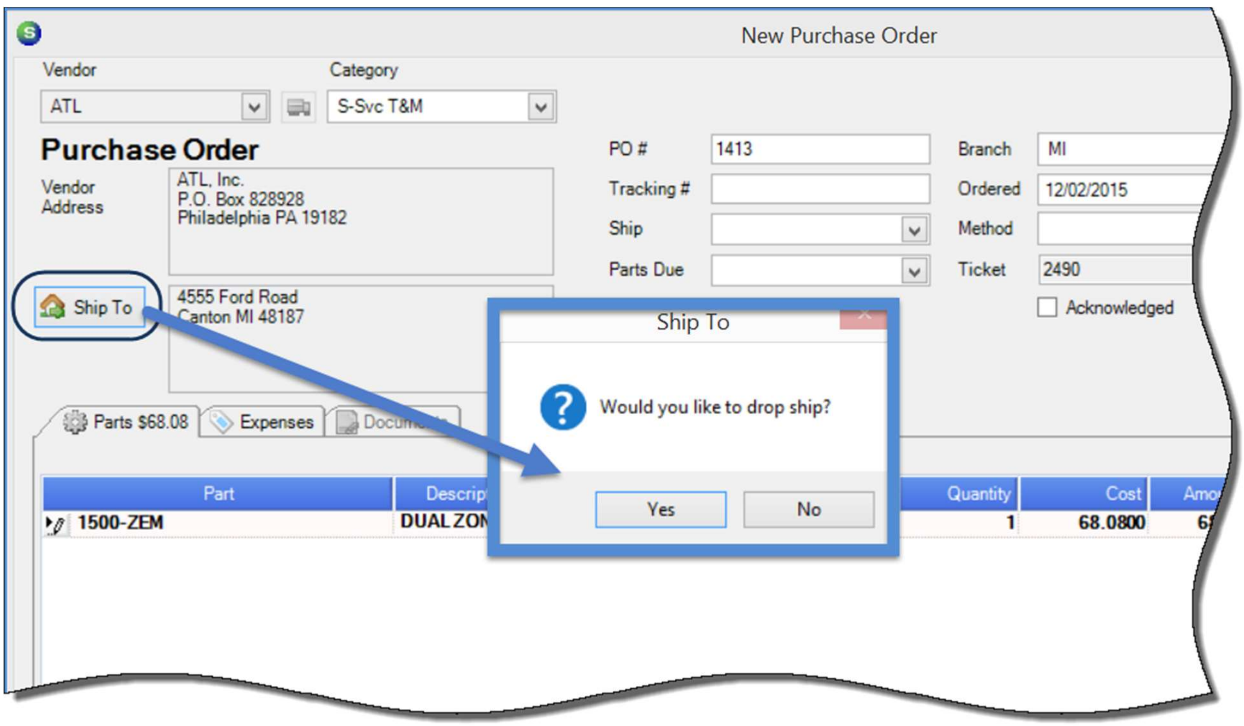
Service Tickets will now automatically display the time zone of the Site based on the zip code of the site.



