# SedonaOffice
## The #1 Financial Software for Security Companies

# SedonaSetup
## Training & Setup Guide
### Version 5.6

**Last Updated: May 22, 2011**

# SedonaSetup Training & Setup Guide

This Training guide is for use by SedonaOffice customers only.  This guide is to be used in conjunction with an approved training class provided by SedonaOffice, and is not meant to serve as an operating manual.

This guide will be updated periodically, be sure to check our website at
www.sedonaoffice.com for the most current version.

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# Chapter 1 Introduction

**Welcome**

This training guide was designed for the new SedonaOffice user.  As a new user, you need to familiarize yourself with the SedonaOffice application, its functions, purpose, and design structure.  Like any system, the time you spend to learn the application, how properly to set it up, and understand how to operate the application, will allow you to gain the most benefits.

This guide provides technical information regarding general ledger, accounts receivables, accounts payables, job management, inventory management, service management, sales management and includes client management information.

This guide is designed to provide answers to technical questions about SedonaOffice and is intended for system administrators, managers, and supervisors who need to understand how the system is designed and how specific areas of the application function.  The guide provides an overview of major system features, and includes detailed information for setting up system tables and module preferences.

There's an old saying in the computer world, its GIGO – 'Garbage-In Garbage-Out'.  This is very important to understand when using any system.  The end result of any system like SedonaOffice is what you get out of it, financial reports, management reports, service analysis, revenue tracking, cancellation reporting, invoices and the ability to properly service your customers.  In order to generate accurate, correct and timely data, it is important to understand the system requirements, how it is setup, and most importantly, how you are going to use and operate it within your business.

Setting up and using SedonaOffice will require you to take a look at your business; use this as a time to re-evaluate your goals, and set in place the foundation so you may achieve them.  It is not an easy task but well worth the investment of time.

# SedonaSetup Training & Setup Guide

## About SedonaOffice

### Just what is SedonaOffice
SedonaOffice is a business management financial application and a client management system all wrapped into a single software program.  SedonaOffice was designed to be the main system you would need to operate your business on a daily basis.

### Client Management
The client management system is to allow you to better service your customers.  SedonaOffice incorporates all the activities necessary to manage your customer base, and give you immediate access to handle all customer inquiries, so you may provide the best customer support possible.

### Financial Application
SedonaOffice is a complete financial application, from billing to financial statements.  As a single software program all the modules are designed so all the financial transactions are immediately posted to the general ledger.  There is no need for separate accounting systems.

### Business Management
SedonaOffice provides you with the reports and timely information you need to predict trends, understand your business growth, and manage your company's cash flow.  To grow your business profitably you need to manage it effectively, and SedonaOffice gives you the tools with which to achieve this.

## Client / Server Architecture

### Client / Server System
SedonaOffice was built using the Client / Server model.  Think of the Client as the program that runs on your computer, and the Server is the database that is stored on your file-server.

### Client Workstation
The client is the actual SedonaOffice program that runs on your computer.  It is what you see on your monitor.  Client workstations must be connected to a network so they can communicate with the file-server.

### Server System
The SedonaOffice Server side component is recommended to be operated on a dedicated file-server.  The Server components include the database and the server utilities.  Many operations in SedonaOffice actually are being performed on the Server system, in order to maximize the efficiency of the application.

**Network Design**
The diagram below displays a typical networked SedonaOffice system.
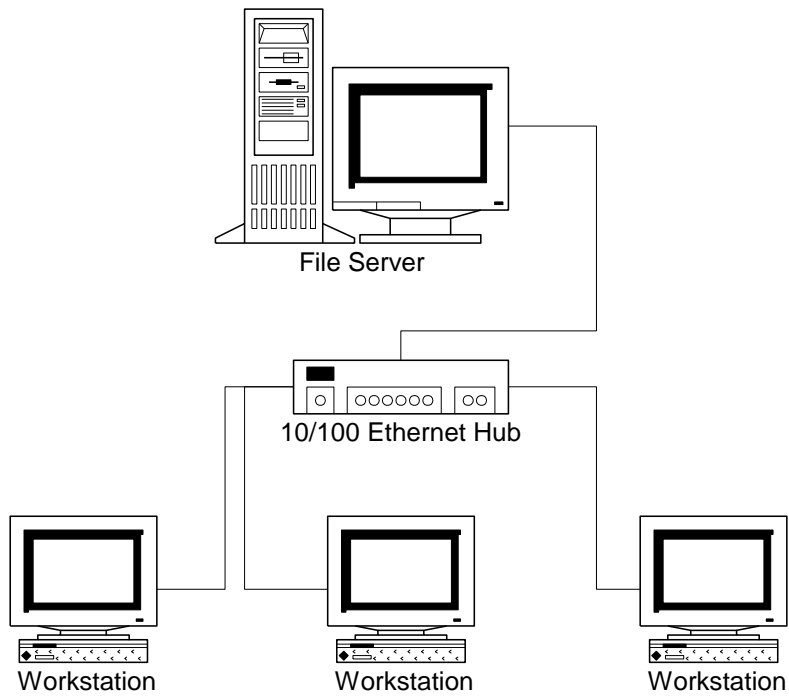
## The Development Components

### Database

The database contains all your company and customer information. SedonaOffice operates using a SQL-Server database. If you have 5 workstations or less using SedonaOffice you may be able to use the MSDE (Microsoft Database Engine), which is a royalty free version of SQL-Server. Over 5 workstations require you to purchase a SQL-Server license, and it is highly recommended that you install a dedicated file-server.

### Programming Languages

SedonaOffice was developed using both C++ and Visual Basic (VB). Most of what you see on your computer when you run SedonaOffice was developed in VB. All the work that is being done "behind the scenes", such as fetching data and calculating information, was developed in C++.

### Other Development Tools

SedonaOffice also uses Active Reports to generate most of the reports within the system. As a user you do not need to know how to use Active Reports as it is integrated within the development system.

### Licensing

SedonaOffice is a licensed system; you will need to purchase licenses for the maximum number of Client workstation you desire to connect at any one time. For example if you have 15 workstations on your network that you wish to be able to connect to the SedonaOffice system, and you have a 10 client license, then only 10 of the workstations can connect at any one time. You may load the client on as many workstations as you desire.

## Planning Before You Begin

There are five steps to planning that are highly recommended to ensure you gain the most from your utilization of SedonaOffice.

### Analyze

This step requires you to state your goals and truly understand what you are trying to achieve. Take a look at your business and how it is currently operated. What are your strengths and where to you need improvement. Look at your complete business, everything from the way you service your customers to the information you analyze on how your business is performing.

### Design

After you have finished learning how to use SedonaOffice, design how you want to incorporate it into your business. This step includes both the physical design (hardware, workstation and people), and the process design (how you are going to operate your business).

### Develop

Next you should develop what is necessary for your system. Flow-chart your processes, everything from generating monthly recurring revenues through the process of handling service calls. This step also includes the task of setting up all the setup tables and preferences in the SedonaOffice application.

### Implement

This is the step in which you begin using the SedonaOffice system to operate your business.

### Evaluate

Look back at all the previous steps and evaluate if you have achieved your goals. Then begin the process all over again.
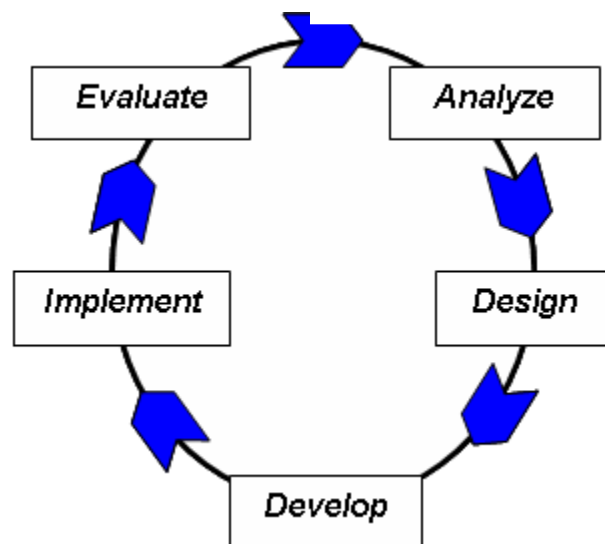
# SedonaSetup Training & Setup Guide

## Accounting Basics
In order to use SedonaOffice you need an understanding of accounting.  Here are some basics.

## Chart of Accounts
Your Chart of Accounts determines how financial transactions are stored.  Think of two main categories for your Chart of Accounts.

## Balance Sheet Accounts
Balance Sheet Accounts track what you have (Assets) and what you owe (Liabilities).  These accounts maintain a balance that continues forward even past your fiscal year.  It also tracks what your company is worth (Equity).

| Balance Sheet Account Type | Account Types | What it's Used For |
|---|---|---|
| Asset | Bank | These are your actual bank, savings, money market or petty cash accounts.  These accounts are used to keep track of your money, and have a special feature to reconcile them. |
| | Accounts Receivable | These are the accounts used by SedonaOffice for the money your customers owe you. |
| | Other Current Asset | Assets that are used within one year, such as Inventory, notes receivable, and prepaid expenses. |
| | Fixed Asset | These are long-term assets that are generally depreciated over time, such as property and plant equipment. |
| | Other Asset | These are the other assets that will be collected over a long period of time, such as long-term notes. |
| Liabilities | Accounts Payable | These are the accounts used by SedonaOffice for money you owe vendors and suppliers for outstanding bills. |
| | Other Current Liabilities | These are liabilities that are scheduled to be paid within one year, such as payroll and income taxes, accrued expenses, and short-term liabilities. |
| | Credit Cards | This is a special account type used to track your credit cards.  Using this you can pay bills and have them auto-apply the liability to this account. |
| | Long Term Liabilities | These are liabilities that are due more than one year from now, such as mortgages and long-term notes payable. |
| Equity | Equity | These are the accounts that represent the value of the company, such as stockholder investments, profits from operations and retained earnings. |

**Income and Expense Accounts**

SedonaOffice tracks all your income and expenses in these account types. This is used to analyze the profitability of your business.

Income Accounts can be classified into two types of accounts, Income or Other Income. Ordinary income used to determine the operating profitability should be classified as an Income account type. Non-operating income such as interest, or a sale of equipment, should be classified as Other Income.

Expenses can also be classified as regular Expenses and Other Expenses. There is also a special account type called Cost of Goods Sold, which is used to recognize the expense of inventory materials, labor and sales commissions.

**Accrual Based Accounting**

SedonaOffice is an accrual based accounting application. Which means Income and Expenses are recorded at the time they are entered.

**Accounting Periods**

Accounting periods are use in SedonaOffice to track your Accounts within a specific period of time. By using Accounting Periods you can generate reports based on consistent periods from both within a fiscal year and period vs. period for previous fiscal years. SedonaOffice supports a twelve (12) period fiscal year.

When you close an accounting period you also "lock out" any changes to transactions made within that Accounting Period.

**Deferred Income**

SedonaOffice will automatically track your Deferred Income when you generate your recurring invoices. What this means is that income that is generated for a future accounting period when you create your recurring revenue invoices, is tracked in a special account identified in the system as the "Deferred Revenue" account. For each accounting period thereafter the appropriate amount of income will be generated, and the Deferred Income will be properly lowered.

Deferred Income Example: September 20th, you generate a quarterly monitoring invoice for $75.00, for a period of October – December.

| Account | Accounting Period | | | |
|---|---|---|---|---|
| | September | October | November | December |
| Accounts Receivable | DB – 75.00 | | | |
| Deferred Income | CR – 75.00 | DB – 25.00 | DB – 25.00 | DB – 25.00 |
| Monitoring Income | | CR – 25.00 | CR – 25.00 | CR – 25.00 |

## Company / Customer Structure

### Company

A Company in SedonaOffice is your business.  Think of a company as an entity with a Federal Tax ID Number.  If your business operates more than one incorporated business, you may setup additional companies in SedonaOffice.  Remember though that each Company in SedonaOffice stands on its own.  SedonaOffice does not support multi-company consolidations at this time. With the Enterprise edition the number of allowable companies is unlimited; however with the Standard edition you are limited to two companies.

### The Structure of a Customer

### Customer

The Customer record contains the basic information on the customer.  This includes the billing information, contacts and user-defined fields.

### BillTo

The record or records that contain the billing name and address for the Customer.  A customer may have multiple BillTo addresses.

### Site Records

A Customer will have one or more Site records.  A site is the physical location of the premise owned by the Customer.  All Invoices and Jobs are linked to a Site Record. A Customer may have multiple sites.

### Systems

Systems are the actual type of protection or service that you provide for the Customer at each Site.  The System contains all the Recurring Revenues, Equipment and Service History.  A Site may have multiple Systems.
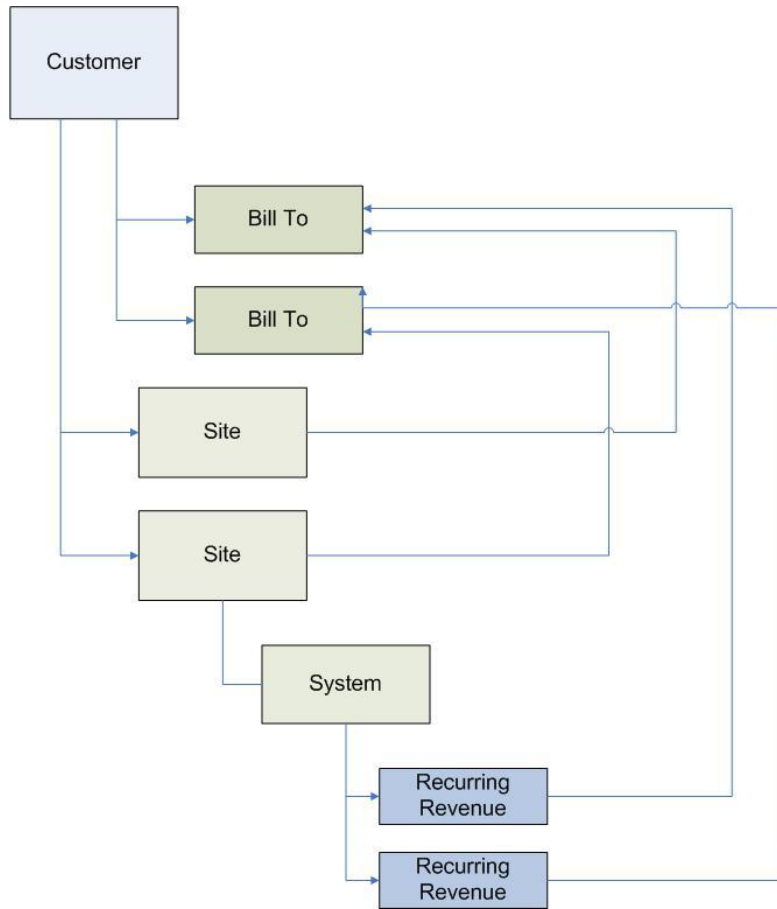
## Company & G/L Structure

The **Company** sits at the top of the database; it is your financial entity.

A **Branch** is any grouping of G/L data within the Company; such as a remote office, acquisition, or even another entity.

A **Category** is a way of categorizing the income and expense transactions for producing departmentalized profit and loss statements.

The **Customer** has an unlimited number of Sites, each of which may have an unlimited number of Systems.

The **Site** is the physical location of the property where equipment is installed or is being monitored and is associated with one Branch.

The **System** is the equipment installed and serviced by the company or an outside service company.  All financial transactions are created at the Site level and are associated with one system.
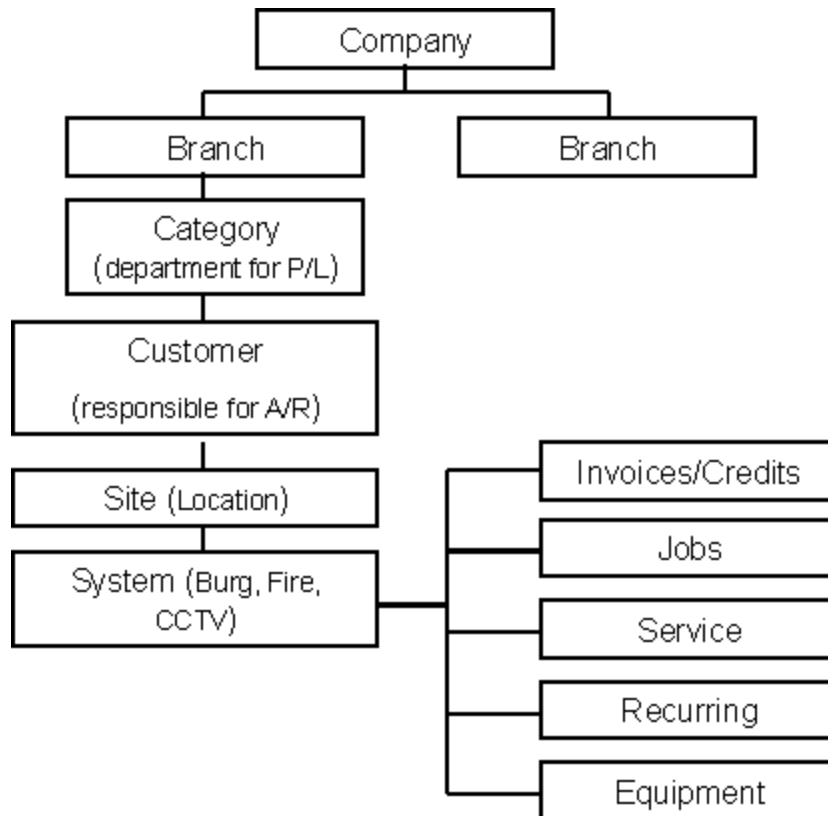
## SedonaOffice Implementation Schedule

The chart below will illustrate the recommended implementation flow for a new SedonaOffice customer.  You may use this chart as a check list as tasks are accomplished during your installation.

| Done | Module | Item | Responsible Party |
|---|---|---|---|
| | | *Hardware, Network & Database* | |
| | | Network Design and Sign-Off | |
| | | Order Equipment | |
| | | Set-up and Configuration | |
| | | SQL-Server Configuration | |
| | | System Review & Final Sign-Off | |
| | | *Installing SedonaOffice* | |
| | | Install SedonaOffice Database | |
| | | Install Client Software | |
| | | Create SQL-Server Maintenance Plan | |
| | | Create Back-up Plan | |
| | | Review & Sign-Off | |
| | | *Training and Setup* | |
| | | Administrative Training Class | |
| | | Setup the "Master Database" | |
| | | SedonaSetup Training | |
| | | Data Conversion Review and testing | |
| | | Onsite Application Training | |
| | | Go-Live (onsite consulting time available) | |

# Chapter 2 Getting Started

## How to Login

### Login to SedonaOffice

A SedonaOffice support technician will take care of installing your database prior to your Administrative training class.  Two companies are setup at the time of installation.  One company is named Sandbox where you can perform testing.  The second company will be titled with the name of your company.  This will be where all setup functions will be done.  **No transactions may be entered into this company until you are ready to go live on the software**.  This is referred to as your template company.  If SedonaOffice is performing a data conversion from your legacy system, we will take a copy of your Template Company and fold in your live data into a conversion company for review and audit by your staff.  Typically it takes three data conversions to go live on the software.  With each data conversion a fresh copy of the Template Company is taken by your conversion technician, so if you have made any setup table changes between data conversions, these will be reflected in the next conversion.

The first time you login to the SedonaOffice application you will click on the icon on your desktop, enter the User Name of Administrator and the password provided to you by our support technician at the time of installation.  You will setup additional User specific logins during your SedonaOffice Administrative Training Class.

