



# Release Notice

Version 5.7.12

Release Date: June 18, 2015

8401 Chagrin Blvd Suite 15-B  
Chagrin Falls, OH 44023

SedonaOffice

440.247.5602

45185 Joy Road  
Canton, MI 48187

## Contents

<b>About this Document</b> .....	<b>5</b>
<b>Overview</b> .....	<b>5</b>
<b>Application Enhancements/Improvements</b> .....	<b>6</b>
Accounts Payable .....	6
ADI Integration.....	6
Print Purchase Orders.....	8
Accounts Receivable.....	9
Reversing a Credit Card Payment .....	9
Miscellaneous Invoices – Parts Costing .....	11
Payments Declined .....	12
Print Invoices .....	12
Client Management.....	13
Time Zones.....	13
Customer Query Builder .....	14
Address Verification.....	15
Subaccounts of Master Accounts .....	16
General Ledger .....	17
Bank Reconciliation.....	17
Job Management.....	18
Job Templates.....	18
Receiving a PO Within a Job .....	21
Point of Sale.....	22
Reports .....	23
Master Sales Commission* .....	23
Master Sales Commission Aging Report* .....	23
Technician Performance (Time)* .....	23

SageQuest..... 24

SedonaService ..... 24

    Customer Site Time Zones ..... 24

    Drop Ship On Purchase Orders ..... 25

    Miscellaneous Appointments ..... 26

    Serial-Lot Number Column For Existing Parts..... 27

    User Preferences..... 28

    Vendor Service Providers..... 29

SedonaSetup..... 30

    Customer Part Groups ..... 30

    EFT Setup ..... 33

    Integration Setup ..... 34

    Inventory Setup ..... 35

    Usergroups..... 36

**Application Corrections ..... 37**

Accounts Receivable..... 37

    Deposits ..... 37

    EFT Pending Flag (P)..... 37

    EFT Pending Amount Within An Invoice..... 37

    EFT Clear Z-Transactions..... 37

    Invoices ..... 37

Accounts Payable ..... 37

    Purchase Orders ..... 37

    Write Checks..... 37

Inventory ..... 38

    Parts Pricing Levels ..... 38

    Transfer of Parts ..... 38

Job Management..... 38

    Install Amounts ..... 38

    Materials List..... 38

Report Manager .....	38
Inventory Stock Status Report .....	38
Taxable/Non Taxable Sales Report .....	38
Service .....	39
Changing Service Level .....	39
Closing Tickets .....	39
Equipment and Parts .....	39
Exporting Ticket Queue to Excel .....	39
Invoice Group Tickets .....	39
Miscellaneous Appointments .....	39
Scheduling Jobs.....	39
Service Levels.....	39
Service Ticket Log.....	40

## **About this Document**

This 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.

SedonaOffice reserves the right to modify the SedonaOffice product described in this document at any time and without notice. Information contained in this document is subject to change without notice. Companies, names and data used in examples herein are fictitious unless otherwise noted. In no event shall SedonaOffice be held liable for any incidental, indirect, special, or consequential damages arising from or related to this guide or the information contained herein. The information contained in this document is the property of SedonaOffice.

This document may be updated periodically; please to visit our website at [www.sedonaoffice.com](http://www.sedonaoffice.com) for the most current version. Copyright 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015.

## **Overview**

This document is being provided to explain the changes made to the SedonaOffice application since Version 5.6.243. This is an intermediate version update that contains new features and application corrections.

## Application Enhancements/Improvements

### Accounts Payable

#### ADI Integration

SedonaOffice now has an interface with ADI which enables purchase orders to be submitted with real time price checking, the ability to download acknowledgements, receive shipment tracking information, pickup locations, the ability to view invoices, and other data. Customers who are interested in this new add-on should take the following steps:

#### STEP 1

Contact your Sales Manager or Branch Manager to begin the process. If you do not know your local branch call (800) 233-6261.

You will also need to download and complete the SedonaOffice ADI Agreement.pdf (available on [www.sedonaoffice.com](http://www.sedonaoffice.com)) which details terms and conditions. Send the completed form to [KathyC@PerennialSoftware.com](mailto:KathyC@PerennialSoftware.com).

#### STEP 2

ADI will send you credentials via email. These will need to be entered in SedonOffice. This will be covered with you during setup and training.

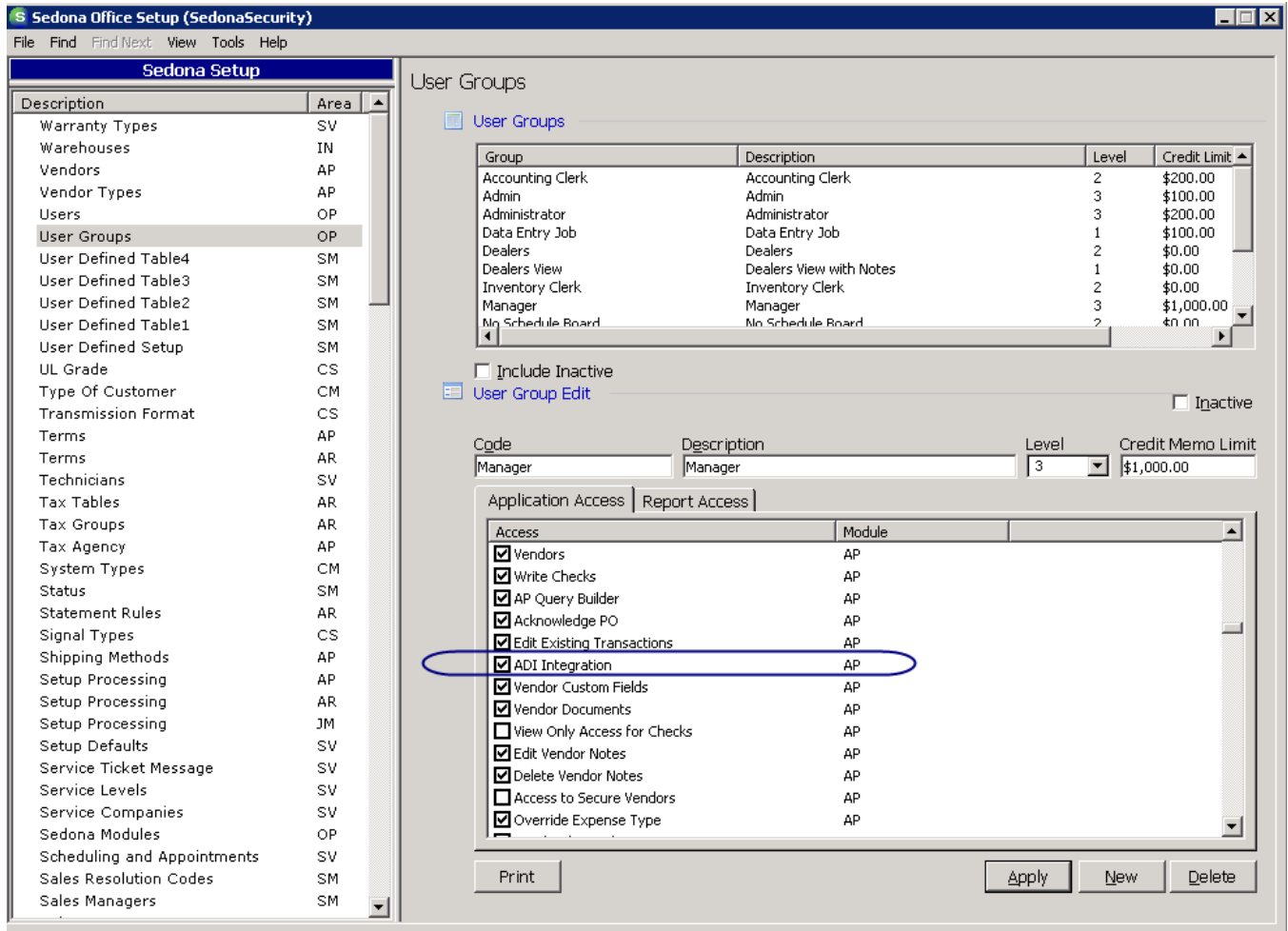
#### STEP 3

Email [IntegrationADI@SedonaOffice.com](mailto:IntegrationADI@SedonaOffice.com) to request your Activation Key. Be sure to include your ADI customer number.

#### STEP 4

SedonaOffice will reach out to you with next steps.

Users that will be testing with ADI will need to have the ADI Integration permission given to them in the Usergroup Setup table within SedonaSetup.



## Print Purchase Orders

A Print Now button has been added to the Purchase Orders so that the PO may be printed when it is opened from the Accounts Payable application.

**Purchase Order 1821**

Vendor: ADI | Category: SVC T&M

**Purchase Order**

ADT  
231 West 42nd St  
New York, New York 10024  
Phone: (800) 555-4321  
Fax:

Ship To: Chatsworth House  
Hollinsbrook Roach Bank Road  
Bury BL9 8RN  
UK

PO Number: 1821 | Branch: MI | Warehouse: Main-MI

Tracking #: | Order Date: 2/9/2015 | Acknowledged: Administrator 2/10/2015 9:00:00 AM

Ship Date: | Ship Method: FEDEX 1ST OWNGHT

Parts Due Date: | Costing:

**Parts On Back Order** | Expense: 0.00 | Documents | No Special Order Parts Allowed | Select from All Parts

Part	Description	Vendor Part	Pkg Qty	Quantity	Cost	Amount	Rcvd	Std Cost	BO
CU-1235	SOFTWARE KIT FOR NAMEPLATE LBL	CU-1235	1	1	48.50	48.50	0	48.50	<input checked="" type="checkbox"/>
*									<input type="checkbox"/>

Memo: This memo must appear on all ADI POs as it contains important information regarding our arrangements with ADI

Total Cost: 48.50  
Received Cost: 0.00

Buttons: closed, Price Check, OK, Cancel



## Accounts Receivable

### Reversing a Credit Card Payment

Customer credit card payments can now be reversed in SedonaOffice. To reverse a payment, navigate to EFT History on the customer record, find the payment to be reversed and right-click. Select the option to Reverse the Transaction.

