

SedonaFSU iOS Edition



PERENNIAL SOFTWARE
Makers of SedonaOffice and AlarmBiller

Table of Contents

Overview	4
Requirements	4
Download	5
Login & Setup	6
Login Info	7
Customer Number	7
Company Name	7
User Name	7
Password	7
External Hardware	7
Credit Card Swiper	7
Server	7
Time Zone	7
Name	7
Schedule View	10
Schedule Dates	10
Type of Ticket	11
Priority	11
Refresh the Schedule	12
Ticket View	16
Show/Hide Ticket	17
Review Tab	18
Customer Addresses	19
Creation Information	20
System Information	24
Contacts	26
Ticket Tabs	27
Appointment Tab	28
Appointment Times	28
Notes Tab	31
Create a New Note	32
Edit Note	34
Delete Note	36
Parts Tab	37
Equipment	38
Other Tab	46
History Tab	49

Search Tickets and Notes	50
Custom Fields	51
Labor Tab	52
Service Level Rates	53
Override Charges.....	54
Resolution	55
Resolve Ticket.....	56
Put in Go Back Queue.....	59
Acceptance Tab.....	60
Overrides.....	61
Payment Method	61
Signature	63
Terms and Conditions	64
Generate Service Report	65
Documents	71
View Documents	72
Export Documents	74
Import Documents	76
Photos	80
Force App to Close	84

Overview

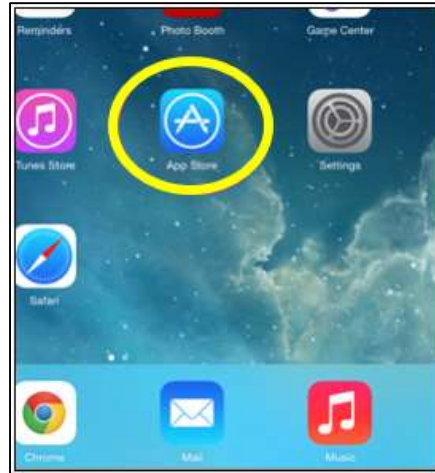
The Purpose of this guide is to provide Users of SedonaOffice an understanding of the SedonaFSU iOS Edition (Field Service Unit) functionality and features. SedonaFSU iOS Edition is an app you download to your iPhone or iPad device in the App store. The field service device allows your technicians to work through service tickets, inspections and jobs. Technicians now have the ability to view and update inventory, record statuses, collect payments methods and much more in real time while they are working in the field. Any information the technician records will immediately update the customer's SedonaOffice company database.

Requirements

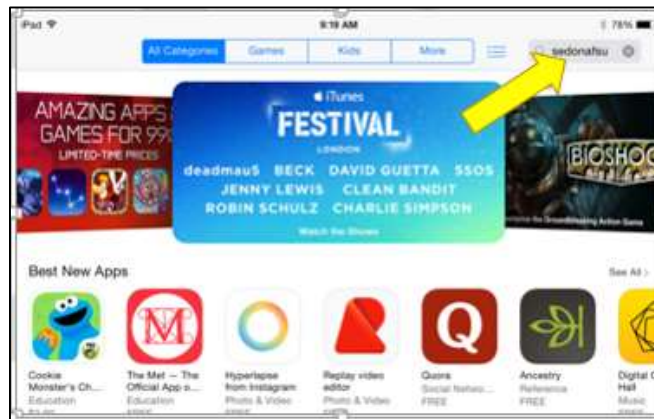
The SedonaFSU iOS Edition can run on any iPad, iPhone 6/6+ or iPad mini using iOS 9.2.1 or above. We recommend that your device is **NOT** set to automatically download and install new iOS so that we can test the App with new versions and make sure there are not any issues. Please note that iPad's with retina display are **NOT** necessary when searching for devices.

Download

The SedonaFSU iOS Edition is an App that is downloaded from your iPad's App store. On the Home Screen of your iPad, select App Store.



In the top right search for SedonaFSU and select install. If SedonaFSU is already installed it will say Open to the launch the app.

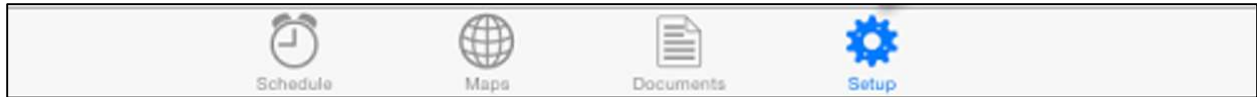


After you type in your Apple ID password and download the app. The App will appear on your home page. To login into the SedonaFSU app, touch the SedonaFSU icon to open the app.

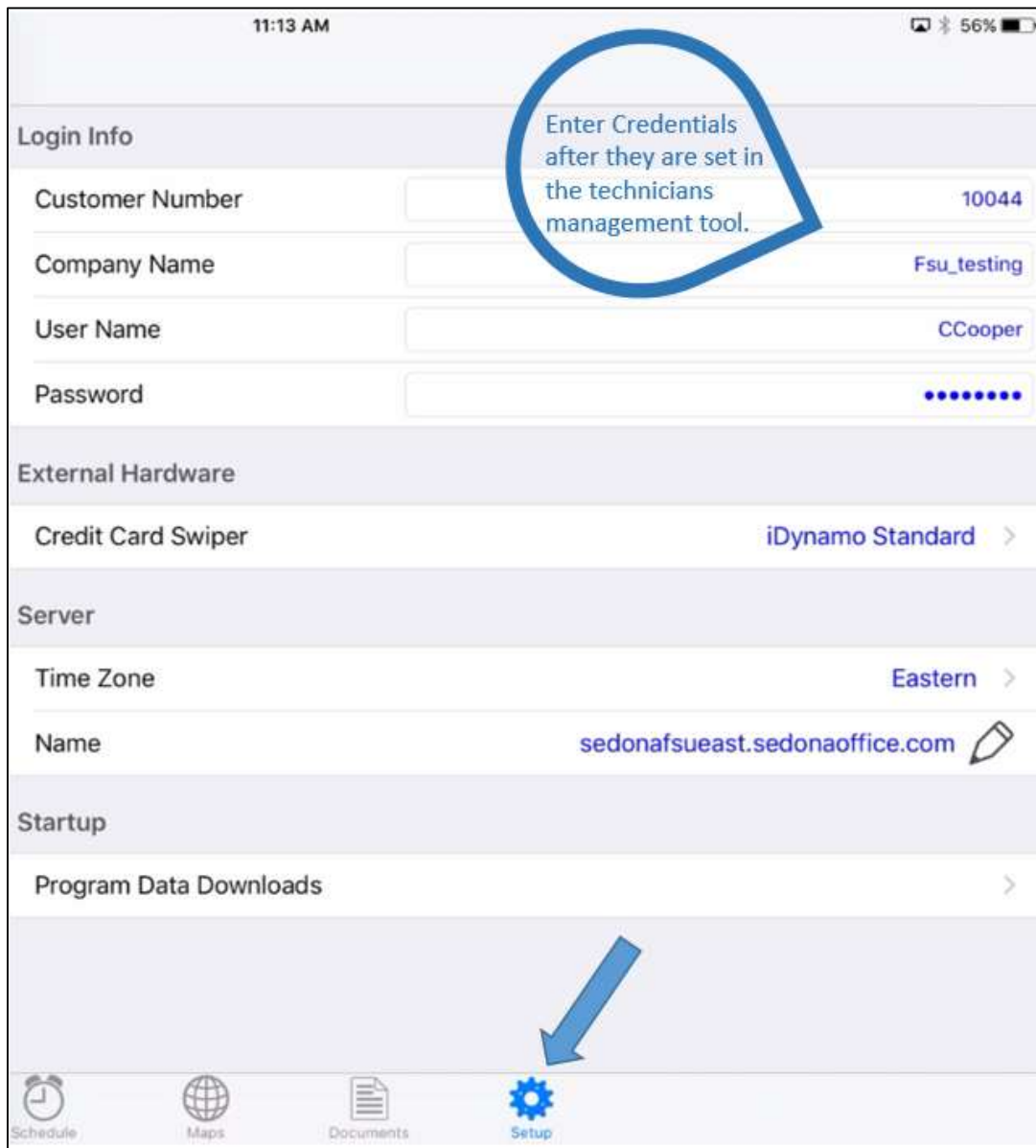


Login & Setup

After you open the app for the first time; select Setup at the bottom.



Each iPad will require login credentials for each technician accessing their schedule.



Login Info

Login Information needs to be filled out for each technician on each individual iPad. Technician may access their schedule and only their schedule using the login credentials. Note: All login information is case sensitive. The login credentials are created in the technician management tool by a user with SedonaOffice locally installed.

Customer Number

Your customer number provided by SedonaOffice

Company Name

The Company Name activated through the management tool

User Name

Technician user name created through the management tool associated with a technician in your Sedona database

Password

The password created through the technician tool associated with the appropriate technician

External Hardware

Credit Card Swiper

This device must be purchased through a third party vendor and allows credit card payments to be entered from the field. Contact support@sedonaoffice.com for more information and to obtain the SedonaOffice encryption key number for the device.

Server

Time Zone

Select the appropriate time zone your company is in.

Name

Select the appropriate URL based on the time zone you are in.

<https://sedonafsuatlantic.sedonaoffice.com>

<https://sedonafsueast.sedonaoffice.com>

<https://sedonafsucentral.sedonaoffice.com>

<https://sedonafsumountain.sedonaoffice.com>

<https://sedonafsuarizona.sedonaoffice.com>

<https://sedonafsupacific.sedonaoffice.com>

<https://sedonafsuhawaii.sedonaoffice.com>

Startup

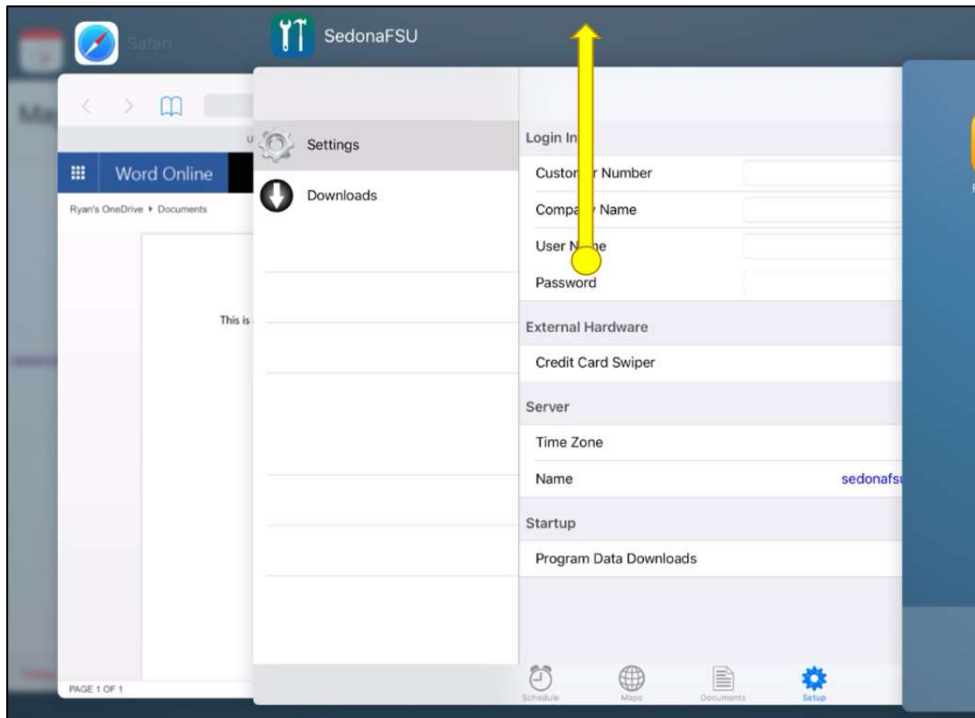
Program Data Downloads

This section controls when the FSU updates startup data from Sedona (this is specifically for FSU startup settings. This is not data the FSU sends to Sedona, that data updates automatically). Selecting this option shows a list of all downloadable setup data the FSU uses. Select the switch to make green any data you want to update every time you refresh. Or leave the switch off and instead enter how often you want that data type to refresh as a number of days.

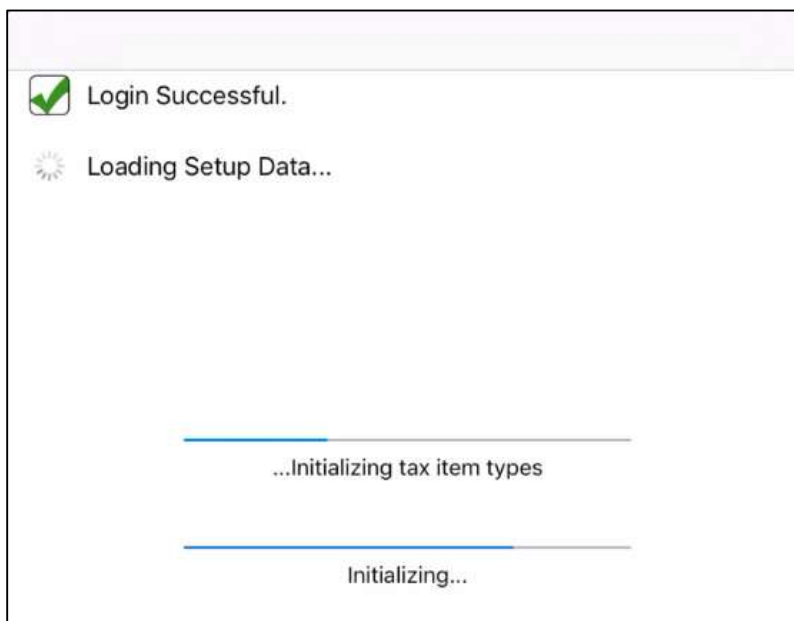
- In the example below all data will update every time you refresh, except parts which will update only once each day and taxes which will update every 30 days.

Download Local Data		
<input checked="" type="checkbox"/>	General Setup	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Technician	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Taxes	Every <input type="text" value="30"/> day(s) <input type="checkbox"/>
<input checked="" type="checkbox"/>	Resolutions	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Panel Types	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Alarm Companies	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Items	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Parts	Every <input type="text" value="1"/> day(s) <input type="checkbox"/>
<input checked="" type="checkbox"/>	User Defines	<input checked="" type="checkbox"/>

After all of the information is entered close the app and re-open it to login. You can close the app by double clicking on the iPads only button and swiping up on the FSU window.



As the FSU loads it will put a green check mark next to Login and Load data to let you know you have successfully logged in.



Schedule View

After successfully logging in select Schedule on the bottom left.



Schedule Dates

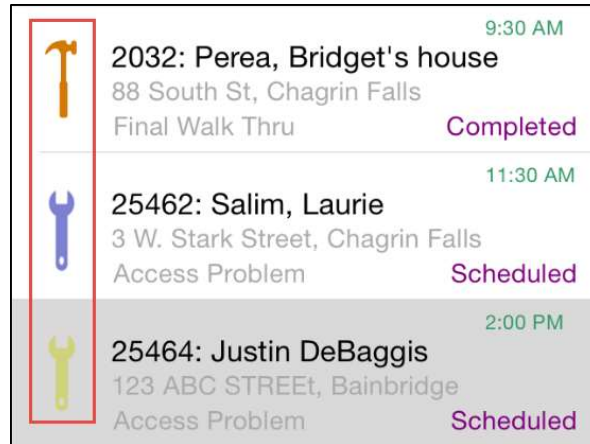
- View the list of appointments for a specific number of days forward and in the past. Days forward and back are set through the management tool.
- Select the appropriate appointment to bring up the ticket/job details on the right side of the screen. The selected ticket will turn gray in the left hand column.

Schedule		Ticket	
Wednesday, September 24, 2014		Customer	
25461: Michael Marks 549 East Washington St., Chagrin F... Burg Inspection Scheduled 10:15 AM		2654	
25463: Justin DeBaggis 123 ABC STREET, Bainbridge Access Problem Scheduled 10:15 AM		Justin DeBaggis	
25462: Salim, Laurie 3 W. Stark Street, Chagrin Falls Access Problem Scheduled 11:30 AM		123 ABC STREET	
Thursday, September 25, 2014		e, OH 44023	
2032: Perea, Bridget's house 88 South St, Chagrin Falls Final Walk Thru Completed 9:30 AM		3-1673	
25464: Justin DeBaggis 123 ABC STREET, Bainbridge Access Problem Scheduled 2:00 PM		Review	
Friday, September 26, 2014		System Account 2654	
		System Type Burglar Alarm	
		Panel Type Acron Avernger II	
		Panel Location Front Door	
		Alarm Company Alarm	
		Next Inspection 12/30/10	
		Scheduled 9/24/14	
		Estimated Length 60	
		Warranty 90 Day	

Type of Ticket

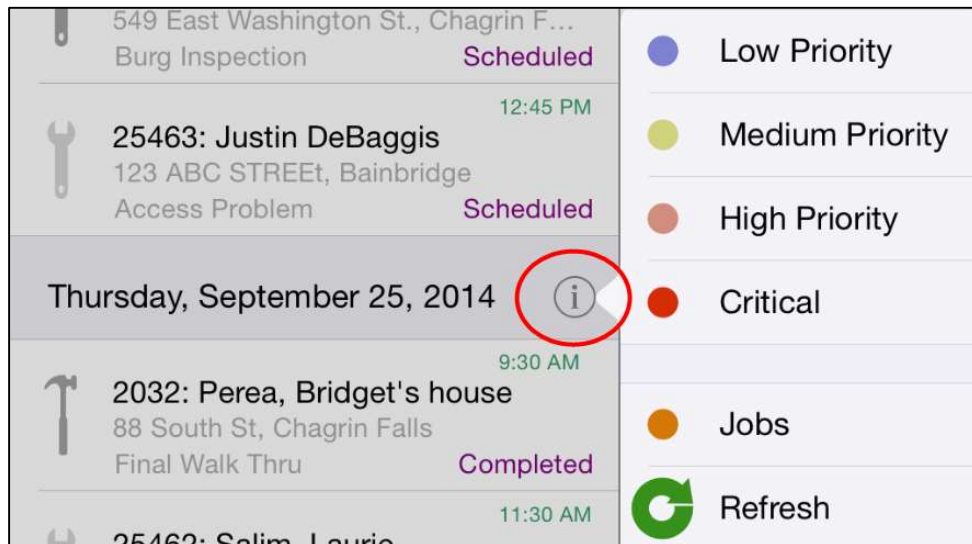
The appointment list on the schedule shows a colored icon followed by the ticket/job number, the site name, the site address, the scheduled time, and ticket status. For the icons:

- **Hammer: Indicates a Job (installation) Ticket**
- **Wrench: Indicates a Service/Inspection Ticket**



Priority

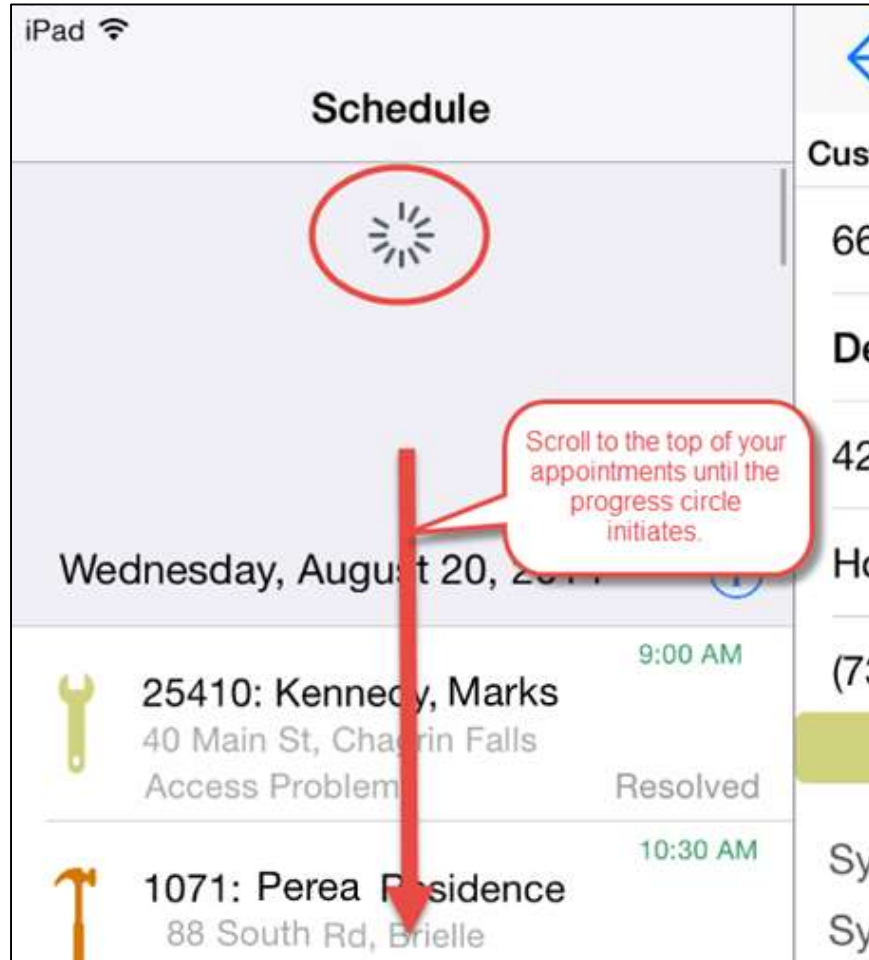
The color of the icon tells the priority of the appointment. You can see what the colors mean by selecting the blue 'i' beside each header date. Click on one of the priorities here and the schedule will rearrange the order of tickets for that day listing the selected priority at the top and descend down based on the time scheduled.



Refresh the Schedule

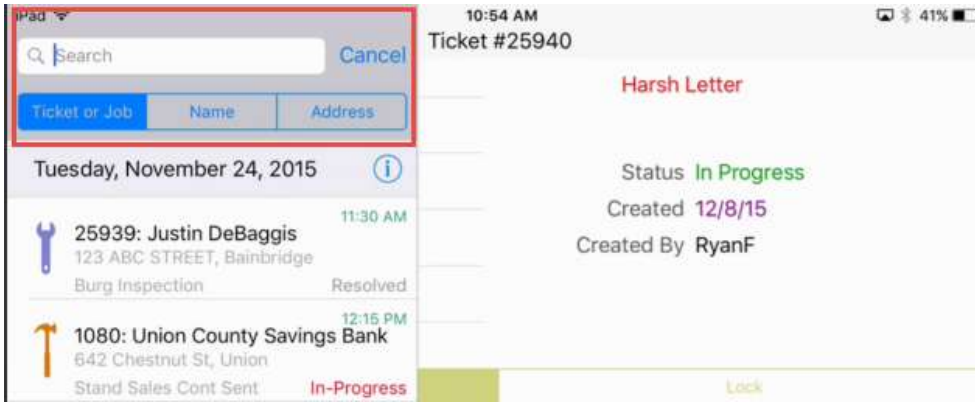
To refresh the schedule scroll to the top of the schedule and Pull down on the schedule until progress circle starts to spin. Let go of the schedule and wait for your schedule to load. You must manually refresh this way in order to see any changes made in SedonaOffice.

Note: Refreshing the schedule does not refresh your setup data. To refresh setup data you must close and re-open the app.