# Chapter 3 SedonaSetup

## SedonaSetup Overview

SedonaOffice utilizes a relational database.  The data is structured into various tables to provide consistency in the data and define rules for processing routines throughout the system.  Setting up your system requires that you create entries in various tables of information.  SedonaSetup is an application within the SedonaOffice software where all setup tables are maintained.  Some tables are required, some are optional, and others are system defined, which have pre-defined values that cannot be deleted or modified.

When you first open the SedonaSetup application, the setup tables are listed in the order they should be populated with your own values.  Since some tables depend on entries created in other tables, each table should be worked on in the order presented.  Once all setup tables have been finished and approved you will be able to enable the application and begin using SedonaOffice.  If you decide to make changes or add additional values to any of the setup tables after enabling SedonaSetup, you may by accessing the SedonaSetup application from the SedonaOffice main menu tree.

The Setup Tables are extremely important both to setup and the ongoing use of the application. When determining naming conventions for the various code names used in the Setup Tables, take into consideration the individuals that will be performing data entry and will be required to make selections from drop down menus on data entry screens throughout the application.  The code values that you enter should be clearly defined as to make it easy to select the appropriate value for the situation to avoid data entry errors and wasted time fixing errors after the fact.

Take the time to learn the Setup tables, how they interact with each other, and most importantly the desired results you wish to obtain.

## SedonaSetup Application

SedonaSetup is an application which assists you in setting up your system prior to enabling the application. The manner in which the software behaves is mainly dependent on the values you input or choices you make with each menu task. Depending on which modules your company will implement will determine the number of task items that will appear on your list to be accomplished. SedonaOffice is a robust product and you can customize the setup tables to your particular company's needs to produce the desired results. As you go through the various data entry forms for each setup table, you will notice a check box labeled *Inactive.* If at some point in time you no longer want to use this setup value, you may check this box and the record will no longer be available for selection by your users.
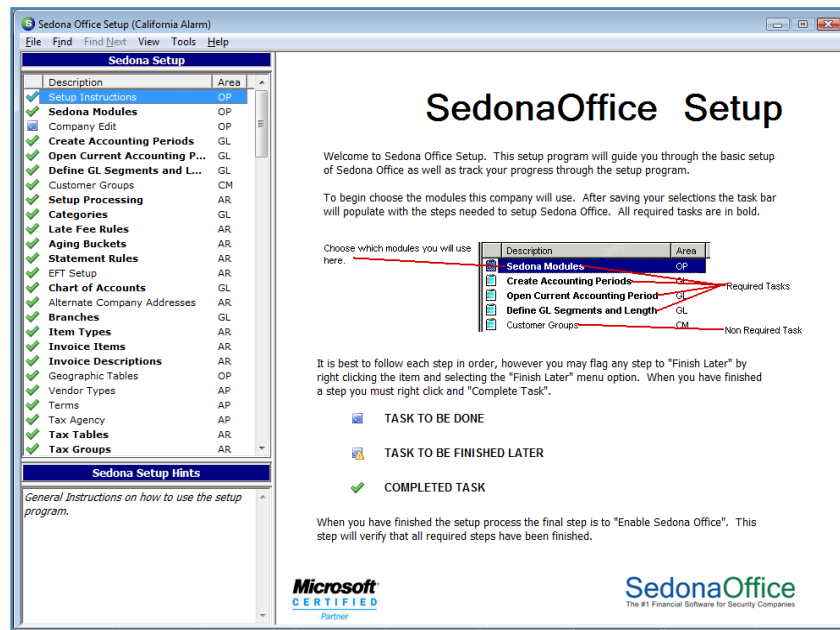


When you first login to the SedonaSetup application, the task item, *Setup Instructions*, will explain the steps you need to take to implement the various modules and setup tables associated with each module. You have three choices to select from as you work on each task:

1) Finish Later
2) Approve Task
3) Unapprove Task
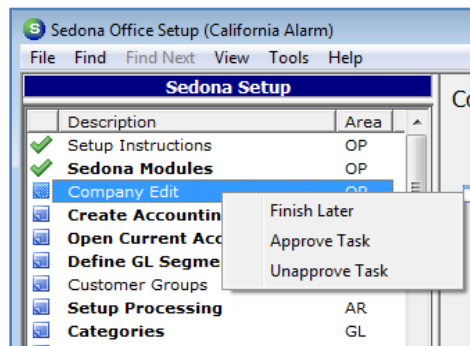
On tasks that you need to give more thought prior to entering values, you should mark that task as Finish Later as a reminder to re-visit this item. This task list is comprised of setup tables, and system default values where you will need to make decisions on how to use particular elements of the various modules.

The majority of the tasks have samples already entered on the list.  You may use these existing values, change the name to something else, and enter new values of your own that best suit the manner in which your company conducts business.

 As each setup table or task item is completed, you will right-click on that item and select Approve Task.  Once you do this, the box to the left of the task will display a checkmark to indicate this task has been completed.  All tasks must be completed before you may enable the software.  If you still want to enter additional values in various setup tables but have enough choices to begin using the software, you may complete the task and go back at a later time to make additional entries.

### Special Note

The tasks on the list are ordered in the sequence they should be completed. Some setup tables have dependencies on previous tables; the tasks should be completed in the order in which they are listed.

Each form displayed will have three buttons located on the bottom right labeled Apply, New and Delete.  The Apply button is used to save information entered on the form.  The New button is pressed when you want to create a new record for the table; press Apply after entering new records or you will lose whatever information you have entered.  If you have entered a value and change your mind, highlight the record in the upper portion of the form to bring it down into the data entry area, then you may press the Delete button to remove the record.

### Special Note

Only Users with permissions to the setup tables or a person logging into the application as Administrator will have access to the setup tables.

You will notice some of the tasks are bolded; these are considered key tables that need your attention.  If you attempt to move on to another task item, a message will be displayed asking you if you want to exit this form.  Press the Yes button, and the system will save any changes that were made to the form.
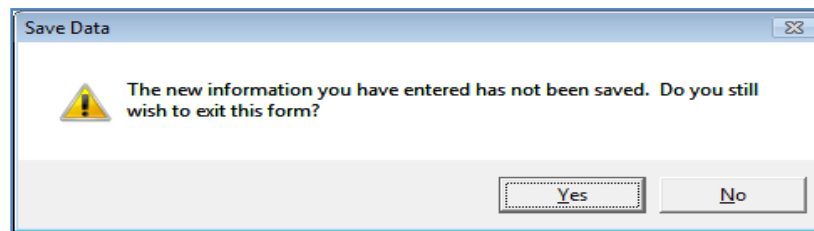
On the left side of the SedonaSetup form is a list of the tasks or setup tables which need to be completed.  To the right of each item a column labeled Area; these areas indicate the module in which the task item is used.  Below is a listing of the Areas and their definition.

| Area | Description |
|------|-------------|
| OP | Operations |
| AP | Accounts Payable |
| AR | Accounts Receivable |
| GL | General Ledger |
| CS | Central Station |
| CM | Client Management |
| JM | Job Management |
| SV | Service Management |
| SM | Sales Management |

The second item on the task list is *SedonaOffice Modules*; depending on which modules you intend to implement, different setup tables will be available on your list of tasks to complete.

Sedona Modules

Sedona Processing Options

Processing Level       [ 1 ▼ ]    *Low - Basic Sedona Processing*

Change Password Every   [ 0 ]     Days

✔ Use Sedona Modules

☑ Use Client Management?

☑ Use Accounts Receivable?

☑ Use General Ledger?

☑ Use Accounts Payable?

☑ Use Central Station Tracking?

☑ Use Job Management?

☑ Use Sales Management?

☑ Use Stock Tracking?

☑ Use Service?

[ Apply ]

## How the Setup Tables are Presented

In this manual, each Setup Table on the task list contains the following information:

| Purpose: | Brief description and purpose of the table |
|---|---|
| Prerequisites: | Tables or information required to set up the table |
| Required or Optional: | Whether SedonaOffice requires the table or can function without it |

An example of the table is also included with a description of key fields.  All fields require input unless otherwise noted.

Located at the lower left of the SedonaSetup Application is an area labeled *SedonaOffice Hints*. As you move through each task item, a brief description or suggestions for the values to be entered for this task item are displayed.  More detailed information about each task item is contained in this manual.
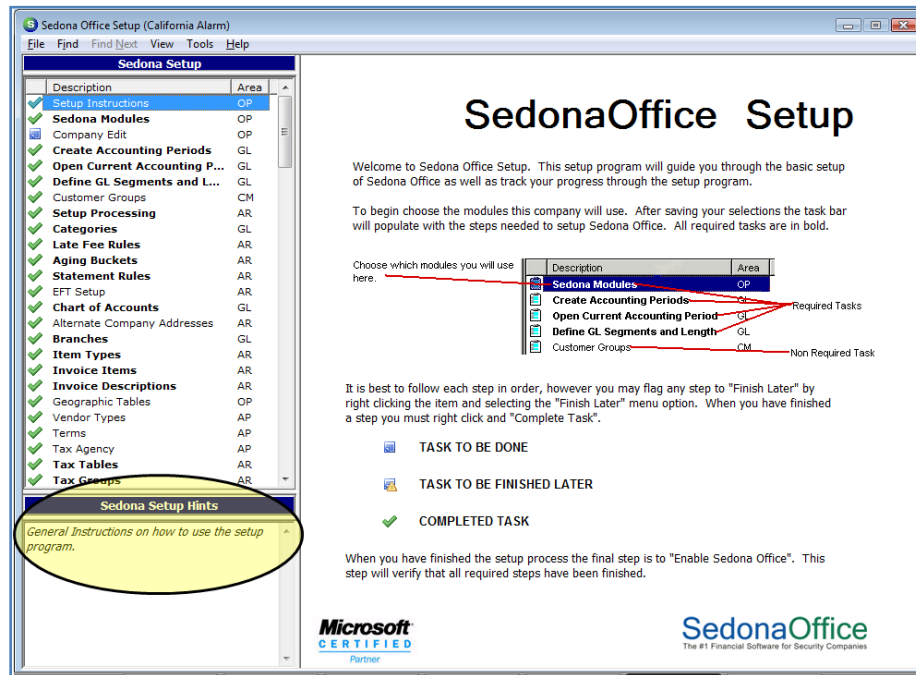


## Common Table Features

Various Setup Tables allow you to mark a record as 'Inactive'.  A record is considered active unless the Inactive box is checked.  An inactive record will not display in a table look-up nor can a user manually enter it.  Use this method to retire obsolete values instead of deleting them.

Tip:  SedonaOffice suggests that you use upper and lower case letters for all descriptions.  Using all capital letters will limit the number of characters that will display.

**Accessing Setup Tables**

Once you have completed the SedonaSetup Process and enabled the application, you may access the setup tables to create new records or make modifications to existing records by selecting SedonaSetup from the main menu tree of the application.

After you complete a table or category of tables, print each table to check your entries. This is an important step to insure that the tables you have created are correct before transaction processing begins.

**How to Print a Setup Table**

To print all of the information that has been entered for a particular setup table, navigate to the SedonaSetup Main Menu, press File then select the report to print. You have the option of Print Preview, Printing the table or option or Printing the entire listing of Setups (Setup Master List Report).
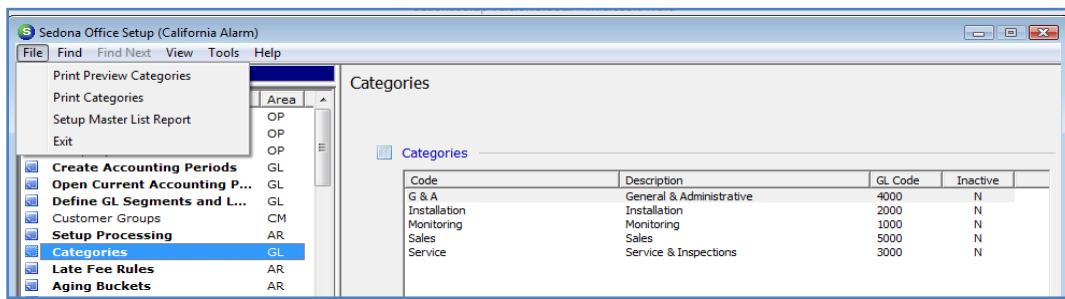


Once SedonaSetup has been completed and the application has been enabled, printing setup table information may be accomplished using the same method in the SedonaSetup application or printing may be done through the Report Manager, which is located on the main menu tree. To print Setup Information utilizing the Report Manager, select List Reports, highlight the table you wish to print then click on the open button found on the bottom right of the form. The selected report will be displayed. Click on the printer icon located at the upper left of the main application toolbar; you may choose all of the pages or select a range of pages to print.
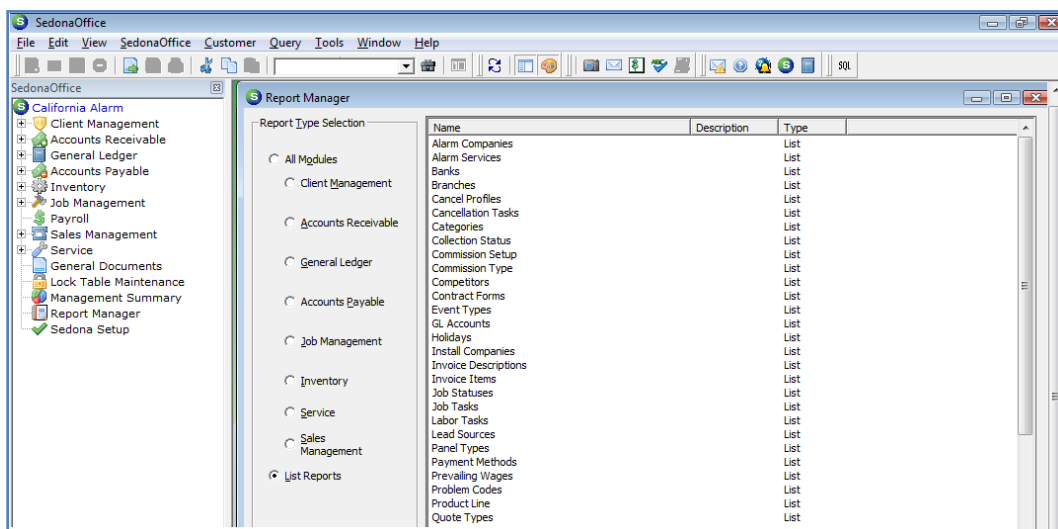
## SedonaOffice Modules

Depending on which modules you select to use, a larger or smaller list of tasks will be on your list to complete.  The Client Management, Accounts Receivable and General Ledger modules are checked on by default.  At a minimum to enable the system, these three modules must be implemented.  You have the choice of implementing any or all of the other SedonaOffice Modules.  You are encouraged to take advantage of all modules offered in this software application.  Check the box to the left of each module your company will implement.

*Accounts Payable* – Full accounts payable functions are available including the following:
- Entering and paying bills
- Writing checks
- Purchase orders
- Bank reconciliation

*Central Station Tracking* – This module will enable you to track important information related to each installed system.
- Zones
- Call lists
- Access cards
- System instructions
- Monitoring services – If your company contracts with an outside Central Station, this feature provides the functionality to track which services the Central Station is providing for each account and how much you pay for these services.  SedonaOffice has a pre-designed report available that you may run based on the information entered to reconcile the invoice you receive from your Central Station.

*Job Management* – This module includes functionality to track your installations including job costing.

*Sales Management* – This module provides the functionality to track your sales leads and quotes to prospective customers.

*Stock Tracking* – This module enables you to keep a perpetual inventory.

*Service* – This module provides full functionality to run your service department including generating service and inspection tickets.

## Section 1 – General Ledger, A/R, A/P, Client Management Setup

Covered in this section are the following SedonaSetup Task Items

- ☐ Company Setup
- ☐ Create Accounting Periods
- ☐ Open Current Accounting Period
- ☐ Define G/L Segments
- ☐ Customer Groups
- ☐ Setup Processing – Accounts Receivable
- ☐ Categories
- ☐ Late Fee Rules
- ☐ Aging Buckets – Accounts Receivable
- ☐ Statement Rules – Accounts Receivable
- ☐ EFT Setup
- ☐ Chart of Accounts
- ☐ Alternate Company Address
- ☐ Branches
- ☐ Item Types
- ☐ Invoice Items
- ☐ Invoice Descriptions
- ☐ Geographical Tables
- ☐ Vendor Types – Accounts Payable
- ☐ Terms – Accounts Payable
- ☐ Tax Agency – Sales Tax
- ☐ Tax Tables
- ☐ Tax Groups
- ☐ Banks
- ☐ Cancellation Tasks
- ☐ Cancellation Profiles
- ☐ Chain Accounts

☐ Collection Statuses

☐ Payment Methods

☐ RMR Reasons

☐ System Types

☐ Terms – Accounts Receivable

☐ Type of Customer

☐ Custom Field Setup – Customer Level

☐ Custom Fields Table 1 – Customer Level

☐ Custom Fields Table 2 – Customer Level

☐ Custom Fields Table 3 – Customer Level

☐ Custom Field Setup – Site Level

☐ Custom Fields Table 1 – Site Level

☐ Custom Fields Table 2 – Site Level

☐ Custom Fields Table 3 – Site Level

☐ Custom Field Setup – System Level

☐ Custom Fields Table 1 – System Level

☐ Custom Fields Table 2 – System Level

☐ Custom Fields Table 3 – System Level

☐ Contract Forms

☐ Data Entry Defaults – Client Management

☐ G/L Account Defaults – Accounts Receivable

☐ Setup Processing – Accounts Payable

☐ Shipping Methods – Purchase Orders

☐ G/L Account Defaults – Accounts Payable

☐ Custom Field Setup – Vendor

☐ Custom Fields Table 1 – Vendor

☐ Custom Fields Table 2 – Vendor

☐ Custom Fields Table 3 – Vendor

☐ Vendors

**Company Edit**

| Purpose: | To setup the official name, address and phone numbers for your company. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Required |

Enter the name of your company, address, phone and fax number.  The city, state and zip code is entered in the Address 3 field.  Press the *Apply* button to save the information.  If your company address or phone number changes in the future, you may modify this setup form at any time.

Company Setup

☐ Company Edit

Name    California Alarm

ie. 1900 East Hillside Ave
Address 1  1234 Main Street

ie. Suite 350
Address 2

ie. Plymouth, MI 48710 - 8871
Address 3  Los Angeles, CA  90021

Phone 1   8008675309

Phone 2

Apply

**Create Accounting Periods**

| Purpose: | To define the time periods to which financial transactions will post in the General Ledger |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Required |

ONCE A FINANCIAL TRANSACTION HAS BEEN CREATED YOU CANNOT CHANGE THE ACCOUNTING PERIODS. Please make certain the starting year and starting date are accurate before clicking on the Apply button.

Create your Accounting Periods by first selecting the year in which you will begin business in Sedona. Secondly you will select the start of your company's fiscal year; press the calendar icon located to the right of the *Start of Fiscal Year* field to select your beginning date. Next press the *Schedule* button located on the lower right of this form. The form will populate the period setup area with the current fiscal year accounting months on the left and the next fiscal year accounting months on the right. If the dates are correct, press the *Apply* button.

**Open Current Accounting Period**

| Purpose: | To enter the accounting month in which you will be posting transactions |
|---|---|
| Prerequisites: | Create Accounting Periods |
| Required or Optional: | Required |

**About Accounting Periods**

All financial transactions posted in SedonaOffice are tied to a transaction date which is associated to a single accounting period. The accounting period and transaction date are used throughout the system for display and reporting purposes. For this reason, SedonaOffice will not allow a user to post a transaction with a date that is not in an Open accounting period. For example if a user attempted to post a customer invoice with an invoice date of April 5, 2005 and that accounting period status had been set to Closed, the user would receive a message that the period is not currently open.

