Release Notice

Version 5.7.26

Release Date: December 18, 2015

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 enhancements and corrections made in the release and is to be used for reference purposes only.

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This document may be updated periodically; please to visit our website at www.sedonaoffice.com for the most current version.

Overview

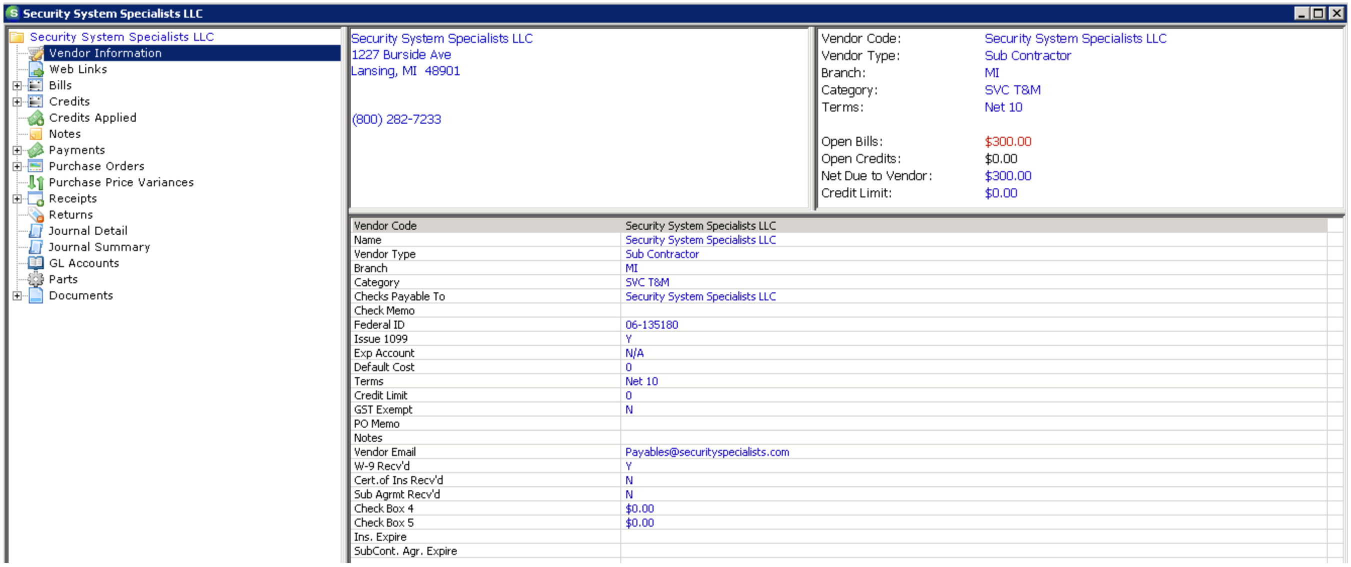
This document is being provided to explain the changes made to the SedonaOffice application since Version 5.7.24. This is an intermediate version update that contains new features and application corrections.

Application Enhancements/Improvements

Accounts Payable

Vendor Information

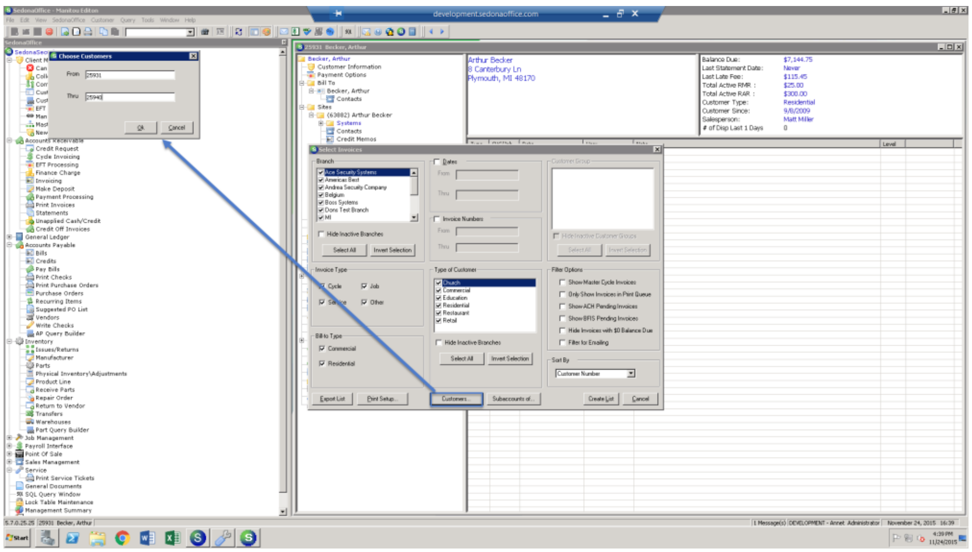
Vendor custom field information is now visible in the active pane when the cursor is placed on Vendor Information.

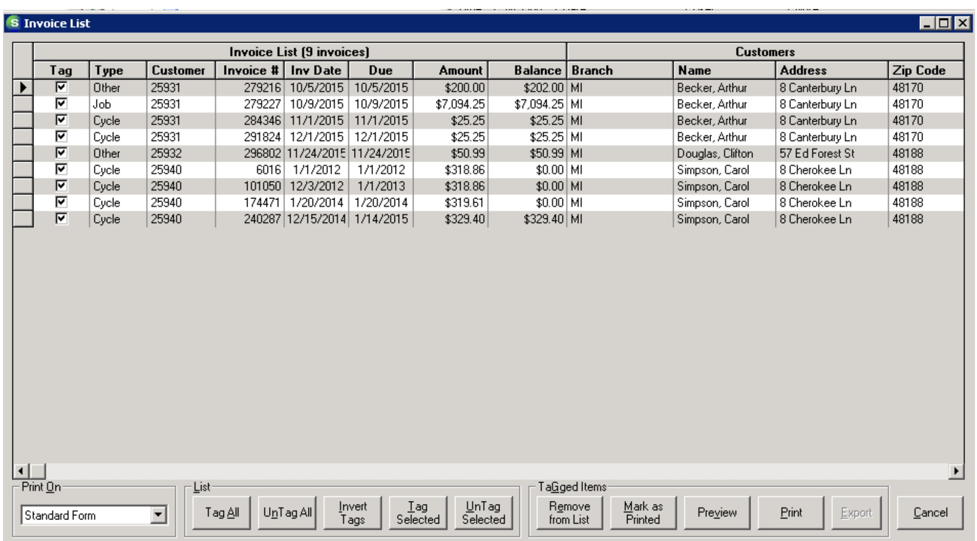


Accounts Receivable

Print Invoices

It is now possible to print invoices by selecting a range of customer numbers. To print invoices by customer number, press the Customer list at the bottom of Print Invoices. A box will appear asking for the customer range. Once the range is entered, press the OK button. All invoices that fall within the range requested will be displayed:



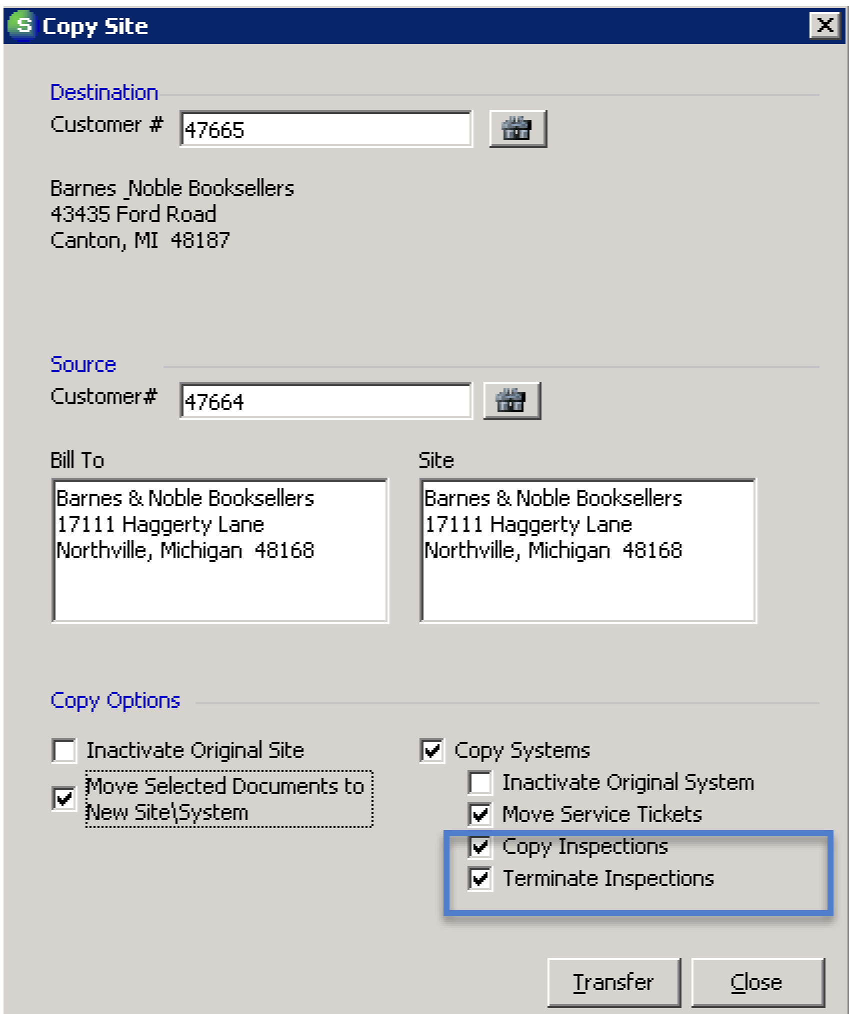


	Invoice List (9 invoices)								Customers			
Tag	Type	Customer	Invoice #	Inv Date	Due	Amount	Balance	Branch	Name	Address	Zip Code
☑	Other	25931	279216	10/5/2015	10/5/2015	$200.00	$202.00	MI	Becker, Arthur	8 Canterbury Ln	48170
☑	Job	25931	279227	10/9/2015	10/9/2015	$7,094.25	$7,094.25	MI	Becker, Arthur	8 Canterbury Ln	48170
☑	Cycle	25931	284346	11/1/2015	11/1/2015	$25.25	$25.25	MI	Becker, Arthur	8 Canterbury Ln	48170
☑	Cycle	25931	291824	12/1/2015	12/1/2015	$25.25	$25.25	MI	Becker, Arthur	8 Canterbury Ln	48170
☑	Other	25932	296802	11/24/2015	11/24/2015	$50.99	$50.99	MI	Douglas, Clifton	57 Ed Forest St	48188
☑	Cycle	25940	6016	1/1/2012	1/1/2012	$318.86	$0.00	MI	Simpson, Carol	8 Cherokee Ln	48188
☑	Cycle	25940	101050	12/3/2012	1/1/2013	$318.86	$0.00	MI	Simpson, Carol	8 Cherokee Ln	48188
☑	Cycle	25940	174471	1/20/2014	1/20/2014	$319.61	$0.00	MI	Simpson, Carol	8 Cherokee Ln	48188
☑	Cycle	25940	240287	12/15/2014	1/14/2015	$329.40	$329.40	MI	Simpson, Carol	8 Cherokee Ln	48188

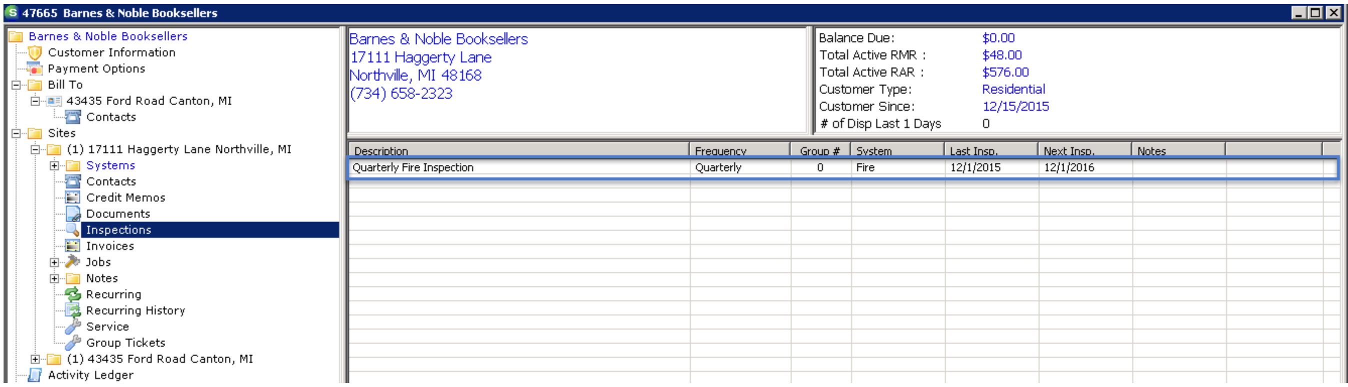
Client Management

Copy Site From – Inspections

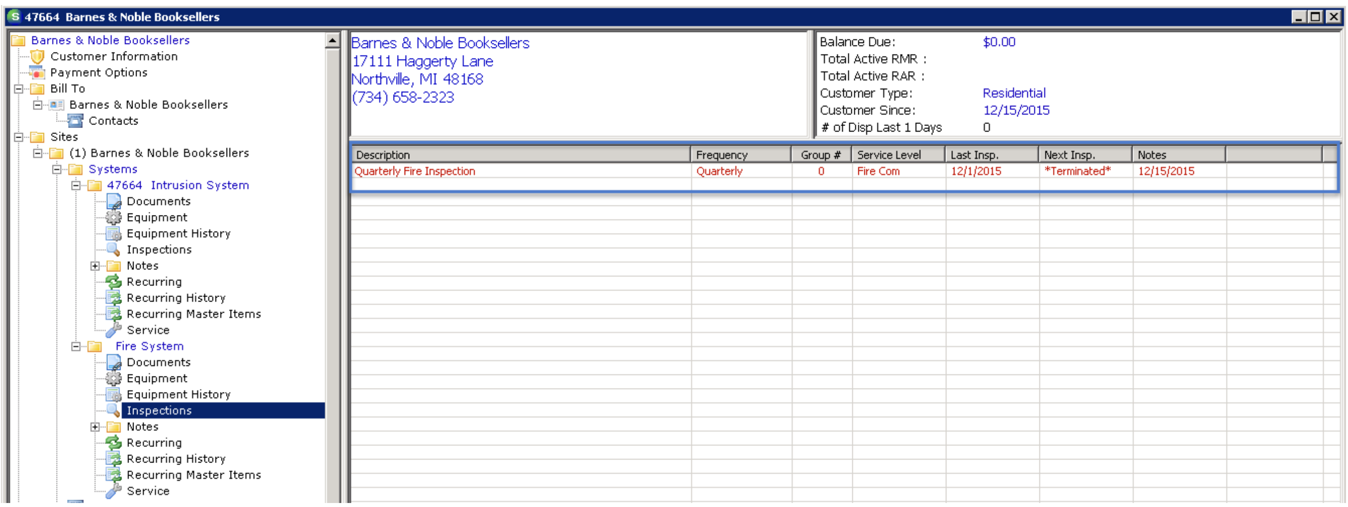
It is now possible to copy an inspection record from one customer number to another when "Copy Site From" is used to copy site information. It is also possible to automatically terminate the inspection record at the old site. In this example we are asking that site information be copied from Barnes & Noble (Customer #47664) at 17111 Haggerty Lane in Northville, Michigan to the new Barnes and Noble store at 43435 Ford Road in Canton, MI (Customer #47665). This will copy the inspection record from the site at Haggerty Lane to Ford Road and terminate the old inspection record at Haggerty Lane. Service tickets documents will also be moved.



When Customer #47665 is viewed, the site information has been copied and the inspection record has been copied with it:



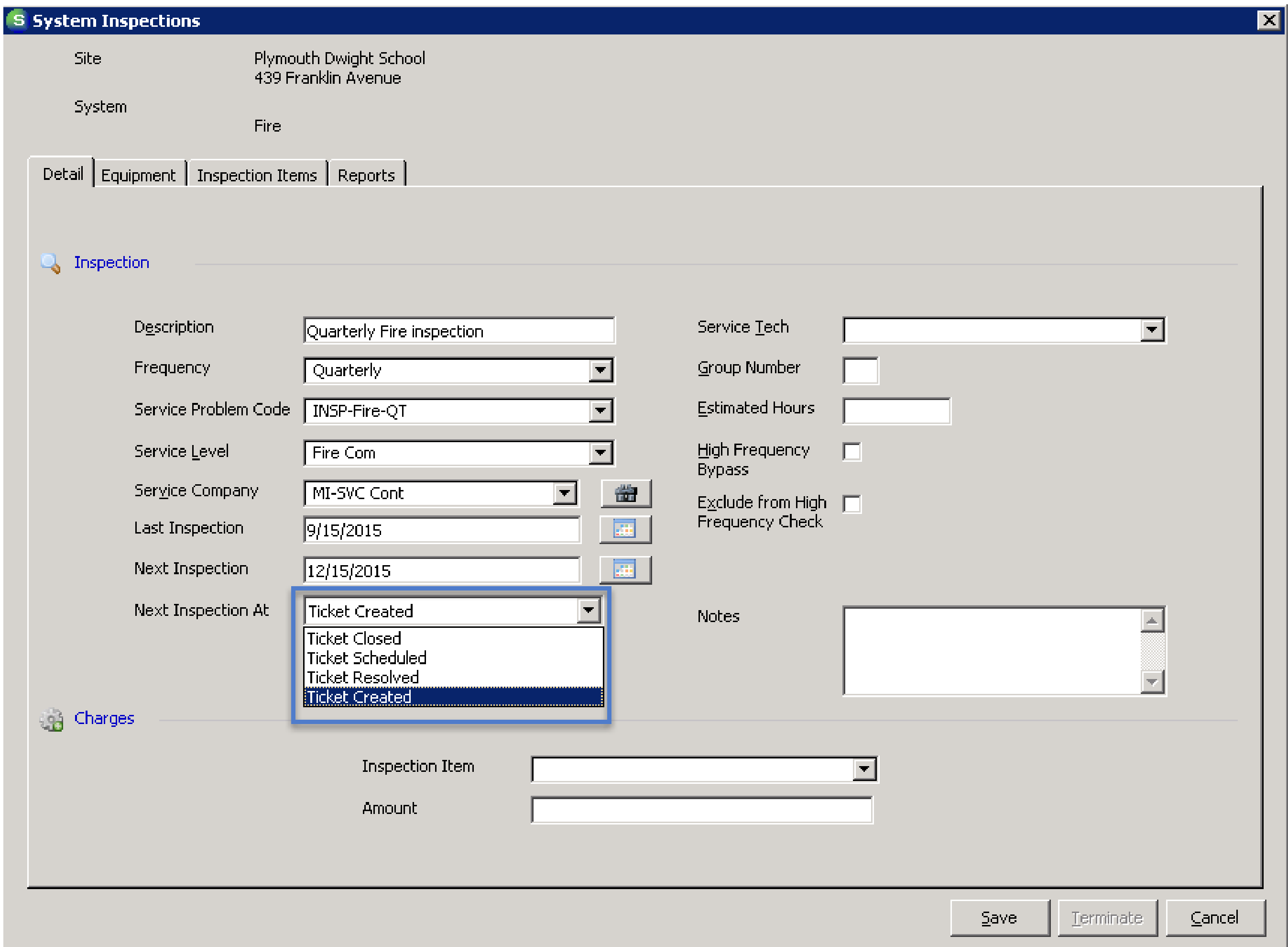
The inspection at the old location under Customer 47664 has been terminated:



Inspections - Advancing the Next Inspection Date

Prior to this version, the next inspection date was advanced on the system's inspection record after the inspection ticket was closed. We now offer the ability to select at what point the next inspection date should advance on the inspection record. This is done through a new field entitled "Next Inspection At" on the inspection record. The next inspection date can now be automatically advanced upon the completion of one of the following:

- Creation of the inspection ticket
- Creation of an appointment for a technician to do the inspection
- Resolution of the inspection ticket (on the front of the ticket – not from the appointment)
- Close of the inspection ticket



Formula For Setting the Next Inspection Date

Please note: No changes have been made to the formula defining the next inspection date. The formula remains as follows:

If the customer has the next inspection date currently set on their inspection record as 12/15/15, and a monthly inspection frequency is chosen, the next inspection date will automatically advance to 1/15/2016 regardless of when the technician performed the inspection.

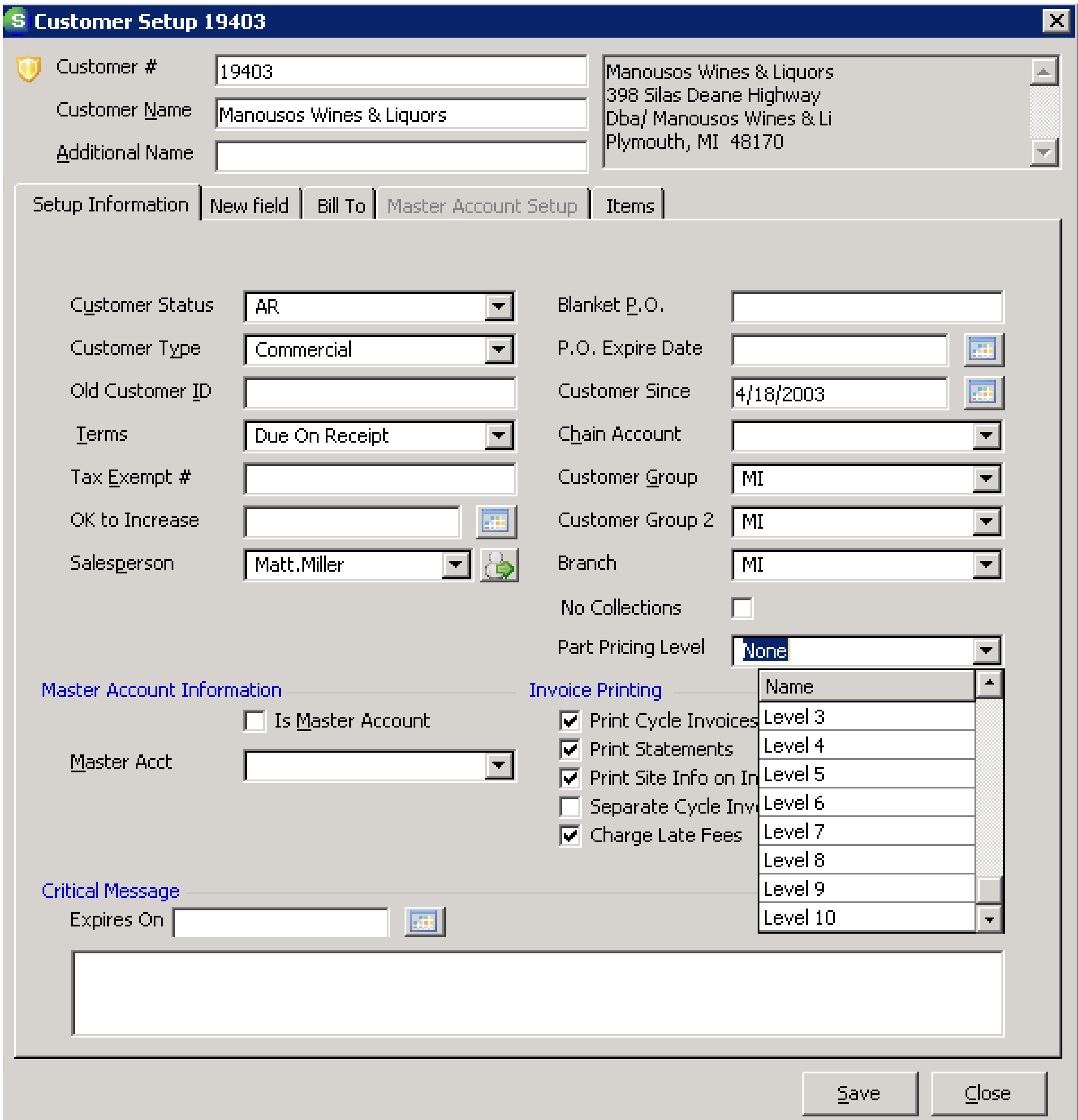
If the frequency is quarterly, the next inspection date will automatically advance to 3/15/2016 regardless of when the technician performed the inspection.

If the frequency is semi-annual, the next inspection date will automatically advance to 6/15/2016 regardless of when the technician performed the inspection.

If the frequency is annual, it will automatically advance to 12/15/2016 regardless of when the technician performed the inspection.

Parts Pricing Levels

We have expanded the number of parts pricing levels on each part to accommodate up to 10 different levels. Customers may now be assigned special pricing levels from 1 to 10.



