



2013 SedonaOffice Users Conference

Ideas, Tips & Tricks

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Using Customer Search to Open Invoices

You can now use the customer search processes to open up specific functions. Based on what data you are using for your search, you have the option to automatically pull open that form instead of the customer explorer.

Customer Lookup

Search Criteria

- Customer Number
- Name
- Address
- Telephone
- Bill Contact
- Site Contact
- System Level Search

- System Account
- Job Number
- Service Ticket
- Invoice #
- Credit #
- Check Number

Branches: All, Canadian, Carolina, Chicago, Cleveland, Columbus, Detroit

Hide Inactive Branches:

Enter Search Text: 1

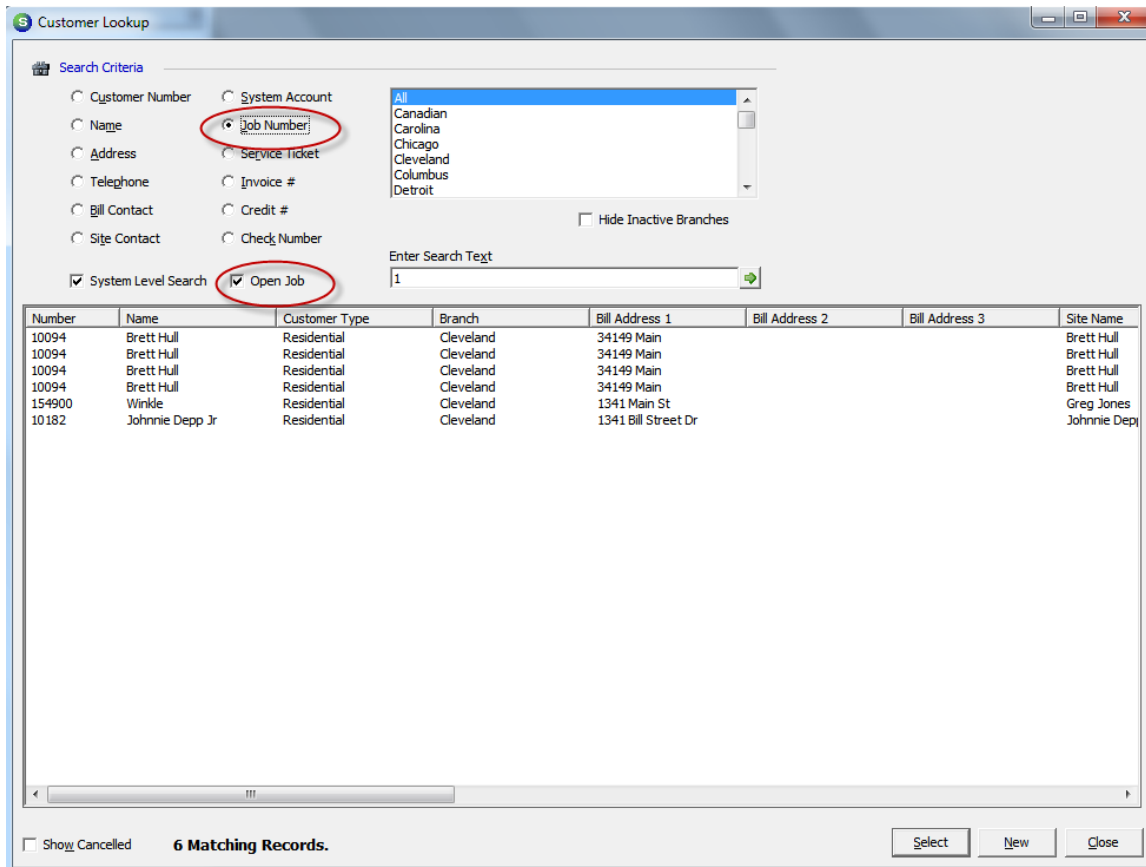
Number	Name	Customer Type	Branch	Bill Address 1	Bill Address 2	Bill Address 3	Site Name
D10003	Sean Connor	Residential	Detroit	217 Morningview Ave.			Sean Connor

Show Cancelled: 1 Matching Customer

Select New Close

Using Customer Search to Open Jobs

In this example, the user is searching by a job number. If the check box is selected, the system will automatically open that job. If it is unchecked, the system will open the customer explorer for the selected customer.



Creating a Job Costing Report for Multiple Jobs

From within the customer explorer, you can right-click on the Jobs view from the tree and create a job costing report that combines the cost from multiple jobs.

Starbucks
13414 Hill Rd
Chardon, OH 44024
United States
(440) 247-5608

Balance Due: \$420.60
Last Statement Date: 1/11/2010
Last Late Fee: \$106.10
* No Service * Over 120 Days
Total Active RMR :
Total Active RAR :
Customer Type: Residential
Last Payment Rec'd: \$400.00 (05/14/07)

Job	Description	Date	Job Type	Status
20080904A	CCTV Installation	9/4/2008	CCTV Installation	Reversed
20080904B	Residential	9/4/2008	Residential	Job Compl...

Jobs

Job #	Sold	Type	Status
<input checked="" type="checkbox"/> 20080904A	9/4/08	CCTV Installation	Reversed
<input checked="" type="checkbox"/> 20080904B	9/4/08	Residential	Job Complete

Hide Closed Job

Select All Invert Selection

As of Date: 1/6/2013

Group By: (None)

Sort By: Job Number

Ok Cancel

Using the Next Cycle Date option for Company Rate Changes

A new option was added to the Company Rate Change Process that allows you to only rate increase the RMR that is due on a specific Next Cycle Date. This is useful to when you wish to do a rate increase just before a scheduled Cycle Invoicing.

The screenshot shows the 'Company Rate Change' dialog box. The title bar reads 'Company Rate Change'. The description field contains 'Example of Next Cycle Date Rate Increase'. There are radio buttons for 'Standard Customers', 'Master Accounts', and 'Both', with 'Standard Customers' selected. A tabbed interface includes 'Setup Information', 'Branches', 'Items', 'Import List', 'Notes', 'Customers', and 'Post Rate Change'. The 'Setup Information' tab is active, showing an 'Effective Date' of '01-Jan-13'. Under the 'Setup' section, 'Use Item Codes' is selected, and 'Increase By' is set to 'RMR Amount'. Further options include 'Increase', 'Percentage', 'Flat Amount', 'Decrease', and 'Fixed Amount'. 'Set All Items' is checked, and the 'Amount' is '2%'. The 'Use Recurring Renewal Dates' option is unselected. The 'Next Cycle Date' section, highlighted with a red oval, shows 'Next Cycle Date' set to '01-Jan-13'. The 'Customer Types' section has 'Both' selected, with 'Commercial' and 'Residential' options. 'RMR Minimum' and 'RMR Maximum' fields are empty. The 'Exclude Recurring Items' section has two checkboxes, both with '365' days specified. At the bottom, there is a 'Save As New Setup' checkbox, and 'Save' and 'Close' buttons.

Using the Company Rate Change to Set a Fixed Dollar Amount

If there is a case where you want to standardize an RMR for all or a group of customers, you can use the Fixed Amount option of the rate increase. For example, setting all customers who have a local annual alarm fee to a set amount.