Accounting periods may have one of three statuses in Sedona: Open, Closed or Future. To be able to post transactions to an accounting period, the status must be set to Open. Once you have finished doing business in a particular accounting month, you will change the period status to Closed. SedonaOffice allows you to have multiple accounting periods in an Open status simultaneously. You will also need to set the Current Accounting period to the accounting month in which you will be posting transactions.

## Define G/L Segments and Length

| Purpose: | Assign G/L code lengths that will be used for financial reporting at the General Ledger code, Category and Branch levels with a Third-Party software. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Required |

**Understanding the G/L Structure**
The G/L structure in SedonaOffice is by default a 4 tier structure.

Company:  The Company is the top tier and all G/L transactions in the database are for a single Company.

Branch:  The Branch is a means to segment the G/L.  Each G/L transaction is associated with a single Branch. The G/L (trial balance) will balance at the Branch level.

Category:  The Category is a "profit center" or a division within the business.  The Category is only used for income and expense accounts to segregate profit and loss centers within the Branches.

G/L Account:  The General Ledger account is the actual bucket that contains financial data.  The G/L account by itself is just one piece of the G/L structure.
The natural 3 segments of any G/L account are:

G/L #:  The leading 5 digits of the general ledger account number
Branch:  A code for G/L is set for each Branch in the Branch setup table
Category:  A code for the G/L is set for each Category in the Category setup table

| G/L # | Branch | Category |
|---|---|---|
| 40001 | Michigan | Sales |
| 40001 | 101 | 20 |
| 4000110120 | | |

**The Makeup of a G/L Transaction**

A General Ledger transaction is comprised of multiple components.  Each transaction contains two parts; the header information and the transaction detail.

**Header Information**

Date:  Accounting Period

Branch:  Only one Branch per G/L transaction

Reference:  A note that describes the transaction

Register Number: This is an internal number SedonaOffice assigns to the transaction

*Define G/L Segments and Length (continued)*
**Transaction Detail**

G/L Account #: This is the G/L account used for the transaction line. A G/L transaction must have 2 lines of detail at a minimum; one debit line and one credit line.

Debit or Credit Amount: This is the dollar amount for this transaction.  Each line item can only contain a debit or credit amount; but not both.  This number is always a positive number.  The total debits must equal the total credits for each transaction.

Category:  Each line item that is for an income or expense G/L account is assigned to a Category.

Job:  This is the Job number for which the line item is associated

Memo:  This is a description for the line item

**Sample General Ledger Transaction**

| Register # | Date | G/L # | Branch | Category | Debit $ | Credit $ | Job | Memo |
|---|---|---|---|---|---|---|---|---|
| 1001 | 8/13/04 | 1001 | MI | - | 1000 | | | |
| 1001 | 8/13/04 | 4010 | MI | Install | | 950 | 2005 | |
| 1001 | 8/13/04 | 4015 | MI | Install | | 50 | 2005 | |

Profix is a financial reporting software application, which is an add-on companion to SedonaOffice.  This product has replaced the FRX product.  Profix allows your company to create customized financial statements as well as link to budget spreadsheets to compare budget projections to the actual financial results.  This setup is used for all SedonaOffice customers regardless if your company has purchased the Profix product.

The GL Account Code Length is the only item on this setup form that may be modified.  This is the number of digits all general ledger account numbers must be set.  All general ledger account numbers must be numeric (alpha or foreign characters are not supported by this software).  The Branch and Category GL Code Lengths are fixed values, however if your company requires this to be a different value, inform your SedonaOffice trainer to make this modification.

**Customer Groups**

| Purpose: | Label a customer for reporting purposes and/or assigning security to users. |
|---|---|
| Prerequisites: | *A/R Setup Processing; Activate Customer Group Security by User* (If activating Customer User Group Security). |
| Required or Optional: | Optional |

The *Customer Group* is used to group your customers together so that you are able to apply security within that particular group.  For example, if you have different branch offices, you may limit employees to which customer records they may access.  This additional level of security is activated under the *User* setup table found in SedonaSetup in conjunction with a setting under *Setup Processing for Accounts Receivable* within SedonaSetup.  A SedonaOffice User may be assigned to one or multiple Customer Groups.  **If you activate this security functionality, every customer must be assigned to a Customer Group**.  The Customer Group field is assigned to the Customer on the Customer Billing and Setup Information form.

**Setup Processing (Accounts Receivable)**

| Purpose: | Set up default values to be used in the Accounts Receivable module. |
|----------|---------------------------------------------------------------------|
| Prerequisites: | *None* |
| Required or Optional: | Required |

The Accounts Receivable *Setup Processing* form contains fields that determine business rules for processing Accounts Receivable transactions.

*Setup Processing (Accounts Receivable) - Continued*

**Numbering**

Next Invoice - SedonaOffice will automatically number your customer invoices consecutively.  You will need to enter your starting invoice number.  You may first want to find the highest invoice number from your legacy system; you should set this number much higher so that you will be able to tell where your new invoices in SedonaOffice began.

Auto Job Number / Next Job Number – If implementing the Job Management module, you have the option of allowing SedonaOffice to automatically assign a job number or you may manually enter your own job numbers.  By checking the *Auto Job Number* box, SedonaOffice will populate the Job Number field of an installation job.  Your first job number will be the number entered in the *Next Job Number* field on this form.  Subsequent jobs created will increment the job number by the value of one.  If you elect to enter your own job numbers, leave the *Auto Job Number* box un-checked.

Auto Customer / Next Customer - You have the option of allowing SedonaOffice to automatically assign a Customer number to each of your customer accounts, or you may manually assign your own Customer numbers.  By checking the *Auto Customer* box, SedonaOffice will populate the Customer Number field of each new customer record. Your first Customer number will be the number entered in the *Next Customer* field on this form.  If you elect to enter your own Customer numbers, leave the *Auto Customer* box un-checked.  Manually entered customer numbers may be numeric or alpha-numeric or all alpha characters.  The maximum number of characters allowable for a customer number is 15.

Require System Account - If this option is selected, the User will be required to enter a value in the System Account field of the System data entry form.  The system account is commonly referred to as the central station account number.

Require Unique System Account Company Wide - If this option is selected, the System Account must be a unique value.

*Setup Processing (Accounts Receivable) - Continued*

**Invoicing and Credits**
The following selection pertains to how recurring services will be invoiced to your customers.

**Cycle Beginning Day** – This option pertains to the method SedonaOffice will use in billing your customers for recurring services.  Two options are available;

- First Day of Month
- Day of Service Start

If First Day of Month is selected, the customer's recurring charges will always be invoiced in full calendar months.  For example if the recurring start date is set to 06/15/2011 and the next cycle date is set to June 2011, and the customer is on a monthly billing cycle, the first invoice will be for the period of 06/15/2011 – 06/30/2011.

If Day of Service is selected, the customer's recurring charges will be billed starting on the date entered on the recurring line and continue in this fashion.  For example: the recurring start date is set to 06/15/2011. The customer's recurring invoice service period for a monthly cycle will be 06/15/2011 through 07/14/2011. The next month's invoice would cover 07/15/2011 through 08/14/2011 and so forth.

You must select one of the two options above, which is a global setting; all recurring services will be billed using the same method selected above.

Print Customer Number on Invoices and Statements – If this option is selected, the SedonaOffice billing customer number will be printed on all customer invoices and statements.

Allow Printed Invoices to be Edited – If this option is selected, once the User has pressed the printed button while viewing an invoice or uses the bulk invoice printing feature, the invoice will become locked and no changes to any of the information will be allowed.  If this option is not selected, a User who has the proper permissions, will be able to edit invoices as long as the invoice date is in an open accounting period and no payments have been applied to the invoice.

Enter Separate Posting Date for Invoices and Credits – Selecting this option will allow a User entering customer invoices or customer credit memos to select the date the item will post to the General Ledger.  The posting date selected must be in an accounting period with an open status.

Allow Direct Invoicing to Master Account – Selecting this option will enable a User to create an invoice and post directly to the Master Account.  If this option is not selected, you will only be able to create an invoice under one of the Subaccounts linked to the Master Account.

Use Credit Request Processing – Selecting this option will activate the Credit Request functionality.  All customer credit memos must go through an approval process before the credit memo may be generated.  If your company does not desire to use this feature and wants to manually create customer credit memos, then do not select this option.

Require Credit Reason on Credit Memos – If your company has selected to use Credit Request Processing [previous option], then this option is automatically selected.  If your company has not selected to use Credit Request Processing, selecting this option will require a User entering a customer credit memo to select a reason for the credit memo.  These reason codes are setup and stored in the Credit Reason setup table.

*Setup Processing (Accounts Receivable) - Continued*

**Other**

GL Categories Required for Income and Expenses – If this option is selected, a user will be required to select a valid Category code prior to posting income and expense transactions.  It is highly recommended this option be selected.  This will provide consistent reporting in your G/L reports.

Activate Customer Group Security by User– If this option is selected, each customer record must be assigned to a Customer Group.  You must first set up records in the *Customer Group* Setup table to enable this option.  See the previous SedonaSetup task *Customer Group* for detailed information on the functionality of this option.
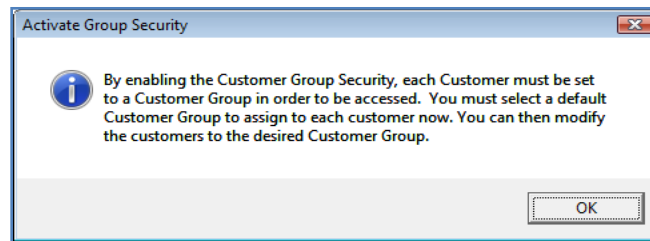


Enable Activity Tracking– If this option is selected, the application provides an audit trail of certain activities performed by a User and is saved on the customer record.  A form will be displayed to the User to enter a comment when certain activities are performed.  Such activities include re-printing and invoice, changing customer information etc.  The User has the option of closing the comment form without entering any information however the activity is still saved to the customer activity history.  This information cannot be deleted and is viewable by selecting the SedonaOffice Event Log menu item on the customer tree within the Customer Explorer.

Screen Employee by Type– Each employee in the Employee setup table is assigned an employee type.  In several data entry forms, all employees will display from the drop-down list from which the User will make a selection.  If the field is the Salesperson field and you only want to see a list of only employees that are assigned a type of salesperson, then you would want to activate this option.

Allow Site Only RMR – By selecting this option, the User would be able to create a recurring line without a System record being created.

Allow Quantity Based RMR – By selecting this option, when setting up a new recurring line, the User may enter a number of units for which to invoice the customer.

Group Deferred Revenue By - This feature allows you to select how you want the Deferred Income posted when recognizing Deferred Income.

Require Tape Totals to Match Deposit Amount in Order to Make Deposit – If this option is selected, the amount entered when creating a customer payment batch must be equal to the total amount of customer payments entered into the batch.  If this option is not selected, the batch total and amount of payments do not have to match to be able to deposit the payment batch.

**Categories**

| Purpose: | Define levels for financial reporting of income and expense transactions. |
| --- | --- |
| Prerequisites: | None |
| Required or Optional: | Required |

The *Category* table is used to group financial transactions into user-defined categories for reporting purposes. A *Category* may be a department within your company, a geographic location, a division of service, or a profit center. The *Category* is not mandatory, but highly recommended, and it can provide useful management analytical reporting. Using Categories is a way of departmentalizing your General Ledger transaction activity.

A Category is assigned to <u>income and expense transactions only</u>.

**Late Fee Rules**

| Purpose: | Create default rules and values to be used in calculating Late Fees on Statements or when selecting the Invoice/Statement invoice form. |
|---|---|
| Prerequisites: | *Category* |
| Required or Optional: | Optional |

Late Fees may be assessed on a customer account if they become delinquent. There are two methods of assessing late fees in SedonaOffice. The first is done by selecting to calculate a late fee based on the current aging of the customer invoices and then print this late fee on a customer statement or the invoice/statement form when you print your cycle invoice. The second is done when generating bulk customer statements. Calculating Late Fees will not create an invoice or post to the general ledger. If the customer pays the late fee, you may post the cash to a miscellaneous income account. If the customer never pays the late fee, there is no action required to remove any late charges from the account.

The Late Fee Setup form contains values that will default into either the Finance Charge program, Statement Generation program or the Invoice/Statement printing form. You may change these values, if desired, prior to processing the late fees or finance charges.

**Aging Buckets**

| Purpose: | Create the aging buckets that will be used for aging the Accounts Receivable invoices.  These aging buckets will be the columns displayed on the Accounts Receivable Aging Reports. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Required |

The Aging Buckets setup form is used to define the five groups into which your accounts receivable invoices will be aged.  These aging buckets appear on the customer explorer and on the Accounts Receivable Aging Reports.

**Statement Rules**

| Purpose: | To set up default rules to be used when generating customer statements |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Required |

Statement Rules setup is used as the default settings when you generate monthly customer statements. When running the statement generation process you may override these settings that will default into the statement generation form.

**EFT Setup**

| Purpose: | To set up information to process ACH and Credit Card transactions.  You must first enroll in the program to use this functionality. |
|---|---|
| Prerequisites: | Enrollment with ACH Direct |
| Required or Optional: | None |

If your company has enrolled in the automated EFT customer payment transactions with our business partner ACH Direct, you will need to setup this form prior to processing any EFT transactions.  The information required to fill in this form will be provide directly to your company by ACH Direct.

## Chart of Accounts

| Purpose: | To set up a chart of accounts that will be used for processing all financial transactions |
|---|---|
| Prerequisites: | Review the section Understanding the G/L Structure that follows |
| Required or Optional: | Required |

The Chart of Accounts is used to track all your financial data.  If you already use an accounting system, you may already have a chart of accounts, or you may wish to discuss this with your CPA prior to setting up this table.  A default chart of accounts was included with your SedonaOffice database.  You may use this set of accounts, add additional accounts, delete accounts not used by your company or modify the account numbers or descriptions.  The length of the G/L account number must be all numbers and the number of characters long was defined in a previous setup table, *Define G/L Segments and Length*.  The G/L account numbers and may not contain foreign characters such as decimals or hyphens.

Each General Ledger Account must be assigned an Account Type.  The account type is selected from the drop down list of values that are pre-defined.  You must select one of the choices from the list.  Once you use a general ledger account number for a transaction, you may not change the account type.

| Account Type Code | Description |
|---|---|
| OIN | Other Income |
| OEX | Other Expense |
| AR | Accounts Receivable |
| IN | Income |
| BANK | Bank |
| OCA | Other Current Asset |
| FA | Fixed Asset |
| OA | Other Asset |
| AP | Accounts Payable |
| CC | Credit Card |
| OCL | Other Current Liability |
| LTL | Long Term Liability |
| EQ | Equity |
| CGS | Cost of Goods Sold |
| EX | Expense |

At a minimum, the following G/L accounts are required for each module implemented to process financial transactions:

| Accounts Receivable | Accounts Payable | Inventory |
|---|---|---|
| Balance Equity | Accounts Payable | Inventory (asset) |
| Accounts Receivable | Primary Checking | Cost of Goods Sold (Jobs) |
| Deferred Revenue | Inventory Receipt | Cost of Goods Sold (Service) |
| Customer Refunds | | Cost of Goods Sold (Other) |
| Late Fee | | Physical Inventory Adjustment |
| Discount | | |
| Advanced Deposit | | Job Management (Installations) |
| Unapplied Cash | | Material Work-In-Process |
| Unapplied Credit | | Labor Expense |
| Un-deposited Funds | | Labor Deferred |
| Prepaid Accounts Receivable | | Labor Work-In-Process |

*Chart of Accounts (continued)*

**Chart Of Accounts**

□ Chart Of Accounts List

| Account | Description | Account Type |
|---------|-------------|--------------|
| 01015 | WIP Service Labor | OCA |
| 10000 | Petty Cash | BANK |
| 10010 | Primary Checking Account* | BANK |
| 10020 | Payroll Checking Account | BANK |
| 10050 | Undeposited Funds* | OCA |
| 11000 | Accounts Receivable* | AR |
| 11101 | Bad Debt Recovery | AR |
| 12000 | Inventory* | OCA |
| 12005 | Inventory - Tools | OCA |
| 12006 | Holdback Billings | OCA |
| 12010 | WIP-Install-Materials | OCA |
| 12020 | WIP-Install-Labor | OCA |
| 12030 | WIP-Install-Commissions | OCA |
| 12040 | WIP-Install-Misc. | OCA |
| 12200 | WIP-Service-Materials | OCA |
| 12205 | WIP-Service-Labor | OCA |
| 12210 | WIP-Service-Other | OCA |
| 12500 | Amortized Equipment | OCA |
| 13000 | Purchase Price Variance* | OCA |
| 14000 | Prepaid A/P* | OCA |
| 14010 | Inter-Branch Revenue* | OCA |
| 15000 | Furniture & Fixtures | FA |
| 15010 | Equipment | FA |
| 15020 | Vehicles | FA |

□ Include Inactive

□ Chart Of Accounts Edit

□ Inactive

Account Code [                    ]          Account Type [                    ▼]
Description [                    ]

[Apply]     [New]     [Delete]

**Alternate Company Address**

| Purpose: | To set up alternate remit to addresses and messaging information for each branch. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Required |

The *Alternate Addresses* is a required setup table.  This table defines what company name address and the remit to name and address which will print on your customer invoices and statements.  If you are using multiple branches and have different remit to addresses you will create one record for each unique company name and remit to address.  If your company operates under one branch, you will still need to create one entry for the main branch your company will use for all invoices and statement printing.  You may modify the existing record to use for your company/branch information.

You also have the ability to add an Overview Message and additional phone numbers that will print at the end of the detailed section on Invoices.

Note: The Overview Message and additional phone numbers will only print on the Standard and Invoice/Statement invoice forms.

**Branches**

| Purpose: | To define the individual branches in which you conduct business |
|---|---|
| Prerequisites: | Alternate Company Address |
| Required or Optional: | Required |

Each Customer and Site record is assigned to a *Branch*. A Branch is a means to group your Customer and/or Sites together for financial and other reporting purposes. For example Branches can be used for dividing your Customer and/or Sites geographically, by acquisition, or even type of customer. You must setup a minimum of one Branch in your system. Many reports and processes throughout SedonaOffice use a Branch selection as a means of grouping data.

GL Code: this field is one of three segments of the G/L structure. This field is used for reporting purposes. You will enter a numeric value in this field; the number of digits allowable is the length that was assigned for branches in Define G/L Segment earlier in this chapter. Please refer to *Define G/L Segments* earlier in this manual.

Invoice Address: This is the address information that will be used on invoices for customers. The selections for this field are set up in the *Alternate Company Address* setup table.

**Item Types**

| Purpose: | To define codes to identify how an Item Code is to be classified for sales tax purposes. |
|---|---|
| Prerequisites: | *None* |
| Required or Optional: | Required |

An *Invoice Item Type* is a code assigned to each *Invoice Item* code, which enables the application to apply sales tax to the item being invoiced based on the type of service being invoiced to your customer.  Most government agencies base sales tax calculations on a defined list of sold service types.  These types of sales are typically one of the following:

- Inventory Parts
- Non-Inventory Parts
- Labor
- Recurring Services
- Non-Recurring Services

The SedonaOffice software is delivered to you with pre-set Item Types; you may use these codes and create additional codes to handle complex sales tax situations, which may exist in a particular taxing jurisdiction.

