Table of Contents

An Introduction to SuccessWare®21

LOGGING INTO THE CLOUD

Before using the cloud, you will need to install a Citrix component on your PC. This component can be found at: http://www.citrix.com/downloads.htm

1. Open a browser window and enter https://citrix.sw21cloud.com .

2. Enter the user name and password provided by Advance 2000, then click on the **Log In** button.

3. In the Applications area of the screen, **Single-Click** on the SuccessWare®21icon. DO NOT DOUBLE-CLICK. THIS MAY CAUSE THE APPLICATION TO RUN SLOW!

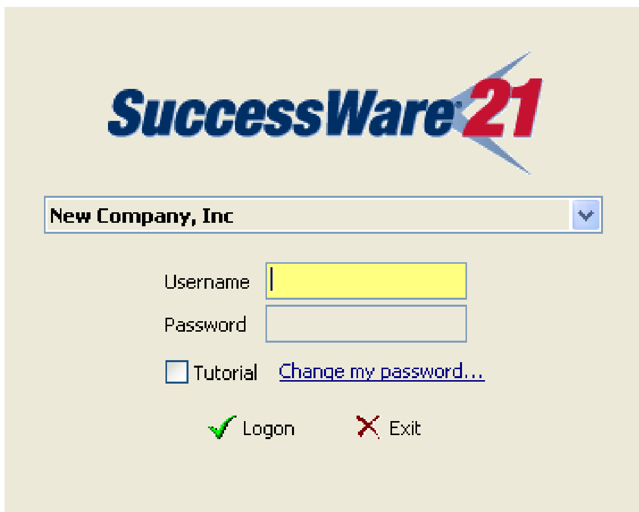
4. Enter your Successware user name and password to log into Successware21®.

SUCCESSWARE®21 LOG IN

Each time that you open SuccessWare®21 you will be required to log in to the software. Each individual SuccessWare®21 user should have their own unique USERNAME and PASSWORD.

Logging In

1. Double-click on the SuccessWare®21 icon.



2. Use the COMPANY drop down to choose the company that you are logging into.
3. Enter your assigned USERNAME and PASSWORD.

Note: If this is your first time logging in as a user and are using the password that was given to you by the administrator, you will be required once you log in to change your password.

4. Click **OK** or press **Enter** to log in

Logging into the Tutorial

If you want to log into a tutorial company where you can practice or train in SuccessWare®21 without effecting your live data, be sure to select the TUTORIAL checkbox before you log in.

To log into the tutorial mode, be sure to select the TUTORIAL MODE checkbox.

If you are logging in to the default "Success Incorporated" company, you can use **trial** as both the USERNAME and PASSWORD.(This is case-sensitive, so be sure to use lower case for both)

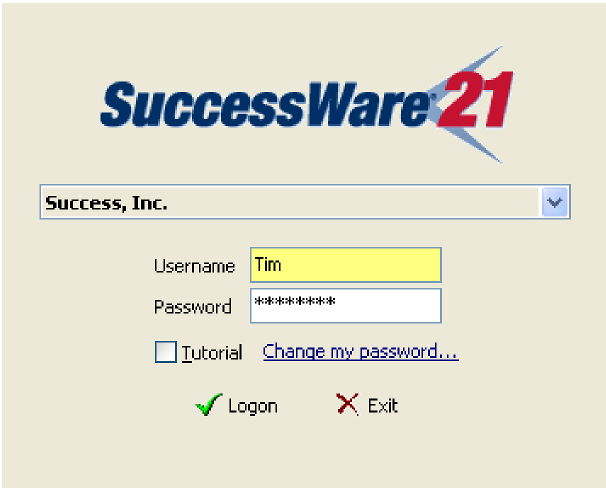
Changing Your Password

Based upon the password conditions set up within your company, you may be required to change your password after a set number of days. You will also be required to change your password after your initial login to SuccessWare®21.

Additionally, you may choose to change your password at any time that you wish.

To Change your Password

1. Double click on the SuccessWare®21 Icon and enter your Username and current password
2. Click the CHANGE MY PASSWORD link (If you click CHANGE MY PASSWORD without entering your current USERNAME and PASSWORD you will have to enter both on the following screen).



3. In the CHANGE PASSWORD screen enter your new password in the NEW PASSWORD field and then type it again in the CONFIRM NEW PASSWORD field. Be sure that your new password conforms to the password rules that are identified at the top of the window.

4. Click **Ok**.

TOOLBARS AND MENUS

Main Menu

Access the Main Menu for SuccessWare®21 from the 21 icon on the Toolbar .

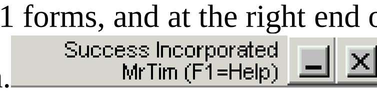
The Main Menu is used to:

- Navigate to the various Modules, Setup Components and Utilities in SuccessWare®21
- Give you access to the What's New documents.
- Identify the current version of SuccessWare®21 that you are running.
- Give you access to SuccessWare®21related web sites.

To access the Modules, Setup Components and Utilities in SuccessWare®21 select one of the buttons in the left column. Menu items for the selection appear in the right column. Select the appropriate button on the right to open.

To access **What's New**, click the "What's New" link in the lower left corner of the Main Menu.

Toolbars

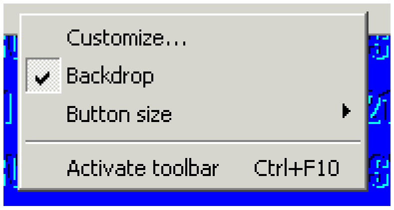
The Toolbar provides quick access to the SuccessWare®21 forms, and at the right end of the toolbar, displays Company and UserName information. 

Pointing to any of the buttons on the toolbar will cause SuccessWare®21 to display a tooltip that will identify the form that will be opened by selecting the button.

The toolbar can be customized for:

- Which buttons appear on the toolbar
- The size of the toolbar buttons
- Whether or not to display the SuccessWare®21 background.

You can access the customization options by right clicking on the toolbar and selecting the desired option.



Customizing the Toolbar

Customizing the toolbar allows you to control which buttons display on the Toolbar when you log into SuccessWare®21. The toolbar buttons you select are saved at your workstation; they are not associated with your SuccessWare®21 user ID. If you are a customer on the SuccessWareASP, your toolbar settings are saved based upon your Citrix login.

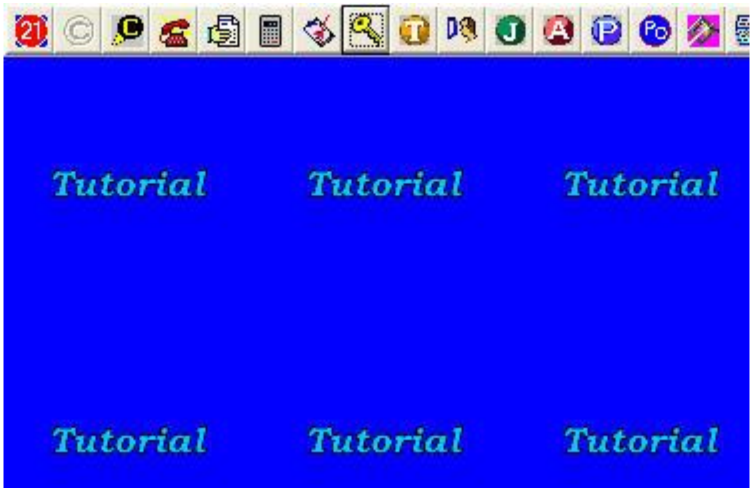
To Customize the Toolbar:

1. Right click on the Toolbar and select *Customize*

2. In the left column select the major area of the application for which you want to add a button.
3. In the right column, select the buttons you want to add.
4. Click **OK** to save the changes and add the buttons to the Toolbar.

SuccessWare®21 Backdrop

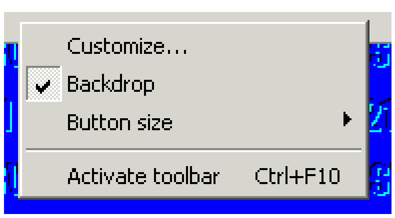
The blue SW21 backdrop image can be turned on or off by right clicking on the toolbar at the top of the window. In addition to giving you a cleaner workspace, the backdrop will display whether or not you are logged into the tutorial mode.



It will also indicate if you have open customers and if so, how many.

Turing the Backdrop On/Off

- Right click anywhere on the SuccessWare®21 toolbar and select *Backdrop* to turn the backdrop on.
- Selecting backdrop from the menu again will turn off the backdrop.



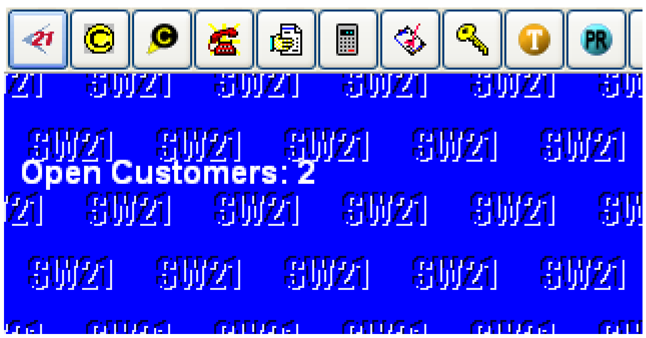
Open Customers

SuccessWare®21 limits the number of customers that can be open at the same time on a workstation to four. Once you have reached your third open customer you will be warned that you can only open one more and after a fourth customer is opened you will be prevented from opening another customer until one of those that is currently open is closed. The limit on open customers per workstation is intended to prevent a user from leaving multiple customers open, therefore preventing other users from accessing any of those customer records.

A customer is "left open" when the Customer's Information screen is not closed using the **Esc** key on the keyboard or the **X** in the upper right corner. When another customer or screen is opened the still open customer is "pushed" into the background becoming no longer visible, but is still open.

When there are open customers you will be notified in two way:

- If your backdrop is turned on you will see text in the upper left corner that indicates you have open customers and how many.



- The second button on the toolbar, (a yellow circle with a black C) will illuminate. When clicked it will display the list of open customers. Selecting the name of a customer will reopen their Customer Information Screen.

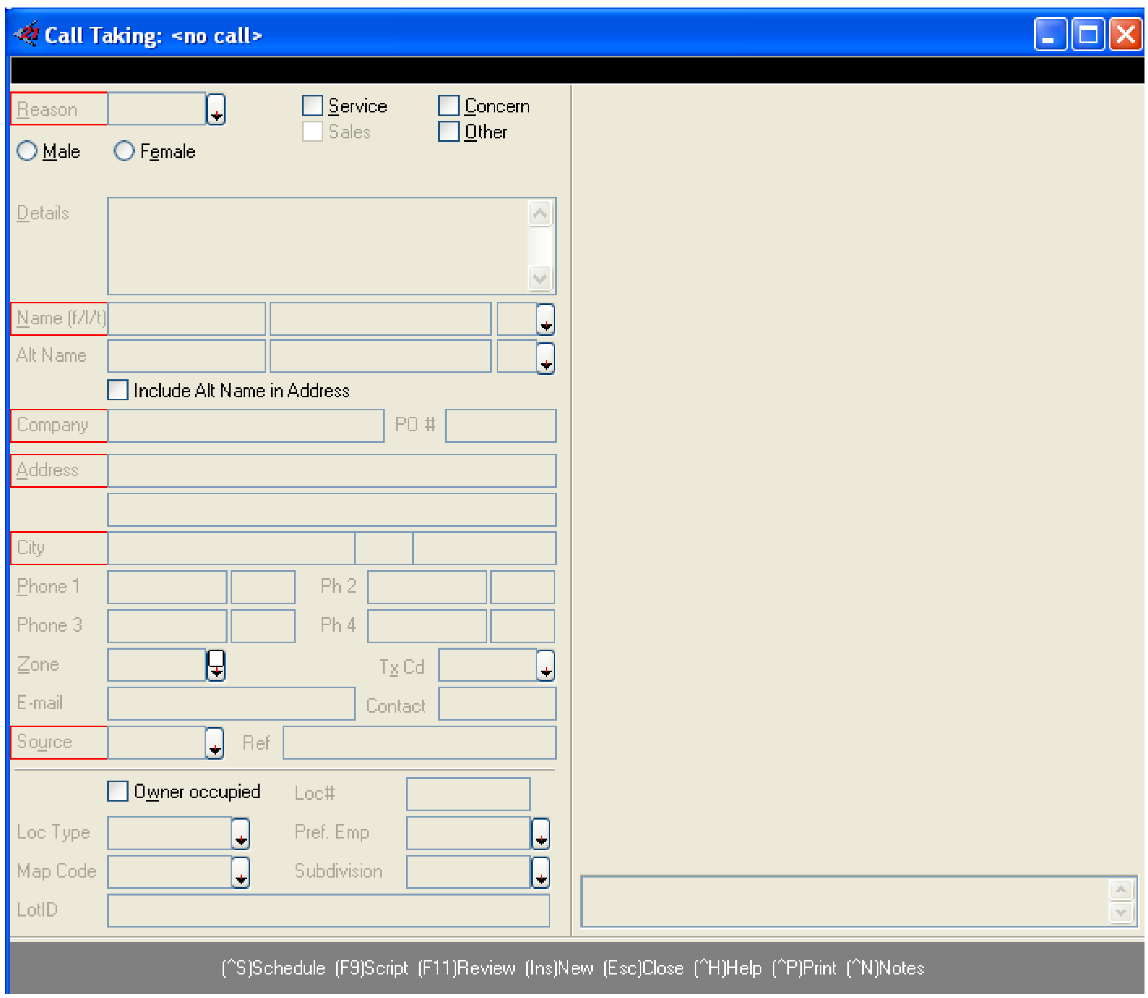
To close an open customer, reopen their record and press **Esc** on the keyboard or click the **X** in the upper right corner of their record.

COMMON NAVIGATION

Call Taking

F12

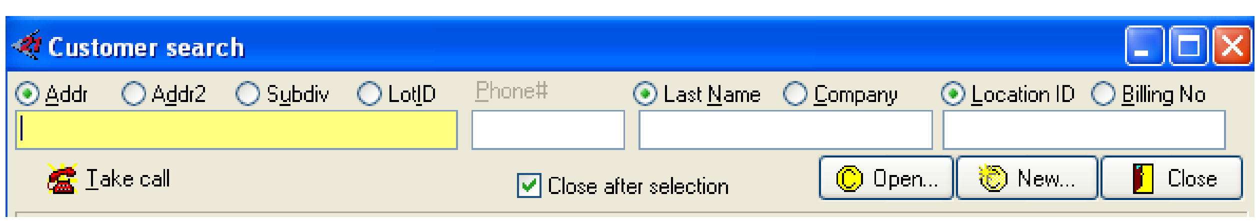
Pressing **F12** will display the CALL TAKING screen.



Customer Search

CTRL+F12

Simultaneously pressing **CTRL** and **F12** will display the CUSTOMER SEARCH screen.

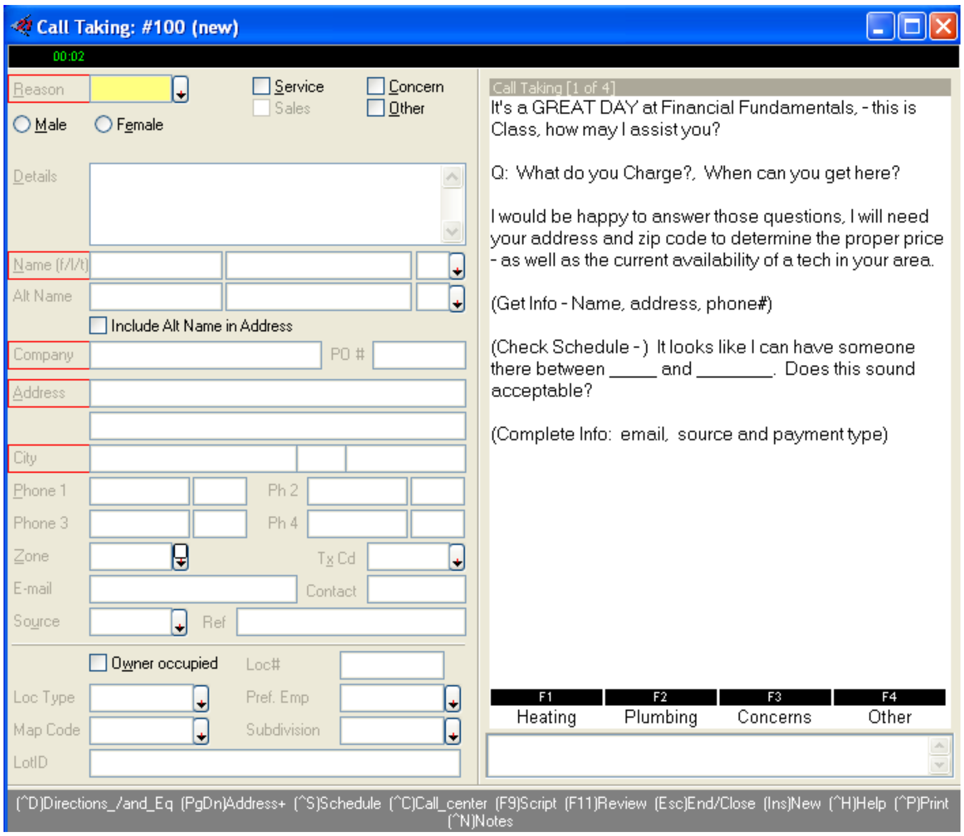


New Entries

Insert

Pressing **Insert** will allow you to input new data or create new entries into the various SuccessWare®21 screens.

For example, once the CALL TAKING form is accessed, pressing **Insert** will configure the screen so that users can begin inputting data pertaining to new requests for service, as is shown in this example. This is only one of many ways that using **Insert** allows users to input data by creating new entries.



Saving and/or Editing Entries

CTRL+Enter

When working in a form, such as the Location Form or Billing Account Form, or in a drop down list the you wish to edit, simultaneously pressing **CTRL** and **Enter** will toggle you between **Save** and **Edit** mode.

Common Key Strokes

Esc

Pressing **Esc** will close whatever screen you are working on, as well as cancel any changes you may have been making.

Right-click

Whenever you are working in a screen, clicking the right mouse button will often display a Control Menu. These will provide you with further options regarding that entry and/or function.

Enter

When performing line item entry (such as inserting a line item on an invoice or a PO or making an entry in a reference table), the **Enter** key will toggle you between **Save** and **Edit**.

/

If you wish to enter the current date into a date field or current system time into a time field you can simply type a "/" character and then **Tab** out of the field or press **Enter**

Function Keys

There are a series of function keys that can be used to open specific screens in SuccessWare®21. These keystrokes are available to you throughout SuccessWare®21, allowing you a common method to access information regardless of where you are in the application.

Key	Function
F1	Help
F2	Location Detail
Ctrl+F2	Open Location Documents Folder
F3	Billing/Vendor Account Detail
F4	Billing/Vendor Account History
F5	Location History
F6	Equipment/Warranties
F7	Agreements
F8	Marketing & Recommendations
F9	Job/Purchase Order (must have specific job selected)
F10	Invoice (must have specific job selected)
F11	Notes
F12	Call Taking
Ctrl+F12	Customer Search

DATA ENTRY STANDARDS FOR SUCCESSWARE

When entering data into any software application, it is important that all users are consistent in using abbreviations, names, titles, and addresses. Here are some industry standards that will help you with consistency, making searches faster and be more efficient.

Some companies use all caps in their data entry, regardless of if the data is a name an address or notes. Some people who are note generally good on the keyboard prefer all capital letters as it reduces the number of keystrokes. Also, the US Post Office standards are all upper case on address labels. (However, a good word processor can capitalize the first letter of every word. This is called "proper" or "title case", so you can convert your mailing information into a list that would look more appropriate in a formal "Mail Merge" letter.)

The data entry standard that we will be using is as follow:

No Punctuation on Address or Title Abbreviation

Yes	No
Mr	Mr.
Ave	Ave.
St	St.
Ft Myers	Ft. Myers
East Lost Angeles	E. Los Angeles
PO Box	P.O. Box or PO. Box

Abbreviate Whenever Possible on Addresses

Yes	No
Ave	Avenue
Blvd	Boulevard
Cir	Circle
Ct	Court
Dr	Drive
Ln	Lane
Rd	Road
St	Street

For Suites, Buildings and other Address Abbreviations

Yes	**No**
Apt	Apartment
Bldg	Building
Dept	Department
Fl	Floor
Rm	Room
Ste	Suite

Do not use the "#" sign at all.

Directional Abbreviations on Streets

Yes	**No**
4607 N Whittier Blvd	4607 North Whittier Blvd.
1500 SE Grande Ave	1500 South East Grande Ave.

9801 East A Street (Here the direction is spelled out because the street name is only a letter).

Yes	**No**
7050 North St	7050 N St.
1205 Northwest Ave	1205 NW Ave.
300 W 3rd Ave	300 West Third Avenue

Company Names- No Spaces Between Individual Letters

Yes	**No**
IBM	I B M or I.B.M
ABC Heating	A B C Heating
R.J. Reynolds	R. J. Reynolds

If you are in doubt about using periods (as in R.J. Reynolds above), simply consult the yellow pages or the company's internet site.

Customer and Dispatch Essentials

SEARCHING FOR CUSTOMERS

SuccessWare®21 allows you to find existing customers using following fields:

- ADDRESS
- Address 2
- Lot ID
- Subdivision
- Phone Number (Field also searches the Phone 2 field)
- Last Name,
- Company Name,
- Location ID Number, and
- Billing ID Number.

NOTE: Search fields are not cumulative. The only field you are searching by is whichever field your cursor is in when you initiate the search.

There are two ways you can search a field.

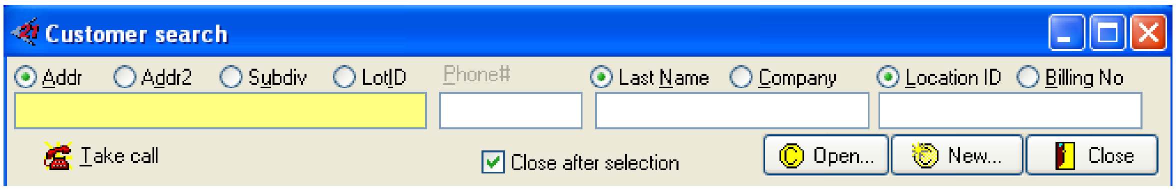
- **Contains** - Searches for all records that contain the search criteria that you enter. For example, entering 123 in the address field would generate all records that have 123 somewhere in the address such as 341234 Main Street. A "contains" search is performed by typing a "%" before the search criteria and then pressing **Enter**, or by typing the search criteria without the percent sign and pressing **Ctrl+Enter**.
- **Begins with-** Searches are for all records whose entries begin with what you have typed. For example, entering 123 in the address field would return 123 Main Street, but not 3123 Main Street. A "begins with" search is performed by typing the criteria you want to search for in the respective field and pressing **Enter**.

Performing a Customer Search

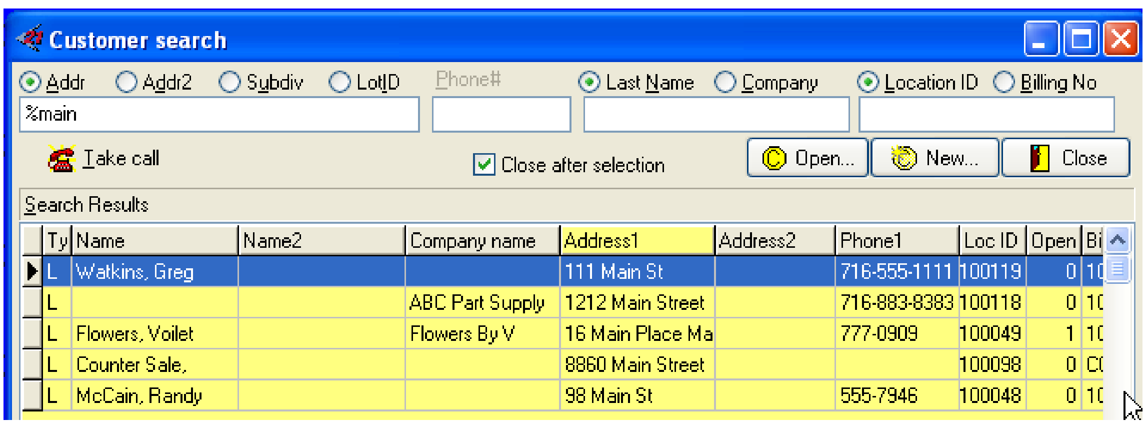
1. In order to search for an existing customer (or to see whether or not someone is a current customer) click on the **Customer Search** button or press **Ctrl+F12.**

Note: if you plan to search for an open multiple customers, remove the CLOSE AFTER SELECTION checkbox. This will allow to search for and open customers, while leaving the CUSTOMER SEARCH window open as well. Otherwise the Customer Search will close as you open a customer.

2. **Tab** to the field you want to search by and select the appropriate circle button to identify by which field you wish to search.



3. Enter your search criteria in the field.
4. Press **Enter** to perform the search. (You can also press **Ctrl+Enter** to find all records that **contain** the characters you entered.)
5. If your search has generated results, they will display in the lower portion of the CUSTOMER SEARCH window.

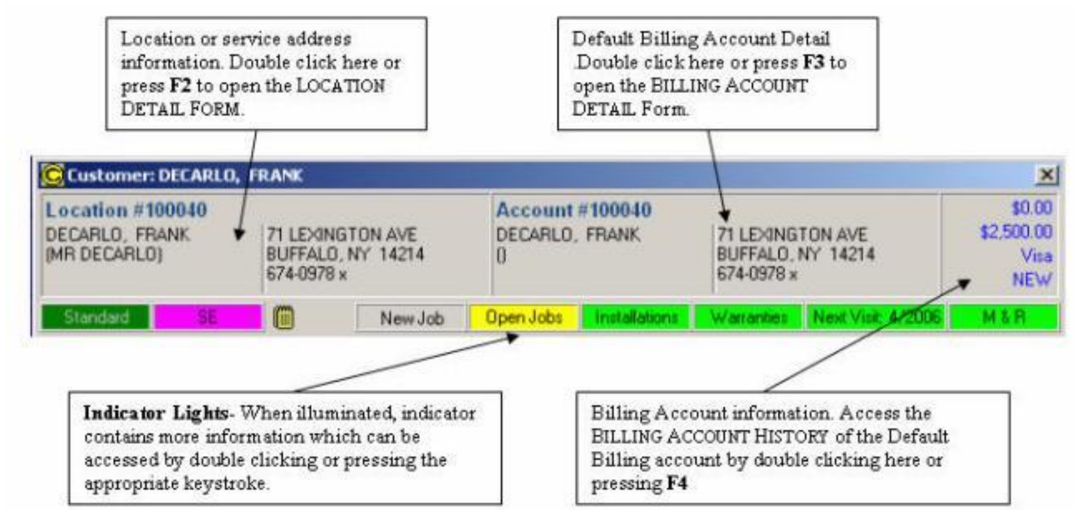


6. Click on the customer result you are searching for and click **Open** to open the customer's record.(You can also press **Enter** with the customer selected or double click the displayed customer). If you wish to record a phone call from the customer you have searched for, be sure they are highlighted and click the **Take a Call** button.

If your search result does not list the customer you are looking for, it is recommended that you perform another search using new criteria. If the customer doesn't exist in SuccessWare®21, click **New** (or press **Ins**) to add them.

CUSTOMER INFORMATION SCREEN

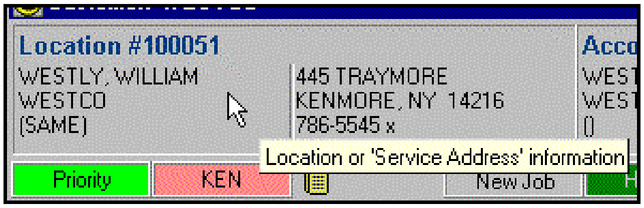
When you open a customer's record, the CUSTOMER screen will display. The CUSTOMER screen contains numerous pieces of information about the service location, billing account and service history, in addition to allowing you to create new jobs.

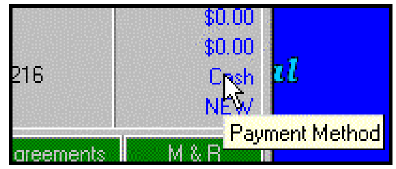


Indicator	Function
 	The **Standard** button will be illuminated if the customer has been marked as a priority customer in the LOCATION DETAIL FORM (F2). If not, the button will read **Standard.**
	The **Notepad** button can be selected to read and create location notes, location directions and billing account notes (you can also press **F11** to activate this feature).
	The Zone button displays the Zone the customer's location is in. The color and text of the button is dependent upon the Zone setup.
	Double-clicking on the **New Job** button will initiate the process of creating a new job. (you can also press **Insert** to activate this feature).
	Double-click the **History** button (or press **F5**) to view the customer's call and job history. If the button is bright green the customer has an past

Indicator	Function
	history. If the customer has **Open Jobs**, the indicator will be illuminated in Yellow and contain the text "Open Job". The Open Job text will remain illuminated until all jobs related to the customer have been closed or cancelled. For each item, reports the sum of quantities and values for all requisitions/returns over a specified time period from the list of all items or all stock items. Can be used to find slow moving parts in your inventory. Note, Sales jobs will not "automatically" close as service Jobs do, therefore, they must be closed manually.
	The **Installations** button will be illuminated if your company has installed equipment for this customer. Double-clicking on it (or pressing **F6**) will take you to the EQUIPMENT and WARRANTIES screen.
	The **Warranties** button will be illuminated if the customer has equipment that is covered by a warranty. Double-click on it (or press **F6**) to open the EQUIPMENT and WARRANTIES screen.
	If a there is an active agreement, the **Agreements** button will illuminate, displaying **Next Visit**: and a date if the customer has a maintenance agreement (the date displayed is the date the customer is next due for an agreement visit) or just **Next Visit** if the customer has a service agreement.. If the agreement is expired, the word "expired" will appear in red. Double-clicking on it (or pressing **F7**) opens the AGREEMENT form.
	If the **M&R** button is illuminated, there is marketing activity associated with the customer. Double-clicking on it (or pressing **F8**) displays the CUSTOMER'S OPPORTUNITY PROFILE.

NOTE: Moving the mouse over different sections of the CUSTOMER screen will bring up pop-up tips that tell you what information is being displayed in that section.



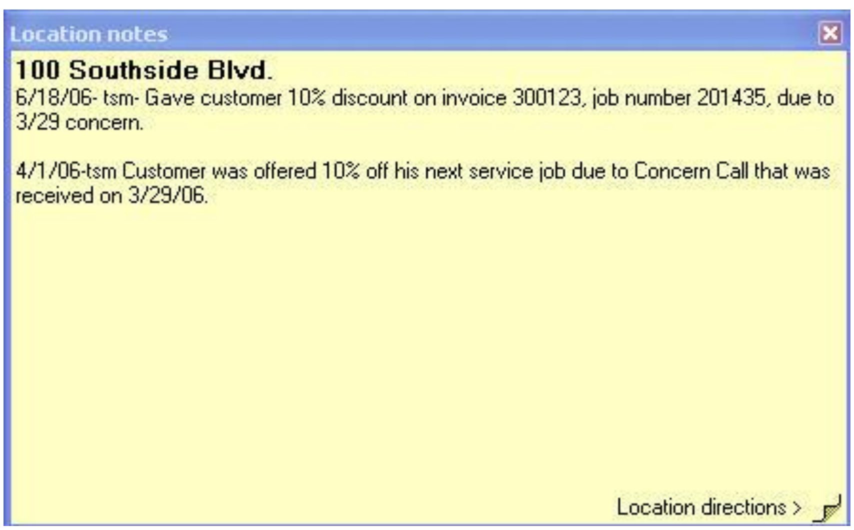


CUSTOMER NOTES

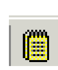
Use Notes to enter additional job or customer information. There are 2 classes of notes available to you, Customer Related notes and Job Related notes. Notes can be open by pressing F11 on the keyboard. Customer related notes are available to you from any screen where you are selected on a Service Location or Billing Account. Job Related notes are only available to you when you have selected (highlighted) a specific job.

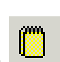
Note: When a job is selected all Job related notes are available as well as all of the Customer related notes.

Notes fields are unlimited in terms of their size limit. You can enter notes without needing to delete earlier notes. This is especially helpful Locations Notes for example. These Locations notes, if typed to include an entered date and the user's id or initial serve a nice "note history" for the location. This note history could include special information about the customer such as special discounts that have been offered to the customer, the fact that a promised discount was given and when.



When you open the CUSTOMER INFORMATION screen you will see an icon that displays the notes status of the location.

- A Notes Icon with a filled note page  indicates that a note (or notes) exist for this customer. Selecting the Notes Icon opens a menu of Topics (listed below).

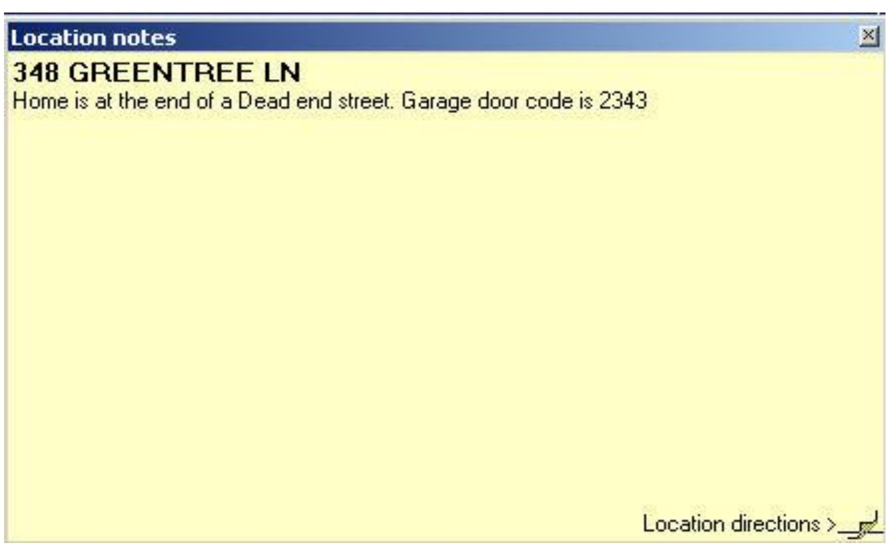
- A Notes Icon with a blank not page  indicates that no notes exist for this customer.

Note Types

- **Location Notes-** These are note that identify any information about the customer that you feel important to record. Location notes appear by default in the lower right hand corner of the Phone Call form when taking a phone call from a customer.
- **Location Directions-** Use this note to record driving directions or cross streets
- **Billing Account Notes-** Record any necessary regarding the specific billing account
- **Job Instructions** - Only available when a specific job is selected. Record job instructions and any other important information related to the service job.
- **Work Done-** Only available when a specific job is selected. This note can be used to record a detailed summary of what work was performed on the job. These location notes will forever remain part of the job history, will print on a printed invoice for the job, will appear in Location History (**F5**) when the job is selected and will display, along with the Job Instructions in the JOB MANAGER when a job is highlighted, and in the past job history area of a Work Order. Work Done notes can be recorded in the JOB SUMMARY form or while completing the invoice for a job.
- **Work Suggested-** Only available when a specific job is selected. Use this note to identify any recommendations that were made to the customer. These notes will appear by default in the past job history area of the Work Order

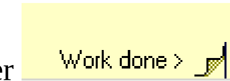
To Enter or View Notes:

1. With a Service Location, Billing Account or Job selected, press **F11**, or right-click and select *Open>Notes.*



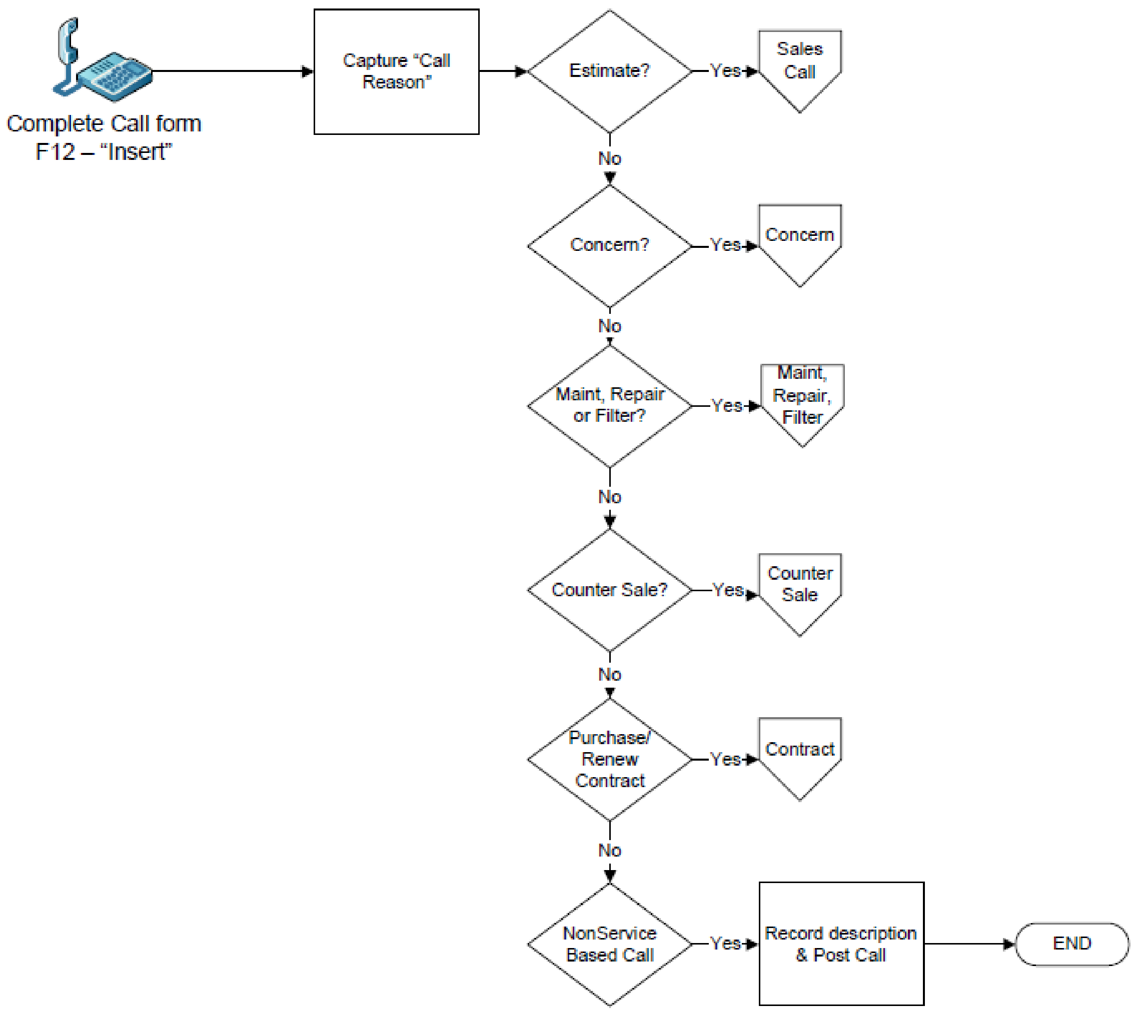
2. Enter the text you want to add, and press **Esc** to exit. There is no **Save** button on notes.

In the NOTES screen, the topic name and the currently-selected record number (Job #, Invoice #, etc.) are shown in the upper-left corner.

Sequence through the topics by selecting in the lower-right corner 

or pressing the **Tab** key.

CALL TAKING WORK FLOW



TAKING A PHONE CALL- OVERVIEW

The Phone Call is the main source of initial contact that you have with your customer. The Call Taking form should be your main source of customer addition and job creation in SuccessWare®21. The Call Taking form will allow you to add and edit information related to the customer and is used to create jobs for both new and existing customers.

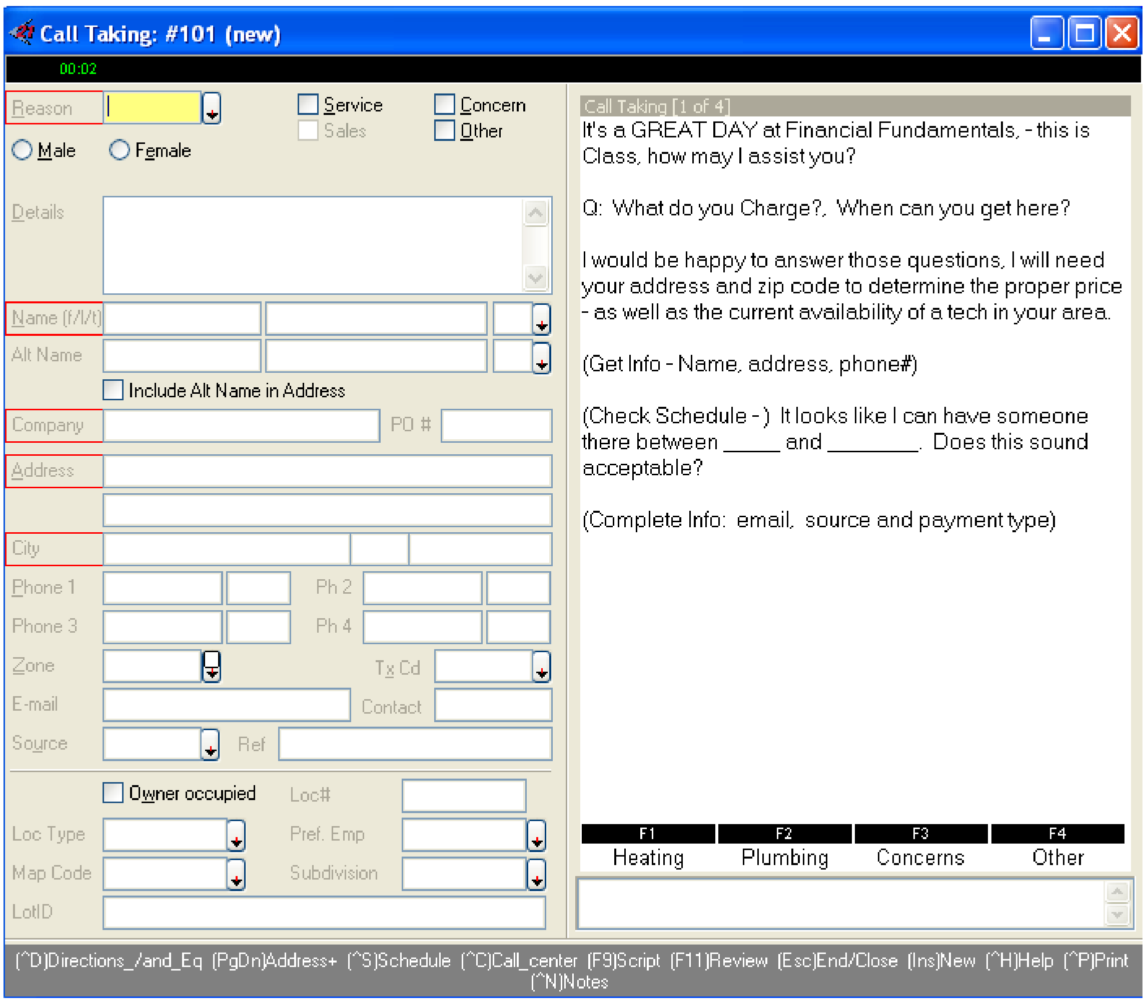
Taking a Phone Call from an Existing Customer

1. Open the CALL TAKING form by pressing the **F12** key on the keyboard.
2. Press the **Insert** key to begin a new telephone call.

Once a new phone call is started the timer in the upper left hand corner will begin to count a call taking script will be displayed on the right side of the Call Taking window.

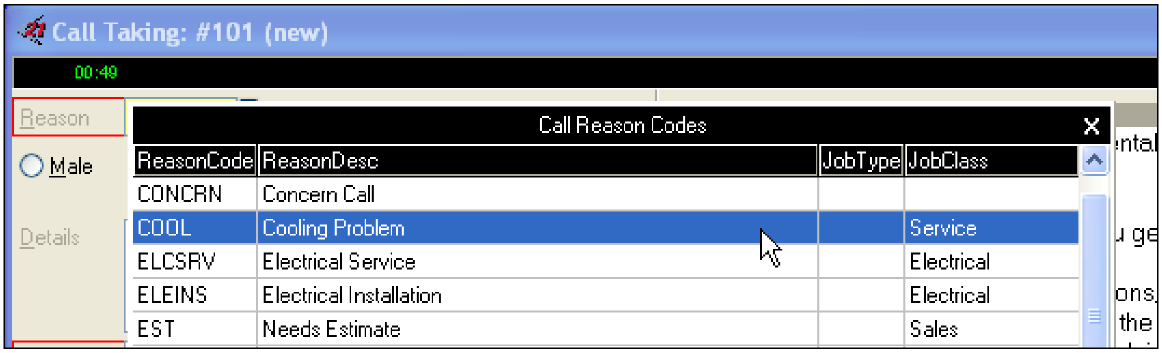
Required fields in the call taking form are highlighted with a red box. These fields must be populated before you can finish the phone call.

Note: While the LAST NAME and COMPANY field may both be indicated as required, only one or the other is actually required in order to post the call.

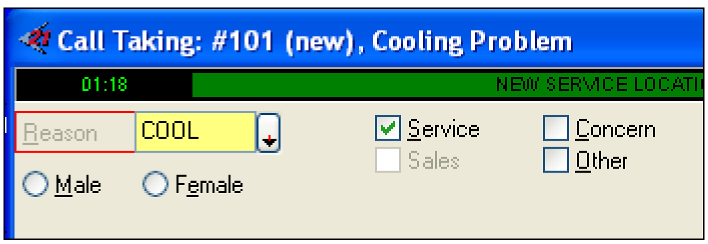


3. Choose the REASON the customer is calling from the drop down list.

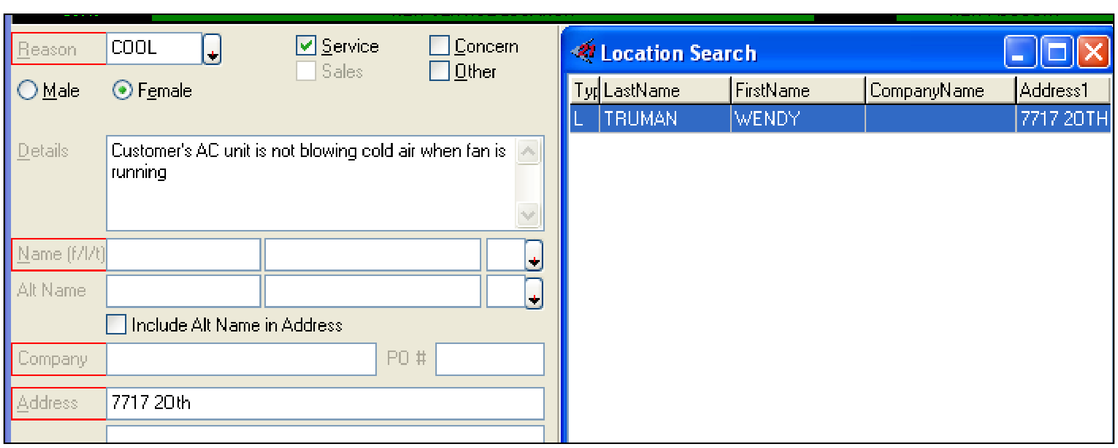
Call Reason Codes are used to track why your phone is ringing. You will use the **Call Reason Codes** to specify whether a phone call is for service, for an estimate, is a solicitor, or any other reason.



The **Call Reason Code** that you choose will select the type of phone call you are taking.

