



Release Notice

Version 5.7.18

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SedonaOffice

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About this Document

This Reference Document is for use by SedonaOffice customers only. This document is not intended to serve as an operating or setup manual. Its purpose is to provide an overview of the enhancements and corrections made in the release and is to be used for reference purposes only.

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Overview

This document is being provided to explain the changes made to the SedonaOffice application since Version 5.7.12. This is an intermediate version update that contains new features and application corrections.

Application Enhancements/Improvements

Accounts Receivable

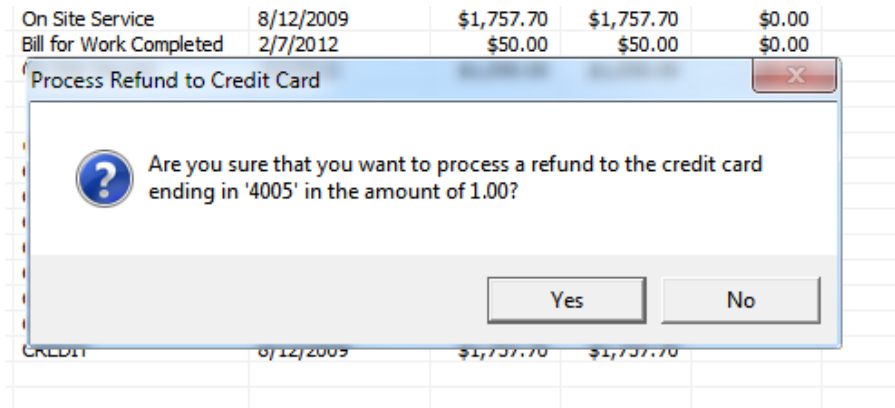
Customer Refunds By Credit Card

A new feature has been added where a credit memo can be applied as a customer refund and the money returned to the customer's credit card on file.

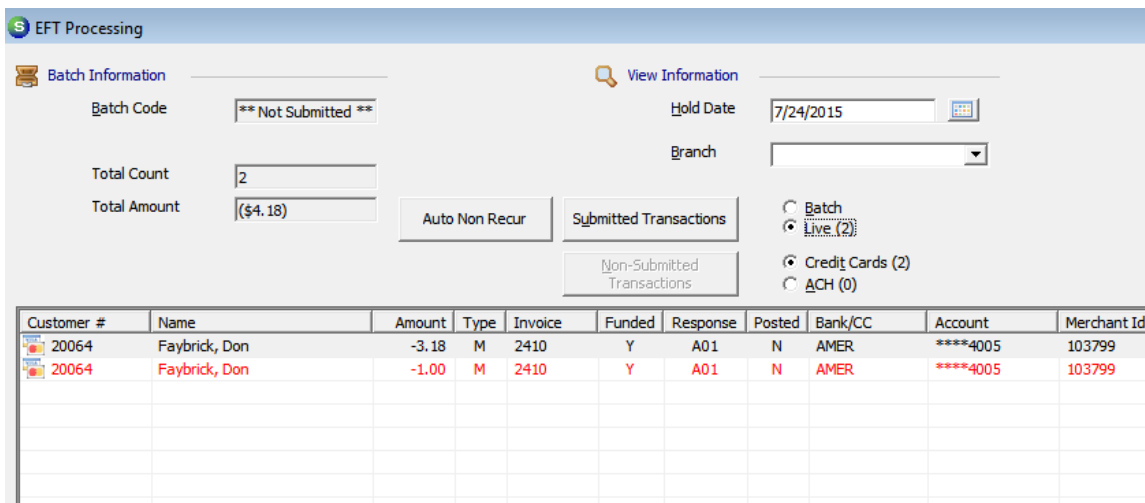
Right click on a credit memo from the Customer Explorer.

