



# SedonaOffice Release Notice

SedonaOffice

Version 5.6.212

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## **About this Document**

This Reference 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 content contained within, and to be used for reference purposes only.

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## **Overview**

This document is being provided to explain the new features and changes made to the SedonaOffice application since the last released Version 5.6.210. This is an intermediate version update that contains new features and application corrections.

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## Application Enhancements/Improvements

### Client Management

#### Show Inactive Site & Systems

Option was added to the View menu – “Show Inactive Sites and Systems”. When selecting this option and viewing a Customer Explorer record that contains an inactive Site and/or System, you will be able to access the customer tree functions as if it were an active Site/System. You will also have access to any documents attached to the Site/System.



*Application Enhancements/Improvements (continued)*

**Client Management (continued)**

**Job Notes**

A new notes folder, *Job Notes*, has been added to the Customer Tree within the Customer Explorer. The Job Notes folder is show at the Site level and the Customer Level. Any note entered on a Job will be displayed in this new folder.

The screenshot shows the SedonaOffice interface. On the left is a tree view of the customer hierarchy. The 'Notes' folder under the customer is expanded, showing sub-folders: General, Job, Service, Recurring, Recurring History, Recurring Master Items, Service, and Group Tickets. The 'Job' folder is circled in red. A blue dashed arrow points to it. Another blue dashed arrow points to the 'Collection' folder under the 'Notes' folder at the bottom of the tree, which is also circled in red.

On the right, the customer details for 'Upton, Jack' are shown. Below the details is a table of notes:

Type	SVC/Job	Date	User	Note
JOB	305	03/31/2014 03:23 am	Administrator	50% Deposit required before or
JOB	305	03/31/2014 03:22 am	Administrator	Part special pricing at ADI; see
JOB	305	03/31/2014 03:21 am	Administrator	Install Intrusion system in main

The table is circled in red. Above the table, a summary box contains the following information:

- Balance Due:
- Total Active RMR :
- Total Active RAR :
- Customer Type:
- Customer Since:
- Salesperson:
- # of Disp Last 1 Days

*Application Enhancements/Improvements (continued)*

**Job Management**

**Job Parts Warranty**

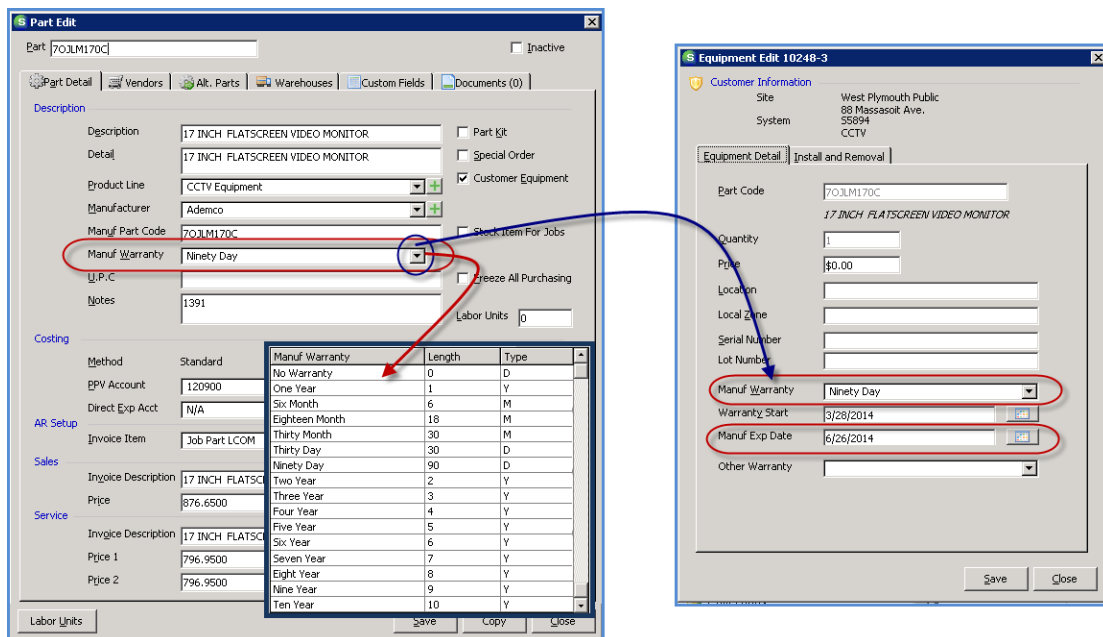
An enhancement has been made to the application which will now populate warranty information on the parts that are loaded to the System Equipment list when a Job is closed. The new warranty information on System Equipment is currently for informational purposes.

When a Job is closed, two new fields on the Equipment form, *Manuf Warranty* and *Manuf Exp Date* will fill in with information related to the manufacturer's warranty.

On the Equipment form, the Manuf Warranty [code] will default from the new Manuf Warranty Code located on the Part Setup. The Manuf Exp Date will be calculated based upon the length of time related to the Part Manuf Warranty code. The Equipment Warranty Start Date will be set to the most recent Part Issue Date from the Job.

**Note:**

- 1) When updating your database to SedonaOffice version 5.6.212, the *Manuf Warranty* for all parts will automatically be set to No Warranty. These may be changed manually by opening a part record in edit mode, and making a selection from the drop-down list. If your company requires assistance in changing the default part warranty code, submit a support ticket; this time is billable.
- 2) The list of available *Manuf Warranty Codes* is displayed in the screen shot below. This is a system controlled list. If your company requires any additional Warranty Codes that do not appear on the list, please submit a support ticket with your requested value(s).



*Application Enhancements/Improvements (continued)*

**SedonaSchedule**

**No-Dispatch Job Appointments**

A new option for Job Appointments is now available – No-Dispatch Appointments. This feature is designed for SedonaOffice customers who wish to schedule Job Appointments that will appear on the Schedule Board, do not want to enter dispatch times for these appointments, and yet be able to know whether the appointment was completed.

This option is only available if the *Install Company* indicated on the Job Work Order form is set for “Completed Only” appointments.

The screenshot shows the 'Install Company Setup' window. The 'Appointment Options' section is highlighted with a red circle and a blue dashed arrow pointing to the 'No (Completed Only)' radio button. The 'Dispatch' section has two radio buttons: 'Yes' and 'No (Completed Only)'. The 'Timesheet' section has two radio buttons: 'Auto' and 'Manual'. The 'Apply', 'New', and 'Delete' buttons are visible at the bottom right.

Field	Value
Install	MI-ND
Description	MI-No Dispatch
Parts WIP	122100
Misc WIP	122140
Labor Expense Type	Expense thru WIP
Labor Expense	510002 <i>CO5 - Jobs-Labor</i>
Labor Deferred	258100 <i>Deferred Labor - Jobs*</i>
Labor WIP	122120 <i>WIP - Job Labor</i>
Dispatch	No (Completed Only)
Timesheet	Manual

*Application Enhancements/Improvements (continued)*

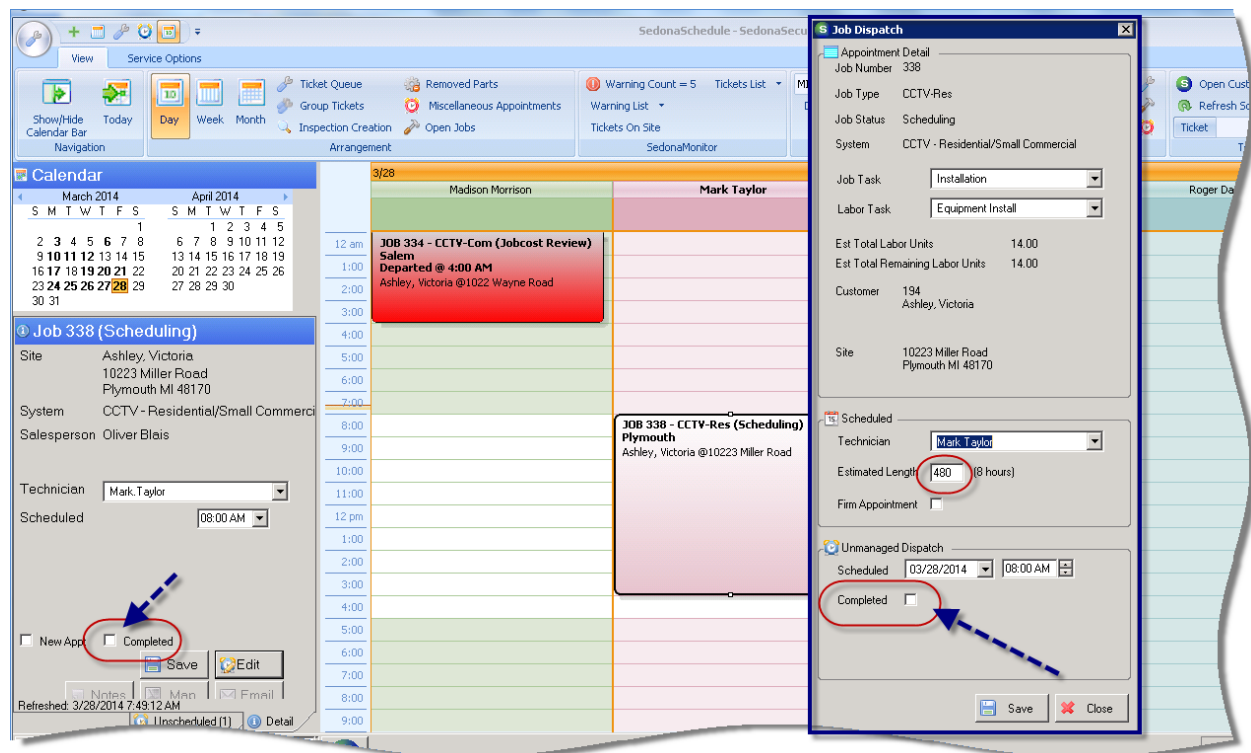
**SedonaSchedule (continued)**

**No-Dispatch Job Appointments (continued)**

There are two methods for marking a Job Appointment as “Complete”:

- From the Schedule Board, click once on the Job Appointment to fill in the Job Detail area, then check the *Completed* checkbox and then click the *Save* button.
- From the Schedule Board, click once on the Job Appointment, and then click on the *Edit* button in the Job Detail area. This will open the Job Dispatch form. Here you may check the *Completed* checkbox and then click on the *Save* button.

If the amount of time spent on the Job Appointment was more or less than originally scheduled, prior to selecting the Completed checkbox, you may enter the number of minutes actually worked in the Estimated Length field. It is not required to enter the actual total number of minutes - this is for informational and reporting purposes only.





*Application Enhancements/Improvements (continued)*

**SedonaSchedule (continued)**

**Overnight Appointments**

Appointments for both Tickets and Jobs may now be scheduled to span from one day to the next day. In the example below, the Job Appointment spans from March 27th 8:00 pm through March 28<sup>th</sup> 4:00 am.

**Schedule Job Number 334**

**Job: 334**      **Customer: 105**  
Type: CCTV-Com      Ashley, Victoria  
Status: Job Complete

**Job Hours**  
Estimated Total Hours: 12.00      **Site: Ashley, Victoria**  
Hours Used: 0.00      1022 Wayne Road  
**Proposed Hours: 8.00**      Salem MI  
Hours Remaining: 4.00      (734) 351-9822

Job Task: Installation      Labor Task: Equipment Install

Start Date: 3/27/2014      End Date: 3/28/2014  
**Start Time: 08:00 PM**      **End Time: 04:00 AM**

Exclude Sat       Exclude Sun      Clear

March 2014							April 2014							May 2014								
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S		
23	24	25	26	27	28	1	1	2	3	4	5					1	2	3				
2	3	4	5	6	7	8	6	7	8	9	10	11	12			4	5	6	7	8	9	10
9	10	11	12	13	14	15	13	14	15	16	17	18	19			11	12	13	14	15	16	17
16	17	18	19	20	21	22	20	21	22	23	24	25	26			18	19	20	21	22	23	24
23	24	25	26	27	28	29	27	28	29	30						25	26	27	28	29	30	31
30	31															1	2	3	4	5	6	7

Installer	Service Company	Install Company
Madison Morrison	MI-T&M	MI
Mark Taylor	MI-T&M	MI
Mike Walker	MI-SVC Cont	MI
Milton Morris	MI-T&M	MI

Installer	Job Number	Scheduled	Est Length
✓ Marshall Watson		3/27/2014 8:00:00 PM	480

Showing:  Conflicts  Proposed  Previous      Auto Refresh:

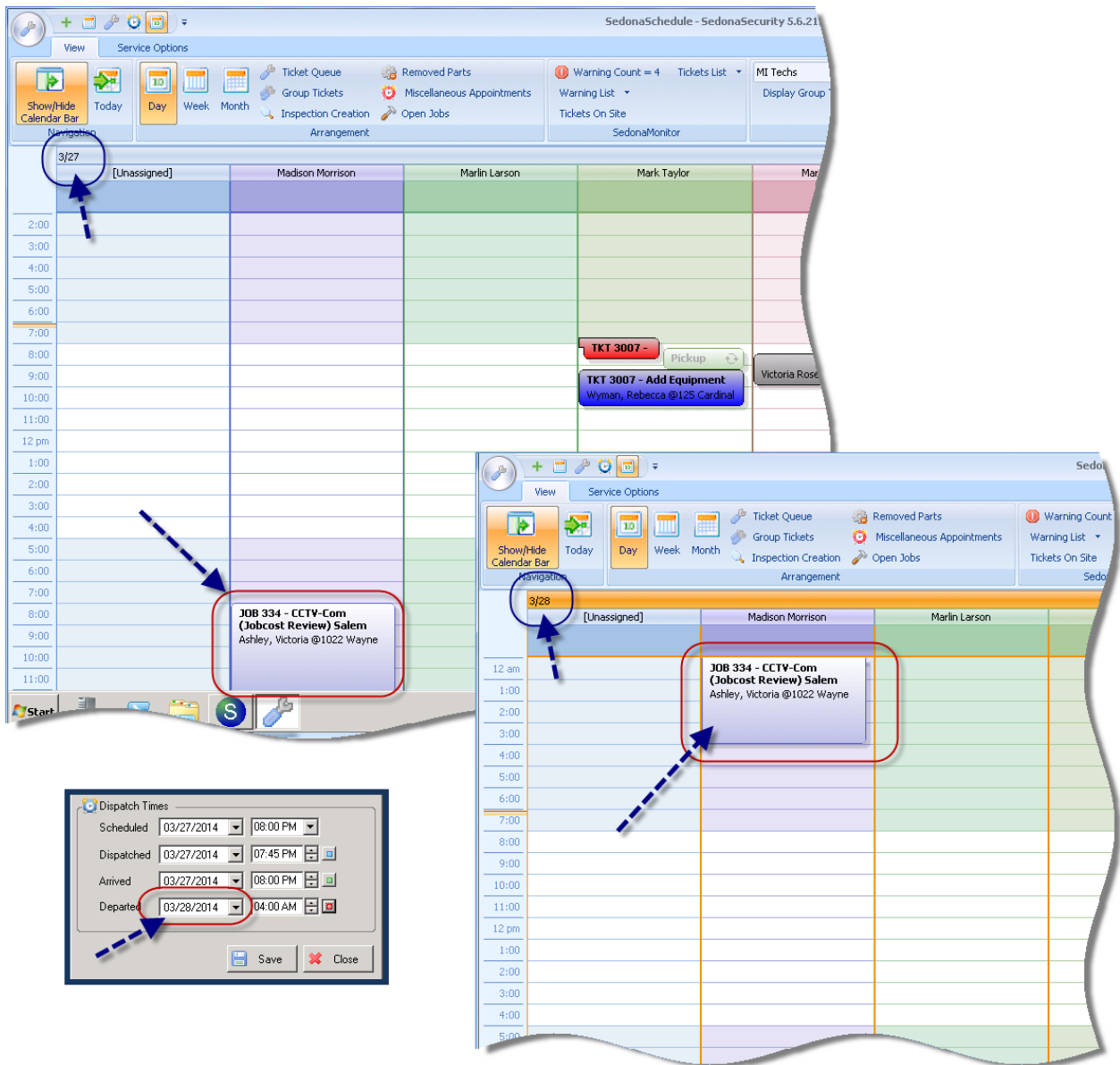
Go to Job      Schedule      Close

*Application Enhancements/Improvements (continued)*

**SedonaSchedule (continued)**

**Overnight Appointments (continued)**

Please note: when entering the departure time, you must enter the date as well.



