



SedonaOffice

The #1 Financial Software for Security Companies

SedonaSetup

Training & Setup Guide

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SedonaOffice Administrative Training Guide

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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.



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

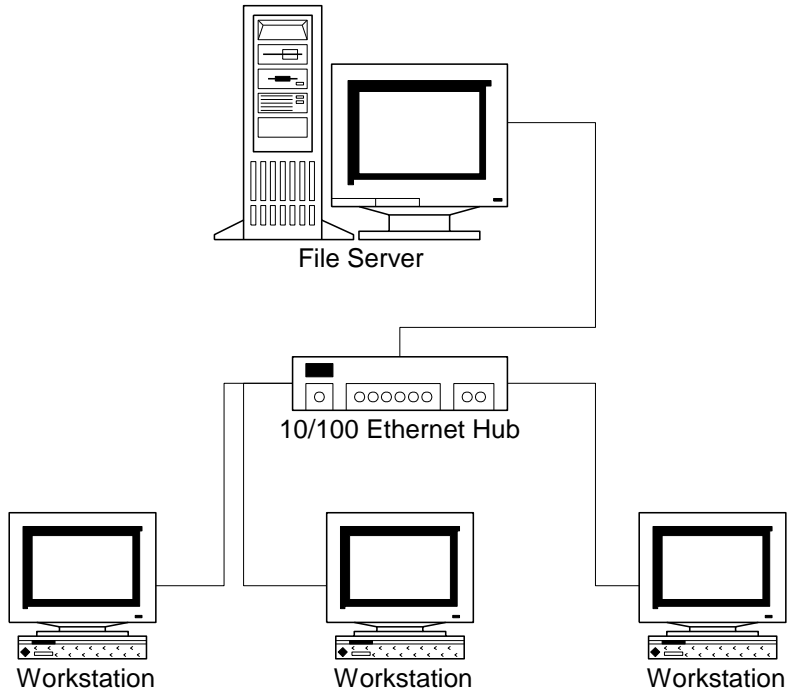
The SedonaOffice Server side component is recommended to be operated on a dedicated file-server. The Server components include the database and the server utilities. Many operations in SedonaOffice actually are being performed on the Server system, in order to maximize the efficiency of the application.



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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 workstations 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.



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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

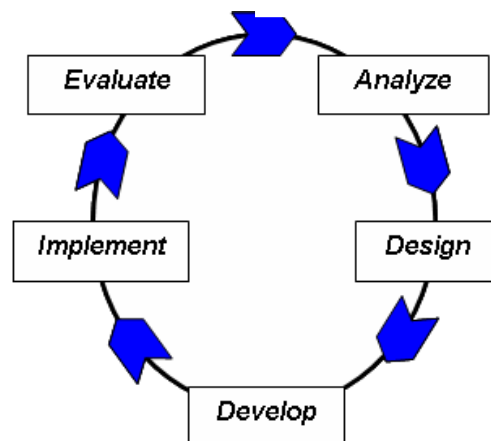
Next you should develop what is necessary for your system. Flow-chart your processes, everything from generating monthly recurring revenues through the process of handling service calls. This step also includes the task of setting up all the setup tables and preferences in the SedonaOffice application.

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.





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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.



SedonaOffice Administrative Training Guide

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.



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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



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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

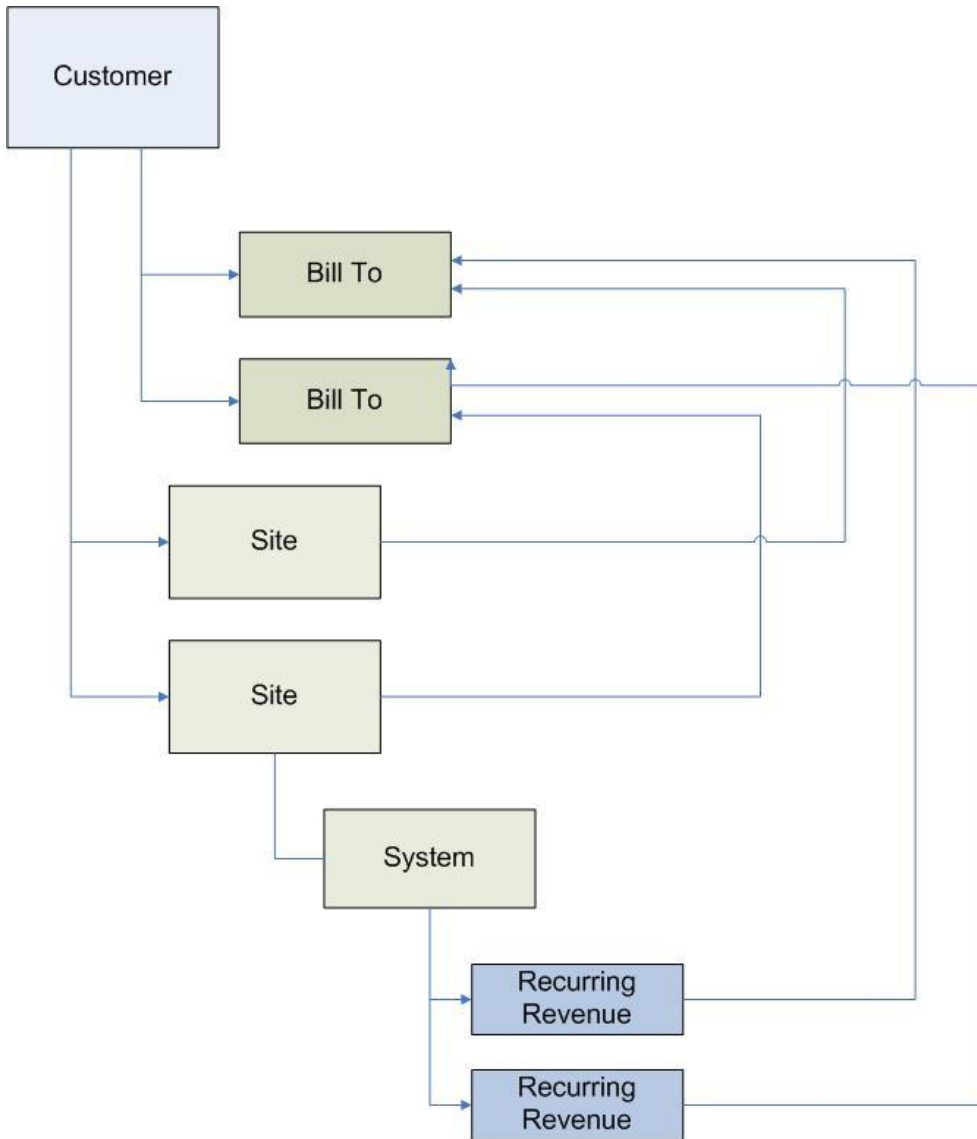
The record or records that contain the billing name and address for the Customer. A customer may have multiple BillTo addresses.

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.





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Company & G/L Structure

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

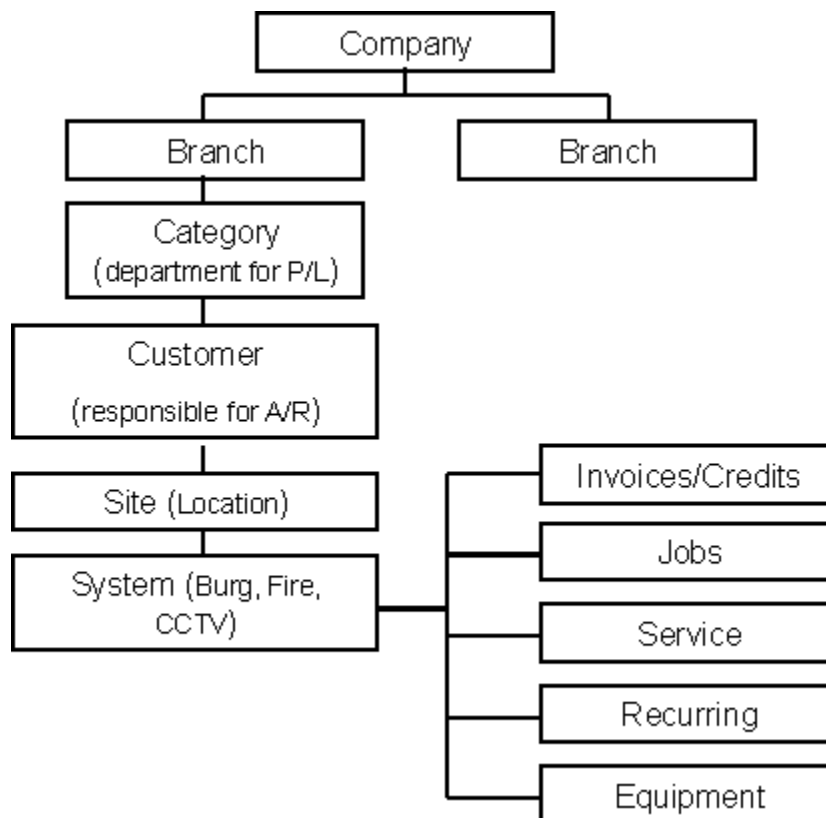
A **Branch** is any grouping of G/L data within the Company; such as a remote office, acquisition, or even another entity.

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.





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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.

Completed	Item	Responsible Party
	Network Design and Sign-Off	
	Order Equipment	
	Set-up and Configuration	
	SQL-Server Configuration	
	System Review & Final Sign-Off	
	Install SedonaOffice Database	
	Install Client Software	
	Create SQL-Server Maintenance Plan	
	Create Back-up Plan	
	Review & Sign-Off	
	Pre-Admin Web Training	
	Administrative Training Class	
	Setup the "Master Database"	
	Data Conversion Review and testing	
	Application Training	
	Go-Live (onsite consulting time available)	



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.





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.

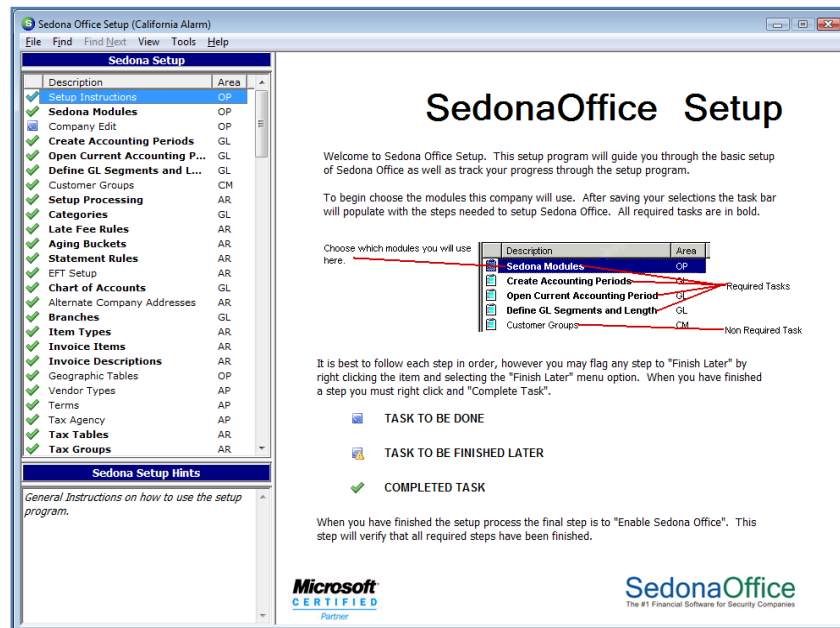
The Setup Tables are extremely important both to setup and the ongoing use of the application. When determining naming conventions for the various code names used in the Setup Tables, take into consideration the individuals that will be performing data entry and will be required to make selections from 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.

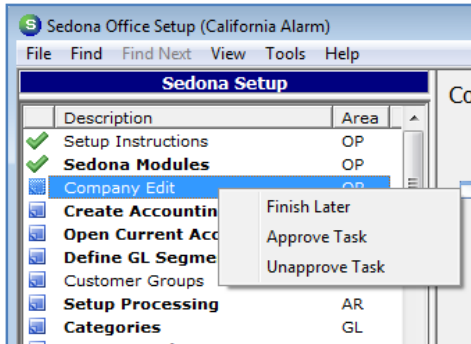




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When you first login to the SedonaSetup application, the task item, *Setup Instructions*, will explain the steps you need to take to implement the various modules and setup tables associated with each module. You have three choices to select from as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

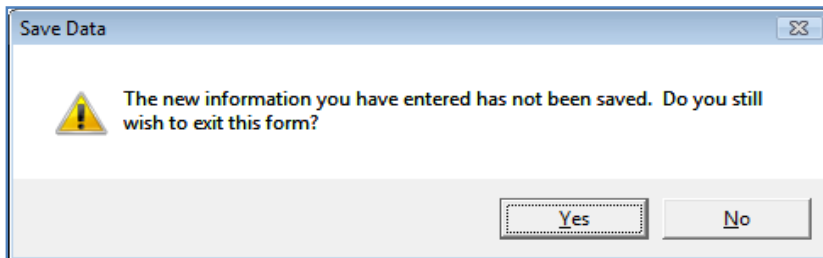


Most data entry forms displayed will have three buttons located on the bottom right labeled Apply, New and Delete. The Apply button is used to save information entered on the form. The New button is clicked when you want to create a new record for the table; click Apply after entering new records or 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 click 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. Click the Yes button, and the system will save any changes that were made to the form.





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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: Low - Basic Sedona Processing

Change Password Every: 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?



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.

SedonaOffice Setup

Welcome to Sedona Office Setup. This setup program will guide you through the basic setup of Sedona Office as well as track your progress through the setup program.

To begin choose the modules this company will use. After saving your selections the task bar will populate with the steps needed to setup Sedona Office. All required tasks are in bold.

Choose which modules you will use here:

Description	Area	Task Status
Sedona Modules	OP	Required Task
Create Accounting Periods	GL	Required Task
Open Current Accounting Period	GL	Required Task
Define GL Segments and Length	GL	Required Task
Customer Groups	CM	Non Required Task

It is best to follow each step in order, however you may flag any step to "Finish Later" by right clicking the item and selecting the "Finish Later" menu option. When you have finished a step you must right click and "Complete Task".

- TASK TO BE DONE**
- TASK TO BE FINISHED LATER**
- COMPLETED TASK**

When you have finished the setup process the final step is to "Enable Sedona Office". This step will verify that all required steps have been finished.

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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 in certain areas of the SedonaOffice application.

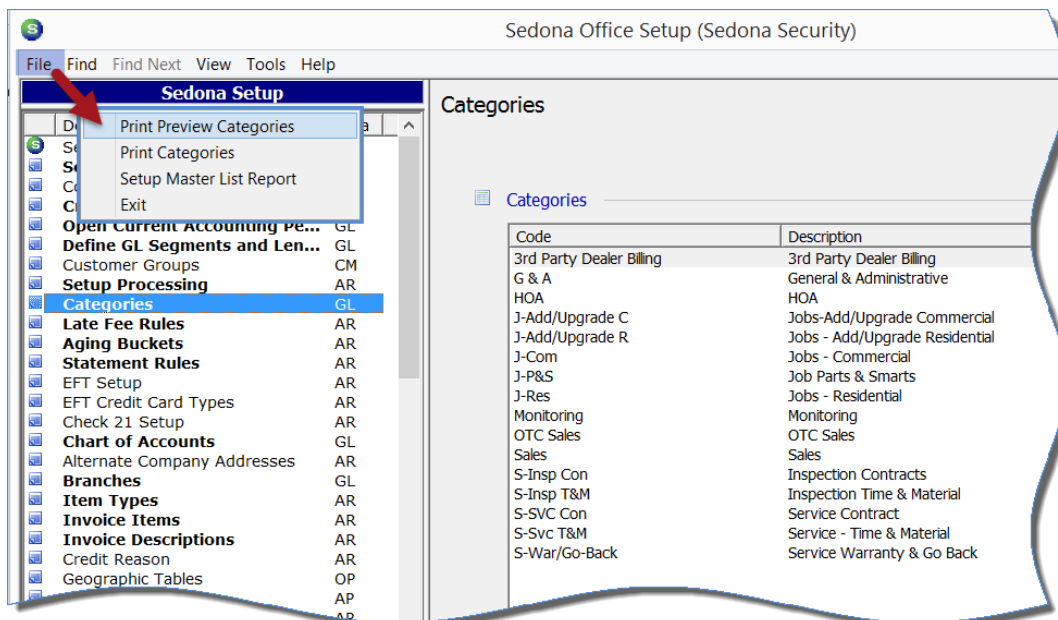
Accessing Setup Tables

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

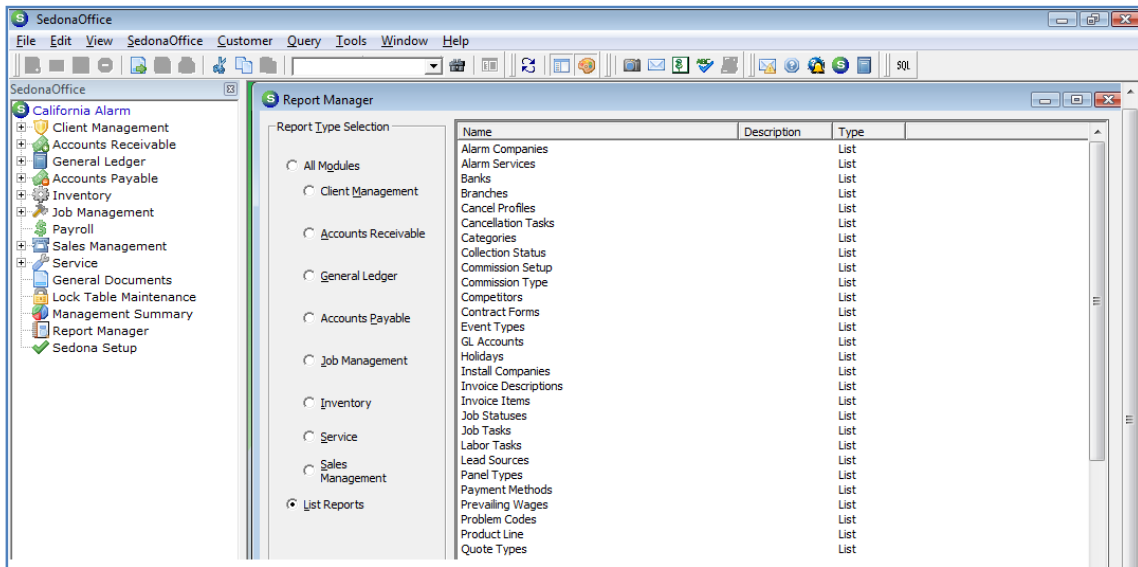
To print all of the information that has been entered for a particular setup table, navigate to the SedonaSetup Main Menu, click File then select desired option. You have the option of Print Preview, Printing the table or option or Printing the entire listing of Setups (Setup Master List Report).





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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.



Sedona Modules



Sedona Processing Options

Processing Level *Low - Basic Sedona Processing*

Change Password Every 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



SedonaSetup

General Ledger, A/R, A/P, Client Management Setup

Covered in this section are the following SedonaSetup Task Items

Related Module	Table or Setup Form Name
Operations (OP)	Company Setup
General Ledger (GL)	Create Accounting Periods
General Ledger (GL)	Open Current Accounting Period
General Ledger (GL)	Define GL Segments and Lengths
Client Management (CM)	Customer Groups
Accounts Receivable (AR)	Setup Processing
General Ledger (GL)	Categories
Accounts Receivable (AR)	Late Fee Rules
Accounts Receivable (AR)	Aging Buckets
Accounts Receivable (AR)	Statement Rules
Accounts Receivable (AR)	EFT Setup
Accounts Receivable (AR)	EFT Credit Card Types
Accounts Receivable (AR)	Check 21 Setup
General Ledger (GL)	Chart of Accounts
Accounts Receivable (AR)	Alternate Company Address
General Ledger (GL)	Branches
Accounts Receivable (AR)	Item Types
Accounts Receivable (AR)	Invoice Items
Accounts Receivable (AR)	Invoice Descriptions
Accounts Receivable (AR)	Credit Reason
Operations (OP)	Geographic Tables
Accounts Payable (AP)	Vendor Types
Accounts Payable (AP)	Terms
Accounts Payable (AP)	Tax Agency (Sales Tax)
Accounts Receivable (AR)	Tax Tables
Accounts Receivable (AR)	Tax Groups
Accounts Receivable (AR)	Banks
Client Management (CM)	Cancellation Tasks
Client Management (CM)	Cancellation Profiles
Client Management (CM)	Chain Accounts
Client Management (CM)	Collection Statuses
Accounts Receivable (AR)	Payment Method
Client Management (CM)	RMR Reasons
Client Management (CM)	RMR Escalations
Service (SV)	Routes
Client Management (CM)	System Types
Accounts Receivable (AR)	Terms
Client Management (CM)	Type of Customer



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Related Module	Table or Setup Form Name
Client Management (CM)	Custom Fields Setup (Customer level)
Client Management (CM)	Custom Fields Table 1 (Customer level)
Client Management (CM)	Custom Fields Table 2 (Customer level)
Client Management (CM)	Custom Fields Table 3 (Customer level)
Client Management (CM)	Custom Fields Setup (Site level)
Client Management (CM)	Custom Fields Table 1 (Site level)
Client Management (CM)	Custom Fields Table 2 (Site level)
Client Management (CM)	Custom Fields Table 3 (Site level)
Client Management (CM)	Custom Fields Setup (System level)
Client Management (CM)	Custom Fields Table 1 (System level)
Client Management (CM)	Custom Fields Table 2 (System level)
Client Management (CM)	Custom Fields Table 3 (System level)
Job Management (JM)	Contract Forms
Client Management (CM)	Data Entry Defaults
Accounts Receivable (AR)	G/L Account Defaults
Accounts Payable (AP)	Setup Processing
Accounts Payable (AP)	Shipping Methods
Accounts Payable (AP)	G/L Account Defaults
Accounts Payable (AP)	Custom Fields Setup (Vendor)
Accounts Payable (AP)	Custom Fields Table 1 (Vendor)
Accounts Payable (AP)	Custom Fields Table 2 (Vendor)
Accounts Payable (AP)	Custom Fields Table 3 (Vendor)
Accounts Payable (AP)	Vendors



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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. The Sedona ID field is for future development use. Do not make an entry into this field unless otherwise instructed by your trainer.

