SedonaOffice
The #1 Financial Software for Security Companies

SedonaOffice Release Notice

SedonaOffice

Version 5.6.219

Last Updated: June 18, 2014

SedonaOffice

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

Overview

This document is being provided to explain enhancements, changes and application corrections made to the SedonaOffice application since the last released Version 5.6.215.

Table of Contents

Application Enhancements/Improvements

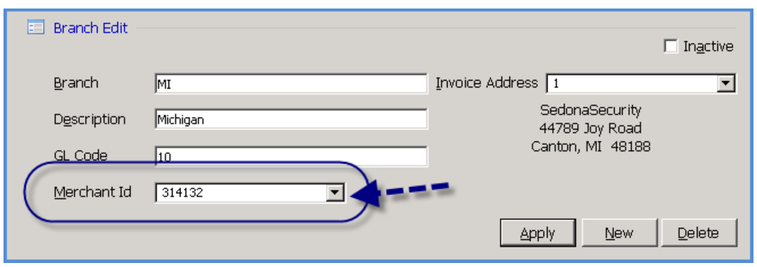
Accounts Receivable

EFT Processing with multiple Merchant ID's

New functionality has been incorporated into the EFT Processing effective with the release of SedonaOffice version 5.6.219. This new functionality will better manage EFT Batches for companies using more than one Merchant ID.

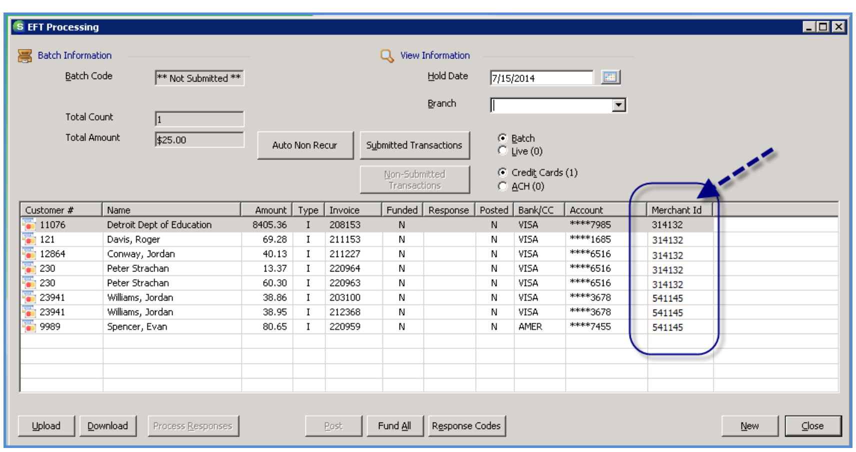
Merchant ID's are now linked to a Branch within SedonaSetup. A new field has been added to the Branch Setup form where you will select the Merchant ID number that will be used when processing EFT transactions for customers within a given Branch.

- **For SedonaOffice customers using more than one Merchant ID, make certain to submit pending transactions before you update to 5.6.219.**
- **After updating to 5.6.219, you <u>must</u> link your Branch records to the appropriate Merchant ID before submitting any new batches for funding.**



EFT Processing Form

A new field, Merchant Id, has been added to the EFT Processing form. The Merchant ID shown will be the Merchant ID that is linked to the Customer's Branch.



Customer #	Name	Amount	Type	Invoice	Funded	Response	Posted	Bank/CC	Account	Merchant Id
11076	Detroit Dept of Education	8405.36	I	208153	N		N	VISA	****7985	314132
121	Davis, Roger	69.28	I	211153	N		N	VISA	****1685	314132
12864	Conway, Jordan	40.13	I	211227	N		N	VISA	****6516	314132
230	Peter Strachan	13.37	I	220964	N		N	VISA	****6516	314132
230	Peter Strachan	60.30	I	220963	N		N	VISA	****6516	314132
23941	Williams, Jordan	38.86	I	203100	N		N	VISA	****3678	541145
23941	Williams, Jordan	38.95	I	212368	N		N	VISA	****3678	541145
9989	Spencer, Evan	80.65	I	220959	N		N	AMER	****7455	541145

Application Enhancements/Improvements (continued)

Client Management

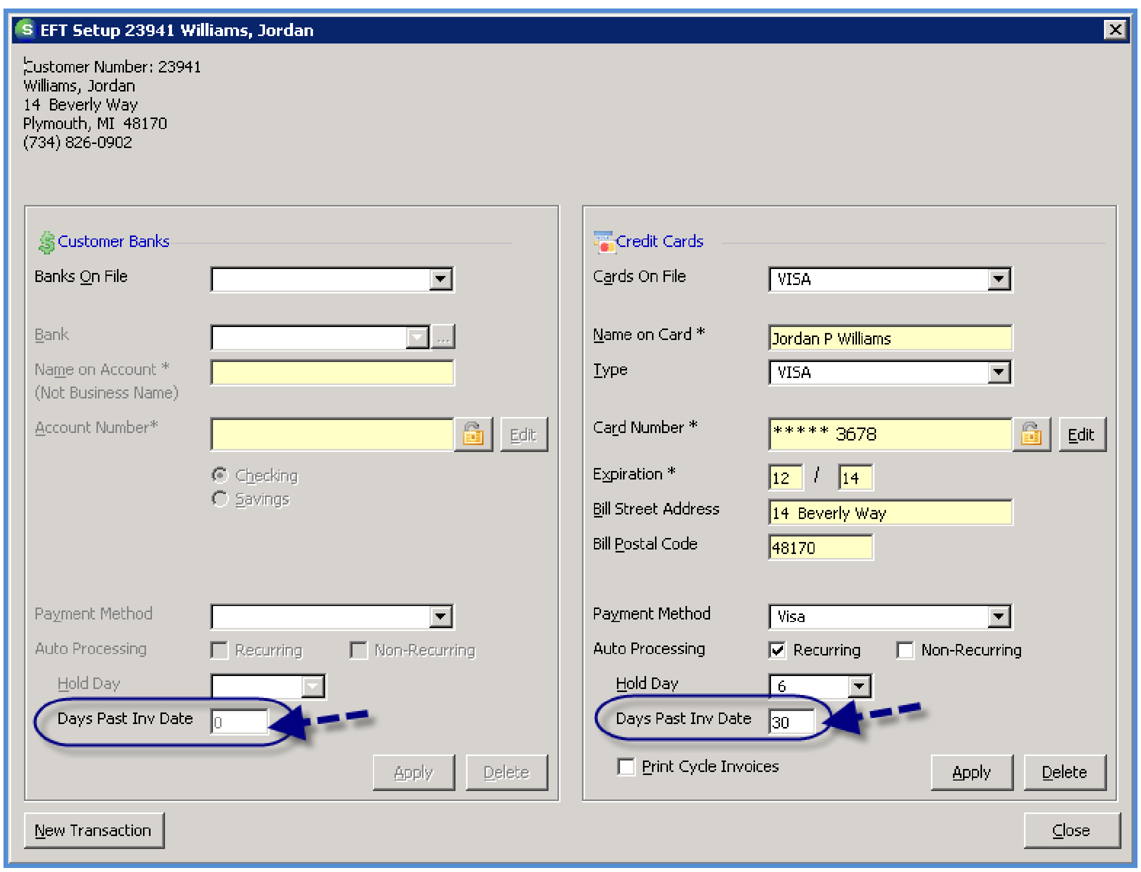
EFT Setup

A new field has been added to the EFT setup form for both Credit Cards and Customer Banks. This new field, "*Days Past Inv [Invoice] Date*", allows you to specify how many days after the Invoice Date, the EFT transaction will be available for processing. This new field overrides the current Hold Day field on the EFT setup.

A negative value may be entered into the *Days Past Inv Date* field; this would be done if you have dated your cycle invoices with a future date and want to process the EFT transactions immediately.

This new field is optional; if you leave this field set to the default value of 0, EFT's will continue to process as they did prior to the introduction of this new option.

If you would like to use this new field and would like to set all EFT records to the same value, please open a ticket on SedonaWeb, or contact support@sedonaoffice.com to request assistance.



Application Enhancements/Improvements (continued)

Client Management (continued)

EFT Setup (continued)

Functionality

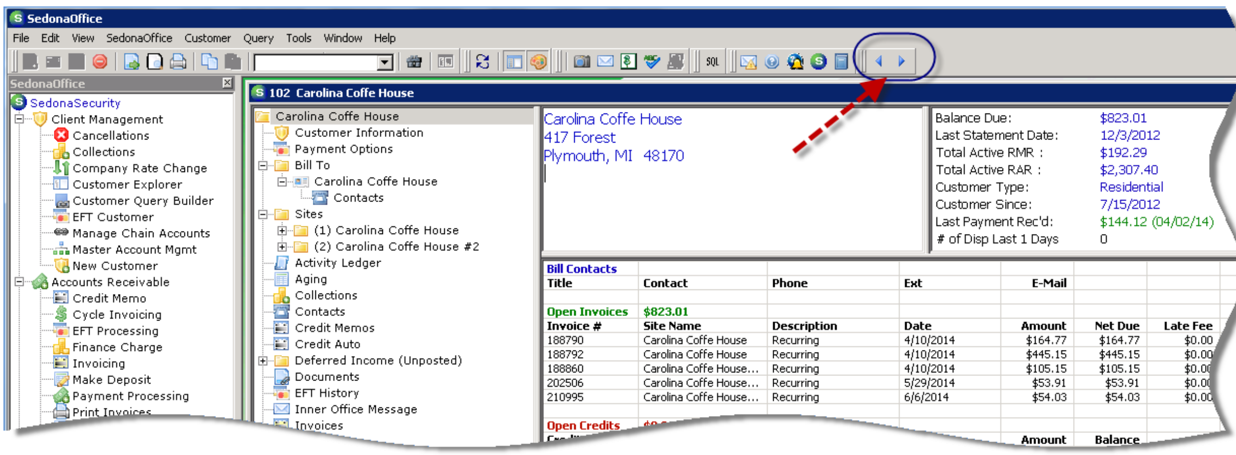
When entering a value in the *Days Past Inv Date* field, the application will add this number of days to the Invoice Date. This will populate the Hold Date field for the cycle invoice. For example, the Cycle Invoices are posted and dated 06/06/2014, and the EFT setup Days Past Inv Date field is set to 30. The EFT Hold date will be set to 07/06/2014, which is 30 days from 06/06/2014.

Application Enhancements/Improvements (continued)

Client Management (continued)

Next Customer/Previous Customer

Two new buttons have been added to the main application button toolbar which when clicked, will advance to the next customer number or the previous customer number. The new feature is only available if your customer numbers contain only numeric characters.



Application Enhancements/Improvements (continued)

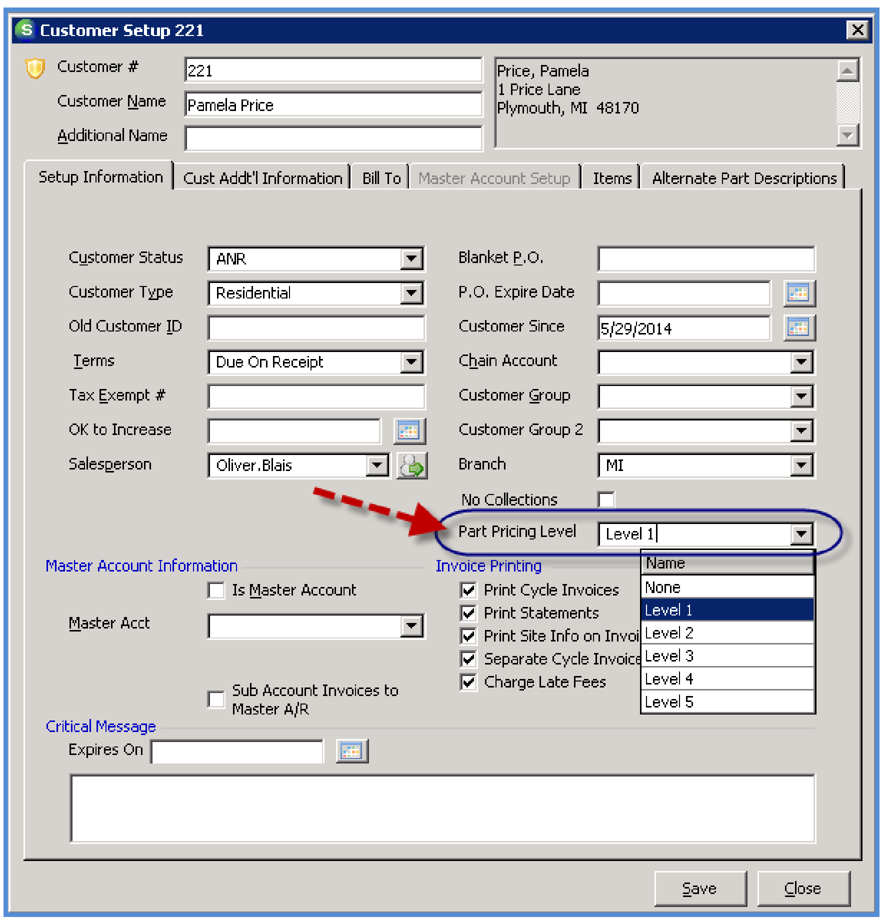
Client Management (continued)

Customer Part Pricing Level

A new field, *Part Pricing Level*, has been added to the Customer *Setup Information* form. When clicking on the drop-down arrow in this field, six options are available: None, Level 1, Level 2, Level 3, Level 4 and Level 5. These Price Levels are linked to a new *Part Price Level* setup located on the Part setup form. Five different Part Price Levels may be setup for individual Parts. Please refer to the Part Pricing Levels topic under the Inventory section of the release notice for more information on how to setup the Part Price Levels.