*Application Enhancements/Improvements (continued)*

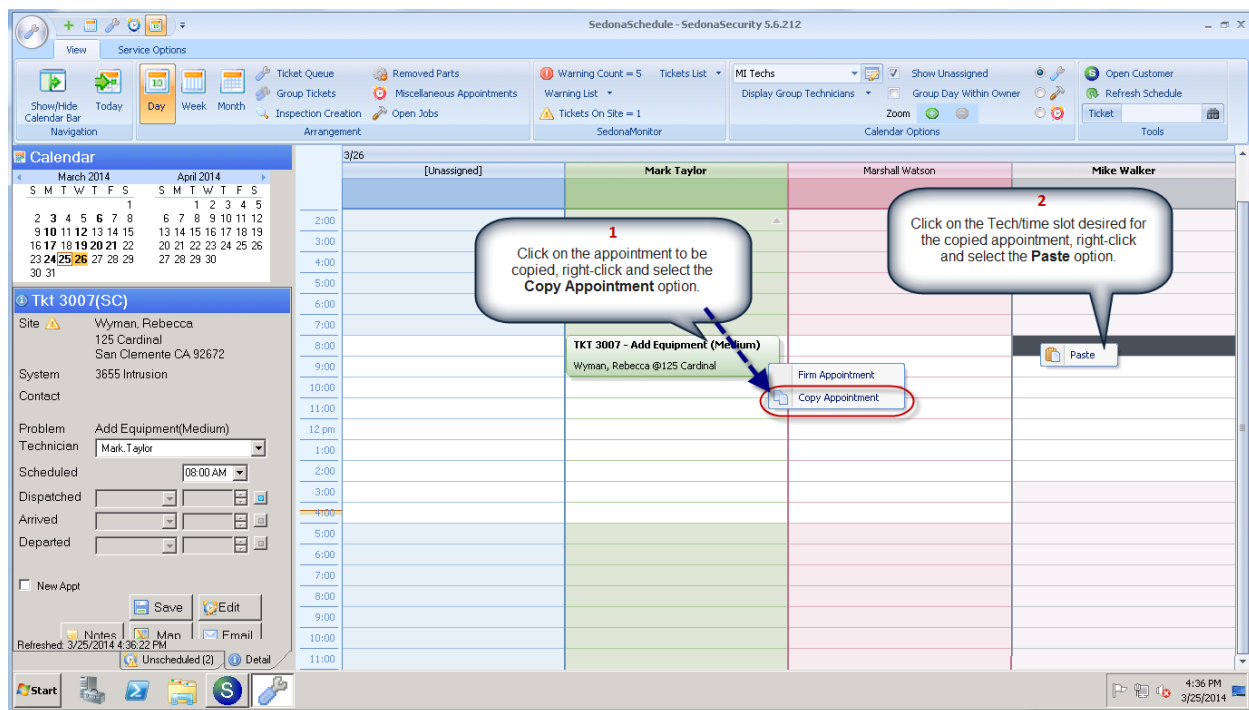
**SedonaSchedule (continued)**

**Copy Appointments**

Appointments for both Tickets and Jobs may now be copied to the same or a different Technician on the same day or a different day.

To copy an appointment, on the Schedule Board, click once on the appointment to be copied, right-click and select the option **Copy Appointment**. Either on the same day or a different day within the Schedule Board, locate the Tech/appointment slot of where you want to paste the copy of the appointment; click once on the desired timeslot, right-click and select the option **Paste**. The new appointment will be created for the same length of time as the appointment that was copied.

Note: The Copy function is not available for Tickets that have been invoiced or closed and for Job where the Job Status is Closed or Reversed.



*Application Enhancements/Improvements (continued)*

**SedonaSchedule (continued)**

**Appointment Clock Out / In Feature**

A new feature has been added to SedonaSchedule which allows you to clock out a Technician on a scheduled and dispatched appointment and clock back in. The Clock-In/Clock-Out feature facilitates managing down-time for technicians and installers. This applies to both Job and Ticket Appointments. When clocking out of a Ticket or Job appointment, the original amount of time scheduled displays on the Schedule Board ensuring that a Scheduler always knows when an employee is available or busy.

To be able to Clock Out on a Technician appointment, the appointment must be either dispatched or arrived. Once an appointment has been departed, the Clock Out/Clock In feature is no longer available.

***How it Works***

When Clocking Out on an appointment, the application ends the original appointment and creates a Miscellaneous appointment that will span to the end of the originally scheduled appointment. When Clocking In, the Miscellaneous appointment is ended and a new Technician Appointment is created for the remaining duration of the original appointment.

When the Clock-Out is selected, the User selects from the Miscellaneous Appointment Types for the reason of the Clock-out. When Clocking back in, the User may select from the Job Labor Tasks for the type of Labor being performed for the remainder of the appointment. For Jobs, when creating the Job Appointment, if a Labor Task was selected from the Job Scheduling form, this Labor Task will be the default when the Clock-In is performed. If no Labor Task was selected, when originally scheduling the Job, the user will need to make a selection from the drop-down list.

Examples of how to use the Clock-In/Clock-Out feature is continued on the next page.

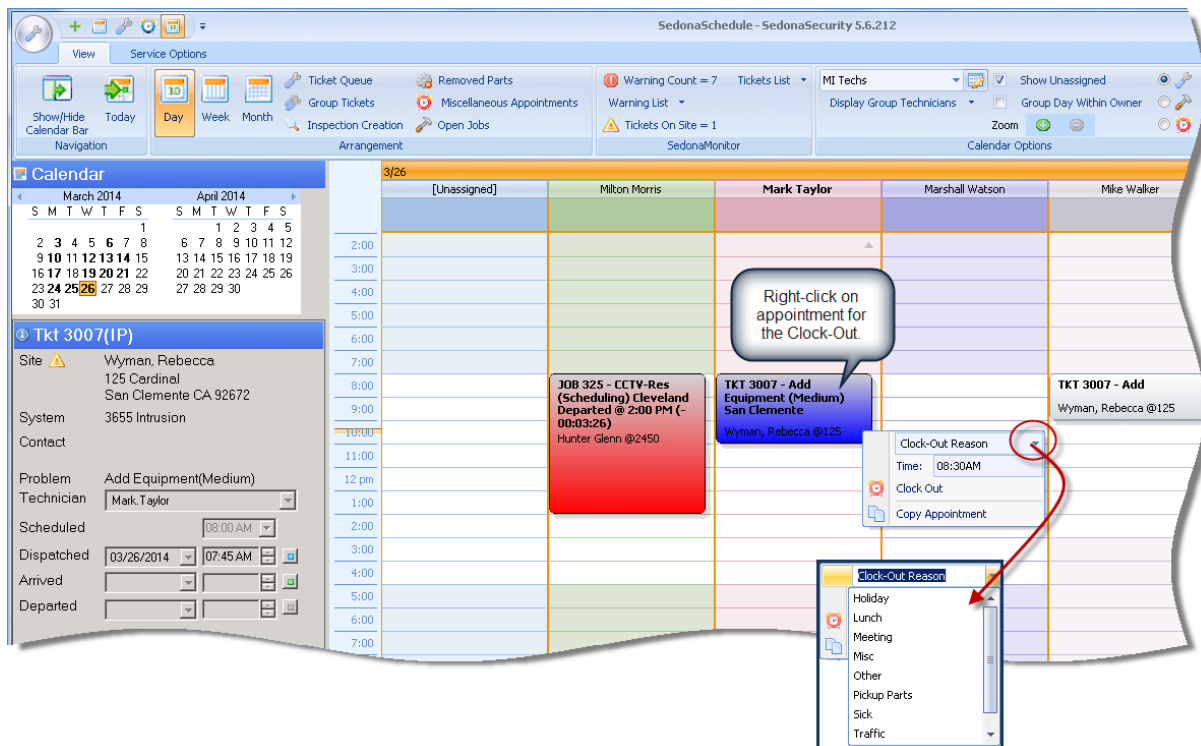
*Application Enhancements/Improvements (continued)*

**SedonaSchedule (continued)**

**Using the Clock-Out / Clock-In Feature - Tickets**

To be able to Clock-Out on, there must be a dispatched time or arrived time already entered for the Technician Ticket Appointment.

1. From the Scheduling Board, click once on the appointment for which you want to Clock-Out, right-click and select the Clock-Out option.
2. In the Clock-Out Reason field, click on the drop-down arrow and select from the list. The list displayed in the drop-down list originate from the Miscellaneous Appointment Type setup.