Click 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

ie. 1900 East Hillside Ave

Address 1

ie. Suite 350

Address 2

ie. Plymouth, MI 48710 - 8871

Address 3

Phone 1

Phone 2

Sedona ID



SedonaOffice Administrative Training Guide

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 POSTED, YOU CANNOT CHANGE THE ACCOUNTING PERIODS. Please make certain the starting year and starting date are accurate before clicking 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; Click the calendar icon located to the right of the *Start of Fiscal Year* field to select your beginning date. Next Click 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, click the *Apply* button.

Accounting Period Setup

Fiscal Year

Current Fiscal Year:

Start of Fiscal Year:

Setup

This Fiscal Year			Next Fiscal Year		
Period	Start Date	End Date	Period	Start Date	End Date
1	01-Jan-11	31-Jan-11	1	01-Jan-12	31-Jan-12
2	01-Feb-11	28-Feb-11	2	01-Feb-12	29-Feb-12
3	01-Mar-11	31-Mar-11	3	01-Mar-12	31-Mar-12
4	01-Apr-11	30-Apr-11	4	01-Apr-12	30-Apr-12
5	01-May-11	31-May-11	5	01-May-12	31-May-12
6	01-Jun-11	30-Jun-11	6	01-Jun-12	30-Jun-12
7	01-Jul-11	31-Jul-11	7	01-Jul-12	31-Jul-12
8	01-Aug-11	31-Aug-11	8	01-Aug-12	31-Aug-12
9	01-Sep-11	30-Sep-11	9	01-Sep-12	30-Sep-12
10	01-Oct-11	31-Oct-11	10	01-Oct-12	31-Oct-12
11	01-Nov-11	30-Nov-11	11	01-Nov-12	30-Nov-12
12	01-Dec-11	31-Dec-11	12	01-Dec-12	31-Dec-12



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 four statuses in Sedona: Open, Closed, Re-Open or Future. To be able to post transactions to an accounting period, the status must be set to Open or Re-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.

Accounting Periods

Accounting Period Edit

Current Accounting Period: 1/1/2011 - 1/31/2011

Fiscal Year: 2011

Period	Start Date	End Date	Status
1	1/1/2011	1/31/2011	Open
2	2/1/2011	2/28/2011	Future
3	3/1/2011	3/31/2011	Future
4	4/1/2011	4/30/2011	Future
5	5/1/2011	5/31/2011	Future
6	6/1/2011	6/30/2011	Future
7	7/1/2011	7/31/2011	Future
8	8/1/2011	8/31/2011	Future
9	9/1/2011	9/30/2011	Future
10	10/1/2011	10/31/2011	Future
11	11/1/2011	11/30/2011	Future
12	12/1/2011	12/31/2011	Future
* 1	1/1/2012	1/31/2012	Future
* 2	2/1/2012	2/29/2012	Future
* 3	3/1/2012	3/31/2012	Future
* 4	4/1/2012	4/30/2012	Future
* 5	5/1/2012	5/31/2012	Future
* 6	6/1/2012	6/30/2012	Future
* 7	7/1/2012	7/31/2012	Future
* 8	8/1/2012	8/31/2012	Future
* 9	9/1/2012	9/30/2012	Future
* 10	10/1/2012	10/31/2012	Future
* 11	11/1/2012	11/30/2012	Future
* 12	12/1/2012	12/31/2012	Future

Apply



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



SedonaOffice Administrative Training Guide

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	

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.

FRX Setup

Define GL Segments and Length

GL Account Code Length

Branch GL Code Length

Category GL Code Length

Apply



SedonaOffice Administrative Training Guide

Customer Groups

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

The screenshot shows the 'Customer Group' configuration window. It features a table listing existing groups and an 'Edit' section for a selected group.

Customer Group	Description	Inactive
National Accounts	National Accounts	N
Northern CA	Northern California	N
Southern CA	Southern California	N

Include Inactive

Customer Group Edit Inactive

Customer Group:

Description:

Buttons:



SedonaOffice Administrative Training Guide

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

Numbering

Auto Invoice <input checked="" type="checkbox"/>	Auto Job Number <input checked="" type="checkbox"/>
Next Invoice <input type="text" value="1500"/>	Next Job Number <input type="text" value="300"/>
Auto Customer <input checked="" type="checkbox"/>	Require System Account <input type="checkbox"/>
Next Customer <input type="text" value="9000"/>	Require Unique System Account Company Wide <input type="checkbox"/>

Invoicing and Credits

Cycle Beginning Day <input checked="" type="radio"/> First Day of Month <input type="radio"/> Day of Service Start	<input checked="" type="checkbox"/> Print Customer Number on Invoices and Statements <input checked="" type="checkbox"/> Allow Printed Invoices to be Edited <input type="checkbox"/> Enter Separate Posting Date for Invoices and Credits <input checked="" type="checkbox"/> Allow direct invoicing to Master Account <input type="checkbox"/> Use Credit Request Processing <input checked="" type="checkbox"/> Require Credit Reason on Credit Memos
--	---

Other

<input checked="" type="checkbox"/> GL Categories required for Income and Expenses <input type="checkbox"/> Activate Customer Group Security by User Customer Group <input type="text" value=""/>	Group Deferred Revenue By <input type="radio"/> GL Account <input checked="" type="radio"/> Item Type
<input checked="" type="checkbox"/> Enable Activity Tracking <input checked="" type="checkbox"/> Screen Employees by Type <input checked="" type="checkbox"/> Allow Site Only RMR <input type="checkbox"/> Allow Quantity Based RMR	<input checked="" type="checkbox"/> Require Tape Totals to Match Deposit Amount in order to Make Deposit



SedonaOffice Administrative Training Guide

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.



SedonaOffice Administrative Training Guide

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 clicked 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.



SedonaOffice Administrative Training Guide

Setup Processing (Accounts Receivable) - Continued

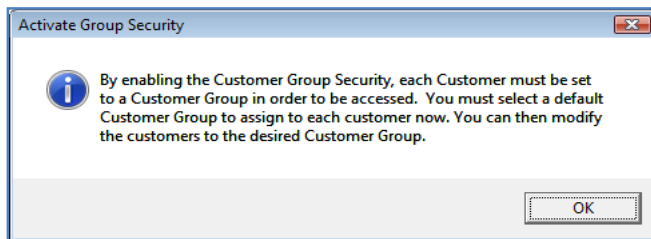
Use Credit Request Processing – Selecting this option will activate the Credit Request functionality. All customer credit memos must go through an approval process before the credit memo may be generated. If your company does not desire to use this feature and wants to manually create customer credit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

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.



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Setup Processing (Accounts Receivable) - Continued

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.



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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 income and expense transactions only.

Code	Description	GL Code	Inactive
G & A	General & Administrative	100	N
Inspections	Inspections	500	N
Installation	Installation & Sales	300	N
Recurring	Recurring	200	N
Service	Service	400	N

Include Inactive

Inactive

Code: Description: GL Code:

Apply New Delete




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:	<i>Category</i>
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.

Late Fee Setup

 Late Fee Setup

Minimum Number of Days Past Due

Annual Interest Rate

Minimum Late Fee Charge

Charge Late Fees on Late Charges

Message of Late Fee

Income Category Code



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.

Aging Buckets

Age Invoice By _____

Invoice Date
 Due Date

Aging Categories _____

	Over Days	Column Heading
1st Column	<input type="text" value="0"/>	<input type="text" value="1-30 days"/>
2nd Column	<input type="text" value="31"/>	<input type="text" value="31-60 days"/>
3rd Column	<input type="text" value="61"/>	<input type="text" value="61-90 days"/>
4th Column	<input type="text" value="91"/>	<input type="text" value="91-120 days"/>
5th Column	<input type="text" value="121"/>	<input type="text" value="over 120"/>



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.

Statement Rules

Create Statements For _____

All Customers
 All Non Zero Customers
 AR Balance

Minimum Balance

Minimum Days Past

Statement Messaging _____

over 31 days

over 61 days

over 91 days



SedonaOffice Administrative Training Guide

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 Forte (Merchant Bank)
Required or Optional:	None

If your company has enrolled in the automated EFT customer payment transactions with our business partner Forte, 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 Forte.

ACH\EFT Setup

ACH Direct

Transmitter Id: API Login:

Password: Secure Key:

Merchant Id:

Merchant Name:

Batch Description:

PCI DOES NOT Apply

Posting

ACH Payment: AVS Pwd:

ACH Invoice Message:

Credit Card Payment Method:

Credit Card Invoice Message:

Merchants

Transmitter Id	Password	Merchant Id	Merchant Name
4567	abc123	752	Wholesale Mon
1235	111	262	SedonaSec



EFT Credit Card Types

Purpose:	Enable the types of credit cards your company accepts for payment. You must first enroll with Forte to use this functionality.
Prerequisites:	Enrollment with Forte (Merchant Bank)
Required or Optional:	None

If your company will be processing credit card transactions with Forte (SedonaOffice's merchant bank partner), inactivate the types of credit cards your company does not accept.

Credit Card Type

Credit Card Types

Code	Description	Inactive
VISA	Visa	N
MAST	Mastercard	N
DISC	Discover	N
AMER	American Express	N
DINE	Dinner's Club	N
JBC	JBC	N

Type Edit

Code	Description	<input type="checkbox"/> Inactive
VISA	<input type="text" value="Visa"/>	<input type="checkbox"/> Inactive




Check 21 Setup

Purpose:	To set up information to be able to create electronic customer payment files to upload to your bank for deposit.
Prerequisites:	Subscription to SedonaCheck (scanner) and to Check 21 option.
Required or Optional:	Optional

To be able to use the Check 21 functionality, your company must subscribe to the SedonaCheck (scanner) feature along with the Check 21 feature. After customer checks are scanned into a payment batch, the user is able to create an electronic file that is then uploaded to your bank to be deposited. Three banks are currently supported for Check 21: Bank of America, Wells Fargo and Chase.

Check 21 Setup

This module is not currently enabled for this site. Please contact SedonaOffice Support to enable.

 [Check 21 Processing](#)

Test Mode

Live Mode


 [Check 21 Setup](#)



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



SedonaOffice Administrative Training Guide

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

<u>Accounts Receivable</u>	<u>Accounts Payable</u>	<u>Inventory</u>
Open Balance Equity	Accounts Payable	Inventory (Asset)
Accounts Receivable	Primary Checking	Inventory Adjustments
Deferred Revenue	Inventory Receipts	Inventory Transfer
Late Fees	Discounts	Cost of Goods Sold (over the counter)
Discounts	Pre-Paid Accounts Payable	Purchase Price Variance
Advance Deposits	Write Off Non-Billed Receipts	
Unapplied Cash	Customer Refunds	
Unapplied Credit Memos	Inter-Branch Bills	
Un-deposited Funds		
Pre-Paid Accounts Receivable		
Inter-Branch Revenue		

<u>Job Management</u>	<u>Service</u>
Work In Process	Labor Deferred
Cost of Goods Sold (Materials)	Cost of Goods Sold
Cost of Goods Sold (Labor)	
Cost of Goods Sold (Other)	
Cost of Goods Sold (Commissions)	
Labor Deferred	



SedonaOffice Administrative Training Guide

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.

Alternate Address

[Alternate Address List](#)

Name	Address1	Address2	Address3	Pr
ABC Security	417 Commercial Drive		Plymouth, MI 48170	(7

[Alternate Company Information](#) [Alternate Remit To Information](#)

Name	ABC Security	Name	ABC Security
Address 1	417 Commercial Drive	Address 1	P.O. Box 123
Address 2		Address 2	
Address 3	Plymouth, MI 48170	Address 3	Plymouth, MI 48170
Phone 1	((734) 474-8500	Phone 1	((734) 474-8500
Phone 2	((734) 474-8501	Phone 2	((734) 474-8501

[Overview Message](#)

Overview Message			
Label 1		Phone 1	
Label 2		Phone 2	
Label 3		Phone 3	



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.

Branches

Branches

Branch	Description	Alternate Address	GL Code	Inactive
Main	Main	ABC Security 417 Commercial Drive Plymou...	10	N

Include Inactive

Branch Edit

Inactive

Branch	<input type="text" value="Main"/>	Invoice Address	<input type="text" value="1"/>
Description	<input type="text" value="Main"/>	ABC Security 417 Commercial Drive Plymouth, MI 48170	
GL Code	<input type="text" value="10"/>		



SedonaOffice Administrative Training Guide

Item Types

Purpose:	To define codes to identify how an Item Code is to be classified for sales tax purposes.
Prerequisites:	<i>None</i>
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	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

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:	<i>Chart of Accounts(Income Type Accounts), Category, Item Types</i>
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.

Important Note: Once an Invoice Item has been saved, the Item Type cannot be changed. If you selected the incorrect Item Type, you will need to delete the Invoice Item record and then re-enter 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.

Deferred Account: If the Invoice Item is for recurring services and you want the deferred income to post to a specific GL account, make a selection from the drop-down list. If no selection is made, deferred income will post to the company's default deferred income account.

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.



SedonaOffice Administrative Training Guide

Invoice Items (Continued)

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

Available in Service Flag: Determines whether this Item is available for use on Service and Inspection Tickets.

Invoice Items

Invoice Items List

Item	Description	Type	G/L Code	Category
INSP Fire System	Inspection-Fire System	RI	421340	S-Insp Con
INSP Fire Waterflow	Inspection-Fire-Waterflow	RI	421340	S-Insp Con
Lease	Equipment/System Lease	RL	480110	G & A
Wholesale Digital MON	Wholesale Digital Monitoring	RM	430110	3rd Party Dealer
TSTD	Daily Test	RM	430110	Monitoring
TSTW	Weekly Test	RM	430110	Monitoring
RAD	Radio/Cellular Backup	RM	430110	Monitoring
OCLG	Open/Close Logging	RM	430110	Monitoring
OCRPT	Open/Close Reports	RM	430110	Monitoring
OCSUP	Open/Close Supervised	RM	430110	Monitoring
WEB	Web Access	RM	430110	Monitoring
MON	Monitoring	RM	430110	Monitoring
Mon-Fire	Monitoring - Fire	RM	430110	Monitoring
Monitoring	Monitoring Services	RM	430110	Monitoring
3rd Party Digital Monitor	Digital Monitoring	RM	299000	3rd Party Dealer
MON-Dealer	Monitoring Services	RM	431000	Monitoring
Installment R	Installment billing	RO	289000	G & A
UL Fees	UL Fees	RO	430110	Monitoring
Permit-RMR	Permit	RO	250300	G & A
Maint Agr	Maintenance Agreement	RW	421330	Monitoring
SVC CONT	Service Contract	RW	421330	S-SVC Con

Include Inactive

Item Edit

Item Type: Account: Inactive
Recurring-Monitoring Services Taxable
 Non Deferred Income Category: Available in Sales
Revenue - Monitoring
Monitoring

Item: Available in Service
Description: Job Costing:
Default Rate: Default Cost:
Deferred Acct:

Apply New Delete



SedonaOffice Administrative Training Guide

Invoice Descriptions

Purpose:	To create descriptions to categorize the types of invoices & credit memos.
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 some customer invoice and statement printing forms, 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 or credit memo; 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



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.

Credit Reason

Credit Reason

Credit Reason	Description	Inactive
Customer Referral	Customer Referral	N
Goodwill Credit	Goodwill Credit	N
Install Over Invoiced	Installation Over-Invoiced	N
Install Problem	Install Dissatisfaction	N
Inv Wrong Cust	Invoiced Wrong Customer	N
Invoiced in Error	Invoiced in Error	N
Sales Dissatisfaction	Sales Dissatisfaction	N
Service Over Invoiced	Service Call Over-Invoiced	N
Service Problem	Service Dissatisfaction	N
Write-Off from Cancel	Write-Off-Customer Cancelled	N

Include Inactive

Credit Reason Edit

Credit Reason

Description

Inactive



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 2009. 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

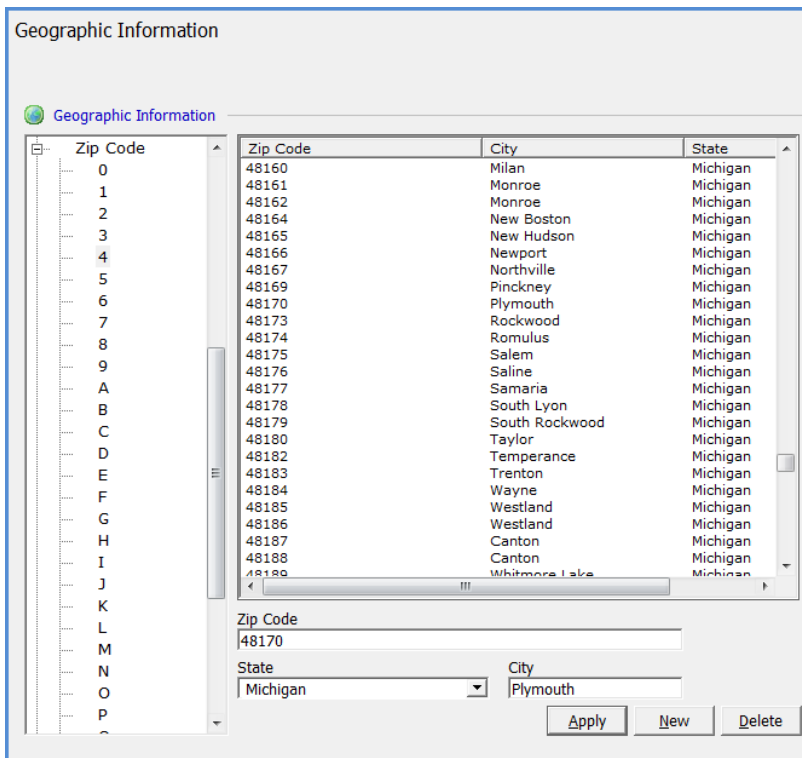
Select the Zip Code option

Click 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

Click the *Apply* button to save the new record.





SedonaOffice Administrative Training Guide

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.

Vendor Type

Vendor Type

Vendor Type	Description	Inactive
Corp Officer	Corp Officer	N
Credit Card	Credit Card	N
Employee	Employee	N
Equipment Rental	Equipment Rental	N
Finance Company	Finance Company	N
Government Agency	Government Agency	N
Insurance	Insurance	N
Office Supplies	Office Supplies	N
Outside Services	Outside Services	N
Parts Supplier	Parts Supplier	N
Professional	Professional Services	N
Sales Tax Agency	Sales Tax Agency	N
Service Provider	Service Provider	N
Sub Contractor	Sub Contractor	N
Unknown	Unknown	N
Utilities	Utilities	N

Include Inactive

Vendor Type Edit

Vendor Type

Description

Inactive



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.

The screenshot shows the 'Terms' configuration window. At the top, there is a table listing existing terms with columns for Term, Description, Days Due, Based On, Disc Days, and Disc %. Below the table, there are checkboxes for 'Include Inactive' and 'Inactive'. The 'General' section contains fields for 'Term Code' and 'Description', both set to 'Due Now'. The 'A/R Aging Based On' section has two radio buttons: 'Invoice Aging Date (A/R Only)' (selected) and 'Due Date'. The 'A/P Discounts' section has two input fields: 'Discount Days' and 'Discount %', both set to 0. At the bottom, there are buttons for 'Apply', 'New', and 'Delete'. A note at the bottom left states 'A/R Invoice Due Date will always be the Invoice Aging Date'.



