SedonaOffice

Release Notice

Version 6.0

Effective Date: May 22, 2019

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About This Guide

This guide is a functional overview (living document) and provides conceptual and summary operational information. This guide does not define all fields within the application; the application provides some definitions while other field names are familiar terms to those in the security industry. The assumption is that the reader is familiar with central station automation systems, as well as web services technology and terminology.

This guide outlines feature enhancements, and defect corrections to version 6.0 of SedonaOffice.

About This Release

Version 6.0 incorporates the rewrite of the EFT Processing program. **Customers updating to this version must use this new program. It will not be possible to revert to the earlier version of EFT processing using this release.**

The screenshots in this document reflect version 6.0. This document may be updated periodically.

Preparation Requirements for SedonaOffice 6.0 Installation

SedonaOffice 6.0 now uses a Rest API to communicate and integrate with Forte. This will require some additional setup and configuration in SedonaOffice, SedonaWeb, and with Forte.

Submit/Upload and Capture all EFT Payment Batches:

1. Before upgrading to 6.0, please be sure to submit/upload and capture all EFT payment batches.

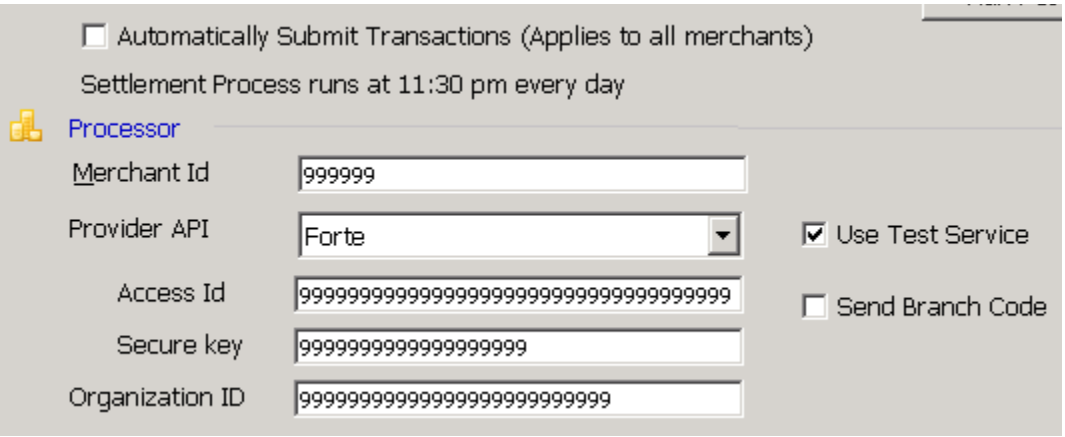
Server/Client Requirements:

2. Upgrade to Microsoft .Net 4.6.1 or newer

Sandbox Testing

- If you would like to test SedonaOffice 6.0, you should install the software on a separate test server.
- If you install 6.0 as a beta on your production server, **all** company databases will be upgraded to version 6.0.
- Any database that is upgraded to 6.0 will be unable to process new payments until the below setup is complete.

Important Note: After creating or refreshing a **sandbox** in SedonaOffice 6.0 or higher, users must navigate to EFT Setup in SedonaSetup and enter a series of 9s for all EFT credentials (see example below). Unlike previous versions of SedonaOffice, EFT transactions *can* process through the sandbox. If the credentials are not entered as 9s your customers could be billed during testing, and/or doubled billed. **The credentials must be changed to 9s after each time the sandbox is refreshed.** Refreshing the sandbox will override any 9s previously entered with your actual credentials. The 9s must be re-entered to ensure no transactions process.



Forte Account Setup

This new API process with Forte requires access to Forte's Dex Portal.

1. Contact Forte to receive a Dex Account invite as well as a sandbox account for your testing.

   Forte Contact:

   Heather Lawson

   heather.lawson@forte.net

   integration@forte.net

   866-290-5400 x 766

   Or customerservice@forte.net

2. Request a Dex Invite and/or Sandbox setup credentials
3. Dex invite will come from **Dex@forte.net**
4. You should receive a Dex invite within 1-2 business days
5. Once you receive your invite, follow Forte's instructions to register your account which can be found here:

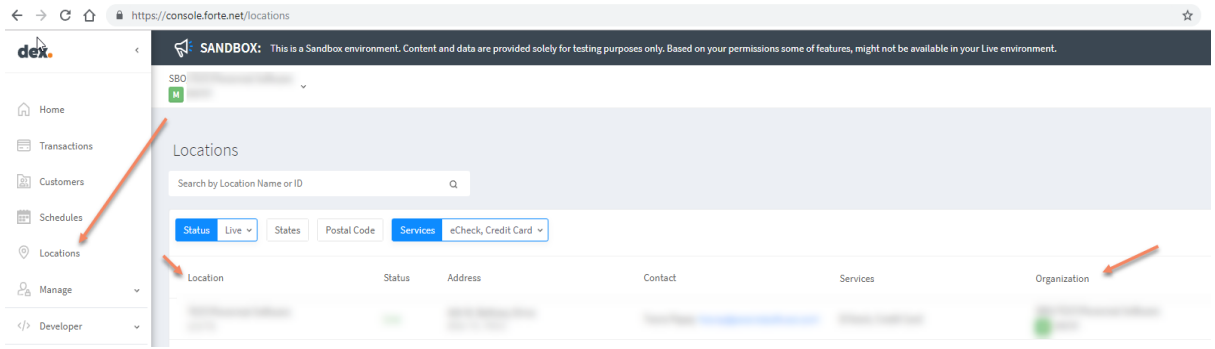
   https://console.forte.net/help/merchant/#users/registering_your_account.htm%3FTocPath%3DHome%7C_____1

You will need to obtain the following information from the Dex Portal to complete the SedonaOffice EFT Setup window in SedonaSetup.

- Merchant ID
- Access ID
- Secure Key
- Organization ID

Accessing Required Information from the Dex Portal:

Merchant ID and Organization ID can be found on the Locations tab:



You will need to generate the API Access ID and the API Secure Key from the Dex Portal under the Developer / API Credentials tab.

For more information about generating API Credentials, review Forte's documentation:

https://console.forte.net/help/merchant/#admin/working_with_api_keys.htm%3FTocPath%3DDeveloper%7C_____1

FSU Updates

- Download the latest updates for the FSU app: https://www.apple.com/ios/app-store/
- Must have iOS 11 or newer.
- FSU credit card readers are not allowed in SedonaOffice 6.0.

Install SedonaOffice 6.0

SedonaWeb Setup

If your company uses SedonaWeb, IT will update your SedonaWeb version at the same time as your SedonaOffice version. This is to ensure the highest level of PCI compliance throughout all applications.

SedonaCloud/SedonaAPI 2.0 Setup

If your company uses the SedonaAPI, IT will update your SedonaAPI version at the same time as your SedonaOffice version. This is to ensure compatibility with the SalesAutomation module.

If you are not a SedonaCloud customer, please review the requirements for the new API before requesting the update. For a copy of pre-install requirements please contact:

sedonaoffice.support@boldgroup.com

Performing the Update

1. Contact Perennial Software's IT support to obtain the latest version of SedonaOffice 6.0.

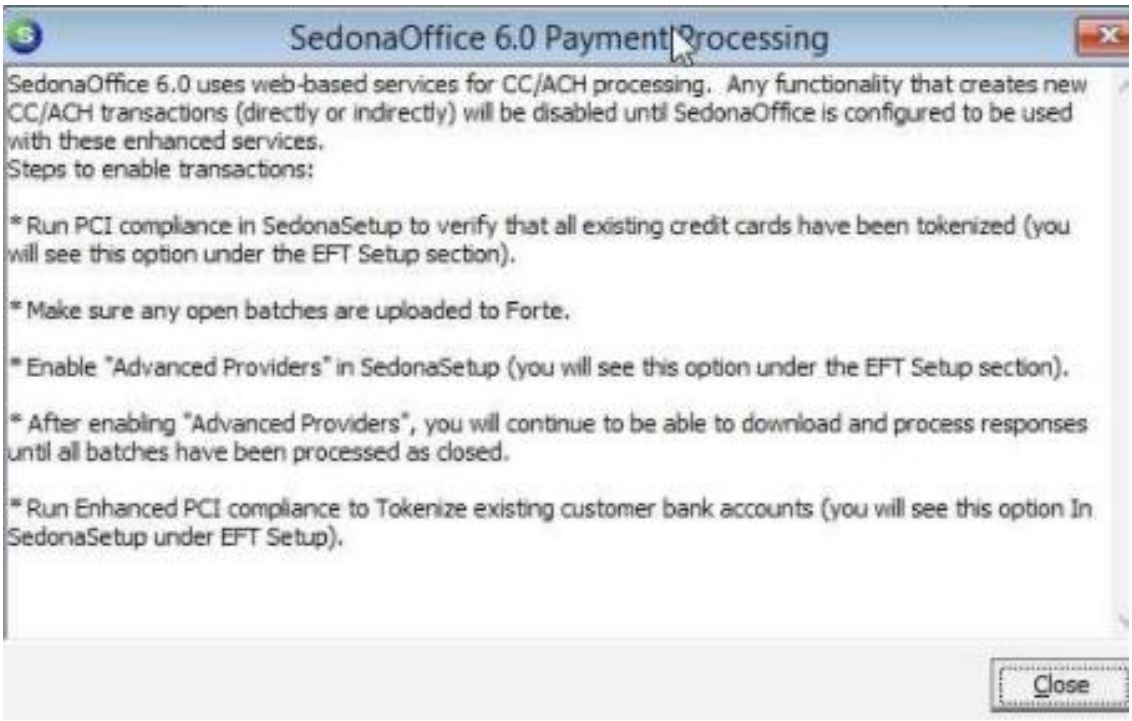
   sedonaoffice.itsupport@boldgroup.com

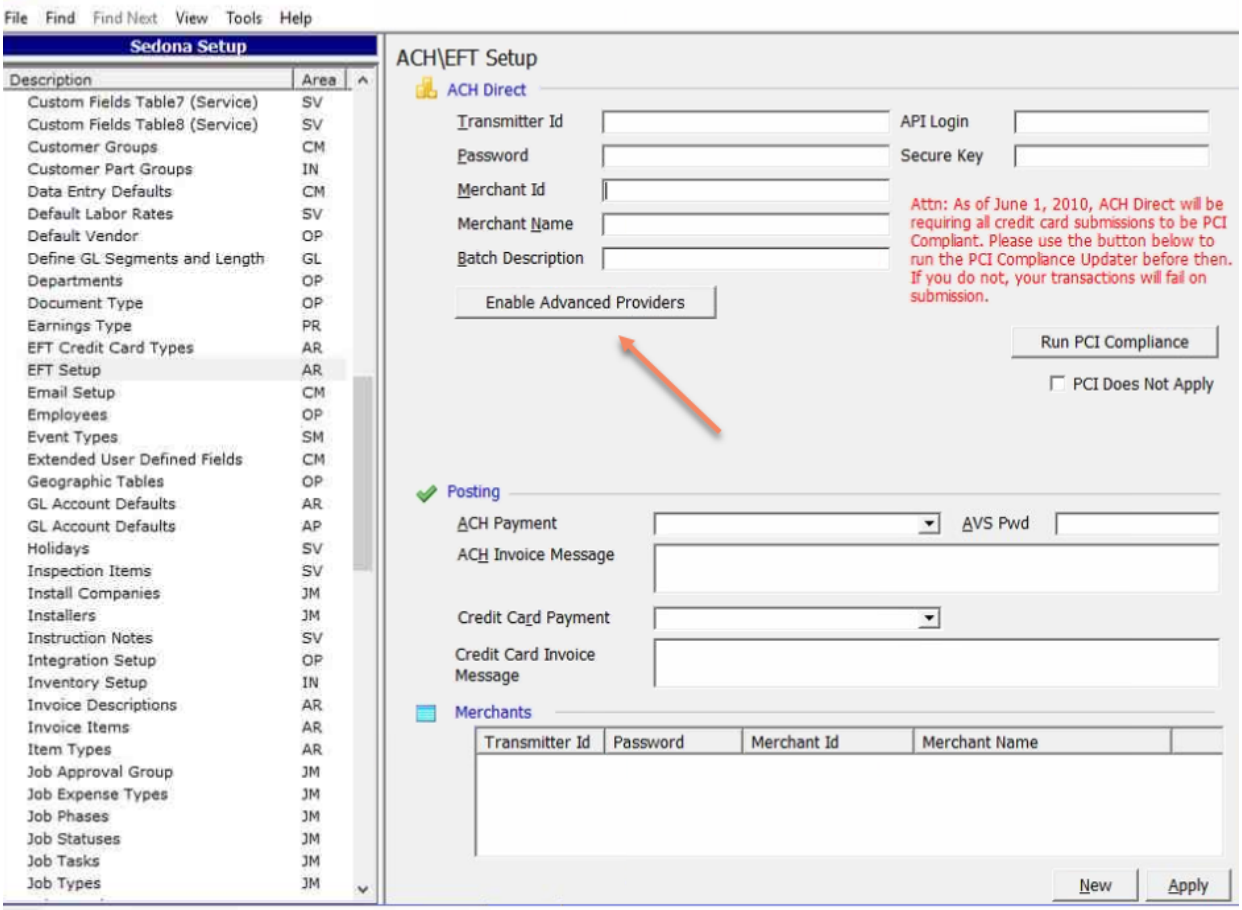
2. Open the installer and follow the prompts to install SedonaOffice 6.0

SedonaOffice 6.0 Application Setup

Before you begin the setup process, it is important to note that this process will take time to complete and the EFT processing will be offline until setup is complete. In addition, the application will be pinned and cannot be moved or minimized; therefore, the terminal is locked until the process is complete as well.

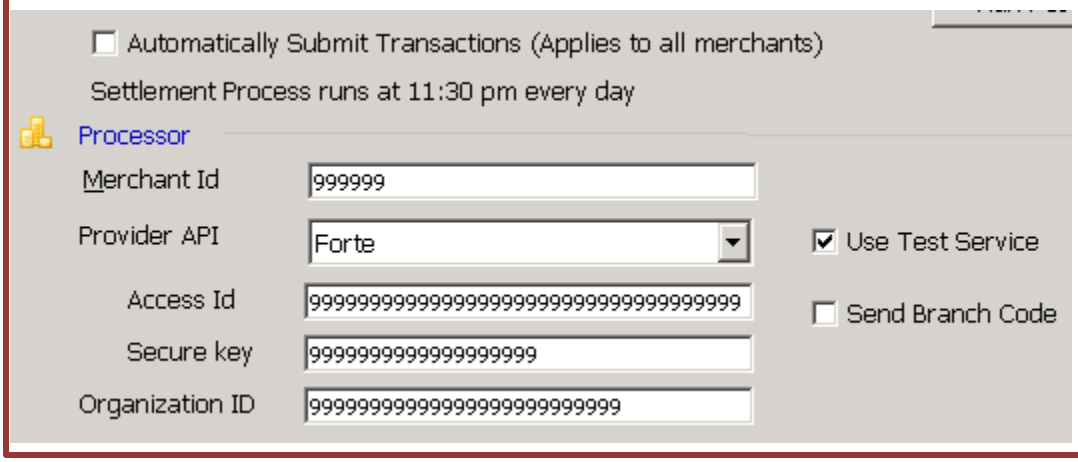
1. Once SedonaOffice 6.0 is installed, you will need to setup the new version of the payment processor to be able to process new CC/ACH transactions.
2. You will be prompted with an instruction window of various tasks to complete. This window will continue to prompt you each time you open SedonaOffice until all tasks are complete (these steps will be marked “Complete” as you work through them):





3. All open EFT batches will need to be closed first in SedonaOffice before this process can be successfully completed.
4. Using the Dex account information, begin setting up the new payment processor.
5. Open SedonaSetup and navigate to the EFT Setup
6. Choose the merchant you want to update from the Merchants section
7. Enter the Dex Account information from Forte and click the Run PCI Compliance button
    - Merchant ID – Found in Location Tab under Location Column
    - Access ID – Generated API Key
    - Secure Key – Generated API Key
    - Organization ID – Found in Location Tab under Organization Column
8. If you have open batches the Instructions window will pop up again reminding you of the required steps
9. Complete the rest of the step on the instructions window, if applicable
10. Run the PCI Compliance again after all steps have been completed

Important Note: After creating or refreshing a **sandbox** in SedonaOffice 6.0 or higher, users must navigate to EFT Setup in SedonaSetup and enter a series of 9s for all EFT credentials (see example below). Unlike previous versions of SedonaOffice, EFT transactions *can* process through the sandbox. If the credentials are not entered as 9s your customers could be billed during testing, and/or doubled billed. **The credentials must be changed to 9s after each time the sandbox is refreshed.** Refreshing the sandbox will override any 9s previously entered with your actual credentials. The 9s must be re-entered to ensure no transactions process.



Enhancements/Improvements

Accounts Receivable

Electronic Funds Transfer (EFT) Processing Overview

Version 6.0 incorporates a complete rewrite of the EFT Processing program. **Customers updating to version 6.0 must use the new program. It will not be possible to revert to the earlier version of EFT processing once updated to this release. Customers should read the EFT Processing Reference Guide prior to updating to Version 6.0.**

The new EFT program processes all bank draft and credit card transactions in real time. Batches are no longer created; users are no longer restricted to a specific workstation to process payments and FSUs credit card readers will not work. All approved transactions provide trace numbers and authorization codes.

The SedonaOffice Administrator may elect to have transactions automatically sent to Forte on a pre-set schedule of 8:00 am, 12:00 pm and 5:00 pm (local time) each day when the EFT Setup table within SedonaSetup has been marked to do so. Users may not change the preset schedule of the times that automatic transmissions to Forte take place. Users have the option of submitting transactions to Forte at any time outside of these preset hours on any day of the week.

Deposit payment batches for credit card and ACH payments are automatically created as transactions are approved. Customer invoices are marked as paid with every entry into the deposit payment batch. Users may export a report showing all approved and/or rejected transactions that have occurred on any day. Users will be able to deposit their payment batches within SedonaOffice ***once the funds have settled***. The settlement process begins at 11:30 pm (local time) daily. Settlement of credit card transactions can take 24-48 hours. ACH transactions can take between 3-5 business days.

Customer credit card and bank account information is entered directly into Forte's system using Forte's data entry forms. Since the information is being added directly into Forte's database, it is necessary to access Forte's database (called Dex) for any address changes, changes to credit card expiration dates, or changes to a CVV number. Forte does offer a subscription service to its merchants which automatically pushes updated credit card expiration dates into SedonaOffice each night after settlement takes place. Users should contact Forte directly regarding that service.

Users now can void credit card and ACH transactions on the same day that they are created up to the cut-off time designated by Forte. Please contact Forte for the specific cut-off times.

Users can now handle refunds of both bank drafts and credit card transactions directly through SedonaOffice.

A new disputes area has been created where users can view the status of any Visa, MasterCard or Discover dispute involving their merchant id. Users will be able to add documentation for any dispute in a "Documents Needed" status.

SedonaEmail – Phase II

Note: SedonaEmail is not a replacement for SedonaSync. SedonaSync users should continue using that product for emailing customer invoices as its settings does not conflict with those of SedonaEmail.

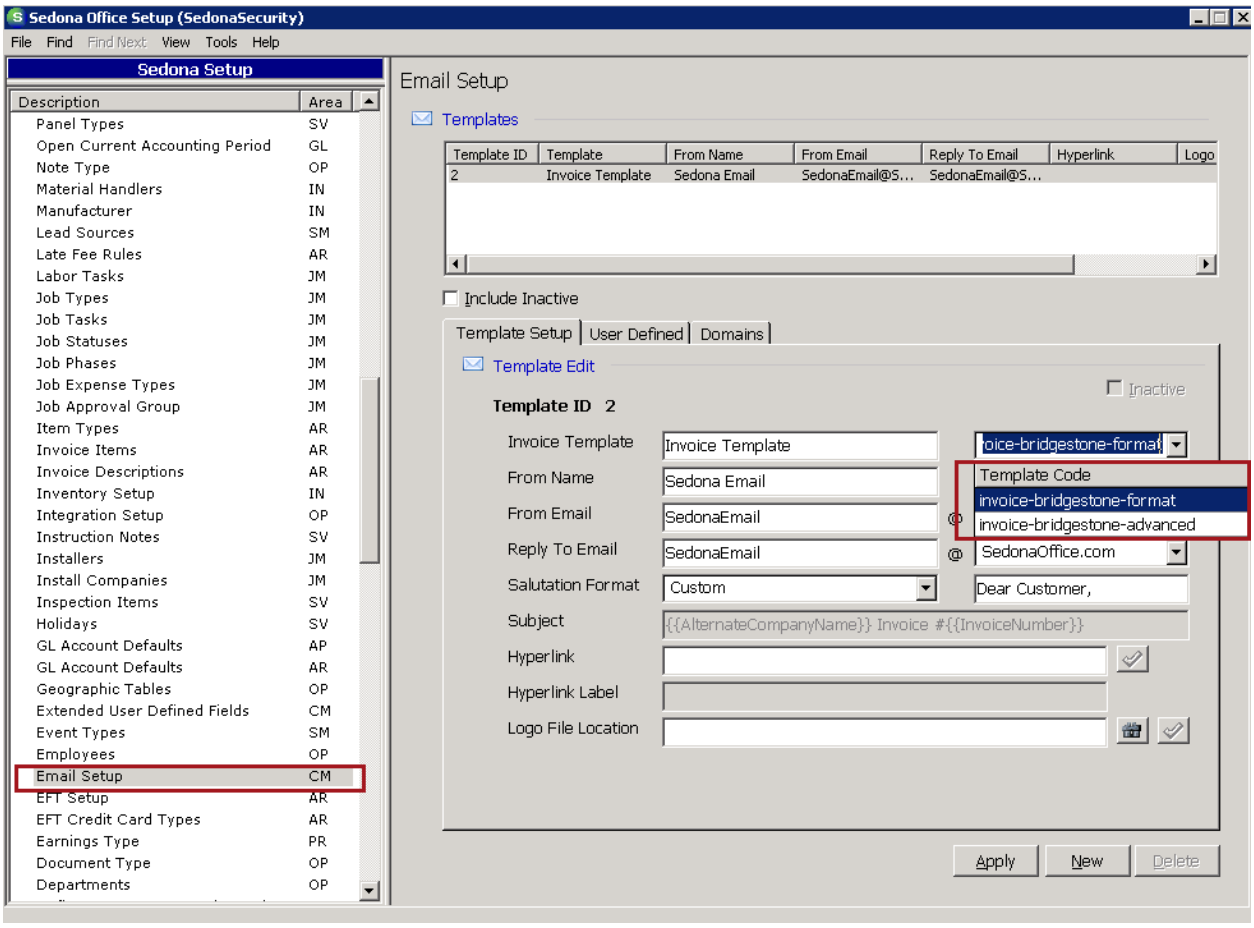
Several additions have been made to SedonaEmail:

1. Invoice template hyperlinks and pictures
2. Ability to designate different invoice templates on a per branch basis
3. Logo support
4. Configurable salutations
5. Ability to add remittance coupons
6. Ability to add a statement summary
7. Multiple email addresses may be attached to a Bill To record
8. Ability to override the standard “From” and “Reply To” email addresses
9. Ability to designate specific invoice types for emailing on each Bill To record
10. Single customer and master account filters for batch emails
11. Clearing the email batch queue by marking all emails as sent
12. Send and close option on single emails
13. Ability to override the standard “From” and “Reply To” email addresses
14. Reporting details on failed/skipped emails
15. Invalid email addresses are flagged
16. Expanded email history display and functionality

Invoice Template Overview

Users that have the SedonaSetup permission “Edit Email Template” in the Client Management section of Usergroups, now have access to a new table new table entitled “Email Setup.” Users now have the option of creating different invoice templates where they may define different fields of information to populate within the customer’s email. ***While customers cannot modify the Bridgestone Standard format of the invoice or change the order in which options appear***, they can add information which might be useful to their customers including remittance coupons, statement summaries, internet hyperlinks on various topics and selection of logos. A different template may be defined for each branch.

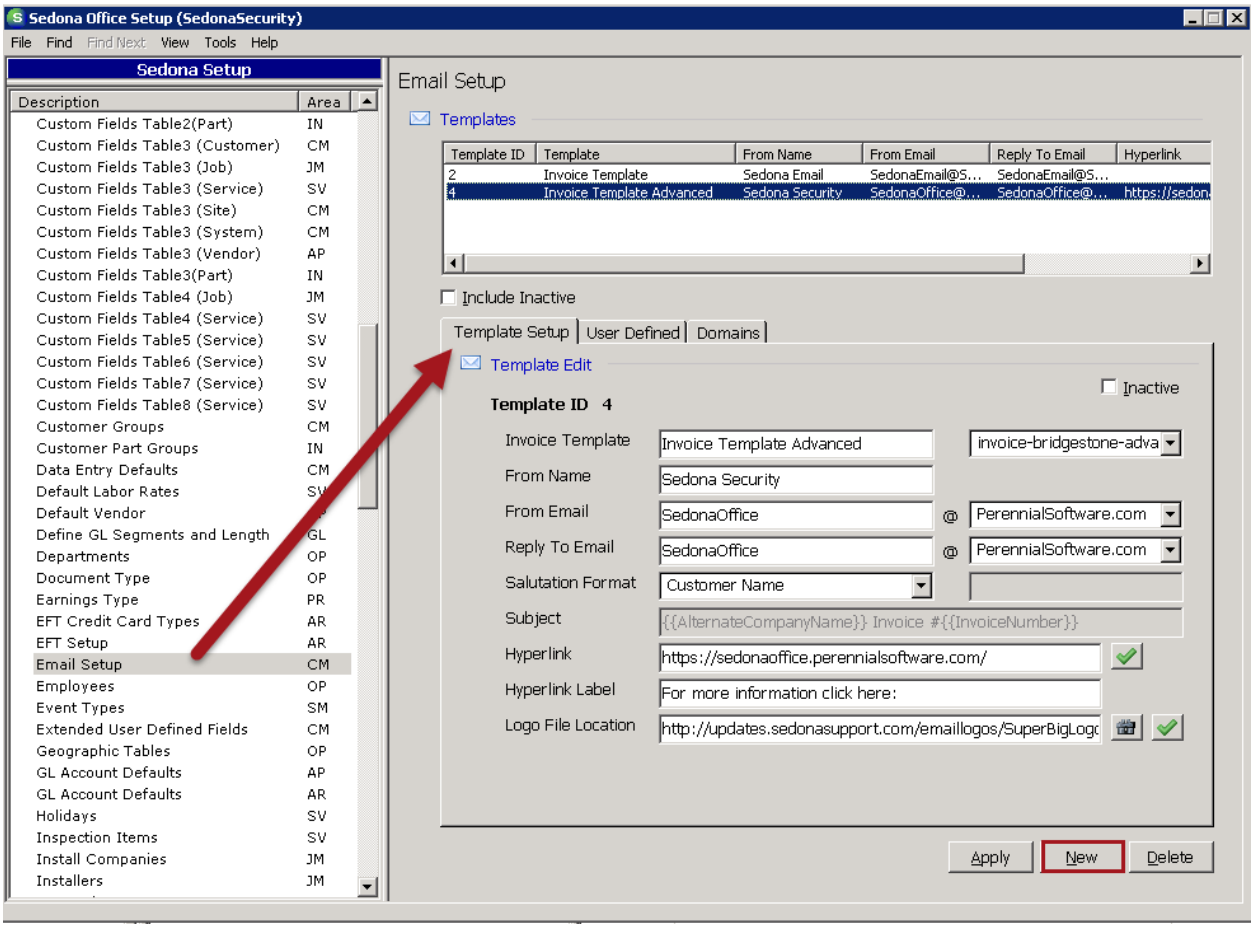
Users have two types of templates pre-defined in the Email Setup table– the Invoice Bridgestone format template and Invoice Bridgestone Advanced template.