Faybrick, Don 914 Pizza Lane Plymouth, MI 48170 (734) 544-6162		Balance Due: \$15,682.52 Last Statement Date: 1/11/2010 Last Late Fee: \$3,443.14 * In Collection Queue * Other Stuff Total Active RMR : \$1,018.37 Total Active RAR : \$12,220.44 Customer Type: Residential Customer Since: 9/27/2007 Salesperson: Drew Stanton Last Payment Rec'd: (\$2.00) (7/23/2015) # of Disp Last 45 Days: 0 ** EFT Pending ** Amount: \$4.18 Entered Date: 7/23/2015				
Bill Contacts						
Title	Contact	Phone	Ext	E-Mail		
Open Invoices \$18,708.52						
Invoice #	Site Name	Description	Date	Amount	Net Due	Late Fee
41292	Faybrick, Don	Bill for Work Completed	8/19/2008	\$15,751.54	\$13,996.76	\$0.00
41293	Faybrick, Don	Bill for Work Completed	8/19/2008	\$372.75	\$372.75	\$0.00
41486	Faybrick, Don	Equipment Sales	4/29/2009	\$735.00	\$735.00	\$0.00
41488	Sam Jones	Equipment Sales	4/29/2009	\$746.31	\$746.31	\$0.00
41864	Faybrick, Don	On Site Service	8/12/2009	\$1,757.70	\$1,757.70	\$0.00
42432	Sam Jones	Bill for Work Completed	2/7/2012	\$50.00	\$50.00	\$0.00
42467	Faybrick, Don	On Site Service	3/2/2012	\$1,050.00	\$1,050.00	\$0.00
Open Credits \$3,026.00						
Credit #	Site Name	Credit Type	Date	Amount	Balance	
42849	Faybrick, Don	CREDIT	7/23/2015	\$4.18	\$1.00	
42428	Faybrick, Don	CREDIT		Apply	00	\$25.00
42429	Faybrick, Don	CASH		Refund to Credit Card	00	\$99.00
42429	Faybrick, Don	CREDIT			00	\$99.00
42429	Faybrick, Don	CASH		Refresh	00	\$144.00
40826	Faybrick, Don	CREDIT			00	\$270.30
41380	Faybrick, Don	CREDIT	11/6/2008	\$630.00	\$630.00	
41865	Faybrick, Don	CREDIT	8/12/2009	\$1,757.70	\$1,757.70	
Open Tickets						
Ticket #	Site Name	Problem Code	Date	City, State	Status	
347	Faybrick, Don	AC Power Failure	8/12/2009	Plymouth,...	SC	
90436	Faybrick, Don	Inspection	6/5/2012	Plymouth,...	QP	
Open Jobs						
Job #	Site Name	Type	Status	Units	Install	RMR
20045	Faybrick, Don	Progress Billing	Job Complete	38	1347.10	44.00
20046	Faybrick, Don	Residential	Job Complete	4	3829.00	0.00
20048	Marty McJohansen	Progress Billing	In-Progress	0	1474.50	75.00
20068	Faybrick, Don	Residential	In-Progress	26	455.00	0.00
20090216	Sam Jones	Residential	In-Progress	0	15000.00	0.00
B20091029	Faybrick, Don	Residential	In-Progress	1	0.00	0.00

The system will look up what credit cards are on file for the customer. If there are more than one, a list will open up where the user will select which card to use. If only one is there it will automatically choose that one and display the following message:



The system will create a refund entry in the EFT processing area that will behave just like any other Credit Card refund transaction. It must be captured, and it will be posted as a negative payment to the refunds account.



The credit memo will be applied against the Customer Refund account as defined in the GL Account Defaults table under Accounts Payable in the SedonaSetup tables.

				Salesperson:	Drew Stanton
				Last Payment Rec'd:	(\$2.00) (7/23/2015)
				# of Disp Last 45 Days	0
				** EFT Pending **	
				Amount:	\$5.18
				Entered Date:	7/23/2015

Reg No.	Date	Type	Description	Debit	Credit	AR Net
12846	7/24/2015	CRMEMO - 42849	2121 - Unapplied Credit		1.00	15,953.82
			4811 - Late Fees	1.00		
12847	7/24/2015	CRMEMO - 549	2121 - Unapplied Credit	1.00		15,954.82
			2410 - Customer Refunds		1.00	

An entry is written to the Customer Event Log.

