SedonaOffice

The #1 Financial Software for Security Companies

Version 5.2

SedonaOffice

Tips & Tricks

Guide

Last Updated: January 21, 2008

About this Guide

This Guide is for use by SedonaOffice customers only. This guide is not meant to serve as an operating or training manual, its purpose is to provide an overview of the content contained within, and to be used as a reference guide only.

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This guide may be updated periodically, be sure to check our website at www.sedonaoffice.com for the most current version.

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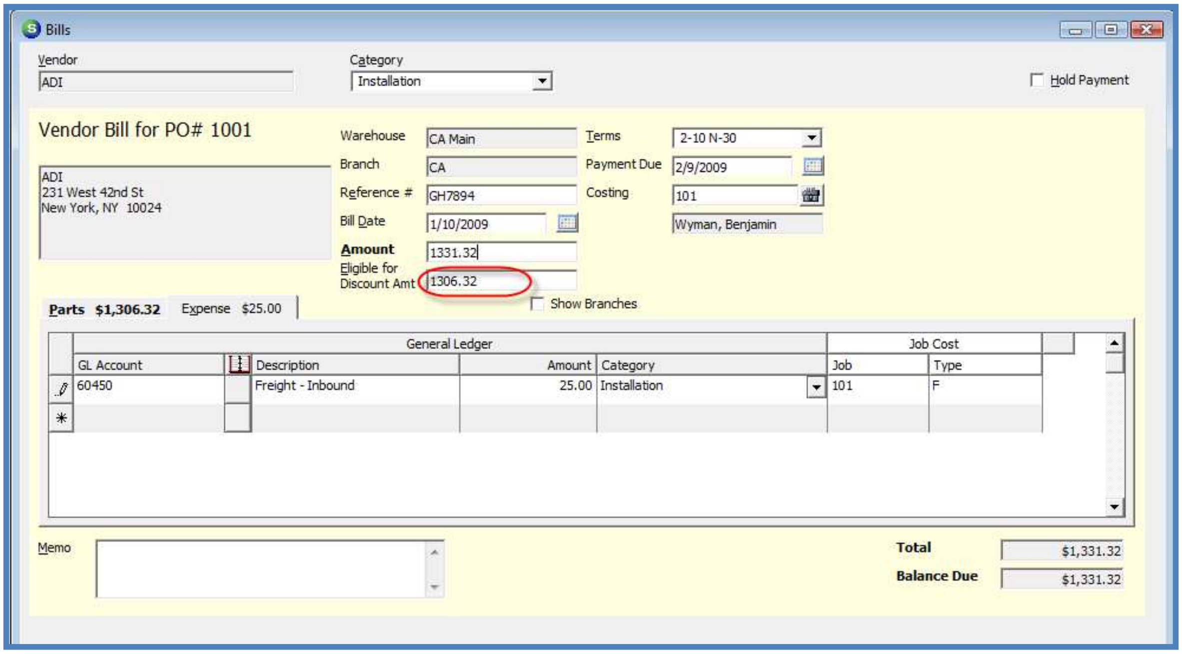
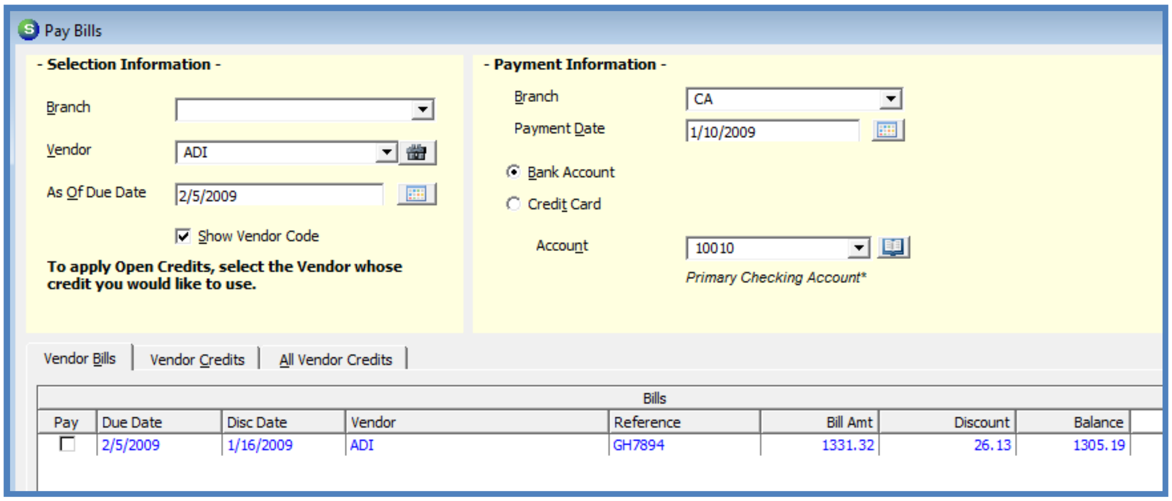
Accounts Payable Discounts

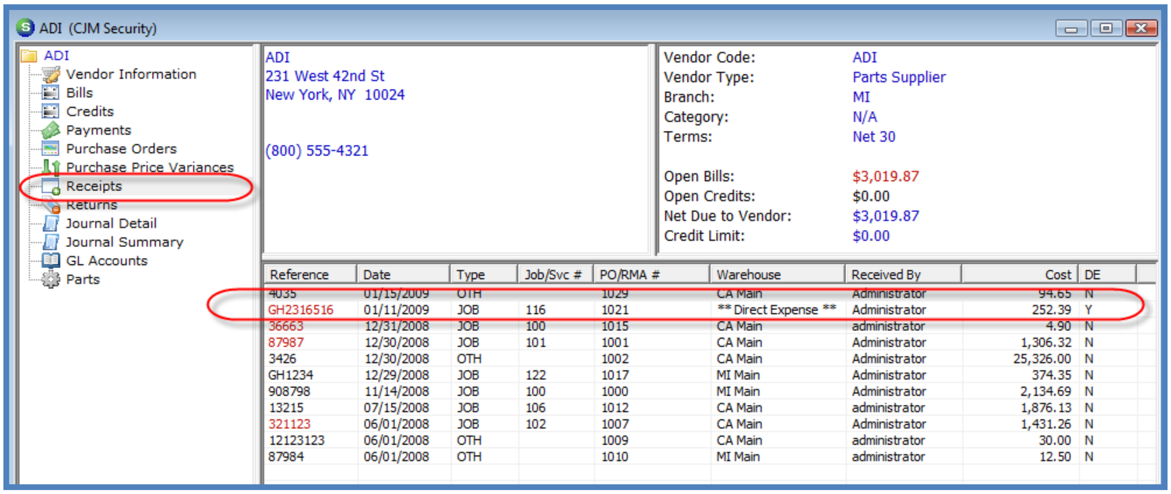
A new field was added to the Accounts Payable Bills form, *Eligible for Discount*. If you have a bill where only a partial amount of the total bill may be discounted, you may enter this discountable amount in this field. When paying the bill within the discount period allowed by the Term code on the bill, the application will calculate the discount on the amount entered in the Eligible for Discount field of the bill.





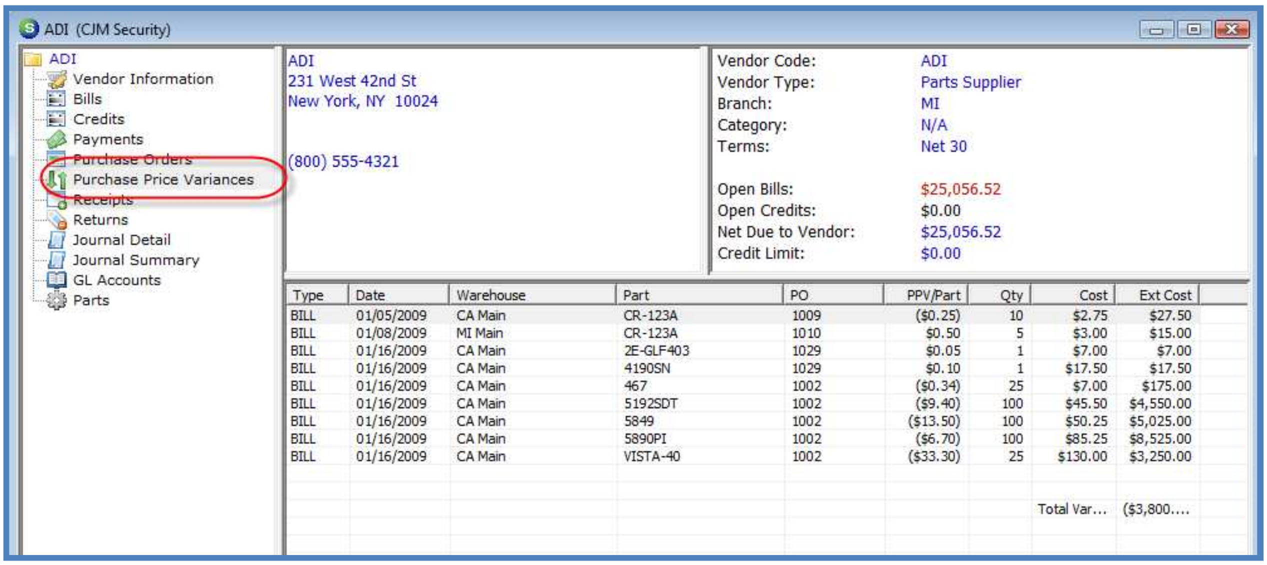
Vendor Explorer - Receipts

When viewing the list of Purchase Order Receipts for a Vendor, the items displayed in a red font indicate a bill was entered for that receipt. A new column was added to the Receipts grid to indicate whether the receipt was from a direct expense purchase order.



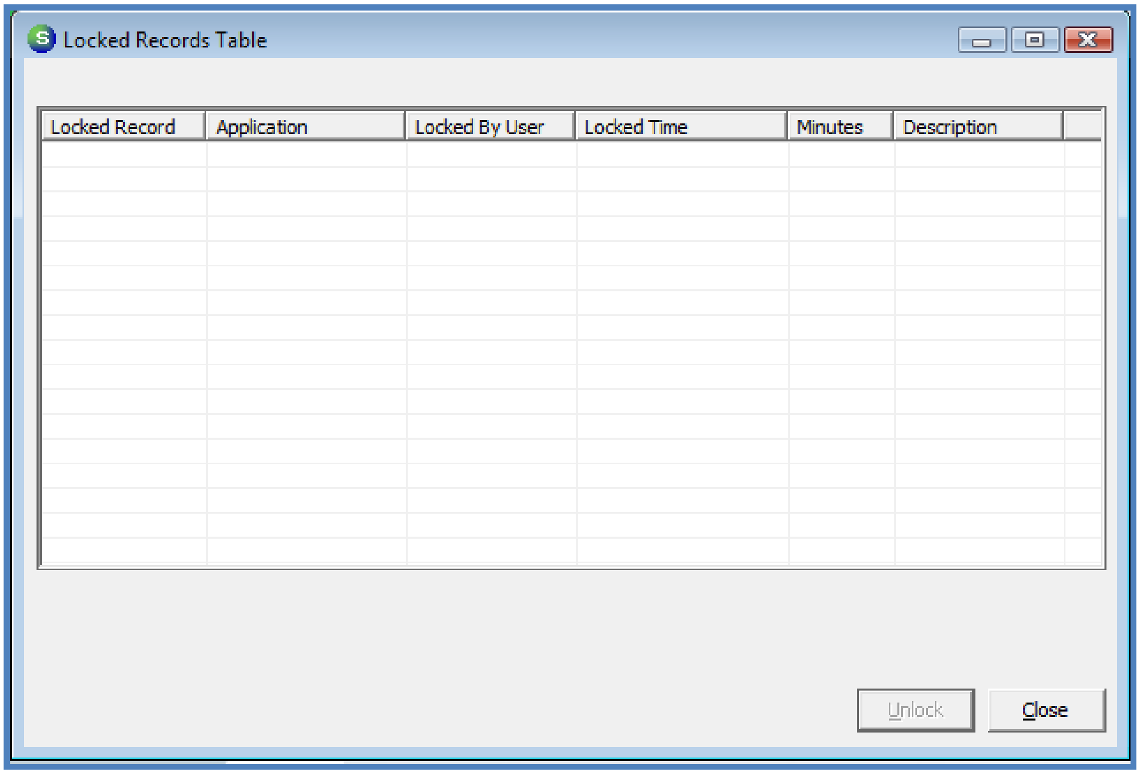
Vendor Explorer – Purchase Price Variances

A new menu option was added to the Vendor Explorer – *Purchase Price Variances*. Regardless of the inventory costing method being used, entries will be recorded to the general ledger if there are cost variances on part receipts or variances between a received cost and the accounts payable bill cost.



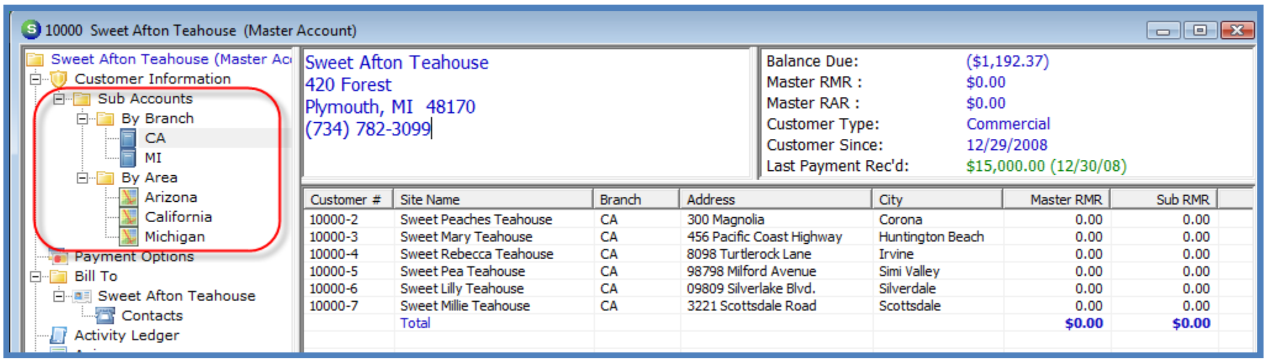
Lock Table Maintenance

A change was made to the SedonaOffice application as of version 5.2.45 that will automatically clear any locks created by the User when that User logs out of the application.



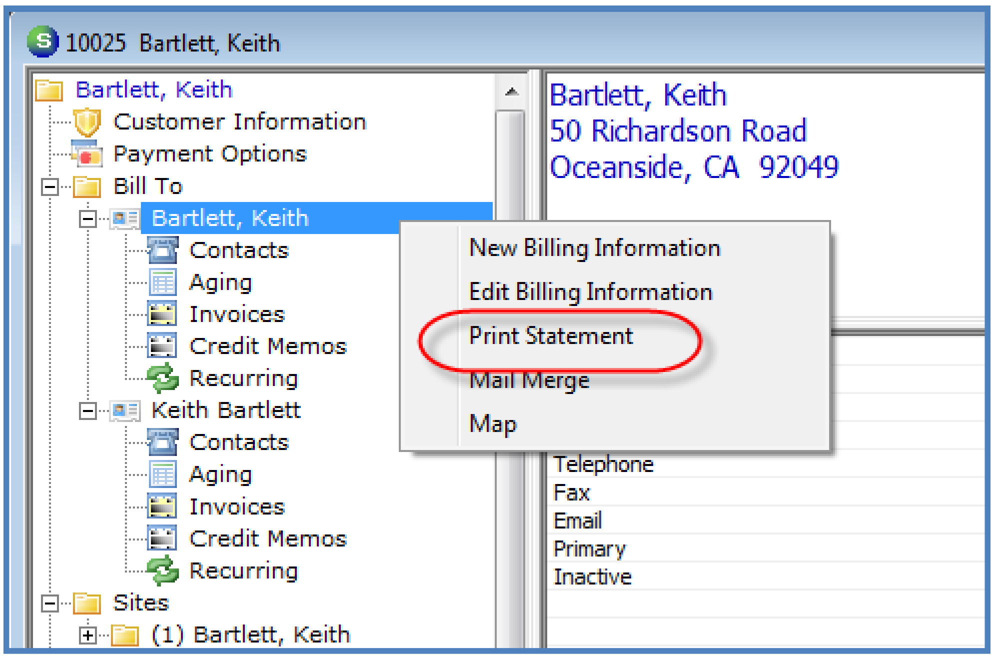
Master Accounts – Sub Accounts List

Additional menu options were added to the customer tree for Master Accounts. You may now select to view a list of all subaccounts, subaccounts within a selected *Branch* or subaccounts within a selected *Area*. An Area is defined as a state(US) or province(CAN).



Customer Explorer – Single Statements by Billto

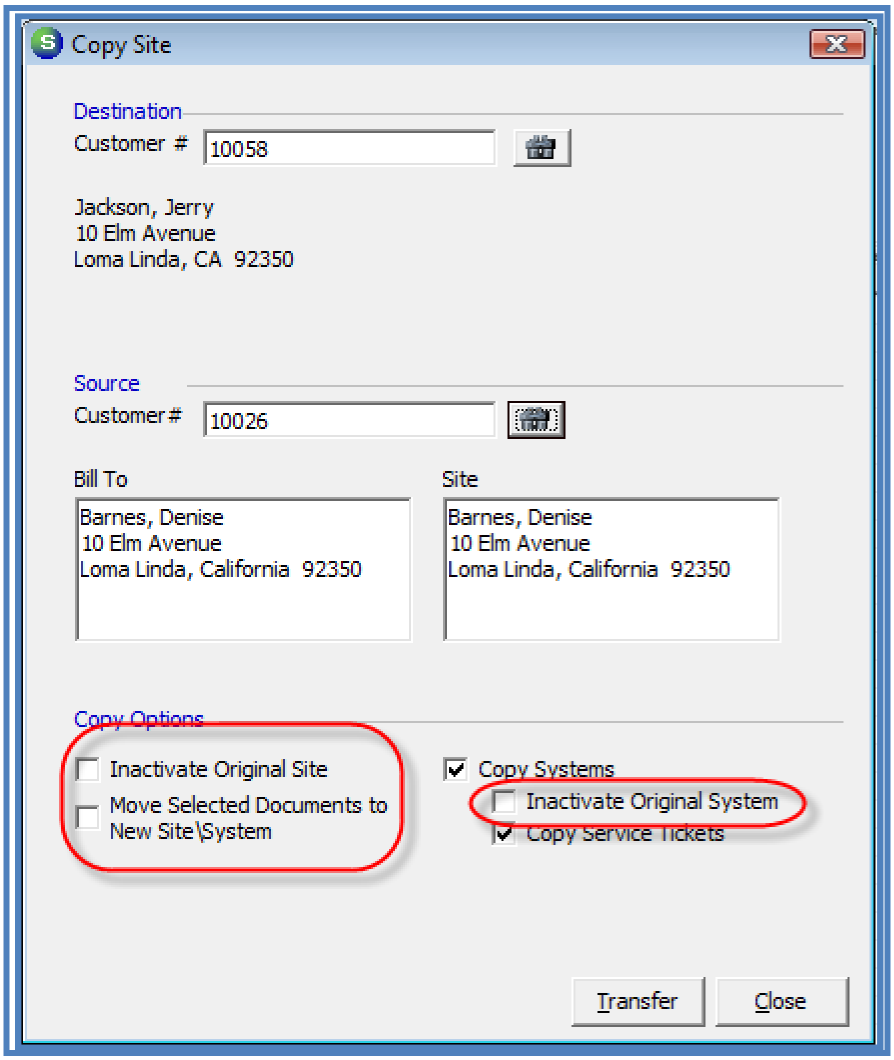
For customers with multiple Billto addresses, you may now print a statement for each separate Billto. Highlight the Billto name, right-click and select Print Statement. Only the invoices with the Billto address will print on the statement.



Customer Explorer – Site Copy

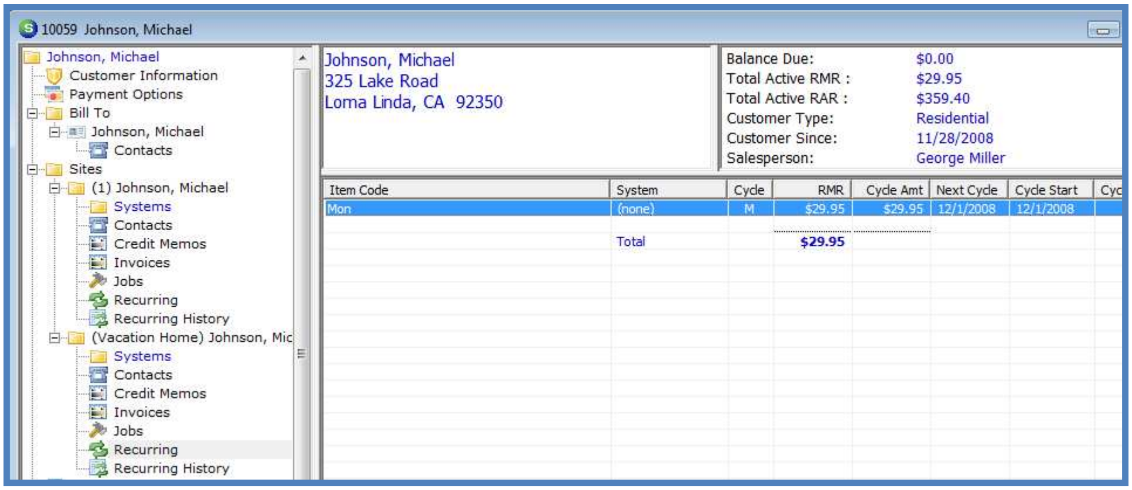
New options have been added to the Site Copy function.

- Inactivate Original Site
- Move Selected Documents to New Site/System
- Inactivate Original System



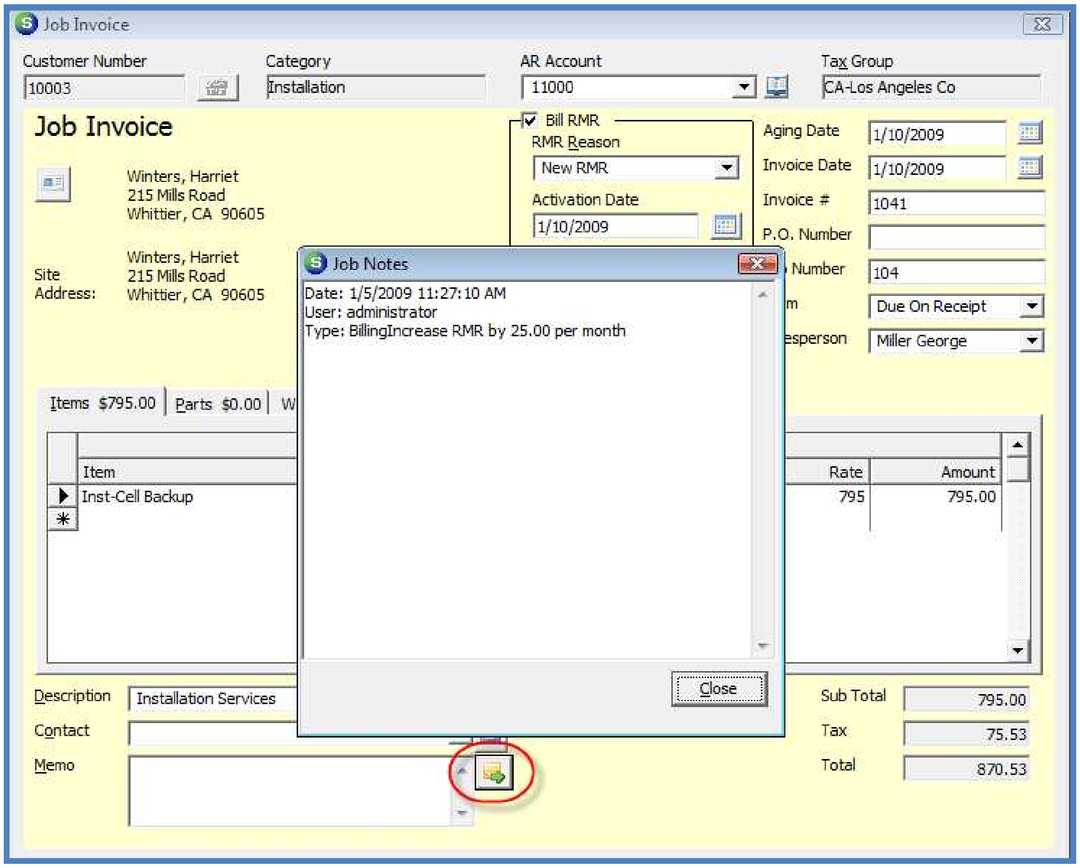
Customer Explorer – Moving RMR

You now have the ability to move a recurring line to a different System for the same site on the same customer or to move to a different site and system for the same customer. This is accomplished by dragging and dropping the recurring line from the active pane display.



Job Invoice – New Notes Button

A new button was added to the right of the Memo field of the Job Invoice form. Pressing this button will display a list of all the job notes entered on the Job. You can highlight copy and paste a note into the Job Invoice Memo field from the Job Notes list.



Credit Requests Overview

The Credit Request function allows you to control the process of when and for what amount a credit memo is generated to a customer account. When this feature is enabled, you have the option of creating a sign-off process so that a senior member of your staff may review requests for credits and then have the option of approving the request and generating the credit memo, declining the request or modifying the requested amount and generating the credit memo. This new functionality introduced in SedonaOffice V5.2 provides greater control over the number and amount of credit memos granted to your customers.

Once the Credit Requests functionality is activated, your users will no longer have the ability to manually create a credit memo or have available the right-click functions on the invoice, available to credit off the balance of an invoice or create a credit from an invoice. All credit memos must go through the credit request process.

When creating a Credit Request, the User has three options:

- The user creates a Credit Template selecting which invoice item codes and amounts are to be used for the credit memo.
- Select an invoice on the customer's account for which the credit memo will be generated.
- Select an invoice on the customer's account for which the credit memo will be generated *and* automatically create an invoice on another customer's account using the same invoice item codes that were used on the originating customer's credit memo. This feature would be used if you accidentally invoice the incorrect customer.

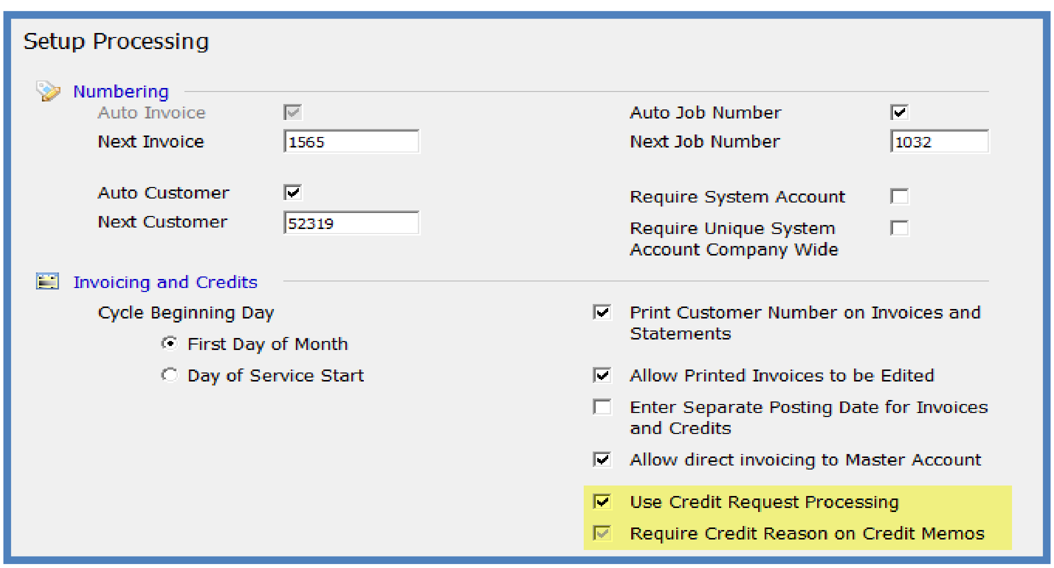
Credit Requests Setup

Before creating the employee setups for Credit Requests, you must first determine how you want the Credit Requests to flow within your organization. Once you have established your company rules, proceed to the setup steps.

The sign-off flow of the Credit Request is determined by the setup in SedonaSetup Employee setup table. A new field on the Employee setup form, *Supervisor and Credit Request Handoff* controls who will be the next employee to sign-off on the Credit Request entered by an employee. The employee record must be linked to an active User record found in the User setup table. The User Group assigned to the User controls fields for Credit Request dollar limits associated with credit request. The User Group assigned to the User has a new field, *Credit Memo Limit*, where you are able to set the Credit Request dollar amount limit for a User assigned to a User Group. The User assigned to that group will not be able to approve a Credit Request for an amount over their User Group Credit Memo Limit amount.

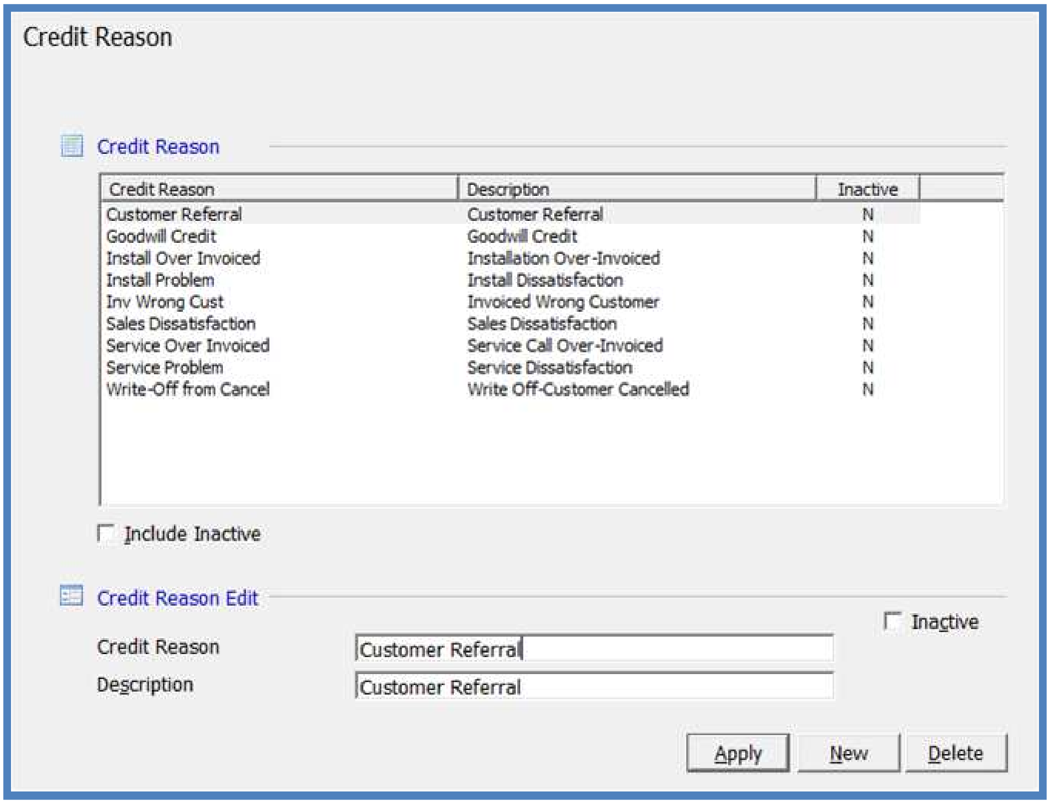
Credit Requests Activation

Prior to using the new Credit Requests functionality you will need to activate this feature in SedonaSetup. Navigate to the SedonaSetup AR Setup Processing form; on this form is a new checkbox labeled *Use Credit Request Processing*. Select this checkbox and press the apply button. When selecting this option a second checkbox on this form, *Require Credit Reason on Credit Memos*, is automatically selected and cannot be de-selected. Once this function is activated you will only be able to generate credit memos by using the Credit Request process.



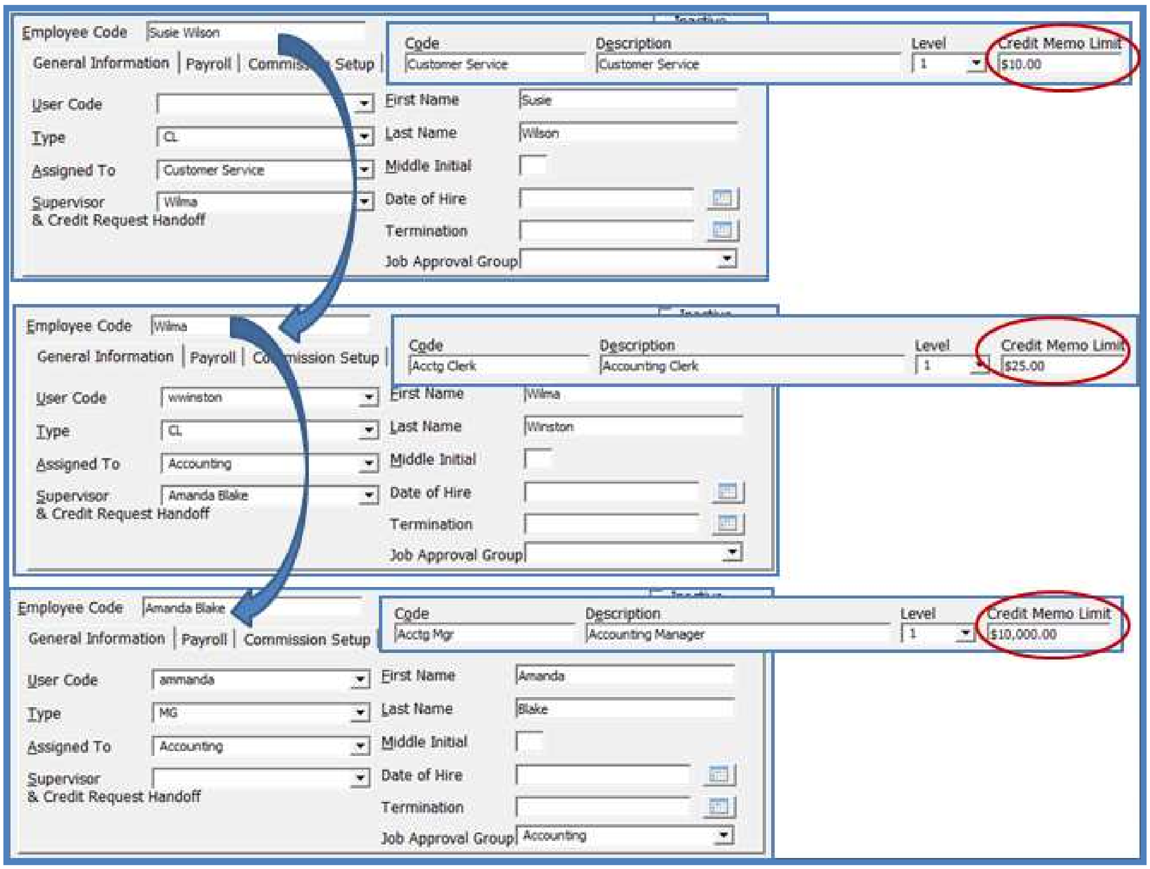
Credit Reason Setup

The new SedonaSetup table, Credit Reasons was introduced in version 5.1 and was an optional field on Credit Memos. For companies activating the Credit Request Process, this is a required field. Make certain you have the necessary credit reasons set up prior to activating the Credit Request Process.



Employee Setup

For each employee that will be involved in the Credit Request sign-off process, you must assign select an employee from the drop-down list of the *Supervisor and Credit Request Handoff* field of the Employee setup form. The only employee that does not require the *Supervisor and Credit Request Handoff* be populated would be the employees that have the authority to generate the credit memo. Each employee must be linked to a User Code within the Employee setup form. In the Employee setup example provided below, there are three levels of sign-off, Susie then Wilma, then Carolyn.



User Group Credit Memo Limit Setup

For each User that will be involved in the Credit Request sign-off process, the User must be assigned to a User Group with a *Credit Memo Limit* set up and User Group security privileges that will allow the user access to the various functions of the Credit Request process. A User assigned to the group with a Credit Memo Limit amount will only be able to approve a Credit Request for up to a total amount of the limit amount assigned to their User Group.

User Group Security Options Setup

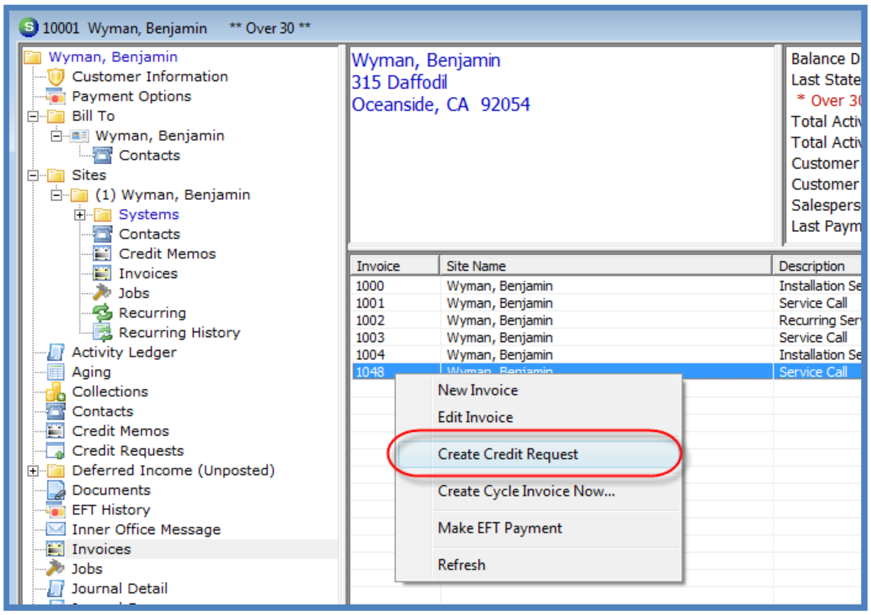
There are existing and new User Group security options that control functions related to the Credit Request function. These security options are listed below with a definition of each option.

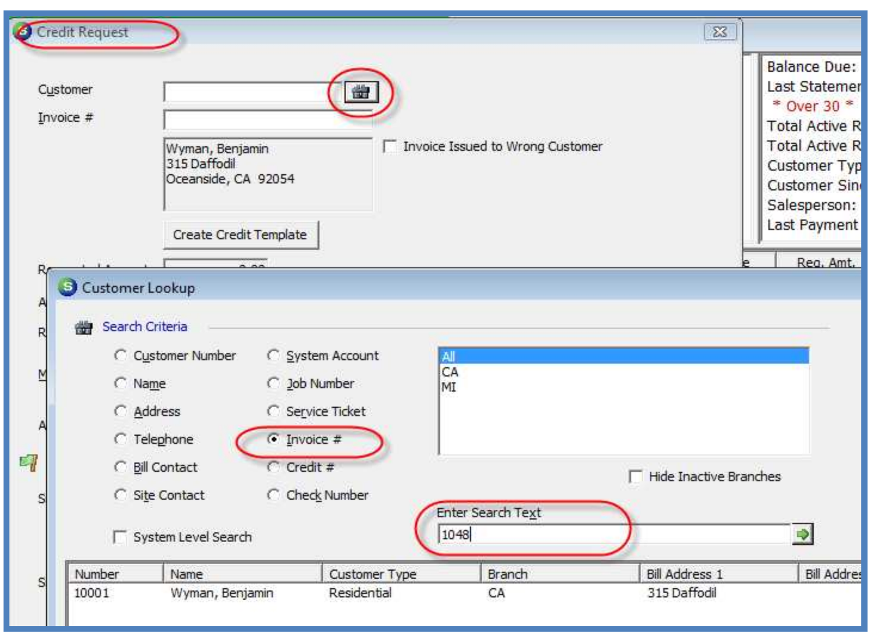
- <u>AR Ability to Change Assigned to on Credit Request</u> (new) – if the user group has this option selected; the user will be able to reassign a Credit Request to a different employee when accessing a Credit Request from the customer explorer.
- <u>AR Ability to Change Assigned to on Credit Request List</u> (new) – if the user group has this option selected, the user will be able to reassign a Credit Request to a different employee when accessing a Credit Request from the Credit Request List under the main module tree; Accounts Receivable/Credit Request.
- <u>AR Credit Memo</u> – for users that will have the authority to generate the credit memo for the Credit Request, this security option must be selected. For the users that you do not want to generate the credit memo for the Credit Request, this security option must not be selected.

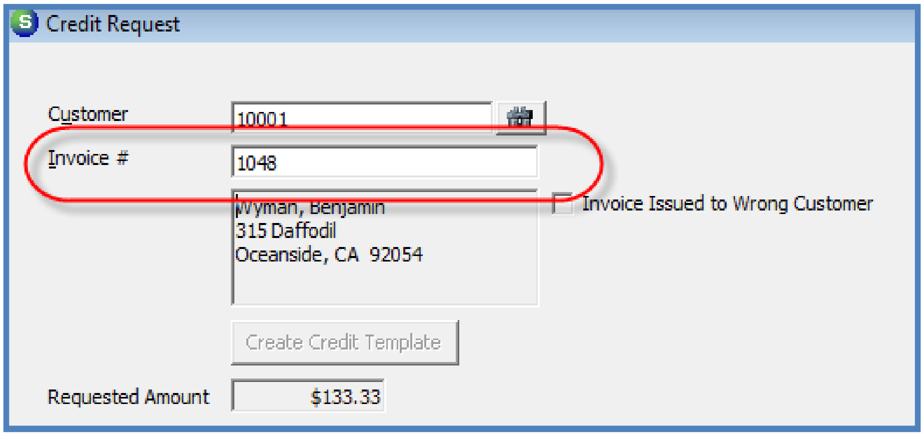
Creating a Credit Request for an Invoice

There are three methods of creating a Credit Request for an invoice on a customer's account.

- From the Customer Explorer, right-click on the invoice and select Create Credit Request.
- From the Credit Request form, lookup the customer number by invoice number.
- From the Credit Request form, type in the invoice number.

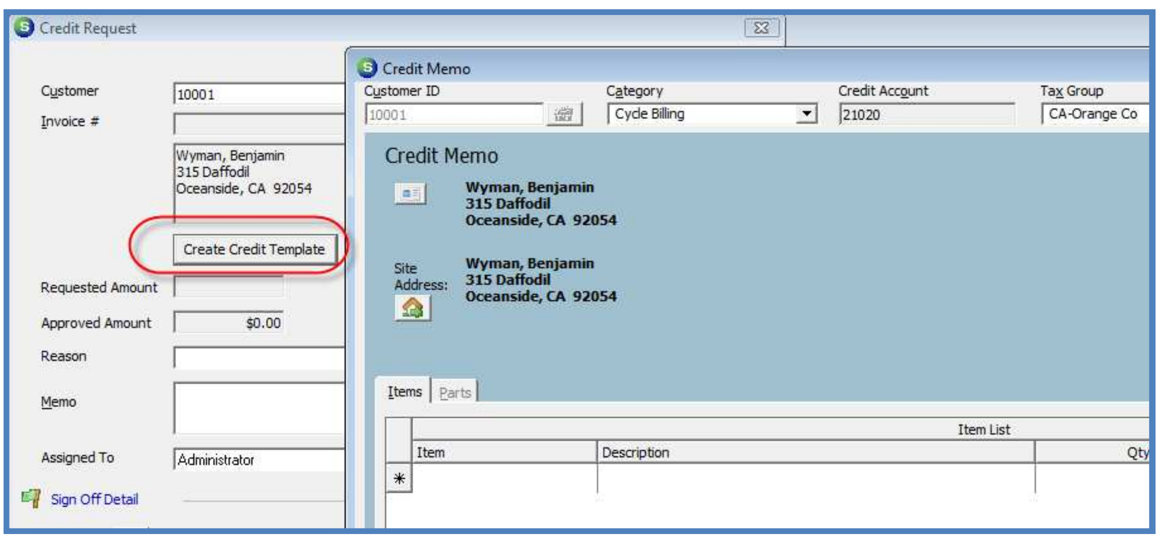






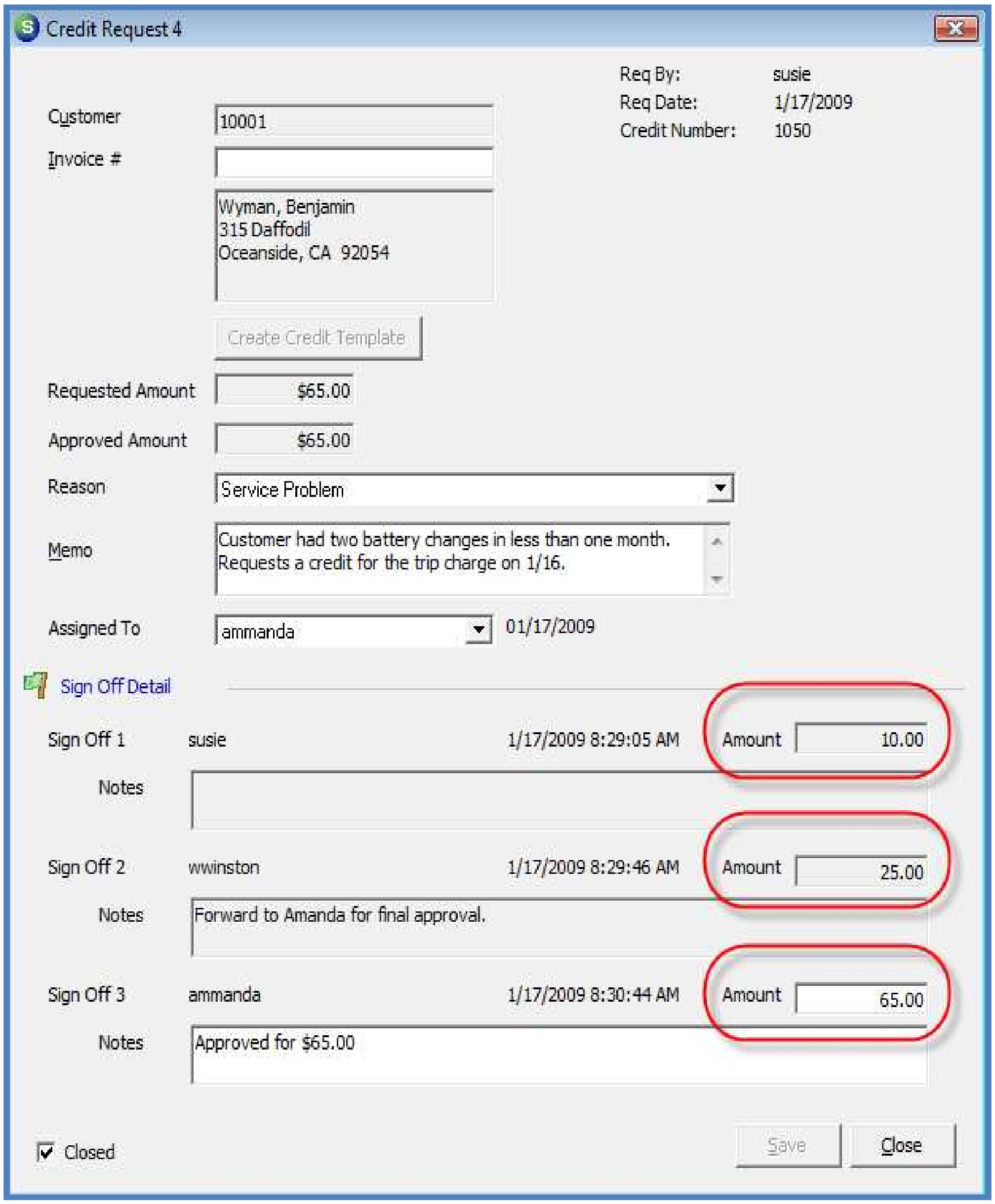
Creating a Credit Request Using a Credit Template

Credit Templates are used when an invoice has been partially paid and you need to specify which invoice items/parts and how much sales tax for which to generate a credit. A Credit Template is also used when you want to generate a credit for any item code and/or parts that will be applied to any open customer invoice.



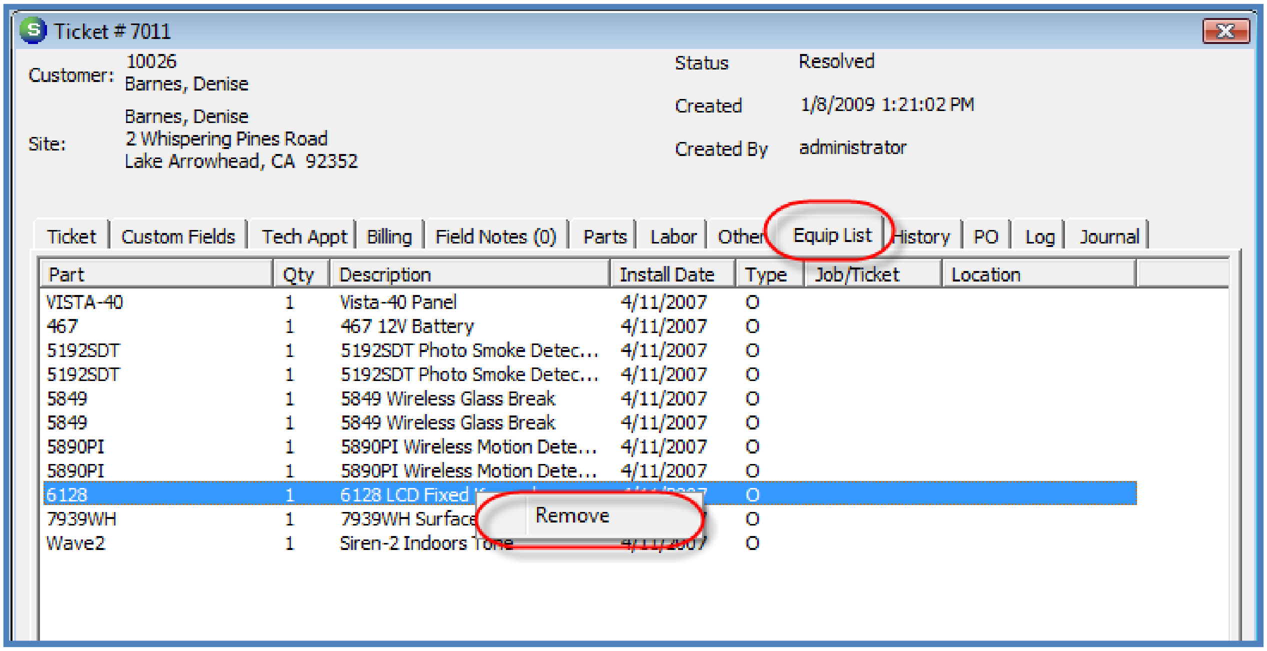
Sample Credit Request Sign-Off

In the example provided below, a Credit Request was created for $65.00. The initiating user had the ability to sign-off for up to $10.00. The next user signed-off for her limit $25.00. The final user has a credit limit of $10,000.00, so she is able to sign-off for the entire requested amount and generate the credit memo.



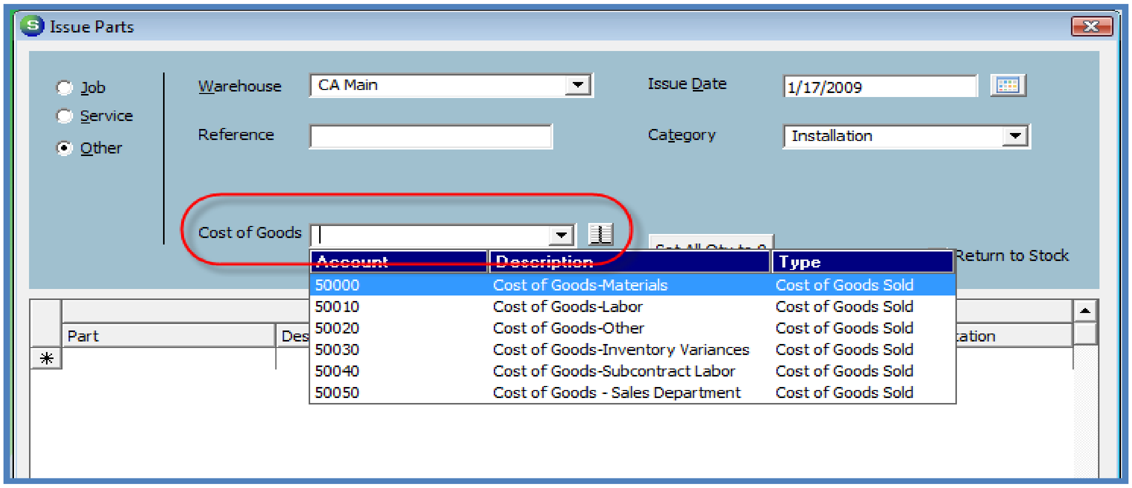
Remove Equipment from a Service Ticket

You now have the ability to remove a piece of equipment from a System Equipment List when processing a Service Ticket. This is accomplished by highlighting the part line, then performing a right-click.



Inventory Issues/Returns

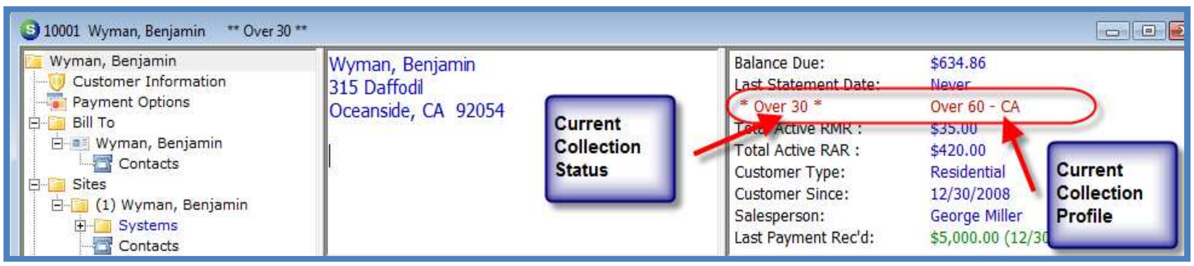
A new feature has been added to the Inventory Issues/Returns when the transaction is of the "Other" type. A new field has been added to this form – "Cost of Goods". This allows the User to select which Cost of Goods sold account to use for the miscellaneous issue to return.



Collection Status & Collection Profile

If a customer is in one of the collection queues, the customer's collection status and the name of the collection profile are displayed on the Customer Explorer record. If a customer moves from one collection queue to another, the Collection Status is not updated on the customer record – this is by design.

A customer's Collection Status may manually be changed from the Customer Explorer by right-clicking on the Collection Status.



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