Release Notice

Version 5.7.12

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SedonaOffice

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Contents

SedonaOffice
The #1 Financial Software for Security Companies

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.

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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) which details terms and conditions. Send the completed form to 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.
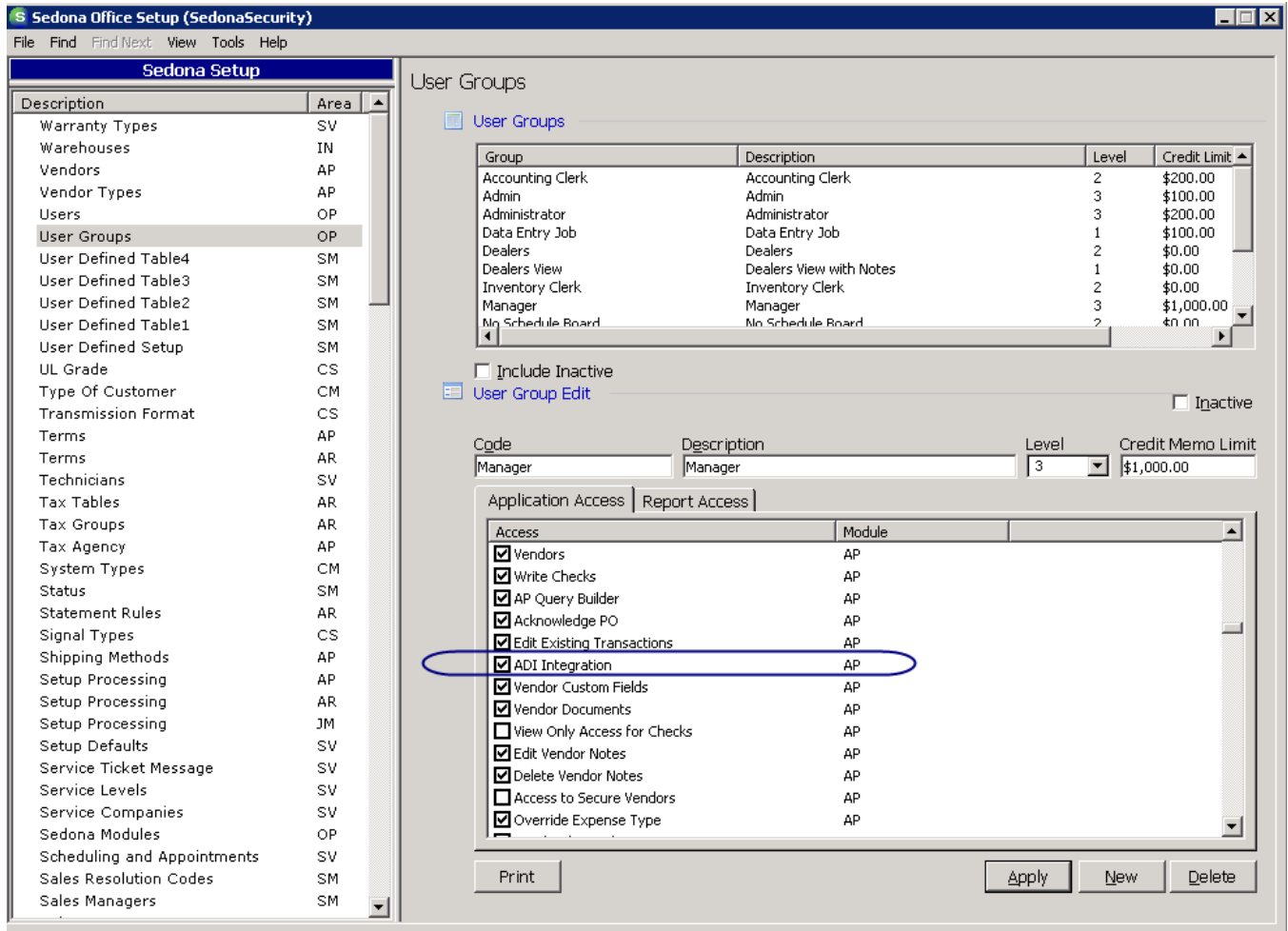
STEP 3

Email IntegrationADI@SedonaOffice.com 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.

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.
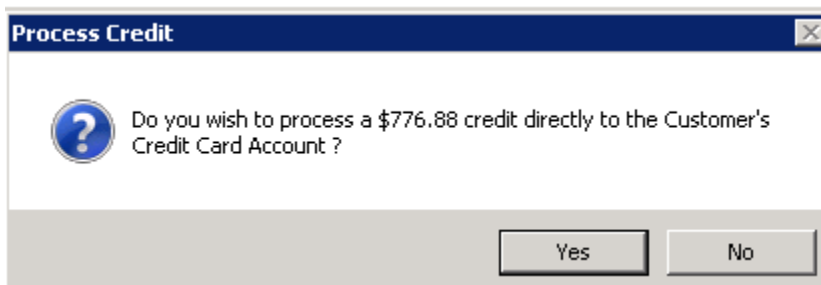

The following prompt will appear:

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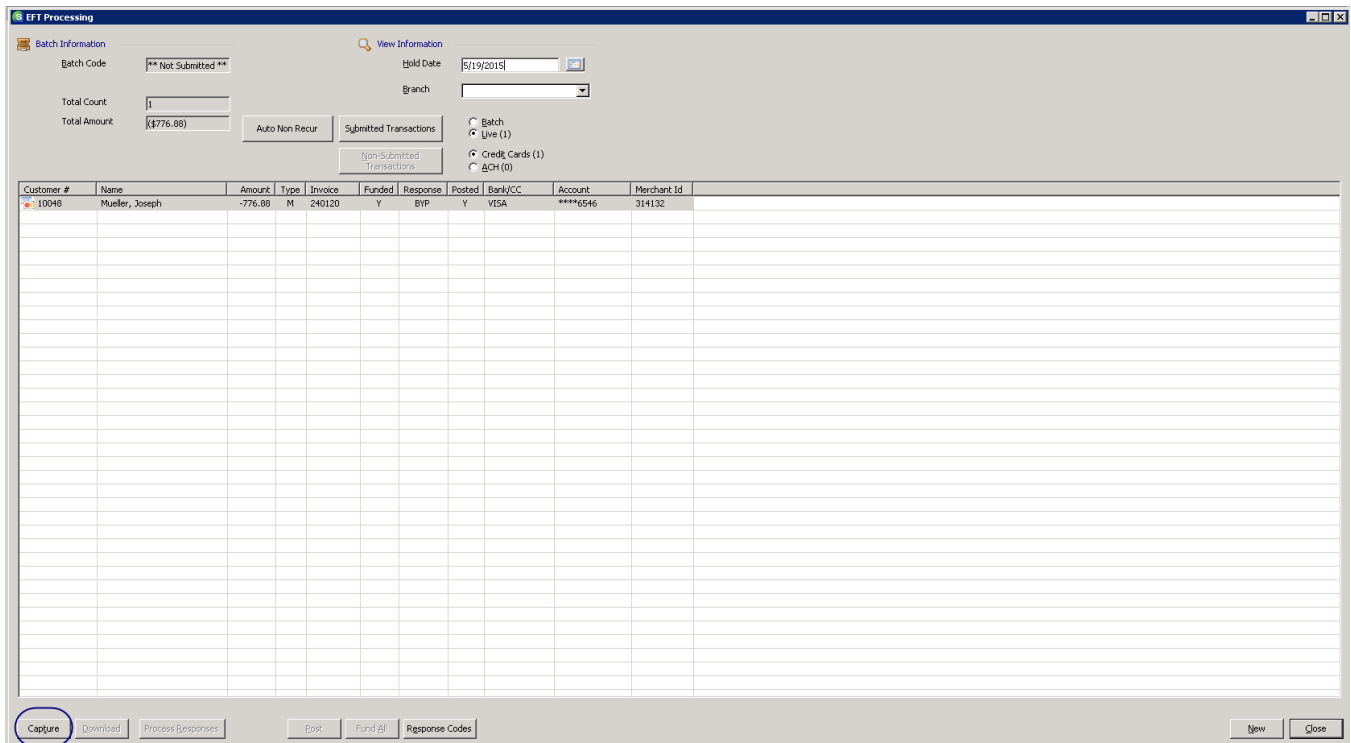
The credit card reversal will automatically credit the Customer Refunds Account in the general ledger and create a negative payment batch for deposit.

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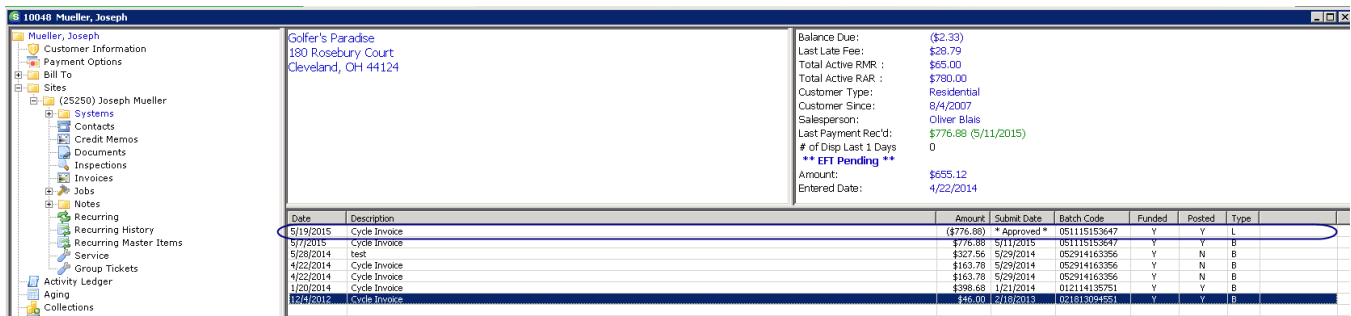
Miscellaneous Invoices – Parts Costing

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.

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.

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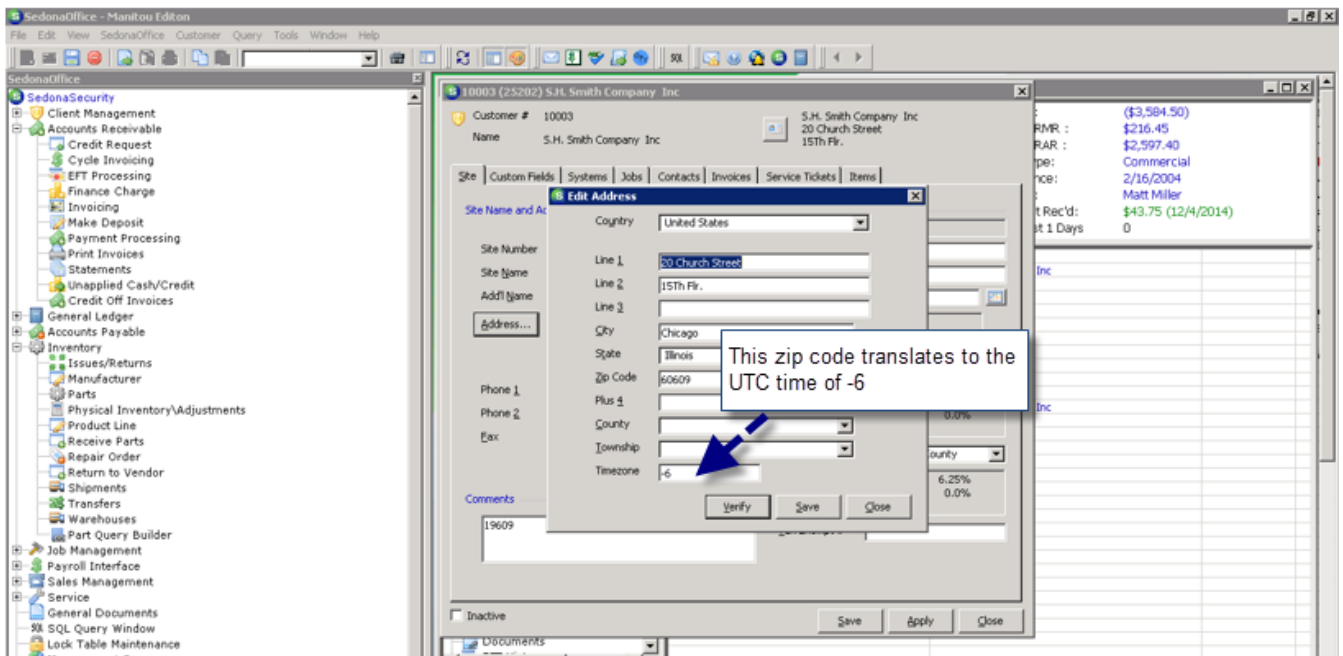
⚠️ **Please Note**: **Use of this feature requires that the time zone setup option be turned on using Sedona Office Server Tools Utilities on the SedonaOffice server**.

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.