If a Part Pricing Level is assigned to the Customer, this will affect the calculated price to the customer for all invoices where a part is a line item on the invoice including Jobs (if the Job Type allows for billing parts individually), Service Tickets, Inspection Tickets and Miscellaneous Invoices.

The Customer Part Pricing Level will override any other business rules setup on the Service Level assigned to Tickets.

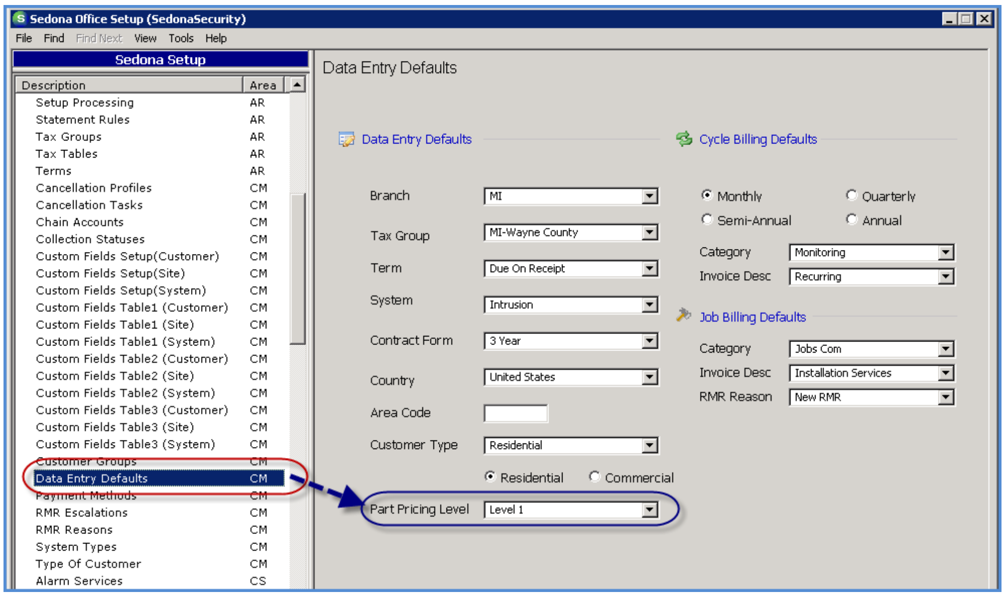


Application Enhancements/Improvements (continued)

Customer Part Pricing Level (continued)

Customer Default Part Price List

A new option has been added to SedonaSetup *CM Data Entry Defaults*, which will allow you to specify the default *Part Pricing Level* that will be used when creating new customers. You may select one of the five Part Pricing Levels or set to the option of None.

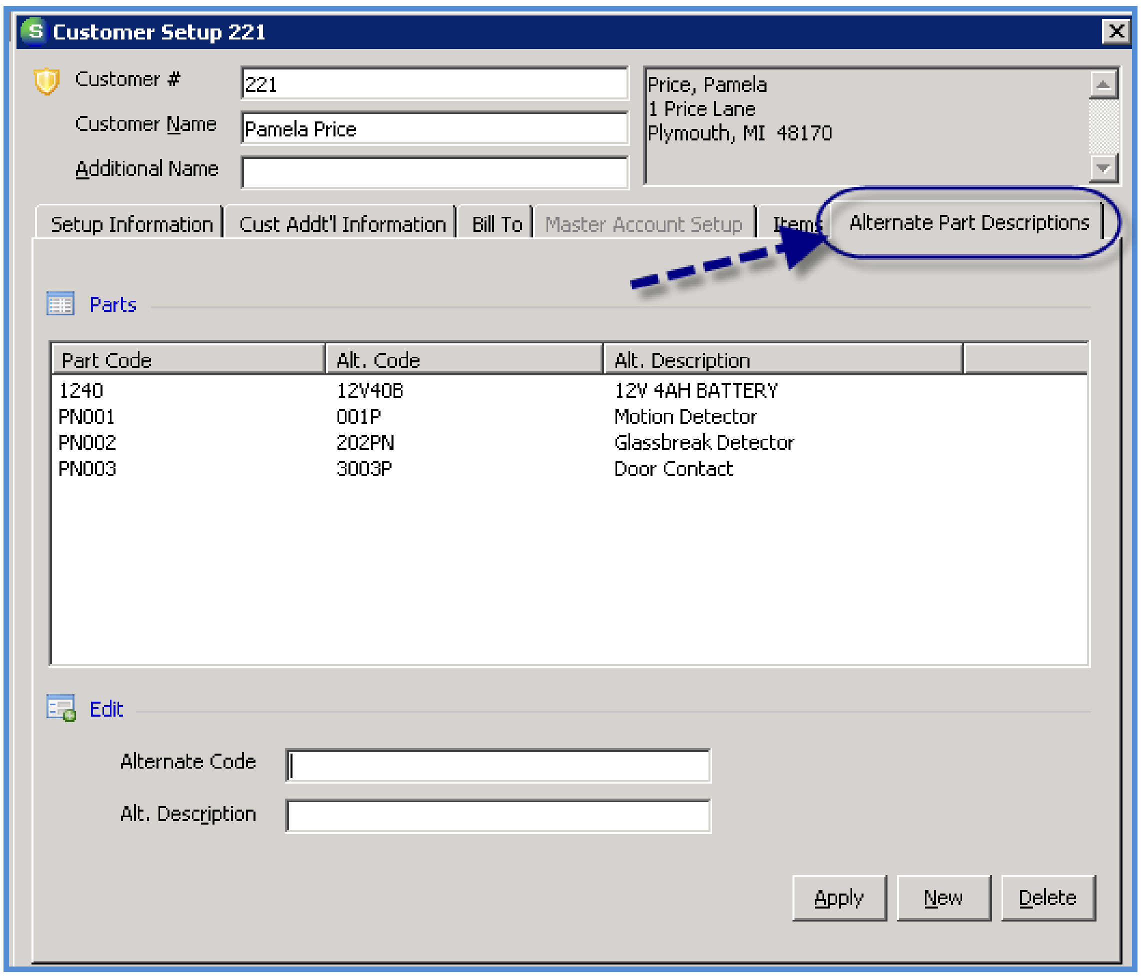


Application Enhancements/Improvements (continued)

Client Management (continued)

Alternate Part Descriptions

A new option, *Alternate Part Descriptions*, has been add to the Customer Setup. When printing a customer invoice where a part on the invoice is contained in the list of the Customer's Alternate Part Descriptions, the description printed on the invoice will use the description saved in the Customer's Alternate Part Description list. Currently this option is only available on one particular custom invoice form.



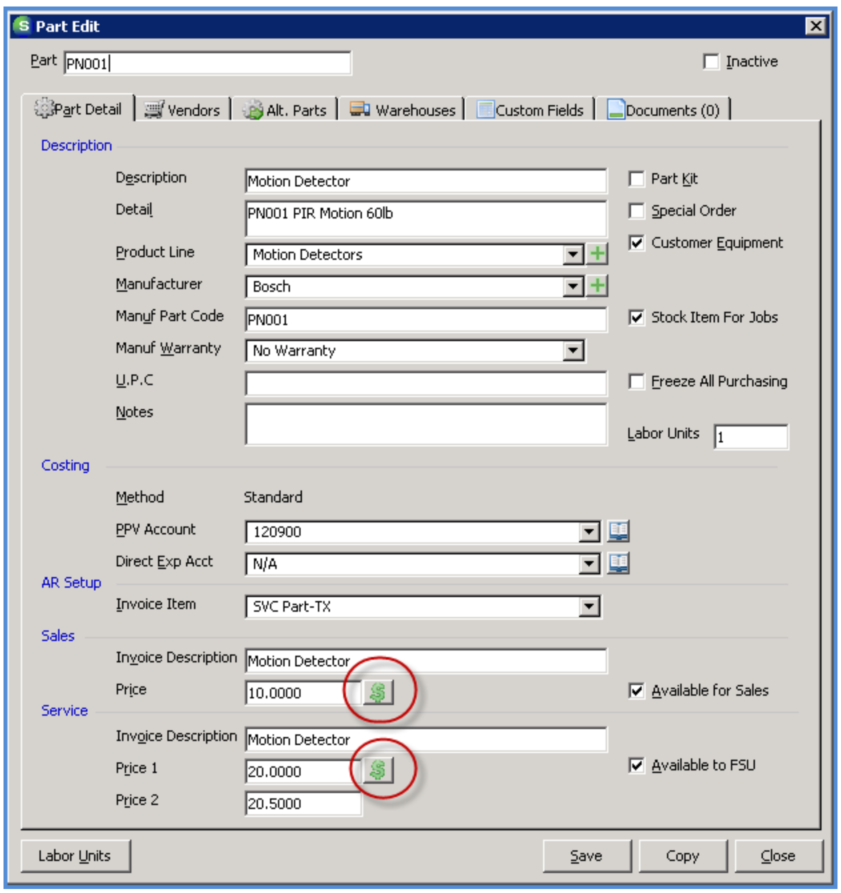
Application Enhancements/Improvements (continued)

Inventory

Part Pricing Levels

A new feature, *Part Pricing Levels*, is being introduced as of version 5.6.219. This will allow you to setup up to 5 Part Price Levels for each Part Number. Once the Part Price Levels have been created, if a Price Level is assigned to a Customer on the Customer Setup Information form, parts used on Jobs and Service Tickets will default to the Part Prices (if any) for that Price Level.

On the Part setup form, to the right of the *Sales Price* and *Service Price 1* fields is a new icon ; clicking on this icon for either the Sales Price or Service Price will open the *Part Pricing Levels* form to enter the information for up to five unique Part Price Levels.



Application Enhancements/Improvements (continued)

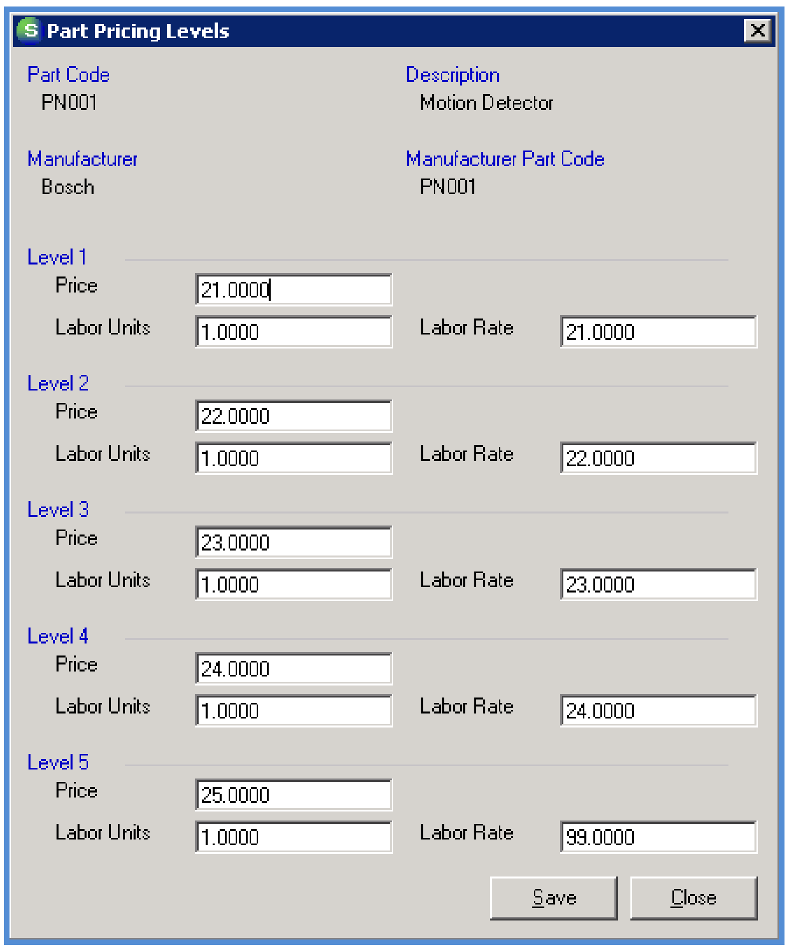
Inventory (continued)

Part Price Levels (continued)

Each Part Price Level contains three possible elements; Price, Labor Units and Labor Rate. The Price field is considered the base price of the part. You may also use a Labor Factor in conjunction with the Price field to calculate the total Price of the part.