Sedona Office Setup (SedonaSecurity)
File Find Find Next View Tools Help
Sedona Setup
Description Area
Panel Types SV
Open Current Accounting Period GL
Note Type OP
Material Handlers IN
Manufacturer IN
Lead Sources SM
Late Fee Rules AR
Labor Tasks JM
Job Types JM
Job Tasks JM
Job Statuses JM
Job Phases JM
Job Expense Types JM
Job Approval Group JM
Item Types AR
Invoice Items AR
Invoice Descriptions AR
Inventory Setup IN
Integration Setup OP
Instruction Notes SV
Installers JM
Install Companies JM
Inspection Items SV
Holidays SV
GL Account Defaults AP
GL Account Defaults AR
Geographic Tables OP
Extended User Defined Fields CM
Event Types SM
Employees OP
Email Setup CM
EFT Setup AR
EFT Credit Card Types AR
Earnings Type PR
Document Type OP
Departments OP
Email Setup
Templates
Template ID Template From Name From Email Reply To Email Hyperlink Logo
2 Invoice Template Sedona Email SedonaEmail@S... SedonaEmail@S...
Include Inactive
Template Setup User Defined Domains
Template Edit
Inactive
Template ID 2
Invoice Template
From Name
From Email
Reply To Email
Salutation Format
Subject
Hyperlink
Hyperlink Label
Logo File Location
Invoice Template
Sedona Email
SedonaEmail
SedonaEmail
Custom
{{AlternateCompanyName}} Invoice #{{InvoiceNumber}}
oice-bridgestone-format
Template Code
invoice-bridgestone-format
invoice-bridgestone-advanced
SedonaOffice.com
Dear Customer,
Apply
New
Delete

The invoice-bridgestone-form will email invoices using the Bridgestone Standard format used today for SedonaEmail. The invoice-bridgestone-advanced format enables invoice/statements to be sent to customers when the user elects to include statement detail either with or without the recalculation of late fees.

Canadian customers must use the Invoice Template Advanced for any invoices which need to have PST/GST tax broken out.

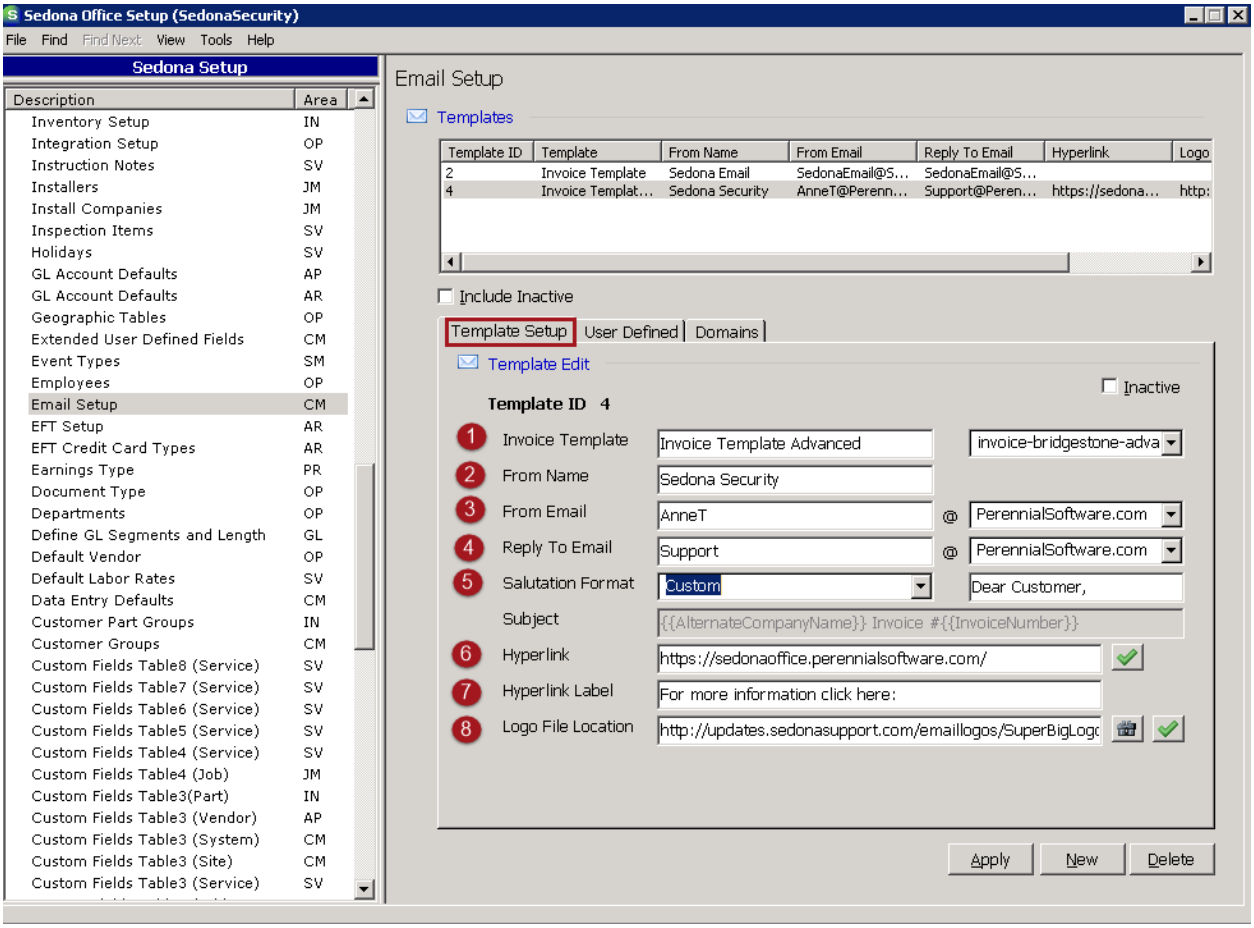
Users may also create their own templates.



Each invoice template consists of information found in the three tabs provided – Template Setup, User Defined, and Domains.

Template Setup

To add a new invoice template, click on the “New: button in the lower right-hand corner of the form. The Template Setup Tab contains 8 fields of information in which to populate information.

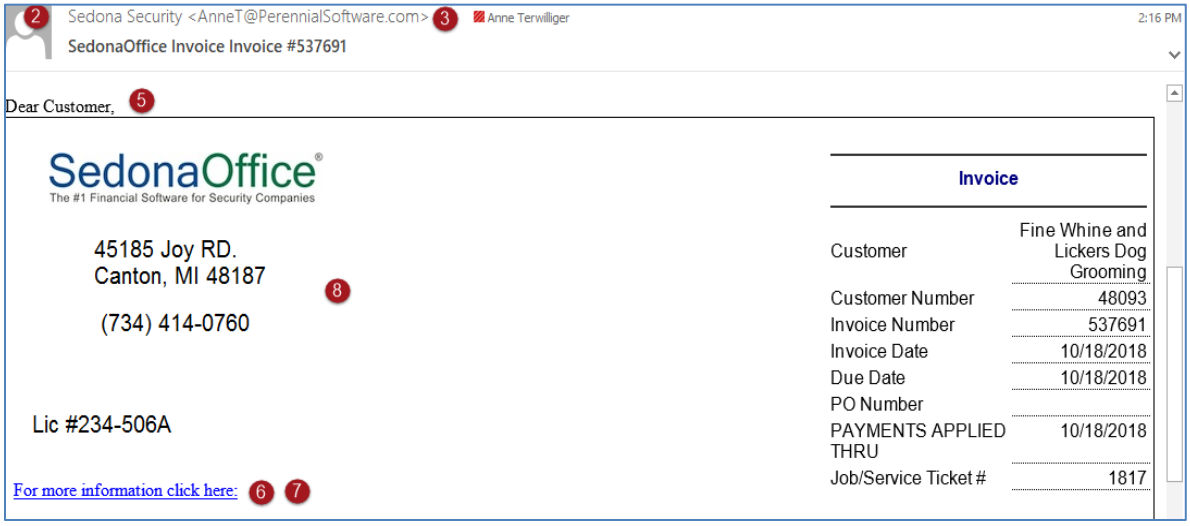


Unless otherwise noted, each field may contain up to 128 characters.

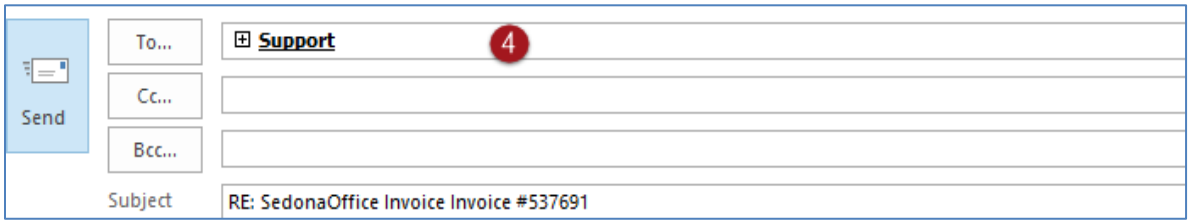
1. Define the name of the template so that it is easily identifiable by a user. If different templates are defined for different branches, include the branch in the name of the invoice template.
2. Select the name of your company in the “From Name” field.
3. A specific email address may be defined in the “From Email” field, the email identifying the sender. The name of the person/department and the domain name (e.g. Perennialsoftware.com) must be defined.
4. A specific email address may be defined where a customer could send a reply to the email received. The name of the person/department and the domain name must be defined. The address may contain up to 111 characters.
5. Users are given the choice of “Customer” (the customer name) or setting a custom salutation for the email. If custom is selected from the drop-down menu, the wording should be entered in the field to the right of the Salutation Format. In the example above, “Dear Customer,” has been selected.

6. Users may define an internet hyperlink, which would appear directly below their logo. Wording for the hyperlink must be entered in the Hyperlink Label (#7 below) and the internet hyperlink for that information is entered in the hyperlink field. Pressing the enables the user to check that the hyperlink provided is correct.
7. The wording for the hyperlink defined in step 6 is defined in this field.
8. The location of the logo field for the invoice must be defined in this field. Pressing the enables the user to check that the hyperlink for the logo is correct.

Given these additions, the invoice template would resemble the one below:

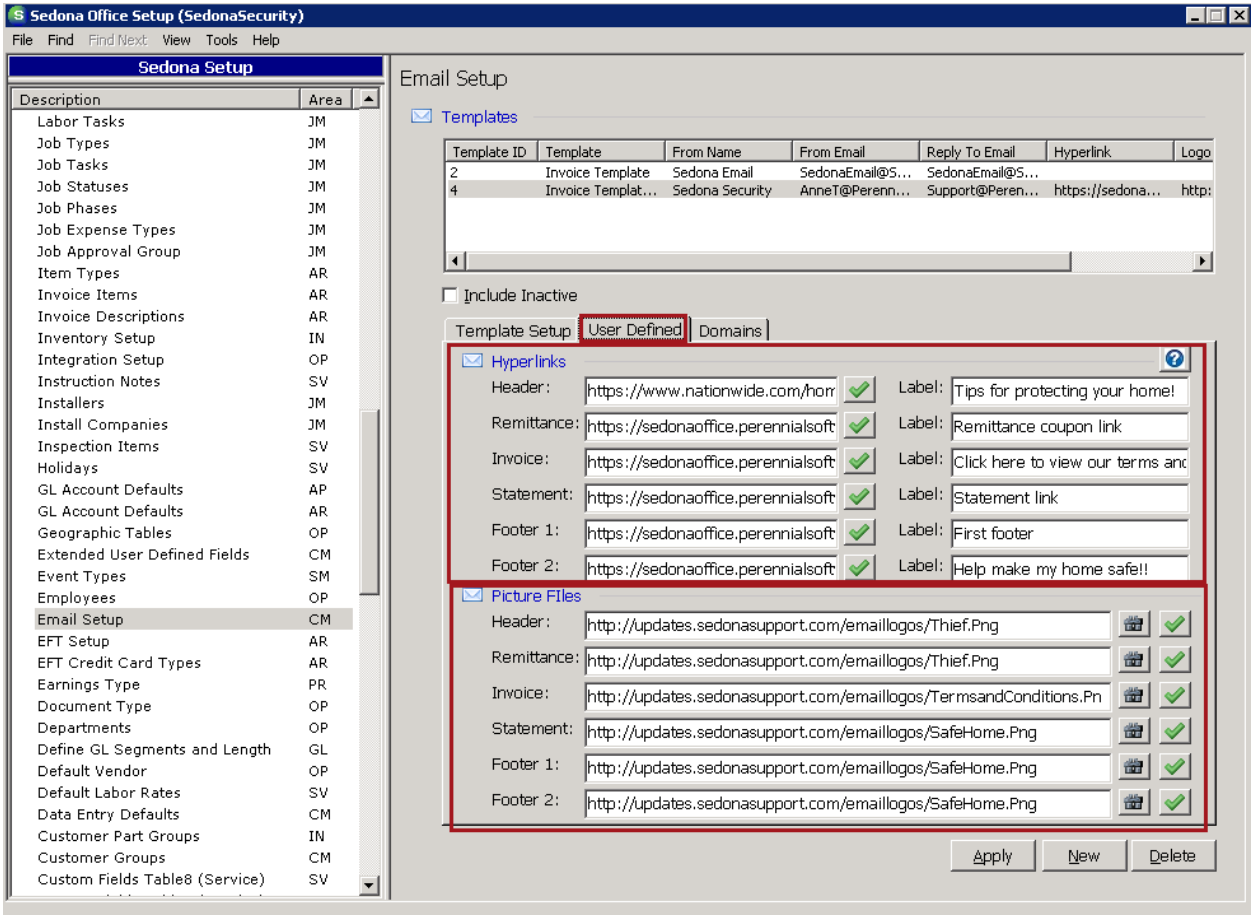


If the user clicked Reply to the email, the program picks up the email address for which a reply should be sent:



User Defined Tab

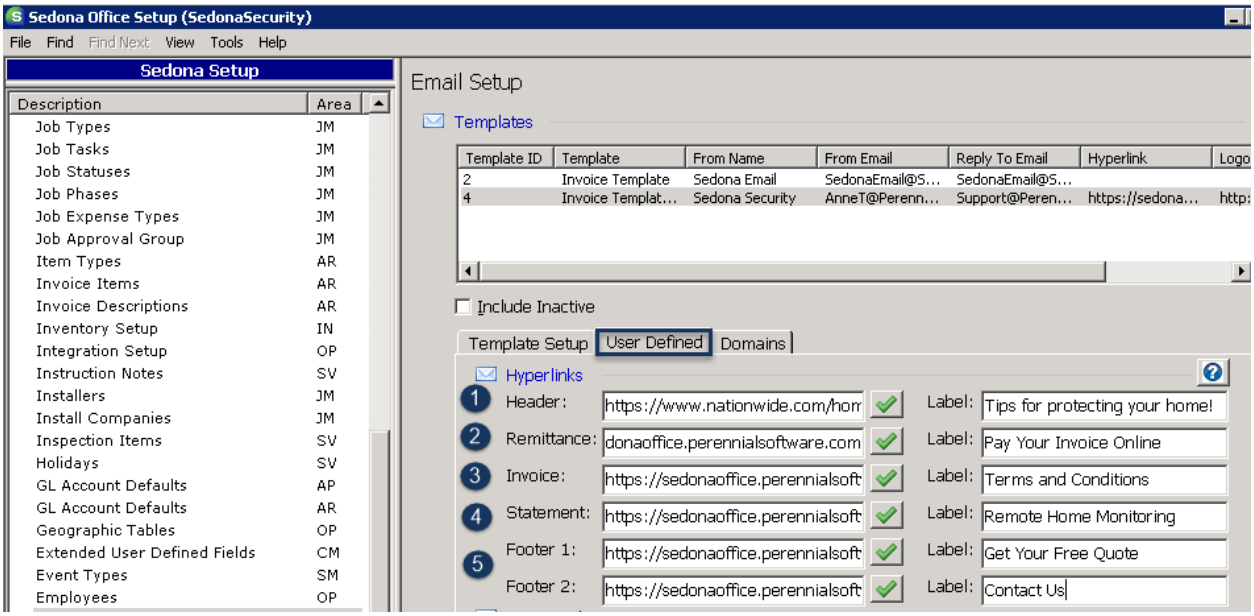
The User Defined tab is broken into two sections – Hyperlinks and Picture Files which can be associated with those hyperlinks. SedonaEmail customers are not required to have any of these links but doing so enables more information about your company to be shared with your customers.



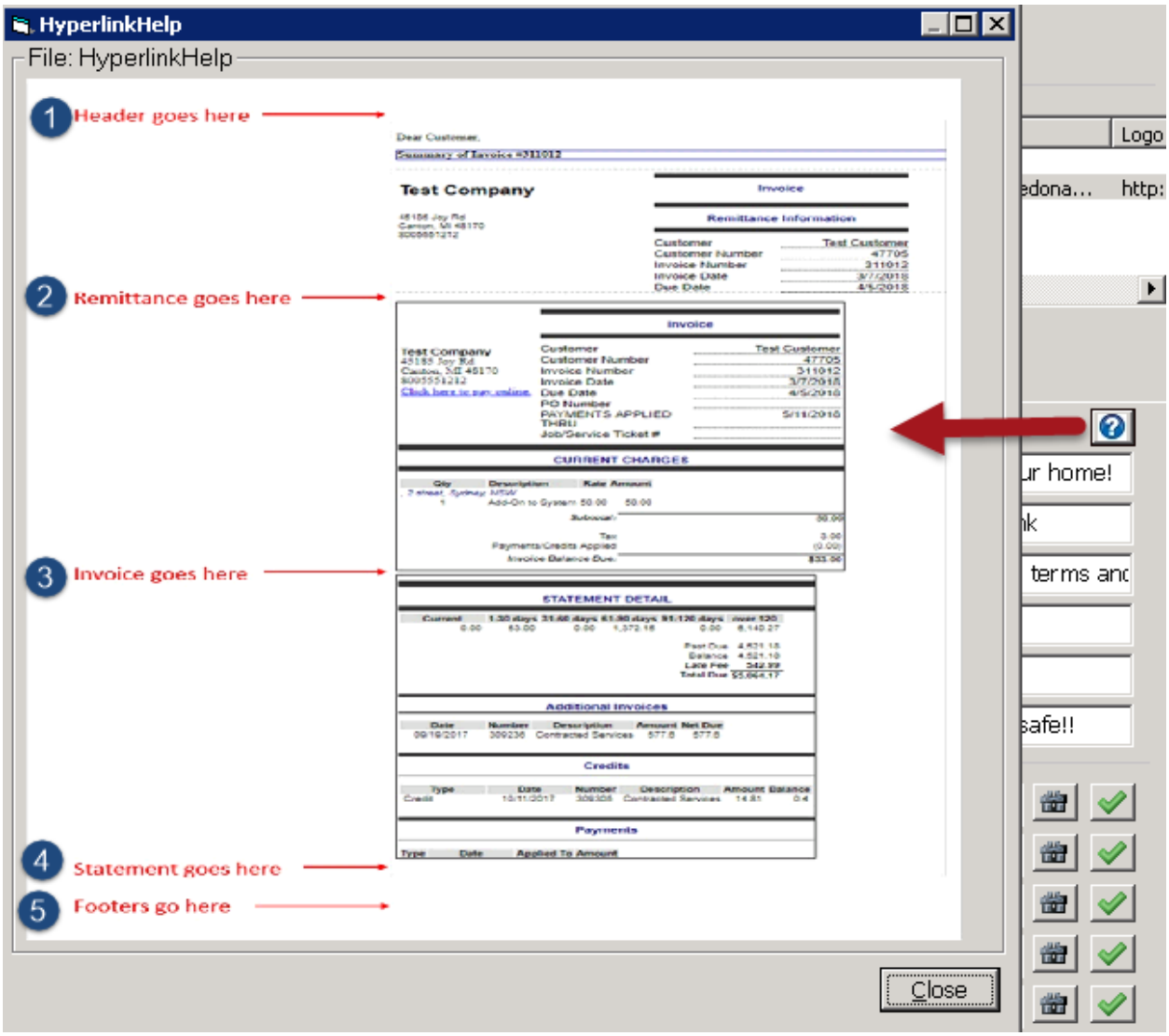
Hyperlinks

The creation of an invoice template does not require any user defined fields. Users do have the option, however of defining up to five areas within a customer's email to provide information on topics of interest.

The names of the fields do not indicate what the content should be for the link; rather, it defines the area within the email where the link will be found (e.g. the header of the email, the remittance area of the email, the invoice section, the statement section, and the footer section). Pressing the shows the user where these locations are within the body of the email. Users may enter marketing information, tips, links to pay invoices on line, or any other information they feel would be useful to their customers.



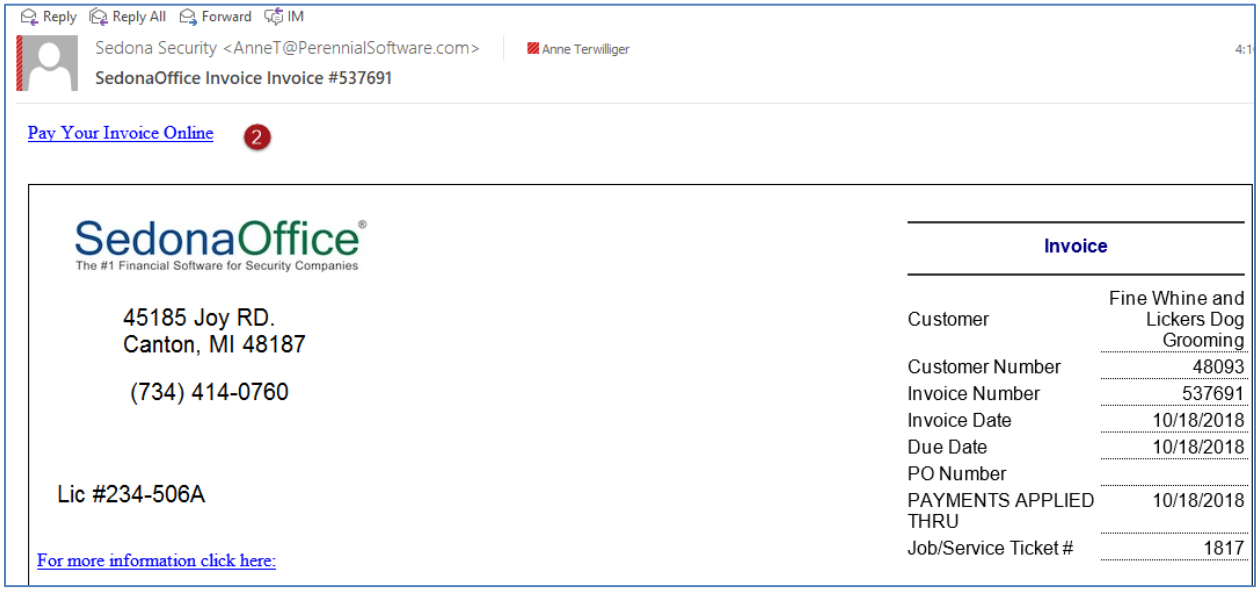
Pressing the enables the user to check the accuracy of the hyperlink provided.


HyperlinkHelp
File: HyperlinkHelp
1 Header goes here
2 Remittance goes here
3 Invoice goes here
4 Statement goes here
5 Footers go here
Close

As an example, the screenshot of the User Defined tab above has the Header Label defined as “Tips for protecting your home!” When a customer clicks on this link, they would be taken to a specific page defined in the hyperlink with information on that topic:

Clicking this link would re-direct the user to a page on tips for keeping their home safe:

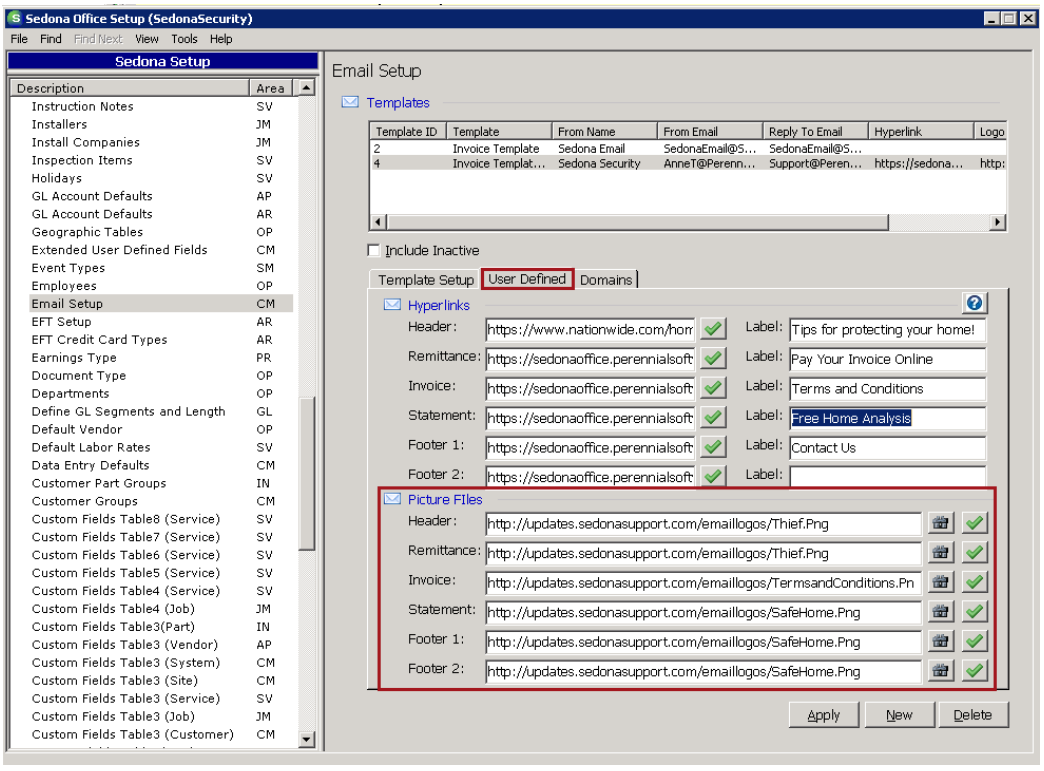
In the same fashion, the remittance coupon section of the email might contain a link to direct the user to your company’s SedonaWeb page to pay their invoice online.