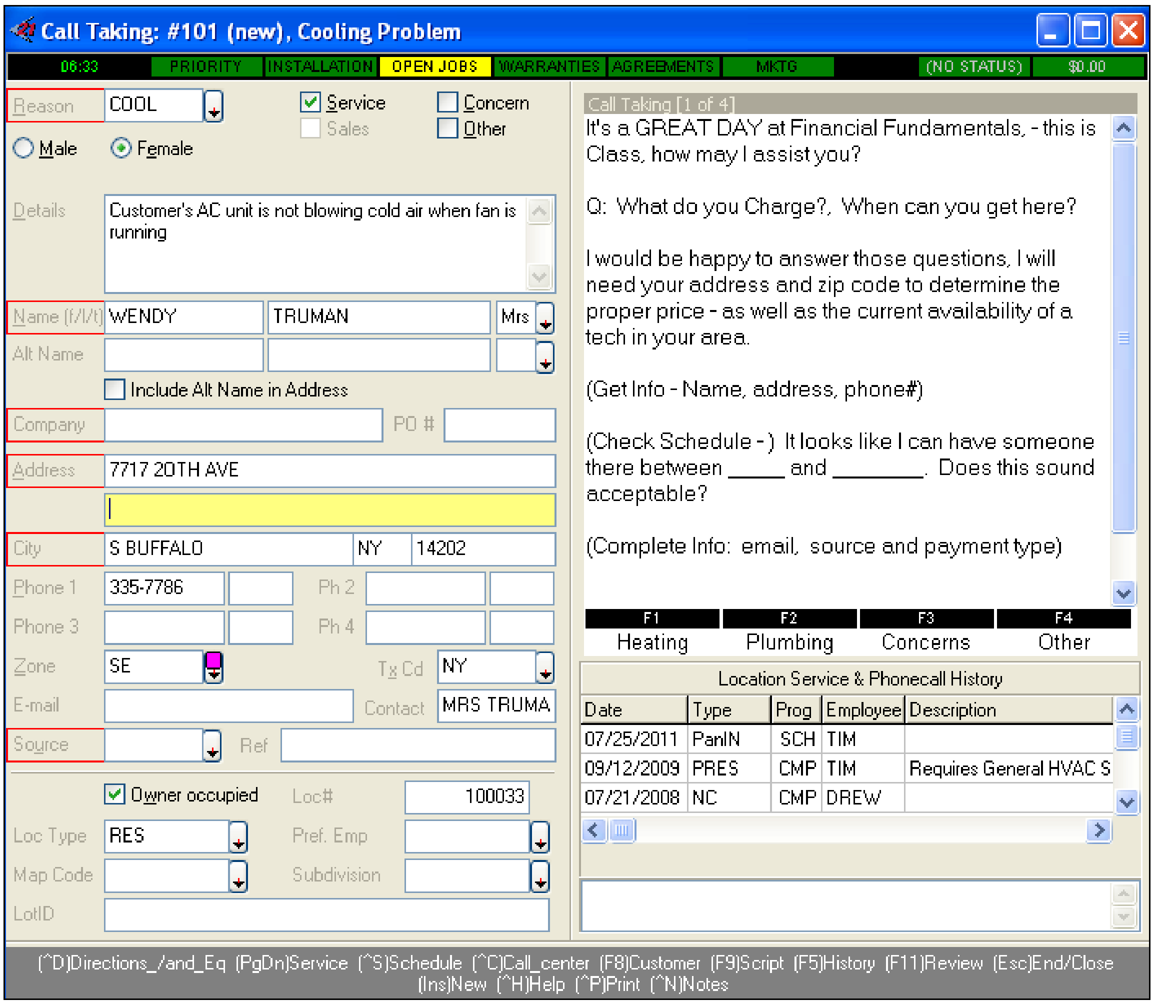


4. Next, you may select the gender of the caller by using the radio buttons to indicate **Male** or **Female**. While this is not required information, it can be reported on if desired.
5. In the DETAILS field, enter any notes pertaining to the phone call. Information entered in the DETAILS field will become "Job Instructions" for any Service/Installation Call. These job instructions are provided to the Service Technician when paging or printing job information.
6. Search for an existing customer record by tabbing to or clicking into the ADDRESS field. Type the customer's house number and the first few characters of the street name and then press the **Tab** key on the keyboard.



Searches can be performed from a number of fields by either typing the beginning characters of the value you are searching or entering a "%" sign followed by the search term to find any entries, which contain the clue you are looking for. For example, typing 123 Main in the Address field would return only customers with an address beginning with 123 Main. Typing "%Main" in the Address field would return any customers with "Main" in their address.

7. If an existing customer record is found, the information will appear on the right hand side of the CALL TAKING form. Select the appropriate customer and press **Enter** to place the customer's information in the CALL TAKING form.



> **Note:** If an existing customer location is found, the customer information can be opened by pressing **F8** on the keyboard. The resulting screen can be used to review customer history, equipment information, agreement status, etc.

If no corresponding customer location information is found, enter in the service location information as outlined in **CUSTOMER AND DISPATCH ESSENTIALS- TAKING A PHONE CALL FROM A NEW CUSTOMER** (SEE PAGE 24)

8. In the SOURCE field, identify where the customer found your phone number.

Every time your telephone rings the customer had to find your number somewhere. The source information is used to track how a customer heard about you or where they found your telephone number if it is a returning customer.

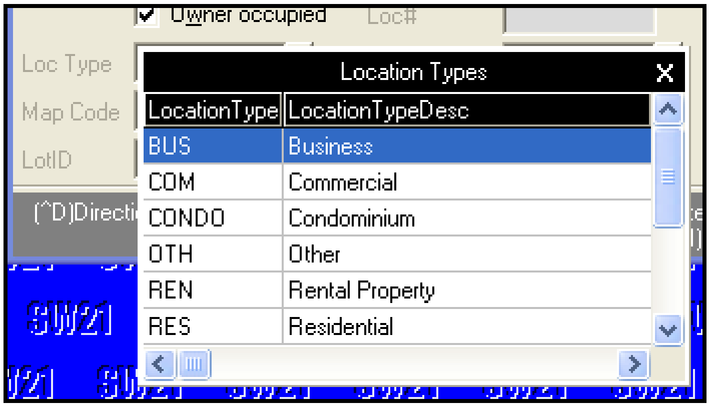
LeadSource	LeadSourceDesc
AP	Agreement Postcard
CLUB	Club Member
COUP	Direct Mail Coupon/Ad
EQSTIC	Equipment Sticker
HSM	Home Show (mall)
INV	Company Invoice
NEWS	Newspaper
PREF	Professional Referral
PS	Penny Saver
RADIO	Radio Advertisement
REF	Customer Referral
REN	Leasing Company Referral
SR-RIC	Rick Blaine/Sales
TELE	Telemarketing

9. Complete the rest of the call information based on which type of telephone call is being taken.

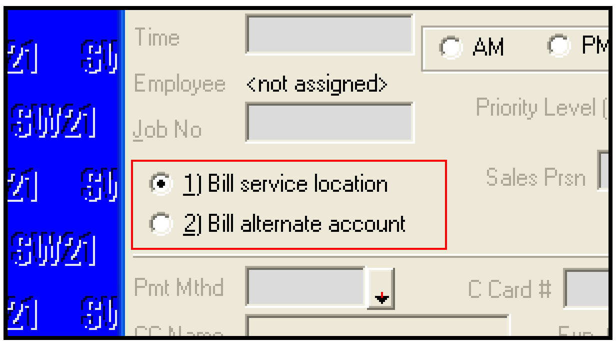
Taking a Phone Call from a New Customer

If no existing customer location is found, entering the customer’s information in the CALL TAKING form will create a Service Location and Billing Account.

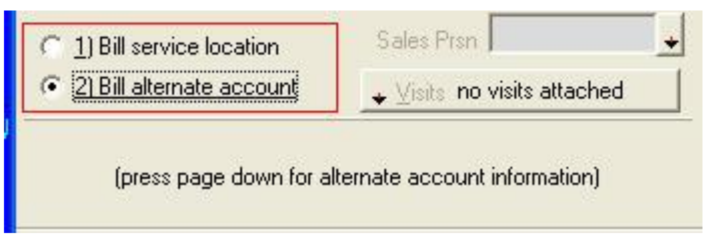
1. After entering the REASON and DETAILS information for the phone call and no existing customer location information is found, enter the customer’s first and last names or the company name.
2. Enter the location’s address information in the appropriate fields.
3. Enter the customer’s contact information in the PHONE, and EMAIL fields.
4. Select the SOURCE of the telephone call from the drop down list.
5. Select the *Owner occupied* checkbox to indicate if the owner resides at the location.
6. Tab to the LOC TYPE field and choose the type of location from the drop down list.



7. Press **Page Down** to move to the service portion of the CALL TAKING form. If the Billing Account address information is the same as the Service Location, select *Bill Service Location* radio button. When the telephone call is posted, this will create a Billing Account record that is a carbon copy of the location information.

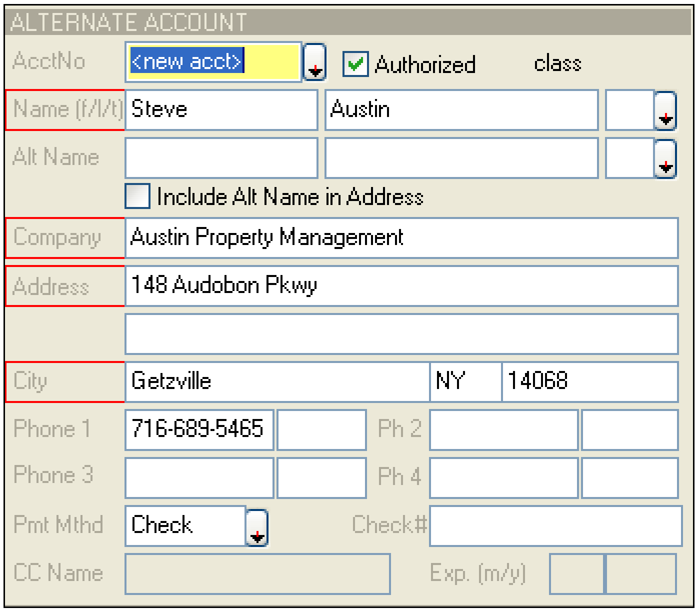


8. If the Billing Account address is different from the Service Location, select BILL ALTERNATE ACCOUNT (**ALT+2**), then press **Page Down** to enter or select the billing information.



9. If you know the account number (ACCTNO), enter or select it or use the drop-down menu to select a general billing account.

10. Enter the billing customer's NAME, ADDRESS, and COMPANY, if applicable



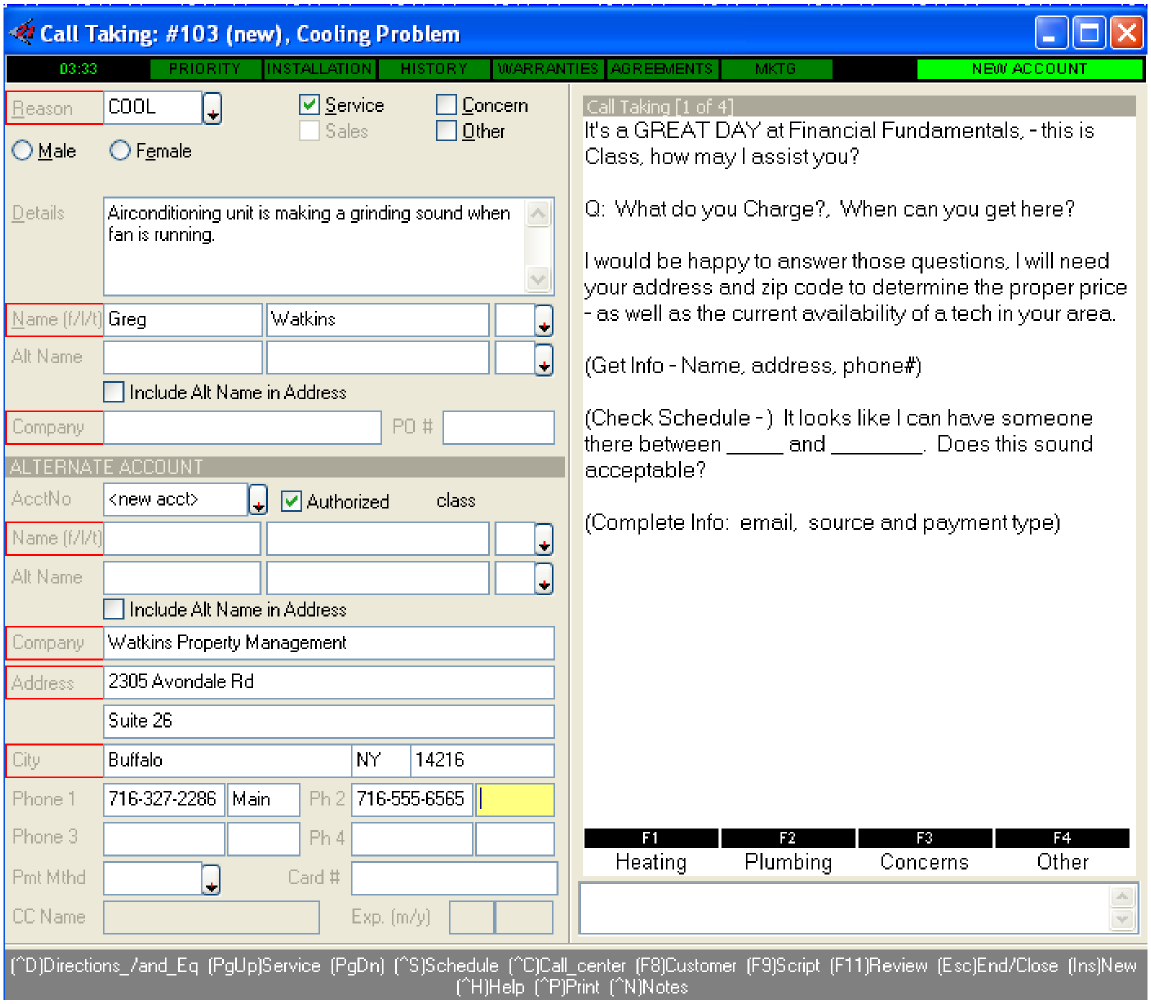
NOTE: The system will search the database as you **Tab** through the NAME, COMPANY, and ADDRESS fields. If there is an existing billing account that matches your entry, the system will display the matching records in the right panel. You can select the billing account from the list and press **Enter** to populate the ALTERNATE ACCOUNT form fields with the account's information. If this is a new account, **Tab** to continue with the new entry.

11. Checkmark the AUTHORIZE checkbox to authorize the alternate billing account.

NOTE: If you do not have password permission to authorize an alternate billing account, you can:
- Place the call on hold and have someone with permission pick it up, authorize it, and post it
- Place the call on POST PENDING and have someone with permission authorize and post it later.

12. **Tab** to the PAYMENT METHOD field and identify how the customer will be paying for the work.

13. Continuing to tab will return you to the service portion of the form.



14. Select the *Authorized* check box and enter the address information for the Billing Account.

15. Press **Page Up** to return to the Service portion of the CALL TAKING form. When the telephone call is posted this will create both the Service Location record and the alternate Billing Account.

Note: If you create an alternate billing account, this must be authorized. The user must belong to a User Group that has this permission. If not, the call can be marked as *Post Pending* and a user with that permission will need to post.

16. Complete the rest of the call information based on which type of telephone call is being taken.

Ending a Phone Call

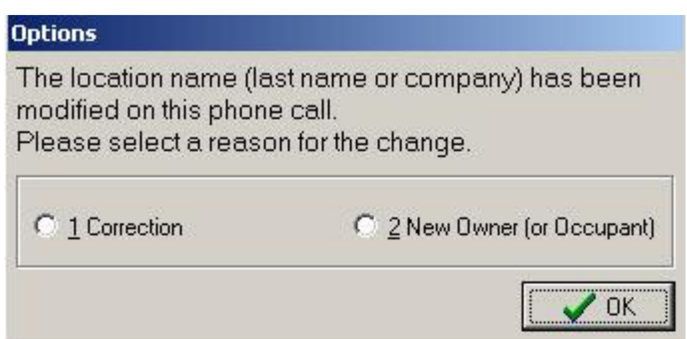
After a phone call is taken and the appropriate information has been recorded, it must be finished in one of the four ways. To finish a phone call, press the **Esc** key on the keyboard and then choose from one of the four choices listed above.

- **Post**- will save the new job/call and, if new location information was entered, will add the new location.
- **Post Pending**- will save the new information and indicate that other information must be entered (i.e. management must authorize an alternate billing account).
- **Hold**- will place the phone call on hold and make available for “pick-up” by other users.
- **Abort**- Will cancel all data entry. This option will only be used for a failed service booking.

Phone Calls from the New Owner of an Existing Service Location

When a phone call is taken from an existing service location with a carbon copy billing account, and it is discovered that the location now has a new owner, simply changing the name of the owner will also change the name on the associated billing account.

To prevent the accidental changing of the name on an existing billing account, the user will be required to indicate whether the change is simply a **correction** (spelling, etc.), or if it is because there is a new owner or occupant.



- If the change is just a correction, carbon copy updating will take place as normal.

- If the change is due to a new owner/occupant, the existing carbon copy relationship will automatically be terminated when the call is posted.

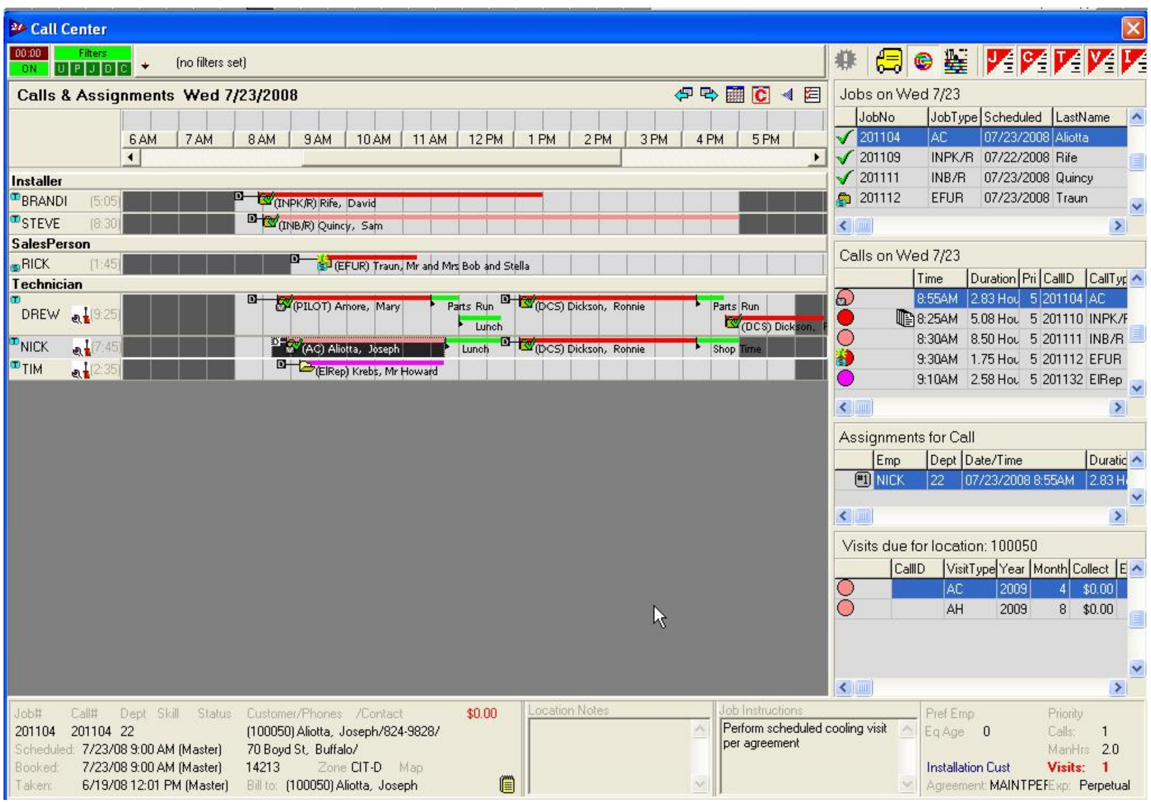
If the job being created is to be billed to the location, a new carbon copy billing account will be set up for the new owner.

THE CALL CENTER

The CALL CENTER is the electronic version of your dispatch board. Use the CALL CENTER to track and maintain calls. You can maintain assignments and schedules, and can view call activity by day, technician, or week.

The CALL CENTER can be opened by:

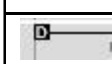
- Clicking the **Call Center** icon from the toolbar,
- Pressing **Ctrl+C** from the CALL TAKING form, and
- Clicking the **Call Center** icon from the JOB form.



Dispatch Grid Display

The Dispatch grid displays a list of your technicians along with colored blocks, which represent your calls, sorted by time of call. Calls are color coded to represent the zone where work is being performed. In the Daily Assignment View, the length of the call block corresponds to the amount of time required to complete the call.

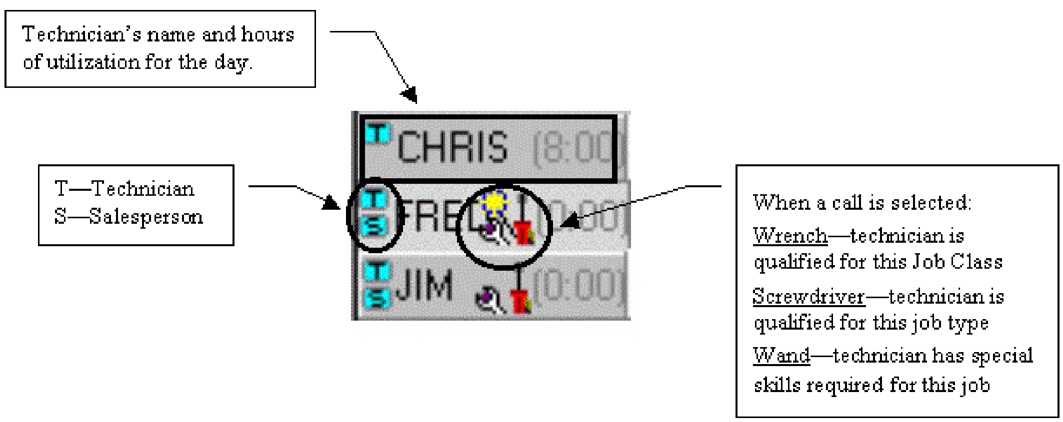
As the call progress is recorded, the call display will change to represent the current state of progress (see table below). Recording call progress is covered later in this lesson.

Call Display	Represents
	Scheduled call
	Call Confirmed
	Tech Notified
	Call Dispatched
	Tech Onsite
	Call Completed (But Job not Closed)
	Job Closed
	(Green Checkmark) Current Invoice has been Posted
	Job has multiple invoices
	Job has been Finalized
	Priority Level, a number between 1 and 4 will be displayed. A Call with a Priority Level of 5 (the Default) will not display on the bar.
	Represents Time of dispatch until arrival
	Represents scheduled time of call. Line extends to actual onsite time.
	Call is a Priority Call

Call Display	Represents
	An Agreement Visit is attached to the Call
	Call is a Sales Call
	Call is a Project assignment
	Call Cancelled

Technician Display

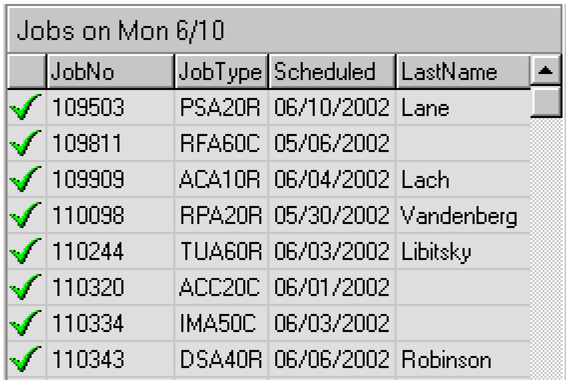
The displayed list of technicians gives you information regarding the skills of the technician and their utilization. Icons near the employee's name represent their qualifications for a particular job class, type and to identify special skills. There are also indicators to identify whether the employee is a technician, salesperson or both. These elements of the employee are identified in the Employee Setup Form. (see page 202)



The Call Center List Panels

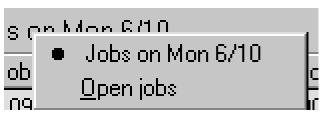
Job List

The Job List displays all jobs for the selected period of time.



The Job List icon  will toggle the Job List on and off,

By right-clicking on the **Job List** Header you can choose to either list jobs for the current day or for all open jobs.



Icon Descriptions

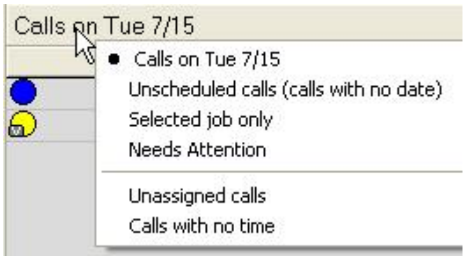
Icon	Represents
	Current progress of the Job is Dispatched
	Current progress of the Job is Onsite
	Current Progress of the Job is Completed
	Current Progress is Offsite. A completed time has been recorded for the tech, but the call was not marked as completed.
	Job is Closed, but not invoiced
	Job has been invoiced.
	Job has been Finalized

Call List

The Call List displays all calls according to which options you have selected.

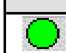
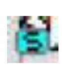
The Call List icon  will toggle the Call List on and off.

By right-clicking on the header to the **Call List** you can choose to list calls for the current date, list only *Unscheduled calls*, list calls for the *Selected job only*, list only calls that *Need Attention*, list all *Unassigned calls* and list *Calls with no time*.



The Call List contains a number of icons that identify information about the specific call.

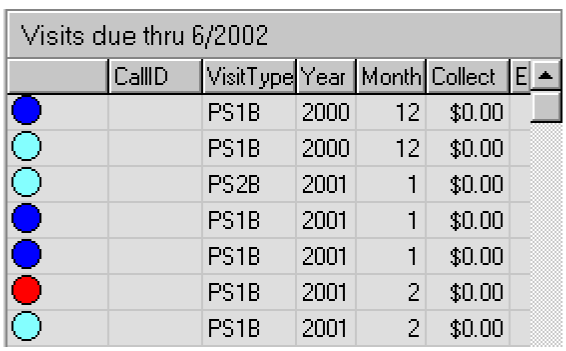
Icon Descriptions

Icon	Represents
	The color of the symbol represents the Zone where the call takes place. - A small "v" on the circle indicates that it is a visit call. - A small "exploding p" identifies a priority call. -  A small "s" identifies it as a sales call. -  A green "p" in a black square represents a project assignment.

Icon	Represents
	The call needs to be assigned.
	The call is assigned, but not all of the required hours have been assigned.
	The Call is for a job that requires or contains more than one call.
	Call is unscheduled but requested for the morning of the current date.
	Call is unscheduled but requested for the afternoon of the current date.
	Call is unscheduled but requested for any time on the current date.

Visits Due List

The Visits Due list displays all visits that are due according to which options you have selected.

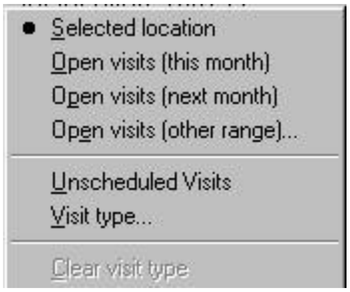


Visits due thru 6/2002

	CallID	VisitType	Year	Month	Collect	E
		PS1B	2000	12	$0.00	
		PS1B	2000	12	$0.00	
		PS2B	2001	1	$0.00	
		PS1B	2001	1	$0.00	
		PS1B	2001	1	$0.00	
		PS1B	2001	2	$0.00	
		PS1B	2001	2	$0.00	

The Visit Due List icon  allows you toggle on and off..

By right-clicking on the Visits Due List header you can choose to list visits for a select location, all open visits for the current month, next moth or for a defined date range. You can also limit the list to only unscheduled visits and only visits of a particular type.

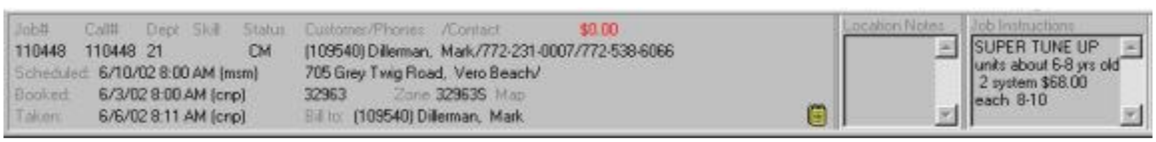


Icon Descriptions

Icon	Represents
	Color of circle represents the Zone of the visit
	The Agreement Visit is scheduled
	The listed Agreement visit is currently selected in the Call Center

Job/Call Information Panel

The Job/Call Information Panel displays information about the currently selected customer and/or job.



The Job/Call Information panel  icon allows you to toggle on and off the Job/Call Information panel at the bottom of the CALL CENTER window.

Refreshing and Filtering the Call Center

As you work in SuccessWare®21 you will want to be certain that the information you see in the Call Center is current based upon the additions and deletions made by other users in your office. In order to see the most current information you will need to refresh the Call Center. The Call Center can be refreshed manually or it can be set to auto-refresh.

The Call Center can also be filtered to limit or control the information that displays on the screen.

Data Refresh Indicator

The data refresh indicator is used to:

- Display the status of the data refresh option,
- Open the auto refresh setup, and
- Notify you to manually refresh.

To manually refresh the CALL CENTER, click on the RFSH portion of the data refresh indicator.

Auto Refresh Setup

SuccessWare®21 can also refresh the CALL CENTER automatically according to a schedule that you establish.

1. Click the **On** portion of the data refresh indicator. This will open the AUTO REFRESH setup.

2. Set the REFRESH INTERVAL by using the up and down arrows. The refresh default time is 2 minutes.
3. Check ON INACTIVITY ONLY to have the CALL CENTER refresh only when you are not actively performing activities in the CALL CENTER. If you are working when the interval is reached, the CALL CENTER will not refresh and will try again the next time the defined interval passes.
4. If you only want to be notified that the interval has passed as a reminder to manually refresh the CALL CENTER, than select NOTIFY ONLY.
5. To turn on the auto refresh click the **on/off** button.

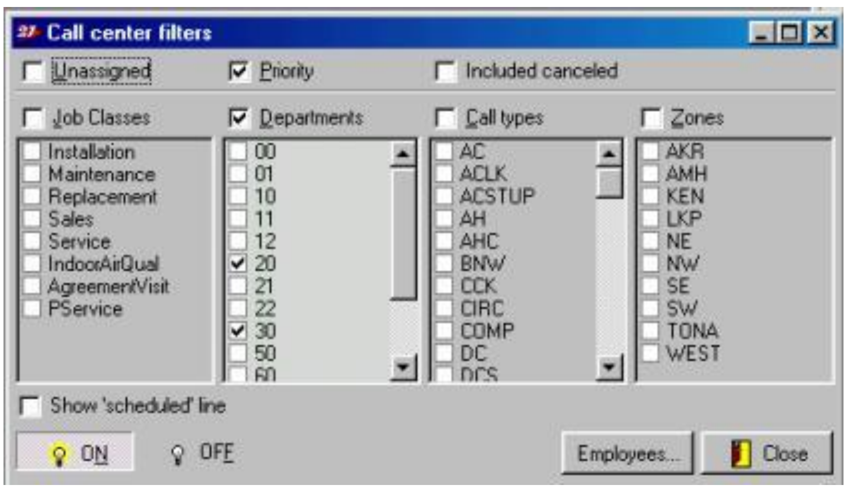
The ON indicator will display illuminated to remind you that the auto refresh is turned on.

Filtering the Call Center

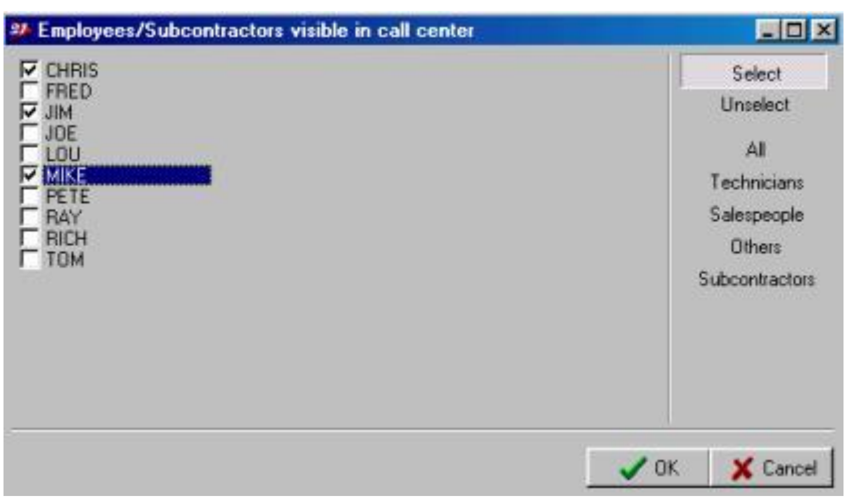
Filtering the CALL CENTER allows you to control several types of information, including which employees are displayed, the types of calls, calls that occur in particular zones, and calls that are not scheduled.

1. Click the **(no filter set)** bar to open the CALL CENTER FILTERS window.

2. In the CALL CENTER FILTERS window, set the specific filters by check marking the items that you want to display.



3. If you want to display only certain employees in the CALL CENTER, click the **Employees** button. This will open the EMPLOYEES/SUBCONTRACTORS VISIBLE IN CALL CENTER window.
4. Checkmark the employees that you want to display. You can limit the list of employees in the window by using the selector buttons at the right of the screen.



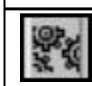
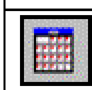
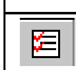
5. Click **OK**.

To activate the filter, click **On** and close the filter window.

The FILTERS indicator will illuminate to show you what filters are active and the filter bar will list them.

Call Center Navigation

There are a number of icons in the CALL CENTER that allow you to navigate the CALL CENTER screen and to move through the calendar to view different days.

Icon	Function
	Zoom – Select to zoom (Only available in Daily Assignment View) Daily Assignment View— When clicked, choose to zoom employees or hours Employee options are: 6, 8, 101, 12, or 14 employees Hour options are: 8, 10, 12, 16 or 24 hours
	Daily Assignment View— displays the number of hours that the employee is currently scheduled under his or her name in the column heading.
	Previous/Next day arrows— scrolls the screen back or forward by one day.
	Calendar—displays the current month's calendar. You can move within months and days on the calendar to select the date you want.
	Call Calendar— opens the Call Calendar.
	Group Employees Assigned to Call— available in the Daily Assignment and Daily Call views.
	Preferences- Preferences will give you the ability to change the displayed number of hours, change sorting and grouping options and determine whether calls in the Call Center display customer name or address. You will also have an option to display technician related Scorecard information.

Call Center Preferences

The Preferences option in the Call Center gives you the ability to change the displayed number of hours, change sorting and grouping options and determine whether calls in the Call Center display customer name or address.

The Preferences option also allows you to include Technician Scoreboard information in the display area of the Call Center

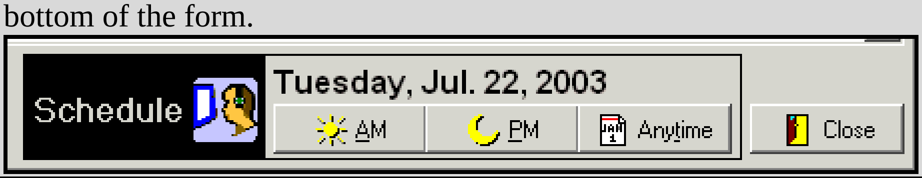
Option	Description
Visible Hours	Allows you to change the display of the number of hours in
Sorting/Grouping	The Sorting and Grouping options will allow you to change the display of the technician area of the Call Center. There are three options • **By Department**- Will create headers in the Call Center for each department and list each member of that department under the header. • **By Employee Type**- A separate Employee Type header will be created and the employees listed under their respective type. • **By Employee Code**- Employees are sorted by employee code. This is the default view.
Call Caption	This option allows you to choose what customer information you want to display on your appointments in the Call Center. You can choose to display any combination of the customer's name, address and zip code. Customer Name is the default setting.
Technician Hint Options	This option allows you to add new figures that track Scorecard report information in the Call Center's Tech popup hint. Only a SuccessWare®21 Administrator can add figures to be viewed. Be sure to select the Period for the calculation you wish to see displayed.

Option	Description
Auto Size Unassigned Call Panel	When checked, the size of the Unassigned bar will widen or narrow as calls are added or removed from it. (Only available in the Daily Call View).

Call Calendar

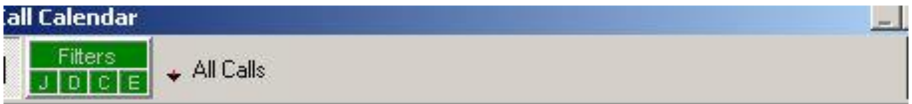
The Call Calendar is used for viewing and managing the total workload. Access the Call Calendar by selecting from the Call Calendar button  from the Call Center or the Job form.

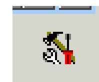
Note: Opening the Call Calendar from the Job Form opens the Schedule panel in the bottom of the form.



- To show separate totals for daytime and evening calls, toggle the AM/PM button 

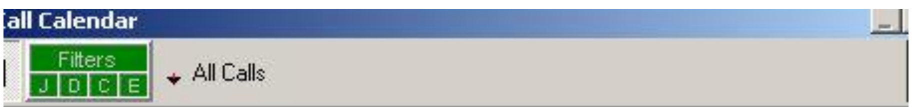
 (or press **Ctrl+Tab**).
- To limit calls by Job Class, Department, Call type, or Technician, select , which opens the Call Calendar filters form. For further description of these filters, see Call Calendar Filters.



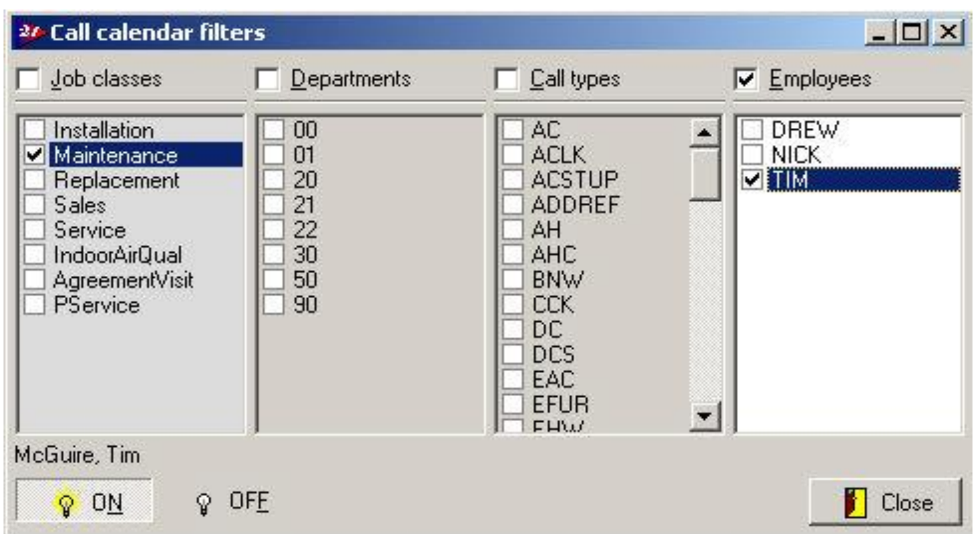
To change the Call Calendar view options, select the View Setup button  (or press Ctrl+S). See **Call Calendar View Options** (see page 41) for more information.

Call Calendar Filters

The Call Calendar Filters allow you to select the calls you want to include in the Call Calendar daily calls/hours totals. To access the Call Calendar Filters, select the down arrow in the Filters Indicator Panel (at the top of the Call Calendar).

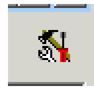


In the panel, currently selected filters are shown as lit (bright green), and the selected filters are listed to the right of the down arrow. (If no filters have been selected, All Calls is shown at the right of the down arrow.)



Using either the mouse or the space bar, select the category (or categories) and the individual filters you want to apply, and select Close. The Call Calendar Filters form closes, and the Filters Indicator Panel updates to show the selections.

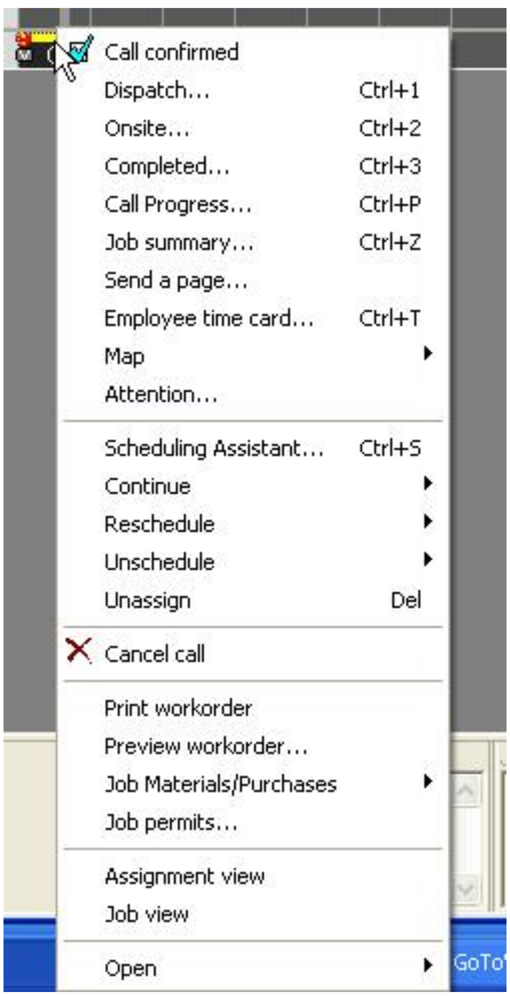
Call Calendar View Options

To change the Call Calendar view options, select  (or press Alt+S) in the Call Calendar. This opens the view options panel in the top of the calendar.

- Use the check-boxes to include Saturday and/or Sunday in the totals.
- Use the arrows to select how many Weeks to view in the calendar.
- Change the Midday time for splitting AM and PM totals.
- Select **Default** to set the current view to appear each time you open the Call Calendar.

Call Center Right Click Menu

The following options are available to you when you right click on a Call in the CALL CENTER.



Menu Option	Function
Call Confirmed	Choose this option when you have contacted a customer to be sure that they are available and ready to have technician dispatched to their Service Location.
Dispatched (Ctrl+1)	Selecting this option will insert the 15 minute interval closest to the current time in the DISPATCHED field of the CALL PROGRESS window. To substitute the actual time, upon entry to the form type a slash (/) and tab out of the field.
Onsite (Ctrl+2)	Selecting this option will insert the 15 minute interval closest to the current time in the ONSITE field of the CALL PROGRESS window. To substitute the actual time, upon entry to the form type a slash (/) and tab out of the field.
Completed (Ctrl+3)	Selecting this option will insert the 15 minute interval closest to the current time in the COMPLETED field of the CALL PROGRESS window. To substitute the actual time, upon entry to the form type a slash (/) and tab out of the field.
Call Progress (Ctrl+P)	Choose this option to open the CALL PROGRESS window. Here, you can record notified, dispatched, onsite and completed times for technicians as well as add additional technician assignments to a Call.
Job Summary (Ctrl+Z)	Choose this option to open the Job Summary form which can be used to record technician debriefing information as well as Happy Checks.
Send a Page	Select this option to open the Paging window so that you can page job related information to selected technicians.
Employee Timecard (Ctrl+T)	Use this option to open the selected employee's timecard for the selected date.
Attention...	Use this option to manually mark a Call as requiring special attention. Use the popup box to mark the call as needing attention and indicate why.

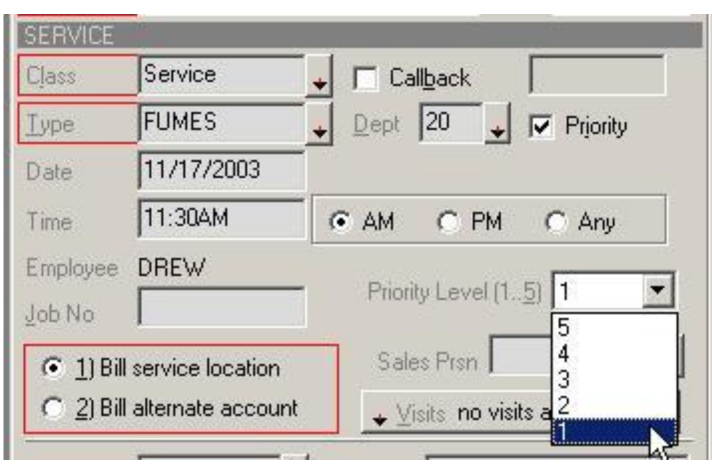
Menu Option	Function
Scheduling Assistant (Ctrl+S)	Select this option to open the Scheduling Assistant which can be used to assign multiple technicians to calls
Continue	Select this option if you need to create an additional call for a job. You will have the option to Continue the call for the next day or to schedule it for another day by choosing the *Browse* option.
Reschedule	Select this option if you need to reschedule a call. You will have the option to Reschedule the call for the next day or to schedule it for another day by choosing the *Browse* option.
Unschedule	Choose this option to remove a call from the schedule. You will have the option to unschedule for the current or next day. This will leave a date on the call, but remove the scheduled time. You can also choose to unschedule for *Another Day*, which will remove BOTH the scheduled date and time from the call.
Unassign (Del)	Select this option to remove the assignment from the selected technician. If there are multiple techs assigned to the call, only the selected tech will be removed. If the selected technician is the only one assigned to the call, the call will be moved to the unassigned bar (in the Daily Call View).
Cancel Call	Select this option to Cancel the selected call. If the call is the only one associated with a job, canceling the Call will cancel the Job as well.
Print Work Order	Select this option to open the printer dialog box allowing you to print the Work Order related to the selected call.
Preview Work Order	Select this option to open a Print Preview of the Work Order related to the selected call.
Print Call Sheet	(Only available for Sales Calls) Select this option to open the printer dialog box allowing you to print the Call Sheet related to the selected Sales call.

Menu Option	Function
Preview Call Sheet	(Only available for Sales Calls) Select this option to open a Print Preview of the Call Sheet related to the selected Sales call.
Job Materials/Purchases	Select this option to create or open existing job-related Purchase Orders, AP Invoices or Inventory Requisitions/Returns.
Assignment View	This option, only available in the Daily Call view and Weekly Job view will change your Call Center to the Daily Assignment View
Job View	This option, only available in the Daily Assignment View and Weekly Job view will change your Call Center to the Weekly Job view
Open	This option allows you to open each of the screens related to the selected Call or Customer (F2 through F11)

Priority Levels

SuccessWare®21 allows you to assign a priority level to calls. The call can be assigned a level from 1 to 5. All calls when created will have a default level of 5. Level 5 is considered to be the lowest priority. A priority level of 1 is considered a high priority. The priority level will be displayed as a number in a circle within the call center (horizontal and vertical views).

The **Priority** level of a call can be assigned from the **Service** portion of CALL TAKING form.



The **Priority** level of a call can also be assigned and edited from the JOB Form.

SEARCHING FOR PRICEBOOK ITEMS

Item searching is performed from numerous forms in SuccessWare®21 that require the selection of items from the PriceBook. These forms include but are not limited to, invoices, requisitions and purchase orders. The item search function consists of a drop-down search form from the Item Number field in any row which you are selecting an item from the PriceBook.

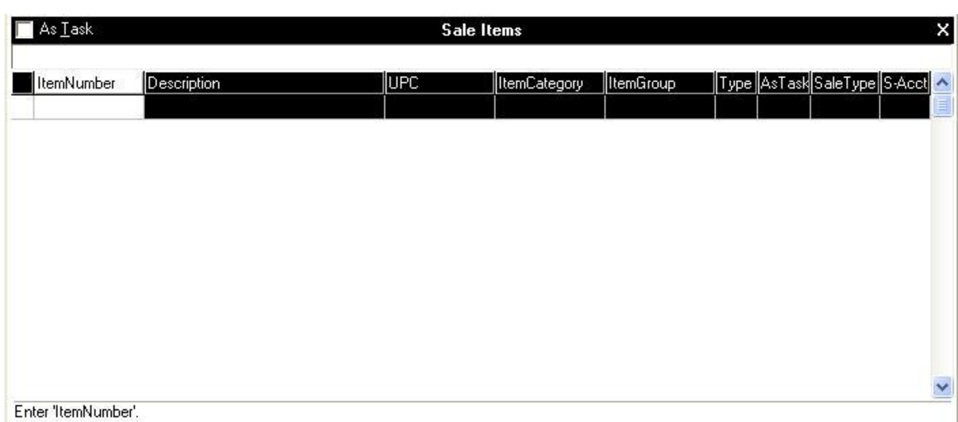
Unlike the other drop-down menus, the item search function doesn't automatically display items–you must enter search criteria before result will display.

There are 2 methods of searching for items throughout SuccessWare®21

- **"Begins With" Search**- A begins with search will search only for items that begin with the characters you type. For example typing "1/4" in the DESCRIPTION field would only return items that have a description that begins with "1/4"
- **"Contains" Search**- This is also known as a "wildcard" search. By beginning your search with a percent sign (%) followed by some other characters, SuccessWare®21 will search for items that CONTAIN the string of characters you have entered. For example "%Duct" as a search in the DESCRIPTION field would return any items that contain the word "duct" anywhere in their description

Using the Item Search Form

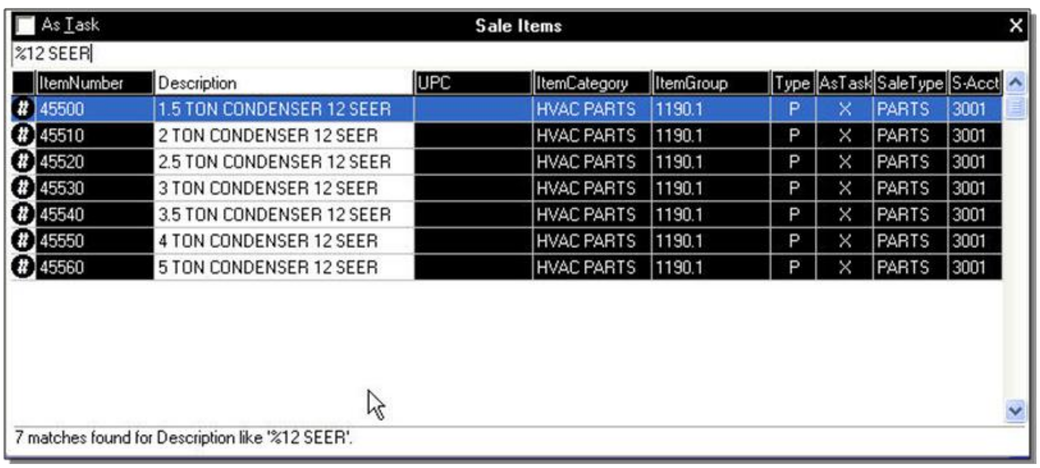
1. While in the form to which you are adding a line item, press **Insert** to add a new line item.
2. While in the ITEM NUMBER press the down arrow to open the SEARCH FORM.
3. Tab to the column from which you want to search. The default is the ITEMNUMBER column. Notice that in the following example the ITEMNUMBER column is white.