SedonaOffice Administrative Training Guide

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 Agency

Tax Agency

Vendor	Business Name	Current Balance
MI Dept of Revenue	MI Dept of Revenue	\$0.00

Include Inactive

Tax Agency Edit Inactive

<u>V</u> endor Code	MI Dept of Revenue	<u>B</u> ranch	Main
<u>V</u> endor <u>T</u> ype	Sales Tax Agency	<u>C</u> ategory	G & A
<u>N</u> ame	MI Dept of Revenue	<u>F</u> ederal Id	-
<u>A</u> ddress ...	101 Capitol Drive Livonia, MI 48150	<u>S</u> ocial Sec #	- -
		<input type="checkbox"/> Issue 1099	
<u>C</u> ontact <u>1</u>		<u>E</u> xp Account	
<u>P</u> hone		<u>D</u> efault Cost	0.00
<u>F</u> ax		<u>T</u> erms	Due Now
<u>C</u> ontact <u>2</u>		<u>C</u> redit <u>L</u> imit	0.00
<u>P</u> hone			



SedonaOffice Administrative Training Guide

Tax Table

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

Tax Tables are used to define the various taxing entities for sales tax. 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.



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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 (Vendor) 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 Setup | Effective Dates & Formula

GST Tax

Inactive

Tax Table CA Sales Tax

Description CA Sales Tax

Account 250123
Sales Tax Payable-California

Tax Agency CA State Board Of Equalization

Item Types

- Inventory Part-Jobs
- Inventory Part-Service
- Labor-Jobs
- Labor-Service
- Non-Inventory Part
- Non-Recurring
- Lease Installations
- Other Charge
- Part
- Recurring-Inspections
- Recurring-Lease

Apply New Delete



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 $(\$50.00 \times 10\%) \times 5\%$ for a total sales tax amount of \$0.25.



SedonaOffice Administrative Training Guide

Fields to populate on this form: Effective Date, Rate, Formula Type, Formula Amount

Tax Table Setup **Effective Dates & Formula** CA Sales Tax - CA Sales Tax

Effective Date	Tax Rate	End Date	Formula Type	Formula Amt
1/1/2013	6.5000	** Never **	Flat Rate	

Effective Date: Rate:

End Date: Formula Type:

Formula Amount:



SedonaOffice Administrative Training Guide

Tax Groups

Purpose:	To group one or more tax tables.
Prerequisites:	<i>Tax Table</i>
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.

Taxes | US Geo Linking | Group Rate Setup | Product Lines

Inactive

Taxing Group:

Description:

Tax Code	Description	Rate	
<input checked="" type="checkbox"/> CA-Sales Tax	CA-State Sales Tax	8	<input type="button" value="^"/> <input type="button" value="v"/>
<input type="checkbox"/> 087 Alameda-County	Alameda-County	1.5	
<input type="checkbox"/> 145 Del Rey Oaks-City	Del Rey Oaks-City	1	
<input type="checkbox"/> 184 Pacific Grove-City	Pacific Grove-City	1	
<input type="checkbox"/> 238 San Leandro-City	San Leandro-City	0.5	
<input type="checkbox"/> 6 Percent	6 Percent	6	
<input type="checkbox"/> AR-Sales Tax	AR-State Sales Tax	0	
<input type="checkbox"/> AZ-Sales Tax	AZ-State Sales Tax	0	
<input type="checkbox"/> BCTAX	BCTAX	12	



SedonaOffice Administrative Training Guide

Bank

Purpose:	To set up records for cash accounts. To set up banks for ACH processing.
Prerequisites:	<i>Chart of Accounts</i>
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 Forte, 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 Task

Cancellation Task

Cancellation Task	Description	Inactive
Balance of Contract	Determine Balance of Contract	N
Notify Salesperson	Notify Salesperson	N
Put in Collections	Put in Collections	N
Remove Equipment	Remove Equipment	N
Schedule Service Call	Schedule Service Call	N
Stop Monitoring	Stop Monitoring	N

Include Inactive

Cancellation Task Edit Inactive

Cancellation Task

Description



Cancellation Profile

Purpose:	To label a customer cancellation process.
Prerequisites:	<i>Cancel Tasks- optional</i>
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.

Cancellation Profiles

☰ Cancellation Profiles List

Profile	Description	Tasks	Inactive
General	General Cancellation	Y	N
Non-Payment	Non-Payment	Y	N
Moved	Moved	Y	N

Include Inactive

☰ Cancellation Profile Edit

Profile: Inactive

Description: Use Tasks

Cancel Task	Description
<input checked="" type="checkbox"/> Stop Monitoring	Stop Monitoring
<input checked="" type="checkbox"/> Remove Equipment	Remove Equipment
<input checked="" type="checkbox"/> Balance of Contract	Determine Balance of Contract
<input checked="" type="checkbox"/> Notify Salesperson	Notify Salesperson
<input checked="" type="checkbox"/> Put in Collections	Put in Collections
<input type="checkbox"/> Schedule Service Call	Schedule Service Call



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 specific customer 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

Chain Account

Chain Account	Description	Inactive
ABC Builders	ABC Builders	N
Richardson Const	Richardson Construction	N

Include Inactive

Chain Account Edit

Chain Account Inactive

Description



SedonaOffice Administrative Training Guide

Chain Account (Continued)

Chain Accounts List viewable from Client Management / Manage Chain Accounts

Name	Description	Count	Current	Current	Over 30 D...	Over 60 D...	Over 90 D...	over 120 ...
Home Depot	Home Depot	1	45.14	0.00	22.58	67.72	0.00	64.50
Tim Horton's	Tim Horton's	0	0.00	0.00	0.00	0.00	0.00	0.00
Burger King	Burger King	3	1236.61	0.00	0.00	0.00	0.00	0.00
ABC Builders -Willow ...	ABC Builders -Willow Run	0	0.00	0.00	0.00	0.00	0.00	0.00

Customer Id	Name	Net Due	RMR Amount
5000	Burger King	\$366.24	\$169.95
5001	Burger King	\$540.00	\$250.00
5002	Burger King	\$330.37	\$152.95



Collection Status

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

To successfully use the Collections Module, you will need to set up *Collection Statuses*. Collection Statuses are associated with Collection Profiles, and are linked to customers through the collection process. This status will appear in the top right hand corner of the Customer Explorer. 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.

Collection Status

Collection Status

Collection Status	Description	Inactive
C.O.D. Service	C.O.D. Service	N
Collections-Mgmt Review	Collections-Management Review	N
Legal	Legal	N
Outside Coll-No Service	Outside Collections-No Service	N
Over 30 Days Past Due	Over 30 Days Past Due	N
Payment Arrangements	Payment Arrangements	N
Potential Delinquency	Potential Delinquency	N
Promise to Pay	Promise to Pay	N
Refer to Accounting	Refer to Accounting	N
Sent Letter	Sent Letter	N
Service Hold	Service Hold	N

Include Inactive

Collection Status Edit

Collection Status

Description

Inactive



SedonaOffice Administrative Training Guide

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.

Payment Method

Payment Method

Payment Method	Description	Inactive
American Express	American Express	N
Cash	Cash	N
Check	Check	N
Credit Card	Credit Card	N
Discover	Discover	N
EFT	Electronic File Transfer	N
MasterCard	MasterCard	N
Visa	Visa	N

Include Inactive

Payment Method Edit

Inactive

Payment Method:

Description:



SedonaOffice Administrative Training Guide

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.

RMR Reason

RMR Reason

Code	Description	Reason Type	Inact...
Accounting Correction	Accounting Correction	AC	N
Acquisition	Acquisition	AQ	N
Add Service	Add Service	AE	N
Auto add	Added by Auto integration	OR	N
Auto cancel	Cancelled by Auto integration	OR	N
Bankrupt	Bankrupt	FC	N
Branch Change (SS)	Branch Change	SS	N
Competition	Lost to Competition	FC	N
Conversion	Conversion	OR	N
Dealer Cancel	Dealer Cancel	FC	N
Delete(SS)	Delete	SS	N
Discount	Discount	OR	N
End of Contract	End of Contract	FC	N
End Promo Rate	End Promo Rate	RI	N
Item Change (SS)	Item Change	SS	N
Move in Area	Move within Service Area	FC	N
Move out of Area	Moved out of Service Area	FC	N
New RMR	New RMR	NJ	N
Non-Payment	Non-Payment	FC	N
Poor Service	Poor Service	FC	N

Include Inactive

RMR Reason Edit Inactive

Code:

Description:

Reason Type:

Code	Description
NJ	New Job
AE	Add to Existing
RI	Rate Increase
AQ	Acquisition
SR	Service Reduction
FC	Full Cancellation
AC	Accounting
OR	Other Reason
NR	Non-Reporting



SedonaOffice Administrative Training Guide

Routes

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

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

The screenshot shows the 'Routes' application interface. It features a 'Route List' section with a table of routes and a 'Route Edit' section for modifying a selected route.

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

Code: Description: Inactive

Inspection Route Service Route

Buttons:



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.

Systems

System List

Code	Description	Route	Inactive
Access	Access Control	A1	N
CCTV	CCTV	C2	N
Cell Back-up	Cell Back-up	B2	N
Fire	Fire System	F2	N
Int/Fire Com	Intrusion/Fire Commercial	F1	N
Intrusion	Instrusion System	B2	N
PERS	PERS	P2	N

Include Inactive

System Edit Inactive

Code: Description: Route Code:



SedonaOffice Administrative Training Guide

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.

Terms

Term	Description	Days Due	Based On	Disc Days	Disc %
2-10 N-30	2-10 N-30	30	Due Date	10	2
5-10 Net 60	5-10 Net 60	60	Due Date	10	5
Conv Invoice	Terms for converted invoices	0	Aging Date	0	0
Due Now	Due Now	0	Aging Date	0	0
Net 10	Net 10	10	Due Date	0	0
Net 30	Net 30	30	Due Date	0	0
NET 45	NET 45	45	Due Date	0	0
Net 7	Net 7	7	Due Date	0	0

Include Inactive

General

Term Code: Inactive

Description:

A/R Aging Based On

Invoice Aging Date (A/R Only) Days Net Due

Due Date

A/R Invoice Due Date will always be the Invoice Aging Date

A/P Discounts

Discount Days:

Discount %:

Apply New Delete



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.

Customer Type

Customer Type

Customer Type	Description	Inactive
Church	Church	N
Commercial	Commercial	N
Dealer	Dealer	N
Dealer Subscriber	Dealer Subscriber	N
Employee	Employee	N
Non-Dlr Master	Non-Dealer Master	N
Non-Dlr Sub	Non-Dealer Subaccount	N
Residential	Residential	N
Restaurant	Restaurant	N
Retail	Retail	N
School	School	N

Include Inactive

Customer Type Edit

Customer Type Inactive

Description



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.



SedonaOffice Administrative Training Guide

Custom Fields (Customer Level) continued

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.

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 (Customer Level)

Label

Required Money Required

Tables

Table 1

Table 2

Table 3

Text

Text 1

Text 2

Text 3

Text 4

Text 5

Check Boxes

Check 1

Check 2

Check 3

Check 4

Check 5

Date

Date 1

Date 2

Apply



SedonaOffice Administrative Training Guide

Custom Fields – Customer Level Tables 1, 2, 3

Purpose:	To define a table of values from which a user may select for the Custom Table 1 field
Prerequisites:	Customer 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.

Prior Alarm Co.

Prior Alarm Co.

Prior Alarm Co.	Description	Inactive
ABC Alarms	ABC Alarms	N
ADT	ADT	N
Protection One	Protection One	N

Include Inactive

Prior Alarm Co. Edit

Inactive

Prior Alarm Co.

Description



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 (Site Level)

Label

Tables Required

Table 1

Table 2

Table 3

Money Required

Label 1

Label 2

Text

Text 1

Text 2

Text 3

Text 4

Text 5

Check Boxes

Check 1

Check 2

Check 3

Check 4

Check 5

Date

Date 1

Date 2



SedonaOffice Administrative Training Guide

Custom Fields – Site Level Tables 1, 2, 3

Purpose:	To define a table of values from which a user may select for the Custom Table 1, 2 or 3 field
Prerequisites:	Site 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.

Occupancy Type

Occupancy Type	Description	Inactive
Owner	Owner	N
Tenant	Tenant	N

Include Inactive

Occupancy Type Edit Inactive

Occupancy Type:

Description:

Apply New Delete



Custom Fields – System 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 System 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 system or modifying an existing system 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 (System), Custom Fields Table 2 (System) or Custom Fields Table 3 (System).

Custom Fields (System Level)

Label

Tables Required

Table 1

Table 2

Table 3

Money Required

Label 1

Label 2

Text

Text 1

Text 2

Text 3

Text 4

Text 5

Check Boxes

Check 1

Check 2

Check 3

Check 4

Check 5

Date

Date 1

Date 2



SedonaOffice Administrative Training Guide

Custom Fields – System Level Tables 1, 2, 3

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

In this example we chose to track Communication Type for the System. 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 System Information record, on the tab labeled Custom Fields.

Communication Type

Communication Type

Communication Type	Description	Inactive
Land Line	Land Line	N
VOIP	VOIP	N

Include Inactive

Communication Type Edit Inactive

Communication Type

Description



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.

Contract Form

Contract Form

Contract Form	Description	Inactive
1-Year	Monitoring 1-Year	N
3-Year	Monitoring 3-Year	N
5-Year	Monitoring 5-Year	N

Include Inactive

Contract Form Edit Inactive

Contract Form: 5-Year

Description: Monitoring 5-Year



SedonaOffice Administrative Training Guide

Data Entry Defaults (Client Management)

Purpose:	To set up default values that will default into key data entry forms
Prerequisites:	<i>Branch, Tax Groups, Terms, System Type, Contract Form, Categories, Invoice Descriptions RMR Reasons</i>
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 speeds up the data entry process. 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.

Data Entry Defaults

Data Entry Defaults Cycle Billing Defaults

Branch	<input type="text" value="MI"/>	<input type="radio"/> Monthly	<input checked="" type="radio"/> Quarterly
Tax Group	<input type="text" value="MI-Wayne County"/>	<input type="radio"/> Semi-Annual	<input type="radio"/> Annual
Term	<input type="text" value="Due On Receipt"/>	Category	<input type="text" value="Monitoring"/>
System	<input type="text" value="Intrusion"/>	Invoice Desc	<input type="text" value="Recurring"/>
Contract Form	<input type="text" value="5 Year"/>	Job Billing Defaults	
Country	<input type="text" value="United States"/>	Category	<input type="text" value="J-Com"/>
Area Code	<input type="text"/>	Invoice Desc	<input type="text" value="Installation Services"/>
Customer Type	<input type="text" value="Residential"/>	RMR Reason	<input type="text" value="New RMR"/>
	<input checked="" type="radio"/> Residential <input type="radio"/> Commercial		
Part Pricing Level	<input type="text" value="None"/>		



SedonaOffice Administrative Training Guide

G/L Account Defaults (Accounts Receivable)

Purpose:	To set up control accounts to be used in processing accounts receivable transactions.
Prerequisites:	<i>Chart of Accounts</i>
Required or Optional:	Required

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

GL Account Links for AR

GL Account Links for AR

<p>Balance Equity/ Inter-Company <input type="text" value="14010"/> <i>Inter-Branch A/R*</i></p> <p>A/R <input type="text" value="11000"/> <i>Accounts Receivable*</i></p> <p>Deferred Revenue <input type="text" value="25000"/> <i>Deferred Revenues*</i></p> <p>Late Fee <input type="text" value="70000"/> <i>Other Income</i></p> <p>Discount <input type="text" value="69010"/> <i>Discount Expense*</i></p> <p>Inter-Branch Revenue <input type="text" value="21082"/> <i>Inter-Branch Revenue</i></p>	<p>Advance Deposit <input type="text" value="21000"/> <i>Advanced Deposit*</i></p> <p>Unapplied Cash <input type="text" value="21010"/> <i>Unapplied Cash*</i></p> <p>Unapplied Credit <input type="text" value="21020"/> <i>Unapplied Credit*</i></p> <p>Undeposited Funds <input type="text" value="10050"/> <i>Undeposited Funds*</i></p> <p>PrePay AR <input type="text" value="21080"/> <i>Prepaid A/R*</i></p>
---	--



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. This form consist of two tabs: Setup and Other.

Setup tab

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.



Setup Processing -Accounts Payable (continued)

AP Setup Processing

Setup | Other

Purchase Order Setup

Auto Create PO Numbers

Next PO Number

Direct Expense All Jobs & Tickets

PPV All Standard Cost Adjustments

Special Message on PO Print

Check Options

Allow Printed and Voided Checks to be edited.

Show Account Balance

GST Information

GST Number

GST Rate

GST Pay Account



SedonaOffice Administrative Training Guide

Setup Processing -Accounts Payable (continued)

Other Tab

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.

AP Setup Processing

Setup **Other**

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.

Shipping Method

Shipping Method

Shipping Method	Description	Inactive	Pickup Location
FEDEX 1ST OVNGHT	FEDEX 1ST OVNGHT	N	N
FEDEX 2DAY	FEDEX 2DAY	N	N
FEDEX EXP SAVER	FEDEX EXP SAVER	N	N
FedEx Ground	Federal Express Ground	N	N
FedEx Overnight	Federal Express-Overnight	N	N
FEDEX PR OVNGHT	FEDEX PR OVNGHT	N	N
FEDEX ST OVNGHT	FEDEX ST OVNGHT	N	N
Pickup	Pickup	N	Y
U P S 1 DAY SAVR	U P S 1 DAY SAVR	N	N
U P S 1DAY 8 AM	U P S 1DAY 8 AM	N	N
U P S 1DAY 1030A	U P S 1DAY 1030A	N	N
U P S 2 DAY A.M.	U P S 2 DAY A.M.	N	N
U P S 2 DAY AIR	U P S 2 DAY AIR	N	N
U P S 3 DAY SEL	U P S 3 DAY SEL	N	N
U P S GROUND	U P S GROUND	N	N
U P S SATURDAY	U P S SATURDAY	N	N
UPS Ground	UPS Ground	N	N
UPS Overnight	UPS Overnight	N	N

Include Inactive

Shipping Method Edit Inactive

Shipping Method

Description

Pickup Location



SedonaOffice Administrative Training Guide

G/L Account Defaults (Accounts Payable)

Purpose:	To define default G/L accounts to be used for processing Accounts Payable transactions.
Prerequisites:	<i>Chart of Accounts</i>
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.

GL Accounts for A/P

GL Setup for A/P

Accounts Payable: 20000
*Accounts Payable**

Primary Checking: 10010
*CA Primary Checking Account**

Inventory Receipt: 20010
*Inventory Receipts**

Customer Refunds: 23500
*Customer Refunds**

Inter-Branch Billing: 20020
*Inter-Branch Bills**

Pre-Pay Account: 14000
*Prepaid A/P**

Discount Account: 50000
Cost of Goods-Materials

Write Off Non Bill Receipt Acct: 50020
Cost of Goods-Other

Apply



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.



Vendor Custom Fields Setup (continued)

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

Tables Required

Table 1	<input type="text" value="Vendor Rating"/>	<input type="checkbox"/>
Table 2	<input type="text" value="User Table 2"/>	<input type="checkbox"/>
Table 3	<input type="text" value="User Table 3"/>	<input type="checkbox"/>

Money Required

Label 1	<input type="text" value="Money Label 1"/>	<input type="checkbox"/>
Label 2	<input type="text" value="Money Label 2"/>	<input type="checkbox"/>

Text

Text 1	<input type="text" value="User Text 1"/>	<input type="checkbox"/>
Text 2	<input type="text" value="User Text 2"/>	<input type="checkbox"/>
Text 3	<input type="text" value="User Text 3"/>	<input type="checkbox"/>
Text 4	<input type="text" value="User Text 4"/>	<input type="checkbox"/>
Text 5	<input type="text" value="User Text 5"/>	<input type="checkbox"/>

Check Boxes

Check 1	<input type="text" value="W9 Received"/>
Check 2	<input type="text" value="Cert.Of Ins. Rec'd."/>
Check 3	<input type="text" value="Check Box 3"/>
Check 4	<input type="text" value="Check Box 4"/>
Check 5	<input type="text" value="Check Box 5"/>

Date

Date 1	<input type="text" value="Insurance Expire Date"/>	<input type="checkbox"/>
Date 2	<input type="text" value="Date 2"/>	<input type="checkbox"/>



Custom Fields – Vendor Level Tables 1, 2, 3

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.

Vendor Rating Code

Vendor Rating Code	Description	Inactive
1 - Preferred	Preferred	N
2 - Secondary	Secondary	N
3 - Do Not Use	Do Not Use	N

Include Inactive

Vendor Rating Code Edit

Vendor Rating Code: Inactive

Description:

Apply New Delete



SedonaOffice Administrative Training Guide

Vendors

Purpose:	Create a list of Vendors from whom you purchase materials or services. Used on Purchase Orders and A/P Bills/Credits
Prerequisites:	<i>Chart of Accounts, Vendor Type, Branch, Category, Terms</i>
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.