				Amount:	\$5.18
				Entered Date:	7/23/2015

Time Stamp	User Code	Type	Description	User Co
7/24/2015 9:41:30 AM	Administrator	ADD	Refund EFT Transaction from Credit Memo: 42849	
7/24/2015 9:40:10 AM	Administrator	ADD	Added Credit Memo 42849	

A user will need to have security access to EFT Processing to use this feature.

User Groups

User Groups

Group	Description
Clerk	Clerk
Collections	Collections
Jones	Jones
Manager	Manager
Service	Service
Test Group waw	Test Group
View Customer	View Customer Only

Include Inactive

User Group Edit

Code: Clerk Description: Clerk

Application Access | Report Access

Access	Module
<input type="checkbox"/> Create New Customer RMR	CM
<input type="checkbox"/> Edit Existing RMR	CM
<input type="checkbox"/> Edit RMR Next Cycle Date	CM
<input checked="" type="checkbox"/> Edit General Notes	CM
<input checked="" type="checkbox"/> Delete General Notes	CM
<input checked="" type="checkbox"/> Access to EFT	CM
<input type="checkbox"/> Access to Inner Office Messaging	CM
<input type="checkbox"/> Document Imaging Administrator	CM
<input type="checkbox"/> Print Customer Queries	CM

EFT Transactions

Authorization codes and trace numbers can now be tracked behind the scenes for batch submissions within the SedonaOffice database.

Reversing A Credit Card Payment

Reversing a credit card payment that was made to an invoice will create a negative payment directly to that invoice and subtract the payment towards the invoice. In the past, we only created a transaction to the customer refunds account and a credit memo was required. The credit card reversal will be a live transaction which will need to be captured.

Scanline

A new custom scanline was developed for a specific customer.

Statements

A new option has been added to print preferences to subtotal by site on statements. This option will work with either the Standard form or Bridgestone Standard form for in-house printing and can be used when running Statements under Accounts Receivable or when creating a statement for an individual customer. Site totals are not available for BFIS export.

S Printing Preferences [X]

Form:

Printer: Line Printer

Format | Paper

Statement Date:

Statement Due Date: Hide Due Date

Hide Customer Number

Show Company Name in Footer

Show Open Credits

Show Late Fees

Show Site Totals

Message:



STATEMENT

Customer DDE
 Customer Number 11076
 Statement Date 8/18/2015
 Total Due 15,743.94
 Due Date 8/28/2015

OPEN INVOICES

Date	Invoice #	Description	Amount	Balance Due
<i>Detroit Dept of Education, P.O. Box 552 Detroit, MI</i>				
5/1/2015	273719	Recurring	8,581.12	8,581.12
6/1/2015	273830	Recurring	2,145.28	2,145.28
8/1/2015	276182	Recurring	4,290.56	4,290.56
			<u>15,016.96</u>	<u>15,016.96</u>
<i>Detroit Education Dept., 108 High Street Detroit, MI</i>				
1/20/2015	234802	Equipment Sales	55.00	55.00
			<u>55.00</u>	<u>55.00</u>
<i>Detroit Education Dept., 1100 Broadway Detroit, MI</i>				
1/20/2015	234804	Equipment Sales	111.00	111.00
			<u>111.00</u>	<u>111.00</u>
		Late Fee		\$560.98

Current	31 - 60 Days	61 - 90 Days	Over 90 Days	LATE FEES	CREDITS	TOTAL DUE
4,290.56	0.00	2,145.28	8,747.12	560.98	0.00	15,743.94

Page 1

Please return this portion. Do not staple or fold.



Customer Number 11076
 Statement Date 8/18/2015
DUE DATE **8/28/2015**
TOTAL DUE **\$15,743.94**

Amount Enclosed: _____

Accounts Payable

ADI Integration

ADI integration ignores POs which do not have parts.