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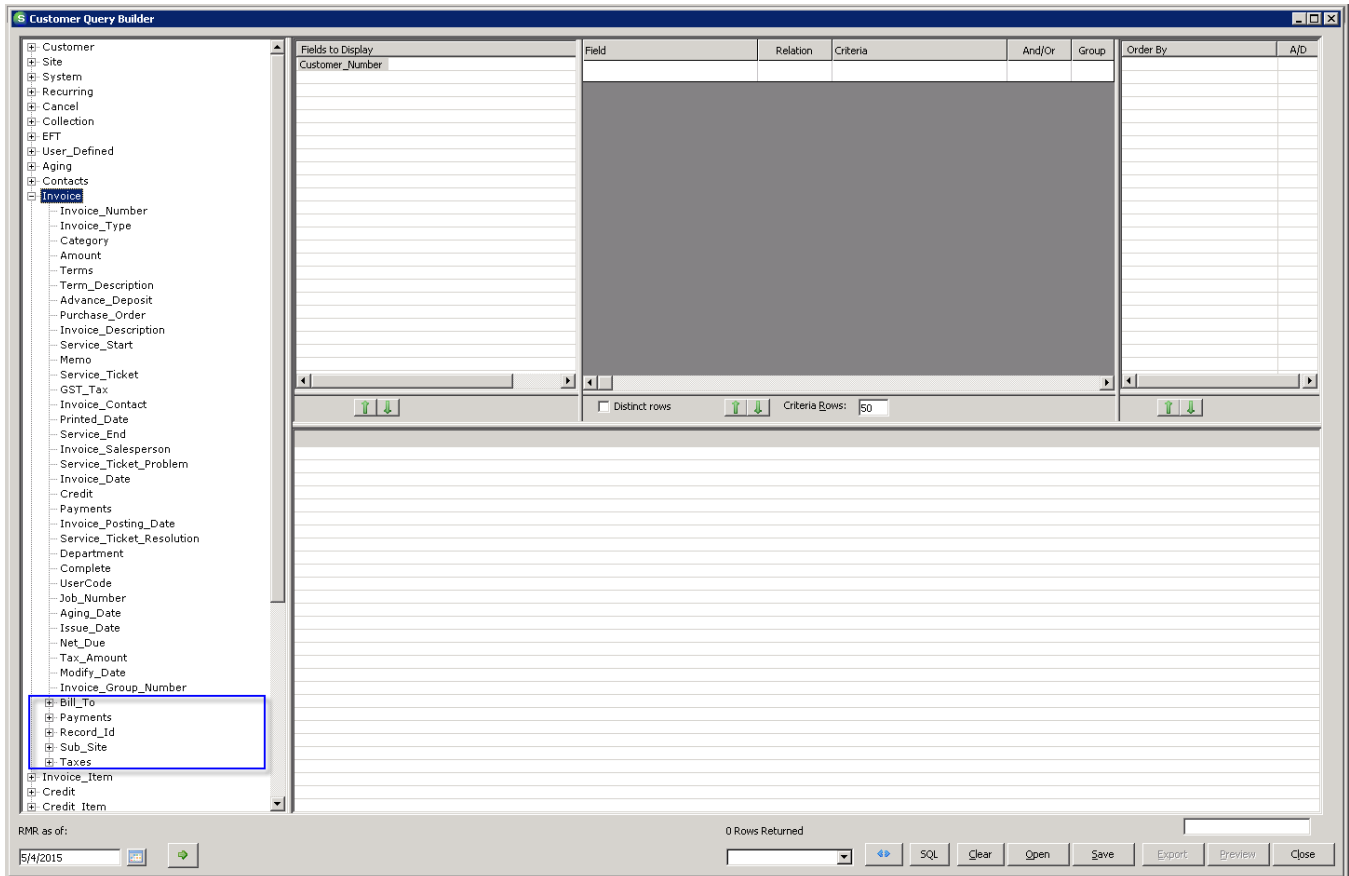
Address Verification

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. Workstations using this feature will need internet access to www.sedonaoffice.com.

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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 <u>all</u> 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.

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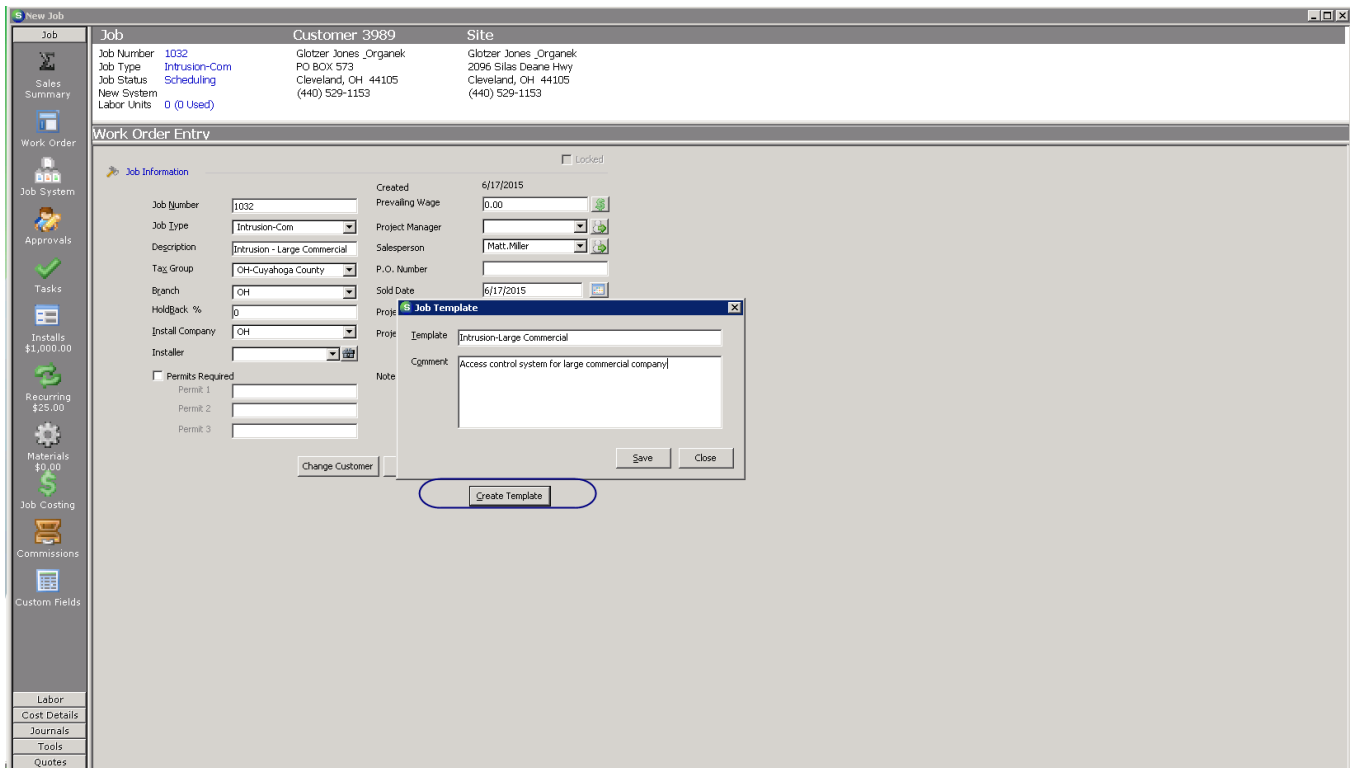
After saving the information, go to the Work Order and click on the button "Create Template." A box will appear asking for the name of the job template and an area where notes can be added explaining the content of the template.