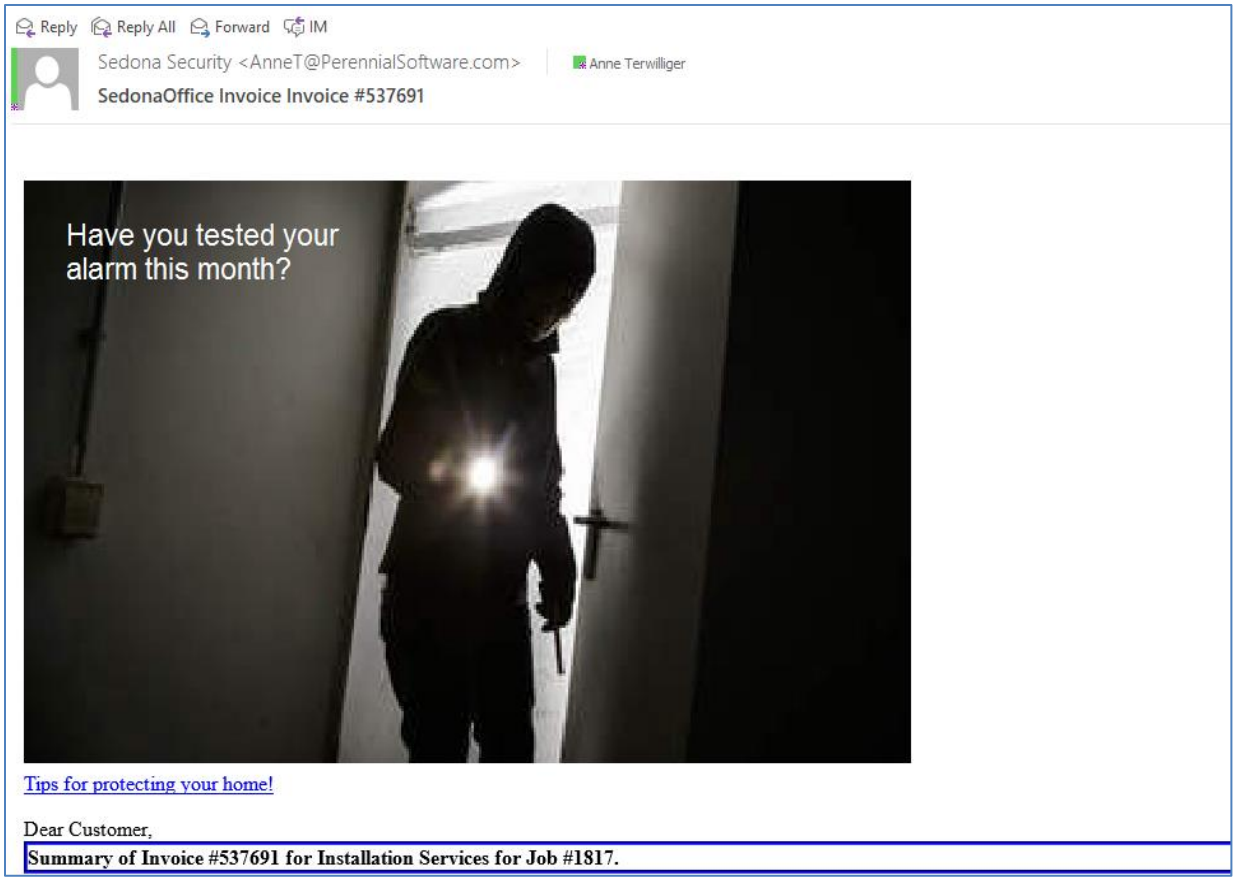


When the user clicks on the link, they would be taken to your SedonaWeb page to pay their invoice online:

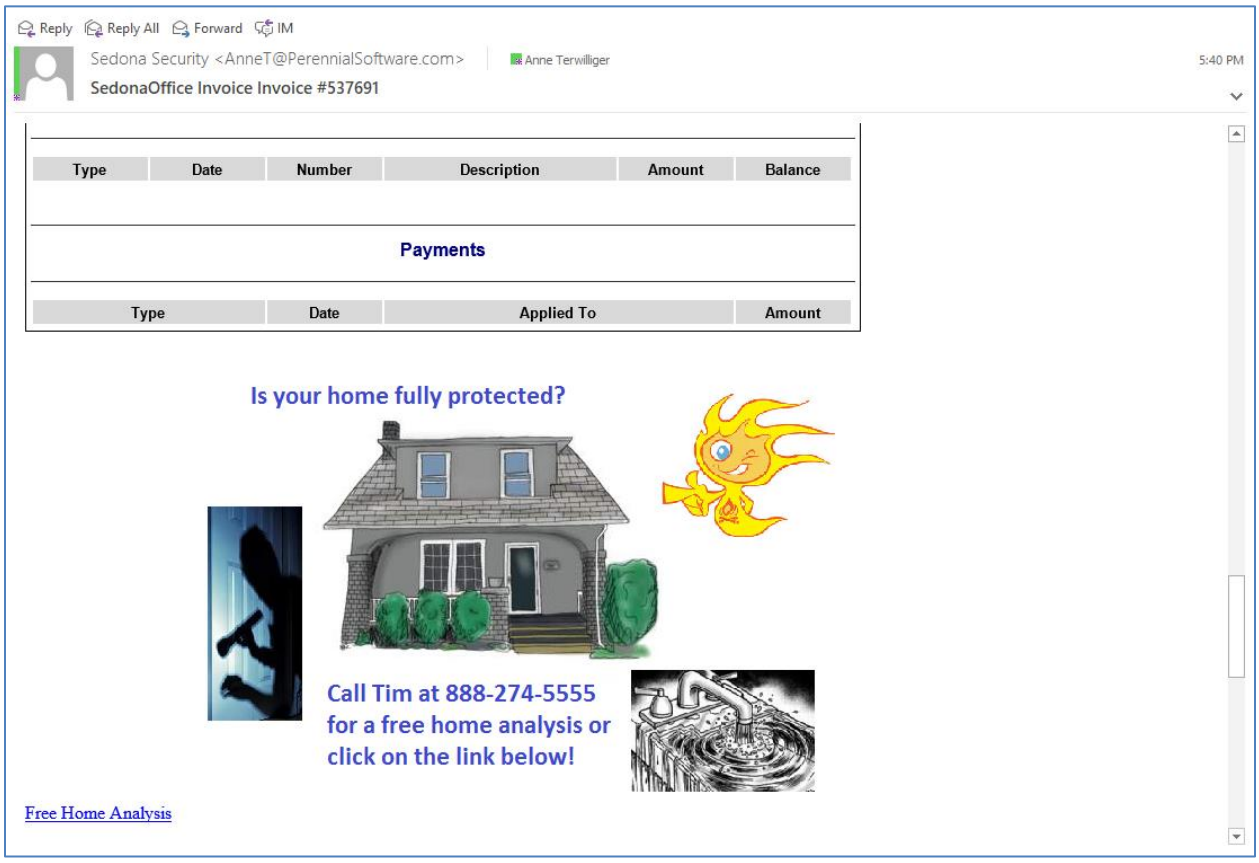
Hyperlink Pictures

Users also have the option of having pictures accompany the hyperlink labels. For example, in the header section of the email, a picture of a thief might accompany the label “Tips for protecting your home.” The location of that picture file would be defined in the Picture File section of the User Defined tab in the section entitled “Header.”



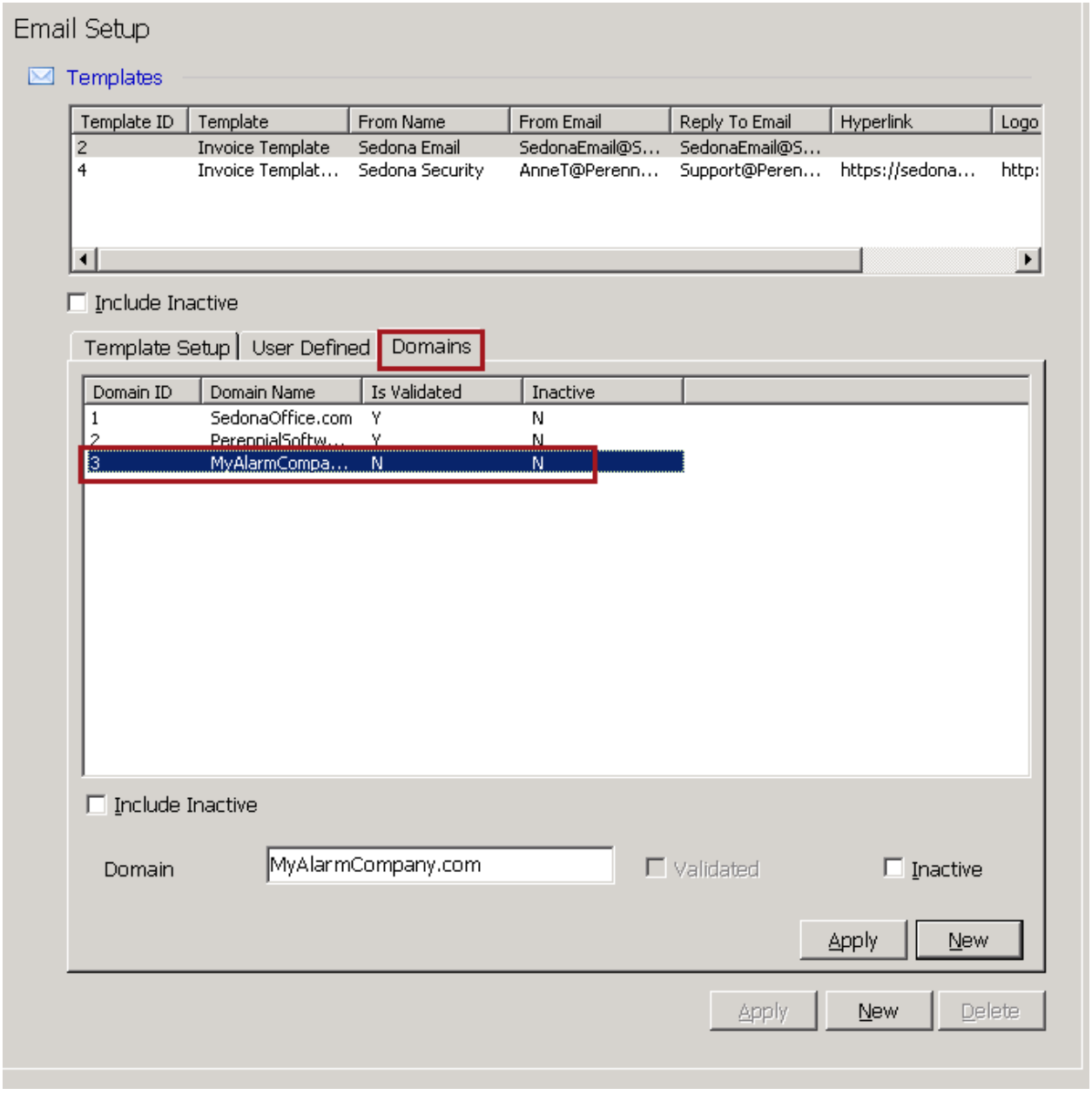

Reply
Reply All
Forward
IM
Sedona Security <AnneT@PerennialSoftware.com>
Anne Terwilliger
SedonaOffice Invoice Invoice #537691
Have you tested your alarm this month?
Tips for protecting your home!
Dear Customer,
Summary of Invoice #537691 for Installation Services for Job #1817.

Another example would be a picture appearing below the statements portion of the email for a Free Home Analysis:



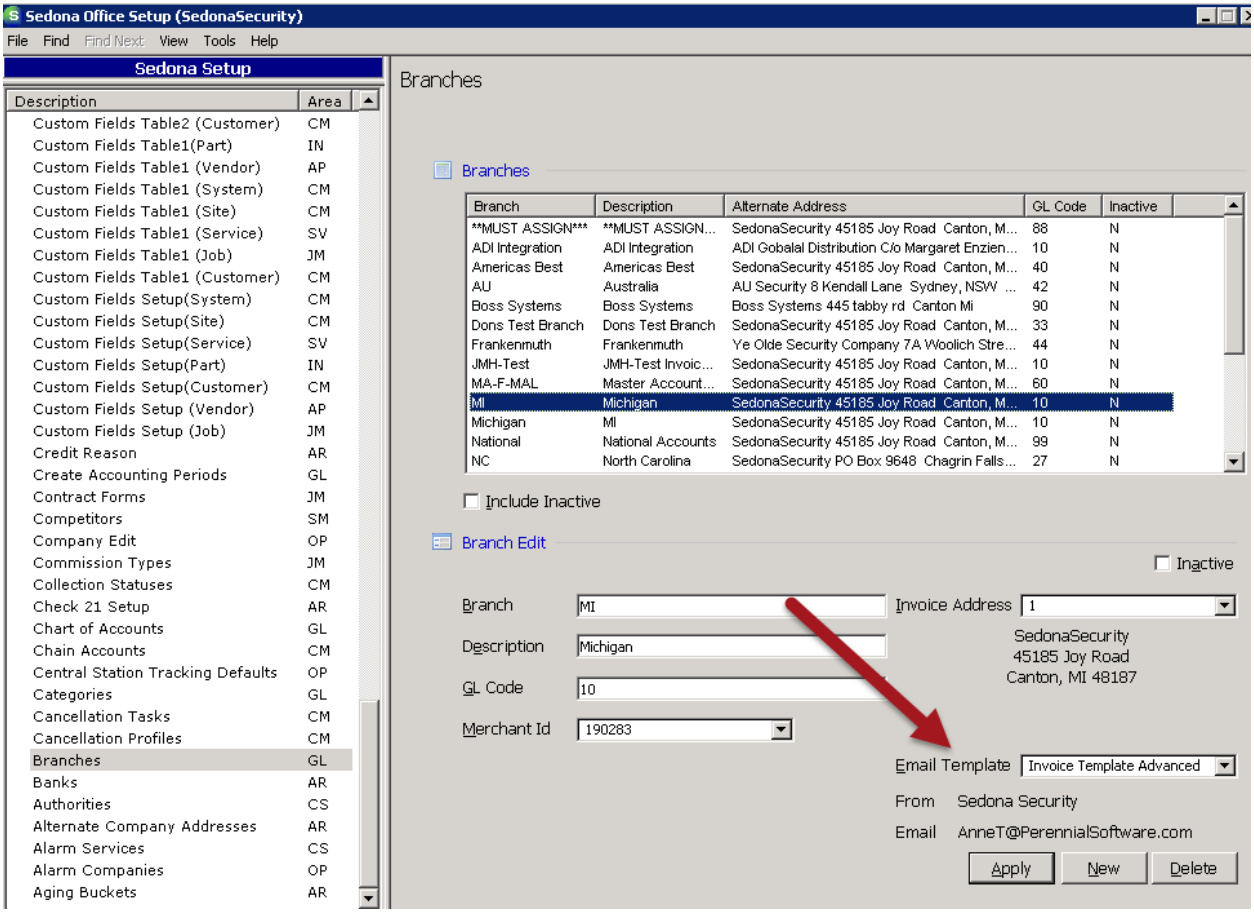
Domains

The domain name from which emails will be sent must be verified. If your company will be using a domain other than what was setup by SedonaOffice personnel at the time of your installation, please notify SedonaOffice Support so that a new domain name can be configured for setup using SedonaEmail.



Defining Invoice Templates on a Per Branch Basis

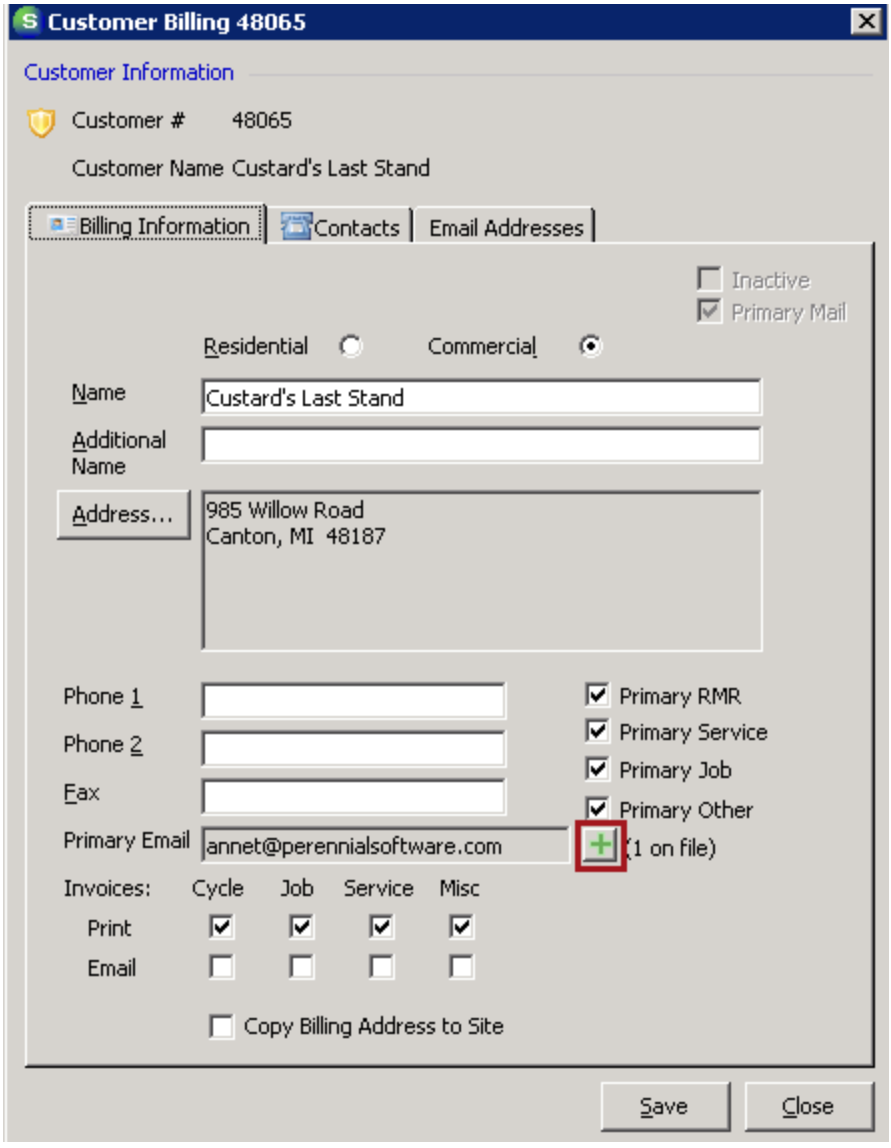
The Branch table within Sedona Setup now contains an area where specific invoices templates may be defined for each branch. One invoice template may be defined per branch.



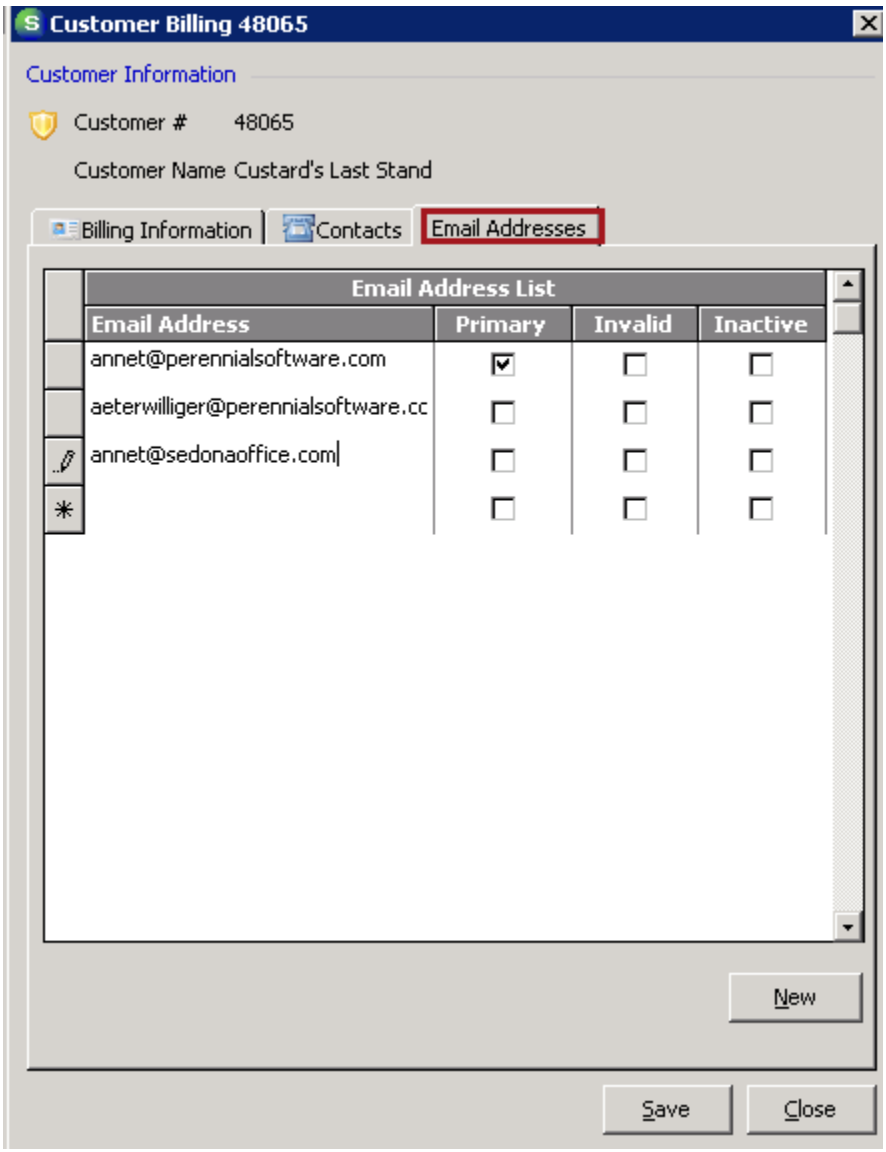
Multiple Email Addresses Attached to a Bill To Record

It is now possible to have multiple email addresses attached to a single Bill To record. Whenever an invoice uses that Bill To record, SedonaEmail would email the invoice to all the email addresses on that Bill To record.

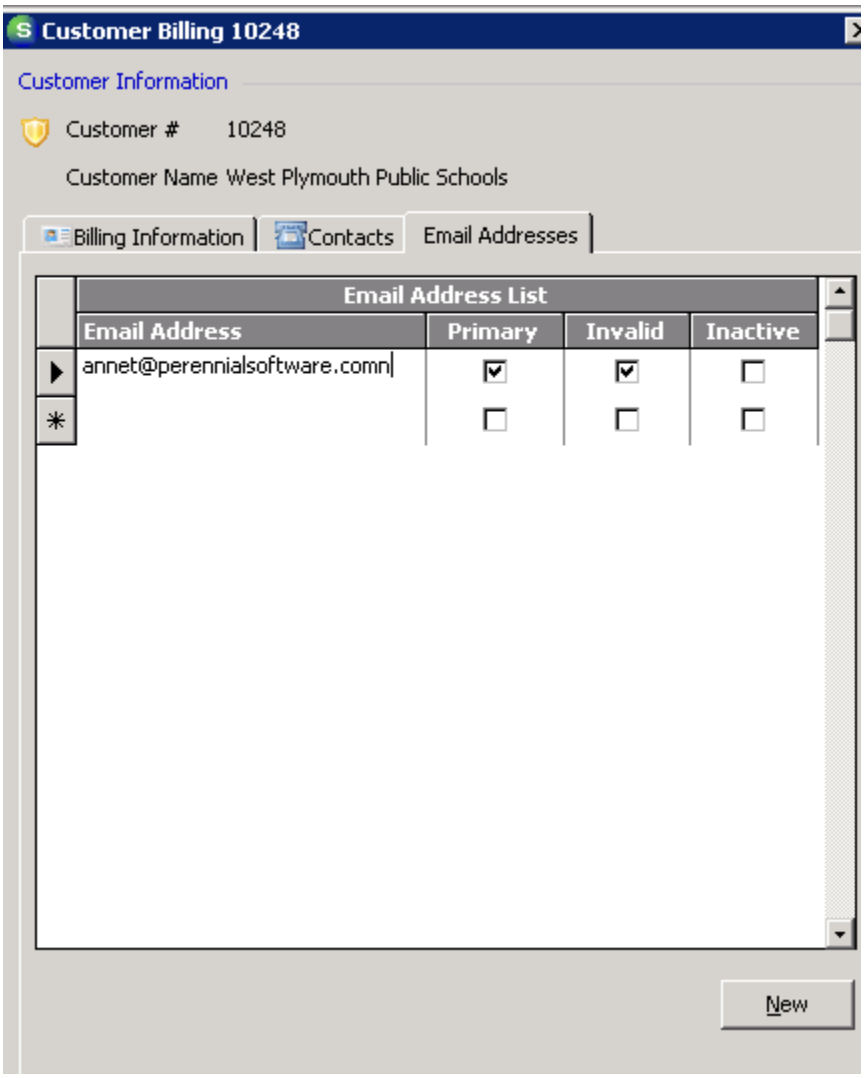
Users may add email addresses by clicking on the button.