The screenshot shows the 'Vendor ADI Edit' window with the following data:

- Vendor Code:** ADI
- Vendor Type:** Parts Supplier
- Branch:** 01-Southern CA
- Category:** Installation
- Open Bills:** 0.00
- Open Credit:** 0.00
- Net Due to Vendor:** 0.00
- Vendor Information:**
 - Name: ADI
 - Address: PO Drawer 87908, Los Angeles, CA 90067
 - Contact 1: Bill Smith-Order Desk, Phone: (800) 555-1212, Fax: (734) 555-1313
 - Contact 2: Mary Jones - A/P contact, Phone: (800) 555-1219
- Identification:**
 - Federal Id: [] - []
 - Social Sec #: [] - [] - []
 - Issue 1099
- Payables:**
 - Exp Account: 50000
 - Default Cost: Material Purchases
 - Terms: Net 30
 - Credit Limit: 0.00
 - GST Exempt
- Payments:**
 - Checks Payable To: ADI
 - Address: PO Drawer 87908, Los Angeles, CA 90067
 - Check Memo: ACCT# 3456789
- Notes:** [Empty text area]
- Inactive
- Buttons: Save, Close



SedonaSetup

System Security

Covered in this section are the following SedonaSetup Task Items

Table or Setup Form Name
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:	<i>Employee</i>
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.



User Groups – Application Access

User Groups

User Groups

Group	Description	Level	Credit Limit ^
Admin Clerk	Admin Clerk	2	\$0.00
Administrator	Administrator	3	\$50,000.00
AP Only	AP Only	3	\$5,000.00
AR Invoicing No	AR Invoicing No	3	\$0.00
AR Invoicing Yes	AR Invoicing Yes	3	\$0.00
CM N	CM N	2	\$0.00
CM Only	CM Only	1	\$0.00
CM Y	CM Y	2	\$5,000.00
Days Part	Days Part	1	\$0.00

Include Inactive

User Group Edit Inactive

Code: Administrator Description: Administrator Level: 3 Credit Memo Limit: \$50,000.00

Application Access | Report Access

Access	Module
<input checked="" type="checkbox"/> Client Management	CM
<input checked="" type="checkbox"/> Cancellations	CM
<input checked="" type="checkbox"/> Collections	CM
<input checked="" type="checkbox"/> Company Rate Change	CM
<input checked="" type="checkbox"/> Customer Explorer	CM
<input checked="" type="checkbox"/> Customer Query Builder	CM
<input checked="" type="checkbox"/> EFT Customer	CM
<input checked="" type="checkbox"/> Manage Chain Accounts	CM
<input checked="" type="checkbox"/> Master Account Mgmt	CM
<input checked="" type="checkbox"/> New Customer	CM
<input checked="" type="checkbox"/> Manage Contacts	CM
<input checked="" type="checkbox"/> Edit Existing Customer	CM
<input type="checkbox"/> Delete Existing Customer	CM
<input type="checkbox"/> Create New Site	CM

Print Apply New Delete

User Groups – Report Access

Code: Administrator Description: Administrator Level: 3 Credit Memo Limit: \$50,000.00

Application Access | Report Access

Select All Unselect All

Access	Module
<input checked="" type="checkbox"/> A/P Aging Summary	AP
<input checked="" type="checkbox"/> AP 1099	AP
<input checked="" type="checkbox"/> AP Bill Payment Audit	AP
<input checked="" type="checkbox"/> AP Retroactive Aging	AP
<input checked="" type="checkbox"/> Check Disbursement*	AP
<input checked="" type="checkbox"/> Check Register	AP
<input checked="" type="checkbox"/> Commission Calculation*	AP
<input checked="" type="checkbox"/> Commission Recurring Summary*	AP
<input checked="" type="checkbox"/> Open Purchase Orders	AP
<input checked="" type="checkbox"/> Open Receipts	AP
<input checked="" type="checkbox"/> Open Receipts Detail*	AP
<input checked="" type="checkbox"/> Print 1099s	AP
<input checked="" type="checkbox"/> Purchase Orders	AP
<input checked="" type="checkbox"/> Receipts Summary*	AP

Print Apply New Delete



SedonaOffice Administrative Training Guide

Users

Purpose:	To create user logins/access and permissions for access to various modules and functions within the application.
Prerequisites:	<i>User Groups</i>
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

Users List

User Code	Name	Description	Inactive
william	Waters, William	Installer	N
Administrator	Master, Sedona A	MasterUser	N
mason	Masters, Mason	OPS Manager	N
Alex	Talbot, Alex	Sales	N
george	Miller, George	Sales Manager	N
Georgemcgee	McGee, George	Sales Manager	N
bill	Fox, Bill	Salesperson	N
jeff	Craig, Jeff	Salesperson	N
sam	Blais, Sam	Salesperson	N
jason	Miller, Jason	Service Manager	N
joe	Marina, Joe	Technician	N
mark	Jones, Mark	Technician	N
ralph	Phillips, Ralph	Technician	N

Include Inactive

User Edit

Locked

User Code: jeff

Password: []

Confirm Password: []

Description: Salesperson

Last Login: 7/1/2013 2:25:49 PM

First: Jeff

Middle Initial: []

Last: Craig

E-Mail: []

Inactive

Create Other Users

User Groups: Customer Groups |

User Group	Description
<input checked="" type="checkbox"/> Salesperson	Salesperson
<input type="checkbox"/> *Installation Coordinator	Installation Coordinator
<input type="checkbox"/> 123	123
<input type="checkbox"/> Accounting Clerk	Accounting Clerk
<input type="checkbox"/> Admin Clerk	Admin Clerk
<input type="checkbox"/> Administration	Administration
<input type="checkbox"/> Administrator	Administrator
<input type="checkbox"/> AP Only	AP Only

Print Apply New Delete



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.

User Edit

Locked

Inactive

Create Other Users

User Code: jeff

First: Jeff

Password: []

Middle Initial: []

Confirm Password: []

Last: Craig

Description: Salesperson

E-Mail: []

Last Login: 7/1/2013 2:25:49 PM

User Groups: **Customer Groups**

Customer Group	Description	Read Only
<input type="checkbox"/> Invoice Printing	Invoice Printing	
<input type="checkbox"/> MI	MI	
<input type="checkbox"/> National Accounts	National Accounts	
<input type="checkbox"/> OH	OH	

Print Apply New Delete



SedonaOffice Administrative Training Guide

Employees

Purpose:	To create a list of employees that work for the company.
Prerequisites:	<i>None</i>
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.

Employees

Employee Code | First Name | Last Name | Department | Inactive

Administrator	Sedona	Master	Accounting	N
Alex.Talbot	Alex	Talbot	Sales	N
benb	Ben	Bainbridge	Installation	N
Carolyn	Carolyn	Johnson	Administration	N
George.McGee	George	McGee	Sales	N
Grant.Price	Grant	Price	Sales	N
madison.trask	Madison	Trask	Central Station	N
Maggie.Marshall	Maggie	Marshall	Accounting	N
maggie.philips	Maggie	Philips	Central Station	N
Mark.Taylor	Mark	Taylor	Service	N

Include Inactive

Employee Edit Inactive

Employee Code: Carolyn

General Information | Payroll | Commission Setup | Documents

User Code: carolyn | First Name: Carolyn

Type: MG | Last Name: Johnson

Assigned To: Administration | Middle Initial: J

Supervisor & Credit Request Handoff: | Date of Hire: | Termination: | Job Approval Group: Accounting

Created: Administrator 6/5/2012
Updated: Administrator 4/24/2015

Apply | New | Delete



SedonaOffice Administrative Training Guide

Departments

Purpose:	To define the various departments within the company to which employees are assigned to work.
Prerequisites:	<i>None</i>
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 must 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.

Departments

Department	Description	Inactive
Accounting	Accounting	N
Administration	Administration	N
Customer Service	Customer Service	N
Installation	Installation	N
Sales-Comm	Commercial Sales	N
Sales-Resi	Residential Sales	N
Service	Service	N

Include Inactive

General

Department Inactive

Description

Add as Sales Department

Managers

Manager 1

Manager 2

Apply **New** Delete



SedonaSetup

Service

Covered in this section are the following SedonaSetup Task Items

Table or Setup Form Name
Holidays
Panel Types
Problem Codes
Resolution Codes
Service Companies
Default Labor Rates
Service Levels
Technicians
Warranty Types
Service Setup Defaults
Inspection Items
Instruction Notes
Scheduling and Appointments
Service Ticket Message
Custom Fields Setup (Service Ticket)



SedonaOffice Administrative Training Guide

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 Ticket.

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. Once you “Go-Live” on the software, do not change existing records to be used for subsequent years or delete any records.

The screenshot shows the 'Holidays' setup screen in the SedonaOffice software. At the top, there is a 'Holidays' section with a table containing the following data:

Holiday	Date
2015 New Years Day	1/1/2015
2015 Christmas Day	12/25/2015
2016 New Years Day	1/1/2016
2016 Christmas Day	12/25/2016

Below the table is a 'Holiday Edit' section. It features two input fields: 'Holiday' with the value '2016 Christmas Day' and 'Date' with the value '12/25/2016'. At the bottom right of the form are three buttons: 'Apply', 'New', and 'Delete'.



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.

Panel Type	Description	Inactive
Cell BackUp	Cell BackUp	N
Vista-100	Vista-100	N
Vista-128FBP	Vista-128FBP	N
Vista-32FB	Vista-32FB	N
Vista-40	Vista-40	N
Vista-50P	Vista-50P	N
Vista120	Vista120	N

Include Inactive

Panel Type Edit

Panel Type:

Description:

Inactive

Apply **New** Delete



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 and Inspection Tickets to identify why the customer is requesting service. This is a required field on all tickets. 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.

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*.

Problem Codes

Problem Codes

Problem Code	Description	Priority	Est Time	Expertise	IsMas...	Inactive
AC Power Failure	AC Power Failure	Medium	60	3	Y	N
Add Equipment	Add Equipment	Medium	60	3	Y	N
Camera Issue	Camera Issue	Medium	60	3	Y	N
Can't Set B/A	Can't set Burglar Alarm	Medium	60	3	Y	N
Code Changes	Code Changes	Low	15	4	Y	N
Download	Download	Medium	30	5	Y	N
Inspection	Inspection	Medium	60	3	Y	N
Install	Install	Medium	60	3	Y	N
Keypad Trouble	Keypad Trouble	Medium	60	3	Y	N
Low Battery	Low Battery	Medium	60	3	Y	N
Order	Order Parts				N	N
PBO	Parts Back Ordered				N	N
PO	Parts Ordered				N	N
PR	Parts Received				N	N
RTI	Ready To Invoice				N	N
Sch GB	Schedule Go Back Appointment				N	N
Site Survey	Site Survey	Medium	60	4	Y	N
Smoke Detector	Smoke Detector	Medium	60	3	Y	N
Verify Online	Verify Online	Medium	30	3	Y	N
Zone Trouble	Zone Trouble	Medium	60	3	Y	N

Include Inactive

Problem Code Edit Inactive

Problem Code: Priority:

Description: Expertise Level:

Est Time: Is Master:



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 selected will be displayed with a green font color.

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

Resolution

Resolutions

Resolution	Description	Billable	Prospect	Inactive
1 Add	Add Equipment	Y	N	N
2 Clean	Clean Equipment	Y	N	N
3 Repair	Repair Equipment	Y	N	N
4 Replace	Replace Equipment	Y	N	N
Arming Billable	Arming Billable	Y	N	N
Arming No Charge	Arming No Charge	N	N	N
Code Changes Billable	Code Changes Billable	Y	N	N
Code Changes No Charge	Code Changes No Charge	N	N	N
Cust Cancel	Customer Cancelled prior to Appt Date	N	N	N
De-Program Panel	De-Program Panel	N	Y	N
Go Back	Go Back Required	N	N	N
Insp Comp.	Inspection Completed	Y	N	N
Insp Decl.	Inspection Declined	Y	N	N
Insp In Progress	Insp In Progress	Y	N	N
Install Complete	Install Complete	Y	N	N
No Show	No Show	Y	N	N
Programming Billable	Programming Billable	Y	N	N
Programming No Charge	Programming No Charge	N	N	N
Resolved In-House	Resolved In-House	Y	N	N
Site Survey	Site Survey Complete	Y	N	N
Void	Void	N	N	N

Include Inactive

Resolution Edit Inactive

Resolution Code

Description

Billable

Create Prospect



SedonaOffice Administrative Training Guide

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 *Appointments* section is used to define the normal business days and hours for the Service Company.

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

The screenshot displays the 'Service Companies' setup interface. At the top, there is a table listing various service companies. Below this, the 'General' tab is active, showing the configuration for the selected company 'MI-T&M'.

Code	Description	Ticket Form	Inact...	Insp Form	Vendor
CA	SedonaSecurity	Standard	N	N	
HOA	HOA	Standard	N	N	
MI-INSP Cont	SedonaSecurity	Standard	N	N	
MI-INSP T&M	SedonaSecurity	Standard	N	N	
MI-SVC Cont	SedonaSecurity	Standard	N	N	
MI-SVC-Labor WARR	SedonaSecurity	Standard	N	N	
MI-SVC-WARRANTY-WIP	SedonaSecurity	Standard	N	N	
MI-T&M	SedonaSecurity	Standard	N	N	
OH-INSP Cont	SedonaSecurity	Standard	N	N	
OH-INSP R&M	SedonaSecurity	Standard	N	N	
OH-SVC Cont	SedonaSecurity	Standard	N	N	
OH-T&M	SedonaSecurity	Standard	N	N	

Below the table, there are checkboxes for 'Include Inactive' and 'Include Vendors'. The 'General' tab is selected, showing the following fields:

- Code:** MI-T&M
- Description:** SedonaSecurity
- Company Detail | Labor Setup:**
 - Ticket Form:** Standard
 - Category:** S-Svc T&M
 - Does NOT use service ticket form for inspections:**
 - COGS Acct:** 520100
 - Vendor:** (empty)
 - Warehouse:** Main-MI
 - Email:** Service@SedonaSecurity.com
 - Expense Inventory on Service Tickets:**
 - When Invoiced
 - Primary:**
 - Secondary:**
- Critical Message:** Expires On 9/15/2014

Buttons at the bottom include 'Apply', 'New', and 'Delete'.



SedonaOffice Administrative Training Guide

General Inactive

Code: Description:

Company Detail: **Labor Setup**

Begin Day From
Address:

Appointments
Start: Time:
End: Time:

Labor To GL
Labor Expense Type: Expense at time of entry Expense thru WIP
Labor Expense: COS - Service-Labor T_M
Labor Deferred: Deferred Labor - Service
Labor WIP: WIP - Service Labor
Override Tech Rate:



SedonaOffice Administrative Training Guide

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.

Default Labor Rates

Labor Item Code

Trip Charges

Bill as Labor -OR- Item Code

Charge

Labor Rates

Regular

Overtime

Holiday

Billing Increments

1 min 5 min 10 min

15 min 30 min 60 min

After the first minutes.



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:	<i>Invoice Item, GL Account Number for Parts COGS</i>
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 three 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.
- Inspection – this form is used to specify whether the Service Level must be linked to a recurring line when selected on an Inspection Setup record.

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

Service Levels

Service Level	Description	Parts	Labor	Other	Bill As	Trip Ch...	Labor Item	Other Item
INSP-Flat Rate	INSP-Flat Rate	Y	Y	N	SVC Call	\$0.00	SVC Labor	
INSP-Prepaid	INSP-Prepaid	Y	Y	N	SVC Call	\$0.00	SVC Labor	
Job Part LCOM	Job Part LCOM	N	N	N	SVC Call	\$65.00	SVC Labor	
Part GL Test	Part GL Test	N	N	N	SVC Call	\$65.00	SVC Labor	
PP-Access	PP-Access	N	N	N	SVC Call	\$65.00	SVC Labor	
SL No Other	SL No Other	N	N	N	SVC Call	\$40.00	SVC Labor	
SL Yes Other	SL Yes Other	N	N	N	SVC Call	\$40.00	SVC Labor	SVC Misc
SVC Cont-LC	Service Contra...	Y	Y	N	SVC Call	\$0.00	SVC Labor	
SVC Cont-RSC	Service Contra...	Y	Y	N	SVC Call	\$0.00	SVC Labor	
T&M	T&M	N	N	N	SVC Call Fe...	\$60.00	SVC Labor	
T&M Resi-MI	T&M Resi-MI	N	N	N	SVC Call	\$75.00	SVC Labor	
T&M-LC	T&M - Large Com	N	N	N	SVC Call	\$80.00	SVC Labor	
T&M-RSC	T&M-Res/Small...	N	N	N	SVC Call	\$60.00	SVC Labor	SVC Misc
Time and Material	Time and Material	N	N	N	SVC Call	\$65.00	SVC Labor	
WAR/GB-LC	WAR/GB - Larg...	N	N	N	SVC Call	\$0.00	SVC Labor	
WAR/GB-RSC	Warranty/GoB...	N	N	N	SVC Call	\$0.00	SVC Labor	

Include Inactive

Service Level Edit Inactive

Service Level: T&M Description: T&M

General | Parts | Inspection

General

Costs Included: Parts Labor Other

Labor Item: SVC Labor

Trip Charge

Bill as Labor: SVC Call Fee NR Charge: \$60.00

Other Charge: Charge: \$0.00

Labor Calculation From Dispatch From Arrival

Labor Rates

Regular: \$60.00

Overtime: \$95.00

Holiday: \$125.00

Billing

1 min 5 min 10 min

15 min 30 min 60 min

After the first 30 minutes.

Apply New Delete



Service Levels (continued)

Service Level – Parts Form

The screenshot shows the 'Service Level Edit' window with the 'Parts' tab selected. The 'Service Level' is 'T&M' and the 'Description' is 'T&M'. The 'Inactive' checkbox is unchecked. The 'General' tab is selected, and the 'Parts' sub-tab is active. The 'Material COGS' is '520100' with a dropdown arrow and a small icon. Below it, the text 'COS - Service-Parts' is visible. The 'Parts Item Code' is 'SVC Part TX' with a dropdown arrow. The 'Part Pricing' section has 'Use Service Price 1' selected with a radio button, 'Res Price Modifier' set to '1.0000', and 'Comm Price Modifier' set to '1.0000'. 'Use Service Price 2' is unselected. At the bottom right are 'Apply', 'New', and 'Delete' buttons.

Service Level – Inspection Form

The screenshot shows the 'Service Level Edit' window with the 'Inspection' tab selected. The 'Service Level' is 'T&M' and the 'Description' is 'T&M'. The 'Inactive' checkbox is unchecked. The 'General' tab is selected, and the 'Inspection' sub-tab is active. The main content area contains a checkbox labeled 'RMR Link to Customer Recurring is Required'. Below this is a note: '*This option is used in Service Inspections to force a link between the inspection and customer RMR.' At the bottom right are 'Apply', 'New', and 'Delete' buttons.



Technicians

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

Technicians are 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. Employee, Warehouse and Service Company records must first be created prior to creating a Technician record. Create one record for each Technician.

This setup form consists of three tabs of information; *Service, Installation and Routes*; depending on the Employee's responsibilities one or all three forms will be filled in with information.

To create a new Technician, click on the *New* button, then select the Technicians Name from the drop-down list. The names displayed are from the Employee setup table. Enter the Technician address information. If the Technician typically begins their work day from home, enter their home address. If the Technician begins their day from the office, enter the company address. This address information is used in SedonaSchedule to map out a route of the scheduled appointments for a particular day.

If the employee performs only service calls, select the *Service Tech* radio button under the *Name* field then fill in the information on the *Service* form.

If you will be scheduling service calls using Service Routes, on the *Routes* form you will select which routes the technician is available for service calls.

If the employee performs both service calls and installation jobs, you will select the *Both* radio button under the *Name* field and fill in the form information on the *Service* and *Installation* forms.

Service Form

Service Company - From the drop-down list, select the default Service Company to which the Technician will be assigned.

Warehouse - Select the Warehouse assigned to the Technician. If a Technician is scheduled to a Ticket and Parts are used, inventory will be removed from this default warehouse.

Text Message Address - You may enter a text message address or an email address in this field for the Technician. This enables you to send a text message or email to the Technician with Ticket information. This field is optional.

Expertise Level - Select the expertise level which applies to the Technician. The choices listed are controlled by SedonaOffice. This is a required field.



SedonaOffice Administrative Training Guide

Technicians (continued)

Technician – Service Form

Service Technician

Technician List

Technician	Service Company	Install Company	Expertise	Inactive	
Larry Jackson	Testing	MI	3	N	
Jimmy John	MI-T&M	MI	3	N	
Carolyn Johnson	MI-T&M	MI	5	N	
Marlin Larson	MI-T&M	MI	5	N	
Oscar Martin	OH-T&M	OH	5	N	
Mike McKenzie	MI-INSP Cont	MI	1	N	
Mack Miller	MI-INSP Cont	MI	5	N	
Richard OSullivan Jr	CA	CA	3	N	
Jack Smith	CA	CA	0	N	
Orlando Smith	OH-T&M	OH	5	N	
Mark Taylor	MI-T&M	MI	5	N	
Mike Walker	MI-T&M	MI	5	N	
Marshall Watson	MI-T&M	MI	5	N	
Osman Wilson	OH-T&M	OH	5	N	

Include Inactive

Technician Edit Begin Day From

Name: Address...:

Service Tech
 Installer
 Both

Service | Installation | Routes

Service Company:
Warehouse:
Text Message Address:
Expertise Level:



Technicians (continued)

Technician – Installation Form

The screenshot shows a software window titled "Technician Edit" with a "Begin Day From" field. The "Name" field contains "Mark Taylor". The "Address..." field contains "45234 Joy Rd" and "Plymouth, MI 48170". There are three radio buttons: "Service Tech", "Installer", and "Both", with "Both" selected. Below these is a tabbed interface with "Installation" selected. The "Installation" tab contains a dropdown for "Install Company" set to "MI", and three input fields for "Regular Pay Rate" (40.00), "Overtime Pay Rate" (60.00), and "Holiday Pay Rate" (60.00). At the bottom right are "New", "Delete", and "Apply" buttons.

