

SedonaOffice®

The #1 Financial Software for Security Companies

2013 SedonaOffice Users Conference

**Job Management 3
Change Orders
&
Managing Job Labor**

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Job Change Orders & Managing Job Labor

This track will cover the following topics:

- **Job Change Orders**
 - Positive Change Orders
 - Negative Change Orders

- **Job Labor**
 - From Job Appointment Dispatch
 - From Job Timesheets
 - From Batch Job Timesheets
 - From Job Timesheets Import

Job Change Orders

Change Orders are used to formally document changes to any of four Job elements which could have an impact on the cost or income of a Job. The four Job elements for which Change Orders may be processed are:

- Install Charges
- Recurring Charges (RMR)
- Parts
- Sales Commissions

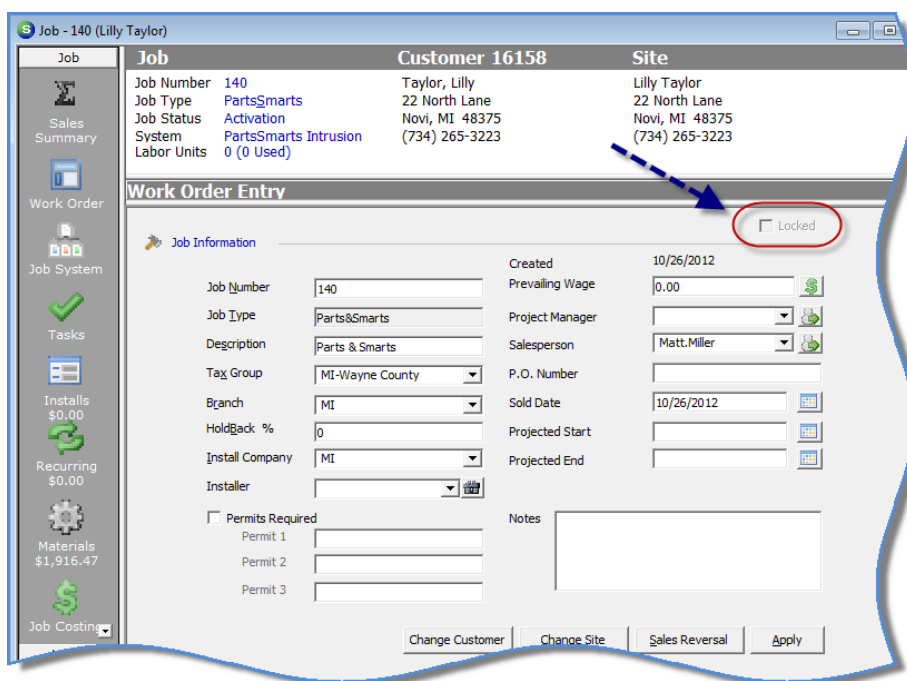
Change Orders may be created simply to document changes in costs on a Job regardless of whether the customer will be invoiced for additions or credited for deletions.

A Closed Job may be re-opened for the purpose of processing one or more Change Orders.

To be able to create a Change Order, a Job must be in a “Locked” status. A Job can be locked as a result of three situations:

- A User can force a Job to become locked by flagging a Job Task line for locking and approving the task.
- The Job will become naturally locked when all Job Tasks have been approved.
- The Job has become locked as a result of closing the Sales Period.

A Job is identified as “Locked” on the Job *Work Order* form.



Change Order Types

There are two types of Change Orders in SedonaOffice – Change Orders and Manual Reversals. These are typically referred to as Positive and Negative Change Orders. If both positive and negative changes need to be applied to a Job, this would require two separate Change Orders; one for the additions and one for the deletions. A single job may require both types of Change Orders.

Change Order – Used when adding or increasing charges to the Job; Parts, Labor, Install Charges or Commissions. This is commonly referred to as a Positive Change Order.

Manual Reversal Change Order – Used when reducing or removing charges from a Job; Parts, Labor, Install Charges or Commissions. This is commonly referred to as a Negative Change Order.