Company Rate Change

Description: Example of Fixed Amount Rate Increase

Standard Customers (selected)
Master Accounts
Both

Setup Information | Branches | Items | Import List | Notes | Customers | Post Rate Change

Effective Date: 01-Jan-13

Setup

Use Item Codes (selected) Increase By: RMR Amount (selected)

Increase (selected) -OR- Decrease
Percentage
Flat Amount
Fixed Amount (circled in red)

Set All Items (checkbox) Amount: []

Use Recurring Renewal Dates (checkbox)

Effective Date is [] Renewal Date []
AND Recurring Rate Increase Date is equal to the Effective Date, Increase by [] %
Update Rate Increase Date by [] months

Company Rate Change

Description: Example of Fixed Amount Rate Increase

Standard Customers (selected)
Master Accounts
Both

Setup Information | Branches | Items | Import List | Notes | Customers | Post Rate Change

Items to Include on this Rate Change

Item	Description	Amount
INSP Cont	Inspection Contract	
INSP Fire Sprinkler	Inspection-Fire-Sprinklers	
INSP Fire System	Inspection-Fire System	
INSP Fire Waterflow	Inspection-Fire-Waterflow	
Inspection-Smoke/CO2	Inspection-Smoke / CO2 Detectors	
Lease	Equipment/System Lease	
MON	Monitoring	
MON-DLR	Dealer Basic Monitoring	
OCLG	Open/Close Logging	
OCRPT	Open/Close Reports	
OCSUP	Open/Close Supervised	
Permit	Permit	12.00
PM	Preventative Maintenance	
RAD	Radio/Cellular Backup	
SVC CONT	Service Contract	
TSTD	Daily Test	
TSTW	Weekly Test	
WEB	Web Access	

Save As New Setup (checkbox) Save Close

Move Equipment from One System to Another

You now have the ability within the customer explorer to drag and drop equipment from one system account to another within the same customer.

The screenshot shows the 'Customer Explorer' for Bobby Orr. The left pane shows a tree view of systems, with '20286-BA Burglar Alarm' selected. The right pane shows a list of equipment items:

Part	Description	Install Date	Qty	Job	S
ACUSHNET DRIVER	Acushnet Driver	* Pending *	1		
5839	Keypad- alpha	* Pending *	1		
ADM-4208U	ADEMCO REMOTE POLING MODULE	* Pending *	1		

A callout bubble with the text "Drag and Drop Equipment from one system to another" points to the equipment list.

Move RMR from One System to Another

You now have the ability within the customer explorer to drag and drop RMR from one system account to another within the same customer.

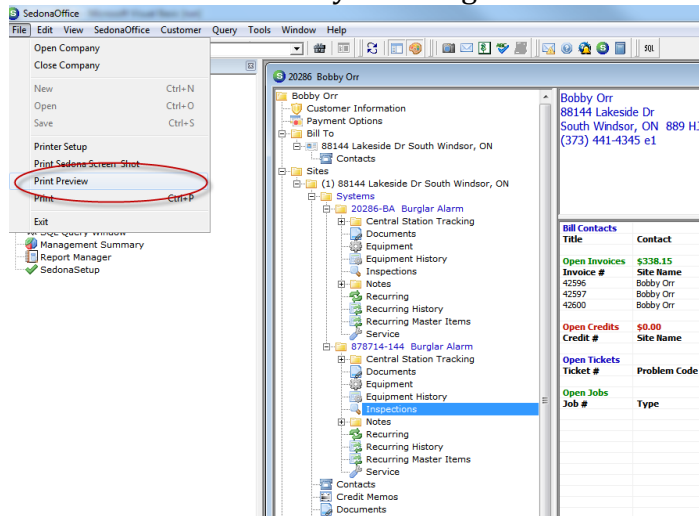
The screenshot shows the 'Customer Explorer' for Bobby Orr. The left pane shows a tree view of systems, with '878714-144 Burglar Alarm' selected. The right pane shows a summary of financial data and a table of RMR items:

Item Code	Cycle	RMR	Cycle Amt	Next Cycle	Cycle Start	C
Alarm Monitoring	M	\$50.00	\$50.00	12/1/2012	10/1/2012	

A callout bubble with the text "Drag and Drop RMR from one system to another" points to the RMR table.

Customer Snapshot Report from Print Preview

While in the customer explorer, you can create a quick snapshot report of important customer information by selecting Print Preview.



20286 **Customer Snapshot** 1/9/2013

Bobby Orr 88144 Lakeside Dr South Windsor, ON 889 HJN (373) 441-4345 e1		Balance Due: 338.15 Last Late Fee: 12/30/1899 Total Active RMR: 50.00 Collection Status: N/A Customer Type: Residential Customer Since: 10/23/2012 Salesperson: Last Payment: 12/30/1899 AutoPay Type: Credit Card Branch: Michigan
---	--	--

Open Invoices

Invoice #	Date	Description	Amount	Net Due	PO Number	Site Name
42596	10/01/12	Monthly Billing	52.50	52.50		Bobby Orr
42597	11/01/12	Monthly Billing	52.50	52.50		Bobby Orr
42600	10/29/12	Bill for Work Completed	233.15	233.15		Bobby Orr
			338.15	338.15		

Bobby Orr, 88144 Lakeside Dr, South Windsor, ON 889 HJN

Site Number: 1 Branch: Michigan Site Since: 10/23/2012	Site RMR: 50.00 Tax Group: Michigan Cycle Tax Group: Michigan Tax Exempt #
--	---

20286-BA, Burglar Alarm Ringer

Panel Type: N/A Location: Monitored By: N/A Contract Date: 12/30/1899 Terms & Renewal	Warranty: None Warranty Date: Service Level: Time and Material Service Company: Cleveland Next Inspection Date: 12/01/2012
---	--

Item	Cycle	RMR	Next Cycle	Start Date	End Date	RAR
Alarm Monitoring	M	50.00	12/01/12	10/01/12		600.00

878714-144, Burglar Alarm Ringer

Panel Type: N/A Location: Monitored By: N/A Contract Date: 12/30/1899 Terms & Renewal	Warranty: None Warranty Date: Service Level: Time and Material Service Company: Cleveland Next Inspection Date:
---	---

Item	Cycle	RMR	Next Cycle	Start Date	End Date	RAR
------	-------	-----	------------	------------	----------	-----


Using Excel to Create Journal Entries

Create an Excel Spreadsheet and format the columns to match the layout of the SedonaOffice journal entry form.

Account	Description	Debit	Credit	Memo	Branch	Category	Job	Type	Salesperson
1011	Checking Account	-	14,500.00		Michigan	Administration			
6011	Salaries Executive	10,000.00			Michigan	Administration			
6053	Sick Pay	500.00			Michigan	Administration			
6021	Bonuses	975.00			Michigan	Administration			
6111	Payroll Taxes - Employer	525.00							
6071	Commissions	2,500.00							
		14,500.00	14,500.00						

You can then simply copy and past the spreadsheet directly onto the form. This is a great way to save all of your templates and edit them as needed. Click on the Excel Icon below to add load the copy to the form.