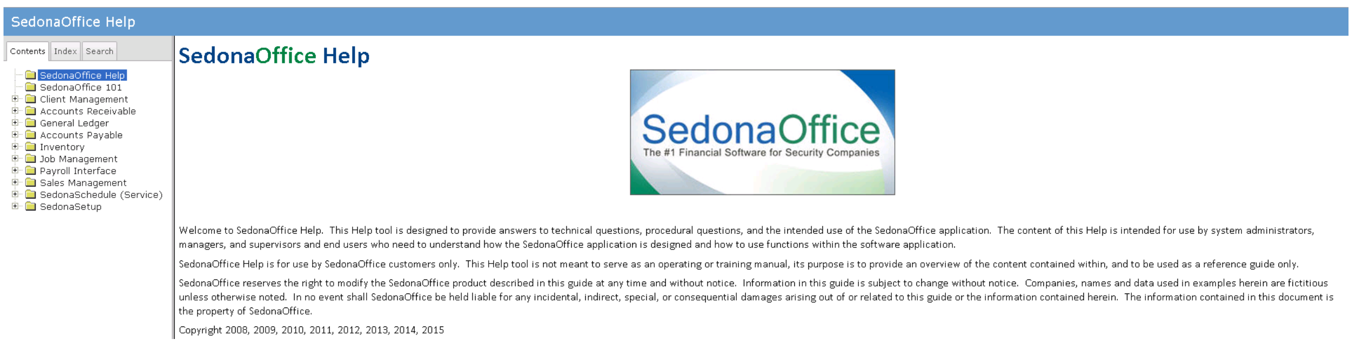
SedonaEvent Log

The SedonaEvent Log will now record when a user opens an ACH batch in EFT processing, highlights a specific customer, right-clicks, and removes that customer from the batch. The entry will appear as displayed below:

Time Stamp	User Code	Type	Description
11/2/2015 11:35:57 ...	Administrator	ADD	Removed EFT Transaction. 75.00 071315151856
7/17/2015 9:42:47 AM	Administrator	ADD	New Batched EFT Transaction 150.00
7/17/2015 9:32:18 AM	Administrator	UPDATE	Customer Payment Updated -75.00
7/17/2015 9:31:49 AM	Administrator	UPDATE	Customer Payment Updated 75.00

Function Key – F1

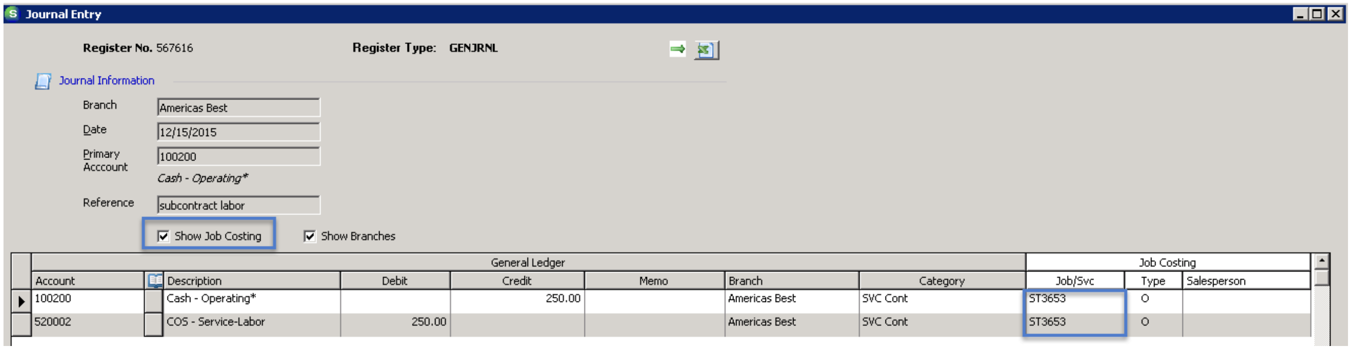
Pressing the F1 key will now bring up the SedonaOffice Online Help File.



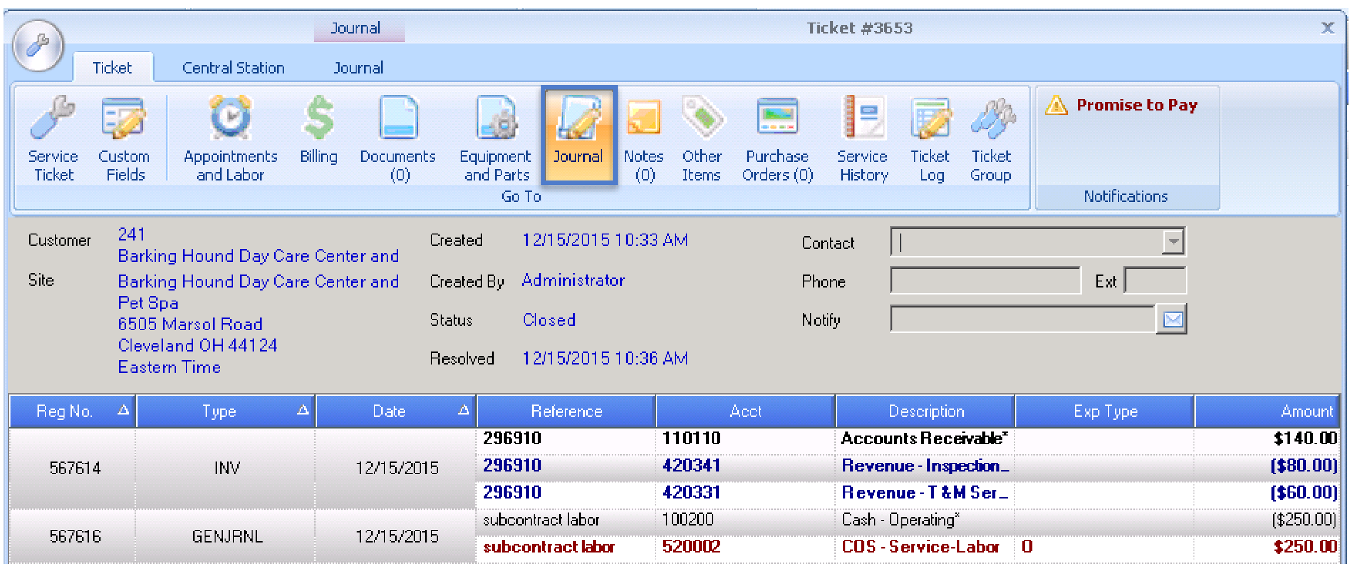
General Ledger

Journal Entries To Service Tickets

Journal entries can now be made to specific service tickets. This is done by placing a checkmark in the Job Costing box on the journal entry form, and preceding the service ticket number with the letters ST (e.g. ST3653 identifies service ticket #3653).



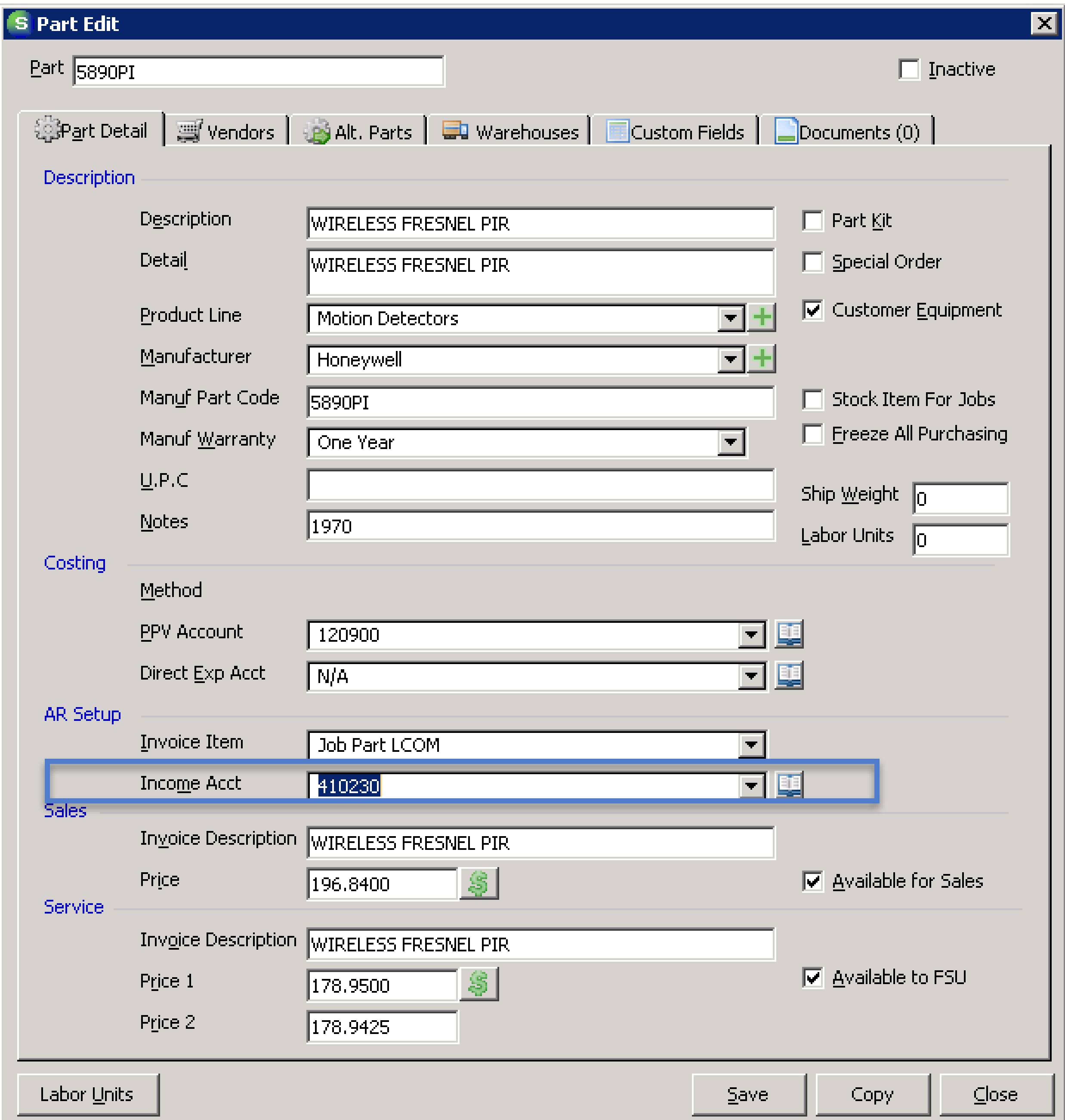
This will appear in the Journal Detail of the service ticket:



Inventory

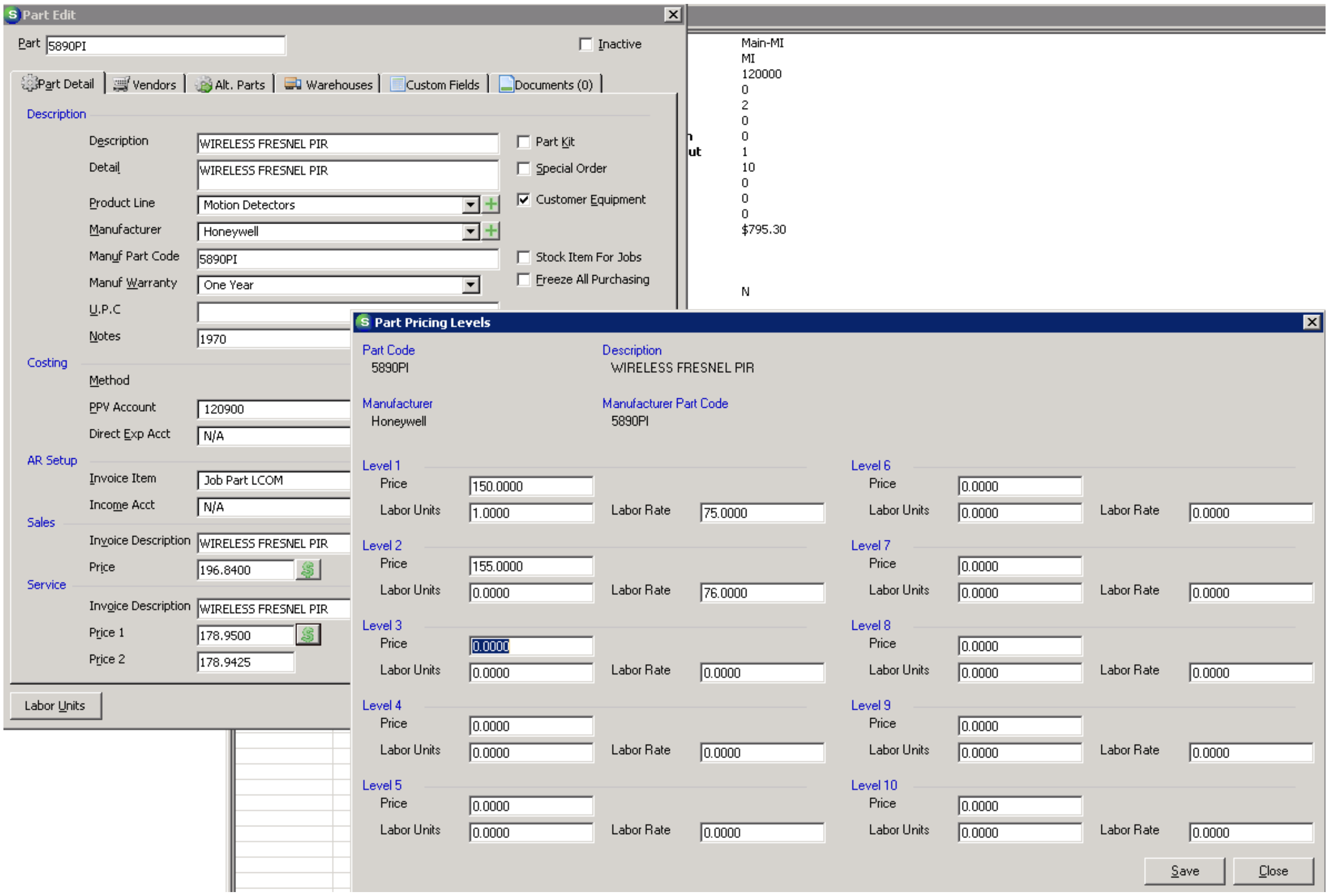
Parts Detail Screen

A new field entitled "Income Acct" has been added to the Parts Detail screen. When an income account is defined in this field, it will override the income account number associated with the Parts Item Code on the service level in the SedonaOffice Service Level table. <u>This income account will not be used when charging customers for parts sold through a job.</u>



Parts Pricing Levels

The parts pricing levels have been expanded to hold up to 10 parts pricing levels.



Report Manager

Comparison Income Statement

A new report "Comparison Income Statement" has been added under the General Ledger option in Report Manager. This report is used to compare the balances in all Income Statement Accounts between up to four accounting periods and sort them by their associated GL category. This report has a branch option. If multiple branches are selected, a new report will print for each unique branch. This report also has the option to select the GL account description. If this option is chosen, the user may also elect to have the GL account number printed on the report.

November 30, 2015
10:49 AM

Comparison Income Statement

Page # 1

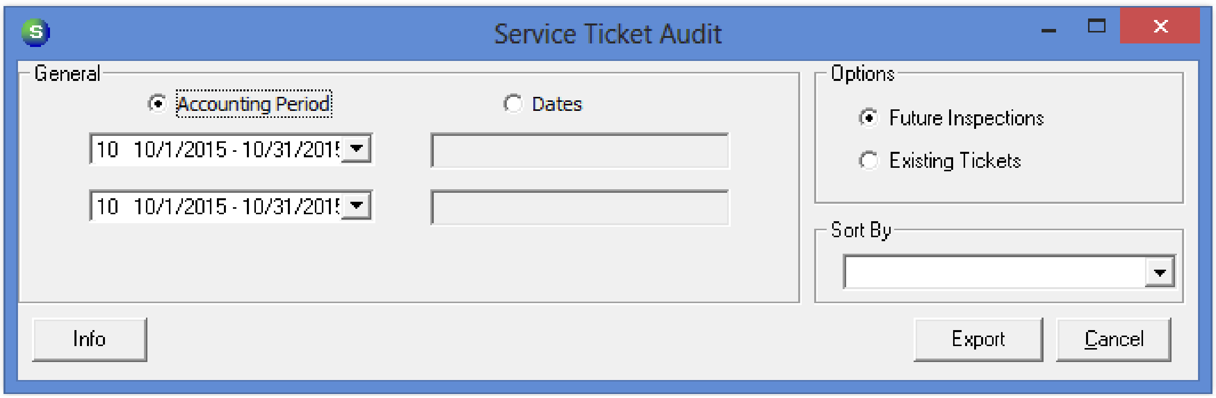
All Branches

	10/1/2015 - 10/31/2015	9/1/2015 - 9/30/2015	8/1/2015 - 8/31/2015	7/1/2015 - 7/31/2015
Income				
Admin G & A				
410212 - Revenue - Commercial	106.68	0.00	0.00	0.00
430190 - Reveneue - Monitoring	0.00	0.00	(6.33)	0.00
480110 - Revenue - Lease Recurring	2,208.34	15.00	13,843.19	88,206.91
490110 - Revenue - OTC Part Sles	0.00	0.00	0.00	0.00
490900 - Revenue - Other	109.00	0.00	0.00	0.00
	2,424.02	15.00	13,836.86	88,206.91
Central Station G & A				
430110 - Revenue - Monitoring	1,478.97	48.00	724.80	3,200.35
	1,478.97	48.00	724.80	3,200.35
Equip Sales				
410310 - Revenue - Equipment Sales	0.00	(25.00)	571.98	0.00
	0.00	(25.00)	571.98	0.00
Insp Cont				
420340 - Revenue - Inspection Contracts	11,875.00	10,750.00	267,687.13	1,805,045.00
	11,875.00	10,750.00	267,687.13	1,805,045.00
Insp T&M				
420341 - Revenue - Inspection T & M	55.00	55.00	98.00	0.00
420900 - Revenue -	0.00	0.00	500.00	0.00
	55.00	55.00	598.00	0.00
Jobs Add/Upgrade Com				
410212 - Revenue - Commercial	0.00	0.00	0.00	0.00
410310 - Revenue - Equipment Sales	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00
Jobs Add/Upgrade Res				
410212 - Revenue - Commercial	0.00	0.00	0.00	0.00
410310 - Revenue - Equipment Sales	1,450.00	100.00	(100.00)	(275.00)
410900 - Revenue -	0.00	0.00	(100.00)	0.00
	1,450.00	100.00	(200.00)	(275.00)

Service Audit Export*

This is a custom report for a specific customer that is designed for auditing inspection tickets prior to creating them. It does not have a printable version. It only exports to Excel.