ADI integration now presents a warning message to users when saving a PO which has already been sent. It will then allow the user to save the PO after the user confirms the message.

ADI integration now creates bills for part kits by adding components as receipt expense using the Inventory Receipts account number defined in the GL Defaults table for Accounts Payable.

Inventory

Transfers

The Transfer Request form now allows the user to enter a job or service ticket number to specify a reference by exact match.

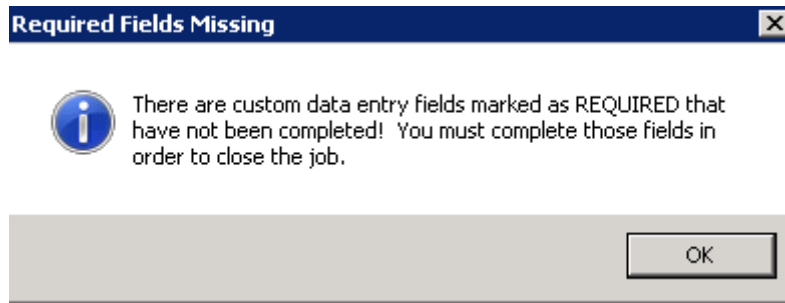
The Transfer Requests list now allows the user to filter transfers by warehouse or open transfers by request number.

Request #	Date	From Warehouse	To Warehouse	Reference	Memo	Status	State
59	8/18/2014	Main-MI	M100			Shipped	Open
62	8/21/2014	Main-MI	Main-OH			Requested	Open
64	8/21/2014	Main-MI	M104			Shipped	Open
65	8/22/2014	Main-MI	MI-Cust Repair		Testing	In Process	Open
66	8/24/2014	Main-MI	M100	TKT #2277	Part Needed For Service Tkt	In Process	Open
72	10/9/2014	Main-MI	Main-OH			Shipped	Open
73	12/18/2014	Main-MI	Main-OH		stock	Requested	Open
78	4/9/2015	Main-MI	Main-OH			Requested	Open
79	4/9/2015	Main-OH	Main-MI			Requested	Open
80	7/2/2015	Main-MI	M1999			Shipped	Open

Jobs

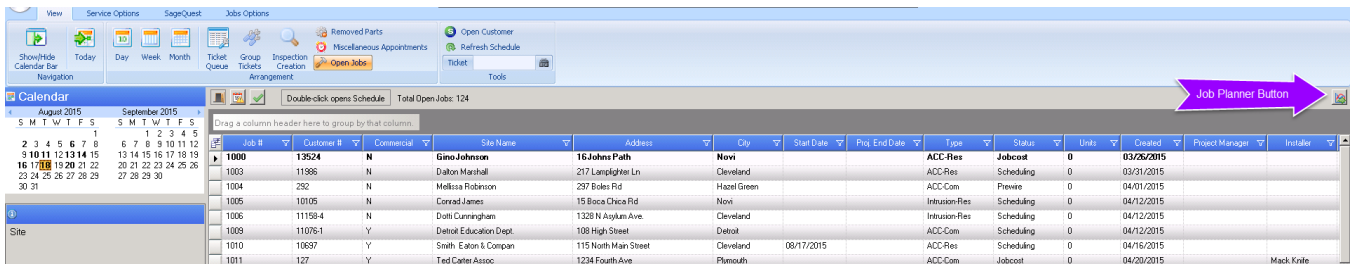
Custom Fields

New functionality has been added to ensure that a job cannot be closed until all custom fields marked as required have had entries made into them. The following message will appear if information has not been entered into this fields.



Job Planner

A new feature, *Job Planner*, is being released with this version. The job planner will be turned on (by request only) by SedonaOffice Support. Once turned on, the new feature is accessed by clicking on a new button located in the banner area within the Open Job List within SedonaScheduler. A webinar on the use of the job planner may be found on our website www.sedonaoffice.com-Resources-Past-Webinars.



Point of Sales

Opening

It is now possible to delete an opening.