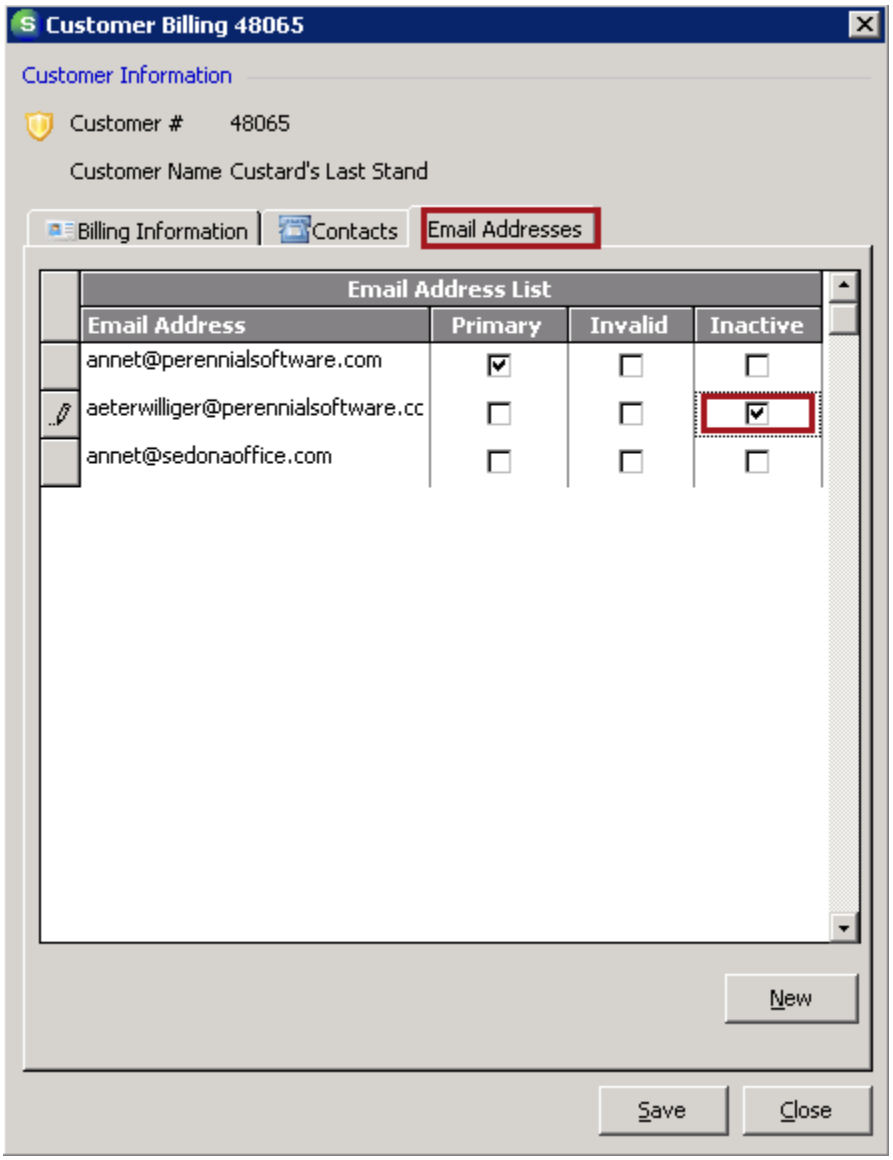
To add an email address, click on the New button at the bottom right-hand corner of the form. The first email address listed will automatically be listed as the Primary address. When an invoice is emailed, however, all email addresses on the Bill To record will receive the email.



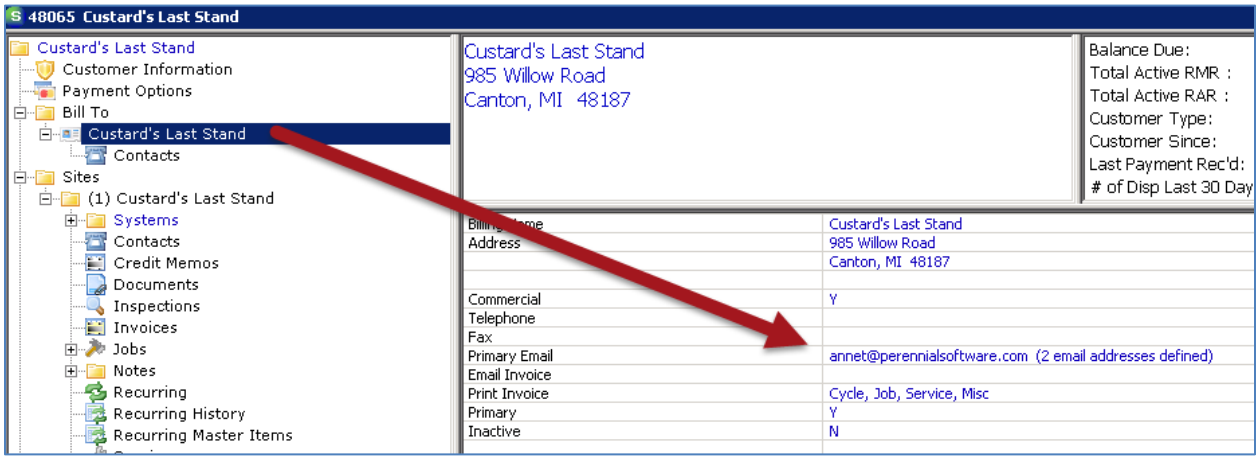
When an emailed invoice is returned due to an invalid domain name (e.g. perennialsoftware.com), it will automatically be marked in the Bill To record as being invalid.



Users may inactivate an email address at any time by placing a checkmark in the Inactive column for the specific email address.

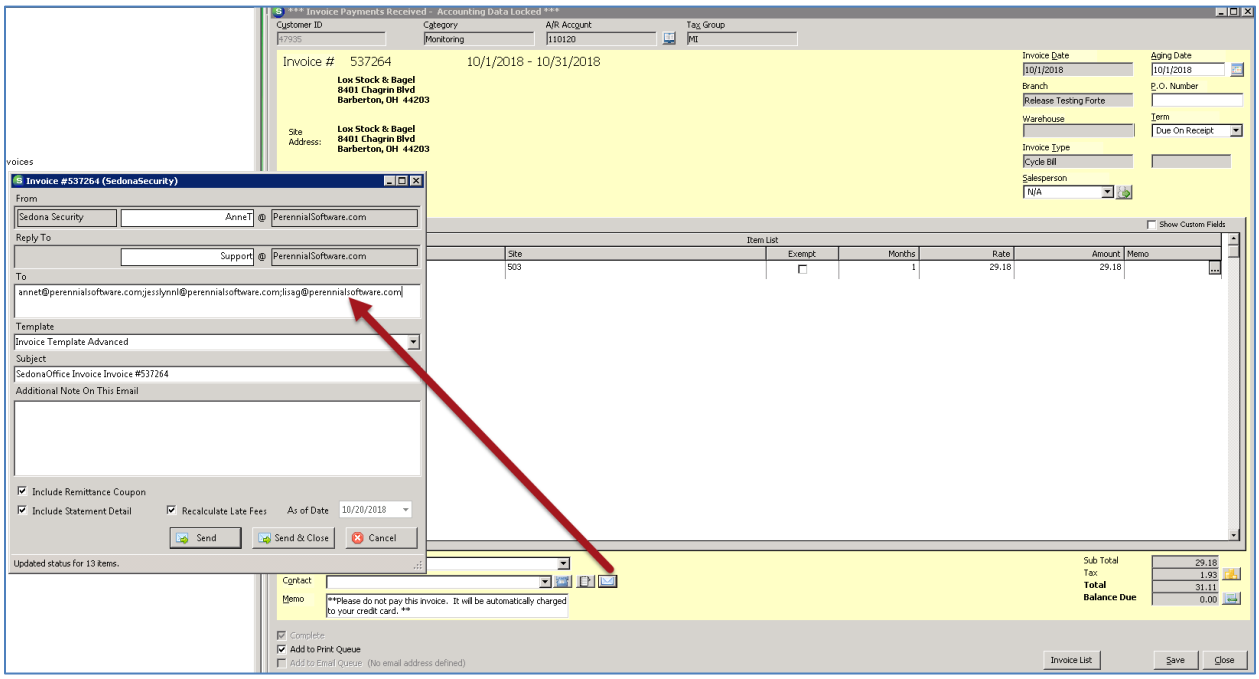


The primary email address as well as the number of additional email address may be seen by clicking on the Bill To record and viewing the content within the customer information screen.



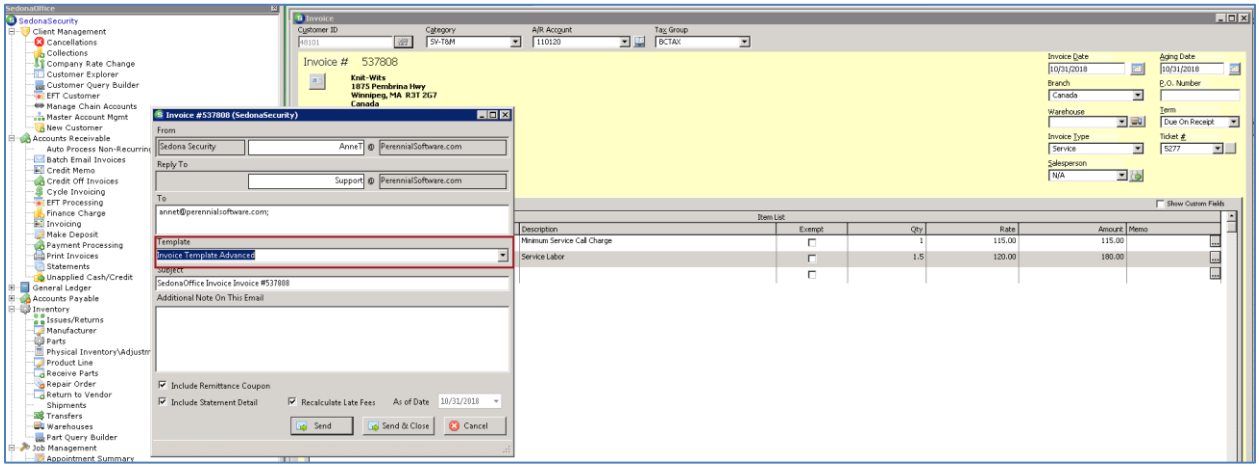
Defining Multiple Email Addresses on a Single Invoice

In the previous version of SedonaEmail, multiple email addresses were separated with a comma. With this version, users must now use a semicolon to separate email addresses.



Breakout of PST/GST Taxes for Canadian Customers

Prior to this version, it was not possible to breakout PST and GST taxes for Canadian invoices. Users can now have this broken out **when using the invoice template entitled "Invoice Template Advanced** when sending either single or batch emails.



SedonaOffice®
The #1 Financial Software for Security Companies

45185 Joy RD.
Canton, MI 48187

(734) 414-0760

Lic #234-506A

For more information click here:

Invoice

Customer	Knit-Wits
Customer Number	48101
Invoice Number	537808
Invoice Date	10/31/2018
Due Date	10/31/2018
PO Number	
PAYMENTS APPLIED THRU	10/31/2018
Job/Service Ticket #	5277

CURRENT CHARGES

Qty	Description	Rate	Amount
, 1875 Pembrina Hwy, Winnipeg, MA			
1	Minimum Service Call Charge	115.00	115.00
, 1875 Pembrina Hwy, Winnipeg, MA			
1.5	Service Labor	120.00	180.00

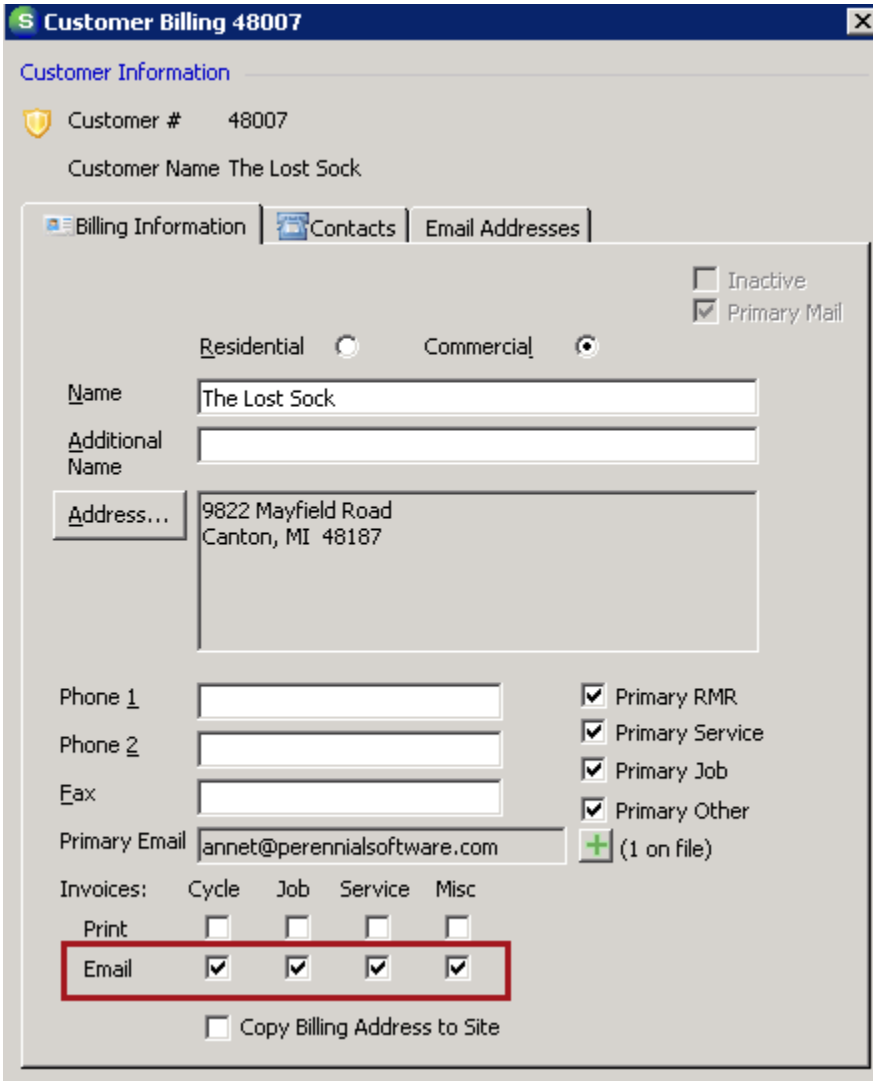
Subtotal:	**295.00**
PST	8.05
GST (9876)	9.20
Payments/Credits Applied	(0.00)
Invoice Balance Due:	**$312.25**

Email Invoices by Invoice Type

Prior to this version, users only had the option of sending all invoices by email. With this version, users can now select which type of invoices to email to customers based on the specific Bill To record.

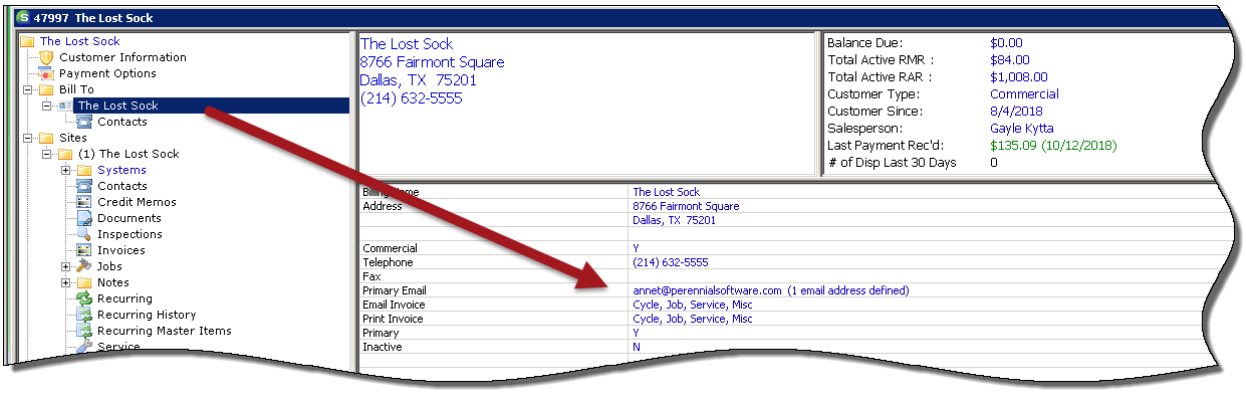
The SedonaOffice Administrator can select the default settings, which appear each time a new Bill To record is added by going to the Data Entry Defaults table for Client Management within the SedonaOffice Setup Tables. More information on these setup tables may be found in the section entitled “SedonaOffice Setup Tables” in the Enhancements section of these release notes.

Users will have the option of selecting the specific type of invoices to email or print at the time that the Bill To contact is added or one is edited.



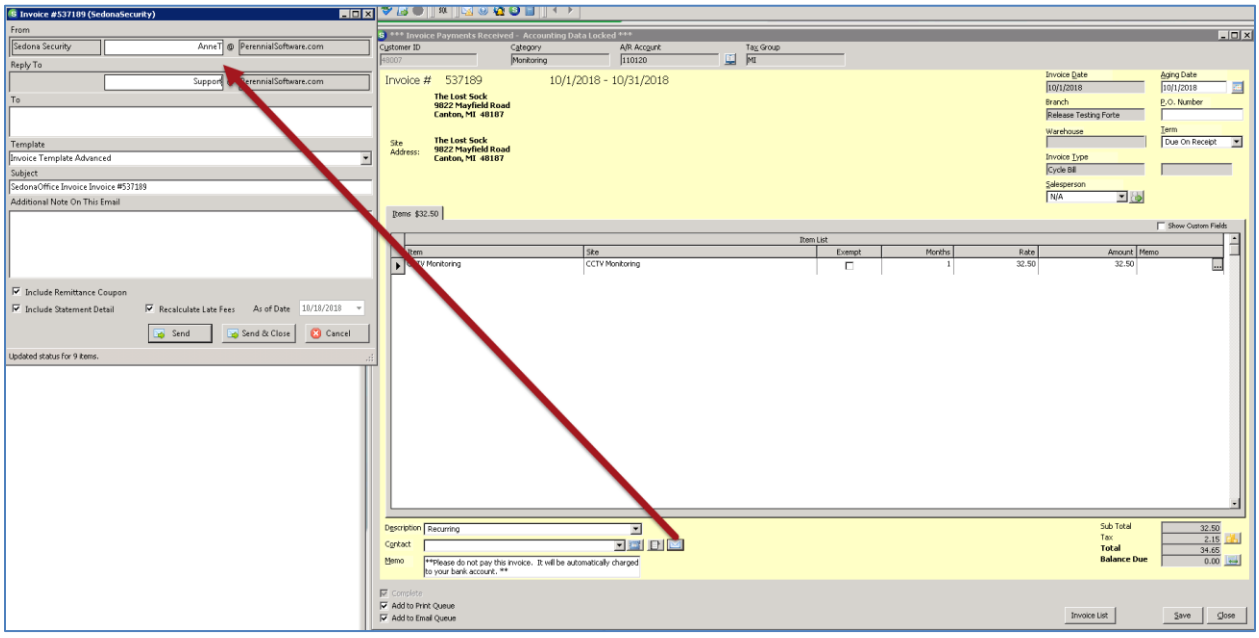
Each time an invoice is created matching one of these invoice types, the invoice will automatically be added to the batch email queue.

Users will also see their selections when highlighting a specific Bill To record within the customer tree:

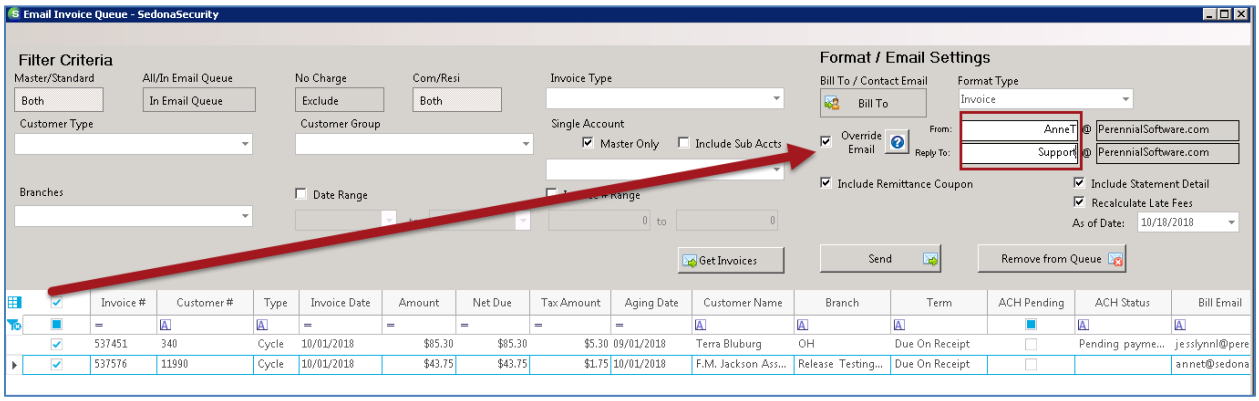


Override "From" and "Reply To" Addresses

In the prior version of SedonaEmail, the "From" and "Reply To" sections of the email form were greyed out. A new permission has been added to the User Group table under Accounts Receivable entitled "Override of Company Email Address" (see the section Sedona Setup under the Enhancements section for more information). When a user has been given this permission, they are given the option of overriding the name of the individual from whom the email is sent. The domain name (e.g. PerennialSoftware.com) remains locked down. When a user does not have this new permission, the email address section will be greyed out.

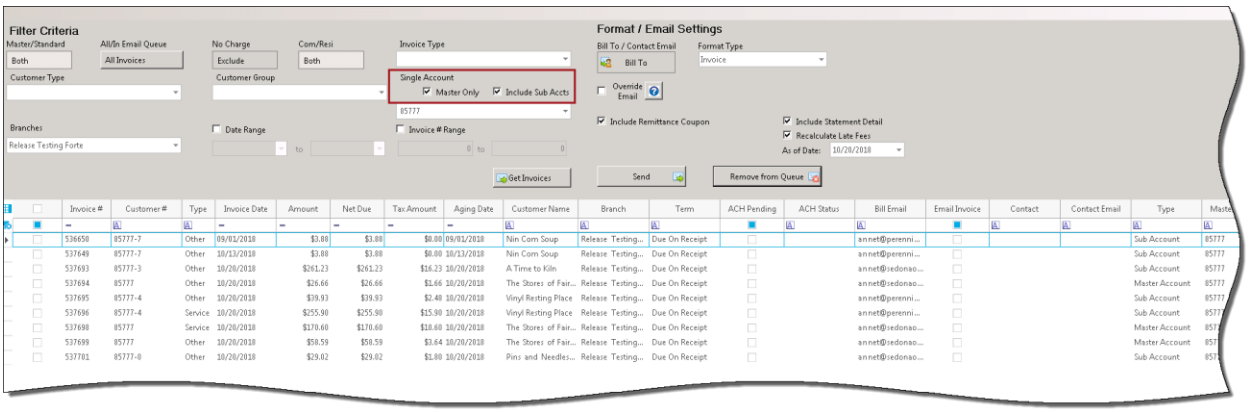


The Override Email box will be displayed when sending email batches only when the user has been given the User Group permission to Override the Company Email address and all invoices in the batch have been selected.

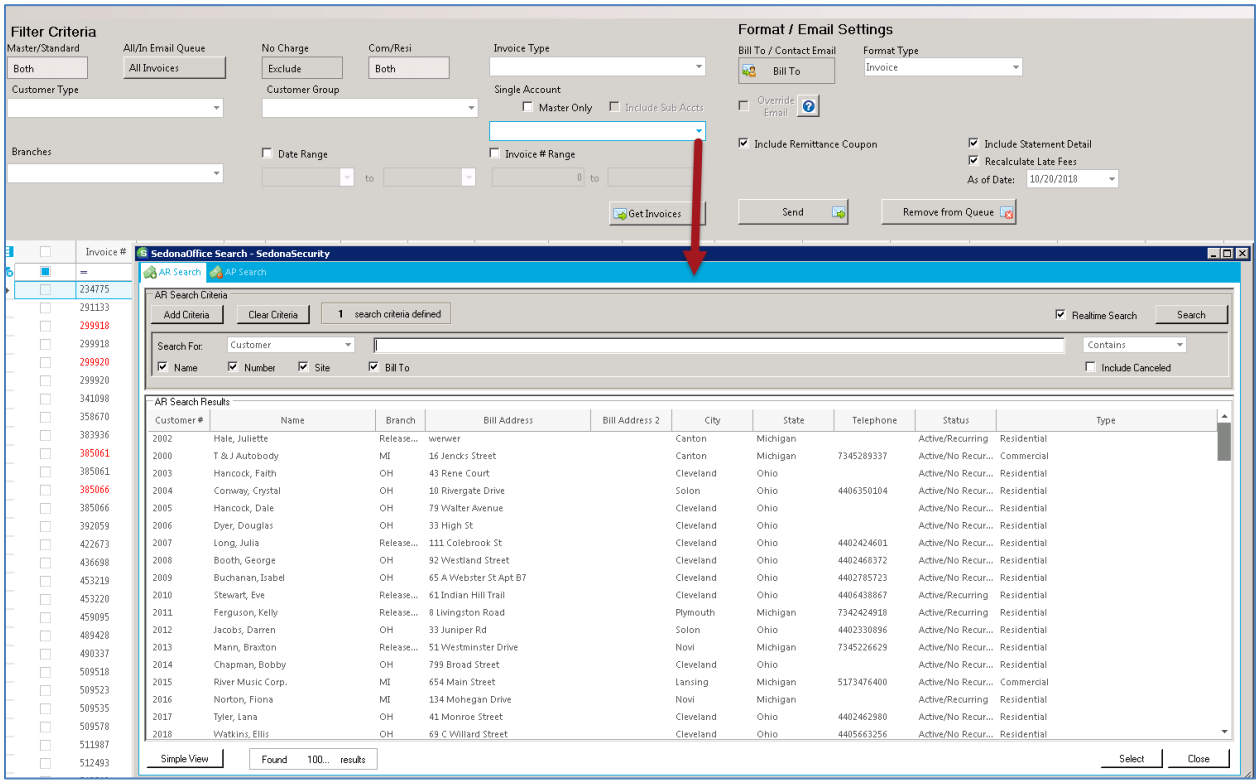


Single Customer and Master Account Filter for Batch Email

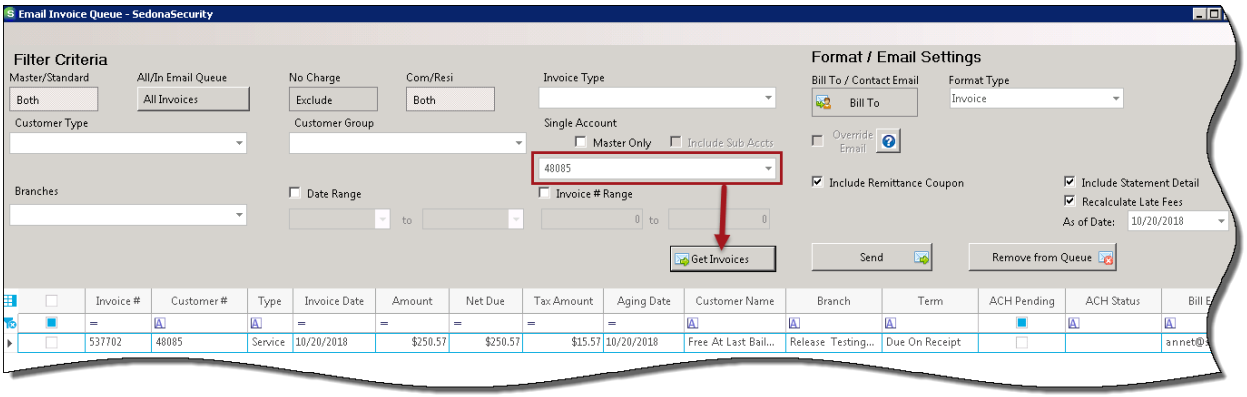
In the prior version of SedonaEmail, the field “Single Master Account” on the batch email invoice form enabled only a single master account to be selected from a drop-down list. Checkboxes have been added to enable users to select a master account bill only or, if a Master Account is selected, include the invoices on the sub-accounts of the master (Include Sub Accts). Each subaccount must have an invoice attached to a Bill To record for which email addresses have been provided and the invoice type for that invoice has been selected.