10048 Mueller, Joseph

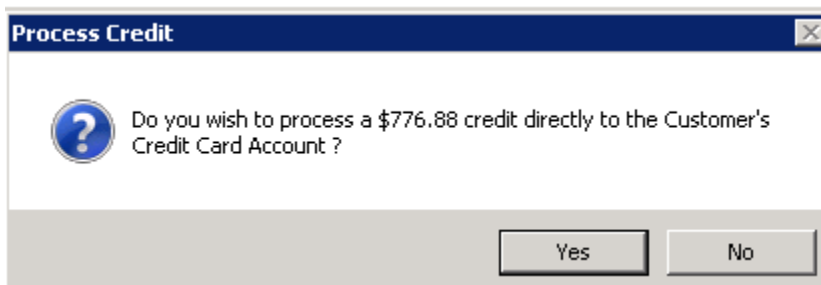
Mueller, Joseph  
Customer Information  
Payment Options  
Bill To  
Sites  
    (25250) Joseph Mueller  
        Systems  
        Contacts  
        Credit Memos  
        Documents  
        Inspections  
        Invoices  
        Jobs  
        Notes  
        Recurring  
        Recurring History  
        Recurring Master Items  
        Service  
        Group Tickets  
Activity Ledger  
Aging  
Collections

Goffer's Paradise  
180 Rosebury Court  
Cleveland, OH 44124

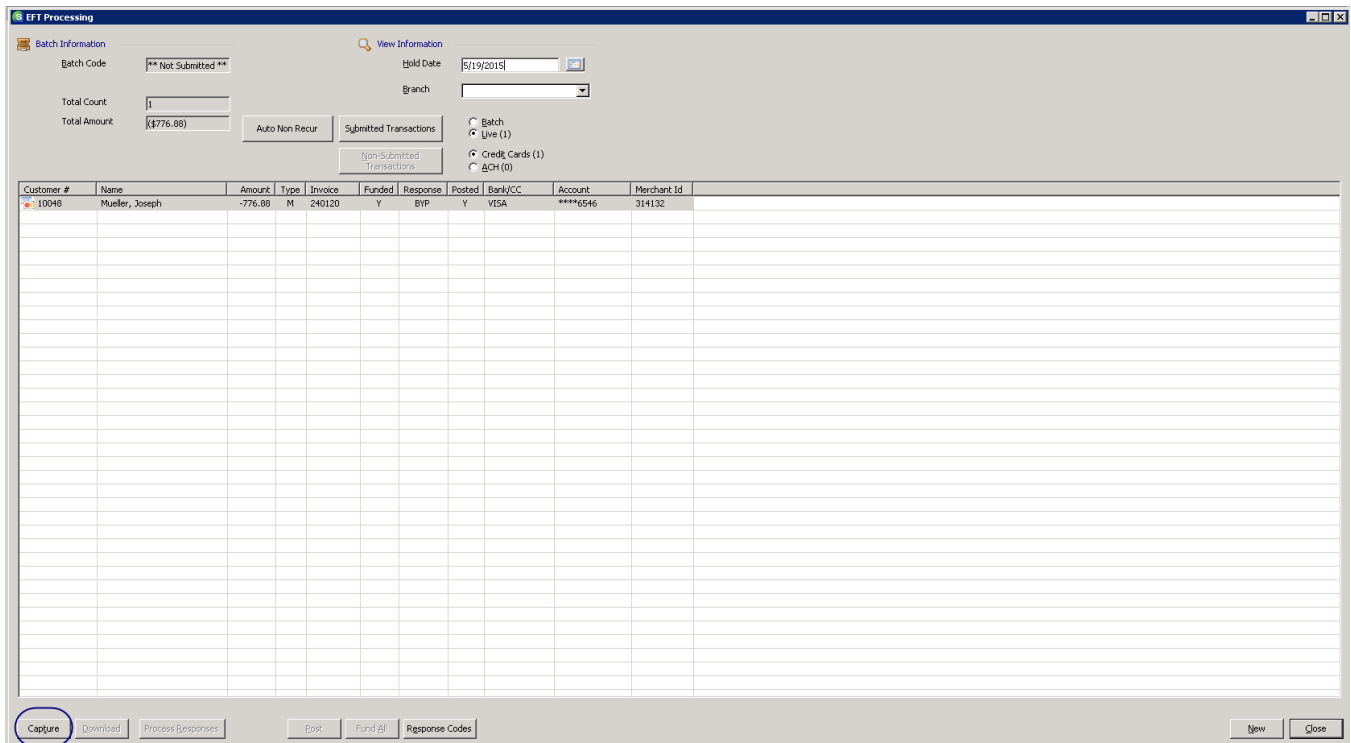
Balance Due: (\$2.33)  
Last Late Fee: \$28.79  
Total Active RMR: \$65.00  
Total Active RAR: \$780.00  
Customer Type: Residential  
Customer Since: 8/4/2007  
Salesperson: Oliver Blas  
Last Payment Rec'd: \$776.88 (5/11/2015)  
# of Disp Last 1 Days: 0  
**\*\* EFT Pending \*\***  
Amount: \$655.12  
Entered Date: 4/22/2014

Date	Description	Amount	Submit Date	Batch Code	Funded	Posted	Type
5/19/2015	Cycle Invoice	(\$776.88)	* Approved *	051115153647	Y	Y	L
5/19/2015	Cycle Invoice	\$776.88	Reverse Transaction	051115153647	Y	Y	B
5/29/2014	test	\$31		1163356	Y	N	B
4/22/2014	Cycle Invoice	\$163.78	5/29/2014	052914163356	Y	N	B
4/22/2014	Cycle Invoice	\$163.78	5/29/2014	052914163356	Y	N	B
1/20/2014	Cycle Invoice	\$396.68	1/21/2014	012114139751	Y	Y	B
12/4/2012	Cycle Invoice	\$46.00	2/18/2013	021812094551	Y	Y	B

The following prompt will appear:

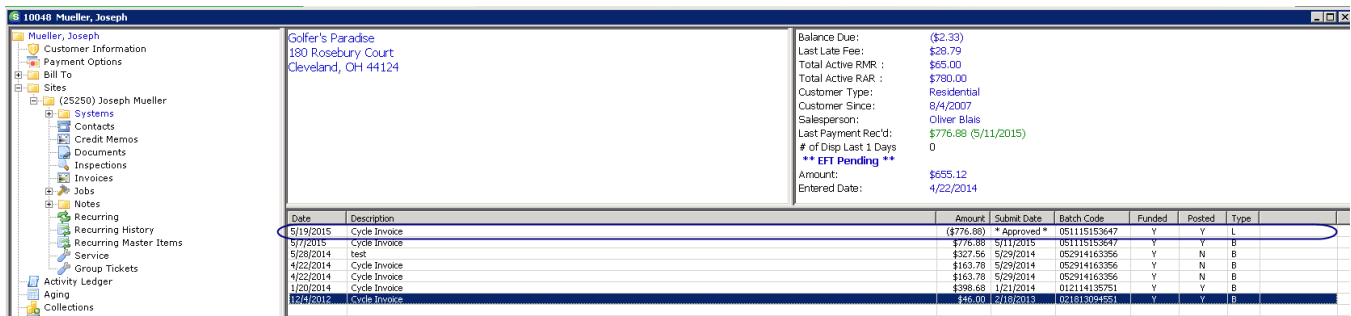


This will create a negative entry into EFT Processing as a Live Transaction. At the end of the day, all live transactions (positive and negative) will be captured.



The credit card reversal will automatically credit the Customer Refunds Account in the general ledger and create a negative payment batch for deposit.

The credit card reversal will also be recorded as an approved live transaction on the customer's EFT history screen.



**Miscellaneous Invoices – Parts Costing**

When a miscellaneous invoice is created for a customer for parts, the GL account number assigned as the Direct Expense Acct number on the parts detail page will now be utilized for parts costing.

In the example below, a part has been setup to utilize the direct expense account number of 521000 which will now be used as the account number for the part costing when a part is added to a miscellaneous invoice.

The screenshot shows the 'Part Edit' window for part '028225-32'. The 'Costing' section is expanded, and the 'Direct Exp Acct' field is highlighted with a blue oval, containing the value '521000'. Other fields include 'Description' (6211US4 STRIKE), 'Product Line' (Access Control Equipment), 'Manufacturer' (Ademco), 'Manuf Part Code' (028225-32), 'Manuf Warranty' (Six Month), 'U.P.C.', 'Notes' (5001), 'Method' (Standard), 'BPV Account' (120900), 'AR Setup' (Job Part LCOM), 'Sales' (Price 514.8000), and 'Service' (Price 1 468.0000, Price 2 468.0000). Checkboxes for 'Customer Equipment', 'Available for Sales', and 'Available to FSU' are checked.

A miscellaneous invoice is created for the customer using this part:

This results in the following transaction being made. Note that a debit is now being made to the account number setup on the part for direct expensing.

Reg No.	Date	Type	Description	Debit	Credit	AR Net
530394	6/3/2015	INV - 276096	110110 - Accounts Receivable*	554.70		552.37
			410212 - Revenue - Commercial Installation		514.80	
			258300 - Inventory Transfer*		208.00	
			521000 - COSS SVC Parts	208.00		
530395	6/3/2015	XTFR - 276...	250111 - Sales Tax Payable-Ohio		39.90	
			120000 - Inventory*		208.00	
			258300 - Inventory Transfer*	208.00		

## Payments Declined

When an EFT payment has been declined, the customer's invoice will automatically be placed into the print queue.

## Print Invoices

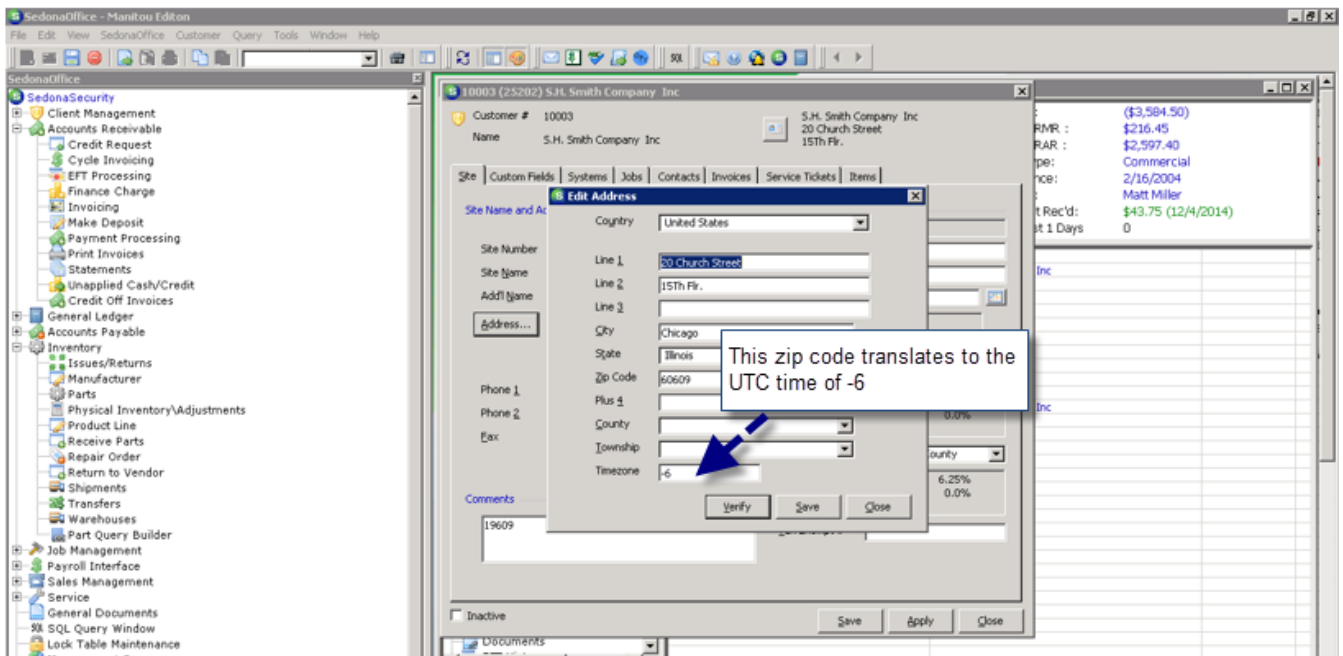
The Filter For Email option will now enable both PDFExplode and SedonaSync emailed invoices to be marked as printed.