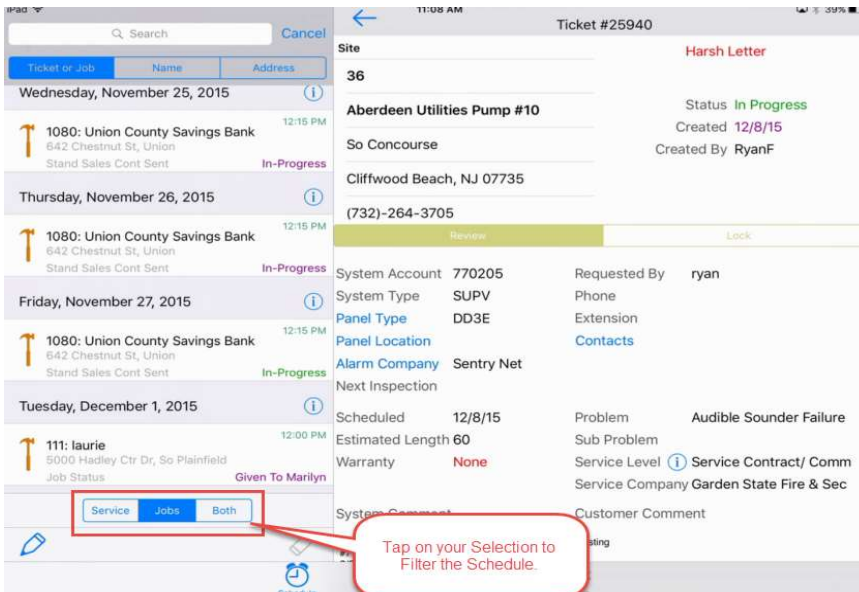
Searching

Tapping within the Search Field you will have the ability to search for service tickets or job tickets using the Ticket/job Number, Name of the Customer Site, or the Site Address.



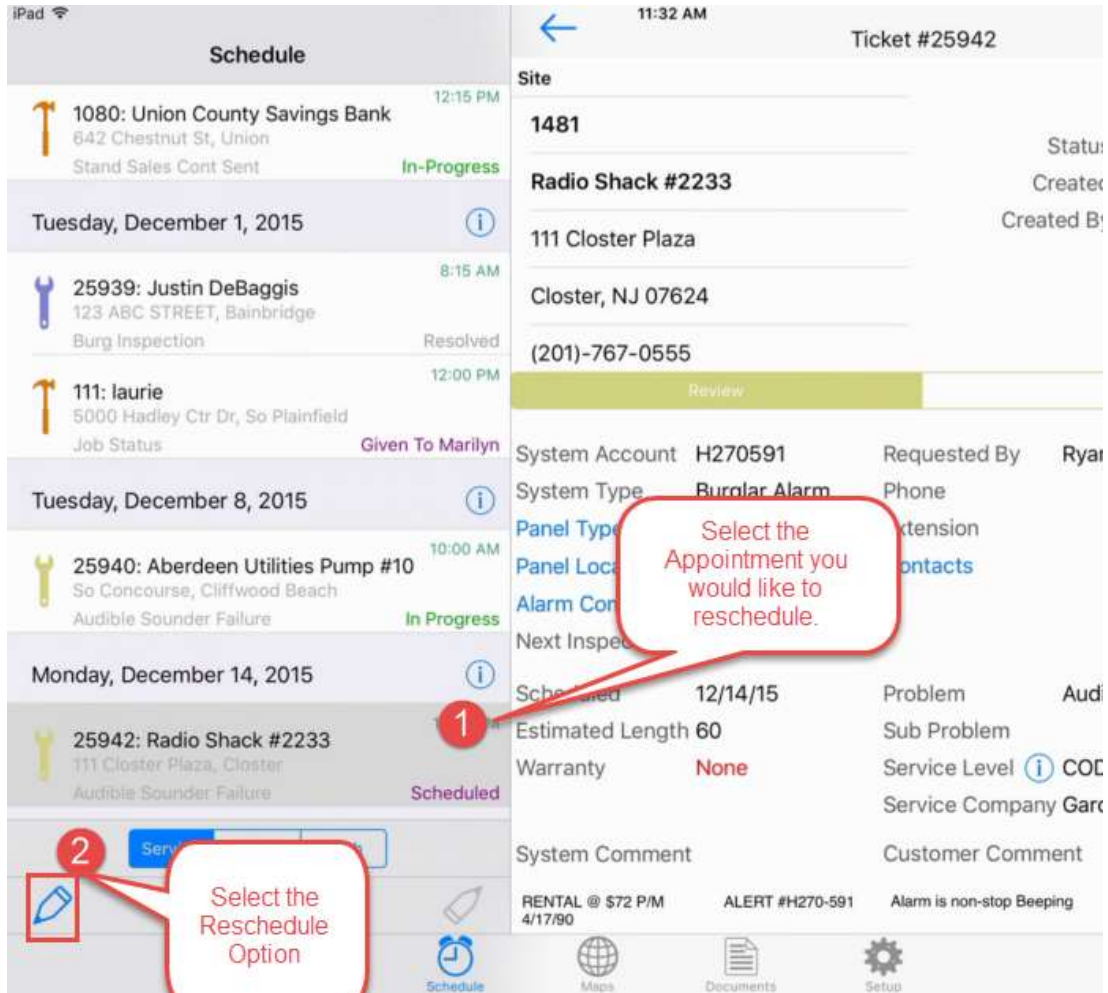
Service Tickets/ Job Ticket Filter Option

This feature is located at the bottom of the Schedule. Taping on your Selection to filter the schedule to show only Service Tickets, Job Ticket, Or Both Service/Job tickets. This Feature also works within the search Option where you may filter only the service tickets and perform a search to see only the service tickets with that search criteria.

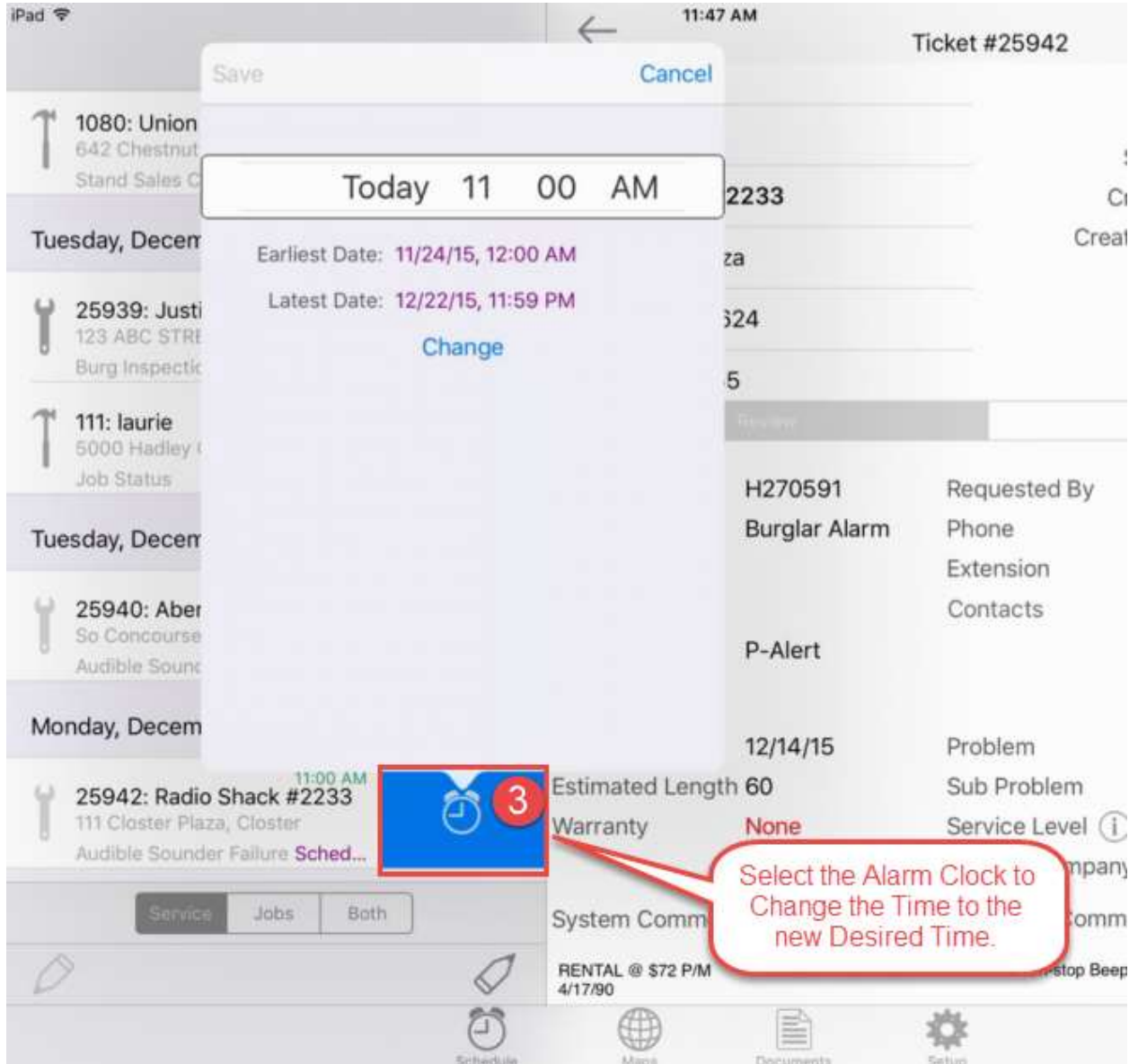


Rescheduling Previous Appointments

Select the appointment to be rescheduled, then Select the Pencil Icon to the bottom left of the schedule.



A clock icon will appear, click this and you can edit the appointments date and time. The Earliest date and the Latest Date fields show the Soonest and the latest this Particular Appointment can be rescheduled.



Ticket View

Select the ticket on the schedule you would like to view.

The screenshot shows an iPad interface with a 'Schedule' list on the left and a 'Ticket #25853' details view on the right. The schedule list includes tickets for July 31, 2015, and August 3, 2015. Ticket #25853 is highlighted in grey. A red callout box with the text 'Select the ticket you would like to view' has two red arrows pointing to the ticket entry in the schedule and the 'Scheduled' date in the details view.

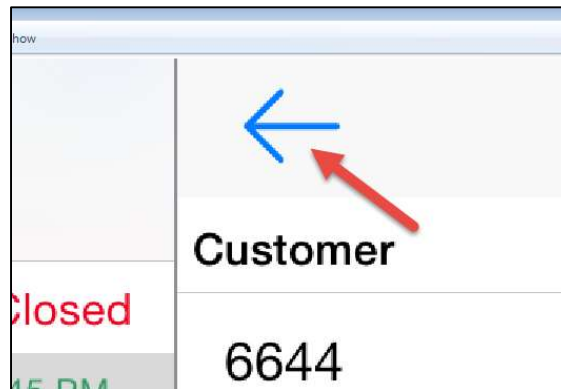
Day	Time	Ticket #	Customer	Location	Problem	Status
Friday, July 31, 2015	12:00 PM	25850	Mr Justin	Long Branch	Audible Sounder Failure	Departed
Friday, July 31, 2015	2:00 PM	25848	Justin Home	123 ABC STREET, Bainbridge	Cant Set B/A	Resolved
Friday, July 31, 2015	10:00 AM	25849	Justin Home	123 ABC STREET, Bainbridge	Access Problem	Resolved
Friday, July 31, 2015	11:00 AM	25852	U-Haul	River	AC Power Failure	Departed
Friday, July 31, 2015	11:45 AM	25851	Justin Home	123 ABC STREET, Bainbridge	Audible Sounder Failure	Departed
Monday, August 3, 2015	10:30 AM	25853	Justin Home	123 ABC STREET, Bainbridge	Audible Sounder Failure	Scheduled

Ticket #25853 Details:

- Site: 1
- Justin Home
- 123 ABC STREET
- Bainbridge, OH 44023
- (440)-773-1673
- Legal
- Status: Scheduled
- Created: 8/3/15
- Created By: JustinD
- System Account: 2654
- System Type: Burglar Alarm
- Panel Type: Guardware CU22
- Panel Location: Front Door
- Alarm Company: Allied
- Next Inspection: 12/30/10
- Scheduled: 8/3/15
- Estimated Length: 60
- Warranty: 90 Day
- Requested By: Mrs. Arica mm LaMagna (440)-773-1673
- Phone: (440)-773-1673
- Extension:
- Problem: Audible Sounder Failure
- Sub Problem:
- Service Level: Service Contract/ Res
- Service Company: Fire Security Technologie
- Monitoring @ \$22 P/M Central # 78-4521
- Customer Comment: Keypad flashes power failure, they can't get it to reset.

Show/Hide Ticket

To show the ticket in Full Screen mode press on the blue arrow facing left.



To hide the ticket and return to the schedule press on the blue right facing arrow.



Review Tab

After you have selected the ticket and minimized the schedule board you will have more room to navigate the Review tab. The Review tab will provide general information such as Site & System Information, Customer Contact, etc. There are also various fields that can be updated and added.

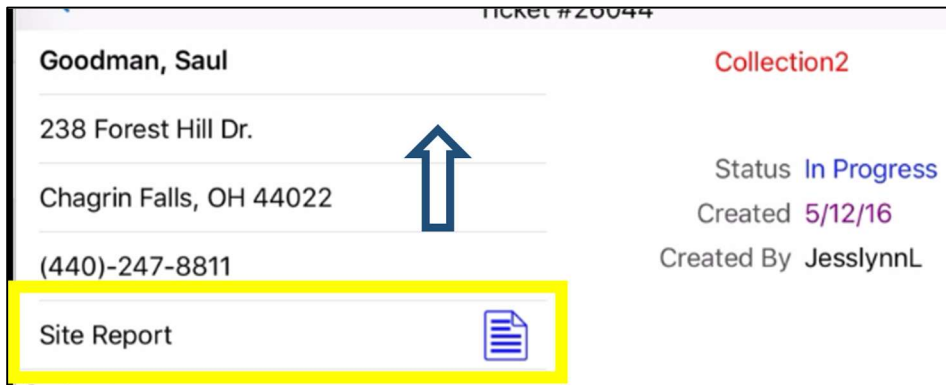
The screenshot displays the 'Review' tab for Ticket #25853 on an iPad. The top status bar shows 'iPad', signal strength, Wi-Fi, 11:03 AM, and 26% battery. The ticket number 'Ticket #25853' is centered at the top. Below the status bar, the 'Site' information is listed: '1', 'Justin Home', '123 ABC STREET', 'Bainbridge, OH 44023', and '(440)-773-1673'. To the right, the status is 'Legal' (in red), 'Status Scheduled' (in purple), 'Created 8/3/15', and 'Created By JustinD'. A red arrow points to the 'Review' tab label in the green navigation bar. Below the navigation bar, the system details are organized into two columns. The left column includes: System Account (2654), System Type (Burglar Alarm), Panel Type (Guardware CU22), Panel Location (Front Door), Alarm Company (Allied), Next Inspection (12/30/10), Scheduled (8/3/15), Estimated Length (60), Warranty (90 Day), and System Comment (Monitoring @ \$22 P/M Central # 78-4521). The right column includes: Requested By (Mrs. Arica mm LaMagna), Phone ((440)-773-1673), Extension, Contacts, Problem (Audible Sounder Failure), Sub Problem, Service Level (Service Contract/ Res), Service Company (Fire Security Technologie), and Customer Comment (Keypad flashes power failure, they can't get it to reset.). The bottom navigation bar contains icons for Schedule, Maps, Documents, and Setup.

System Information		Customer Information	
System Account	2654	Requested By	Mrs. Arica mm LaMagna
System Type	Burglar Alarm	Phone	(440)-773-1673
Panel Type	Guardware CU22	Extension	
Panel Location	Front Door	Contacts	
Alarm Company	Allied		
Next Inspection	12/30/10		
Scheduled	8/3/15	Problem	Audible Sounder Failure
Estimated Length	60	Sub Problem	
Warranty	90 Day	Service Level	Service Contract/ Res
		Service Company	Fire Security Technologie
System Comment		Customer Comment	
Monitoring @ \$22 P/M Central # 78-4521		Keypad flashes power failure, they can't get it to reset.	

Customer Summary

In the top left of the Review tab the customer site billing address and Site Report will be displayed. The site address will be located **above** the customer billing address. Scroll down with your finger to view the billing address and Site Report. Site Report

The Service Sales Summary Report (FSU) is a custom report made to the specifications of one customer. It can be generated for the ticket, site, or system. As with the other FSU reports users can make their selections and then hit 'Get Report'. See the help section on documents for more information on managing documents in the FSU.



Ticket # 20044

Goodman, Saul Collection2

238 Forest Hill Dr.


Chagrin Falls, OH 44022

(440)-247-8811

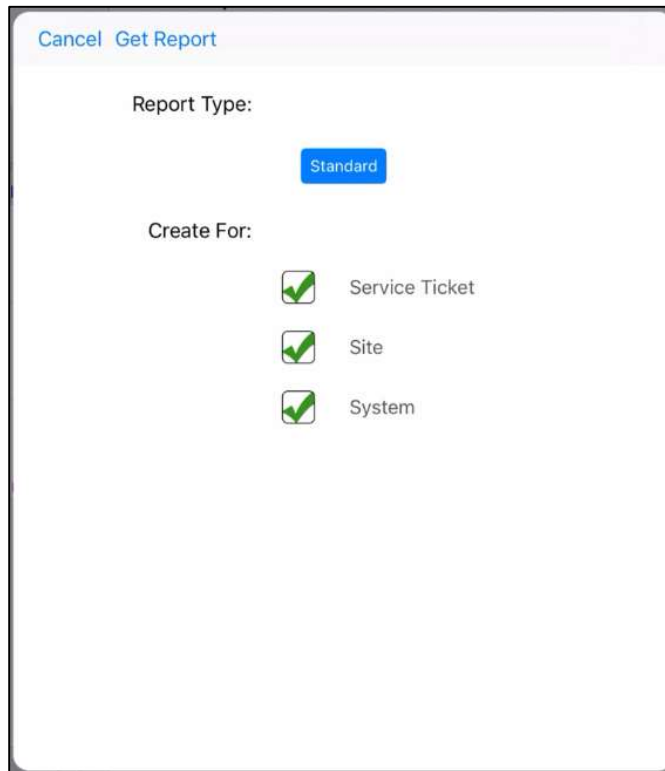
Status In Progress

Created 5/12/16

Created By JesslynnL

Site Report 

A blue arrow points upwards from the Site Report button to the address lines.



Cancel Get Report

Report Type:

Standard

Create For:

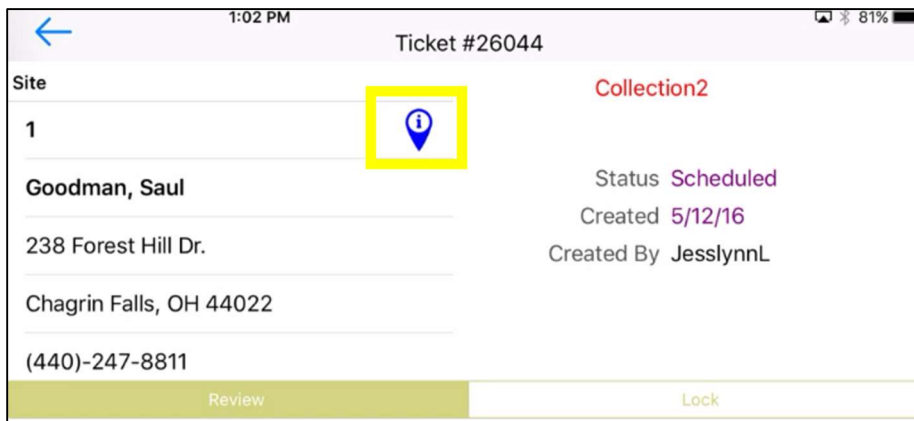
- Service Ticket
- Site
- System

Example Report. Options Selected – Service Ticket

Service Sales History Report(FSU)							ABC Alarm			
Site 1							Customer 2812			
Goodman, Saul 238 Forest Hill Dr. Chagrin Falls, OH 44022 (440) 247-8811							Goodman, Saul 238 Forest Hill Dr. Chagrin Falls, OH 44022 (440) 247-8811			
Invoice Date	Tech 1	Tech 2	System	Invoice	Qty	Item Code	Description	Ticket Number	Price	Ext Price
03/19/2015	Ace Adams		Fire Alarm	100245	1	Service Call	Minimum Service Call	25699	95.00	95.00

Maps and Directions

Users can click on the blue ‘i’ in the ticket summary to get directions to that ticket’s site address. A map appears at right, and written directions appear at left. Selecting start at the bottom begins GPS navigation. Users can select ‘Back to SedonaFSU’ in the top left corner to return to the app.



Clear To Goodman, Saul Share

This route requires tolls.

Drive Walk Transit

45185 Joy Rd, Canton, MI 48187, United States

- 0.9 mi Turn left onto S Main St
- 0.5 mi Turn right onto Ann Arbor Rd W
- 1.6 mi Turn right to merge onto I-275 S toward Toledo
- 28 mi Continue onto I-75 S
- 23 mi Take exit 208 on the left onto I-280 S toward Turnpike E, Cleveland
- 13 mi Take exit 1A to merge onto I-80 toward Cleveland, Chicago
- 0.7 mi Keep right to merge onto I-80 E toward Cleveland

2 hours 59 minutes - 185 mi - I-275 S

Start

Back to SedonaFSU 1:34 PM 78%

End 3 hours 185 miles 4:34 PM arrival Overview

150 feet

Start on Joy Rd

3D

Creation Information

Navigate to the top right of the Review tab.



In Collection Queue

This is a warning message that comes over for the Collection Queue in SedonaOffice notifying you this customer has an outstanding balance due.

Status

Ticket status or the progress of the ticket to show where it stands. (Scheduled, Dispatched, Resolved, etc.)

Created

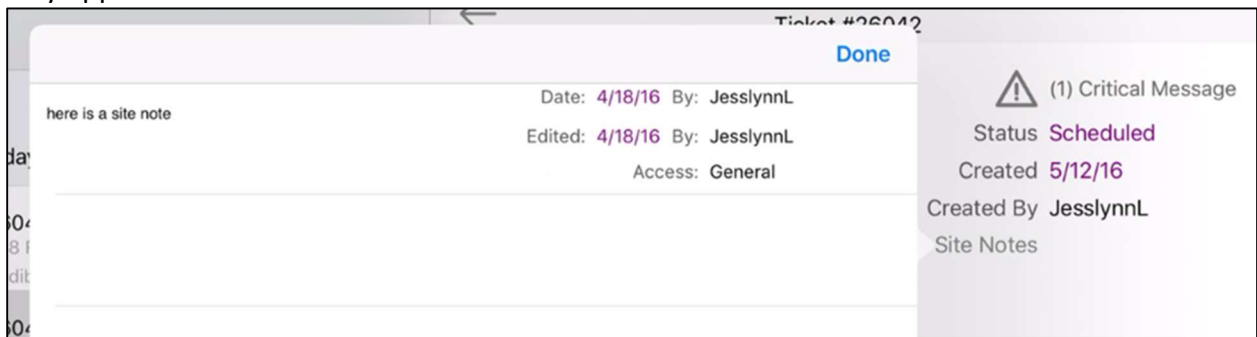
Date the ticket was created on.

Created By

The user in SedonaOffice who created the ticket.

Site Notes

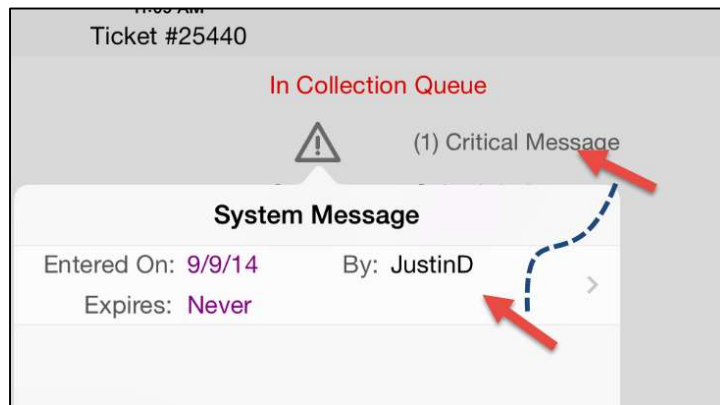
Selecting this option allows users to read notes on the customer site from the FSU. This option only appears if the customer has site notes



Critical Message







Critical messages set for a system will appear flashing in red in the top right of the Review tab. They only appear if they have been entered into SedonaOffice. Critical Messages are entered and saved on the customer system or the primary/secondary service company.

Touch (#) Critical Message, to drill in and view the notes provided for the message. To exit the critical message click on any area outside of the message box.



System Information

Review and edit specific information pertaining to the customers Site & System.