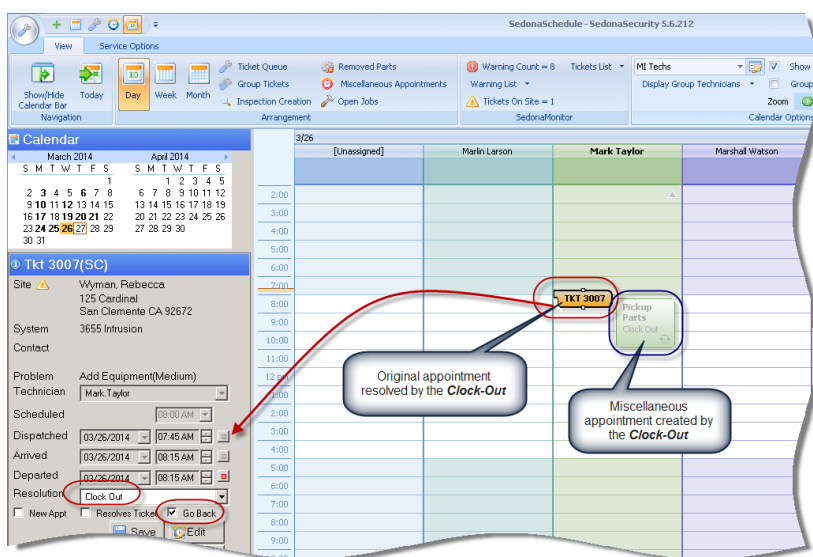
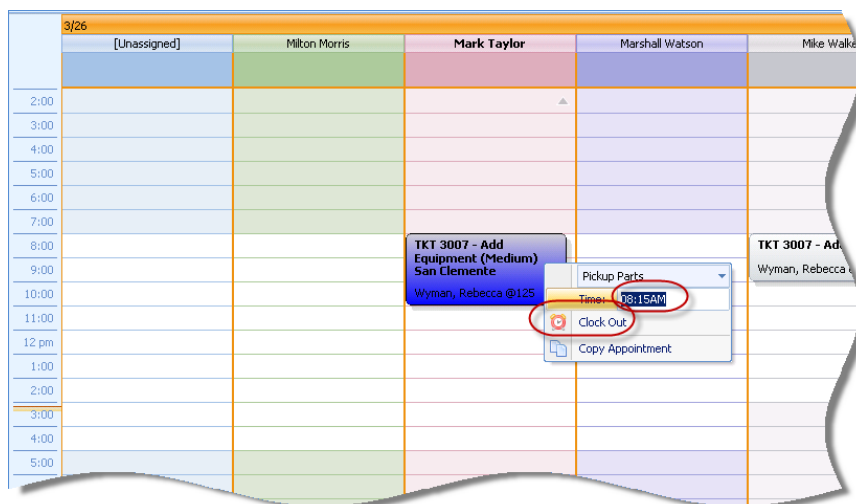


*Application Enhancements/Improvements (continued)*

**SedonaSchedule (continued)**

**Using the Clock-Out / Clock-In Feature-Tickets (continued)**

- Press the **Tab** key on your keyboard which will advance the cursor to the *Time* button, then press the **Enter** on your keyboard which will move the cursor to the time field. Type in the clock-out time, then click on the **Clock Out** option.  
The clock-out time may be entered in twelve-hour format, or military time. *You must enter four digits.* If no "A" or "P" is entered after the time, military time is assumed. (Note that the "M" is not required for AM or PM.) If no time is entered, the clock-out time is assumed the current time on your computer (now).

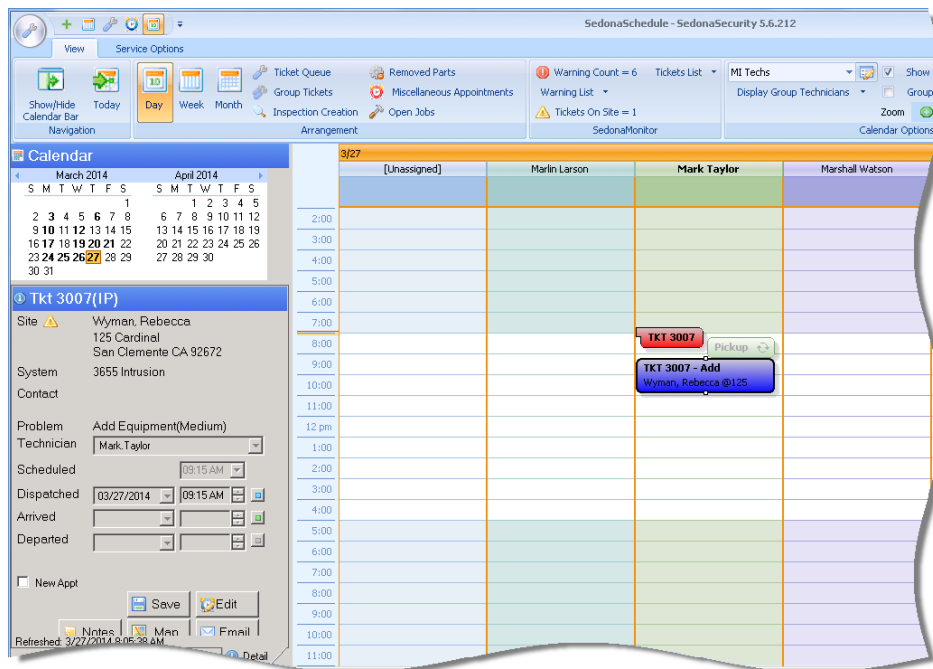
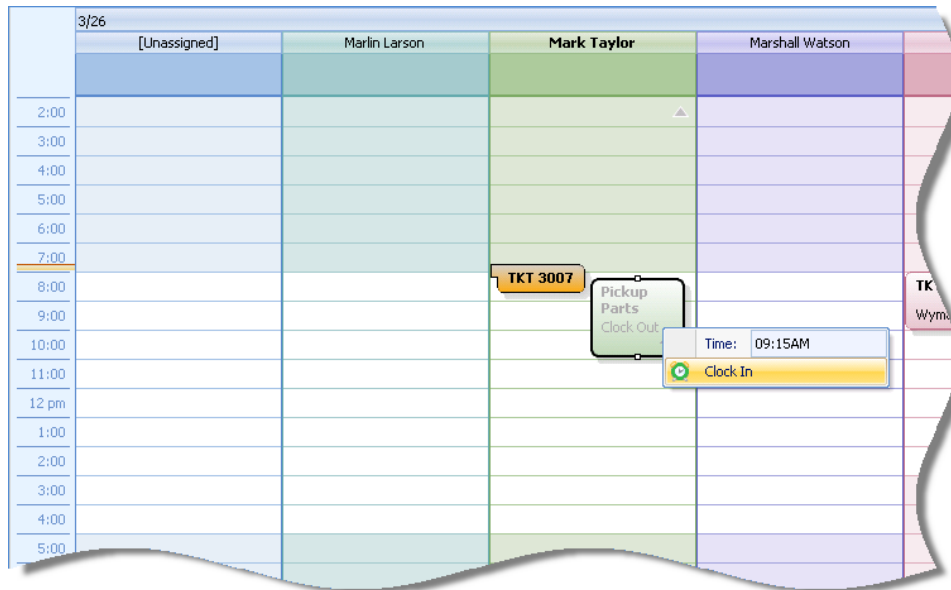


*Application Enhancements/Improvements (continued)*

**SedonaSchedule (continued)**

**Using the Clock-Out / Clock-In Feature-Tickets (continued)**

- To Clock back In to the Technician Appointment, click once on the Miscellaneous “Clock-Out” appointment, right-click then press the *Tab* key, then the **Enter** key; the cursor should now be in the field to enter the Clock-In time. Enter the time, and then click on the **Clock-In** button.



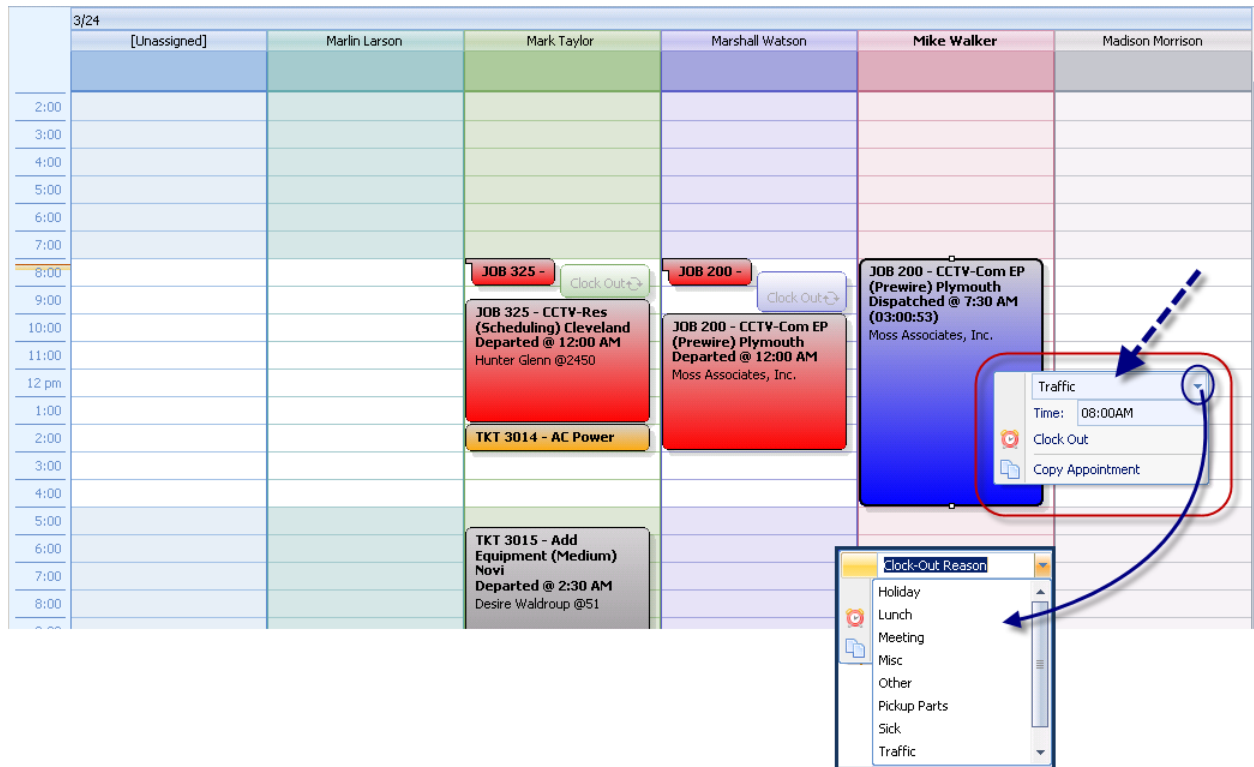
*Application Enhancements/Improvements (continued)*

**SedonaSchedule (continued)**

**Using the Clock-Out / Clock-In Feature - Jobs**

To be able to Clock-Out on, there must be a dispatched time or arrived time already entered for the Technician Job Appointment.