Users may also select to have invoices emailed for a single customer by leaving the Master Only and Include Sub Acct only boxes unchecked and clicking on the down arrow. The customer search window will open for the user to select the customer for which invoices need to be emailed.



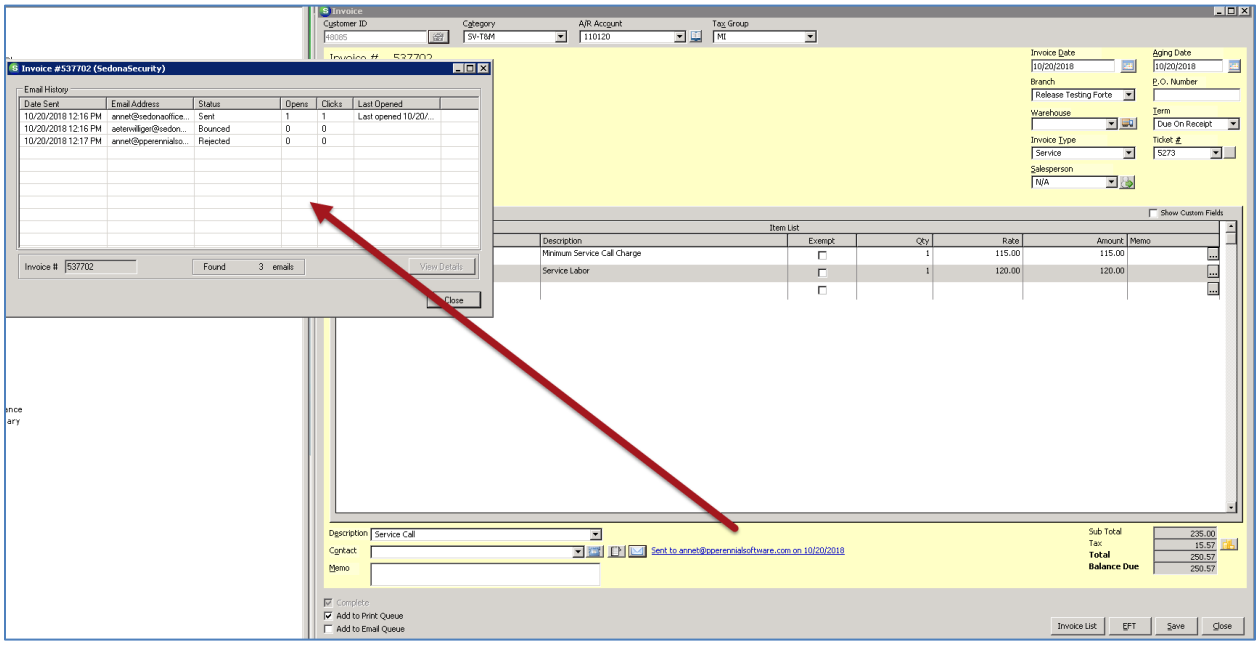
The customer number will appear in the single account field.



Expanded Email History Display and Functionality

When a user clicks on the hyperlink noting the last email address to which an invoice was sent, an expanded email history window opens showing detailed information. This history window displays:

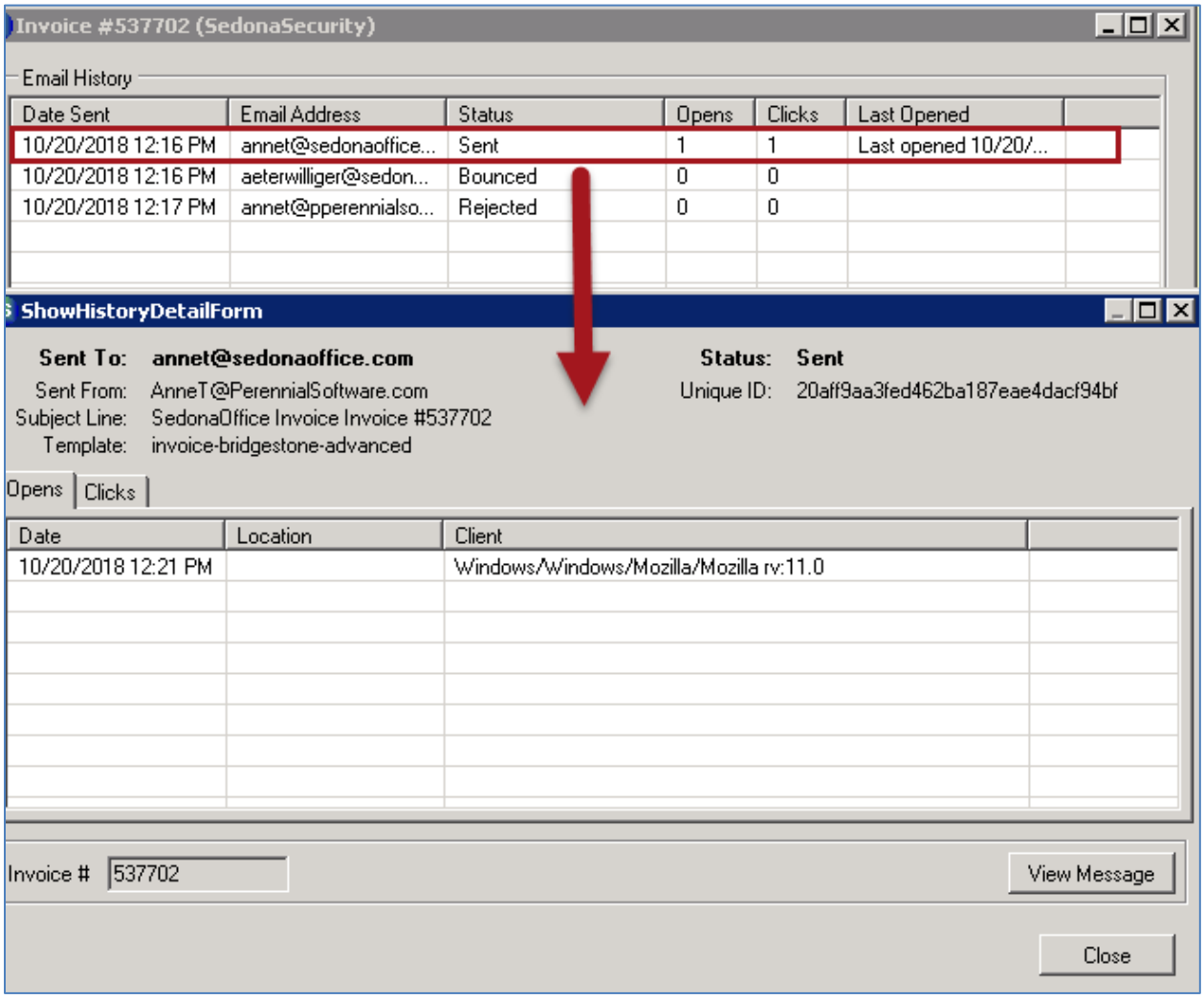
- The date and time that the email was sent
- The status
- The number of times that the customer clicked to download a picture in the email (Open)
- The number of times that the customer clicked on a hyperlink (Clicks)
- The date that the customer last opened the email.



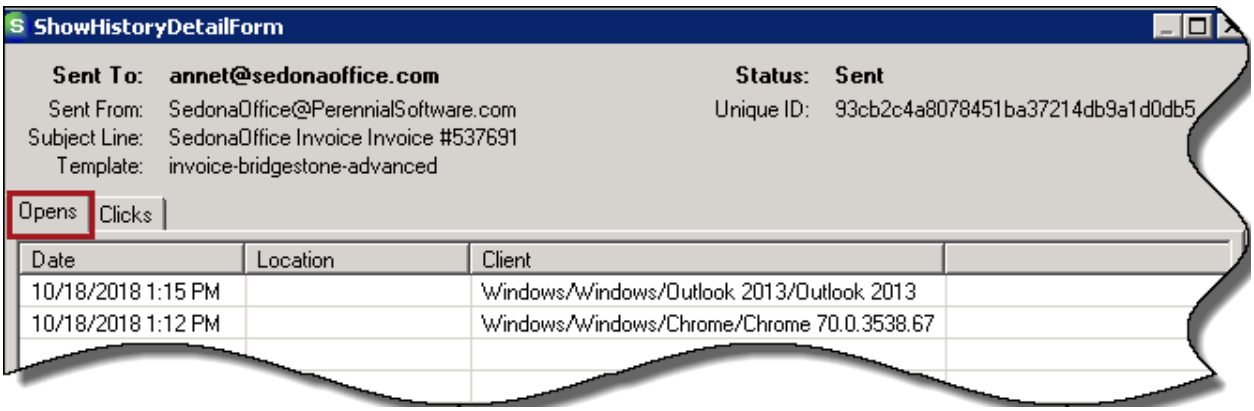
There are four statuses which can be assigned to a specific invoice that was emailed:

Sent	Successfully sent to the email address
SoftBounced	An invalid domain name was used for the customer email address.
Hard Bounced	Errors such as invalid mailbox addresses
Rejected	An invalid email address was used for the customer or the recipient registered a spam complaint for the sender's email account.

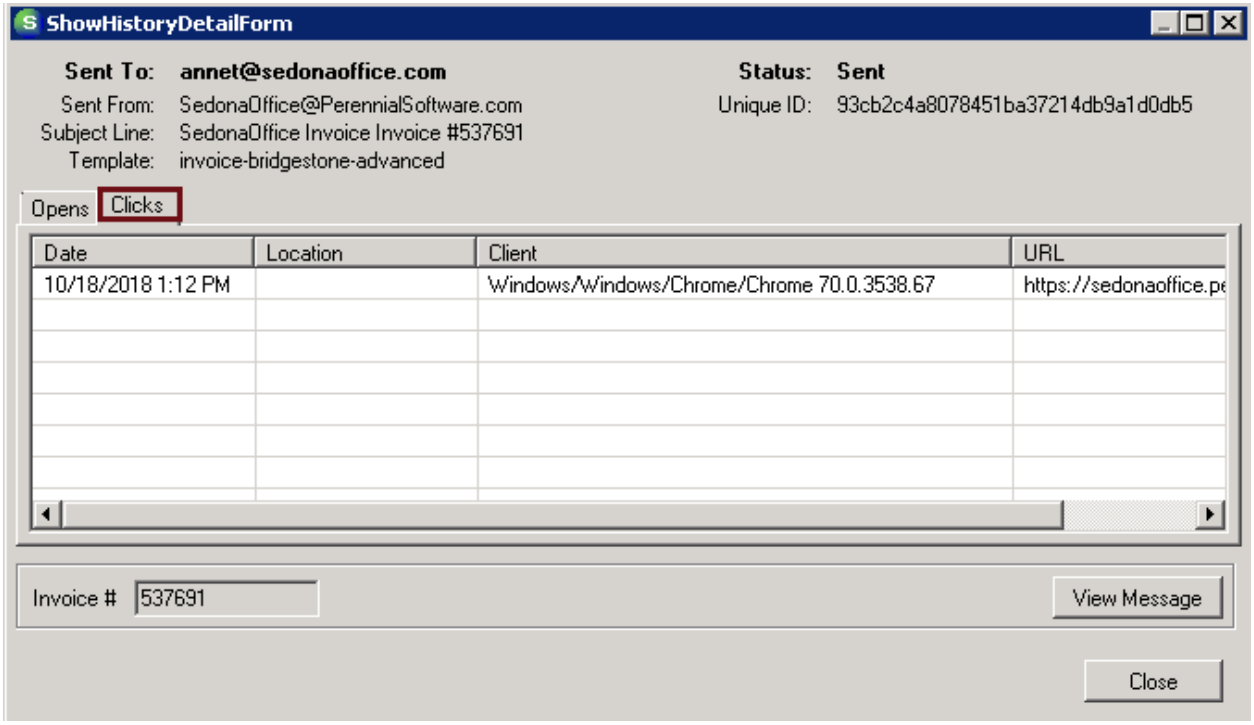
When a user clicks on an entry marked with the status of “Sent”, a history detail form is opened. There are two tabs on this form – Opens and Clicks.



The Opens tab records each date and time that the customer downloaded pictures from the email and records the IP address from which it was done. This information is useful if you are utilizing the SedonaEmail invoice templates in which pictures can be added to the invoice.



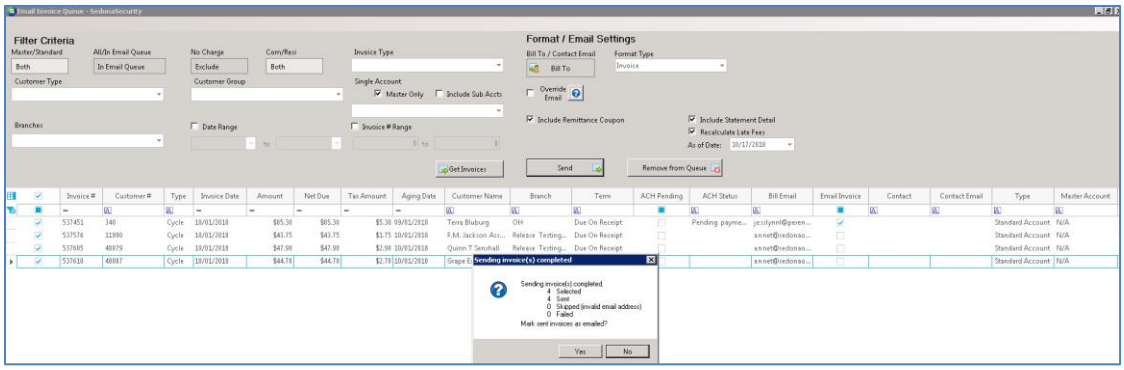
The Clicks tab records the date and time that a specific hyperlink was clicked on within the email and which internet address that hyperlink represents. This also is useful to see if your customer took advantage of one or more hyperlinks created within a SedonaEmail invoice template.



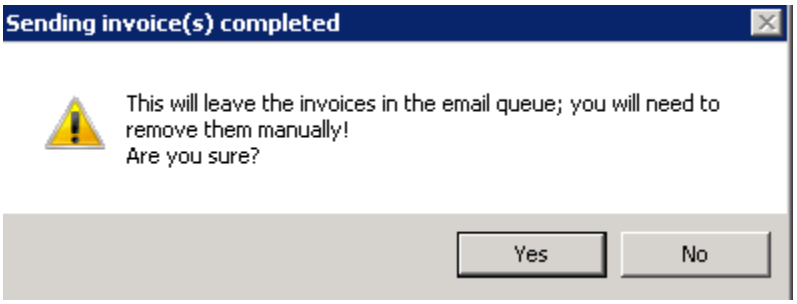
Users may view the full email with hyperlinks and pictures by clicking on the View message tab in the lower right-hand corner of the screen.

Mark All as Emailed

After an email batch has been sent successfully, the user now has the option of marking the items as emailed so that they may come out of the queue.



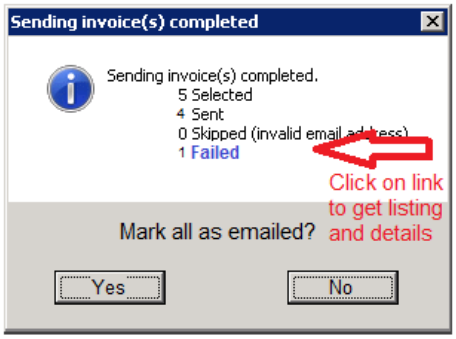
If the user responds “No,” the program will prompt:



If the user responds “Yes”, the invoices will remain in the email queue.

Reporting Details for Skipped/Failed Emails

When batch emails are sent, the user is notified that “x” emails were sent, “x” skipped, and “x” failed. This information only reports on issues sending the email from SedonaOffice to the email application Mandrill. They do not represent issues getting the email from Mandrill to the customer.



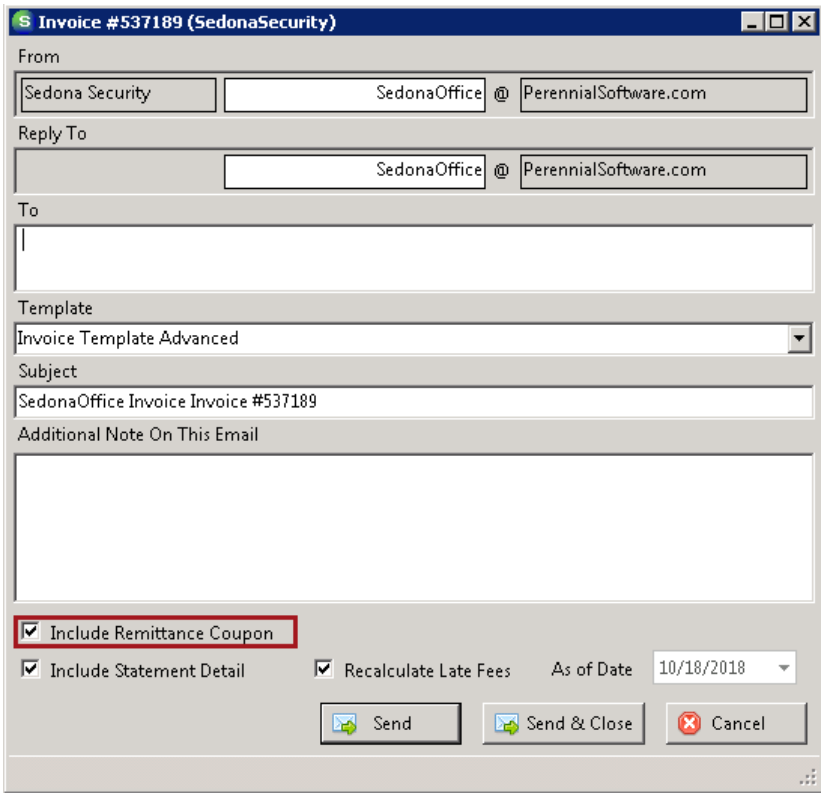
In the event that skipped and/or failed are not zero, clicking on the link for the skipped or failed item will provide details.

This option is also available when sending single invoices so that the user is notified if there were any skipped or failed entries.

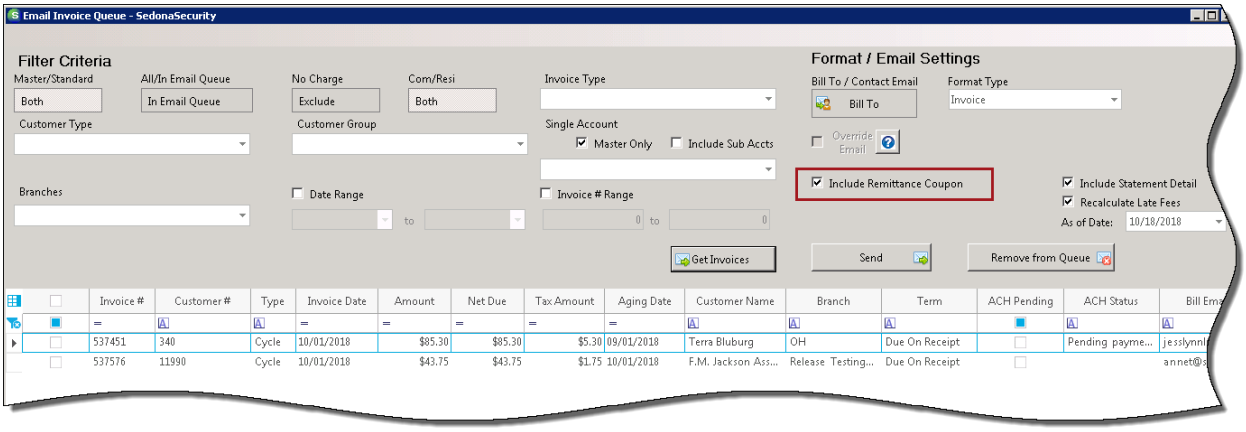
Remittance Coupon

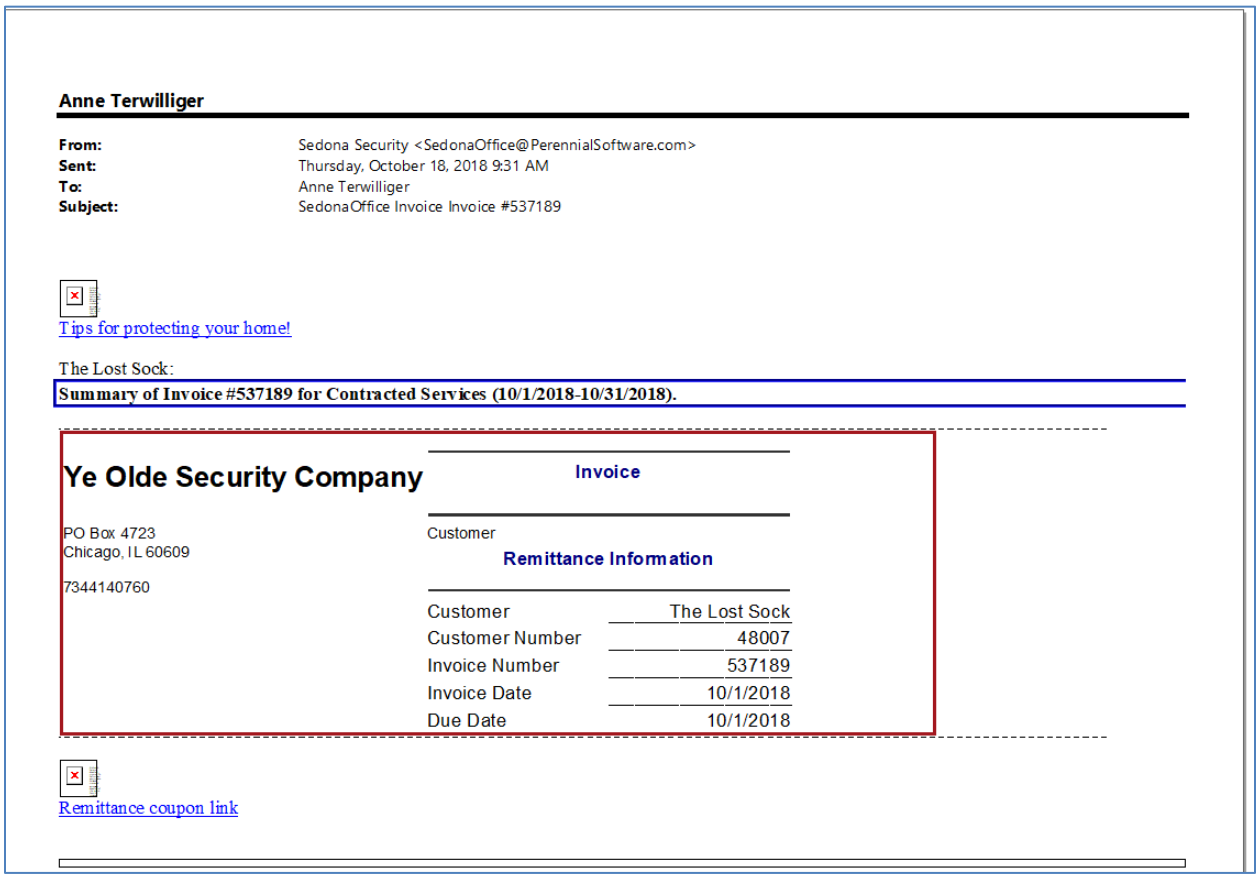
Users may elect to add a remittance coupon when emailing invoices in either single or batch mode.

Single Email:



Batch Mode:





Anne Terwilliger

From: Sedona Security <SedonaOffice@PerennialSoftware.com>
Sent: Thursday, October 18, 2018 9:31 AM
To: Anne Terwilliger
Subject: SedonaOffice Invoice Invoice #537189

Tips for protecting your home!

The Lost Sock:

Summary of Invoice #537189 for Contracted Services (10/1/2018-10/31/2018).