Drop Ship on Purchase Orders

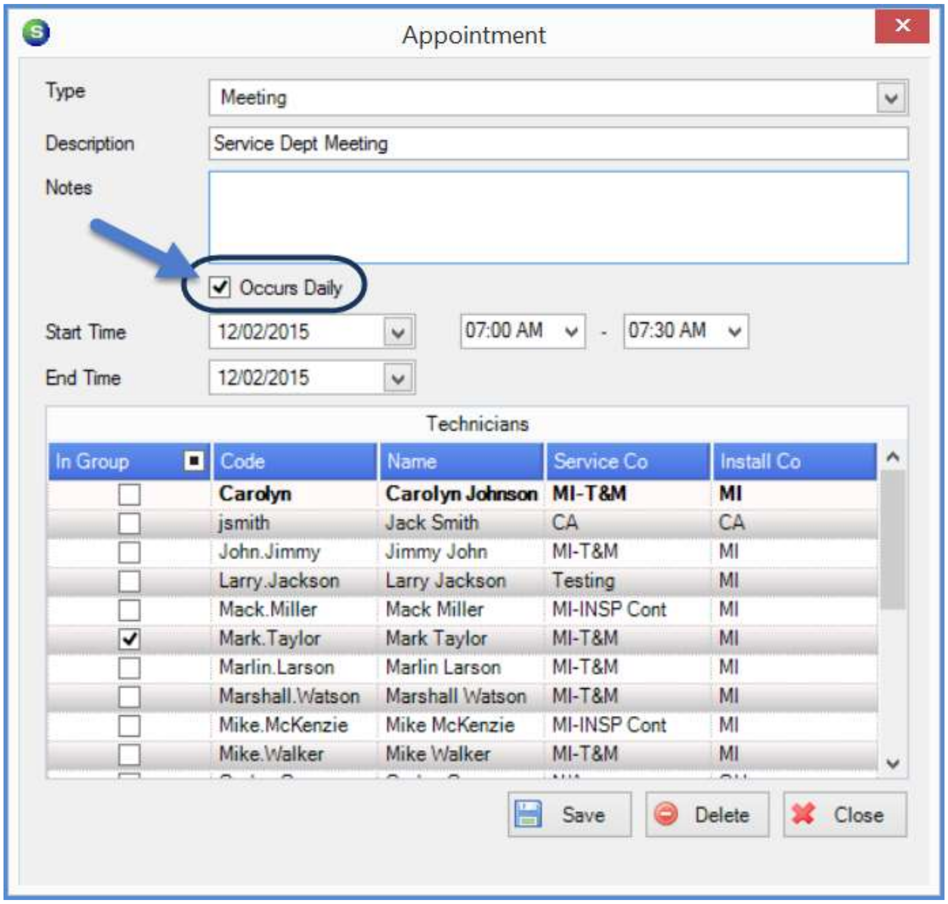
The Purchase Order form within a Ticket now provides the ability to drop ship directly to the Site address associated with the Ticket, lookup an address using the customer search tool, or manually type in any other ship to address.

Before saving the Purchase Order, if you click on the *Ship To* button, a message will displayed asking "Would you like to drop ship?". If the Yes button is selected, the Site address for the Site of the Ticket will auto fill into the Ship To address box. If you select the No button, the Ship To field will be available to edit manually with the desired shipping address, or you may leave the existing warehouse address if the Ship To button was accidentally clicked.