It is now possible to edit opening amounts.

Credit Card Transactions

Credit card reader capability has been added to the module.

Reports

GL Entries

The number of characters for the Reference field on the GL Entries Report has been expanded.

SedonaScheduler

Inspection Creation

The site city and inspection service level have been added to the inspection creation grid.

Account	Service Co	System	Site	Address	Date	Route Code	City	Service Level
SR9532	DH-SVC Cont	IntusionFire	MacArthur Middle School	222 Macaurther Blvd	03/01/2015	N/A	Cleveland	INSP Cont-Com
SR6395	DH-SVC Cont	IntusionFire	MacArthur Middle School/Mante	222 Macaurther Blvd	03/01/2015	N/A	Cleveland	INSP Cont-Com
SR6395	DH-SVC Cont	IntusionFire	MacArthur Middle School/Mante	222 Macaurther Blvd	03/01/2015	N/A	Cleveland	INSP Cont-Com
SR6421	DH-SVC Cont	IntusionFire	Foster Charter School/Library	15 Foster Drive	03/01/2015	N/A	Cleveland	INSP Cont-Com
SR6421	DH-SVC Cont	IntusionFire	Foster Charter School/Library	15 Foster Drive	03/01/2015	N/A	Cleveland	INSP Cont-Com

Service Tickets

The date and time that the service ticket is resolved now appears in the ticket header after a note marked “resolution” is entered onto the ticket and a resolution code is assigned to the front of the service ticket.

Ticket #3494

Ticket
Central Station

Service Ticket
 Custom Fields
 Appointments and Labor
 Billing
 Documents (0)
 Equipment and Parts
 Journal
 Notes (1)
 Other Items
 Purchase Orders (1)
 Service History
 Ticket Log
 Ticket Group

Notifications

Customer 10012 Novi Transitional Learning A	Created 7/23/2015 8:43 AM	Contact Margie Westborough
Site Novi Transitional Learning A 38250 W 10 Mile Rd Novi MI 48375 Eastern Time	Created By Administrator	Phone (734) 757-6195 Ext <input type="text"/>
	Status Resolved	Notify Margie@novitrans.org
Resolved 7/28/2015 7:51 AM		

Site and System Detail

System Account	EA2589		
System Type	Access		
Panel Type	UNKNOWn		
Location	8024		
Next Inspection			
Site Phone	(734) 757-6195		
Map Code	25211	Timezone	ET
Cross Street	8024		
Warranty	One Year P & L		
Warranty End	Expired		
Memo	25211		
Comments			
Notes			

Service Company MI-SVC Cont

Service Level SVC Cont-Com

Receiver/Transmitter

Ticket Detail

Problem	Can't Set B/A
Secondary Problem	
Route Code	
Expertise	3
Priority	Medium
Estimated Length	60
Comments	Panel will not stop beeping.
Service Coordinator	
Technician	Madison, Morrison
PO #	
Category	SVC Cont
Resolution	Code Changes-NC

Use Payment Information On File

None

Bank (0)

Credit Card (0)

Close Ticket

Printed Service Tickets

Service Tickets now display the time zone in the Map Code/Cross Street section:



Service Ticket - 3516

To: 37106
Anita Mason
7 Bent Av
Plymouth, MI 48170
(734) 945-0951

Route	Appointment 8/16/2015 8:15 AM	Technician Mack Knife
Problem Code AC Power Failure	System Account 6632889	System Type Intrusion
Panel Type DSC 832	Panel Location 38343	Monitored By SedonaSecurity
Service Level T&M-Res	Warranty Level Expired: 9/28/2002	Keys on File No
Secondary Account	Panel Phone #	2nd Panel Phone #



Administrator
on 8/16/2015 1:54:27 PM

A service fee of \$115.00 applies, additional labor is billed in 15 minute increments after the first 30 minutes.