1. From the Scheduling Board, click once on the appointment for which you want to Clock-Out, right-click and select the Clock-Out option.
2. In the Clock-Out Reason field, click on the drop-down arrow and select from the list. The list displayed in the drop-down list originate from the Miscellaneous Appointment Type setup.





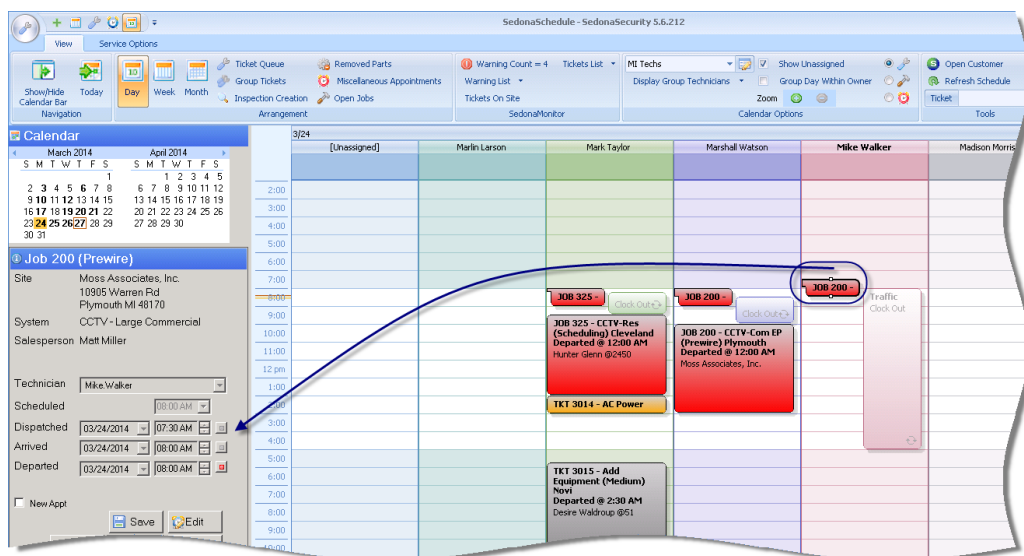
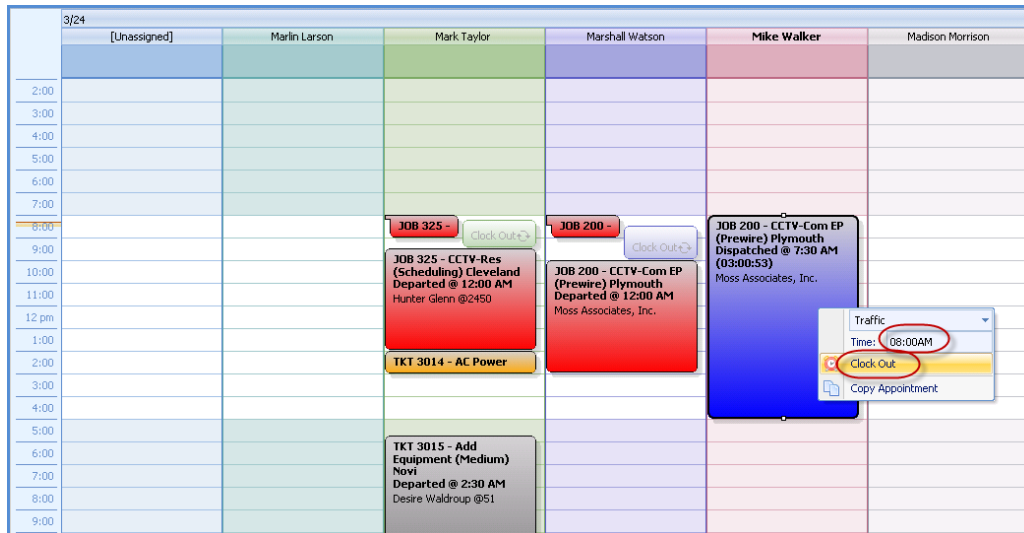
*Application Enhancements/Improvements (continued)*

**SedonaSchedule (continued)**

**Using the Clock-Out / Clock-In Feature – Jobs (continued)**

- Press the **Tab** key on your keyboard which will advance the cursor to the **Time** button, then press the **Enter** on your keyboard which will move the cursor to the time field. Type in the clock-out time, then click on the **Clock Out** option.

The clock-out time may be entered in twelve-hour format, or military time. *You must enter four digits.* If no “A” or “P” is entered after the time, military time is assumed. (Note that the “M” is not required for AM or PM.) If no time is entered, the clock-out time is assumed the current time on your computer (now).