4. If you would like to search by another column, such as DESCRIPTION, **Tab** to the desired column and proceed as normal. YOU MUST **Tab** to the field. Clicking with the mouse on the field will give inconsistent results.
5. Enter the first few characters of the item you are searching for, or to perform a *Contains* search, type a percent sign (%) followed by the portion of text you are looking for. Do NOT press **Tab**, **Enter,** or any other key. The system will automatically search as you type

   - If you press **Tab**, SuccessWare®21 will move to the next column and search by that column.
   - If you press **Enter,** SuccessWare®21 will select the first item that is displayed.

   Either way, you will not get the desired results.
6. After the system displays the items that match your search criteria, move to the desired item and press **Enter** to select it. If the item you are searching for is not displayed, search again using different search criteria.



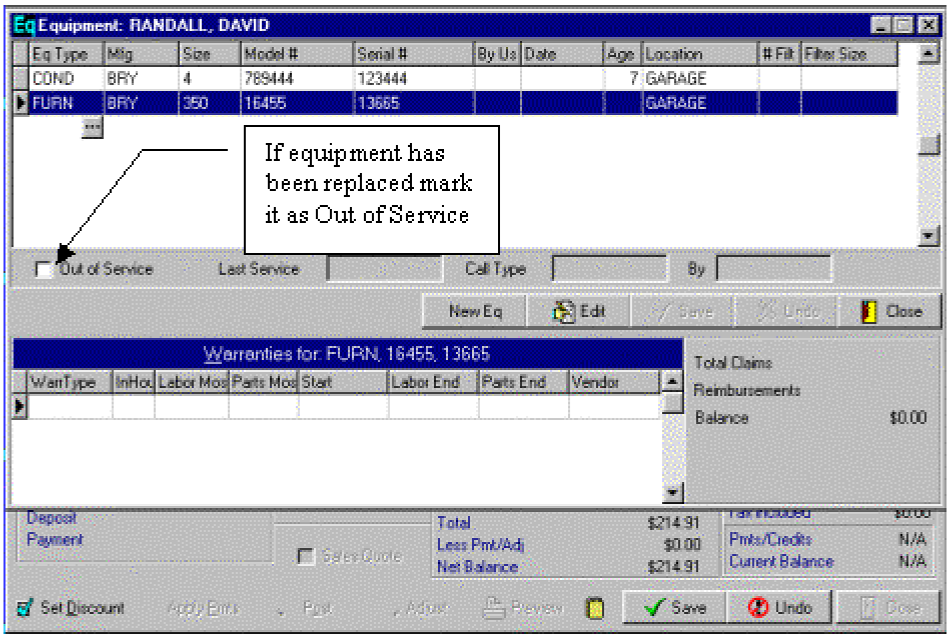
CUSTOMER EQUIPMENT

SuccessWare®21 allows you to view and add equipment to a Service Location. Equipment can also be added to a location record whenever the location information is displayed by pressing **F6**. Easy access to this form makes it simple to add equipment records while completing invoices for new customers so that you can keep a record of newly installed equipment. Once Equipment has been added to a Service Locations, you can relate any line items of work that are included on an invoice to that specific piece of equipment.

Viewing and Editing Equipment Information

1. While in any screen in SuccessWare®21 with a specific SERVICE LOCATION selected, press **F6**. The EQUIPMENT screen will open.

2. If the customer already has equipment attached to their location in SuccessWare®21, their equipment will be displayed in table format in the top half of the window. The bottom half of the window will display warranty information for the equipment listed.
3. If the customer does not have any equipment entered in SuccessWare®21 you will be prompted to create an entry for a new piece of equipment.
    - To edit existing equipment, click on its entry line and either press **Ctrl+Enter** or click **Edit**.
    - To see the Service History of a piece of equipment, right-click on the equipment entry and select *Equipment History*



Equipment History

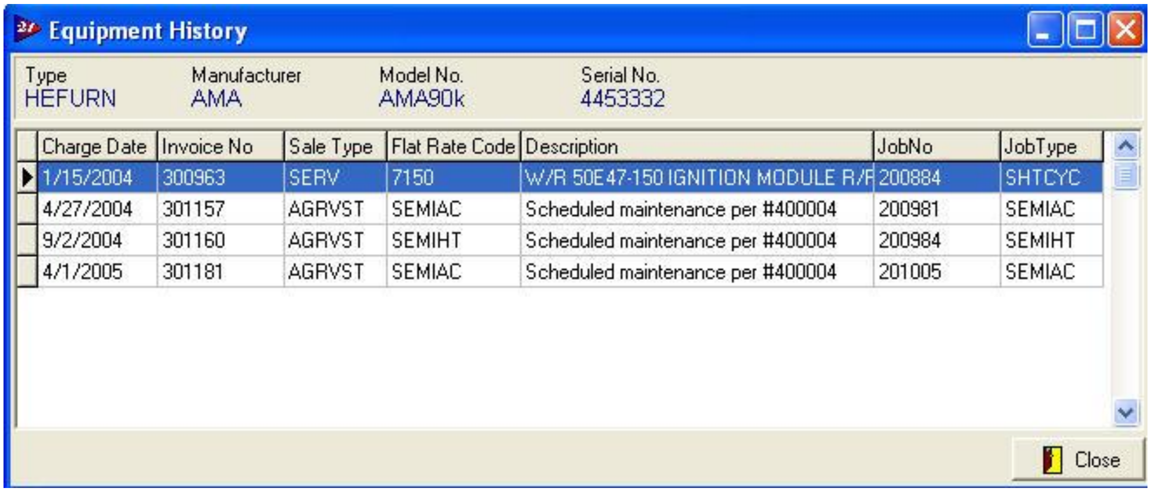
The Equipment History form lists information about the selected equipment: Type, Manufacturer, Model Number, and Serial Number. Listed in the grid is additional information relating to the equipment: Charge Date, Invoice Number, Sale Type, Flat Rate Code, and Description.

This is a view-only form for reference purposes. it can however be printed by right clicking the background and selecting Report.

To View the History Record for Selected Equipment:

1. Open or highlight the service location where the equipment resides
2. Press the **F6** key to access the EQUIPMENT form.
3. Highlight the piece of equipment for which you want to view the history.

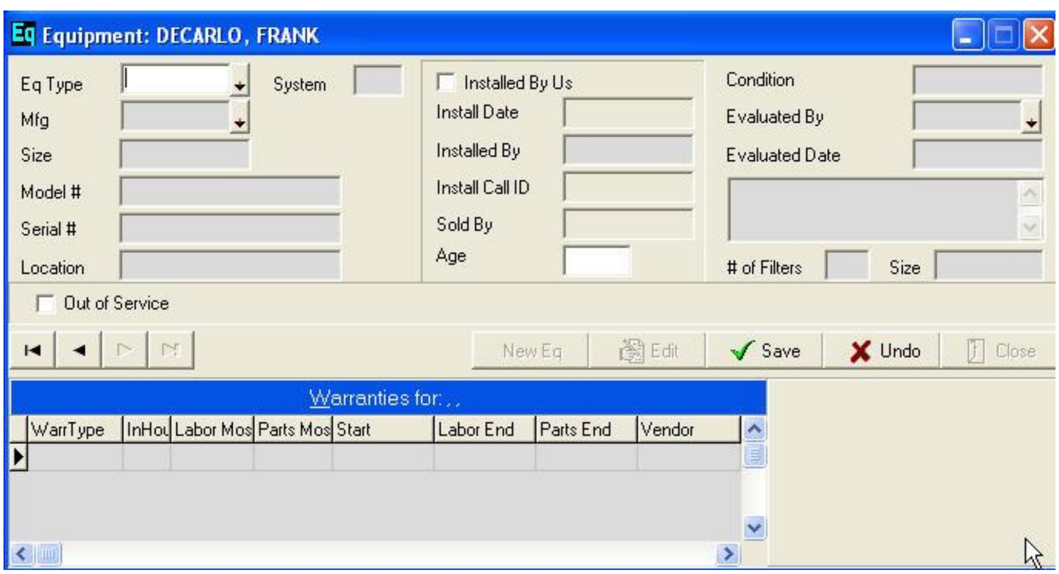
4. Right-click and select *Equipment History*.
5. Press the **Esc** key or select the **Close** button to exit the form.



Adding New Equipment to a Service Location

New equipment can be added to service locations from anywhere in SuccessWare®21 where you are highlighted on a location. If you are adding a new piece of equipment that is replacing an existing piece, you can edit the existing piece and checkmark the Out of Service option. This will prevent new service work from being associated with the old piece of equipment but will maintain existing history for reporting purposes.

1. Select the Service Location to which you want to add the equipment and open the EQUIPMENT screen by pressing **F6**.



2. If there is existing equipment, click on **New Eq** to open the New Equipment screen. If there is no equipment, an empty Equipment screen will open by default.

3. Choose an equipment type (EQ TYPE) and a manufacturer (MFG) from the drop-down lists
4. Use the SYSTEM field to identify equipment at locations with multiple systems. Systems can be numbered or identified by letters. Equipment reports will allow you to group a location's equipment by system.
5. Continue to add SIZE, MODEL#, SERIAL# and LOCATION
6. If your company installed the equipment, check the INSTALLED BY US box. This will allow you to populate INSTALL DATE, INSTALLED BY, INSTALL CALL ID (This can be the Job Number) and SOLD BY fields. The AGE will be calculated on a continuing basis based upon the Install date.
7. If your company did not install the equipment, you will be able to identify only the INSTALLED BY field and AGE. The equipment will continue to age using the entered date of the equipment as its "birthday".
8. Continue to add a CONDITION, EVALUATED BY and EVALUATED ON date.
9. Use the NOTES field to enter any pertinent information about the equipment. This area can be used to identify filter sizes if the unit uses multiple filters of different sizes.
10. Enter the NUMBER OF FILTERS and SIZE
11. Click **Save** to save the piece of equipment.
12. Any applicable warranties can also be added at this time. For instructions on adding warranties to a piece of equipment see the **CUSTOMER AND DISPATCH ESSENTIALS- ADDING A WARRANTY TO A PIECE OF EQUIPMENT** Section.

ADDING A WARRANTY TO A PIECE OF EQUIPMENT

Once a piece of equipment is added to a service location, you can add any applicable warranties to the piece of equipment. A warranty must be EITHER in-house or manufacturer/vendor. No one warranty can be both. If a piece of equipment is covered by both an in-house and manufacturer warranty, then add multiple warranties to the piece of equipment.

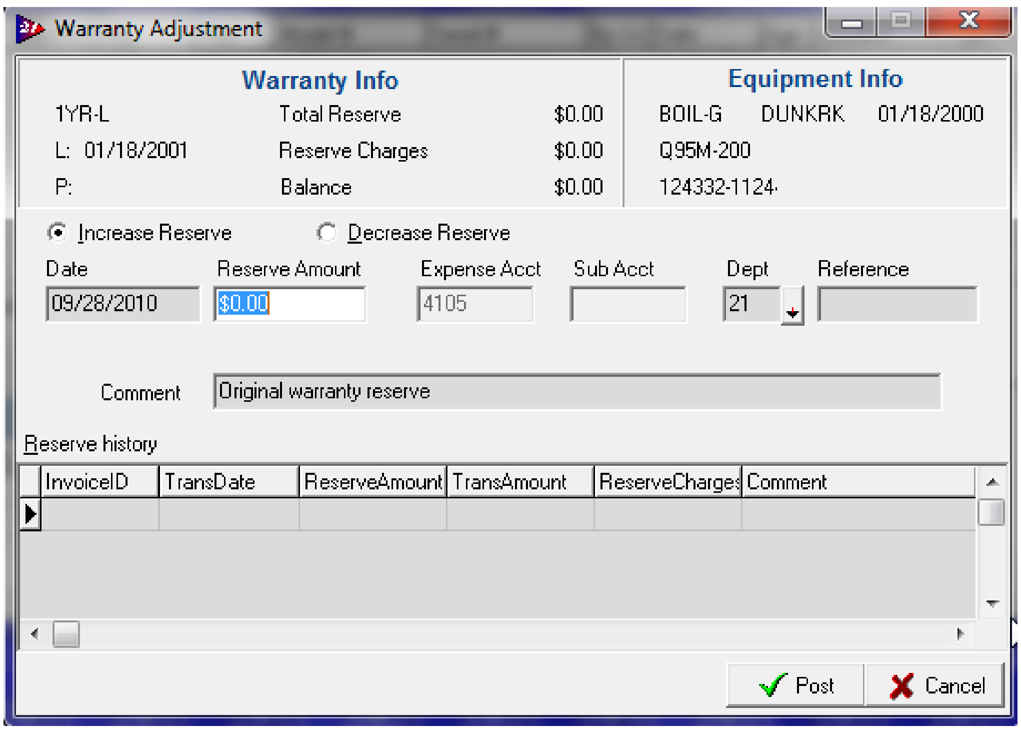
1. Bring up the EQUIPMENT (F6) screen and select the piece of equipment to which you want to attach the warranty.
2. Click the **New Warranty** button. A new line item will open in the warranty grid.

Adding an In-House Warranty

If the warranty you are adding is an In-House Warranty

3. In the WarrType field, select the type of warranty you are applying. The INHOUSE, LABOR MONTHS and PARTS MONTHS fields will default based upon the warranty type setup.
4. Tab to the START FIELD and enter the start date of the warranty. END DATES will default based upon the length of the warranty.

5. Press **Enter** to save the warranty
6. Right-click on the in-house warranty and select *Update Reserve*.
7. Choose INCREASE RESERVE if it is not already selected.
8. Enter “0” in the RESERVE AMOUNT field.
9. In the DEPARTMENT field, select the department that sold (installed) the equipment
10. Enter the date of install in the DATE field.



11. Click **Post** to post the reserve to the General Ledger.

Adding a 3rd Party or Manufacturer's Warranty

Once you have added any in-house coverage you will add any 3rd party or manufacturer's warranties.

Note: If the warranty is for 10 years of parts coverage where the manufacturer covers the first 5 years, 2 warranties should be entered. The first will be a manufacturer's warranty that begins on the date of install. The second will be a 5 year in-house warranty that has a start date which matches the end date of the manufacturer portion.

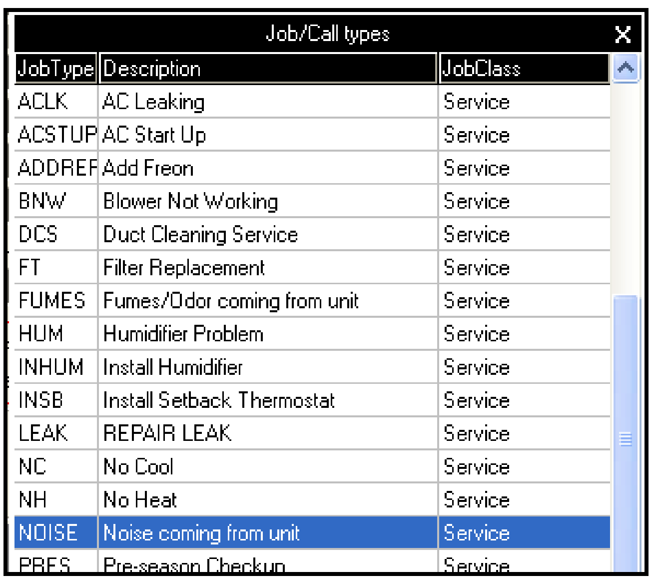
1. Press the **New Warranty** button.
2. Select the WARRANTY TYPE being sure that it is not one that is marked as "is In-House"
3. Tab to the START FIELD and enter the start date of the warranty. END DATES will default based upon the length of the warranty.
4. Type the name of the company or vendor responsible for related warranty claims in the VENDOR field.
5. Tab to the WARRANTYNO field and enter the warranty number that has been provided to you by the third party if applicable.
6. Press **Enter** to save the new warranty.
7. If the warranty coverage that you are entering was purchased from a third party, create a Job-related purchase order to record the purchase of the warranty using the **PURCHASING- CREATING AND RECEIVING A PURCHASE ORDER** **(PAGE 171)** instructions.

Service and Maintenance Job Process

TAKING A PHONE CALL FOR MAINTENANCE, REPAIR OR FILTER

When taking a telephone call for maintenance or repair jobs, there are several pieces of information that should be entered or selected in the system.

1. Press **F12** and then **Insert**
2. Choose the *Repair* or the appropriate reason from the REASON drop down list
3. Search for or add the customer following the instructions in THE PHONE CALL PROCESS instructions
4. Press **Page Down** to open the Service portion of the CALL TAKING form.
5. Select the Job/Call type from the TYPE dropdown list.


Job/Call types

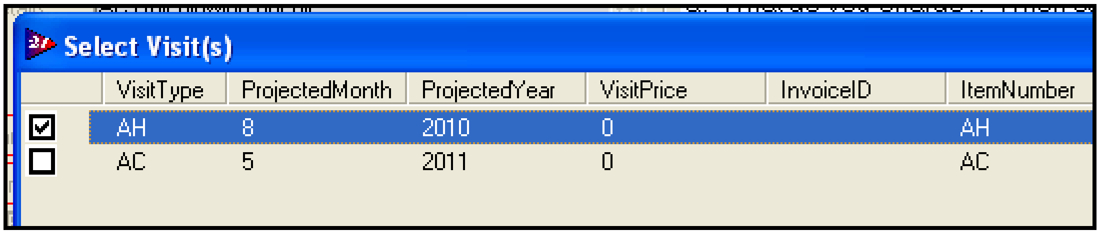
JobType	Description	JobClass
ACLK	AC Leaking	Service
ACSTUP	AC Start Up	Service
ADDREF	Add Freon	Service
BNW	Blower Not Working	Service
DCS	Duct Cleaning Service	Service
FT	Filter Replacement	Service
FUMES	Fumes/Odor coming from unit	Service
HUM	Humidifier Problem	Service
INHUM	Install Humidifier	Service
INSB	Install Setback Thermostat	Service
LEAK	REPAIR LEAK	Service
NC	No Cool	Service
NH	No Heat	Service
NOISE	Noise coming from unit	Service
PRES	Pre-season Checkup	Service

6. If the job is a Callback from a previous job, select the *Callback* checkbox and then select the previous job from the dropdown list.
7. Select the appropriate priority level from the PRIORITY LEVEL drop down list.

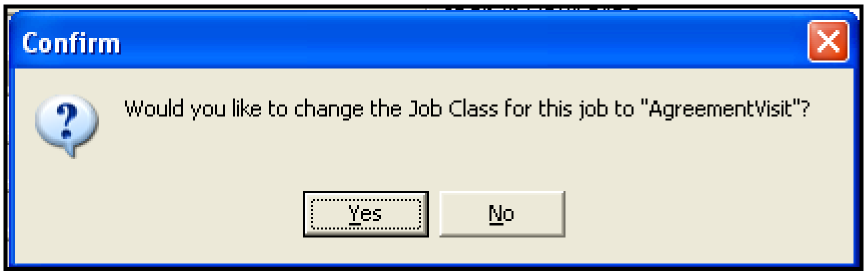
If the technician is to perform scheduled maintenance per an existing agreement:

8. Click the 

button and select the visit to be performed.



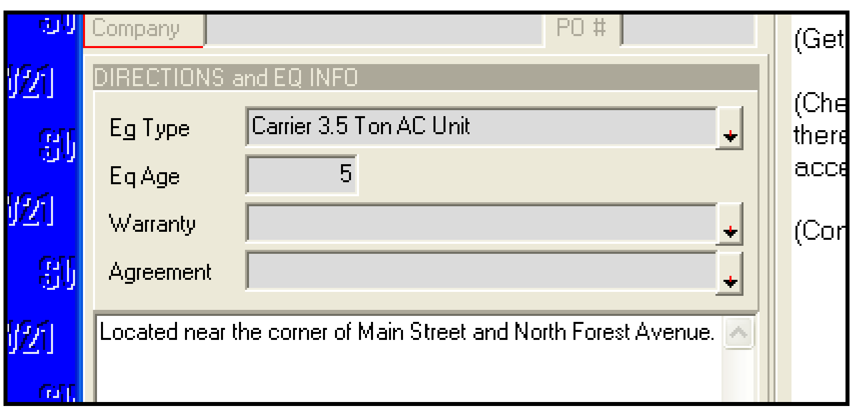
9. Click **OK** and then **Yes** if you wish to change the Job Class to AGREEMENTVISIT.



10. Ask the customer how they will be paying for the service and enter the information in the PAYMENT METHOD field
11. Press **Ctrl+D** to access the *Directions and Equipment* portion of the CALL TAKING form.

Adding equipment information will help to ensure proper assignment of a technician. All equipment detail, warranty and agreement information is paged to the technician along with other job information. Any directions entered will be attached to the customer's service location record and will be available for future calls.

12. Enter EQUIPMENT TYPE and approximate AGE if known in the appropriate fields.



Note: Equipment and Equipment Age will NOT be attached to the customer for future use! The technician should return accurate model number and serial number information. Once a permanent equipment record is created, it can be selected from the *Eq Type* field dropdown list.

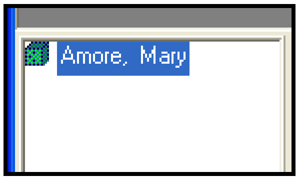
13. If there are applicable warranties or the customer has an agreement, select them from the appropriate drop down list.

14. Press the **Escape** key on the keyboard to return to the *Service* portion of the CALL TAKING form.
15. Schedule the call as outlined in the **Scheduling and Assign through the Call Center** (page 56) section.
16. Press **Escape** and then **Enter** to Post the phone call.

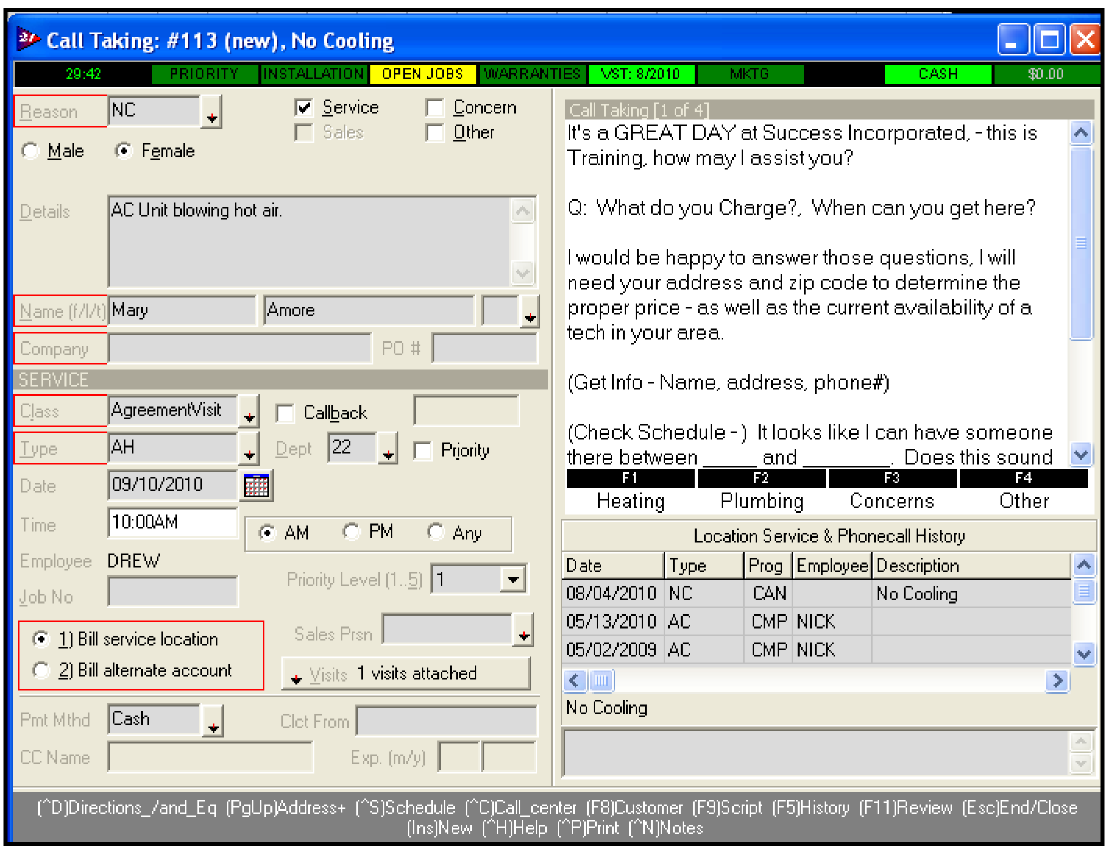
Schedule and Assign through the Call Center

Once you have entered the appropriate job related information in the Call Taking form you can press Ctrl+C on the keyboard to schedule the call using the Call Center. The Call will be placed in the lower left corner of the Call Center in the Browse window or "Call Clipboard"

1. From the CALL TAKING form, press **Ctrl+C** to open the CALL CENTER.



2. The call is located on the Call Clipboard at the bottom left of the CALL CENTER screen.
3. Using the mouse, click and drag the call to the timeline. The call can be placed directly to a technician or can be placed at the top of the timeline to schedule the call but not assign it.



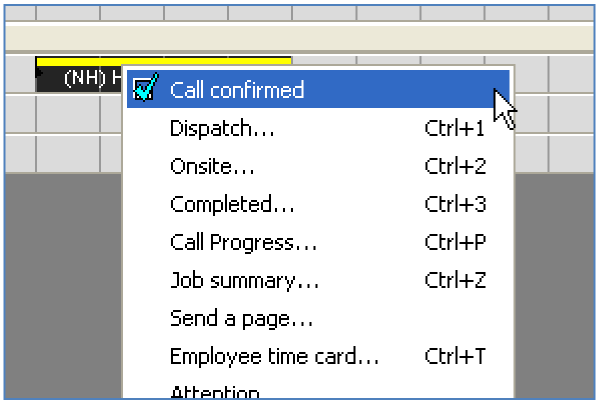
4. This will return you to the CALL TAKING form and will populate the Date/Time and Employee fields.
5. **Pos**t the call to book the time in the CALL CENTER.

DISPATCHING AND CALL COMPLETION

1. Open the CALL CENTER and navigate to the date on which the job you will be dispatching is to be performed.
2. If necessary drag the appointment to the technician at the scheduled date and time.

Confirming the Call with the Customer

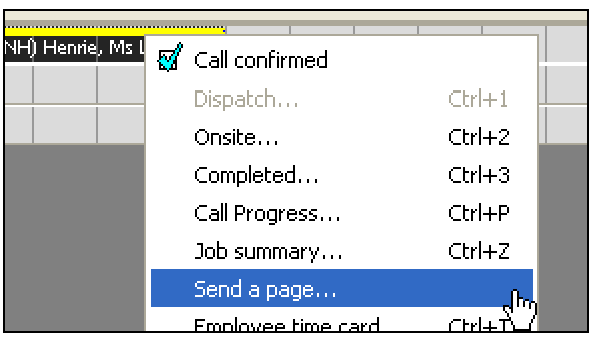
3. When the customer is contacted to let them know that the technician is on the way, right-click on the call and select *Call Confirmed*. This will place a checkmark on the call in the dispatch board.



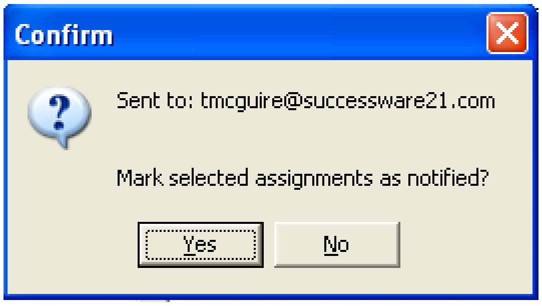
Note: It is recommended that call confirmations are performed by office staff. First calls for the following day can be confirmed the previous day.

Paging Job Information to a Technician

4. Right click on the call in the CALL CENTER screen and select *Send a page…*



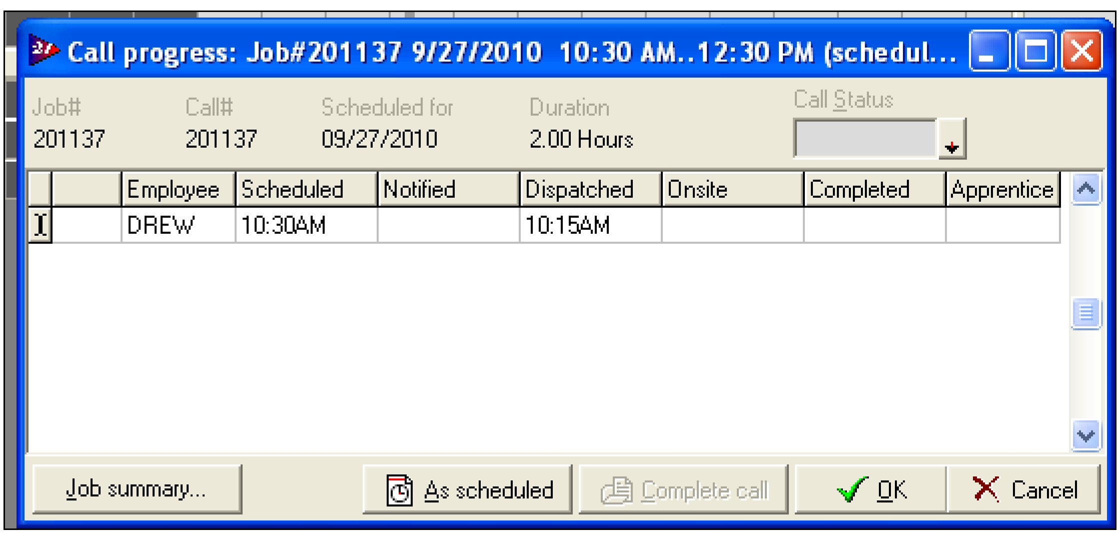
5. The COMM CENTER screen will appear. Confirm that the correct technician is selected and click on the **Send** button to send the page.



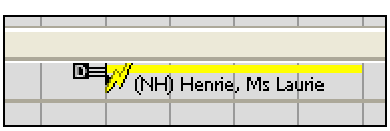
6. Click **Yes** to confirm and mark the assignment as *Notified*. This will enter a time in the *Notified* field of CALL PROGRESS indicating the time the page was sent, but will not make a time entry on the assigned employee's timecard.

Marking A Call as Dispatched:

1. Select the call on the CALL CENTER screen.
2. If you wish to enter the system time from your computer as the *Dispatched* time, press **Ctrl+1**. If you do not wish to use the system time from your computer, manually enter the dispatched time by right clicking on the call and selecting *Call Progress.*
3. In the CALL PROGRESS screen, enter the desired time in the DISPATCHED field.
4. Click on **OK** to close CALL PROGRESS

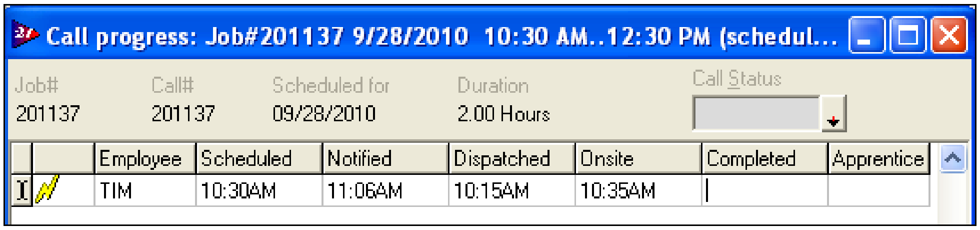


Note: Either method will mark the call as dispatched on the CALL CENTER. Dispatched calls are indicated with a "lightning bolt" icon beside the call. Both methods also create time entries on the employee's timecard.



Marking a Technician as On-Site

1. Select the call on the CALL CENTER.
2. If you wish you enter the system time from your computer as the *OnSite* time, press **Ctrl+2** on your keyboard. If you wish to manually enter a different time, right click on the call and select CALL PROGRESS to open the CALL PROGRESS screen and enter the desired time in the *Onsite* field.



3. Click OK to save the Call Progress

This will mark the call with a stopwatch icon in the CALL CENTER.

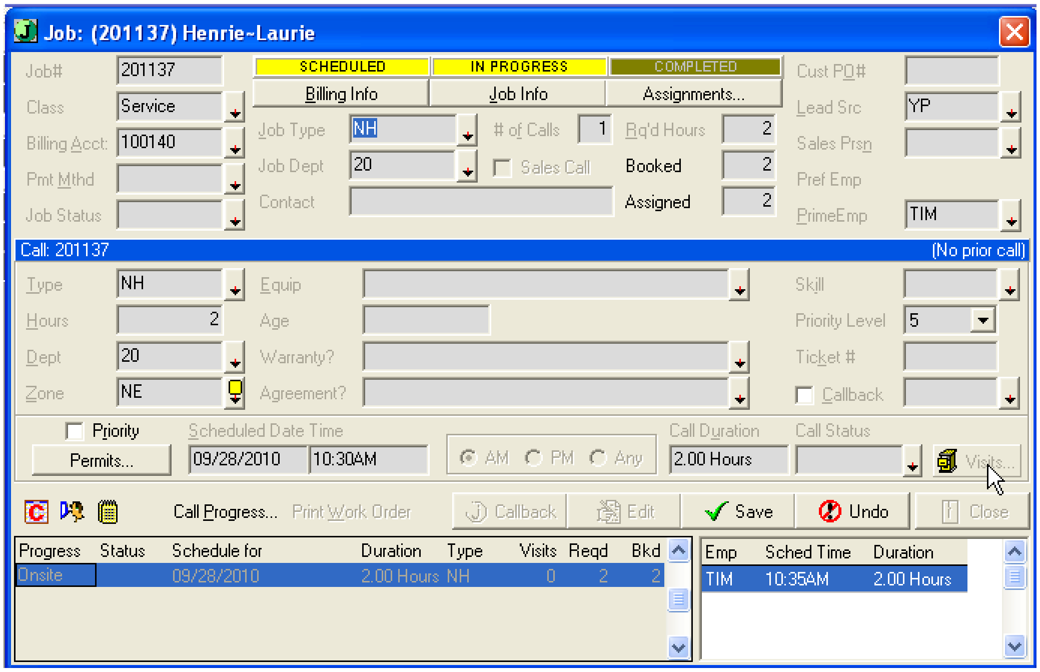
Debriefing the Technician at the End of a Job

Once the technician has completed the job they call in to the office to report results of the appointment. This will include a summary of work performed, and other job related information.

Removing a Scheduled Maintenance Agreement Visit

If a maintenance agreement was scheduled to be performed on the job and the tech reports that it was not performed, it can be removed from the job by following.

1. Select the appointment and press **F9** to open the JOB form.
2. Click the **Edit** button.

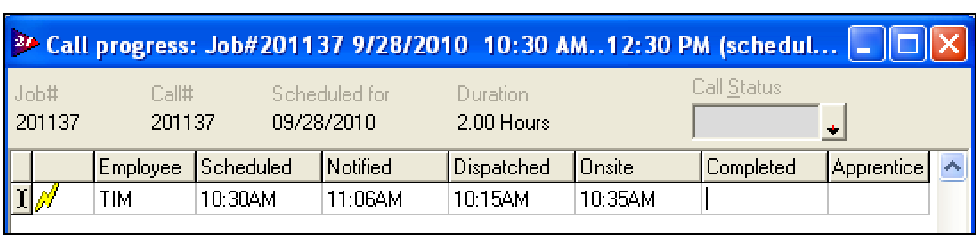


3. Click the **Visits** button and uncheck the attached agreement visit.
4. Click **OK** and then click **Save** to save the JOB form.
5. Press **Escape** to close the job and customer.

Marking the Appointment as Complete

When the technician calls to indicate that they have completed the appointment you will update the Call Progress accordingly

1. Select the call on the CALL CENTER.
2. If you wish you enter the system time from your computer as the *Completed* time, press **Ctrl+3** on your keyboard. If you wish to manually enter a different time, right click on the call and select CALL PROGRESS to open the CALL PROGRESS screen and enter the desired time in the *Completed* field.



3. Before closing the CALL PROGRESS window the dispatcher will record Job Summary information. For instruction on completing Job Summary refer to the **SERVICE AND MAINTENANCE JOB PROCESS- RECORDING THE THE JOB SUMMARY (DEBRIEF)** section. (page 62)
4. Once the JOB SUMMARY form has been completed and you have returned to the CALL PROGRESS window click the **OK** button.

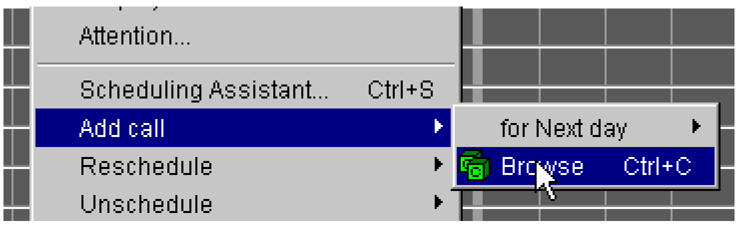
5. You will be asked IS THE CALL COMPLETE? If you are not planning to record additional timecard entries against this appointment ON THIS DAY, click **Yes**. If you know you will need to return a technician to the job today, answer **No**.

The call will be marked with an open folder icon to indicate that the job is complete but that the invoice has not been entered.

Adding a New Appointment to Job

When a Job is unable to be completed during the first appointment, two pieces of information should be entered in Successware. A new appointment (call) will need to be created and the Job Status should be changed to indicate why the Job was not finished. (e.g. Holding for Parts)

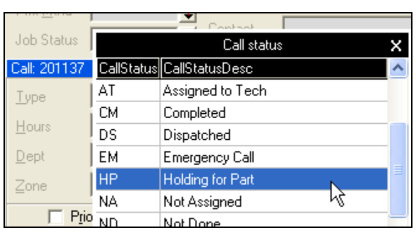
1. Right-click on the appointment in the Call Center and select *Add call.*



2. Select *Browse* and the call will be moved to the Call Clipboard. While the call in on the Call Clipboard, you can navigate to a different date then drag the call to the time and desired technician.

Next, you will update the Job status to indicate why the job was not complete.

3. Select the appointment and press the **F9** key to open the JOB FORM.
4. Click the **Edit** button.
5. Use the drop down list for the JOB STATUS field(in the upper left) and in the CALL STATUS (in the lower right) to indicate the status of the job that best identifies why you added an extra appointment to the job and then click **Save**.

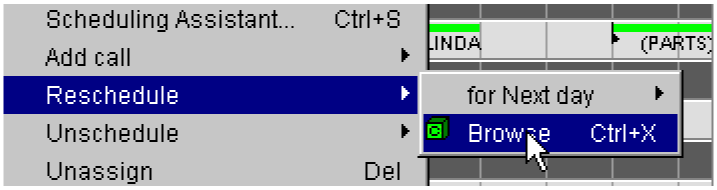


RESCHEDULING CALLS

Calls that have already been scheduled can be rescheduled from the CALL CENTER. A call can only be rescheduled if it does not have timecard entries (Call Progress) recorded against it. Once Call Progress has been recorded against a job, Calls associated with the job can only be Continued (have an appointment added).

Rescheduling from the Call Center

1. Right-click on the call in the CALL CENTER and select *Reschedule*.



2. Select *Browse* and the call will be moved to the Call Clipboard. While the call in on the Call Clipboard, you can navigate to a different date then drag the call to the time and desired technician.

Note: If the appointment has Call Progress recorded, it cannot be rescheduled, but rather, only continued.

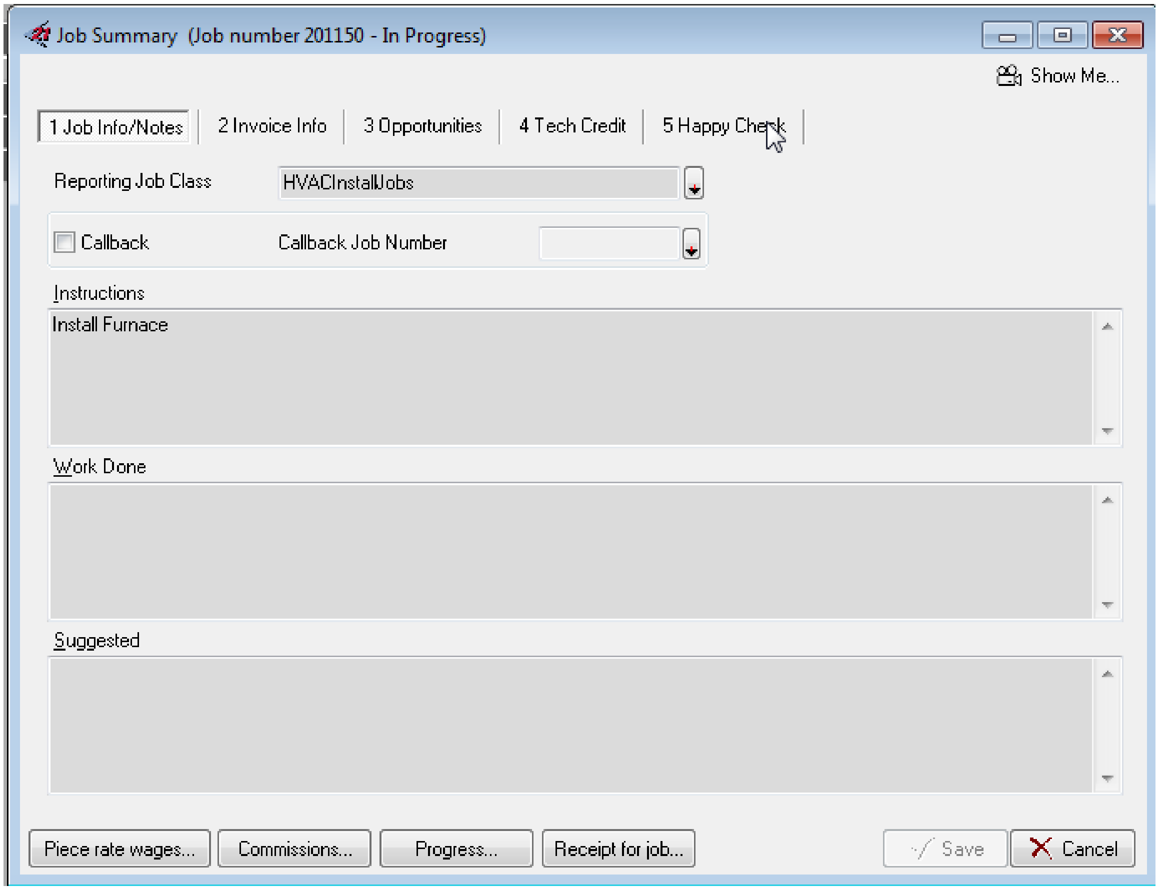
RECORDING THE JOB SUMMARY(DEBRIEF)

The JOB SUMMARY form can be used to debrief your technician as they complete a job. This information is a key to the proper complete of your company's Daily Management Reports (DMR).

The JOB SUMMARY form allows you to enter detail about a job and the technician that completed the job. This information can be reported daily, before the actual invoicing is complete. The information that you record includes whether an agreement was sold, leads generated, total ticket, total collected as well as payment method information.

The Job Summary Form can be Accessed:

- From the CALL CENTER or JOB FORM by right clicking on a call/job and selecting *Job Summary*.
- By selecting an appointment and pressing **Ctrl+Z** from the CALL CENTER
- From the CALL PROGRESS window by clicking the **Job Summary** button.
- Right clicking in an invoice and selecting *Job Summary*
- Right clicking on a Job in the JOB MANAGER and selecting *Job Summary*



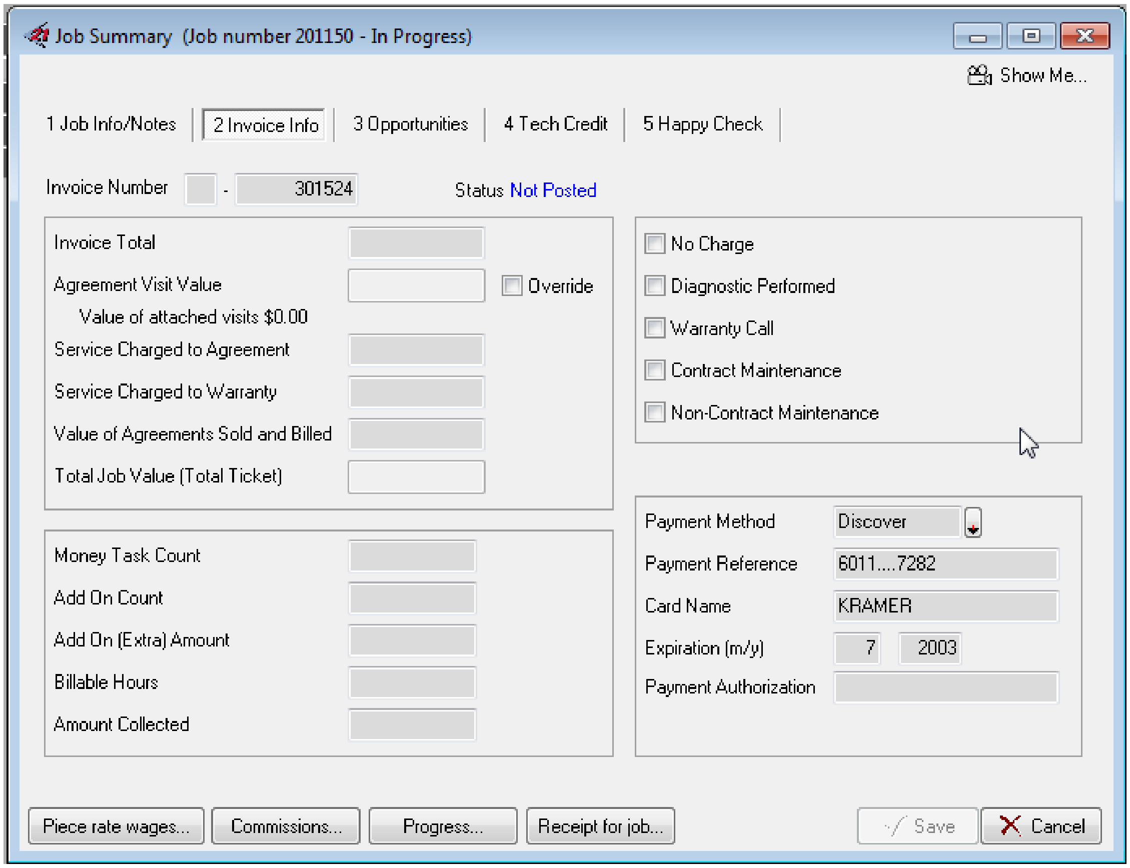
Job Info Tab

This tab includes some general information about the job.

Field	Description
Reporting Job Class	This dropdown is used to classify the job for reporting purposes.
Callback	Mark this if the job was a callback from a previous job
Callback Job Number	If the job is marked as a callback, select the original job number that resulted in the callback
Instructions	This field contains the job instructions entered for the job. These notes can be edited from the Job Summary screen.
Work Done	The notes in this field describe the work that was performed during the job.
Suggested	Enter notes in this field if the technician suggests work that the customer chooses not to have performed.