## Client Management

### Time Zones

The time zone of the customer site is now automatically recorded through a new zip code lookup feature. This enables a time zone to appear on a service ticket appointment for that location. Time zone information is recorded on the customer site record using the UTC hour designation assigned to the specific time zone:

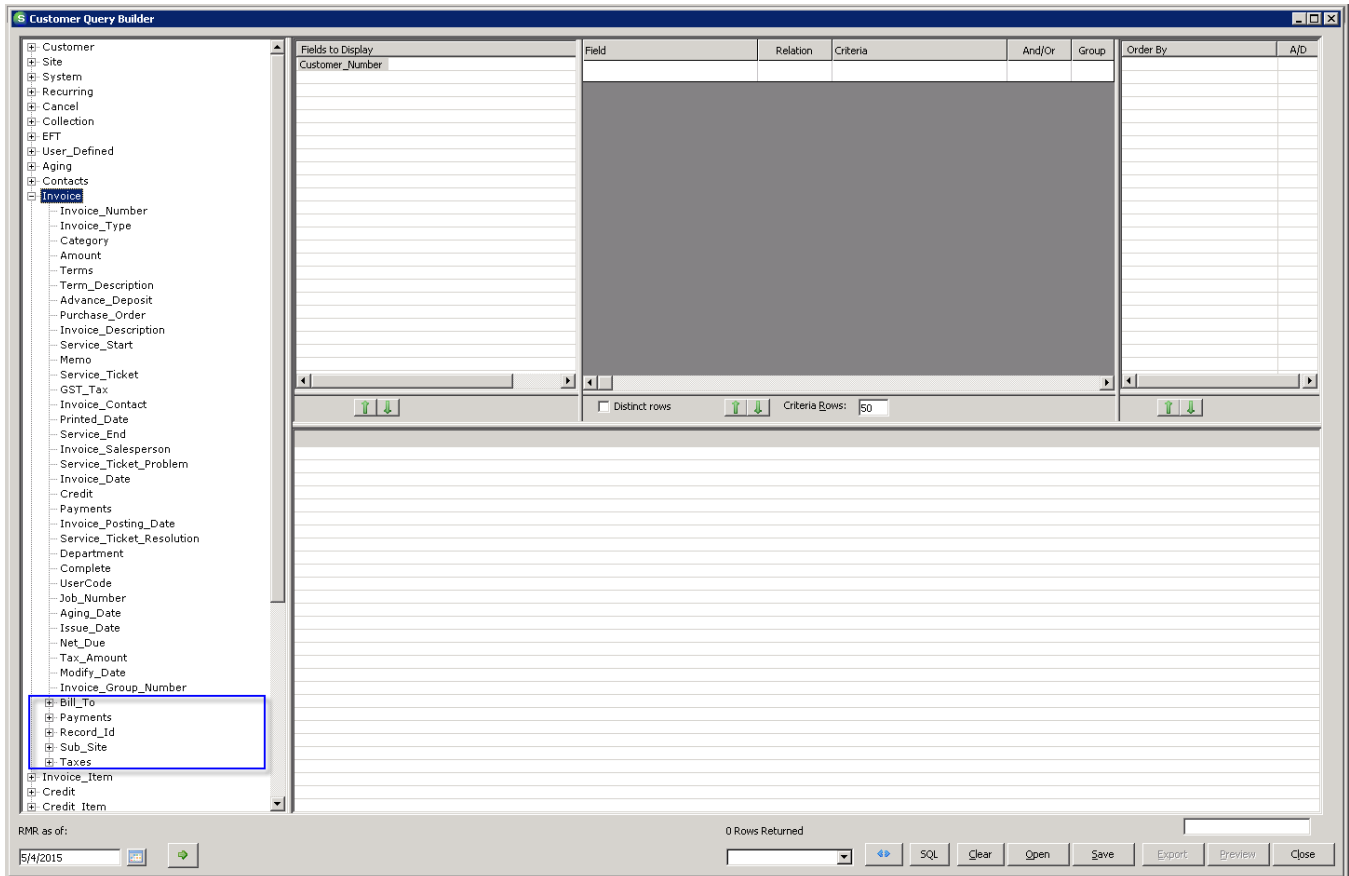
Atlantic Standard Time:	-4
Eastern Standard Time:	-5
Central Standard Time:	-6
Mountain Standard Time:	-7
Pacific Standard Time:	-8
Alaska Standard Time:	-9
Hawaiian Time:	-10



**Please Note:** Use of this feature requires that the time zone setup option be turned on using Sedona Office Server Tools Utilities on the SedonaOffice server.

## Customer Query Builder

The customer query builder has been reorganized to show subtrees under the sections where information about the topic would be located. All subtrees now include information on the record id.



### Address Verification

A new address verification feature has been added to this version and will be made available to users that have paid an annual licensing fee for use of this feature. This feature will validate addresses within the United States, automatically enter a zipcode when a city and state for the street address is provided, automatically enter the city and state information when a zipcode is provided, correct commercial/residential delivery type, and retrieve accurate time zone information. For more information on this feature and licensing fees, please contact [sales@sedonaoffice.com](mailto:sales@sedonaoffice.com). Workstations using this feature will need internet access to [www.sedonaoffice.com](http://www.sedonaoffice.com).

The screenshot shows a dialog box titled "Edit Address" with a close button in the top right corner. The dialog contains the following fields and values:

- Country: United States (dropdown menu)
- Line 1: 45185 Joy Rd Ste 102
- Line 2: (empty)
- Line 3: (empty)
- City: Canton
- State: Michigan (dropdown menu)
- Zip Code: 48187
- Plus 4: 1729
- County: (empty dropdown menu)
- Township: (empty dropdown menu)

At the bottom of the dialog, there is a "Verified" checkbox, a "Verify" button with a mouse cursor pointing to it, and "Save" and "Close" buttons.

### Subaccounts of Master Accounts

In previous versions of SedonaOffice, a checkmark in the box entitled “All subaccount Invoices to Primary Master” on the Master Account Customer Information screen dictated that all non-recurring invoices were to be sent to the Master Account for all of the subaccounts. With this release, it is now possible to set the option on each subaccount to have non recurring invoices either stay on the subaccount or be sent to the Master Account. When a checkmark is placed in the box entitled “Bill Sub to Master Account”, all non-recurring invoices for this subaccount will be sent to the Master Account. When a checkmark is not in the box, all non-recurring invoices will be sent to the Bill To address on the subaccount.

**S Customer Setup 11164-2**

Customer # 11164-2  
Customer Name Village Associates Inc.  
Additional Name  
Village Associates Inc.  
33 Timberwood Road  
Plymouth, MI 48170

Setup Information | New field | Bill To | Master Account Setup | Items

Customer Status: ANR  
Customer Type: Commercial  
Old Customer ID:  
Terms: Due On Receipt  
Tax Exempt #:  
OK to Increase:  
Salesperson: Matt.Miller

Blanket P.O.:  
P.O. Expire Date:  
Customer Since: 6/16/1989  
Chain Account:  
Customer Group: 01  
Customer Group 2: MI  
Branch: MI  
No Collections:   
Part Pricing Level: None

Master Account Information | Invoice Printing

Master Acct: 11164  
Village Associates Inc.  
 Bill This Sub to Master Account

Critical Message  
Expires On:

Save Close

Leaving a checkmark out of this box indicates that all non-recurring invoices should be sent to the Bill To address on the subaccount.



## General Ledger

### Bank Reconciliation

Bank statements that are downloaded from a bank's website in a QuickBooks format (.QBO extension) version 102 may be imported for reconciliation into SedonaOffice. Checks containing numeric numbers will be automatically marked off at the time of import. Transfers between accounts, use of a debit card, or checks where the check number has been replaced by alpha text (e.g. Refund by CC) will not be recognized and must be manually marked as reconciled by the user.

## Job Management

### Job Templates

It is now possible to create a list of equipment, install items, and RMR which can be saved as a job template. This prevents the user from having to retype all items which are standard on specific job types whenever a new job is created.

#### Creating a Job Template

Create the list of all equipment, install items, and RMR that will make up the job template. This is done as part of a current job.