When setting up an Invoice Item you must first select an Item Type.  Once the Invoice Item has been created, the *Item Type* cannot be changed.  If you make an error in selecting the item type, you will need to delete the record and re-enter it with the correct item type.

Invoice Item Types

Invoice Item Types

| Invoice Item Types | Description | Recurring | CS Service | |
|---|---|---|---|---|
| IP | Inventory Part | N | N | |
| LB | Labor | N | N | |
| NIP | Non-Inventory Part | N | N | |
| NR | Non-Recurring | N | N | |
| OC | Other Charge | N | N | |
| ORS | Other Recurring | Y | Y | |
| RS | Recurring Service | Y | Y | |
| TX | Tax | N | N | |

☐ Include Inactive

Invoice Item Types Edit

☐ Is Recurring

Invoice Item Types   [                    ]

Description   [                    ]

☐ Central Station Service

[Apply]   [New]   [Delete]

**Invoice Items**

| Purpose: | To define invoicing codes which are linked to a specific revenue account for products and services sold or credited. |
|---|---|
| Prerequisites: | *Chart of Accounts(Income Type Accounts), Category, Item Types* |
| Required or Optional: | Required |

An *Invoice Item* is used for the individual line item charges entered on Customer Invoices.  Each line on an invoice will be assigned an Invoice Item.  Invoice Items are used on all types of Invoices and Credit Memos.

**Special Note**

When setting up an Invoice Item you must first select an Item Type.
Once the Invoice Item has been setup the Item Type cannot be changed.
If you make an error in selecting the item type, you will need to delete
the record and re-enter it with the correct item type.

Item Type:  Each Invoice Item is assigned to an Item Type, which is used to determine the taxability of the item.  For more on sales tax, see Tax Groups and Tax Tables later in this section.

Item (Code): The code you assign that users will be able to select from when creating lines on an invoice or credit memo.  The code does not print on the customer invoices.

Description:  Description of the invoice item; will print on customer invoices.

Non-Deferred Income Flag:  If the Item Type selected is RS (recurring service) you may choose whether to defer the income for this invoice item code.

Default Rate:  The default rate entered will be used in Invoices and Credits when selecting this Invoice Item, but may be overridden on each invoice line created in invoice processing.

Account:  Each Invoice Item is linked, typically, to an income G/L Account.  This is the G/L Account that will be credited or debited on invoice and credit memo transactions.

Category:  The default category to be assigned to this invoice item.

Job Costing Method:  You may select a job costing type which is saved on invoice transactions for reporting purposes.

Default Cost:  The Default Cost, if any, for the Item code.  This field is used with third-party Sales Estimating programs.

Taxable Flag:  Determines if Sales Tax should be charged on this Item, if the item meets the sales tax rules for the taxing jurisdiction of the site location.  If this box is left un-checked, the invoice item will never be taxed.

Available for Sales Flag:  Determines whether this Item is available for use on sales quotes.  This field is used with third-party Sales Estimating programs.

*Invoice Items (Continued)*

**Invoice Items**

**Invoice Items List**

| Item | Description | Type | G/L Code | Category |
|------|-------------|------|----------|----------|
| MTL-INST | Materials - Installation | IP | 40020 | Installation |
| MTL-SVC | Materials - Service | IP | 40110 | Service |
| MTL-SVC-Access | Service Materials-Access Control S... | IP | 40110 | Service |
| MTL-SVC-CCTV | Service Material-CCTV System | IP | 40110 | Service |
| MTL-SVC-Fire | Service Material-Fire System | IP | 40110 | Service |
| MTL-SVC-Intrusion | Service Material-Intrusion System | IP | 40110 | Service |
| Labor-Install | Installation Labor | LB | 40010 | Installation |
| Labor-Service | Service Labor | LB | 40100 | Service |
| Labor-Service 1st Hour | 1st Hour of Service Labor | LB | 40100 | Service |
| Labor-Subcontractor | Subcontract Labor-Installation | LB | 40010 | Installation |
| Service Call Fee | Minimum Service Call Charge | LB | 40100 | Service |
| Bad Debt Recovery | Bad Debt Recovery | NR | 11101 | G & A |
| Conv Bal Fwd | Conversion Balance Forward | NR | 39999 | G & A |
| Fuel | Fuel Surcharge | NR | 40120 | Service |
| HB 10% | HB 10% | NR | 12006 | Installation |
| Insp T & M | Inspection | NR | 40230 | Service |
| Inst-Cell Backup | Installation of Cellular Backup System | NR | 40000 | Installation |
| Inst-Com-Access | Installation of Commercial Access C... | NR | 40000 | Installation |
| Inst-Com-CCTV | Installation of Commercial CCTV Sy... | NR | 40000 | Installation |
| Inst-Com-Intr/Fire | Installation of Commercial Intrusion... | NR | 40000 | Installation |
| Inst-Com-Intrusion | Installation of Commercial Intrusion... | NR | 40000 | Installation |
| Inst-Lease | Installation Charge | NR | 40225 | Installation |

☐ Include Inactive

**Item Edit**

| | | |
|---|---|---|
| Item Type | | Account |
| | | Category |
| Item | | |
| Description | | Job Costing |
| Default Rate | | Default Cost |

☐ Inactive
☑ Taxable
☑ Available for Sales

Apply    New    Delete

---

**Invoice Descriptions**

| Purpose: | To create invoicing descriptions for products and services. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Required |

An *Invoice Description* is a required field on all Invoices and Credit Memos produced in SedonaOffice. Invoice Descriptions will display on the Customer Invoice form, will print on customer invoices and statements, and is displayed in the Customer Explorer.  The records entered in this table are selectable when creating a customer invoice or credit memo.  An Invoice Description summarizes the types of services contained on the customer invoice; these should be very generic descriptions.

The **Description** field will print on the customer Invoices and Credit Memos.

**Invoice Description**

**Invoice Description**

| Invoice Description | Description | Inactive | |
|---|---|---|---|
| Conv Bal Fwd | Conversion Balance Fwd | N | |
| Credit on Account | Credit on Account | N | |
| Equipment Sales | Equipment Sales | N | |
| Inspection | Inspection Services | N | |
| Installation | Installation Services | N | |
| Recurring | Recurring Services | N | |
| Sales Tax | Sales Tax | N | |
| Service Call | Service Call | N | |
| Shipping | Shipping & Handling | N | |

☐ Include Inactive

**Invoice Description Edit**

☐ Inactive

Invoice Description [ ]

Description [ ]

Apply   New   Delete

**Credit Reason**

| Purpose: | To create a list of reasons for which a credit memo is being generated. Used for reporting purposes. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Optional; Required if Credit Request Processing has been activated. |

The *Credit Reason* table is used to define the various reasons for which a customer Credit Memo is generated. This field is used for reporting purposes. It is highly recommend this option be used to track how much and why credits are being generated by Users.

**Geographic**

| Purpose: | To add or edit zip codes, cities, counties or townships |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Optional |

The *Geographic* tables are used to add or edit City, State and Zip Code information.  The SedonaOffice database delivered to your company is pre-populated with all the city/state/zip code combinations that were in effect with the United States Postal Service as of 2007.  Any additions that have been made since that time will have to be maintained manually by your company.

To enter a new City/State/Zip Code combination:
- from the country options select the United States
- Select the Zip Code option
- Press the New button and enter the new Zip Code in the field provided
- Select the State from the drop down list
- Type in the City name
- Press the *Apply* button to save the new record.
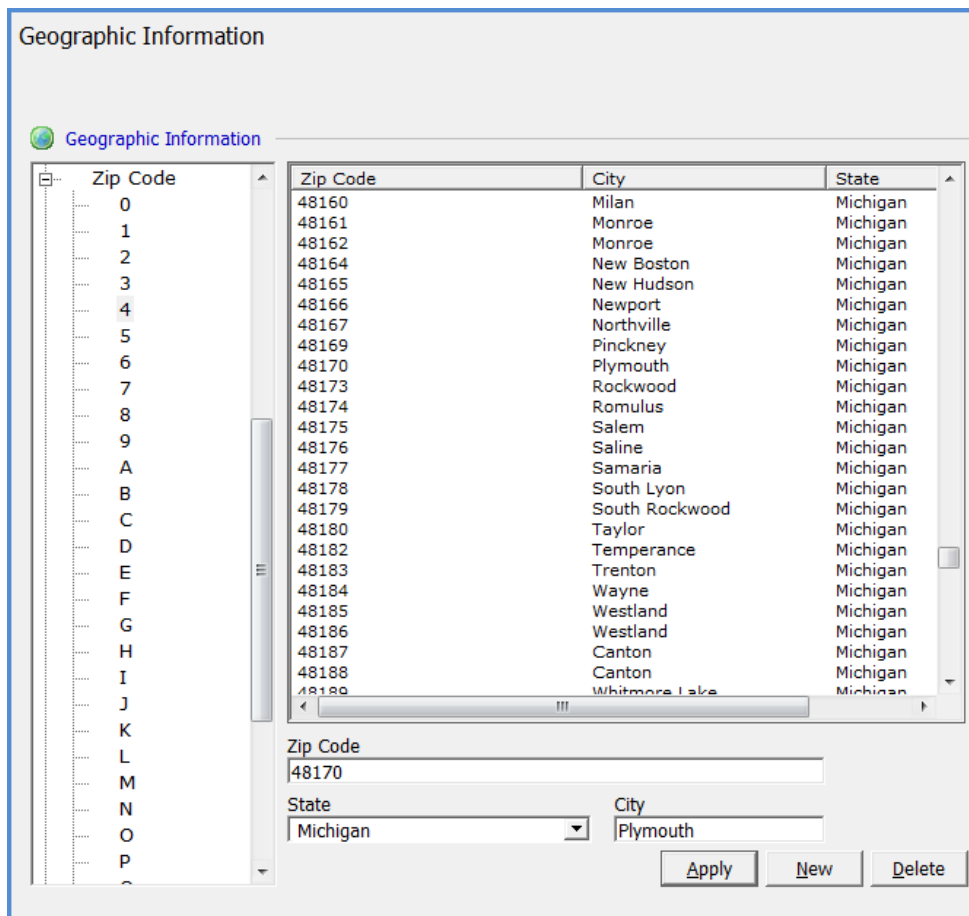
**Vendor Types**

| Purpose: | To provide a means to classify Vendors for lookup and reporting purposes. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Required |

*Vendor Types* provide a means to classify your Vendors, and may be used for reporting purposes.  Each Vendor must be assigned a Vendor Type on the Vendor record.

The sample list of Vendor Types delivered with your database contains three "protected" vendor types.  Each of these has a special functionality within the software application and cannot be deleted or modified.

- Parts Supplier – Used to identify Vendors from whom your company purchases inventory parts.
- Sales Tax Agency – Used only for municipalities to whom you remit sales tax that was collected from your customers.
- Service Provider – Used for subcontractors your company uses to Service your customer systems on a service ticket.  If a Vendor is created and the vendor type of Service Provider is selected, an entry is also made into the Service Company setup table.  This vendor type is **_not_** to be used for subcontractors used for installation jobs only.

### Terms (Accounts Payable)

| Purpose: | To define how to age accounts payable bills and customer invoices. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Required |

A *Term Code* is assigned to every customer and every Vendor record; this is a shared table used for both accounts receivable and accounts payable terms.  For each customer invoice or accounts payable bill that is entered, the terms code assigned to the customer or vendor will be the default, however, you may override the Terms Code on any invoice or bill prior to saving.

**General**

Term Code: Enter a Terms Code that is easily identifiable by the user that will be making selections during data entry.

Description: Enter a description for the Terms Code.

**Aging Based On**

Invoice Aging Date (A/R Only):  Is used for Aging purposes.  This determines at which point Invoices will appear as past due.

Due Date:  The number of days from the invoice date that the invoice is due to be paid.

**A/P Discounts**

If the term code is to be used for an Accounts Payable term and the Vendor offers discount terms, you will enter the number of days in which the invoice must be paid and the percentage that will be deducted from the bill amount for the discount.

Discount Days:  The number of days from the bill date that the discount is valid.

Discount %: The discount percentage you will be taking from the bill amount.

**Tax Agency**

| Purpose: | To define vendor records to whom you will remit sales tax payments. These tax agencies are linked to the Tax Table records |
| --- | --- |
| Prerequisites: | None |
| Required or Optional: | Required |

A *Tax Agency* is a municipality to whom your company will remit sales tax that was charged on your customer invoices or credit memos. Tax Agencies may be a state, county, city or any other entity to whom sales tax is remitted.

If your company does not collect and remit sales tax to a government agency, you will still need to set up a Tax Agency for the state in which your main office is located.

**Tax Table**

| Purpose: | To define taxing entities for use in calculating sales tax on customer invoices. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Required |

The *Tax Table* is used to define the various taxing entities.  Based on the physical location where service is provided, you will build your Tax Tables to meet the local taxing jurisdiction's specific laws or requirements.  When a Tax Table entry is created you select the Taxable *Item Types* that apply to the taxing jurisdiction.

Each Tax Table consists of two data entry forms; one to identify the code and information about the tax table, and the second to identify what date the tax rate when into effect, the tax rate, and the method of calculation to be used for the tax table.

If your company is not collecting and remitting sales tax to a government agency, you will still need to set up one tax table and set the tax rate to zero.

| Taxable Item Types | Description |
|---|---|
| IP (Inventory Part) | These are the actual parts (inventory) you sell.  Typically this includes the parts you sell when installing or servicing your customers systems. |
| LB (Labor) | Labor for charges of an employee's time; could be for service or installations. |
| NIP (Non-Inventory Part) | This is for items or parts that are not warehoused such as tools. |
| NR (Non-Recurring Item) | Typically used for services which are sold on a one-time basis, such as installation charges. |
| RS (Recurring Service) | This is a unique charge in SedonaOffice used specifically for recurring type charges, such as monitoring or service agreements. |
| OC (Other Charge) | This includes any miscellaneous charges that may not be taxable, such as delivery expenses. |
| TX (Tax) | Used to create and individual line item for tax to be used in adjustments. |

*Tax Table (continued)*

**Tax Table Setup Fields**

Tax Table - The code you will use for the tax table. You are limited to 25 characters in this field. If your company does business in multiple states, you may want your tax table codes to begin with the two character abbreviation of the state.

Description - The description for the tax table. You may enter up to 50 characters to describe the tax table.

Account - Select a G/L account from the drop-down list from the Chart of Accounts setup table which liability account you want to post sales tax transactions.

Tax Agency – Select the Tax Agency from the drop-down list to whom you will remit sales tax collected for this tax table.

Item Types – Check the box to the left of each Item Type where the type of service provided is taxable in this tax table jurisdiction.

*Tax Table (continued)*

**Effective Dates & Formula Setup Fields**

Effective Date – Enter the first date this tax table went into effect.

End Date – The last date the tax rate will be in effect.  If you leave this field blank, this tax rate will be used until the time an end date has been entered and saved.

Rate – Enter the tax rate that applies to this tax table.  Six percent would be entered as 6.0.

Formula Type – Defines which method the program will use to calculate sales tax on an invoice.

- *Flat Rate* –sales tax will calculate on the invoice item and/or inventory parts based on whether the taxable flag has been checked for the invoice item type on the tax table setup form tab. The tax will be calculated using the rate entered in the Rate field of the Effective Dates and Formulas form.
  Fields to populate on this form: Effective Date, Rate, Formula Type
- *Max Taxable Sale* - sales tax will calculate on the invoice item and/or inventory parts up to the dollar amount entered in the Formula Field. For example if the formula amount is set to $5,000.00 and the invoice item is for $10,000.00, only the first $5,000.00 will be taxed.
  Fields to populate on this form: Effective Date, Rate, Formula Type, Formula Amount
- *Min Taxable Sale* - sales tax will calculate on the invoice item and/or inventory parts beginning at the dollar amount entered in the formula field. The Invoice item must be for at least the minimum amount entered in the Formula Amount field; all amounts at and above the setup amount will be taxed.
  Fields to populate on this form: Effective Date, Rate, Formula Type, Formula Amount
- *Maximum Tax* - sales tax will calculate on the invoice item and/or inventory parts up to a particular amount of sales tax. For example if the formula amount is set to $75.00 and the calculated amount of tax is 76.00, only $75.00 of sales tax will be recorded against the invoice item.
  Fields to populate on this form: Effective Date, Rate, Formula Type, Formula Amount
- *Pctg of Sale* – (Percentage of Sale) the application will calculate sales tax on the invoice item and/or inventory parts as a percentage of the sale amount. For example, if the tax rate for the Tax Table is set to 5% with the formula of 10, and the invoice amount is $50.00, sales tax would be calculated on 10% of the invoice amount at the rate in the tax table which is applicable to the invoice item type. The calculation would be ($50.00 x 10%) x 5% for a total sales tax amount of $0.25.
  Fields to populate on this form: Effective Date, Rate, Formula Type, Formula Amount

**Tax Groups**

| Purpose: | To group one or more tax tables. |
|---|---|
| Prerequisites: | *Tax Table* |
| Required or Optional: | Required |

The *Tax Group* is linked to one or more Tax Tables and is assigned to a Customer's Site.  Taxability of items invoiced is determined by the Tax Group assigned to the Site record. You will first create the Taxing Group and then link the appropriate tax table codes to the Taxing Group.  Select the Tax Tables to include in the Tax Group by checking the box to the left of each tax code in the lower area of the form.

**Bank**

| Purpose: | To set up records for cash accounts.  To set up banks for ACH processing. |
|---|---|
| Prerequisites: | *Chart of Accounts* |
| Required or Optional: | Required |

For each unique *Bank* you will be using to deposit customer or miscellaneous funds, create a unique Bank record.

If you have subscribed to ACH auto payment processing through ACH Direct, you will create one record for each unique bank and routing number to be used for processing bank debit transactions for your customer payments.  Check the *Customer* box located at the bottom of the for ACH customer banks only.

Company banks, enter the name of the bank or an abbreviation for the bank.  For customer banks enter the routing number for the bank.  For customer banks, using the routing number for the Bank Name makes searches easier for the User selecting a bank for ACH processing.

Company banks, enter the full name of the bank.  For customer banks enter the name of the bank.

Routing Number – For both company and customer banks, enter the bank routing number.

Company banks, leave un-checked.  For customer banks, check this box.

Next Check # – Company banks only; enter the next check number that will be printed.  You may set this number later when you are ready to begin using the SedonaOffice software.

GL Account – Company banks only; select the general ledger account number from the drop-down list that corresponds with this bank.

Check Form – SedonaOffice has one standard three-part laser check printing format available,  Your form selection will determine where the check will print on the form; top, middle or bottom.

**Cancellation Task**

| Purpose: | To define the individual steps required to process a customer cancellation. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Optional |

The *Cancellation Tasks* are assigned to a particular Cancel Profile.  For example, your company may have different methods of processing cancellations for residential or commercial type accounts or for handling different cancellation situations such as a move, cancel for non-payment or a takeover.  In cases such as this you would create one Cancel Profile for each type.

The Cancellation Tasks are a checklist of items that must be approved to complete the Customer cancellation.  As the tasks are completed, each item is checked off by the person completing the task.  When all tasks have been checked off, the cancellation may be finalized and the recurring lines, if any will automatically be cancelled.  If you do not want to use the Cancel Tasks, you may skip this step and just use the Cancel Profile(s).

**Cancellation Profile**

| Purpose: | To label a customer cancellation process. |
|---|---|
| Prerequisites: | *Cancel Tasks- optional* |
| Required or Optional: | Optional |

The *Cancellation Profile* is selected when a cancellation is initiated.  If you have decided to use Cancellation Process, then you will create one Cancellation Profile for each unique cancellation situation.