Journal Entry

Select Journal Template: [Dropdown]  ←

Journal Information

Branch: Michigan

Date: 1/9/2013

Primary Account: 1011

Reference: [Empty]

Show Job Costing Show Branches

Save as Template

Description: [Empty]

Template Only Save as New Template

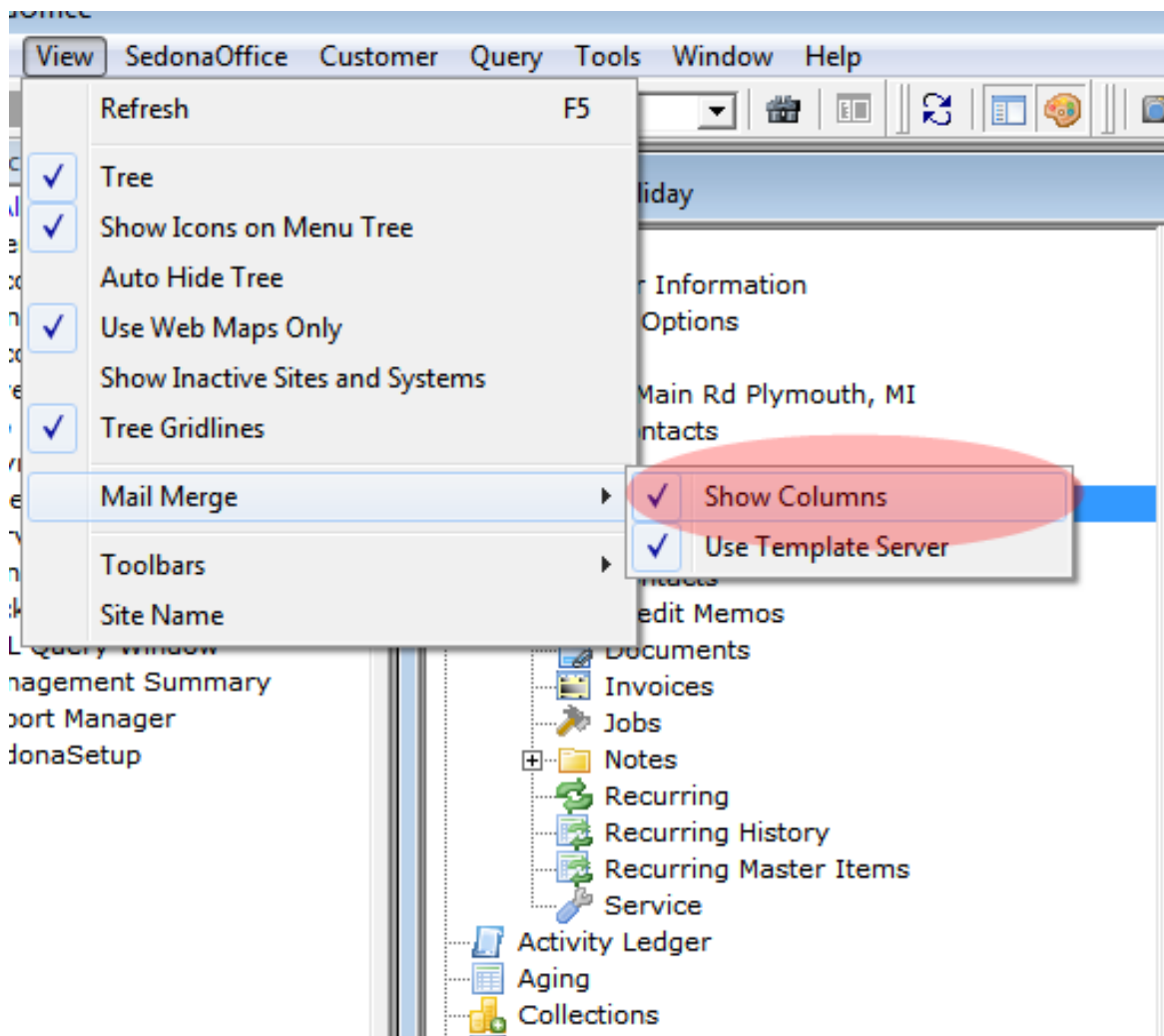
Reversal Entry Date: [Empty]

General Ledger							
Account	Description	Debit	Credit	Memo	Branch	Category	
1011	Checking Account		14500.00		Michigan	Administration	
6011	Salaries Executive	10000.00			Michigan	Administration	
6053	Sick Pay	500.00			Michigan	Administration	
6021	Bonuses	975.00			Michigan	Administration	
6111	Payroll Taxes - Employer	525.00					
*							

Client Management Mail Merge

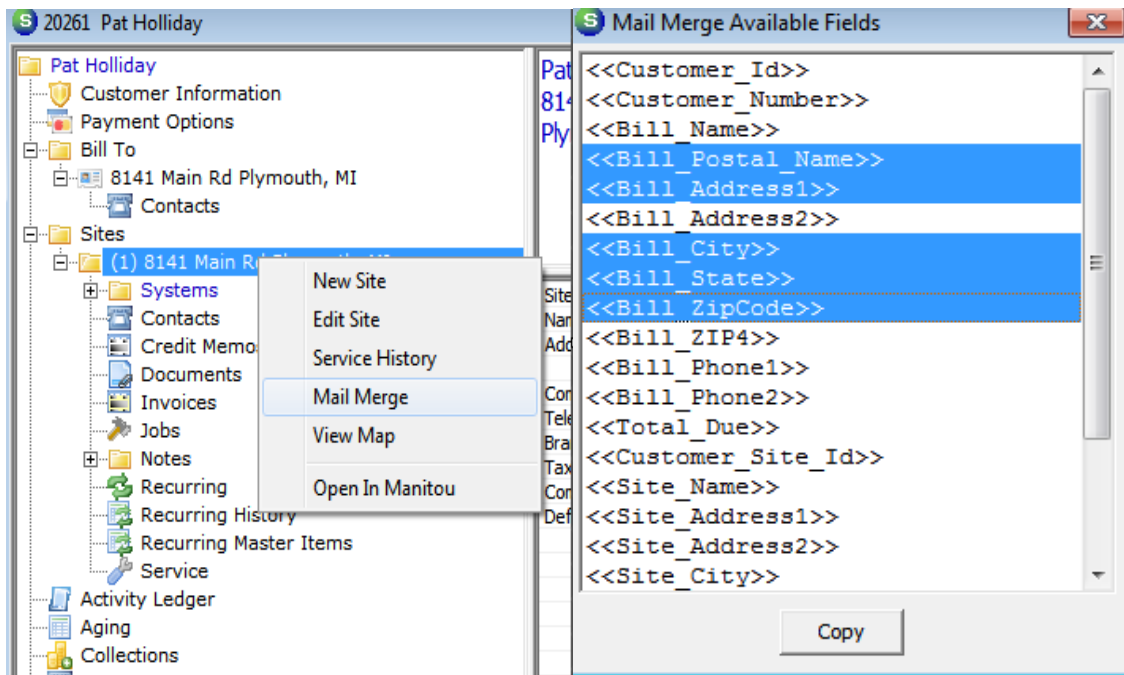
SedonaOffice makes it very easy to push data off to your Word Documents. Directly from inside a customer, you can right click Customer Sites and Systems to populate your predefined Word templates.

Building the Word templates is easy. From within SedonaOffice, you can see all of the available data fields that will be mail merged to your document. In order to see the field list, you need to toggle the switch in the View area to show them.



Toggle the Mail Merge View of Columns

Now, when you select the Mail Merge menu option from within the customer explorer, a list of available mail merge fields is there for you to place on to your Word Document.