For example, if the base part price is $21.00, the labor units value is set to 1 and the labor rate is set to $21.00, the total calculated price for the part will be $42.00.

Price + (labor units x labor rate) = total part price.



Application Enhancements/Improvements (continued)

Inventory (continued)

Transfer Requests

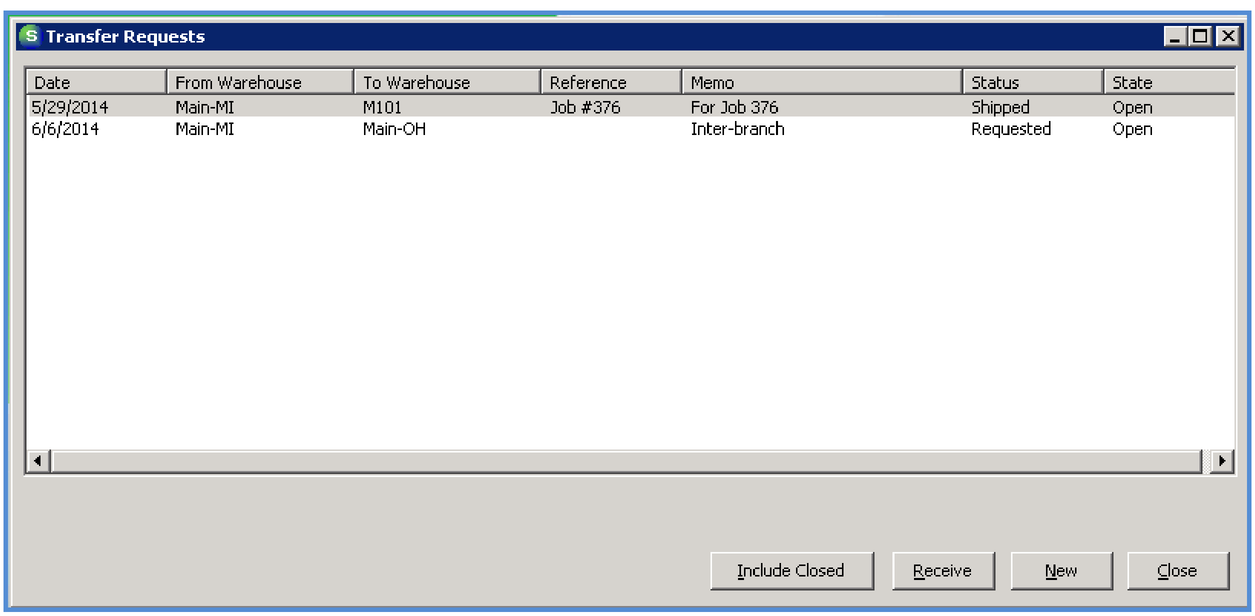
A new feature, *Transfer Requests* is incorporated into SedonaOffice as of version 5.6.219. This new feature changes the functionality of the Bulk Transfers that were previously performed from the main application Inventory menu.

The new Transfer Request feature was designed primarily for transferring parts from one branch warehouse to another, and providing tracking dates as to when the parts were shipped and when the destination warehouse actually received the parts.

When selecting the Transfers option from the Inventory menu, the new Transfer Requests list will be displayed. Any transfers that have not been completely received will be listed. From the Transfer Requests list, a new Transfer Request may be created, and existing Transfer Requests may be received or modified prior to receiving. Closed Transfer Requests may be opened and viewed by clicking on the *Include Closed* button.

Any Transfers made prior to updating to 5.6.219 will be listed when selecting the *Include Closed* button.

Single part Transfers may still be performed from a Part Explorer record without having to use the Transfer Requests Inventory option.



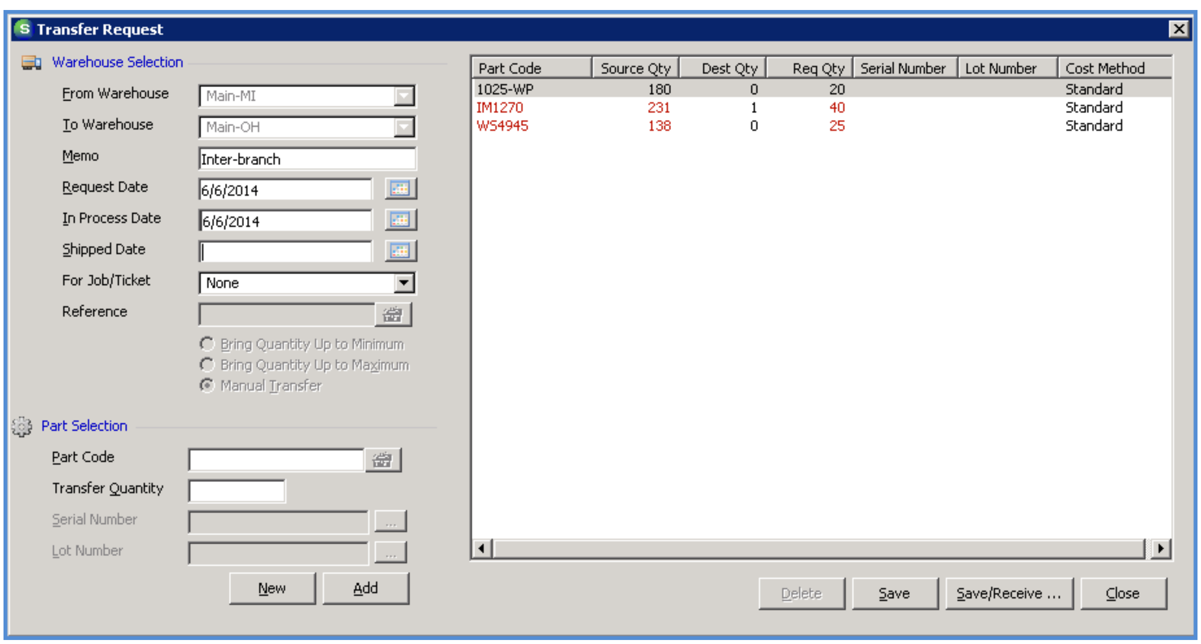
Application Enhancements/Improvements (continued)

Inventory (continued)

Transfer Requests Functionality-Shipped Parts

To create a new Transfer Request, click on the *New* button located at the bottom of the Transfer Requests List. The Transfer Request form will be displayed.

- Select the *From Warehouse* and the *To Warehouse* from the drop-down lists
- Enter a *Memo* – this field will allow up to 255 characters.
- Select the *Request Date*.
- The *In Process Date* would be selected when the parts are being pulled from stock. This may be entered at a later time. Once an In Process Date has been entered, the status of the Transfer Request will be changed to In Process.
- The *Shipped Date* would be selected when the parts have actually been shipped to the receiving warehouse. This may be entered at a later time. Once a Shipped Date has been entered, the status of the Transfer Request will be changed to Shipped.
- *For Job/Ticket* - If the Parts are for a Job or Ticket, you may click on the drop-down arrow and select either Job or Service. If Job or Service is selected, in the Reference field, click on the lookup button to the right of the field to select the Job or Ticket number.
- In the lower area of the form, select the first part number and enter the quantity to be transferred. Click on the Add button. Continue until all parts needed have been added.
- When finished, click on the *Save* button located at the lower right of the form.

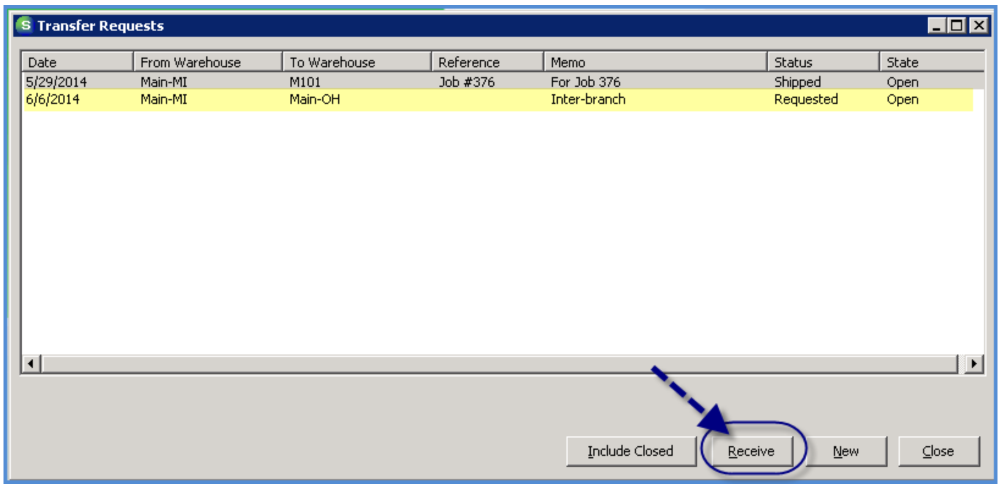


Application Enhancements/Improvements (continued)

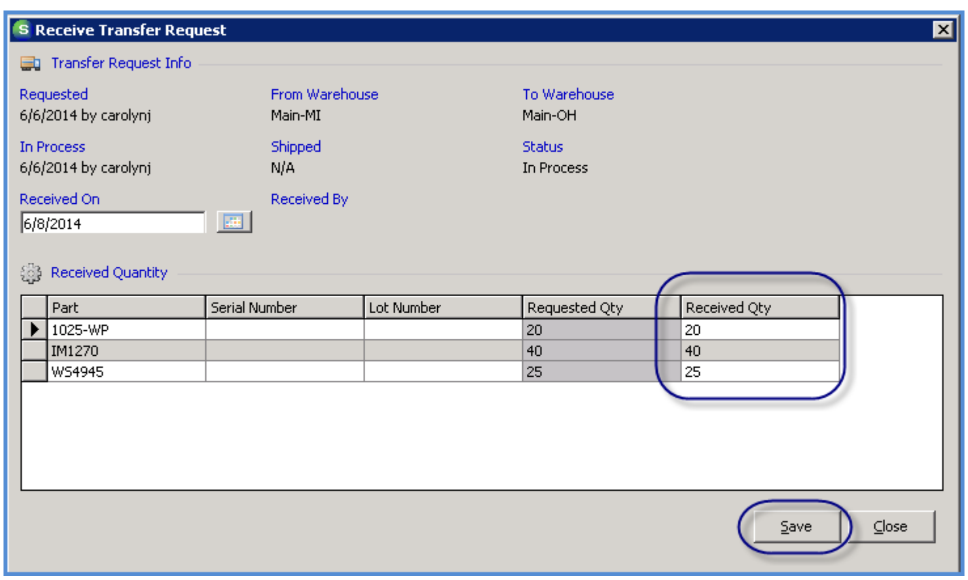
Inventory (continued)

Transfer Requests Functionality

When the parts arrived at the "To Warehouse", the User will highlight the Transfer from the Transfer Requests list then click on the *Receive* button.



The Receive Transfer Request form will be displayed. Enter the *Received On* date in the header area of the form. If all parts listed are being received, click on the *Save* button to complete and close out the Transfer. If not all parts are being received, enter the quantity being received in the Received Quantity column for each part.