**Chain Account**

| Purpose: | To group unrelated A/R accounts. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Optional |

The *Chain Account* is used to group customer accounts together where the customers are not financially related.  This enables you to track your accounts as a group.  If a Chain Account is assigned to certain customer records, you will be able to view the total accounts receivable and RMR for all of these grouped customers on one form.  This is helpful in determining the total value of a Chain Account group.  The Chain Account is input on the Customer Billing and Information form.  You may also use the Chain Account for reporting purposes using the Customer Query Builder function.

*Chain Account ( Continued)*

Chain Accounts List viewable from Client Management / Manage Chain Accounts

**Collection Status**

| Purpose: | To create labels for identifying delinquent customers. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Optional |

To successfully use the Collection Queue you will need to set up *Collection Statuses*.  Collection Statuses are associated with Collection Profiles, and attached to customers through the collection process.  This status will appear in the top right hand corner of a customer screen.  If a customer becomes delinquent, depending on the rules that your company has set up, a Collection Status will be assigned to the customer.  The Collection Status will not print on any customer documents; this is for internal company information only.

**Payment Methods**

| Purpose: | To identify the method by which you are receiving payments from your customers. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Required |

*Payment Methods* are used in Payment Processing to identify the method by which you are receiving payments from your customers.  The records that you create in this table are selectable when entering your customer payments.

**RMR Reasons**

| Purpose: | To classify additions, modifications or cancellations of RMR for reporting purposes. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Required |

*RMR Reasons* (recurring monthly revenue) is a code that the User is required to select when creating new recurring, modifying recurring or cancelling recurring.  RMR Reasons provide many reporting capabilities.

Each RMR Reason code must be assigned a system controlled reason type; these reason types are used by SedonaOffice in producing reports that may be found in the Report Manager within the Client Management report group.

The RMR Reason code is used on each recurring line and in the customer cancellation form.

**Routes**

| Purpose: | To identify your company service Routes. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Optional |

A *Routes* table defines each Service or Inspection Route to which Technicians are assigned.  Using Routes is optional.

Routes

Route List

| Code | Description | Inactive | Inspe... | Service |
|---|---|---|---|---|
| E | Eastern | N | N | Y |
| EI | Eastern-Inspections | N | Y | N |
| N | Northern | N | N | Y |
| NI | Northern-Inspections | N | Y | N |
| S | Southern | N | N | Y |
| SI | Southern-Inspections | N | Y | N |
| W | Western | N | N | Y |
| WI | Western-Inspections | N | Y | N |

☐ Include Inactive

Route Edit

☐ Inactive

Code
N

Description
Northern

☐ Inspection Route     ☑ Service Route

Apply     New     Delete

**System Types**

| Purpose: | To identify the various types of systems installed and/or serviced by your company. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Required |

A *System Type* defines each System that is installed at a customer's site.  A System Type could be a Burglar Alarm, Fire Alarm, CCTV, Access Control or any other type of systems your company installs and/or services. The System Type may also be used for reporting purposes.

**Terms (Accounts Receivable)**

| Purpose: | To define how to age customer invoices. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Required |

A *Term Code* is assigned to every customer and determines how the customer invoices will be aged.  For each invoice that is created, the terms code assigned to the customer will be the default, however a User is able to override the Terms Code on any invoice prior to posting.

Term Code: Enter a Terms Code that is easily identifiable by the user that will be making selections during data entry.

Description: Enter a description for the Terms Code.

Days Net Due:  The number of days from the invoice date that the invoice is due to be paid.

A/R Aging Based on: Is used for Aging purposes.  This determines at which point Invoices will appear as past due.

## Types of Customers

| Purpose: | To create entries that further defines a Residential or Commercial customer for reporting purposes. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Required |

Each Customer is assigned a *Type of Customer*.  The Customer record is always classified as either Residential or Commercial.  The Customer Type table is used to further define the customer type.  Customer Types may be general or specific.  For example you may create customer types for Commercial, Residential and Government or create more specific types, such as National Account, Bank, School, Retail, etc. The customer type assigned to the customer is a useful reporting tool providing you with reports to analyze your customer base and your business revenues by market segments.

The Customer Type field is entered on the Customer Billing and Setup Information form.

**Custom Fields – Customer Level (Tables and Fields)**

| Purpose: | For the purpose of tracking any additional information that you need, where a field is not provided in the application.  The data saved is for reporting purposes. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Optional |

The fields you define will appear for data entry on the Customer Custom Fields form.  The data saved in these fields may be used for reporting purposes.

Here you may set up tables, which will provide the User with drop-down list of choices, money, text, date or check box fields.  You may also define whether a field is required.  If a field is checked as required, the User setting up a new customer or modifying an existing customer will be required to make a selection or enter information into any required fields.  You also have the option of defining what words will appear on the Custom fields tab.  This is entered in the Label field of this setup form.

If you choose to set up Table type fields you will need to set up the choices that you would like to appear in the drop down box, in the Custom Fields Table 1 (Customer), Custom Fields Table 2 (Customer) or Custom Fields Table 3 (Customer).

Only fields that have been assigned a name label will be available for data entry, otherwise these fields will be grayed-out on the data entry form.

Label: These are the words that will appear on the Customer Custom Fields tab.  You may enter up to 49 characters for this field.

Tables: Enter the words that will appear to the left of each table field on the Customer Custom Fields form.  You may enter up to 49 characters to appear to the left of this field, however due to space limitations on the Custom Fields forms, only a maximum of 23 characters will be displayed.  Once you assign a label to one or multiple Table type fields, those fields will be activated for use during data entry.

Money: Information entered into this field during data entry will be display in a money format.  Enter the words that will appear to the left of each Money fields on the Customer Custom Fields form.  You may enter up to 49 characters for the field label that will be displayed to the left of this field, however due to space limitations on the Custom Fields forms, only a maximum of 23 characters will be displayed.  Once you assign a label to one or multiple Money type fields, those fields will be activated for use during data entry.

Text: These are free-form text fields where the user may enter any alpha numeric information into this field during data entry.  The maximum number of characters that may be entered during data entry is limited to 39.  Enter the words that will appear to the left of each Text fields on the Customer Custom Fields form.  You may enter up to 49 characters for the field label that will be displayed to the left of this field, however due to space limitations on the Custom Fields forms, only a maximum of 23 characters will be displayed.  Once you assign a label to one or multiple Text type fields, those fields will be activated for use during data entry.

Check Boxes: This type of field is typically used for answering questions that require a Yes or No answer.  These are the words that will appear on the Customer Custom Fields tab.  You may enter up to 49 characters for the field label that will be displayed to the left of this field, however due to space limitations on the Custom Fields forms, only a maximum of 23 characters will be displayed.  Once you assign a label to one or multiple Check Box type fields, those fields will be activated for use during data entry.

*Custom Fields (Customer Level) continued*

Date: Information entered into one of these fields will be saved and displayed in a date format and also provide a calendar icon to the right of the field. You may enter up to 49 characters for the field label that will be displayed to the left of this field, however due to space limitations on the Custom Fields forms, only a maximum of 23 characters will be displayed. Once you assign a label to one or multiple Date type fields, those fields will be activated for use during data entry.

**Custom Fields Tables 1, 2, 3 (Customer)**

| Purpose: | To define a table of values from which a user may select for the Custom Table 1 field |
|---|---|
| Prerequisites: | Custom Fields Setup |
| Required or Optional: | Optional |

In this example we chose to track the Prior Alarm Company for the customer. For each choice you would like the User to be able to select from, create one record in this setup table. The number of records you may enter is unlimited.

The entries in the example Custom Fields Table 1 below are the choices that will be available in a drop down menu in the Customer Information record, on the tab labeled Custom Fields.

**Custom Fields – Site Level (Tables and Fields)**

| Purpose: | For the purpose of tracking any additional information that you need, where a field is not provided in the application.  The data saved is for reporting purposes. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Optional |

The fields you define will appear for data entry on the Site Custom Fields form.  The data saved in these fields may be used for reporting purposes.

Here you may set up tables, which will provide the User with drop-down list of choices, money, text date, or check box fields.  You may also define if a field is required.  If a field is checked as required, the User setting up a new site or modifying an existing site will be required to make a selection or enter information into any required fields.  You also have the option of defining what words will appear on the Custom fields tab.  This is entered in the Label field of this setup form.

If you choose to set up Table fields you will need to set up the choices that you would like to appear in the drop down box, in the Custom Fields Table 1 (Site), Custom Fields Table 2 (Site) or Custom Fields Table 3 (Site).

**Custom Fields Tables 1, 2, 3 (Site)**

| Purpose: | To define a table of values from which a user may select for the Custom Table 1, 2 or 3 field |
|---|---|
| Prerequisites: | Custom Fields Setup |
| Required or Optional: | Optional |

In this example we chose to track Occupancy Type for the site.  For each choice you would like the User to be able to select from, create one record in this setup table.  The number of records you may enter is unlimited.

The entries in the example Custom Fields Table 1 below are the choices that will be available in a drop down menu in the Site Information record, on the tab labeled Custom Fields.

**Contract Forms**

| Purpose: | To describe the type of contract signed by the customer. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Optional |

*Contract Forms* is a description of what type of contract your customer has signed.  The contract form is a selectable field on the System form under the contract information section.  Contract Forms are for information purposes only, but may be used for database queries and/or the designing of reports.

**Data Entry Defaults (Client Management)**

| Purpose: | To set up default values that will default into key data entry forms |
|---|---|
| Prerequisites: | *Branch, Tax Groups, Terms, System Type, Contract Form, Categories, Invoice Descriptions RMR Reasons* |
| Required or Optional: | Required |

The selections made on this form will default into the appropriate fields when creating new customers, sites, systems and recurring lines.  Using defaults shortens up the data entry time.  The defaults that you select in each field on this form should be what choice would be made most of the time.  These defaults may be overridden by the user at the time of data entry.

Area Code:  If you have made an entry in this field and a user does not enter an area code for a phone number during data entry, the area code default will automatically be saved as a part of the phone number. This field should only be used if all of your customer, site and contact phone numbers will only be in one area code.

**G/L Account Defaults (Accounts Receivable)**

| Purpose: | To set up default values to be used in processing accounts receivable transactions. |
|---|---|
| Prerequisites: | *Chart of Accounts* |
| Required or Optional: | Required |

The General Ledger account numbers defined on this form will be used for posting Accounts Receivable transactions.  Manual Journal Entries should not be created using any of these accounts.

**Setup Processing (Accounts Payable)**

| Purpose: | To define default accounts and other information related to the Accounts Payable module. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Required if using the Accounts Payable module |

The Setup Processing for Accounts Payable form allows you to specify default information related to Purchase Orders, Check Printing and GST Taxes for accounts payable bills.

**Purchase Order Setup**

Auto Create PO Numbers – If this option is selected, Purchase Order Numbers will automatically be generated by the application.  If this option is not selected, the User must manually enter a Purchase Order number.

Next PO Number - If you decide to let the system automatically assign Purchase Order Numbers, you will need to enter the starting PO Number.

Direct Expense All Jobs & Service Tickets – If this option is selected, when creating a new Purchase Order, the Direct Expense option will automatically be selected if the PO is linked to a Job or a Service or Inspection Ticket.

**Check Options**

Allow Printed and Voided Checks to be edited – If this option is selected, a User is able to edit checks which have been printed and/or voided.

Show Account Balance – If this option is selected, when paying bills, the current balance in the bank account will be displayed to the User.

**GST Information**

This section is used for customers doing business in Canada only.

**Other**

Enter Separate Posting Date for Bills and Credits – If this option is selected, a separate field is available on the Vendor Bill & Vendor Credit form for the User to select which date the item will post to the G/L.

Auto Update Purchase Price when Billed – If this option is selected, when entering a Vendor Bill, if the User changes the unit cost to an amount that is different than the current purchase cost, the application will update the current purchase cost of the part.  This option only works if your company is using the Average Costing Method for inventory parts.

Allow Receipt of Part Over Shipment – If this option is selected, a User is able receive more parts than were specified on the Purchase Order.

*Setup Processing -Accounts Payable (continued)*

## AP Setup Processing

### Purchase Order Setup

Auto Create PO Numbers  ☑

Next PO Number  10015

Direct Expense All Jobs & Tickets  ☑

### Check Options

Allow Printed and Voided Checks to be edited.  ☐

Show Account Balance  ☐

### ☐ GST Information

GST Number

GST Rate

GST Pay Account

### Other

Enter Separate Posting Date for Bills and Credits  ☐

Auto Update Purchase Price when Billed  ☑

Allow Receipt of Part Over Shipment  ☑

Apply

**Shipping Methods**

| Purpose: | To define the shipping methods to be used on purchase orders. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Required if using the Accounts Payable module |

*Shipping Methods* appear on Purchase Orders and are selectable from the list that is created in this setup table.  The shipping method is the method in which you want your Vendor to ship materials to your warehouse.

**G/L Account Defaults (Accounts Payable)**

| Purpose: | To define default G/L accounts to be used for processing Accounts Payable transactions. |
|---|---|
| Prerequisites: | *Chart of Accounts* |
| Required or Optional: | Required if using the Accounts Payable module |

The *G/L Account Defaults* allows you to specify default G/L accounts to be used for processing accounts payable transactions.

You will select default G/L Accounts for Accounts Payable, Primary Checking Account, Inventory Receipt Account, Customer Refunds Account, Inter-Branch Billing Account, Pre-Pay A/P, A/P Discount, and the Write Off account for PO Receipts that were entered without linking to a Bill or Credit.

**Custom Fields – Vendor Level (Tables and Fields)**

| Purpose: | For the purpose of tracking any additional information that you need, where a field is not provided in the application.  The data saved in these fields is for reporting purposes. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Optional |

The fields you define will appear for data entry on the Vendor Custom Fields form.  The data saved in these fields may be used for reporting purposes.

Here you may set up tables, which will provide the User with drop-down list of choices, money, text, date or check box fields.  You may also define if a field is required.  If a field is checked as required, the User setting up a new Vendor or modifying an existing Vendor will be required to make a selection or enter information into any required fields.  You also have the option of defining what words will appear on the Custom fields tab.  This is entered in the Label field of this setup form.

If you choose to set up Table fields you will need to set up the choices that you would like to appear in the drop down box, in the Custom Fields Table 1 (Vendor), Custom Fields Table 2 (Vendor) or Custom Fields Table 3 (Vendor).

Label - These are the words that will appear on the Vendor Custom Fields tab.  You may enter up to 49 characters for this field.

Tables - Enter the words that will appear to the left of each table field on the Vendor Custom Fields form.  You may enter up to 49 characters to appear to the left of this field, however due to space limitations on the Custom Fields forms, only a maximum of 23 characters will be displayed.  Once you assign a label to one or multiple Table type fields, those fields will be activated for use during data entry.

Money - Information entered into this field during data entry will be display in a money format.  Enter the words that will appear to the left of each Money fields on the Vendor Custom Fields form.  You may enter up to 49 characters for the field label that will be displayed to the left of this field, however due to space limitations on the Custom Fields forms, only a maximum of 23 characters will be displayed.  Once you assign a label to one or multiple Money type fields, those fields will be activated for use during data entry.

Text - These are free-form text fields where the user may enter any alpha numeric information into this field during data entry.  The maximum number of characters that may be entered during data entry is limited to 39.  Enter the words that will appear to the left of each Text fields on the Vendor Custom Fields form.  You may enter up to 49 characters for the field label that will be displayed to the left of this field, however due to space limitations on the Custom Fields forms, only a maximum of 23 characters will be displayed.  Once you assign a label to one or multiple Text type fields, those fields will be activated for use during data entry.

Check Boxes - This type of field is typically used for answering questions that require a Yes or No answer.  These are the words that will appear on the Vendor Custom Fields tab.  You may enter up to 49 characters for the field label that will be displayed to the left of this field, however due to space limitations on the Custom Fields forms, only a maximum of 23 characters will be displayed.  Once you assign a label to one or multiple Check Box type fields, those fields will be activated for use during data entry.

Date - Information entered into one of these fields will be saved and displayed in a date format and also provide a calendar icon to the right of the field.  You may enter up to 49 characters for the field label that will be displayed to the left of this field, however due to space limitations on the Custom Fields forms, only a maximum of 23 characters will be displayed.  Once you assign a label to one or multiple Date type fields, those fields will be activated for use during data entry.

*Vendor Custom Fields Setup (continued)*

## Custom Fields (Vendor Level)

Label    | Custom Fields

### Tables                                              *Required*

| | | |
|---|---|---|
| Table 1 | Vendor Rating | ☐ |
| Table 2 | User Table 2 | ☐ |
| Table 3 | User Table 3 | ☐ |

### Money                                               *Required*

| | | |
|---|---|---|
| Label 1 | Money Label 1 | ☐ |
| Label 2 | Money Label 2 | ☐ |

### Text

| | | |
|---|---|---|
| Text 1 | User Text 1 | ☐ |
| Text 2 | User Text 2 | ☐ |
| Text 3 | User Text 3 | ☐ |
| Text 4 | User Text 4 | ☐ |
| Text 5 | User Text 5 | ☐ |

### ✔ Check Boxes

| | |
|---|---|
| Check 1 | W9 Received |
| Check 2 | Cert.Of Ins. Rec'd. |
| Check 3 | Check Box 3 |
| Check 4 | Check Box 4 |
| Check 5 | Check Box 5 |

### Date

| | | |
|---|---|---|
| Date 1 | Insurance Expire Date | ☐ |
| Date 2 | Date 2 | ☐ |

Apply

**Custom Fields Tables 1, 2, 3 (Vendor)**

| Purpose: | To define a table of values from which a user may select for the Custom Table 1, 2 or 3 field |
|---|---|
| Prerequisites: | Vendor Custom Fields Setup |
| Required or Optional: | Optional |

In this example we chose to track a Vendor Rating Code for the Vendor in the Table 1 field.  For each choice you would like the User to be able to select from, create one record in this setup table.  The number of records you may enter is unlimited.

The entries in the example Custom Fields Table 1 below are the choices that will be available in a drop down menu in the Vendor record, on the tab labeled Custom Fields.

**Vendors**

| Purpose: | Create a list of Vendors from whom you purchase materials or services. Used on Purchase Orders and A/P Bills/Credits |
|---|---|
| Prerequisites: | *Chart of Accounts, Vendor Type, Branch, Category, Terms* |
| Required or Optional: | Required if using the Accounts Payable Module |

If using the Accounts Payable module, you will need to create one record for each Vendor from whom you receive bills for materials or services. The Vendor records created will be selectable from the drop down list when creating Purchase Orders, entering Vendor bills or receiving parts.

**Important Note:** Do not setup Vendors in SedonaSetup; create your Vendor records within the main application within the Accounts Payable module.

Required fields on the form are: Vendor Code, Vendor Type, Name, Address, Branch, Category, Terms.

## Section 2 – System Security

Covered in this section are the following SedonaSetup Task Items

- ☐ User Groups
- ☐ Users
- ☐ Employees
- ☐ Departments

## System Security

System security within the SedonaOffice application is defined by each *User* that logs into the application. Each unique *User* is assigned to one or more *User Groups*. The *User Group* controls which modules and functions within each module, and which reports are available to the user when working within the application.

### User Groups

| Purpose: | To create groups with particular application privileges that will be assigned to individual users. |
|---|---|
| Prerequisites: | *Employee* |
| Required or Optional: | Required |

A *User Group* is a means to give individual users an assigned "blue print" of their access privileges within SedonaOffice. User groups are usually created for various departments who will need access to different modules depending on the employees job function.