Once you have created your Word Template, toggle the switch off again so that the SedonaOffice mail merge function will know to open the file explorer to select your Word Template.



January 17, 2012

|
<<Bill_Name>>
<<Bill_Address1>>
<<Bill_City>>, <<Bill_State>> <<Bill_ZipCode>>

Dear <<Bill_Name>>,

It appears that your account has gone past due....

Sincerely,

Don Faybrick
Collections Manager
SedonaOffice
417 Forest Ave
Plymouth, MI 48170
Hunt Valley, MD 21030
donf@sedonaoffice.com
1-734-414-0760



January 17, 2012

Pat Holliday
8141 Main Rd
Plymouth, MI 48170

Dear Pat Holliday,

It appears that your account has gone past due....

Sincerely,

Don Faybrick
Collections Manager
SedonaOffice
417 Forest Ave
Plymouth, MI 48170
Hunt Valley, MD 21030
donf@sedonaoffice.com
1-734-414-0760

Copy and Paste Parts list in Purchase Orders

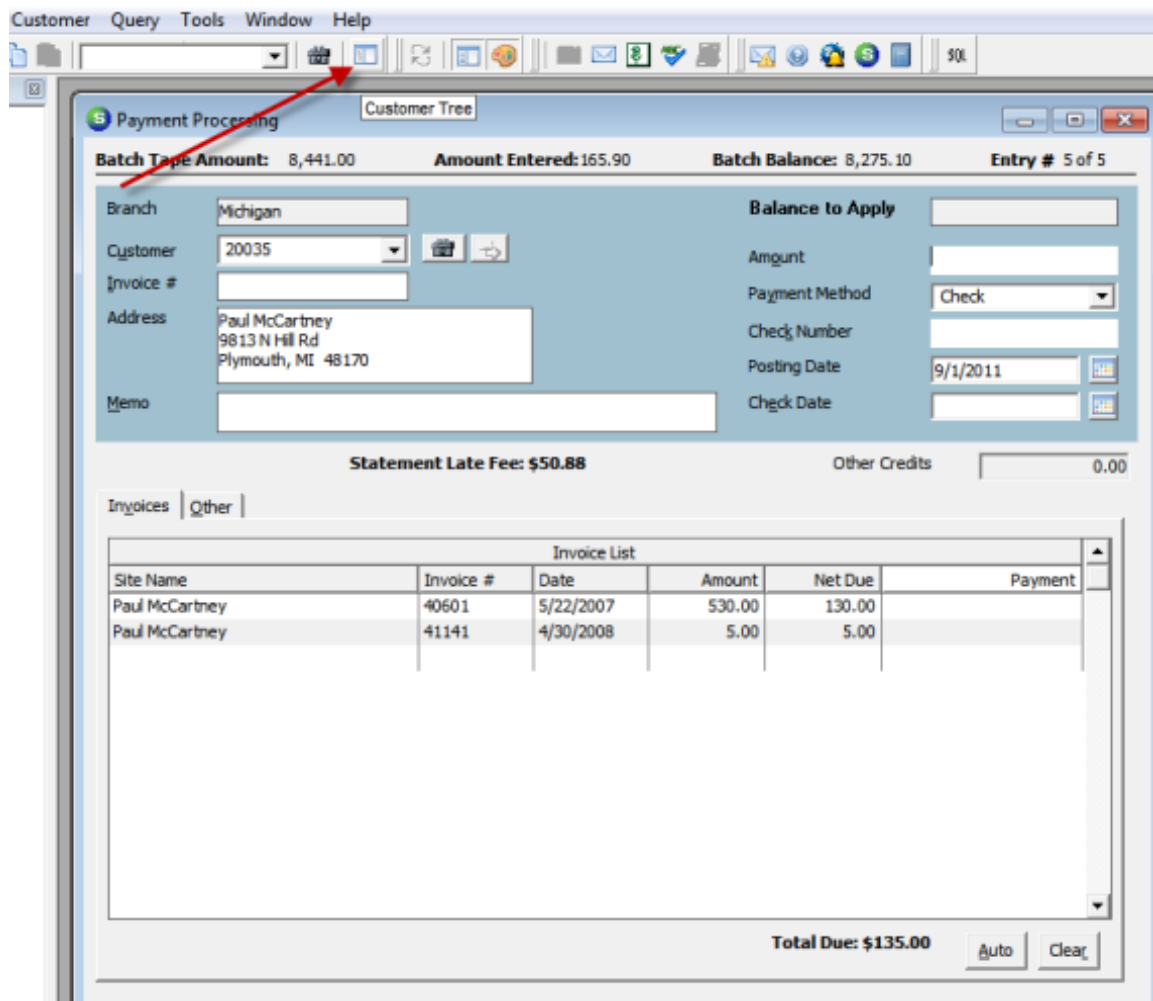
There is a new feature in accounts payable when entering part numbers on purchase orders. Many people use third party software supplied by the vendor to enter purchase information on-line directly to the vendor. We've enabled the system copy and paste function from within the Purchase Order parts grid to copy and paste to/from an outside system.

The screenshot shows the 'New Purchase Order' window. At the top, there are dropdown menus for 'Vendor' (set to ADI) and 'Category' (set to Installation). Below these are fields for 'PO Number' (10443) and 'Branch' (Cleveland). There are also fields for 'Tracking #', 'Order Date' (1/17/2012), 'Ship Date', 'Method', 'Parts Due Date', and 'Job Number'. A 'Ship To' section lists 'Spartan Security, Inc' with an address in Plymouth, MI. A 'Parts List' table is the central focus, with a context menu open over it showing 'Copy' and 'Paste' options. The table has columns for Part, Description, Vendor, Pkg Qty, Quantity, Cost, Amount, Rcvd, Std Cost, and BO. At the bottom, there are 'Total Cost' and 'Received Cost' fields, and 'Apply', 'OK', and 'Cancel' buttons.

This feature is useful for both finding a vendor part number and copying it out of SedonaOffice, or copying the part from vendor software and pasting it directly into the Purchase Order parts grid.