Review		Lock	
System Account	2654	Requested By	Arica LaMagna
System Type	Burglar Alarm	Phone	(440)-773-1673
Panel Type	Acron Avernger II	Extension	
Panel Location	Front Door	Contacts	
Alarm Company	Alarm		
Next Inspection	12/30/10		
Scheduled	9/25/14	Problem	Access Problem
Estimated Length	60	Sub Problem	
Warranty 	90 Day	Service Level 	Service Contract/ Res
		Service Company	Fire Security Technologie
System Comment		Customer Comment	
Monitoring @ \$22 P/M Central # 78-1521		Keypad flashes power failure, cant get to reset.	
 Schedule		 Maps	
		 Documents	
		 Setup	


Non-Editable Fields

- **System Account:** System Account number associated with this system in SedonaOffice
- **System Type:** Identifying the system installed being serviced.
- **Next Inspection:** Next inspection date for the system.
- **Scheduled:** The date the ticket was scheduled for the service to be worked on.
- **Estimated Length:** Estimated length the service will take.
- **Warranty:** Warranty provided for the system. If there is not warranty it will say None, if there was a warranty provided you may click on the information button to view what was covered. If the warranty is still in effect it will say Covered; if it expired it will list the date it expired on.

90 Day	Burglar Alarm
Labor	Acron Avernger II
Expired On 8/15/14	Front Door
Parts	
Expired On 8/15/14	12/30/10
Other Material	
Not Covered	9/14
Warranty 	90 Day

- **System Comments:** Comments saved at the system level in SedonaOffice.
- **Requested By:** The contact provided in SedonaOffice that is requesting service.

- **Phone:** Phone number of the contact provided.
- **Problem:** Problem code assigned to the ticket describing why the customer is requesting service.
- **Sub Problem:** This field is optional in SedonaOffice, but may list more detailed information on the reported issue.
- **Service Level:** What your company will charge the customer for service performed. Touch the information notification button to view charges (see below).

Service Contract/ Res	(440)-773-1673
Labor Covered	
Parts Covered	
Other Material Not Covered	Access Problem
Regulare Rate \$90.00	 Service Contract/ Res
Overtime Rate \$135.00	pany Fire Security Technologie
Holiday Rate \$180.00	omment
Billing Increments Every 15 after the first 30	ower failure, cant get to reset.
Trip Charge \$95.00 billed as other	

- **Service Company:** The Company whom is providing service for the installed system.
- **Customer Comment:** Comments from the customer input into SedonaOffice when the initial ticket was created.

Editable Fields

- **Panel Type:** Main control panel for the system installed. If a panel is not selected or is the wrong panel, select on the **Panel Type** button to select the appropriate panel. This will update the system in SedonaOffice and list the updated panel for future tickets.
- **Panel Location:** The location where the main panel type is located. To edit/add a panel location, click on the **Panel Location** button and enter/edit the existing location.
- **Alarm Company:** The alarm company monitoring the system.
- **Contacts:** If system updates are enabled for the technician, they can add or edit site contacts. They cannot select a contact for the ticket.

Contacts

If system updates are enabled in the technician management tool, you can add or edit site contacts in the SedonaFSU. When on a contact is edited or added in the field, the changes will reflect in SedonaOffice. Access a ticket's contacts by selecting [Contacts](#).

Review		Lock	
System Account	2654	Requested By	Arica LaMagna
System Type	Burglar Alarm	Phone	(440)-773-1673
Panel Type	Acron Avernger II	Extension	
Panel Location	Front Door	Contacts	
Alarm Company	Alarm		

Name	Title	Phone	Ext	Email
Arica LaMagna	HomeOwner	(440)-773-1673		jdebaggi@gmail.com

Edit Contacts

- Touch to highlight the contact you would like to edit.
- Touch the pencil located in the bottom left of the picture below.
- Add/edit the necessary information and select Complete.

Name	Title	Phone
Arica LaMagna	HomeOwner	(440)-773-1673

Salutation First Middle Last
Arica LaMagna

Title HomeOwner

Telephone (440)-773-1673 Ext

Mobile Pager

Fax Email jdebaggi@gmail.com

Notes

Cancel Complete

Touch the contact

After you add/edit the contact, select complete to save changes

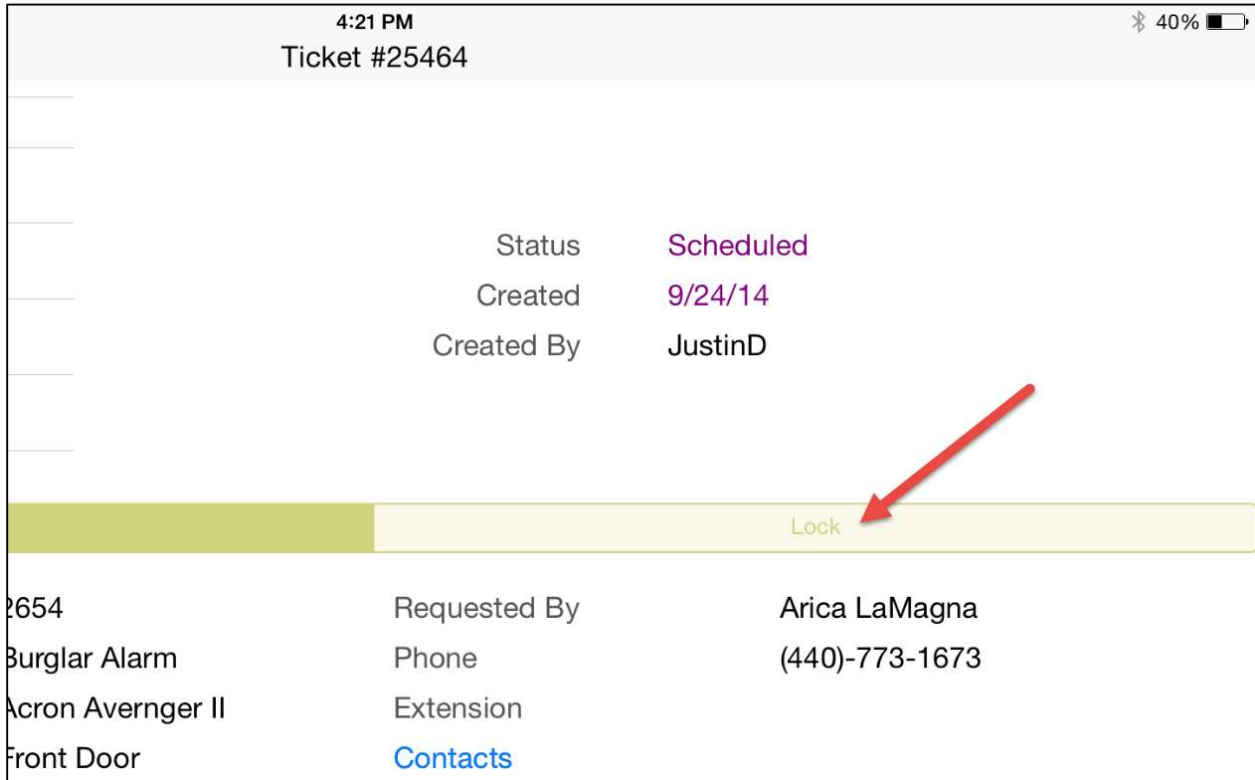
Add New Contact (+) Edit Contact Delete Contact (-)

Add Contacts

- Touch the + button in the bottom left.
- Enter in the contact information and touch Complete.

Ticket Tabs

To view and enter ticket details the ticket must be Locked. As long as the ticket is Locked no other User will be able to access the ticket until you select Unlock. To Lock a ticket touch the Lock tab. When a ticket is Locked you will see a toolbar with Review – Appointment – Notes, etc... on the tabs.



Appointment Tab

The appointment tab allows you to easily configure the hours that were spent on site.

Appointment Times

By touching the Dispatch Now button the current time will be entered into the dispatched field. Dispatching would be when you leave one location to the next. Ex: Touch Dispatch Now when you leave the office for your first appointment.

iPad 4:26 PM Ticket #25464 40%

Customer
1
Justin DeBaggis
123 ABC STREET
Bainbridge, OH 44023
(440)-773-1673

Status: **Departed**
Created: 9/24/14
Created By: JustinD

Review Appointment Notes Parts Other History

Appointment Times

- Dispatched
- Arrived
- Departed

Appointment Notes Parts Other

Appointment Times

- Dispatched Today 11 13 AM
- Arrived
- Departed

Arrive Now

After you select Dispatch Now the current time will display

Should you need to manually change your Dispatch time, touch the time and adjust. Select Done to the left of the date/time under Dispatched to save the adjusted date/time.

303 STREET
Created By JustinD

idge, OH 44023

773-1673

view	Appointment	Notes	Parts	Other	Unit
Appointment Times					
● Dispatched					
Fri Jul 31 8 10					
Sat Aug 1 9 11					
Sun Aug 2 10 12					
Today 11 13 AM 1					
Tue Aug 4 12 14 PM					
Wed Aug 5 1 15					
Thu Aug 6 2 16					

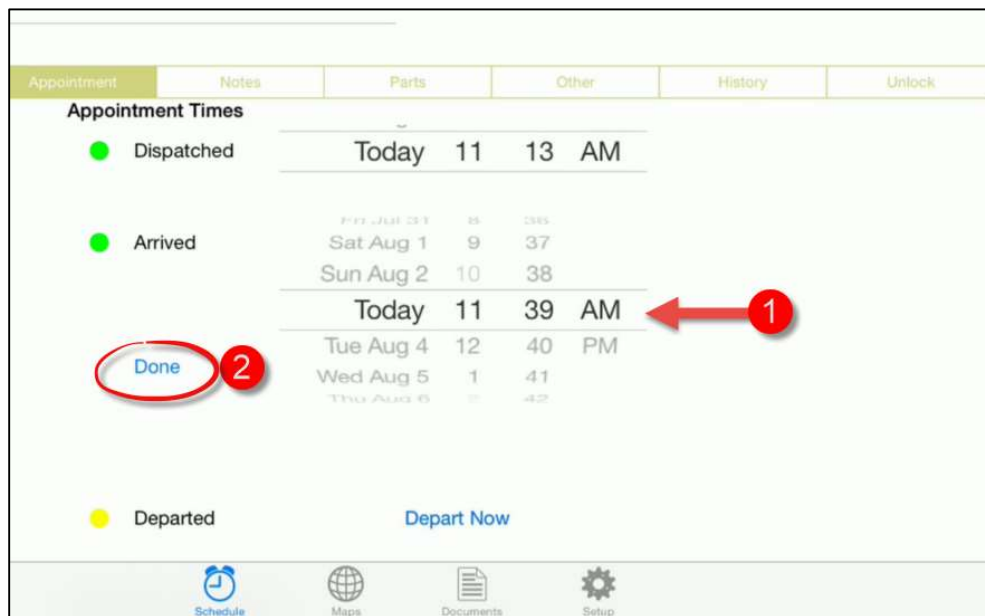
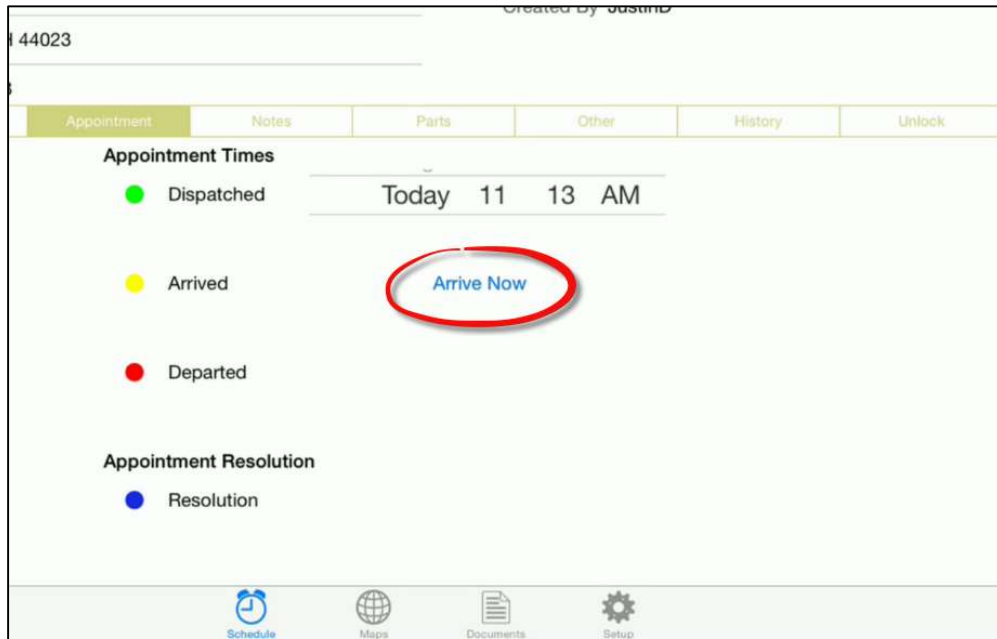
● Arrived

Arrive Now

2 Select done to save the changes

1 Select the current time to edit/adjust the date and time

When you arrive on site (at the physical site location) touch Arrive Now. The arrival time may be changed by touching the time and updating the time of your arrival. To save the time, touch Done underneath Arrived.



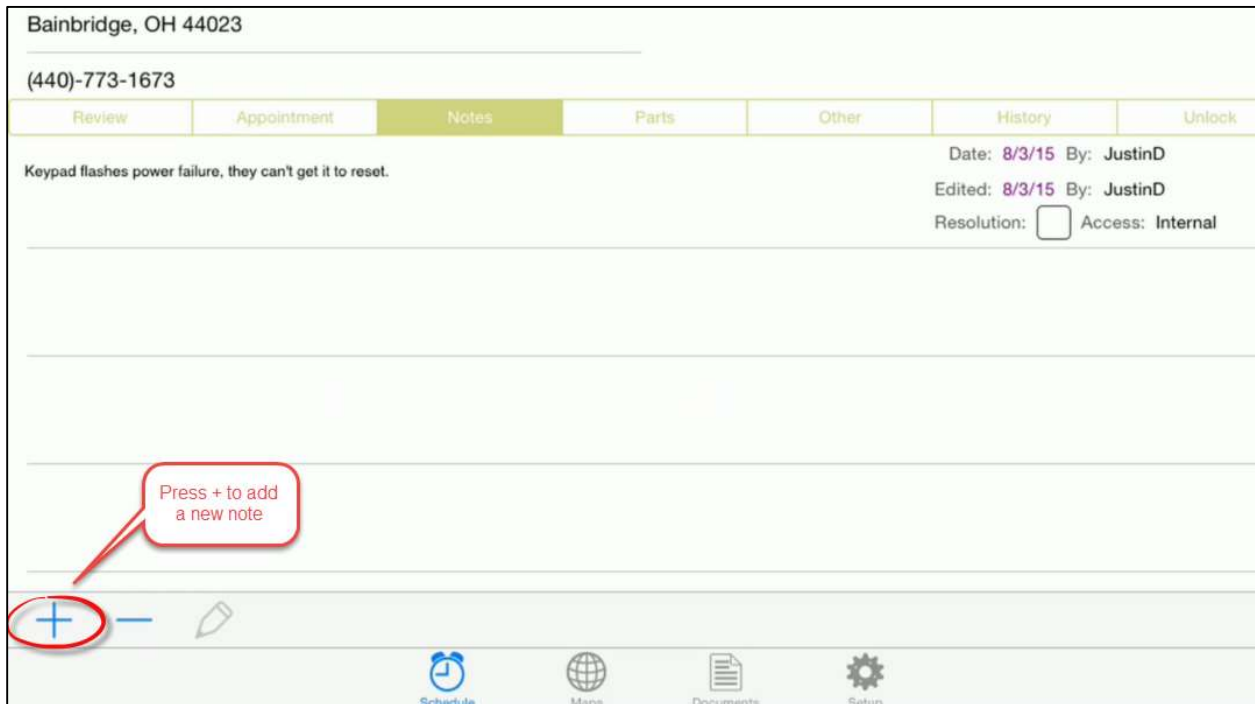
Notes Tab

The Notes tab shows all of the Notes recorded for the open service ticket you are in. This can be very useful should a ticket take a long time to resolve, or has more than one technician involved. Notes that have been created for this ticket in SedonaOffice will appear in the Notes tab. Notes created from the field will also show in the Notes tab in SedonaOffice.

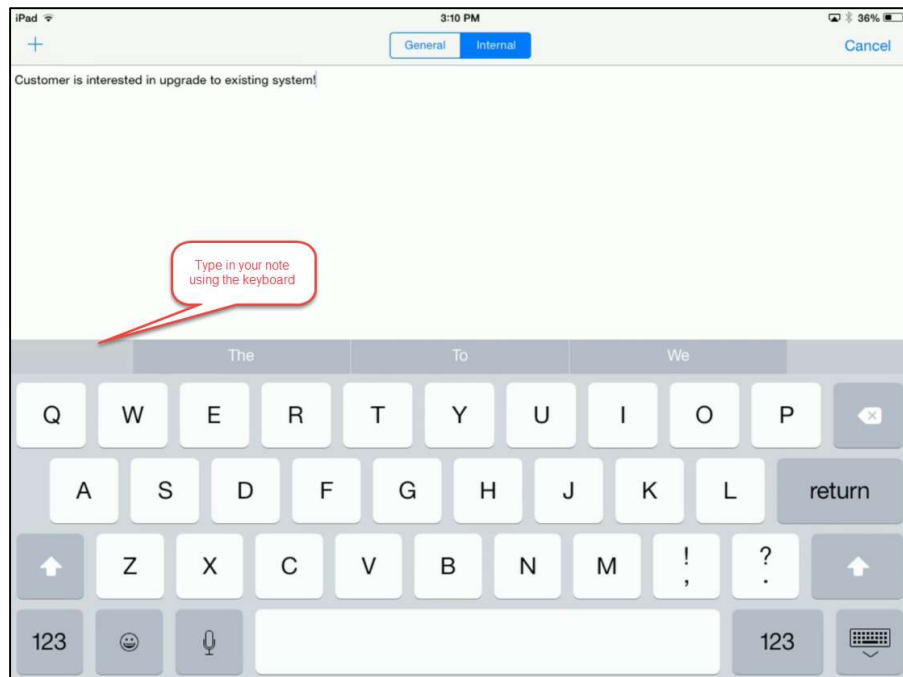
The screenshot shows the iPad interface for Ticket #25853. At the top, it displays 'iPad', '3:05 PM', and 'Ticket #25853'. The 'Site' information includes '1', 'Justin Home', '123 ABC STREET', 'Bainbridge, OH 44023', and '(440)-773-1673'. On the right, it indicates 'Legal' status, '(1) Critical Message', 'Status In Progress', and 'Created By JustinD'. A red arrow points to the 'Notes' tab in the navigation bar. Below the navigation bar, a note is visible: 'Keypad flashes power failure, they can't get it to reset.' The note includes metadata: 'Date: 8/3/15 By: JustinD', 'Edited: 8/3/15 By: JustinD', and 'Resolution: Access: Internal'. The bottom dock contains icons for 'Schedule', 'Maps', 'Documents', and 'Status'.

Create a New Note

- To create a new note select the + button in the bottom left of the Notes tab.



Type the note in using your iPad's keyboard.



Note Access

Each Note must be given an access level, General or Internal. Technicians may view or add Notes based on the access level granted in the Technician Management Tool. I.e. a technician may only be able to see General.

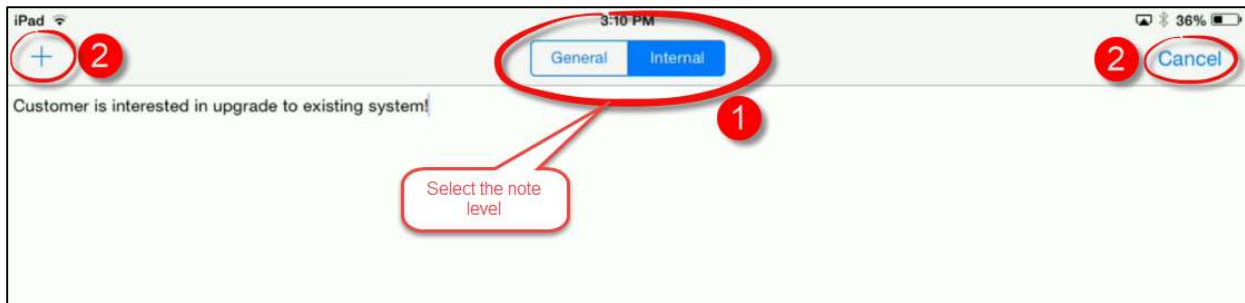
General

General Notes will be visible for any user that has access to Level 1 notes. This is typically information useful for a customer, or justifies work done on site should be classified as general. A customer will be able to view these notes if using SedonaWeb add-on module.

Internal

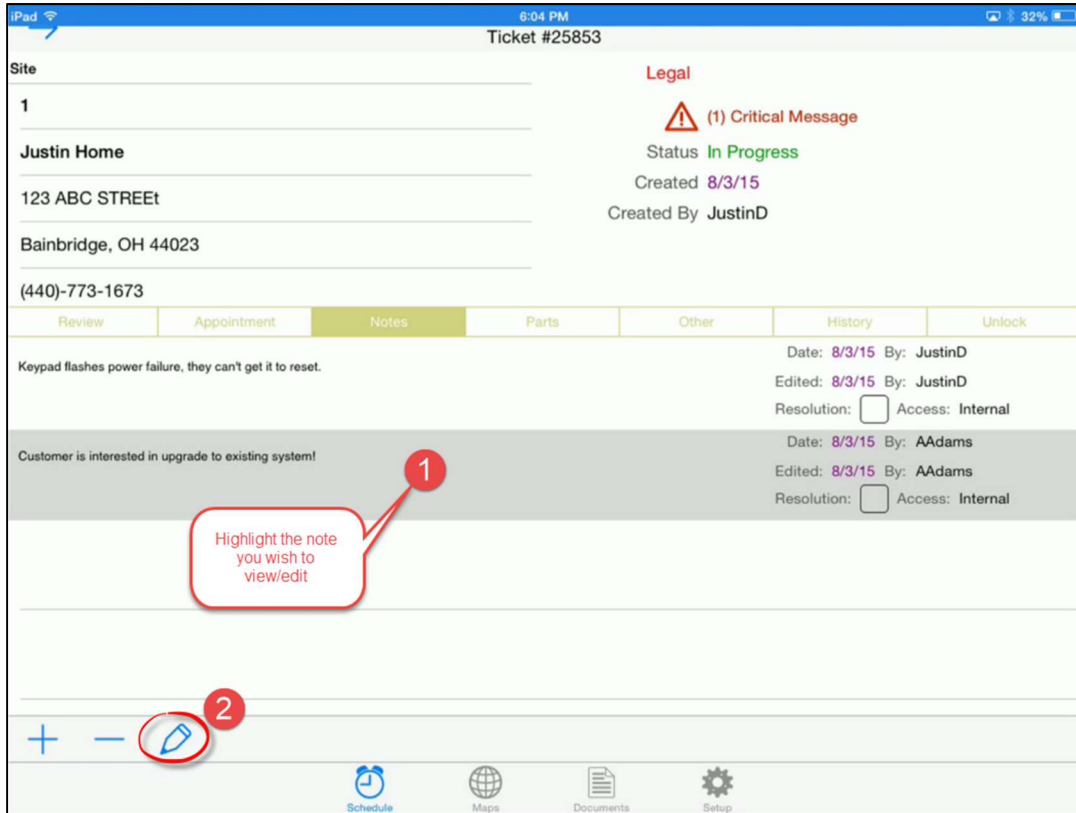
Internal Notes create a note that is available to your employees only. Internal notes may be used for technical insight, passwords, or property information.