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.
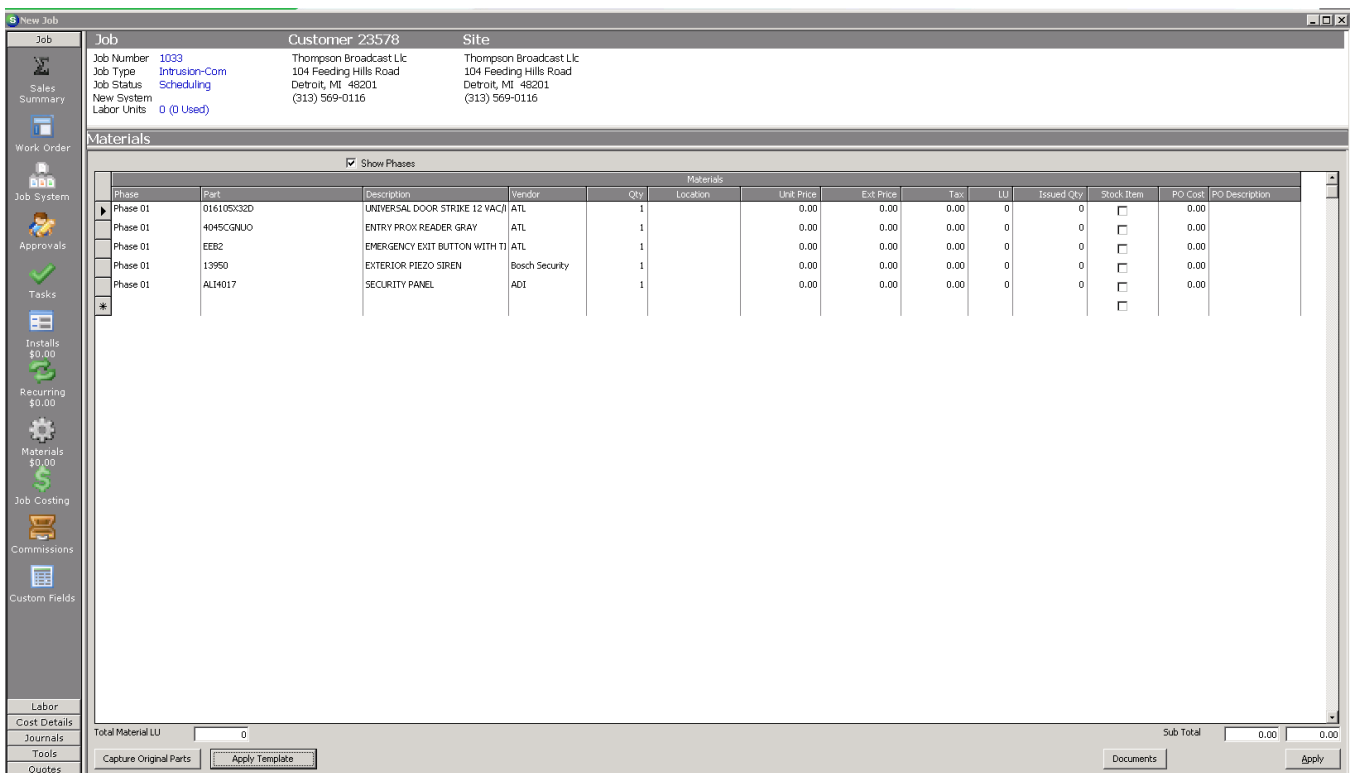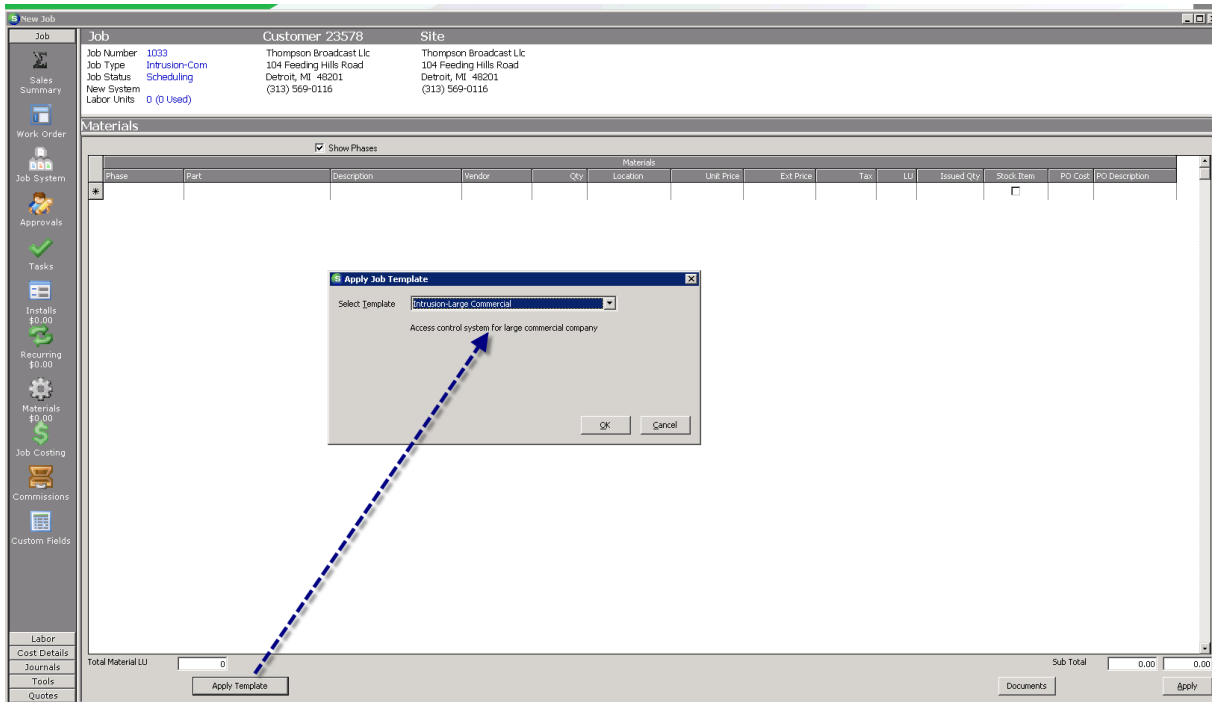
Receiving a PO Within a Job