Using the tool bar to open up a customer

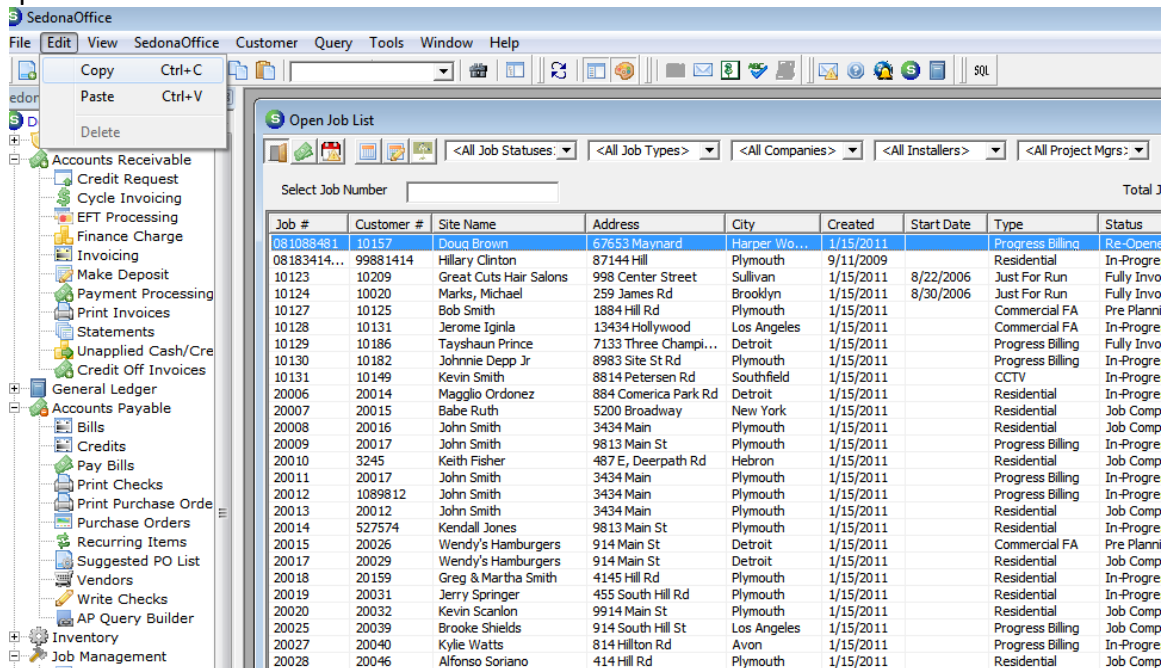
One of the often forgotten shortcuts in SedonaOffice is the ability to quickly open up a customer record while performing another function for that customer. For example, if you're in Payment Processing and want to quickly jump out to the customer explorer for that customer, simply hit the toolbar option to do so. This button is active in many places while working with customers and client management.



Copy any list to the clipboard

There is a great little utility built within the entire application that allows you to copy any list of data that you are viewing and paste it out to an Excel spreadsheet. This is a great way to copy and analyze your data in ways specific to your needs.

In the example below, I am copying the entire list of Jobs in my currently displayed job queue.



The screenshot shows the SedonaOffice application window. The menu bar includes File, Edit, View, SedonaOffice, Customer, Query, Tools, Window, and Help. A context menu is open over the 'Open Job List' table, showing 'Copy' (Ctrl+C), 'Paste' (Ctrl+V), and 'Delete'. The table contains the following data:

Job #	Customer #	Site Name	Address	City	Created	Start Date	Type	Status
081088481	10157	Doug Brown	67653 Maynard	Harper Wo...	1/15/2011			
08183414...	99881414	Hillary Clinton	87144 Hill	Plymouth	9/11/2009		Residential	In-Progre
10123	10209	Great Cuts Hair Salons	998 Center Street	Sullivan	1/15/2011	8/22/2006	Just For Run	Fully Invo
10124	10020	Marks, Michael	259 James Rd	Brooklyn	1/15/2011	8/30/2006	Just For Run	Fully Invo
10127	10125	Bob Smith	1884 Hill Rd	Plymouth	1/15/2011		Commercial FA	Pre Planni
10128	10131	Jerome Iginla	13434 Hollywood	Los Angeles	1/15/2011		Commercial FA	In-Progre
10129	10186	Tayshaun Prince	7133 Three Champi...	Detroit	1/15/2011		Progress Billing	Fully Invo
10130	10182	Johnnie Depp Jr	8983 Site St Rd	Plymouth	1/15/2011		Progress Billing	In-Progre
10131	10149	Kevin Smith	8814 Petersen Rd	Southfield	1/15/2011		CCTV	In-Progre
20006	20014	Magglio Ordonez	884 Comerica Park Rd	Detroit	1/15/2011		Residential	In-Progre
20007	20015	Babe Ruth	5200 Broadway	New York	1/15/2011		Residential	Job Comp
20008	20016	John Smith	3434 Main	Plymouth	1/15/2011		Residential	Job Comp
20009	20017	John Smith	9813 Main St	Plymouth	1/15/2011		Progress Billing	In-Progre
20010	3245	Keith Fisher	487 E, Deerpath Rd	Hebron	1/15/2011		Residential	Job Comp
20011	20017	John Smith	3434 Main	Plymouth	1/15/2011		Progress Billing	In-Progre
20012	1089812	John Smith	3434 Main	Plymouth	1/15/2011		Progress Billing	In-Progre
20013	20012	John Smith	3434 Main	Plymouth	1/15/2011		Residential	Job Comp
20014	527574	Kendall Jones	9813 Main St	Plymouth	1/15/2011		Residential	In-Progre
20015	20026	Wendy's Hamburgers	914 Main St	Detroit	1/15/2011		Commercial FA	Pre Planni
20017	20029	Wendy's Hamburgers	914 Main St	Detroit	1/15/2011		Residential	Job Comp
20018	20159	Greg & Martha Smith	4145 Hill Rd	Plymouth	1/15/2011		Residential	In-Progre
20019	20031	Jerry Springer	455 South Hill Rd	Plymouth	1/15/2011		Residential	In-Progre
20020	20032	Kevin Scanlon	9914 Main St	Plymouth	1/15/2011		Residential	Job Comp
20025	20039	Brooke Shields	914 South Hill St	Los Angeles	1/15/2011		Progress Billing	Job Comp
20027	20040	Kyle Watts	814 Hilton Rd	Avon	1/15/2011		Progress Billing	In-Progre
20028	20046	Alfonso Soriano	414 Hill Rd	Plymouth	1/15/2011		Residential	Job Comp

Now, I can simply open up a blank Excel Workbook and paste my entire list of jobs onto that sheet. Now I have all the functionality of Excel to build my own reports to my liking.