- **Save the note by touching the + button in the top left.**
- **Cancel the note by selecting cancel in the top left.**

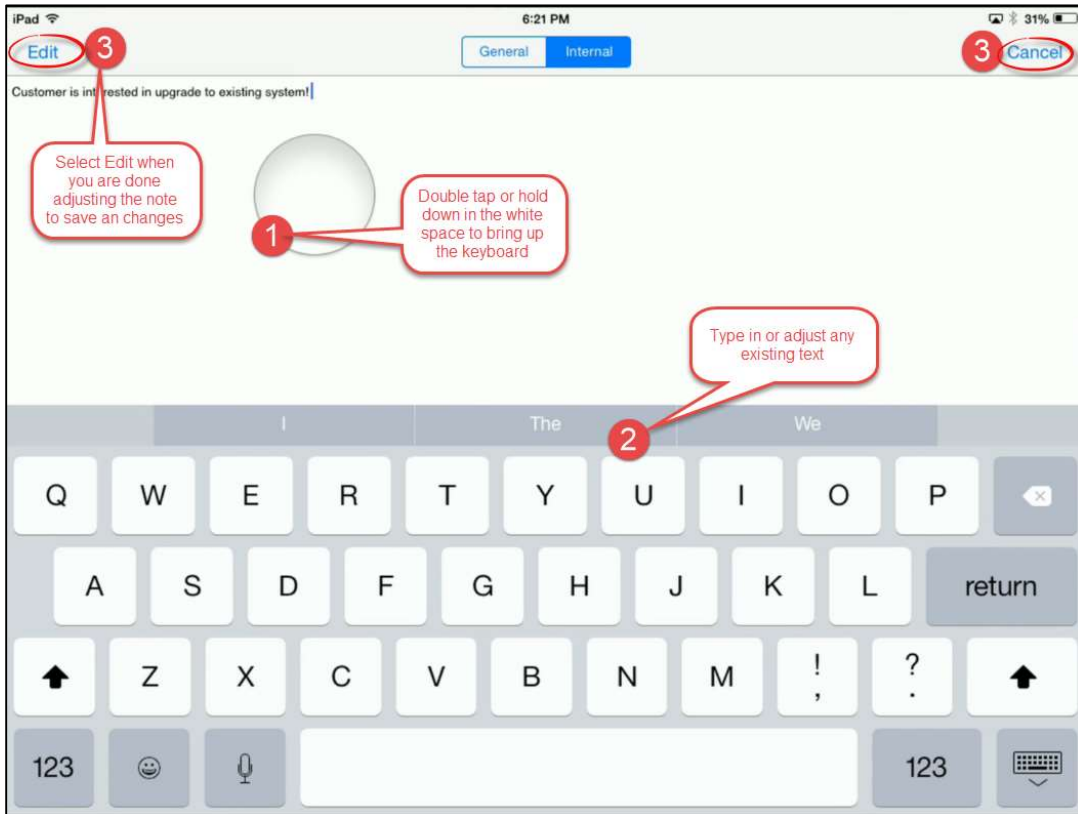


Edit Note

- To review or edit a note, touch which note you would like to access and select the pencil in the bottom left labeled 2. If you make any changes to the note be sure to save them by touching the Done button in the top left.



Double tap or hold down in the white space or on the existing note.
The keyboard will appear and you are then able to edit the existing note or add any new text.
Select Edit in the top left to save the changes or Cancel in the top right to cancel the changes.



Delete Note

Highlight the note you wish to delete.

Select the – button in the bottom left to delete the selected note.

The screenshot displays the 'Notes' tab for a customer with phone number (440)-773-1673. The interface includes a navigation bar at the top with tabs for Review, Appointment, Notes (selected), Parts, Other, History, and Unlock. Below the navigation bar, there is a list of notes. The third note, 'Added a new email address to Arica.', is highlighted in grey. A red circle with the number '1' points to this note, with a callout box that says 'Highlight the note you wish to delete'. At the bottom left of the screen, there is a toolbar with a plus sign, a minus sign (circled in red with a callout box saying 'Press the - button to delete'), and a pencil icon. Below the toolbar is a bottom navigation bar with icons for Schedule, Maps, Documents, and Setup.

Review	Appointment	Notes	Parts	Other	History	Unlock
Keypad flashes power failure, they can't get it to reset.					Date: 8/3/15 By: JustinD	
					Edited: 8/3/15 By: JustinD	
					Resolution: <input type="checkbox"/> Access: Internal	
Customer is interested in upgrade to existing system!					Date: 8/3/15 By: AAdams	
					Edited: 8/3/15 By: AAdams	
					Resolution: <input type="checkbox"/> Access: Internal	
Added a new email address to Arica.					Date: 8/3/15 By: AAdams	
					Edited: 8/3/15 By: AAdams	
					Resolution: <input type="checkbox"/> Access: Internal	

Parts Tab

When you open the Parts tab any parts that have already been added to the ticket from within SedonaOffice will be listed. It is possible that no parts will be listed.

The screenshot shows the iPad app interface for ticket #25853. The top status bar indicates the time is 6:49 PM and battery is at 24%. The ticket details include Site 1, Justin Home, 123 ABC STREET, Bainbridge, OH 44023, and phone number (440)-773-1673. The status is 'In Progress', created on 8/3/15 by JustinD. A 'Legal' warning with '(1) Critical Message' is visible. The 'Parts' tab is selected, showing a table with one part entry. A red arrow points to the 'Parts' tab, and a callout box points to the part entry.

Code	Description	Qty	Price	Total	Location	Serial No.	Stk	Tax
04226939225	R-dot IH3-2-LM 1G Rt Box 3/4	1	59	\$59.00	Utility Closet	No Serial Number	✓	✓

Part that was added in SedonaOffice

Equipment

View Equipment

The View System Equipment button on the bottom left opens up a list that displays all equipment previously installed on the site & system assigned to that ticket.

Review	Appointment	Notes	Parts	Other	History	Unlock		
Code	Description	Qty	Price	Total	Location	Serial No.	Stk	Tax
04226939225	R-dot IH3-2-LM 1G Rt Box 3/4	1	59	\$59.00	Utility Closet	No Serial Number	✓	✓

View or Hide system equipment that is already installed or was flagged as removed

View System Equipment

Review	Appointment	Notes	Parts	Other	History	Unlock			
Remove	Part Code	Description	Qty	Location	Installed	Warranty	Contract	MWE	Serial No.
	5890PI	wireless pet motion	1	utility closet	5/27/15				
	GSal400ulad	12 or 24vdc 4am 1 input/1 output powe...	1		10/22/14				
✓	GSaltv1242	12/24vdc 4a cctv power supply	1		10/30/14				
✓	GSFIREBATT	12v 12ah back up rechargeable battery	1		11/4/14				
	GSFIREBATT	12v 12ah back up rechargeable battery	1		/15				

Select Hide System Equipment to hide the list

Code	Description	Qty	Price	Total	Location	Serial No.	Stk	Tax
R-dot IH3-2-LM 1G Rt						No Serial	✓	✓

Hide System Equipment

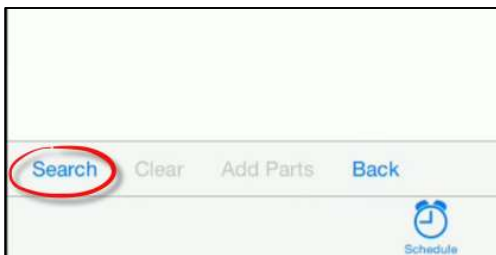
Add Part(s):

Before adding a part YOU MUST ENTER A DISPATCH TIME on the SedonaFSU iOS Edition. Touch the + button in the bottom left of the Parts tab.



Search for a Part

1. Select Search



2. Touch one box from each of the following groups of buttons:

All or In Stock

All: All parts in your warehouse.

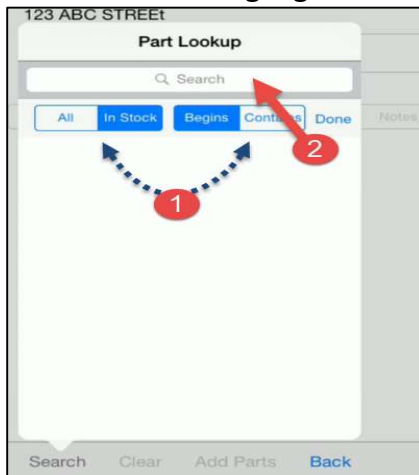
In Stock Only: parts with a positive quantity in your warehouse.

Begins or Contains

Begins with the letter or number

Contains the letter or number

3. Select search as highlighted in step 2



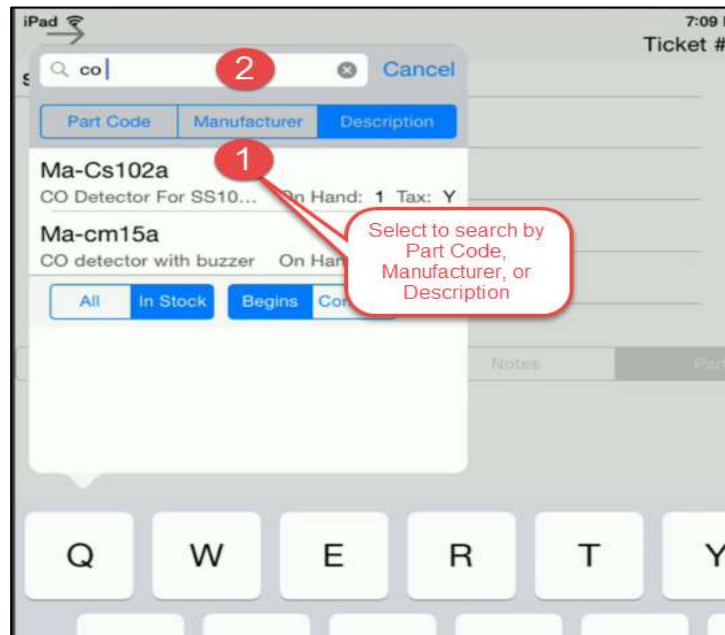
Part Code of MFG Code (select one)

4. Part Code

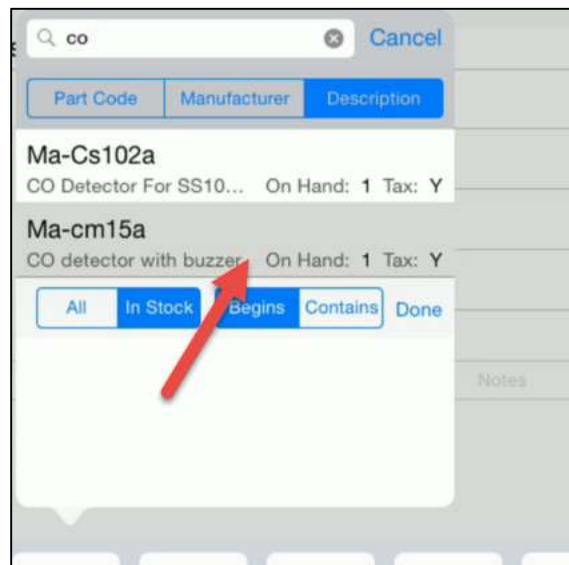
5. MFG Code (Manufacturing Code)

6. Description

7. Type the search criteria for the part that you are looking for in the search bar.



8. After you have identified the part you would like to add, select the part. You can repeat steps 1-8 and add as many parts as needed.



Select Part

Highlight the list of selected parts and select add parts.

Code	MFG Code	Description	Qty	Price	Location	Costing	Serial No.	Stk	Tax
Ma-cm15a	Ma-cm15a	CO detector with buzzer	1	148	Location	Standard	No Serial Number	✓	✓
D8132	D8132	Battery Charger Module	1	99	Location	Standard	No Serial Number	✓	✓

Callouts:

- Highlight the parts you selected that you would like to add to the ticket
- Adjust the price
- Enter in the specific location for the part

Buttons: Search, Clear, Add Parts, Back

Icons: Schedule, Maps, Documents, Setup

View if this part is available in other warehouses and the quantity on hand in that warehouse by selecting the information button.

Warehouse	Description	On Hand
Ernie X51582	Ernie Millman	3
Main	Main	1

Callout: View if the selected part is available in additional warehouses with the quantity on hand

Buttons: Search, Clear, Add Parts, Back

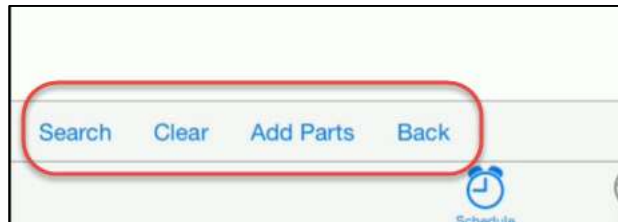
Quantity and Price may be adjusted, if necessary, dependent on the rights given to a technician in the Technician Management Tool.

Code	Description	Qty	Price	Total
PW-PS1270	18V AMP Battery	1	18	\$18.00

Adjust the quantity and price

Add Part


After selecting the part touch Add Parts in the bottom left. You may also clear out the parts you have added, search for additional parts or go back to the parts home screen.



Replace Equipment

If you are going to replace a part on a system (with a comparable or same) you must make sure the View System Equipment button has been selected.

Touch and hold on the box in the Remove column for the part you are trying to replace. After the Part Code turns red drag and drop it on the new part that was added to the ticket. Release your finger.

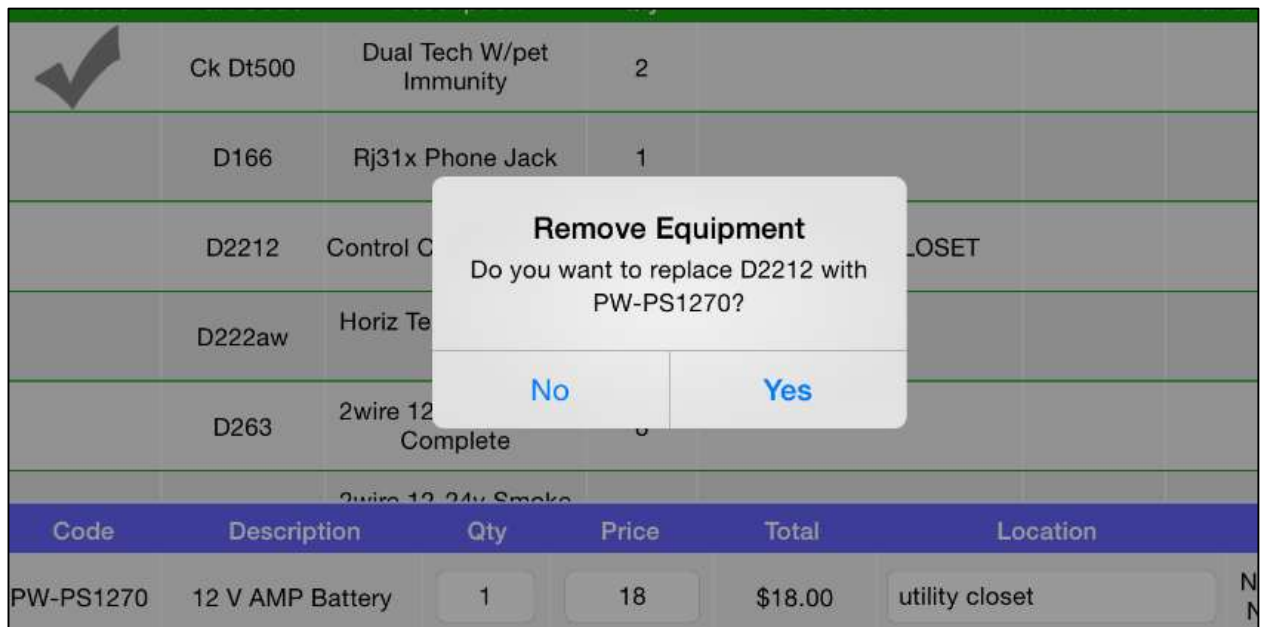
Remove	Part Code	Description	Qty	Location
	Ck Dt500	Dual Tech W/pet Immunity	2	
	D166	Rj31x Phone Jack	1	
D2212	D2212	Control Communicator	1	1ST FLOOR CLOSET
	D2212	Control Communicator	2	
	D263	2wire 12-24v Smoke Complete	8	
		2wire 12-24v Smoke		

Hold down in the "Remove" slot; drag and drop the existing part over the new part that was added to the ticket

Code	Description	Qty	Price	Total	L
PW-PS1270	12 V AMP Battery	1	18	\$18.00	utility clos

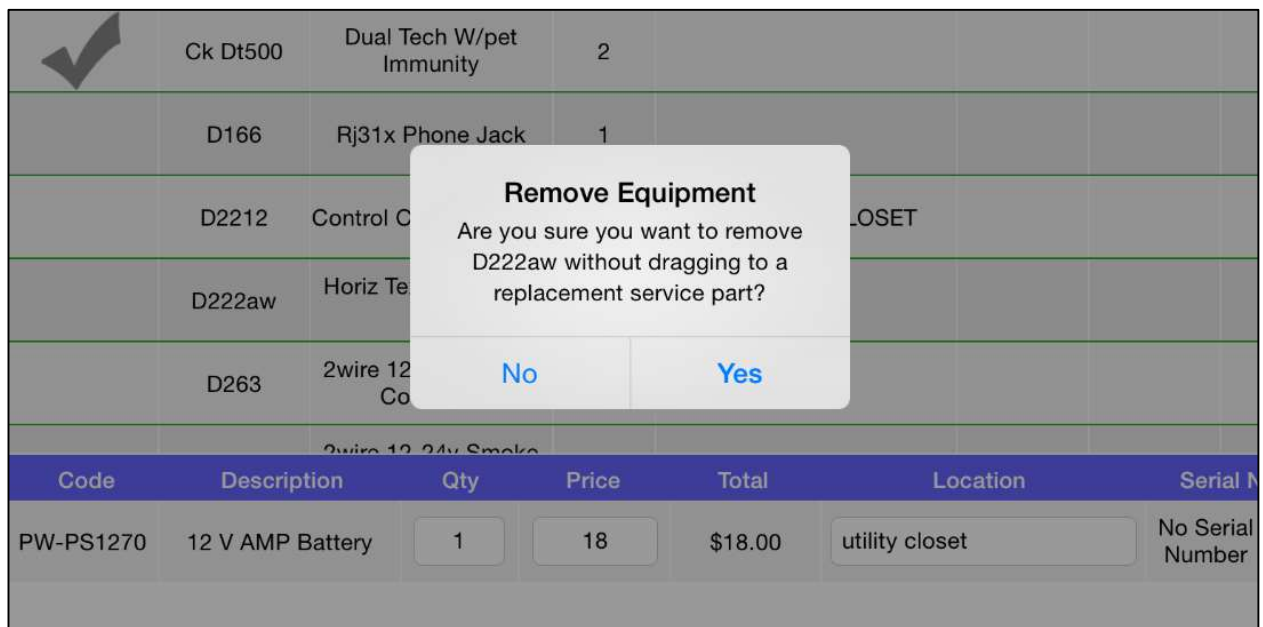
Code	Description	Qty	Price
PW-PS1270	12 V AMP Battery D2212	1	18

The message below will then show. Select Yes or No depending on whether you want to replace the existing part with the new part.



Remove Equipment

To remove a part with no replacement, touch the box in the Remove column on the appropriate part, you do not need to hold your finger on the box. The message below will then show. Select Yes or No to remove the part.



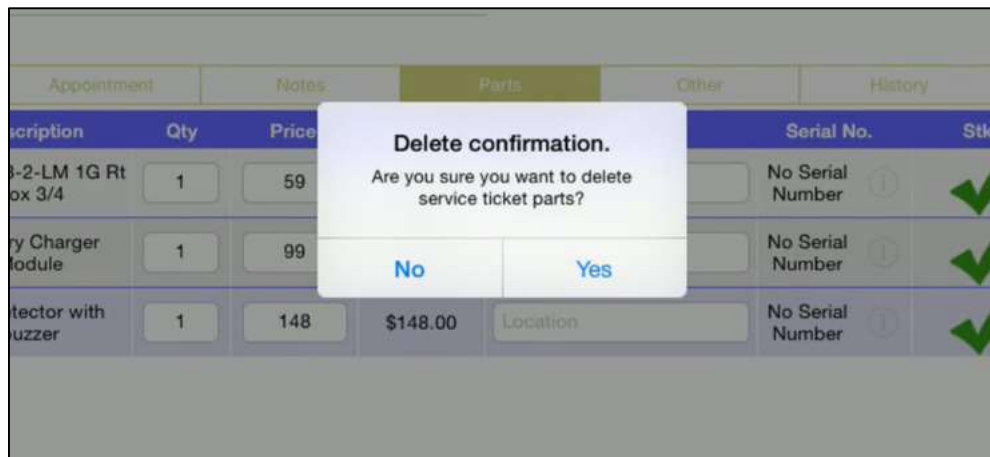
Delete Existing Equipment

If the service does not require a part listed, you can remove it by touching the part and then the (-) button in the bottom left of the Parts tab. You will then be asked, *Are you sure you want to delete service ticket parts?*

Code	Description	Qty	Price	Total	Location	Serial No.	Stk	Tax
04226939225	R-dot IH3-2-LM 1G Rt Box 3/4	1	59	\$59.00	Utility Closet	No Serial Number	✓	✓
D8132	Battery Charger Module	1	99	\$99.00	Location	No Serial Number	✓	✓
Ma-cm15a	CO detector with buzzer	1	148	\$148.00	Location	No Serial Number	✓	✓

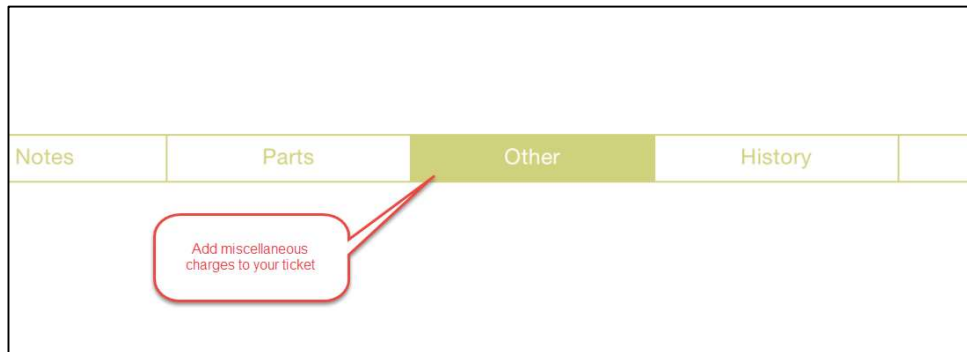
1 Highlight the part you wish to delete

2 View System Equipment



Other Tab

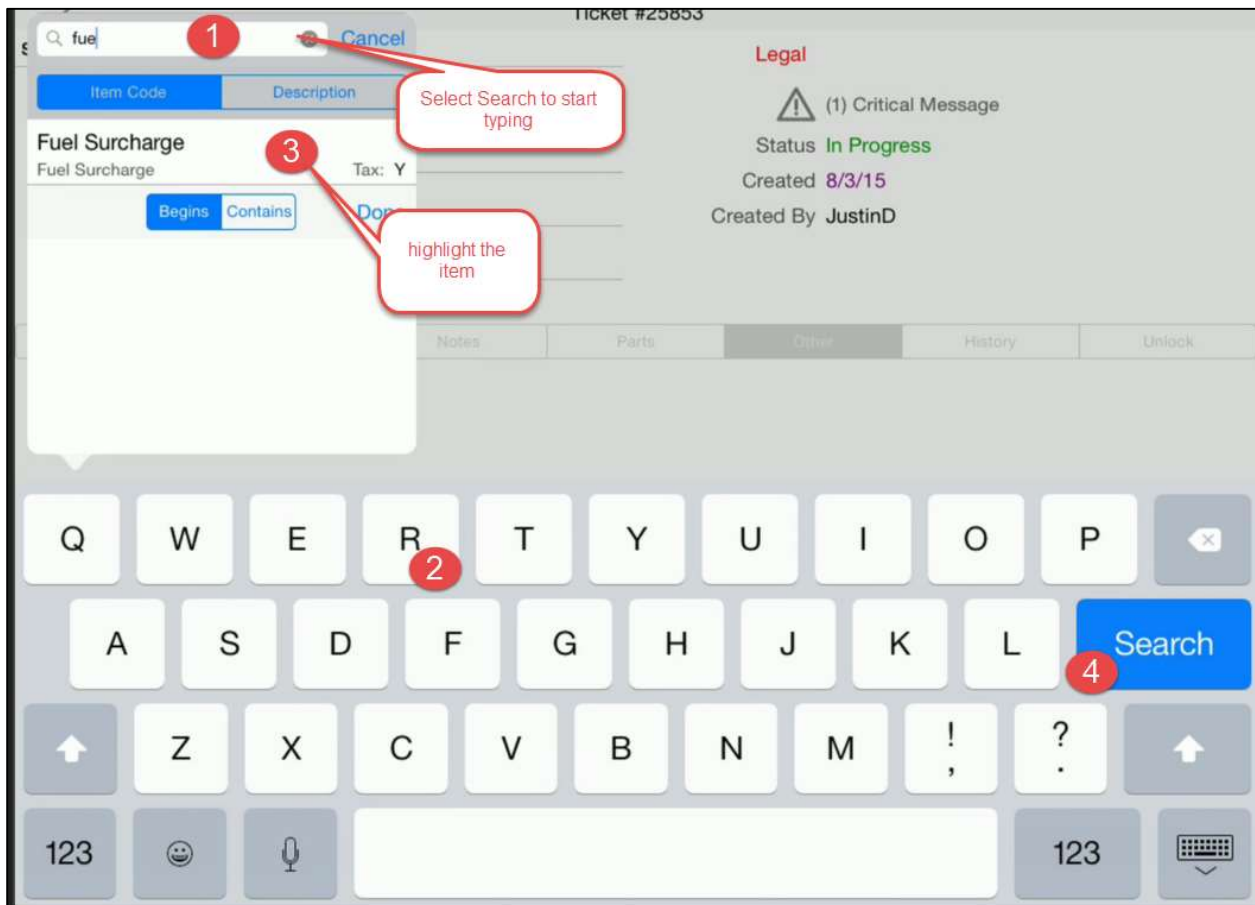
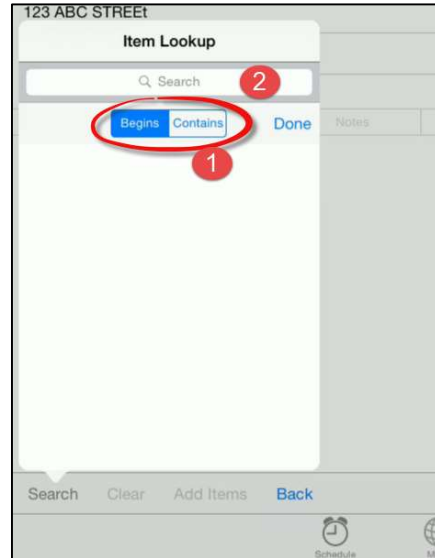
The Other tab allows you to add any other miscellaneous charges.