If the employee is available for both service and installation, fill in this form. The Pay Rates are used when labor timesheets are posted to Job records. Typically, the labor rates entered are an average burdened hourly labor rate. These amounts are used for Job Costing only and not for payroll purposes.

Install Company - From the drop-down list, select the default Install Company to which the Technician will be assigned.

Regular Pay Rate - Enter the pay rate to use for Installation Labor performed during regular business hours.

Overtime Pay Rate - Enter the pay rate to use for Installation Labor performed outside of regular business hours.

Holiday Pay Rate - Enter the pay rate to use for Installation Labor performed on a Holiday.



Technician – Routes Form

The screenshot shows a web-based form titled "Technician Edit". At the top left, there is a "Name" dropdown menu with "Mark Taylor" selected. To the right is an "Address..." text box containing "45234 Joy Rd" and "Plymouth, MI 48170". Below the name, there are three radio button options: "Service Tech", "Installer", and "Both", with "Both" selected. A tabbed interface is visible with three tabs: "Service", "Installation", and "Routes". The "Routes" tab is active and circled in blue. Under the "Routes" tab, there is a list of four items: "East" (checked), "North" (unchecked), "South" (checked), and "West" (unchecked). At the bottom right of the form, there are three buttons: "New", "Delete", and "Apply".

This form is only required if you will be scheduling your Technicians utilizing Routes (activated on the *Service Setup Defaults* form). A Route may be a geographical area or some other internal designation. Routes are linked to customer System records.

Check the box to the left of each Route for which the Technician is available.



Setup Defaults (Service)

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

This setup option consists of three forms which contain information that will be used as defaults when creating System records, Service Tickets, and defining G/L Accounts for service related expenses.

The following pages will provide definitions of each field on each setup form.

Service Setup

General Setup | GL Setup | GL Accounts for Misc Expense

General

Default Service Co. MI-T&M

Next Ticket # 2569

Ticket Printing

Print the System Account on Service Tickets

When Printing Tickets, break out the Trip Charge on the Summary

Note Access Level 2 - Customer Restricted

Schedule By

Technician Expertise Level

Routes

Next Inspection At Ticket Closed

Warning Message Setup

2 or more dispatches within the last 60 days

Maintenance Contracts

Warranty Type Full Warranty

Service Level T&M-RSC

Invoice Defaults

Invoice Category S-Svc T&M

Invoice Description Service Call

Parts Item Code SVC Part TX

Auto-Create Invoice Number

Prospect Defaults

Lead Source Technician

Lead Source 2

Status New

Sales Department Sales



Setup Defaults (Service) – (continued)

Service Setup Defaults – General Setup Form

The *General Setup* form is used to setup information which is mostly related to how labor will be invoiced to the Customer.

General (Section)

Default Service Company – This will be the default Service Company that will be assigned to each new system record created. The User may override this value when creating the system record.

Next Ticket # – Enter the starting number that you will have the system automatically assign to service tickets.

Ticket Printing – There are two options available; you may select one or both options depending on your company preference.

Note Access Level – Select the security Access Level that will default when entering a new Ticket Note; choices are Level 1 or Level 2.

Schedule By – Select one of the two radio buttons; Technician Expertise Level or Routes.

Next Inspection At – This option lets you determine when you want the Next Inspection Date (on the Inspection Setup record) to be advanced. The choices are:

- When the Ticket is Closed
- When the Ticket is Created
- When the Ticket is Scheduled
- When the Ticket is Resolved

Warning Message Setup (Section)

Warning Message Setup – Enter values that will determine when a warning message will be presented to a User after a certain number of Technician Ticket Appointments have been completed. The warning message is displayed when opening the Customer Explorer record for the Customer.

Maintenance Contracts (Section)

Warranty Type – Select the default Warranty Type that will be used on each new system created; this may be overridden.

Service Level – Select the default Service Level that will be used on each new system created; this may be overridden.



SedonaOffice Administrative Training Guide

Setup Defaults (Service) – (continued)

Invoice Defaults (Section)

Invoice Category – Select the default Category Code that will default on Service Tickets. This is typically the Service category; this may be overridden if the User has been granted security permissions to do so.

Invoice Description – Select the default Invoice Description that will be used on all Service Invoices; this may be overridden by the user creating the invoice.

Parts Item Code – Select the default Item Code that will be used when billing for parts. If an Item Code was entered on the Service Level setup, that Item Code will take precedence over this default.

Auto Create Invoice Number – If a Ticket is billable, if this option is selected, SedonaOffice will automatically generate the invoice number. If this option is not selected, the User will be prompted to type in an invoice number when generating the Ticket invoice.

Prospect Defaults (Section)

These defaults are used when the software automatically creates a new Prospect record as a result of selecting certain “flagged” Resolution Codes on Service Tickets.

Lead Source – Select the desired default Lead Source.

Lead Source 2 – Select the desired default Secondary Lead Source (optional).

Status – Select the desired default Sales Status.

Sales Department – Select the desired default Sales Department.



SedonaOffice Administrative Training Guide

Setup Defaults (Service) – (continued)

The *GL Setup* form is used to setup information on how labor and materials will be expensed on Service and Inspection Tickets.

Service Setup

General Setup | **GL Setup** | GL Accounts for Misc Expense

Labor To GL

Labor Expense Type
 Expense at time of entry
 Expense thru WIP

Labor Expense: 521100
COS - Service-Labor T_M

Labor Deferred: 258200
Deferred Labor - Service

Labor WIP: 122220
WIP - Service Labor

Override Tech Rate: 0

Misc WIP Setup

WIP Account: 122240
WIP - Service Other

Inventory Processing

Use WIP for Service Parts

WIP Account: 122210
WIP - Service Parts

Service COGS: 520100
COS - Service-Parts

Default to Expense Inventory on Service Tickets (By Svc Co)
 When Invoiced

Apply



SedonaOffice Administrative Training Guide

Setup Defaults (Service) – (continued)

Labor to GL

If your company will be recording the labor dollars expended on Tickets to the general ledger, two options for expensing labor are available:

- Expense at Time of Entry - if this option is selected, when dispatch times are entered for the Technician Appointment, the labor dollars will be expensed immediately.
- Expense through WIP (Work in Process) - If this option is selected, the labor will post to the Work in Process account specified on this form.

If the option on this form, *Default to Expense Inventory When Invoiced* is selected, when the Ticket is invoiced, the amount posted to the WIP account will clear to the Labor expense account specified on this form. The labor dollars recorded to the general ledger will use the Technicians labor rate or the *Override rate*, if a value was entered on this setup form.

Otherwise Labor and Materials will be expensed when the Ticket is closed.

Labor Expense Account – Select the G/L account that will be used when posting the expense for the service labor.

Labor Deferred – Select the G/L account that will be used when posting the deferred expense for the service labor. This is the offset account that is used when using WIP or Expensing at the time of entry.

Labor WIP – Select the G/L account that will be used when posting the service labor into WIP.

Override Tech Rate – If a value is entered into this field, labor dollars applied to Tickets will use this as the hourly Technician rate. If the value is left at zero, the hourly rate from the Technician setup (Installation form) will be used.

Misc WIP Setup

WIP Account – If your company is using WIP for Tickets, select the G/L Account number that will be used as the WIP account for miscellaneous expenses for Tickets.



SedonaOffice Administrative Training Guide

Setup Defaults (Service) – (continued)

Inventory Processing

Use WIP for Service Parts – If this checkbox is selected, you will then select which G/L account to which service part costs will post when parts are issued to a Ticket. If using WIP for service parts, this account will be credited and the Service COGS account will be debited either when the service ticket is invoiced or closed.

Service COGS – Select the G/L Account number that will be used to record the expense for parts used on Tickets.

Default To Expense Inventory – If this option is selected, inventory parts will be expensed at the Service Company level.

When Invoiced – If the Expense Inventory on Service Tickets option was selected, by selecting this option, inventory parts will be expensed when the Ticket is invoiced. If this option is not selected, inventory parts will be expensed when the service ticket is closed.



SedonaOffice Administrative Training Guide

Setup Defaults (Service) – (continued)

This optional setup form is used to create a list of available G/L Accounts that may be used for miscellaneous expenses related to Tickets. If any entries are made into this list, when creating a Purchase Order or entering an A/P Bill or Credit on the Expense tab, only these G/L Accounts will be available to the User.

Using this option will prevent Users from selecting inappropriate G/L Accounts for Miscellaneous Expenses. Additional accounts may be added at a later time as necessary.

Service Setup

General Setup | GL Setup | **GL Accounts for Misc Expense**

Account Code	Description	Type
520100	COS - Service-Parts	Cost of Goods Sold
520110	COS - Service-Wire & Supplies	Cost of Goods Sold
521115	COS - Service-Travel	Cost of Goods Sold
522110	COS - Service-Subcontractor	Cost of Goods Sold
580113	COS - Freight on Parts	Cost of Goods Sold

Edit

GL Account Code



Inspection Items

Purpose:	To define a list of devices that need to be inspected. Choices are available when setting up or editing an Inspection Record.
Prerequisites:	<i>None</i>
Required or Optional:	Optional

The *Inspection Items* setup table is used to create a list of types of devices that need to be inspected while working on an Inspection Ticket. The items entered in this setup table are available for selection when setting up or editing an Inspection record. Currently, these items do not print on an Inspection Ticket. Inspection Items are for reference purposes only and may be used when designing reports with third-party tools

Inspection Item

Description	Inactive
Pull Station	N
Smoke Detector	N
Sprinkler Head	N

Include Inactive

Inspection Item Edit Inactive

Inspection Item



SedonaOffice Administrative Training Guide

Instruction Notes

Purpose:	To create a list of special instructions that may be added to the Notes of any Ticket.
Prerequisites:	<i>None</i>
Required or Optional:	Optional

The *Instruction Notes* setup table is used to create a list of special instructions that may be added to any Ticket. The *Name* field is a text field and will allow up to 50 characters and the *Note* field, which is also a text type field will allow up to 1,024 characters. Once a list of Instruction Notes has been created, they may be inserted manually into any Ticket on the Notes form by clicking on the *Instructions* button.

Instructions Notes

Instruction Notes List

Instruction Name	Instruction Note	Inactive
I-BAT	Test battery	N
Res Int	- Wear booties indoors- Check for decals- Check for ya...	N

Include Inactive

Instruction Note **Inactive**

Name:

Note:

- Wear booties indoors
- Check for decals
- Check for yard sign
- Test all zones with Central Station
- Have Customer sign off on Work Performed Acceptance doc.
- Leave Customer Satisfaction Survey card
- Request Customer Referral



Scheduling and Appointments for Service

Purpose:	To specify information on how the Service Schedule Board will be configured.
Prerequisites:	<i>None</i>
Required or Optional:	Required

The Scheduling/Appointments 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 – This area is no longer used by the application.

Scheduling/Appointments

Scheduling

Every 15 minutes Every 2 hours
 Every 1/2 hour Every 3 hours
 Every hour Every 4 hours

Start Day: Start Time:
 End Day: End Time:

Appointments

	Maximum Appointments Per Day	
	AM	PM
Sunday	<input type="text" value="0"/>	<input type="text" value="0"/>
Monday	<input type="text" value="3"/>	<input type="text" value="3"/>
Tuesday	<input type="text" value="3"/>	<input type="text" value="3"/>
Wednesday	<input type="text" value="3"/>	<input type="text" value="3"/>
Thursday	<input type="text" value="3"/>	<input type="text" value="3"/>
Friday	<input type="text" value="3"/>	<input type="text" value="3"/>
Saturday	<input type="text" value="0"/>	<input type="text" value="0"/>

Allow schedule overbooking



Service Ticket Message

Purpose:	Enter a Message which will print on all Service Tickets
Prerequisites:	<i>None</i>
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.

Service Ticket Message

Service Ticket Message

Service Ticket Message
Thank you for allowing us to provide you with excellent service.

Apply



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:	<i>None</i>
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) – through Table 8 (Service).



SedonaOffice Administrative Training Guide

Custom Fields – Service Ticket Level Tables 1, 2, 3

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 on the Custom Fields tab of a Ticket.

Cause

Cause

Cause	Description	Inactive
Cable Co.	Cable Company	N
Customer Damaged	Customer Damaged	N
Install Error	Install Error	N
Manufacturer	Manufacturer Defect	N
Part End of Life	Part End of Life	N
Telephone Co.	Telephone Company	N
Vandalism	Vandalism	N

Include Inactive

Cause Edit

Cause

Description

Inactive



SedonaSetup

Inventory

Covered in this section are the following SedonaSetup Task Items

Table or Setup Form Name
Custom Fields Setup (Parts)
Customer Part Groups
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).



SedonaOffice Administrative Training Guide

Custom Fields – Part Level Tables 1, 2, 3

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.

Purchase UOM

Purchase UOM

Purchase UOM	Description	Inactive
10-Pack	10-Pack	N
Dozen	Dozen	N
Each	Each	N
Feet	Feet	N
Lot	Lot	N
Spool	Spool	N

Include Inactive

Purchase UOM Edit

Inactive

Purchase UOM:

Description:



SedonaOffice Administrative Training Guide

Customer Part Groups

Purpose:	To define alternate part numbers and descriptions for printing on one specific custom invoice.
Prerequisites:	None
Required or Optional:	Optional

The Customer Part Groups was a custom enhancement for a specific SedonaOffice customer. This is designed to create a cross-reference list of inventory parts that is used for printing part numbers and descriptions on a custom invoice.

Customer Part Groups

Part Group List

Description	Created By	Created On
GROUP 1	ADMIN	5/28/2015 10:42:34 AM
National 01	Administrator	7/8/2015 9:15:57 AM

Part Group Description:

Parts/Alternate | Customers

Part Code	Description	Alternate Part Code	Alternate Part Description
IM1240	ULTRA TECH 12V 4AH BATTERY	0412	12V 4AH BATTERY
IM1270	ULTRA TECH 12V 7AH BATTERY	0712	12V 7AH BATTERY

Part Code:

Description:

Alternate Part Code:

Alternate Description:



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 (Setup Modules). 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.

Warehouses

Warehouse List

Code	Description	Branch	Account	Inactive
CA Main	California Main Warehouse	CA	12000	N
CA-Central	CA-Central	CA	12000	N
CA-Cust Part Repairs	Customer Part Repairs-CA	CA	12000	N
CAL T1	Joe Marina Van	CA	12000	N
CAL T3	CAL T3	CA	12000	N
CA-North	CA-North	CA	12000	N
CA-South	CA-South	CA	12000	N
CT 201	Bailey	CA	12000	N
CT 202	Ben Bainbridge	CA	12000	N
CT 203	CT 203	CA	12000	N
CT 204	Cain Cabe	CA	12000	N
CT 205	CT 205	CA	12000	N
CT 206	CT 206	CA	12000	N
CT-New	CT-New	CA	12000	N

Include Inactive

Warehouse Edit Inactive

Code	CA Main	Account	12000
Description	California Main Warehouse	Inventory*	
Branch	CA	Latitude	0
Address ...	4572 Magnolia Riverside, CA 92505		
		Longitude	0



SedonaOffice Administrative Training Guide

Inventory Setup

Purpose:	To specify default information to be used in processing inventory transactions
Prerequisites:	<i>Chart of Accounts, Invoice Items, Employee, Warehouses, SedonaOffice Modules (Use Stock Tracking)</i>
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*.

Field definitions for this form are found on the following pages.

Inventory Setup

Inventory Setup

Warehouse: *Main-MI

Transfer Account: 258300
*Inventory Transfer**

Physical Adjustment Account: 580112
COS - Inventory Variances

Negative Quantities: Do Not Allow Warning Message Allow

Add Parts to All Warehouses

Inventory Processing

Asset Account: 120000
*Inventory**

Default COGS: 590110
COS - OTC Sales

Invoice Item: OTC Part

Purchase Price Variance Account: 592000

Use Material Handler for Warehouse Security

Print Zero Quantity On Hand on Physical Count Sheets

Costing

Default Method: Standard

Use Standard Cost on Direct Expense Parts



Inventory Setup (continued)

Inventory Setup

Warehouse – This is the default Warehouse for the company. When a new part is created, this warehouse will be the default location assigned to the part. The default Warehouse will be linked to each part regardless if the part would never be present in this warehouse.

Transfer Account – This is the G/L Account that will be used to transfer parts between Warehouses.

Physical Adjustment Account – The G/L Account that will be defaulted for manual stock adjustments and Physical adjustments that will record to the General Ledger when a Physical Inventory is completed. This is a COGS account type; it is highly recommended a separate G/L account be created and used for this purpose.

Negative Quantities – This option will determine if your company will allow on hand Part quantities to become negative.

- ***Do Not Allow*** – The system will prevent the user from completing the transaction (except for parts used on Service Tickets).
- ***Warning Message*** – The User will receive a warning message that the transaction being processed will cause the inventory balance to be negative, but will allow the user to complete the transaction.
- ***Allow*** – The user will be able to process the transaction without receiving a warning message.



Add Parts to All Warehouses – If this option is selected, the application will add all Parts listed in the Company Default Warehouse to all other Warehouses. Use caution when deciding to use this option; this would cause hundreds or thousands of parts to be linked to all Warehouses including Employee Vehicle Warehouses. **If this option is selected and saved, this action cannot be reversed.**



Inventory Setup (continued)

Inventory Processing

Asset Account – The default G/L Account Number which will be used when setting up new Warehouse records; this is the Asset Account. If Stock Tracking is activated, each Warehouse may be assigned a different Inventory Asset G/L Account Number if desired. If Stock Tracking is not activated, this G/L Account Number will be used as the Inventory Asset for all inventory transactions.

Default COGS – This COGS account is used when inventory parts are sold on a miscellaneous invoice.

Invoice Item – The Invoice Item code that will be used when invoicing parts on a miscellaneous or job invoice. The Invoice Item code determines the income account that will be used when recording a parts sale to the general ledger.

Purchase Price Variance Account – This account is used when there is a variance between the received cost of a part and the amount entered on the A/P bill for the parts receipt. If your company is using the Standard Costing Method for valuing your Inventory, if a Parts are received (from a Purchase Order) into a Warehouse where the purchase cost of the part is different than the current Standard Cost, the variance will post to the Purchase Price Variance Account.

Use Material Handler for Warehouse Security – If this option is selected, you must use the Material Handler setup table to define the warehouses to which employees will have access to when working with Purchase Orders. If this option is not selected, any employee creating a Purchase Order may select any warehouse on the warehouse list.

Print Zero Quantity on Hand on Physical Count Sheets – If this option is selected, when creating a Physical Inventory and printing Count Sheets, if the warehouse on-hand count is zero, the part will still be printed on the Count Sheets. Not selecting this option, will only print Parts showing an on-hand quantity in within the warehouse.

Costing

Default Costing Methods – Four inventory costing methods are available in SedonaOffice; Average, Standard, Serialized, and Lot costing. Select the costing method that will default into the Part Setup form when creating a new Part. The User may override the costing method if needed.

Use Standard Cost on Direct Expense – You have the option of using the part standard cost or the actual cost of the parts entered on the purchase order. Only select this checkbox if your company wants to apply the part standard cost to all direct expensed parts purchase orders.



SedonaOffice Administrative Training Guide

Material Handlers

Purpose:	To define which warehouses an employee will have access to when working with Purchase Orders
Prerequisites:	<i>Employee, Warehouse, Inventory Setup</i> (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. Click 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.