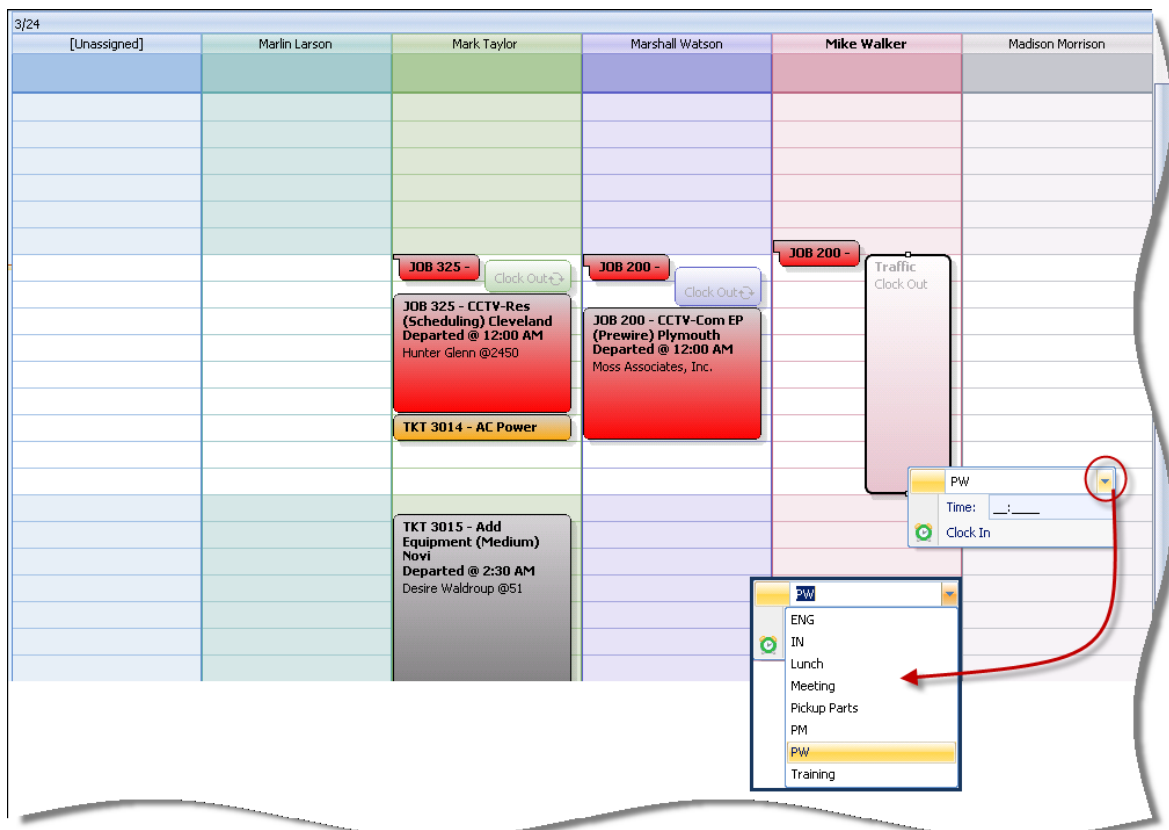


*Application Enhancements/Improvements (continued)*

**SedonaSchedule (continued)**

**Using the Clock-Out / Clock-In Feature – Jobs (continued)**

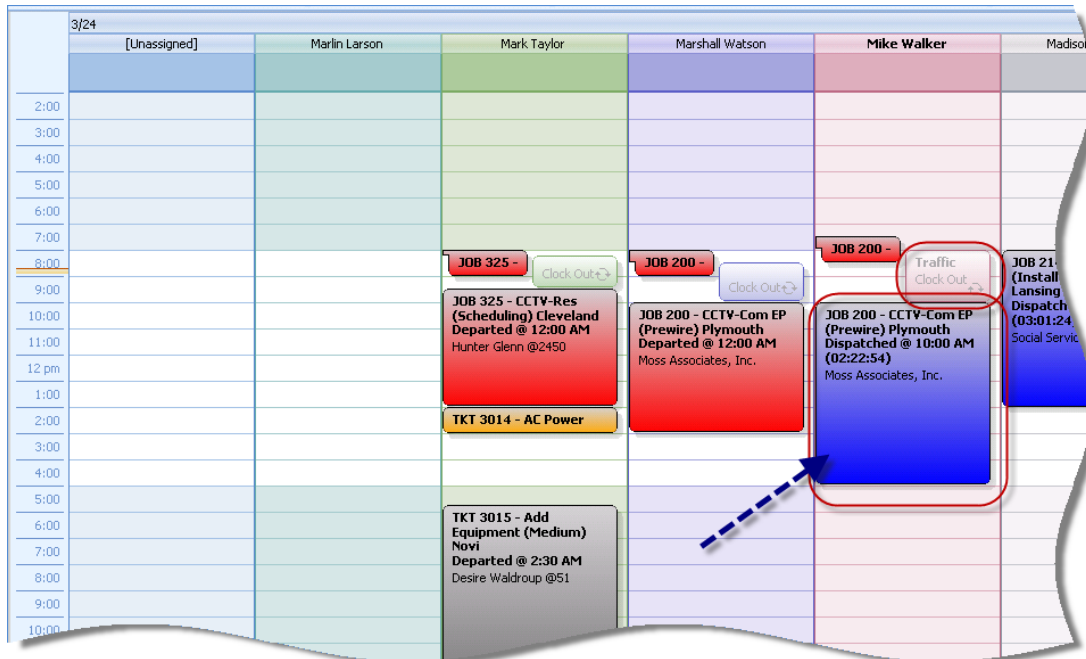
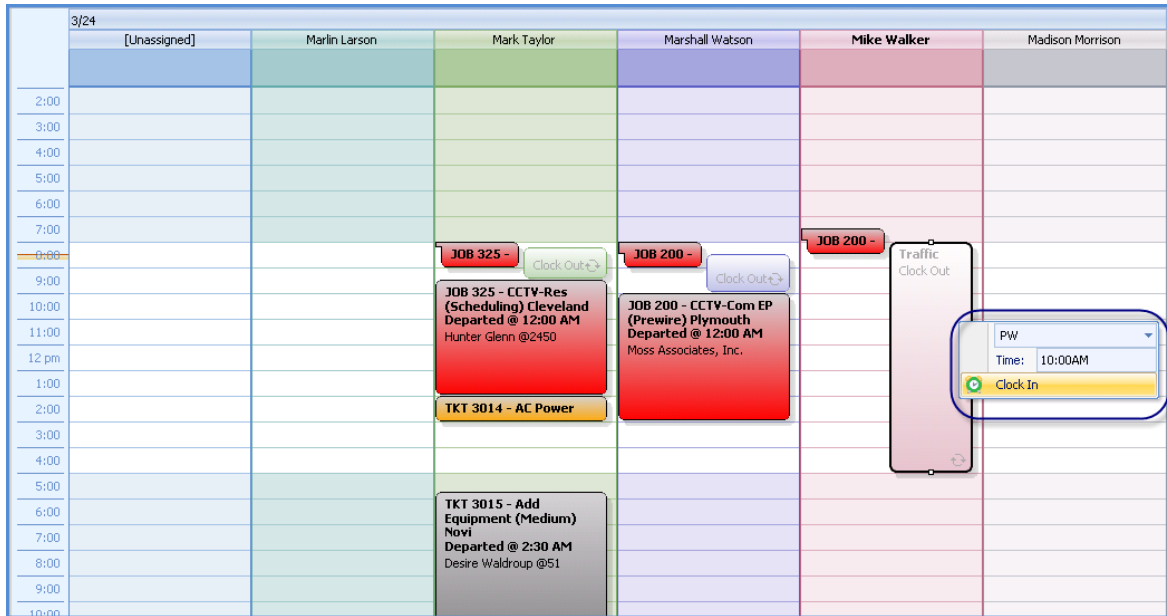
- To Clock back In to the Technician Job Appointment, click once on the Miscellaneous “Clock-Out” appointment then right-click. The first field is the Labor Task – if a Labor Task was selected when originally scheduling the Job Appointment, that Labor Task will default into the Labor Task field. If no Labor Task was selected when originally scheduling the Job Appointment, you must make a selection from the drop-down list. Next press the **Tab** key, then the **Enter** key; the cursor should now be in the field to enter the Clock-In time. Enter the time, and then click on the **Clock-In** button.



*Application Enhancements/Improvements (continued)*

**SedonaSchedule (continued)**

**Using the Clock-Out / Clock-In Feature – Jobs (continued)**



*Application Enhancements/Improvements (continued)*

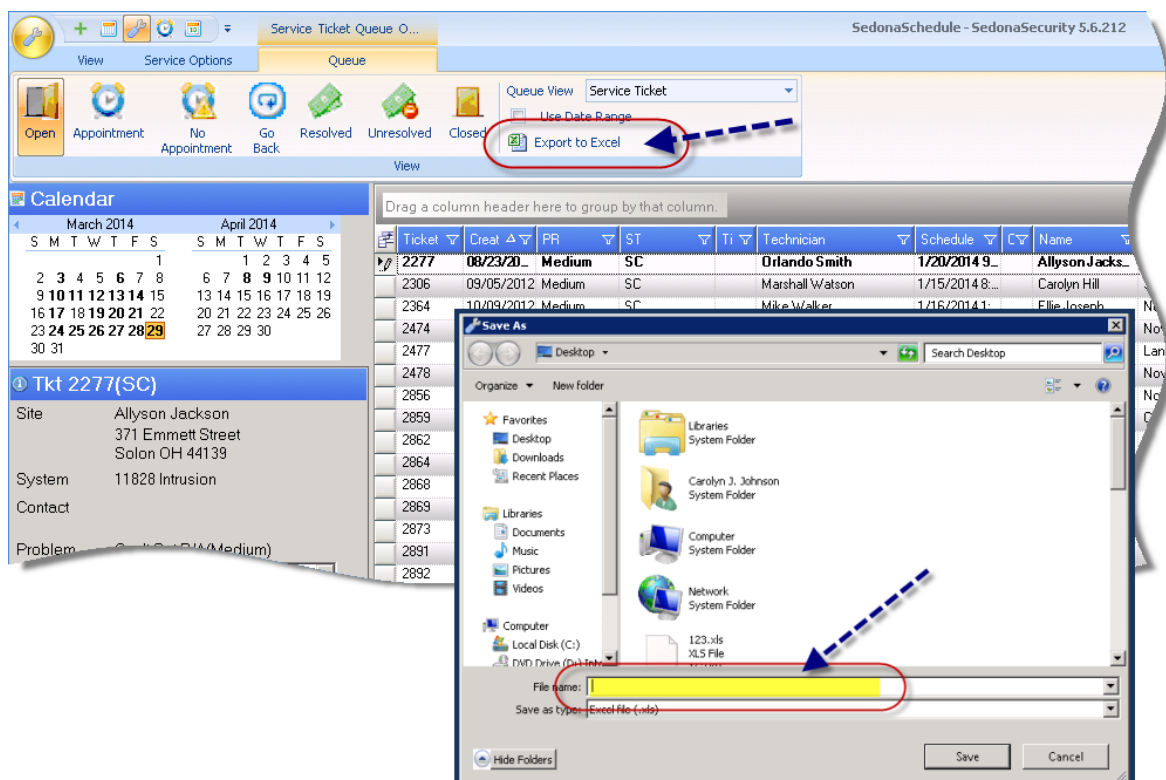
**SedonaSchedule (continued)**

**Ticket Queue – Export to Excel**

A new feature has been added to SedonaSchedule which allows you to export the current view of the Ticket Queue to an Excel file. Many SedonaOffice customers have requested the ability to print the Ticket Queue as you were able to do in the “Old” Service module, however due to increased number of fields now available, a printed report would look very “messy”. Our solution was to provide the export to Excel function so as to allow the user to adjust the exported data as desired for printing.

