

# SedonaOffice

The #1 Financial Software for Security Companies

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# Cycle Invoicing Reference Guide

Last Updated: January 11, 2010

## **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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### Cycle Invoicing

This reference guide is not to explain “how to” processes cycle invoicing, but to touch on some hot points and potential trouble areas.

For a thorough review of how to setup RMR and create cycle invoices, please refer to the SedonaOffice On-Line help, <http://www.sedonaoffice.com/V5Help/V5Help.html>

### Creating the Cycle Invoicing Batch

One of the most problematic areas of cycle creation is caused by customers selecting an incorrect month to cycle. Choosing an older date usually won't affect you because SedonaOffice will never charge the customer twice for the same RMR item within the same cycle. However, if you accidentally choose a month that is in the future, the program will generate charges for all the days from the last cycle for each RMR item up to the end of the selected cycle month.

| Include                  | Branch          | Description        | Last Cycle | Posted |
|--------------------------|-----------------|--------------------|------------|--------|
| <input type="checkbox"/> | Canadian        | Canadian           | 6/1/2009   | N      |
| <input type="checkbox"/> | Carolina        | Carolina           | 6/1/2009   | N      |
| <input type="checkbox"/> | Chicago         | Chicago            | 6/1/2009   | N      |
| <input type="checkbox"/> | Cleveland       | Cleveland Location | 6/1/2009   | N      |
| <input type="checkbox"/> | Columbus        | Columbus           | 6/1/2009   | N      |
| <input type="checkbox"/> | Detroit         | Detroit Location   | 6/1/2009   | N      |
| <input type="checkbox"/> | Hot Diggety Dog | Hot Dog            | 6/1/2009   | N      |
| <input type="checkbox"/> | Lansing         | Lansing            | 6/1/2009   | N      |
| <input type="checkbox"/> | Livonia         | Livonia            | 6/1/2009   | N      |
| <input type="checkbox"/> | Maryland        | Maryland           | 6/1/2009   | N      |
| <input type="checkbox"/> | MI              | Michigan           | 6/1/2009   | N      |
| <input type="checkbox"/> | Michigan        | Michigan           | 6/1/2009   | N      |
| <input type="checkbox"/> | Minnesota       | Minnesota          | 6/1/2009   | N      |
| <input type="checkbox"/> | Northville      | Northville         | 6/1/2009   | N      |
| <input type="checkbox"/> | Red Wing        | Red Wing           | 6/1/2009   | N      |
| <input type="checkbox"/> | Spartan         | Spartan            | 6/1/2009   | N      |

### Posting the Cycle Batch

#### Invoice Date

One of the most common mistakes users make in posting cycle invoices is selecting the wrong date for invoices. This date is completely separate from the month that is being billed. Always double check this date before posting the invoices.

The screenshot shows the 'Cycle Invoicing Process' window with the following data:

| Field                              | Value                    |
|------------------------------------|--------------------------|
| Cycle                              | 594                      |
| Amount                             | 157,941.48               |
| Month                              | December 2009            |
| Count                              | 1045                     |
| Created                            | 12/23/2009               |
| Thru Day                           | 28                       |
| Description                        | 01-Dec-09                |
| Category                           | Recurring                |
| AR Account                         | 1100                     |
| Terms                              | Net 15                   |
| Invoice Date                       | 12/23/2009               |
| Invoice Description                | Cycle Billing            |
| Aging Date to Match Bill On Day    | <input type="checkbox"/> |
| Aging Date                         | 12/1/2009                |
| ACH Hold Date to Match Bill On Day | <input type="checkbox"/> |
| ACH Hold to Process Date           | 12/23/2009               |
| Memo                               |                          |

Buttons at the bottom: Print, Save, Post, Close.

## Invoice Print Setup Issues

### Print Cycle Invoices

If this option is NOT checked, this customer's cycle invoices will never automatically be added to the print queue. This can obviously result in a delay in cash receipts if this customer is not setup for ACH or CC auto payments. The customer will still be receiving statements to pay on those, but you may not realize that they never receive initial invoices for the cycle.

The screenshot shows the 'Customer Setup 1027' window. At the top, the customer information is displayed: Customer # 1027, Customer Name Marraccini, M/M William, and address Attn John Smith, 111 Bowne Rd. Below this are tabs for 'Setup Information', 'Userdef', 'Bill To', 'Master Account Setup', and 'Items'. The 'Setup Information' tab is active, showing fields for Customer Status (AR), Customer Type (Residential), Old Customer ID, Default Terms (Net 10), Tax Exempt # (134654), OK to Increase, Salesperson (Steve Dulock), Blanket P.O., P.O. Expire Date, Customer Since, Chain Account, Customer Group (Ohio), Customer Group 2, Branch (Garden State/IT Sales), and No Collections (unchecked). Below the main fields are two sections: 'Master Account Information' with 'Is Master Account' (unchecked) and 'Sub Account Invoices to Master A/R' (unchecked), and 'Invoice Printing' with 'Print Cycle Invoices' (checked and highlighted in yellow), 'Print Statements' (checked), 'Print Site Info on Invoices' (checked), 'Separate Cycle Invoice for Each Site' (checked), and 'Charge Late Fees' (checked). A 'Critical Message' section at the bottom has an 'Expires On' field. 'Save' and 'Close' buttons are at the bottom right.

### Emailing Invoicing Setup

A customer will not receive an email copy of their invoice through PDF-Explode unless you've setup the email in the Billing Address setup and checked the box.

**S Customer Billing 1027**

Customer Information

Customer # 1027

Customer Name Marraccini, M/M William

Billing Information | Contacts

Inactive  
 Primary

Residential  Commercial

Name: Marraccini, M/M William

Address...: Attn John Smith  
111 Bowne Rd  
Locust, NJ 07760

Phone 1: (732) 291-1164

Phone 2:

Fax:

Email: mmarraccini@aol.com

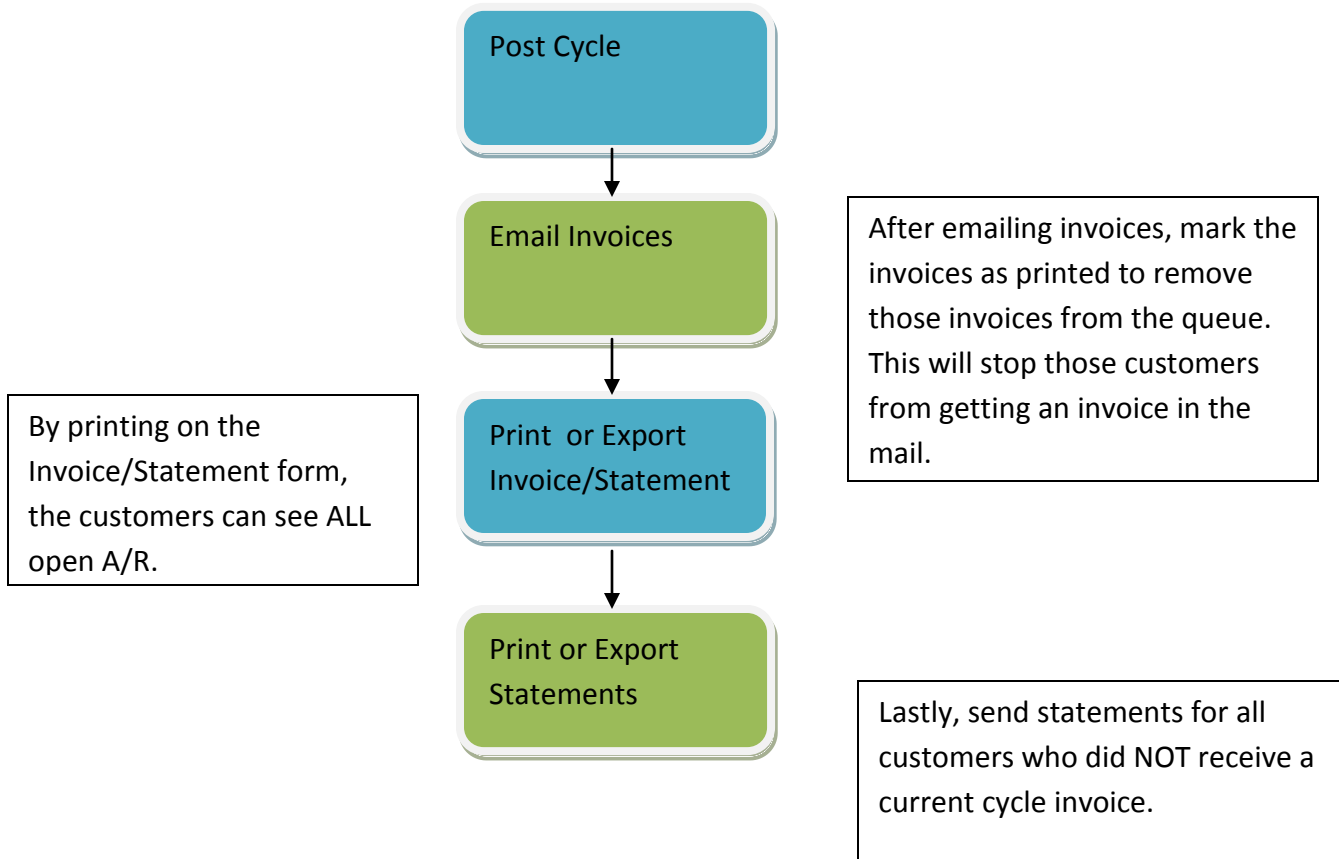
Email Invoices

Email Invoices Available through PDF Explode Only

Save Close

### Suggested Flow of Cycle Process

The following process flow describes the recommended procedure for cycle invoicing and printing. Following this procedure assures that all customers with an accounts receivable balance will receive exactly ONE correspondence from you.





### RMR Billing Address Setup

You can assign a different billing address for each RMR item on a customer record. You can even assign the RMR to be billed to a 3<sup>rd</sup> party customer. Be careful to choose a customer that should be seeing these charges. Also, be aware that a UNIQUE INVOICE will be sent to each separate billing address.

Amount: \$  
Entered Date: 5,

**Recurring Edit 1027**

**Site and System**

Marraccini/Cottage  
333 Bowne Rd  
Locust, NJ 07760

Marraccini, M/M William  
Attn John Smith  
111 Bowne Rd  
Locust, NJ 07760

System E50478  
P-alert

Panel Type

**Bill To**

| Name                    | Address 1       | City       | State | Zip Code | Is Primary |
|-------------------------|-----------------|------------|-------|----------|------------|
| Marraccini, M/M William | Attn John Smith | Locust     | NJ    | 07760    | Y          |
| James Forseith          | 1               | Loganville | GA    | 30052    | N          |

Recurring Setup Royalties / Com

**Recurring Information**

Recurring Item EXTENDED BA  
Description EXTENDED BA  
Sub Item Of Monitoring  
Bill Cycle Monthly

RMR Amount \$5.00  
Cycle Amount \$5.00  
Next Cycle November 200  
Recurring Start 12/1/2008  
Recurring End  
Memo

Save Close