Material Handlers Material Handler Security is In-Active

Employees

Employee Code	First Name	Last Name	Material Handler	Inactive
Administrator	System	Administrator	Y	N
Amanda.Blake	Amanda	Blake	N	N
Amort	Amort	Exp		Y
Bailey.Barr	Bailey	Barr	N	N
Barbara.Brady	Barbara	Brady		N
Barney.Barber	Barney	Barber	N	N
Ben.Bainbridge	Ben	Bainbridge	N	N
Beth.Bartoli	Beth	Bartoli		N
Cain.Cabe	Cain	Cabe	N	N
Carolyn	Carolyn	Johnson	Y	N
Danielle.Torrent	Danielle	Torrent		N
Donna.Ness	Donna	Ness	Y	N
Edgar.Eden	Edgar	Eden	N	N
Egor	Egor	Earle	N	Y
Etta.Jones	Etta	Jones		N
George.Miller	George	Miller		N

Warehouse Access

Employee Code: Administrator Name: System Administrator Material Handler

Branch Selection: All Branches

Warehouse	Description	GL Code	Branch	Inactive
<input checked="" type="checkbox"/> CA-Central	CA-Central	12000	CA	N
<input checked="" type="checkbox"/> CA-North	CA-North	12000	CA	N
<input checked="" type="checkbox"/> CA-South	CA-South	12000	CA	N
<input checked="" type="checkbox"/> CA-Cust Part Repairs	Customer Part Repairs-CA	12000	CA	N
<input checked="" type="checkbox"/> Tools-CA	Tools-CA	12005	CA	N
<input checked="" type="checkbox"/> Isaac Truck	Isaac Truck	12001	ISI	Y
<input checked="" type="checkbox"/> ISI Main	ISI Main	12001	ISI	Y



SedonaOffice Administrative Training Guide

Default Vendor

Purpose:	To specify a Vendor code that will default as the Primary Vendor when new Parts records are created.
Prerequisites:	<i>Vendor</i>
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*.

Default Vendor

Default Vendor

Default Purchasing Vendor

Apply



Product Line

Purpose:	For grouping similar inventory parts in the parts search form, 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 needed. When a user is creating a new part number, the *Product Line* is a required field on the Part data entry form. Your product lines may be specific to a type of device or specific to the type of system for which they are used.

Inventory Part searches may be filtered by Product Lines. Physical Inventory count sheets may be sorted by Product Line.

Product Line

Product Line

Product Line	Description	Inactive
Access	Access	N
Alarm	Alarm	N
Audio	Audio	N
Battery	Battery	N
Cables	Cables	N
Camera	Camera	N
Computer	Computer	N
Connectors	Connectors	N
Control Panels	Control Panels	N
Electrical	Electrical	N
Fire Wire	Fire Wire	N
Intercom	Intercom	N
IR	IR	N
Kits	Kits	N
LCD	LCD	N
Lighting	Lighting	N
Misc	Misc	N
Motion Detectors	Motion Detectors	N
Mounts	Mounts	N
Phone	Phone	N
Power	Power	N
Projector	Projector	N
Rack	Rack	N
Remote	Remote	N
Screen	Screen	N

Include Inactive

Product Line Edit Inactive

Product Line

Description



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 a report with the Part Query Builder or 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.

Manufacturer

Manufacturer	Description	Inactive
Ademco	Ademco	N
Aiphone	Aiphone	N
American Dynamics	American Dynamics	N
AudioRequest	AudioRequest	N
B&K	B&K	N
Beam	Beam	N
Bosch	Bosch	N
CarTel	CarTel	N
Channel Plus	Channel Plus	N
Channel Vision	Channel Vision	N
Chief	Chief	N
Crestron	Crestron	N
CSC	CSC	N
Custom Solutions	Custom Solutions	N
Da-Lite	Da-Lite	N
Dedicated Micro	Dedicated Micro	N
Dennon	Dennon	N
Denon	Denon	N
Dewalt	Dewalt	N
Ditek	Ditek	N
EST	EST	N
Extron	Extron	N
GE	GE	N
Greyfox	Greyfox	N
Harman/Kardon	Harman/Kardon	N

Include Inactive

Manufacturer Edit

Manufacturer: Inactive

Description:

Apply New Delete



SedonaSetup

Job Management

Covered in this section are the following SedonaSetup Task Items

Table or Setup Form Name
Commission Types
Job Custom Fields
Job Expense Types
Job Approval Groups
Job Status
Job Phases
Job Tasks
Job Types
Labor Tasks
Prevailing Wages
Setup Processing
Install Companies
Installers



SedonaOffice Administrative Training Guide

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 labels for commissions to be paid to a salesperson. Each commission type code is identified as being one of six types: Recurring, Non-Recurring, Estimated Gross Profit, Gross Profit, Estimated to Gross, and Other. These commission types are used in Job Management to calculate commissions based on one or more of the sales elements entered on a Job.

Once Commission Types have been created, they are then linked to the Employee records for those individuals eligible to receive Job Commissions. Commission Types are also linked to various Job Types.

Definitions for each Commission Calculation Method is list on the next page.

Commission Type

Commission Type

Commission Type	Description	Type	Inactive
Add On Parts	Add On Parts	Non Recurring	N
Annual 36	Annual 36	Other	N
Auto-Pay 25	Auto-Pay 25	Other	N
EG	Estimated to Gross	Est To Gross	N
EP	Estimated Profit	Est Profit	N
GP	Gross Profit	Gross Profit	N
Install	Install	Non Recurring	N
Install-Manual	Install-Manual	Other	N
MGR Override RMR	MGR Override RMR	Recurring	N
Monthly 22	Monthly 22	Other	N
MRG Override NR	MRG Override NR	Non Recurring	N

Include Inactive

Commission Type Edit

Code Description Inactive

Commission Calculated Against:

Recurring (R)
 Estimated Profit (E)
 Other (O)

Non Recurring (N)
 Gross Profit (G)
 Est to Gross (B) *



Commission Type (continued)

Recurring Commission Type

Commission types of Recurring will use the dollar basis for the commission calculation as the total of all RMR entered for the job. If your company pays different commission rates depending on the type of RMR, then you will need to create one Commission Type record using the Commission Type of Recurring, and additional recurring commission types must be set to the commission type of Other. For Example, if you pay 10% on the recurring for monitoring services, and pay a different rate for service contracts, you would need to set the commission type of Other to one of these two Commission Types; otherwise the commission will be calculated on the total monthly rate of all RMR setup on the Job.

Non-Recurring Commission Type

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.

Estimated Profit Commission Type

For jobs using commission types based on the estimated profit of the job, the application will take the total of all install charges and part charges then subtract the estimated parts, labor, overhead and other charges to arrive at an estimated profit for the job. The application then looks at the salesperson's commission setup to calculate the commission for the job. The employee commission setup may have one flat rate for the commission type or may have a rate schedule that is variable based on the estimated profit percentage of the job.

Gross Profit Commission Type

For jobs using commission types based on the gross profit of the job, the application will take the total of all install charges and part charges invoiced for the job then subtract the actual parts, labor, overhead and other charges to arrive at a final gross profit for the job. The application then looks at the salesperson's commission setup to calculate the commission for the job. The employee commission setup may have one flat rate for the commission type or may have a rate schedule that is variable based on the actual gross profit percentage of the job. When using this commission type, the commission calculation is performed by the software during the Job closing process to ensure all income and expenses are used to determine the salesperson's commission amount.

Est to Gross Commission Type

This method will calculate an initial commission based on the Install Charges of a job using the percentage of the estimated profit of the Job. When the Job is closed, the software will recalculate the commission based on the actual profit of the Job. When setting up the commission structure of a salesperson using this method, you are able to set up a variable rate schedule.

Other Commission Type

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.



SedonaOffice Administrative Training Guide

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 (Job Level)

Label: Custom Fields Required

Check Boxes Required

Tables

Table 1: Referred By Required

Table 2: Subcontractor Required

Table 3: Referral Credit Type Required

Table 4: User Table 4 Required

Date

Date 1: Referral Credit Posted Required

Date 2: Date 2 Required

Text

Text 1: Referring Cust # Required

Text 2: Referring Cust Name Required

Text 3: Subcontractor \$ Est. Required

Text 4: Equip. Rental \$ Est. Required

Text 5: Permits \$ Est. Required

Text 6: 2nd Salesperson Required

Text 7: 2nd Comm % Required

Text 8: User Text 8 Required

Text 9: User Text 9 Required

Text 10: TEN Required

Text 11: User Text 11 Required

Text 12: User Text 12 Required

Text 13: User Text 13 Required

Text 14: User Text 14 Required

Text 15: User Text 15 Required

Text 16: User Text 16 Required

Check 1: oe_commission_filter Required

Check 2: Subcontract All Labor Required

Check 3: Subcontract Locks Required

Check 4: Subcontract Wiring Required

Check 5: Split Commission Required

Label 1: Money Label 1 Required

Label 2: Money Label 2 Required

Apply



SedonaOffice Administrative Training Guide

Custom Fields – Job Level Tables 1, 2, 3, 4

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.

Referred By

Referred By	Description	Inactive
ABC Builders	ABC Builders	N
Employee	Employee	N
Existing Customer	Existing Customer	N
Insurance Co	Insurance Co	N
None	None	N
Walton Const	Walton Construction	N

Include Inactive

Referred By Edit

Inactive

Referred By:

Description:

Apply New Delete



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 are five pre-defined records in this table which have a specific purpose within the application; you may 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.

Custom JC Bucket – You may link up to three Job Expense Types to the Custom Job Costing Buckets. The Custom Job Costing Buckets are used to break-out miscellaneous expenses into distinct groups on the Estimate and Actual costs for a Job. The labels for each of the three Custom Job Costing Buckets is found on the Job Management Setup Processing setup form.

 If your company is using WIP for miscellaneous expenses, and the User does not change the default expense type of "O" to a company maintained expense type, the expense will not post to the work in process account; the item will be expensed immediately.



Expense Types

Expense Types

Expense Type	Description	Use WIP	Custom JC Bucket
L	Labor	N	0
M	Material	N	0
C	Commission	N	0
V	Overhead	N	0
O	Other	N	0
TX	Tax	N	0
S	Subcontractor	Y	1
ER	Equipment Rentals	Y	3
P	Permits & Fees	Y	2
F	Freight	Y	0
T	Travel	Y	0
E	Engineering/Drafting	Y	0
MH	Misc Hardware	Y	0
PR	Printing	Y	0
MK	Marketing	Y	0

Expense Type Edit

Expense Type

Description

Use WIP

Custom JC Bucket



Job Approval Groups

Purpose:	To define a list of Groups authorized to approve the start of a Job and commission on a Job
Prerequisites:	Setup Processing (JM) – Approval Processing selected
Required or Optional:	Required if Approval Processing is activated

Job Approval Groups are used to create a list of “approvers” of a Job. If the Approval Processing functionality has been activated on the JM Setup Processing form and a list of Approval Groups has been assigned to the Job Type, no parts may be ordered and no appointments may be scheduled for the job until the job has been approved for processing.

An Approval Group is assigned to Users on their Employee setup record. A User may only be linked to one Approval Group.

Description	Approval Level	Inactive
Accounting	3	N
Operations	2	N
Sales	1	N
Testing	1	N

Include Inactive

Approval Group Edit

Description: Inactive

Level:



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 task listed on the job task list. As job tasks are approved, the job status will automatically advance to the status assigned to the next task on the job task list. Once all Job Tasks have been approved, the system will automatically update the Job Status to Job Complete. 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 Complete, Re-Opened and Reversed. You may add as many additional Job Statuses as needed. The color assigned to the status code is no longer used in the software.

Job Status List

Job Status Code	Description	Inactive
Approvals	Pending Approvals	N
Change Order Approval	Change Order Approval	N
Closed	Closed	N
Hold-Customer	Hold-Customer	N
Hold-Parts	Hold-Parts	N
In-Progress	In-Progress	N
Install Equipment	Install Equipment	N
Invoice RMR	Invoice RMR	N
Job Complete	Job Complete	N
Jobcost	Jobcost Review	N
Parts	Parts	N
Prewire	Prewire	N
Re-Invoice	Re-Invoice	N
Re-Opened	Re-Opened	N
Ready to Close	Ready to Close	N

Include Inactive

Job Status Edit Inactive

Job Status Code:

Description:

Display

Red
 Gold
 BlueGreen
 Blue
 LtBlue

Orange
 Yellow
 Pink
 Green
 Purple

Apply New Delete



Job Phases

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

Job Phases, is primarily designed to provide a tool for Job resource planning; Labor and Materials. Job Phases also control when you are able create an invoice for a Job.

You must have at least one Job Phase Code setup.

Phase Codes

☰ Phase Codes

Phase Codes	Description	Inactive
01 Prewire	Prewire	N
02 Installation	Installation	N
03 Trim-Out	Trim-Out	N
CO #01	CO #01	N
CO #02	CO #02	N
Final	Final	N
Phase 01	Phase 01	N
Phase 02	Phase 02	N
Phase 03	Phase 03	N
Phase 04	Phase 04	N
Phase 05	Phase 05	N
Phase 06	Phase 06	N
Phase 1	Phase 1	N

Include Inactive

☰ Phase Codes Edit

Phase Codes

Description

Inactive



SedonaOffice Administrative Training Guide

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. Job Tasks should be considered major milestones and not every detailed step required for installing a system.

For each Job Task, you will mark which User Groups are able to sign-off (approve) the task. Always include the Administrator User Group for each Task Sign-off.

The screenshot shows the 'Tasks' interface in SedonaOffice. It features a 'Task List' table and a 'Task Edit' window.

Code	Description	Inactive
Activate RMR	Activate RMR	N
Approvals	Approvals	N
CO1	Change Order 1	N
CO2	Change Order 2	N
CO3	Change Order 3	N
Complete	Complete	N
Install	Install Equipment	N
Install 2	Install Equipment	N
Install 3	Install Equipment	N
Install 4	Install Equipment	N
Jobcost	Jobcost Review	N
Order Parts 1	Order Parts	N
Order Parts 2	Order Parts	N
Order Parts 3	Order Parts	N
Order Parts 4	Order Parts	N
Order Prewire Parts	Order Prewire Parts	N
Prewire	Prewire	N
Prog Billing 1	Prog Billing 1	N
Prog Billing 2	Prog Billing 2	N
Prog Billing 3	Prog Billing 3	N
Prog Billing 4	Prog Billing 4	N
Re-Invoice	Re-Invoice	N

Below the list, there is a checkbox for 'Include Inactive' which is currently unchecked.

The 'Task Edit' window is open for the 'Approvals' task. It includes a checkbox for 'Inactive' (unchecked), a 'Code' field containing 'Approvals', and a 'Description' field containing 'Approvals'. To the right, there is a list titled 'User Groups Allowed to Sign off on Task' with the following entries:

User Group	Description
<input checked="" type="checkbox"/> Acctg Clerk	Accounting Clerk
<input checked="" type="checkbox"/> Acctg Mgr	Accounting Manager
<input checked="" type="checkbox"/> Administrator	Administrator
<input checked="" type="checkbox"/> Customer Service	Customer Service
<input checked="" type="checkbox"/> Inst Coord.	Installation Coordinator
<input checked="" type="checkbox"/> Install Mgr	Installation Manager
<input checked="" type="checkbox"/> Mananer	Mananer

At the bottom of the 'Task Edit' window, there are buttons for 'Select All', 'Unselect All', 'Apply', 'New', and 'Delete'.



SedonaOffice Administrative Training Guide

Job Types

Purpose:	To define the various types of jobs performed by the company.
Prerequisites:	<i>Job Tasks, Job Status, Chart of Accounts, Category, Commission Types, Job Phases</i>
Required or Optional:	Required

The *Job Type* is probably the most important and most complex setup table in the Job Management module. A *Job Type* typically defines the type of system that is being installed at your customer site. The *Job Type* is a required field for each Job created, and will determine:

- Tasks which will default into the job task list.
- Determine which cost of goods G/L account will be used for job costing parts.
- Whether material will be expensed immediately or use the material work-in-process account as parts are issued to the job.
- Whether the job requires a holdback % (retain amount) on each invoice.
- Whether the job is to be billed in phases as a percent of the total contract amount.
- Whether the job will be “locked” once a flagged job task has been completed and approved.

The Job Type setup is divided into nine possible setup forms, some of which are optional. You may create as many Job Types as needed. Each job type must have at least one job task assignment.

Definitions for each field on each form are shown on the following pages.

The screenshot shows the 'Job Types' software interface. At the top, there is a list of job types with columns for Job Type, Description, Category, Pctg Billing, and Inact... Below this list is a 'Job Type Setup' form for the selected job type 'C-Intrusion'. The form includes fields for Category (J-Com), Hold Back % (10.00), Material WIP (122100), Hold Back Item (HB), COGS Acct (510100), Hold Back Acct (110400), Use COGS Acct (512150), Est LU Cost (40), When Amt >= (9999999), Misc WIP (122140), Material Item, and various checkboxes like 'Allow Override Task List', 'Percentage Invoicing', 'Expense Part When Issued', 'Force Part Reconciliation', etc. The 'Detail' tab is selected in the navigation bar.



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Job Types (continued)

Job Type – Detail Form

Category – Select the category from the drop-down list that will be used as a default when posting income and expense transactions for this Job Type.

Material WIP – Select the G/L account number from the drop-down list that will be used for posting material WIP transactions. This account is used when inventory parts are issued to the job or returned to a warehouse from a job.

COGS Acct - Select the G/L account number from the drop-down list that will be used for posting part expense transactions.

Use COGS Acct – This field is used in conjunction with the *When Amt >=* field below. If you want to use a different material cost of goods sold account for inventory parts that have a cost of at least a certain amount, you may select that account number in this field. This is typically used if you want to capitalize parts over a certain unit cost.

When Amt >= - This field is used in conjunction with the *Use COGS Acct* field (above). If a part is issued to a job with a cost that is greater than or equal to the value entered in this field, then the G/L account number entered in the *Use COGS Acct* field will be used for the expense side of the transaction.

Misc WIP – Select the G/L account number that will be used for posting miscellaneous job expenses into work in process.

Accrued Income - If a G/L account number is entered in this field, all invoices generated for the job will post to this accrual account. When the job closes, the income will be transferred to the income accounts associated with the invoice items on the job invoices.

Job Type Setup Inactive

Job Type: C-Intrusion Description: Intrusion - Commercial

Detail | Job Tasks | O/R Job Tasks | Costing | Items | Accounts | Commission Types | Approvals | Phases

Category	J-Com	Hold Back %	10.00
Material WIP	122100	Hold Back Item	HB
COGS Acct	510100	Hold Back Acct	110400
Use COGS Acct	512150	Est LU Cost	40
When Amt >=	9999999	<input checked="" type="checkbox"/> Zero Part Price	
Misc WIP	122140	Material Item	
Accrued Income			

Lease Percentage Invoicing Expense Part When Issued

Allow Override Task List Allow Costing to Closed Jobs Force Part Reconciliation

Apply New Copy Delete



SedonaOffice Administrative Training Guide

Job Types (continued)

Job Type – Detail Form (continued)

Lease – This field is for informational and reporting purposes only. If the Job Type is for installing a leased system, you may select this box.

Allow Override Tasks – If this box is selected, a new setup form will display on the Job Type labeled *Override Job Tasks*. This allows you to have a primary task list and create a secondary task list for the same Job Type. An override task list would typically be used when the task list for the same type of installation may vary from one situation to another.

The best example would be a system installation that may require tasks for pre-wiring the site and in other situations you may not need to perform a pre-wire. In this scenario you would define the primary task list for the situation that would occur in most often. You would then create an Override Task list to fit the other installation situation. When a new job is created, the user will have the option of keeping the primary task list or switching to the override task list assigned to the Job Type.

Percentage Invoicing - Select this checkbox if the Job Type will be used for percentage invoicing situations only. When using this option, you must pre-define, on the Job Task List, the points at which the Job may be Invoiced and what percentage of the total charges will be invoiced at each Invoicing opportunity.

Allow Costing to Closed Jobs – If this checkbox is selected, users may post costs to jobs that have already been closed.

Expense Part When Used – If this checkbox is selected, inventory parts issued to the job will be expensed immediately. Do not select this option if you are using work in process.

Force Part Reconciliation – If this checkbox is selected, a user will not be allowed to close a job if all parts have not been properly issued or if there are open purchase orders associated with the job.

Job Type Setup

Job Type: C-Intrusion Description: Intrusion - Commercial

Detail | Job Tasks | O/R Job Tasks | Costing | Items | Accounts | Commission Types | Approvals | Phases

Category: J-Com Hold Back %: 10.00

Material WIP: 122100 Hold Back Item: HB

COGS Acct: 510100 Hold Back Acct: 110400

Use COGS Acct: 512150 Est LU Cost: 40

When Amt >=: 9999999 Zero Part Price:

Misc WIP: 122140 Material Item:

Accrued Income:

Lease Percentage Invoicing Expense Part When Issued

Allow Override Task List Allow Costing to Closed Jobs Force Part Reconciliation

Apply New Copy Delete



Job Types (continued)

Job Type – Detail Form (continued)

Hold Back % - If the Job Type (always or from time to time) dictates your customer will hold back a certain percentage of the amount invoiced until the job is completed (Retainage), enter an amount in this field. After filling in the next two fields, return to this field and change the value to zero. This will allow you to use Hold Backs on individual Jobs without having to create one particular Job Type to be used only for Hold Back Jobs.

If a Hold Back Item and Hold Back Account is assigned to a Job Type, but the Hold Back % is set to zero, the Job Type may be used for hold back situations or non-hold back situations. However, if you want to use the Job Type for a Hold Back situation, the hold back % will not automatically be calculated on the customer Invoice; hold back amounts would need to be manually entered by the User on the invoice.