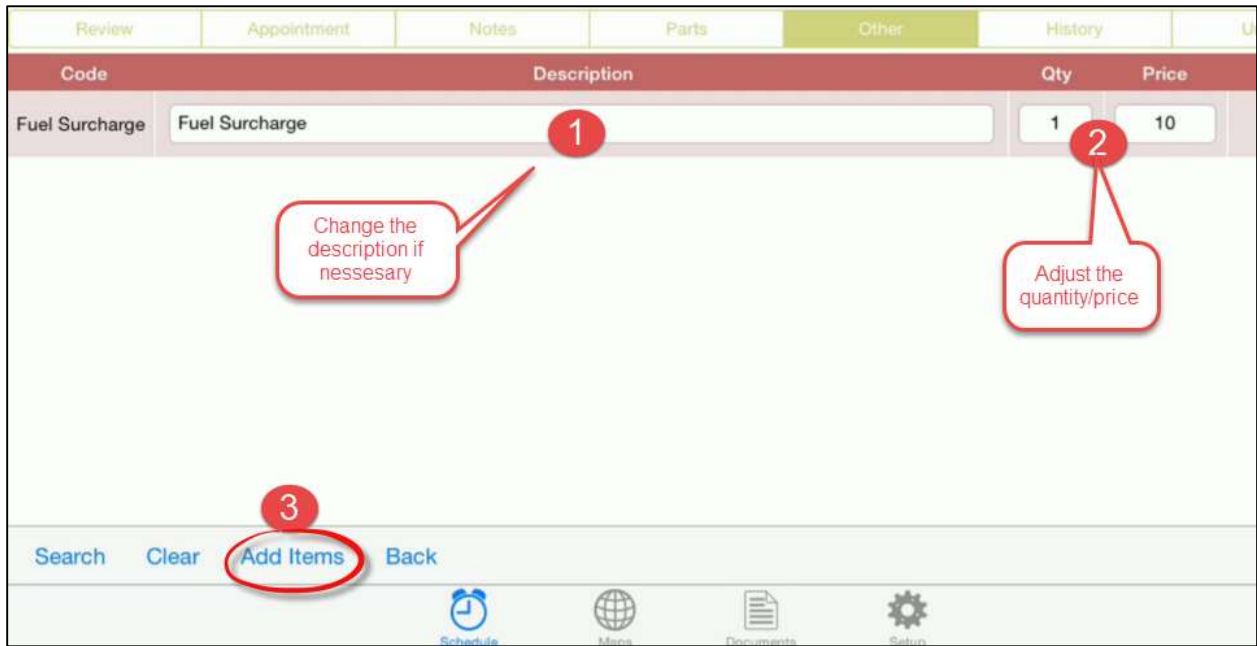
To Add Other Charges touch the + button in the bottom right.



A search bar will appear at the bottom of the page. To the left of the search bar select Item Code or Description. After selecting Item Code or Description and entering your search term touch Search to retrieve a list of charges. When you select a charge, both the description and price may be edited.



Select the appropriate item and touch Add Items in the bottom right.



History Tab

The History tab shows all service history for the customer including the Ticket Number, Creation Date, Problem code, Resolution code, and the Technician that worked on each ticket.

The screenshot shows the iPad application interface for a ticket. At the top, it displays 'Ticket #25853' and the time '11:16 AM'. The left side shows site information: 'Site 1', 'Justin Home', '123 ABC STREET', 'Bainbridge, OH 44023', and '(440)-773-1673'. The right side shows ticket details: 'Legal', '(1) Critical Message', 'Status Resolved', 'Created 8/3/15', and 'Created By JustinD'. A red arrow points to the 'History' tab in the navigation bar. Below the navigation bar, the 'History' tab is active, showing a list of service events. Each event includes a date, technician name, and a description. The events are:

- Date: 9/24/14 Ticket: 25464
User: Ace Adams Name: Ace Adams
Problem: Access Problem
Resolution: Billable Call
- Date: 9/24/14 By: JustinD
Edited: 9/24/14 By: JustinD
Resolution: Access: Internal
- Date: 9/24/14 By: AAdams
Edited: 9/24/14 By: AAdams
Resolution: Access: Internal
- Date: 9/24/14 By: AAdams

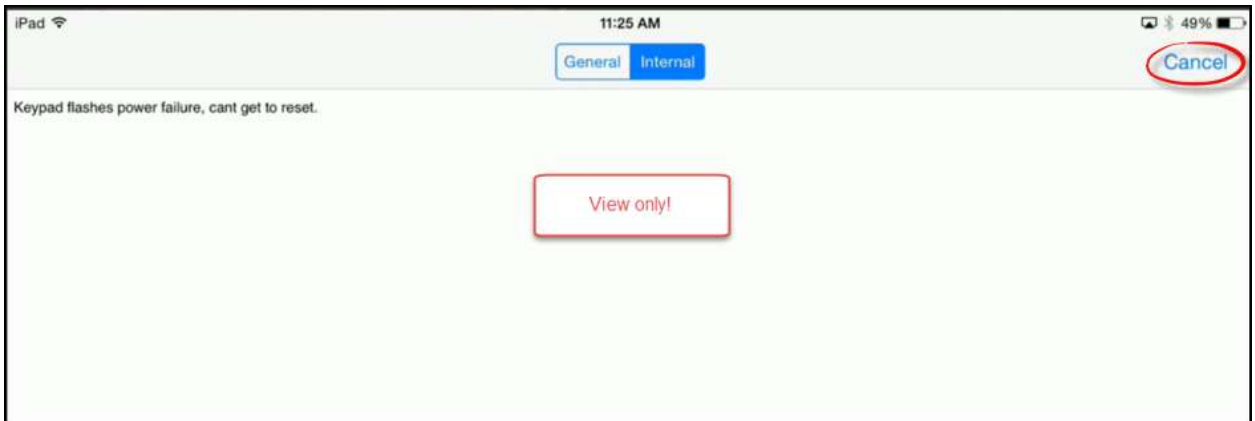
The bottom of the screen features a navigation bar with icons for 'Schedule', 'Maps', 'Documents', and 'Setup'.

Search Tickets and Notes

Scroll through the various tickets to view the history of notes and service calls for the customer. To drill into a specific note simply highlight as shown in step 2 and press the icon in step 3.



Select the note you would like to view. Select cancel in the top right when you are finished viewing.



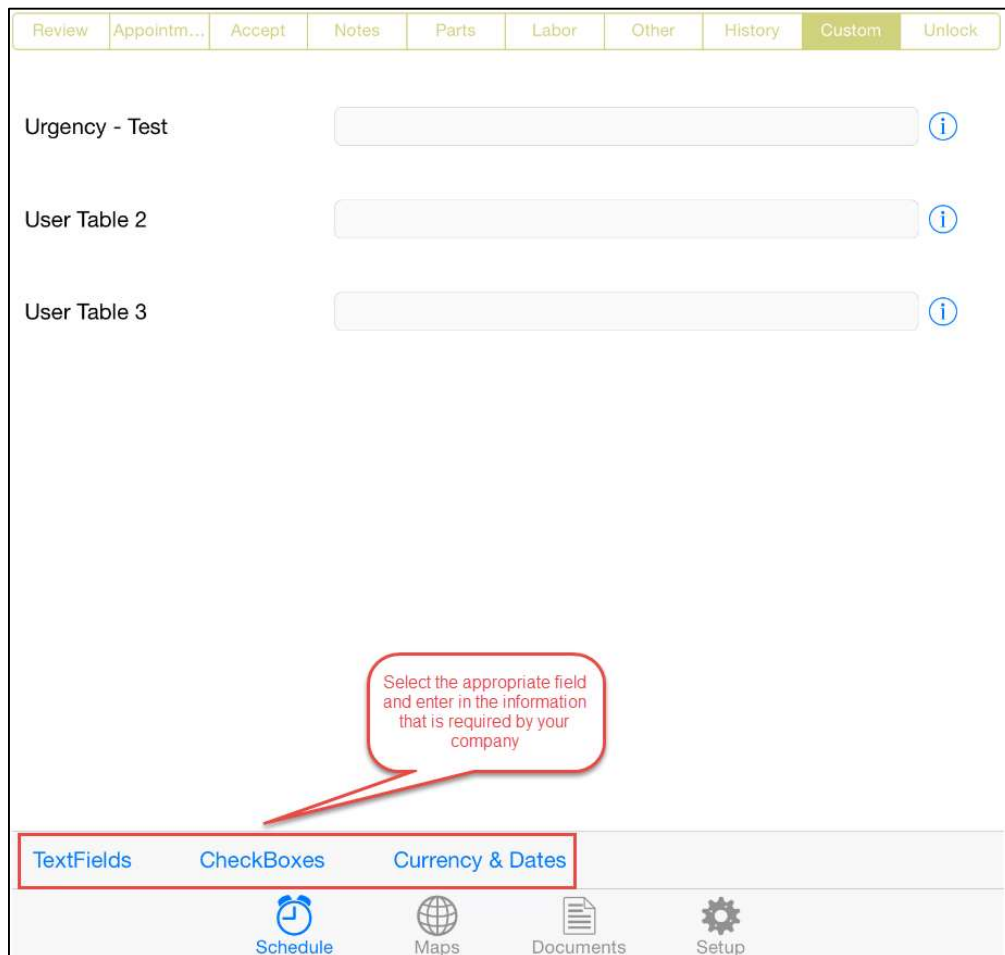
Custom Fields

For the purpose of tracking any additional information that you need where a field is not provided in the application.



A screenshot of the application's 'Custom' menu. The menu bar at the top includes 'Review', 'Appointm...', 'Accept', 'Notes', 'Parts', 'Labor', 'Other', 'History', 'Custom', and 'Unlock'. The 'Custom' tab is highlighted in green. Below the menu, there are three text input fields with labels: 'Urgency - Test', 'User Table 2', and 'User Table 3'. Each field has a blue information icon (i) to its right. A red arrow points from the 'Custom' tab to the first input field.

Select the appropriate fields located in the bottom left and enter in the information as required by your company in the Service Ticket Custom Fields.



A screenshot of the application's 'Custom' menu, similar to the one above. The 'Custom' tab is highlighted. Below the menu, there are three text input fields with labels: 'Urgency - Test', 'User Table 2', and 'User Table 3'. Each field has a blue information icon (i) to its right. A red callout box with a white background and a red border contains the text: 'Select the appropriate field and enter in the information that is required by your company'. A red arrow points from the callout box to the 'TextFields' option in the bottom bar. The bottom bar has three options: 'TextFields', 'CheckBoxes', and 'Currency & Dates', all in blue text. Below the bottom bar is a navigation bar with four icons: 'Schedule' (alarm clock), 'Maps' (globe), 'Documents' (document), and 'Setup' (gear).

Labor Tab

When your work is complete and you are ready to leave the site, go to the Appointment tab and enter your Departed time. After you enter the Departed time the labor hours will automatically be calculated and a new tab called Labor will be available.

The screenshot displays the 'Appointment Times' section of a mobile application. It features three rows of data, each with a colored dot on the left and a time field on the right. The 'Dispatched' row has a green dot and the time 'Mon Aug 3 11 13 AM'. The 'Arrived' row has a green dot and the time 'Mon Aug 3 11 39 AM'. The 'Departed' row has a yellow dot and a 'Depart Now' button, which is circled in red. Below this section is the 'Appointment Resolution' section, which has a green dot and the text 'Resolution'. At the bottom of the screen is a navigation bar with four icons: a blue alarm clock labeled 'Schedule', a globe labeled 'Maps', a document labeled 'Documents', and a gear labeled 'Setup'.

Status	Time
Dispatched	Mon Aug 3 11 13 AM
Arrived	Mon Aug 3 11 39 AM
Departed	Depart Now

Appointment Resolution

- Resolution

Navigation Bar: Schedule, Maps, Documents, Setup

Service Level Rates

After touching the Labor tab the rate fields will be populated based on the service level provided for the system that was assigned in SedonaOffice. The hours on site will be calculated based on the set up of your service level and the hour/day you are working on the ticket. If there is a trip charge it will show on the ticket in the bottom left.

Legal
⚠️ (1) Critical Message
Status **Departed**
Created 8/3/15
Created By JustinD

	Hours	Rate
Regular	0.75	90
Overtime	0	135
Holiday	0	180

Service Fee \$95.00

Manual Labor

Review Appointment Notes Parts **Labor** Other History Unlock

Schedule Maps Documents Setup

Override Charges

Touch the button next to Manual Labor to override the calculated hours and rate. Touch the Service Fee off (so it is not green) to turn off the trip charge. Based on the permission set up in the Technician Management Tool, you may/may not be able to override the trip charge, rate and hours.

The screenshot shows the 'Labor' tab with the following elements:

- Manual Labor:** A toggle switch (off) with a red callout '1' and a red box saying 'Touch to override'.
- Hours:** Input fields for 0.75, 0, and 0.
- Rate:** Input fields for 90 and 135.
- Holiday:** Input field for 0.
- Service Fee:** A toggle switch (on) with a red callout '2' and a price of \$95.00.

A red callout box on the right states: 'You may override time on site, service level rates, and trip charges if granted permission in the tech management tool'.

The screenshot shows the 'Labor' tab with the following elements:

- Service Fee:** A toggle switch (on) with a price of \$95.00.
- Amounts:** A table showing calculated values.

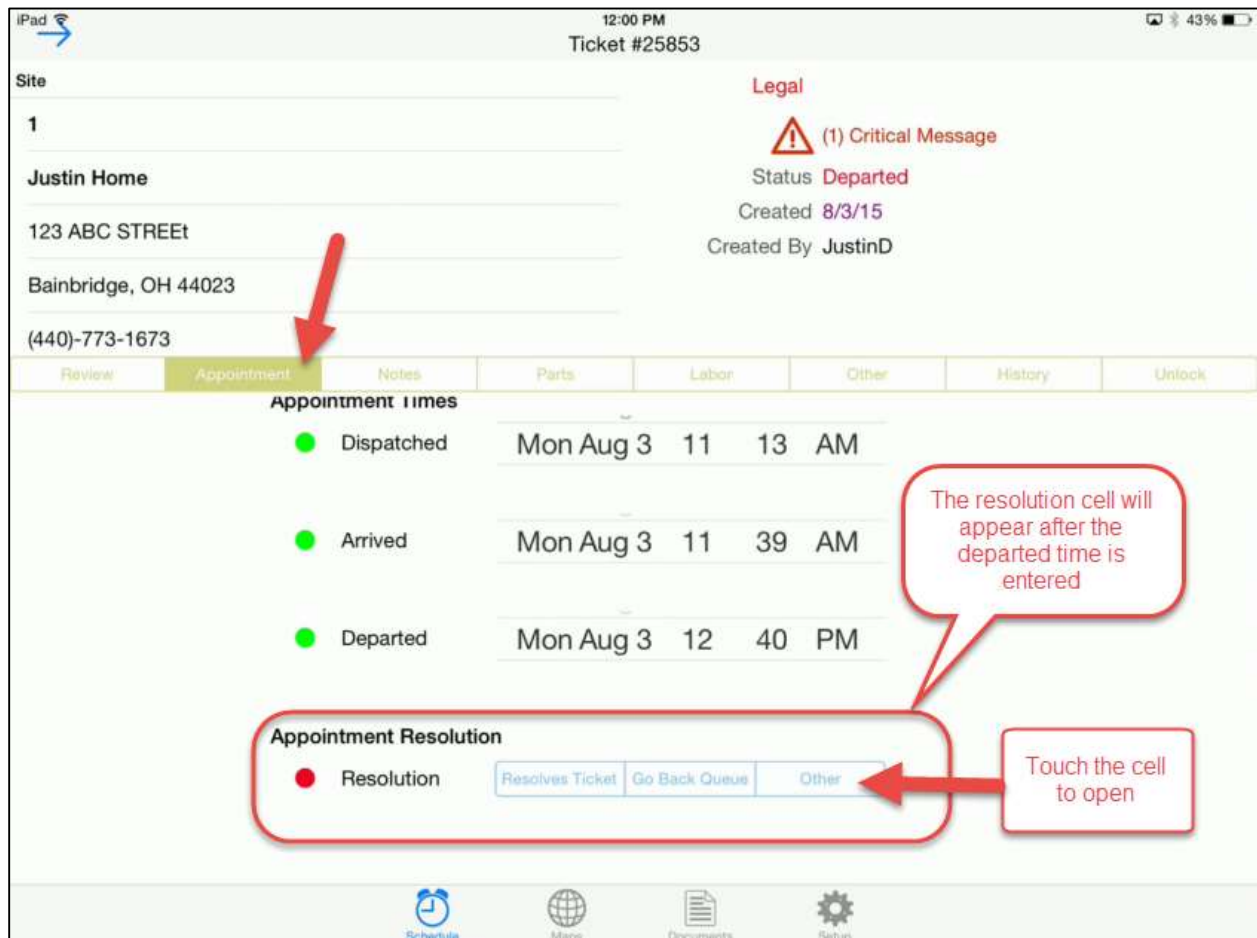
	Amounts
Total Labor	\$0.00
Tax	\$0.00
Total Amount	\$0.00

A red callout box on the right states: 'Total labor and tax are automatically calculated. I have a service level that covers labor so the app shows \$0.00'.

*The total and tax are both \$0.00 because the service level covers labor. If labor was not covered the tax and total would automatically be calculated.

Resolution

All tickets need a Resolution to determine the course of action after the appointment site visit. The Resolution Code sits in the Appointment Tab. Once you touch to open the Departure time and touch to save the time, the resolution cell will appear.

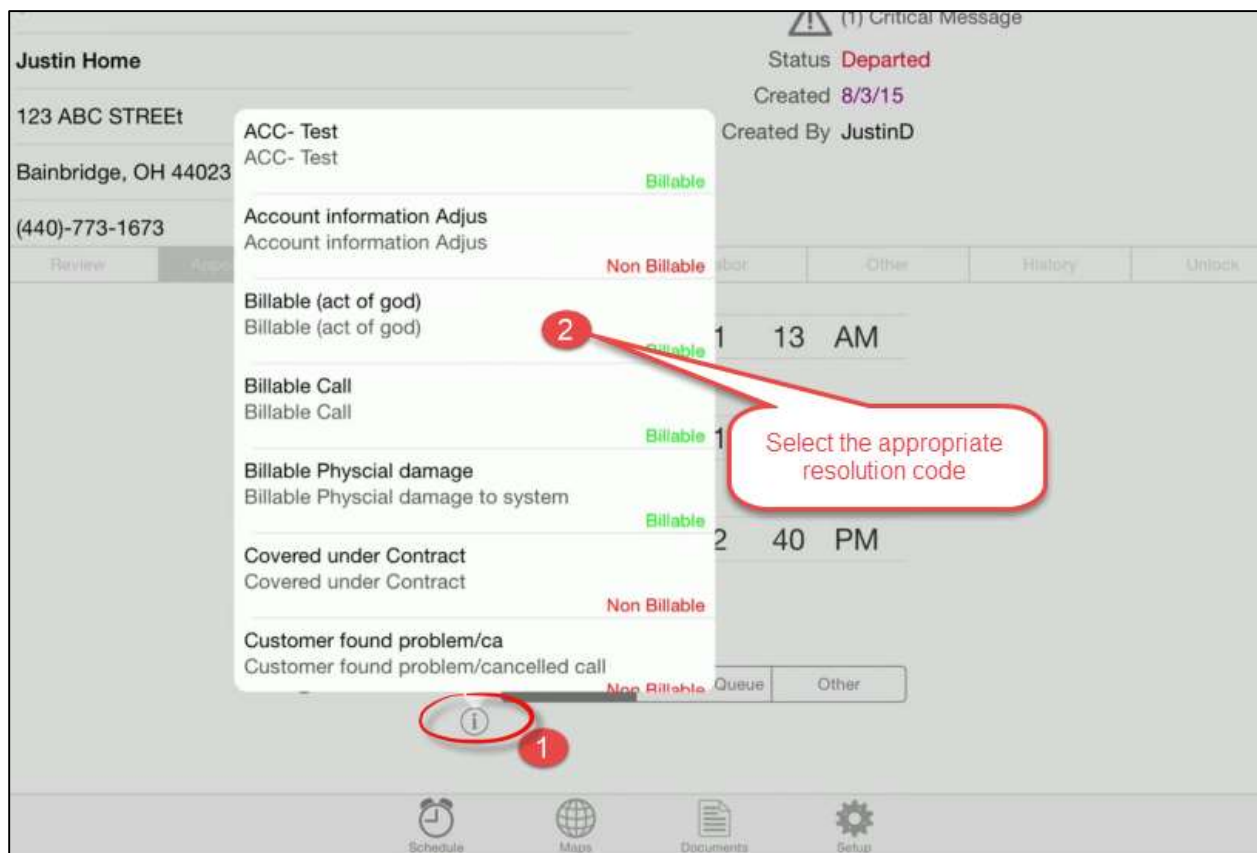


Resolve Ticket

You may resolve a ticket using the SedonaFSU iOS Edition, but the ticket must be **closed** in SedonaOffice.