Report Options



Future Inspections – The report will look for inspections with a Next Inspection Date in the date range selected.

Existing Tickets – The report will look for inspection tickets with a Creation Date in the date range selected.

Sort By – has the following options:

- Branch – based on the Site's Branch
- Date – can be either the Next Inspection Date or the ticket Creation Date
- Route – based on the route from the inspection
- Service Company – based on the Service Company from the inspection

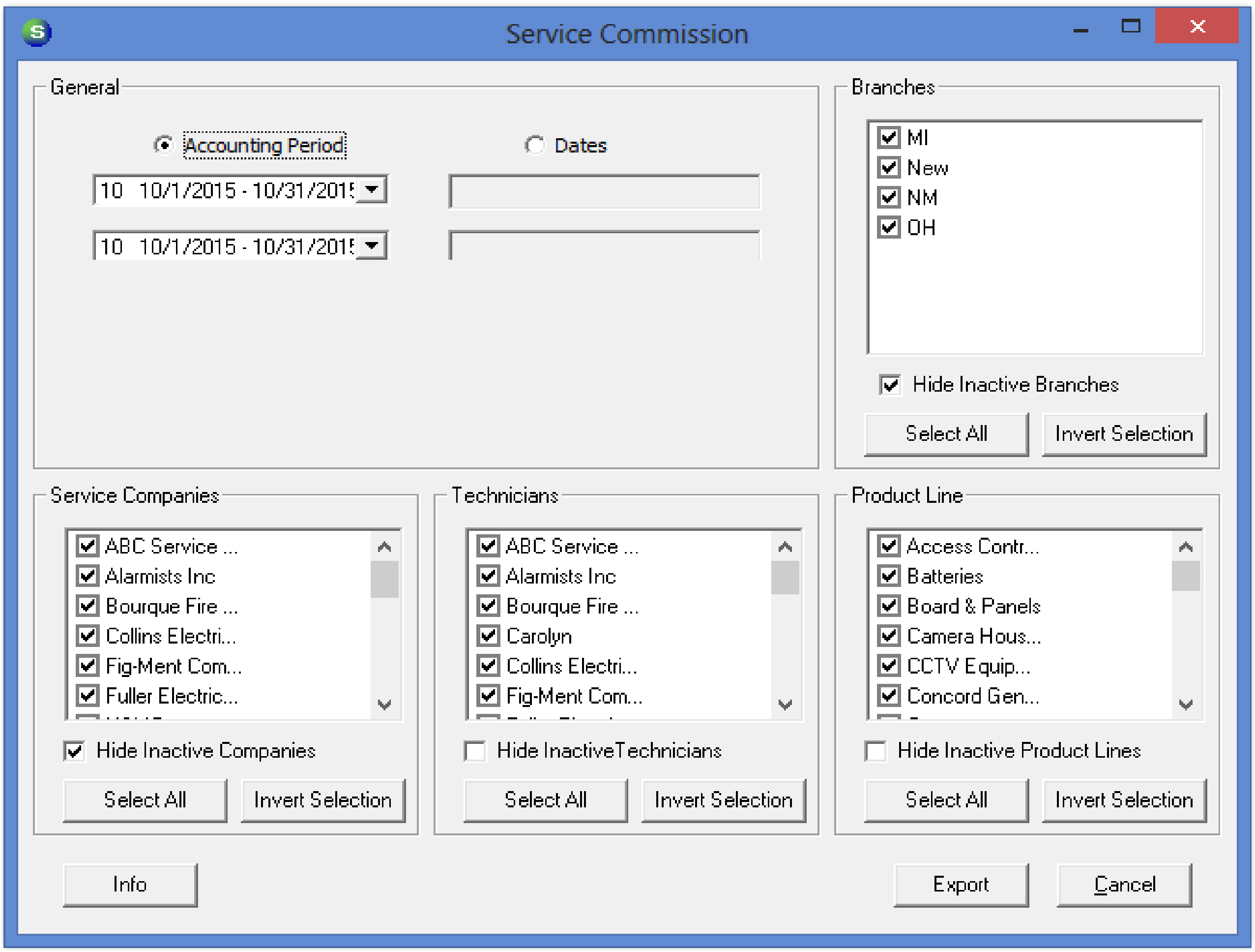
Export Button – This button exports the data directly to Excel. You do not get to preview the data in the report before you export it. This allows the export to exclude some of the formatting like page breaks and repeating of column headers.

Exported Columns
Customer Number
Customer Name
Billing Address – Address1, Address2, Address3, City, State, Zip
Bill Phones: Phone1, Phone2,
Bill Email
Email Invoice
Terms
Tax Group
Site Name
Site Address - Address1, Address2, Address3, City, State, Zip
Site Phones: Phone1, Phone2,
Site Email
Site Number
Site Branch
Contact Name and Contact Phone for up to 10 site contacts
Site Customer Since
Site User Defined Fields
Service Company
Alarm Account
System Type
Service Level
Warranty
Inspection Cycle
Next Inspection Date
Inspection Service Level
Inspection Service Company
Last Inspection Date
Inspection Notes
Inspection Route
System Notes
System Comments
System Memo
System User Defined Fields
Blanket PO
Blanket PO Expire
Panel Location
Ticket Number – will be blank if running by Next Inspection Date
Ticket Creation Date – will be blank if running by Next Inspection Date
Customer User Defined Fields
Inspection Task Description and Note for up to 19 Inspection Tasks
Site level general notes – 5 most recent
Site Comments

Service Commission Report*

This is a custom report that is designed for a specific customer's commission policy. It is unlikely that this report will fit the needs of any SedonaOffice customer other than the one which requested it to be written. It does not have a printable version and exports to Excel. The report lists all parts and other items on a service ticket for each technician that has been dispatched. The Labor Charge and Trip Charge on the Billing Tab of the service tickets each have their own detail line for a selected ticket. Credits applied to the service ticket are included in this report but the selection criteria is slightly different.

Report Options



Date Selection – Only service tickets closed on or within the dates selected will be included.

Only credits with a credit date on or within the selected date range will be included regardless of when the ticket is closed.

Branches – By default, this list is set to show only active branches. To show all branches in the list, uncheck *Hide Inactive Branches*.

Only service tickets for sites belonging to the selected branches will be included.

Only credits on service tickets for sites belonging to the selected branches will be included.

Service Companies – By default, this list is set to show only your active service companies. To show all of your service companies in the list, uncheck *Hide Inactive Service Companies*.

Only service tickets for the selected service companies will be included.

Only credits on service tickets for the selected service companies will be included.

Technicians – By default, this list is set to show all technicians who are employees. To show only active employees in the list, check *Hide Inactive Technicians*.

Only service tickets for the selected technicians will be included. If more than one technician has been dispatched for this ticket, **all technicians** will be listed for this ticket, as long as one of the technicians has been selected.

The technician selection does not apply to credits. **All credits** meeting the other criteria will be included regardless of the technician on the ticket.

Product Line – By default, this list is set to show all product lines. To show only active product lines in the list, check *Hide Inactive Product Lines*.

Only service tickets with a part from the selected product lines will be included. **All parts and all items** will be included for these service tickets.

The Product Line selection does not apply to credits. **All credits** meeting the other criteria will be included regardless of the parts on the ticket.

Export Button – This button exports the data directly to Excel. The report cannot be previewed prior to being exported. This allows the export to exclude some of the formatting such as page breaks and repeating of column headers.

Exported Columns
Service Company Code
Cnt Tech – a count of technicians dispatched for this ticket. If the same technician has more than one appointment, that technician is only counted once.
Tech Code
Tech Name
Last Tech
Invoice/Credit Number
Invoice/Credit Date
Ticket Number
Ticket Creation Date
Ticket Closed Date
Part Code – the part code or the invoice item on the ticket/credit
Part Description – the part description or invoice item description on the ticket/credit
Qty – the quantity of the part or item on the ticket/credit
Rate – the unit rate of the part or item on the ticket/credit
Ext Rate – the quantity * unit rate of the part or item on the ticket/credit
Product Line – the product line of the part on the ticket. This will be blank for invoice items and credits.
Trip Charge – the trip charge on the ticket. It is the sum of the following values: Trip Charge listed on the Billing tab, a Part on the ticket with a Part Code = 'Trip', and an invoice item on the ticket with an Item Code = 'Trip'. It is repeated for every detail line for each ticket. This will be 0 on credits.
Fuel Charge – the fuel charge on the ticket. It is based on an invoice item with an item code = 'Fuel'. It is repeated for every detail line for each ticket. This will be 0 on credits.
Invoice/Credit Amount – the invoice amount without tax. It is repeated for every detail line for each ticket. Credits are displayed separately. Each credit will show its own total and are not combined with invoices.
Branch Code – the branch of the site for each ticket.
Customer Number
Customer Name Service Level Code

Sort Order – The information is sorted by ticket number. Invoice data will be followed by credits for each ticket. Credits where the ticket is closed outside of the selected date range will be displayed at the end of the export.

SedonaDocs

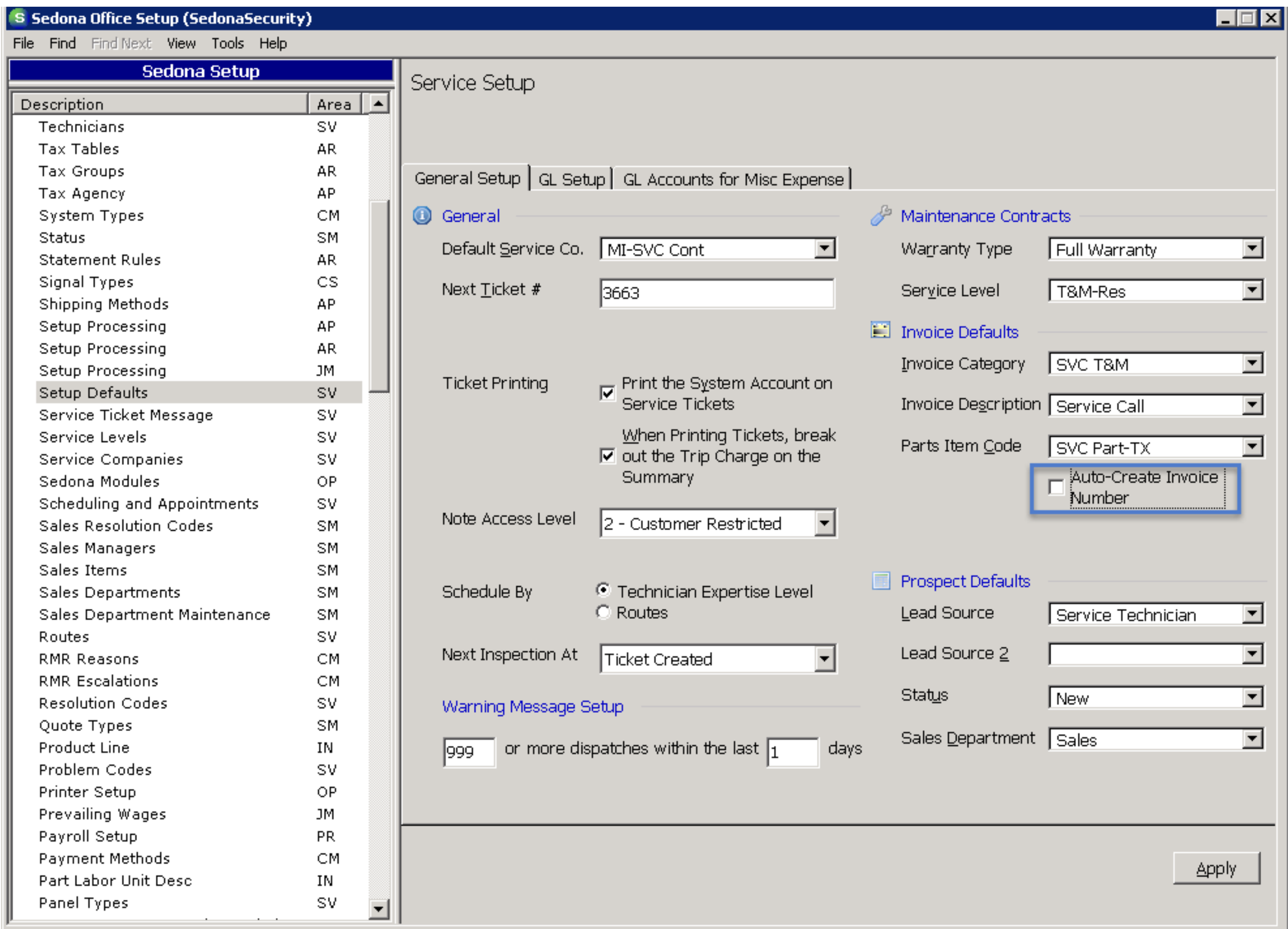
A restriction has been added preventing two documents with the same name but different file types from being added to customers. This change was made so that technicians could see both documents on their FSUs. An error message will appear when a user attempts to add a new document to the customer record that does not contain a unique name.

SedonaSetup

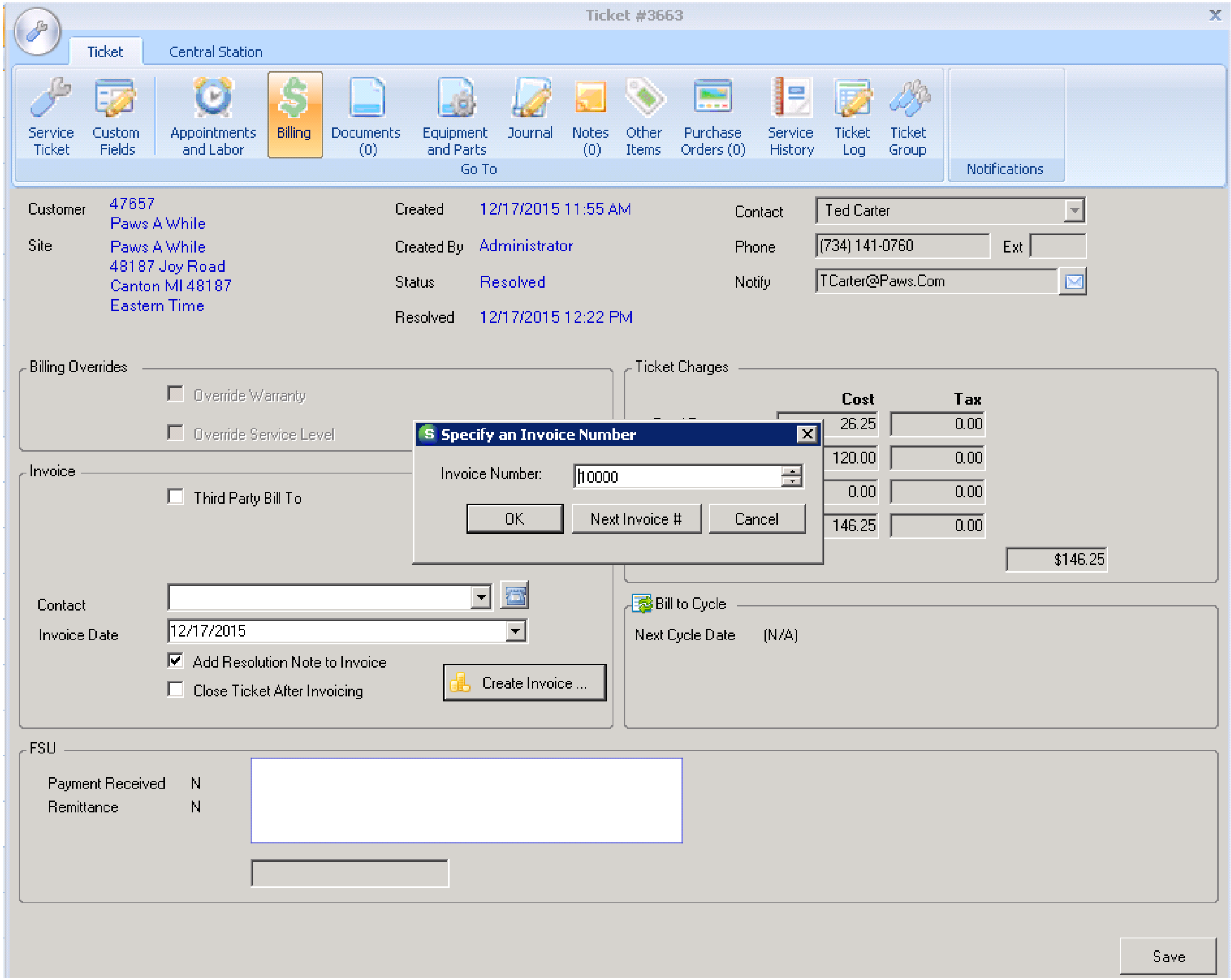
Service Setup Table

An enhancement has been added for a specific customer that needs to designate previously assigned invoice numbers prior to billing a service ticket in SedonaOffice. To accommodate this, we have added a new checkbox entitled "Auto-create invoice number." When a checkmark appears in this box, SedonaOffice will assign the next available invoice number. When a checkmark does not appear in this box, it enables a specific invoice number to be assigned to the invoice. Previously used invoice numbers will not be accepted.