Hold Back Item – Select the Invoice Item that will be used when an invoice is created for the hold back Job Type (same G/L Account as the next field). The Invoice Item selected should be setup with the Item Type of OC (Other Charge), flagged as non-taxable, and linked to your Hold Back asset account.

Hold Back Acct – Select the G/L account number that will be used when invoicing the customer for job hold backs at the end of the job, or at intermediate points during the Job. This G/L account is an asset type account (OCA).

EST LU Cost (Estimated Labor Unit Cost) - This optional field is used to establish a standard labor rate to be used to calculate the estimated labor costs for a job. On the Job's Job Costing form, a button is available to automatically calculate the estimated labor dollars for the job. If a value is entered in this field, the application will add all labor units from Parts and all labor units entered on Install charge lines then multiply the total times the value entered in the Est LU Cost field.

Zero Part Price - This checkbox option controls whether the sales price for each part on the Materials setup form of a Job will default into the unit price field for all parts on the Job Materials list. If this checkbox is selected, all Job part sales prices will be set to zero. If this checkbox is not selected the application will default to the part setup sales price. This option is typically select if you are invoicing your customer under a lump-sum contract amount.

Material Item - This field is used for Jobs imported from a WeEstimate quote. If Parts will be individually invoiced for the Job, this will be the Item Code that will be used for posting the Income side of the Invoice transaction.



SedonaOffice Administrative Training Guide

Job Types (continued)

Job Type – Job Tasks Form

Each Job Type must be assigned at least one *Job Task*. Job Tasks are typically the major milestones that need to be completed to install a system. You may create a list of as many job tasks as needed for the Job Type.

Each Job Task must be assigned a **Job Status**; the Job Status indicates where the Job is, in the process of being completed.

When adding a Job Task to the list, two fields are available for selection; Invoice and Sequence Locks Job.

- If the **Invoice** option is selected, once this task has been approved on a Job, the Job will appear in the job invoicing queue. If you are performing progress billings on this Job Type, you may select the Invoice option on multiple job task lines.
- If the **Sequence Locks** Job option is selected, once this task has been approved on a job, a change order must be created to add, remove or reduce parts, install charges, recurring charges or commissions for the job.

The **Lab Hours** field is used to enter the estimated amount of time (in hours) required to complete the Task. This information is used in conjunction with the Job Planner in SedonaSchedule for resource planning.

If the Percentage Invoice checkbox was selected on the Job Type Detail form, an additional column will be displayed for entering the percentage to invoice at various points in the Job. The total percentages must equal 100% to be able to save the Task List.

Job Type Setup Inactive

Job Type: C-Intrusion Description: Intrusion - Commercial

Detail: Job Tasks | C/R Job Tasks | Costing | Items | Accounts | Commission Types | Approvals | Phases

Order	Task	Job Status	Invoice	Lock	Labor Days
1	Sch Prewire	Scheduling	N	N	1
2	Order Parts	Parts	N	N	1
3	PW	Prewire	Y	N	1
4	Sch Install	Scheduling	N	N	1
5	Install	Install Equipment	Y	N	1
6	Jobcost	Jobcost	N	N	1

Job Task: Sch Prewire Invoice

Job Status: Scheduling Sequence Locks Job

Lab Hours: 1

Save New Remove

Apply New Copy Delete



SedonaOffice Administrative Training Guide

Job Types (continued)

Job Type – Job Tasks Form (continued)

Job Type Tasks Form for Percentage Invoicing Job Type

If the *Percentage Invoice* checkbox was selected on the Job Type Detail form, an additional column will be displayed for entering the percentage to invoice at various points in the Job. The total percentages must equal 100% to be able to save the Task List.

The screenshot shows the 'Job Type Setup' window with the 'Job Tasks' tab selected. The 'Job Type' is 'C-Intrusion % Billing' and the 'Description' is 'Intrusion - Commercial % Billing'. The 'Inactive' checkbox is unchecked. The 'Job Tasks' tab is circled in blue. Below the tab is a table with columns: Order, Task, Job Status, Invoice, %, Lock, and Labor Days. The table contains 6 rows of tasks. The '%' column is circled in blue. Below the table, the 'Job Task' dropdown is set to 'PW', and the 'Invoice' checkbox is checked with '50.00' entered in the percentage field. The 'Job Status' dropdown is set to 'Prewire'. The 'Lab Hours' field contains '1'. At the bottom, there are buttons for 'Apply', 'New', 'Copy', and 'Delete'.

Order	Task	Job Status	Invoice	%	Lock	Labor Days
1	Sch Prewire	Scheduling	N	0.00		1
2	Order Parts	Parts	N	0.00		1
3	PW	Prewire	Y	50.00		1
4	Sch Install	Scheduling	N	0.00		1
5	Install	Install Equipment	Y	50.00		1
6	Jobcost	Jobcost	N	0.00		1

Job Task: PW Invoice 50.00 %
Job Status: Prewire Sequence Locks Job
Lab Hours: 1

Buttons: Save, New, Remove, Apply, New, Copy, Delete



SedonaOffice Administrative Training Guide

Job Types (continued)

Job Type – Job Tasks Form (continued)

Override Job Tasks Form

This setup form will only be displayed if the *Allow Override Task List* option was selected on the Job Type *Detail* form. This task created list will be an alternate list of tasks available for selection when creating a job with this Job Type.

The screenshot shows the 'Job Type Setup' window. The 'Job Type' is 'R-Intrusion' and the 'Description' is 'Intrusion - Residential/Small Commercial'. The 'O/R Job Tasks' tab is selected and circled. Below the tabs is a table with the following data:

Order	Task	Job Status	Invoice	Lock	Labor Days
1	Order Prewire Parts	Parts	N	N	1
2	Sch Prewire	Scheduling	N	N	1
3	PW	Prewire	Y	N	1
4	Order Parts	Parts	N	N	1
5	Sch Install	Scheduling	N	N	1
6	Install	Install Equipment	Y	N	1
7	Jobcost	Jobcost	N	N	1

Below the table are fields for 'Job Task', 'Job Status', and 'Lab Days', along with checkboxes for 'Invoice' and 'Sequence Locks Job'. At the bottom are buttons for 'Save', 'New', 'Remove', 'Apply', 'New', 'Copy', and 'Delete'.



Job Types (continued)

Job Type – Costing Form

The Job Type *Costing* form allows you to assign G/L accounts to a particular Job Type for processing labor, overhead and commission transactions. If you choose not to assign these accounts at the Job Type level, then the application will use the G/L accounts associated with the Install Company assigned to the job.

You need only make selections on this form if your company uses different G/L Accounts for recording expenses for different Job Types.

The screenshot shows the 'Job Type Setup' window with the 'Costing' tab selected. The 'Job Type' is 'C-Intrusion' and the 'Description' is 'Intrusion - Commercial'. The 'Costing' tab is circled. The form is divided into three main sections: 'Labor To GL', 'Commissions To GL', and 'Overhead'. Each section has a checkbox and radio buttons for 'Expense at time of entry' (selected) and 'Expense thru WIP'. Below each section are three dropdown menus for selecting G/L accounts: Labor Expense, Labor Deferred, Labor WIP, Commission Expense, Commission Deferred, and Commission WIP. At the bottom, there are buttons for 'Apply', 'New', 'Copy', and 'Delete'. An 'Inactive' checkbox is located in the top right corner.



Job Types (continued)

Job Type – Items Form

The Job Type *Items* form allows you to create a list of Invoice Items that will be the only available selection for the Job Type. This would include all non-recurring and recurring types of invoice item codes. You also have the option of setting a default amount to be used for each invoice item you add to the list. These default amounts will be brought into the job install charges lines and recurring lines automatically.

If you elect to assign a list of invoice item codes to your Job Types, a user will only be able to select from the list assigned to the Job Type. If you prefer not to limit your users to a specific invoice item code list, you would not set up any values for the Job Type allowing the user to select any invoice item on the drop-down list.

Creating a list of available Invoice Items helps to minimize data entry errors.

Job Type Setup Inactive

Job Type: C-Intrusion Description: Intrusion - Commercial

Detail | Job Tasks | O/R Job Tasks | Costing | **Items** | Accounts | Commission Types | Approvals | Phases

Item Code	Description	Default Amount
Job Labor Com	Job Labor	0.00
OCLG	Open/Close Logging	0.00
Job Travel Com	Job Travel	0.00
Permit-RMR	Permit	0.00
MON	Monitoring	0.00
Lease	Equipment/System Lease	0.00
SVC CONT	Service Contract	0.00
OCRPT	Open/Close Reports	0.00
OCSUP	Open/Close Supervised	0.00
RAD	Radio/Cellular Backup	0.00
TSTD	Daily Test	0.00
TSTW	Weekly Test	0.00
WFER	Web Access	0.00

Item: Amount: Save New Remove

Apply New Copy Delete



SedonaOffice Administrative Training Guide

Job Types (continued)

Job Type – Accounts Form

The Job Type *Accounts* form allows you to create a list of G/L accounts that may only be used for expense type purchase orders and A/P bills for the Job Type. Setting up a list of G/L account numbers for a Job Type would allow a user creating an expense item purchase order or when entering an A/P bill, to select from only the G/L accounts assigned to the Job Type.

If you elect to assign a list of G/L Accounts to your Job Type, a user will only be able to select from the list of G/L Accounts assigned to the Job Type. If you do not want to limit your users to a selected list of G/L accounts, then do not enter any information into this form.

Creating a list of available G/L Accounts helps to minimize data entry errors.

Job Type Setup Inactive

Job Type: Description:

Detail | Job Tasks | O/R Job Tasks | Costing | Items | **Accounts** | Commission Types | Approvals | Phases

Account Code	Description	Default Amount
510110	COS - Jobs-Wire & Supplies	0.00
511120	COS - Jobs-Per Diem	0.00
511130	COS - Jobs-Travel	0.00
512110	COS - Jobs-Subcontractors	0.00
512120	COS - Jobs-Permits	0.00
512130	COS - Jobs-Equipment Rental	0.00
512140	COS - Jobs-Engineering	0.00
512150	COS - Jobs-Other	0.00
512160	COS - Jobs-Performance Bond	0.00
580113	COS - Freight on Parts	0.00

Account: Amount:



SedonaOffice Administrative Training Guide

Job Types (continued)

Job Type – Commission Types Form

The Job Type *Commission Types* form allows you to select which commission types may only be used for the Job Type. Check the box to the left of each commission type that may be used for the Job Type.

Commission Type	Description	Type
<input checked="" type="checkbox"/> Install	Install	Non Recurring
<input checked="" type="checkbox"/> RMR 3 Months	RMR 3 Months	Recurring
<input type="checkbox"/> RMR 4 Months	RMR 4 Months	Recurring
<input type="checkbox"/> RMR 5 Months	RMR 5 Months	Recurring
<input type="checkbox"/> RMR 6 Months	RMR 6 Months	Recurring
<input type="checkbox"/> RMR-Manual	RMR-Manual	Other
<input type="checkbox"/> Install-Manual	Install-Manual	Other
<input type="checkbox"/> EG	Estimated to Gross	Est To Gross
<input type="checkbox"/> Annual 36	Annual 36	Other
<input type="checkbox"/> Quarterly 27	Quarterly 27	Other
<input type="checkbox"/> Monthly 22	Monthly 22	Other
<input type="checkbox"/> Auto-Pay 25	Auto-Pay 25	Other
<input type="checkbox"/> GP	Gross Profit	Gross Profit



Job Types (continued)

Job Type – Approvals Form

The Job Approvals form will only be displayed if your company has activated *Job Approval Processing* on the Job Management Setup Processing form. You may create a list of as many approvals as needed for this Job Type. Each approval has the option of allowing Job Processing and/or allowing Commission Processing. The level that will default into the record is the level assigned to the Job Approval Group in the Job Approval setup table. You may override the level for any of the records you enter.

Approval Group	Allow Job	Allow Commissions	Seq\Approval Level	Change Orders
Sales	N	N	1	N
Operations	N	N	2	N
Accounting	N	Y	3	Y

Group: Accounting
Level: 3

Job Processing
 Commission Processing
 Use for Change Orders

Buttons: Save, New, Remove, Apply, New, Copy, Delete



SedonaOffice Administrative Training Guide

Job Types (continued)

Job Type – Phases Form

Job Phases, is primarily designed to provide a tool for Job resource planning; Labor and Materials. Job Phases also control when you are able create an invoice for a Job.

One Phase Code is pre-populated on each Job Type Phase setup form; you may remove this default Phase code as long as you add another phase code to take its place. Each Job Type must have at least one Phase Code. You may add additional Job Phases that will be available for selection on individual Jobs.

Job Type Setup Inactive

Job Type Description

Detail | Job Tasks | O/R Job Tasks | Costing | Items | Accounts | Commission Types | Approvals | **Phases**

Order	Phase	Description	Est Length
1	Phase 01	Phase 01	1

Job Phase Phase 01

Est Length (Days)



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 creating Job Appointments and posting labor hours to a job from the Timesheet entry form. Labor tasks describe the type of work the Installer has performed. Each labor task may be assigned a default estimated amount of time (in minutes) that it takes to perform the labor operation. This estimated amount of time is used when scheduling jobs within SedonaSchedule and can be overridden by the user creating the job appointment. You may create as many labor tasks as desired.

Labor Tasks

☰ Labor Tasks

Code	Description	Est Len	Inactive
Engineering	Engineering/Drafting	120	N
Equipment Install	Equipment Install	360	N
Installation	Installation	60	N
Overhead	Overhead	0	N
Prewire	Prewire	240	N
Project Mgmt	Project Management	60	N
Training	Training	60	N
Travel	Travel	60	N

Include Inactive

☰ Edit Labor Task
 Inactive

Labor Task Code	<input type="text" value="Travel"/>
Description	<input type="text" value="Travel"/>
Est Time	<input type="text" value="60"/>



SedonaOffice Administrative Training Guide

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.

Prevailing Wage

Prevailing Wage

Description	Wage
LA County Q2 2010	19.85
LA County Q2 2011	21.50

Prevailing Wage Edit

Description: LA County Q2 2011

Wage: 21.50

Apply New Delete



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:	<i>Chart of Accounts</i>
Required or Optional:	Required

The *Job Setup Processing* setup consists of two setup forms:

1. The *Setup Processing* form is used to select default G/L Accounts 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.
2. The *Custom Job Costing Buckets* (optional).

Job Processing

Setup Processing | Custom Job Costing Buckets

Material WIP: 122100
WIP - Job Parts

Jobs COGS: 510100
COS - Jobs-Parts

Approval Processing:

Labor To GL | Commissions To GL

Labor Expense Type: Expense at time of entry
 Expense thru WIP

Commission Expense Type: Expense at time of entry
 Expense thru WIP

Labor Expense: 511100
COS - Jobs-Labor

Commission Expense: 515110
COS - Jobs-Commissions

Labor Deferred: 258100
Deferred Labor - Jobs

Commission Deferred: 248100
Deferred Commissions

Labor WIP: 122120
WIP - Job Labor

Commission WIP: 122130
WIP - Job Commissions

Overhead | Restrict Sales Month

Overhead Debit: 511105
COS - Jobs Overhead

Overhead Credit: 258105
Deferred Overhead - Jobs

Restrict Sales Month

Current Sales Month: September/2003

Overhead Type: % (of dollars) Flat (Amount Per Unit)

Overhead Amt: 300.00

Apply




SedonaOffice Administrative Training Guide

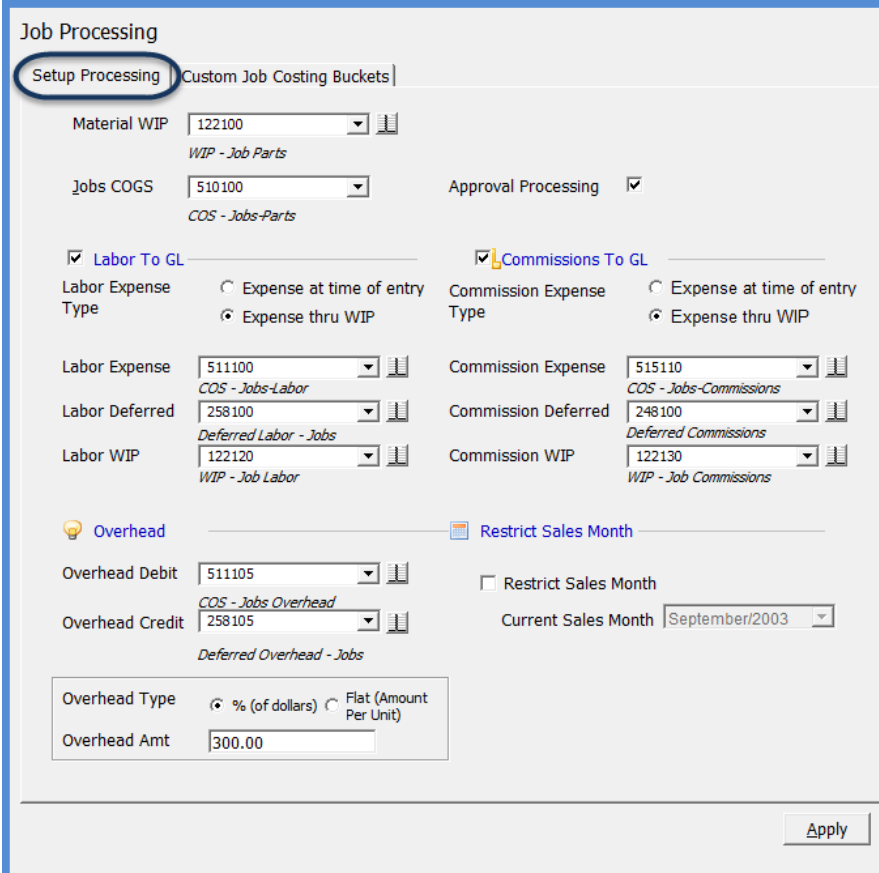
Setup Processing for Jobs (continued)

Setup Processing

The four costing areas on this form are Materials/Parts, Labor, Overhead and Commissions. You may either expense at the time of data entry or use work in process accounts (WIP) for posting these job related expenses. You may choose not to track any Job Costing by making certain all three flags (labor, overhead, commissions) are left unchecked. If you have not made selections on the **Costing** form of the Job Type or the **Install Company**, these accounts will be used to process Job costing transactions.

The Restrict Sales Month option provides control over the month and year in which a date may be entered as the sold date on a job. This allows you to capture accurate monthly sales data and not have it modified. If the Restrict Sales Month option is activated, no jobs or job change orders may be back dated into a closed sales month.

 If a Sales month is closed using the Restrict Sales Month option, any Jobs that are currently open will be locked down; any changes that need to be made to a Job related to Install Charges, Parts, RMR, or Commissions, will require you to create a Job Change Order.



Job Processing

Setup Processing | Custom Job Costing Buckets

Material WIP: 122100
WIP - Job Parts

Jobs COGS: 510100
COS - Jobs-Parts

Approval Processing:

Labor To GL
Labor Expense Type: Expense at time of entry, Expense thru WIP

Commissions To GL
Commission Expense Type: Expense at time of entry, Expense thru WIP

Labor Expense: 511100
COS - Jobs-Labor

Labor Deferred: 258100
Deferred Labor - Jobs

Labor WIP: 122120
WIP - Job Labor

Commission Expense: 515110
COS - Jobs-Commissions

Commission Deferred: 248100
Deferred Commissions

Commission WIP: 122130
WIP - Job Commissions

Overhead

Overhead Debit: 511105
COS - Jobs Overhead

Overhead Credit: 258105
Deferred Overhead - Jobs

Restrict Sales Month: Restrict Sales Month

Current Sales Month: September/2003

Overhead Type: % (of dollars), Flat (Amount Per Unit)

Overhead Amt: 300.00

Apply



Setup Processing for Jobs (continued)

Custom Job Costing Buckets

The Custom Job Costing Buckets are used if you want to break-down miscellaneous Job Expenses for up to three distinct labels. Job Expense Types are then linked to the appropriate custom job costing bucket.

These three custom buckets are designed to be used with entering the Job Costing estimate on the Job and for tracking the actual miscellaneous expenses as they are posted to job by receiving purchase orders or entering A/P Bills.

The screenshot displays the 'Job Processing' window with the 'Custom Job Costing Buckets' tab selected. The interface is organized into three sections, each representing a custom bucket:

- Custom Bucket 1:** Description: Subcontract Labor; Use WIP: checked; WIPAccount: 122132
- Custom Bucket 2:** Description: Permits/Fees; Use WIP: checked; WIPAccount: 122134
- Custom Bucket 3:** Description: Equipment Rental; Use WIP: checked; WIPAccount: 122136

An 'Apply' button is located at the bottom right of the window.



SedonaOffice Administrative Training Guide

Install Companies

Purpose:	To create a list of companies that install systems for your company.
Prerequisites:	<i>Job Processing Setup</i>
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 be 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.

Warehouse - The default Warehouse assigned to the Install Company.



SedonaOffice Administrative Training Guide

Labor to G/L

If you will be posting 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.