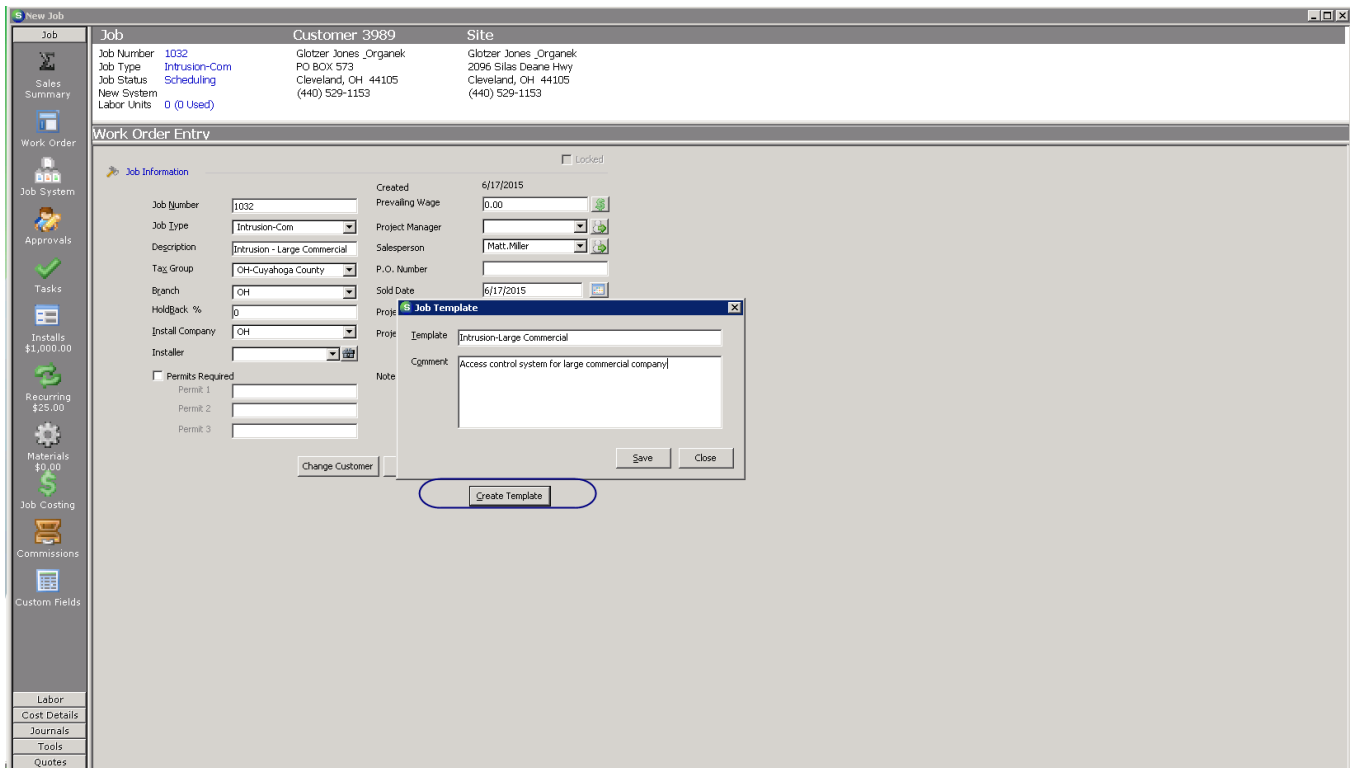
The screenshot shows the 'New Job' window in SedonaOffice. The window is divided into several sections:

- Job Information:**
  - Job Number: 1032
  - Job Type: Intrusion-Com
  - Job Status: Scheduling
  - New System
  - Labor Units: 0 (0 Used)
  - Customer: 3989
  - Site: Glotzer Jones ,Organelk
- Materials Table:**

Phase	Part	Description	Vendor	Qty	Location	Unit Price	Ext Price	Tax	LU	Issued Qty	Stock Item	PO Cost	PO Description
Phase 01	01610S32D	UNIVERSAL DOOR STRIKE 12 VAC	ATL	1		0	0.00	0.00	0		<input type="checkbox"/>		
Phase 01	13950	EXTERIOR PIEZO SIREN	Bosch Security	1		0	0.00	0.00	0		<input type="checkbox"/>		
Phase 01	4045CGNUO	ENTRY PROX READER GRAY	ATL	1		0	0.00	0.00	0		<input type="checkbox"/>		
Phase 01	ALH4017	SECURITY PANEL	ADI	1		0	0.00	0.00	0		<input type="checkbox"/>		
Phase 01	EEB2	EMERGENCY EXIT BUTTON WITH T1	ATL	1		0	0.00	0.00	0		<input type="checkbox"/>		
- Summary:**
  - Total Material LU: 0
  - Sub Total: 0.00

Buttons at the bottom include 'Apply Template', 'Documents', and 'Apply'.

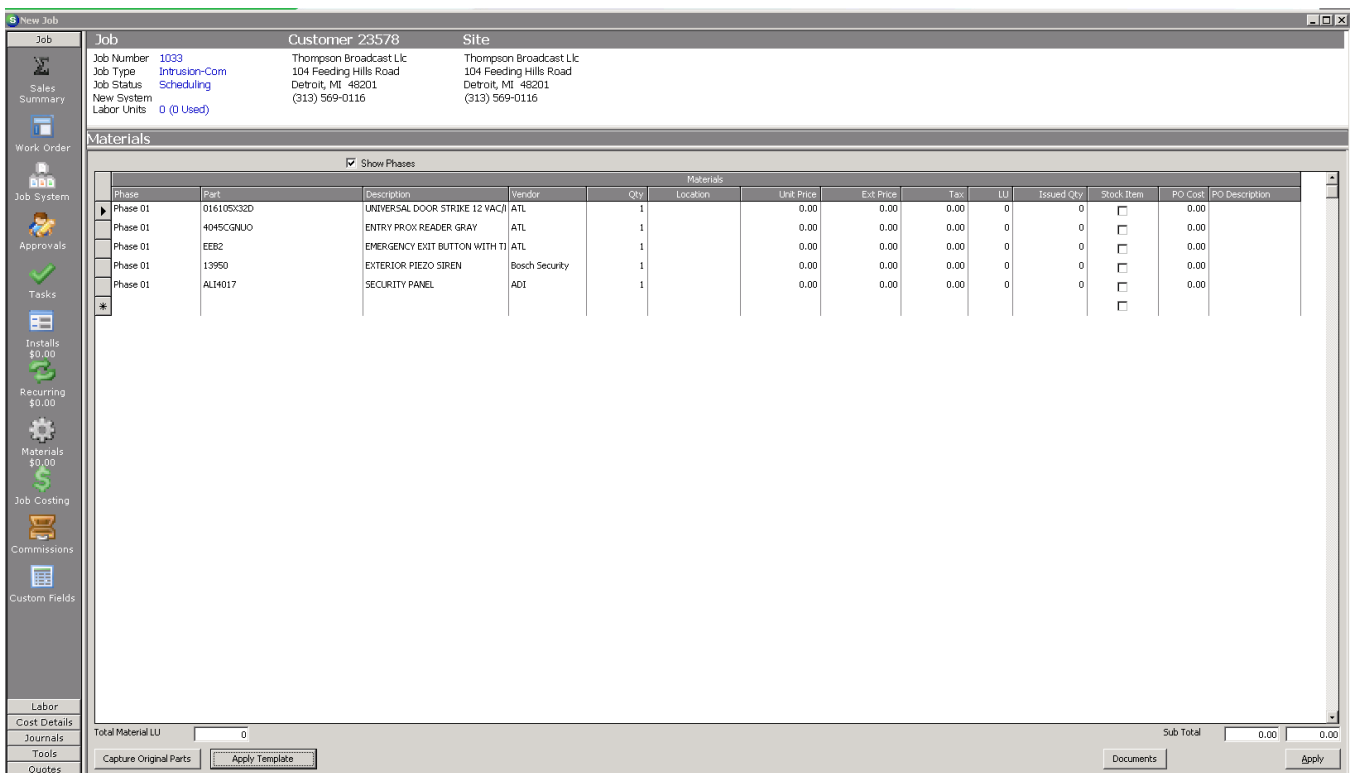
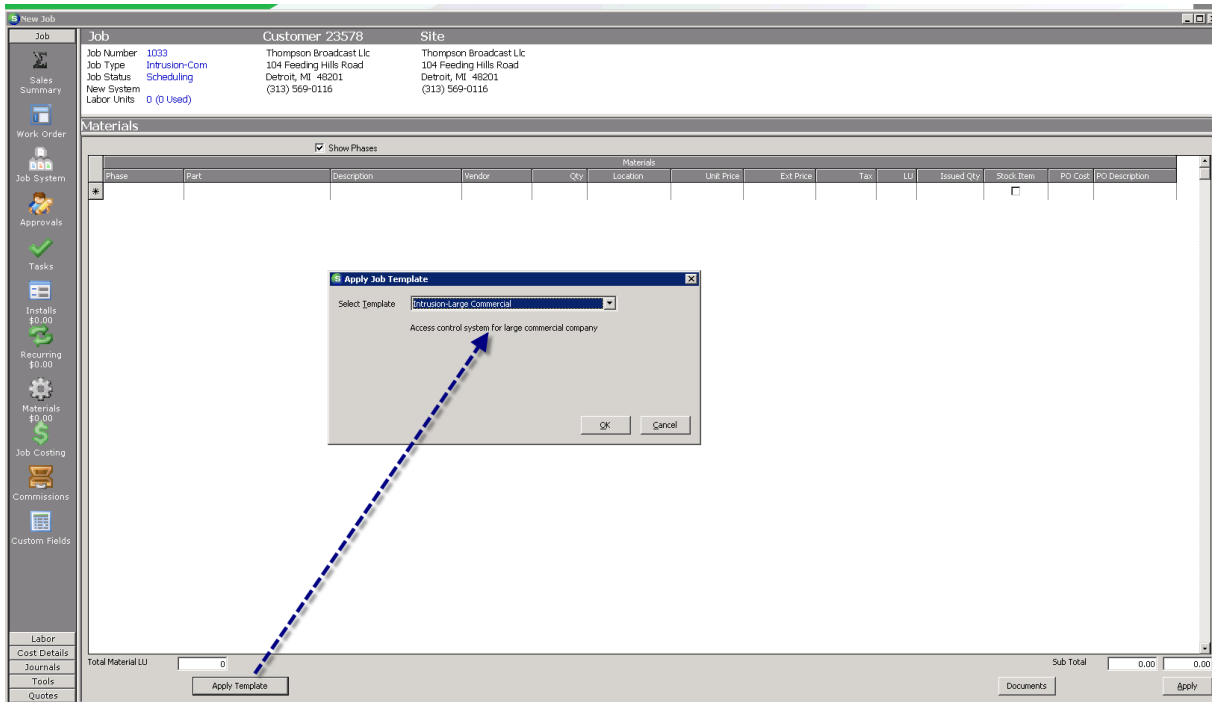
After saving the information, go to the Work Order and click on the button “Create Template.” A box will appear asking for the name of the job template and an area where notes can be added explaining the content of the template.



**Please Note:** This feature was added as a custom enhancement for a specific customer. While it is possible to add a template, we currently do not have a feature for editing or deleting a job template. Please check to ensure that the proper materials are on the template before saving it.