The Export to Excel feature will work when in normal view of a Ticket Queue or when groupings have been added. Further, the exported data will contain only one header row, so you do not have to remove header rows from each page.

To use this new feature, navigate to the Ticket Queue and click on the *Export to Excel* button. The Windows “Save As” form will be displayed; enter a name for the file and select the save location, then click on the *Save* button.



*Application Enhancements/Improvements (continued)*

**SedonaSchedule (continued)**

**Ticket Queue – Export to Excel (continued)**

Below is an example of the Ticket Queue exported without groupings.

	A	B	C	D	E	F	G	H	I	J	L	M	N	O
1	Ticket	Created On	PR	ST	Technician	Scheduled	Cust Comments	Name	City	State	Problem	Service Lvl	Resolution Code	Customer Number
2	2277	8/23/2012 2:31 PM	Medium	SC	Otando Smith	1/20/2014 9:00 AM		Alyson Jackson	Solon	OH	Can't Set B/A	Fire Com	N/A	8732
3	2306	9/5/2012 9:56 AM	Medium	SC	Marshall Watson	1/15/2014 8:00 AM		Carolyn Hill	Salem	MI	AC Power Failure	T&M-Res	N/A	39975
4	2364	10/9/2012 10:18 AM	Medium	SC	Mike Walker	1/16/2014 1:00 PM		Elie Joseph	Novi	MI	Zone Trouble	T&M-Res	N/A	10425
5	2474	12/4/2012 9:32 AM	Medium	SC	Mark Taylor	1/16/2014 8:00 AM		Jay Smith	Novi	MI	AC Power Failure	T&M-Res	N/A	14934-9
6	2477	12/6/2012 9:04 AM	Medium	SC	Marlin Larson	1/16/2014 8:00 AM		C & J Restaurant	Lansing	MI	Add Equipment	SVC Cont-Com	N/A	12102
7	2478	12/6/2012 9:04 AM	Medium	SC	Marshall Watson	1/16/2014 2:00 PM		Franklin Miles	Novi	MI	Add Equipment	T&M-Res	N/A	16870
8	2856	1/14/2014 10:34 AM	Medium	RS			testing equipment	Elizabeth Wyman	Novi	MI	Add Equipment	T&M-Res	Code Changes-B	5789
9	2859	1/14/2014 4:40 PM	Medium	SC	Marshall Watson	2/12/2014 2:00 PM		Elite Karate	Canton	MI	Camera	SVC Cont-Com	N/A	10023
10	2862	1/15/2014 8:58 PM	Medium	SC	Mike McKenzie	1/20/2014 11:00 AM	Testing Customer Items default pricing	Wyman, Rebecca	San Clemente	CA	AC Power Failure	T&M-Res	N/A	176
11	2864	1/20/2014 3:33 PM	Medium	SC	Marshall Watson	1/21/2014 12:00 PM	Phone in elevator 2 is not functioning - no communication	Hoffman Auto Group	Canton	MI	Zone Trouble	SVC Cont-Com	N/A	10024-6
12	2868	1/21/2014 4:24 PM	Low	RS	Mike McKenzie	1/21/2014 8:00 AM	Survey Site - take site condition pictures.	Ralston, Doug	Plymouth	MI	Site Survey	T&M-Res	1 Add	198
13	2869	1/21/2014 4:34 PM	Low	GB	Milton Morris	1/21/2014 10:15 AM		Ralston, Doug	Plymouth	MI	PM	T&M-Res	Go Back	198
14	2873	1/23/2014 10:10 AM	Medium	SC	Mark Taylor	1/23/2014 4:00 PM		Martin Gray	Novi	MI	AC Power Failure	T&M-Res	N/A	11141
15	2891	1/23/2014 2:17 PM	Medium	DP	Marlin Larson	1/23/2014 4:30 PM	testing support ticket 64793 - billing increments of 1 minute	Dispatch, From	Canton	MI	AC Power Failure	From Dispatch-01	N/A	77000
16	2892	1/23/2014 2:21 PM	Medium	DP	Marshall Watson	1/23/2014 4:30 PM	Testing support ticket 64793 - 5 min billing increments.	Dispatch, From	Canton	MI	AC Power Failure	From Dispatch-05	N/A	77000

Below is an example of the Ticket Queue exported with groupings.

	A	B	C	D	E	G	H	I	J	K	M	O	P	Q
1	City: Bay City (1 item)													
2														
3		Ticket	Created On	PR	ST	Technician	Scheduled	Cust Comments	Name	Stat	Problem	Resolution Code	Customer Number	Customer Name
4		2499	12/11/2012 1:50 PM	Medium	CL	Mark Taylor	8/29/2013 5:30 PM		Bay View Realty	MI	Add Equi 4 Replace		39971	Bay View Realty
5														
6	City: Canton (51 items)													
7														
8		Ticket	Created On	PR	ST	Technician	Scheduled	Cust Comments	Name	Stat	Problem	Resolution Code	Customer Number	Customer Name
9		2004	1/5/2012 1:15 PM	Medium	CL	Marshall Watson	1/5/2012 8:45 AM		Annette Smith	MI	Keypad 14 Replace		27502-84	Annette Smith
10		2013	3/5/2012 8:52 AM	Medium	CL	Marlin Larson	3/5/2012 9:45 AM	cannot arm panel	Catherine Shepher	MI	Can't Set 4 Replace		43370	Shepherd, Catherine
11		2019	3/5/2012 8:52 AM	Medium	CL	Mike Walker	3/5/2012 9:00 AM		Kamryn Long	MI	Zone Trc 3 Repair		46377	Long, Kamryn
12		2020	3/5/2012 8:52 AM	Medium	CL	Marshall Watson	3/5/2012 9:15 AM	Add new motion to new o	Blake Harmon	MI	Add Equi 1 Add		43371	Harmon, Blake
13		2028	4/5/2012 6:52 AM	Medium	CL	Marshall Watson	4/5/2012 10:00 AM	cannot arm system	Gabriella Sawyer	MI	Keypad 14 Replace		37710	Sawyer, Gabriella
14		2029	4/5/2012 6:52 AM	Medium	CL	Mark Taylor	4/5/2012 10:00 AM		Samuel Williams	MI	Low Batt 4 Replace		2106-205	Samuel Williams
15		2032	5/2/2012 6:15 AM	Medium	CL	Mark Taylor	5/2/2012 8:15 AM	add new exterior camera	Mercury Equip Leas	MI	Add Equi 1 Add		2537	Mercury Equip Leasing Co
16		2090	6/5/2012 4:12 PM	Medium	CL	Mark Taylor	6/5/2012 10:00 AM		Julianne Collins	MI	Can't Set 3 Repair		26036	Collins, Julianne
17		2091	6/5/2012 4:16 PM	Medium	CL	Marlin Larson	6/5/2012 11:15 AM		Julianne Collins	MI	AC Powe 2 Clean		26036	Collins, Julianne
18		2120	6/19/2012 2:18 PM	Medium	CL	Marlin Larson	6/19/2012 8:00 AM	cannot arm system	Carol Miller	MI	Can't Set 4 Replace		2106-137	Carol Miller
19		2229	8/13/2012 9:50 AM	Medium	CL	Marlin Larson	8/13/2012 9:00 AM	add new keypad located	Kathleen George	MI	Add Equi 1 Add		10761	George, Kathleen
20		2231	8/14/2012 8:26 AM	Medium	CL	Mike McKenzie	12/6/2012 11:00 AM		Hoffman Auto Grou	MI	Can't Set 4 Replace		10024-5	Hoffman Auto Group
21		2305	9/5/2012 8:48 AM	Medium	CL	Mike McKenzie	9/4/2012 8:00 AM		Christopher Hill	MI	Add Equi 1 Add		25717	Hill, Christopher
22		2315	9/6/2012 10:06 AM	Low	CL	Mark Taylor	8/7/2012 12:30 PM		Conley Stephens	MI	Code Changes In Respon		56320	Stephens, Conley