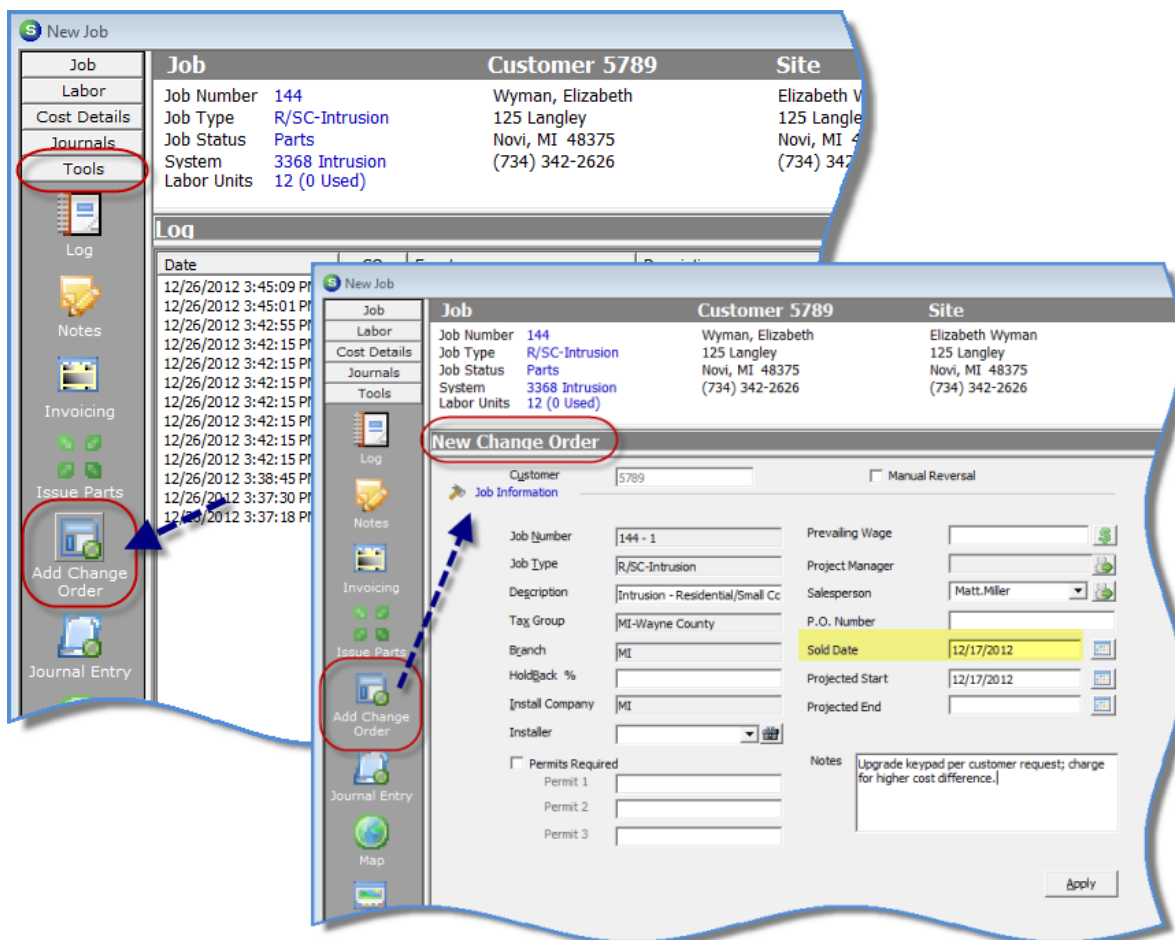
Notes

Change Orders (Positive)

Once a Job has become "Locked", a Change Order is created from the Job Tools menu. The Add Change Order button is only displayed when a Job is in Lock mode.

The New Change Order form will automatically be filled in with the information from the main Job Work Order form, with the exception of the Sold Date field. Typically this is the date the Change Order was entered or the date it was approved internally or externally.

The Notes field is a good place to summarize the purpose of the Change Order; this information will not print on the Job Ticket. If this information is to be printed on the Job Ticket, create a Job Note containing the necessary information and save with an access level 1.



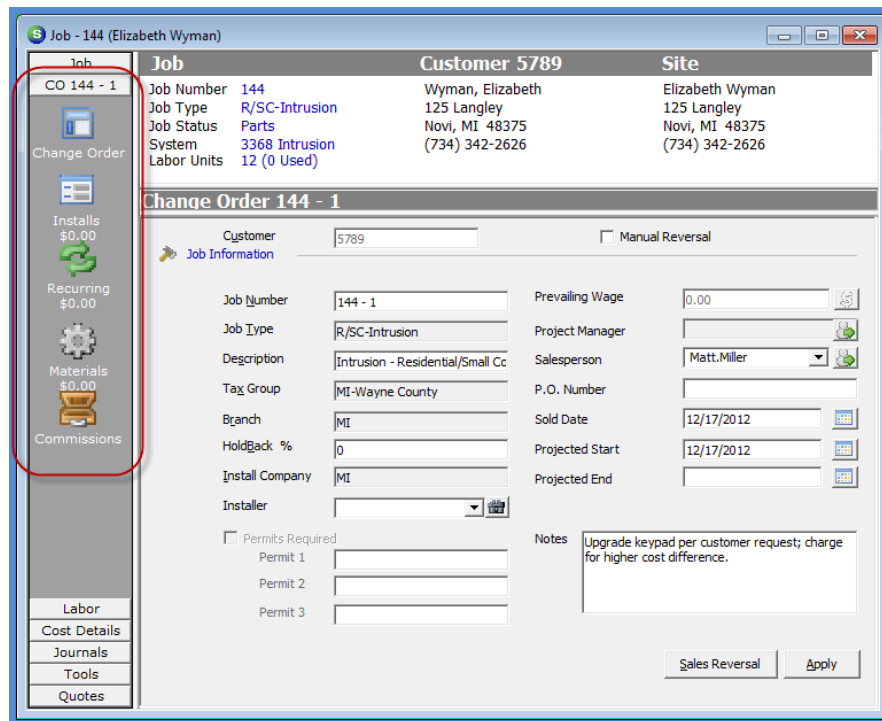
Notes

Change Order Additions/Increases

Once the New Change Order form has been saved, a new button will display on the job toolbar labeled with the Change Order number. The Change Order number begins with the original Job number followed by a hyphen and then the number of the change order. Change Orders are numbered sequentially by the application.