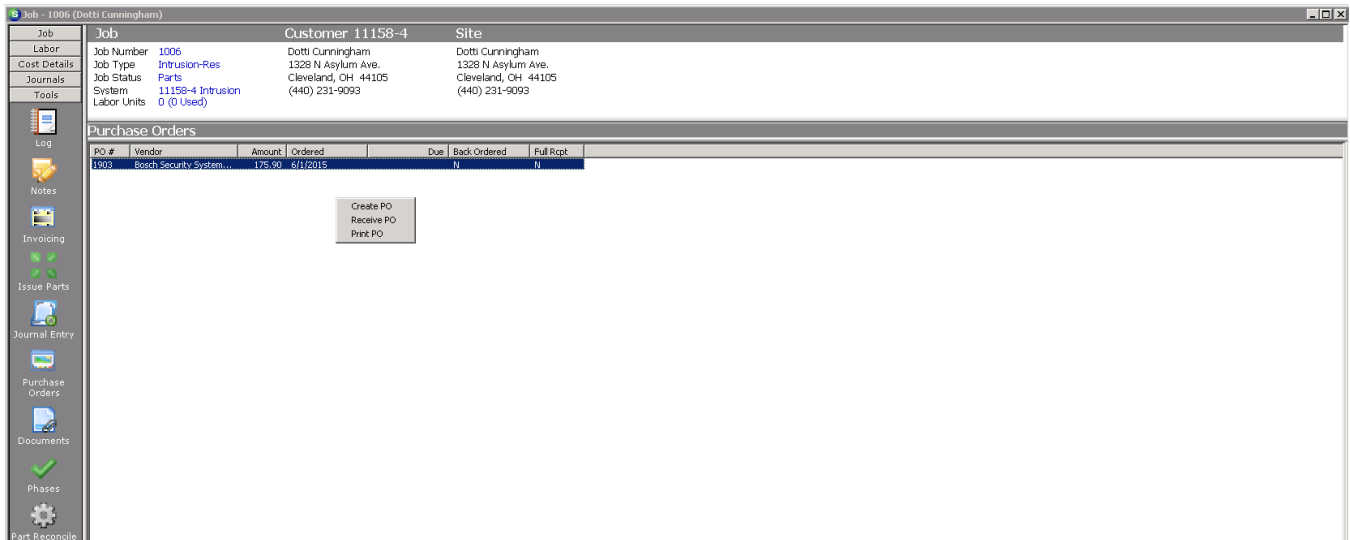
*Applying a Previously Created Template*

To apply a previously saved template, create a job in which the specific equipment, install and RMR needs to be used. On the materials list, press the button to Apply Template. After the users selects OK, the equipment list will be loaded.



### Receiving a PO Within a Job

Purchase Orders may now be received directly within a job. Under Tools-Purchase Orders, highlight the specific purchase order that needs to be received and right-click on the entry. Select Receive PO.



### Point of Sale

A Point of Sale module has been added to SedonaOffice. It has been written to the specifications of the customer who commissioned Perennial Software to write it. Customers interested in receiving a demonstration of this product may contact [Sales@SedonaOffice.com](mailto:Sales@SedonaOffice.com). At this time, customers will receive a notification that their installations have not been setup to utilize this feature of the program.

## Reports

### **Master Sales Commission\***

This is a custom report written to the specifications of the customer who commissioned Perennial Software to create it. This report tracks commissions for salespeople that have been identified on the recurring records subaccounts. This report also utilizes specific user defined fields unique to the customer that commissioned this report to be written. The Money1 user defined field on the customer record is used to multiply the total commissionable sales. The Money2 user defined field on the customer record is the maximum amount that the master account can have over 60 days past due before any sales within the selected date range do not qualify as commissionable sales. A value of 0 (zero) means that this account does not have a threshold. All sales are qualified. Unchecking the Split Non Qualified Accounts box treats all sales as qualified.

### **Master Sales Commission Aging Report\***

This is a custom report written to the specifications of the customer who commissioned Perennial Software to create it. This report also utilizes specific item types unique to the customer that commissioned this report to be written. This report provides aging information on invoices and credits where there is a recurring item using the item type "CO" where the invoice has specifically been billed to the subaccount.

### **Technician Performance (Time)\***

This is a custom report written to the specifications of the customer who commissioned Perennial Software to create it. This report has been modified to include both jobs as well as service tickets.

## SageQuest

Customer addresses on work orders now include country data.

## SedonaService

### Customer Site Time Zones

Service Tickets will now automatically display the time zone of the customer site based on the zip code of the customer site.

The screenshot shows the 'New Ticket' form in the SedonaService application. The form is divided into several sections:

- Customer Information:** Customer 10003, S.H. Smith Company Inc, Site S.H. Smith Company Inc, 20 Church Street, Chicago IL 60609. The time zone 'Central Time' is circled in blue.
- Site and System Detail:** System Account EA2541, System Type Access, Panel Type 2200, Location 8015, Site Phone (313) 561-3601, Map Code 25202, Timezone CT, Cross Street 8015, Warranty One Year P & L, Warranty End Expired, Memo 25202.
- Ticket Detail:** Problem Zone Trouble, Secondary Problem, Route Code, Expertise 3, Priority Medium, Estimated Length 60, Comments Panel is recording trouble with setting Zone 1, Service Coordinator, Technician Both Bennie, PO #, Category SVC Cont, Resolution.



### Drop Ship On Purchase Orders

The Purchase Order form within a service ticket now provides the ability to drop site items to a different location. When the user responds “Yes”, the site address of the customer is automatically added to the PO as the Ship To address.

**New Purchase Order**

Vendor: Anster Inc | Category: SVC Cont

**Purchase Order**

Vendor Address: Anster Inc, P.O. Box 847428, Dallas TX 75284

PO #: 1868 | Branch: MI | Warehouse: Main-MI

Tracking #: | Ordered: 04/12/2015

Ship: | Method: Pickup

Parts Due: | Ticket: 3435

Created By: | Acknowledged:

Print Now  | Direct Expense

**Ship To** (circled in blue): 417 Forest, Plymouth MI 48170

**Ship To** Dialog: Would you like to drop ship? [Yes] [No]

Part	Description	Vendor Part	Cost	Amount	Received	Standard	BO
08062088/S	SONITROL SWL...	08062088/S	.5500	2.55	0.00	0.00	<input type="checkbox"/>

Total: \$2.55

Buttons: Apply, Save, Close

**New Purchase Order**

Vendor: Anster Inc | Category: SVC Cont

**Purchase Order**

Vendor Address: Anster Inc, P.O. Box 847428, Dallas TX 75284

PO #: 1868 | Branch: MI | Warehouse: Main-MI

Tracking #: | Ordered: 04/12/2015

Ship: | Method: Pickup

Parts Due: | Ticket: 3435

Created By: | Acknowledged:

Print Now  | Direct Expense

**Ship To** (circled in blue): S.H. Smith Company Inc, 20 Church Street, 15Th Fl., Chicago IL 60609

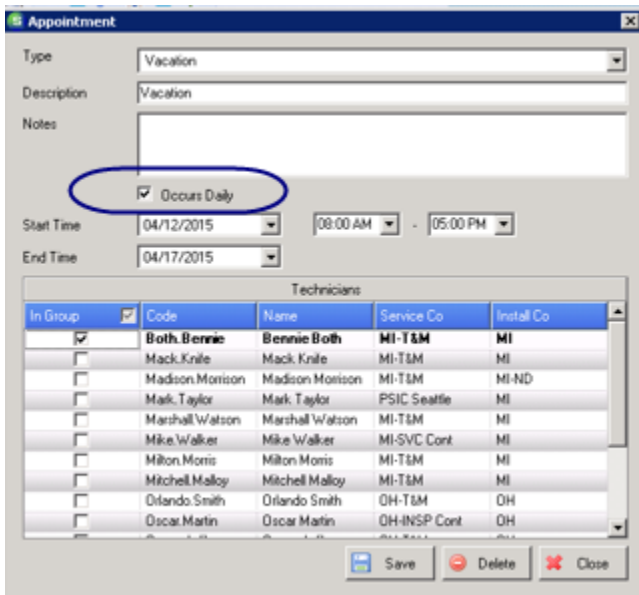
Part	Description	Vendor Part	Pkg Quantity	Quantity	Cost	Amount	Received	Standard	BO
08062088/S	SONITROL SWL...	08062088/S	1	1	2.5500	2.55	0.00	0.00	<input type="checkbox"/>

Total: \$2.55

Buttons: Apply, Save, Close

### Miscellaneous Appointments

The Add New Miscellaneous Appointments box now contains a new checkbox “Occurs Daily.” This checkbox will be pre-checked. This option will allow for a range of consecutive days is chosen so that the same appointment time is blocked off each day that a technician will not be available to have tickets scheduled.



### Serial-Lot Number Column For Existing Parts

A new column has been added to service tickets showing the serial-lot number of equipment that has already been installed on the customer system:

The screenshot displays a service ticket interface for 'Ticket #3436' at 'Central Station'. The interface includes a navigation bar with icons for Service Ticket, Custom Fields, Appointments and Labor, Billing, Documents, Equipment and Parts (highlighted), Journal, Notes, Other Items, Purchase Orders, Service History, Ticket Log, and Ticket Group. A 'COGS Account: 521000' is also visible.

Customer information includes: Customer 127 (Ted Carter Assoc), Site 1234 Fourth Ave, Plymouth MI 48170-Eastern Time, Created 4/13/2015 8:36:52 AM, Contact Mr. Ted Carter, Phone (734) 555-7767, and Status Open.

Customer Equipment Detail					Installed			Removal		
Part	Description	Qty	Location	Local Zone	Date	Type	Desc	Serial-Lot	Date	Remove
028741-32	6210 STRIKE	1	Front Door		04/01/2014	Other				✘
B0SDS720I	DSDS720I	1			04/01/2014	Other		BHQ135798		✘
939p1	939p1 Motion De...	1	Front Office		04/01/2014	Other		125QSR98		✘

The 'Serial-Lot' column in the table above is circled in red.