Map Code: 37077 TZ:ET
Cross Street: 38343

Contact: _____ **Comments:** _____

Appointment Information:

Technician	Date	Arrived	Completed	Time On Site
Mack Knife	8/16/2015	09:00	10:00	1:00

Parts Used:

Part	Location	Quantity	Rate	Price

Service Performed:

Service Charges:

Service Call	\$115.00	Amount Paid: \$ _____	Check #: _____
Labor	\$90.00	CC Type _____	CC # _____ Exp _____
Materials	_____	Name on Card _____	
Other	_____		
Subtotal	\$205.00	Customer Signature _____	Date _____
Tax	\$7.68		
Total:	\$212.68		

Application Corrections

Accounts Payable

Pay Bills

Reported Issue: Toggling between checking account and credit card occasionally caused the incorrect account code to be selected.

Purchase Orders

Reported Issue: A part is listed multiple times on a purchase order with a different price on each line. When the PO is saved, all parts roll up into one line and use the first price found on the PO. This issue has been corrected.

Reported Issue: The created by and edited by usercodes and dates were not visible on the purchase order. This issue has been corrected.

Reported Issue: When the direct expense checkmark was removed from a Purchase Order, the drop ship address still displayed. This issue has been corrected.

Reported Issue: When a user began typing the name of a warehouse in the warehouse drop-down box, the letters typed were not being taken in sequence for the name of the warehouse (e.g. If the user typed M, the cursor moved to M. If the next letter was A, the cursor jumped to A instead of looking at the combination of MA). This issue has been corrected.

Reported Issue: The same part is added multiple times on a purchase order with a different location. When the purchase order is received, the total quantity received was allocated to only one of the parts. This issue has been corrected.

Accounts Receivable

Cycle Invoices

Reported Issue: Applying credits to cycle invoices as part of cycle invoicing caused an error message. This issue has been corrected.

EFT Transactions

Reported Issue: Reversing a credit card transaction for PCI Compliant customers recorded all information correctly in SedonaOffice but did not send the transaction to Forte. This issue has been corrected.

Reported Issue: Credit card reversals could be done multiple times from the same transaction. This issue has been corrected.

Reported Issue: Error 91 Object Variable Not Set appeared when trying to Clear items from the Z-Transaction list. This issue has been corrected.

Reported Issue: Reversing a Z-transaction caused the message 0 transactions reversed to appear. This issue has been corrected.

Payment Processing

Reported Issue: It was possible to deposit funds into an inactive bank account. This issue has been corrected.

Statements

Reported Issue: Printing a statement from a customer record caused incorrect totals to be displayed when credits were on the account. This issue has been corrected.

Reported Issue: The statement messages for the different invoice aging buckets were not being passed into the BFIS export file. This issue has been corrected.

Reported Issue: When a checkmark was entered into the BFIS export dialog box to Use Term Code (instead of due date), the due date was being passed into the BFIS file. This issue has been corrected.

Client Management

Address Verification (Add on Module)

Reported Issue: The incorrect taxing group was being selected due to a problem in the GEO taxing table. This issue has been corrected.

Bill To Address

Reported Issue: Deleting a customer Bill To address that was defined as the default for service invoicing, jobs, recurring, or other caused an error when loading the customer. This issue has been corrected.

Customer Explorer

Using CTRL-V and CTRL-C crashed SedonaOffice. This issue has been corrected.

General Ledger

Reported Issue: Posting of an ACH transaction incorrectly credited undeposited funds instead of debiting it and crediting Accounts Receivable. This issue has been corrected.

Inventory

Transfers

Reported Issue: When a user began typing the name of a warehouse in the warehouse drop-down box, the letters typed were not being taken in sequence for the name of the warehouse (e.g. If the user typed M, the cursor moved to M. If the next letter was A, the cursor jumped to A instead of looking at the combination of MA). This issue has been corrected.

Reported Issue: When a job or service ticket number was entered into the transfers request screen, the parts journal on the job showed a negative amount of the part even if the part had not been issued to the job. This field has been updated to only reflect a reference for the receiver to know why the part was being transferred.