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.
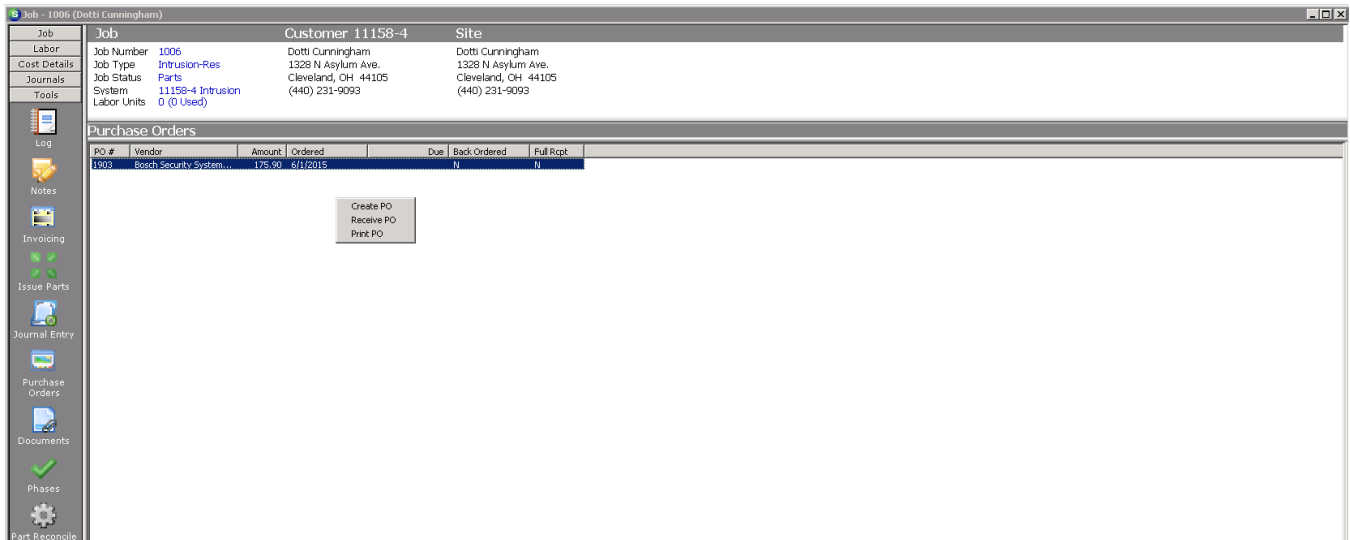
Point of Sale

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.   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.

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.

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.
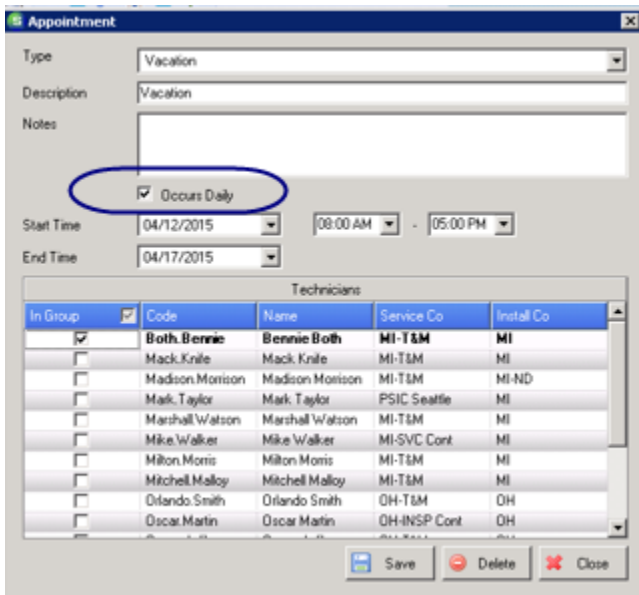
Serial-Lot Number Column For Existing Parts

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:

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:
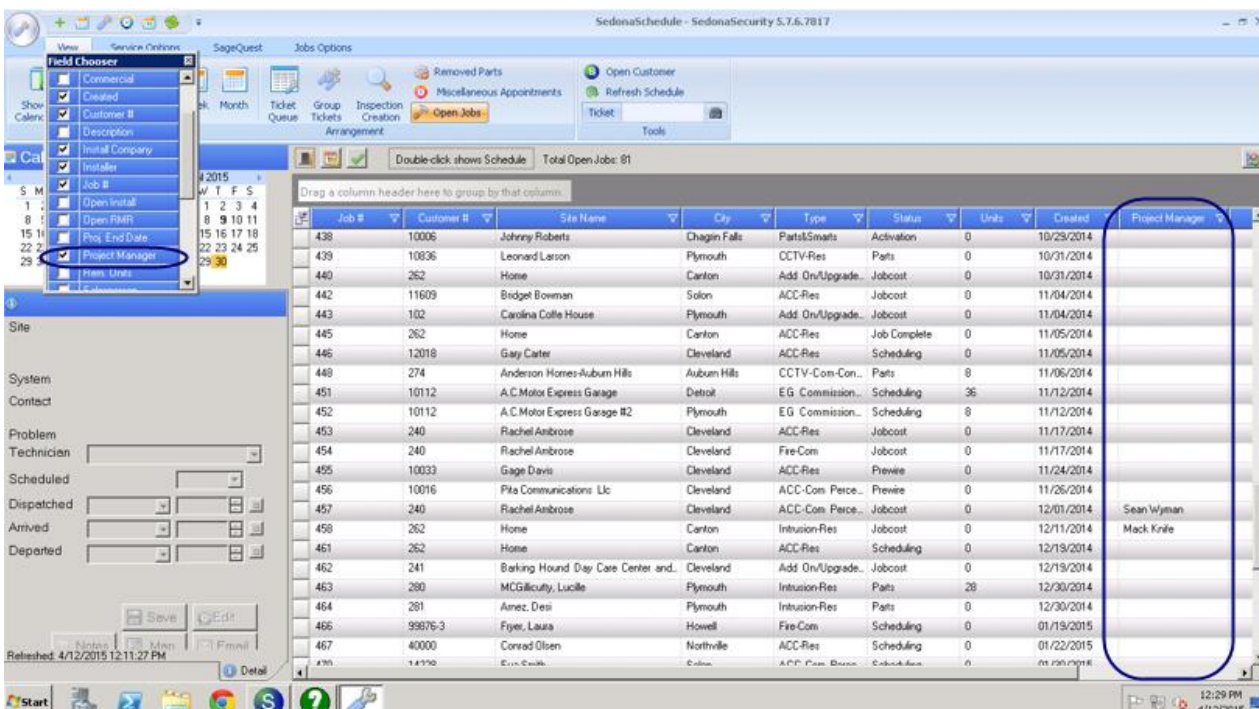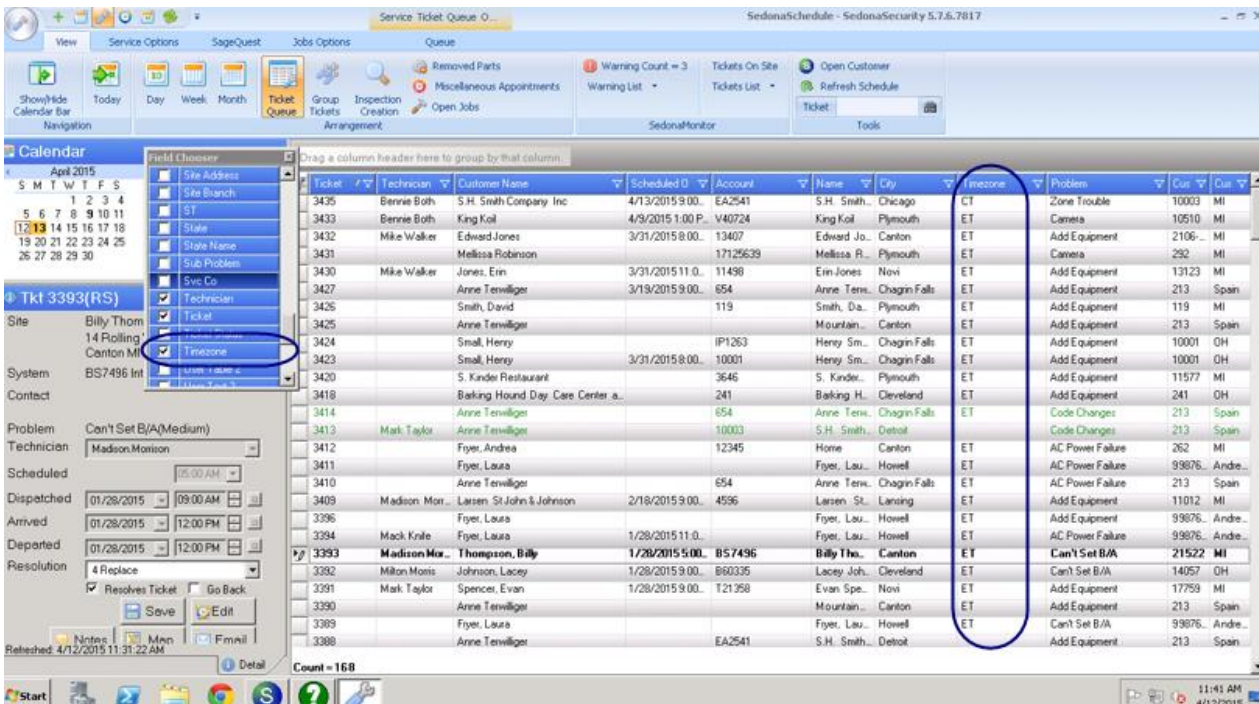
Vendor Service Providers

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.
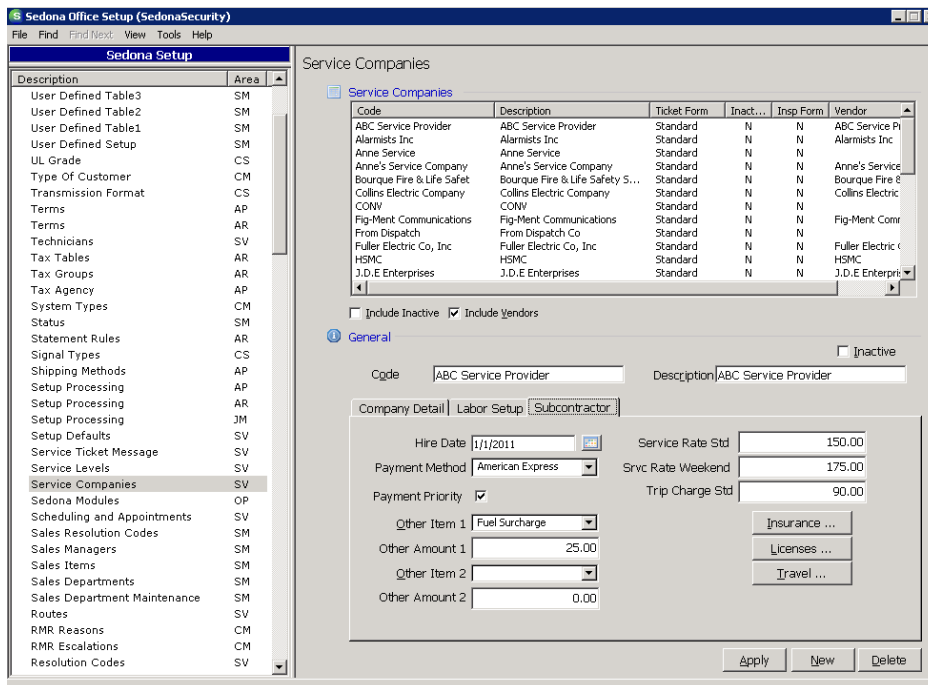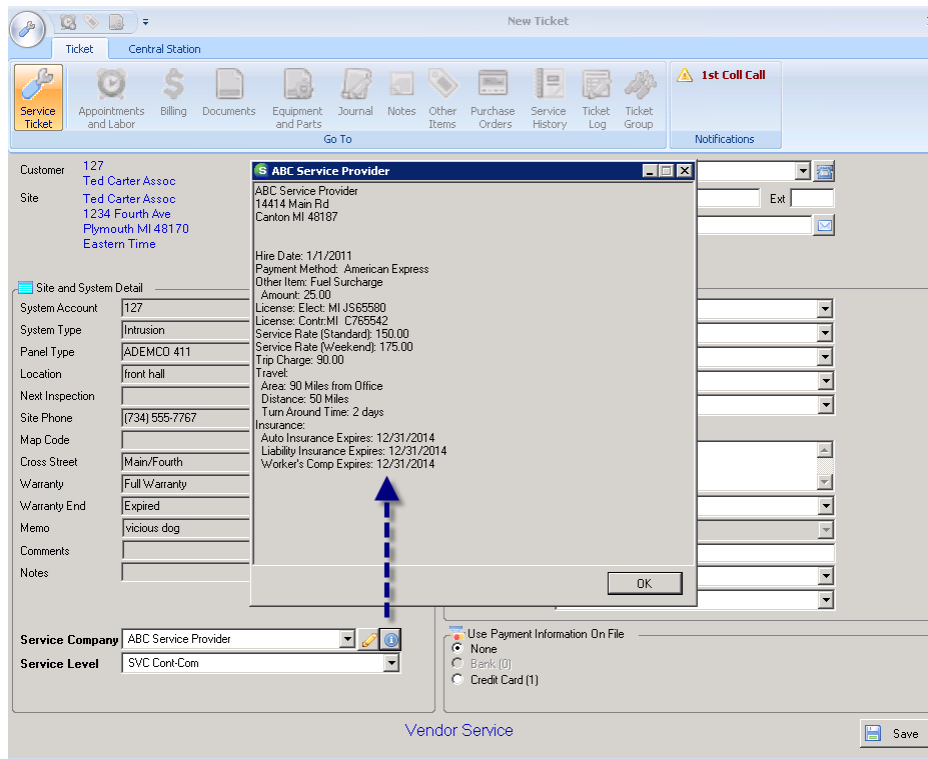
SedonaSetup