Overhead

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

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

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

Overhead Type - % of Dollars: 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.

Overhead Type – Flat (Amount per Unit): 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.

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



Install Companies (continued)

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.

Weekends

If Job Appointments may be created for weekend days, select one or both options. This options selected are also use by the Job Planner tool in SedonaSchedule for labor resource planning.



SedonaOffice Administrative Training Guide

Install Companies

Install Companies

Install Company Setup

Code	Description	Inactive
MI	SedonaSecurity	N
OH	SedonaSecurity	N
ASA	ASA	N
CA	SedonaSecurity	N
ABC Electronics	ABC Electronics	N

Include Inactive

Install Company Setup Inactive

Install: Parts WIP:

Description: Misc WIP:

Warehouse:

Labor To GL Overhead

Labor Expense Type: Expense at time of entry
 Expense thru WIP

Overhead Debit:

Overhead Credit:

Labor Expense: COS - Jobs-Labor

Labor Deferred: Deferred Labor - Jobs

Labor WIP: WIP - Job Labor

Appointment Options

Dispatch: Yes No (Completed Only)

Hours: Start End

Weekends: Saturday Sunday

Timesheet: Auto Manual
 From Dispatch From Arrival



SedonaOffice Administrative Training Guide

Installers

Purpose:	To define the list of employees who install and/or service systems.
Prerequisites:	<i>Employee, Installation Company, Service Company, Warehouse</i>
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 this is true, select the *Both* button below the *[Installer] Name* field.

If you already entered both your installers and service technicians in the *Technicians* setup table, it is not necessary to make entries into this setup table.

This setup form consists of three tabs of information; *Service, Installation and Routes*. If the employee performs only service calls, select the *Service Tech* button under the *Name* field then fill in the information on the *Service* form. If you will be scheduling service calls using Service Routes, on the *Routes* form you will select which routes the Installer is available for service calls. If the employee performs both service calls and installation jobs, you will select the *Both* button under the *Name* field and fill in the form information on the *Service* and *Installation* forms.

Installers

Installers List

Technician	Install Company	Service Company	Inactive
Edgar Eden	MI	MI	N
Isaac Hayes	ISI	ISI	N
Jason Miller	MI		N
Joe Marina	Lafayette	Lafayette	N
Jose Medina	CA-Southern	CA	N
Mark Jones	CA-Southern	CA	N
Matt Evans	CA-Southern		N
Ralph Phillips	MI	MI	N
Steven Stahl	MI	MI	N
Walter Wills	CA-Southern	CA	N
Whitney Walsh	CA-Southern	CA	N
William Waters	MI	MI	N

Include Inactive

Installer Edit Begin Day From

Name: Address...:

Service Tech
 Installer
 Both

Service | Installation | Routes

Service Company:

Warehouse:

Text Message Address:

Expertise Level:



SedonaOffice Administrative Training Guide

Installers (continued)

Installers - Service Form

If the Both (Service Tech & Installer) button was selected for the Installer, populate the fields on this form.

Service Company - From the drop-down list, select the default Service Company to which the Technician will be assigned.

Warehouse - Select the Warehouse assigned to the Technician. If a Technician is scheduled to a Ticket and Parts are used, inventory will be removed from this default warehouse.

Text Message Address - You may enter a text message address or an email address in this field for the Technician. This enables you to send a text message or email to the Technician with Ticket information. This field is optional.

Expertise Level - Select the expertise level which applies to the Technician. The choices listed are controlled by SedonaOffice. This is a required field.

Installer Edit

Begin Day From

Name: Mike Walker

Address...: 417 Forest
Plymouth, MI 48170

Service Tech
 Installer
 Both

Service | Installation | Routes

Service Company: MI-T&M

Warehouse: M101

Text Message Address: 18768483738@digitextjm.com

Expertise Level: 5

New Delete Apply



SedonaOffice Administrative Training Guide

Installers (continued)

Installers - Installation Form

If the employee is available for installation, fill in this form. The Pay Rates are used when labor timesheets are posted to Job records. Typically, the labor rates entered are an average burdened hourly labor rate. These amounts are used for Job Costing only and not for payroll purposes.

Install Company - From the drop-down list, select the default Install Company to which the Technician will be assigned.

Regular Pay Rate - Enter the pay rate to use for Installation Labor performed during regular business hours.

Overtime Pay Rate - Enter the pay rate to use for Installation Labor performed outside of regular business hours.

Holiday Pay Rate - Enter the pay rate to use for Installation Labor performed on a Holiday.

Installer Edit **Begin Day From**

Name: Mike Walker Address...: 417 Forest
Plymouth, MI 48170

Service Tech
 Installer
 Both

Service **Installation** Routes

Install Company: MI

Regular Pay Rate: 40.00

Overtime Pay Rate: 40.00

Holiday Pay Rate: 40.00

New Delete Apply



Installers (continued)

Installers - Routes Form

This form is only required if you will be scheduling your Technicians utilizing Routes (activated on the *Service Setup Defaults* form). A Route may be a geographical area or some other internal designation. Routes are linked to customer System records and are used for additional flexibility when scheduling Service and Inspection Tickets.

Check the box to the left of each Route for which the Technician is available.

The screenshot shows the 'Installer Edit' form with the following details:

- Name:** Mike Walker
- Address:** 417 Forest, Plymouth, MI 48170
- Role Selection:** Service Tech, Installer, Both
- Tabbed Interface:** Service, Installation, **Routes** (highlighted with a blue circle)
- Routes List:**
 - East
 - North
 - South
 - West
- Buttons:** New, Delete, Apply



SedonaSetup

Central Station Tracking

Covered in this section are the following SedonaSetup Task Items

Table or Setup Form Name
Alarm Services
Alarm Companies
Authorities
Signal Types
Transmission Format
UL Grade
Central Station Tracking Defaults



SedonaOffice Administrative Training Guide

Alarm Service

Purpose:	To define the list of Services a Wholesale monitoring company provides for your accounts
Prerequisites:	<i>SedonaOffice Modules (CS Tracking enabled)</i>
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 Service

Alarm Service

Alarm Service	Description	Inactive
Basic	Basic Monitoring	N
Cell Mon	Cellular Monitoring	N
Daily Test	Daily Test Log	N
IP	Internet Monitoring	N
O/C D Rpt	Open Close Daily Reports	N
O/C M Rpt	Open Close Monthly Reports	N
O/C WK Rpt	Open Close Weekly Reports	N
Tellular	Tellular Monitoring	N
Video	Video Monitoring	N

Include Inactive

Alarm Service Edit

Alarm Service Inactive

Description



SedonaOffice Administrative Training Guide

Alarm Company

Purpose:	To define the list of monitoring companies which provide monitoring services for your accounts.
Prerequisites:	<i>SedonaOffice Modules (CS Tracking enabled)</i>
Required or Optional:	Optional

If your company has an in-house central station that monitors your accounts or if you use one or more outside 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, Click 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 Click the Add button. Continue adding additional Alarm Services until completed. Once all Alarm Services have been added, Click 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.

Alarm Company

Alarm Company

Code	Description	Inactive
Alarm.com	Alarm.com	N
Alarmnet	Alarmnet	N
Central Mon	Central Monitoring	N
CJM	CJM Security	N
Tellular	Tellular	N

Include Inactive

Alarm Company Edit Inactive

Code:
Description:

Code	Description	Amount
O/C WK Rpt	Open/Close Reports	\$7.00
Basic	Basic Monitoring	\$5.00
O/C M Rpt	Weekly Test Reports	\$8.00
Daily Test	Daily Test Log	\$6.00

Service: Description: Monthly Amount:

Update Customer Monitoring



SedonaOffice Administrative Training Guide

Authorities

Purpose:	To define the list of responding authorities to alarm signals.
Prerequisites:	<i>SedonaOffice Modules (CS Tracking checked)</i>
Required or Optional:	Optional

You may create a list of responding *Authorities* if your company uses one or more outside 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.

Authorities

Authorities

Authority	Phone1	Phone2
EMT, Canton MI	(734) 378-1414	
EMT, Plymouth MI	(734) 347-9988	
FD, Canton MI	(734) 378-1313	
FD, Plymouth MI	(734) 348-5210	
PD, Canton MI	(734) 378-1212	
PD, Plymouth MI	(734) 347-9988	

Authority Edit

Authority:

Phone 1:

Phone 2:



Signal Types

Purpose:	To define the list of Signal Types that will be linked to zones.
Prerequisites:	<i>SedonaOffice Modules (CS Tracking checked)</i>
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.

Signal Type

Signal Type

Signal Type	Description	Inactive
FIRE	Fire	N
HU	Holdup	N
INT	Intrusion	N
MED	Medical Alert	N
PANIC	Panic	N

Include Inactive

Signal Type Edit Inactive

Signal Type:

Description:



SedonaOffice Administrative Training Guide

Transmission Format

Purpose:	To define the list of receiver signal formats.
Prerequisites:	<i>SedonaOffice Modules (CS Tracking checked)</i>
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.

The screenshot shows the 'Transmission Format' configuration window. It features a table with columns 'Description' and 'Inactive'. The table lists 'Contact ID', 'IP', 'SIA', and 'SMS', all with 'N' in the 'Inactive' column. Below the table is an unchecked checkbox for 'Include Inactive'. A section titled 'Transmission Format Edit' contains a text input field with 'Contact ID' and an unchecked 'Inactive' checkbox. At the bottom right are 'Apply', 'New', and 'Delete' buttons.

Description	Inactive
Contact ID	N
IP	N
SIA	N
SMS	N

Include Inactive

Inactive

Transmission Format:

Apply New Delete



SedonaOffice Administrative Training Guide

UL Grade

Purpose:	To define the list of UL Grades required for your accounts.
Prerequisites:	<i>SedonaOffice Modules (CS Tracking checked)</i>
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.

Description	Inactive
1023 Household Burg	N
1635 Digital Communications	N
609 Burg	N
636 Holdup	N
639 Intrusion Detection	N
864 Burg/Fire	N

Include Inactive

UL Grade Edit Inactive

UL Grade:



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:	<i>SedonaOffice Modules (CS Tracking checked), Alarm Companies, Authorities, Signal Types, Transmission Formats, UL Grades</i>
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.

Monitored By

General

Monitored By

Central Station Tracking

Authority

Signal Type

Transmission Format

UL Grade



SedonaSetup

Sales Management

Covered in this section are the following SedonaSetup Task Items

Table or Setup Form Name
Competitors
Event Types
Lead Sources
Quote Types
Sales Resolution
Sales Departments
Sales Department Maintenance
Sales Managers
Sales Items
Sales Status
User Defined Setup (Custom Fields)
User Defined Setup Tables 1 – 4 (Custom Tables)



Competitors

Purpose:	To define the list of companies with whom you compete for business.
Prerequisites:	<i>None</i>
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.

Competition

Competition

Competition	Description	Inactive
ADT	ADT	N
Brinks	Brinks	N
Protection One	Protection One	N

Include Inactive

Competition Edit

Competition: Protection One

Description: Protection One

Inactive

Apply New Delete



Event Types

Purpose:	To define the list of Events which you want to track within the Prospect Notes area during the sales cycle.
Prerequisites:	<i>None</i>
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.

Event Type

Event Type

Event Type	Description	Inactive
Contract Received	Contract Received	N
Contract Signing	Contract Signing	N
Follow-Up Call	Follow-Up Call	N
Intial Call	Intial Phone Call	N
Proposal Delivered	Proposal Delivered	N
Site Survey	Site Survey	N
Site Visit	Site Visit	N

Include Inactive

Event Type Edit
 Inactive

Event Type:

Description:



Lead Sources

Purpose:	To define the list of Lead Sources to classify how a Prospect heard about your company.
Prerequisites:	<i>None</i>
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.

Source

Source	Description	Inactive
Customer Referral	Customer Referral	N
Existing Customer	Existing Customer	N
Internet	Internet	N
Self-Generated	Self-Generated	N
Vehicle Signage	Vehicle Signage	N
Yard Sign	Yard Sign	N
Yellow Pages	Yellow Pages	N

Include Inactive

Source Edit

Source:

Description:

Inactive

Apply New Delete



SedonaOffice Administrative Training Guide

Quote Types

Purpose:	To classify the type of quote entered within the opportunity record.
Prerequisites:	<i>None</i>
Required or Optional:	Required if using Opportunities

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

Quote Types

Quote Types

Quote Types	Description	Inactive
Ex-Com	Existing Commercial	N
Ex-Resi	Existing Residential	N
New-Com	New Commercial	N
New-Resi	New Residential	N

Include Inactive

Quote Types Edit Inactive

Quote Types

Description



Sales Resolution Codes

Purpose:	To define the list of codes to describe whether an opportunity resulted in a sale or was lost.
Prerequisites:	<i>None</i>
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 Resolution Codes

Resolutions

Sales Resolution	Description	Sold	Inactive
Lost to Competition	Lost to Competition	N	N
Price	Price	N	N
Shopping	Just Shopping	N	N
Sold	Closed Sale	Y	N

Include Inactive

Resolution Edit

Resolution Code

Description

Sold

Inactive



SedonaOffice Administrative Training Guide

Sales Departments

Purpose:	To define the list of the sales departments within your company.
Prerequisites:	<i>Employee</i>
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

Sales Department

Sales Department	Description	Inactive
Com Sales	Commercial Sales	N
Customer Service	Customer Service	N
Resi Sales	Residential Sales	N

Include Inactive

Sales Department Edit

Inactive

Sales Department

Description



SedonaOffice Administrative Training Guide

Sales Department Maintenance

Purpose:	To link each salesperson to sales departments within your company.
Prerequisites:	<i>Employee, Sales Departments</i>
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 Department Management

Sales Department Management

Salesperson:

Department	Description
<input checked="" type="checkbox"/> Com Sales	Commercial Sales
<input checked="" type="checkbox"/> Resi Sales	Residential Sales
<input type="checkbox"/> Customer Service	Customer Service

Apply



SedonaOffice Administrative Training Guide

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:	<i>Employees</i>
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 Managers

☰ Sales Managers

Manager:

Code	Name
<input checked="" type="checkbox"/> George.Miller	George Miller
<input checked="" type="checkbox"/> George.Wyman	George Wyman
<input checked="" type="checkbox"/> Larry.Walker	Larry Walker
<input type="checkbox"/> Jason.Miller	Jason Miller
<input type="checkbox"/> Jeff.Craig	Jeff Craig
<input type="checkbox"/> Joe.Marina	Joe Marina
<input type="checkbox"/> Jose.Medina	Jose Medina
<input type="checkbox"/> Joshua.Smith	Joshua Smith
<input type="checkbox"/> Julie.Landon	Julie Landon
<input type="checkbox"/> Mark.Jones	Mark Jones
<input type="checkbox"/> Marty.Holt	Marty Holt

Apply



SedonaOffice Administrative Training Guide

Sales Items

Purpose:	To define the list of Items to be quoted to a Prospect
Prerequisites:	<i>Invoice Items</i>
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 Items

Sales Items

Code	Description	List Price	Recurring	Cycle	AR Item
Access-COM	Access Control System	\$0.01	N		Install
Add-On Devices	Add-On Devices	\$100.00	N		Equipment
CCTV-COM	CCTV System-Commercial	\$0.01	N		Install
CCTV-Res	CCTV System-Residential	\$0.01	N		INS Res-New
Cell Backup System	Cell Backup System	\$195.00	N		Inst-Cell Backup
Fire-COM	Fire System-Commercial	\$0.01	N		Install
INT-COM	Intrusion System-Commercial	\$0.01	N		Install
INT-Resi-500	INT-Resi-\$500 Package	\$500.00	N		INS Res-New
MON	Monitoring	\$35.00	Y	M	Mon
SA	Service Agreement	\$8.00	Y	M	VIP Service

Include Inactive

Sales Items Inactive

Code: Recurring:

Description: Bill Cycle:

Amount: AR Item:



SedonaOffice Administrative Training Guide

Sales Status

Purpose:	To define the list of Statuses to be used on a Prospect or Opportunity record
Prerequisites:	<i>None</i>
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 Status

Sales Status

Sales Status	Description	Inactive
Acknowledged	Acknowledged	N
From Re-Flag	From Re-Flag	N
Hold	Hold	N
In-Progress	In-Progress	N
Lost	Lost	N
New	New Prospect	N
Pending	Pending Decision	N
Sent to QW	Sent to QuoteWerks	N
Sold	Sold	N

Include Inactive

Sales Status Edit

Sales Status: Inactive

Description:



Sales Management User Defined Setup

Purpose:	To define the fields that will be used to gather information about a <i>Prospect</i> 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

Text 1: Basement Y/N

Text 2: Drop Ceiling Y/N

Text 3:

Text 4:

Text 5:

Text 6:

Text 7:

Text 8:

Text 9:

Text 10:

Check Boxes

Check 1: Intrusion

Check 2: Fire

Check 3: CCTV

Check 4: Access Control

Check 5: PERS

Check 6: Cell Back-Up

Check 7: Intercom

Check 8: Nurse Call

Check 9: Central Vac

Check 10:

Tables

Table 1: Why Looking?

Table 2: Current Alarm Co.

Table 3: Phone Type

Table 4:

Money

Label 1: Project Budget

Label 2:

Label 3:

Label 4:

Dates

Date 1: Req. Install Date

Date 2: Bid Due Date

Date 3:

Date 4:



SedonaOffice Administrative Training Guide

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:	<i>User Defined Setup</i>
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.

The screenshot shows the 'Why Looking?' configuration interface. It features a table with columns for 'Why Looking?', 'Description', and 'Inactive'. Below the table is a checkbox for 'Include Inactive'. At the bottom, there is an 'Edit' section with input fields for 'Why Looking?' and 'Description', and an 'Inactive' checkbox. Action buttons for 'Apply', 'New', and 'Delete' are located at the bottom right.

Why Looking?	Description	Inactive
Break-In	Break-In	N
New Home	New Home	N
New Business	New Business	N
Price Shopping	Price Shopping	N
Unhappy with Current	Unhappy with Current Company	N

Include Inactive

Inactive

Why Looking? Break-In

Description Break-In

Apply New Delete



SedonaSetup

Payroll & Miscellaneous

Covered in this section are the following SedonaSetup Task Items

Table or Setup Form Name
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:	<i>Network printers set up</i>
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.

Printer Setup

Printer Setup

Invoice Printer	HP LaserJet 4350 PCL 5	<input checked="" type="checkbox"/> Print company letter head
Statement	HP LaserJet 4350 PCL 5	<input checked="" type="checkbox"/> Print company letter head
PO Printer	HP Officejet 7300 series	<input checked="" type="checkbox"/> Print company letter head
Plain Paper	HP LaserJet 4350 PCL 5	<input checked="" type="checkbox"/> Print company letter head
Service Printer	HP Deskjet 5900 Series	<input checked="" type="checkbox"/> Print company letter head
Check Printer	HP LaserJet 4200 PCL 5	

Apply



SedonaOffice Administrative Training Guide

Document Type

Purpose:	Define a list of various types of documents that will be linked and viewed from SedonaOffice.
Prerequisites:	<i>Activation of the SedonaDocs functionality (Add-On module must be purchased)</i>
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.

Code	Description
Contract	Contract
Data From Customers	Data From Customers
Diagram	Diagram
Mail Correspondence	Data From Customers
Manual	Manual
Pictures	Pictures

Type Edit

Code: Mail Correspondence Description: Data From Customers

Buttons: Apply, New, Delete



Payroll Setup

Purpose:	Used for setting up company information for creating an export file for Payroll (Add-on module must be purchased).
Prerequisites:	<i>Chart of Accounts</i>
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

Pay Frequency

Next Pay Period Start

Next Payroll Date

Overtime Account
Direct Labor Overtime-Payroll

Overtime Auto Generated

Base Hours



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.

Earnings Type

Earnings Type

Description	Mapping Code	Account	Available To	Inactive	Type US	Type HA
Commissions	C		B	N	S	H
Holiday	H	60002	B	N	U	H
Inst-Direct	IND	50010	B	N	U	H
Inst-Indirect	INI	50011	B	N	U	H
Overtime	OT		B	N	S	H
Regular Pay	R		B	N	S	H
Salary	S		B	N	S	H
Service	SV	52005	B	N	U	H
Sick Pay	SP	60003	B	N	U	H
Vacation	V	60001	B	N	U	H

Include Inactive

Earnings Type Edit Inactive

Earnings Type: Account: Cost of Goods-Labor

Mapping Code: Available To: Salary Hourly Both

Enter As: Hours Amount



SedonaOffice Administrative Training Guide

Note Type

Purpose:	To define a list of types of Notes that are entered on a Job.
Prerequisites:	<i>None</i>
Required or Optional:	Required

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

Note Type

Note Type List

Note Type	Description	Inactive
Customer	Customer	N
Install	Install	N
Job	Job	N
Job Internal	Job Internal	N
Job Invoice	Job Invoice	N
Pre-Job	Pre-Job	N
Sales	Sales	N

Include Inactive

Note Type Edit Inactive

Note Type: Description:

Apply New Delete



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