This setup form is divided into two setup forms; Application Access and Report Access. First you will define the various User Groups, and then you will check each box next to the function within each module to which the user group will be permitted access. Once all application options have been selected, navigate to the Report Access form and check the box to the left of each report the Users in this User Group will have access.

The [Access] Level field is for defining which level of access the User Group is permitted. These levels are system controlled and may not be modified. Access Level choices are 1-General Access, 2-Some Restricted Access and 3-Management Access. Access Levels are used when saving notes and attaching documents.
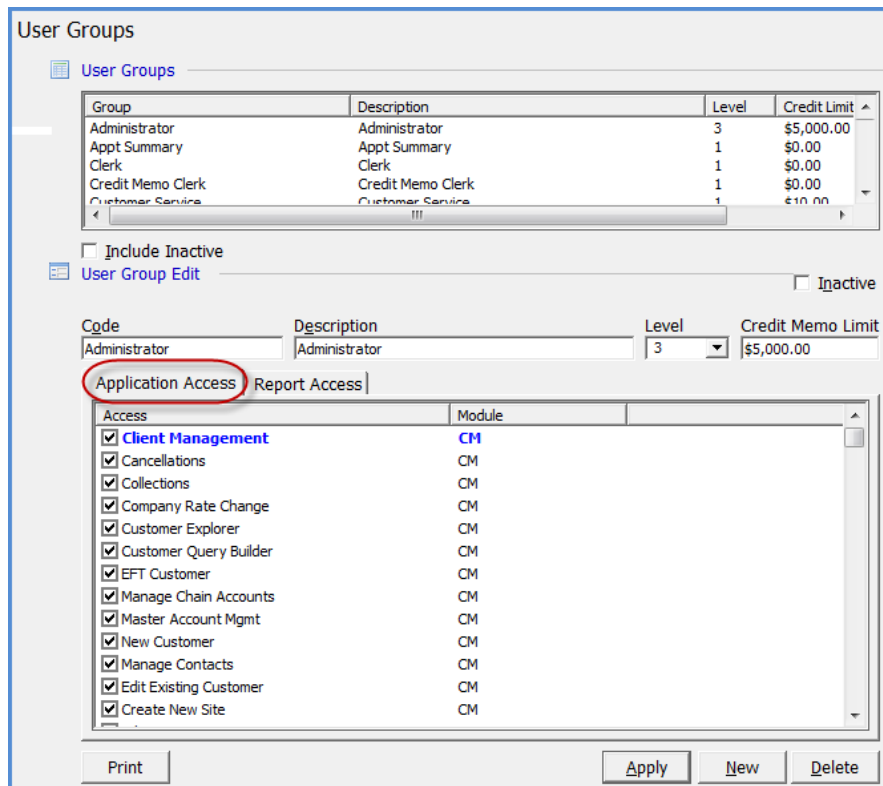
**Users**

| Purpose: | To create user logins/access and permissions for access to various modules and functions within the application. |
|---|---|
| Prerequisites: | *User Groups* |
| Required or Optional: | Required |

Setting up *Users* is a two-step process.  First you will create the User record, and then you will assign the User to one or more *User Groups*.  The User Group will determine which modules and which functions within each module to which the User will have access.

Anyone you wish to give access to SedonaOffice must be setup as a *User*.

When you create a *User*, if you wish to allow the User to create new Users, check the *Create Other Users* box.

Create one record for each User who should be able to login to the SedonaOffice application then check which User Group or groups to which the User will be a member.  The password entered for each user is encrypted; if a user forgets their password, the company's system administrator will need to change or re-enter and save the password here in SedonaSetup.

**Important Note:**  Do Not link any User to the Administration User Group – this group is reserved for SedonaOffice staff.

## Users (Customer Group Security Activated)

If your company has opted to activate the Customer Group Security, a second setup form, *Customer Group,* is displayed on the User Group setup.  Check the box to the left of each Customer Group for each group that the User should have access.  If no Customer Groups are selected, the User will not be able to work with any customer records in the database.

To the right of each Customer Group is a field labeled Read Only.  If you want the User to have access to the Customers in that group but in read only mode, highlight that Customer Group, right-click and select the Read Only Access option.

**Employees**

| Purpose: | To create a list of employees that work for the company. |
|---|---|
| Prerequisites: | *None* |
| Required or Optional: | Required |

Employees are assigned an alpha code; the Employee Code may not contain any spaces.  Create one record for each employee who is classified as a Salesperson, Service Technician, Installer and anyone who will have access to the Inner Office Messaging function.

There are four setup forms for an employee record:
- General Information – required.
- Payroll – only used if your company will be entering Payroll Timesheet Batches.
- Commission Setup – only used if your company will be calculating Job Commissions within the Job Management module.
- Documents – This form is used for attaching documents to the Employee Record.  Your company may only use this feature if you have purchased the add-on SedonaDocs module.  If your company has purchased SedonaDocs, and SedonaOffice will be performing your data conversion, do not attach any documents until after you go-live on the software.

**Departments**

| Purpose: | To define the various departments within the company to which employees are assigned to work. |
|---|---|
| Prerequisites: | *None* |
| Required or Optional: | Required |

*Departments* are the functional areas within your company to which employees are assigned.  You may also assign up to two managers to the department. You may assign a department to each of your employees in the *Employee* setup table.  This field is for informational and reporting purposes.

Create one record for each of your departments.  If the department is a sales type department, make certain you check the "Add as Sales Department" box.  This is used in the Sales Management module.

If you decided to use the optional Managers fields, you will need to return to the department record and assign the employee who is the manager after you create the *Employee* record for the Managers.

## Section 3 – Service

Covered in this section are the following SedonaSetup Task Items

- ☐ Holidays
- ☐ Panel Types
- ☐ Problem Codes
- ☐ Resolution Codes
- ☐ Service Companies
- ☐ Default Labor Rates
- ☐ Service Levels
- ☐ Technicians
- ☐ Warranty Types
- ☐ Setup Defaults
- ☐ Scheduling and Appointments
- ☐ Service Ticket Message

**Holidays**

| Purpose: | To define company holidays for which service labor will be billed at a holiday rate. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Optional |

The *Holidays* setup table is used to identify which dates in the year you will charge your customers a holiday rate if service is performed on a holiday in this table. When labor is posted to a service ticket and the date of the labor falls on a holiday found in the Holidays setup table, the labor calculation for the service invoice will use the Holiday Labor Rate associated with the *Service Level* assigned to the system being serviced.

Create one record for each of your holidays which your company observes and will charge a special Holiday rate. If using this table, set up all your holidays for the next 12 months. This table will need to be updated each year to add new holiday dates. Do not change existing records to be used for subsequent years.
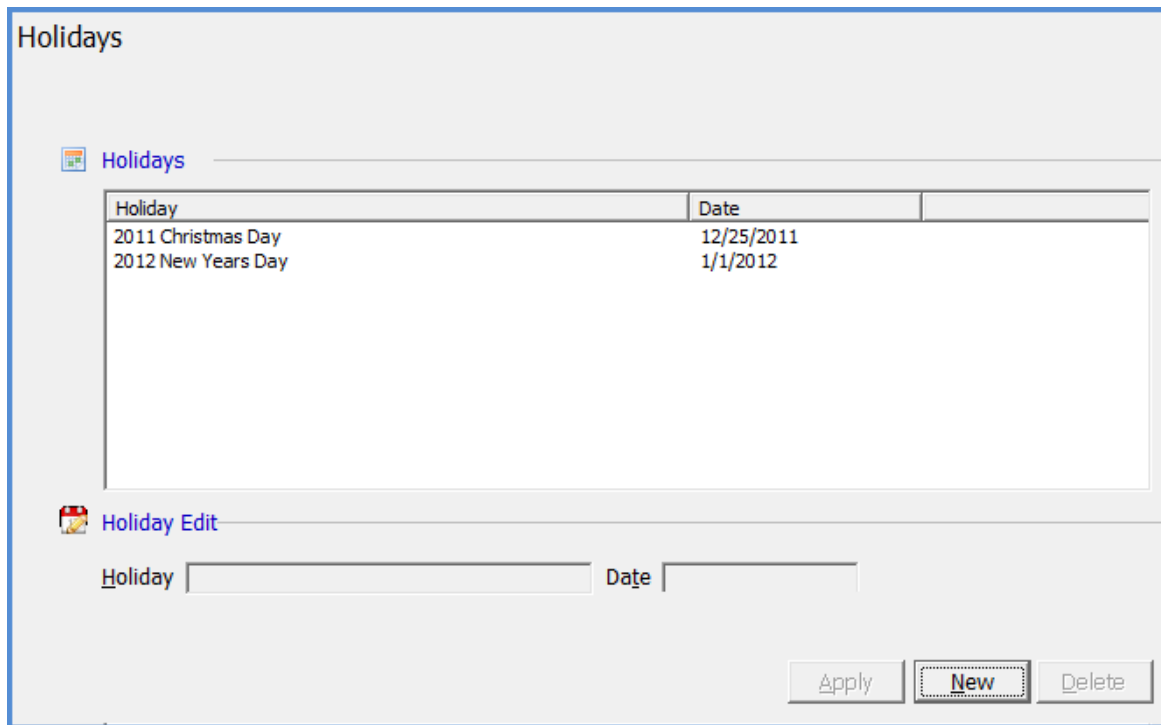
**Panel Types**

| Purpose: | To define a list of panels installed at the site. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Optional |

*Panel Types* are typically described as the main control panel for the system that is being installed.  Each system may be assigned a panel type.  Your list of panel types does not have to be limited to burglar and fire type panels; you can also use panel types to indicate any type of main device that controls a system (access control, radio or cellular backup etc.).  Panel Types print on Installation Job Tickets and on Service Tickets.

Create one record for each type of panel that is installed at your customer sites.

**Note:**  If SedonaOffice is performing your data conversion and your source data contains unique Panel Types, this setup table can be populated during the data conversion process.

**Problem Codes**

| Purpose: | To create a list of reasons the customer is requesting service. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Required if using the Service Module |

*Problem Codes* are used on Service Tickets to identify why the customer is requesting service. This is a required field on a service ticket. These codes will print on the Service Ticket, and should be descriptive enough to assist the technician in understanding the reported problem and being able to address the issue when arriving on site. Problem codes are also used for Inspection Tickets.

There are two types of Problem Codes that you may create; *Master Problem Codes* and *Secondary Problem Codes*. Secondary problem codes are optional. Each service ticket has a selection field for a Master and a Secondary problem code. The Master Problem code could be a very general description of the problem and the Secondary Problem Code would be more detailed information about the reported issue. For example, a Master Problem Code could be Burg System Problem and a Secondary Problem Code associated with this could be Fail to Communicate.

If the Problem Code is to be used as a Master Problem Code, check the *Is Master* box at the bottom of the form. If the Problem Code is to be used as a Secondary Problem Code, uncheck the *Is Master* box.

Create one record for each of your company's *Problem Codes*.

**Resolution Codes**

| Purpose: | To define how the Service Ticket was resolved |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Required |

*Resolution Codes* are used to define how the Service Technician resolved the problem reported by the customer (problem code).  A resolution code is required on each service ticket to be able to invoice the customer and/or close the service ticket.  These codes may be setup as a billable type resolution or non-billable to the customer.  If a customer's system is covered by warranty however you want to invoice for a service call, if the user selects a resolution code that is non-billable, you will not be able to override the warranty to create an invoice.  The Billable flag should be checked on any resolution that could possibly be billable.

Records created that have the billable flag set to Y will be displayed with a green font color.

Create one record for each of your company's resolution codes.

**Service Companies**

| Purpose: | To define the companies that may provide service to the customer. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Required |

*Service Companies* are used to identify which company is providing service for an installed system.  If your company has multiple Branch offices, you will want to create a Service Company for each Branch office.

This setup table is divided into two setup forms:
- Company Detail – on this form general information and options for expensing inventory parts is specified.
- Labor Setup – on this form, information related to scheduling and expensing of direct labor is specified.  *The Begin Day From* field indicates the address from which technician will be dispatched.  This information is used to map out directions to the site location on Service/Inspection Tickets.

Create one record for each company that provides service to your customers.

**Default Labor Rates (for Service Levels)**

| Purpose: | To define defaults that will be used when creating new Service Level records. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Required |

Labor Item Code – Select the default Item Code to be used when billing for labor charges on Service and Inspection Tickets; this may be overridden during data entry.

Trip Charge – This is an optional entry field.  If your company includes a trip charge on service calls, you may invoice trip charges as labor, or select an Invoice Item code.  You will also enter a default rate for this charge, which may be overridden for each different Service Level record.

Labor Rates – Enter the default labor rate that will be used for new Service Level records; this amount may be overridden when creating the various Service Levels.

Billing Increments – Select the appropriate billing increment and the number of minutes after the Technician arrives that you will begin assessing labor charges.

**Service Levels**

| Purpose: | To define the billable charges, labor rates, labor billing time increments and how labor is to be charged for a Service Ticket if the system is out of warranty |
|---|---|
| Prerequisites: | *Invoice Item* |
| Required or Optional: | Required |

The *Service Level* is a required field on each *System* record. The service level serves as a default for what your company will charge your customer for the service performed.  These default amounts and rates may be overridden at the time of Service Invoicing.

This setup table is divided into two setup forms:
- General - on this form general information and options for billable labor is specified.
- Parts – on this form information and options related to billable inventory parts is specified.

Create one record for each of your company's service levels.

**Technicians**

| Purpose: | To define the list of employees who install and/or service systems. |
|---|---|
| Prerequisites: | *Employee, Installation Company, Service Company, Warehouse* |
| Required or Optional: | Required |

*Technicians* are the list of your employees that will perform service on an installed system.  A Technician is linked to a Service Company and Warehouse and is assigned an expertise level.  You must first create an Employee record, Warehouse and Service Company prior to creating a Technician record.

If the employee will be scheduled to service calls and also install systems, check the *Both* button below the Technician name field.  If the employee performs both service and installation work, you will be required to select an Install Company and you may also enter the rates of pay which is used for job costing on installation jobs.

The Begin Day From address is used to integrate with Microsoft™ MapPoint or GoogleMaps.  This address may be the address of the employee or the office from where the Technician begins their work day.

Create one record for each service Technician.

**Warranty Types**

| Purpose: | To define the type and length of the warranty and types of charges that are covered under the warranty when servicing a customer system. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Required |

Each System is assigned a *Warranty Type* code, which is a required field on the System record.  This Warranty Type will determine how long (number of days) the system is covered by your company's warranty, and what types of services are included in this warranty. The types of services are divided into three categories; parts, labor and other charges.

Create one record for each unique Warranty Type.

## Setup Defaults (Service)

| Purpose: | To specify default information to be used in creating new System records for a Site, and Service Ticket Invoices. |
|---|---|
| Prerequisites: | *Service Company, Categories, Invoice Items, Invoice Descriptions, Service Levels, Warranty Types* |
| Required or Optional: | Required |

This form contains information that will be used as defaults when creating System records and Service Tickets, and contains fields that control how labor and inventory parts are expensed.
This setup table is divided into two setup forms; General Setup and GL Accounts for Misc Expense.

### General Setup form

This form contains defaults that are used when creating new System records and contains defaults used for expensing direct labor and inventory parts on Service and Inspection Tickets.

### GL Accounts for Misc Expense form

This form is used if you want to limit your Users to a specific list of G/L Accounts that may be used when creating Purchase Orders or entering Accounts Payable Bills for Service or Inspection Tickets.  If you do not want to limit your Users from selecting G/L Accounts, then do not setup any G/L Accounts in this form.

Setup Defaults (Service) – General Setup form

Setup Defaults (Service) – GL Accounts for Misc Expense form

**Service Setup**

General Setup | GL Accounts for Misc Expense

| Account Code | Description | Type |
|---|---|---|
| 50040 | Cost of Goods-Subcontract Labor | Cost of Goods Sold |
| 52000 | COGS Material-Service | Cost of Goods Sold |
| 60450 | Freight - Inbound | Expense |

Edit

GL Account Code [ ]

Apply   New   Delete

**Scheduling and Appointments for Service**

| Purpose: | To specify information on how the Service Schedule Board will be configured. |
|---|---|
| Prerequisites: | *None* |
| Required or Optional: | Required |

The Scheduling form is used for entering information on how you want to schedule Technicians and enter the normal operating hours of your company.

Scheduling – Select the time blocks for scheduling appointments.  The Service Scheduling board will be broken down into these segments for scheduling your technicians.

Use Current Day as Default Appointment Date – If this box is checked the current system date will be defaulted into the service scheduling form.

Default Business Hours – Enter the starting and ending day of your company's normal work week.  Also enter the starting and ending time of your company's normal operating hours for Service Technicians.  If the actual time spent on a service call spans beyond these parameters, then the labor will be billed at the overtime rate assigned to the system's service level.

Appointments - Used to define the number of Service Tickets you allocate for your service schedule each day. You may assign the number of allocated calls based on AM or PM shifts. Enter the number of appointments available for the morning shift (before noon) and the afternoon shift (after noon) times the number of technicians you have available to perform service calls.

**Service Ticket Message**

| Purpose: | Enter a Message which will print on all Service Tickets |
|---|---|
| Prerequisites: | *None* |
| Required or Optional: | Optional |

The *Service Ticket Message* form allows you to enter a message that will print on every service ticket.  You may use this for whatever message you want to communicate to your service customers.  This message will print on the bottom of the service ticket.   The maximum number of characters allowed for the message is 90.

**Custom Fields – Service Ticket Level (Tables and Fields)**

| Purpose: | For the purpose of tracking any additional information [on Service & Inspection Tickets] that you need, where a field is not provided in the application.  The data saved is for reporting purposes. |
|---|---|
| Prerequisites: | *None* |
| Required or Optional: | Optional |

The fields you define will appear for data entry on the Service Ticket Custom Fields form.  The data saved in these fields may be used for reporting purposes.

Here you may set up tables, which will provide the User with drop-down list of choices, money, text date, or check box fields.  You may also define if a field is required.  If a field is checked as required, the User creating a new Service Ticket or modifying an existing Service Ticket will be required to make a selection or enter information into any required fields.  You also have the option of defining what words will appear on the Custom fields tab on the Service Ticket.  This is entered in the Label field of this setup form.

If you choose to set up Table fields you will need to set up the choices that you would like to appear in the drop down box, in the Custom Fields Table 1 (Service), Custom Fields Table 2 (Service) or Custom Fields Table 3 (Service).

**Custom Fields Tables 1, 2, 3 (Service Ticket)**

| Purpose: | To define a table of values from which a user may select for the Custom Table 1, 2 or 3 field |
|---|---|
| Prerequisites: | Service Ticket Custom Fields Setup |
| Required or Optional: | Optional |

In this example we chose to track what caused the problem  for each Service Ticket in the Table 1 field.  For each choice you would like the User to be able to select from, create one record in this setup table.  The number of records you may enter is unlimited.

The entries in the example Custom Fields Table 1 below are the choices that will be available in a drop down menu in the Site Information record, on the tab labeled Custom Fields.

## Section 4 – Inventory

Covered in this section are the following SedonaSetup Task Items

    ☐ Custom Fields Setup (Parts)

    ☐ Warehouses

    ☐ Inventory Setup

    ☐ Material Handlers

    ☐ Default Vendor

    ☐ Product Line

    ☐ Manufacturer

**Custom Fields – Part Level (Tables and Fields)**

| Purpose: | For the purpose of tracking any additional information [on inventory parts] that you need, where a field is not provided in the application.  The data saved is for reporting purposes. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Optional |

The fields you define will appear for data entry on the Part Custom Fields form.  The data saved in these fields may be used for reporting purposes.