The Change Order toolbar contains buttons for the four elements of the Job where additions may be set up to be invoiced and/or parts for inventory purposes only.

- Install Charges
- Recurring
- Materials
- Commissions



Notes

Change Order Install Charges

Job - 144 (Elizabeth Wyman)

Job	Customer 5789	Site
Job Number 144	Wyman, Elizabeth	Elizabeth Wyman
Job Type R/SC-Intrusion	125 Langley	125 Langley
Job Status Parts	Novi, MI 48375	Novi, MI 48375
System 3368 Intrusion	(734) 342-2626	(734) 342-2626
Labor Units 12 (0 Used)		

CO 144 - 1 - Installs

Item	Description	Phase	QTY	Unit Price	Extended Price	Tax
Job Part RSC	Upgrade Keypad	Phase 01	1	35.00	35.00	2.28

Total Install Labor Units: 0 Installation Totals: \$5.00 2.28

Item: [] Qty: 0
 Description: [] Unit Price: 35.00
 Phase Code: Phase 01 Labor Units: 0
 Phase 01
 Cost Type: []
 Cost: [] Save New Delete

Apply

Change Order Recurring

Job - 144 (Elizabeth Wyman)

Job	Customer 5789	Site
Job Number 144	Wyman, Elizabeth	Elizabeth Wyman
Job Type R/SC-Intrusion	125 Langley	125 Langley
Job Status Parts	Novi, MI 48375	Novi, MI 48375
System 3368 Intrusion	(734) 342-2626	(734) 342-2626
Labor Units 12 (0 Used)		

CO 144 - 1 - Recurrings

Item Code	Description	Sub Item Of	Bill Cycle	Cycle Start	RMR Amount

Total Monthly Amount: 0.00 0.00

Recurring Item: MON
 Description: Monitoring-2 additional zones RMR Amount: 3.00
 Sub Item Of: MON Cycle Amount: 9.00 Enter as Monthly Amt Only
 Bill Cycle: Quarterly
 Cycle Start: [] Save New Delete