Job #	Customer #	Site Name	Address	City	Created	Start Date	Type	Status	Units	Open Install	Open RMR	Rem. Units
81088481	10157	Doug Brown	67653 Mayn Harper Woo	Plymouth	1/15/11		Progress Bill	Re-Opened	32	0	0	32
081834141	9888414	Hilary Cinto	87144 Hill	Plymouth	9/12/09		Residential	In-Progress	3	15000	0	3
10123	10209	Great Cuts H	998 Center S Sullivan		1/15/11	8/22/06	Just For Run	Fully Invoiced	3	381.5	0	3
10124	10020	Marks, Mich	259 James R	Brooklyn	1/15/11	8/30/06	Just For Run	Fully Invoiced	0	1496.5	0	0
10127	10125	Bob Smith	1884 Hill Rd	Plymouth	1/15/11		Commercial	Pre-Planning	0	0	0	0
10128	10131	Jerome Igru	13434 Holly	Los Angeles	1/15/11		Commercial	In-Progress	3	10	0	3
10129	10186	Tayshaun Pri	7133 Three C	Detroit	1/15/11		Progress Bill	Fully Invoiced	10	0	0	10
10130	10182	Johnnie Depj	8983 Site St	Plymouth	1/15/11		Progress Bill	In-Progress	45	1500	0	144.5
10131	10149	Kevin Smith	9814 Peterer	Southfield	1/15/11		CCTV	In-Progress	0	25	0	0
20006	20014	Magglio Ord	884 Comer	Detroit	1/15/11		Residential	In-Progress	0	1999	0	-15
20007	20015	Babe Ruth	5200 Broadw	New York	1/15/11		Residential	Job Complet	0	614.94	2400	0
20008	20016	John Smith	3434 Main	Plymouth	1/15/11		Residential	Job Complet	0	1200	24	0
20009	20017	John Smith	9813 Main S	Plymouth	1/15/11		Progress Bill	In-Progress	3	0	25.95	3
20010	3245	Keith Fisher	487 E. Deerp	Hebron	1/15/11		Residential	Job Complet	0	799	0	0
20011	20017	John Smith	3434 Main	Plymouth	1/15/11		Progress Bill	In-Progress	0	1200	24	0
20012	108812	John Smith	3434 Main	Plymouth	1/15/11		Progress Bill	In-Progress	0	1200	24	0
20013	20012	John Smith	3434 Main	Plymouth	1/15/11		Residential	Job Complet	0	1200	24	-14
20014	52754	Kendall Jone	9813 Main S	Plymouth	1/15/11		Residential	In-Progress	46	556.5	0	46
20015	20026	Wendy's Har	914 Main St	Detroit	1/15/11		Commercial	Pre-Planning	4	995	24	4
20017	20029	Wendy's Har	914 Main St	Detroit	1/15/11		Residential	Job Complet	4	0	0	4
20018	20159	Greg & Mart	4145 Hill Rd	Plymouth	1/15/11		Residential	In-Progress	0	0	0	0
20019	20031	Jerry Springe	455 South H	Plymouth	1/15/11		Residential	In-Progress	0	0	0	0
20020	20032	Kevin Scano	9914 Main S	Plymouth	1/15/11		Residential	Job Complet	0	0	0	0
20025	20039	Brooke Shiel	914 South H	Los Angeles	1/15/11		Progress Bill	Job Complet	31	0	0	-9
20027	20040	Kylie Watts	814 Hillton	R Avon	1/15/11		Progress Bill	In-Progress	9	621	0	9
20028	20046	Alfonso Sorz	414 Hill Rd	Plymouth	1/15/11		Residential	Job Complet	48	0	0	48
20029	20046	Alfonso Sorz	414 Hill Rd	Plymouth	1/15/11		Residential	Job Complet	0	0	0	3
20030	INGE	Brandon Ingi	4144 Hill	Southfield	1/15/11		Residential	Job Complet	33	990	75	33
20033	10149	Kevin Smith	1983 Main	Melvindale	1/15/11		Just For Run	In-Progress	0	10	0	0
20034	653000-1	Juli Jones	8133 Miller	Plymouth	1/15/11		Progress Bill	In-Progress	0	0	0	0
20035	10169	Kevin Vink	3451 Hill	Plymouth	1/15/11		Progress Bill	In-Progress	0	0	0	0
20037	6710813	Brooke Shiel	914 South H	Los Angeles	1/15/11		Residential	In-Progress	0	0	0	0
20041	20062	4032 Linden	144 Main Rd	Plymouth	1/15/11		Progress Bill	In-Progress	35	987	0	35
20043	20072	Tin Smith	4591 West H	Los Angeles	1/15/11		Residential	Job Complet	3	0	0	3
20044	789901	Jerry Johnson	1414 Mills R	Plymouth	1/15/11		Just For Run	In-Progress	0	0	0	0
20045	20064	Faybrick, Don	914 Pizza Lar	Plymouth	1/15/11		Progress Bill	Job Complet	38	1347.1	44	38
20046	20064	Faybrick, Don	914 Pizza Lar	Plymouth	1/15/11		Residential	Job Complet	4	1631	0	4
20047	20076	Anna Ogoas	9414 Penner	Plymouth	1/15/11		Residential	In-Progress	0	1999	0	-4
20048	20064	Marty Mcial	91414 Hill R	Plymouth	1/15/11		Progress Bill	In-Progress	0	1474.5	75	0
20051	20081	Bill Fresham	9144 Catchel	Plymouth	1/15/11		Progress Bill	In-Progress	18	798.75	0	18
20052	20082	Rahk Mahan	8914 Main	South Liv	1/15/11		Progress Bill	In-Progress	7	1960.75	75.25	7

Using the Customer Query Builder, Excel and Word to create mailing labels

It's easy to use the Customer Query Builder to create a list of customers for mailing labels. Using the method above to copy the list, you can paste the query list directly into Excel.

Customer Query Builder

Customer Number	Bill Postal Name	Bill Address_1	Bill Address_2	Bill City	Bill State/Province	Bill State
10032	1st American Bank	7 Congress Street		Norwauk	New Hampshire	NH
20062	4032 Linden Ave, ...	144 Main Rd		Plymouth	Michigan	MI
10049	ABC Alarms	555 Main St		Chagrin Falls	Ohio	OH
10046	ABC Company	555 Washington St		Chagrin Falls	Ohio	OH
10027	ABC Company	5225 Main Street		Smyrna	Michigan	MI
4100135	ABC Delivery	98133 Plymouth Rd		Plymouth	Michigan	MI
20263	ABC Tea Company	8814 Main St		Plymouth	MI	MI
10032	Acme Construction	850 East Washing...		Chagrin Falls	Ohio	OH
20217	Ajax	8814 Hill Rd		Plymouth	Michigan	MI
10121	Al Gore	814 Hill St		Plymouth	Michigan	MI
10097	Al Kallie	8144 Kallie Dr		Detroit	Michigan	MI
20046	Alfonso Soriano	414 Hill Rd		Plymouth	Michigan	MI
10020	Allen James Hughes	8414 Main St		Plymouth	Michigan	MI
10047	Alison Rodow	1111 Church St		Cape Coral	Florida	FL
20134	Alton Shifter	8841 Mayberry Lane		Plymouth	Michigan	MI
789900-300	American Security	18 West 23rd Street		New York	New York	N/A
10158	Adilee Simpson	7714 Plaza Rd		Palermo	N/A	N/A
QW341493	Aspire Technologies...	7680 Universal Blvd Suite 360		Orlando	FL	N/A
868688	Aspire Technologies...	7680 Universal Blvd Suite 360		Orlando	FL	N/A
20020	Avallion Center	4141 Hill Rd		Southfield	Michigan	MI
20015	Babe Ruth	5200 Broadway		New York	NY	NY
20209	Babe Ruth	5200 Broadway		New York	New York	NY
20210	Babe Ruth	5200 Broadway		New York	New York	NY

RMR as of: 1/17/2012

476 Rows Returned

SQL Clear Open Save Export Preview Close

Copy and paste the list of items into the work sheet. Save the Excel document. Go into Word and use the Mail Merge Wizard to import and map the list to your address labels.