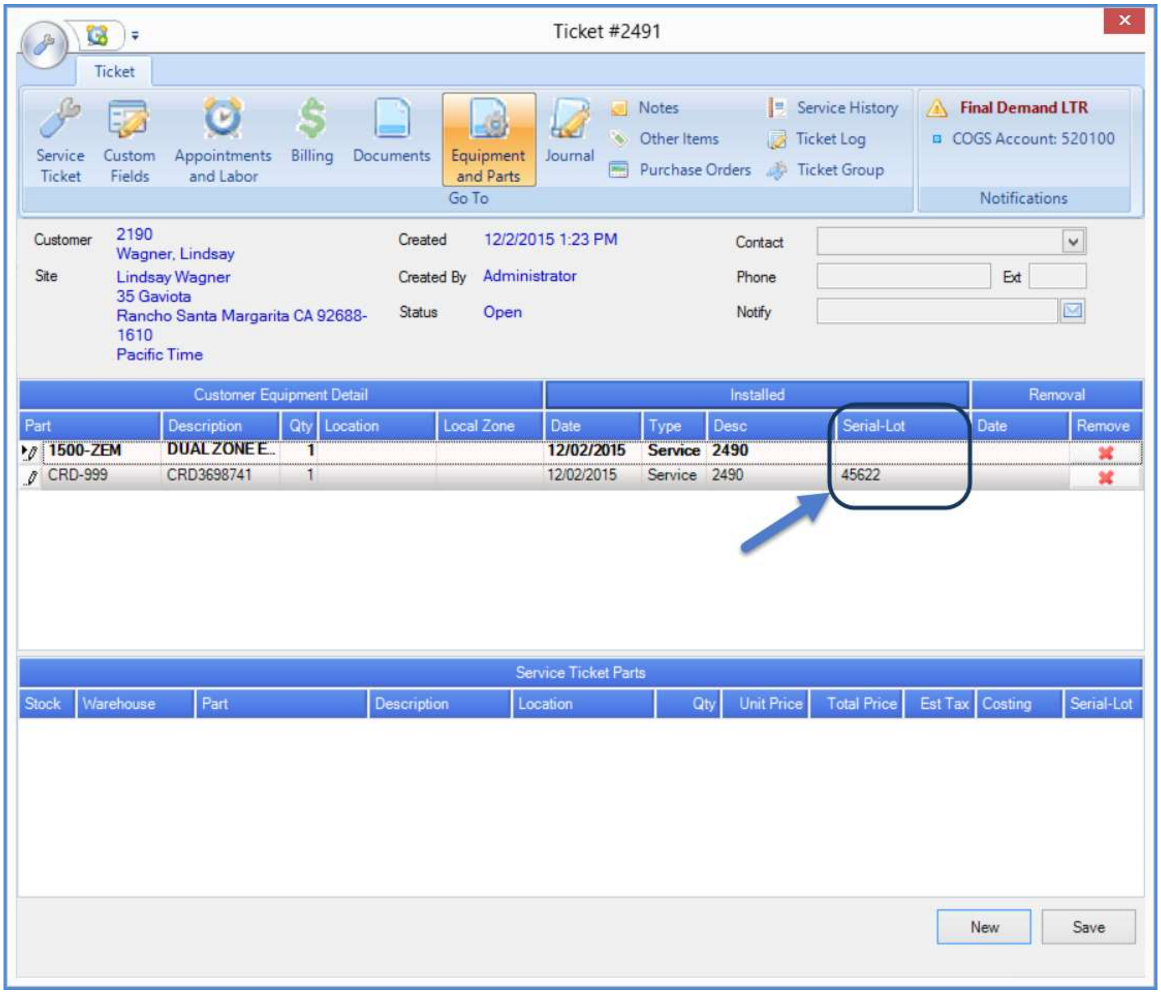
Miscellaneous Appointments

The Miscellaneous Appointments box now contains a new checkbox "Occurs Daily." This checkbox will be pre-checked. This option will allow for a range of consecutive days to be selected eliminating the need to schedule individual miscellaneous appointments for each day.



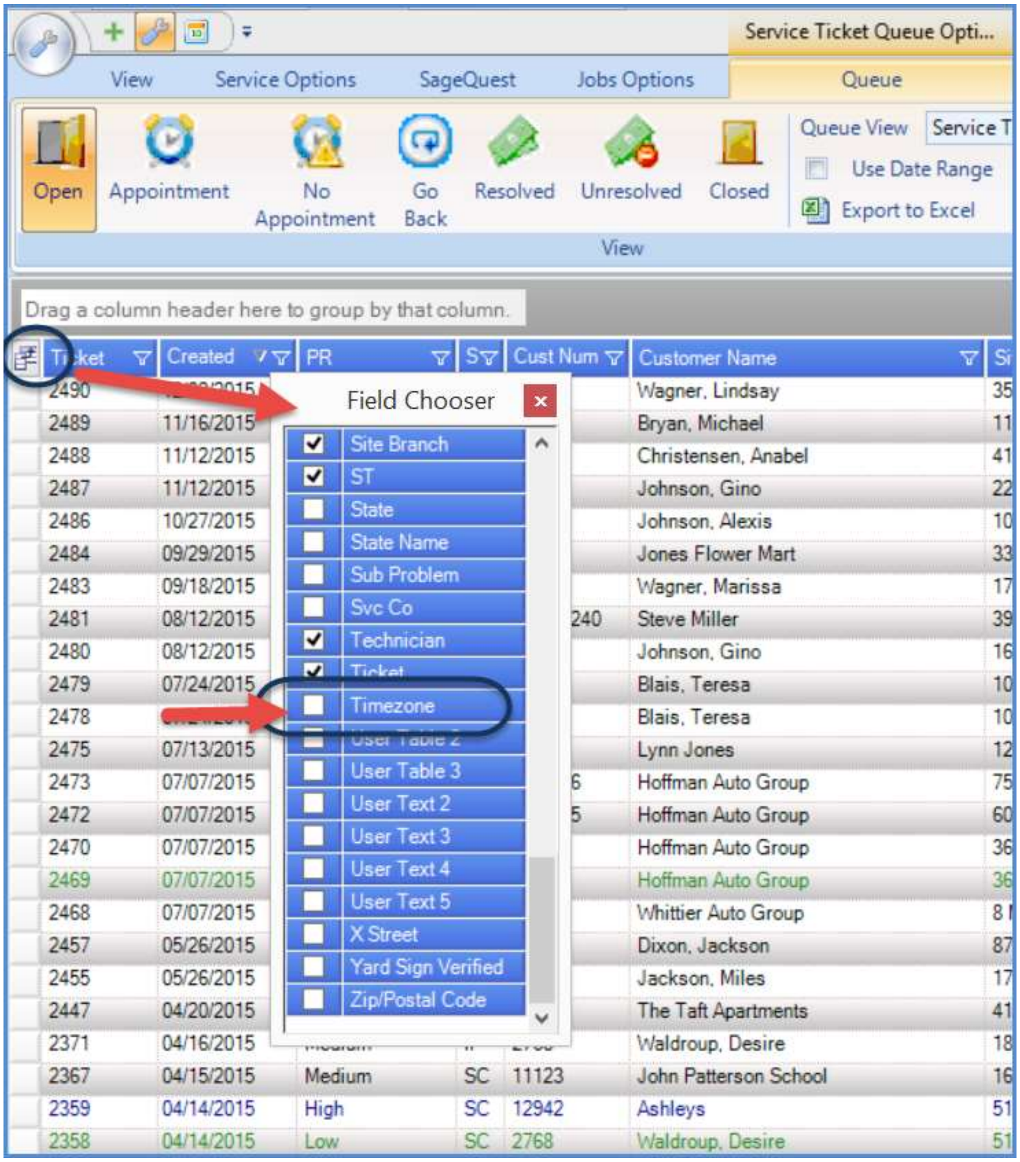
Ticket Serial/Lot Number Column for Customer Equipment