Ye Olde Security Company

PO Box 4723
Chicago, IL 60609

7344140760

Invoice

Customer

Remittance Information

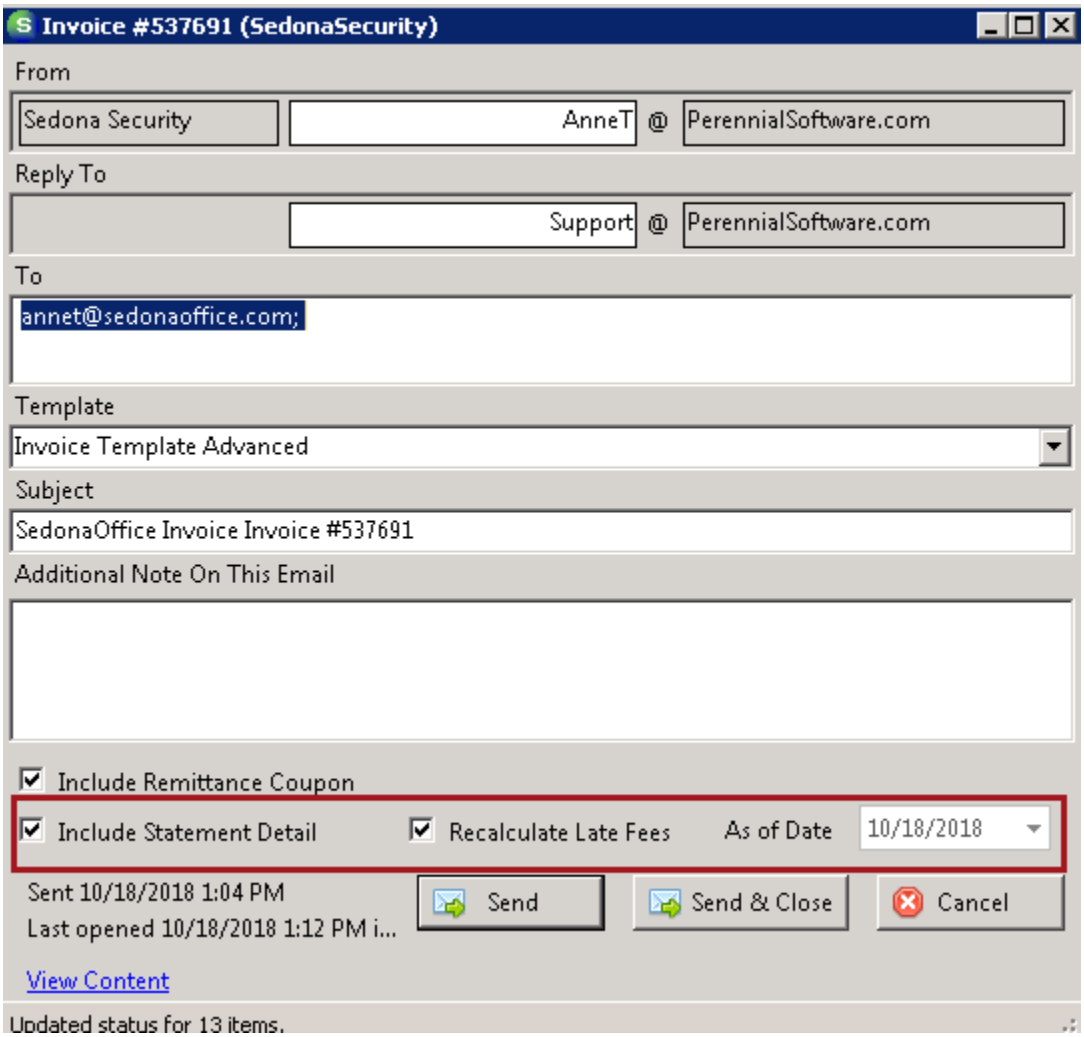
Customer	The Lost Sock
Customer Number	48007
Invoice Number	537189
Invoice Date	10/1/2018
Due Date	10/1/2018

Remittance coupon link

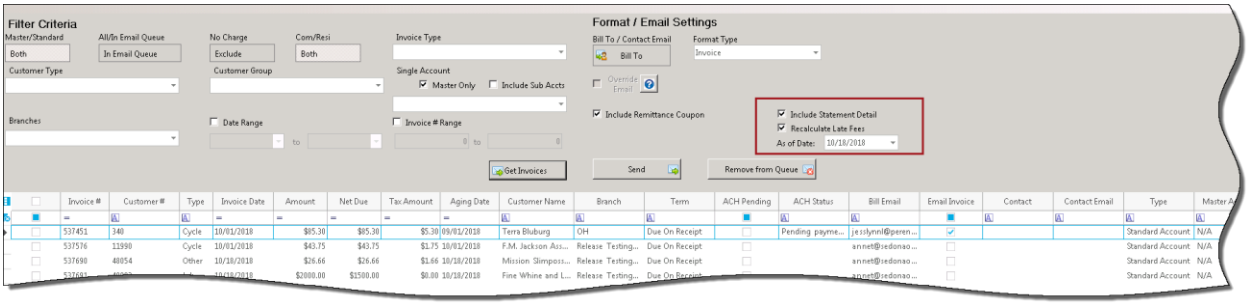
Statement Detail and Calculation of Late Fees

Customer invoices sent in both single and batch mode may now include a statement detail section as well as a recalculation of statement late fees as of a specific date.

Single Email:



Batch Emails:



Statement Details added to the invoice:

STATEMENT DETAIL

Current	1-30 Days	Over 30 Days	Over 60 Days	Over 90 Days	Over 120 Day
10,662.50	0.00	0.00	0.00	0.00	0.00

Past Due	-6,689.33
Balance	3,973.17
Late Fee	**0.00**
Total Due	**$3,973.17**

Additional Invoices

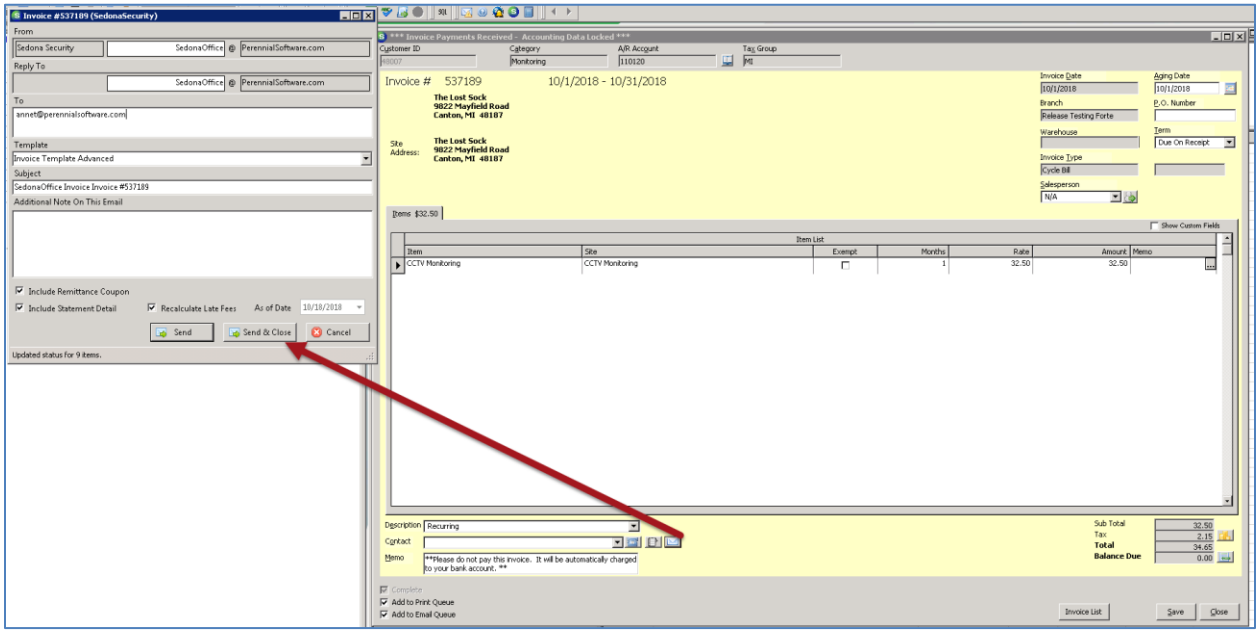
Date	Number	Description	Amount	Net Due
01/31/2019	547028	Inspection	10662.5	10662.5

Open Credits

Type	Date	Number	Description	Amount	Balance
Credit	10/22/2018	537794	Installation Services	217.52	217.52
Credit	10/31/2018	537813	Service Call	266.56	266.56
Credit	01/21/2019	546955	Service Call	122.62	122.62
Credit	09/14/2018	537154	Credit on Account	150	66.51
Credit	06/15/2018	537810	Credit on Account	159.94	59.94

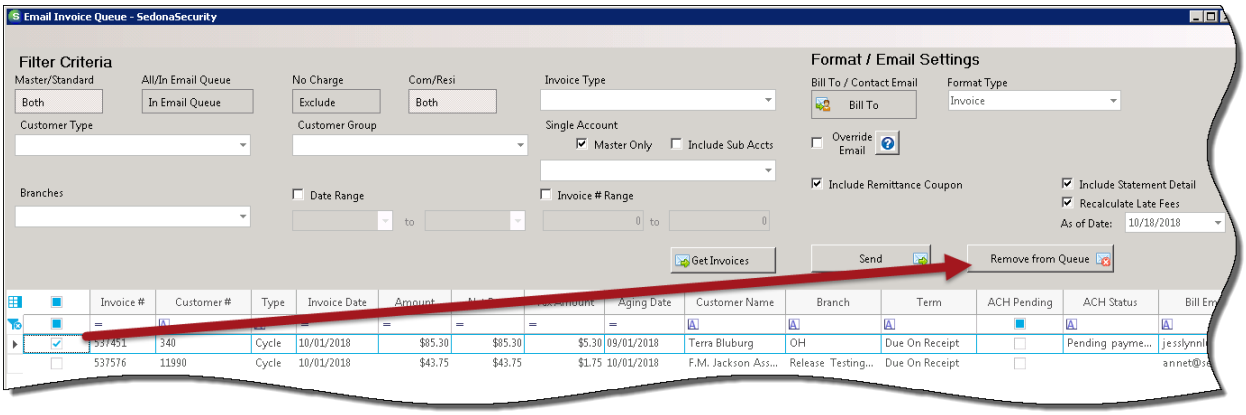
Single Email Option for Send & Close

When sending a single invoice to a customer, users now have the option of clicking a Send & Close button. This will email the invoice to the customer and then close the window. Pressing the Send button also emails the customer, but it keeps the form open.

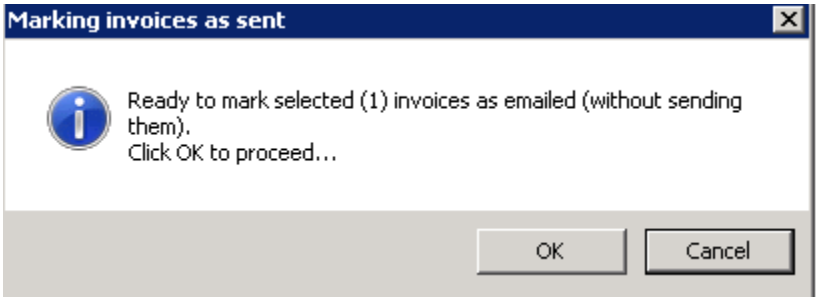


Remove From Queue

Users can select specific invoices to remove from the batch email queue without emailing them to the customer. To clear specific invoices from the queue, place a checkmark next to each invoice to be removed and click on the Remove from Queue button.



The user will be prompted:

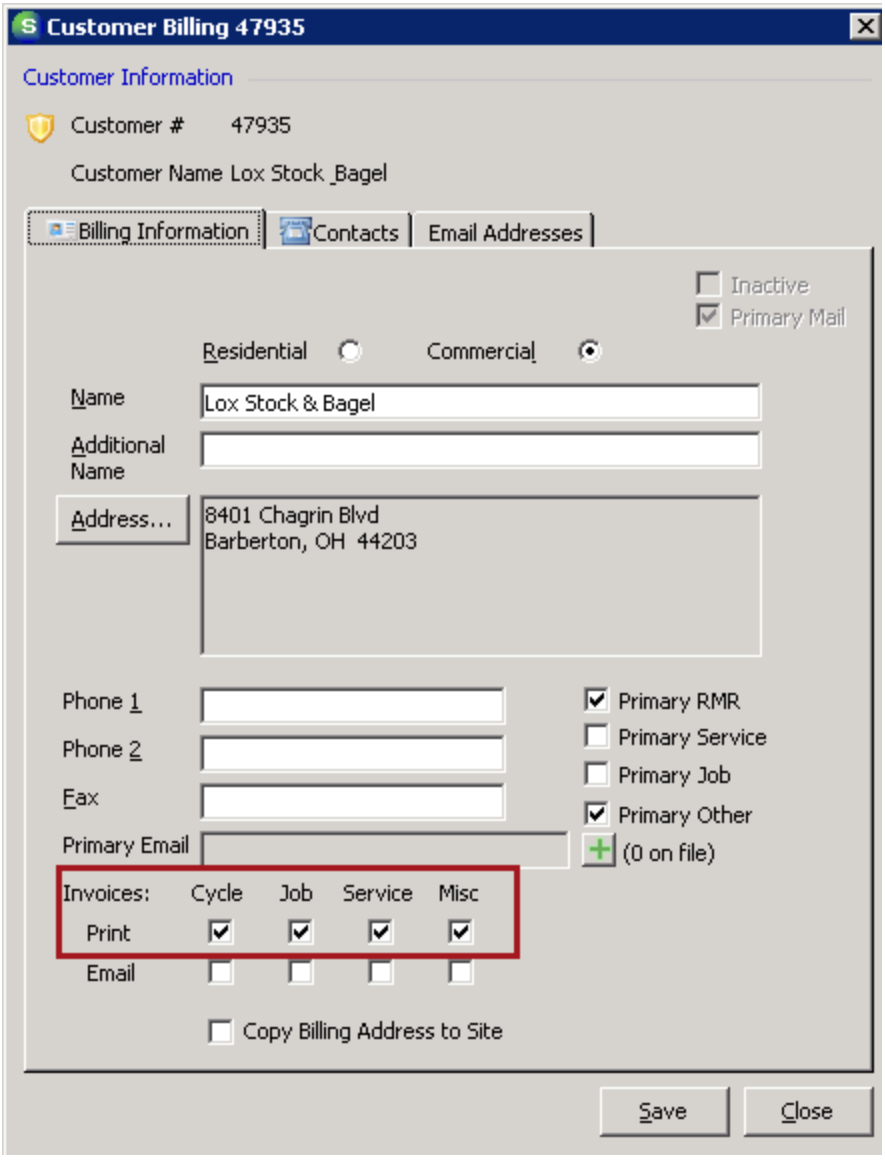


When the OK button is clicked, the selected items will be removed from the batch list.

Client Management

Bill To Record - Print Invoices

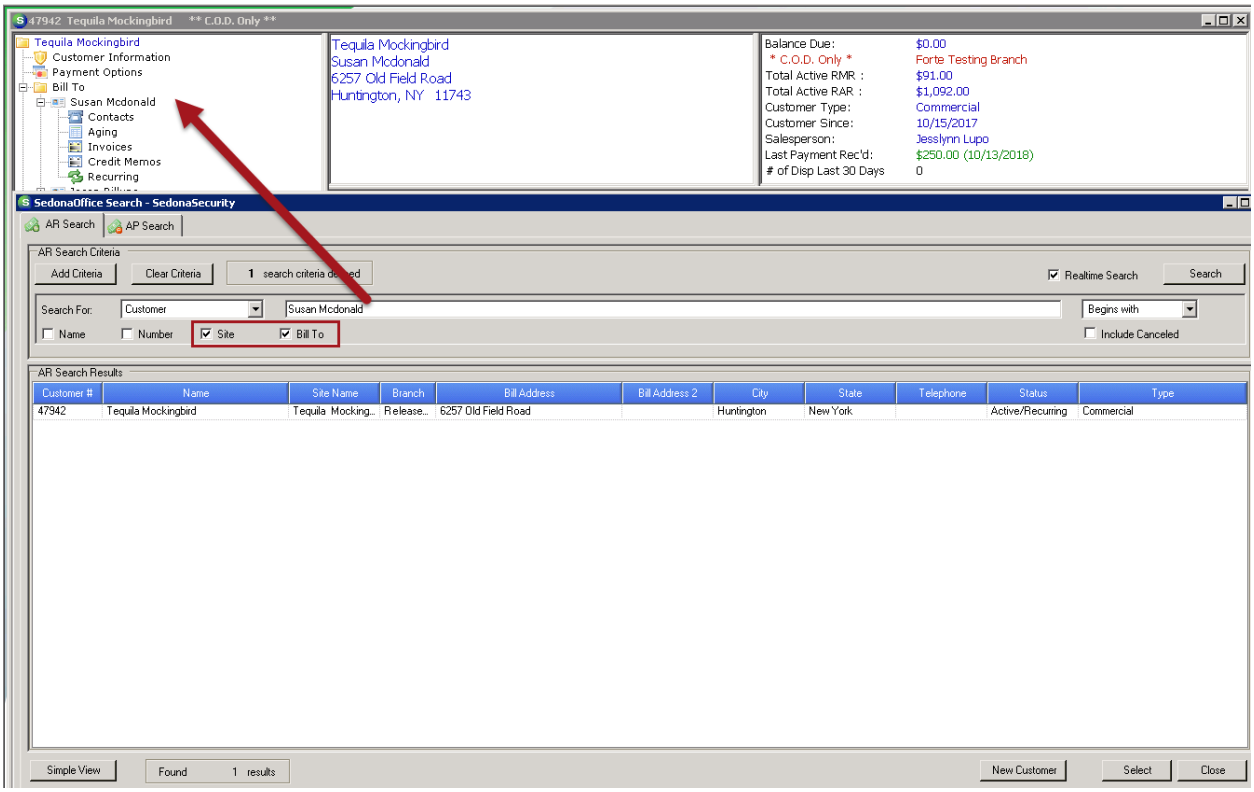
In prior versions, users noted whether the customer should receive printed invoices through a checkbox on the Customer Information screen. This has now moved to the customer's Bill To record. Users can now designate whether invoices tied to a specific Bill To record should receive printed invoices and for which type of invoices they should be printed.



Customer Explorer

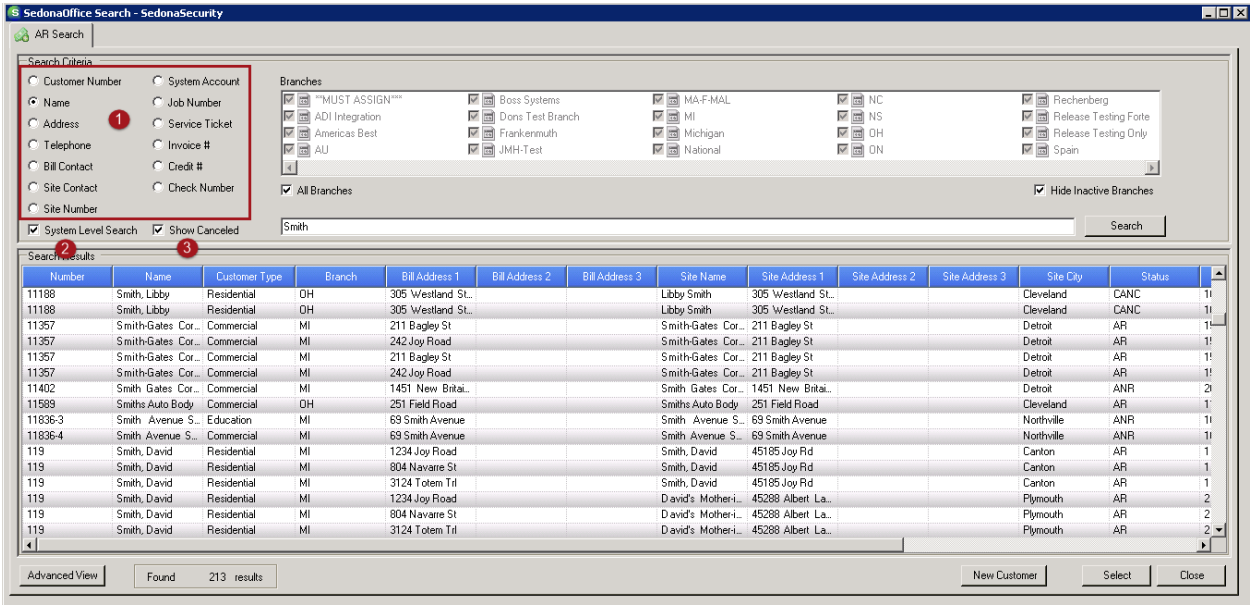
Advanced View

Two new options have been added to Advanced View to enable customers to be found by their Customer Site Name and/or the name on their Bill To record. In the previous version, customers that had a name in the Bill To record, but who did not have any billing contacts, could not be found.



Simple View

The Customer search form Simple View has reverted to the original customer lookup design that was in place as of Version 5.7.60.



This search method enables customers to be based on three criteria:

17. The radio button selection will determine whether the search will be conducted by the customer's name, address, telephone number, bill contact, site contact, site number, system account, job number, service ticket number, invoice #, credit# or check number.
18. A checkmark in the System Level Search box indicates that at least one system is (or was) on the customer. Search for a master account would require that a checkmark not be placed in this box, as a master account does not have any systems.
19. A checkmark in the Show Cancelled box indicates that the search should include all cancelled accounts.

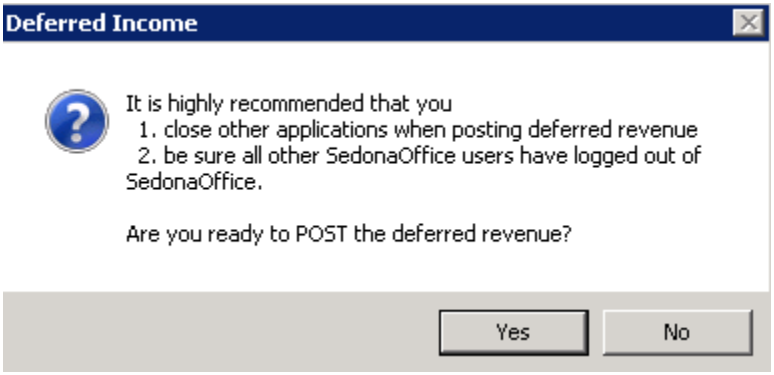
In the example above, search returns are for all customers whose name includes "Smith" that are either active or cancelled and who have/had a system.

General Ledger

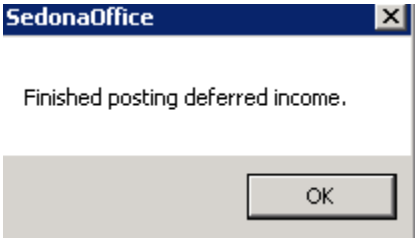
Deferred Income Recognition

Running the deferred income recognition program is not recommended to be done during regular business hours because it is a very server intensive process that can be slowed down or interrupted when other users attempt to access customer records (causing “deadlock error messages”).

To address this, we have revised the warning message that appears at the time that deferred income is posted to remind users to ensure that all SedonaOffice users have logged out (and remain logged out) of the program while deferred income is being posted.



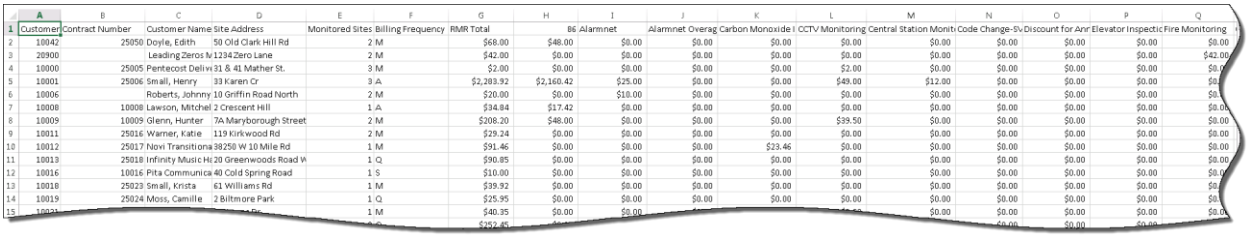
We have also developed a new message that will appear at the end of the recognition process advising the user that the posting of deferred income has been completed.



Report Manager

A new custom report entitled “Custom RMR Export” has been added under Client Management. This report has been written to the specifications of the customer who requested that it be written and can only be exported to Excel.

This report looks at each customer and lists their customer number, contract number, customer name, site address, number of monitored sites, billing frequency, RMR Total (for all sites) and a breakout of the Total RMR according to each invoice item description that makes up the total RMR as of a specific date in the past or in the future. Where a customer has multiple site addresses, contract numbers, and billing frequencies, information will be pulled from Site 1 only. The number listed in the Monitored Sites column informs the reader that there are multiple sites for the customer. The site address for the customer represents only the first line of the address.