	B	C	D	E	F	G
1	Bill_Postal_Name	Bill_Address_1	Bill_Address	Bill_City	Bill_State_Province	Bill_State
2	1st American Bank	7 Congress Street		Nashua	New Hampshire	NH
3	4032 Linden Ave, LLC C	144 Main Rd		Plymouth	Michigan	MI
4	ABC Alarms	555 Main St		Chagrin Falls	Ohio	OH
5	ABC Company	555 Washington St		Chagrin Falls	Ohio	OH
6	ABC Company	5225 Main Street		Smyrna	Michigan	MI
7	ABC Delivery	98133 Plymouth Rd		Plymouth	Michigan	MI
8	ABC Tea Company	8814 Main St		Plymouth	MI	MI
9	Acme Construction	850 East Washington Street		Chagrin Falls	Ohio	OH
10	Ajax	8814 Hill Rd		Plymouth	Michigan	MI
11	Al Gore	8414 Hill St		Plymouth	Michigan	MI
12	Al Kaline	8144 Kaline Dr		Detroit	Michigan	MI
13	Alfonso Soriano	414 Hill Rd		Plymouth	Michigan	MI
14	Allen James Hughes	8414 Main St		Plymouth	Michigan	MI
15	Allison Rockow	1111 Church St		Cape Coral	Florida	FL
16	Alton Shifter	8841 Mayberry Lane		Plymouth	Michigan	MI
17	American Security	18 West 23rd Street		New York	New York	N/A
18	Ashlee Simpson	7714 Pizza Rd		Palermo		N/A
19	Aspire Technologies, In	7680 Universal Blvd	Suite 360	Orlando	FL	N/A
20	Aspire Technologies, In	7680 Universal Blvd	Suite 360	Orlando	FL	N/A
21	Aviation Center	4141 Hill Rd		Southfield	Michigan	MI
22	Babe Ruth	5200 Broadway		New York	NY	NY
23	Babe Ruth	5200 Broadway		New York	New York	NY
24	Babe Ruth	5200 Broadway		New York	New York	NY

Use the Generic Lockbox Import to speed up payment entry

A great way to speed up your manual data entry processes is to allow the system to do your lookups and matching invoicing search for you. You can do this by entering a list of data into an Excel spreadsheet and then importing that sheet as a lockbox entry.

Enter the data into a spreadsheet with exactly four columns. The columns should be entered as:

Customer Number, Check Number, Amount, Invoice Number

	A	B	C	D	E	F	G
1	20084	12455	800	41981			
2	20084	88141	500	-1			
3	20270	8714	200	42405			
4	457000	61884	1000.75	-1			
5							
6							
7							
8							
9							
10							
11							

If you don't have an invoice number, you can just enter a number value that is NOT going to match any known invoices. Save the file as a .CSV file format.

After selecting the Import Lockbox button in payment processing, choose the "Other" type of Import file format. Navigate the explorer to the .CSV file you just saved.

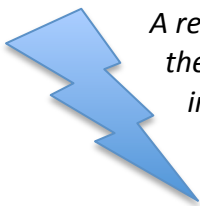
Item #	Customer #	Name	Amount	Invoice	Check #	Valid	Raw Data
1	20084	Katharine Larsen	800.00	41981	12455	Y	20084,1245
2	20084	Katharine Larsen	500.00	-1	88141	Y	20084,8814
3	20270	Desi Arnaz	200.00	42405	8714	Y	20270,8714
4	457000	Winnipeg Alarm	1000.75	-1	61884	Y	457000,618

Total: 2,500.75

4 Valid Customers 0 Invalid Customers

The system will match up customer numbers and invoices numbers and allow you to correct any invalid entries you have made.

Once all entries are validated, you'll be allowed to Post the import to a Payment Processing batch. Depending on the types of manual payments entered, this process can save a lot of data entry time.



A really cool thing that you can also do with some IT help, is to setup a link to the database directly from Excel and validate the Customer Numbers and invoice numbers to the actual data.

Setup a "Corporate Customer" to record Miscellaneous Payments and Cash

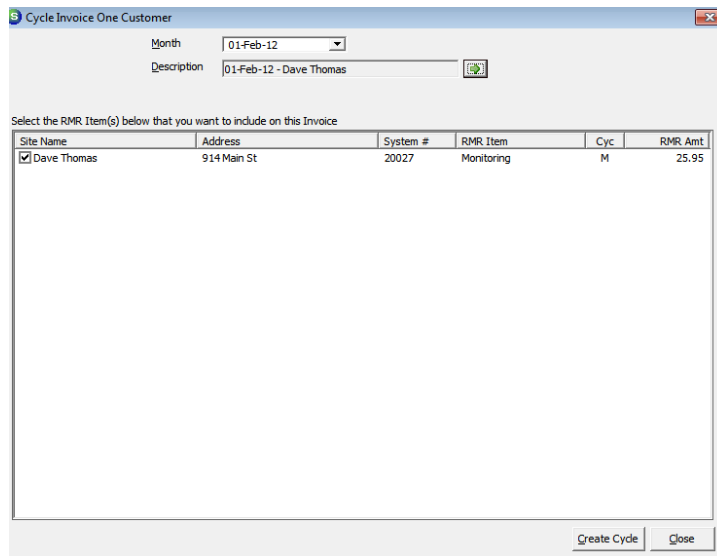
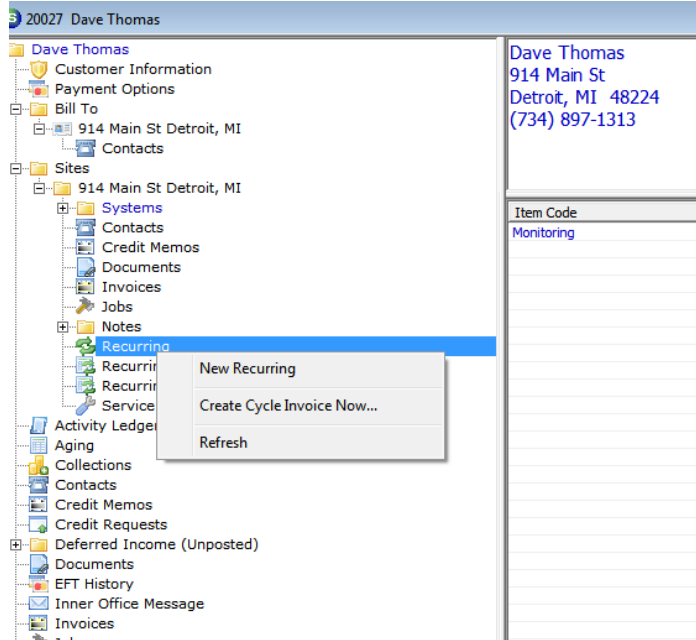
Many times we are asked how to handle miscellaneous checks. These checks can be from things like rebates, rent checks, unknown customers, etc..

In order to deposit these checks and use SedonaOffice to track them, create a unique customer record for a cash depository.

The screenshot shows the 'Payment Processing' window in SedonaOffice. At the top, it displays summary statistics: 'Batch Tape Amount: 31,444.00', 'Amount Entered: 0.00', 'Batch Balance: 31,444.00', and 'Entry # 1 of 1'. The main form is divided into several sections. On the left, there are fields for 'Branch' (Michigan), 'Customer' (9999999), 'Invoice #', 'Address' (SedonaOffice Cash Depository, 417 Forest Ave, Plymouth, MI 48170), and 'Memo' (Best Buy Rebate). On the right, there are fields for 'Balance to Apply' (0.00), 'Amount' (25.00), 'Payment Method' (Check), 'Check Number' (8818484), 'Posting Date' (1/17/2012), and 'Check Date' (1/14/2012). Below these fields is an 'Other Credits' field set to 0.00. The 'Invoices' tab is selected, and the 'Miscellaneous' checkbox is checked. Under 'Miscellaneous', there are fields for 'GL Account' (7121), 'Other Income' (Administration), and 'Amount' (25.00). Other options include 'Advance Deposit', 'Late Fee', and 'Unapplied Cash', all of which are unchecked. At the bottom right, the 'Total Due' is \$0.00, with 'Auto' and 'Clear' buttons. At the very bottom, there are buttons for 'View Checks', 'Import Lockbox', 'Scan Batch', and 'Save'.