A new column has been added to the Customer Equipment Detail to display the serial/lot number of equipment that has already been installed for the system linked to the Ticket.



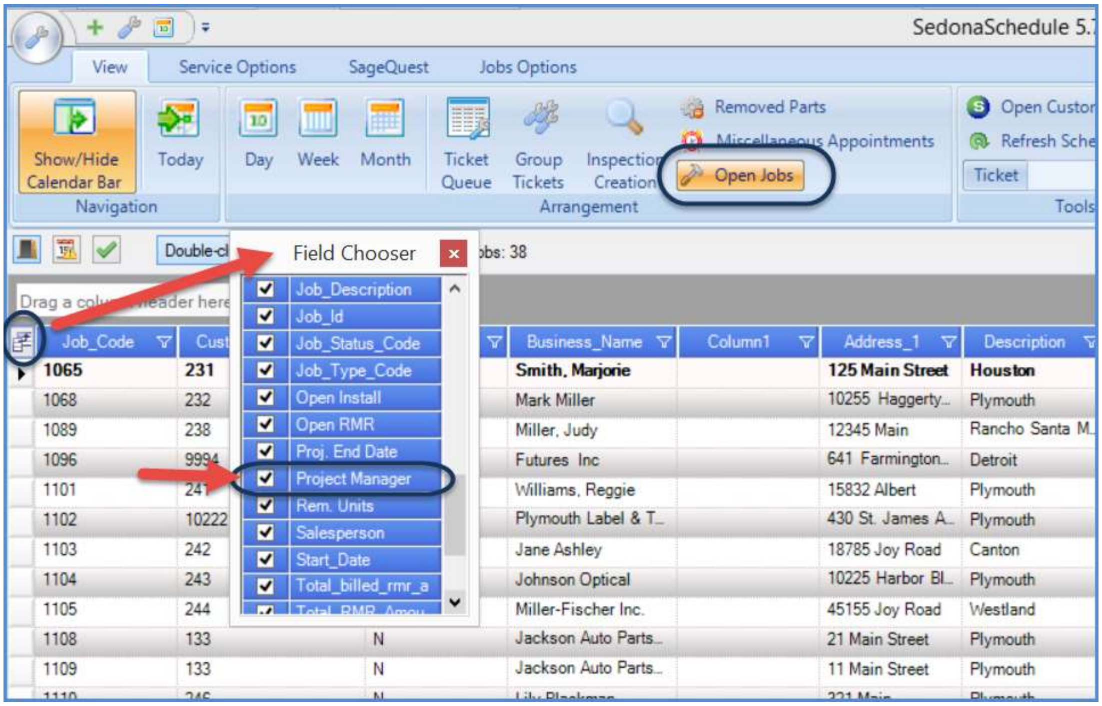
Ticket Queue Field Chooser

A new field, "Time zones" has been added to the Ticket Queue Field Chooser. Information in the Time zone field will only be available if the SedonaOffice server has been setup to utilize the new time zone feature.