Apply

Notes

Change Order Materials

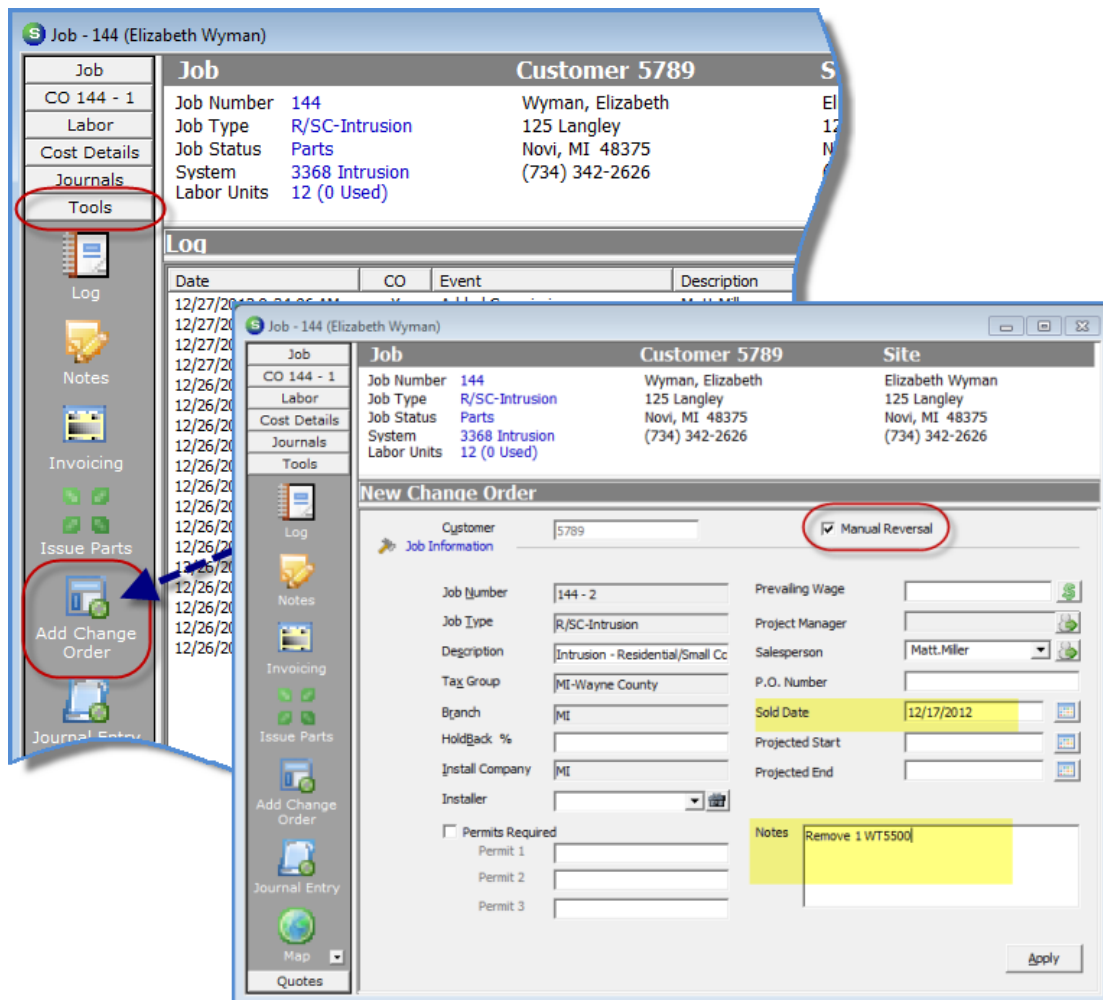
Change Order Commissions

Notes

Manual Reversal Change Orders (Negative)

Once a Job has become “Locked”, a Change Order is created from the Job Tools menu. The Add Change Order button is only displayed when a Job is in Lock mode.

The New Change Order form will automatically be filled in with the information from the main Job Work Order form, with the exception of the Sold Date field. Typically this is the date the Change Order was entered or the date it was approved internally or externally. Select the checkbox “Manual Reversal” at the upper right of the New Change Order form.



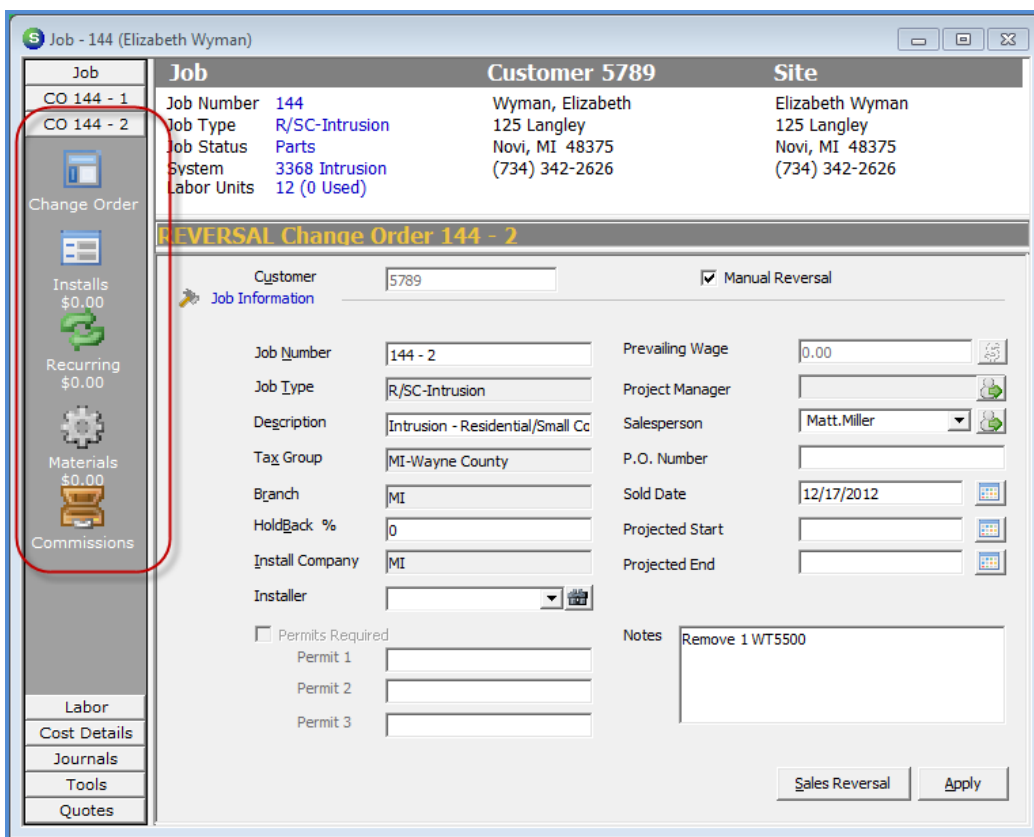
Notes

Manual Reversal Change Order Deletions/Decreases

Once the New Change Order form has been saved, a new button will display on the job toolbar labeled with the Change Order number. The Change Order number begins with the original Job number followed by a hyphen and then the number of the change order. Change Orders are numbered sequentially by the application.