*Application Enhancements/Improvements (continued)*

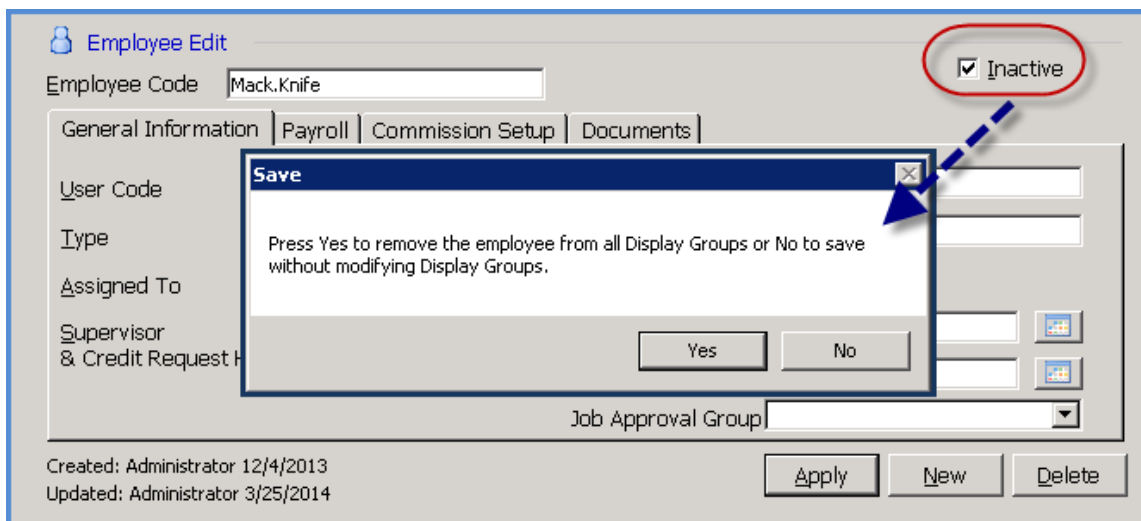
**SedonaSetup**

**Employee Setup**

When attempting to inactivate an Employee record for an Installer or Technician that is linked to one or more Display Groups within SedonaSchedule, a pop-up message will be displayed to the User asking if you wish to remove the Employee from all Display Groups.

**Note 1:** Before Inactivating an Employee that is in a display group in SedonaSchedule, make certain to move any appointments that are currently scheduled with the employee.

**Note 2:** If you click on the *No* button, the Technician will still appear on the SedonaSchedule board, but will not be present in the list of employees in the Display Group Edit. If you change your mind and want to remove that employee from the SedonaSchedule Board, you must reactivate the Employee record in SedonaSetup [and Save], then inactivate again to receive the message box again.

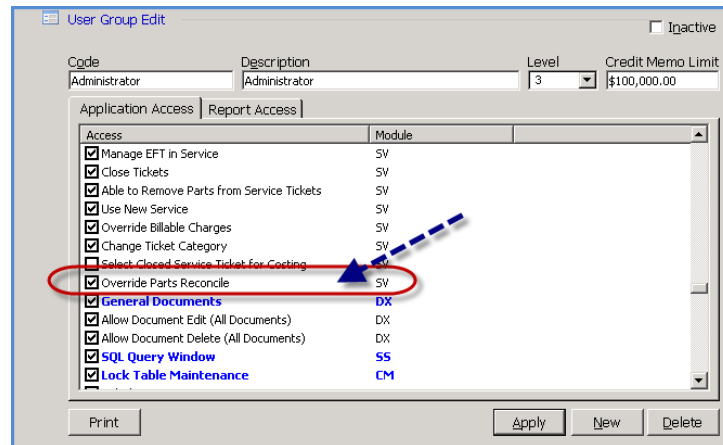


*Application Enhancements/Improvements (continued)*

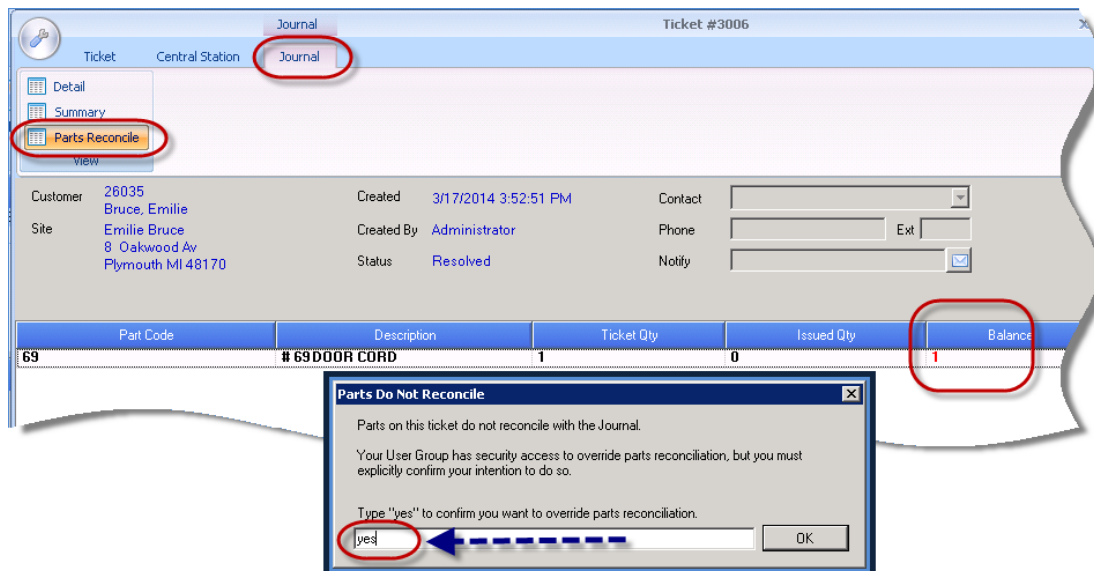
**SedonaSetup (continued)**

**User Group Setup**

A new security option has been added to the SV (service) area of User Group Application Access. This new option is labeled "Override Parts Reconcile". If this security option is granted to a User's Group, if the parts on a ticket do not reconcile i.e. the number of parts required have not been issued to the ticket, the User will be able to close the ticket without forcing a reconciliation of the parts.



For Users that have been granted this new permission, when closing a ticket, if the parts do not reconcile, a message box will be displayed where they must type in the word "yes" to confirm they want to override the parts reconciliation and close out the ticket.



## Application Corrections

### General

- **User Licenses:** Corrected a reported issue; On some client workstations, upon exiting SedonaOffice, the User was not being released in SQL. Now, unused but held slots are now set to automatically clear in 5 minutes.

### Management Summary Reports

- **Job Count by Salesperson Report:** Corrected a reported issue; The Job Count by Salesperson report was returning the results of the Prospect Count by Salesperson.

### Accounts Payable

- **A/P Bills:** Corrected a reported issue; Clicking on Bills within the Accounts Payable module would cause a front-end error message and close the application. This problem was introduced as of 5.6.210 and has been corrected.
- **Printing A/P Checks:** Corrected a reported issue; When printing checks, the words "Base Currencies" was being displayed instead of the word "Dollars".

\*\*\*\*Two Hundred Fifty Base Currencies and Zero Cents\*\*\*\*\*

- **Inventory Receipts:** Corrected a reported issue; For entered Bills that were matched to an Inventory Receipt record, the Bill date on the Inventory Receipt record was being displayed as 12/30/1899 instead of the actual Bill Date entered.

### Client Management

- **Subaccount RMR Split:** Corrected a reported issue; Application was not allowing the user to split RMR on recurring lines of Subaccounts.
- **Customer Lookup:** Corrected a reported issue; Using customer lookup, if you re-sort your search results by the customer number column and any customer number begins with a zero, the leading zero was removed and would not allow the User to open the customer.



*Application Corrections (continued)*

**Job Management**

- **Returning Parts:** Corrected a reported issue; When returning parts to stock from a Job, the application would occasionally changed the issued quantity on the Job Materials form to a negative quantity.
- **Job Imported from QuoteWerks:** Corrected a reported issue; The original quote from QuoteWerks was not being linked to the Job. This was an intermittent problem.
- **Direct Expense PO for Part with Package Quantity >1:** Corrected a reported issue; When receiving the direct expense purchase order, the cost recorded to the GL was multiplying the package cost times the number of individual pieces.
- **Customer Name on Job Banner:** Corrected a reported issue; The Customer Number instead of the Customer Name was being displayed in the Job banner.

**SedonaSchedule**

- **Overnight Appointment:** Corrected a reported issue; Attempting to schedule an appointment that spans from one day to the next would cause an error message and close SedonaService.
- **Re-Open PO on a Ticket:** Corrected a reported issue; When clicking on the Re-Open checkbox on a Purchase Order within a Ticket, the Save button was dimmed out.
- **Correcting Dispatch Times:** Corrected a reported issue; A User was attempting to correct a data entry error on the Ticket Dispatch form where the time was incorrectly entered as a future date. The application no longer allows a user to enter future dispatch dates, and was presenting an error message to the user and would not allow the editing of the dispatch time.
- **Viewing Invoice of a Closed Ticket:** Corrected a reported issue; After viewing the invoice of a closed ticket, the application was changing the ticket status to Resolved.

**Report Manager**

- **Commission Due Report:** Corrected a reported issue; An error message "Runtime Error 3704" was being displayed when trying to generate this report.