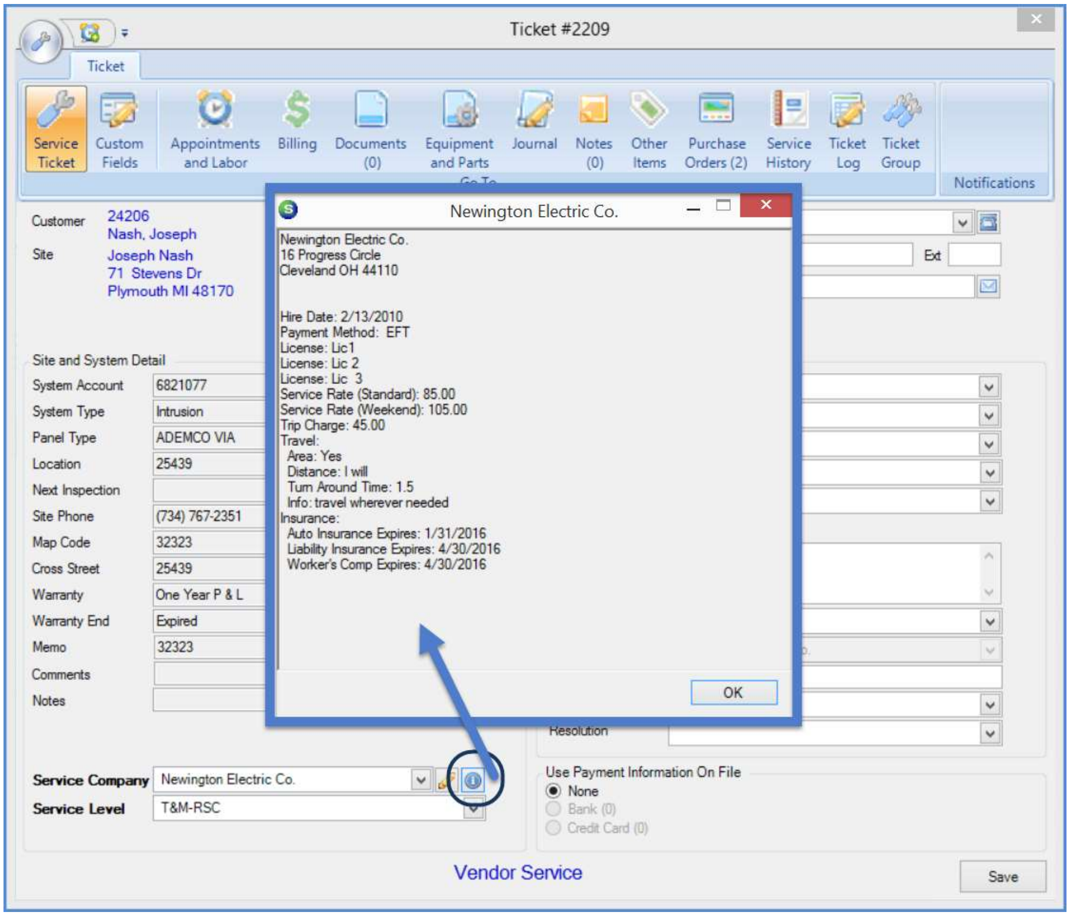
Job List Field Chooser

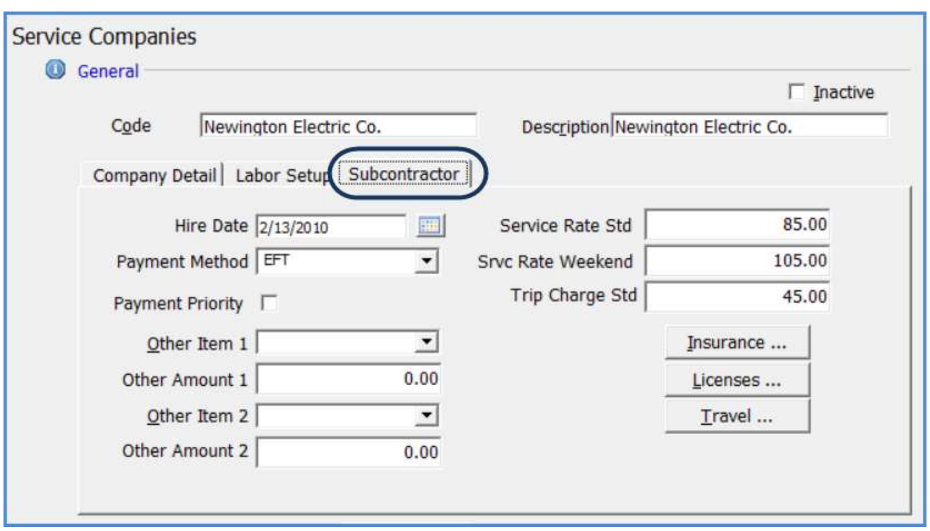
A new field, “Project Manager” has been added to the Job List Field Chooser.