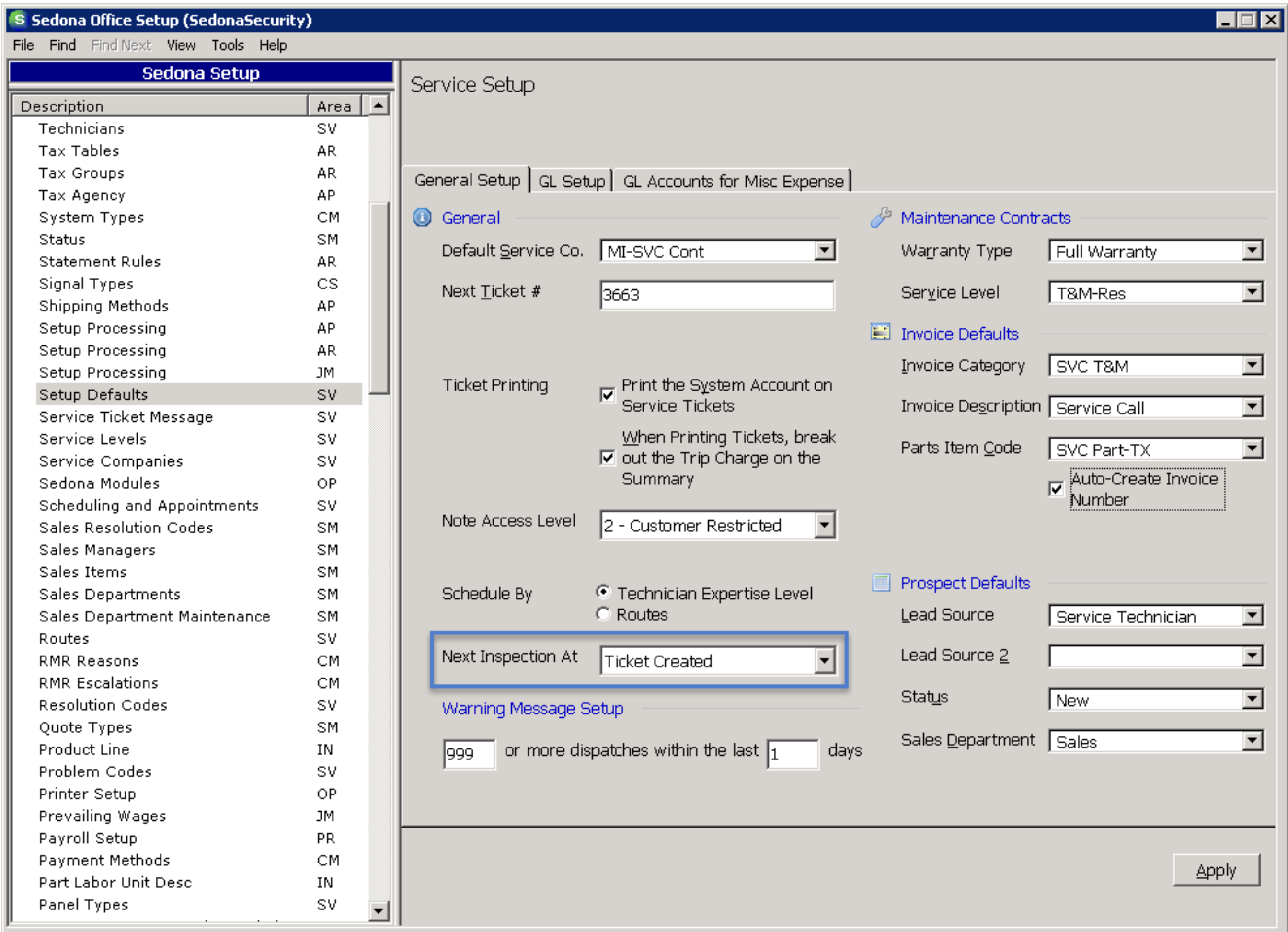
We have also added a new field for determining when the next inspection date should advance on the customer's inspection by default.



When an invoice is created from a service ticket, the system will ask what invoice number should be used. The user has the choice of entering a specific invoice number or select the Next Invoice # button:



In addition, we have added a new field entitled “Next Inspection At” to designate the default action which will determine the advancement of the customer’s next inspection date on the inspection record:



Application Corrections

Accounts Payable

Purchase Orders

Reported Issue: When viewing purchase orders in a vendor record and electing to sort by the purchase order column, all Purchase Orders had leading zeros in front of them. This issue has been corrected.

Accounts Receivable

Statements

Reported Issue: When selecting the option to Separate Statements by Bill To Address (in addition to showing open credits on the statement detail tab), the statement list tab did not correctly add the amount due each customer. This was only a display issue as the printed statement was correct for the customer. This issue has been corrected.

Pending Invoices

Reported Issue: Attempting to edit a pending invoice caused a Runtime 13 to occur. This issue has been corrected.

Client Management

Cancellation Queue

Reported Issue: Adding a customer number that contained leading zeroes into the cancellation queue caused the leading zeroes drop off and the customer difficult to find in the queue. This issue has been corrected.

Payment Options

Reported Issue: When a PCI compliant customer attempted to update only the expiration date on a previously entered credit card, they immediately received an error that the credit card number was not valid because the system looked for the pattern of numbers in the credit card instead of recognizing that it was a token. This issue has been corrected.

Recurring

Reported Issue: When recurring was split on a sub-account of a master, the checkmark on the record for Recurring to Master was being unchecked. This issue has been corrected.

Inventory

Parts Query Builder

Reported Issue: The number of hours of labor on a part was being returned as a dollar amount instead of a numeric when used in the Parts Query Builder. This issue has been corrected.

Jobs

Billing

Reported Issue: A "Runtime Error 5" was received when trying to create an invoice from the job billing queue on select customers. This issue has been corrected.

Job Ticket

Reported Issue: The printed job ticket did not sum of all invoices in the Actual column. This issue has been corrected.

Point of Sale

POS Entry

Reported Issue: The Point of Sale entry form required that the tax exempt number be entered on the POS Entry screen to have tax removed. This has been updated to pull in the tax exempt number on file for any customer already entered within SedonaOffice.

Reports

Taxable Non-Taxable Sales Report

Reported Issue: The report did not bring in any data when broken out by branch. This issue has been corrected.

Service

Appointments

Reported Issue: When an appointment had not been resolved via the FSU prior to invoicing a ticket in the service module, Sedona would not allow the ticket to be closed. This issue has been corrected.

Inspections

Reported Issue: When a user encountered a parts reconciliation issue prior to closing an inspection ticket, the next inspection date was advanced even though the ticket had not closed due to the parts mismatch. This issue has been corrected.

Labor – Overtime

Reported Issue: Overtime was not being calculated correctly for technicians when multiple appointments were on a service ticket requiring overtime and overtime began one minute past the end of regular hours. This issue has been corrected.

Unscheduled Appointments

Reported Issue: Both service tickets as well as vendor service tickets were being displayed in the Unscheduled Appointments when only the Service option had been selected. The ticket queues have been renamed, and the options for viewing are now labelled: All, Inspection (Vendor & Non), Service (Non-Vendor), Service (Vendor & Non), Vendor Inspection, Vendor Service, Vendor (Inspections & Service), and Non-Vendor (Inspection & Service). A new drop-down list entitled "View" has been added.