Here you may set up tables, which will provide the User with drop-down list of choices, money, text date, or check box fields.  You may also define if a field is required.  If a field is checked as required, the User setting up a new Part or modifying an existing Part will be required to make a selection or enter information into any required fields.  You also have the option of defining what words will appear on the Custom fields tab on the Part form.  This is entered in the Label field of this setup form.

If you choose to set up Table fields you will need to set up the choices that you would like to appear in the drop down box, in the Custom Fields Table 1 (Part), Custom Fields Table 2 (Part) or Custom Fields Table 3 (Part).

**Custom Fields Tables 1, 2, 3 (Part)**

| Purpose: | To define a table of values from which a user may select for the Custom Table 1, 2 or 3 field |
|---|---|
| Prerequisites: | Part Custom Fields Setup |
| Required or Optional: | Optional |

In the example shown below, we chose to track the Purchase Unit of Measure for each Part.  For each choice you would like the User to be able to select from, create one record in this setup table.  The number of records you may enter is unlimited.

The entries in the example Custom Fields Table 1 below are the choices that will be available in a drop down menu in the Part record, on the tab labeled Custom Fields.

**Warehouses**

| Purpose: | To define the various locations where parts are stored; including installer and service technician vehicles. |
|---|---|
| Prerequisites: | Branch, Chart of Accounts |
| Required or Optional: | Required if Inventory Tracking is Activated |

The use of *Warehouses* is available only if Inventory Tracking has been activated. Enabling this feature will allow you to track parts in one or multiple warehouse locations. A Warehouse may be a physical storage facility which is usually on company property, a vehicle driven by installers or service technicians, or a fictitious location used for tracking purposes.

Create one record for each unique location that houses inventory parts. You may also designate different Inventory G/L account numbers for each warehouse location if desired.

Warehouses are associated with a particular branch, and warehouses are assigned to Technicians. When parts are used for Service Tickets, the inventory parts entered on the Service Ticket will automatically be deducted from the warehouse assigned to the assigned Service Technician who performed the work.

**Inventory Setup**

| Purpose: | To specify default information to be used in processing inventory transactions |
|---|---|
| Prerequisites: | *Chart of Accounts, Invoice Items, Employee, Warehouses, SedonaOffice Modules (Use Stock Tracking)* |
| Required or Optional: | Required |

If your company plans on tracking stock quantities for inventory parts (perpetual inventory), you must first activate the Stock Tracking feature by selecting the *Use Stock Tracking* box in SedonaSetup / *SedonaOffice Modules*.

**Material Handlers**

| Purpose: | To define which warehouses an employee will have access to when working with Purchase Orders |
|---|---|
| Prerequisites: | *Employee, Warehouse*, Inventory Setup (Use Material Handler for Warehouse Security option checked) |
| Required or Optional: | Optional |

*Material Handlers* are defined as the individuals in your company who create Purchase Orders and/or receive parts into a warehouse from a Purchase Order or Repair Order.

This setup form is divided into two tiers.  The upper tier displays a list of all employees setup in the *Employee* setup table.  The lower tier displays a list of all warehouses setup in the *Warehouse* setup table.  To define which employees will be considered a Material Handler, highlight the employee in the upper tier, then in the lower tier, check the box to the left of each warehouse that employee may have access.  Press the Apply button to save each Material Handler record.  Once saved, the material handler column in the upper tier will display the value of Y.

**Default Vendor**

| Purpose: | To specify a Vendor code that will default as the Primary Vendor when new Parts records are created. |
|---|---|
| Prerequisites: | *Vendor* |
| Required or Optional: | Optional |

If SedonaOffice will be performing a data conversion from your legacy software, you will have to setup your *Default Vendor* after your final data conversion is delivered.  If your company will be manually entering the Vendor list, then once all Vendors have been created, you may return to this setup table and select the *Default Vendor*.

**Product Line**

| Purpose: | For grouping similar inventory parts in the parts search from, sorting on Physical Inventory count sheets and for reporting purposes. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Required |

*Product Lines* are used to group similar Parts together.  You may create as many Product Lines as you need.  When a user is creating a new part number, the *Product Line* is a required field entry on the Part data entry form.  Your product lines may be specific to a type of part or specific to the type of system they are used on during installation.

**Manufacturer**

| Purpose: | To define the manufacturer of inventory parts. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Optional |

*Manufacturer* is an optional setup table; however it is highly recommended that your company utilize the functionality of assigning a Manufacturer to each unique inventory part.  This field found on the Part setup form is for informational purposes, but could be very valuable in the event of a parts recall.  By designing with a third-party reporting tool, you would be able to locate all parts from a particular manufacturer that were installed during a particular time period.

## Section 5 – Job Management

Covered in this section are the following SedonaSetup Task Items

☐ Commission Types

☐ Job Statuses

☐ Job Phases

☐ Job Tasks

☐ Job Types

☐ Labor Tasks

☐ Prevailing Wages

☐ Setup Processing

☐ Install Companies

☐ Installers

**Commission Type**

| Purpose: | To define the various types of commissions that can be paid to a salesperson. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Optional |

The *Commission Type* setup table is used to define categories for which commissions may be paid to a salesperson. Each commission type code is identified as being one of three types: Recurring, Non-Recurring or Other. These commission types are used in Job Management to calculate commissions based on one or more of the types of sales elements entered on a Job.

Commission types of Non-Recurring will use the dollar basis for the commission calculation as the total of all Installation charges and Parts (if parts are invoiced separately) entered for the job. Commission types of Recurring will use the dollar basis for the commission calculation as the total of all RMR entered for the job. Commission types of Other will not display a dollar basis for the commission calculation; the user may enter any amount for the basis of the commission.

## Custom Fields – Job Level (Tables and Fields)

| Purpose: | For the purpose of tracking any additional information that you need, where a field is not provided in the application.  The data saved is for reporting purposes. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Optional |

The fields you define will appear for data entry on the Job Custom Fields form.  The data saved in these fields may be used for reporting purposes.

Here you may set up tables, which will provide the User with drop-down list of choices, money, text date, or check box fields.  You may also define if a field is required.  If a field is checked as required, the User setting up a new Job or modifying an existing Job will be required to make a selection or enter information into any required fields.

If you choose to set up Table fields you will need to set up the choices that you would like to appear in the drop down box, in the Custom Fields Table 1 (Job), Custom Fields Table 2 (Job),  Custom Fields Table 3 (Job), or Custom Fields Table 4 (Job).

If your company is using QuoteWerks, the custom fields should be first setup in QuoteWerks and then setup exactly the same in SedonaOffice.

**Custom Fields Tables 1, 2, 3, 4 (Job)**

| Purpose: | To define a table of values from which a user may select for the Custom Table 1, 2, 3 or 4 field |
|---|---|
| Prerequisites: | Job Custom Fields Setup |
| Required or Optional: | Optional |

In the example shown below, we chose to track Referrals for each Job. For each choice you would like the User to be able to select from, create one record in this setup table. The number of records you may enter is unlimited.

The entries in the example Custom Fields Table 1 below are the choices that will be available in a drop down menu in the Job record, on the button labeled Custom Fields.

**Job Expense Types**

| Purpose: | To define a list of expense types to be associated with goods or services purchased for Jobs or Service Tickets |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Optional |

*Job Expense Types* are used to categorize types of expenses associated with Jobs or Service Tickets. There a five pre-defined records in this table which have a specific purpose within the application; you many not delete or modify these expense types.

- M – Materials
- L – Labor
- C – Commission
- V – Overhead
- O – Other

You may add additional expense types to track expenses such as subcontract labor, engineering services, permit and fees, or equipment rentals.  You may also specify if you want the expense to go into a work in process (WIP) account if the expense is for an installation Job or Service Ticket.  To use the work in process feature, you must check the box *Use WIP* for the expense type.  When a purchase order or accounts payable bill is created for an expense item, the user is presented with this list of expense types from which to make a selection.

**Job Status**

| Purpose: | To define Job Status codes to describe the progress of an installation job. |
|----------|--------------------------------------------------------|
| Prerequisites: | None |
| Required or Optional: | Required |

*Job Statuses* are used to track the progress of the job.  When a new installation job is created, the system will automatically set the job status to the status assigned to the first job task listed on the job.  As job tasks are approved, the job status will automatically advance to the status assigned to the next task on the list.  When a job is closed, the system will automatically update the job status to Closed.

SedonaOffice has five pre-defined Job Statuses each of which have a particular purpose, and may not be deleted.  These statuses are:  Closed, In-Progress, Job Completed, Re-Opened and Reversed.  You may add additional Job Statuses and change the display color of the system defined status codes.  The color assigned to the status code will be the background color displayed on the Job Schedule Board.
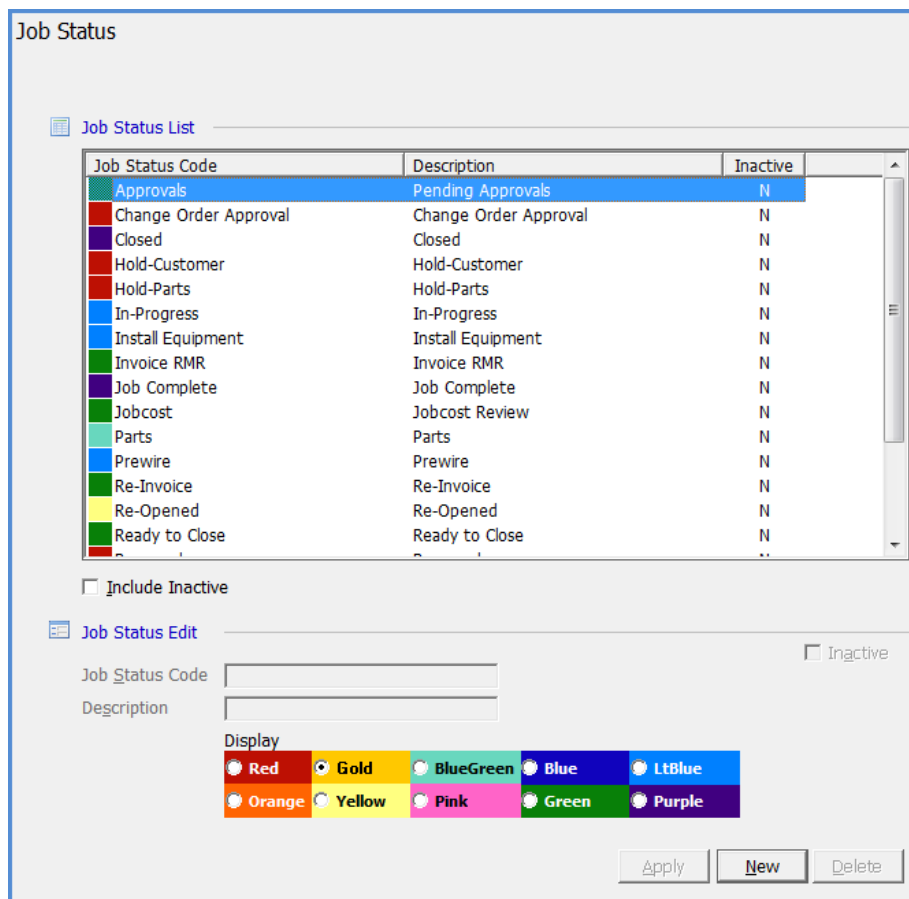
**Job Phases**

| Purpose: | To define a list of phases for a job. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Optional |

*Job Phases* is primarily designed to provide a tool for Job resource planning; Labor and Materials.

**Job Tasks**

| Purpose: | To define the steps required to complete a job. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Required |

*Job Tasks* are used to define the functional and operational steps necessary to complete a job.  The tasks that you create may include labor type tasks, billing tasks, and other administrative tasks.

When creating *Job Types*, *Job Tasks* are selected and linked to the job type as a template for use on a particular job.  Once a job is created, you may modify these default job tasks or add additional tasks to the job task list.  A job task may appear on a job task list only once i.e. each job task on a job type or job must be unique.

**Job Approval Group**

| Purpose: | To define the various groups who will approve a Job. |
|---|---|
| Prerequisites: | none |
| Required or Optional: | Optional |

*Job Approval Groups* are required if your company has activated Job Approval Processing on the Job Setup Processing form.  If Job Approvals are being used, no parts may be ordered and a Job may not be scheduled until all required approvals have been signed off.

**Job Types**

| Purpose: | To define the various types of jobs performed by the company. |
|---|---|
| Prerequisites: | *Job Tasks, Job Status, Chart of Accounts, Category, Commission Types, Job Phases* |
| Required or Optional: | Required |

The *Job Type* is one of the most important setup tables in the Job Management module.  The *Job Type* is a required entry for each job; this selection will determine general and costing information, tasks to be approved, and various other options.  This setup table is divided into 7 setup forms.  The Detail and Job Tasks forms are required; all others are optional.

You may create as many Job Types as needed.  Each job type must have at least one job task assignment.

*Job Types setup (continued)*

**Job Tasks form**



**Costing form**

*Job Types setup (continued)*

**Items form**



**Accounts form**

*Job Types setup (continued)*

**Commission Types form**



**Phases form**

**Labor Tasks**

| Purpose: | To define the various labor tasks performed by the installer for labor tracking purposes. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Required if using Timesheet Labor entry |

*Labor Tasks* are used when posting actual labor hours to a job from the Timesheet entry form.  Labor tasks describe the type of work the Installer has performed.  You may create as many labor tasks as desired.

**Prevailing Wage**

| Purpose: | To define specific wage requirements to be used when expensing direct labor costs to a job. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Optional |

The *Prevailing Wage* setup table is used for tracking and calculating direct labor expenses at a rate that may be different than the normal pay rate of the Installer.  Some government jobs require the installing company to comply with specific pay regulations.  In cases such as these, when a job is created, you would assign a *Prevailing Wage* code to the job; when the user is entering timesheets, they will be able to select the Prevailing Wage rate or the normal installer rate.

**Setup Processing for Jobs**

| Purpose: | To define default accounts and other information related to posting expenses for materials, labor, overhead and commissions for installation jobs. |
|---|---|
| Prerequisites: | *Chart of Accounts* |
| Required or Optional: | Required |

The *Job Processing* setup form is used to create default values that will be used when creating Installation Company records.  This table also contains a control for locking a sales month.

Setting up these preferences is an essential part of the setup process in order for the Job Management module to track Job Costing.  This setup form determines how your Job Costing will be setup.  The four costing categories are Materials/Parts, Labor, Overhead and Commissions.  You may either expense at the time of data entry or use a work in process account for posting these job related expenses. Work in process accounts are used mainly for larger jobs that may span accounting periods.  You may choose not to track any Job Costing by making certain all three flags (labor, overhead, commissions) are left unchecked.

The Restrict Sales Month option provides a control to lock all jobs or job change orders that were created during the current sales month.  This allows you to capture accurate monthly sales data and not have it modified if a change is made to a job after the month has closed.  Any job that is locked will have to use a change order to make any changes to an existing job or job change order.

Parts WIP – Specify the G/L account that will be the default when creating Installation Companies.

Labor to G/L – Specify the G/L account that will be the default when creating new Installation Companies.  There are two options for posting labor to the general ledger.

1.  If it is a direct expense at the time of data entry, then an expense of a certain dollar amount is debited and a liability is credited.  Labor is both expensed and deferred to the G/L if using this method.
2.  If the decision is made to use a labor work in process account, then it must be entered manually in the journal entry form on the job or in the general ledger module.  Labor will then be manually posted as labor deferred and labor WIP.

Overhead – Overhead is the operating expenses including the costs of rent, utilities, taxes etc.  Overhead does not include commissions or materials.  In SedonaOffice, overhead is based on labor applied to a job from a timesheet entry.  You may use the overhead to credit and debit a particular G/L account.  You may choose an overhead percentage rate or use a flat dollar amount.  If selecting the percentage option, for each labor dollar expensed, this percentage will be applied for overhead.

Commissions – Commissions are fees or percentages allowed to sales representatives or agents for services rendered to your company.  Any employee of your company is allowed to receive commissions if they are setup in the commission setup tables.  If you choose not to track commissions as a part of Job Costing, make certain the Commissions to G/L box is left un-checked.  If you choose to track commissions through job costing, you have options:

1.  You may expense commissions at the time of data entry or
2.  You may use a commission WIP account for the expense.

Setup Processing for Jobs form

## Job Processing

Material WIP      12100
*WIP Material-Install*

Jobs COGS      50000
*Cost of Goods-Materials*

Approval Processing  ☑

### ☑ Labor To GL

Labor Expense Type
  ○ Expense at time of entry
  ◉ Expense thru WIP

Labor Expense    51005
*COGS Labor-Jobcosting*

Labor Deferred    21090
*Job Costing Labor Suspense*

Labor WIP    12105
*WIP Labor-Install*

### ☐ Commissions To GL

Commission Expense Type
  ○ Expense at time of entry
  ◉ Expense thru WIP

Commission Expense    60010
*Commissions*

Commission Deferred    21099
*Commission Accrual*

Commission WIP    12030
*Work In Process-Commissions*

### ☐ Overhead

Overhead Debit    55020
*COGS-Overhead Job Costing*

Overhead Credit    23200
*Jobcost Overhead Expense*

### Restrict Sales Month

☐ Restrict Sales Month

Current Sales Month   September/2003

[ Apply ]

**Install Companies**

| Purpose: | To create a list of companies that install systems for your company. |
|---|---|
| Prerequisites: | *Job Processing Setup* |
| Required or Optional: | Required |

The *Install Company* is an important piece of the Job Costing functionality within the Job Management module of the application.  One install company is selected for each Job from the list of entries that are made in this setup table.  The fields populated for each Install Company will drive which General Ledger accounts will be used for posting material, labor, commissions and overhead expense transactions for a particular job.

An Install Company may be your company or a subcontractor hired to perform installations on behalf of your company. You may create as many Install Companies as you wish.

You must first populate the Job Processing Setup form prior to making entries in this table.

**General Information**
Install - Enter the code for the Installation Company.

Description - Enter the description.  This Description will print on Job Tickets.

Parts WIP - The G/L account which will used when parts are issued to a Job if the job type has been setup to use a material WIP account.

Misc WIP - The G/L account which will be used for non-inventory related expenses.

**Labor to G/L**
If you will be posting direct labor hours to a job, check this box then select one of the two methods for expensing labor dollars to the general ledger.

- *Expense at Time of Entry* - If this button is selected, labor will be expensed to the Labor expense account selected below when labor timesheets are posted to a job.

- *Expense through WIP account* - If this button is selected, labor will be posted to a Labor Work-In-Process account when labor timesheets are posted to a job.

Labor Expense:  Select the G/L expense account for labor.

Labor Deferred:  If the Expense WIP account button was selected above, you will need to select the off-set G/L account for Labor Work In Process.

Labor WIP:  If the Expense through WIP account button was selected above, you will need to select the G/L account for Labor Work In Process.

*Install Companies (continued)*

**Overhead**
This box is checked if you will be expensing Overhead dollars associated with direct labor expenses.

<u>Overhead Debit</u>:   Select the G/L account to debit.

<u>Overhead Credit</u>:  Select the G/L account to credit.

<u>Overhead Type - % of Dollars</u>:  If this method is selected you will enter a percentage in the field Overhead Amount (below).  When labor is posted using timesheet entry on the job, the system will calculate and post to the G/L, this percentage of each labor dollar expended.