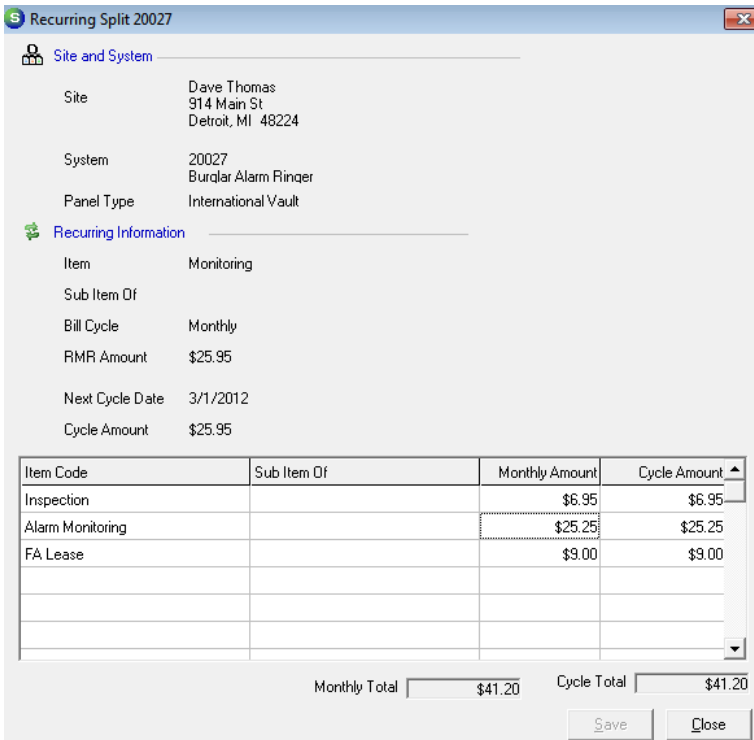
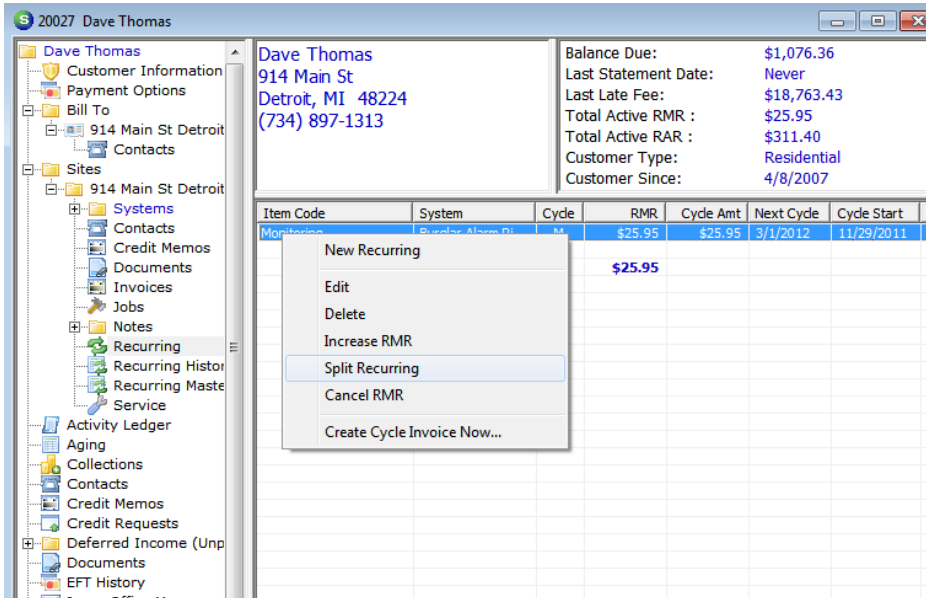
Create Cycle Invoice Now

You have the ability to create the next RMR invoice at any time for a single customer. You can simply right click on the Recurring tree option, or on a recurring line in the list.



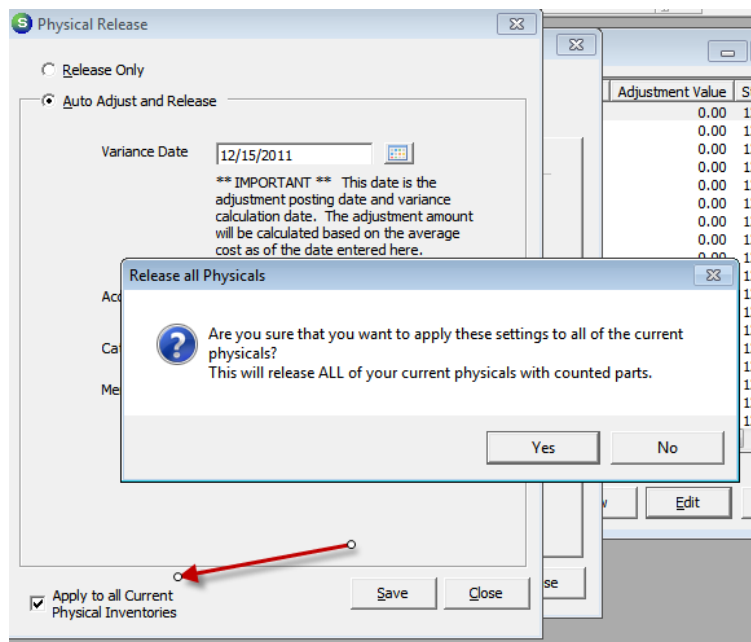
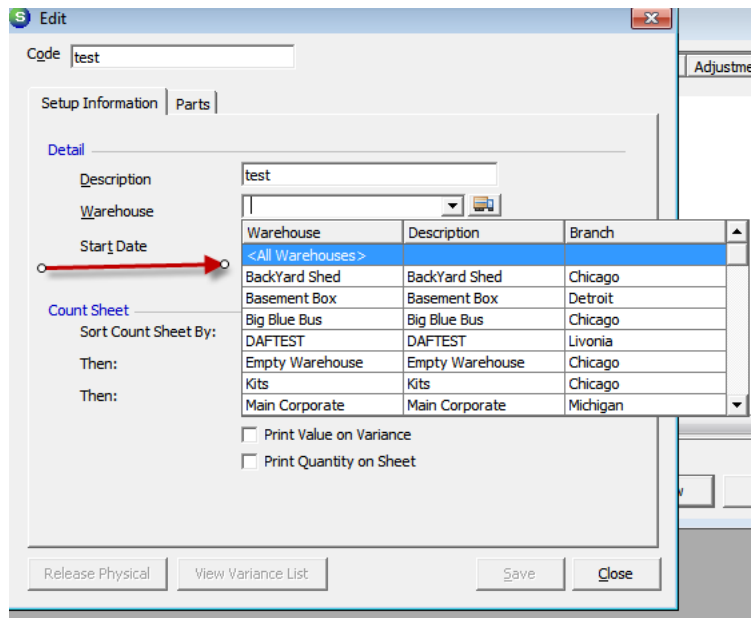
Split Recurring Item

You have the ability to right click on a recurring line and split the item code up amongst any number of codes, provided the total amount matches the original RMR amount for that line item.



Selecting All Warehouses When Creating and Releasing a Physical Inventory

You now have the ability to select all warehouses when creating a physical. This saves a lot of time if you typically physical all of your warehouses at the same time. If you are using the Material Handler feature of inventory, the physical will only be created for warehouses the current user has access too.



Notes: