

14th ANNUAL USERS CONFERENCE

January 25 – 27, 2016 | Bonita Springs, FL

Job Management 2

Presented by: Carolyn Johnson & Lisa Gambatese



This Page Intentionally Left Blank

Table of Contents

Job Change Orders	5
Creating a Change Order Creating a Manual Reversal Change Order	
Job Billing	27
Billing all Charges on one Invoice	28
Billing Install Charges & RMR Separately	30
Progress Billing Install Charges	34
Progress Billing a Percentage of Install Charges	

Job Management 2

This session will cover creating and processing Job Change Orders and Job Billing.

• Change Orders

- O Positive Change Orders
- O Negative Change Orders

Job Billing

- o Billing all charges on one invoice
- o Billing Install Charges & RMR separately
- o Progress Billing
 - Percentage of Install Charges
 - Specific dollar amount of Install Charges

Job Change Orders

Job Change Orders are used as a formal method of electronically documenting when you need to modify Install Charges, RMR, Parts or Commissions on a Job.

Change Order Types

There are two types of Change Orders that may be created. A single job may have both Change Orders and Manual Reversal Change Orders.

Note: Negative and positive amounts are not permitted on the same change order; they must be entered as separate change orders.

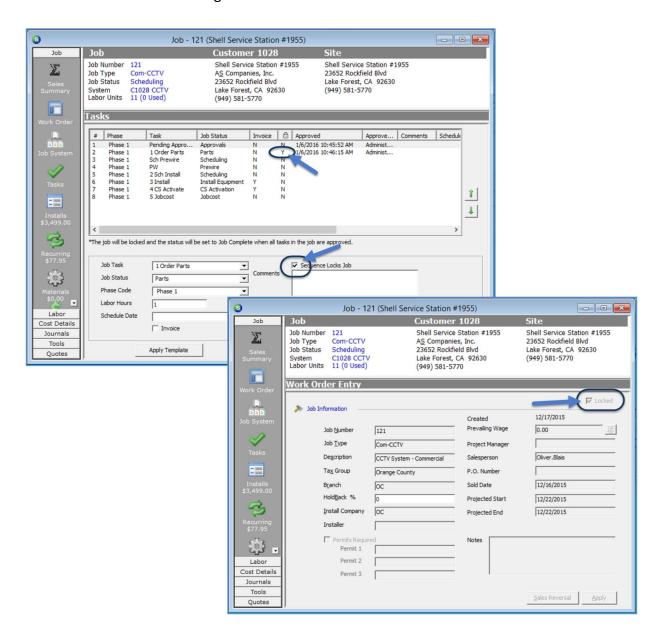
Change Order – Used when adding or increasing charges to the Job; Parts, Labor, Install Charges, Recurring Charges or Commissions. This is commonly referred to as a Positive Change Order.

Manual Reversal Change Order – Used when reducing or removing charges from a Job; Parts, Labor, Install Charges, Recurring Charges or Commissions. This is commonly referred to as a Negative Change Order.

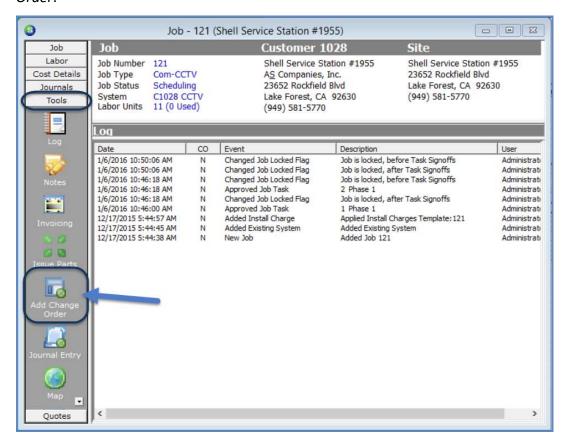
To be able to create a Change Order, the Job must be in a *locked* status. A Job can be locked as a result of three situations:

- 1. A User can force a Job to become locked by flagging a Job Task line for locking and approving the Task. If using this option, we recommend you add a Job Task Line such as *Lock For Change Order* for this purpose.
- 2. The Job will become naturally locked if all Job Tasks have been approved.
- 3. The Job has become locked as a result of closing the Sales Period.

A Job is identified as being "locked" on the Job Work Order form.



Once a Job has become locked, a new button is displayed on the Job *Tools* Toolbar; *Add Change Order*.

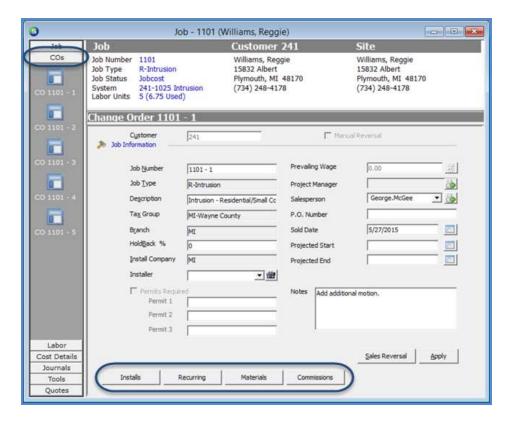


Notes	

Once a Change Order has been saved, a new button will be added to the Job Toolbar for the first through the fourth change orders. If a fifth change order is created, instead of adding a new change order button to the Job Toolbar, a new button labeled COs is created for accessing all of the Change Orders created for the Job.

When clicking on the COs button, the Toolbar will display a button for each change order created for the Job. To work with or view a particular change order, click on the desired CO button.

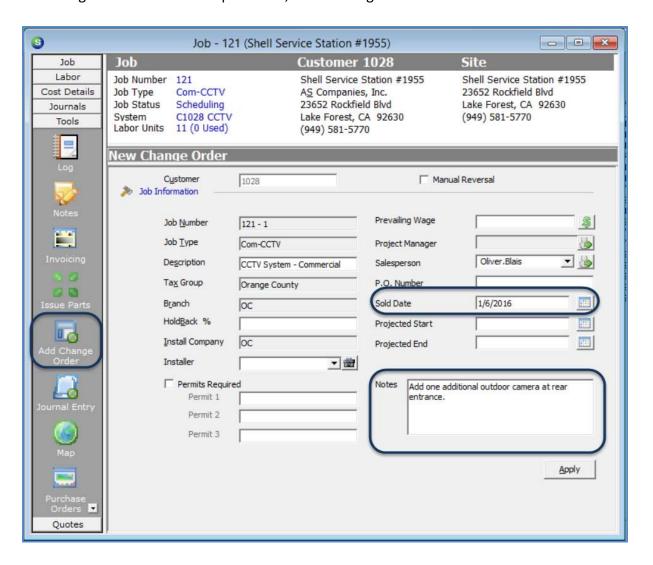
When the Change Order form is displayed, at the bottom of the form four buttons are displayed; Installs, Recurring, Materials, and Commissions; click on one of these buttons to access that element of the change order.



Creating a Change Order

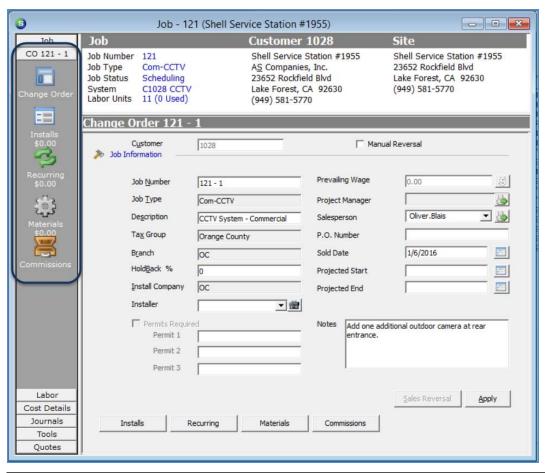
- 1. Open the Job record for which a Change Order will be created.
- 2. Navigate to the *Tools* toolbar on the Job record. Click the *Add Change Order* button located on the Tools toolbar.
- 3. The *New Change Order* form will be displayed. The only required field on this form is the *Sold Date*. This is typically the date the Change Order was authorized. You may enter information into the *Notes* field that describes the purpose of the Change Order.

The Job Number field will automatically fill with the Job Number a hyphen then the number of the change order. In the example below, this is Change Order number 1.



Notes	

4. Once the Change Order has been saved, a new *Change Order* button will be displayed on the Job Toolbar. This new button contains data entry forms where you may enter additional Install Charges, RMR, Materials or Commissions. When the Job is invoiced, any new charges entered on the Change Order will appear as lines within the Job Invoice.

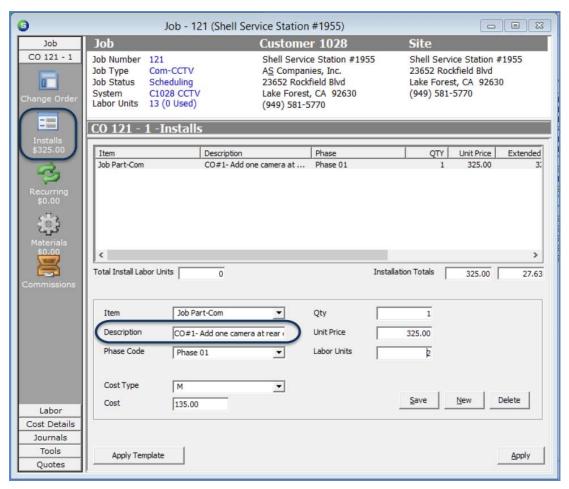


Notes		

Install Charges

5. To enter additional Install Charges, click the *Installs* button on the Change Order toolbar. Add as many additional lines as needed. The data entry process for change order Install charges is the same as the initial Install charges data entry for the Job.

Note: Be as descriptive as possible in the *Description* field – this will print on the customer's invoice.

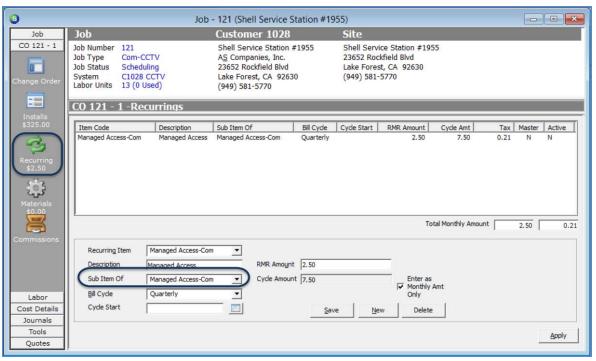


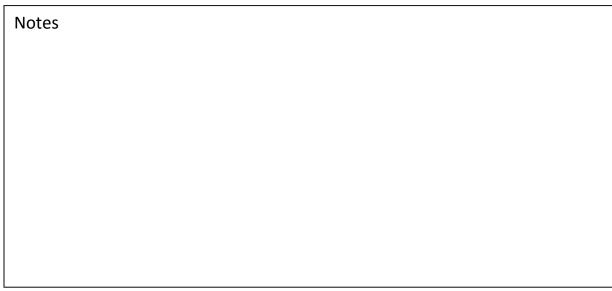
Notes

Recurring Charges

6. To enter additional Recurring Charges, click the Recurring button on the Change Order toolbar. Add as many additional lines as needed. The data entry process for change order Recurring Charges is the same as the initial Recurring charges data entry for the Job.

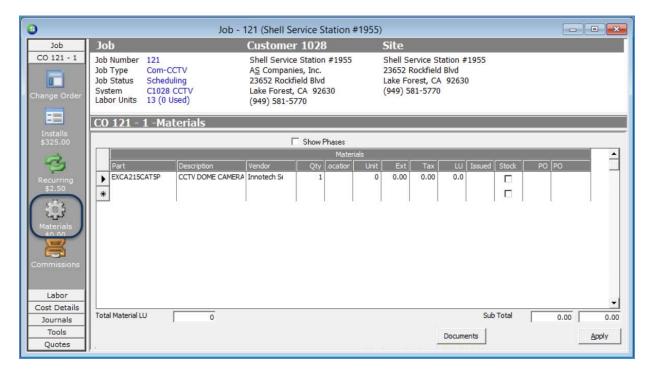
Note: When adding additional RMR using the same Invoice Item on the original Job RMR, and you want the two recurring lines to bill together in the future, <u>prior</u> to creating the Change Order, make certain to set the Sub Item of code on the original recurring line.

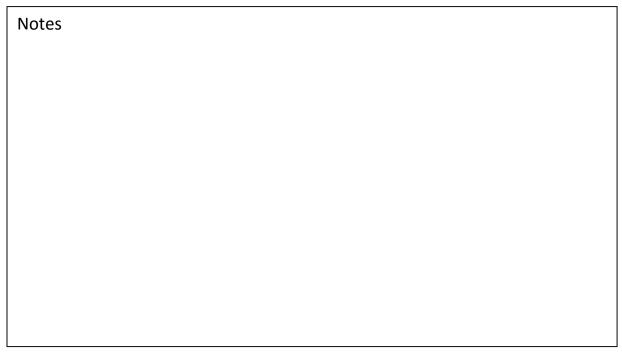




Material Charges

7. To enter additional Material Charges, click the Materials button on the Change Order toolbar. Add as many additional lines as needed. The data entry process for change order Material charges is the same as the initial Material charges data entry for the Job.



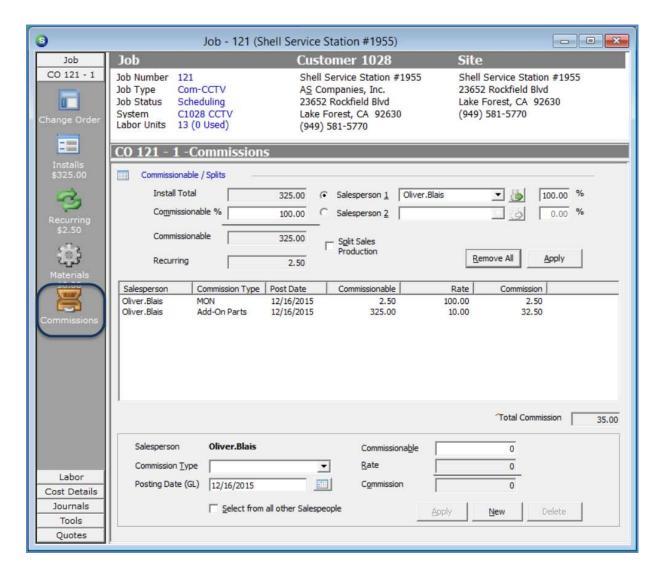


Commissions

8. To enter additional Commissions, click the Commissions button on the Change Order toolbar. Add as many additional lines as needed. The data entry process for change order Commissions is the same as the initial Commissions data entry for the Job.

If using the auto-fill commission calculation button, the software will calculate the commissions for the Change Order based on the Commission Type(s) for the Job and the amounts entered for each Change Order element (Install Charges, RMR Charges, and Parts).

If the auto-fill commission option is not used, you manually select the appropriate commission type and commissionable amount for the change order.

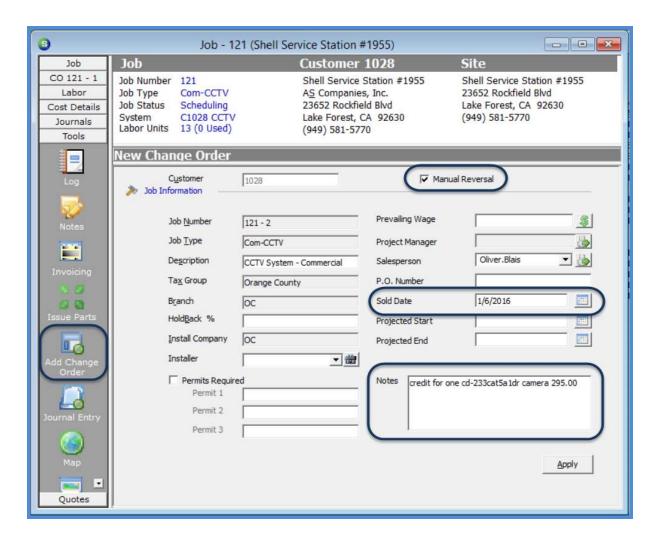


Notes	

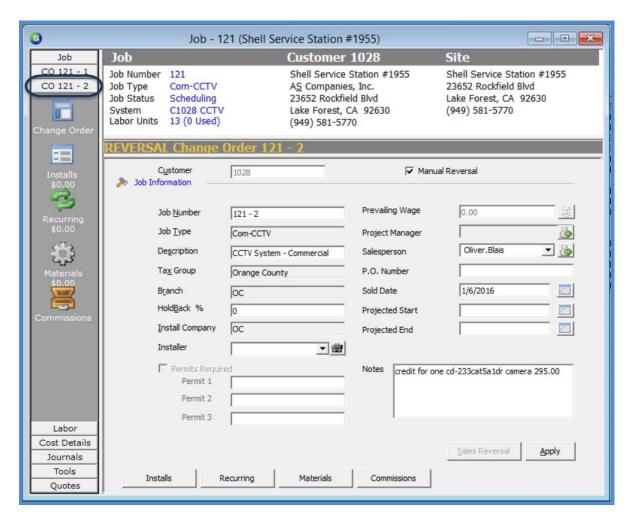
Creating a Manual Reversal Change Order

- 1. Open the Job record for which a Change Order will be created.
- 2. Navigate to the *Tools* toolbar on the Job record. Click the *Add Change Order* button located on the Tools toolbar.
- 3. The *New Change Order* form will be displayed. The only required field on this form is the *Sold Date*. This is typically the date the Change Order was authorized. You may enter information into the *Notes* field that describes the purpose of the Change Order.

The Job Number field will automatically fill with the Job Number a hyphen then the number of the change order. In the example below, this is Change Order number 2.



4. Once the Change Order has been saved, a new *Change Order* button will be displayed on the Job Toolbar. This new button contains data entry forms where the User may enter additional Install Charges, RMR, Materials or Commissions. When the Job is invoiced, any negative charges entered on the Change Order will appear as lines within the Job Invoice.

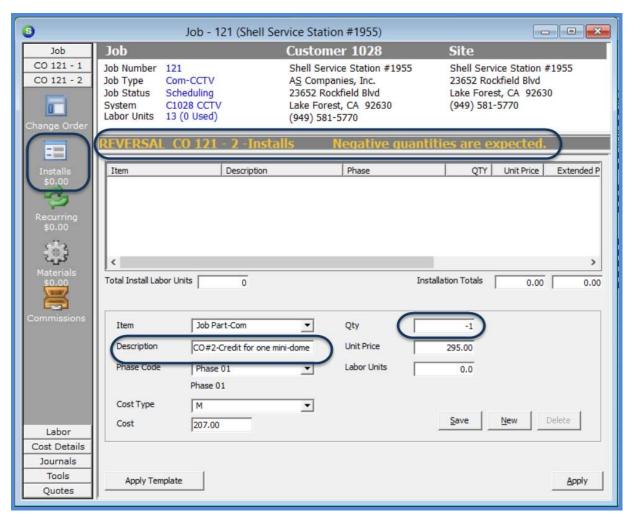


Notes			

Install Charges

5. To decrease the Install Charges, click the Installs button on the Change Order toolbar. Add as many lines as needed. For each reversal Install charge line, select an item code, enter the quantity as a <u>negative</u> value, and if needed to reduce the estimated labor units, enter the appropriate negative value. You may override the Item Description that defaults into the field.

Note: Be as descriptive as possible in the *Description* field – this will print on the customer's invoice.

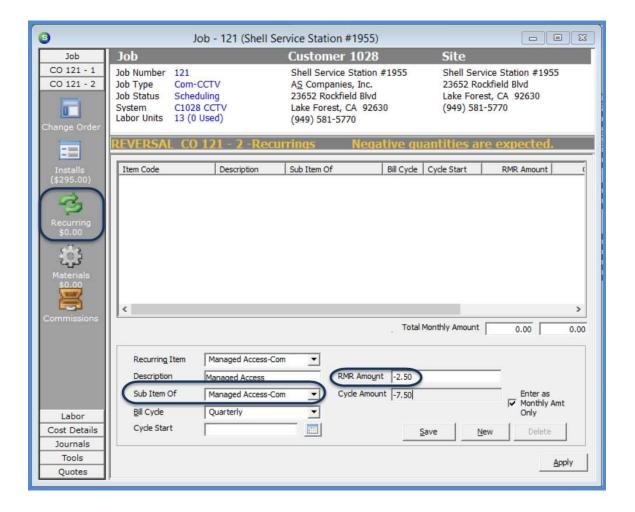


Notes	

Recurring Charges

6. To decrease Recurring Charges, click the Recurring button on the Change Order toolbar. Add as many lines as needed. For each reversal Recurring charge line, select an item code and enter the RMR Amount as a negative value. You may override the Recurring Item Description that defaults into the field.

Note: When adding negative RMR using the same Invoice Item on the original Job RMR, and you want the two recurring lines to bill together in the future, <u>prior</u> to creating the Change Order, make certain to set the Sub Item of code on the original recurring line.



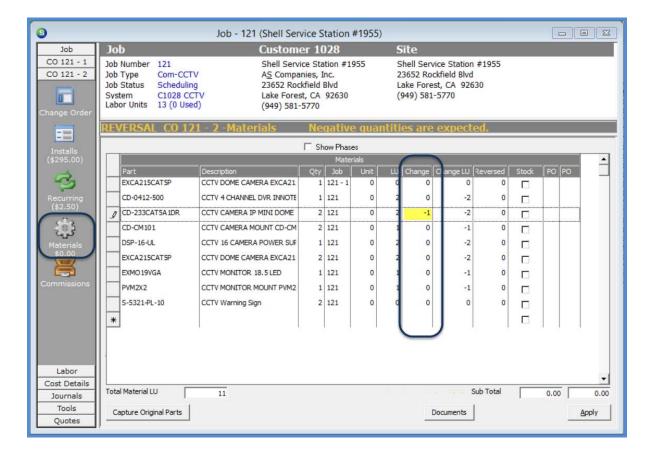
Notes	

Material Charges

7. To decrease Material Charges or quantities of parts, click the Materials button on the Change Order toolbar. The grid will fill in with all parts from the original Job and any other previously created change orders for the Job.

In the **Change Qty** column, enter the negative quantity on the appropriate part line that will be removed from the Job materials list.

Note: If the parts being removed on the Manual Reversal Change Order have already been issued to the Job, remember to perform a return to stock or return to vendor transaction for the part(s) not being used.

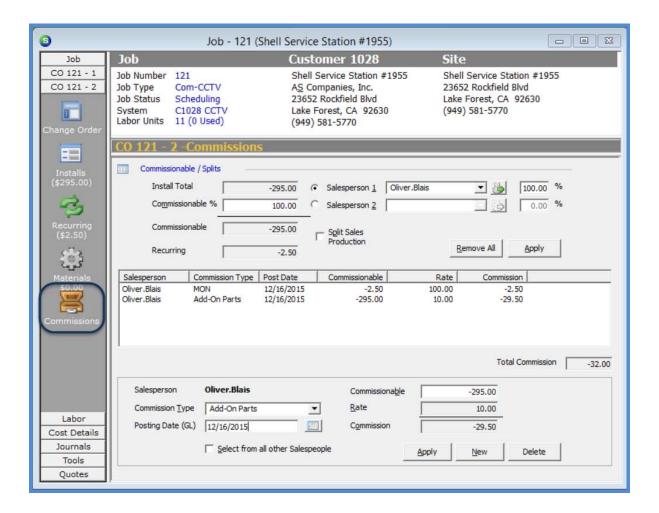


Notes	

Commissions

8. To decrease Commissions, click the Commissions button on the Change Order toolbar. Add as many additional lines as needed.

The data entry process is performed in the lower tier of the form; select the commission type from the drop-down list, enter the commissionable amount (negative value), then click the *Apply* button. Repeat the process for additional negative commissions.



Job Billing

Jobs may be invoiced once a Job Task line flagged for invoicing has been approved and there are billable charges setup on the Job record. The Job Type selected on the Job Work Order form determines the invoicing method for the Job.

All Job Invoices are generated from the Job Queue by selecting the *Ready to Invoice* button



from the Job List function buttons.

There are three basic invoicing methods:

Entire Job Charges at one time or Progress Invoicing - The entire job charges are invoiced at the end of the job or progress invoices are created throughout the life of the job.

Percentage Invoicing - which is controlled by the invoicing setup on the Job Task lines. This method is only available if the Job Type in SedonaSetup is flagged for percentage invoicing.

Hold Back Invoicing - Is controlled by settings on the Job Type in SedonaSetup and a Hold Back percentage entered on the Job Work Order form.

If a Job has been setup with both Install Charges and Recurring Charges, you may first invoice for the install charges, then create a separate invoice for the recurring charges, or all charges may be selected for a single Job Invoice.

If Change Orders have been created for a Job, any negative or positive amounts from the Change Order Install Charges, Material Charges and Recurring Charges will automatically fill into the invoice. You may build the invoice on the desired charges to be invoiced at the time.

Make certain that any negative amounts are invoiced with a positive amount. If you do not invoice all negative amounts combined with positive amounts, at the end of the Job you will not be able to invoice negative amounts alone. A Job Invoice may net to zero, but may not net to a negative amount.

Billing all Charges on one Invoice

In the following scenario, the Job billable items contains:

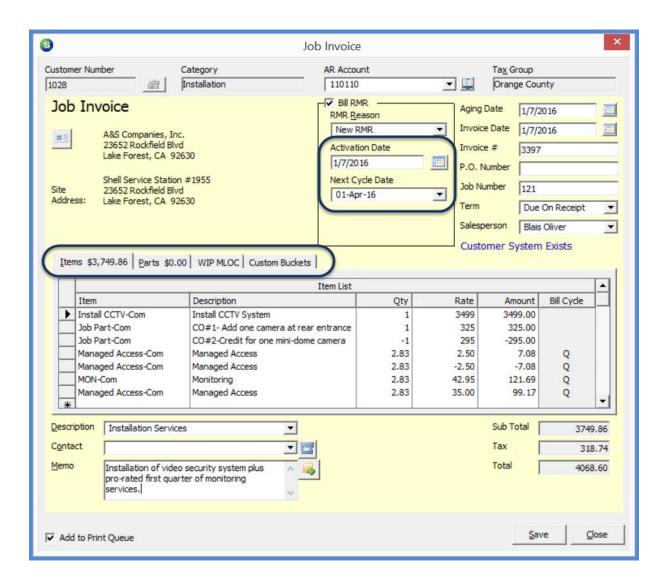
- Install Charges from the original Job
- Install Charges from change orders (both negative and positive)
- Recurring Charges from the original Job
- Recurring Charges from change orders (both negative and positive)

All of these items will be billed on one invoice.

Once the *Job Invoice* form is displayed, all charges for the Job that have not yet been invoiced will fill into the invoice lines section of the invoice form.

- Confirm the information in the Invoice Header is correct; make any changes if necessary.
- In the Bill RMR area of the Invoice Header, make the appropriate date selections to determine the number of months that will be invoiced at this time.
- Navigate to the Items tab; confirm the Install Charges are correct.
- Navigate to the Parts tab and confirm Part Charges, if any.
- Navigate to the WIP tab (if displayed); review the amounts of WIP that will be relieved with this invoice make any necessary changes to the allocation percentage(s).
- Navigate to the Invoice Footer; accept or change the default Invoice Description. Select or type in a Contact name if needed; this name will print on the invoice. Type in a note in the Memo field if desired; remember this memo field will print on the invoice. The more information provided to your customer relative to the invoice charges, the less likely the invoice will be challenged by your customer.
- Check for any Billing type Job Notes by clicking on the Notes button to the right of the Memo field. Any notes displayed may be copied and pasted into the
- If the Invoice will be printed immediately, un-check the Add to Print Queue option.

Billing all charges on one invoice (continued)



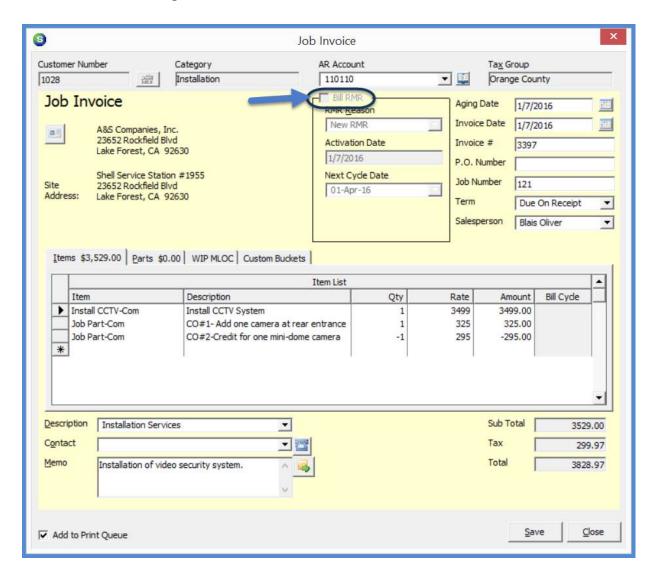
Billing Install Charges & RMR Separately

In the following scenario, the Job billable items contains:

- > Install Charges from the original Job
- Install Charges from change orders (both negative and positive)
- Recurring Charges from the original Job
- Recurring Charges from change orders (both negative and positive)

Two invoices will be created; one for Install Charges (including amounts from change orders), and one for the Recurring Charges.

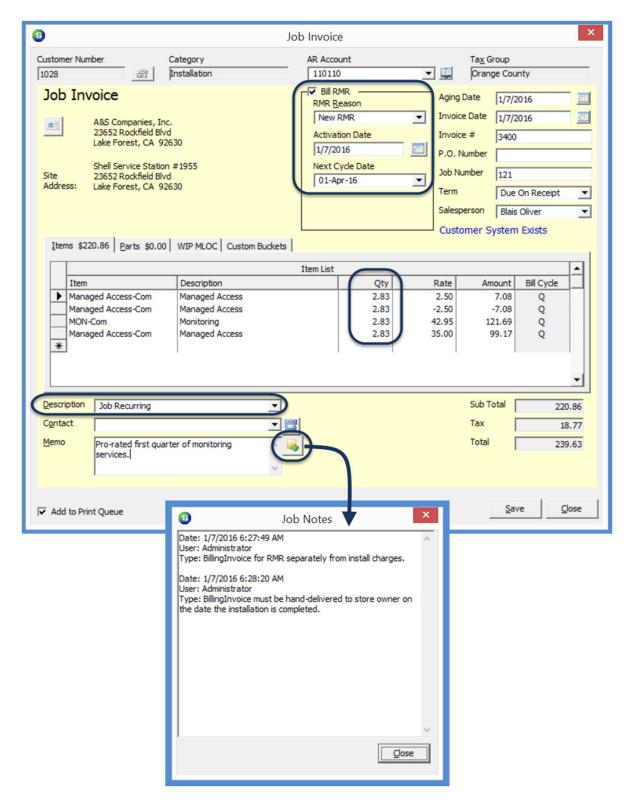
Invoice for Install Charges



Notes	

Billing Install Charges & RMR Separately (continued)

Invoice for Recurring Services



Notes	

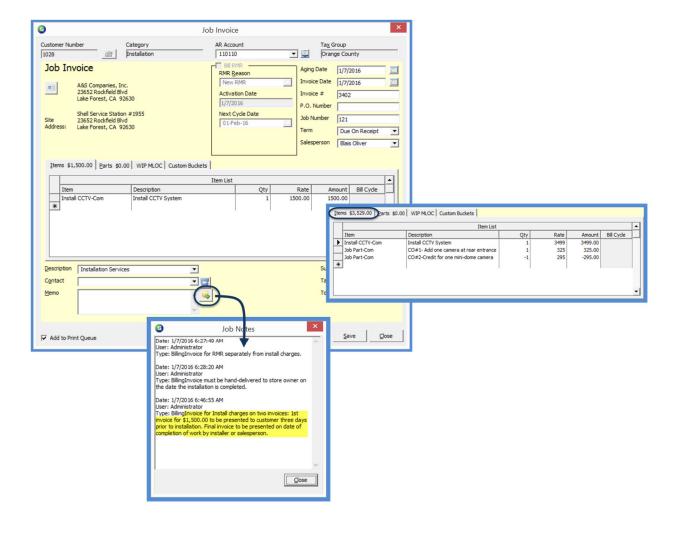
Progress Billing Install Charges

In the following scenario, the Job billable items contains:

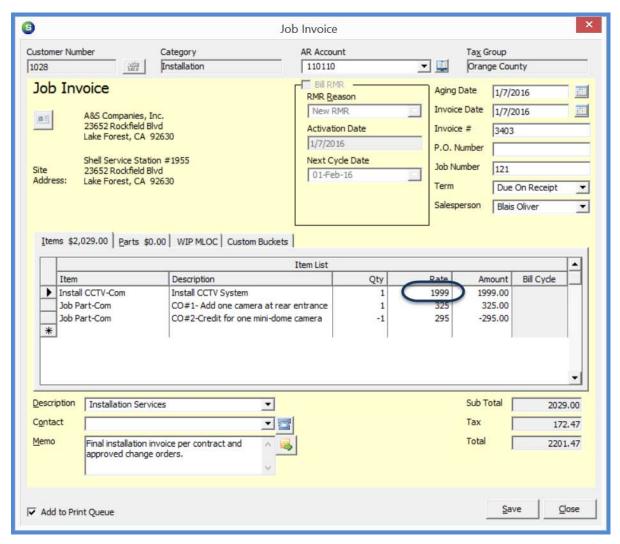
- Install Charges from the original Job
- > Install Charges from change orders (both negative and positive)

Two invoices will be created; both for Install Charges (including amounts from change orders).

1st Progress Invoice for Install Charges



2nd Progress Invoice for Install Charges (including change order amounts)



Notes

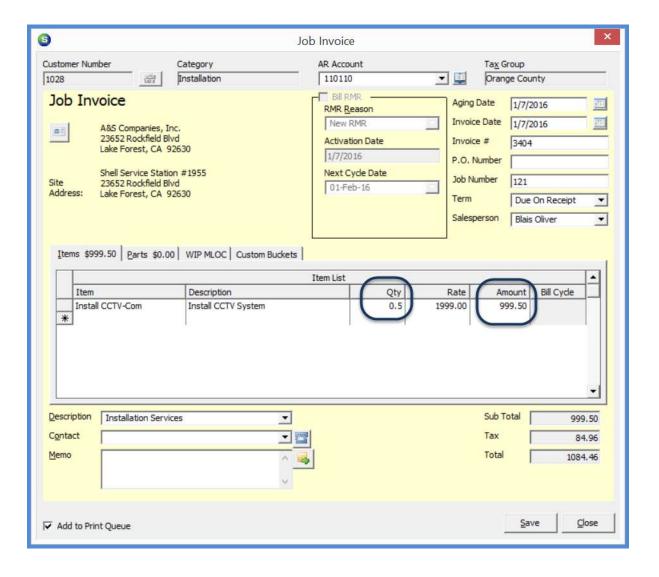
Progress Billing a Percentage of Install Charges

In the following scenario, the Job billable items contains:

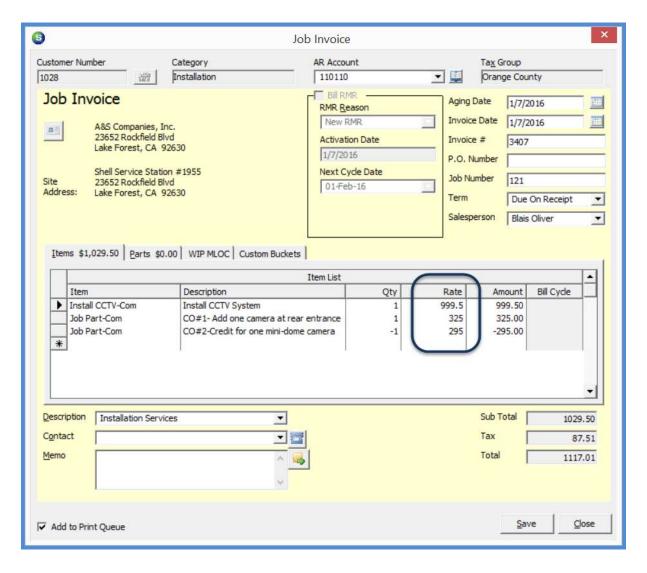
- Install Charges from the original Job
- ➤ Install Charges from change orders (both negative and positive)

Two invoices will be created; both for Install Charges (including amounts from change orders).

1st Progress Invoice for Install Charges (percentage)



2nd Progress Invoice for Install Charges (percentage)



Notes			