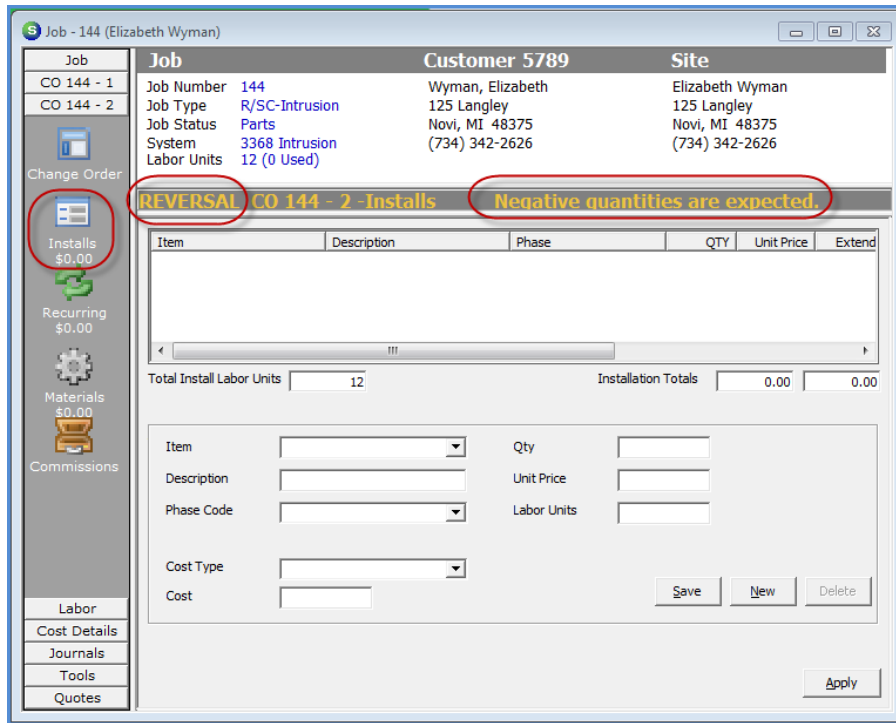
The Change Order toolbar contains buttons for the four elements of the Job where deletions may be set up as negative lines on the Job invoice and/or parts for inventory purposes only.

- Install Charges
- Recurring
- Materials
- Commissions

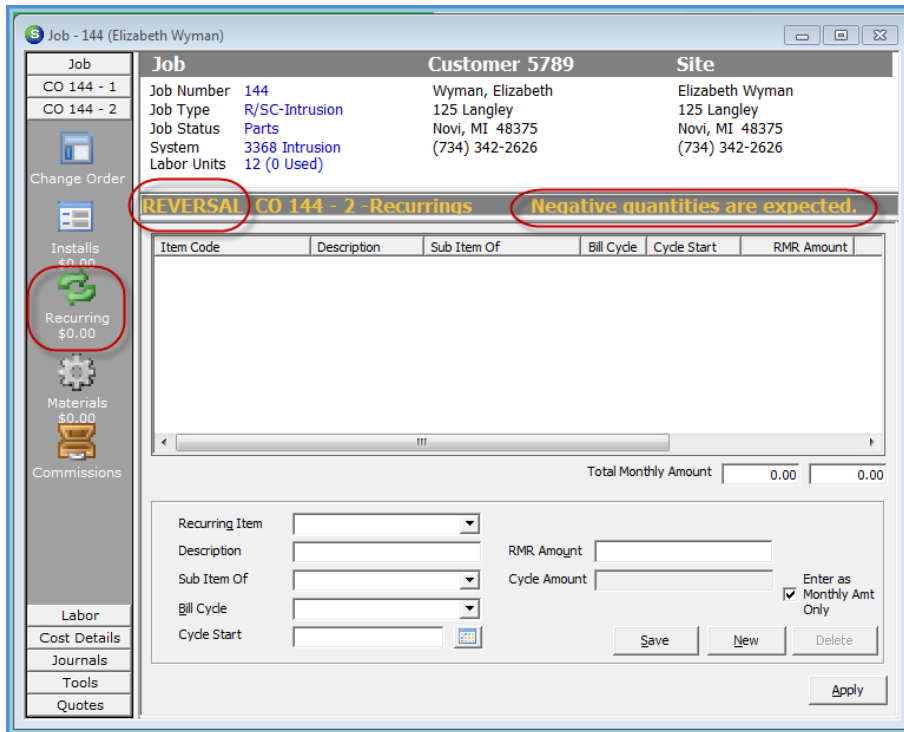


Notes

Manual Reversal Change Order Install Charges



Manual Reversal Change Order Recurring



Notes

Manual Reversal Change Order Materials

REVERSAL CO 144 - 2 - Materials Negative quantities are expected.

Part	Descript	Qty	Job #/CO	Unit	LU	Change Qty	Change LU	rsed	Stock	O	PO
DSC-WS4939	WS-4939	2	144		0	0	0	0			
EVDW4917	EVDW49	4	144		0	0	0	0			
KIT4471CP01HE	DSC WIR	1	144		0	0	0	0			
WLS-904-433	WLS PET	4	144		0	0	0	0			
WLS-906-433	WLS-906	8	144		0	0	0	0			
WLS-912L-433	WLS-912	8	144		0	0	0	0			
WT5500	WIRELES	2	144		0	-1	0	0			
DSCRFK5500ENC	64 ZONE	1	144 - 1		0	0	0	0			

Total Material LU: 0 Sub Total: 0.00 0.00

REVERSAL CO 144 - 2 - Materials Negative quantities are expected.