Vendor Service Providers

A new information button has been added to show information about vendor service providers. The information displayed is entered and maintained on the Subcontractor tab on the Service Company setup table within SedonaSetup.

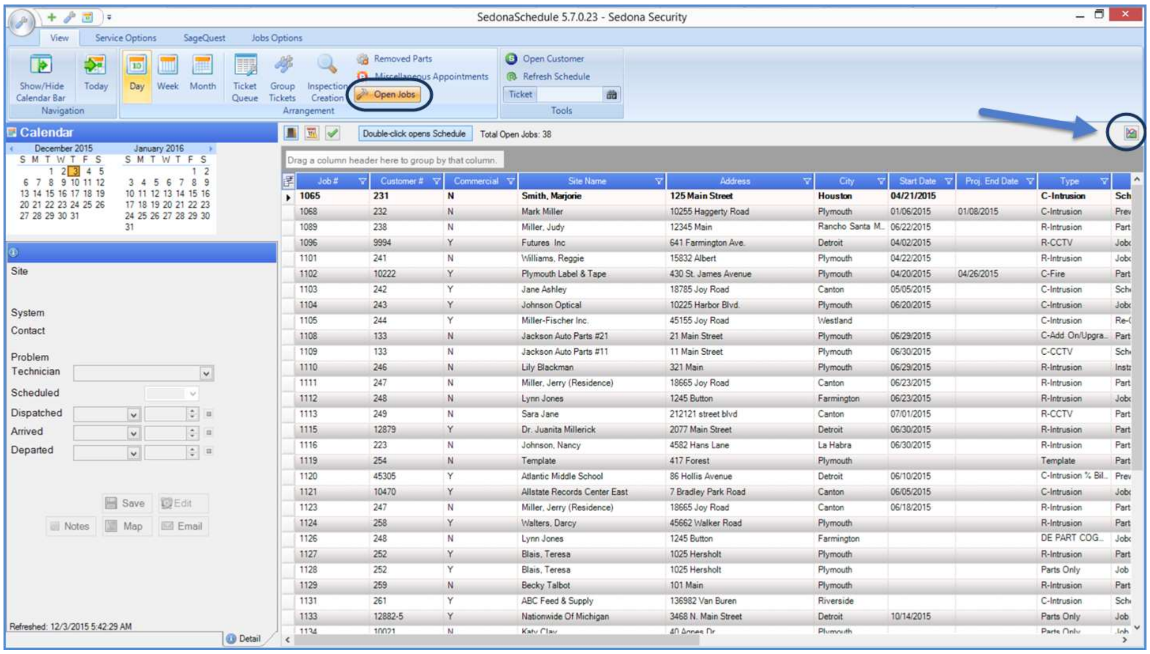




Job Planner

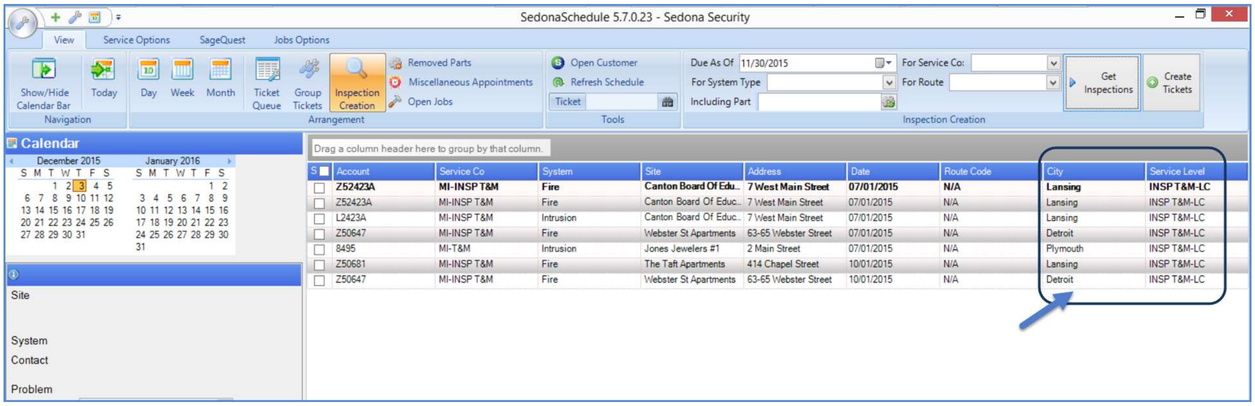
A new feature, *Job Planner*, is available to assist in planning large scale projects. The Job Planner will be turned on (by request only) by SedonaOffice Support.