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.

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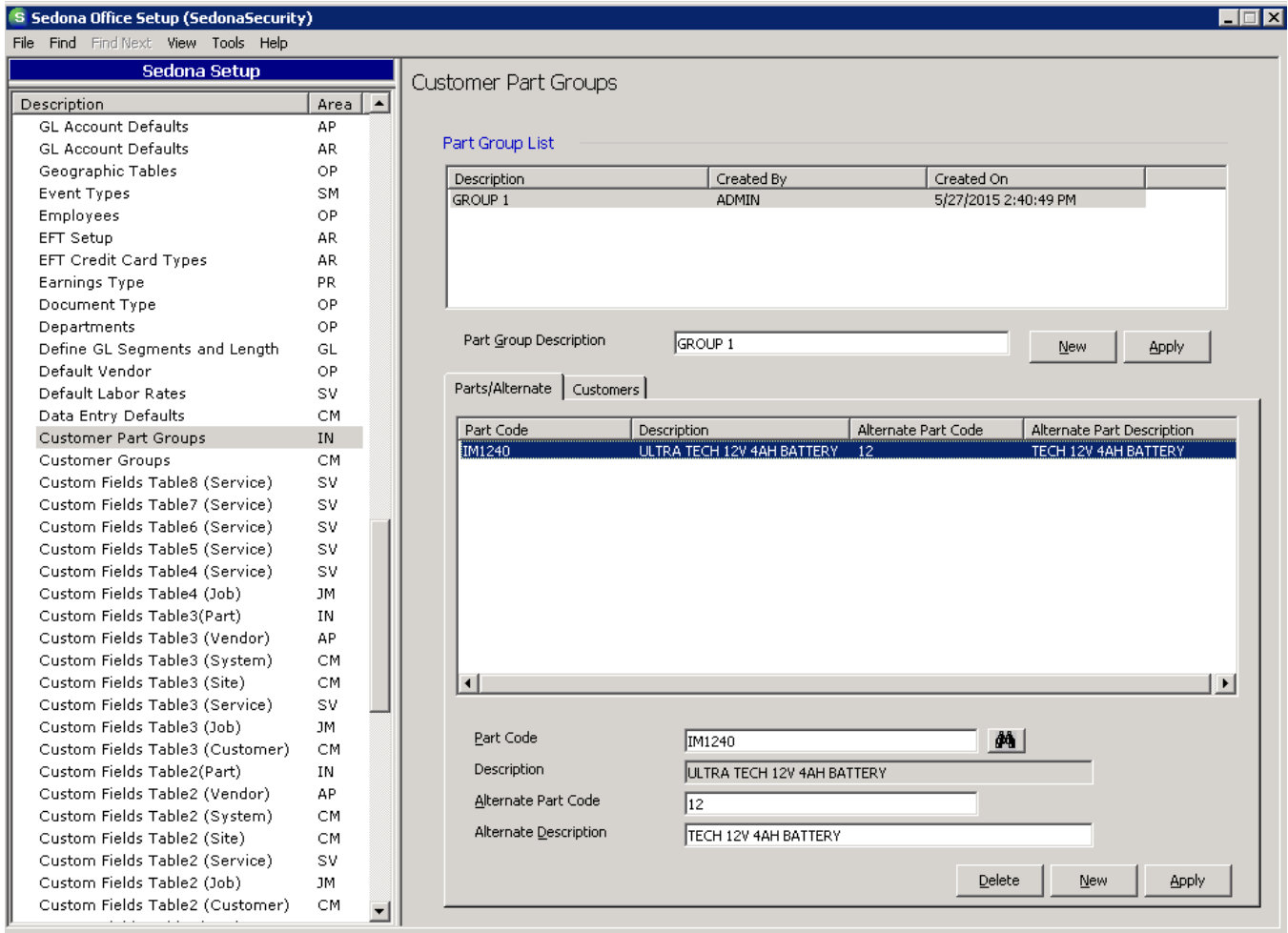
Continue entering all new parts that will be associated with this part group.