Invoice Info tab

The Invoice Info Tab includes invoice information that includes information about the performance of the job and payment information

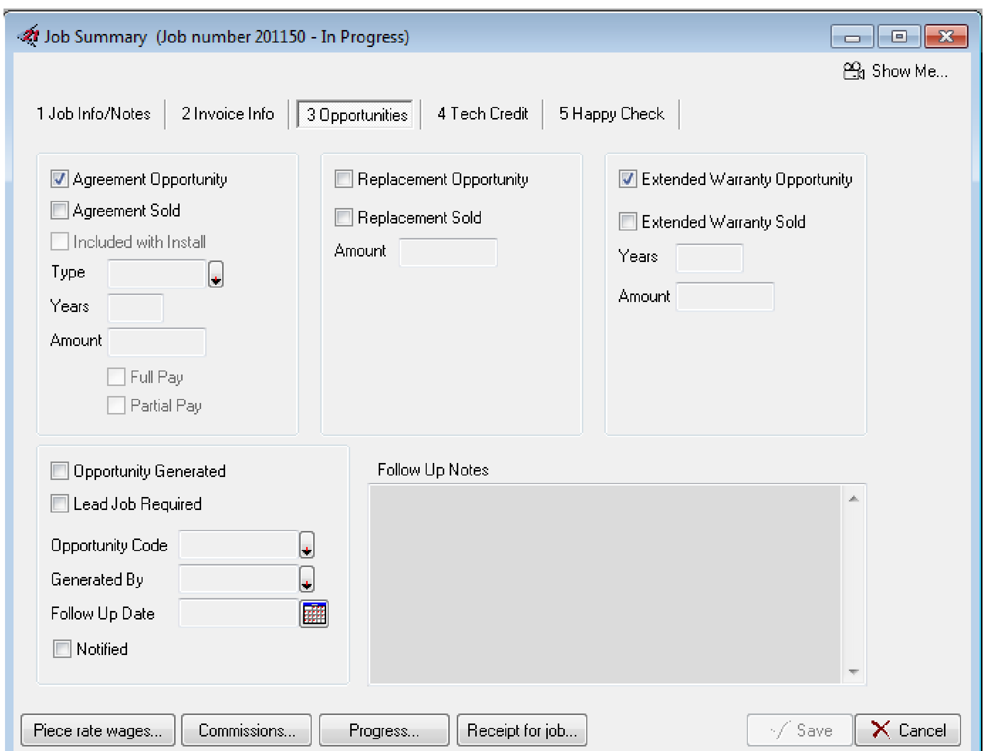


Field	Description
Invoice Number	The default invoice number is system generated but can be changed if needed. Any change made here will be reflected on the actual invoice also.
Invoice Status	This field displays the current status of the invoice.
Invoice Total	Enter the dollar amount of the invoice.
Agreement Visit Value	Enter the dollar amount of the invoice.
Override	Selecting this will allow you to change the amount in the Agreement Visit Value field.
Service Charged to Agreement	Enter the value of the work performed that was charged to an agreement and not reflected in the invoice total.
Value of Agreements Sold and Billed	Enter the value of any agreement(s) sold on the job that was billed and the revenue is being deferred until the visit

	is performed. This amount will be subtracted from the current
Total Job Value	This is a calculated field that displays the total value of the job based on the following calculation. Total Job Value = Invoice Amount + Agreement Visit Value + Service Charged to Agreement + Service Charged to Warranty - Value of Agreement Sold and Billed
Money Task Count	Enter the number of repairs performed beyond any diagnostic.
Add On Amount	Enter the value of any add ons sold.
Billable Hours	Enter the billable hours associated with the job.
Amount Collected	This should be the amount collected by the technician on the job.
Payment Information	Enter information related to the Payment method used by the customer. This information will be carried over to the Payment screen of the Invoice fo

Opportunities Tab

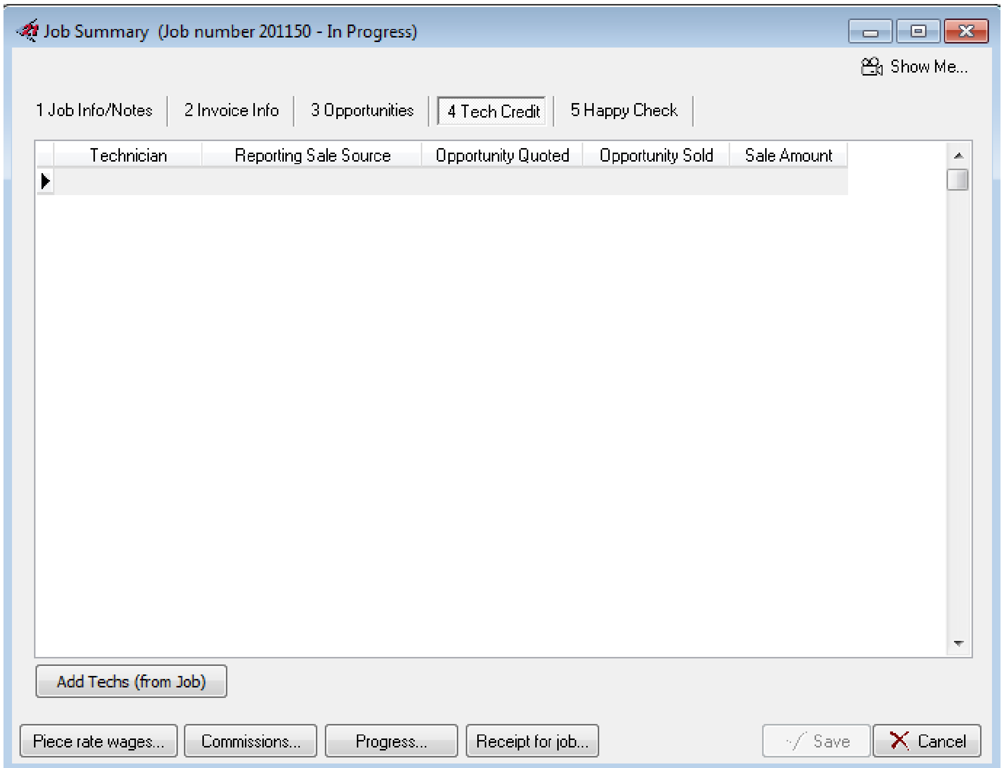
This tab allows entry of information about any opportunity identified during the job.



Field	Description
Agreement Opportunity	This checkbox will be selected if the customer does not have an existing agreement
Agreement Sold	Select this checkbox if an agreement was sold with the job
Included with Install	Select this if an agreement was included with an installation job (Agreement Sold must be selected)
Replacement Opportunity	Select this if this customer meets the guidelines for an equipment replacement
Replacement Sold (Amount)	Select and enter the value of any replacement sold on the job
Extended Warranty Opportunity	Select if this customer or job qualifies for an extende warranty sale
Extended Warranty Sold (Years, Amount)	Select if extended warranty was sold and enter the amount
Opportunity Generated	Select this check box to indicate that an Opportunity has been identified
Lead Job Required	If a sales opportunity was generated while on the job checkmark this option and identify the lead generating technician.
Opportunity Code	Select code to identify type of opportunity
Follow Up Date	Select or enter date to follow up on opportunity.
Notified	Select to indicate that the customer has been notified of the opportunity and is expecting a contact.

Tech Credit

This tab allows you to identify sales opportunities that were presented by a technician. Multiple opportunities and multiple technicians can be entered on this screen. You are not limited to only the technician assigned to the original job. The information entered on this tab is available in KPI reports by job.

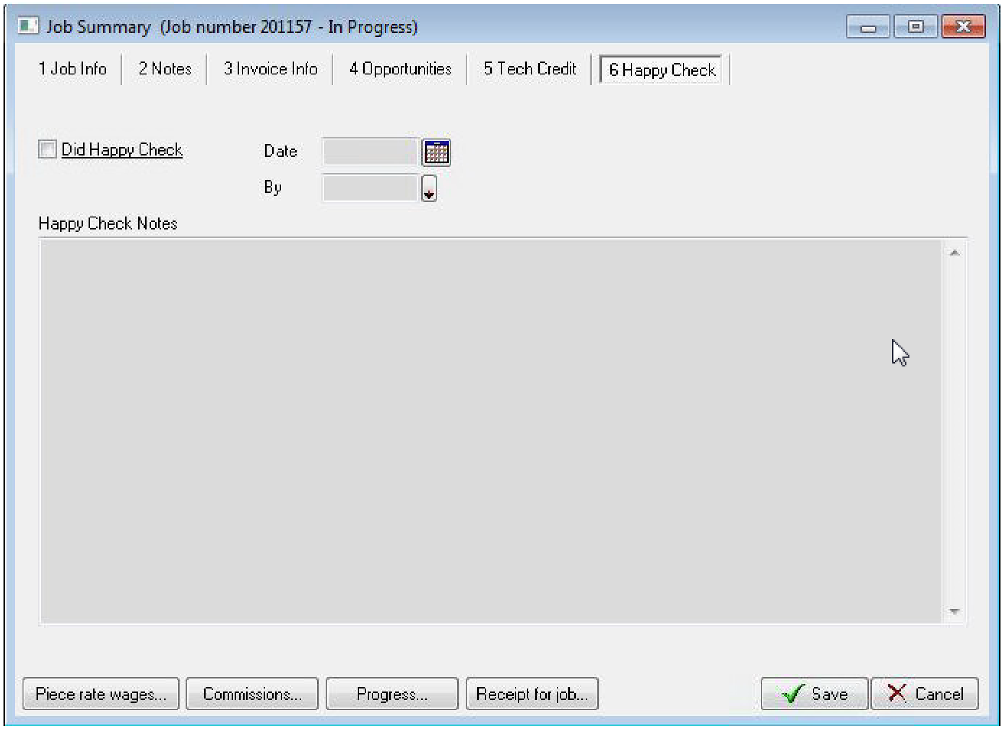


Multiple technicians can be added to indicate opportunities identified and to give credit for sales. To add the technician(s) from the job, simply Click the Add Techs (from Job) button. Additional Technicians can be added by pressing the **Insert** button on your keyboard.

1. Select the TECHNICIAN who identified the sale opportunity. (Required field)
2. Select the REPORTING SALES SOURCE from the list of options.
3. Check the OPPORTUNITY QUOTED option to indicate that a quote was given.
4. Check the OPPORTUNITY SOLD option to indicate that the opportunity resulted in a sale.
5. Enter the SALE AMOUNT if sold.

Happy Check

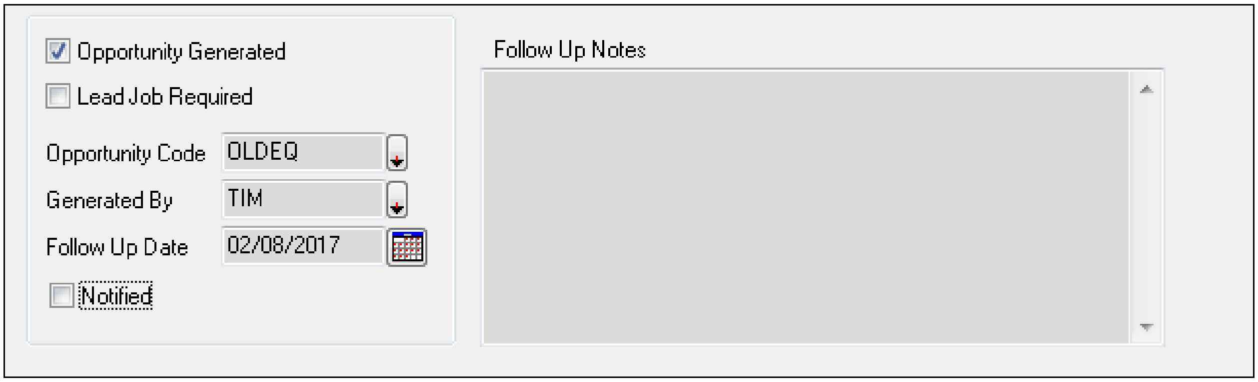
This tab is used to indicate that a follow up call was made to a customer and to record the results of this call.



Field	Description
Did Happy Check	Select this checkbox to indicate that a happy check call was made.
Date	Select the date the happy check call was made
By	Select the employee who made the happy check call
Happy Check Notes	Record any notes or comments from the customer that were made during the happy check call.

Adding an Opportunity from the Job Summary Screen

Opportunities for additional sales may often be identified during the performance of a customer job. When such an opportunity occurs, the information and need for follow up can be entered during the technician debrief, directly on the JOB SUMMARY screen. Opportunities recorded in the Job Summary will show up in the CUSTOMER OPPORTUNITY PROFILE and in the OPPORTUNITY MANAGER. (see page 99)



1. On the Job Summary screen for any existing job, select the Opportunities Tab and select *Opportunity Generated* check box to indicate that an Opportunity has been identified.
3. Choose the Opportunity Code to select the type of Opportunity that exists. As with any drop down, it can be modified by first pressing **Ctrl+Enter**.
4. A date to follow up on the Opportunity can be entered in the Follow Up Date field if desired.
5. Check the Notified box if customer has been notified of the Opportunity.
6. Enter any Follow Up Notes as desired.
7. Checkmark Lead Generated if the Opportunity requires that a sales job be generated.

Note: If you check Lead Generated, the opportunity will be marked as Lead Required. You can use this indicator in the Opportunity Manager to list and then create the related sales jobs. This process helps to ensure you don’t forget to create the sales jobs for any leads generated.

8. Click **Save** to close the Job Summary screen. The Opportunity created will be visible in the Opportunity Manager and in the Customer Opportunity Profile only after the job is marked as Complete.

Invoice Tracking

The Invoice Tracking tool in SuccessWare®21 gives you to track the pre-printed invoices that you give to your technicians. This will allow you to ensure that the invoices that you distribute to your technicians are used in relation to a valid sale, or are returned to the company.

A range of invoices (by Invoice Number) can be deployed to your technicians through the Invoice Tracking Manager. Once a range of invoices is deployed or assigned to a technician the invoice can be:

- **Reconciled**- This means that an invoice associated with a job in SuccessWare®21 has had its invoice number modified to match the series and number of one of the deployed invoice for the technician. Once that invoice is posted, the Invoice Tracking Manager will automatically check posted invoices for each primary technician to see if any of those invoices correspond to an invoice number that has been deployed to the technician. All matched invoice numbers found will be marked as "reconciled" in the Invoice Tracking Manager.
- **Returned**- This means that an invoice that has been deployed to a technician has been returned without being used. This could be because the invoice was damaged. This option could also be used if a technician is forced to use multiple preprinted invoices in the field for a single job because the information recorded at the job would not fit on a single invoice. In that case, the second invoice could be marked as returned with notes indicating that it was used as a second invoice for a job.
- **Missing**- An invoice can be marked as missing if it is not returned from the technician or reconciled to a posted invoice. When an invoice number is marked as "missing" notes can be recorded related to the missing invoice.

Once an invoice number has been **reconciled**, **returned** or marked as **missing**, the invoice item will be marked as "**Closed**".

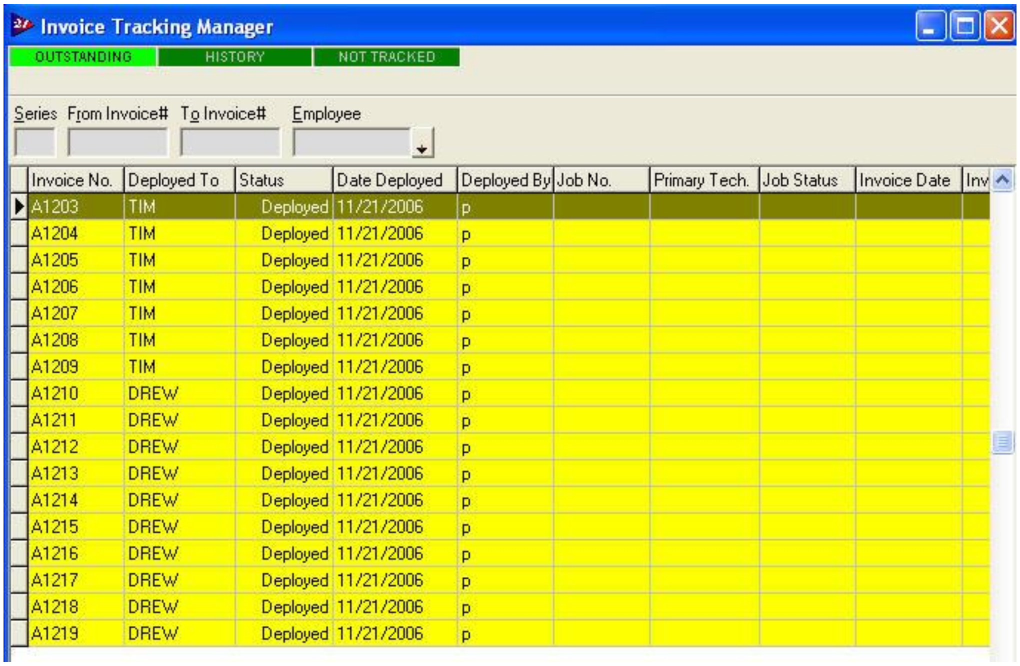
Reports can then be created to view the status of invoices that have been assigned to your technicians.

Invoice Tracking Manager

The INVOICE TRACKING MANAGER will be used to deploy, update the status and report on invoices that have been assigned to your technicians.

The INVOICE TRACKING MANAGER can be opened by:

- Opening the **Main Menu** , selecting **Management** and then selecting **Invoice Tracking**.
- Right clicking in the background of the INVOICE MANAGER and selecting *Invoice Tracking.*

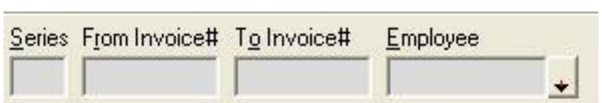


Invoice Tracking Manager Views

Outstanding

This is the default view in the INVOICE TRACKING MANAGER. This view will list all of the currently deployed invoices along with who they are deployed to, the deployment date and other information. Only invoice numbers that have not been marked as **Closed** will appear in the Outstanding view.

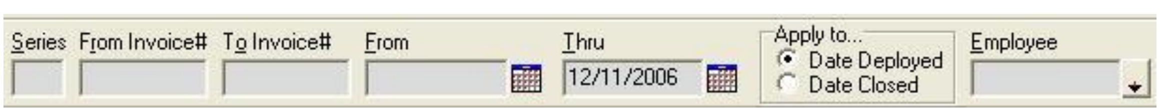
You can filter the Outstanding view by deployed invoice range and/or technician using the Outstanding view filters.



History

The History is used to display invoices based upon their status. This view can be used to find invoices that have been deployed as in the Outstanding view, but can also be used to find reconciled, missing and returned invoices as well.

To search for invoices, enter the range of invoice numbers, date range (choose whether to apply the date based upon the date deployed or closed) and/or the Employee the invoices were assigned to in the History View Filters.



By default all invoices that meet your specified criteria will be displayed. You can limit your results by selecting the appropriate filter.

Not Tracked

The Not Tracked view allows you to view invoice numbers that have been manually changed on posted Accounts Receivable invoices that do not correspond to an invoice number that has been entered and deployed through the INVOICE TRACKING MANAGER.

Not Tracked invoices can be searched for by invoice date range, series range and/or employee.

Printing From the Invoice Tracking Manager

Once you have displayed a list of Invoice Tracking Items in the Invoice Tracking Manager, you can print the results as a report.

To do so, right click in the grid of results that you wish to print and select *Report* (or press Ctrl+P).

In the Print options window, select the columns you wish to print as well as your sorting and grouping options.

Tracking Invoices

The process of tracking the invoice numbers that you assign to your technicians involves assigning a range of invoices (deploying) and then changing the SuccessWare®21 assigned invoice number to match one assigned to technician before the invoice is posted.

The Invoice Numbers that you assign to your technicians will consist of two parts, a series and a number. The series will be a single letter, the number will match the invoice numbers deployed to your techs.

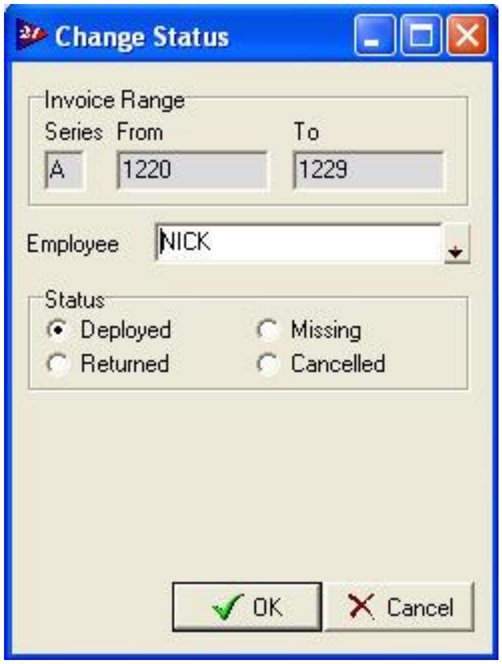
Note: The Invoice Tracking system is only designed to help manage standard job invoices. The Invoice Tracking system does not support preprinted invoice numbers used for sales quotes or other types of invoices - i.e. project invoices, counter sale invoices, or agreement billings. Only deploy invoices meant for use on standard jobs.

Deploying Invoices

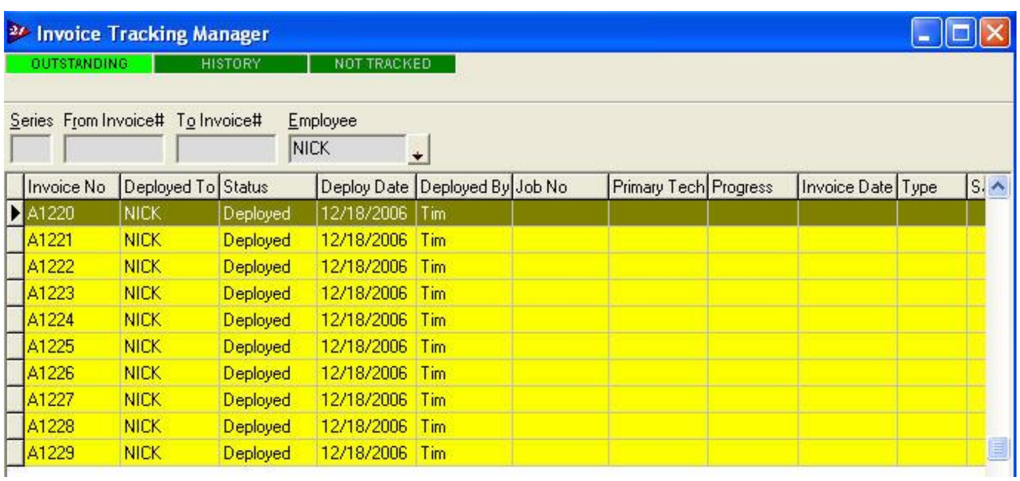
Invoices are deployed to your technicians in the **Outstanding** view of the INVOICE TRACKING MANAGER.

1. Right click in the grid and select *Deploy* or press the **Insert** key on the keyboard
2. Enter the letter you wish to use to represent the series in the SERIES field
3. Enter the range of invoice numbers that you are assigning to your technician in the FROM and TO fields

4. Choose the EMPLOYEE to whom you are assigning the invoice numbers
5. Be sure that the **Deployed** status is selected



6. Click **OK**
7. Click **Yes** to confirm deployment of the listed invoice numbers
8. Click **OK** to confirm creation of deployed invoice numbers



Changing the Invoice Number

When a technician uses one of the invoices you have deployed on a job, the invoice number of the invoice associated with that job in SuccessWare®21 will need to be changed to match the deployed invoice number.

The Invoice Number can be changed either on the invoice form itself or from the Job Summary form associated with the job. The invoice number must be changed before the invoice is posted.

Closing Invoices in the Invoice Tracker

Once an invoice number has been deployed to a technician, it must be closed. An invoice number will be considered closed if it is reconciled, returned or marked missing or cancelled.

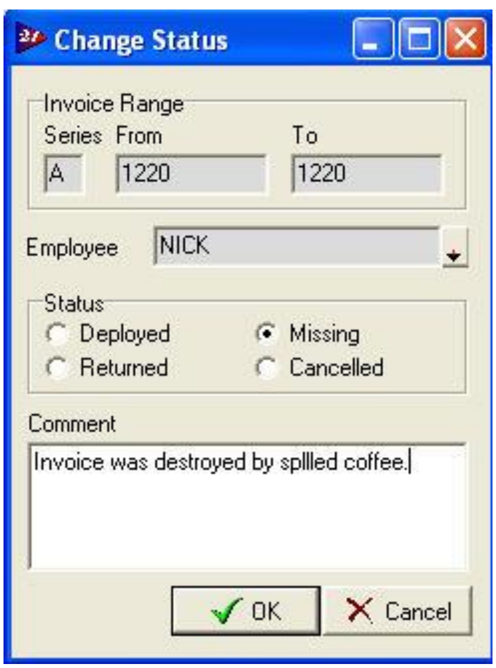
Reconciling Invoices

Each time the Invoice Tracking Manager is opened, SuccessWare®21 searches posted AR Invoices looking for matches with invoice numbers that have been deployed to technicians. When a match is found for a deployed numbers that are found to match the Series and Number on a posted invoices and the primary technician on the job matches the employee to which the invoice number was deployed, the deployed number will automatically marked as Reconciled in the Invoice Tracking Manager.

Returning or Marking an Invoice as Missing

If an invoice number is not used by a technician, it still must be accounted for within the Invoice Tracking Manager. This can be done by marking the invoice number as Returned or indicating that the invoice associated with the number is missing. If you plan to re-deploy an invoice number that has been marked as returned, it must also be cancelled.

1. From the INVOICE TRACKING MANAGER display the invoice that you wish to mark as returned or missing
2. Right click on the invoice and select *Returned* (**Ctrl+R**) or *Missing* (**Ctrl+M**)
3. If you wish to return or mark as missing a range of Invoice numbers, modify the FROM and TO range.
4. In the COMMENTS area, enter a note describing why the invoices are being returned or marked missing.



5. Click **OK**

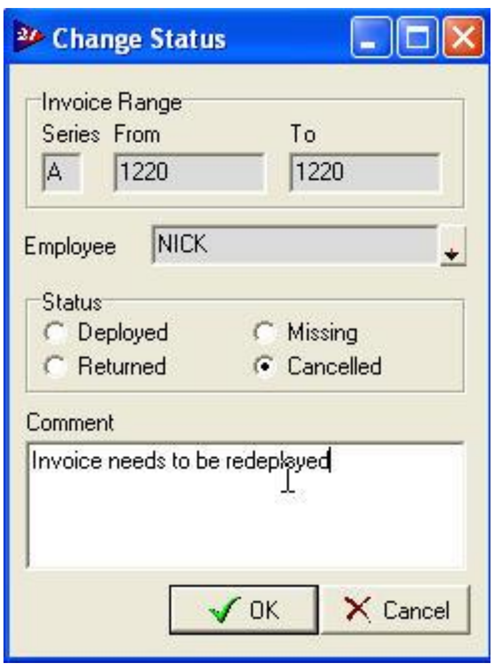
6. Click **Yes** to confirm status change
7. Click **OK**

Note: If a second invoice is used in the field for a job for which only a single invoice needs to be entered in SuccessWare®21 (For Example if a tech had more information to write than would fit on a single invoice), You can mark the second invoice used as **returned** and indicate in the Returned notes that it was used as a continuation for the other invoice.

Canceling an Invoice Tracking Item

Sometimes it may be necessary to cancel an invoice tracking item. If an invoice number has been deployed mistakenly or if an invoice number that has been marked as returned is to be deployed again, the original item must be cancelled. Re-deployment of such and invoice would also require first canceling the initial 'Returned' item.

1. To cancel an item right click on the invoice item and choose *Cancel*.
2. If you wish to cancel a range of Invoice numbers, modify the FROM and TO range accordingly.
3. Enter a COMMENT as to why the invoice number(s) are being cancelled.

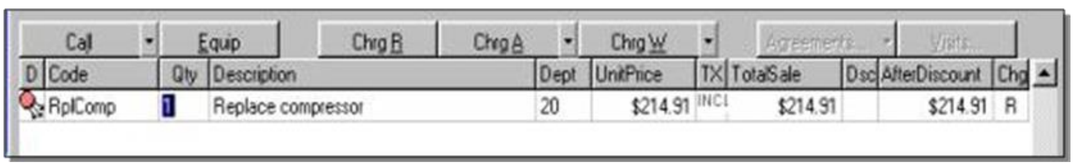


4. Click **OK**
5. Click **Yes** to confirm status change
6. Click **OK**

INVOICING A REPAIR CALL

Once a job is complete, it will need to have its invoice recorded in SuccessWare®21.

1. Open the Invoice from any screen where the job is select, by pressing **F10**.
2. If the invoice number has not been updated to reflect the number that the technician used on the job, make the change now.
3. Enter the invoice date in the INV DATE field. This should be the date that the job was completed.
4. Change the billing account, if necessary, by clicking on the drop-down arrow in the BILLING ACCT field.
5. Modify the SALESPERSON if necessary.
6. If the invoice is for a job that only involved the performance of an agreement visit, skip to step 14.
7. Press **Insert**, or right-click in the detail area, and select *New Item,* to add a line item to the invoice.



8. Select the specific task, or other item, from the PriceBook. If necessary, perform a PriceBook item search following the instructions in the **CUSTOMER AND DISPATCH ESSENTIALS- SEARCHING FOR PRICEBOOK ITEMS** section. (page 46)
9. The description, price, department (if set) and tax fields will be populated automatically. If you want to make a change to any of the fields, **Tab** to the field and type your change.
10. Identify the quantity of the item you sold.
11. Place an X in the DSC column if the item is discountable. The AFTERDISCOUNT column will reflect the discounted price if the discount has been set up prior to entering items. If the discount is set up after the items, the AFTERDISCOUNT column will recalculate for discountable items.
12. When entering an item in the pricing grid, press **Enter** to accept the item or **Esc** to cancel the data entry for that line. Once an item has been saved, you can highlight the item and press **Enter** to make changes. When complete, press **Enter** again to save the changes.

Modifying the Item Type of an Invoice Item

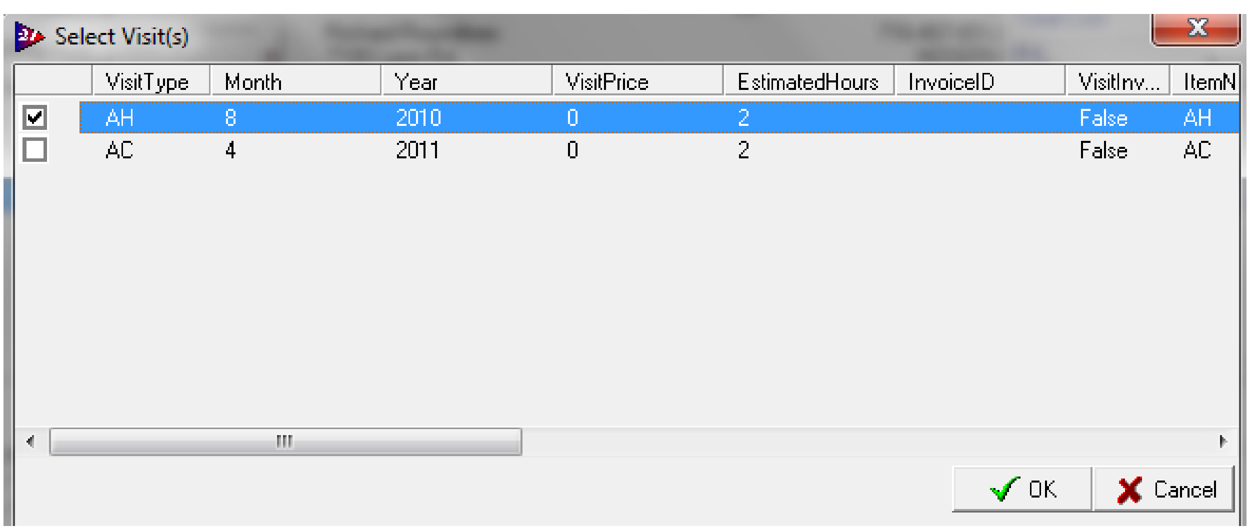
For the purpose of running the Job and Invoice Scorecard reports, SuccessWare®21 allows you to identify a Line Type for each of the line items that appear on your invoices. These Item Types will allow the scoreboard reports to determine how to best evaluate these line items for placement in the report.

Modify the ITEM TYPE of a line item, right click and point to *Line Type* to make the change after you have saved the item.

Line Type	Description
Diagnostic	*Diagnostic* identifies an item as work being performed to diagnose a problem. The line item may or may not be billed for Tasks can be set up as Diagnostic in the PriceBook so that the invoice line item is automatically set to *Diagnostic* when the task is used on an invoice.
Money	*Money items* are revenue generating line items with the exception of lines marked as *Diagnostics*. Money items include task(s) performed based upon the problem diagnosis, plus any *Add On* tasks. By default any item charged to receivables (R) with a price greater than zero will be a Money item.
Add On	Item(s) sold in addition to those resolving the original diagnosed problem can be marked as *Add Ons* Items marked as *Add On* will also be automatically marked as *Money items* as well..

Adding an Agreement Visit to the Invoice

If there was an agreement visit performed on the job, click on the **Visit** button and then checkmark the visit(s) that was performed and then click **OK**.



If the employee performing the repair is a piecerate employee, select each item on the invoice and press **Ctrl+B**. Use this form to update the amount of the piecerate earning the technician will receive for performing the task. Press **Enter** to close.

Associating Equipment with Repairs on the Invoice

1. If there is equipment at the customer's location that has been identified by the technician that is not already listed in the customer's equipment list, add the equipment following the directions in the **CUSTOMER AND DISPATCH ESSENTIALS- ADDING NEW EQUIPMENT TO A SERVICE LOCATION** instructions. (page 49)
2. Highlight the first repair on the invoice and then click the **Equip** button. Checkmark the piece or pieces of equipment that was repaired and click **OK**. Do this for each repair on the invoice.

Recording the Sale or Renewal of an Agreement on a Job

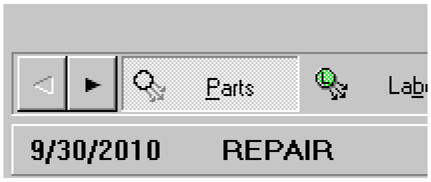
1. If an agreement has been sold, or an existing agreement renewed during the performance of the job, click the **Agreement** button and select either *New Agreement* or *Renew Agreement.* Refer to the NEW AGREEMENTS or RENEWING AGREEMENT instructions for further guidance.

2. If a new agreement was sold and the first visit was performed at the time of service, after you have added the agreement, click the **Visits** button and select the visit that was performed to add it to the invoice.

Job Costing the Invoice

1. Right click on the first actual repair on the invoice (not on the diagnostic/trip charge if one is present) and select *Add Timecard Labor*.
2. Select each of the listed timecard entries and click **OK**
3. If the employee is paid via piecerate, select all but one of the entries, press **Enter**. Change the TOTAL COST to 0, and then press **Enter** to save.
4. Highlight the remain timecard entry and press **Enter** to edit
5. Update to the TOTAL COST to equal the total of the piecerate earnings due to the employee for performance of the tasks on this job.

6. Click on the **PARTS** button in the middle of the costing window.



7. If you have other costs associated with the job, such as commissions click the **Misc** button in the middle of the costing window.
8. Press **Insert** and add these items using their item number as identified in the PriceBook
9. Press **Esc** to close the costing window
10. If you are ready to post the invoice to the General Ledger, click **Post**.
11. Press **F9**, right click in the background of the JOB form and select FINALIZE.
12. If you are responsible for recording the payments received at the time of service, press **F4** to open the customer's BILLING ACCOUNT HISTORY screen. Record the payment following the instruction since **ACCOUNTS RECEIVABLE- APPLYING PAYMENTS TO A CUSTOMER ACCOUNT** instructions. (page 135)

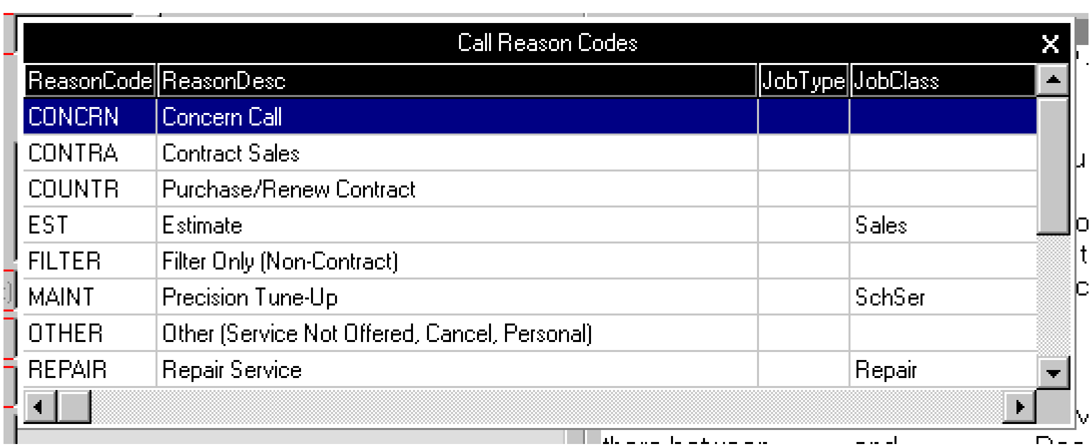
Sales Job and Installation Job Process

TAKING A PHONE CALL FOR AN ESTIMATE (CSR)

The only difference between booking a Service Job (Repair, Install, Maintenance etc.) and a Sales Job (Giving and estimate to a customer) is the Job Class that is selected when creating the Job. Sales Jobs are created when a Job Class is selected which has been marked as "IsSaleEst".

A Call Reason associated with the Sales Job Class (Customer Needs Estimate for example) will automatically select both the Service and Sales Call checkboxes in the Phone Call Type area of the form. Sales Call will be selected, but not editable, as it only appears when a Sales Job Class is chosen.

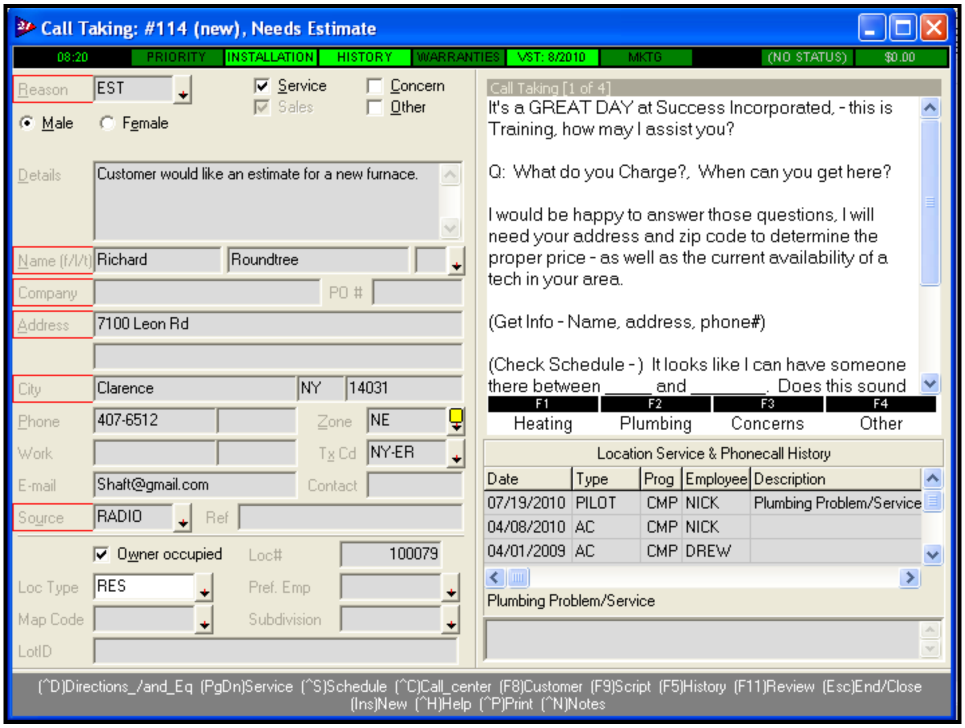
1. First, as with any telephone call, press **F12** to open the CALL TAKING form and then press **Insert** on the keyboard to start a new call.
2. Choose a *Reason* code from the drop down list that indicates the customer needs an estimate.



Call Reason Codes

ReasonCode	ReasonDesc	JobType	JobClass
CONCRN	Concern Call		
CONTRA	Contract Sales		
COUNTR	Purchase/Renew Contract		
EST	Estimate		Sales
FILTER	Filter Only (Non-Contract)		
MAINT	Precision Tune-Up		SchSer
OTHER	Other (Service Not Offered, Cancel, Personal)		
REPAIR	Repair Service		Repair

3. Enter all details and capture all customer information exactly the same as any other telephone call. This is outlined in the **CUSTOMER AND DISPATCH ESSENTIALS- TAKING A PHONE CALL-OVERVIEW** section. (page21)

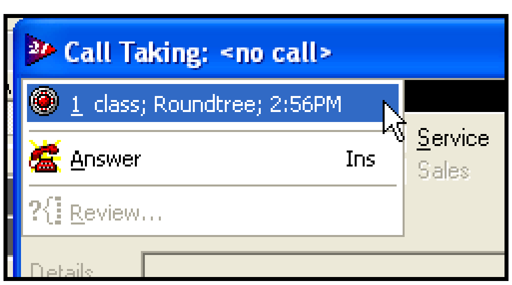


4. Press the **Escape** key on the keyboard and choose the **Hold** option.
5. Transfer the telephone call to the Sales Lead Coordinator. (optional)

Taking a Phone Call for an Estimate (Sales Lead Coordinator))

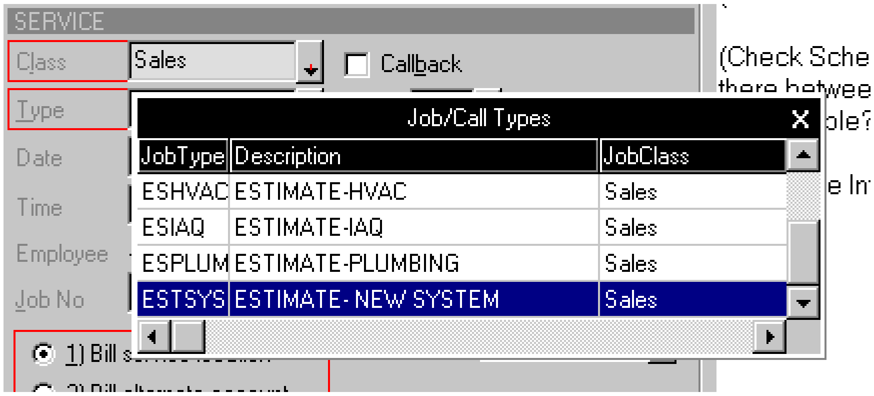
Once the telephone call is transferred successfully to the Sales Lead Coordinator:

1. Press **F12** to open the CALL TAKING form.
2. Press **Insert** and select the telephone call that is on hold.

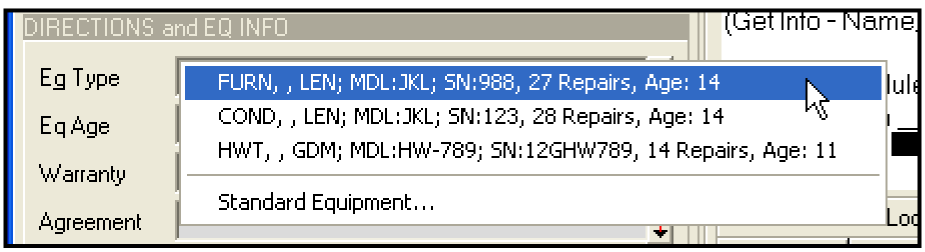


3. Press **Page Down** to open the Service portion of the CALL TAKING form.

4. Select the appropriate JOB/CALL type to indicate what type of estimate will be given.



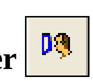
5. Press **Ctrl+D** to add the customer's existing equipment information to the call. If the customer's location record has previously entered equipment information, it can be selected from the drop down list.



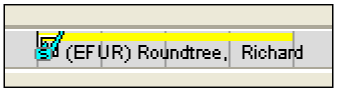
6. Press **Escape** to exit the Directions and Eq Info screen and return to the Service portion of the CALL TAKING form.
7. A call for an estimate is scheduled in SuccessWare®21the same as any other. Press **Ctrl+C** to open the CALL CENTER screen.
8. Navigate to the appropriate date and then drag and drop the call to the Comfort Advisor you wish to assign at the time you wish to schedule. If you do not know which comfort advisor you will be sending, drop the call in the Unassigned area at the top of the Dispatch board.
9. Press **Esc** and **Post** the call to complete the phone call.

DISPATCHING AND COMPLETING A SALES CALL

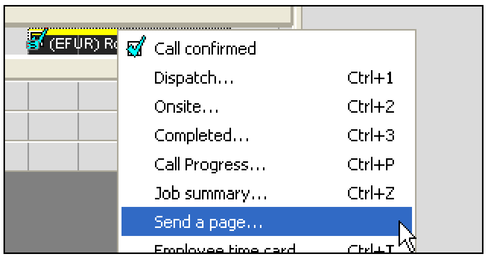
Once a sales call has been scheduled and assigned to the appropriate salesperson, the next step in the process is to send the salesperson out on the call.

1. Access the CALL CENTER by clicking the **Call Center**  icon on the toolbar.
2. After contacting the customer to let them know that the salesperson is on the way, mark the call as confirmed by right-clicking on the call and selecting *Call Confirmed* from the menu.

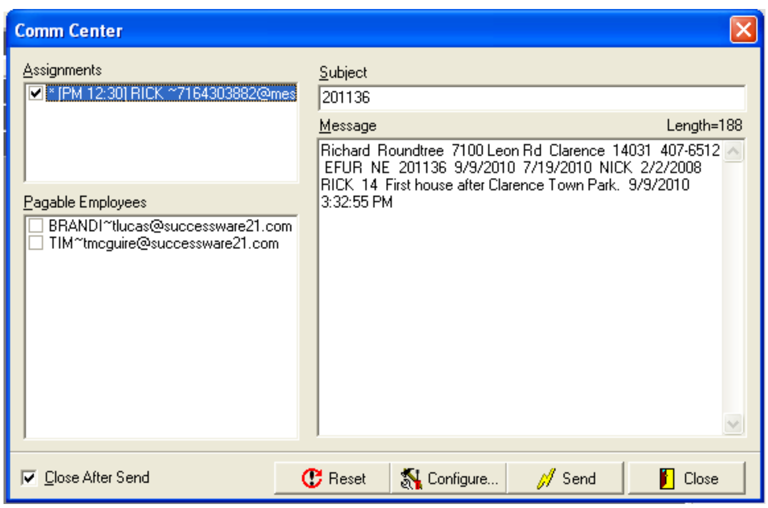
This will mark the call as confirmed and place a blue check mark beside the call in the CALL CENTER.



3. Next, page the job information to the salesperson by right-clicking on the call and selecting *Send a page…*

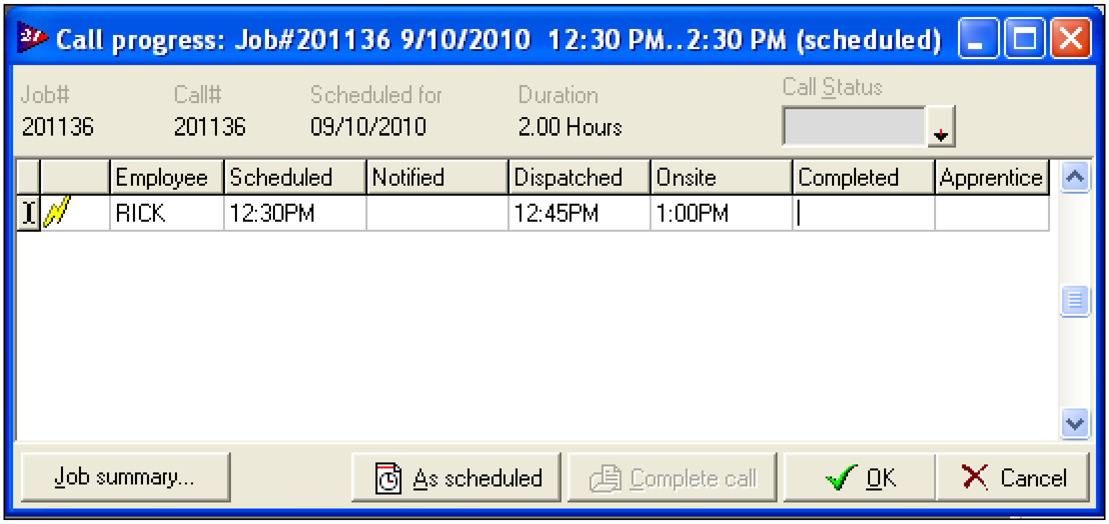


4. In the COMM CENTER window, confirm that the salesperson assigned to the call is checked and click the **Send** button.



5. Mark the call as *Dispatched* by pressing **Ctrl+1**. This will enter the current time in the *Dispatch* field of CALL PROGRESS. You can also right click on the estimate job and select *Call Progress* and then type the time the salesperson left for the job in the DISPATCHED field. This will mark the call with a lightning bolt in the CALL CENTER.

6. When the salesperson notifies that he is at the customer's location, mark the call as *On-Site* by pressing **Ctrl+2**. This will enter the current time in the *Onsite* field of CALL PROGRESS. You can also right click on the estimate job and select *Call Progress* and then type the time the salesperson arrived at the customer's home in the DISPATCHED field. This will mark the call with a clock face in the CALL CENTER.