Jobs

Issues/Returns

Reported Issue: When a user began typing the name of a warehouse in the warehouse drop-down box, the letters typed were not being taken in sequence for the name of the warehouse (e.g. If the user typed M, the cursor moved to M. If the next letter was A, the cursor jumped to A instead of looking at the combination of MA). This issue has been corrected.

Invoices

Reported Issue: A "Run-time error '91' Object variable or With block variable not set" was received when trying to bill out jobs for subaccounts where a checkmark had not been placed in the box on the customer information field of the subaccount entitled "All sub account invoices billed to primary master" . This issue has been corrected.

Reported Issue: A negative RMR line that appeared correctly on the initial job invoice actually billed \$0.00 on the job bill. This issue has been corrected.

Reported Issue: Retention invoices for jobs that billed directly to the master account were billing to the subaccount instead. This issue has been corrected.

Purchase Orders

Reported Issue: When a user began typing the name of a warehouse in the warehouse drop-down box, the letters typed were not being taken in sequence for the name of the warehouse (e.g. If the user typed M, the cursor moved to M. If the next letter was A, the cursor jumped to A instead of looking at the combination of MA). This issue has been corrected.

Reported Issue: Creating a purchase order on a job prior to defining parts on a materials list caused a phase code not to be defined to the new parts. This issue has been corrected.

Reported Issue: A purchase order is created for parts outside of the job. As such, a phase code was not assigned to the parts. When the part was returned to the warehouse, a phase code not assigned to the job was assigned to the parts causing a negative number to appear in the job materials list. This caused a mismatch preventing the job from closing. This issue has been corrected.

Task List

Reported Issue: A FSU stored procedure was not saving the last dispatch date in the job tasks list. This issue has been corrected.

Work Order

Reported Issue: When a user began typing the name of an Install Company in the Install Company drop down box, the letters typed were not being taken in sequence for the name of the Install Company (e.g. If the user typed M, the cursor moved to M. If the next letter was A, the cursor jumped to A instead of looking at the combination of MA). This issue has been corrected.

Manitou Integration

Reported Issue: When an edit was made to an address in BOLD, it deleted the state in both the Bill To address and site. This issue has been corrected.

Point of Sale

Reported Issue: Refunding a credit card for an existing customer (vs. a walkup customer) actually charged the credit card instead of refunding it. This issue has been corrected.

Reports

AP Retroactive Aging

Reported Issue: Usercodes which contained punctuation were causing the report to crash. This report will no longer use the usercode in the temp table to prevent this from happening.

RMR Cancellation Detail Report

Reported Issue: The RMR Cancellation Detail Report was created using the option for Effective Date. The report did run by effective date but continued to have the heading "Created Date." This issue has been resolved.

SedonaScheduler

Miscellaneous Appointments

Reported Issue: Changing a start time on a miscellaneous appointment caused the date of the appointment to advance by one day. This issue has been resolved.

Reported Issue: Miscellaneous appointments showed an incorrect end date when viewed in weekly and monthly views. This issue has been resolved.

Invoicing

Reported Issue: Changing the Bill To name on the billing tab followed by saving did not save the new Bill To name chosen. This issue has been resolved.

Reported Issue: Invoicing a group ticket that contained parts caused the Scheduler to crash. This issue has been resolved.

Resolving Appointments

Reported Issue: The service ticket did not check to ensure that all appointments were resolved prior to allowing the ticket to be invoiced. This occurred when the "Depart Now" button was being used. This issue has been resolved.

Parts Reconciliation

Reported Issue: Parts are put onto a service ticket with a checkmark in the stock box. The box is then unchecked and a purchase order is created. Putting a checkmark back into the box caused a negative issuance on the service ticket. This issue has been resolved.

Purchase Orders

When a purchase order was created within a service ticket, the direct expense box was not pre-checked. When a drop-ship address replaced the standard ship to address, and the purchase order was re-opened in accounts payable to place the checkmark in the direct expense box, the drop ship address went back to the standard shipping address. This issue has been resolved.