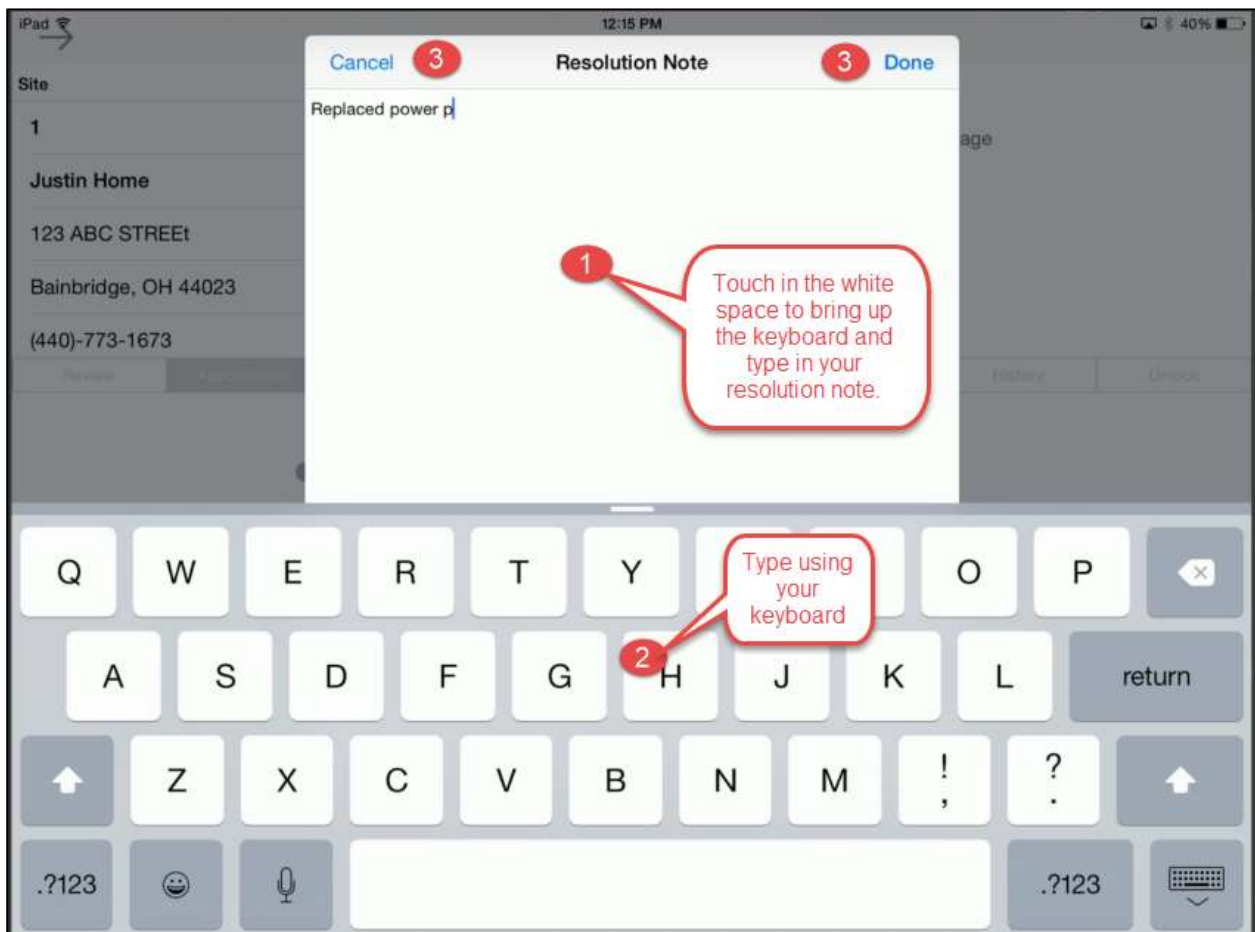
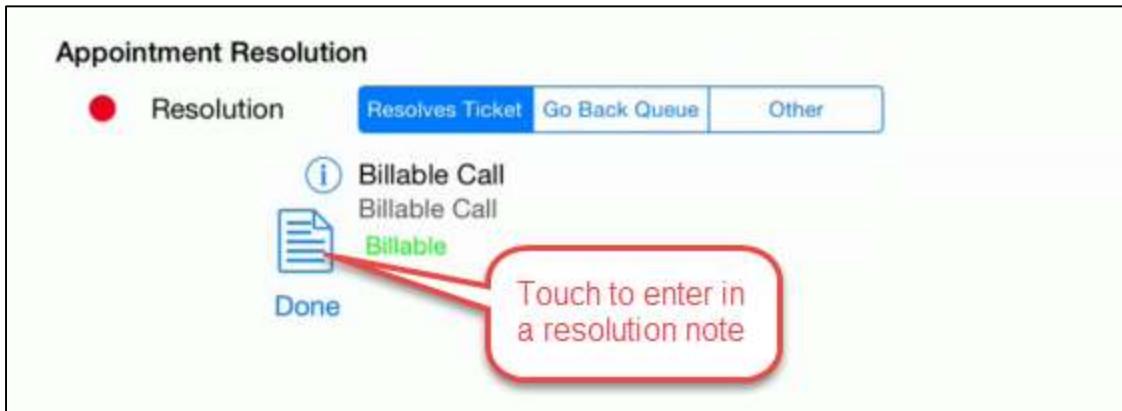
Resolution Code

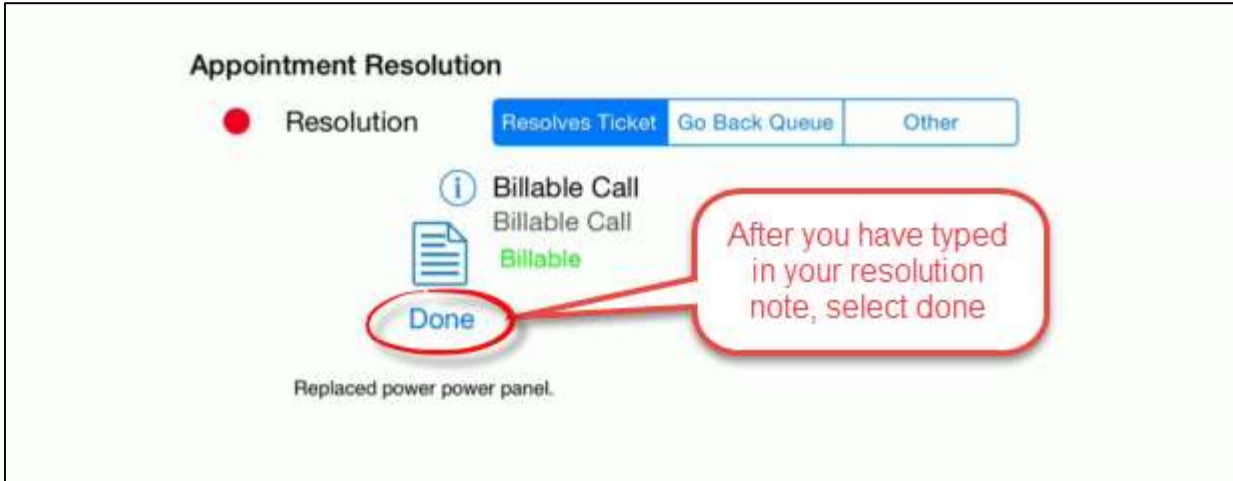
The Resolution Code must also be selected. The Resolution Codes and their description are created for each company's service levels. Resolutions codes vary by company. Certain resolution codes are billable, while others are not.



Resolution Note

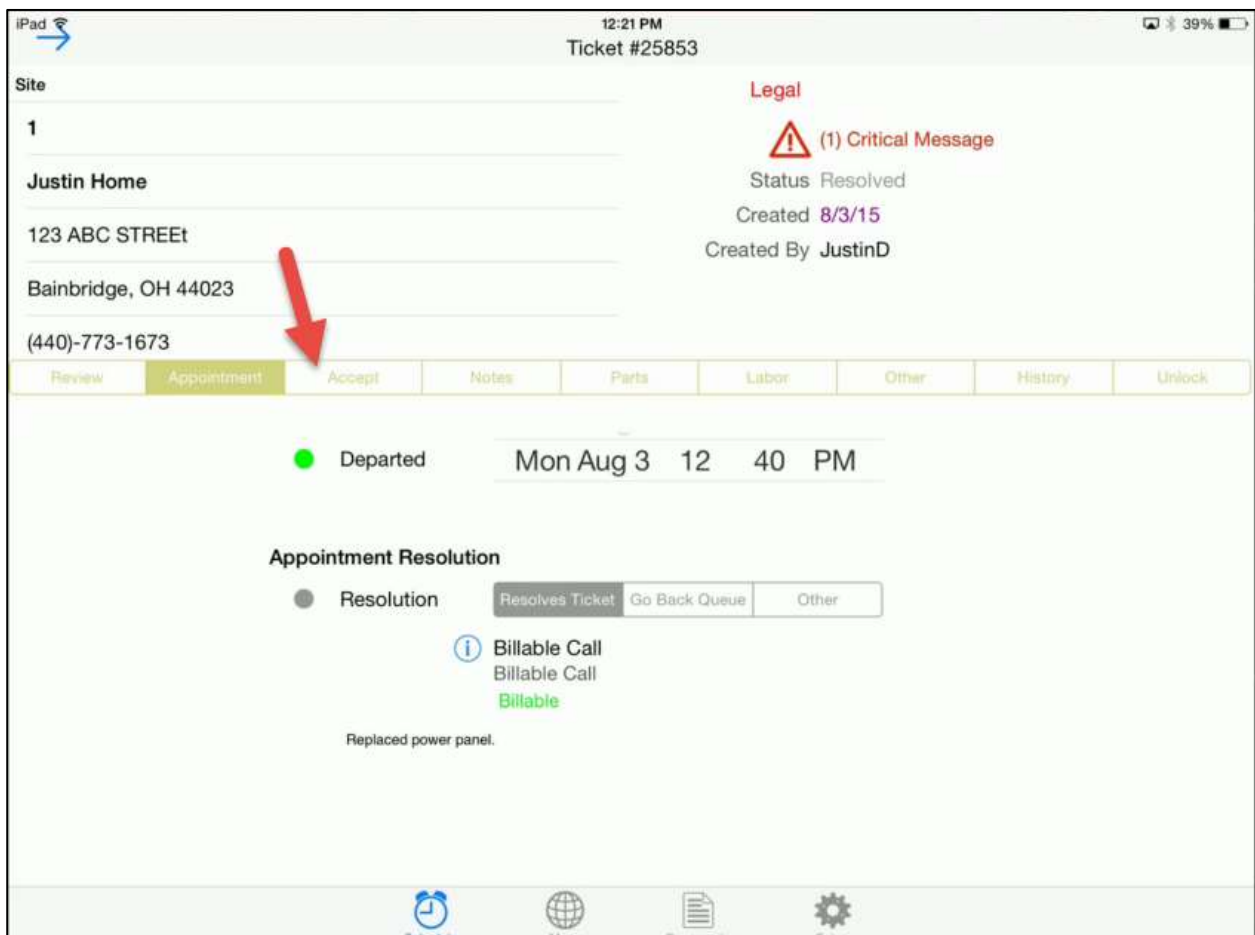
Enter in the resolution note, which may be seen on the invoice for the customer depending on how your billing is set up in SedonaOffice.





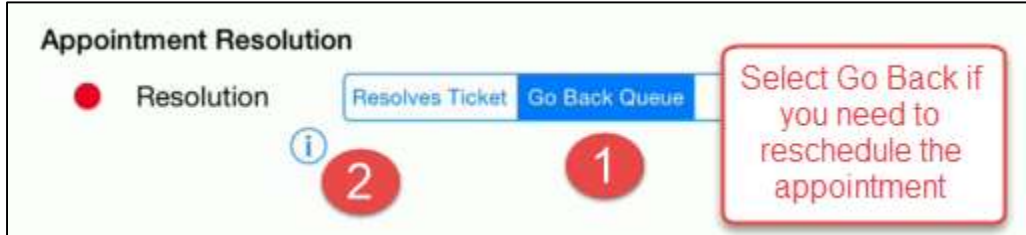
Resolve Appointment

After you select Done, the Accept tab will become an option.



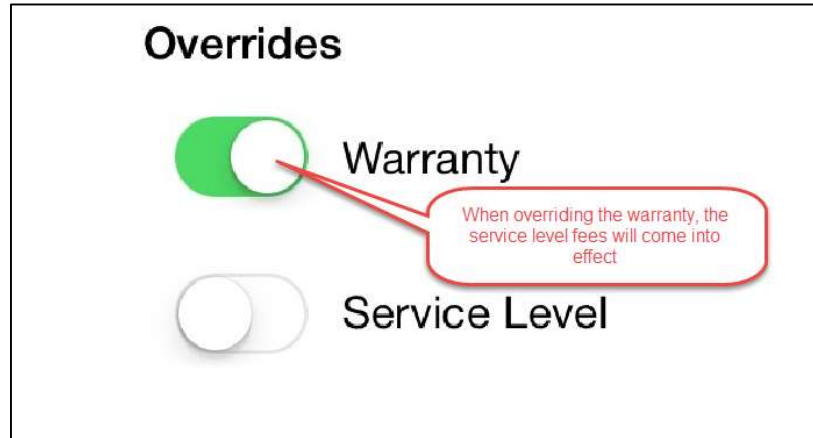
Put in Go Back Queue

Resolves the appointment, but must be rescheduled in SedonaOffice. This will calculate the information completed in the ticket, but will remain in the Go Back Queue until the ticket is changed to resolved or rescheduled for a future appointment.



Overrides

To override the charge exemption on Parts, Other Equipment, or Labor based on a Service Level or Warranty move the button to the left of Warranty so that green appears on the slide. For example, if the customer's service level covers Parts and Labor, but the customer should actually be paying for parts on the service ticket, selecting the Service Level override checkbox will result in the customer being charged for Parts and Labor (if no warranty is in effect.)



Payment Method

Touch the (+) button. Key in the credit card information or use a Magtek Credit Card device (must be purchased through third party vendor with a SedonaOffice encryption key) to capture the credit card information.



New Credit Card

If the card being used for payment is not on the list use the Magtek Credit Card Device or enter the credit card information manually then select Complete to save the card to the customer's account.

The screenshot shows a form titled "New Credit Card" with a "Complete" button at the top left and a "Cancel" button at the top right. The form is divided into two columns. The left column contains labels for "Card Number", "Expiration", "Name On Card", "Billing Address", "Auto Bill" (with an information icon), and "Print and mail your invoice". The right column contains a green header "iDynamo connected, swipe card", a "Card Number" field with a "Visa" label and an information icon, an "Expiration" field with a "Month/Year" label, a "Name On Card" field, a "Billing Address" field with the text "123 ABC STREET", a "Code" field with the text "44023", and "Yes" and "No" buttons for "Print and mail your invoice". Two red callout boxes are present: one pointing to the "Complete" button with the text "Touch complete when finished", and another pointing to the "Name On Card" field with the text "Use your Magtek Device to swipe a credit card or key in the card information".

Existing Account on File

Touch the information button to the right of the Payment Method field to view all credit cards and bank accounts on file. After you add a credit card using the (+) button, select the payment method the customer would like to use (credit card you added or an existing bank account/credit card on file).

The screenshot shows a form titled "Existing Account on File" with a "Payment Method" field. The field contains the text "None" and a plus sign (+) to its left. To the right of the "Payment Method" field is an information icon (i) circled in red. A red callout box points to the information icon with the text "Select which credit card or bank account to use for payment". Above the "Payment Method" field, the text "MAST JUSTIN DEBAGGIS ****4773 03/17" is displayed. Below the "Payment Method" field, the text "None" is displayed.

***This will flag in SedonaOffice that the customer would like to use this card. This will NOT create a live transaction from the field.**

Signature

No Signer Available

Enter in your name (Technician Name) accepting the completed the ticket.



No Signer Available

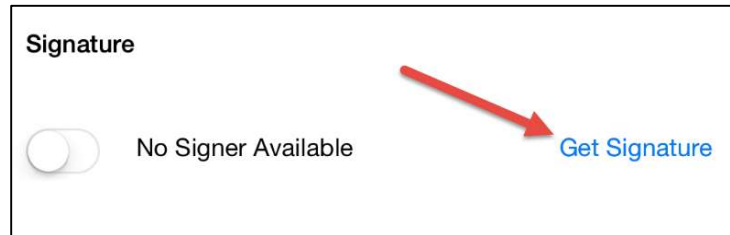
Technician

Accept

Type in technician name

Signer Available

Touch the Get Signature button.

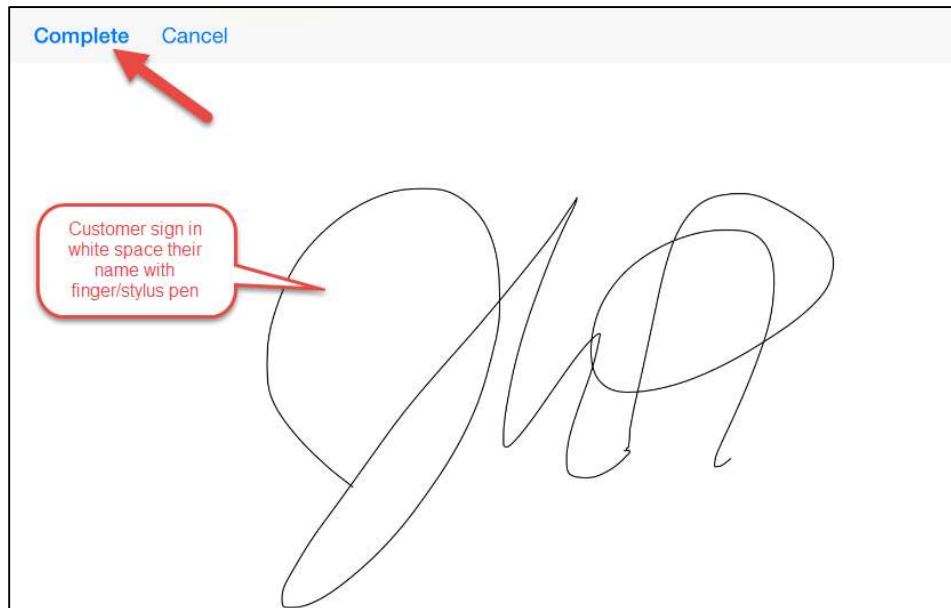


Signature

No Signer Available

Get Signature

Have the customer sign with their finger or stylus pen. Then select Complete in the top left.



Complete Cancel

Customer sign in white space their name with finger/stylus pen

Type the Signer's name in the Signer field and touch Accept. By selecting Accept all changes that pertain to billing may only be edited within SedonaOffice. The ticket is now resolved and you may still enter notes to a resolved/accepted ticket.

Signature



Type in the signers name

Signer [Accept](#)

The image shows a signature capture area with a handwritten signature. Below it is a text input field labeled 'Signer' containing the name 'justin'. To the right of the input field is a blue 'Accept' button. A red callout bubble points to the input field with the text 'Type in the signers name'. A red arrow points from the 'Accept' button towards the right.

Terms and Conditions

Must be added through the Technician Management Tool.

Signer [Accept](#)

In accepting this invoice, customer agrees to the terms and conditions contained herein including those shown in

[Legal](#)

Terms added through technician management tool

The image shows a form with a 'Signer' field containing 'justin' and an 'Accept' button. Below this is a line of text: 'In accepting this invoice, customer agrees to the terms and conditions contained herein including those shown in'. Below that text is a blue link labeled 'Legal'. A red callout bubble points to the 'Legal' link with the text 'Terms added through technician management tool'.

Generate Service Report

To generate a Service Report from the iOS Device. Select the paper note icon within the acceptance tab.

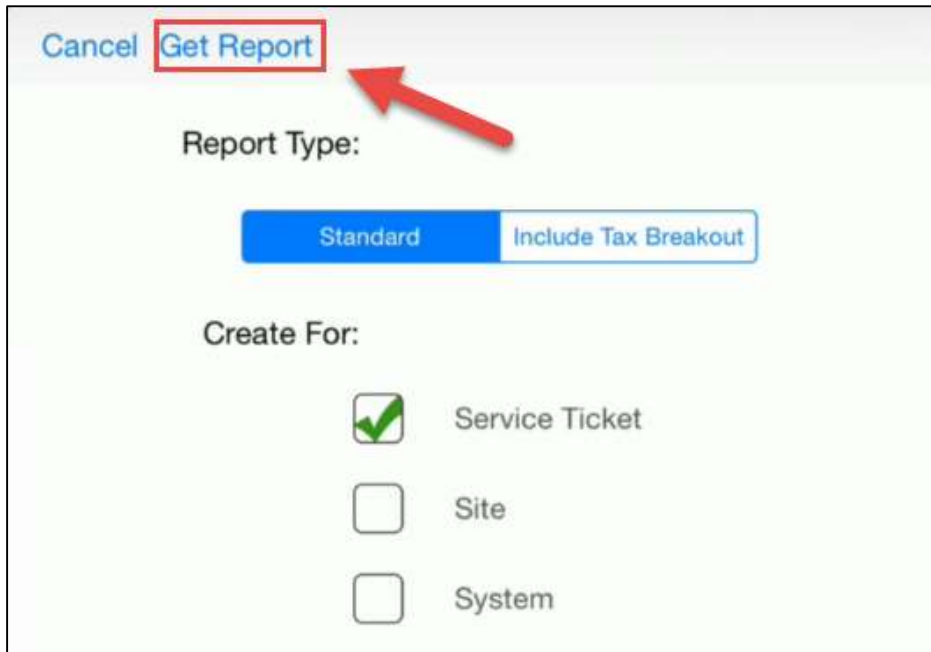
Category	Value
Parts	\$0.00
Labor	\$0.00
Other	\$95.00
Taxes	\$7.84
Grand Total	\$102.84



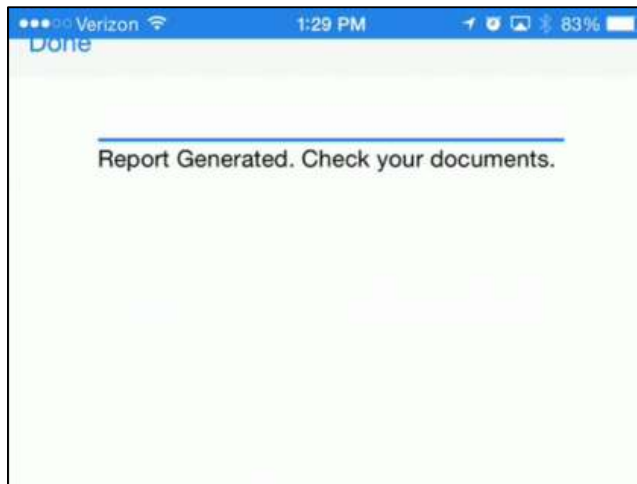
You may select from the Standard report or a report that will include tax breakout.
Select if you would like to save this report to the service ticket, site or system. You may select to save it to multiple locations (ex: site and system).

The image shows a dialog box titled "Cancel Get Report". It contains two sections: "Report Type:" and "Create For:". The "Report Type:" section has two buttons: "Standard" (highlighted in blue) and "Include Tax Breakout". The "Create For:" section has three radio button options: "Service Ticket" (checked), "Site", and "System".

After the criteria has been selected touch Get Report.



Touch Done. The report will now be generated and saved within your documents on the device.