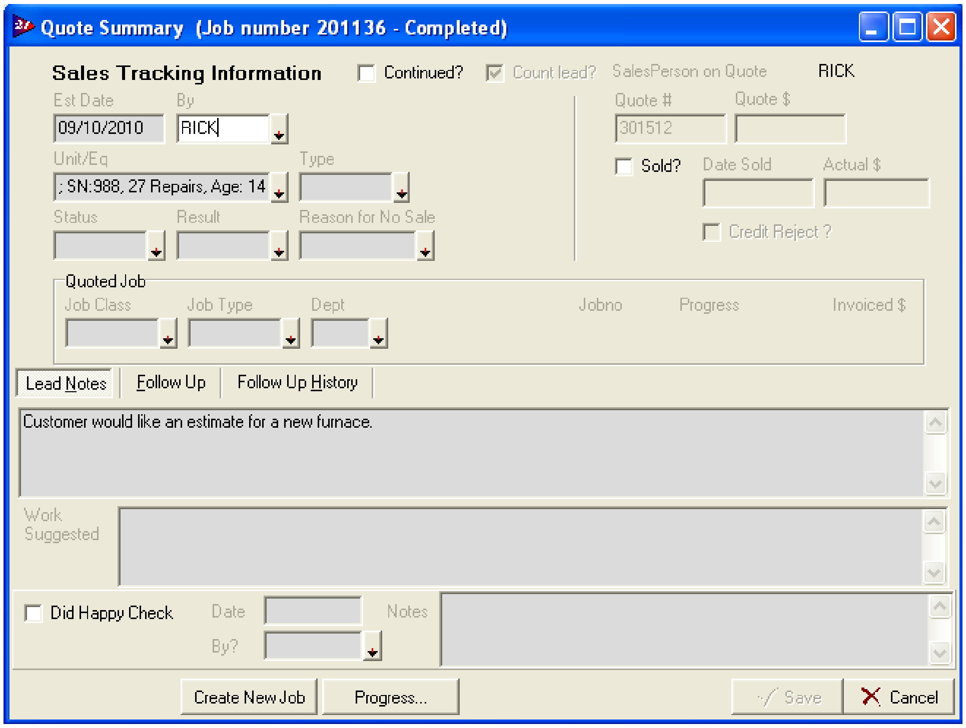
7. Enter the time that the call was completed by selecting the call and pressing **Ctrl+3**. This will enter the current time in the *Completed* field of CALL PROGRESS. You can also right click on the estimate job, select *Call Progress* and then type the time the salesperson completed the job in the COMPLETED field. This will mark the call with an open folder in the CALL CENTER.

The Sales Process will be completed by the Sales Lead Coordinator.

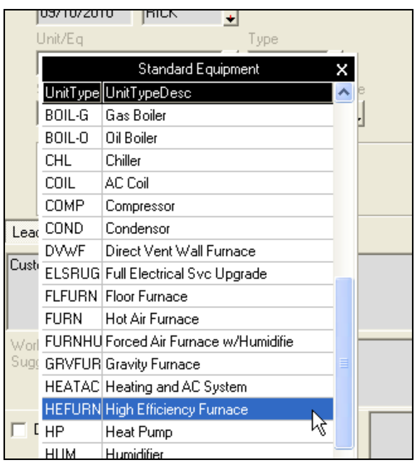
Completing a Sales Call

Once you have booked and run the sales call you will need to record the Sales Quote as well as the Sales Tracking information. This Sales Tracking information is recorded by choosing the Job Summary option on a Sales Job and along with the quote will serve as the basis for the Sales Tracking report.

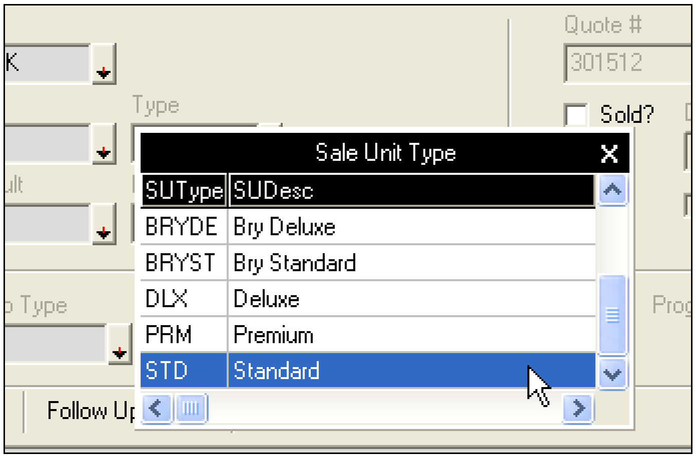
1. Highlight the Sales Job for which you need to record the Sales Quote and press **F10** to open the quote.
2. Fill in the quote following the same instructions as identified in the **SERVICE AND MAINTENANCE JOB PROCESS- INVOICING A REPAIR CALL** instructions. (page 76) Update the UNIT PRICE to reflect what was quoted to the customer on the proposal.
3. At the end of the quote entry click **Lock**
4. Open the QUOTE SUMMARY by right clicking in the lower left corner of the quote form and selecting *Job Summary*.



5. In the UNIT/EQ field choose the unit type that was quoted to the customer from the drop down list.



6. In the TYPE field, select the type of unit that was quoted to the customer.



7. Press **Tab** to move to the *Status* field. Select the Sale Status from the drop down list.

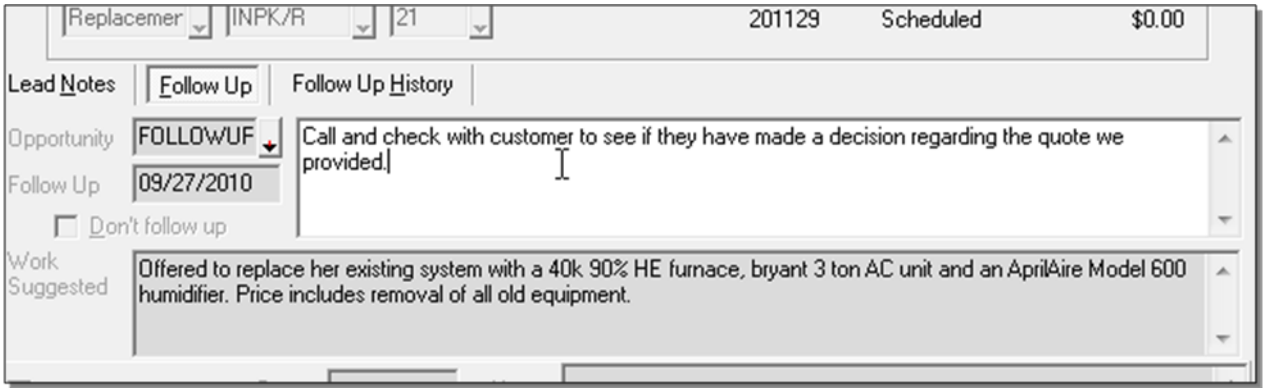
At this time go to the If the Job did not Sell or If the Customer has decided to go forward with the purchase section to continue.

If the Job did not Sell

1. Press **Tab** to move to the *Result* field and select Did not Sell from the drop down list

2. Tab to the Reason for No Sale field and select the reason that the job did not sell.
3. Click in the Work Suggested field and record a description of what was offered to the customer.
4. If there is an opportunity to follow up and possibly close the sale at a later date, click on the **Follow Up** button.
5. Select the *Lead Follow* up Opportunity code if there is not already a code listed.
6. Enter a date on which you would like to follow up with the customer

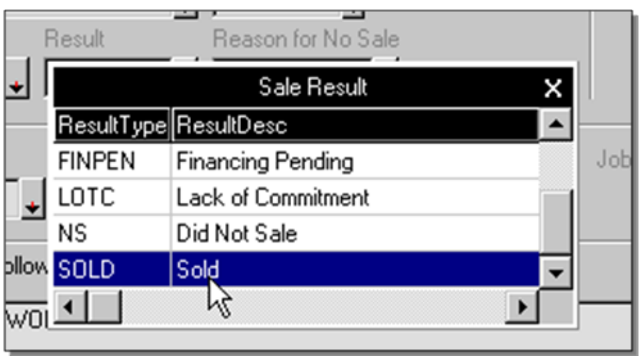
7. Enter notes in the NOTES field giving information about the lead to the person who will be performing the follow up.



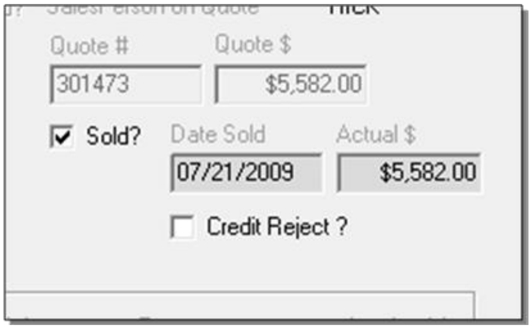
8. If there is no need to follow up with the customer, click on the **Follow Up** button and checkmark DON'T FOLLOW UP
9. Close the QUOTE SUMMARY
10. If you know at this time that this is a **No Sale**, press **F9** to open the JOB Form.
11. Right click and select *Close Job*
12. Right click again and select *Finalize*

If the Customer has decided to go forward with the purchase

1. Press **Tab** to move to the *Result* field and select SOLD from the drop down list



2. Click in the WORK SUGGESTED field and identify what was offered to the customer.
3. Checkmark the SOLD checkbox, mark the DATE of the sale and the AMOUNT of the sale



4. If the job was sold, but the customer could not secure financing, mark the CREDIT REJECT? checkbox and then close the quote summary
5. Continue to follow the directions in the **SALES AND INSTALLATION JOB PROCESS-CREATING AN INSTALL JOB FROM AN ESTIMATE** instructions.

Creating an Install Job from an Estimate

1. If you are already in the SALES SUMMARY form skip to step 5
2. Select the customer for whom you are creating the installation.
3. If there is an estimate job that resulted in this installation job press **F5** to open the customer's Job History.
4. Select the estimate job and press **Ctrl+Z** to open the SALES SUMMARY form.
5. In the center portion of the SALES SUMMARY form select the appropriate JOB CLASS, JOB TYPE and DEPARTMENT for the install Job you are creating.

6. Click the **Create New Job** button.

7. In the JOB Form tab through the fields and update or validate the existing job information as required including the payment method.
8. Confirm that the LEAD SOURCE and SALESPERSON fields have been filled from the estimate job.
9. Click **Save** at the bottom of the JOB Form
10. Press **F11** to open the JOB INSTRUCTIONS window and add detailed instructions related to the installation. These can be copied and pasted from the notes you have recorded in the WORK SUGGESTED area of the QUOTE SUMMARY if you wish.

11. If a Permit is required click the **Permit** button and insure that the PERMIT REQUIRED checkbox is selected. If a Permit is NOT required, be sure the checkbox is not checked. Follow the instructions in the Recording and Updating a Permit section to record the permit.
12. If a Deposit was collected for the job, right click in the background of the job and select *Customer Deposit*. Record the deposit using the instructions in the **ACCOUNTS RECEIVABLE- RECORDING A CUSTOMER DEPOSIT** section. (page 134)
13. Press **Ctrl+C** to take the appointment to the Browse Window in the CALL CENTER.
14. Navigate to the day for which you will schedule the install, drag the appointment either to the specific technician you want to assign to the install at the start time or, if you aren't sure which installer will do the job, drag the call to the Unassigned bar at the top of the screen.
15. Submit the appropriate paperwork for the ordering equipment and materials.

JOB PERMIT SETUP

Permit Tracking

SuccessWare®21 allows you to record permit details for each job, including the stages of the permit as well as when the work is due to be completed. As the stages of the permits are completed the permit stages can be updated to indicate the completed status. Reports will then tell you what stages are running late and are in danger of exceeding the life of the related job permit. You can use these reports to ensure the work is complete before the permits expire and avoid unnecessary cost of purchasing additional permits.

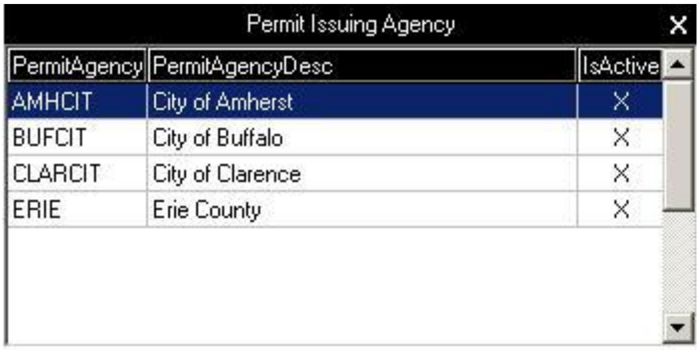
Permit Tracking Setup

In order for you to use the Permit tracking function in SuccessWare®21, there are 3 Reference tables that you must populate. These reference tables will contain the values which you will select from the drop down lists in the Permit form as you are adding permits to a job.

All three of these Reference Tables can be accessed in the Customer Service volume of the Reference Library.

Permit Issuing Agency

Modify the PERMIT ISSUING AGENCY reference book and create codes for the different agencies that will be issuing job permits for you. You will be able to sort and group reports by this code.

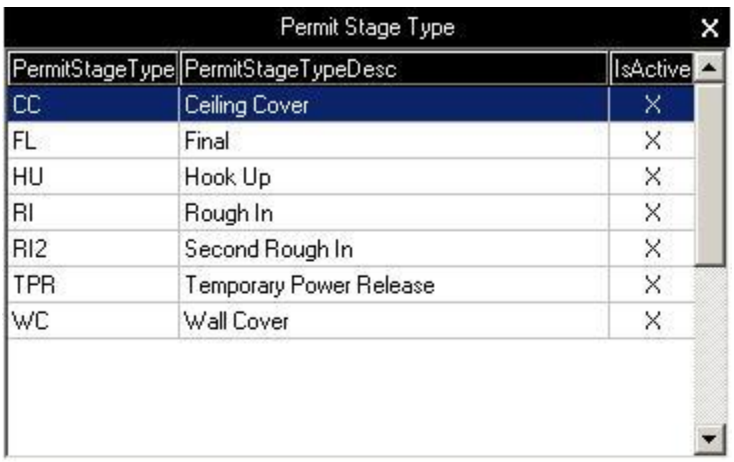


Permit Issuing Agency

PermitAgency	PermitAgencyDesc	IsActive
AMHCIT	City of Amherst	X
BUFCIT	City of Buffalo	X
CLARCIT	City of Clarence	X
ERIE	Erie County	X

Permit Stage Type

Modify the PERMIT STAGE TYPE reference book to create codes which will represent the different stages of your permits. Create a code for each standard stage that must be completed before your permits expire. You will use these permit stages to identify the required elements of the PERMIT TYPES that you will create. You will be able to track your jobs/permits by the codes created here.



Permit Stage Type

PermitStageType	PermitStageTypeDesc	IsActive
CC	Ceiling Cover	X
FL	Final	X
HU	Hook Up	X
RI	Rough In	X
RI2	Second Rough In	X
TPR	Temporary Power Release	X
WC	Wall Cover	X

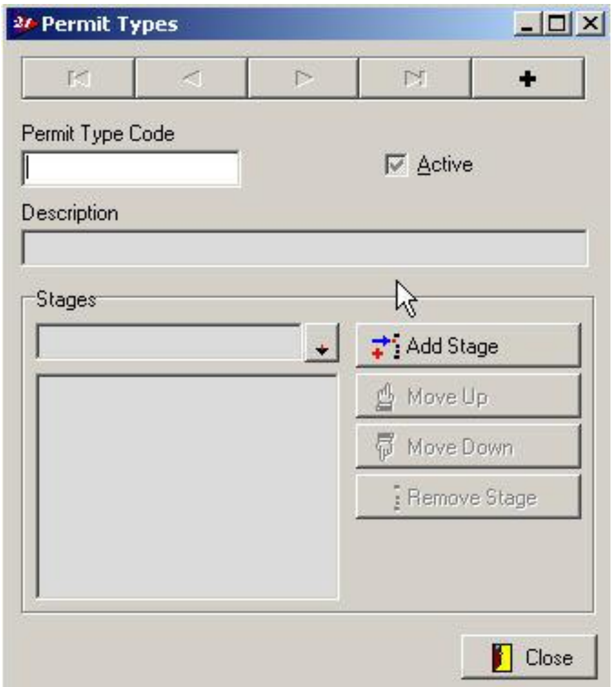
Permit Type

Modify the PERMIT TYPE reference book and create codes for the different types of permits that you will be tracking. A permit type consists of a code, a description, and a chosen set of stage types. You will create a permit type to represent each distinct set of stages. This permit type code will act as a "stage list" template when you are entering permits. This way, any time a Permit Type is selected it will contain the same stages.

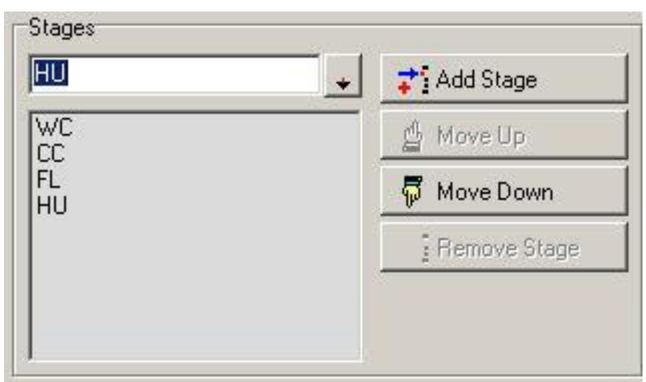
Permit Types are built using the PERMIT TYPE form.

To Add Permit Types:

1. In the **Customer Service** volume of the REFERENCE LIBRARY, double click on the PERMIT TYPE table
2. Press **Ctrl+Enter** or right click on the table and select *Modify Mode*. This will open the Permit Type form.



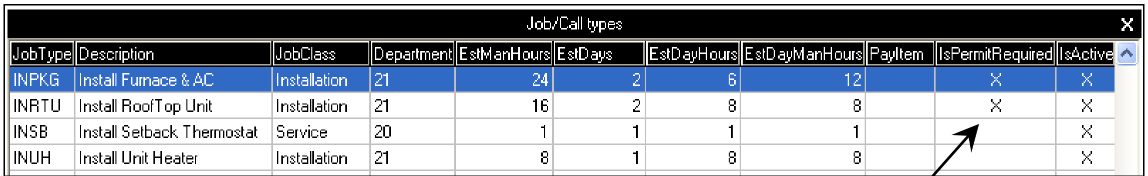
3. In the Permit Type Code field enter a code for the permit type you are adding. The code can be up to 6 characters.
4. Enter a description of the permit type in the Description field.
5. In the Stages area of the form, select a Permit Stage from the **Stages** drop down list. This list will allow you to choose from the Stage Type reference table.
6. Once you have selected a Stage from the list, click the **Add Stage** button to add it to the list of stages which are part of the **Permit** Type.
7. Continue to add all stage types related to the permit type you are adding. Close the form when you have added all stages.



Note: The Move Up and Down buttons can be used to change the listed order of the stages. The Remove Stage button can be used to remove a stage from the Permit Type.

Job/Call Types

In addition, any item in the JOB/CALL TYPES table can be modified or created to indicate that a permit is required to perform that type of job.



Job/Call types

JobType	Description	JobClass	Department	EstManHours	EstDays	EstDayHours	EstDayManHours	PayItem	IsPermitRequired	IsActive
INPKG	Install Furnace & AC	Installation	21	24	2	6	12		X	X
INRTU	Install RoofTop Unit	Installation	21	16	2	8	8		X	X
INSB	Install Setback Thermostat	Service	20	1	1	1	1			X
INUH	Install Unit Heater	Installation	21	8	1	8	8			X

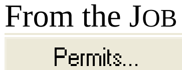
When a job is created with a Job Type that has been marked *IsPermitRequired*, an alert will appear on the Job form to indicate that a permit is required.

RECORDING AND UPDATING PERMITS

The Permit form allows you to manage one or more permits for a particular job. Use this form to record new permits and update the status of permits after they have been recorded.

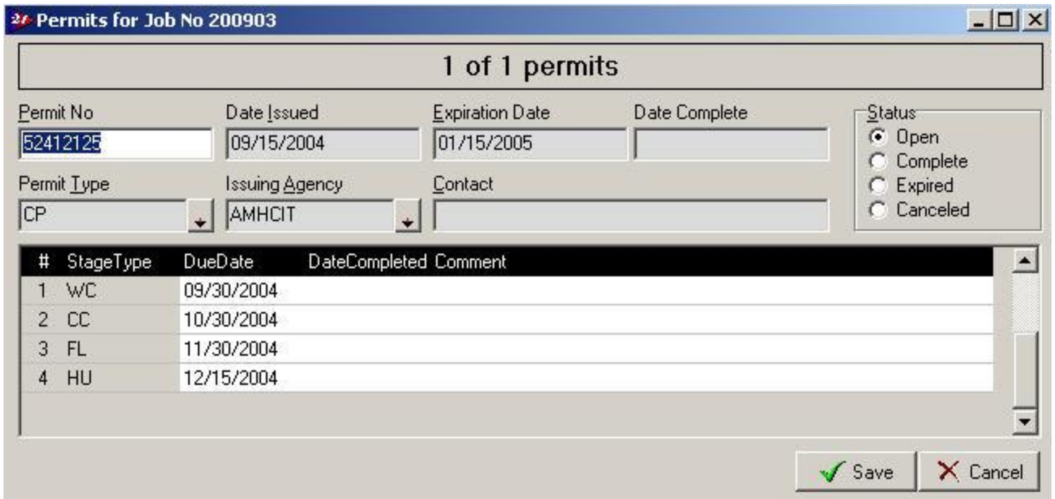
Prior to recording of a permit in SuccessWare, you will need to physically acquire the permit. This will give you the permit number which is required when keying the permit.

To access the Permit Form:

- From the JOB FORM- right-click and select *Permits* or click the 

 button
- From the CALL CENTER- right-click on an assignment and select "*Job permits…*"
- From the JOB MANAGER- right-click on the job and select "*Job permits*…"

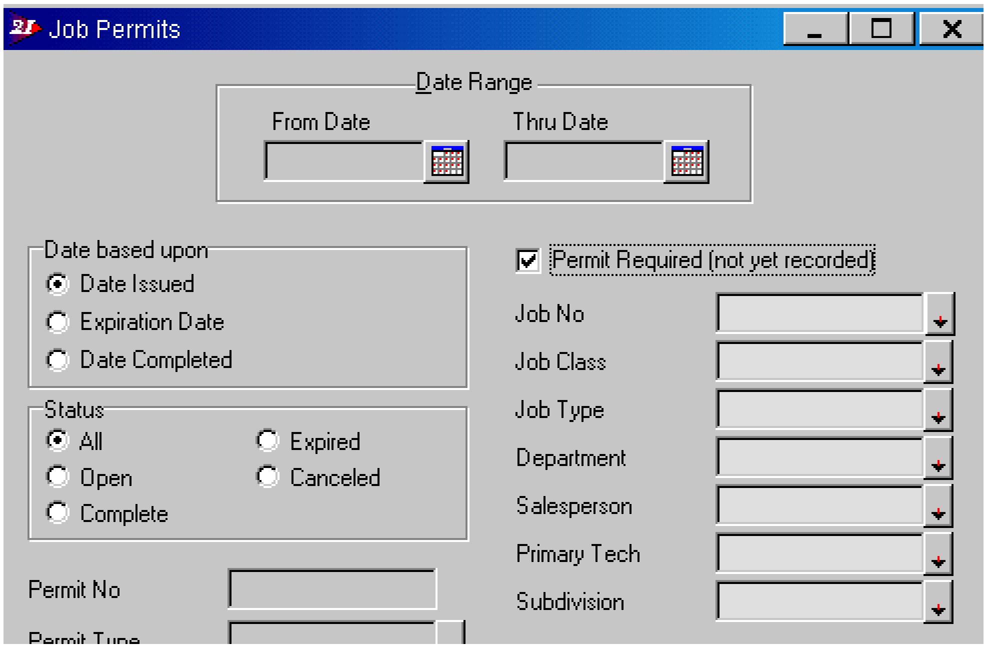
Note: Permits for canceled or finalized jobs cannot be modified.



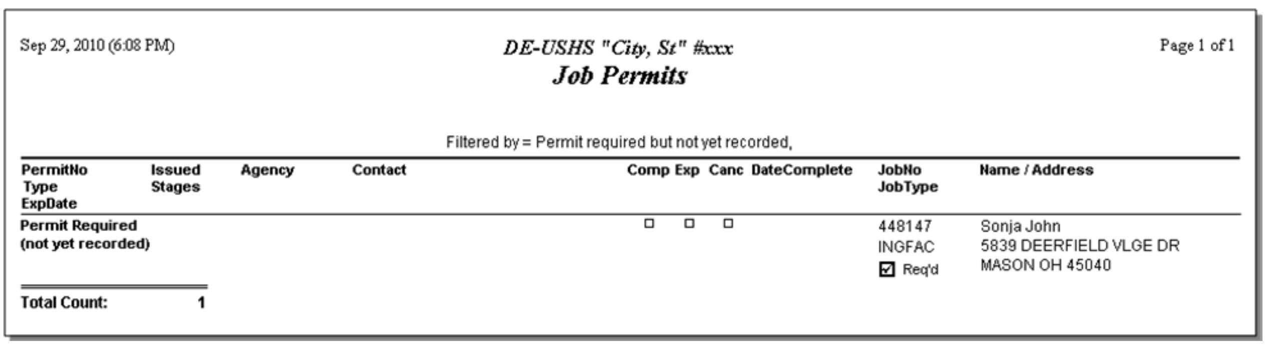
Identifying Permits that Need to Be Acquired

When a job is created and requires a permit, the job can be marked as requiring a permit. This can be done automatically by indicating that certain Job/Call Types require a permit. For more information on making a Job/Call Type require a permit see the Permit Setup Section.

1. To manually mark a job as requiring a permit, open the job and then select **Edit**.
2. Click the **Permit** button and checkmark PERMIT REQUIRED
3. Once jobs have been marked as permit required you can use the **Job Permits** report to identify permits that are required but have not yet been recorded.
4. To run the report, open the **Report Gallery** and select the **Job/Call** reports group
5. Double click on the **Job Permits** report
6. Checkmark Permit Required (not yet recorded)
7. Filter by particular Department or type of job if you wish



8. Run the report



Sep 29, 2010 (6:08 PM) — DE-USHS "City, St" #xxx — Page 1 of 1

Job Permits

Filtered by = Permit required but not yet recorded,

PermitNo Type ExpDate	Issued Stages	Agency	Contact	Comp	Exp	Canc	DateComplete	JobNo JobType	Name / Address
Permit Required (not yet recorded)				☐	☐	☐		448147 INGFAC ☑ Req'd	Sonja John 5839 DEERFIELD VLGE DR MASON OH 45040

Total Count: 1

Entering New Permits

New permits are entered from the PERMIT form

1. Open the job to which you want to add a permit, right click and select *Permit* or click the **Permit** button. This will open the PERMIT form. You can also open the PERMIT form from the CALL CENTER or JOB MANGER.

2. Click the **New** button

3. Enter the PERMIT NUMBER, the DATE ISSUED and the EXPIRATION DATE

4. Select the permit type from the PERMIT TYPE drop down list. When you select the permit type, the stages for that type of permit will automatically complete the stages grid.

5. Select the ISSUING AGENCY from the drop down list.

6. Enter a contact name in the CONTACT field

7. In the Stages grid you can enter a DUE DATE for each of the stages. This due date serves as the basis for reporting related to permits stages. With it SuccessWare®21 can help you to determine via the Permit Stages report, which permit stages are in danger of missing their due date.

Note: In the Stages grid you cannot add, delete, or change the stage types of a permit. For a given permit type, the stages included will be based upon those identified when creating the permit type in the Permit Type reference book.

8. Once all the appropriate detail has been added, you can close the permit. The permit's STATUS will be set to *Open*.

Updating the Permit and its Status

On a regular basis, as you complete phases of permits, you will need to update your permits. As the stages of your permits are completed you will move toward the completion of the permit, you may additionally need to mark a permit as expired or cancelled.

To edit a permit, open the job to which the permit is attached, right click and select *Permit* or click the **Permit** button.

From the permit form you can modify the due and completed dates of the stages in the Stages grid and add any comments that may be necessary.

While editing the Permit you can also modify its Status

There are 4 available Statuses for a Permit

- **Open**- When a permit is created it is marked as **Open** and remains open as it is in progress.
- **Complete**- Permits are completed by entering a completed date for each of the stages. This will automatically change the permit status to **Complete** and make the Completed Date of the Permit equal to the date that the last stage was completed.
- **Expired**- If a permit is past its expiration date and all of the stages have not been completed, you can mark the Permit as **Expired**. If the permit has not reached its expiration date, you cannot set the status to expired.

Note: Permits will not expire automatically. You need to specify an expired status or complete a permit manually. Permits will remain open until you complete, expire, or cancel them.

- **Cancelled**- If for some reason, you cancel a permit before the stages are complete, and before the permit expires. You can update the status to **Canceled**.

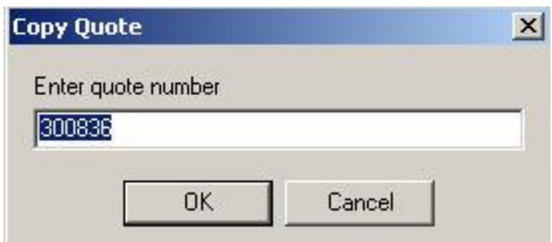
Note: If a permit is entered in error, it should not be canceled, but rather deleted using the **Delete** button in the Permit form.

BUILDING AN INSTALLATION INVOICE FROM A SALES ESTIMATE

If you have already built a detailed sales quote for a sales job and the job results in a sale, you will not have to renter the information in the job's invoice. SuccessWare®21 allows you to copy the Line Item and Cost Detail from a completed Sales Quote to the Accounts Receivable Invoice associated with a Job.

To Copy an Invoice from a Sales Quote

2. Open the Invoice associated with the job by pressing **F10**
2. Enter and INVOICE DATE, choose a BILLING ACCOUNT if necessary and click the **Save** button.
3. Right click in the background of the Invoice form and choose *Copy Quote*
4. A dialog box will open that asks you to confirm that the proper sales job number is selected. If you have not created the job directly from the QUOTE SUMMARY form you will have to enter the sales job number associated with the quote.



5. Click **OK** to copy the quote

The Line Item detail as well as any associated Cost Detail will be imported into the invoice from the quote.

6. If there was additional work that was sold on the job that was not listed on the quote, press **Insert** to add the additional items. If any of the existing items need to be changed, select the item and press **Enter** to edit.

Note: For instructions on adding items to an invoice see the SEARCHING FOR PRICEBOOK ITEMS section. (page 46)

Modifying the Item Type of an Invoice Item

For the purpose of running the Job and Invoice Scorecard reports, SuccessWare®21 allows you to identify a Line Type for each of the line items that appear on your invoices. These Item Types will allow the scoreboard reports to determine how to best evaluate these line items for placement in the report.

1. Modify the ITEM TYPE of a line item, right click and point to *Line Type* to make the change after you have saved the item.

Line Type	Description
Diagnostic	*Diagnostic* identifies an item as work being performed to diagnose a problem. The line item may or may not be billed for Tasks can be set up as Diagnostic in the PriceBook so that the invoice line item is automatically set to *Diagnostic* when the task is used on an invoice.
Money	*Money items* are revenue generating line items with the exception of lines marked as *Diagnostics*. Money items include task(s) performed based upon the problem diagnosis, plus any *Add On* tasks. By default any item charged to receivables (R) with a price greater than zero will be a Money item.
Add On	Item(s) sold in addition to those resolving the original diagnosed problem can be marked as *Add Ons* Items marked as *Add On* will also be automatically marked as *Money items* as well..

2. If the employee performing the repair/install is a piecerate employee, select each item on the invoice and press **Ctrl+B**. Use this form to update the amount of the piecerate earning the technician will receive for performing the task. Press **Enter** to close.

Adding New Equipment and Associated Warranties to the Service Location

Add the new equipment and associated warranties related to the equipment that has been installed to the customer's service location record by following the directions in the **Customer and Dispatch Essentials- Adding New Equipment to a Service Location** (page 49) and **Adding a Warranty to a Piece of Equipment** instructions. (page 50)

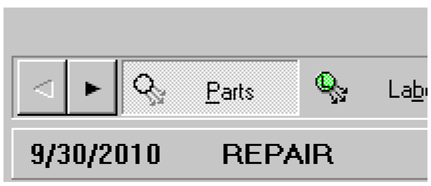
Recording the Sale or Renewal of an Agreement on a Job

1. If an agreement has been sold, or an existing agreement renewed during the performance of the job, click the **Agreement** button and select either *New Agreement* or *Renew Agreement*.

2. Continue adding or renewing the agreement by following the directions in the **AGREEMENT PROCESS- CREATING A *NEW AGREEMENT*** or ***RENEWING AGREEMENTS*** section of the manual. (page 110 and 114)

Job Costing the Invoice

1. Right click on the installation line item and select *Add Timecard Labor*.
2. Select each of the listed timecard entries and click **OK**
3. If the employee is paid via piecerate, select all but one of the entries, press **Enter**. Change the TOTAL COST to 0, and then press **Enter** to save.
4. Highlight the remain timecard entry and press **Enter** to edit
5. Update to the TOTAL COST to equal the total of the piecerate earnings due to the employee for performance of the tasks on this job.
6. Click on the **PARTS** button in the middle of the costing window.



7. If you have other costs associated with the job, such as commissions click the **Misc** button in the middle of the costing window.
8. Press **Insert** and add these items using their item number as identified in the PriceBook
9. Press **Esc** to close the costing window
10. If you are ready to post the invoice to the General Ledger, click **Post**.
11. Press **F9**, right click in the background of the JOB form and select FINALIZE.
12. If you are responsible for recording the payments received at the time of service, press **F4** to open the customer's BILLING ACCOUNT HISTORY screen. Record the payment following the instruction since **ACCOUNTS RECEIVABLE- APPLYING PAYMENTS TO A CUSTOMER ACCOUNT** instructions. (page 135)

LEAD FOLLOW UP

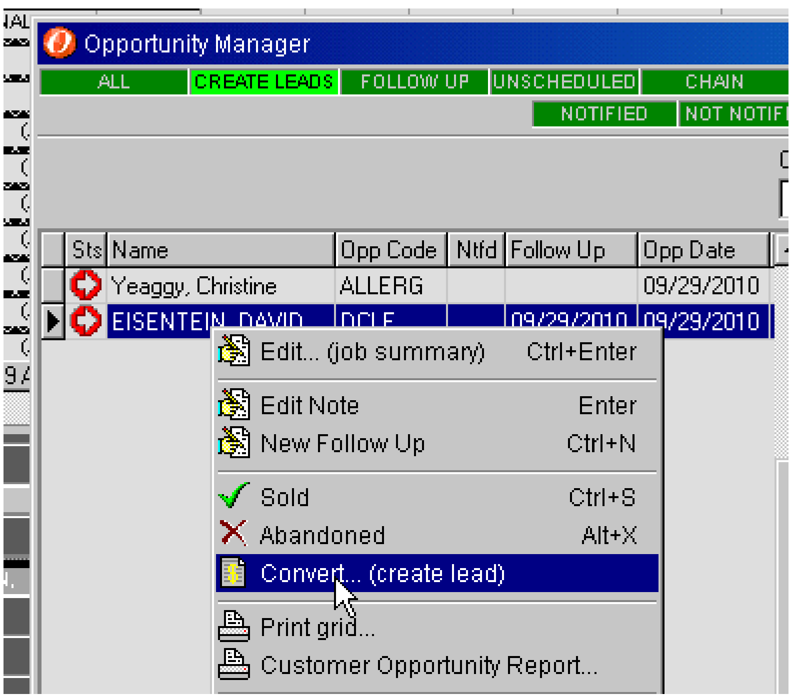
Once Follow ups have been created, either through the Customer Opportunity screen or through the Job or Sales Summary, they can be followed up upon, updated and even converted to estimate jobs through the Opportunity Manager.

Following Up on Opportunities which Require the Creation of a Lead Job

1. Open the OPPORTUNITY MANAGER by opening the **Main Menu** and selecting **Marketing** and then click on the **Opportunity Manager**.

Following up when a **Lead Job** (Sales Estimate) needs to be created

2. Click on the **Create Leads** filter. This will change the view to listing only those opportunities that had been marked as requiring the creation of a Sales Estimate job.
3. If you were not able to schedule the estimate with the customer. Click the **Edit Notes** button and enter notes that identify the reason.
4. If you are able to schedule the estimate Right Click on the Opportunity for which you want to create an estimate job and select *Convert…(Create Lead)*



5. Tab to the JOB CLASS field and select a "Sales" job class
6. Continue to tab until you reach the JOB TYPE field. Select the Job Type which describes the type of estimate call you will be running
7. Continue to complete the other fields of the sales job including the LEAD SOURCE and SALESPERSON

8. If the piece of equipment that you are offer to replace is already listed on the customer's record, select the equipment in the EQUIPMENT field
9. Save the job
10. Press **F11** to enter instructions for the Salesperson related to the estimate.
11. Press **Ctrl+C** to open the CALL CENTER.
12. Navigate to the date you want to schedule the estimate and drag the appointment to the appropriate salesperson at the time you have selected.

Recording Follow up on an Opportunity

If the Opportunity you are following up on has not reached the level of needing an estimate created, but simply requires follow up with the customer, select the Follow Up filter at the top of the Opportunity Manager.

1. Select the DATE through which you want to review follow ups as well as a specific opportunity and salesperson if applicable and click **Apply**.
2. Click the **Follow Up** tab to review the follow up instructions.
3. Click **Edit Notes**
4. Contact the customer
5. Record notes to indicate the results of the call and save when you are done.
6. If you have been able to book an estimate with the customer, right click on the opportunity and select *Convert…(Create Lead)* and follow the instructions above for creating the lead job.
7. If the customer does not wish to move forward with the opportunity, right click on the opportunity and select *Abandoned*
8. If you need to contact the customer again, select the **Move to History** button to move existing notes to the History tab.
9. Click the **New Follow Up** button
10. Enter a DATE for the new Follow Up as well as notes for the person who will be performing the next follow up and then click **Save**.

Non-Job Related Phone Calls

TAKING A CONCERN CALL FROM A CUSTOMER

When a customer call you company because they are unhappy with the service they have received or have some other complaint, you can create a Concern Phone call in SuccessWare®21. Concern calls can be related to a specific job and to a specific technician for reporting purposes later on.

Once a Concern Call is posted into the system it will be added as Phone Call History to the Service Locations and an "Unresolved Concern" will be created. These Unresolved Concerns can be reported, edited and ultimately, once taken care of must be marked as "Resolved" to remove them from the Unresolved Concerns reports. The resolution recorded for a Concern Call will also be attached to the Location History for a customer. Concern calls are resolved in the Phone Call Review form.

Examples of a concern call include:

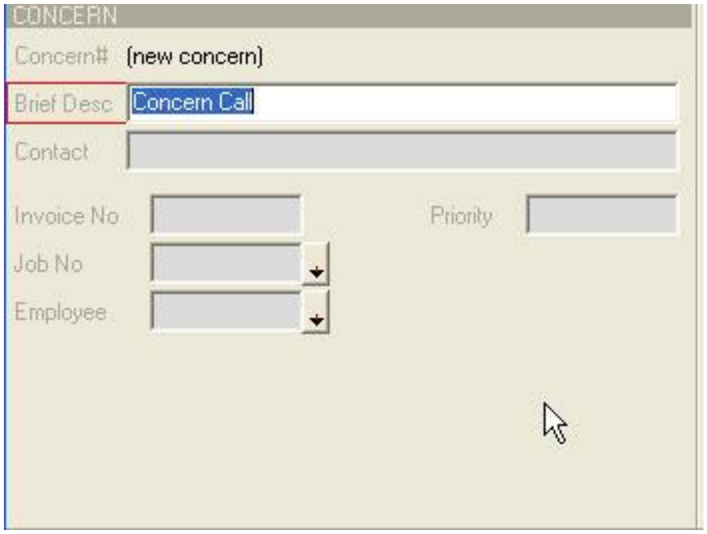
- Customers with questions about their bill,
- Directions to your office,
- Complaints about service performed, and
- Driver complaint calls.

NOTE: If a Non-Customer calls with a concern and you are able to gather and add Name and Address Information the caller will be entered into your existing database as a Prospect.

To Record a Concern Call from a Customer

1. Open the CALL TAKING form by pressing **F12**
2. Press **Insert** to add a new record.
3. Select *Concern* from the REASON drop down list.
4. If your company tracks whether calls are from men or women, select MALE or FEMALE.
5. Enter any detailed notes about the call in DETAILS. (DETAILS will become the Concern Notes for the Concern Call)
6. If you can get the information, enter the customer’s name, first then last. Then complete the other customer information fields. This information is not required for a Concern Call. If an existing customer is selected, the Concern will be attached to their history.

7. Continue to add any relevant information related to the caller with the concern and then press **Page Down** until you reach the **Concern** sub form of the CALL TAKING form.



8. Enter a BRIEF DESCRIPTION of the concern (this will default to Call Reason you selected) and CONTACT information related to the concern.
9. If the concern is related to a past job choose the job from the JOB NUMBER drop down. The primary tech on the job will default as the Employee (Concern Tech for reporting sake). This is only available when taking a concern call from an existing customer.
10. Press **Esc** to end the phone call
11. Choose **Post**.

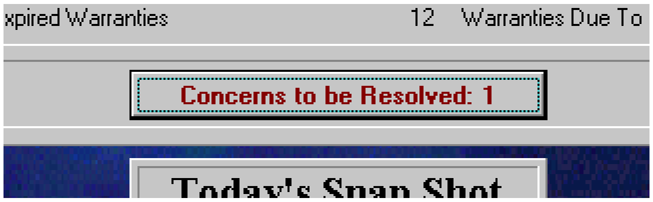
Resolving Concern Calls

Once a concern phone call has been recorded in SuccessWare®21 it will be marked as Unresolved until the call is marked as Resolved in the Phone Call Review form.

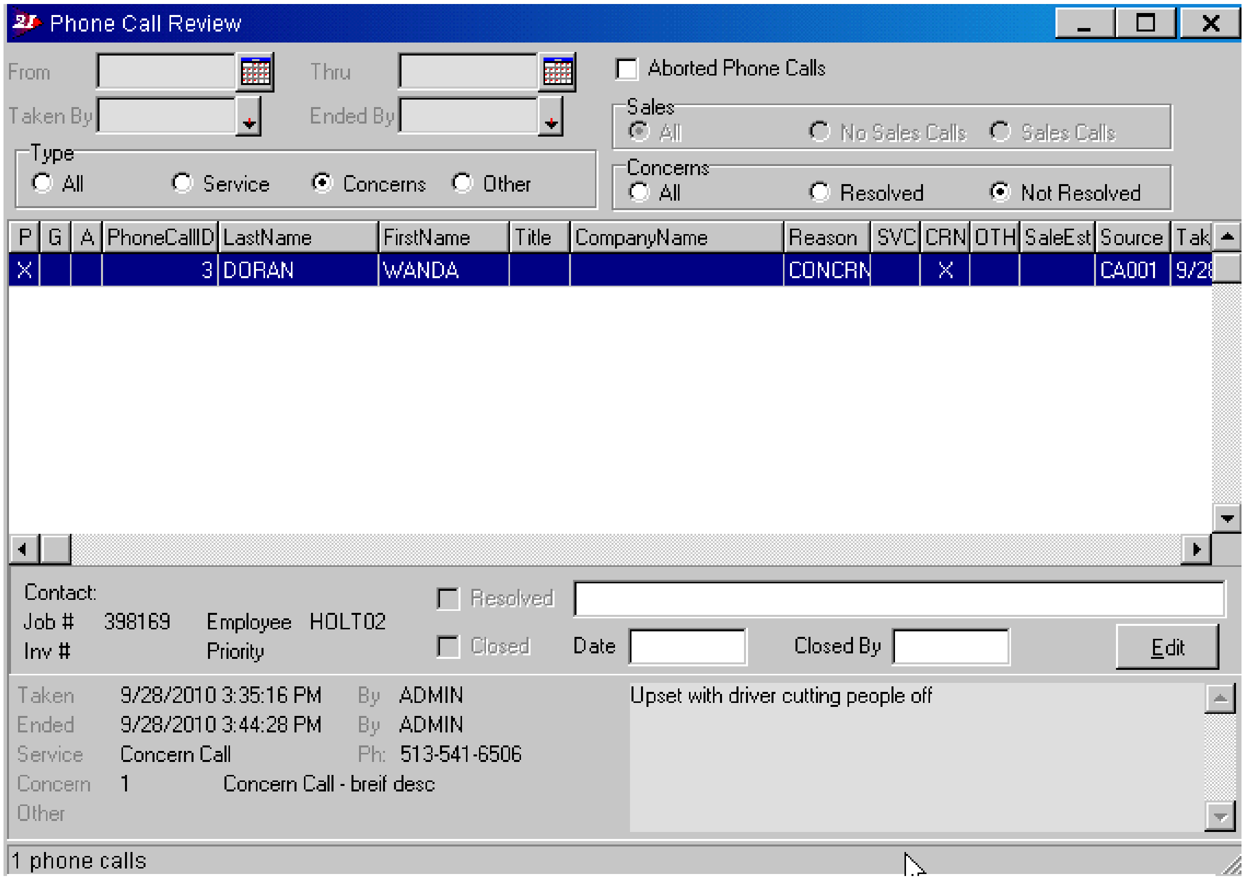
The Phone Call Report and the PHONE CALL REVIEW form will allow you to find unresolved concern calls.

Recording Concern Resolution

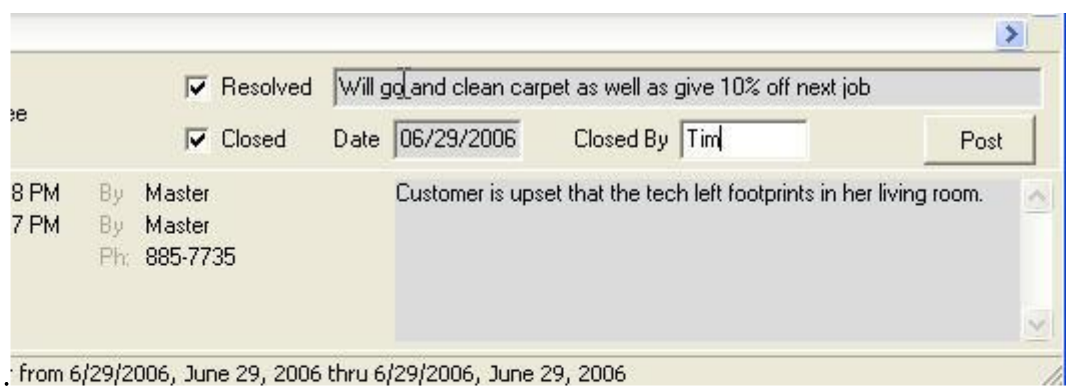
1. Go to the MAIN MENU, select **Management** in the left column and then select **Snap Shot** on the right.
2. In the SNAP SHOT form click the **Concerns to be Resolved** button at the bottom of the form.



Unresolved concerns will be displayed.



3. Select the Call that you want to resolve and click **Edit** in the lower right corner of the window.
4. Checkmark that the call is resolved and record any applicable notes
5. The call can additionally be marked as closed, along with a date and user



6. **Post** the call to update its resolved status

The information recorded related to the resolution of the concern call will appear in the Location History of the customer.

Note: Unresolved concerns can also be accessed by opening the Snapshot window. If there are unresolved concerns, a button will indicate this. Click the button and the Phone Call Review form will be opened with all unresolved concerns listed.

COUNTER SALE PHONE CALLS AND INVOICING

SuccessWare®21 allows entry of an invoice for counter sale purposes without going through the process of inserting a new job, recording call progress, completing/closing the job, etc. The counter sale invoice will have no relationship to any call, job, or project.

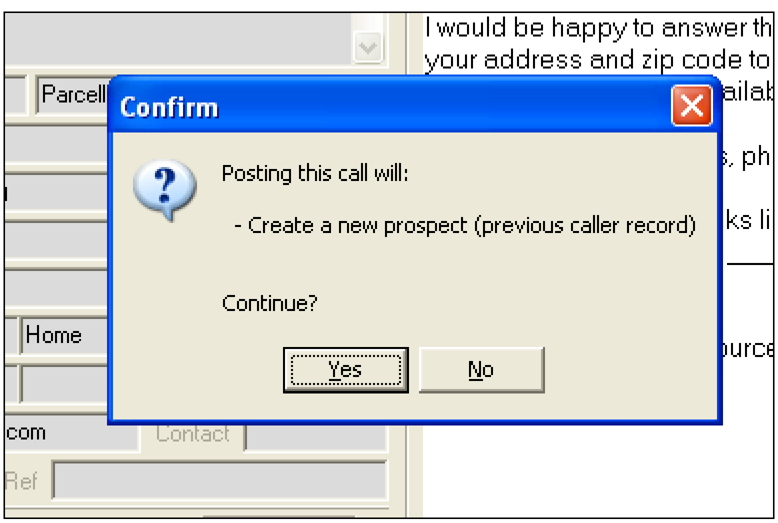
Note: Since there is no job, the invoice will not appear in the Customer Service History. You must open the Billing Account History (**F4**) to review any counter sale invoice history.

Taking a Telephone Call for a Counter Sale

1. As with any telephone call, press **F12** to open the CALL TAKING screen.
2. Press **Insert** to take a new call.
3. If the customer is calling in for a non-filter part select the *Counter Sale* CALL REASON, if they are calling specifically for a filter choose the *Filter* CALL REASON code.
4. Fill out or locate all customer information in the CALL TAKING form.