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).
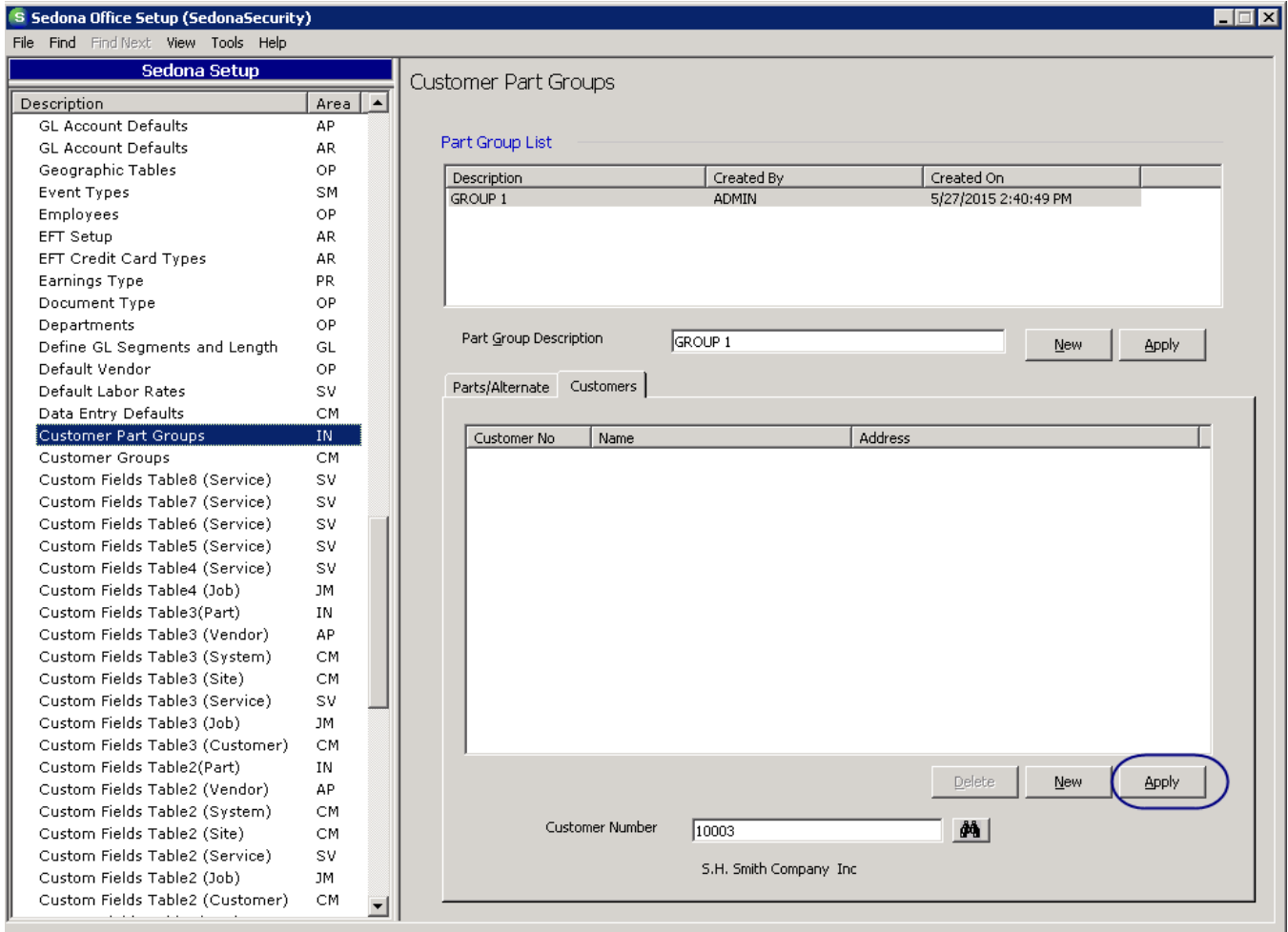
EFT Setup

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.

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.

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.
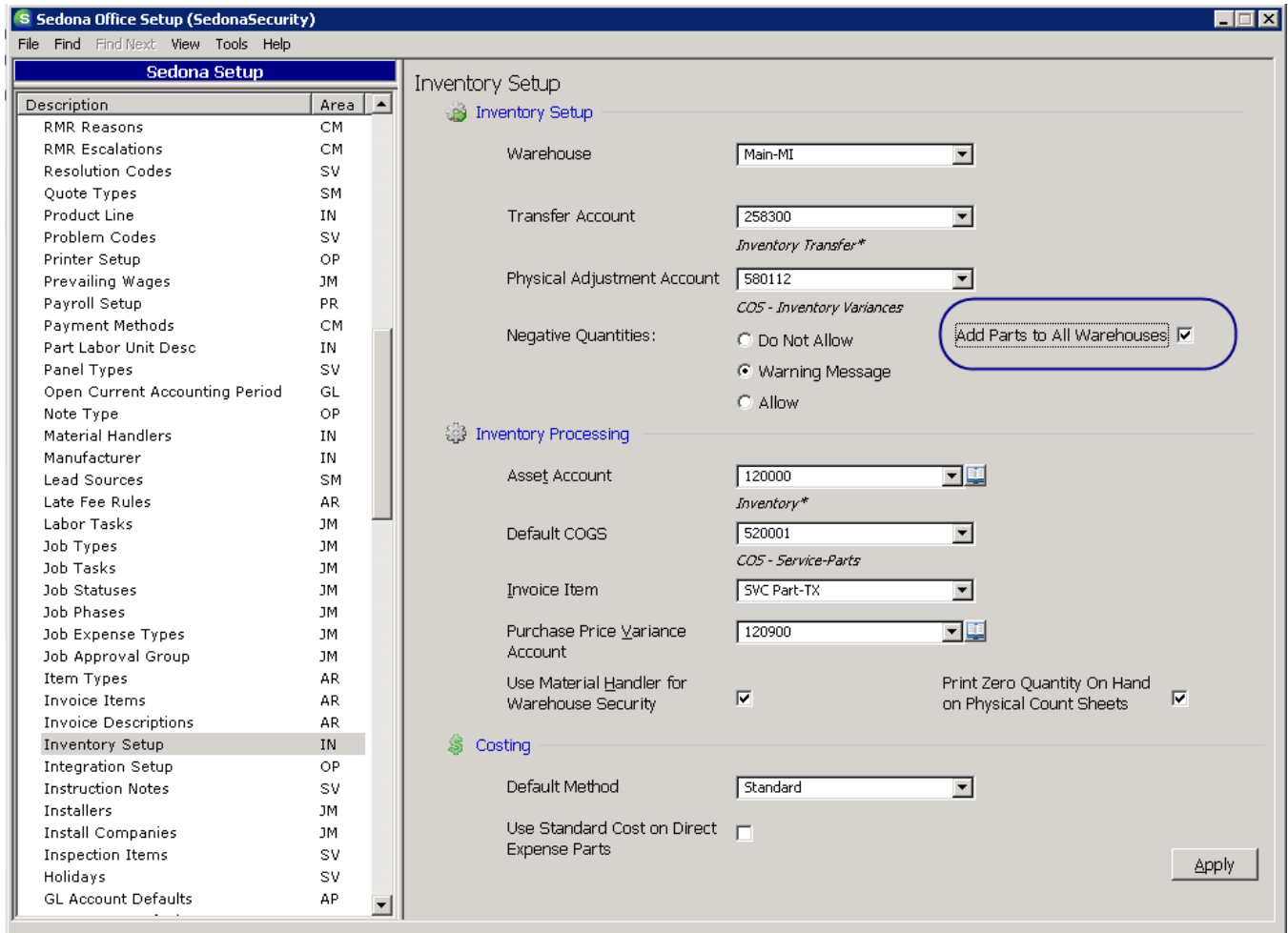
Usergroups

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.

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.