Application Enhancements/Improvements (continued)

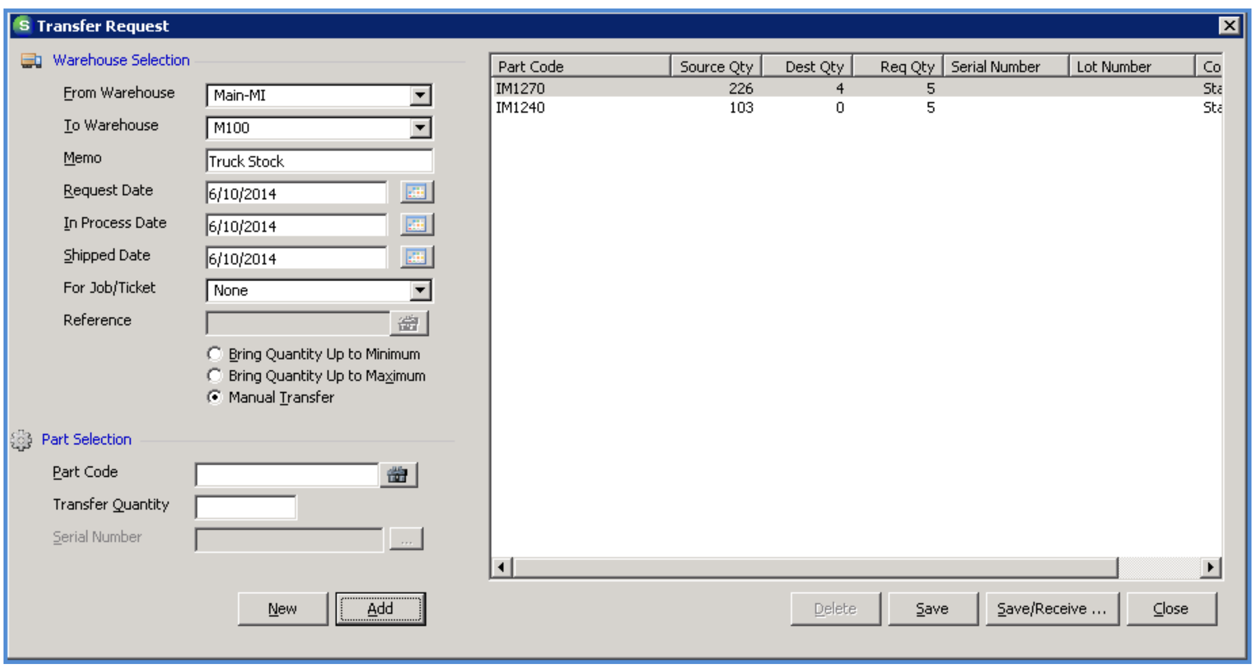
Inventory (continued)

Transfer Requests Functionality-Replenish Truck Stock

If you need to transfer multiple parts to a Technician/Installer warehouse, you may create a Transfer Request and Receive the Transfer immediately.

To create a new Transfer Request, click on the *New* button located at the bottom of the Transfer Requests List. The Transfer Request form will be displayed.

- Select the *From Warehouse* and the *To Warehouse* from the drop-down lists
- Enter a *Memo* – this field will allow up to 255 characters.
- Select the *Request Date*.
- Set the *In Process Date* to date the parts are being given to the Technician/Installer.
- Set the *Shipped Date* to the same date as the In Process Date.
- In the lower area of the form, select the first part number and enter the quantity to be transferred. Click on the Add button. Continue until all parts needed have been added.
- When finished, click on the *Save/Receive* button located at the lower right of the form.

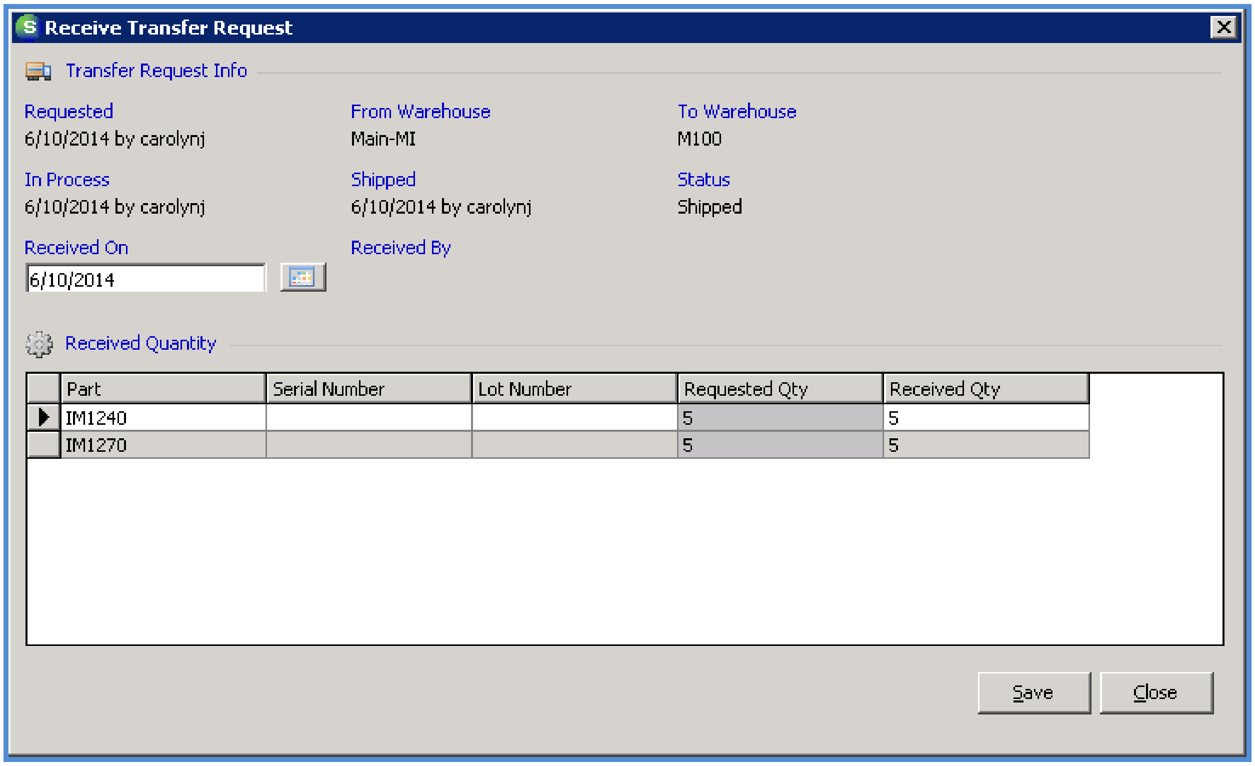


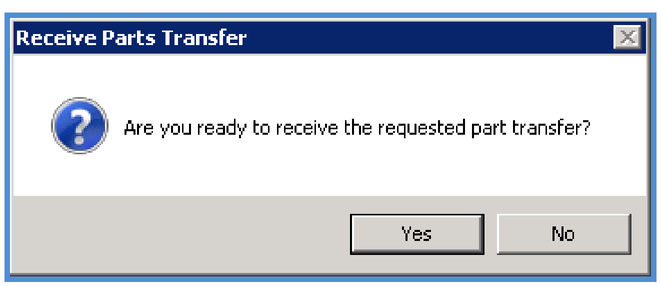
Application Enhancements/Improvements (continued)

Inventory (continued)

Transfer Requests Functionality-Replenish Truck Stock (continued)

The Receive Transfer Request form will be displayed; click on the Save button located at the lower right of the form. A confirmation message will be displayed; click on the Yes button to complete the transfer.



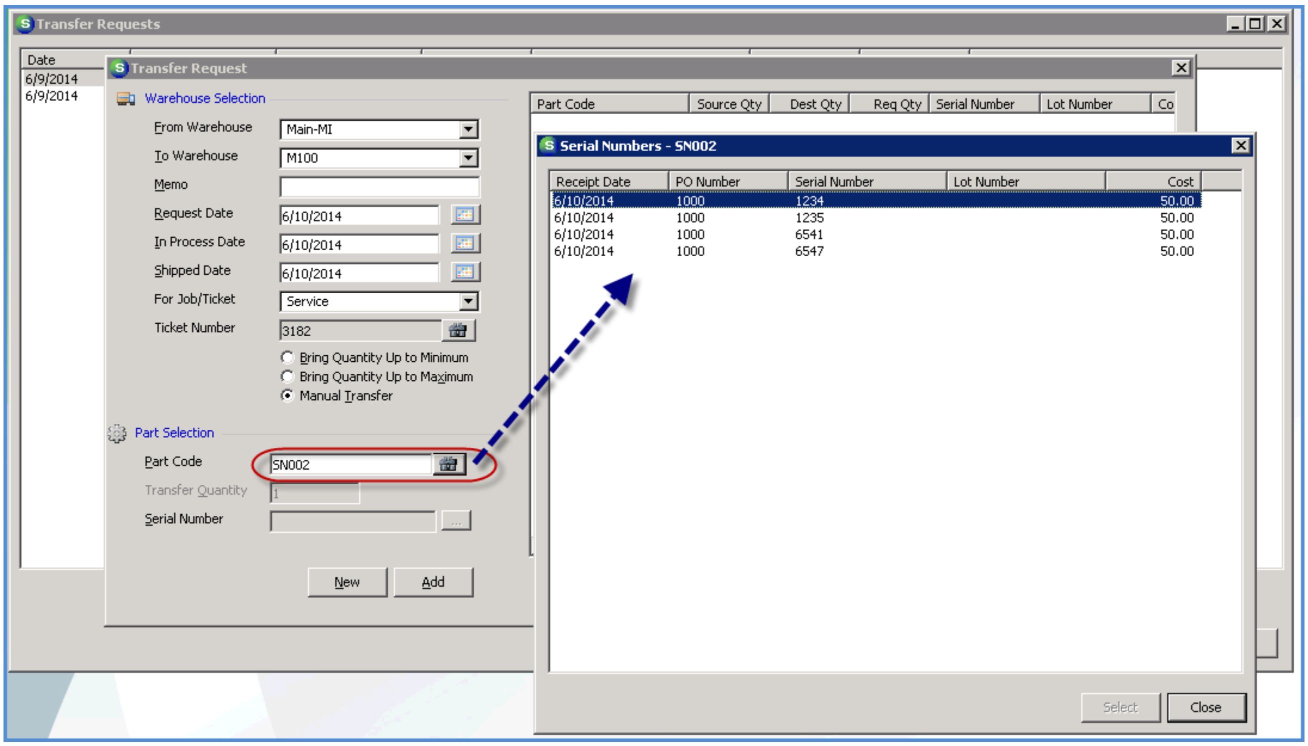


Application Enhancements/Improvements (continued)

Inventory (continued)

Transfer Requests Functionality-Serialized Parts

For Transfer Requests that include one or more parts that are tracked using the Serial Number costing method, the process is very similar to the shipping of parts or the stocking of vehicles. When selecting a serialized part, a form will be displayed from which you will select the serial number to be transferred. The remainder of the process is the same.



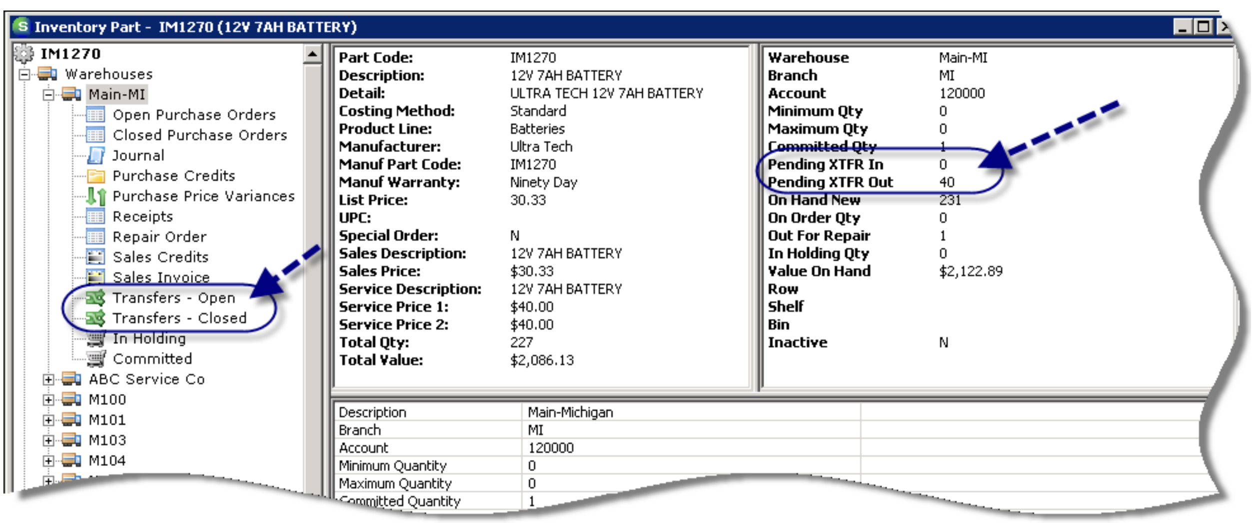
Application Enhancements/Improvements (continued)

Inventory (continued)

Part Explorer

Changes have been made to the Part Explorer to display information related to the new Transfer Requests feature. On the Part Tree within a Warehouse, two new options are listed; Transfers - Open and Transfers - Closed. All part transfers performed prior to updating to 5.6.219 will be listed in the Transfers – Closed area.