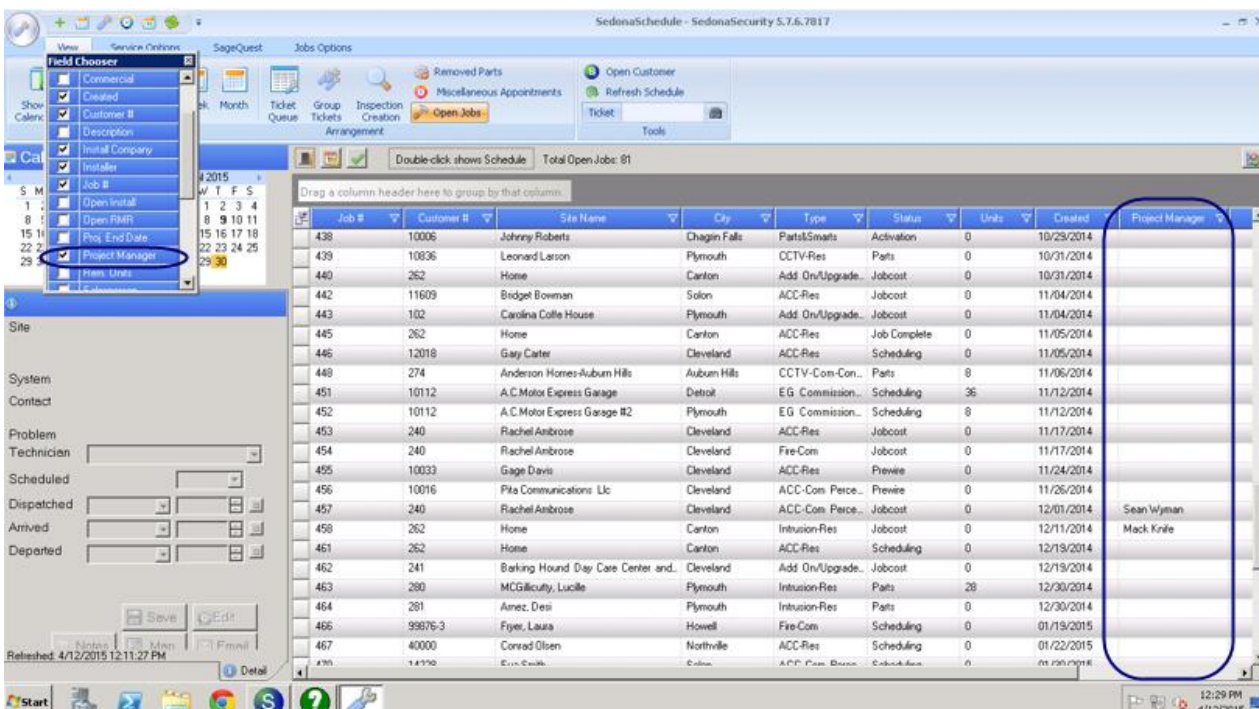
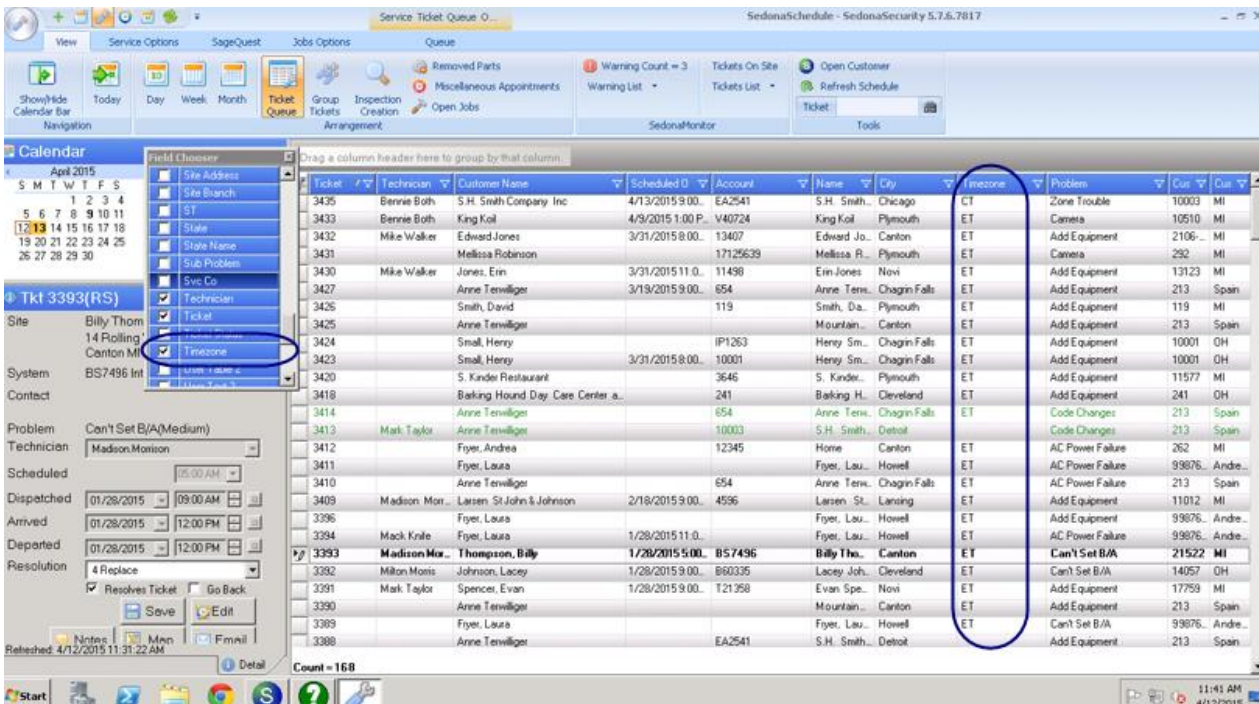
Below the table is a 'Service Ticket Parts' section with a table structure:

Stock	Warehouse	Part	Description	Location	Qty	Unit Price	Total Price	Tax	Costing	Serial-Lot
-------	-----------	------	-------------	----------	-----	------------	-------------	-----	---------	------------

At the bottom right of the interface are 'New' and 'Save' buttons.

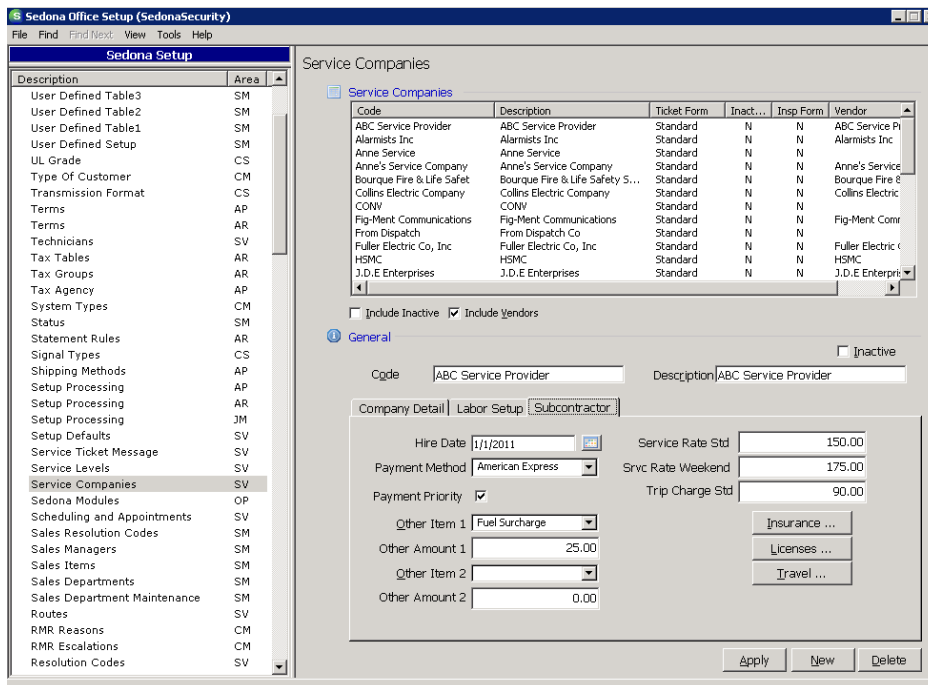
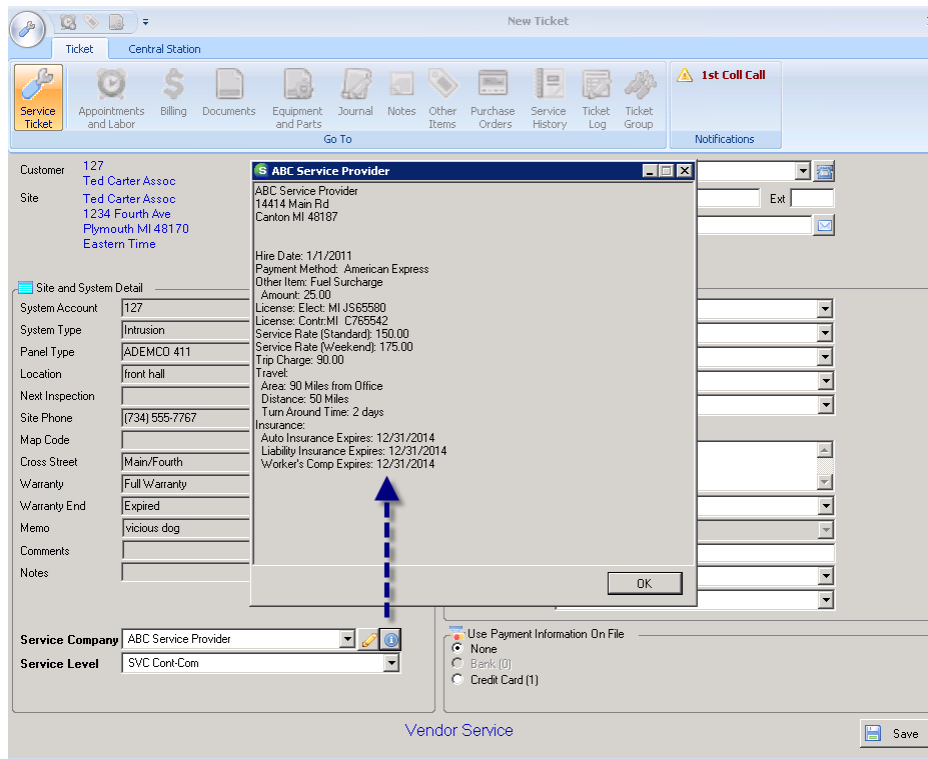
### User Preferences

A new field "Timezones" has been added to the user preference field chooser in the service ticket queue. Information in the field will only be available if the SedonaOffice server has to been setup to utilize the new time zone feature. The field "Project Manager" has been added to the field chooser list of jobs available to be scheduled:



## Vendor Service Providers

A new information button has been added to show information about vendor service providers. The information displayed is taken directly from the subcontractor tab on the Service Companies table.



## SedonaSetup

### Customer Part Groups

A new setup table has been added to enable a group of alternate parts to be defined for use with specific customers.