<u>Overhead Type – Flat (Amount per Unit)</u>:  If this method is selected you will enter a flat dollar rate in the field Overhead Amount (below).  When labor is posted to a job using timesheet entry, the system will calculate and post to the G/L, this rate for each labor dollar expended.

<u>Overhead Amount</u>:  Depending on the Overhead Type selected above, enter a percentage or flat rate.

**Appointment Options**
If Jobs will be scheduled using the Appointment Summary, you must select a Dispatch Method Option:

**Dispatch**
- *No* – Selecting NO allows you to schedule the job on the Appointment Summary but does not require you to enter the on-site and departure times for the Installer.  If selecting this option, you may manually enter timesheets to record labor against a job.

- *Yes* – By selecting this option you will schedule installation appointments on the Appointment Summary and be required to enter on-site and departure times for the Installer assigned to the Job Appointment.  If this option is selected, you have additional options for Timesheet entry.

**Timesheet**

If YES was selected for the Dispatch option above, you have two options of how a timesheet will be recorded against the job:

- *Auto* – If this option is selected, a timesheet will automatically be created and posted to the job once the Job Appointment has been fully dispatched (arrival and departure times have been entered).  You also have the option of how much time to calculate on the timesheet.  There are three date/time fields on the dispatch data entry form: Dispatch time, Arrival Time and Departure Time.

    *From Dispatch* – if this option is selected, the timesheet created for the job will use the following calculation: (Departure Time–Dispatch Time)

    *From Arrival* – if this option is selected, the timesheet created for the job will use the following calculation: (Departure Time–Arrival Time)

- *Manual* – If this option is selected, you will manually enter timesheets for your jobs.

Install Companies

**Installers**

| Purpose: | To define the list of employees who install and/or service systems. |
|---|---|
| Prerequisites: | *Employee, Installation Company, Service Company, Warehouse* |
| Required or Optional: | Optional |

An *Installer* record is created for each employee you will be scheduling to perform labor on an installation job.  This employee may also have a secondary role of a Service Technician.  If so, you will select the *Both* button adjacent to the *Installer Name* field.

**Section 6 – Central Station**

Covered in this section are the following SedonaSetup Task Items

☐ Alarm Services

☐ Alarm Companies

☐ Authorities

☐ Signal Types

☐ Transmission Format

☐ UL Grade

☐ Central Station Tracking Defaults

**Alarm Service**

| Purpose: | To define the list of Services a Wholesale monitoring company provides for your accounts |
|---|---|
| Prerequisites: | *SedonaOffice Modules (CS Tracking enabled)* |
| Required or Optional: | Optional |

If your company uses an outside source to provide monitoring services for your customer systems, you have the ability to track the services and the price you pay to the Alarm Monitoring Company providing the service.  This information is used to generate a report that is used to reconcile the invoice you receive from the alarm monitoring company.  The entries made in this table are linked to the records set up in the Alarm Company setup table.

Setup one record for each service the alarm monitoring company provides to your company.

**Alarm Company**

| Purpose: | To define the list of monitoring companies which provide monitoring services for your accounts. |
|---|---|
| Prerequisites: | *SedonaOffice Modules (CS Tracking enabled)* |
| Required or Optional: | Optional |

If your company has an in-house central station that monitors your accounts or if you use one or more outsides sources to monitor your customer systems, you will setup one record for each unique Alarm Company. Every system record may be associated with one Alarm Company.

Once an *Alarm Company* has been saved, you will link the provided *Alarm Services* (setup table discussed on previous page of this manual) to this *Alarm Company*. Highlight the Alarm Company name in the upper area of this form, press the New button; in the *Service* field select the *Alarm Service* from the drop-down list and enter the default amount that your company pays for this service, then press the Add button. Continue adding additional Alarm Services until completed. Once all Alarm Services have been added, press the Apply button located at the bottom of the form to link the Alarm Services to the Alarm Company.

When a *System* record is created for a customer site, you will be able to create a list of services provided on the *Monitoring* sub-tab of the Central Station Tracking tab on the System form.

**Authorities**

| Purpose: | To define the list of responding authorities to alarm signals. |
|---|---|
| Prerequisites: | *SedonaOffice Modules (CS Tracking checked)* |
| Required or Optional: | Optional |

You may create a list of responding *Authorities* if your company uses one or more outsides sources to monitor your customer systems, and you want to track the responding authorities within Sedona. Responding Authorities are the Police Department, Fire Department or EMT Service.  Setup one record for each unique Authority; each system record may be associated with one or more Authorities.  Authorities are linked to a particular zone on the System Zone form within the Central Station Tracking options.

**Signal Types**

| Purpose: | To define the list of Signal Types that will be linked to zones. |
|---|---|
| Prerequisites: | *SedonaOffice Modules (CS Tracking checked)* |
| Required or Optional: | Optional |

If tracking Zone information with the Central Station Tracking options of a System record, you may associate a signal type with each zone.

**Transmission Format**

| Purpose: | To define the list of receiver signal formats. |
|---|---|
| Prerequisites: | *SedonaOffice Modules (CS Tracking checked)* |
| Required or Optional: | Optional |

If tracking the Transmission format, you may populate this field for the primary System and also the secondary System if one exists.

**UL Grade**

| Purpose: | To define the list of UL Grades required for your accounts. |
|---|---|
| Prerequisites: | *SedonaOffice Modules (CS Tracking checked)* |
| Required or Optional: | Optional |

For customers who have a requirement of a certain UL grade, create one record for each UL Grade to be associated with the System record.

**Central Station Tracking Defaults**

| Purpose: | To define the list of default values that will populate new System records during initial data entry on the System form. |
|---|---|
| Prerequisites: | *SedonaOffice Modules (CS Tracking checked), Alarm Companies, Authorities, Signal Types, Transmission Formats, UL Grades* |
| Required or Optional: | Optional |

The defaults selected on the Central Station Tracking Defaults are used when a new System Record is created.  This makes the data entry process easier.

## Section 7 – Sales Management

Covered in this section are the following SedonaSetup Task Items


☐ Competitors

☐ Event Types

☐ Lead Sources

☐ Quote Types

☐ Sales Resolution Codes

☐ Sales Departments

☐ Sales Department Maintenance

☐ Sales Managers

☐ Sales Items

☐ Sales Status

☐ User Defined Setup

☐ User Defined Table1

☐ User Defined Table2

☐ User Defined Table3

☐ User Defined Table4

**Competitors**

| Purpose: | To define the list of companies with whom you compete for business. |
|---|---|
| Prerequisites: | *None* |
| Required or Optional: | Optional |

When an Opportunity is being resolved, you have the option of selecting a *Competitor* to whom you lost the business or from whom you won the business.  You may enter as many records as needed.  This field is for informational and reporting purposes.

**Event Types**

| Purpose: | To define the list of Events which you want to track during the sales cycle. |
|---|---|
| Prerequisites: | *None* |
| Required or Optional: | Optional |

*Events* are used to track major steps that occurred during the sales process.  Documenting items such as demos, appointments, contract preparation etc. is helpful if another individual within your company needs to know the sales history to be able to pursue the Prospect.

**Lead Sources**

| Purpose: | To define the list of Lead Sources to classify how a Prospect heard about your company. |
|---|---|
| Prerequisites: | *None* |
| Required or Optional: | Required if using Prospects and/or Opportunities |

The *Lead Source* is for reporting purposes.  Create one record for each unique Lead Source.  This field is selectable from the Prospect and Opportunity record.

**Quote Types**

| Purpose: | To classify the type of quote entered within the opportunity record. |
| --- | --- |
| Prerequisites: | *None* |
| Required or Optional: | Required if using Opportunities |

*Quote Types* describe the type of quotation the Salesperson is generating for the Opportunity.

**Sales Resolution Codes**

| Purpose: | To define the list of codes to describe whether an opportunity resulted in a sale or was lost. |
|---|---|
| Prerequisites: | *None* |
| Required or Optional: | Required |

When resolving an Opportunity you must select a *Resolution* code.  The code should describe whether you won or lost the business.  If the resolution code is used to indicate the sale was close, you must check the *Sold* checkbox.   This code is used for reporting purposes.

**Sales Departments**

| Purpose: | To define the list of the sales departments within your company. |
|---|---|
| Prerequisites: | *Employee* |
| Required or Optional: | Required |

Each Salesperson entered into the Employee table must be linked to one or more *Sales Departments* in the Sales Department Maintenance setup table (see next page).  Create one record for each of the sales departments within your company.  When a new Prospect is entered the user must select a Sales Department.  This field is used for reporting purposes.

**Sales Department Maintenance**

| Purpose: | To link each salesperson to sales departments within your company. |
|---|---|
| Prerequisites: | *Employee, Sales Departments* |
| Required or Optional: | Required |

Each Salesperson entered into the Employee table must be linked to one or more *Sales Departments*. Link each of your salespersons to the appropriate sales department(s) one at a time by selecting the Salesperson from the drop-down list then checking the box of the various sales departments to which they may be assigned.  When a new Prospect is entered the user must select a Sales Department.  This field is used for reporting purposes.

**Sales Managers**

| Purpose: | To define the list of Sales Managers within your company.  To define which employees will have access to certain Prospect and Opportunity records |
| --- | --- |
| Prerequisites: | *Employees* |
| Required or Optional: | Required |

The Sales Managers setup table has two purposes: 1) to link a Sales Manager to the Salespersons for whom they are responsible. 2) To indicate which employee's Prospects a Salesperson will be able to access.  Link each of your Sales Managers to the appropriate salespersons one at a time by selecting the Sales Manager from the drop-down list, then check the box to the left of each name the Sales Manager is responsible for and will have access to the Prospects and Opportunities for these salespersons.
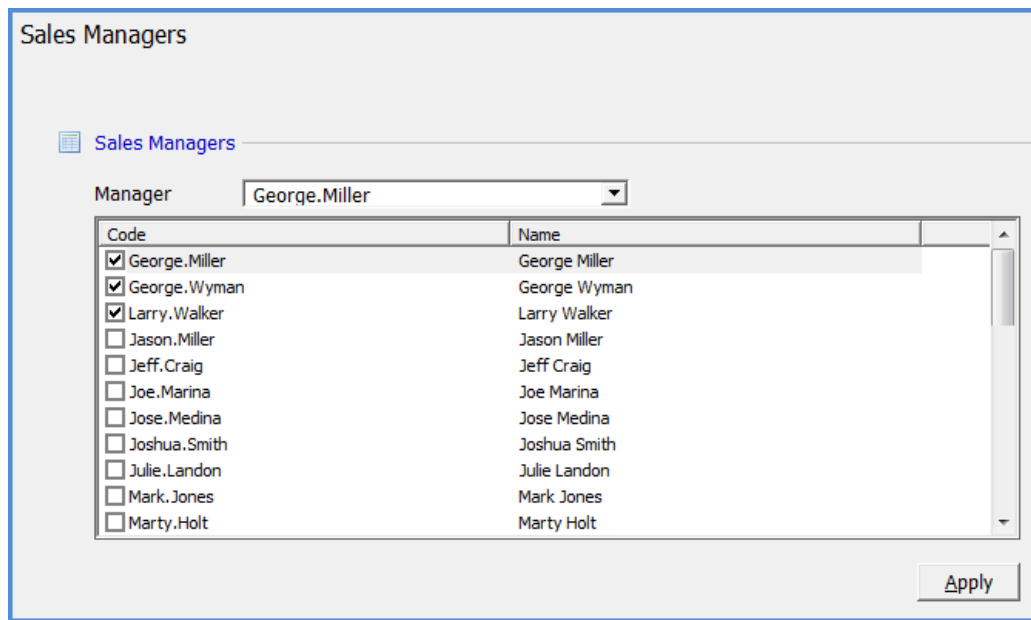
**Sales Items**

| Purpose: | To define the list of Items to be quoted to a Prospect |
|---|---|
| Prerequisites: | *Invoice Items* |
| Required or Optional: | Required if using Opportunities |

An Opportunity is a summary of all the equipment plus any services being quoted to a Prospect.  Each Opportunity consists of one or more Sales Items which are classified as a Non-Recurring or Recurring type.  Examples of Non-Recurring type Sales Items are the various types of Systems your company quotes and installs.  Examples of Recurring type Sales items are monitoring or service contracts.  You may enter a default rate for any Sales Item if you typically sell that item for the same price to all Prospects.  The default rate may be overridden on each Opportunity created.

**Sales Status**

| Purpose: | To define the list of Statuses to be used on a Prospect or Opportunity record |
|---|---|
| Prerequisites: | *None* |
| Required or Optional: | Required |

*Sales Statuses* are used on both the Prospect record and the Opportunity record.  These codes describe where in the sales cycle the opportunity or prospect is.  This field is updated by the user manually throughout the sales cycle.  Before resolving an opportunity, change the status to indicate the outcome of the quote.  This field is for reporting purposes and is also used as filter on the Prospect and Opportunity queue.

**Sales Management User Defined Setup**

| Purpose: | To define the fields that will be used to gather information about a *Prospect* for reporting purposes. |
|---|---|
| Prerequisites: | None |
| Required or Optional: | Optional |

The fields on this form are used on the Qualification form for each Prospect.  You may define any field and its usage depending on the type of information that is important for your company regarding the Prospect.  For each field that you will use, in the box next to the field you will enter what label will display next to that field for identification purposes.

- Free-form text fields - There are 10 free-form text fields available which will accommodate up to 30 characters of text.
- Tables – 4 User Defined tables are available where you make create your own list of values that will appear on a drop-down list from which the User will select.
- Date Fields – 4 fields are available that will be formatted and stored as a date.
- Check Boxes – 10 checkbox fields are available; these are usually Yes/No questions.
- Money Fields – 4 fields are available that will be formatted and stored as a dollar value.

**Sales Management User Defined Setup**

| Text | | Check Boxes | |
|---|---|---|---|
| Text 1 | Basement Y/N | Check 1 | Intrusion |
| Text 2 | Drop Ceiling Y/N | Check 2 | Fire |
| Text 3 | | Check 3 | CCTV |
| Text 4 | | Check 4 | Access Control |
| Text 5 | | Check 5 | PERS |
| Text 6 | | Check 6 | Cell Back-Up |
| Text 7 | | Check 7 | Intercom |
| Text 8 | | Check 8 | Nurse Call |
| Text 9 | | Check 9 | Central Vac |
| Text 10 | | Check 10 | |

| Tables | | Money | |
|---|---|---|---|
| Table 1 | Why Looking? | Label 1 | Project Budget |
| Table 2 | Current Alarm Co. | Label 2 | |
| Table 3 | Phone Type | Label 3 | |
| Table 4 | | Label 4 | |

| Dates | | | |
|---|---|---|---|
| Date 1 | Req. Install Date | Date 3 | |
| Date 2 | Bid Due Date | Date 4 | |

Apply

**Sales Management User Defined Tables 1 - 4**

| Purpose: | To define the list of values that will be selectable by a User on the Qualifications form of the Prospect for UDF table 1. |
|---|---|
| Prerequisites: | *User Defined Setup* |
| Required or Optional: | Optional |

If using any of the Sales Management User Defined Tables, you will need to create a list from which the User will make a selection from the field drop-down list.  Each record entered must be unique.

In the example below we have chosen to track why the Prospect is looking for a quote.

## Section 8 – Payroll & Miscellaneous

Covered in this section are the following SedonaSetup Task Items


☐ Printer Setup

☐ Document Type

☐ Payroll Setup

☐ Earnings Type

☐ Note Type

**Printer Setup**

| Purpose: | To a default printer for various types of document to be printed. |
| --- | --- |
| Prerequisites: | *Network printers set up* |
| Required or Optional: | Required |

Default printers must be setup in order to print any of the items specified in this form.  This can be customized at each User's workstation.  The checkbox *Print Company Letter Head* should be selected if you want your company name and address to print in the upper left corner of the document.  If this checkbox is not selected, you may print on paper which has your company's logo and address information pre-printed in the upper left corner.

**Document Type**

| Purpose: | Define a list of various types of documents that will be linked and viewed from SedonaOffice. |
|---|---|
| Prerequisites: | *Activation of the SedonaDocs functionality (Add-On module must be purchased)* |
| Required or Optional: | Required if using SedonaDocs |

When a document is attached within the SedonaOffice application, one of the required data entry fields is the *Document Type*. This classifies the type of document being linked and saved to the SedonaDocs database.
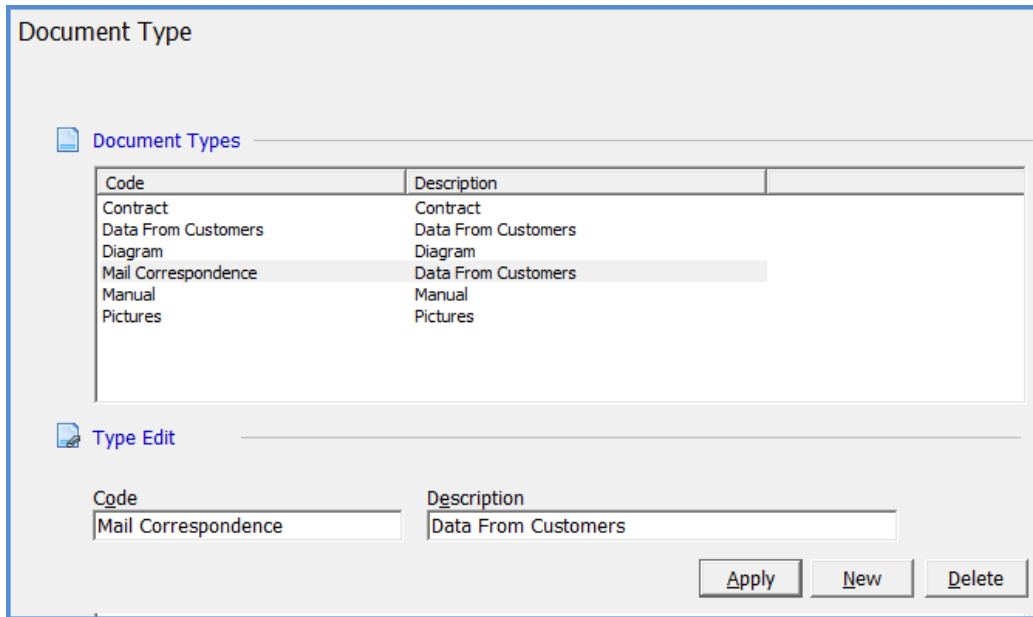
**Payroll Setup**

| Purpose: | Used for setting up company information for creating an export file for Payroll (Add-on module must be purchased). |
|---|---|
| Prerequisites: | *Chart of Accounts* |
| Required or Optional: | Optional |

The *Payroll Setup* form is used to setup the information needed to export payroll information to ADP payroll processing.

Payroll Setup

☐ General

Company Code          562

Pay Frequency         Weekly

Next Pay Period Start  1/3/2011

Next Payroll Date      1/14/2011

Overtime Account       53001
                       *Direct Labor Overtime-Payroll*

Overtime Auto          ☑
Generated              Base Hours  40

Apply

**Payroll Earnings Type**

| Purpose: | Used for mapping earning types for creating an export file (Add-on module must be purchased) |
|---|---|
| Prerequisites: | *None* |
| Required or Optional: | Optional |

The *Payroll Earnings Type* form is used to setup the various types of employee earnings and to flag which types of employees may use this earnings type when entering payroll hours on the new timesheet form.

**Note Type**

| Purpose: | To define a list of types of Notes that are entered on a Job. |
|---|---|
| Prerequisites: | *None* |
| Required or Optional: | Required |

The *Note Type* form is used to create the various types of Notes that may be saved to a Job.