Two new fields have been added to the Warehouse information which is displayed in the upper right pane of the Part Explorer when highlighting a particular warehouse from the Part Tree. The two new fields are *Pending XTFR In* and *Pending XTFR Out*. Quantities will be listed in these new fields once an *In Process Date* has been entered on a Transfer Request.

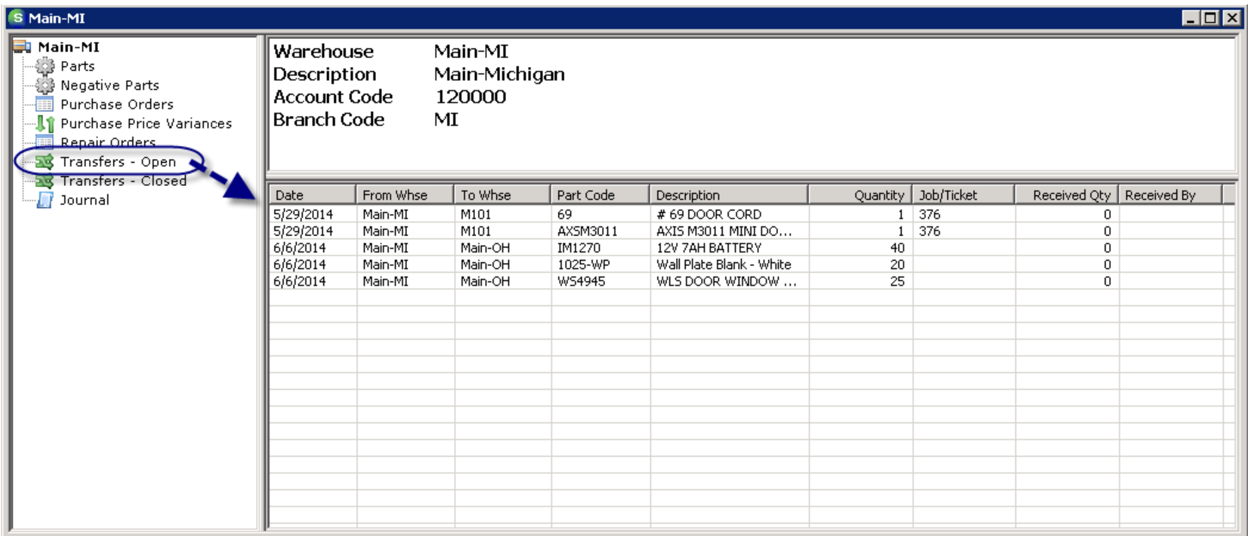


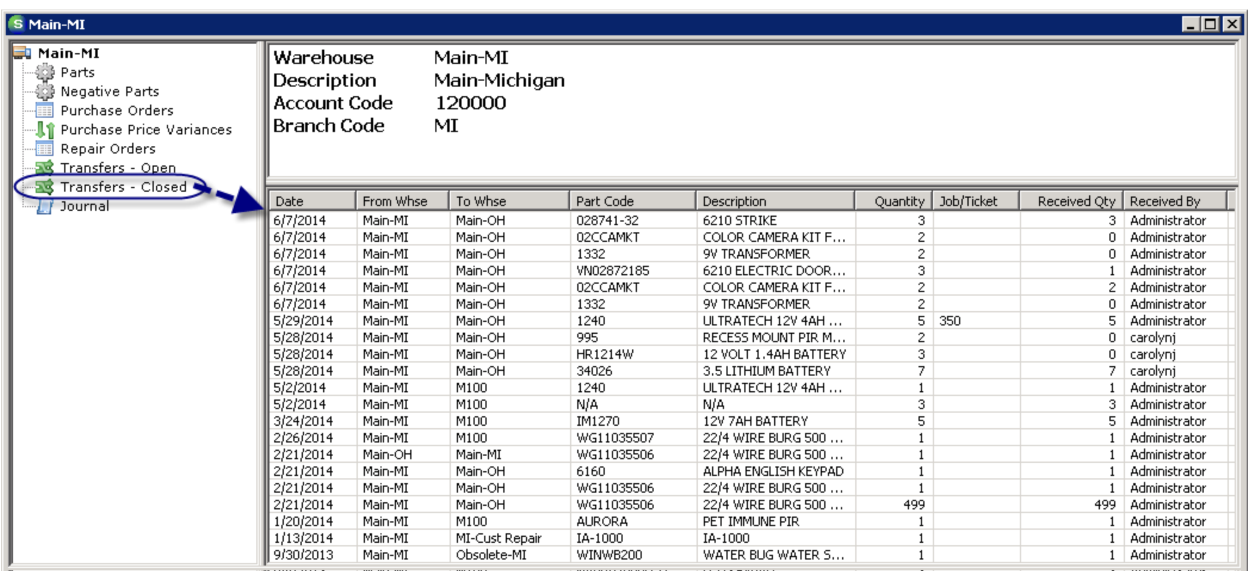
Application Enhancements/Improvements (continued)

Inventory (continued)

Warehouse Explorer

Changes have been made to the Warehouse Explorer to display information related to the new Transfer Requests feature. On the Warehouse Tree, two new options are listed; Transfers - Open and Transfers - Closed. All part transfers performed prior to updating to 5.6.219 will be listed in the Transfers – Closed area.





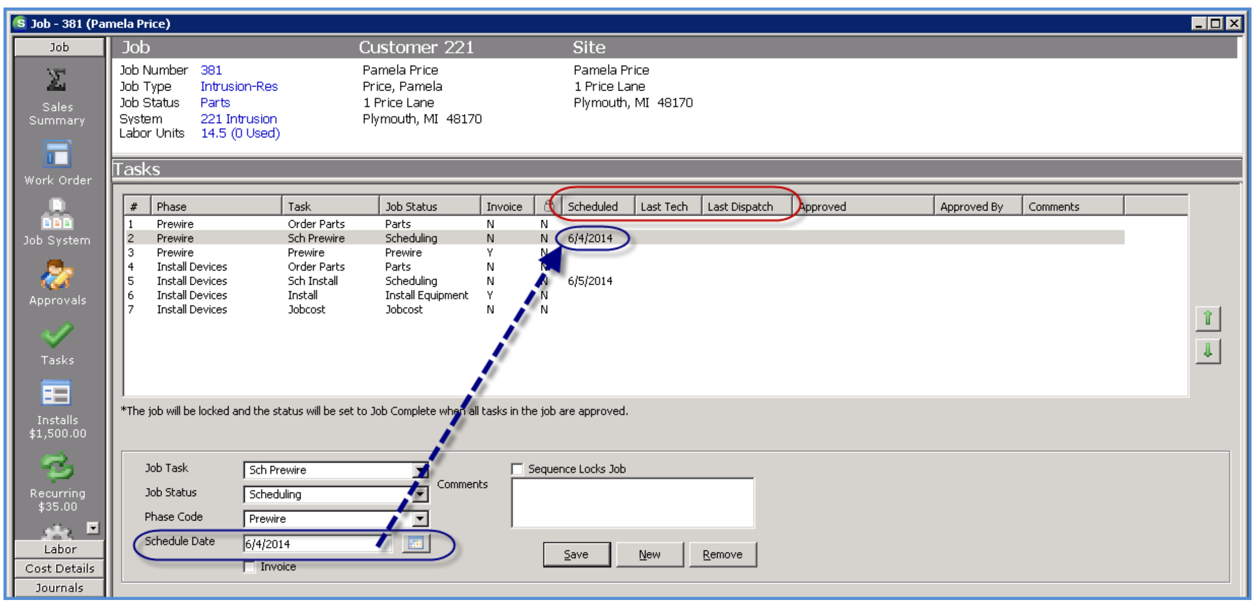
Application Enhancements/Improvements (continued)

Job Management

Job Task List-Schedule Date

Three new columns have been added to the Job Task List; *Scheduled, Last Tech*, and *Last Dispatch*. These new columns are designed to provide information as to when a particular Task is to be scheduled, and to display the name of the most recent Technician along with their Job Appointment Dispatch date and time.

The Scheduled Date that appears in the Job Task List is entered on the Job Task form. If a date is entered into the *Schedule Date* field on a Job Task, the Job will appear in a new "Upcoming Tasks [to be scheduled]" list with the SedonaSchedule Job Listing. Once the Job Appointment is created and the person scheduling the Job approves the Job Task within the Job record, the item will drop off of the To Be Scheduled List in SedonaSchedule.

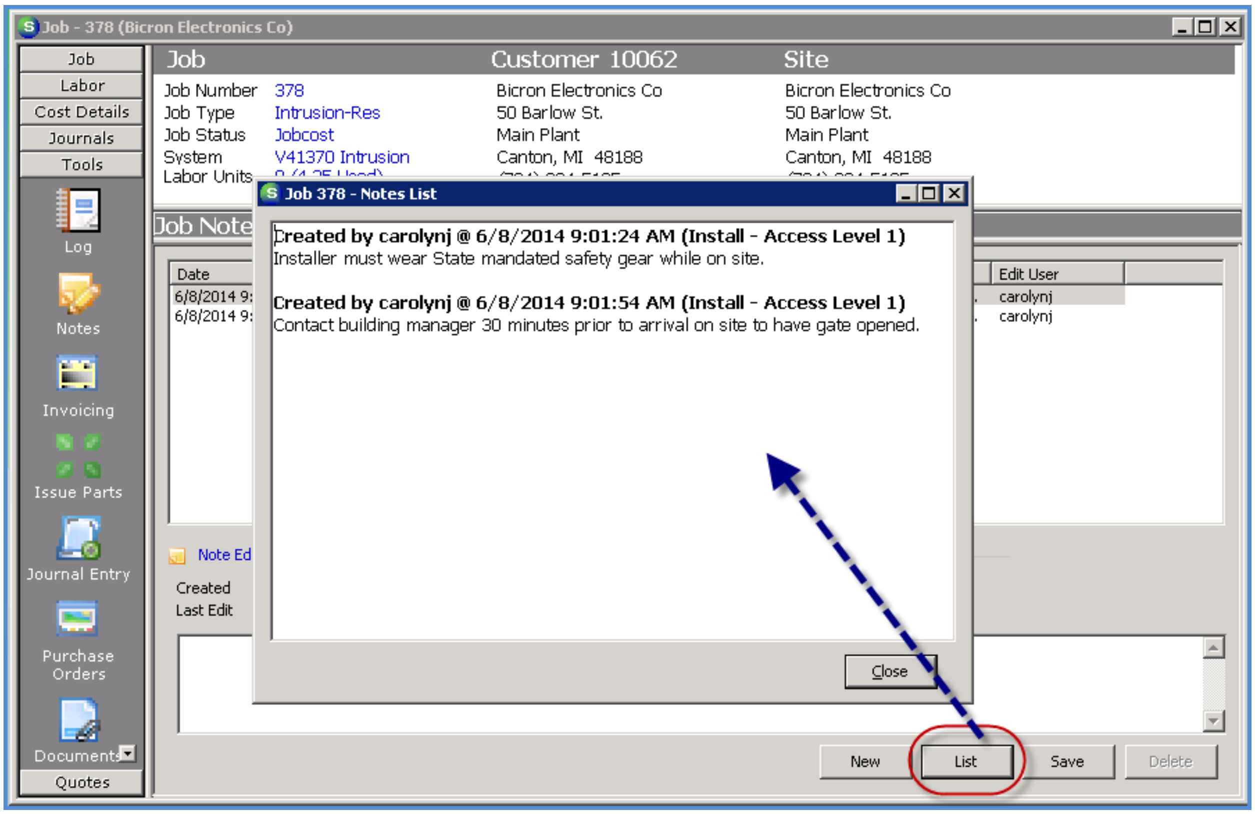


Application Enhancements/Improvements (continued)

Job Management (continued)

Notes List

A new button, “List”, has been added to the Job Notes form. When clicking on the List button, all Notes entered for the Job will be displayed in chronological order. The most recent note will be at the bottom of the list of notes.