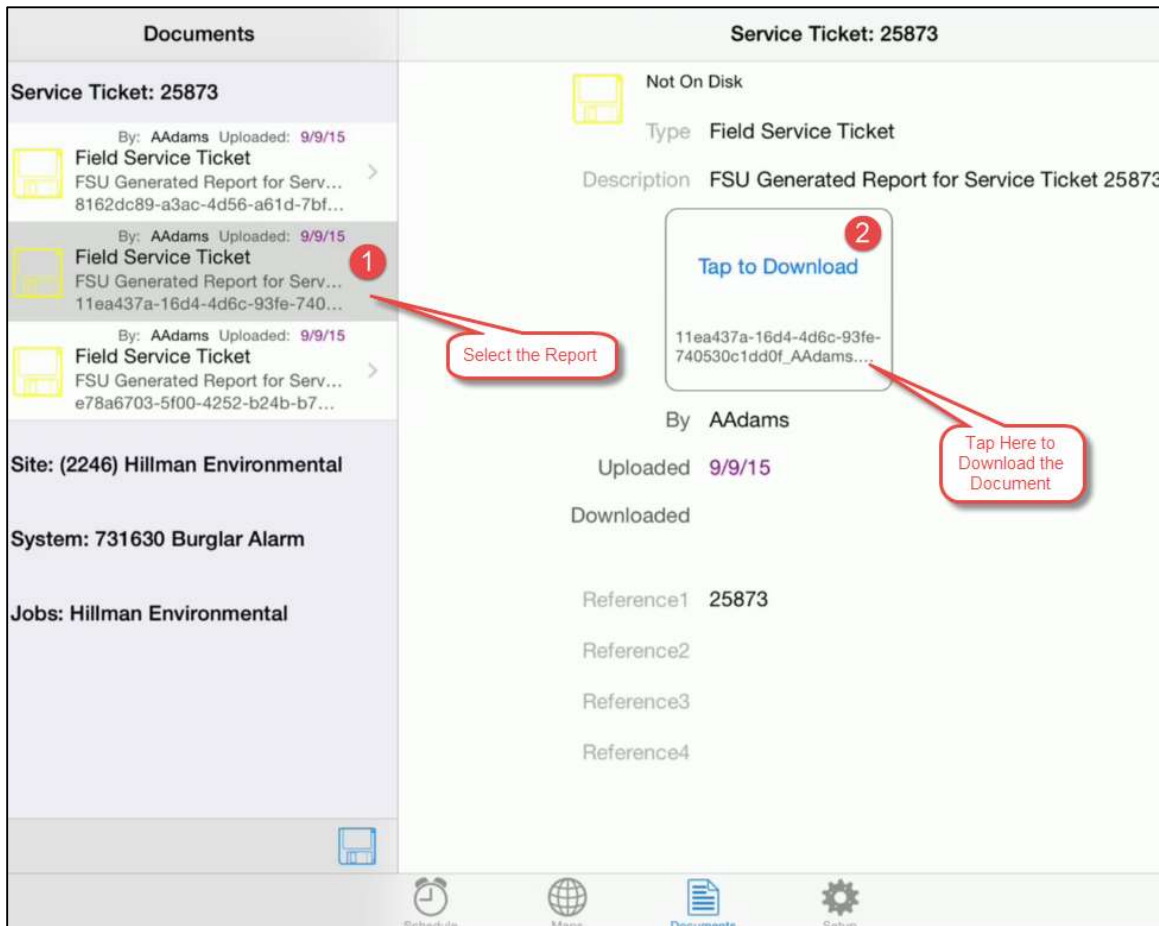


After the report is generated select Documents at the bottom of the app.

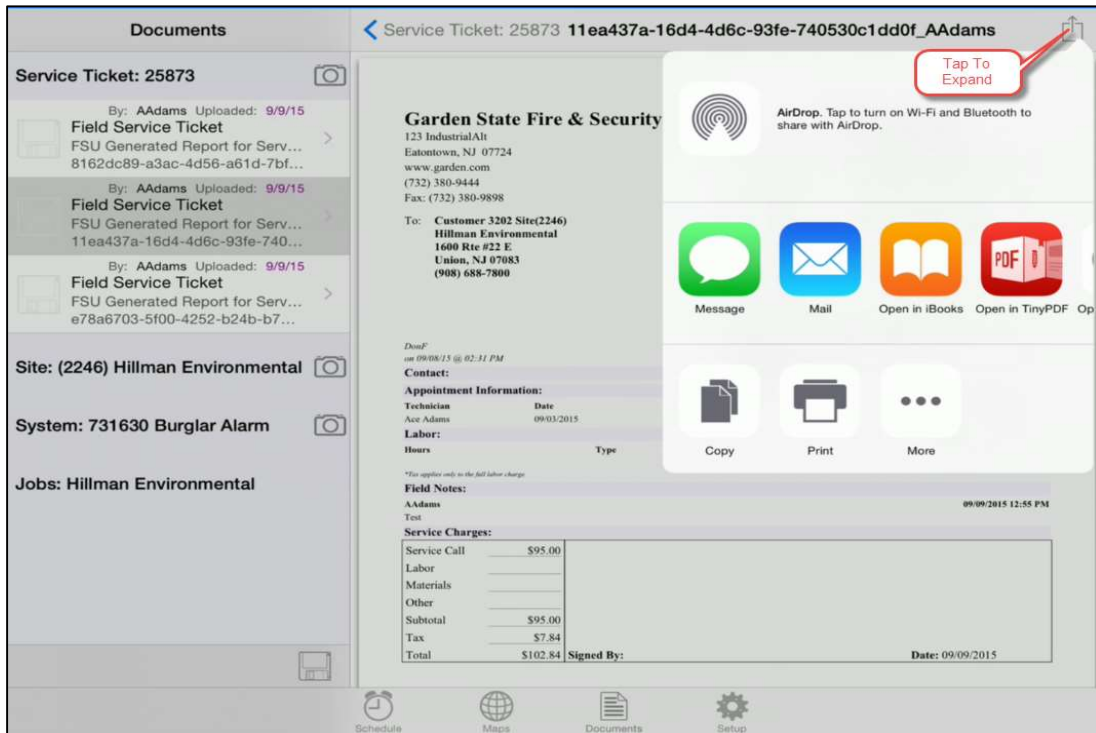
The screenshot displays the SedonaFSU iPad app interface. On the left, a vertical list shows job entries for Thursday, September 3, 2015; Friday, September 4, 2015; and Tuesday, September 8, 2015. The main area shows details for job 2246, 'Hillman Environmental', with status 'Resolved', created on 9/8/15, and created by DonF. Below this is a navigation bar with tabs: Review, Appoint..., Accept, Notes, Parts, Labor, Other, History, Custom, and Unlock. The 'Accept' tab is active, showing 'Overrides' for Warranty and Service Level, a 'Payment Method' of 'None', and a 'Signature' section with 'No Signer Available' and a 'Get Signature' button. On the right, a summary table lists 'Parts' (\$0.00), 'Labor' (\$0.00), 'Other' (\$95.00), and 'Taxes' (\$7.84), with a 'Grand Total' of \$102.84. A red circle highlights the 'Documents' icon in the bottom navigation bar, with a red arrow pointing to it.

Category	Amount
Parts	\$0.00
Labor	\$0.00
Other	\$95.00
Taxes	\$7.84
Grand Total	\$102.84

1. In the documents tab select the report you would like to view.
2. Tap download to view the report.



Once the report has been downloaded, select to open the report. In the top right select the icon to expand the pop up with different options. These options include sending the Invoice Report to the customer using email from the device.



Documents

For customers using SedonaDocs Add-On Module. Listed documents may be added in the field or within SedonaOffice.

First select the ticket you would like to access. Click on the Documents tab next to Maps and Setup. By selecting the ticket for the customer you will be able to view all Service Ticket, System, Site or Job documents based on the users granted permission level.

Schedule

Cant Set B/A Resolved

Friday, July 31, 2015

25849: Justin Home 10:00 AM
123 ABC STREET, Bainbridge
Access Problem Resolved

25852: U-Haul 11:00 AM
2180 Rte #9, Toms River
AC Power Failure Resolved

25851: Justin Home 11:45 AM
123 ABC STREET, Bainbridge
Audible Sounder Failure Resolved

Monday, August 3, 2015

25853: Justin Home 10:30 AM
123 ABC STREET, Bainbridge
Audible Sounder Failure Resolved

Wednesday, August 5, 2015

25816: Patterson, Mr Zack III 1:00 PM
Line 1,
AC Power Failure Scheduled

Ticket #25851

Site

1

Justin Home

123 ABC STREET

Bainbridge, OH 44023

(440)-773-1673

Legal

(1) Critical Message

Status Resolved

Created 7/31/15

Created By JustinD

Review Lock

System Account 2654 Requested By Mrs. Arica mm LaMagna
System Type Burglar Alarm Phone (440)-773-1673
Panel Type Guardware CU22 Extension
Panel Location Front Door Contacts
Alarm Company Allied
Next Inspection 12/30/10
Scheduled 7/31/15 Problem Audible Sounder Failure
Estimated Length 60 Sub Problem
Warranty 90 Day Service Level Service Contract/ Res
Service Company Fire Security Technologie

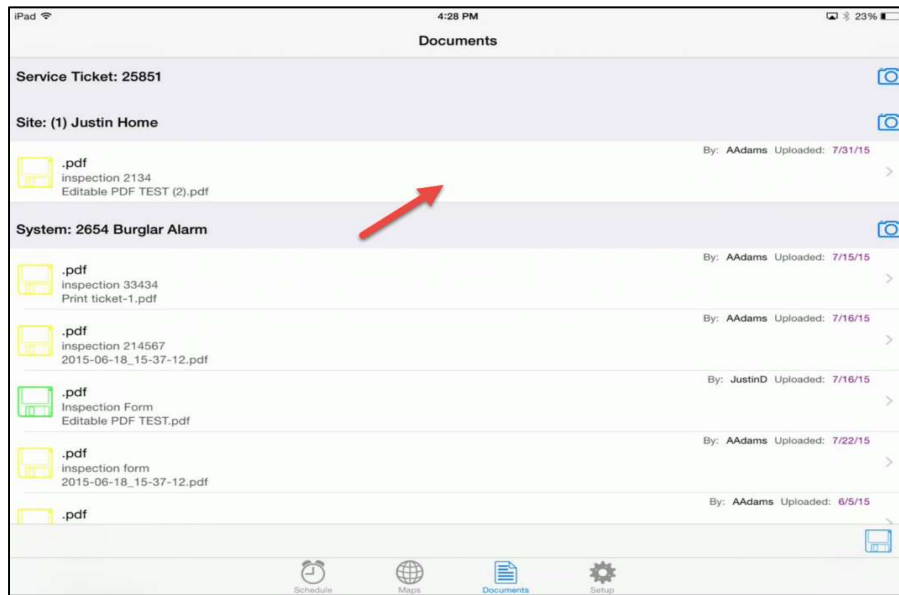
System Comment Customer Comment

Monitoring @ \$22 PM Central # 78-4521 Alarm wont stop beeping

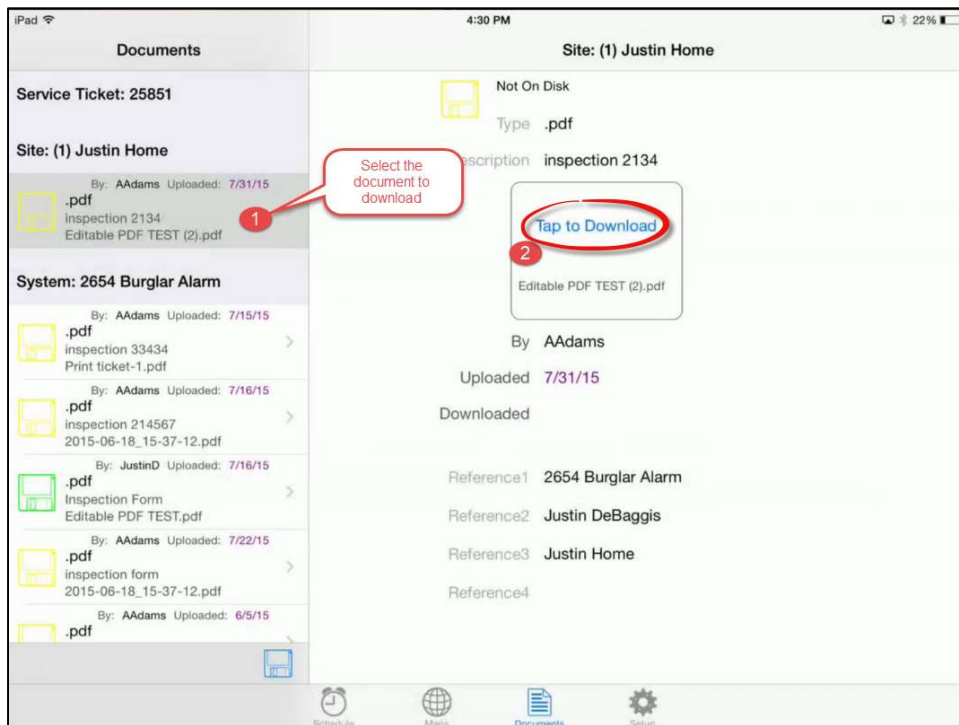
Schedule Maps Documents Setup

View Documents

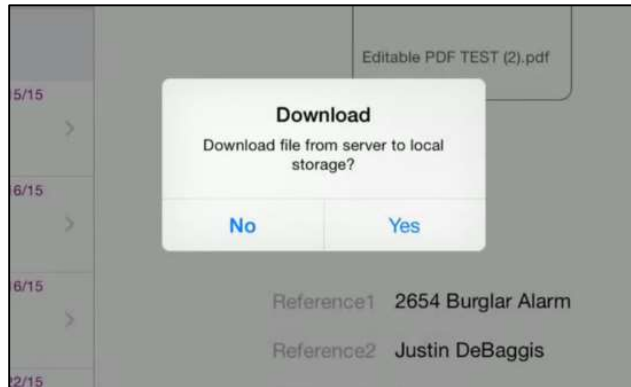
Select a specific document from the service ticket, site, system or job.



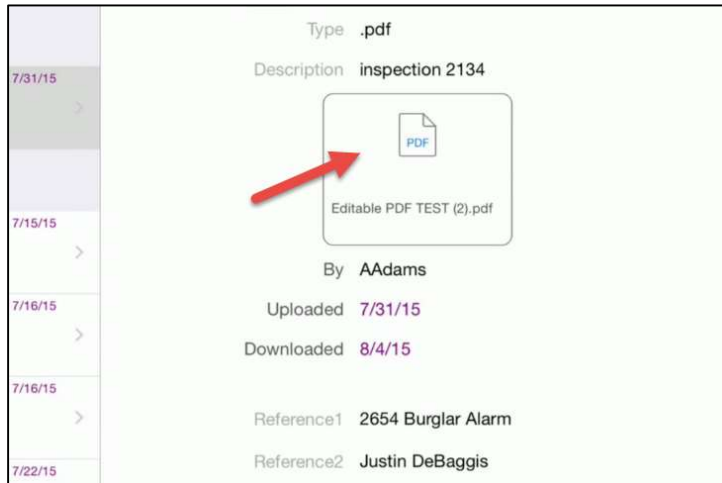
Touch the document you would like to view and select Tap to Download.



You will then be prompted to download the document from the server to your iPad's local storage.



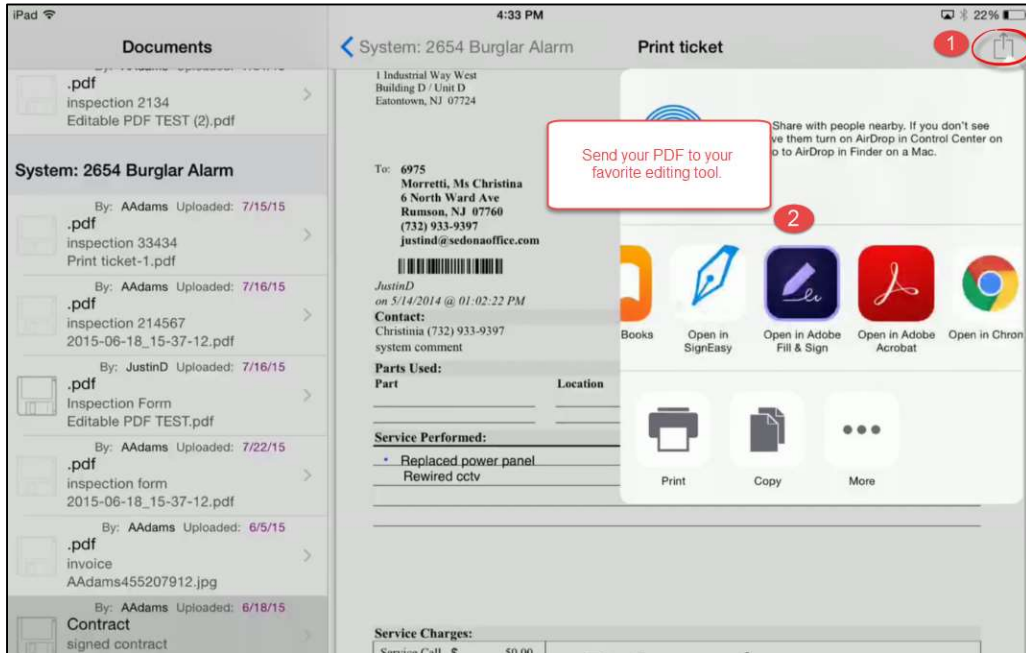
After selecting yes you will be able to access the document. Select the document to view.



Export Documents

If you would like to export the document to a third party application of your choice follow the steps. You can send a pdf over to your favorite editing tool, change it, and send it back to be uploaded to a service ticket, job, customer site, or customer system.

Select the icon in the top right and send the document to your editing tool of choice.



After you are done editing the document you may now upload it back into SedonaOffice.

Print ticket (2) Done

CSF Alarm
1 Industrial Way West
Building D / Unit D
Eatontown, NJ 07724

To: 6975
Morretti, Ms Christina
6 North Ward Ave
Rumson, NJ 07760
(732) 933-9397
jstindice@sedonaoffice.com

JustInD
on 5/14/2014 @ 01:02:22 PM

Contact:
Christina (732) 933-9397
system comment

Parts Used:

Part	Location	Quan
------	----------	------

Service Performed:

- Replaced power panel

Service Charges:

Service Call	\$ 50.00
Labor	\$ 60.00
Materials	\$
Other	\$
Subtotal	\$ 110.00
Tax	\$ 9.08
Total	\$ 119.08

Have Great Day!

CSF Alarm
1 Industrial Way West
Building D / Unit D
Eatontown, NJ 07724

Service Ticket		
Ticket Number	Appointment	Technician
25311	5/14/2014 1:00-00	Ace Adams
Problem Code	System Account	System Type
Access Problem	542922	Burglar Alarm
Panel Type	Panel Location	Monitored By
Ademco 508	2nd Floor Hallway	Local
Service Level	Warning Level	Keys on File
T&M	Expired: 2/19/2014	No
Secondary Account	Panel Phone #	2nd Panel Phone #

A standard Labor charge of \$50.00 applies, additional labor is billed in 15 minute increments after the first 1 minutes.

Comments:

AirDrop. Share with people nearby. If you don't see them, have them turn on AirDrop in Control Center on iOS, or go to AirDrop in Finder on a Mac.

Message Mail More

Print Open In... Export File... More

After editing the document, capturing a signature from the customer, etc. you may upload the document into SedonaFSU

2

1

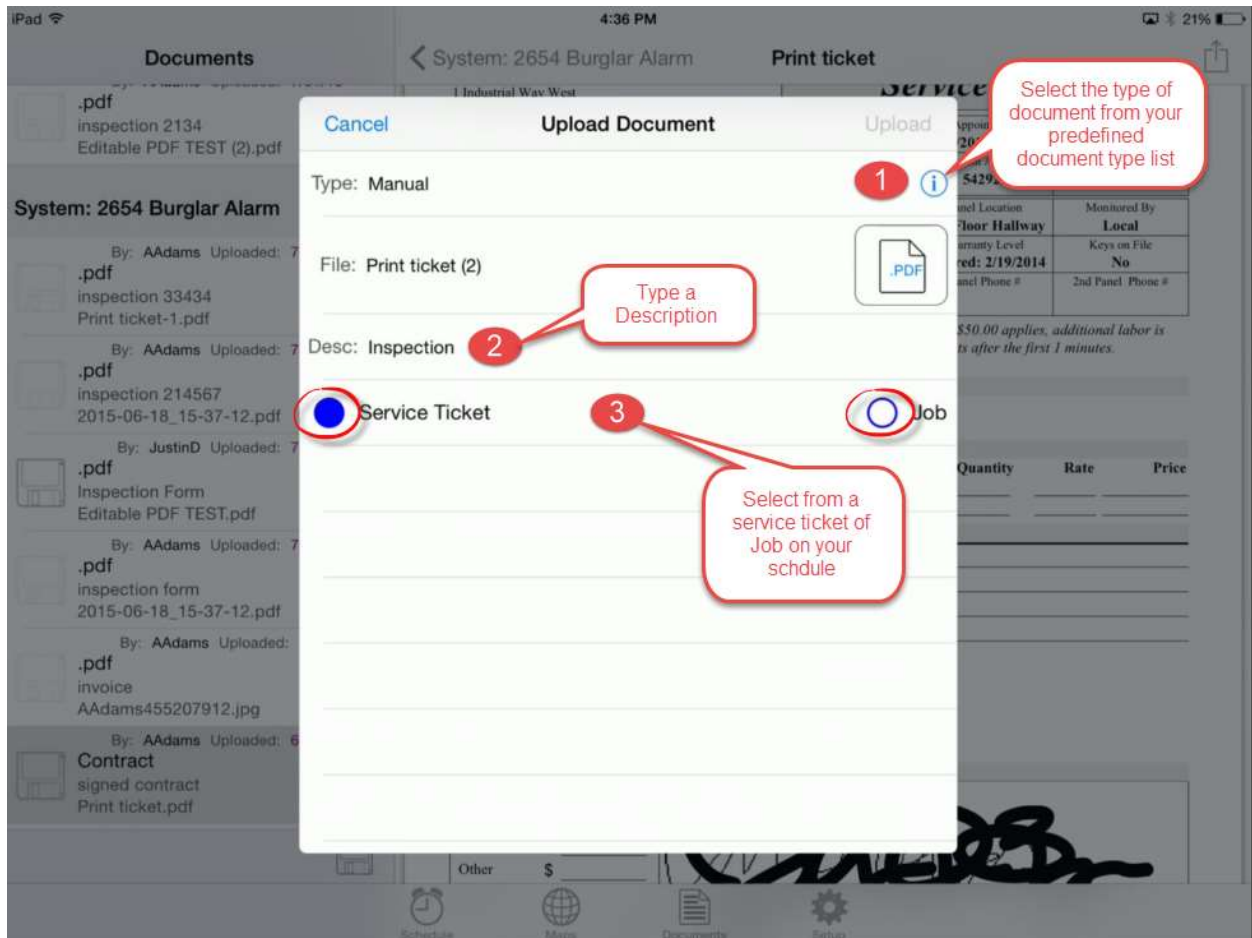
Import Documents

Select from a document of service ticket that you will upload the document to.

Type: Select the information button in

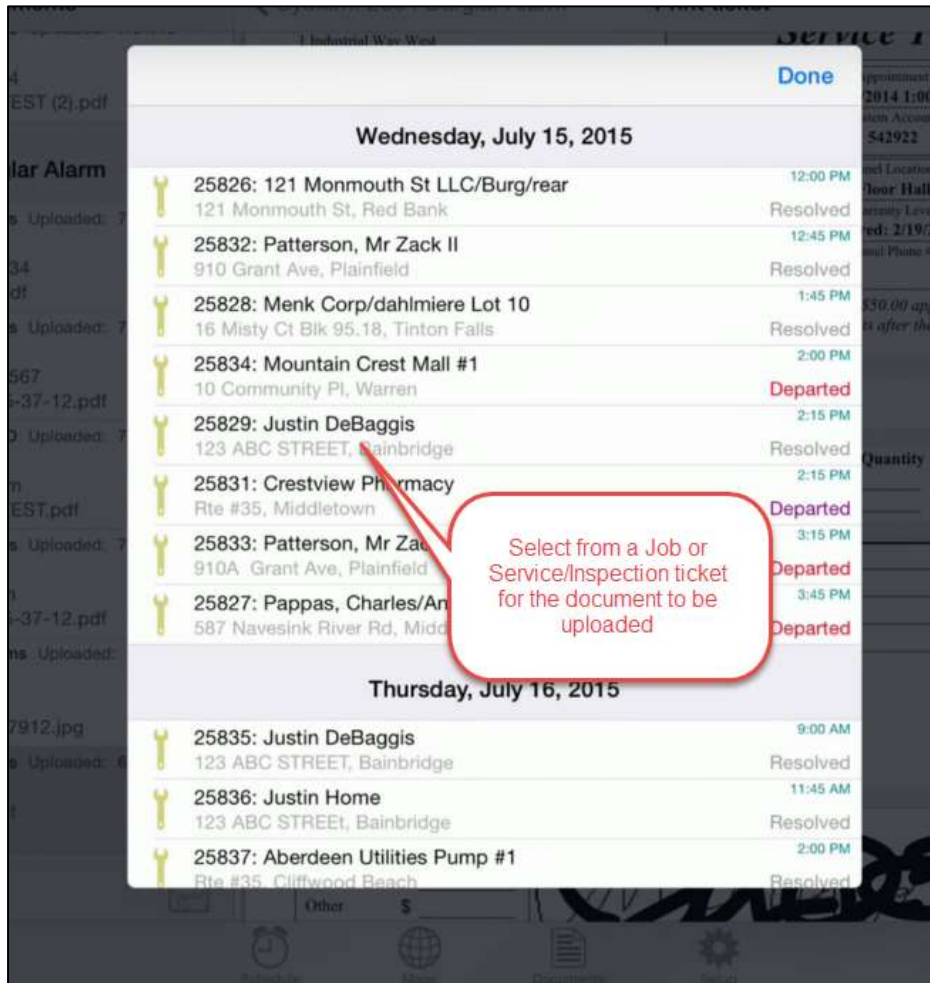
1. **Type:** Document types are predefined and are setup in SedonaOffice. Select the information button and pick the type of document being uploaded.
2. **Desc:** Type in a description of the document being uploaded.