Part	Descript	Qty	Job #/CO	Unit	LU	Change	Change LU	Reversed
DSC-WS4939	WS-4939	2	144		0	0	0	0
EVDW4917	EVDW49	4	144		0	0	0	0
KIT4471CP01H	DSC WIR	1	144		0	0	0	0
WLS-904-433	WLS PET	4	144		0	0	0	0
WLS-906-433	WLS-906	8	144		0	0	0	0
WLS-912L-433	WLS-912	8	144		0	0	0	0
WT5500	WIRELES	1	144		0	0	0	-1
DSCRFK5500ENC	64 ZONE	1	144 - 1		0	0	0	0

Total Material LU: 0 Sub Total: 0.00 0.00

Manual Reversal Change Order Commissions

Job - 144 (Elizabeth Wyman)

Job	Customer 5789	Site
Job Number 144	Wyman, Elizabeth	Elizabeth Wyman
Job Type R/SC-Intrusion	125 Langley	125 Langley
Job Status Parts	Novi, MI 48375	Novi, MI 48375
System 3368 Intrusion	(734) 342-2626	(734) 342-2626
Labor Units 12 (0 Used)		

CO 144 - 2 - Commissions

Commissionable / Splits

Install Total	0.00	Salesperson 1	Matt.Miller	100.00 %
Commissionable %	100.00	Salesperson 2		0.00 %
Commissionable	0.00			
Recurring	0.00			

Auto Fill Apply

Salesperson	Commission Type	Post Date	Commissionable	Rate	Commission
-------------	-----------------	-----------	----------------	------	------------

Total Commission 0.00

Salesperson **Matt.Miller** Commissionable -50.00

Commission Type Add On Parts Rate 25.00

Posting Date (GL) 12/15/2012 Commission -12.50

Select from all other Salespeople

Apply New Delete

Notes

Job Labor

Labor hours and costs may be posted to Jobs using a variety of methods depending on the preference of your company. Labor costs applied to Jobs are not limited to installation labor, but may also include travel, project management, etc.

- Job Timesheets (single or batch timesheets)
- Automated Timesheets when Dispatching Job Appointments
- Payroll Timesheets
- Job Timesheet Import (new)

Prior to posting Labor to Jobs, you must first determine whether to use the actual pay rate of the Installer or a burdened labor rate. If using Payroll Timesheets, then the actual pay rate will always be used for labor posted to Jobs.

The most logical method of applying labor to Jobs is to use a single burdened labor rate for installers. When Jobs are quoted, most companies use a burdened labor rate to determine the estimated labor costs. When applying labor to Jobs, it would make sense to use the same labor rate used during the sales estimating process.

Labor posted to Jobs using a burdened labor rate is not to be confused with the company's actual payroll. The amounts recorded to the general ledger for Job Labor will need to be removed with a journal entry each month as a part of the month-end closing process.

If using the Payroll Timesheets to apply labor to Jobs, you have the option of also applying an Overhead amount to Jobs. SedonaOffice has the available functionality to post Overhead as a percentage of each labor dollar or a flat dollar amount for each labor dollar posted to the Job. The calculated and posted Overhead amounts are strictly for reporting purposes, and amounts would need to be removed with a journal entry at month-end.

Regardless of the method of applying labor or the pay rates to be used, there is setup involved.

Notes

Job Labor Rates Setup

Hourly labor rates which are posted to Jobs are setup in one of two places in SedonaSetup; Installers or Employees.

Installer Setup

Labor Rates for each installer is maintained in the Installer setup table. This rate is used for applying labor hours and costs to Jobs when using any of the following timesheet data entry methods:

- Single Job Timesheets
- Batch Job Timesheets
- Automated Timesheets (Dispatching Job Appointments)
- Job Timesheet Import (new)

The screenshot shows the 'Installer Edit' window. At the top, there is a 'Name' dropdown menu with 'Mark Taylor' selected and an 'Address...' field with '45234 Joy Rd, Plymouth, MI 48170'. Below these are three radio buttons: 'Service Tech', 'Installer', and 'Both', with 'Both' selected. A tabbed interface is visible with 'Installation' selected. Under the 'Installation' tab, there is an 'Install Company' dropdown menu with 'MI' selected. Below this are three input fields: 'Regular Pay Rate' (40.00), 'Overtime Pay Rate' (40.00), and 'Holiday Pay Rate' (40.00). Red circles highlight the 'Installation' tab and the three pay rate input fields.

Notes

Employee Setup

Labor Rates setup and maintained in the Employee setup table is only used when posting labor with the Payroll Timesheet method. Labor rates entered into this setup table would be the employee's actual hourly rate.