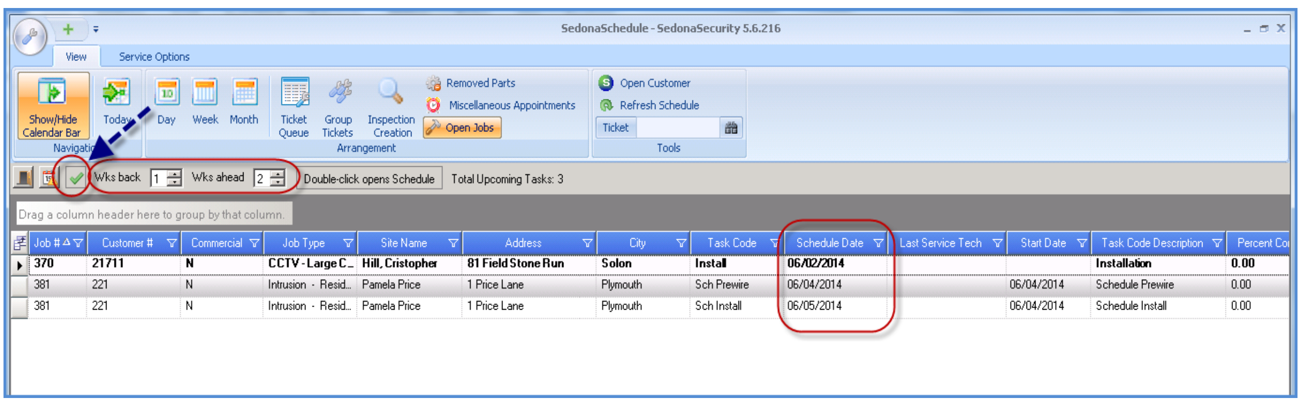


Application Enhancements/Improvements (continued)

SedonaSchedule

Upcoming Tasks [to be Scheduled] List

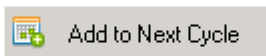
A new option, *Upcoming Tasks*, has been added to the Open Jobs List in SedonaSchedule. When clicking on the new green checkmark button  at the top of the Job List, a listing of Jobs that need to be scheduled will be displayed. Also in the header area are two fields to select how many weeks back and ahead that you want to view the Job Tasks which need to be scheduled. Once the User approves that Task in the Job record of the main application, the row will drop off of the Upcoming Tasks list in SedonaSchedule.



Application Enhancements/Improvements (continued)

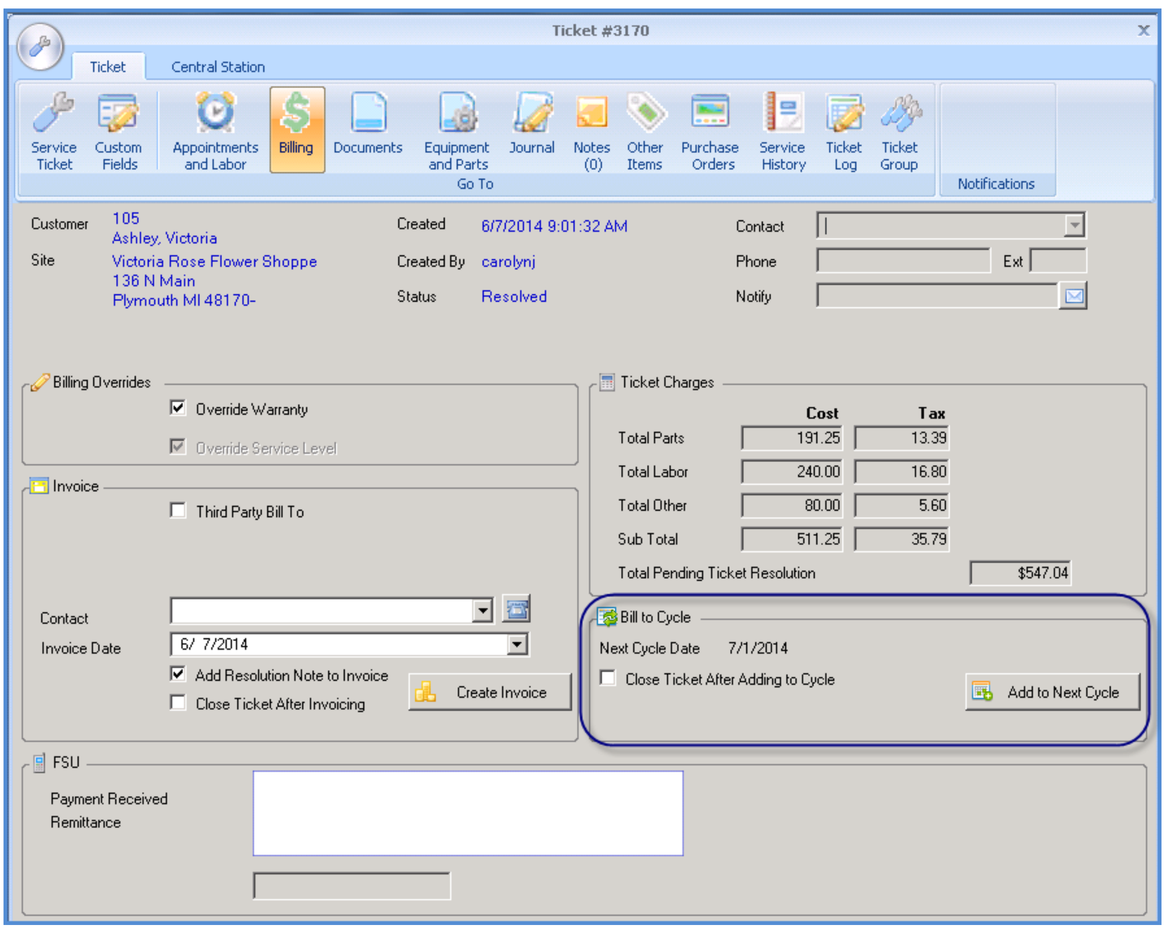
SedonaSchedule (continued)

Bill Ticket to Next Cycle

A new feature has been added to SedonaSchedule which allows you to invoice all the charges for a Ticket on the next Cycle Invoice that will be created for the System. If there are recurring lines setup at the System Level for the System on the Ticket, and the next cycle date is beyond the current month, on the Ticket Billing form, the *Bill to Cycle* area will display the next cycle date. If the User clicks on the *Add to Next Cycle* button 

, the charges are tagged to appear on the next cycle invoice. Any expenses for the Ticket will record to the General Ledger as normal, however, no income will be recorded for the Ticket until the customer's next cycle invoice is posted.

Access to the new *Add to Next Cycle* button is controlled by a new User Group Security option. This new security option is found in the SV permissions area and is labeled "*Bill Ticket to Cycle*".



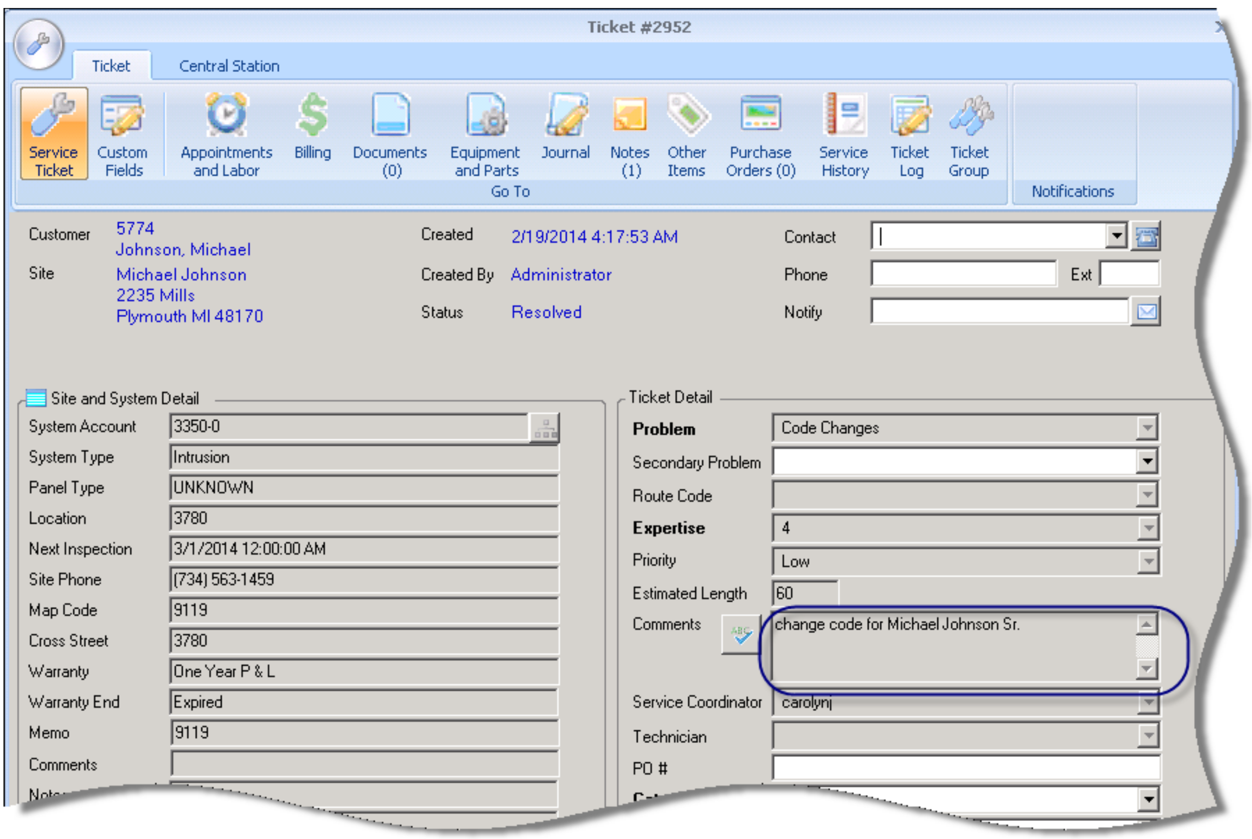
Application Enhancements/Improvements (continued)

SedonaSchedule (continued)

Ticket Comments Security

A new User Group Security option, "Edit Customer Comments", has been added to the SV permission group. If the User is not granted this permission, they will not be able to edit the Comment field on the Service Ticket form after the initial save of the Ticket.

In the screen shot below, the User does not have permission to edit the Comments field; notice the field is dimmed out and not available for data entry.

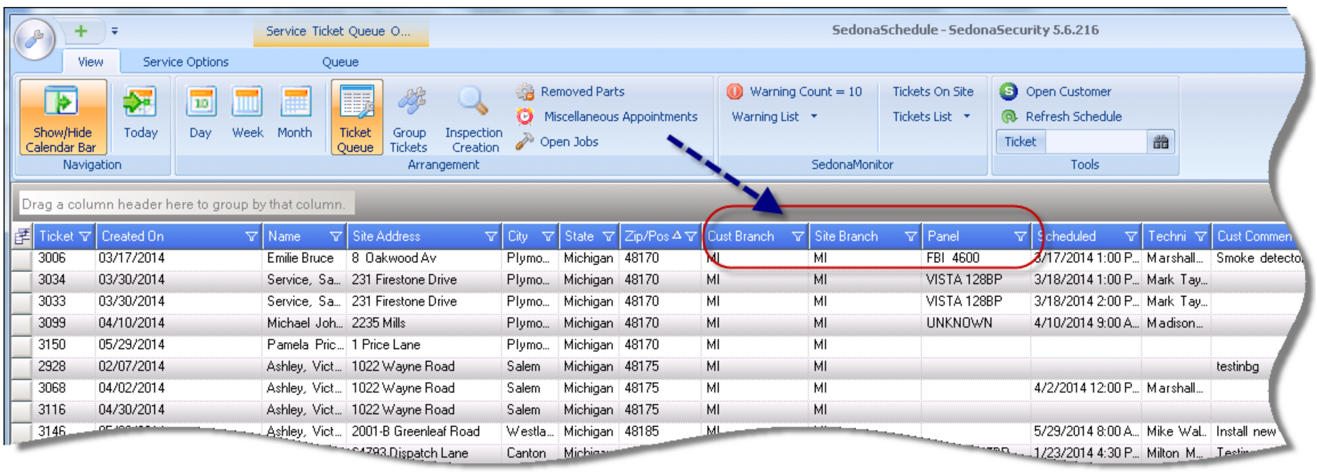


Application Enhancements/Improvements (continued)

SedonaSchedule (continued)

Ticket Queue – New Fields

Three new fields have been added to the Field Choose List in the Ticket Queue. These new fields are Panel Type, Customer Branch and Site Branch.