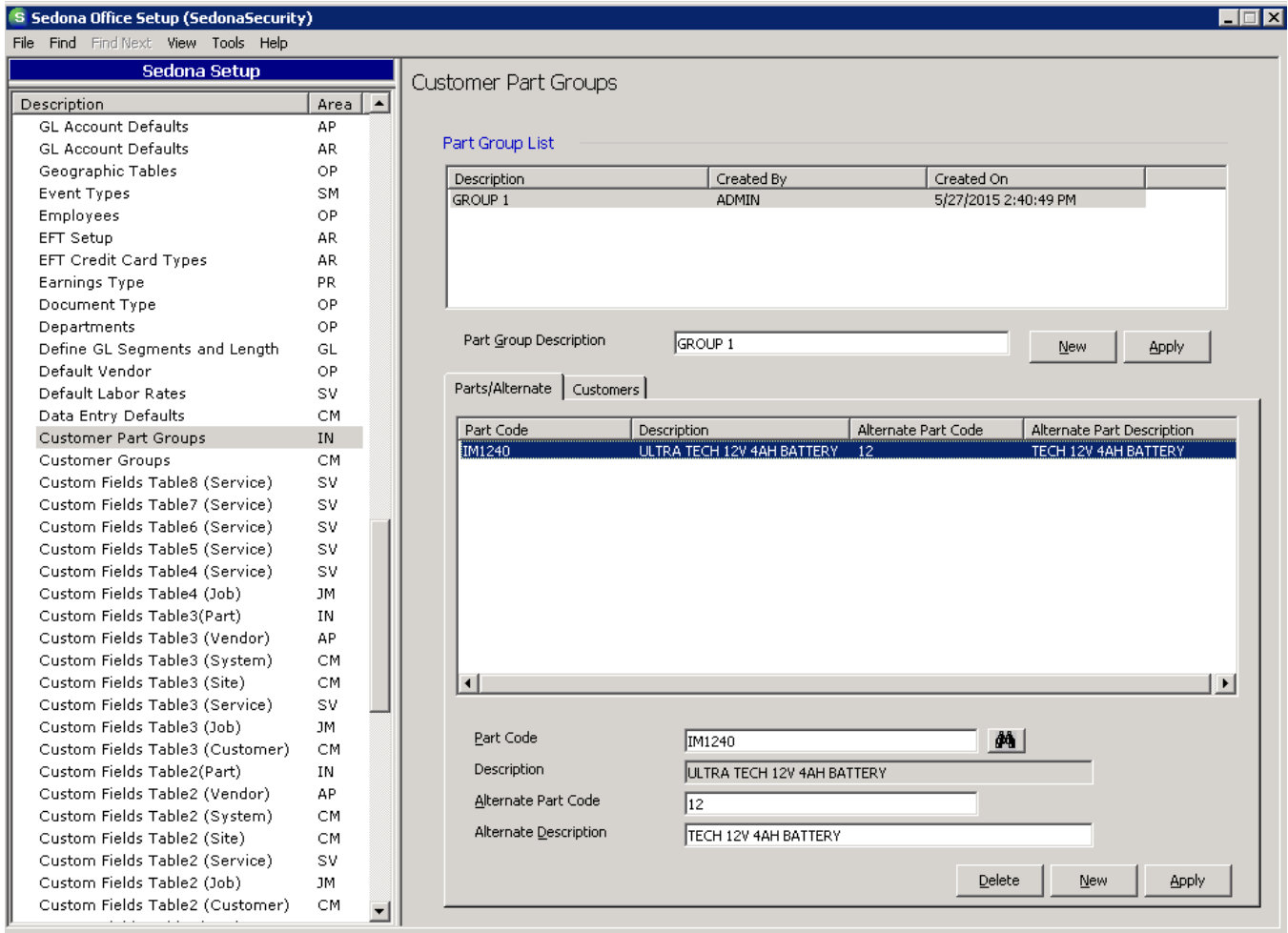


**Note:** This is a custom enhancement for a specific customer and has been created for use according to their specifications. This table has only been setup for use with a custom invoice form for the customer requesting this enhancement.

To define a new part group, click on the new button and define the name of the specific group. Once a name has been provided, click on the Apply button. The new group will be saved.

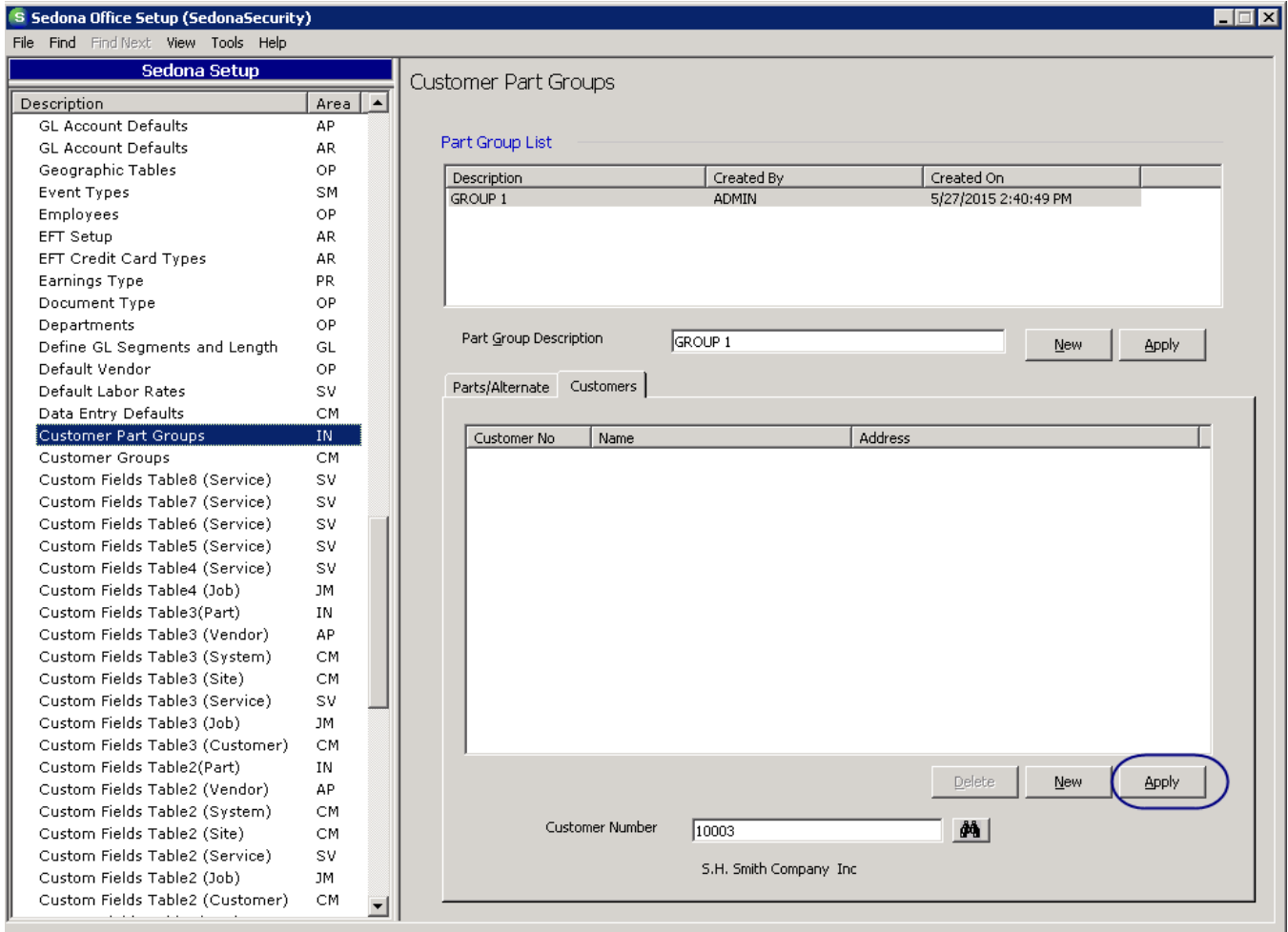
The screenshot shows the 'Sedona Office Setup (SedonaSecurity)' application window. On the left is a 'Sedona Setup' tree view with 'Customer Part Groups' selected under the 'IN' area. The main window is titled 'Customer Part Groups' and contains a 'Part Group List' table with one entry: 'GROUP 1' created by 'ADMIN' on '5/27/2015 2:40:49 PM'. Below this is a 'Part Group Description' field containing 'GROUP 1' and 'New' and 'Apply' buttons. The 'Apply' button is circled in blue. At the bottom, there are input fields for 'Part Code', 'Description', 'Alternate Part Code', and 'Alternate Description', along with 'Delete', 'New', and 'Apply' buttons.

A list of parts for which alternate parts are acceptable may now be created for use in this group. Press the New button. Lookup the primary part code, using the binoculars, to define the part for which an alternate part may be substituted. Enter the alternate part code and a description of the part. Click on the Apply button to associate the new part with the part group.



Continue entering all new parts that will be associated with this part group.

To associate this part group with a specific customer, press the Customers tab. Press the New button. Using the binoculars, find the specific customer(s) for which this part group will be associated. Click the Apply button to define the part group to the customer(s).





## EFT Setup

Prior to this release, SedonaOffice only allowed two Merchant IDs to be used per company. SedonaOffice now enables one Merchant ID to be used **per branch**. To add a new Merchant ID to the EFT Setup tables, select the New button on the bottom of the EFT Setup screen and enter the information provided to by Forte.

**ACH/EFT Setup**

**ACH Direct**

Transmitter Id: 971542      API Login: MS93pRkGym  
 Password: tRQFSNe8      Secure Key: puYdLQ5md9  
 Merchant Id: 22334  
 Merchant Name: SedonaSecurity  
 Batch Description: CC Ohio

PCI Does Not Apply

**Posting**

ACH Payment: EFT      AVS Pwd:   
 ACH Invoice Message: Please do not pay this bill. An automatic withdrawal will be made from your bank account.  
 Credit Card Payment Method: Credit Card  
 Credit Card Invoice Message: Please do not pay this bill. This will be automatically charged to your credit bill.

**Merchants**

Transmitter Id	Password	Merchant Id	Merchant Name
341431	Ni94Z94	99999	SedonaSecurity
971542	tRQFSNe8	22334	SedonaSecurity
971513	Fi154WCH	11234	SedonaSecurity

New      Apply

Once the new Merchant ID information has been entered, click on Apply.



**Note:** All merchant IDs must also be associated with a specific branch. Please add the merchant id to the specific branch in the Branches setup table.

### Integration Setup

A new option has been added to the Manitou Integration Setup table. In previous versions of SedonaOffice, service ticket notes were automatically added into the customer log. With this version, the user has the ability to control whether notes on service tickets are added into the log by adding a checkmark in the box entitled “Log Service to Manitou” if notes should be added or leaving this checkbox blank if they should not.