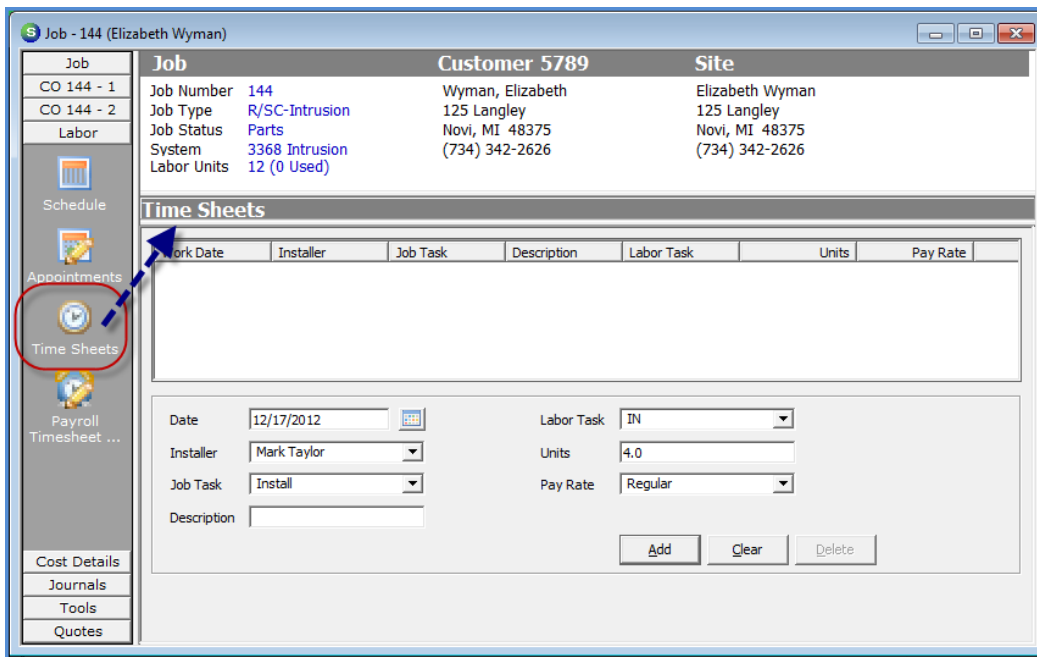
The screenshot shows the 'Employee Edit' window with the 'Payroll' tab selected. The 'Employee Code' is 'Marshall.Watson'. The 'Branch' is 'MI', 'Category' is 'J-L.Com', and 'Payroll Account' is '620450'. The 'Payroll File #' is '201'. The 'Hourly' radio button is selected, and the 'Regular Rate' is '18.50' and the 'Overtime Multiplier' is '1.5'. The 'Inactive' checkbox is unchecked.

Notes

Job Timesheets (single)

Single Job Timesheets are entered on each individual Job. This method is typically used for:

- companies with very few installers for which to post labor
- for making corrections to timesheets posted from any other timesheet data entry method

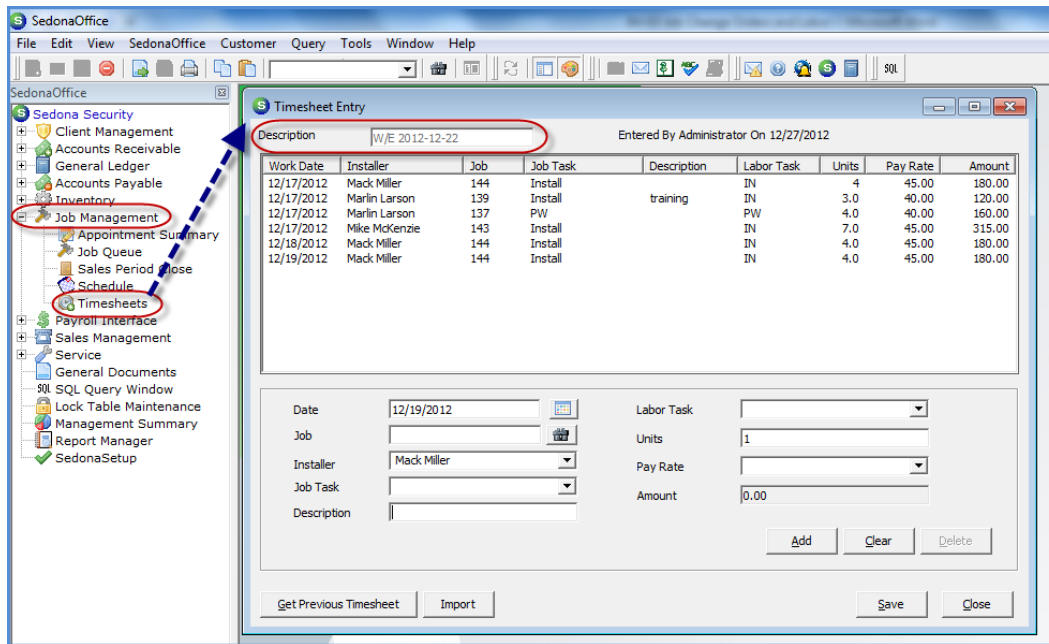


Notes

Batch Job Timesheets

This data entry method is probably the most popular due to using one data entry form to enter hours/amounts for worked performed on Jobs with various installers.

Once all timesheets have been entered into the batch and saved, the timesheet records appear on the individual Job records.



Notes

Automated Job Timesheets

Dispatch Timesheets are used if your company is scheduling and dispatching Job Appointments. Once a Job Appointment has been dispatched, an automated Job Timesheet is created and posted to the Job.