Once turned on, the new feature is accessed by clicking on a new button  located in the banner area within the Open Job List area of SedonaSchedule.



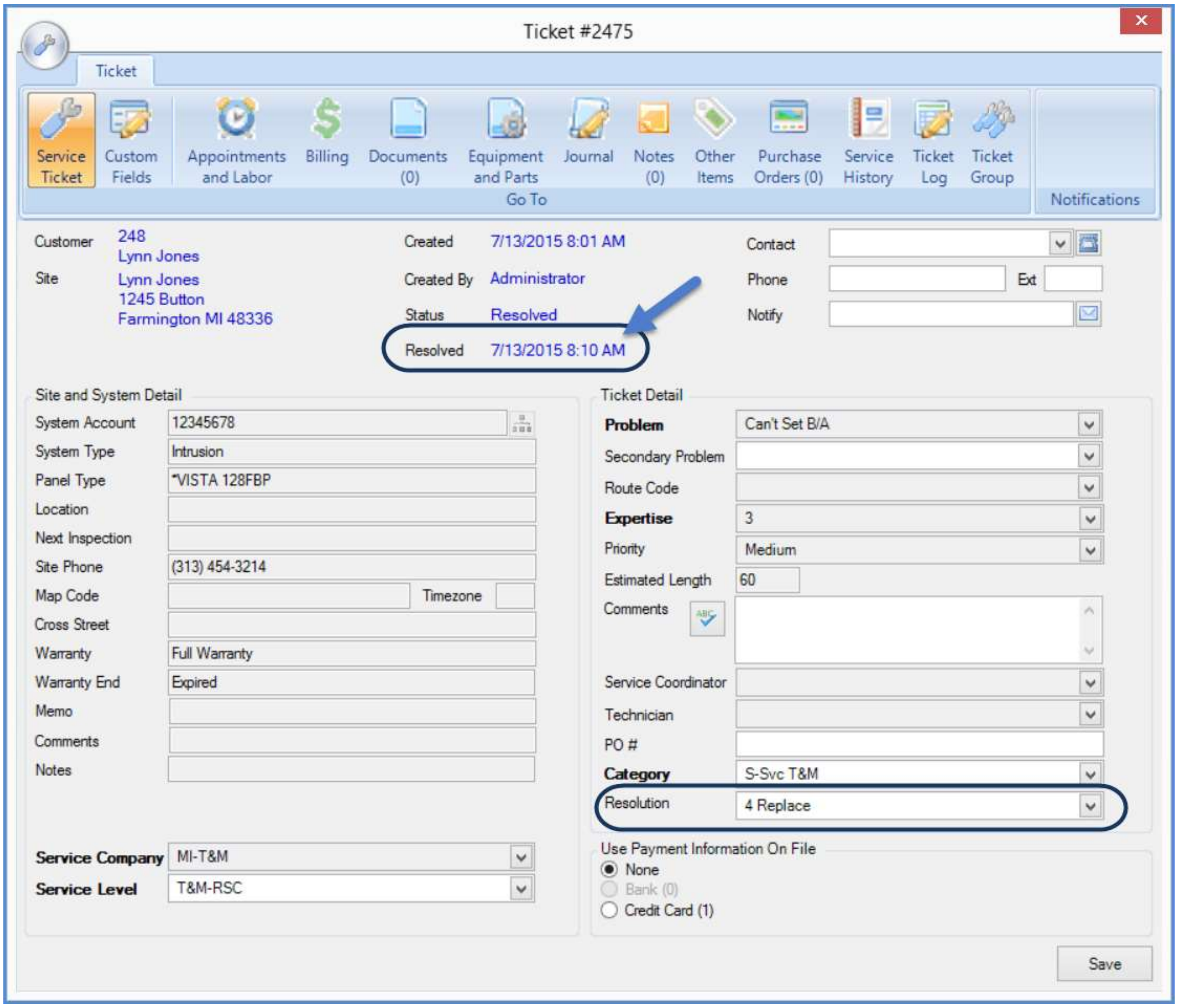
Inspection Creation

The site city and inspection service level have been added to the inspection creation grid.