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Customer	Contract Number	Customer Name	Site Address	Monitored Sites	Billing Frequency	RMR Total		86 Alarmnet	Alarmnet Overag	Carbon Monoxide I	CCTV Monitoring	Central Station Monit	Code Change-$	Discount for Anr	Elevator Inspectic	Fire Monitoring
2	10042	25050	Doyle, Edith	50 Old Clark Hill Rd	2	M	$68.00	$48.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
3	20900		Leading Zeros N	1234 Zero Lane	2	M	$42.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$42.00
4	10000	25005	Pentecost Deli v	31 & 41 Mather St.	3	M	$2.00	$0.00	$0.00	$0.00	$0.00	$2.00	$0.00	$0.00	$0.00	$0.00	$0.0
5	10001	25006	Small, Henry	33 Karen Cr	3	A	$2,283.92	$2,160.42	$25.00	$0.00	$0.00	$49.00	$12.00	$0.00	$0.00	$0.00	$0.0
6	10006		Roberts, Johnny	10 Griffin Road North	2	M	$20.00	$0.00	$10.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.0
7	10008	10008	Lawson, Mitchel	2 Crescent Hill	1	A	$34.84	$17.42	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.0
8	10009	10009	Glenn, Hunter	7A Maryborough Street	2	M	$208.20	$48.00	$0.00	$0.00	$0.00	$39.50	$0.00	$0.00	$0.00	$0.00	$0.00
9	10011	25016	Warner, Katie	119 Kirkwood Rd	2	M	$29.24	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
10	10012	25017	Novi Transitiona	38250 W 10 Mile Rd	1	M	$91.46	$0.00	$0.00	$0.00	$23.46	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
11	10013	25018	Infinity Music Hi	20 Greenwoods Road W	1	Q	$90.85	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
12	10016	10016	Pita Communica	40 Cold Spring Road	1	S	$10.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.0
13	10018	25023	Small, Krista	61 Williams Rd	1	M	$39.92	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.0
14	10019	25024	Moss, Camille	2 Biltmore Park	1	Q	$25.95	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.0
15	10021				1	M	$40.35	$0.00	$0.00				$0.00	$0.00	$0.00	$0.00	$0.0
							$252.45							$0.00	$0.00	$0.00	

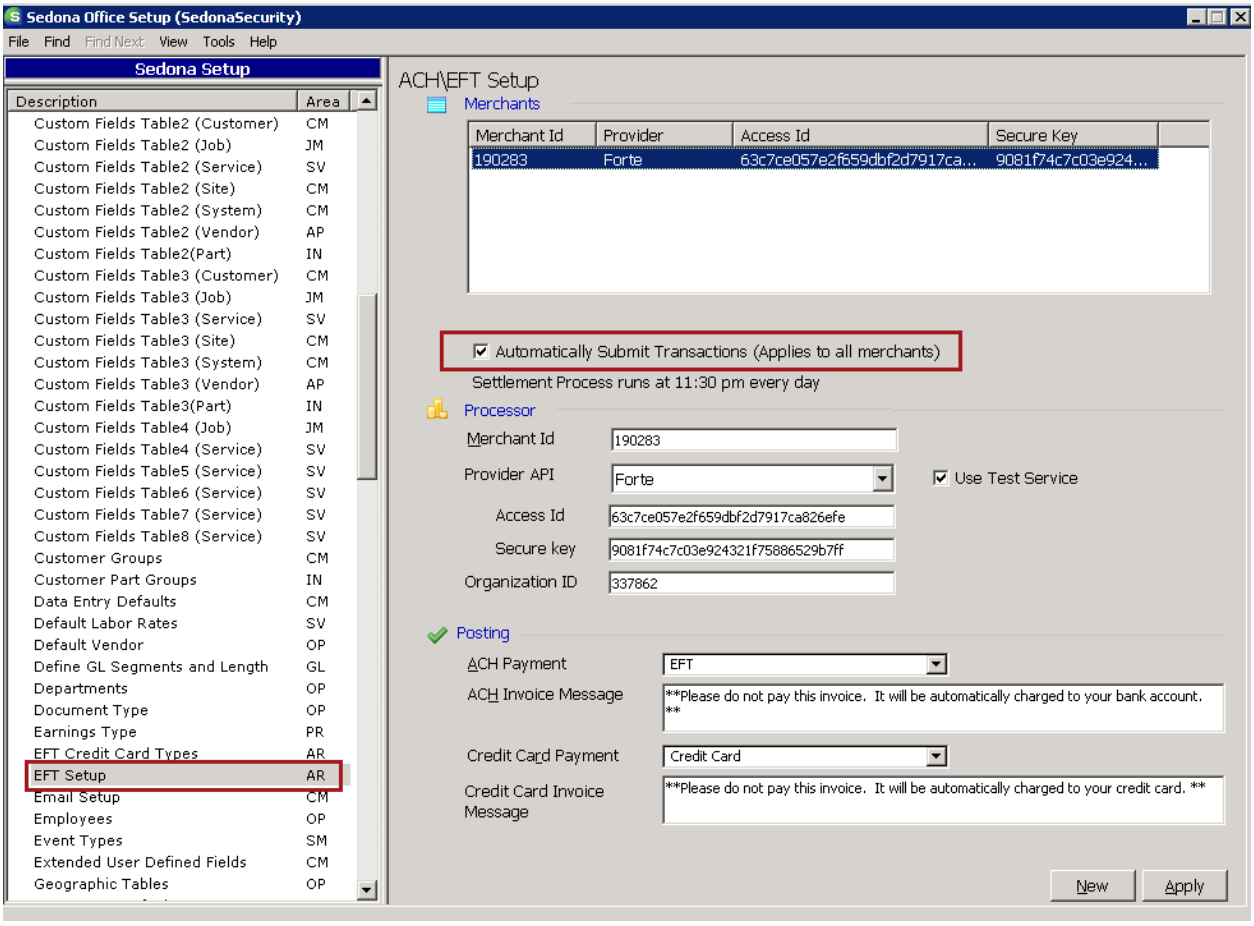
Sedona Setup

Accounts Receivable

EFT Setup Table

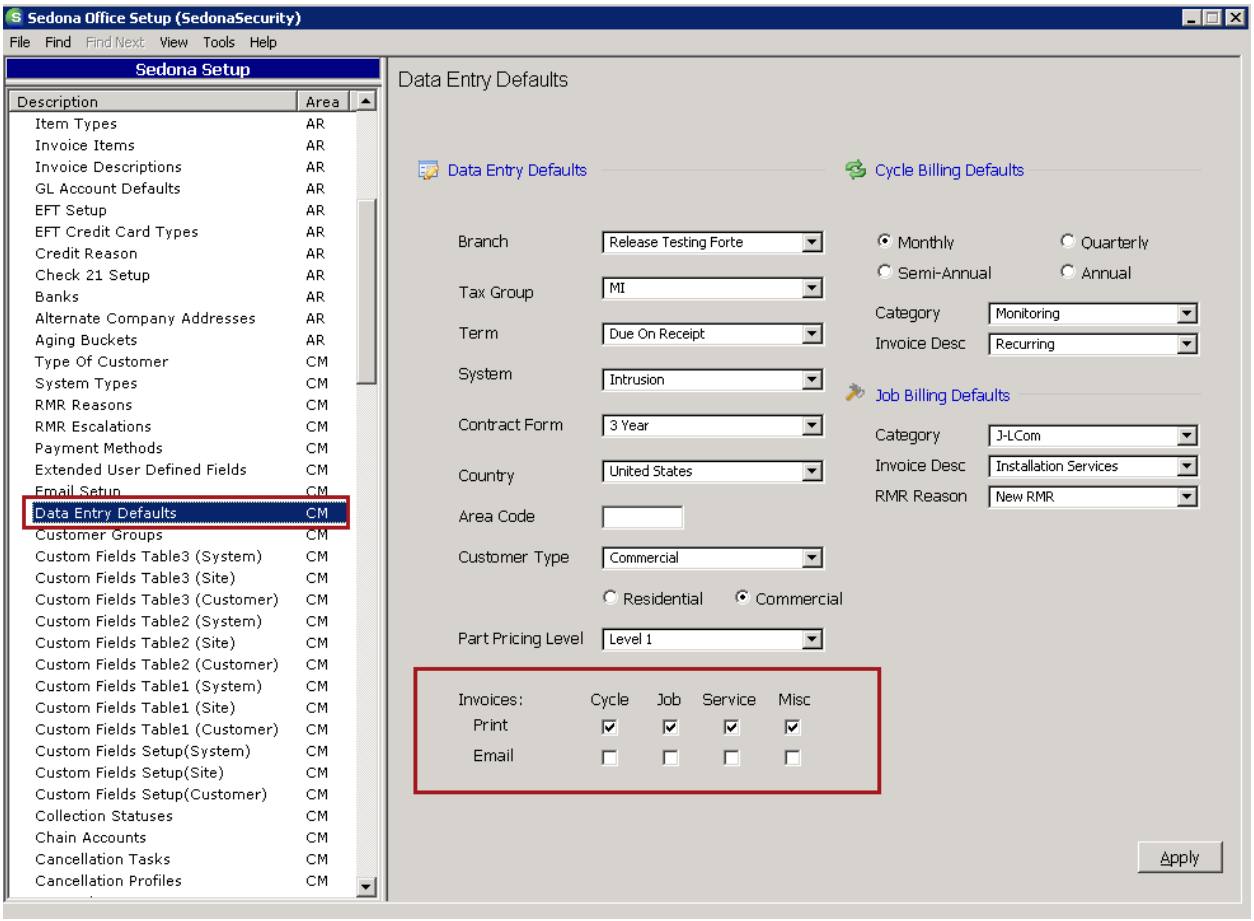
The use of the new EFT program requires different credentials from Forte than was used in prior versions. As stated at the beginning of this document, it takes 1-2 business days for Forte to generate the new credentials. Please do not update SedonaOffice until you have received your new credentials.

Users have the option of having transactions sent to Forte automatically when a checkmark is placed in the box “Automatically Submit Transactions.”



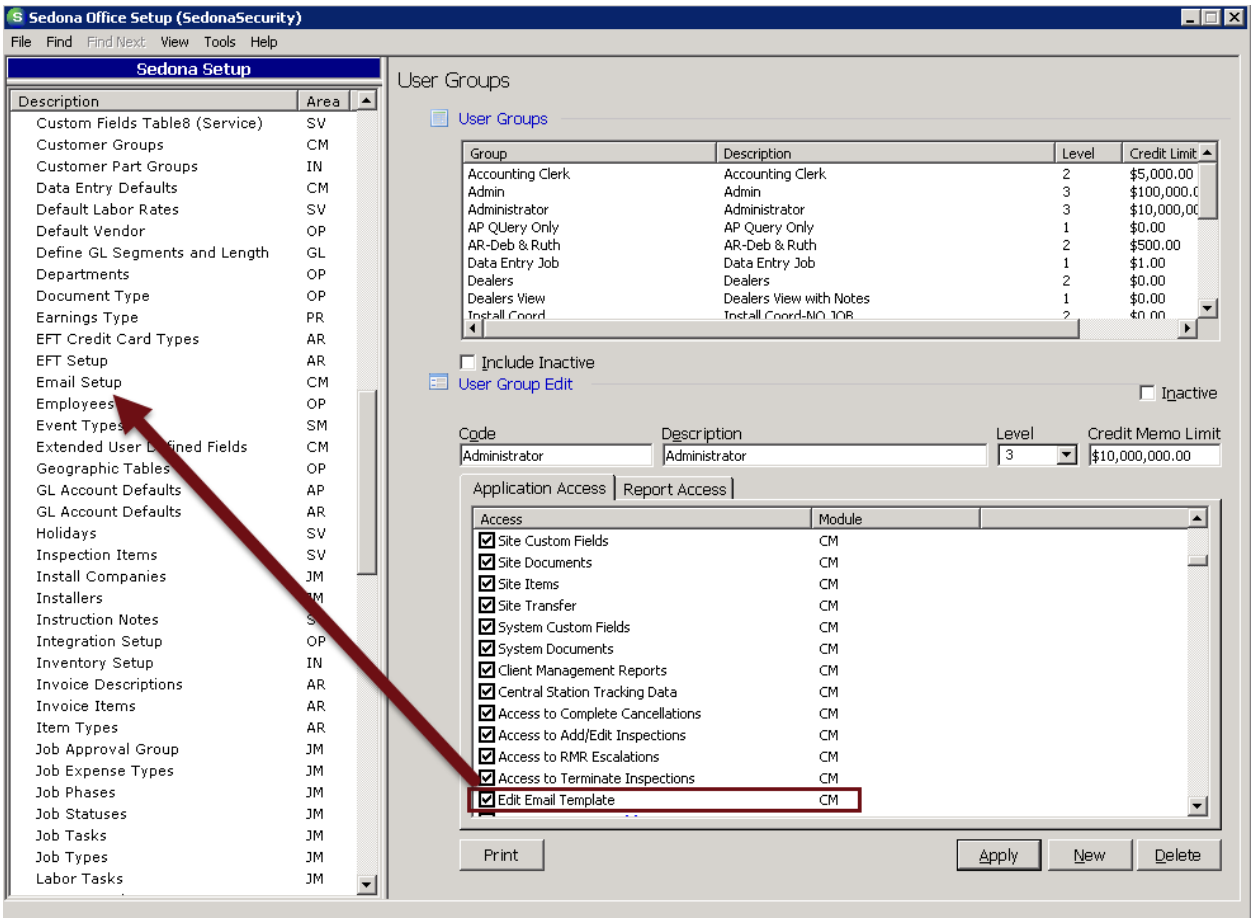
Data Entry Defaults

The SedonaOffice Administrator can enter the default values that should appear when new customers are created indicating the preference for the printing and emailing of cycle invoices which will automatically appear on the customer's Bill To record. This is further refined by indicating which types of invoices should be printed or emailed.



Client Management - Edit Email Template

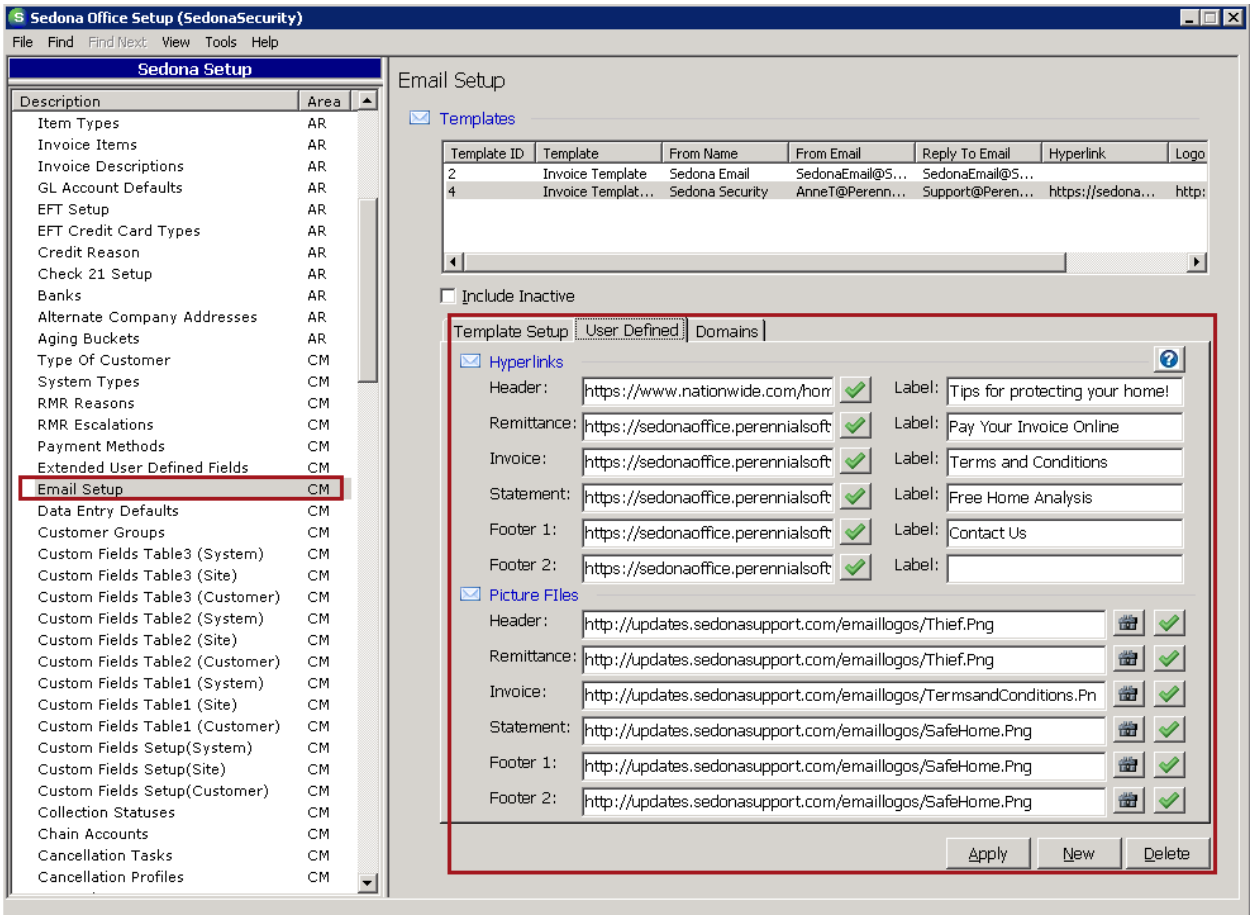
The Edit Email Template permission enables users to see the option “Email Setup” in their list of available setup tables.



This permission controls the ability to add or modify templates for use with SedonaEmail.

Email Setup

The SedonaOffice Administrator may now setup specific invoice templates for users of SedonaEmail that includes “From” and “To” and “Reply” email addresses, salutation formats, company labels and hyperlinks as well as the ability to add user defined labels, hyperlinks, and pictures in various areas of the template. Please review the section in Accounts Receivable – SedonaEmail Phase II – Defining Invoice Templates” in an earlier section of Enhancements for more information.



Application Corrections

Accounts Payable

ADI Integration

Reported Issue: When a purchase order was direct expensed to a branch, the system was using the open field formatting for the Alternate Company Address instead of fixed field formatting. This issue has been corrected in both Accounts Payable as well as SedonaSchedule.

Purchase Orders

Reported Issue: A PO is created that is tied to a service ticket. A receipt is created for a partial amount of the items on the PO. The user changes the quantity received on un-received items to 0. The remainder of items are received on a second purchase order. When viewing the journal within the service ticket, the cost for the first receipt went directly to WIP but the items on the second receipt incorrectly went to COGS. This issue has been corrected.

Reported Issue: Create a PO within a service ticket where the primary vendor for the part is Tri-Ed. Attempt to add a second part to the PO also from Tri-ED. The part cannot be added, because the search is looking at parts for the vendor ADI. This issue has been corrected.

Receipts

Reported Issue: Users could not open/reprint receipts from the Inventory Parts screen unless they had permissions to edit parts. This issue has been corrected.

Reported Issue: When a receipt was created from a PO that was attached to a job, the receipt was not bringing over the Phase Code identified on the purchase order. This issue has been corrected.

Vendor Search

Reported Issue: When users searched for a vendor, their criteria selections were not being saved for the next search. This issue has been corrected.

Vendor Return

Reported Issue: The button “Close No Credit Expected” did not enable return receipts to be closed when they were created in a closed accounting period. This issue has been corrected.

Voiding a Refund Check

Reported Issue: A customer had unapplied cash on their account that they wanted refunded to them by check. The unapplied cash is applied to create a refund check. The accounting period is then closed. A customer refund check is issued. The user opens the refund check and voids the check. If the accounting period for the application of the unapplied cash to the refund check was still open, the entry was correctly removed. If the accounting period for the application of the unapplied cash was closed, however, the entry was not removed, and the unapplied cash was still available to be applied. This also caused the Customer Refund GL account to be out of balance. This issue has been corrected.

Accounts Receivable

Advance Deposit

Reported Issue: When a user wanted to turn unapplied cash into an advance deposit, they highlighted the unapplied cash right-clicked, and select the option to Apply. This opened the credit application form. The user selected the Other tab, placed a checkmark into Advance Deposit, and selected the Job number from the drop-down list. The user then had to press tab twice (instead of once) to have the Save button highlight. This issue has been corrected.

Auto Process Non Recurring Invoices

Reported Issue: If the user clicked on the Cancel button or closed the window using “X” in the top right-hand corner of the form, the form remained stable. If the form was minimized, the user received a runtime error and the program crashed. This issue has been corrected.

Credit Requests

Reported Issue: Users who did not have the permission “Credit Request” in their User Group were still able to credit off the full amount invoices by right-clicking on the invoice and selecting “Create Credit Request.”

Reported Issue: Create a credit request for a tax correct and select the correct tax group. The new invoice shows “N/A” for the tax group even though the correct tax is charged on the invoice.

Reported Issue: Create a credit request and place a checkmark in the box “Invoiced Wrong Customer.” The new invoice shows “N/A” for the tax group even though the correct customer was charged the correct tax.

Cycle Invoicing

Master Account Credits

Reported Issue: A subaccount of a master had its RMR set to invoice group 1 as it was billed in arrears. The RMR for the account was cancelled mid-month and a credit was sent to the master account. When the cycle bill was created for the master account, the subaccount was billed incorrectly for the full month instead of a partial month because the credit for the month was not looking at the invoice group. This issue has been corrected.

Cycle Invoice Posting

Reported Issue: The cycle invoice program was not posting invoices for customers that had more than 20 characters in the PO number on the invoice. This issue has been corrected.

Editing Cycle Invoices

Reported Issue: Editing a cycle invoice and re-saving it caused the deferred income linked to that invoice to be deleted causing the General Ledger deferred income account to not balance to the Summary of RMR Deferred Income Report. This issue has been corrected by no longer allowing users to edit a cycle invoice. The invoice will be greyed out and the user notified of read only permissions.

SedonaEmail

Reported Issue: Customers that had an email address consisting of only one letter (e.g. “q.com”) were marked as having invalid email addresses. This issue has been corrected.

Reported Issue: The Alternate Company Address table enables users to define the name of their company as well as an alternate remit to name and address for that company. When invoices were emailed, the program did not look at the alternate company remit to name or address and instead listed the name of the company and its address for the remittance. This issue has been corrected.

Reported Issue: SedonaEmail was not finding invoices for customers that had a Bill To name but no Bill To contacts. This issue has been corrected.

Reported Issue: Users attempting to load 2000 or more invoices received an unhandled exception error message. This issue has been corrected.

Client Management

Bill To's

Reported Issue: Inactivate the original Bill To record on a master account. Create a new Bill To record. When a miscellaneous invoice was created for the master account, the old address on the inactive Bill To record appeared. This issue has been corrected.

Collections

Reported Issue: Some customers were not advancing into the correct collection queue due to characters being added to their customer number (e.g. using a pound sign in front of the actual number). This issue has been corrected.

Critical Message

Reported Issue: When a critical message was given an expiration date, notifications continued to appear for anyone accessing the customer event though the message had expired. This issue been corrected.

Customer Address

Reported Issue: When the user changed the address format from the United States to Ireland, and then entered the customer address, the program added "N/A" after the name of the town. This issue has been corrected.

Customer Query Builder

Reported Issue: The field "Last Collection Activity" was not returning the actual last activity that occurred on the customer in the collection queue. This issue has been corrected.

Customer Search

Reported Issue: When a customer had a Bill To name on its Bill To Record but no contacts, the search program could not find the customer. This issue has been corrected.

Reactivating a Cancelled Customer

Reported Issue: When a cancelled customer was re-activated, the program did not permit a new site to be created unless the cancelled site was re-activated. This issue has been corrected.

RMR

Reported Issue: When RMR for a sub-account of a Master was added to a customer system through a job, the RMR was marked as “Receivable to Master” but the Bill To address was that of the subaccount and not the master. This caused the RMR to not be included in the master account invoice and to print out its own invoice. This issue has been corrected.

Reported Issue: When an RMR line was given a cancellation date, the RMR cancelled at 12:00 am on that day instead of making it the last day that RMR was in effect. This issue has been corrected.

General Ledger

Royalties and Commissions

Reported Issue. Create a new RMR record on the subaccount of a master account. On the Royalties and Commissions tab, enter a monthly amount and a start and end date (several years apart) for the Royalty/Commission. When cycle invoicing for the master account was completed, the program erroneously calculated the full amount from the start through the end date as the monthly commission. This issue has been corrected.

Inventory

Issues/Returns

Reported Issue: Parts could be issued to a job from the Inventory Issues/Returns option without selecting a Phase Code. This resulted in parts being issued to the default Phase Code rather than to the phase code assigned to the part. This issue has been corrected by not permitting the list of parts to be listed without the user first defining a Phase Code.

Reported Issue: When a job had parts on the main job that are subsequently cancelled out through a negative change order, the committed quantity did not look at both the positive and negative numbers and instead only recorded the negative change order quantity.

Parts

Reported Issue: Inactive warehouses were appearing outside of the Inactive section when editing a part. This issue has been corrected.

Jobs

Commissions

Reported Issue: The type of commission selected for the salesperson is gross profit. The job took a loss instead of a profit. A negative commission was being calculated instead of a commission of zero making the total profit/loss lower than it was. This issue has been corrected.

Inspections

Reported Issue: Inspections defined on the systems tab were not being brought over to the customer record when the system was created. This issue has been corrected.

Issues/Returns

Reported Issue: Issue out a serialized part to a job. On the issues/returns page, zero out the part. The part went back into stock but was still listed as issued to the job. This issue has been corrected.

Reported Issue: If you clicked into the quantity field of Issues/Returns and deleted a quantity, a runtime error appeared. This issue has been corrected.

Job Type

Reported Issue: Changing the job type on the Work Order after entering the install lines resulted in having the install lines removed. The issue has been corrected by prohibiting users from changing the job type after install lines have been added.

Materials List

Reported Issue: A job has multiple phases on the Materials list. Mark several parts within Phase 2 to be ordered. Create a purchase order within the job, select the vendor, and ensure that the part is on the purchase order. Go back into the purchase order and the phase code box has Phase 1 instead of Phase 2 listed. Unless corrected, this added an additional part into Phase 1 of the materials list and the part listed under Phase 2 appears as not ordered. This issue has been corrected.

Retention Invoice

Reported Issue: On the Bill To tab, select a third party for billing to a contractor. All progress billing went correctly to the contractor, but the retention invoice was sent to the subaccount. This issue has been corrected.

Reported Issue: The sales summary and job costing pages did not correctly record a credit memo of a retention invoice. When the retention invoice was credited off, it should have placed the dollar amount back onto the sales summary page to bill. It doubled it instead. This issue has been corrected.

Point of Sale

Reported Issue: The program did not recognize that a warehouse had been released from lockdown the day after the physical count had taken place. This issue has been corrected.

QuoteWerks

Reported Issue: QuoteWerks produced the error “Argument data type nvarchar(max) is invalid for argument 1 of textptr function” when trying to add a document from QuoteWerks to a prospect in SedonaOffice. This error made it seem that the issue was with importing the job when in fact it had to do with a prospect document id that needed the job id for the prospect. This issue has been corrected.

RMR

Reported Issue: When a job was created for a subaccount of a master, and a checkmark was placed in the box on the RMR tab to have the RMR be marked receivable to master, the RMR went onto the customer record marked as receivable to master, but the name and address was that of the subaccount and not that of the master account. This caused the RMR line to bill out separately. This issue has been corrected.

Reported Issue: Adding RMR to a change order was not bringing the job RMR into the job costing page. This issue has been corrected.

Task List

Reported Issue: Delete tasks off the task list, but do not click Apply after doing so. Click out of the tasks list onto another tab on the job. When the system prompts if you would click to save the changes, click on No. The tasks will still be deleted, but the program does not re-sequence the numbering. Return to the tasks list and approve a couple of tasks. Go to the last item on the list and click on the green arrow to attempt to move it further up in the list. This results in having unapproved tasks appear in the middle of approved tasks. This issue has been corrected.

Reports

Tax Agency

Reported Issue: When multiple payments were made within the range of dates selected, the report was only displaying the first payment instead of all payments. This issue has been corrected.