Integration Setup

Integrators List

Description	User Name	Server Name	Database Name	SQL User	C..	C..	Alt Server Na
Manitou	BOLD	10.10.10.85	Manitou	SedonaUser	Y	N	10.10.10.85
Rapid Response					Y	N	

Integration Edit

Description:

User Name:

User Password:

Primary Server

Server Name:

Database Name:

SQL User:

SQL Password:

Alternate Server

Server Name:

Database Name:

SQL User:

SQL Password:

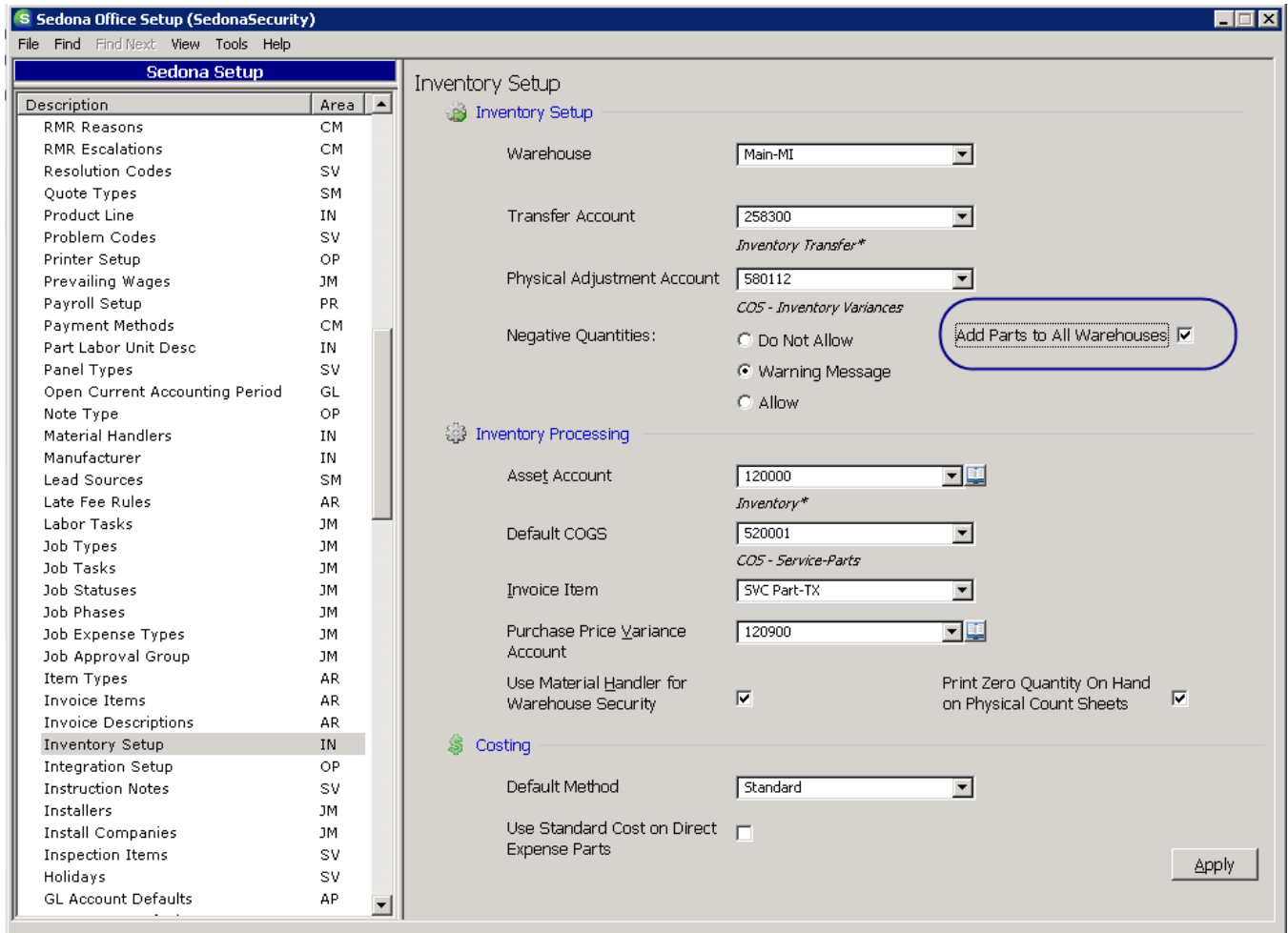
SedonaOffice Copy to Manitou enabled.

Create Credit RMR for RMR Cancels

Log Service to Manitou

## Inventory Setup

A new checkbox has been added to the setup table. Checking the **Add Parts to All Warehouses** checkbox adds all existing parts to all warehouses. It will also set a flag to add new parts to all warehouses and add new warehouses to all parts.



## Usergroups

Users that will be utilizing ADI Integration will need to have the permission ADI Integration added to their Usergroup permissions in the Accounts Payable module.

**Sedona Office Setup (Sandbox)**

File Find Find Next View Tools Help

**Sedona Setup**

Description	Area
Warranty Types	SV
Warehouses	IN
Vendors	AP
Vendor Types	AP
Users	OP
<b>User Groups</b>	<b>OP</b>
User Defined Table4	SM
User Defined Table3	SM
User Defined Table2	SM
User Defined Table1	SM
User Defined Setup	SM
UL Grade	CS
Type Of Customer	CM
Transmission Format	CS
Terms	AP
Terms	AR
Technicians	SV
Tax Tables	AR
Tax Groups	AR
Tax Agency	AP
System Types	CM
Status	SM
Statement Rules	AR
Signal Types	CS
Shipping Methods	AP
Setup Processing	AP
Setup Processing	AR
Setup Processing	JM
Setup Defaults	SV
Service Ticket Message	SV
Service Levels	SV
Service Companies	SV
Sedona Modules	OP
Scheduling and Appointments	SV
Sales Resolution Codes	SM
Sales Managers	SM

**User Groups**

User Groups

Group	Description	Level	Credit Limit
Accounting Clerk	Accounting Clerk	2	\$22.00
Administrator	Administrator	3	\$10,000.00
Data Entry Job	Data Entry Job	1	\$0.00
Dealers	Dealers	2	\$0.00
Dealers View	Dealers View with Notes	1	\$0.00
Inventory Clerk	Inventory Clerk	2	\$0.00
Manager	Manager	1	\$50.00
Phillips Sales Rep	Sales Rep	3	\$0.00
Sales	Sales	1	\$0.00

Include Inactive

User Group Edit  Inactive

Code	Description	Level	Credit Memo Limit
Inventory Clerk	Inventory Clerk	2	\$0.00

Application Access | Report Access

Access	Module
<input type="checkbox"/> Print Checks	AP
<input checked="" type="checkbox"/> Print Purchase Orders	AP
<input checked="" type="checkbox"/> Purchase Orders	AP
<input type="checkbox"/> Recurring Items	AP
<input type="checkbox"/> Suggested PO List	AP
<input checked="" type="checkbox"/> Vendors	AP
<input type="checkbox"/> Write Checks	AP
<input type="checkbox"/> AP Query Builder	AP
<input type="checkbox"/> Acknowledge PO	AP
<input type="checkbox"/> Edit Existing Transactions	AP
<input checked="" type="checkbox"/> ADI Integration	AP
<input type="checkbox"/> Vendor Custom Fields	AP
<input type="checkbox"/> Vendor Documents	AP

Print Apply New Delete

## Application Corrections

### Accounts Receivable

#### Deposits

The list of bank accounts which appeared in the drop-down list were appearing in GL order. This issue has been corrected.

#### EFT Pending Flag (P)

Reported Issue: The (P)ending flag in front of an invoice number on the customer record was not always clearing when an EFT transaction was voided. This issue has been corrected.

#### EFT Pending Amount Within An Invoice

Reported Issue: When an invoice is added into a batch by pressing the EFT button at the bottom of the invoice, the amount shown in red marked as EFT pending is the combined total of rejected and resubmitted totals. This issue has been corrected.

#### EFT Clear Z-Transactions

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

### Invoices

An error message appeared when entering an invoice item with either a negative quantity and a positive amount or a positive quantity with a negative amount. This issue has been corrected.

### Accounts Payable

#### Purchase Orders

Reported Issue: A run-time error appeared when opening Print Purchase Orders and deselecting a branch for which a warehouse had not been assigned. This issue has been corrected.

Reported Issue: Ordering quantities in decimals rounded to the first two digits in some cases and four in another. It now rounds to four digits in all cases.

#### Write Checks

Users could reprint voided checks. This issue has been corrected.

## Inventory

### Parts Pricing Levels

The labor units used to provide a total dollar amount for the parts installation was not allowing decimals. This issue has been corrected.

### Transfer of Parts

Reported Issue: Transfer requests noted the received quantity but the journal of the part showed the requested amount. This issue has been corrected.

Reported Issue: Transferring serial number costed parts was not showing the serial number of the part in the new location. This issue has been corrected.

## Job Management

### Install Amounts

Reported Issue: An error message appeared when a user attempted to edit an install amount on a job where no tasks had been approved. This issue has been corrected.

### Materials List

Reported Issue: When a part was issued to a job using Inventory Issues>Returns without a phase code and was subsequently returned to a warehouse using Inventory Issues>Returns with a phase code, the material list on the job showed a negative amount issued to the job, and the job could not be closed. This issue has been corrected.

## Report Manager

### Inventory Stock Status Report

Reported Issue: The Inventory Stock Status report was not hiding or including inactive warehouses when this option was chosen. This issue has been corrected.

### Taxable/Non Taxable Sales Report

Reported Issue: The report would calculate \$0.00 when only one tax agency was selected. It would report correctly when all tax agencies were selected. This issue has been corrected.

## Service

### Changing Service Level

Reported Issue: Changing a service level on an existing ticket and clicking on Manual Labor did not record the labor rates of the new service level. This issue has been corrected.

### Closing Tickets

Reported Issue: Tickets could be closed with a resolution code even though all appointments within the ticket had not been resolved. An error message will now appear letting the user know that all appointments must be resolved prior to closing the ticket.

### Equipment and Parts

Reported Issue: The tax shown on the Equipment and Parts detail tab did not match the tax charged on the invoice. Since final tax is not calculated until the invoice is created, we have changed the wording on the Equipment and Parts detail line to read "Est. Tax."

### Exporting Ticket Queue to Excel

Reported Issue: A corrupted file message appeared when opening Microsoft Office files from SedonaDocs within SedonaScheduler. This issue has been corrected.

### Invoice Group Tickets

Reported Issue: The Group Tickets dialog was not properly creating or cancelling the creation of the invoice for the grouped ticket. This issue has been corrected.

### Miscellaneous Appointments

Reported Issue: An internal error would appear when a miscellaneous appointment was created using a range of dates where one of the appointments contained a start time earlier than the end time. A new option has been created to have the appointment saved every day with the start and end times within regular appointment times on consecutive days.

### Scheduling Jobs

Reported Issue: The open jobs list was not saving the selected user preferences for columns displayed. This issue has been corrected.

### Service Levels

Reported Issue: Changing the service level on an existing ticket and checking the Manual Labor checkbox was not maintaining the labor rate of the new service level. This issue has been corrected.

### Service Ticket Log

Reported Issue: The ticket log was not recording when new appointments were added to the service ticket. This issue has been corrected.

Reported Issue: The ticket log was not recording when a user viewed the service ticket. This issue has been corrected.

Reported issue: The ticket log was not recording when a technician had been changed on the service ticket. This issue has been corrected.