A Job Appointment may be dispatched from:

- Job Dispatch Form
- The Appointment Summary
- By Installers using the FSUWeb or FSULT

Job Dispatch Form

Customer Information
 Mark Robbins Jewelers
 6 Commonwealth Avenue
 Detroit Michigan 48201

Ticket Information
 Problem Code LC-Intrusion
 Expertise Level

Appointment
 Scheduled 9/4/2012 8:00:00 AM
 Tech Mack Miller
 Est Len 480 min.

Change Appointment To
 Date 9/4/2012 Tech Mack Miller Job Task Install
 Time 08:00 am Est Len 480 Labor Task IN
 Allow Appointment Outside Business Hours

Current Date 9 / 4 / 2012 <All Companies> City September 04, 2012

	Electric, Reichter (5)	Larson, Marlin (5)	McKenzie, Mike (1)	Miller, Mack (5)	Smith, Jack (0)	Taylor, Mark (5)	Walker, Mike (5)
Svc Co	MI-T&M	MI-T&M	MI-INSP Cont	MI-INSP Cont	MI-T&M	MI-T&M	MI-T&M
Install Co	MI	MI	MI	MI	MI	MI	MI
08:00 AM							
08:15 AM							
08:30 AM							
08:45 AM							
09:00 AM							
09:15 AM							
09:30 AM							
09:45 AM							
10:00 AM							
10:15 AM							
10:30 AM							
10:45 AM							
11:00 AM							
11:15 AM							
11:30 AM							

Dispatch Dialog Box:
 Job 139
 Name: Mark Robbins Jewelers
 Address: 6 Commonwealth Avenue
 Detroit Michigan 48201
 Installer: Mack Miller
 Job Type: LC-Intrusion
 Estimated Time: 480
 Job Task: Install
 Labor Task: IN
 Dispatch Times:
 Dispatched 9/4/2012 7:45 AM
 Arrived 9/4/2012 8:00 AM
 Departed 9/4/2012 4:00 PM

Yellow Highlight:
 J139 (LC-Intrusion)
 (Job Complete)
 Mark Robbins
 Jewelers
 Detroit

Notes

The Appointment Summary Dispatch

The screenshot displays the 'Appointment Summary' window with a 'Technician Schedule Board'. The board is a grid with columns for technicians: Electric, Larson, Marlin, McKenzie, Mike, Miller, Mack, Smith, Jack, Taylor, Mark, Walker, Mike, and Watson. The rows represent time slots from 08:00 AM to 01:15 PM. A yellow vertical bar highlights the 'Miller, Mack' column. A context menu is open over the 10:00 AM slot, listing options: Dispatch Now, Arrive Now, Depart Now, Technician Times (circled in red), Edit Job, Technician Appointment, Delete Appointment, View Map of Today's Appointments, and Send Text Message. A 'Dispatch' dialog box is also open, showing job details for 'Job 139' at 'Mark Robbins Jewelers'. The dialog includes fields for Name, Address, Installer, Job Type, Estimated Time, Job Task, and Labor Task. A 'Dispatch Times' section contains fields for Dispatched (9/4/2012 7:30 AM), Arrived (9/4/2012 8:00 AM), and Departed (9/4/2012 4:30 PM). A blue dashed arrow points from the 'Technician Times' menu item to the 'Dispatch Times' section in the dialog box.

Notes

Job Timesheets Import

This new option became available in the fall of 2012. This import process was custom developed for one specific SedonaOffice customer; however, this functionality is available to anyone who is able to produce a properly formatted file for import into SedonaOffice.

A properly formatted file save in the .csv format is imported from the Job Timesheet data entry form.

	A	B	C	D	E	F	G	H	I	J
1	201	Mack Miller	12/18/2012	143	Install Devices	Install	IN	8	0	
2	205	Mike McKenzie	12/18/2012	140	Prewire	PW	PW	8	2	
3	233	Mark Taylor	12/18/2012	136	Install Devices	Install	IN	8	0	
4										
5										

Notes

Imported CSV File

The screenshot shows a software window titled "Timesheet Entry". At the top, there is a "Description" text box. Below it is a table with the following data:

Work Date	Installer	Job	Job Task	Description	Labor Task	Units	Pay Rate	Amount
12/18/2012	Mack Miller	143	Install	Install Devices	IN	8	45.00	360.00
12/18/2012	Mike McKenzie	140	PW	Prewire	PW	8	45.00	360.00
12/18/2012	Mike McKenzie	140	PW	Prewire	PW	2	45.00	90.00
12/18/2012	Mark Taylor	136	Install	Install Devices	IN	8	40.00	320.00

Below the table are several input fields and buttons:

- Date: [Text Box] [Calendar Icon]
- Job: [Text Box] [Job Icon]
- Installer: [Dropdown Menu]
- Job Task: [Dropdown Menu]
- Description: [Text Box]
- Labor Task: [Dropdown Menu]
- Units: [Text Box]
- Pay Rate: [Dropdown Menu]
- Amount: [Text Box]
- Buttons: Add, New, Delete
- Bottom Buttons: Get Previous Timesheet, Import, Save, Close

Notes