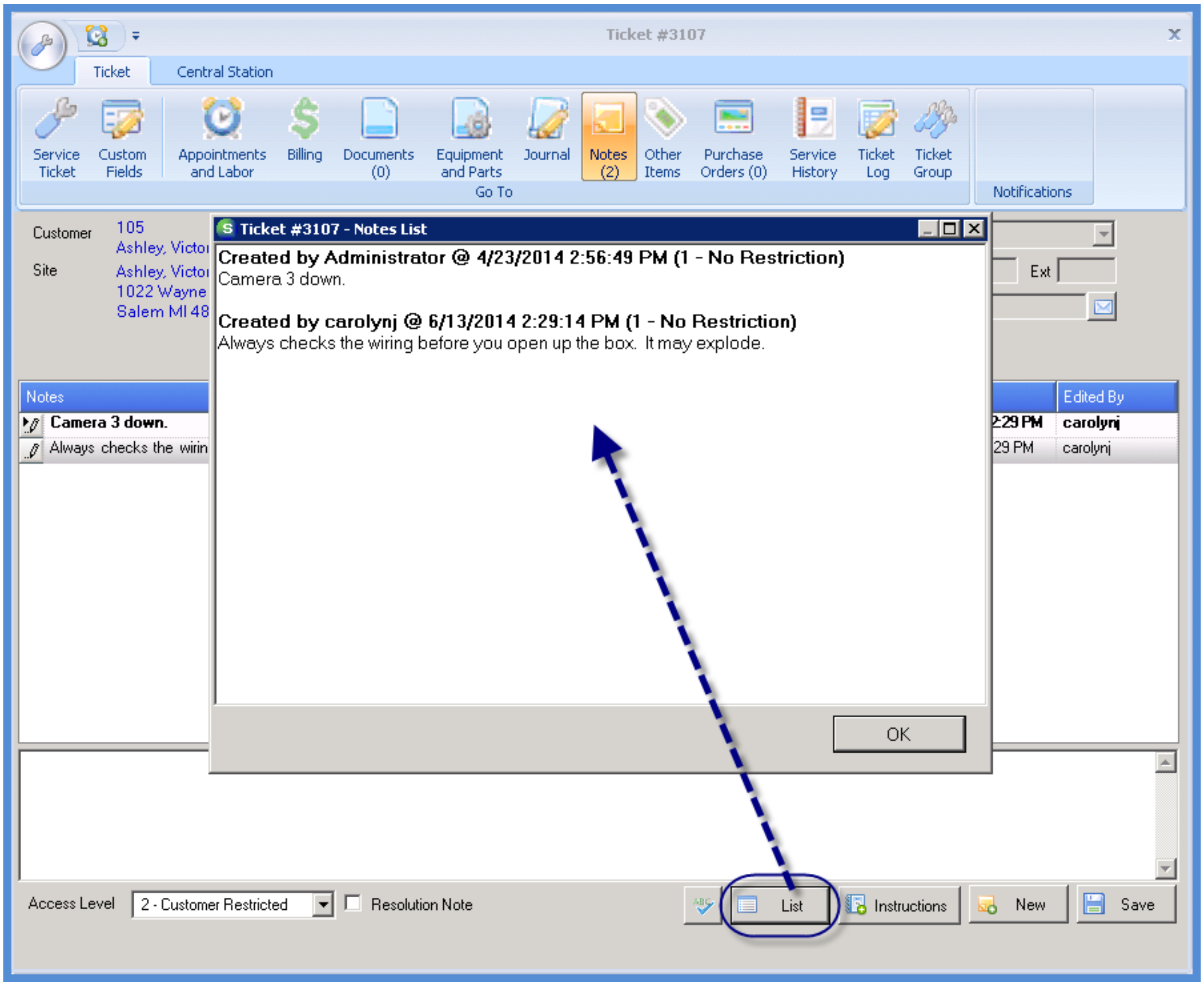


Application Enhancements/Improvements (continued)

SedonaSchedule (continued)

Notes List

A new button, *List*, has been added to the bottom of the Ticket *Notes* form. When clicking on the *List* button, all Notes entered for the Ticket will be displayed in chronological order. The most recent note will be at the bottom of the list of notes.

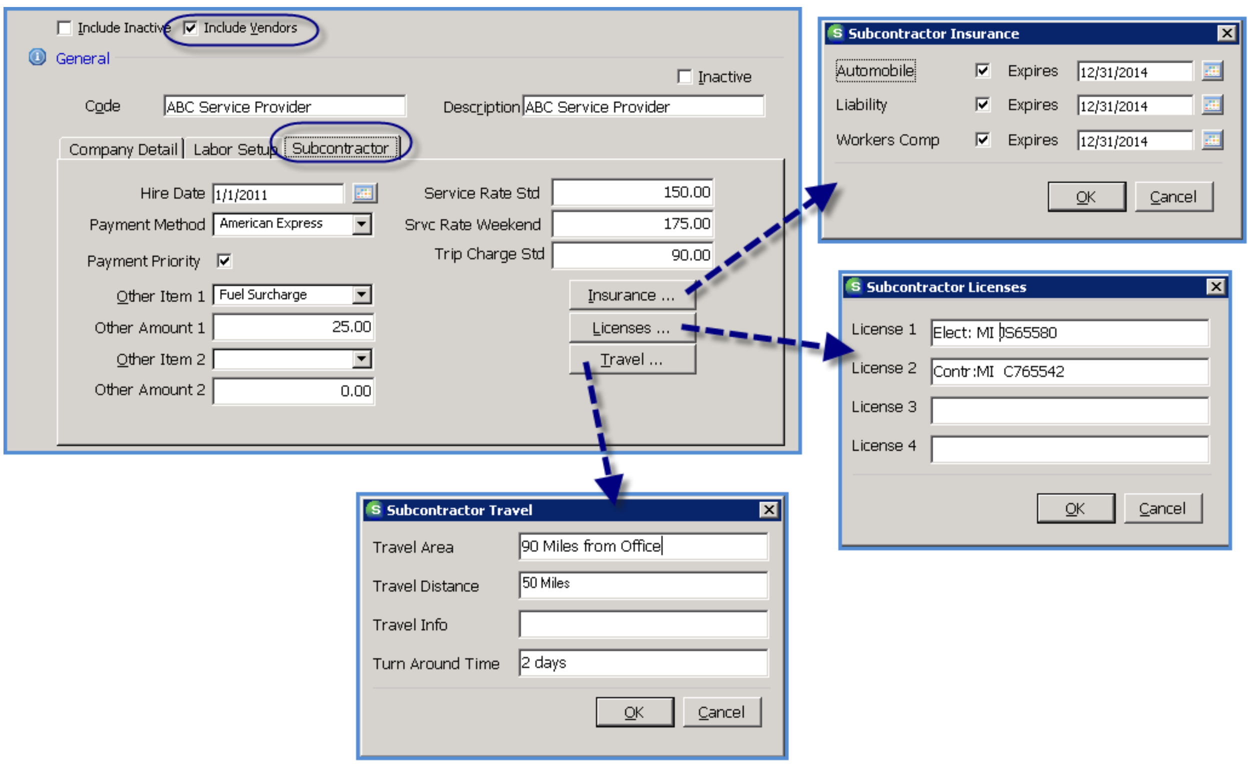


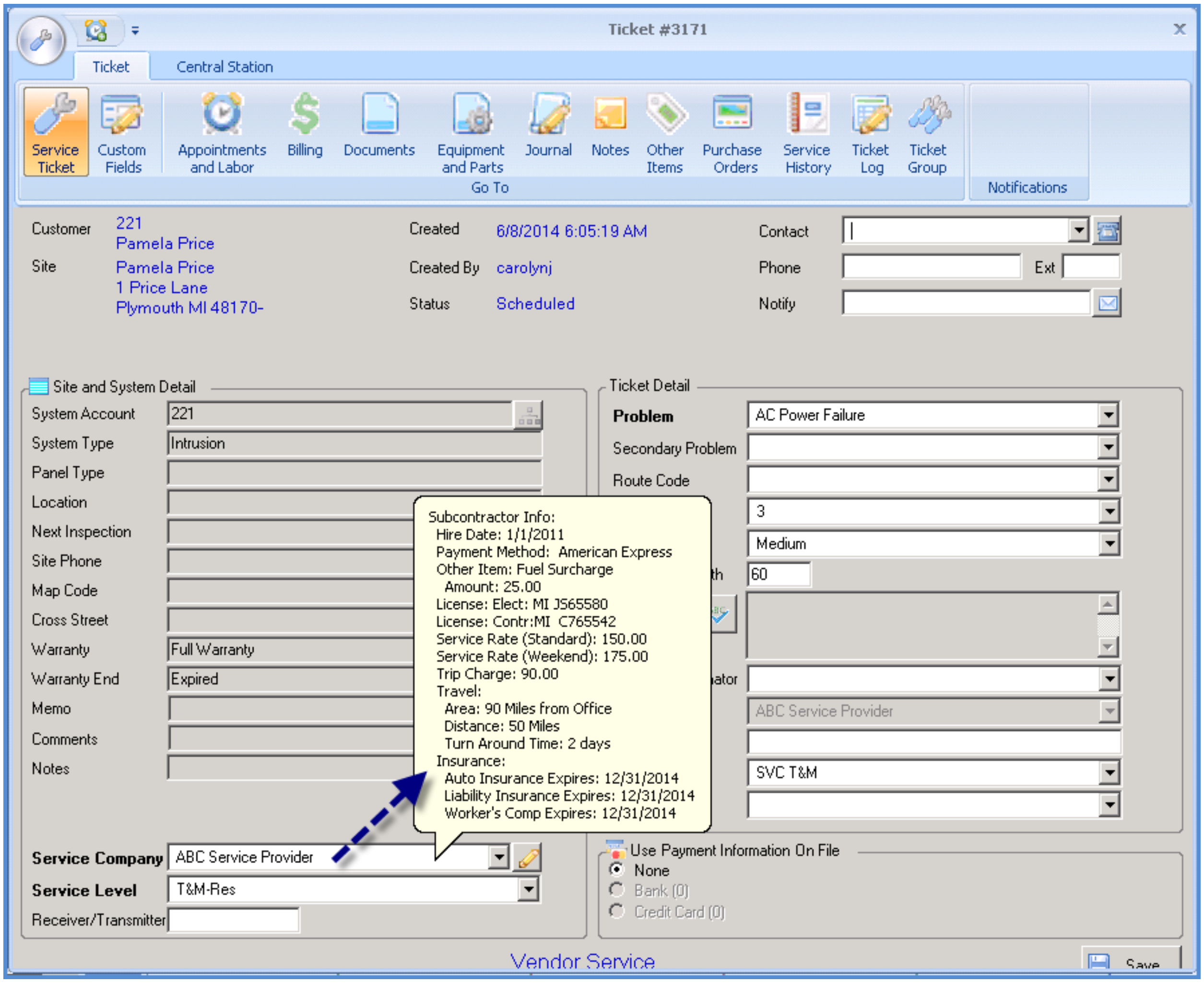
Application Enhancements/Improvements (continued)

SedonaSetup

Service Company Subcontractors

A new tab, *Subcontractor*, has been added to the Service Company setup table to allow you enter specific information related to the company. This new tab is only available for Service Providers (check the Include Vendors checkbox on the Service Company setup). If the Service Provider is assigned to a Ticket, when hovering your mouse over the Service Company field on the Ticket, an information bubble will display with any information entered on the Subcontractor form or any of the three additional forms (Insurance, Licenses, Travel). On the Licenses and Travel forms, all fields are text type and will allow up to 50 characters.