SedonaSchedule

Invoices

Reported Issue: The dollar amount for labor charges were rounding down when quantity * rate was used instead of rounding up. Invoices created from those service tickets contained the rounding error causing the general ledger to be off by a penny. This issue has been corrected.

Reported Issue: A user was attempting to modify a service ticket invoice to combine a trip charge and a labor charge into a one-line item. When this was attempted, the program made a modification to the parts tab and did not allow the modification to be made to the labor charges. This issue has been corrected.

Inspections

Reported Issue: When an inspection was setup on a system record to utilize high frequency, and there were two inspections due at the same time, both inspections came into the inspection queue and the program correctly read the high frequency bypass flag and created only one inspection ticket. It left the second inspection in the inspection queue, which was picked up as being due when inspections were next created. This issue has been corrected.

Reported Issue: The inspection ticket was picking up an “Other Charge” of N/A when an inspection record contained a dollar amount, but no invoice item associated with it. Issue corrected.

Open Jobs List

Reported Issue: While viewing the open jobs list, click on the field chooser. The system will give you the option to display or not display all possible columns. Make your selection and then leave the job queue. Open a service ticket and then go back into the open job queue. Click on the field chooser again. Your settings are saved, but most of the column options will no longer be available. They will not display again without resetting the settings. This issue has been corrected.

Purchase Orders

Reported Issue: Create a purchase order within a service ticket where the vendor is Tri-Ed. Attempt to add an additional line to the purchase order for an additional part. The program cannot find the part because it is looking at ADI parts instead of those for Tri-ed. This issue has been corrected.

Reported Issue: When a purchase order was created from Accounts Payable but linked to a service ticket, and the PO was direct expensed, the program was not adding the parts to the Equipment and Parts tab of the service ticket. This issue has been corrected.

Service Ticket

Reported Issue: Opening a service ticket using customer search did not open the service module. This issue has been corrected.

Sedona Setup

Custom Field Setup (Job)

Reported Issue: When a user defined custom date field 1 as required, the program automatically required both custom date field 1 and 2 as required. This issue has been corrected.

Setup Processing AR

Reported Issue: The customer group field was not displaying the default customer group selected. This issue has been corrected.

Terms

Reported Issue: The term End of Month (EOM) used in conjunction with “Plus Days” was not always adding extra days after the end of the month. This issue has been corrected.

User Groups

Reported Issue: If a user group was not given access to Edit Parts in Inventory, all other operations in the parts tree were blocked from opening, even if it was not related to editing a part. This issue has been corrected.

Reported Issue: The name of a report available for selection for a usergroup was incorrectly titled “Service Ticket Summary Report.” This has been corrected to read “Service Ticket Status Report.”

WeSuite

Reported Issue: Users received the error “5 Invalid Procedure Call or Argument” when attempting to import a negative change order. This issue has been corrected.

Additions from Versions 6.0.32-6.0.36

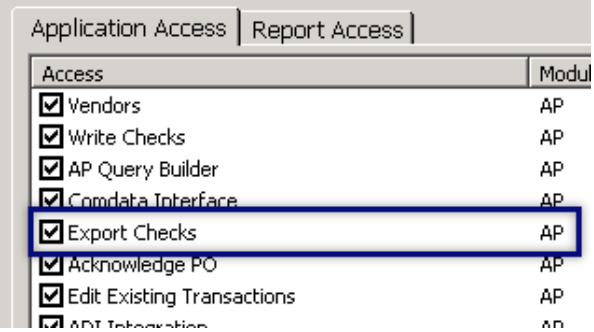
Enhancements

Bill Payment Exports

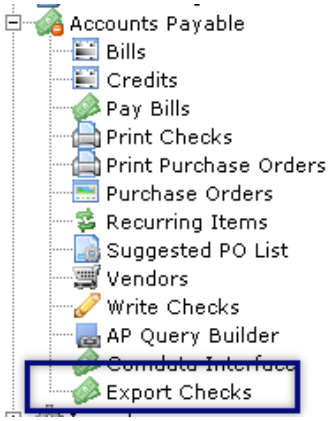
Vendor payments can now be exported in a .txt file, and sent to the bank for electronic payment, rather than printing the payments as checks. This feature was commissioned by a specific SedonaOffice customer, and the export was built to their specifications.

Export Widow Setup

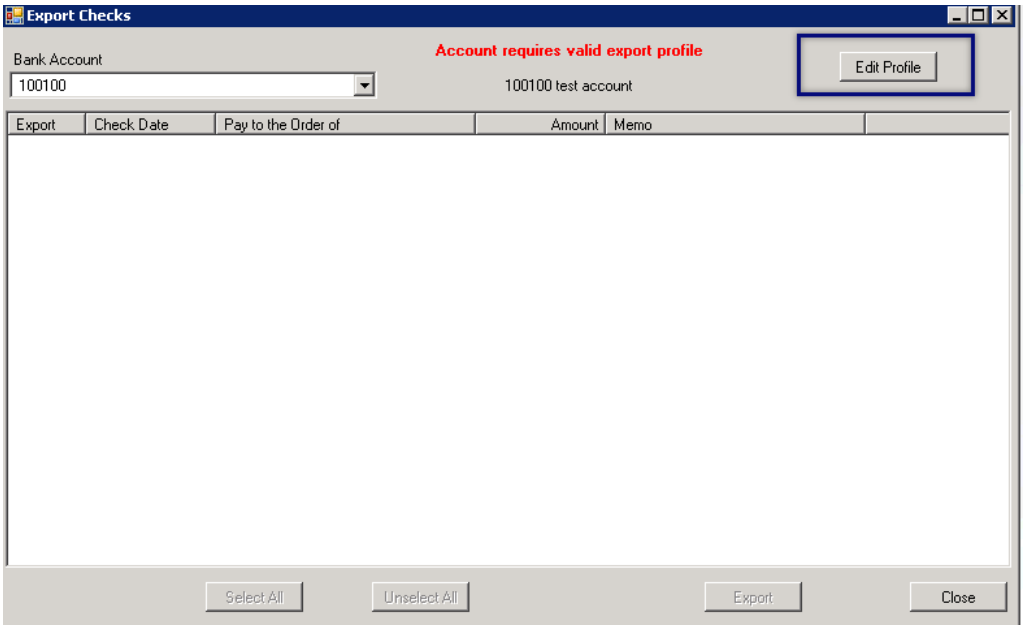
Navigate to user groups and check the Export Checks AP permission for users who should have access to this feature.



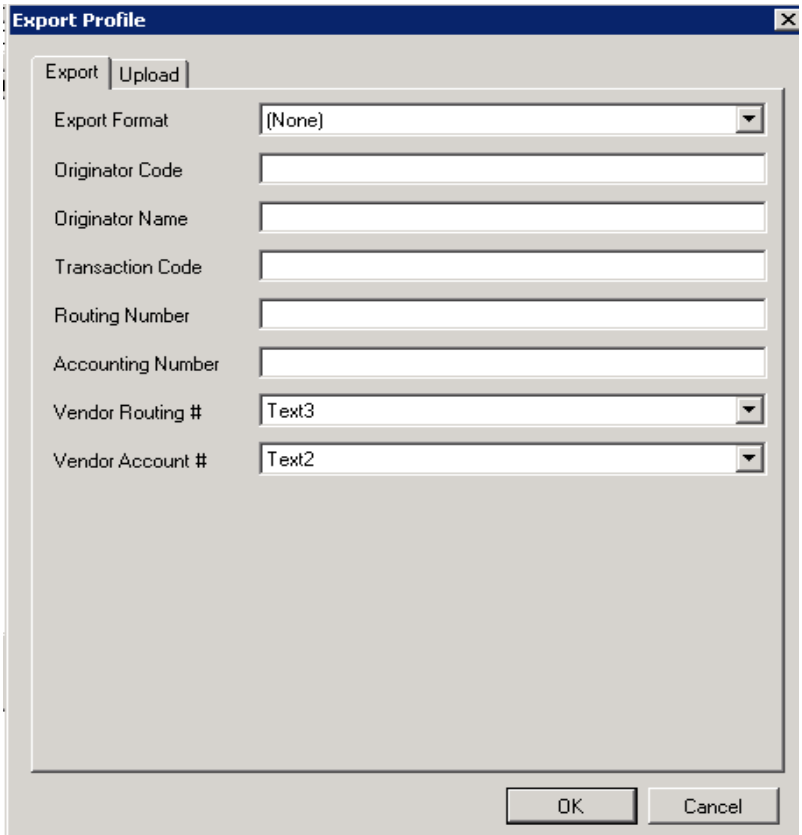
The feature will then appear in the SedonaOffice tree in the Accounts Payable section.



Select the new Export Checks from the SedonaOffice tree and the Export Checks window will appear.



Select Edit Profile in the top right and the Export Profile window will appear.



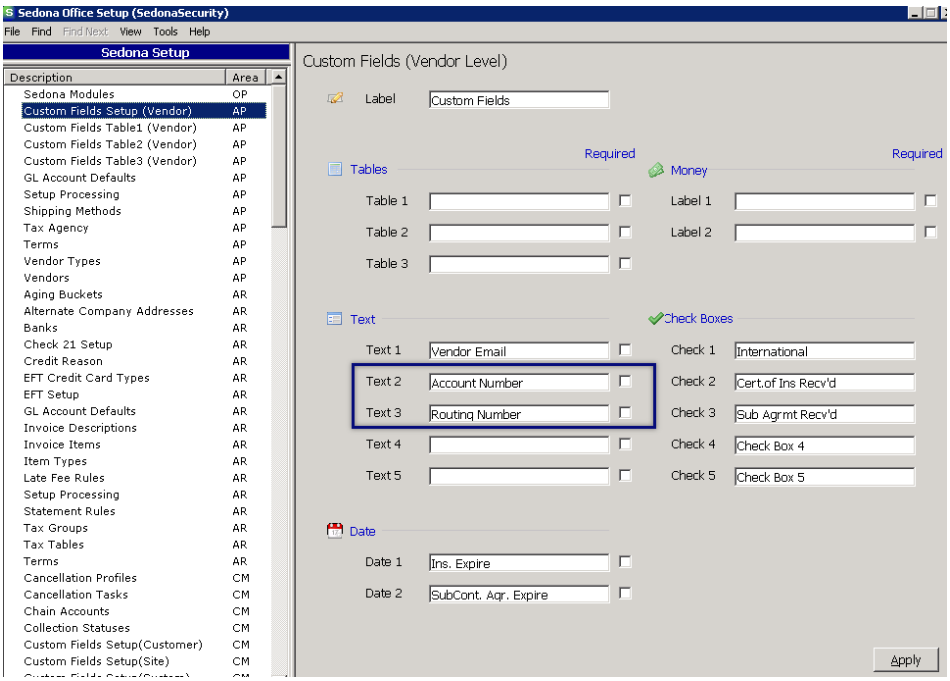
Enter the information for each field in the Export Profile and click Okay. The fields are:

- Export Format: There is only one export format at this time. Select this from the drop down.
- Originator Code, Originator Name, Transaction Code, Routing Number, and Accounting Number: These should all be provided by your bank.
- Vendor Routing Number, and Vendor Account Number: The routing and account numbers for each vendor you plan to pay using this feature must be listed on the vendor record, in the custom fields section. Select which vendor custom field you will enter the routing number in, and which one you will enter the account number in. We recommend using text field 3 for the routing number, and text field 2 for the account number, but if these fields are already in use, you may select the custom fields of your choosing.
- Upload tab: After the export file is generated, users would normally manually forward it to their bank. If instead you would like to have the file sent automatically, gather the site, port, and security information from you bank and enter it here. Then check the box for automatic upload.

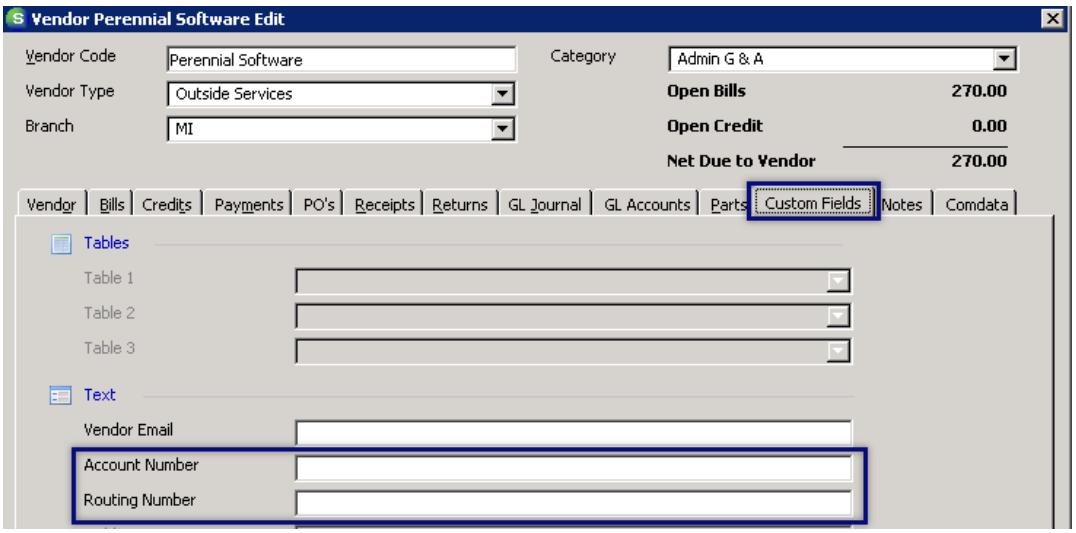
If you will be exporting to more than one bank, select the additional bank from the drop down in the Export Checks window, select Edit Profile again, and enter the information for the new bank.

Vendor Setup

Once the feature has been activated and the initial setup is done, you must select which vendors will use the feature, and enter banking credentials for them. To begin, navigate to SedonaSetup – Custom Fields Setup (Vendor) AP. Find the custom fields you selected in the Export Profile and name them Account Number and Routing Number respectively. In this example, we used text field 2 and text field 3.


Sedona Office Setup (SedonaSecurity)
File Find Find Next View Tools Help
Sedona Setup
Description Area
Sedona Modules OP
Custom Fields Setup (Vendor) AP
Custom Fields Table1 (Vendor) AP
Custom Fields Table2 (Vendor) AP
Custom Fields Table3 (Vendor) AP
GL Account Defaults AP
Setup Processing AP
Shipping Methods AP
Tax Agency AP
Terms AP
Vendor Types AP
Vendors AP
Aging Buckets AR
Alternate Company Addresses AR
Banks AR
Check 21 Setup AR
Credit Reason AR
EFT Credit Card Types AR
EFT Setup AR
GL Account Defaults AR
Invoice Descriptions AR
Invoice Items AR
Item Types AR
Late Fee Rules AR
Setup Processing AR
Statement Rules AR
Tax Groups AR
Tax Tables AR
Terms AR
Cancellation Profiles CM
Cancellation Tasks CM
Chain Accounts CM
Collection Statuses CM
Custom Fields Setup(Customer) CM
Custom Fields Setup(Site) CM
Custom Fields (Vendor Level)
Label Custom Fields
Required
Tables
Table 1
Table 2
Table 3
Required
Money
Label 1
Label 2
Text
Text 1 Vendor Email
Text 2 Account Number
Text 3 Routing Number
Text 4
Text 5
Check Boxes
Check 1 International
Check 2 Cert.of Ins Recv'd
Check 3 Sub Agrmt Recv'd
Check 4 Check Box 4
Check 5 Check Box 5
Date
Date 1 Ins. Expire
Date 2 SubCont. Agr. Expire
Apply

To enter each vendor's credentials, search for each vendor as normal, and navigate to their vendor edit window. Select the Custom Fields tab. Enter the account and routing numbers into the chosen custom fields.

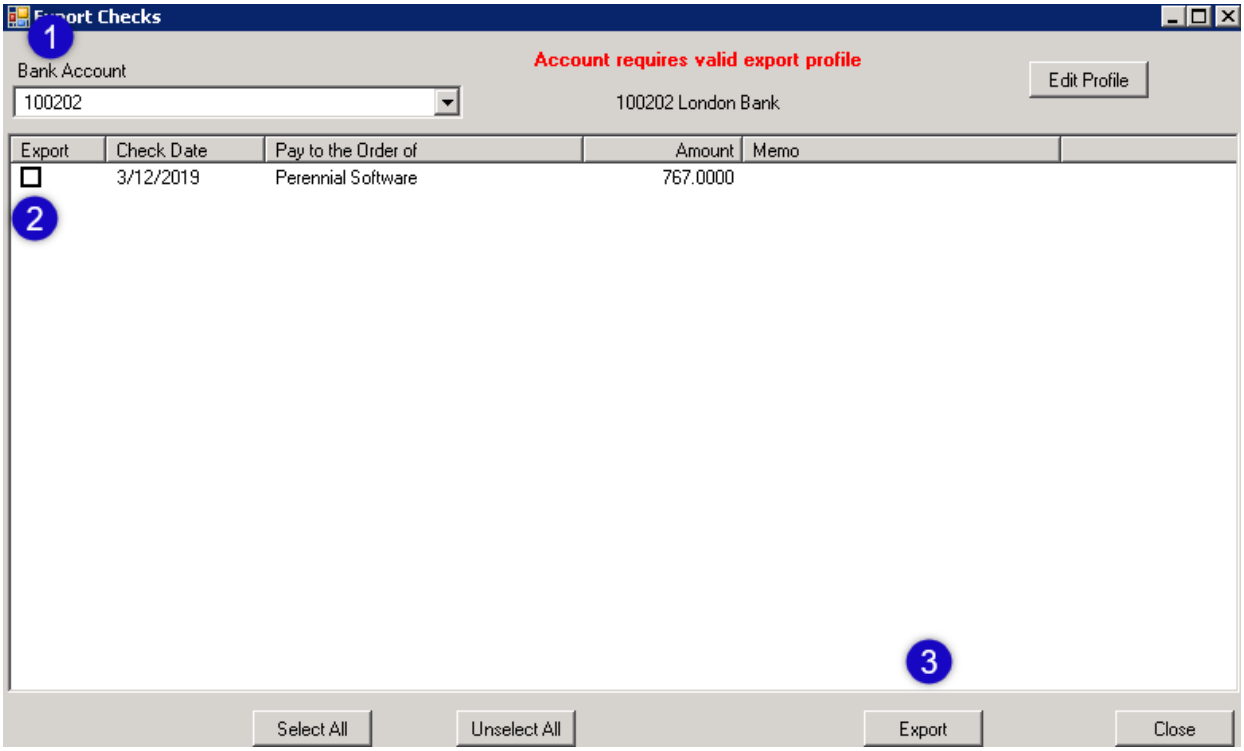


Using the Export

There is no change to procedure for writing checks or paying bills. These should be done as normal. The checks will then appear both in the Write Checks queue and in the Export Checks queue. It is up to you whether to print or export the checks. Once a check has been printed or exported it will no longer show in either queue.

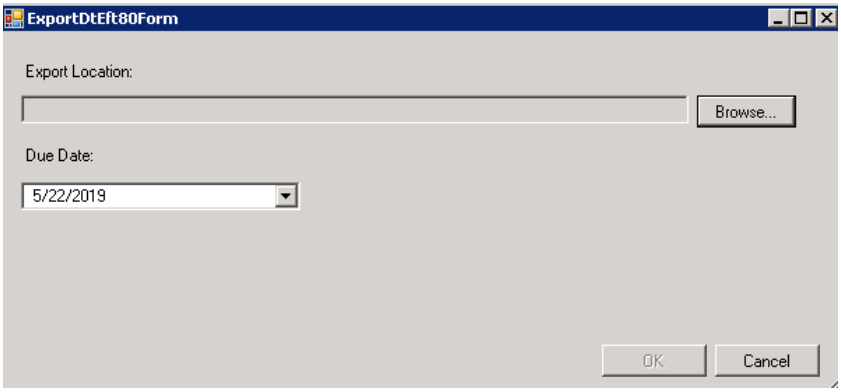
Note – if your check is for a customer, or for a vendor who has not been setup with routing and account numbers, the check will only appear in the Write Checks queue, not the Export Checks queue.

Once your checks have been created as normal, navigate to Accounts Payable – Export Checks to pull up the Export Checks window.

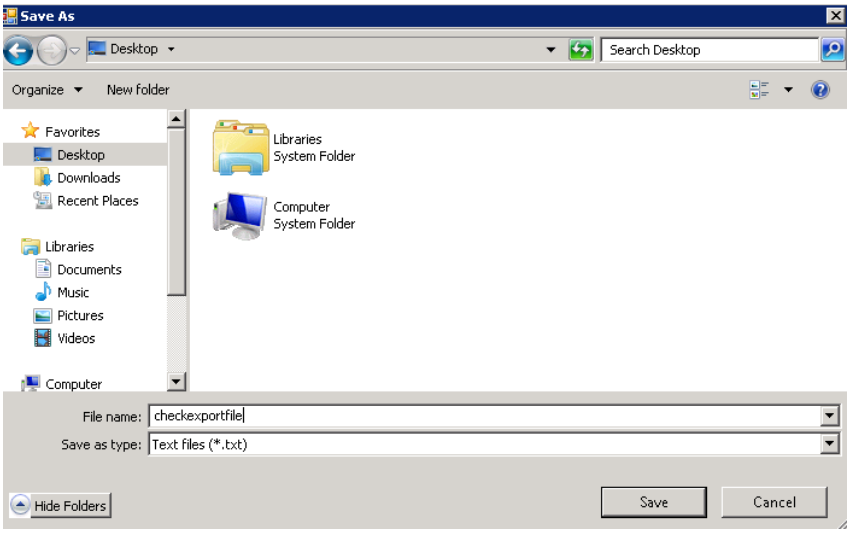


Steps to Export

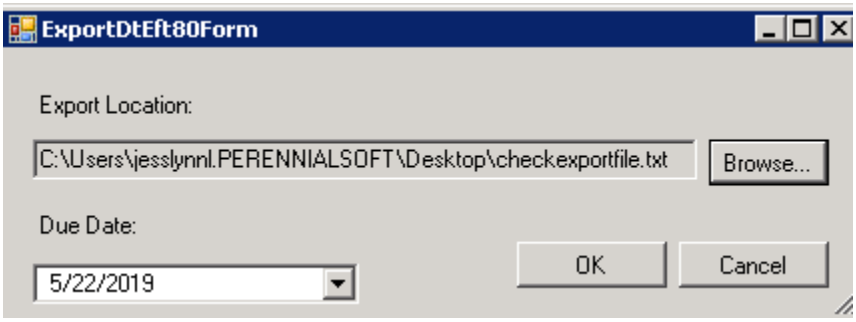
1. Select the bank account you are exporting checks to from the Bank Account Drop down in the top left. All of the checks for that bank will appear.
2. Check the box to the left of each check you wish to export. To select all checks click the Select All button at the bottom of the window. Alternatively, select the Unselect All button to unselect all checks.
3. Select the Export button in the bottom right of the window. The Export Form window will appear.
4. Select Browse and the file explorer will appear.



5. Select a location and name for the file export and click Save



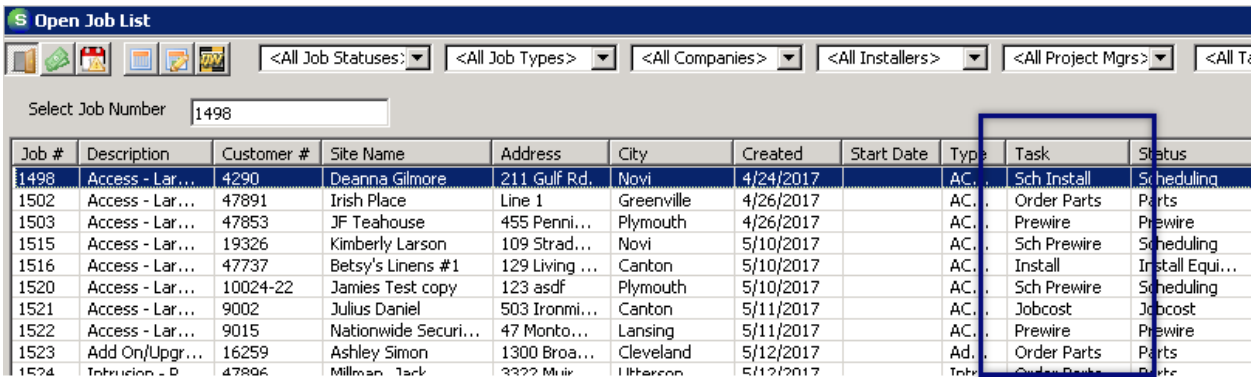
6. The window explorer will close and you will be returned to the Export Form window. The file path you chose will show in Export Location. Select Okay to finish exporting your file.



7. The file will appear in the folder you selected. You can then email the file to your bank.

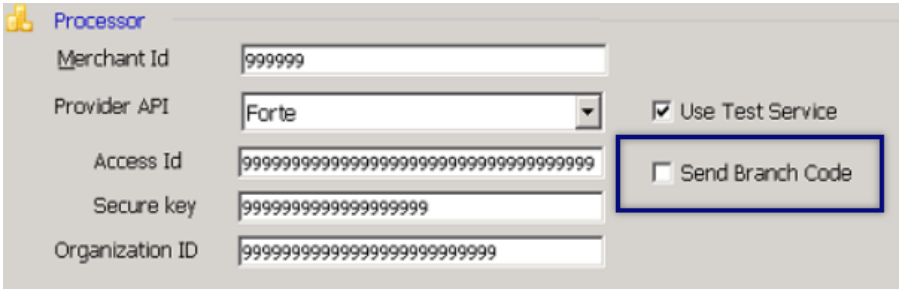
Job Queue

A new Job Task column has been added to the job queue.



EFT Processing Branch Code

A new Send Branch Code check box has been added in SedonaSetup under EFT Setup. If this box is checked SedonaOffice will send the branch associated with each EFT transaction to Forte during EFT processing. Forte then uses this branch name as the payment descriptor on your customer's statement.



Application Corrections

Service Invoices

Reported Issue – Service ticket invoices were always going to the print queue, even when this option was not selected. Service ticket invoices were also never going to the SedonaEmail queue, even when this was selected. Both of these issues have been corrected.

Credit Card Entry

Reported Issue – Sometimes credit cards entered into SedonaOffice through the API saved with nulls in the data, and could not be used. This issue has been corrected.