Resolved Ticket Information

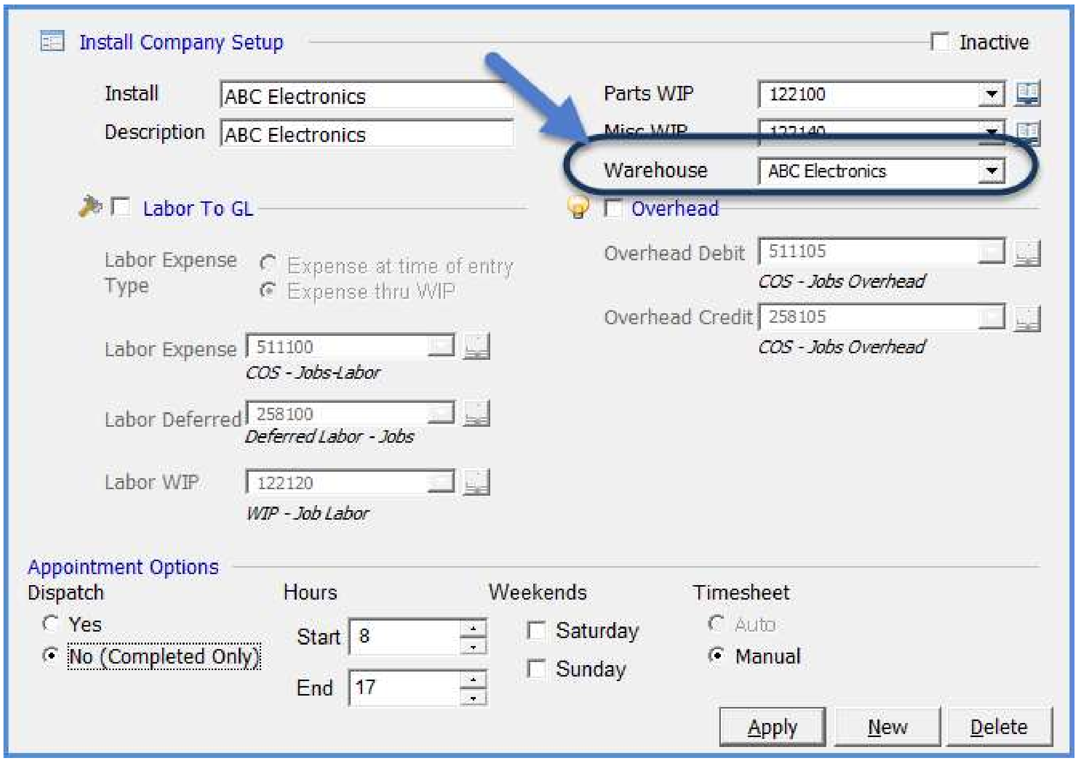
The date and time the Ticket was resolved now appears in the ticket header after a note marked as a “resolution” note is saved to the ticket, and a resolution code has been selected on the Service Ticket form.



SedonaSetup

Install Company

A new field labeled Warehouse has been added to the Install Company setup table. The warehouse associated with the Install Company will be the default warehouse selected on all purchase orders created from within a job that are not direct expensed.



User Group Security

New User Permissions have been created to provide a greater level of control over your data.

Read Only Vendor Access	AP
Hide Vendor Social Security No	AP
ADI Integration	AP
Edit Costs on Purchase Orders	AP
Delete Existing Customer	CM
Edit RMR Next Cycle Date	CM
Job Costing Part Button	JM
Edit Job Sold Date on Jobs	JM
Point Of Sale	PS
Location	PS
Openings	PS
POS Entry	PS
Reconcile Opening	PS
View Totals On Opening	PS
POS Preferences	PS
Select Closed Service Ticket for Costing	SV
Export Ticket Queue	SV
Bill Ticket to Cycle	SV

Notes

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