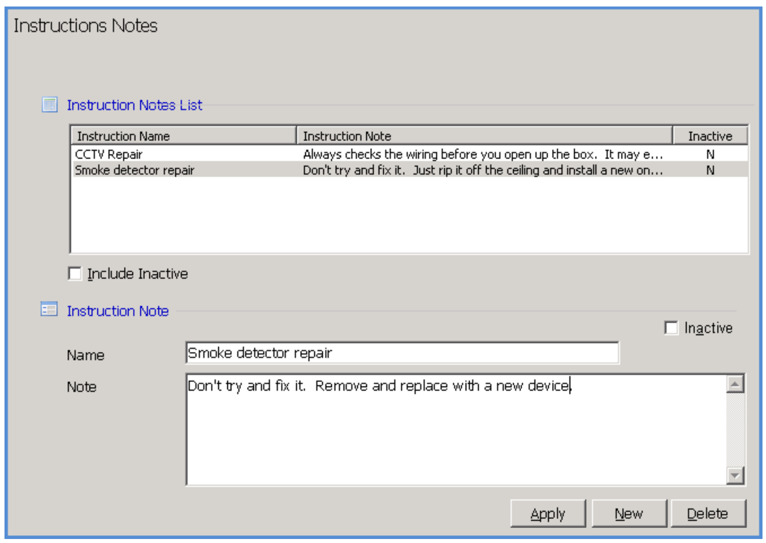

Ticket #3171
Ticket
Central Station
Service Ticket
Custom Fields
Appointments and Labor
Billing
Documents
Equipment and Parts
Journal
Notes
Other Items
Purchase Orders
Service History
Ticket Log
Ticket Group
Go To
Notifications
Customer
221
Pamela Price
Site
Pamela Price
1 Price Lane
Plymouth MI 48170-
Created
6/8/2014 6:05:19 AM
Created By
carolynj
Status
Scheduled
Contact
Phone
Ext
Notify
Site and System Detail
System Account
221
System Type
Intrusion
Panel Type
Location
Next Inspection
Site Phone
Map Code
Cross Street
Warranty
Full Warranty
Warranty End
Expired
Memo
Comments
Notes
Subcontractor Info:
Hire Date: 1/1/2011
Payment Method: American Express
Other Item: Fuel Surcharge
Amount: 25.00
License: Elect: MI J565580
License: Contr:MI C765542
Service Rate (Standard): 150.00
Service Rate (Weekend): 175.00
Trip Charge: 90.00
Travel:
Area: 90 Miles from Office
Distance: 50 Miles
Turn Around Time: 2 days
Insurance:
Auto Insurance Expires: 12/31/2014
Liability Insurance Expires: 12/31/2014
Worker's Comp Expires: 12/31/2014
Ticket Detail
Problem
AC Power Failure
Secondary Problem
Route Code
3
Medium
60
ABC Service Provider
SVC T&M
Service Company
ABC Service Provider
Service Level
T&M-Res
Receiver/Transmitter
Use Payment Information On File
None
Bank (0)
Credit Card (0)
Vendor Service
Save

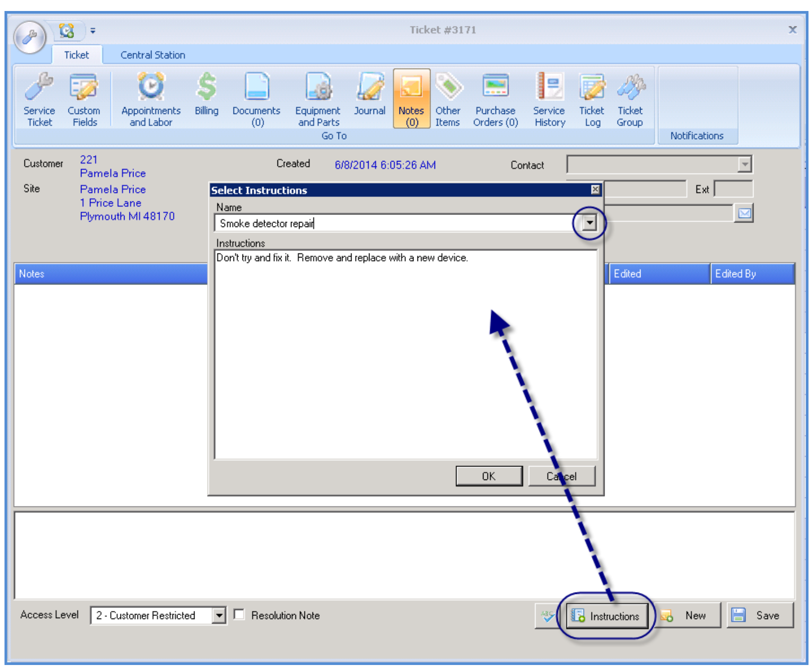
Application Enhancements/Improvements (continued)

SedonaSetup (continued)

Instruction Notes

A setup table, *Instruction Notes*, has been added to the SV area of SedonaSetup. This setup table is used to create a list of special instructions that may be added to any Ticket. The *Name* field is a text field and will allow up to 50 characters and the *Note* field, which is also a text type field will allow up to 1,024 characters. Once a list of Instruction Notes has been created, they may be inserted manually into any Ticket on the Notes form by clicking on the new *Instructions* button.





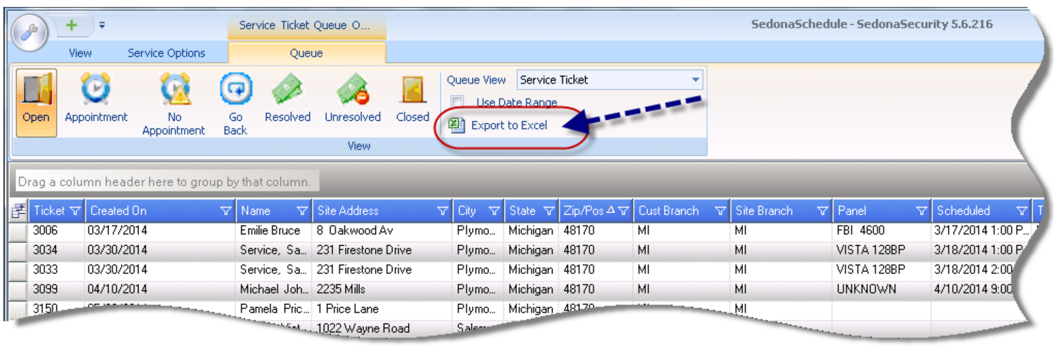
Application Enhancements/Improvements (continued)

SedonaSetup (continued)

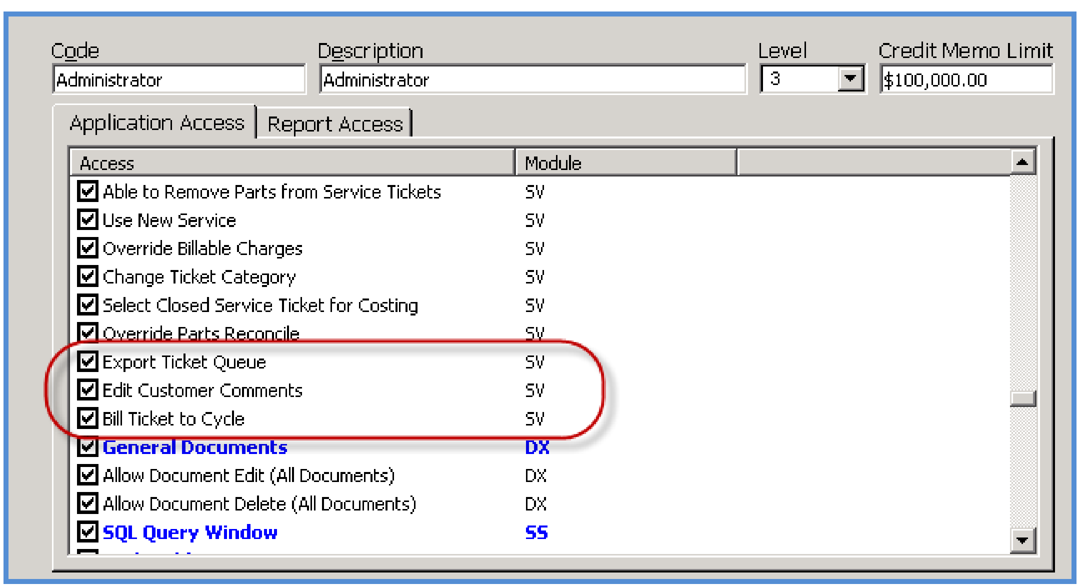
User Group Security

Several new permissions have been added to the SV group of User Group Security.

- *Export Ticket Queue* – If this permission is granted, the User will be able to click on the *Export to Excel* Button located on the Queue Ribbon.



- *Edit Customer Comments* – If this permission is granted, the User will be able to edit the Comments field on the Service Ticket form after the initial save of the Ticket. Users not granted this permission will be able to enter text into the Comments field when initially creating a ticket. Once the ticket is saved, the Comments field will be dimmed out and will not allow any changes.
- *Bill Ticket to Cycle* – If this permission is granted, the *Add to Next Cycle* button will be available to mark the billable charges to be invoiced on the next cycle invoice.



Application Corrections

Accounts Payable

- **Close Out Vendor Returns (Support Ticket# 73954)**: Corrected a reported issue; Unable to close out a Vendor Return if no credit is expected if the accounting period has been closed. They checkbox "Close – No Credit" is now available for closed accounting periods. Vendor Returns will be written off as of the date the checkbox is selected and the record is saved. The G/L account used to clear the Inventory Receipts account will be the account set up in A/P GL Account Defaults/Write Off Non-Bill Receipt Acct.

Accounts Receivable

- **Job Credit Memo for Master Accounts (73479)**: Corrected a reported issue; when a Credit request is created for the purpose of changing the tax group on a job invoice (within job) for a subaccount where invoices are flagged to post to the Master Account, the credit is being posted to the subaccount instead of Master Account and posts the new invoice to Subaccount instead of Master Account.
- **Credit Request Assigned To Employee (Support Ticket# 74247):** Corrected a reported issue; when changing the Assigned To on Credit Requests, inactive employees were appearing on the drop-down list.

Client Management

- **Job Documents (Support Ticket# 72059)**: Corrected a reported issue; documents attached to Tickets were appearing in the Job Documents folder within the customer tree.
- **Recurring Line Last Rate Increase Date (Support Ticket# 71901)**: Corrected a reported issue; when performing a rate increase from the customer explorer, the recurring line was not being updated with the last rate increase date.

Job Management

- **Job Appointments (Support Ticket# 73198)**: Corrected a reported issue; after entering dispatch times for Job Appointments, the Job Appointments List would display the words "completed" instead of displaying the Dispatch, Arrived, and Departed date/time.

Application Corrections (continued)

SedonaDocs

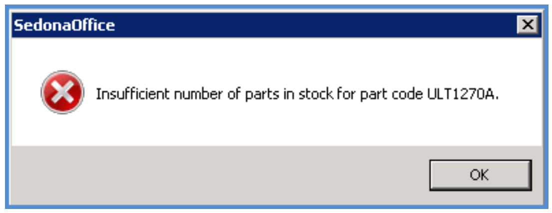
- **Job Documents Folder**: Corrected a reported issue; Documents saved to Tickets were appearing in the Job Document folder.

SedonaSchedule

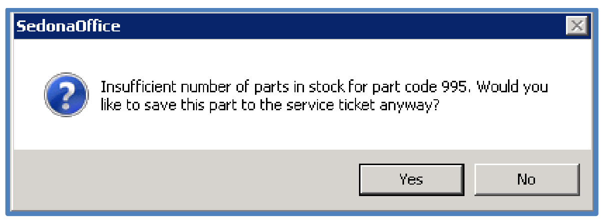
- **Charges Printed on Ticket**: Corrected a reported issue; when printing a Ticket, the charges displayed in the Charges Block did not always agree with the information shown on the Billing form of the Ticket.
- **Queue Settings not being Remembered (Support Ticket# 62868)**: Corrected a reported issue; when closing SedonaSchedule using the Wrench Icon in the upper left corner of the application, the User's Queue settings were not being remembered.
- **Inspection Ticket Category (Support Ticket# 63854)**: Corrected a reported issue; the default service category was always being assigned to Inspection Tickets. Now the Category assigned to the Service Company for the Inspection Ticket will be used when generating new Inspection Tickets.
- **Resolved Ticket Queue Refresh (Support Ticket# 73942)**: Corrected a reported issue; after closing a ticket from the Resolved Ticket Queue, the application was not refreshing the list of tickets or count at the bottom of the list.
- **SedonaSchedule Crashing when dragging appointments**: Corrected a reported issue; under certain circumstances, when the Auto-Refresh is turned ON, the application would crash when dragging appointments within the schedule board.
- **Clock In on Job Appointments (Support Ticket# 74460)**: Corrected a reported issue; when two techs are scheduled on a job and they are both clocked out for lunch on the schedule, the application was allowing only one of the techs to be clocked in.

Application Corrections (continued)

- **Do Not Allow Negative Parts (Support Ticket# 74481)**: Corrected a reported issue; when the Inventory Setup option “Do Not Allow [Negative Quantities]” is in force, parts were allowed to go negative in a warehouse when enough stock was not available. A new message will be displayed and will stop the user from saving a quantity of a part where there is not enough in the warehouse.



If the Inventory Setup option is set to “Display Warning Message”, the user will be presented with a message, but be allowed to save the part to the ticket if the quantity would cause the inventory in the warehouse selected to go negative.



Report Manager

- **RMR 12-Month Roll-Forward***: Corrected a reported issue; when selecting the “End of Month” option, no data was being returned in the report.
- **Closed Service Ticket Cost***: Corrected a reported issue; when