Select Service Ticket to bring up the corresponding site and system. If you are uploading to a job select Job.

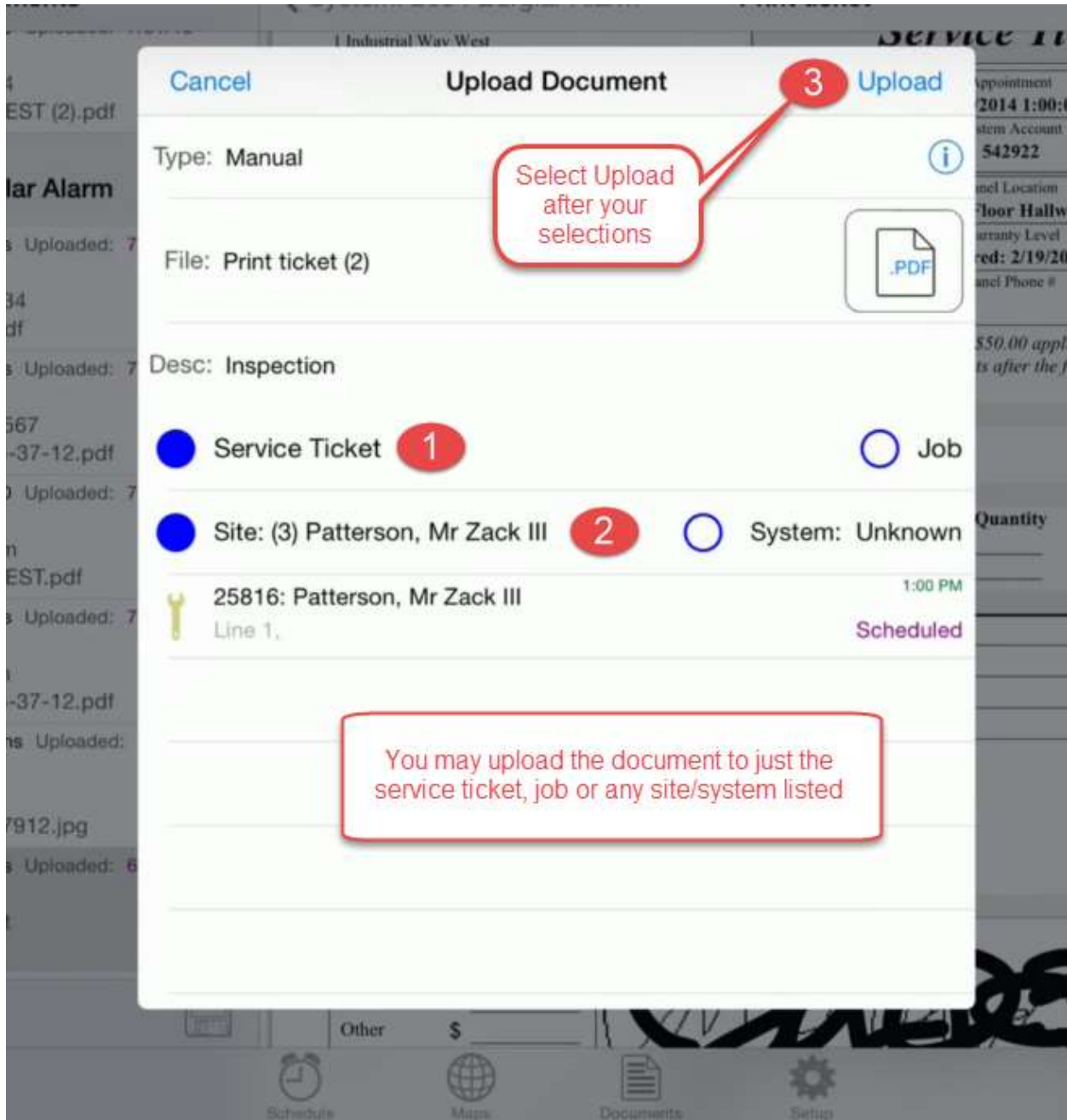


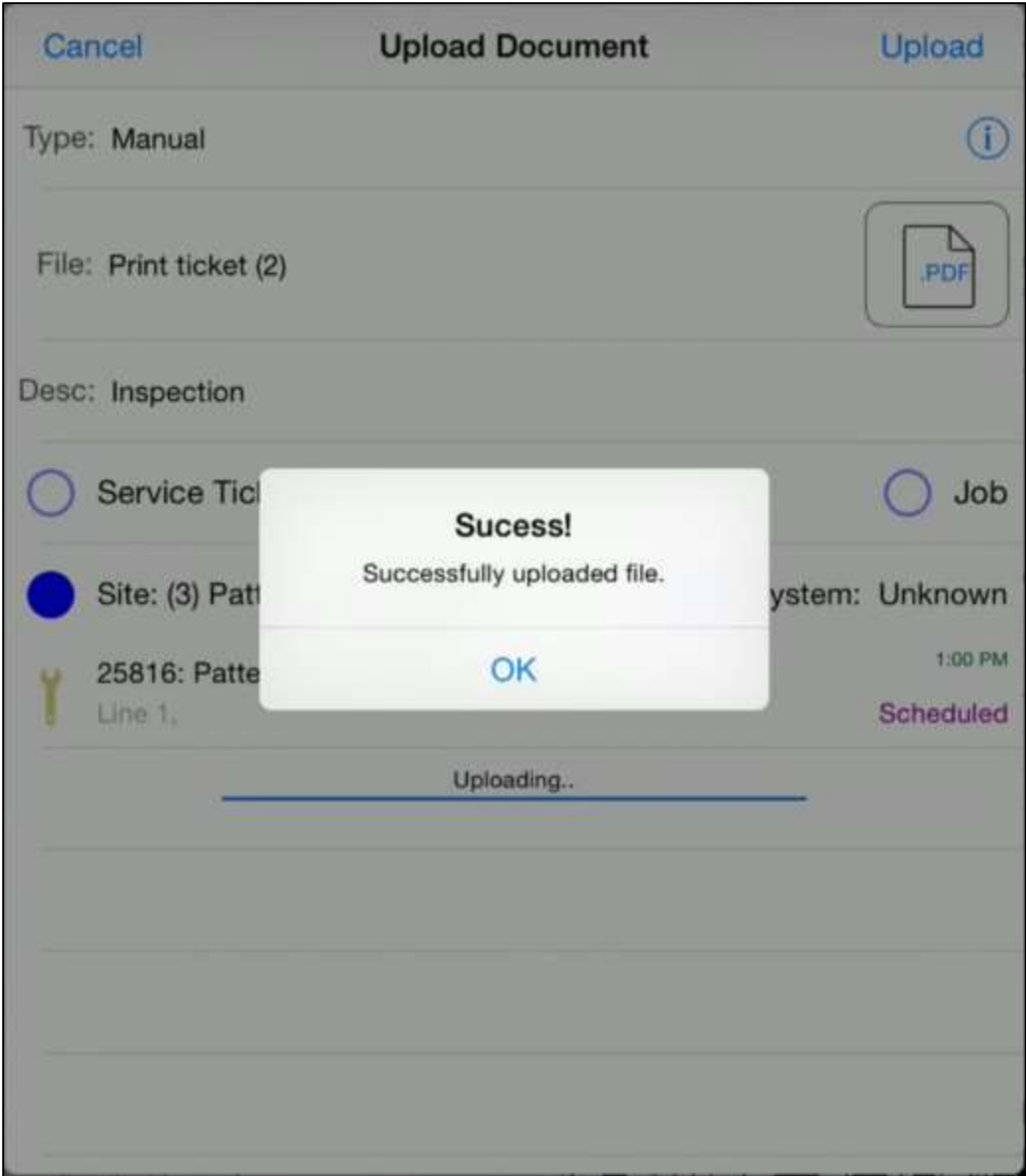
***The document you upload will never override the original so it is always protected.**

After you select Service ticket or Job you will be able to scroll through all Job, Inspection & Service tickets on your schedule. For example if you are saving to a customer's system you will only be able to select from the customer which you have a service ticket scheduled for.



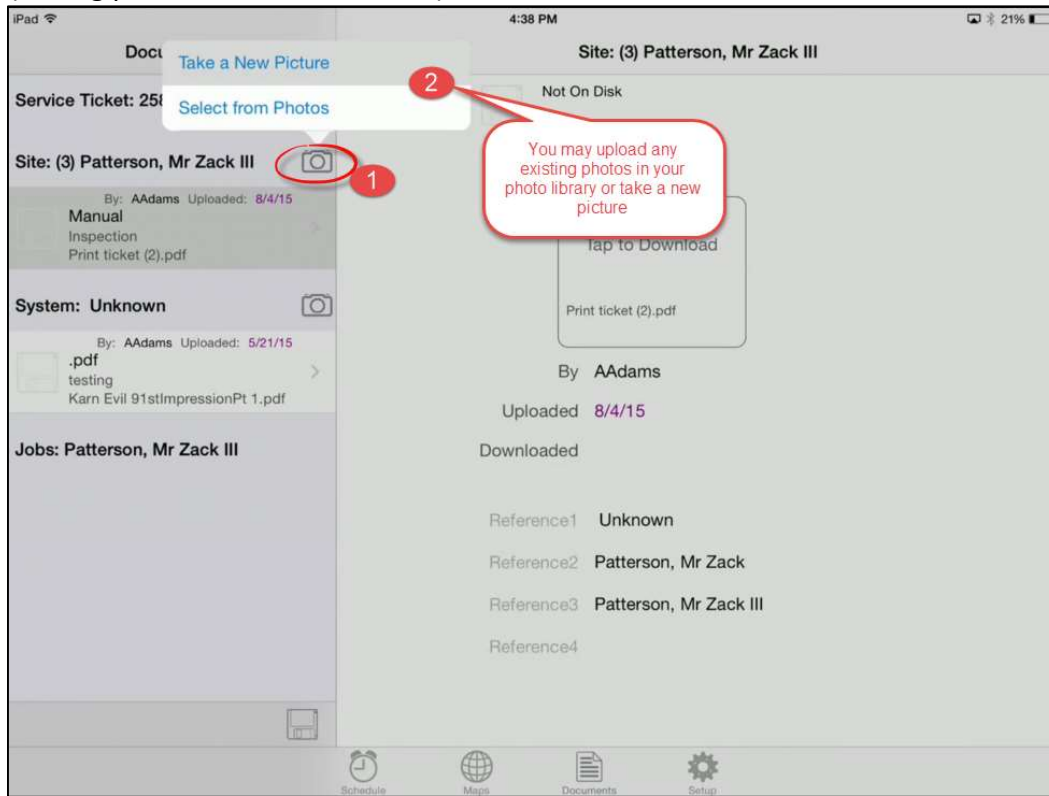
Since a service ticket was selected, choose if you would like to upload to the service ticket by selecting upload. If the document is to be saved on a site or system select from the site or system below service ticket in step 2. Select upload in step 3 to upload the document and save.





Photos

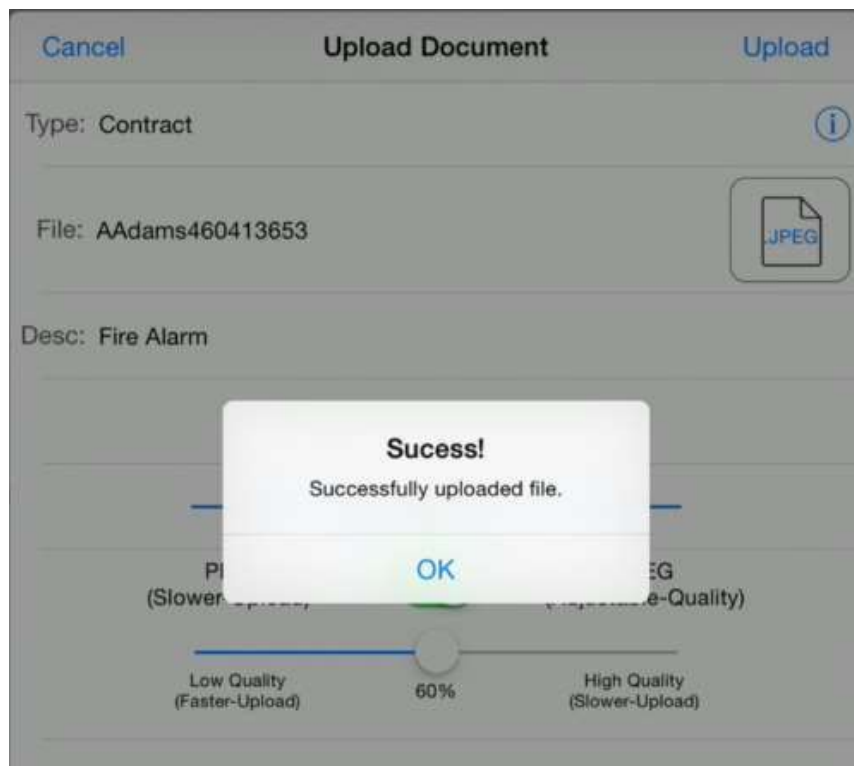
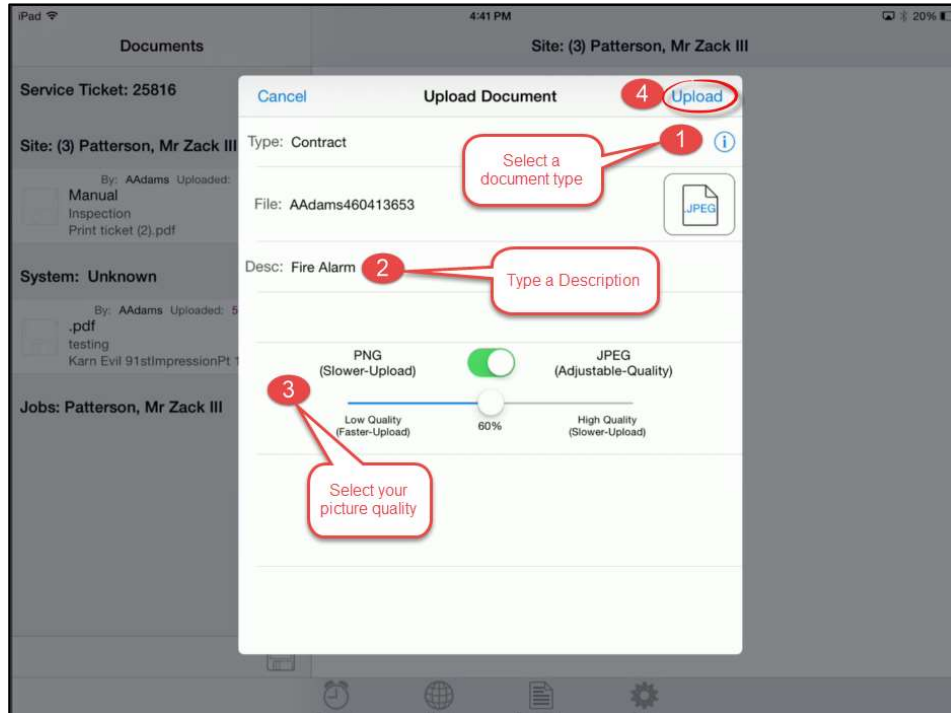
After you have selected a ticket in your schedule. If you are adding a photo select from Service, System, Site or Job document then touch the camera. Touch Take a New Picture or Select from Photos (exiting photos on the iOS device).



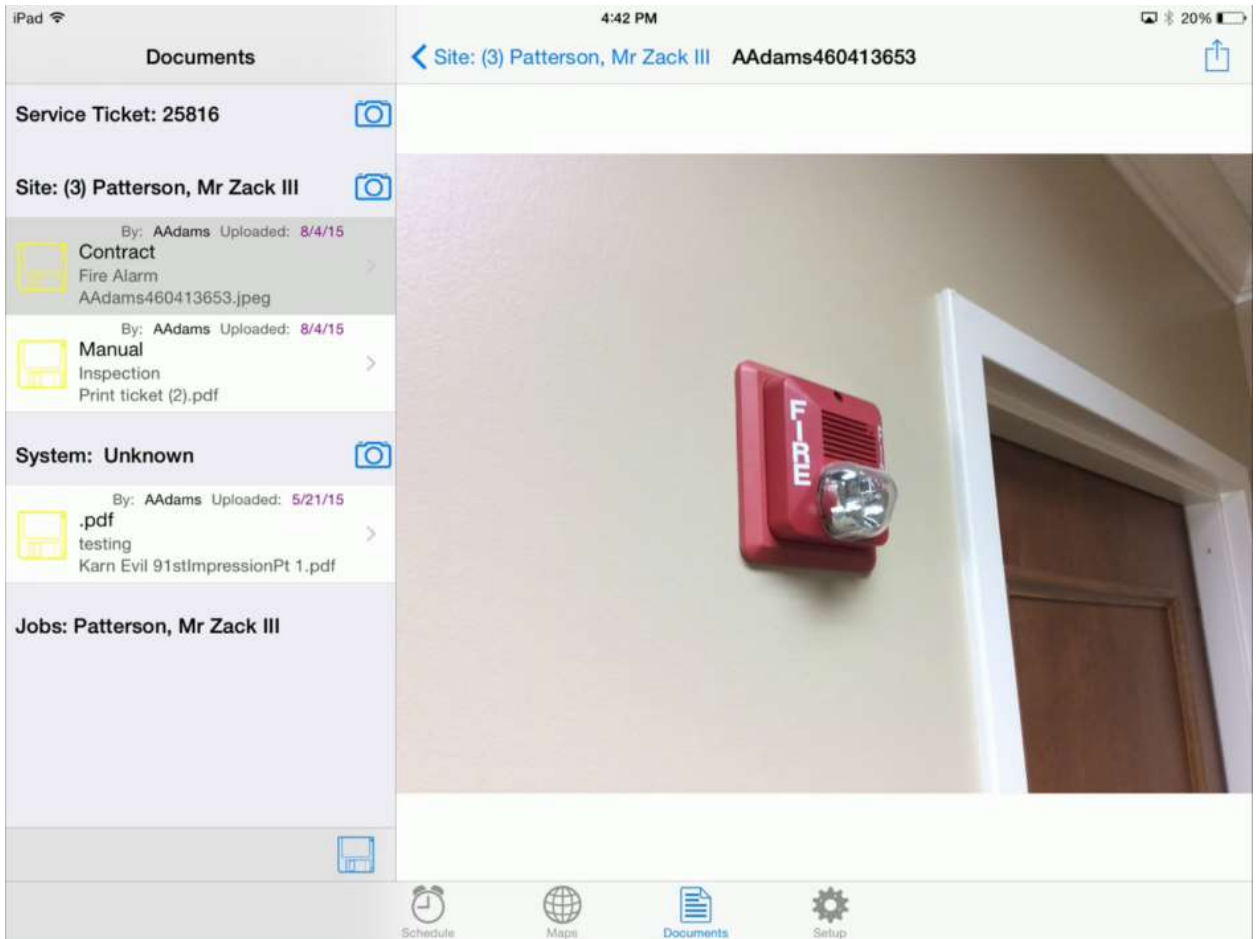
After you take a picture select Use Photo in the bottom left.



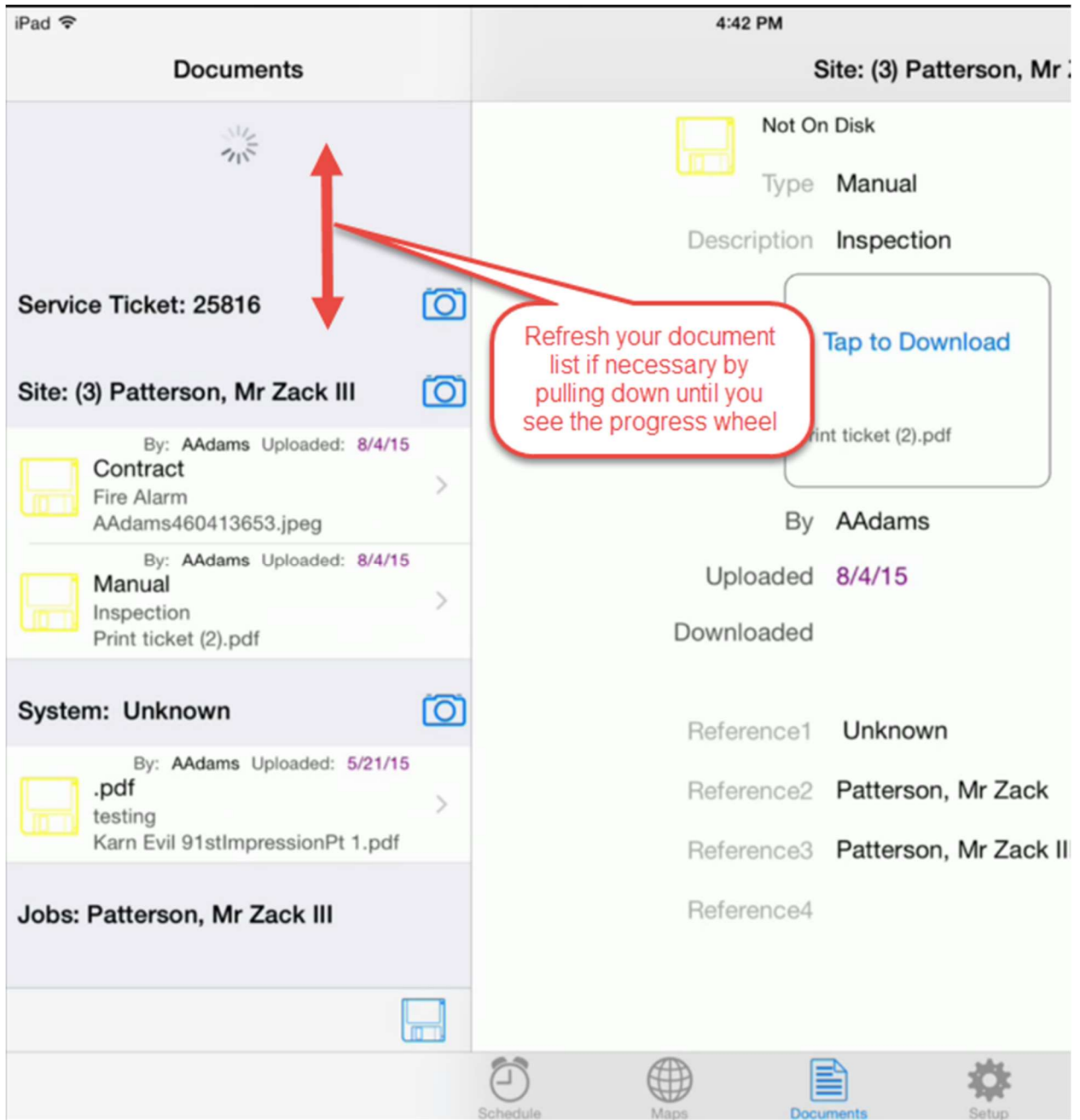
1. Select a document type from the information button.
2. Type in a description.
3. Select the quality and type of photo you are uploading.
4. Select Upload



View the document that was successfully added!



Refresh the list of documents at any time by pulling down under Documents until the progress wheel is activated.



Force App to Close

Should you encounter an issue with the SedonaFSU iPad Edition, it may be helpful to close and restart the App.

- **Double-click on the Home button**
- **Swipe left or right until you have located the app you wish to close**
- **Swipe the app's preview up to close it**

This can also be used if the app becomes unresponsive or is not functioning appropriately.