If the telephone call is to be transferred to someone else to process the counter sale, you may place the call "On Hold" in SuccessWare®21 by pressing the **Escape** key and selecting **Hold.** The telephone call can then be taken off "Hold" by pressing **F12** followed by **Insert** and selecting the call.

5. If the telephone call is from a new customer, the telephone call must be posted in order to save the customer information. Press **Escape** to end the call and select **Post**.



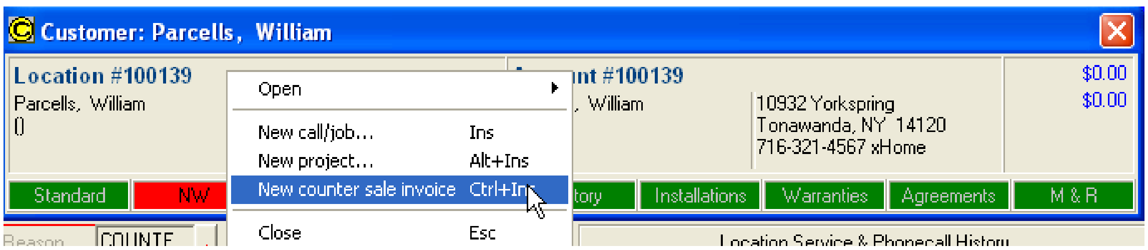
6. To open the customer record, press **F8**.

7. Press **F2** to open the SERVICE LOCATION screen. Click the **Edit** button to edit the location record or to add billing account information.
8. To add a *Carbon Copy* billing account, press **Ctrl+C** and click the **Save** button.
9. If the billing account is different from the service location (e.g. Landlord) press **Ctrl+Insert** and search or enter new billing account information.

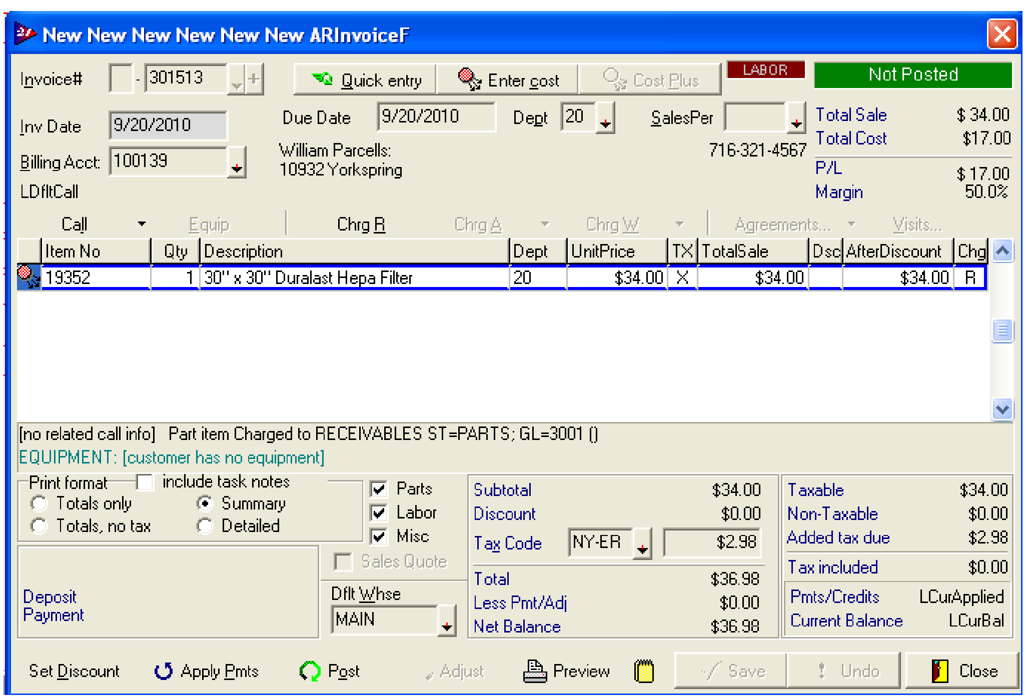
Invoicing a Counter Sale

The counter sale invoice is processed after the customer record is created and saved. Since there is not a corresponding job, the counter sale invoice is created from the SERVICE LOCATION record screen.

1. Right-click in the SERVICE LOCATION screen and select *New Counter Sale Invoice*.

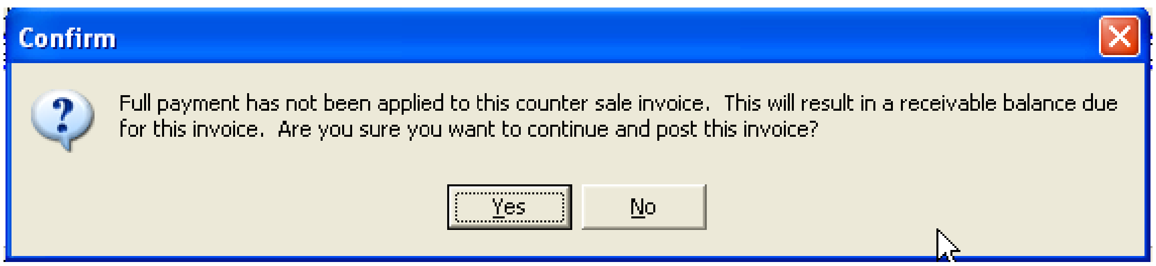


2. Modify the *Dept* field if necessary.
3. Press **Insert** to add each item to the invoice. Follow the instruction in the SEARCHING FOR PRICEBOOK ITEMS section for more detail in search process.
4. Enter an **X** in the TX column to charge sales tax if applicable.
5. Press **Enter** to save each line.

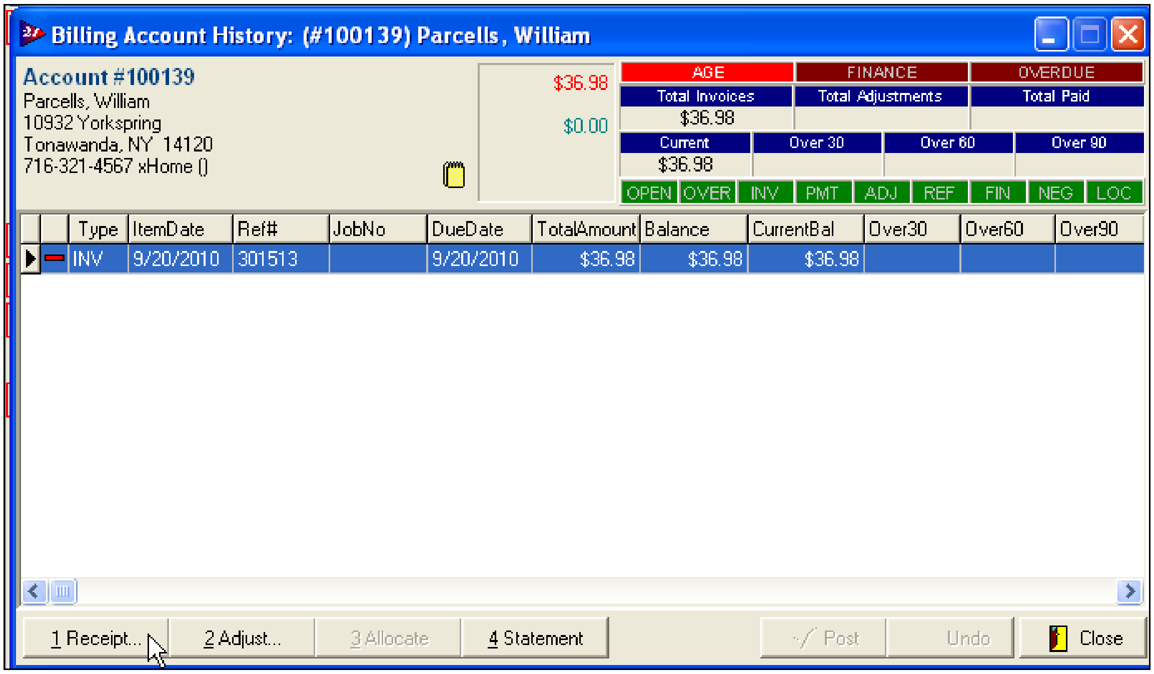


6. After all items are entered, click on the **Post** button to post the invoice.
7. An inventory transactions will be processed, press **Enter** to close the Inventory Information box.

8. Press **Enter** to acknowledge the resolution of Inventory Tags.



9. Click **Yes** to confirm.
10. Press **F4** to open the customer's BILLING ACCOUNT HISTORY screen to process the payment following the instructions in the **ACCOUNTS RECEIVABLE- APPLYING PAYMENTS TO CUSTOMER ACCOUNTS** section of the manual. (page 135)



11. Click the **Receipt** button to open the CASH RECEIPT screen.
12. Select the *Payment Method* and click **Post.**
13. Press the **Escape** key to close the PAYMENT window and return to the counter sale invoice
14. Print the Invoice so that it can be used to give to the customer at the time of item pick up or to be used as a packing slip when shipping a part to the customer.

TAKING A PHONE CALL THAT DOES NOT RESULT IN THE CREATION OF A JOB

A phone call may come into the business that does not result in the creation of a job, agreement or counter sales. These may be a call that was not an attempt to book some sort of service, such as a call for information or a question about an invoice. A call additionally may not result in the generation of a job because while the customer was interested in booking service, a job could not be booked due to price, schedule or some other reason.

Recording a Non-Service Phone Call

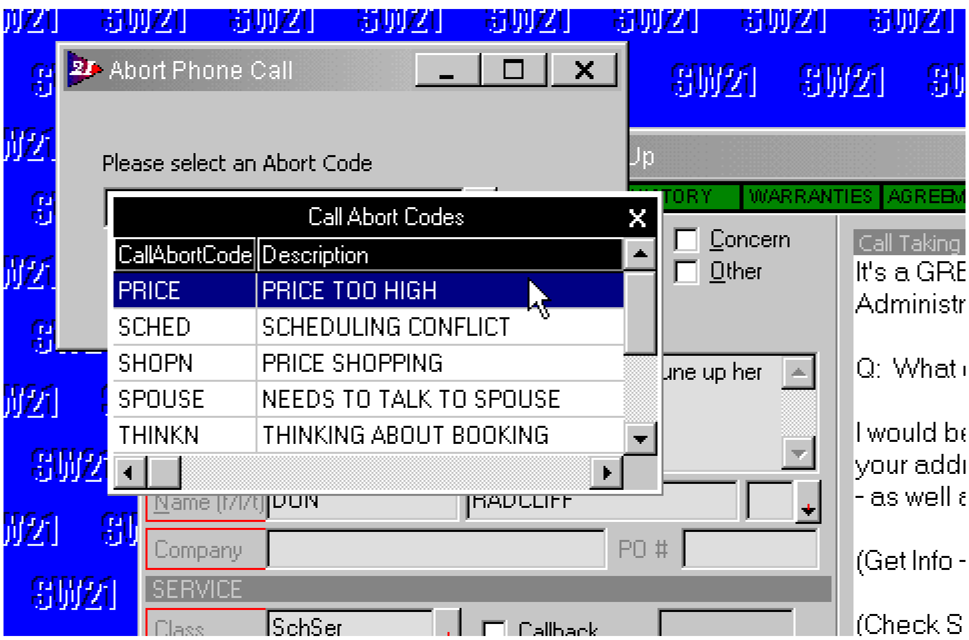
1. Open the CALL TAKING form by pressing **F12**
2. Press **Insert** to add a new record
3. When a call comes in that is not an attempt to book service, purchase and agreement or buy materials, such as a question or vendor call you will select the *Other* CALL REASON
4. Enter a description of the call in the DETAILS area.
5. Try to capture customer information as applicable.

6. Press **Esc** and then **Post** the phone call
7. If the call was from a caller who was not already in your database and you were able to capture customer information click **Yes** when asked if you would like to create a prospect.

Aborting a Failed Service Booking Phone Call

The only time that you abort a phone call is when the caller that was interested in some sort of revenue generating activity does not book an appointment due to price, schedule or some other reason.

1. Open the CALL TAKING form by pressing **F12**
2. Press **Insert** to add a new record
3. Gather all appropriate information for the service or estimate phone call including the customer's information and all applicable job information.
4. If the booking fails, add notes to indicate why in the Details field.
5. Press ESC and then select Abort
6. In the ABORT PHONE CALL screen select the reason that best identifies why the booking failed and then click OK.



Agreement Process

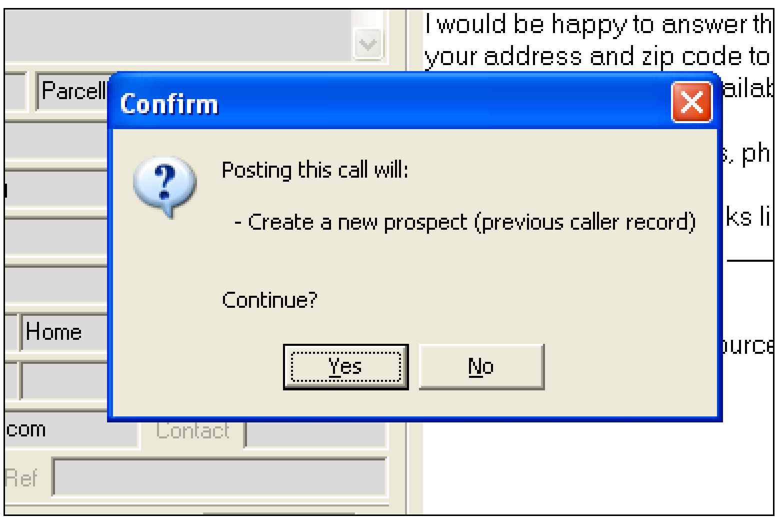
TAKING A PHONE CALL FOR A NEW OR RENEWAL CONTRACT

Maintenance agreements are renewed and created from the Agreement screen. When a customer calls to renew or purchase an agreement, you will take and post a telephone call prior to creating the agreement.

1. Press **F12** to open the CALL TAKING form and press **Insert** to start a new telephone call.
2. Choose a CALL REASON that corresponds to the "Other" phone call type.
3. Enter the telephone call information as outlined in the Call Taking section.
4. If the call is from an existing customer **Post** the telephone call and press **F8** to open the customer's location record.

If the telephone call is from a new customer, the telephone call must be posted in order to save the customer information and then you will need to add a Billing Account to the Service Location.

5. Press **Escape** to end the call and select **Post**.



6. Press **F8** to open the Service Location
7. If the call was from a new customer Press **F2** to open the SERVICE LOCATION screen. Click the **Edit** button to edit the location record or to add billing account information.
8. To add a *Carbon Copy* billing account, press **Ctrl+C** and click the **Save** button.
9. If the billing account is different from the service location (e.g. Landlord) press **Ctrl+Insert** and search or enter new billing account information.

10. Add or Renew the Agreement following the instructions in the **AGREEMENT PROCESS- ADDING A NEW AGREEMENT** (page 110) or the **RENEWING AN AGREEMENT** section. (page 114)

CREATING A NEW AGREEMENT

Agreements Overview

SuccessWare®21 allows you to create membership agreements to meet any style of agreement that your company chooses to use. Keep in mind that agreements must be activated before you can make use of the agreement to perform service or schedule maintenance! Agreements are activated by including them on posted Accounts Receivable Invoice.

Agreements can be set up to run as either perpetual or fixed length.

- **Perpetual agreements** - indefinite and are in effect from the starting date until the customer cancels the agreement, therefore perpetual agreements do not have an end date.
- **Fixed-term agreements** - are in effect from a set start date through a set end date, at which time the agreement will expire or can be renewed.

Creating a New Agreement

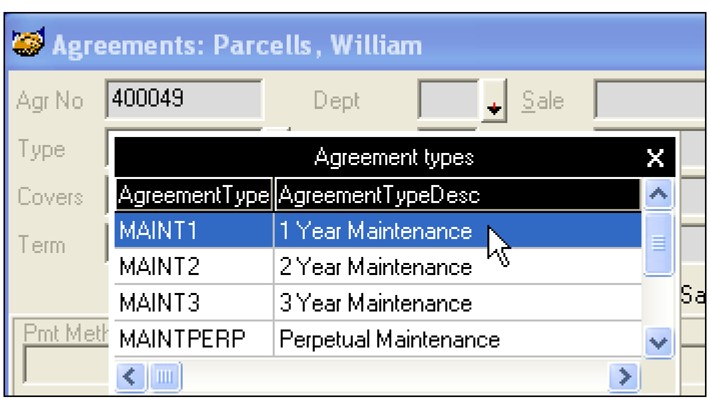
Agreements can be created from any screen where a customer is active. This includes CALL TAKING, the JOB FORM, the SERVICE LOCATION screen or CALL CENTER.

NOTE: Agreements will not be entered into SuccessWare®21 until payment has been received from the customer!

1. From any screen with an active customer, press **F7** to open the AGREEMENT form.

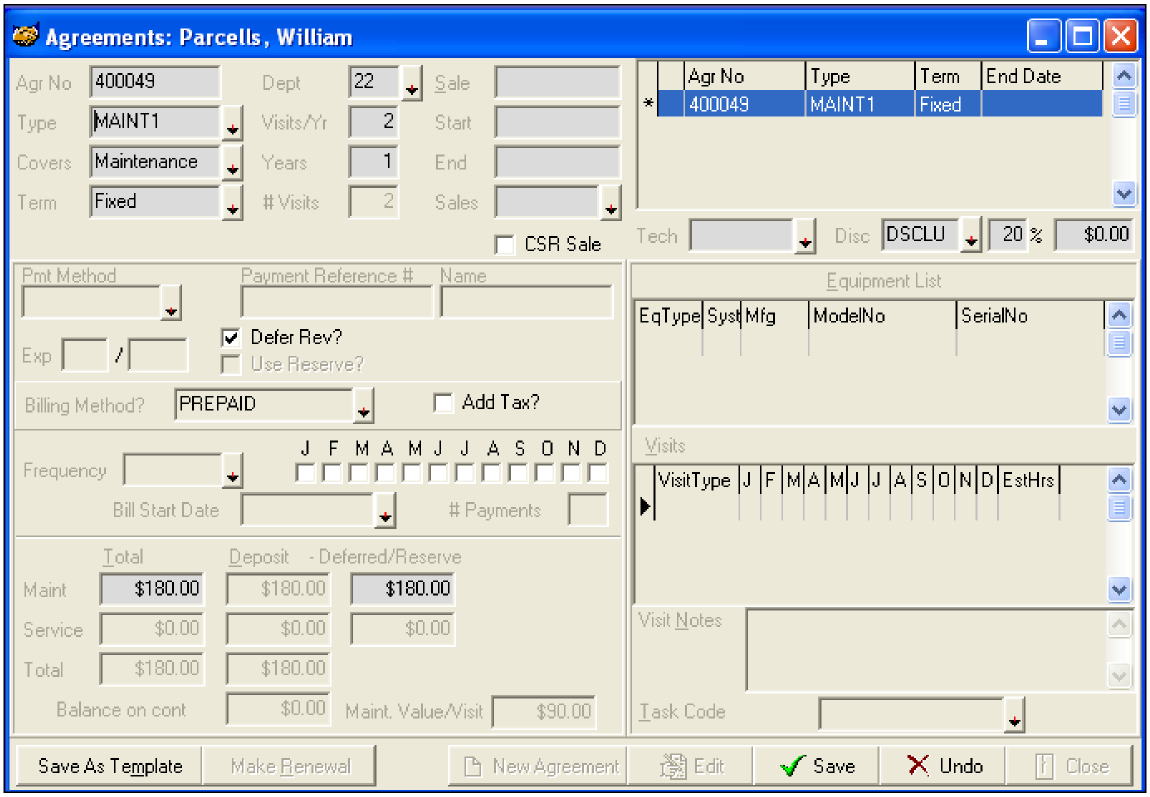
Note: If the agreement is being created from the invoice form, click the **Agreements** button and select *New Agreement*.

2. Press the **Insert** key to start a new agreement.
3. Click on the Type drop-down table and choose the desired *AgreementType*



4. Click **Yes** to confirm that you wish to use the template for the selected type of agreement.

> **NOTE**: Templates allow you to create a template with most of the fields already populated. For consistency sake and reduction of errors, it is highly recommended that you base your agreements on a template.

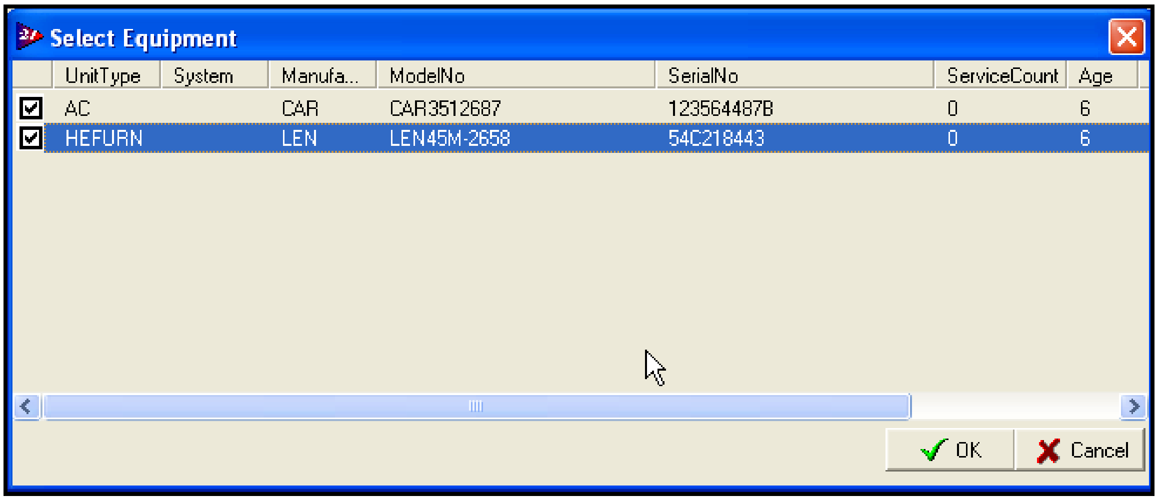


5. Enter the date of sale in the SALE field. The START date will default to the date of sale but can be modified if desired. SuccessWare®21 will calculate the end date.
6. In the SALES field, identify the technician or CSR who sold the agreement.
7. Check the CSR box if the Agreement was sold over the phone by a CSR.
8. If the Agreement will have periodic billings associated with it, update the Payment Method and associated information.

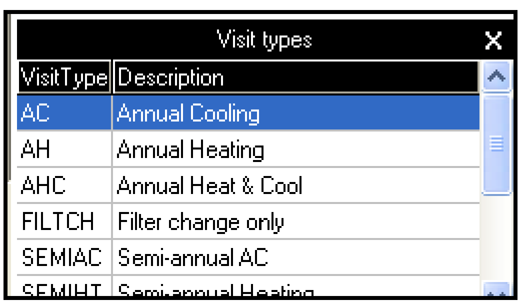
> **Note**: If you are using a 3rd party system for processing credit card payments on periodically billed agreements, you will need to update your credit card application to include the new customer's information.

9. Depending upon the method of payment you will receive on a periodically billed agreement you will set a specific BILL START DATE which aligns to your processing date of that payment type.
10. Verify the dollar amounts related to the agreement are correct and modify if necessary.

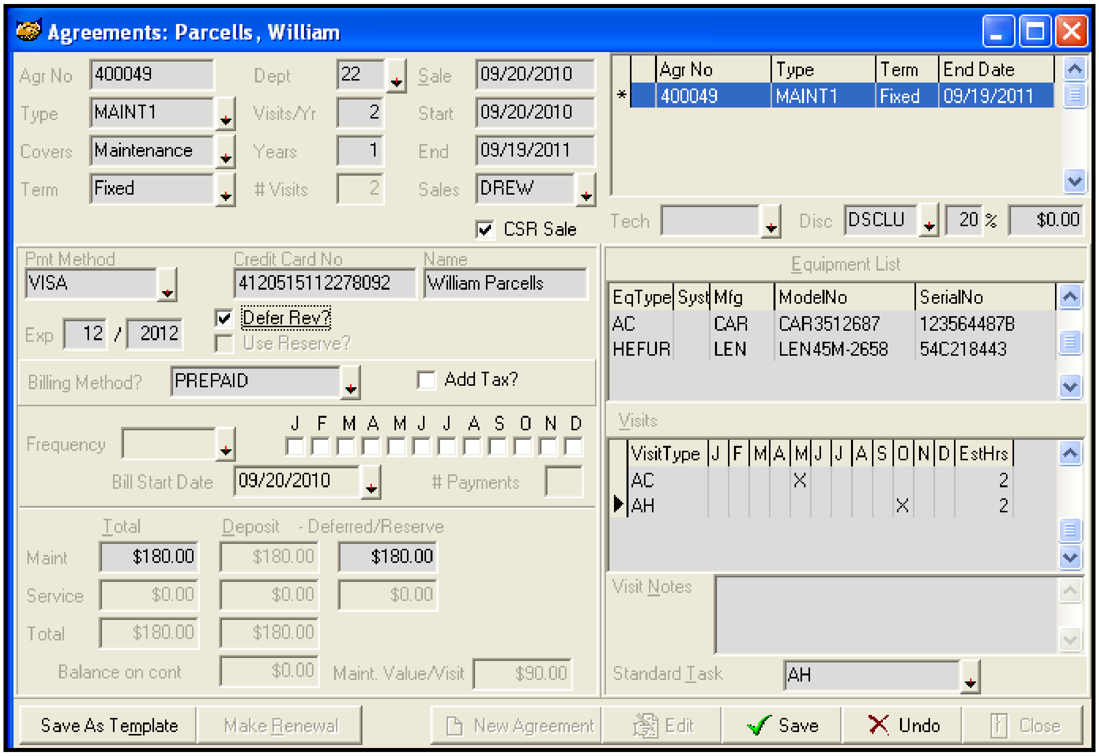
11. Tab to the EQUIPMENT LIST section of the form and press **Enter** to select the equipment covered by the agreement.
12. If the equipment has not yet been added to the Service Location, add the equipment following the instructions in the **CUSTOMER AND DISPATCH ESSENTIALS- ADDING EQUIPMENT TO A SERVICE LOCATION** instructions. (page 49)



13. After checking the equipment, click the **OK** button.
14. Click in the VISITS section and choose the type of visit to be performed from the drop down list. Then Tab to the month in which the visit will be due and type an "X".



15. Press **Enter** to save the visit.
16. Right-click in the VISITS section and select *New Visit* to select additional types of visits to be performed.
17. For each visit, **Tab** to the month the visit is to be performed and enter an **X** in the appropriate column.
18. Press **Enter** to save the line.



19. Click the **Save** button.

All agreements must be activated by being included on a posted accounts receivable invoice. If the agreement being created was sold during the performance of a job and the agreement is being created from the invoice, the agreement will automatically be included on the invoice and activated when the job invoice is posted.

20. If the agreement is NOT sold on a job. Right-click in the AGREEMENT form and select *Create new/renewal invoice*.

21. Click **Yes** to confirm.

22. **Save** and then **Post** the agreement invoice

23. If the Agreement is a prepaid agreement or requires the customer to pay a deposit press **F4** and record the payment following the directions in the **ACCOUNTS RECEIVABLE- RECORDING A PAYMENT FROM A CUSTOMER** instructions. (page 135)

RENEWING AGREEMENTS

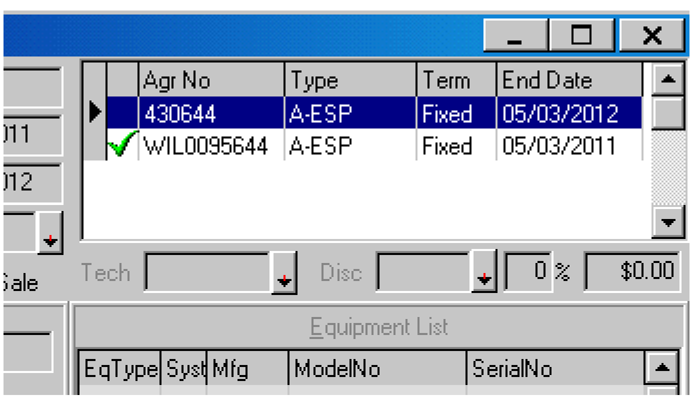
Once an agreement has expired, it can be renewed one of two ways:

- **The INVOICE form**--use the INVOICE form to renew individual agreements that the technician renews while on-site.
- **The AGREEMENT form-** This will be used when a customer calls to renew an agreement over the phone

Renewing an Agreement from the Agreement Form (Phone Call)

If a customer calls to renew their agreement, you will open the customer's account and record the renewal from there.

1. Search for the customer record and open the customer.
2. Press **F7** to open the agreement.
3. If a renewal has already been created but not yet activated, you will highlight that renewal in the upper right hand corner of the Agreement form. It will appear in the list of agreements WITHOUT a checkmark.



4. If the renewal has not been generated, select *Make Renewal*. A renewal agreement will be created based on the old agreement.
5. A renewal agreement will be created based on the old agreement. Make any necessary changes to the agreement for the renewal including updating the price if necessary.
6. Update the SALESPERSON field to identify who sold the agreement and if the agreement was sold by a CSR be sure to checkmark the CSR SALE checkbox
7. Right click in the background of the agreement and select *Agreement Status.* In the Agreement Status form enter an amount that will be paid as a commission if the agreement is renewed again in the future in the RENEW field

8. Click **Save**.
9. Right-click in the background of the agreement and select *Create new/renewal invoice*. The system will create and open an invoice for the renewal.
10. **Save** and then **Post** the agreement invoice
11. If the Agreement is a prepaid agreement or requires the customer to pay a deposit press **F4** and record the payment following the directions in the **ACCOUNTS RECEIVABLE- RECODING A PAYMENT FROM A CUSTOMER** instructions. (page 135)

Renewing Agreements in the Invoice Form

Many companies have their technicians renew agreements as they complete the last visit on a current agreement or when on a service call. In these instances the agreement can be renewed from the INVOICE form.

1. While completing the invoice for the agreement visit, or service work, click **Agreements**, then select *Renew Agreement* or if the renewal has already been generated, select the listed agreement renewal.
2. The existing agreement will be opened or if you are selecting an already generated renewal you will be taken to the renewal.
3. For a new renewal, select the **Make Renewal** button at the bottom of the agreement form.
4. A renewal agreement will be created based on the old agreement. Make any necessary changes to the agreement for the renewal including updating the price if necessary.
5. Update the SALESPERSON field to identify who sold the agreement and if the agreement was sold by a CSR be sure to checkmark the CSR SALE checkbox
6. Right click in the background of the agreement and select *Agreement Status.* In the Agreement Status form enter an amount that will be paid as a commission if the agreement is renewed again in the future in the RENEW field
7. Click **Save**.
8. The system will return to the Invoice form and a line item will appear for the renewed agreement.
9. **Post** the invoice as you normally would.

BUILDING AGREEMENT RENEWALS AND GENERATING NOTICES

You can create batches of renewals (i.e. for all agreements that are expiring in a selected date range) in the AGREEMENT MANAGER. Many companies create renewals several months ahead of time so that they can begin sending renewal notices.

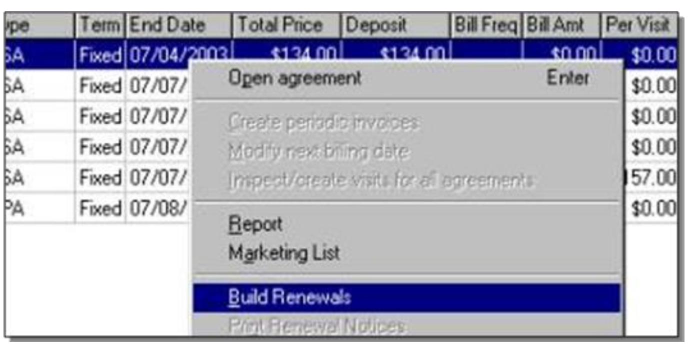
When you create renewals through the AGREEMENT MANAGER you will have the option of printing renewal notices for all of your renewals that are due.

Building Agreement Renewals from the Agreement Manager

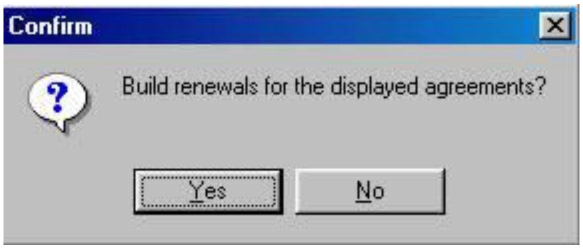
This process should be performed on a monthly basis.

1. Open the AGREEMENT MANAGER and select the **Renewals Due** filter.
2. In the RENEWS DUE (FROM/THRU) date range, enter the date thru which you want to generate renewals. Leave the FROM field blank to be sure you catch any renewals that may have been missed.
3. Press **Enter** to list the agreements that require renewal

4. Right-click in the list of agreements and select *Build Renewals*.



5. Confirm that you want to build the renewals for the displayed agreements by clicking **Yes**.



Editing Renewals from the Agreement Manager

When renewals are created they are renewed using the terms and price of the original agreement. If you are planning to print renewal notices from SuccessWare®21 and there has been a change in the price of the agreement from the time they were originally sold to time of renewal, the renewal agreements will need to be edited to reflect this change.

1. Select the agreement you want to change and press **Enter**.
2. Click **Edit.**
3. Make any necessary changes.
4. Click **Save** to save the renewal.
5. Click **Close** to return to the AGREEMENT MANAGER.

Printing Renewal Notices from the Agreement Manager

You have the option of printing all renewal notices, or only printing those renewals that are selected. These can then be sent to your customers to notify them of the pending agreement expiration and offer them the option of renewing.

In the Agreement Manager, from the Renewals view, right-click in the background and select the appropriate renewal notice print option.

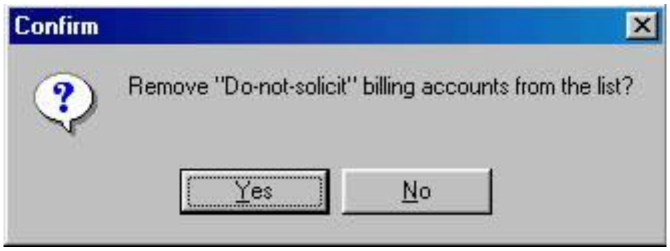
You can choose:

- Print notices for all renewal records, or
- Print or preview a notice for the currently selected record.

Printing a Marketing List or Mailing Labels from the Renewals List

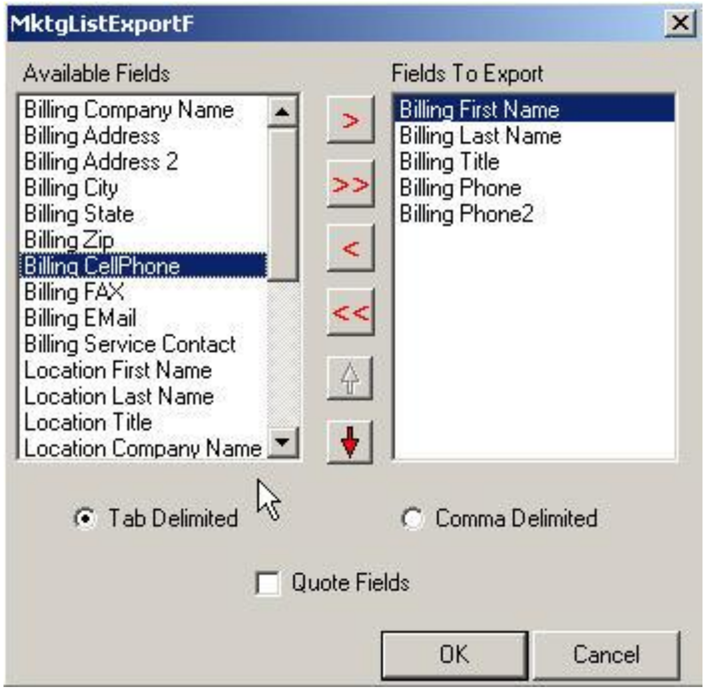
If you will be mailing a notice to your customers to let them know that their agreement is due to expire and that you are offering them the opportunity to renew you can export the names of the customers from SuccessWare®21or print mailing labels directly.

1. Display the list of Renewals in the AGREEMENT MANAGER
2. Right Click in the background of the list and select *Marketing List*



3. Determine whether or not you want to exclude "Do Not Solicit" Billing Accounts from the list.
4. SuccessWare®21 will display the MARKETING LIST detail form. Click **Save**.
5. If you want to print labels, click **Print**. The MARKETING LIST REPORT form will open.

6. Select LABELS – LOCATION. If you want to sort the labels in any particular order (i.e. zip code), use the SORT BY options to select how you want the results to sort.
7. Click the printer icon. The system will print 1" x 2 5/8", three across labels (such as Avery 5160).
8. If you want to export the names of the customers to a data file and use them in an outside Mail Merge for example, click the **Export** button.
9. Select the fields you wish to include in the export by double clicking on the fields or selecting them and clicking the right arrow.



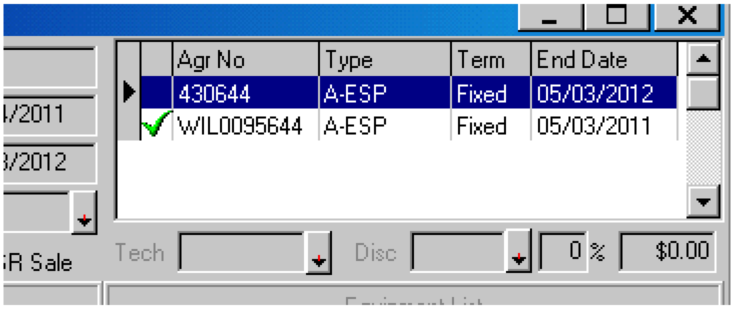
10. Select whether you wish the file to be comma delimited or tab delimited.
11. Select if you want the fields to be encapsulated in quotes.
12. Click ***OK***. The system will prompt you to name the file. Unless you specify a certain path, the system will save the file in the Marketing Lists folder in the SuccessWare®21 folder.

TERMINATING AN AGREEMENT

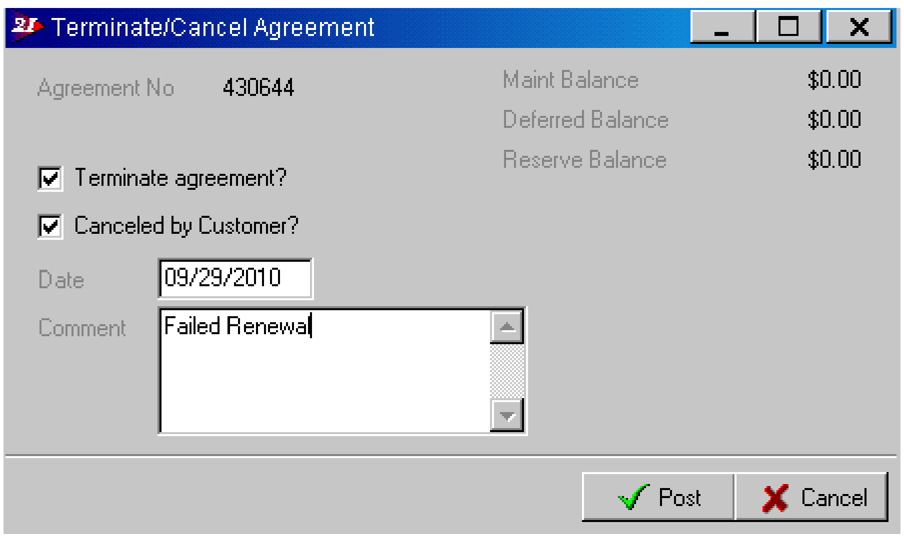
Agreements can be terminated if a customer declines a renewal or if an existing agreement must be cancelled due to lack of payment or at the customer's request.

Terminating Due to a Failed Renewal

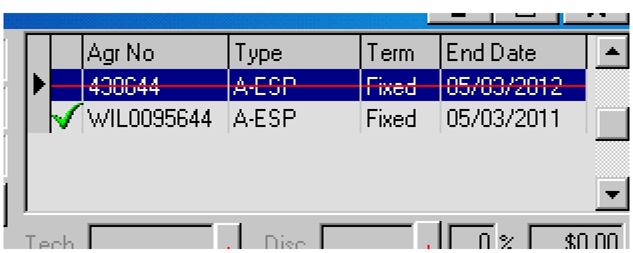
1. Search for and open the customer for whom you will be cancelling an agreement.
2. Press **F7** to open the AGREEMENT form.
3. In the upper right hand corner of the Agreement form select the agreement that you will be cancelling.
4. If you are cancelling a renewal that has been generated and the customer has decided not to renew, it will appear in the list without a checkmark.



5. Right click in the AGREEMENT FORM and select *Terminate/Cancel*
6. Checkmark both TERMINATE AGREEMENT? And CANCELED BY CUSTOMER?
7. Enter the DATE of the cancellation
8. In the COMMENT field indicate that this is a failed renewal



9. Click **Post** and confirm the termination of the agreement.



10. If the customer is periodically billed and is in your third party credit card billing system, they will need to be removed from that system as well.

Terminating an Agreement due to Non-Payment by Customer

If the customer has not made their scheduled payments related to the agreement, the agreement can be terminated.

1. If necessary record an adjustment to the customer's AR account to remove the balance due related to the agreement. For further instruction see the section of the manual called **ACCOUNTS RECEIVABLE- RECORDING A BAD DEBT (WRITE OFF).** (page 168)
2. Press **F7** to open the Agreement form.
3. In the upper right hand corner of the Agreement form select the agreement that you will be cancelling.
4. Right click in the background of the agreement and select *Terminate/Cancel*
5. Checkmark TERMINATE AGREEMENT?
6. Enter the DATE of the cancellation
7. In the COMMENT field indicate that this is a termination for non-payment.
8. Click **Post** and confirm the termination of the agreement.
9. If the customer is periodically billed and is in your third party credit card billing system, they will need to be removed from that system as well.

Terminating Agreement at a Customer's Request

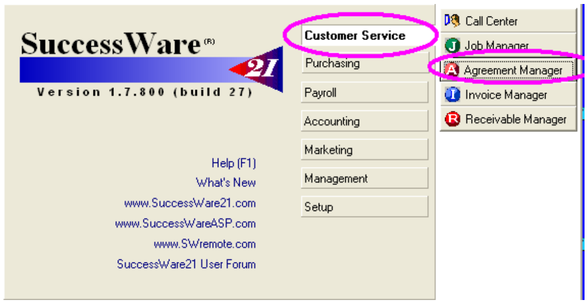
1. Search for and open the customer for whom you will be cancelling an agreement
2. Press F7 to open the AGREEMENT form.
3. In the upper right hand corner of the AGREEMENT form select the agreement that you will be cancelling.
4. Right click in the background of the agreement and select *Terminate/Cancel*
5. Checkmark both TERMINATE AGREEMENT? And CANCELED BY CUSTOMER?
6. Enter the DATE of the cancellation
7. In the COMMENT field indicate the reason for the cancellation
8. Click **Post** and confirm the termination of the agreement.
9. If the customer is periodically billed and is in your third party credit card billing system, they will need to be removed from that system as well.

Batch Terminating Agreements

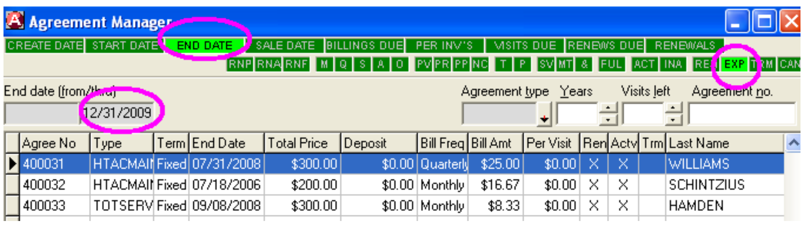
Batch terminate privilege must be enabled to perform this action. Contact your System Administrator to have this privilege enabled.

NOTE: This privilege will terminate automatically upon logout of SuccessWare. This setting will need to be enabled each time the batch terminate process is performed.

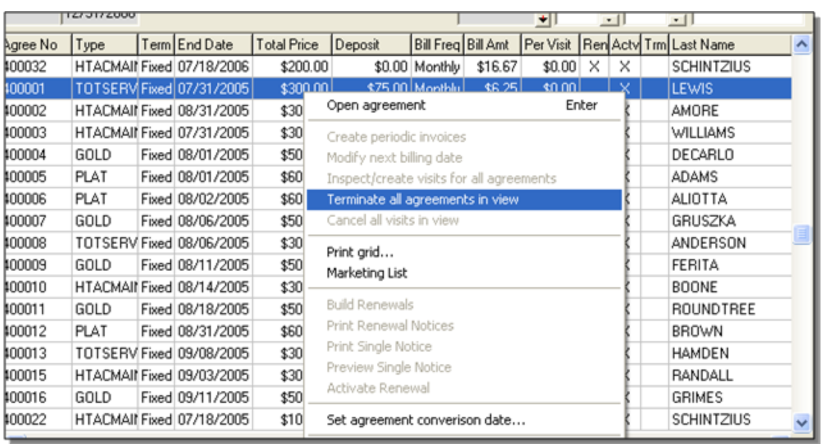
1. Go to the AGREEMENT MANAGER



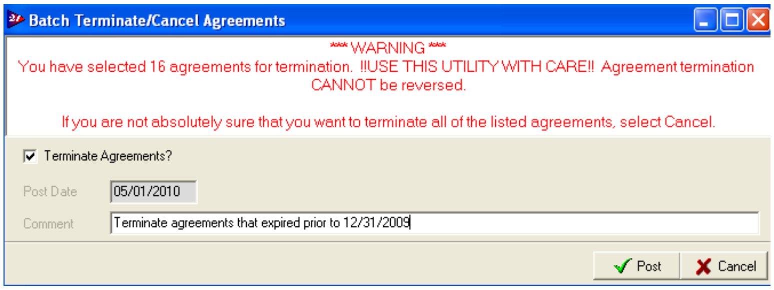
2. Click on the '**End Date'** Filter
3. Click in the end date thru field and enter the end date of the agreements that you want to terminate.
4. Click on the '**exp'** field (Expired) – this will highlight the field
5. Click **Apply**



6. If preferred, right click in the grid and select '*print grid'* to have a listing of all agreements that will be terminated.
7. Right click in the grid and select '*terminate all agreements in view'*



8. Click on the '**terminate agreements'** button
9. Enter a POST DATE – We recommend using a non-workday date (this will enable you to trace the termination more easily if needed).
10. Enter a COMMENT if preferred
11. Click **Post**



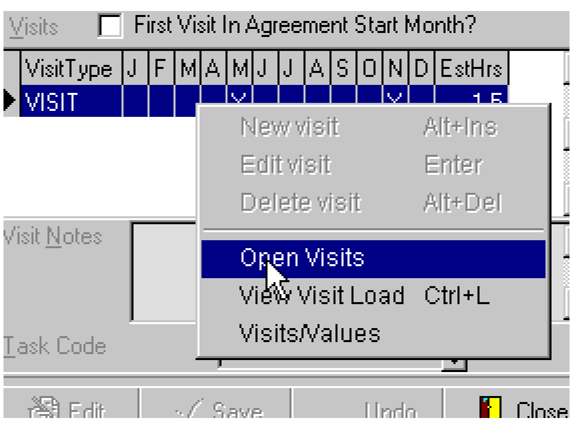
12. You will receive three prompts regarding the termination process and ensuring you wish to continue. Click "**Yes**" for each of these and the batch terminate will complete.

CANCELLING AGREEMENT VISITS

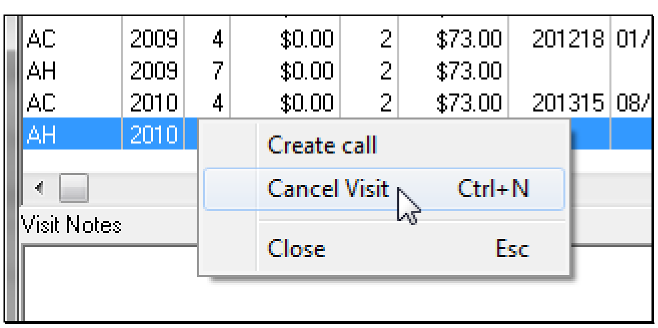
Canceling an Individual Agreement Visit

If you have a customer who has requested to have their agreement visit cancelled, you will open the customer's agreement and cancel the visit manually.

1. Open the customer for whom you are cancelling the visit.
2. Press **F7** to open the agreement
3. In the visits area of the agreement right click and select *Open Visits*



4. In the list of visits related to the agreement, right click on the visit that you want to cancel and select *Cancel Visit*



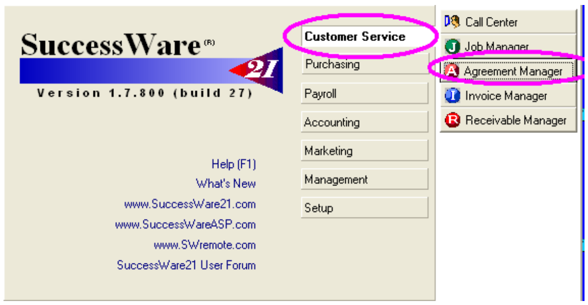
Batch Canceling Agreements

Once agreement visits have been overdue for a set period of time you should batch cancel those visits and recognize their associated revenue.

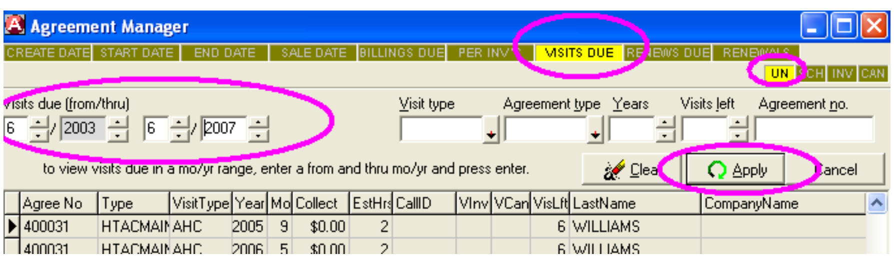
Batch terminate privilege must be enabled to perform this action. Contact your System Administrator to have this privilege enabled.

NOTE: This privilege will terminate automatically upon logout of SuccessWare. This setting will need to be enabled each time the batch terminate process is performed.

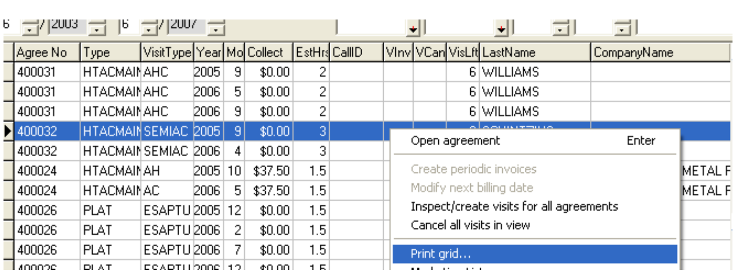
1. Go to the AGREEMENT MANAGER



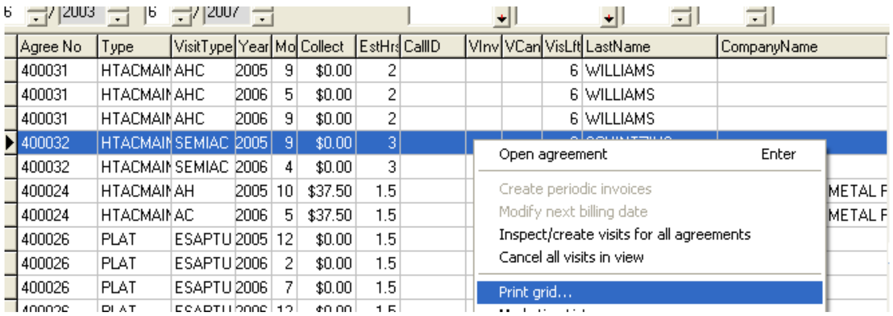
2. Click on the '**Visits Due**' Filter
3. Click on the '**un**' field (Unscheduled) – this will highlight the field
4. Select the VISITS DUE (FROM/THRU)
5. Click **Apply**



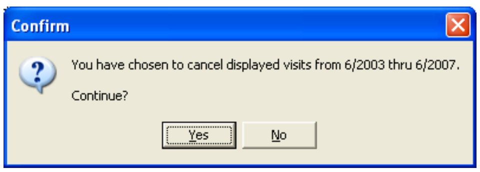
6. If preferred, right click in the grid and select 'print grid' to have a listing of all visits that will be cancelled.



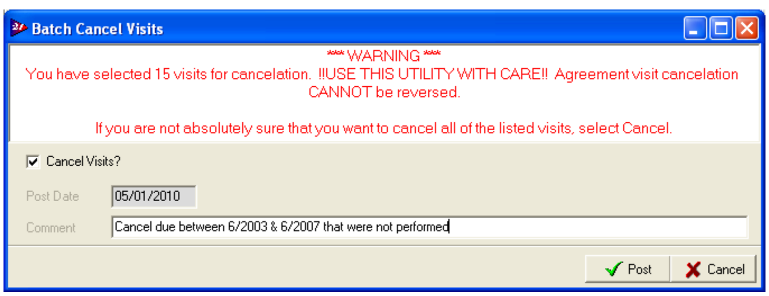
7. Right click in the grid and select '*cancel all visits in view'*



8. A question box will appear with the dates of the visits you are going to cancel. Click '**Yes**'



9. Click on the **'cancel visits'** button
10. Enter a POST DATE – We recommend using a non-workday date (this will enable you to trace the cancelled visits more easily if needed).
11. Enter a COMMENT if preferred
12. Click **Post**



13. You will receive three prompts regarding the termination process and ensuring you wish to continue. Click "**Yes**" for each of these and the batch terminate will complete.

PERIODIC INVOICING OF AGREEMENTS

Agreements that have been set up for periodic billing will need to have invoices created for each of the agreement payments. SuccessWare®21 allows you to create these periodic invoices from the AGREEMENT MANAGER.

The 3 main steps to performing your periodic billings are:

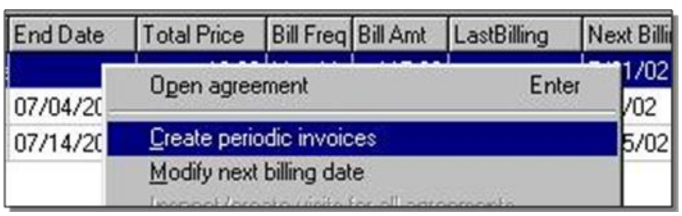
1. Generate a list of billings that are due,
2. Create invoices for the billings, and
3. Post the invoices.

In the period invoices view of the AGREEMENT MANAGER you can mark the invoices as paid and post them in a batch posting. The payment will be recorded using the payment method that was specified for the agreement when it was created.

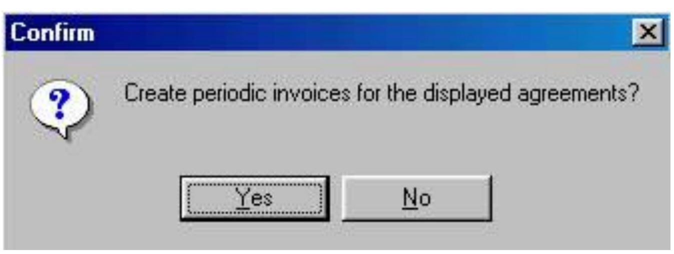
Creating Periodic Invoices

1. In the AGREEMENT MANAGER, select the BILLINGS DUE search indicator.
2. Enter the date range for which you want to find billings due, as well as any other search criteria you desire.
3. Press **Enter**. The AGREEMENT MANAGER will display a list of all billings due for the specified time frame.

4. Right-click and select *Create periodic invoices*.

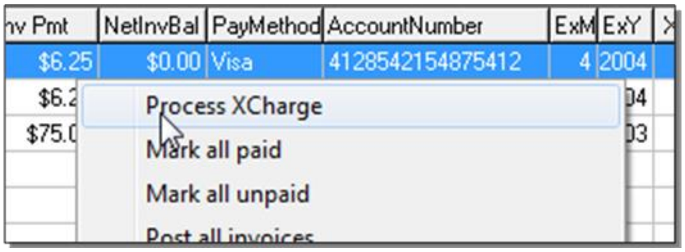


5. You will be asked if you want to create periodic invoices for the displayed agreements. Click **Yes**.



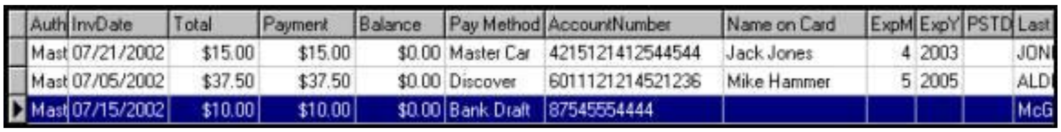
SuccessWare®21 will open the AGREEMENT MANAGER to the Periodic Invoice view and display the invoices that it created for the list of due billings.

6. If you are using X-Charge, right click and select *Process X-Charge*



7. If you are processing credit cards or electronic funds transfers through third party software right-click and select *Mark All Paid.*

8. If any of the billings we rejected, select those individual customers, right click and select *Mark this paid/unpaid*



Auth	InvDate	Total	Payment	Balance	Pay Method	AccountNumber	Name on Card	ExpM	ExpY	PSTD	Last
Mast	07/21/2002	$15.00	$15.00	$0.00	Master Car	4215121412544544	Jack Jones	4	2003		JONI
Mast	07/05/2002	$37.50	$37.50	$0.00	Discover	6011121214521236	Mike Hammer	5	2005		ALDI
Mast	07/15/2002	$10.00	$10.00	$0.00	Bank Draft	87545554444					McG

Invoices marked as paid will have the PAYMENT field default to the amount due.

NOTE: If you have invoices that you must mail for payment you may right-click on the invoice and choose *Print this Invoice***.** Additionally, you can select an invoice and press **Enter** to edit, apply a payment and post an invoice.

9. Right-Click and choose *Post all invoices* to post the invoices.

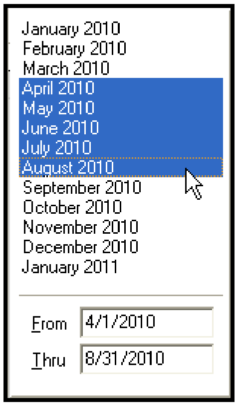
OUTBOUND AGREEMENT VISIT SCHEDULING

Outbound calls to customers to schedule their upcoming agreement visits will be carried out from the Call Center. Here you can display a list of upcoming visits due in a specified date range and even filter those visits due by are or visit type. From that list the visits due can be dragged to the Dispatch Board to create the job.

1. Open the CALL CENTER and click the  VISITS DUE indicator. This will display the VISITS DUE list on the right side of the CALL CENTER.

2. Right-click on the visit panel's header, *Visits due for location…*, and select from the following options:

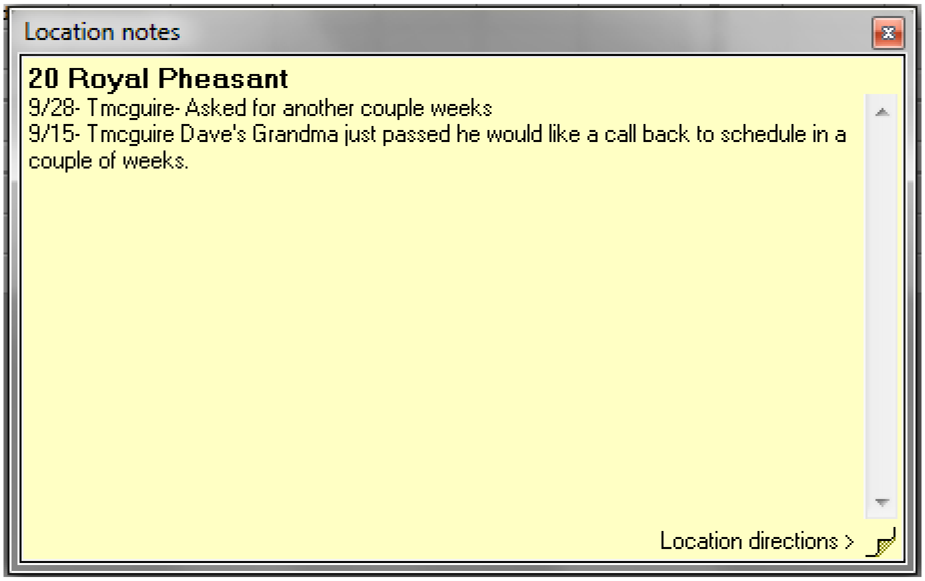
   - Open visits (this month),
   - Open visits (next month), or
   - Open visits (other range)—If chosen you will be prompted to choose a range of months.



3. Right-click on the visit panel's header again and select *Unscheduled Visits*. This will limit the list to only agreement visits that have yet to be scheduled, excluding those that are not yet complete, yet have already been scheduled.

NOTE: Be sure to activate the Customer & Job information panel so that you can see the customer's information while in the Call Center and to use any Call Center filters to view the types of calls and technicians that you wish to view.

4. Use the Call Center filters to limit the visits to only those that are due in certain zones if you wish.
5. Select a visit by clicking on it to view the customer information at the bottom of the Call Center. Make your outbound call to the customer to try and schedule the visit for a particular date.
6. If you are able to agree to specific date and time to perform the visit, navigate to that date and drag the selected Visit Due to the time and technician. If you are not assigning a specific technician at this time drag the Visit Due to the Unassigned bar at the top of the schedule.
7. Highlight the visit you just scheduled on the Dispatch Board.
8. Press **F11** to open the Job Instructions and record instructions for the technician.
9. If you are not able to reach the customer or schedule the visit, press **F11** while the Visit Due is still highlighted. This will open the customer's Location Notes.
10. In the Location Notes, move to the top of the Notes list if there are existing notes and add a note which begins with the date of your call and your user name. Next in the note indicate the results of your call with the customer.


Location notes
20 Royal Pheasant
9/28- Tmcguire- Asked for another couple weeks
9/15- Tmcguire Dave's Grandma just passed he would like a call back to schedule in a couple of weeks.
Location directions >

Warranties

PROCESSING WARRANTY CLAIMS

Whether a warrantied item is being covered in-house or if it is being submitted to a third party such a vendor for reimbursement you will be generating an Accounts Receivable invoice in both situations.

Once it has been determined that a part is defective and covered under warranty, the warranty process will begin

1. As an initial step, for reporting purposes, you should select the job on which the defective part was found and press **Ctrl+Z** to open the JOB SUMMARY form. On the JOB SUMMARY, be sure that the WARRANTY checkbox is selected.
2. Next you will need to determine the warranty coverage associated with the piece of equipment. This can be done by pressing **F6** while the customer is selected. This will open the EQUIPMENT window.
3. Select the piece of equipment and review the associated warranty information at the bottom of the EQUIPMENT window.
4. If there is 3rd party coverage for parts and labor, you will process the warranty claim by following the instructions in the **WARRANTY- RECORDING A WARRANTY CLAIM (OUTSOURCED)** section. (page 131)
5. If there is In-House coverage available for the labor or both the parts and labor on the job you will process warranty claims following the instructions in the **WARRANTY- RECORDING A WARRANTY CLAIM (IN-HOUSE)** section. (page 130)
6. All other billable work performed on the job will be invoiced using the normal AR Invoicing method.

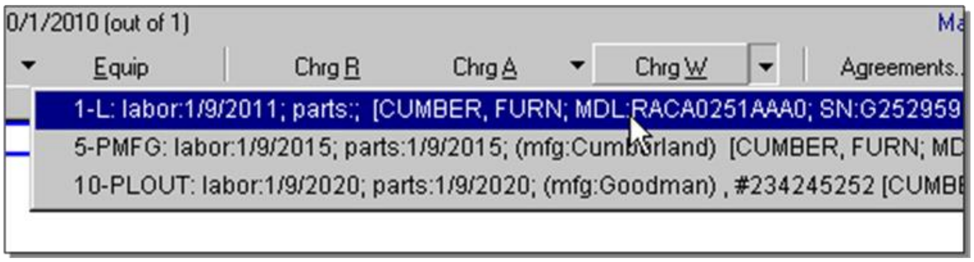
WARRANTY- RECORDING A WARRANTY CLAIM (IN-HOUSE)

When processing a claim for a warranty that involves in-house coverage you will be recording an AR Invoice for the job. You will be adding line items to the invoice that represent the repairs at a price that is different that the retail selling price. These items will then be charged to the warranty as opposed to the customer.

Note: Before you begin processing the invoice, be sure that any POs or Requisitions associated with the job have been created.

1. If the warranty job involves manufacturer coverage for a defective part you will need to record a negative PO and then return the part to the vendor. Follow the instructions in the **PURCHASING- PROCESSING PART AND EQUIPMENT RETURNS TO A VENDOR** section. (page 174)
2. Select the JOB and press **F10** to open the associated invoice

3. Enter repair tasks on the invoice.
4. When entering an item in the pricing grid, press **Enter** to accept the item or **Esc** to cancel the data entry for that line. Once an item has been saved, you can highlight the item and press **Enter** to make changes. When complete, press **Enter** again to save the changes.
5. Highlight each of the line items that are covered under the in-house warranty and press the **Charge W** button. If multiple warranties are listed select the one that covers the repair you have highlighted.



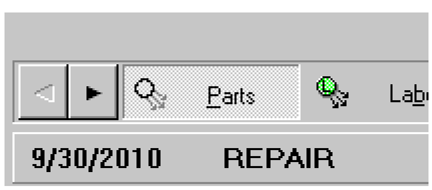
The item that has been charged to the warranty will appear in red on the invoice.

Associating Equipment with Repairs on the Invoice

6. Highlight the first repair on the invoice and then click the **Equip** button. Checkmark the piece or pieces of equipment that was repaired and click **OK**. Do this for each repair on the invoice. This will create equipment repair history.

Job Costing the Invoice

7. Right click on the first actual repair on the invoice (not on the diagnostic/trip charge if one is present) and select *Add Timecard Labor*.
8. Select each of the listed timecard entries and click **OK**
9. Click on the **PARTS** button in the middle of the costing window.



10. Press **Esc** to close the costing window
11. If you are ready to post the invoice to the General Ledger, click **Post**.
12. Press **F9**, right click in the background of the JOB form and select FINALIZE.

WARRANTY- PROCESSING A WARRANTY CLAIM (OUTSOURCED)

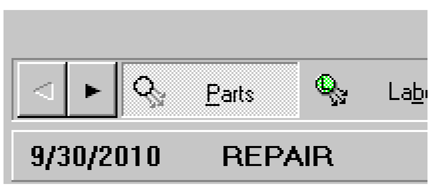
When processing a claim for an outsourced warranty you will be recording an AR Invoice for the job, but you will be billing the invoice to the holder of the outsourced warranty

Note: Before you begin processing the invoice, be sure that any POs or Requisitions associated with the job have been created.

1. Select the job and press **F10** to open the associated invoice
2. On the invoice select the BILL TO dropdown list, point to *General Accounts* and select the holder of the third party warranty.
3. Enter repair tasks on the invoice. Tab to the UNIT PRICE field and manually update the price to reflect the expected amount of reimbursement from the third party provider.
4. When entering an item in the pricing grid, press **Enter** to accept the item or **Esc** to cancel the data entry for that line. Once an item has been saved, you can highlight the item and press **Enter** to make changes. When complete, press **Enter** again to save the changes.
5. For each repair listed on the invoice, select the task and then click the **Equip** button. Checkmark the piece of equipment you repaired and click **OK**. This will add the repair as history on that specific piece of equipment.

Job Costing the Invoice

6. Right click on the first actual repair on the invoice (not on the diagnostic/trip charge if one is present) and select *Add Timecard Labor*.
7. Select each of the listed timecard entries and click **OK**
8. Click on the **PARTS** button in the middle of the costing window.



9. Press **Esc** to close the costing window
10. If you are ready to post the invoice to the General Ledger, click **Post**.
11. Press **F9**, right click in the background of the JOB form and select FINALIZE.

Accounts Receivable

VIEWING RECEIVABLES IN THE RECEIVABLES MANAGER

The RECEIVABLES MANAGER allows you to display:

- Accounts,
- Invoices,
- Payments, and
- Adjustments.

Each of the item types can be searched using 5 common fields:

- ADDRESS,
- PHONE#,
- LAST NAME,
- COMPANY, and
- BILLING ACCT ID.

In the **Invoice** view, you can also search by INVOICE NO and JOB NO.

In the **Pmts/Adj** view, you can search by PMT/ADJ REFERENCE.

You can view all records within a view by pressing **Ctrl+Enter**.

You can further filter results by choosing to display only **Open Items**, **Overdue Items** or **Out of Balance** Items.

Click on any item and press **F4** or **Enter** to open the BILLING ACCOUNT HISTORY for that customer.

Searching in the Receivables Manager

1. Click on the type of item for which you want to search.

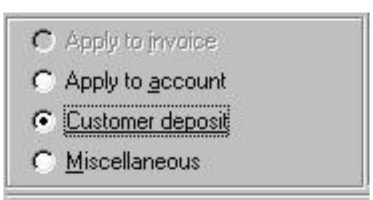
2. Enter the search term in the desired field.
3. Press **Enter** to perform the search (or press **Ctrl+Enter** to return all records of the chosen type).
4. Further limit the result set by clicking on **Open Items**, **Over Due** or **Out of Bal** to see only items that fit those criteria.

RECORDING A CUSTOMER DEPOSIT

Cash receipts from a customer can be recorded as a deposit. It is important that CUSTOMER DEPOSIT is chosen, as opposed to merely applying the amount to the customer's account.

Note: When recording Customer Deposits, it is very important that you enter a note regarding the deposit in the **Comment** field of the RECEIPT form. This will help in identifying the job to which the deposit is related.

1. Open the BILLING ACCOUNT HISTORY screen for the appropriate billing account.
2. Click **Receipts**.
3. In the CASH RECEIPTS form, select the CUSTOMER DEPOSIT option



4. Enter the required information regarding the payment amount and method.
5. Click **Post** to save the deposit.

If the deposit is for a job that has already been entered into SuccessWare®21:

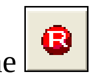
6. Open the JOB form by selecting the job and pressing **F9** from the JOB MANAGER or CALL CENTER.

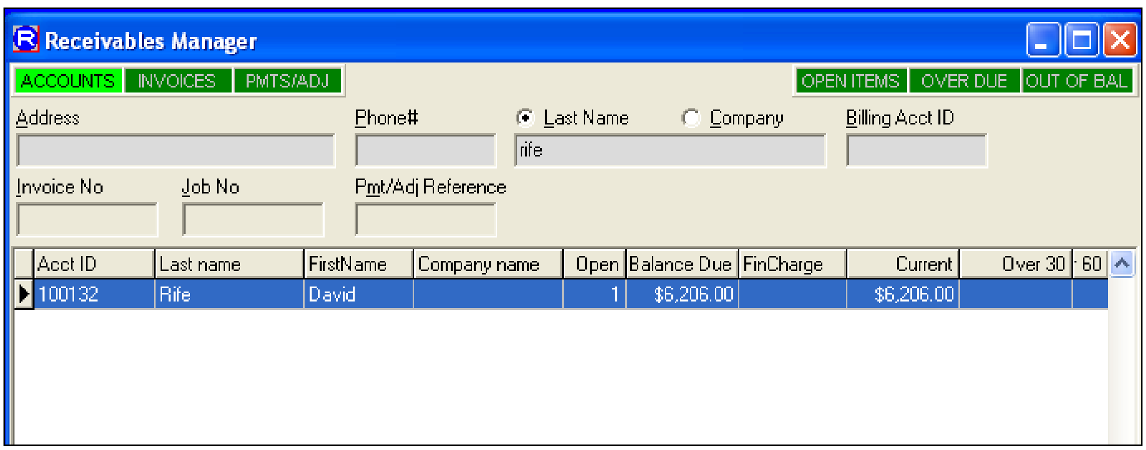
7. Right-click in the Job form and choose *Record Deposit*. This will open the BILLING ACCOUNT HISTORY screen. Deposit information can then be entered as outlined in the steps above.

Once posted, the deposit can be allocated to a posted invoice by following the instructions in the **ACCOUNTS RECEIVABLE- APPLYING PAYMENTS TO CUSTOMER ACCOUNTS** section. (page 135)

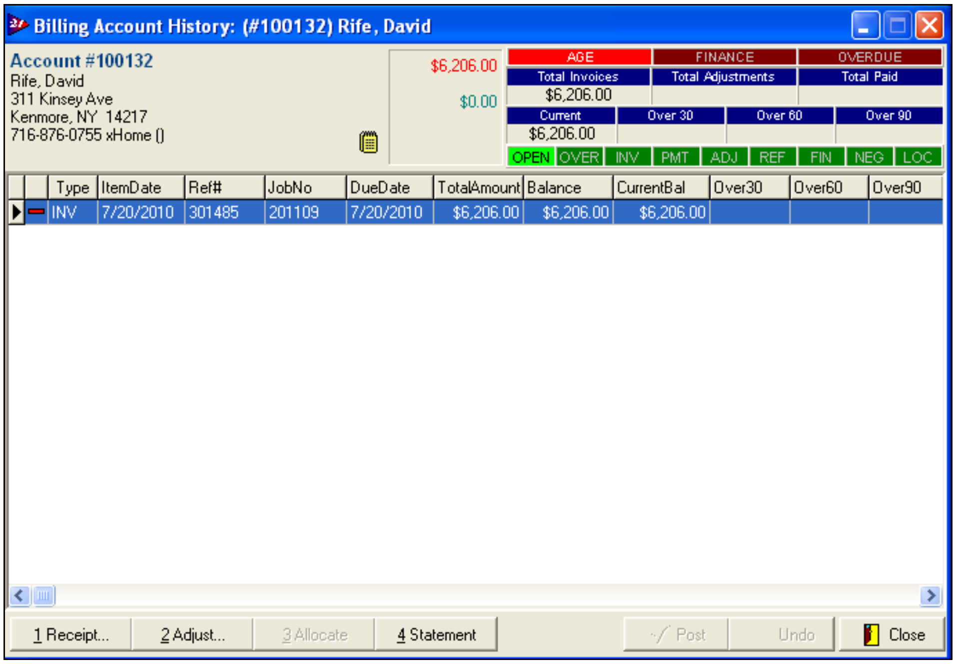
APPLYING PAYMENTS TO A CUSTOMER ACCOUNT

Applying Payments to an AR Invoice

1. If you have just posted an AR Invoice and need to record the payment, press **F4** to open the customer's Billing Account History. You can then skip to step 6.
2. Open the RECEIVABLES MANAGER by clicking on the  button on the toolbar.
3. Press Tab to the appropriate search field (i.e. customer name or invoice number) and enter search term.



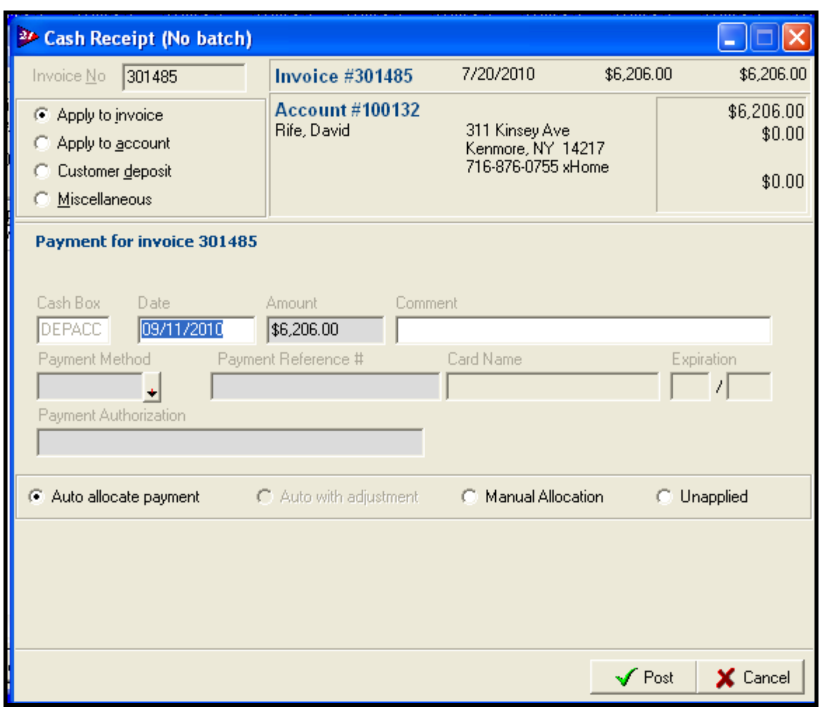
4. Press **F4** to open the BILLING ACCOUNT HISTORY screen for the selected customer.
5. In the BILLING ACCOUNT HISTORY screen, press the  button, if necessary, to filter and display only open items for this account



Note: If the payment received is for multiple items see the section entitled **ACCOUNTS RECEIVABLE-MANUALLY ALLOCATING PAYMENTS TO OUTSTANDING ITEMS.** (page 138)

6. Select the invoice to be paid. Then click on the 

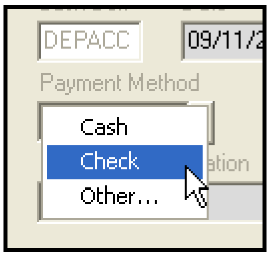
button at the lower left of the BILLING ACCOUNT HISTORY screen.



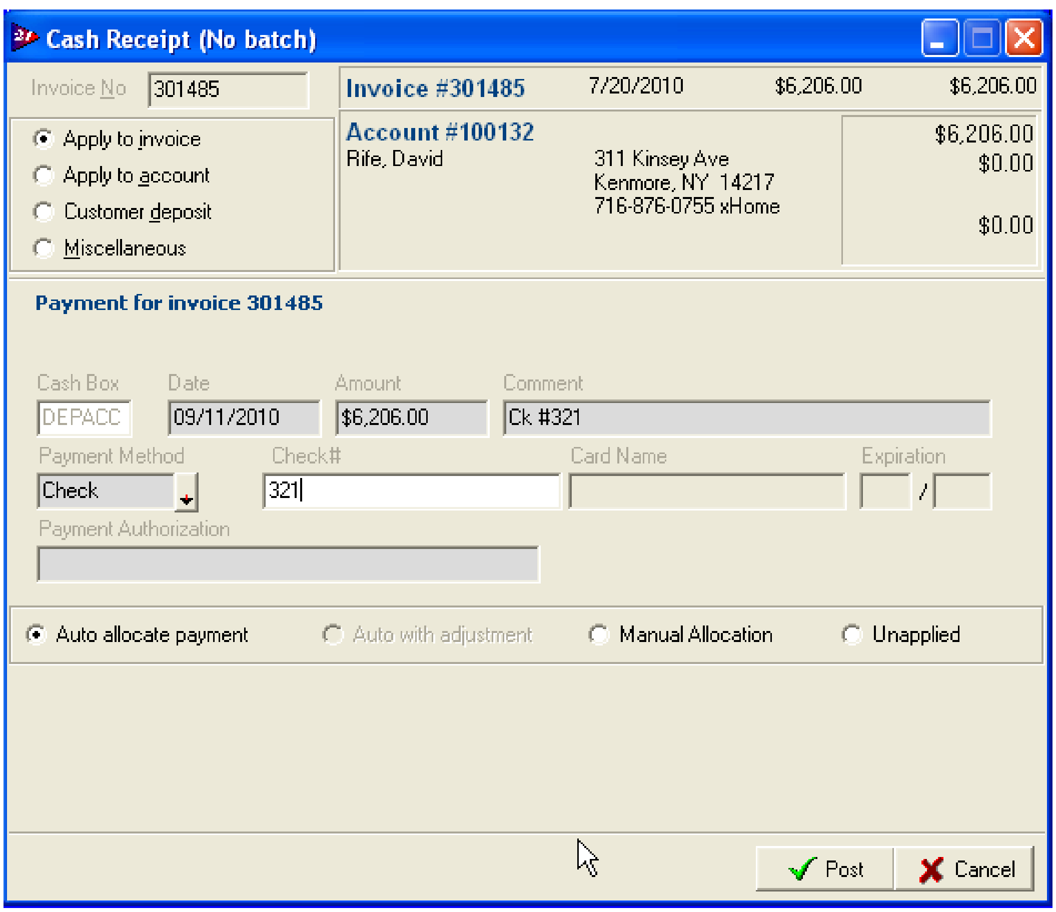
7. Press the Tab key to move to the AMOUNT field. If the amount of the payment is different from the amount of the selected invoice, change the dollar amount as needed.

> **Note:** If the dollar amount received is less than the selected invoice amount, the message: "*Payment amount is less than invoice"* will appear. If you intend to adjust off the remaining balance of the selected invoice refer to the instructions in the **ACCOUNTS RECEIVABLE-MAKING A PAYMENT WITH AN ADJUSTMENT** section; otherwise, you will need to manually allocate the payment to the invoice.

8. Tab to the COMMENT field and enter payment comment.
9. Tab to the PAYMENT field and select the payment method from the drop down list.



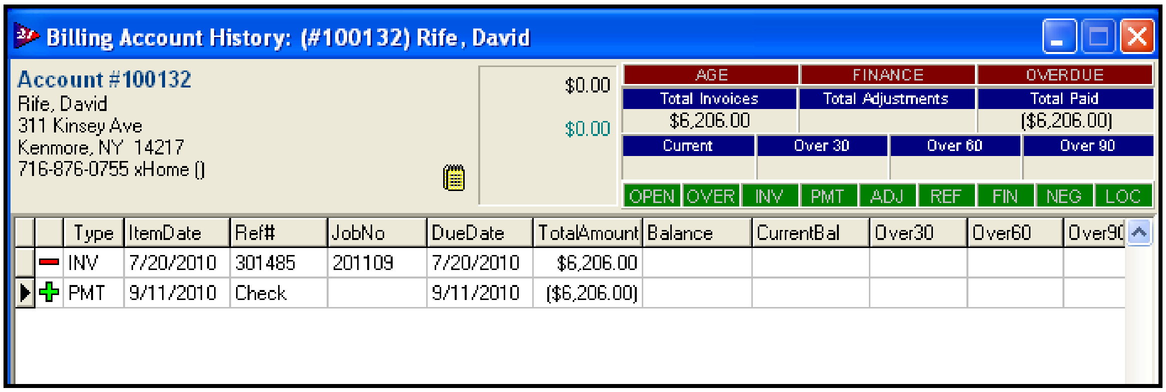
10. Depending upon the payment method chosen, enter the payment information.



11. Click the **Post** button to post the payment.

If the amount of the payment is equal to the amount due on the selected invoice the payment will be auto-allocated. If the payment is less than or greater than the amount due you will be taken to the Allocation window to manually allocate the payment. Instructions for manual allocation can be found in the **ACCOUNTS RECEIVABLE-MANUALLY ALLOCATING PAYMENTS TO OUTSTANDING ITEMS** section.

This will close the CASH RECEIPT screen and the payment will now show in the BILLING ACCOUNT HISTORY.



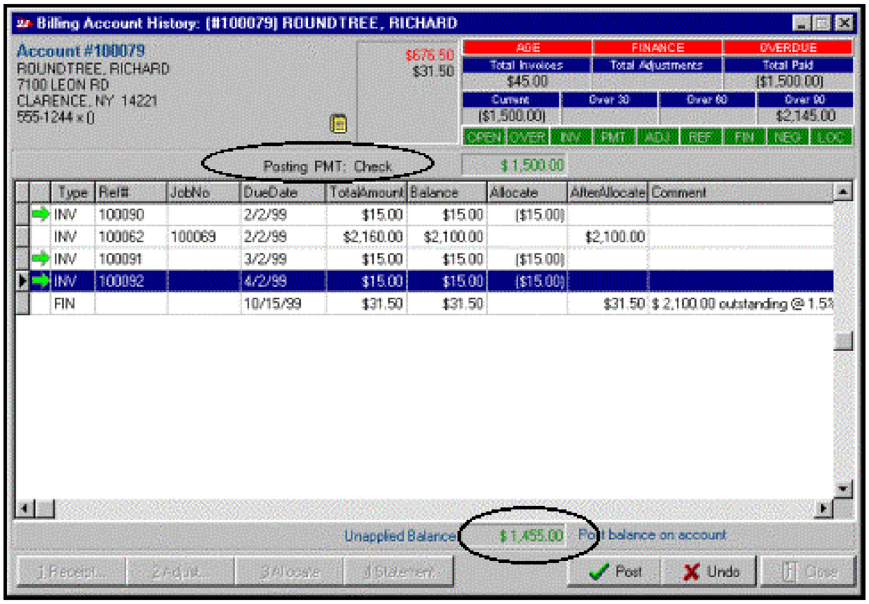
Manually Allocating Payments to Outstanding Items

If a payment is received that applies to more than one item in the customer's Billing Account History, the payment will need to be manually allocated to the items being paid.

If you selected to manually allocate a payment, the MANUAL ALLOCATION window will open after you post. Manual Allocation is used to tell the system how to apply a receipt when the payment amount does not match the balance of the item for which you are entering the receipt, or when the receipt is for multiple transactions.

1. After posting a payment, the MANUAL ALLOCATION window will open.

Notice that the bottom portion of the screen only displays the open items on the account, the total of your payment still to be allocated.



2. Move through the items allocating the payment as follows:

Press	To
Enter	If the unapplied balance is greater than the item's balance, pressing **Enter** will fully "pay" the item. If the unapplied balance is less than the item's balance, pressing Enter will apply the full un-applied amount to the item.
Alt+Enter	**Alt+Enter** will place the line item in edit mode where you can enter the amount you wish to apply to the item in the ALLOCATE column.
Del	Pressing **Del** will clear the allocation. If an incorrect amount is in the ALLOCATE column for the item, clear the allocation and either automatically or manually allocate the item again.
Ctrl+End	Pressing **Ctrl+End** will auto apply the remaining balance. The system will automatically allocate the un-applied balance starting with the oldest item.

3. Once you have completed the allocations, click **Post**. If there is still an un-applied balance, the system will display the following prompt: "The item is not fully allocated, continue & post?"

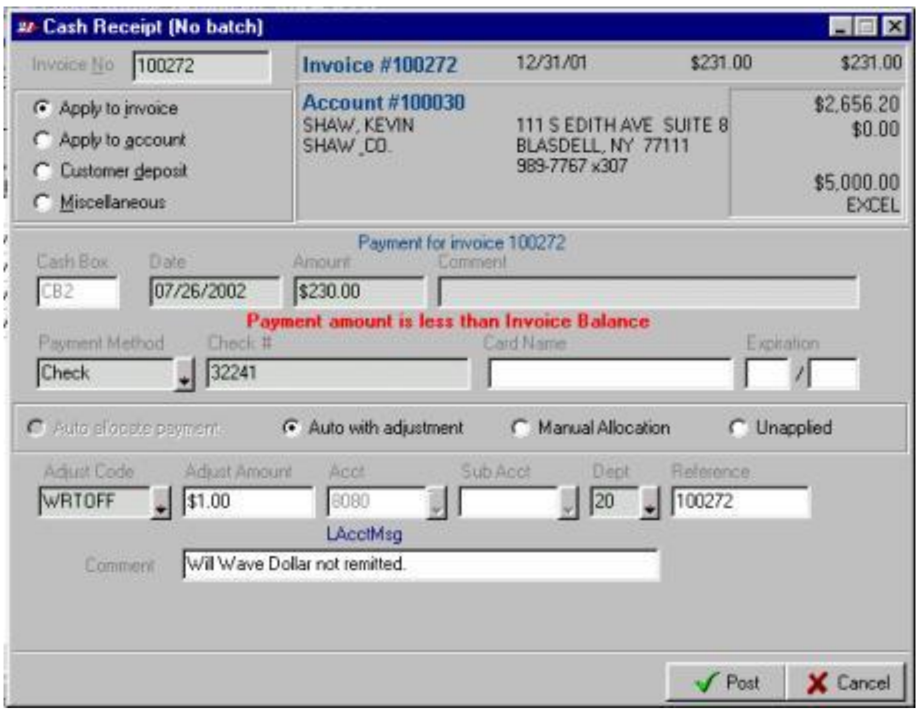
   - Clicking **Yes** will post the item, thus leaving the un-applied balance as a credit balance on the customer's account

- Clicking **No** will return you to the allocation form where you can continue to allocate the payment.

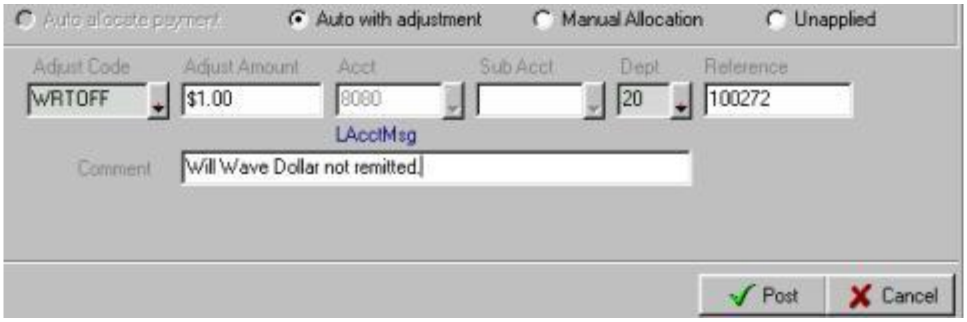
Making a Payment with an Adjustment

Making an adjustment with a payment allows you to apply a payment to a billing account item and cancel any additional amount that is owed. This is useful when payment for an invoice is being made by a finance company that withholds a portion of the payment as their fee, or a customer making a minor “short pay” on an invoice. The balance remaining on the open item once the payment amount is applied is charged against an Accounts Receivable adjustment code that you will choose

1. Open the BILLING ACCOUNT HISTORY screen for the appropriate billing account.
2. Highlight the item to which you want to apply a payment.
3. Right-click on the item and select *Receipt* or Press **Alt+1**.



4. Enter the AMOUNT of payment, as well as other payment information.
5. Enter a COMMENT which explains the fact that this is partial payment or other note you would want available in the future when viewing this transaction.
6. Choose AUTO WITH ADJUSTMENT. You must complete the adjustment portion of the screen. That section will only be available when the AUTO WITH ADJUSTMENT selection is made.



7. Complete the fields as follows:

Field	Function
Adjust Code	Select the AR Adjustment code that best represents the reason that you are removing the remaining balance due from the open balance of the item.
Adjust Amount	The system will calculate the difference between the invoice balance and the payment amount to determine the amount of the adjustment.
Acct	The General Ledger account will default based on the ADJUST CODE selected. This field cannot be changed.
SubAcct	If the General Ledger account has sub-accounts you must select a sub-account (using the drop-down list). If you enter a sub-account when setting up the adjustment code, the sub-account will default.
Dept	Select the appropriate department from the drop-down list.
Reference	Will default to the invoice number for which you are posting the receipt. You can change the field if desired.

Field	Function
Comment	It is very important that you record a comment that explains why you have removed the remaining balance from the open item as this comment will be your reminder when you view this transaction in the future.

8. Click on **Post** to save the transaction.

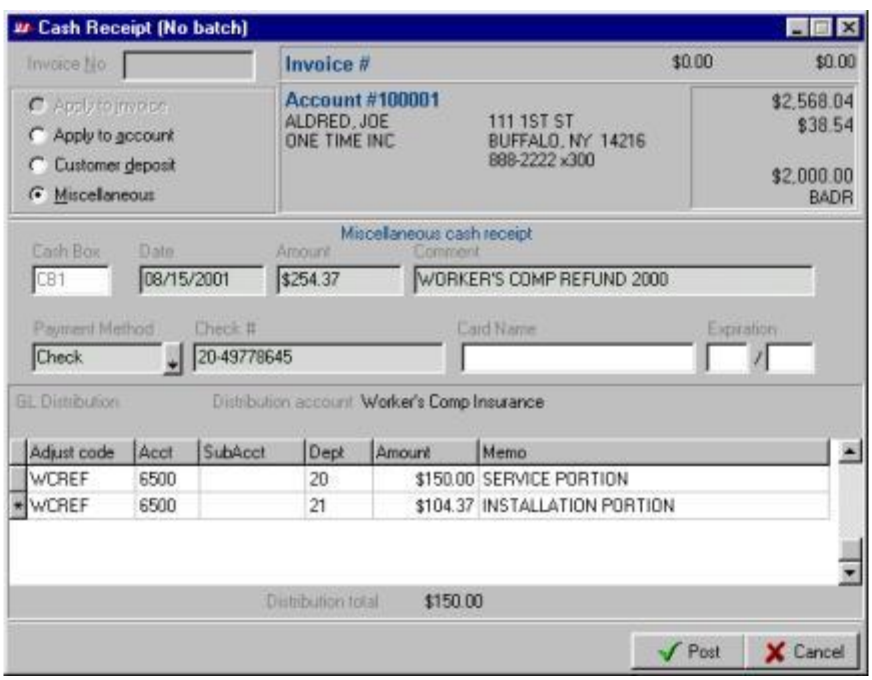
MISCELLANEOUS CASH RECEIPTS

You will use miscellaneous cash receipts to record money received that is not related to an accounts receivable item or billing account. Examples would be payment received from onsite vending machines, worker's compensation refunds, or cash refunds from a vendor.

Recording the receipts in this manner will include them in the un-deposited receipts cash box so they can be reconciled and deposited correctly. You WILL NOT do a journal entry to record these receipts. Journal entries will not update the Account Register.

Entering a Miscellaneous Cash Receipt

1. Open the RECEIVABLES MANAGER
2. Right-click in the display grid and select *Post Cash Receipts*.
   The CASH RECEIPT form will open.



3. Use the mouse or spacebar to select *Miscellaneous* as the method for applying the payment**. It is very important that you select Miscellaneous!** This selection tells the system that you are not applying the payment to a receivables or a billing account.
4. Fill in the receipt information
5. Click into the Adjustments area and press **Insert**
6. Choose an ADJUST CODE that best represents the reason for the receipt of payment
7. Tab to the DEPARTMENT field and select department 00
8. In the MEMO field indicate a description of the payment received
9. Press **Enter** to save the adjustment

NOTE: If you wish to split the distribution between multiple distribution codes or departments, press **Insert** to open another line and complete the fields. Continue until the full amount of the receipt has been distributed.

10. When all fields have been completed, click **Post**.

The receipt will debit the cash account and credit the accounts assigned to the adjust code(s) used. There will be no record of it in the RECEIVABLES MANAGER or any billing account. The receipt will appear in the cash box register account used for undeposited funds where you will reconcile it to create a deposit.

AGING ACCOUNTS

Once accounts with an open balance have remained unpaid for a certain amount of time, you will want to be able to identify those open items for the sake of pursuing payment as well as assigning finance charges. Aging accounts reads the open items' transaction date (either invoice date or adjustment date), compares them against the current date and then classify the items as being 30, 60 or over 90 days overdue. These items are then displayed in the appropriate aging column in the RECEIVABLES MANAGER.

- To Age all accounts, you will age accounts from the Receivables Manager.
- To Age a selected billing account, you will open that account's billing account history.

Aging All Accounts from the Receivables Manager

SuccessWare®21 allows you to update all of your accounts with their current aging status at once from the Receivables Manager. This action should be performed before you apply finance charges to your receivables accounts.

1. From the RECEIVABLES MANAGER, right-click in the grid and select *Age Accounts*.

2. SuccessWare®21 will display the following prompt: “All users must be out of receivables while accounts are aged. This may take a while. Continue?” Make sure that no other users have receivables open and confirm. This includes invoicing through customer service.
3. The system will age the accounts and return to the RECEIVABLES MANAGER.

Aging an Individual Billing Account

If, as a practice, you do not apply finance charges to ALL customers, SuccessWare®21 allows you to apply finance charges to a single billing account. In relation to this you can also age an individual account, identifying items on that customer's account as 30, 60, or over 90 days old, without affecting your other receivables customers.

To age a single account:

1. Open the account’s billing account history by searching for the customer in the RECEIVABLES MANAGER and then pressing **F4** or **Enter**.
2. Click on the **Age** indicator located at the top of the form or right-click and select *Age Account.*
3. The system will display a calendar. Double-click the date you wish to use as an "as of date" for aging, then click on **Post**. The account will be aged accordingly.

ADDING FINANCE CHARGES

SuccessWare®21 allows you to add finance charges to the accounts of your customers who have overdue balances on their accounts. Generally a finance charge is not applied until a customer is at least 30 days overdue; however you can control this in your Finance Charge Setup

At the General Ledger level, finance charges great an AR balance due and the countering GL entry posts to the Default Account that you have identified for Finance Charges. Finance charges are always posted as revenue to department 00 (Administrative) and should be reversed against that department as well.

There are two ways that you can apply finance charges in SuccessWare®21.

- You can calculate finance charges for all accounts in the Receivables Manager.
- You can calculate finance charges for one account in the account’s billing account history.

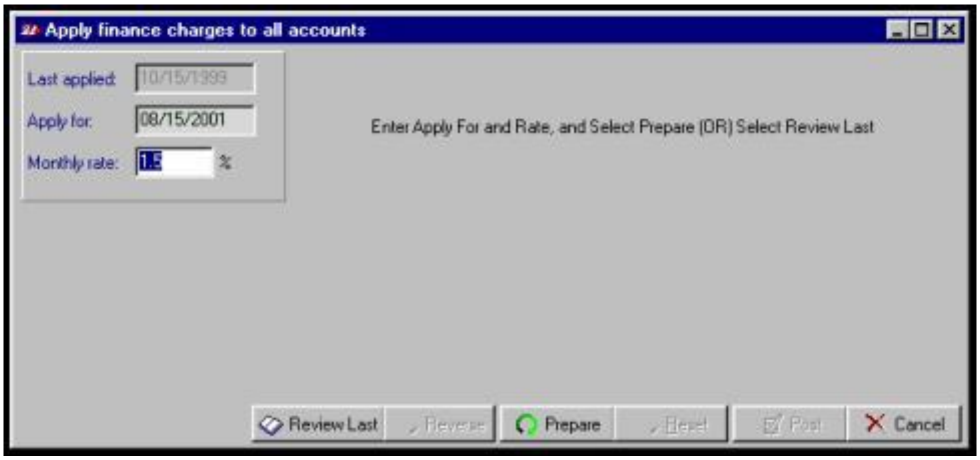
To ensure that the proper finance charges are applied, the account should be aged before posting finance charges.

Finance charges often serve as good "motivation" in getting a customer to pay their open balance. Finance charges will appear as a due item when you generate a statement for a customer.

Finance charges can very easily be reversed either from all billing accounts or from an individual account in a situation where the customer may remit their total original balance due, but not the finance charge.

To Calculate and Post Finance Charges for All Accounts

1. From the RECEIVABLES MANAGER, right-click and select *Post Finance Charges*. The APPLY FINANCE CHARGES TO ALL ACCOUNTS form will open.



2. Adjust the APPLY FOR date to the date on which you want to apply finance charges. This date cannot be a future date.
3. Click on **Prepare** to calculate finance charges for accounts that meet the following conditions:
    - Account has open items over 30 days (specified in setup),
    - Account is not marked NO FINANCE CHARGE in the **Billing Account Detail** form, and/or
    - Account has not had finance charges applied in the current period (normally 30 days, specified in setup).

The system will display all accounts that meet these conditions including the calculated charges.

4. To delete items from the list, move to the items and press **Ctrl+Delete** or right-click and select *Delete*.

NOTE: To clear the list and prepare again, click on **Reset**.

5. Click **Post** to post the prepared charges

To Calculate and Post Finance Charges for a Selected Billing Account

1. Open the billing account history for the selected account. This can be done through the RECEIVABLES MANAGER or by pressing **F4** from any other screen where the customer is selected.

2. Double-click the **Finance** indicator located at the top of the form, or right-click in the grid and select *Apply Finance Charge*. The APPLY FINANCE CHARGES TO . . . form will open.
3. Adjust the APPLY FOR date to the date on which you want to apply finance charges. This date **cannot** be a future date.
4. Click **Prepare** to calculate finance charges for the account.
5. Press the **Post** button to apply the finance charge against the customer's account.

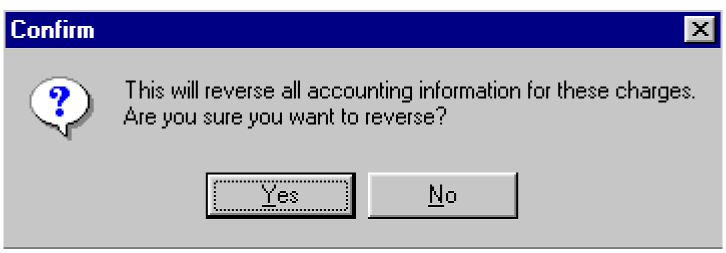
Reversing the Last Posted Finance Charges from All Accounts

After finance charges have been posted, the last finance charges created can be reviewed and reversed. This may be done in a situation where the wrong percentage was applied or perhaps if you forgot to age your accounts before you applied the finance charges.

1. Open the RECEIVABLES MANAGER, right click and choose *Post Finance Charges*.
2. In the APPLY FINANCE CHARGE window, click the **Review Last** button

The list of finance charges last posted will appear in the window.

3. To reverse all of the listed finance charges, click the **Reverse** button
4. You will be asked to confirm the reversal of all associated accounting information. Click **Yes** to continue.



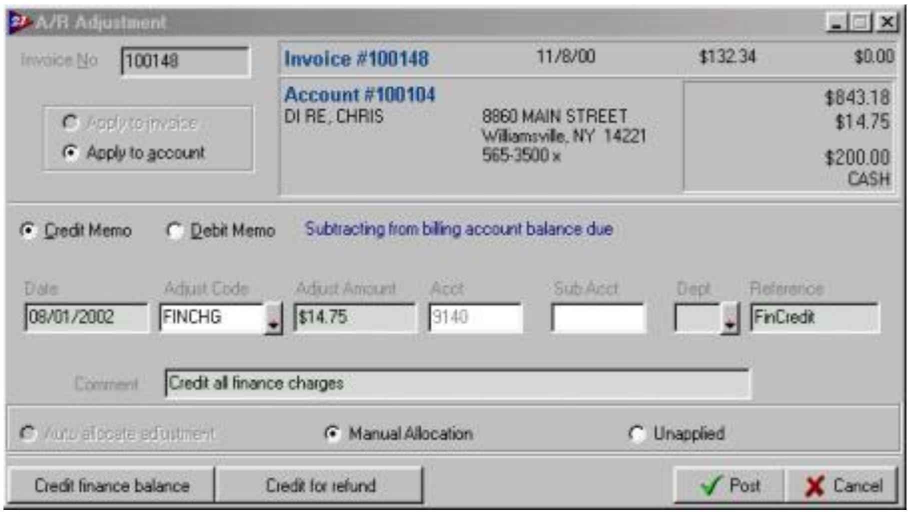
5. Press **Enter** to confirm the deletion of the finance charges.

Reversing Finance Charges on an Individual Account

If there is a situation where you decide not to hold a customer responsible for paying a finance charge, which has already been applied to their account, you can reverse the finance charge. This will not delete the finance charge, but will rather create an adjustment which will be applied to the finance charge, therefore creating a zero balance due on the charge. The original (but now satisfied) finance charge will remain part of the customer's billing account history.

1. Open the BILLING ACCOUNT HISTORY screen for the appropriate billing account.
2. Click on **Adjust,** located at the bottom of the BILLING ACCOUNT HISTORY screen. You can also right-click and select *Adjust*, or press **ALT+2**.
3. Click on the **Credit finance balance** button at the bottom of the window.

4. The AMOUNT field will default to the total finance charges on the account. The ADJUST CODE will also default to the finance charge code.
5. The DEPARTMENT number will default to 00, the department used to post finance charges.
6. Click **Post**



Whether the reversed finance charges are equal to a single finance charge item, or are the result of multiple finance charge postings you will need to manually allocate the reversed balance. To allocate the adjustment refer to the instructions in the **ACCOUNTS RECEIVABLE- MANUALLY ALLOCATING PAYMENTS TO OUTSTANDING ITEMS**

PRINTING CUSTOMER STATEMENTS

SuccessWare®21 allows you to print statements that identify open items on a customer's billing account.

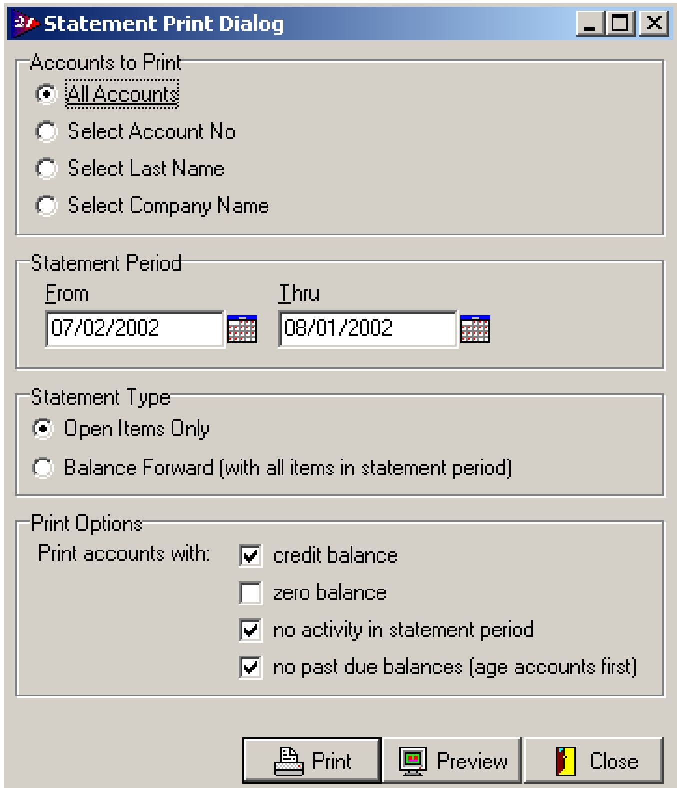
- You must use the RECEIVABLES MANAGER if you want to print statements for all accounts.
- You can us either RECEIVABLES MANAGER or the BILLING ACCOUNT HISTORY if you want to print a statement for one account.

To Print Statements for All Accounts

It is required that you age accounts before generation of statements. For information on aging see the AGING ACCOUNTS section

1. Press **Ctrl+Enter** from any search field in the RECEIVABLES MANAGER to list all accounts, and then select either *Open* or *Overdue* to view only the accounts with an open balance.

2. Right-click in the grid and select *Print Batch Statements*. The system will then open the STATEMENT DIALOG box.



The STATEMENT DIALOG allows you to choose the type of Statement to generate and allows you flexibility in determining which customer account to include or exclude.

3. Choose whether to include all accounts (batch statements) or print for a single user selected account. You can also choose to run the statement using a customer Last Name or Company Name. If you choose to run by name, the % wildcard character is available. (Ex. %Mart would return statements for both WalMart and KMart.)
4. Choose the STATEMENT TYPE that you would like to print.
    - **Open Item** – Any item with an open balance (or an unapplied balance) which is due prior to the end date specified for the statement. The FROM date is ignored when running an **Open Item Statement**.
    - **Balance Forward** – This statement allows you to display a balance due by the account as of the start date identified. It then shows all new activity (invoices and payments) from that date through the end date. At the end of the statement is a total balance due through the end date, including previous balance and new activity. An example of a Balance Forward statement is a standard credit card statement.
5. Choose the type of accounts which you want to appear or which you want to exclude in the statements generated. Use a checkmark to include accounts with:
    - A credit balance

- A zero balance
- Any activity during the statement period
- No Past Due Balances- allows you to include or exclude accounts that have no past due items (Accounts must be aged before this option will offer accurate results.)

6. Choose either **Print** or **Preview** to generate the statements.

To Print a Statement for One Account

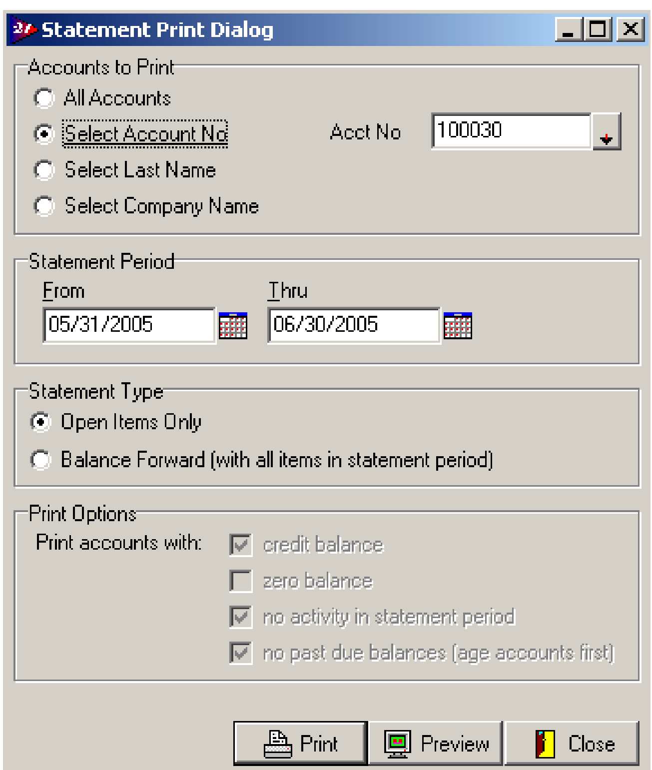
From the RECEIVABLES MANAGER—locate the billing account for which you want to print a statement, right click on it and select *Single Statement*.

-OR-

From the BILLING ACCOUNT HISTORY screen—click on **Statement** located at the bottom of the form, or right-click and select *Statement*. Double-click on the date you wish to use for the statement date in the calendar displayed.

A list of items that will appear on the statement will open. Right click and choose *Print* or select the **Print** button.

1. The system will then open the STATEMENT DIALOG box with the selected Account number already recorded.



The STATEMENT DIALOG allows you to choose the type of Statement to generate and allows you flexibility in determining which customer account to include or exclude.

2. Modify the date range of the statement if necessary.
3. Choose the STATEMENT TYPE that you would like to print.
    - **Open Item** – Any item with an open balance (or an unapplied balance) which is due prior to the end date specified for the statement. The From date is ignored when running an **Open Item Statement**.
    - **Balance Forward** – This statement allows you to display a balance due by the account as of the start date identified. It then shows all new activity (invoices and payments) from that date through the end date. At the end of the statement is a total balance due through the end date, including previous balance and new activity. An example of a Balance Forward statement is a standard credit card statement.
4. Choose **Print** or **Preview** to generate the Statement.

PROCESSING CUSTOMER CREDIT MEMOS AND REFUNDS

If a job completed for a customer requires the processing of a refund or credit you can create a credit memo for the customer that will be reflected on the customer's account. The credit memo will also be recognized when viewing invoice and profitability reports related to the job. If the customer has already paid the job invoice you can also process a refund as a function of the credit memo process.

This Credit Memo feature will help to streamline several processes

- Allow you to choose the General Ledger effect- Reversal of the sale or post against Returns and Allowances
- Allow you the option of returning inventory part items to inventory stock if appropriate.
- Give you the option to reverse task-based pay earned by an employee during the original performance of the job

Credit Memo Limitations

Some functions that are handled by an AR invoice cannot be reversed by the creation and posting of a credit memo. These include:

- New or renewal activation of an agreement (A credit memo will not deactivate an agreement)
- Agreement Visit Completion (A credit memo will not mark a visit as 'not completed')
- Labor hours associated with timecard entries (A credit memo will not reduce the number hours on an employee's timecard.)

- Agreement Periodic Billings (Individual credit memos can be issued, but multiple credit memos cannot be created at the same time.)

Permissions Required to Process Customer Credits and Refunds

User Group permissions have been created to control user access to customer credit and refund feature. The following permission control these actions.

Receivables Tab

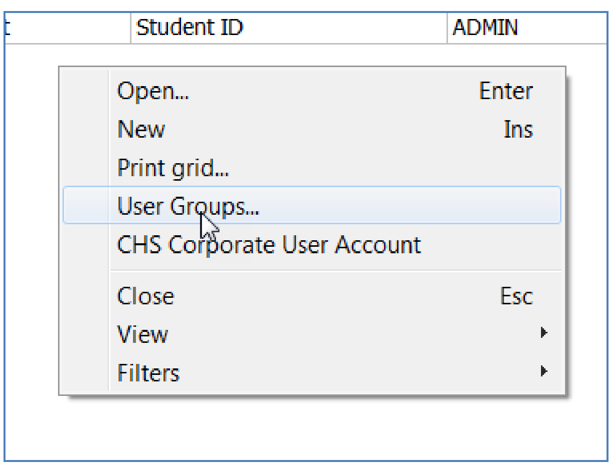
- Receivables Column
  - POST REFUNDS – post a refund via Billing Account History in Accounts Receivable

Invoicing Tab

- Credit Memo Column
  - CREATE/MODIFY CREDIT MEMO – create and/or modify a credit memo
  - POST CREDIT MEMO – post credit memo /refund to accounting system
  - APPLY REFUND – apply a refund on a credit memo

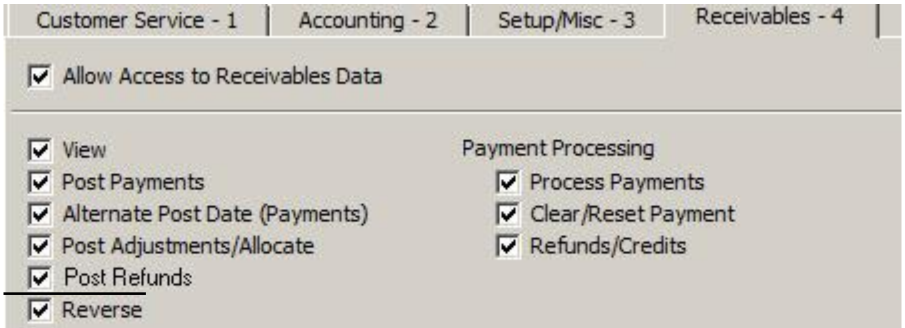
To access the User Group settings:

1. Click the  to access the MENU screen.
2. Select **Setup** and then **User Manager**.
3. Right-click on a user name and select **User Groups**.

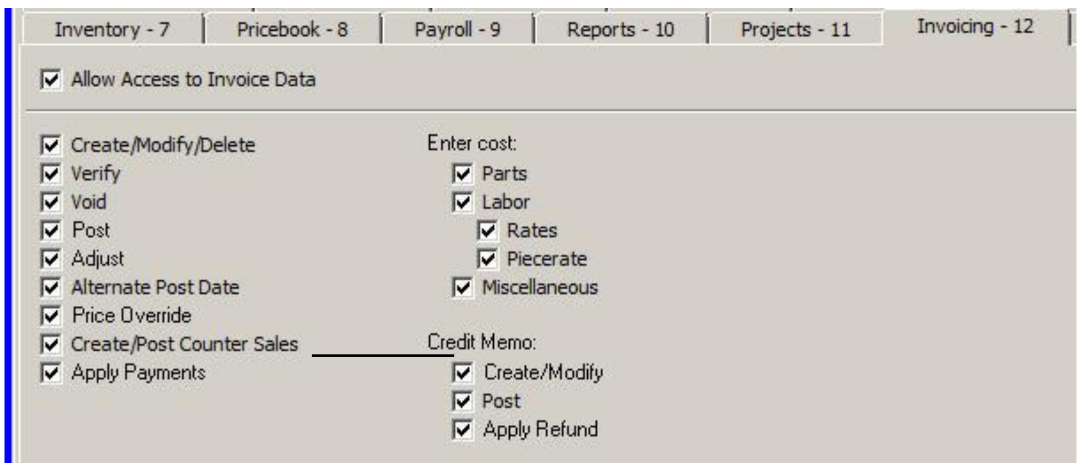


The following permissions must be set on the USER GROUPS screen:

4. Go to the *Receivables* tab.
5. Select **Post Refunds** in the **Receivables** column on the left side.
6. Select **Refunds/Credits** in the **Payment Processing** Column.



7. Go to the *Invoicing* tab.
8. Under the **Credit Memo** header, select **Create/Modify, Post** and **Apply Refund.**



9. Click **Save**.

Creating Credit Memos Using the Credit Memo Wizard

When you need to create a credit memo you will have the option of creating a blank Credit Memo that you will add line items to manually or allowing the Credit Memo Wizard to walk you through the steps of creating the Credit Memo.

Using the Wizard to guide you through the process helps to automate your choice of:

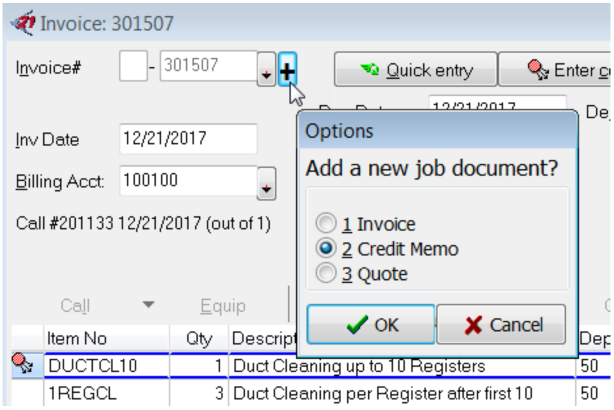
- General Ledger accounts used
- The returning of requisitioned parts to inventory
- Reversal of Paybase (task based pay items) associated with the job.

You also can identify the reason for the credit memo and enter additional notes if needed. The wizard will then create a negative version of the original invoice for you to modify and post as needed.

The CREDIT MEMO WIZARD can be accessed from the BILLING ACCOUNT HISTORY screen or directly from the Invoice form.

From the Invoice form:

1. Click the **Plus Sign** next to the Invoice# field.
2. Select *Credit Memo* from the listed options.

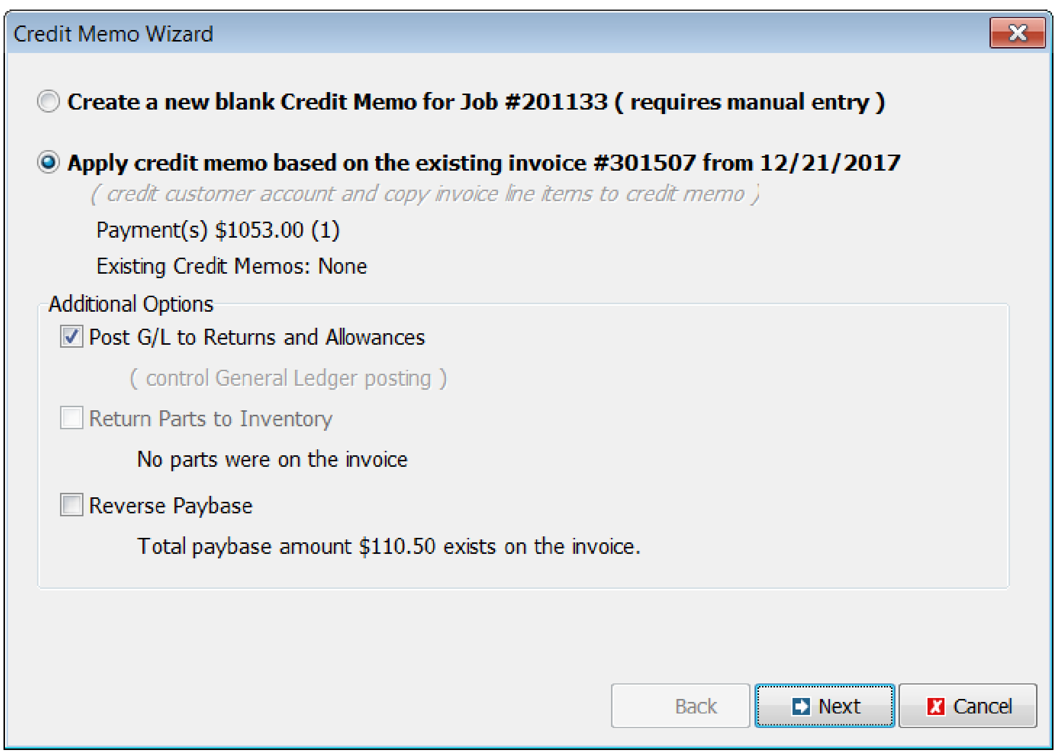


From the Billing Account History screen:

1. Opening the Billing Account History screen for the desired customer.
2. Right-click on invoice to be credited and select **Credit**

Processing a Credit Memo

1. Select the desired option if you wish to manually enter a credit memo create a credit memo for the invoice. This will open the CREDIT MEMO WIZARD.



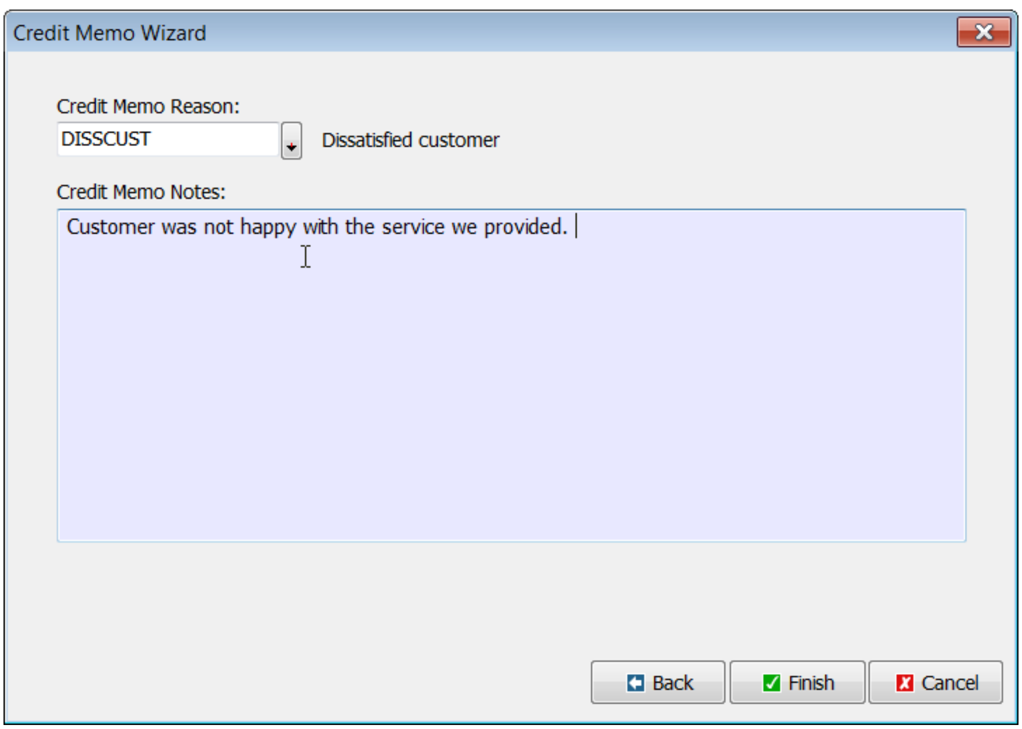
2. Select APPLY CREDIT MEMO BASED ON EXISTING INVOICE.
3. Under *Additional Options*, you can choose to:
    - Post to default G/L account for returns and allowances or choose the G/L account you wish to effect with the credit memo. If this option is NOT selected, when you click **Next** you will be asked if you want to post the credit to the same account each line item originally posted to (such as a Sales Account) or you will be able to select a GL Account for each line item on the invoice.
    - Return Parts to Inventory- If selected, each of the part items originally requisitioned from inventory will be listed in the Part cost screen of the credit memo with a negative quantity.

    NOTE: On Posting of the Credit Memo you will need to go to the Verify Parts screen to post the return of the parts and then Update Invoice Cost.

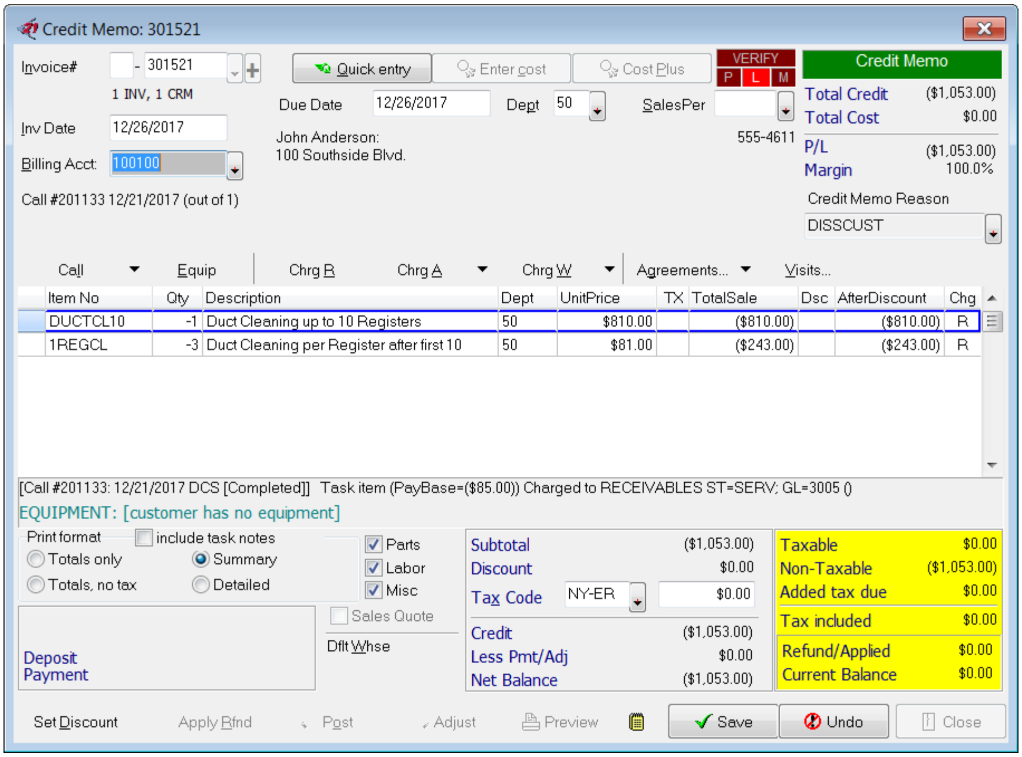
    - Reverse Paybase (Task-based pay) entries in payroll.
4. After choices are made, click **Next**
5. Click the drop-down arrow to select the *Credit Memo Reason*.

Note: *Credit Memo Reasons* can added/edited from the REFERENCE LIBRARY in the *Customer Service Volume*.

6. Enter details in the *Credit Memo Notes* field if desired.



7. Click **Finish** to create the credit memo.

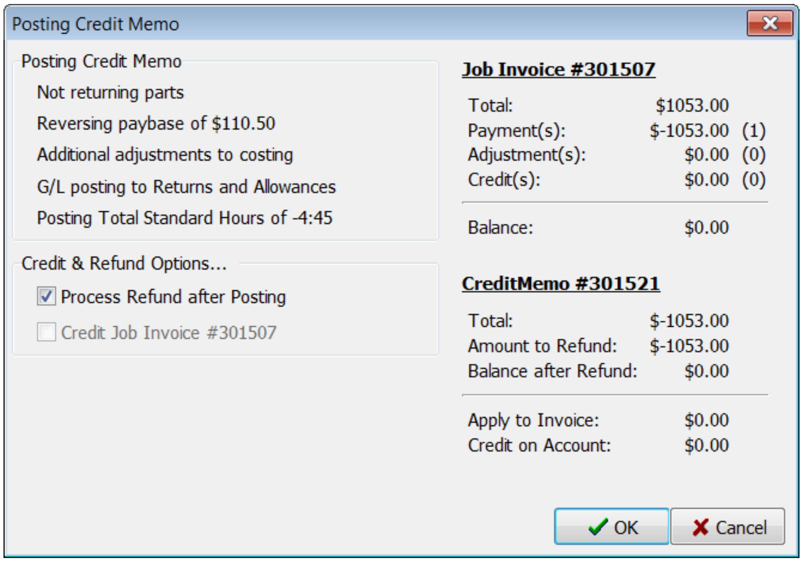


You will be presented with a version of the invoice with negative quantities for the line items. You can make edits to the Credit Memo before posting such as removing a line item that you are not crediting or modifying the amount of a line item you are crediting. Individual lines on a credit memo can be for a positive quantity or a negative quantity, but the total amount **must be negative** or it cannot be posted.

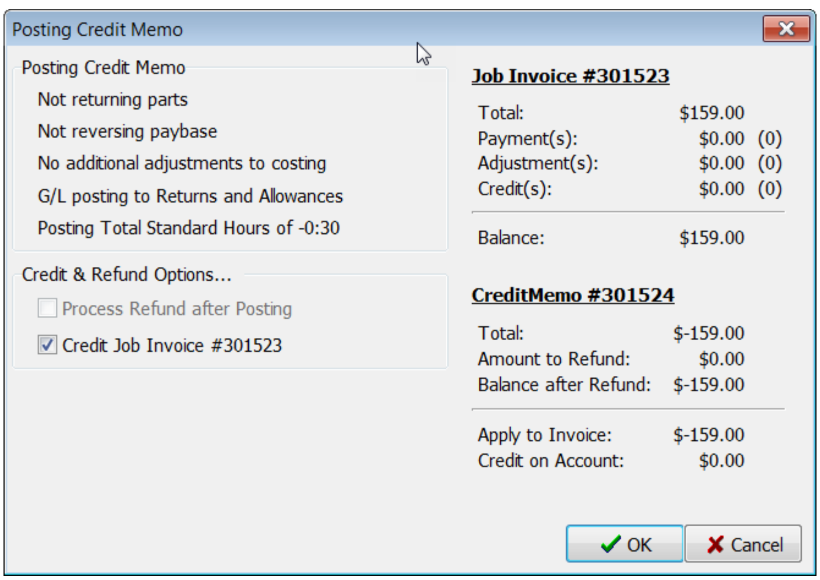
8. Once you have completed any necessary edits, click **Save** and **Post.** The POSTING CREDIT MEMO screen will appear to allow you confirm the actions that will happen.

9. Choose how you want to handle any required refunds or credits.

   - If you want to create the Refund to the customer as your next step, be sure PROCESS REFUND AFTER POSTING is selected.



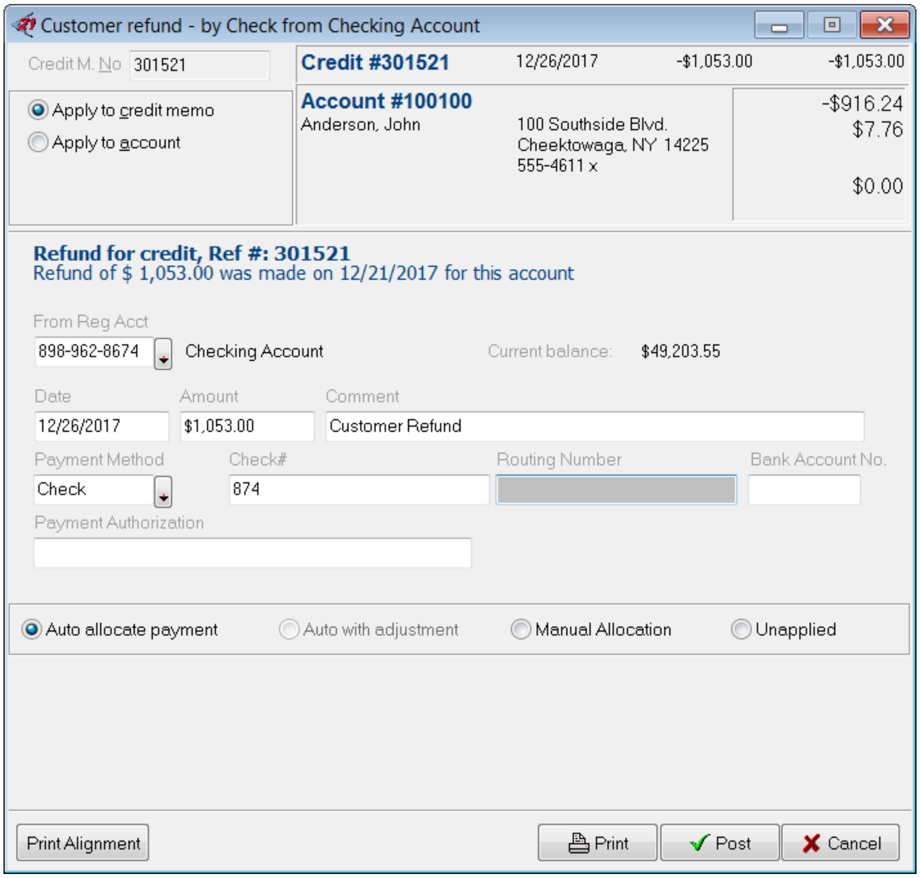
- If you want to leave a credit on the customer's account and perhaps process a Refund later, then uncheck the box.
- If the customer has not yet paid the invoice and you are crediting off the balance due you will not have the option to process a refund, but rather you will apply the credit to the open invoice.



10. Click **OK** to confirm posting.

Processing the Customer Refund

If you have chosen to process the refund after posting you will be taken to a CUSTOMER REFUND form.


Customer refund - by Check from Checking Account
Credit M. No 301521
Credit #301521 12/26/2017 -$1,053.00 -$1,053.00
Apply to credit memo
Apply to account
Account #100100
Anderson, John
100 Southside Blvd.
Cheektowaga, NY 14225
555-4611 x
-$916.24
$7.76
$0.00
Refund for credit, Ref #: 301521
Refund of $ 1,053.00 was made on 12/21/2017 for this account
From Reg Acct
898-962-8674
Checking Account
Current balance: $49,203.55
Date
12/26/2017
Amount
$1,053.00
Comment
Customer Refund
Payment Method
Check
Check#
874
Routing Number
Bank Account No.
Payment Authorization
Auto allocate payment
Auto with adjustment
Manual Allocation
Unapplied
Print Alignment
Print
Post
Cancel

If you are Refunding by Check

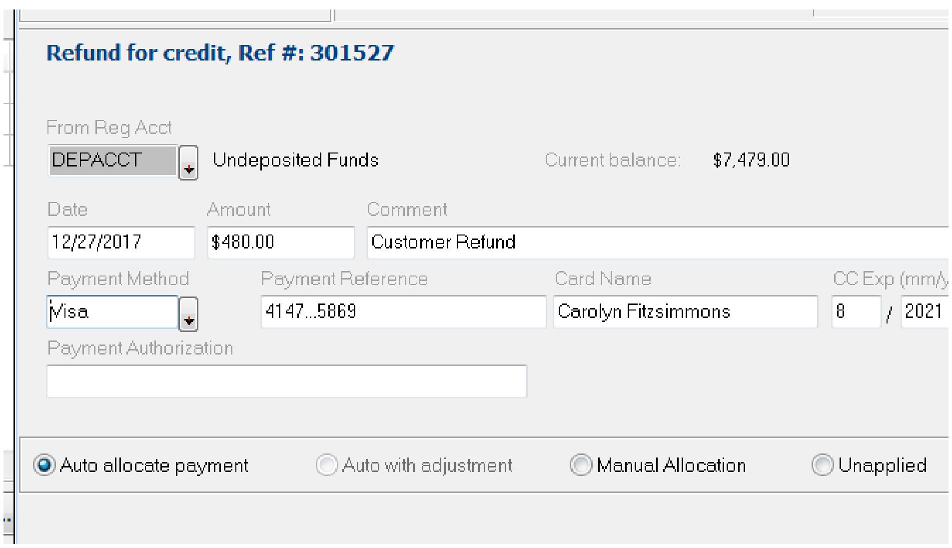
Your Default Checking Account will be selected as the Register Account to from which to pay the refund. If you are going to refund the customer by check you can leave this option as is or if you will be writing the check from a different account, select that Register Account instead.

1. Select **Check** from the PAYMENT METHOD field. When you tab out of the field your next available check number will be displayed in the check number field. You can change this check number if necessary.
2. Select **Print** if you are printing the check directly or Post if you will be handwriting the check.
3. The Refund will be automatically allocated to the Credit memo.

If you are Refunding the Customer's Credit Card

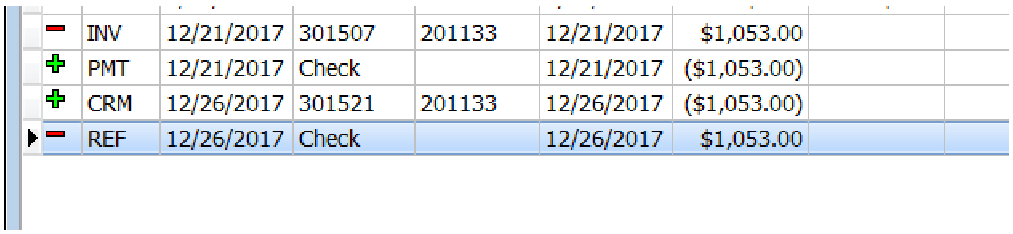
If the customer paid by Credit Card and you will be refunding their Credit Card, select the REGISTER ACCOUNT dropdown and select your **Undeposited funds** account. You will be creating a Credit Card refund that will appear in **Undeposited funds** and will need to be reconciled with your next credit card batch (to reduce your upcoming deposit).

1. Navigate to the PAYMENT METHOD field and select the customer's Credit Card from the dropdown.



2. Click **Post**.

The customer's billing account will reflect the fact that a credit memo was posted and it will be allocated to the selected invoice.

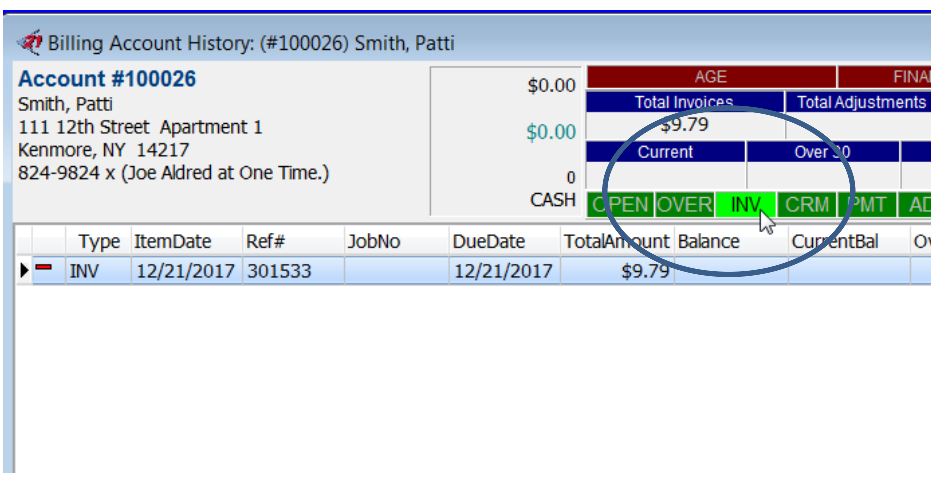


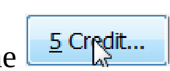
Processing A Credit Memo for a Counter Sale

SuccessWare®21 allows for the creation of non-job related sales such as the purchase of a part from your business by a customer through the use of a counter sale invoice. If you need to process a credit and or refund related to the Counter Sale you can do so using a Credit Memo.

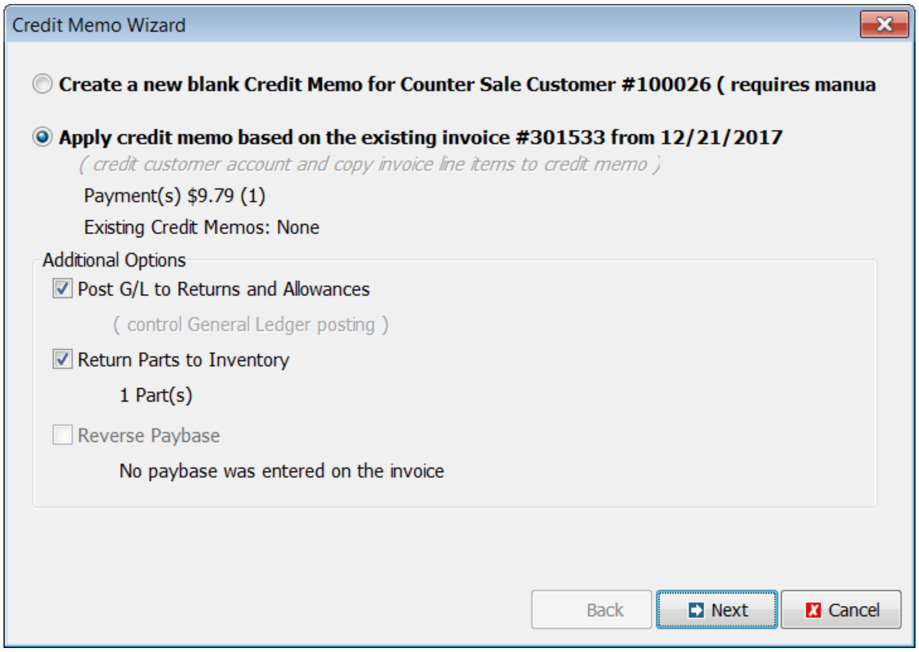
To do so:

1. Search for the customer that made the counter sale purchase and navigate to their BILLING ACCOUNT HISTORY screen.
2. Filter the list of transaction for only invoices to make it easier to find the invoice you will be crediting.



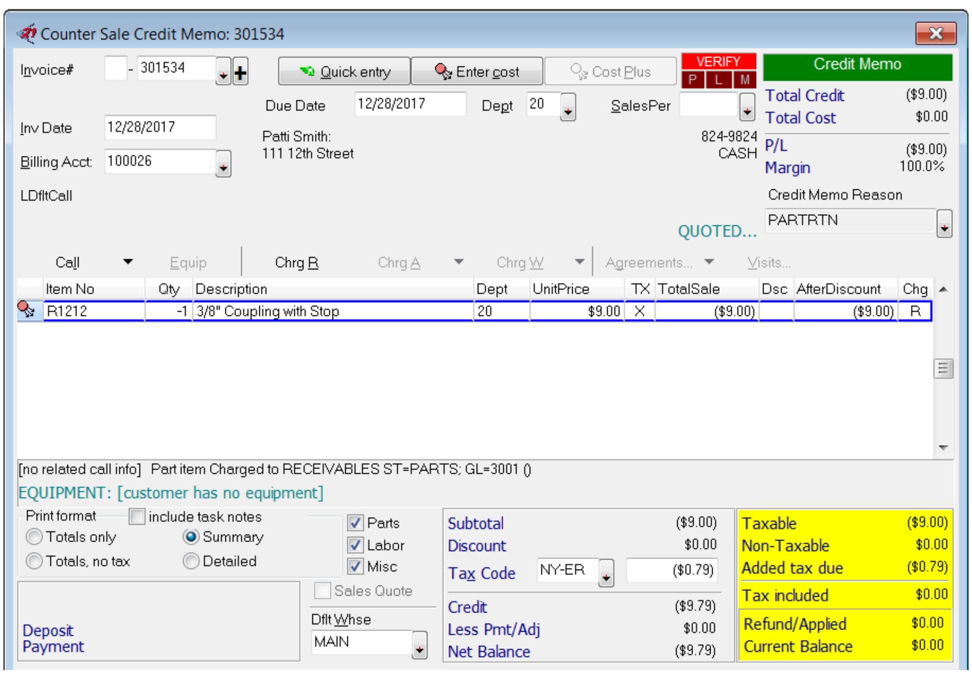
3. Select the Counter Sale Invoice that you have to credit and select the  button at the bottom of the screen.

4. This will open the CREDIT MEMO WIZARD

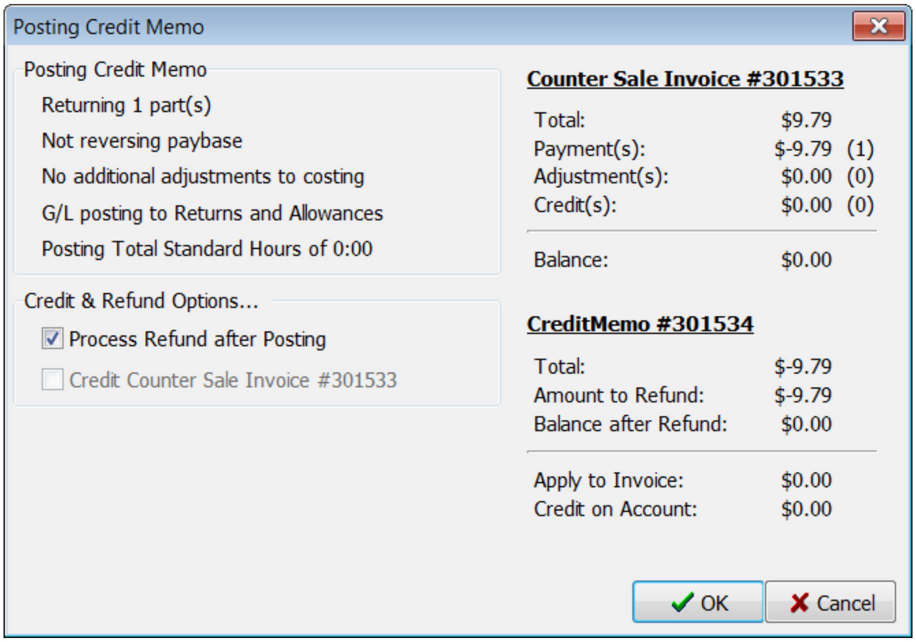


If you are managing inventory, the Wizard will give you the option to return the parts on the invoice to inventory stock.

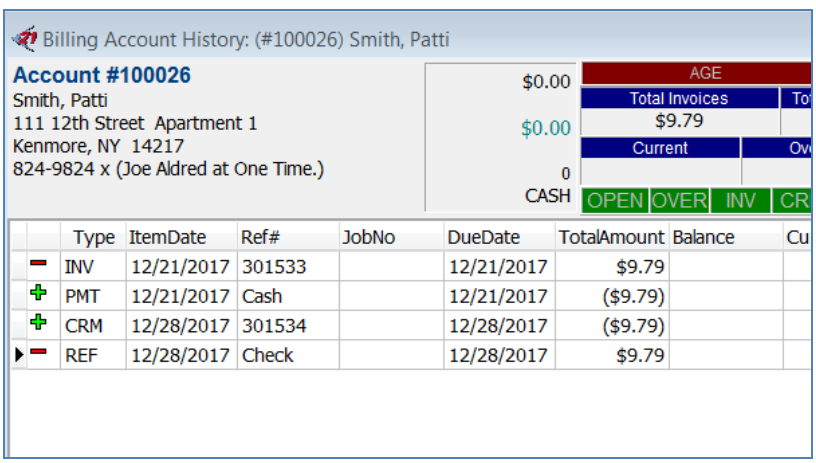
5. Click **Next** and identify the reason for the Credit Memo along with any notes you wish to include.
6. The Credit Memo will be created.



7. Enter the date of the Credit Memo and then click **Save** and **Post**.
8. Confirm you will be processing a refund to the customer and click **OK**



9. Choose your method for refunding the customer in CUSTOMER REFUND form and then either Print (for a check) or Post.



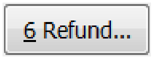
Processing Refunds without a Credit Memo

In a situation where you need to process a refund check to a customer and it is NOT associated with a job, you can do so without the creation of a Credit Memo, however, in addition to the Refund you MUST create an adjustment to the customer's account to properly allocate the refund given.

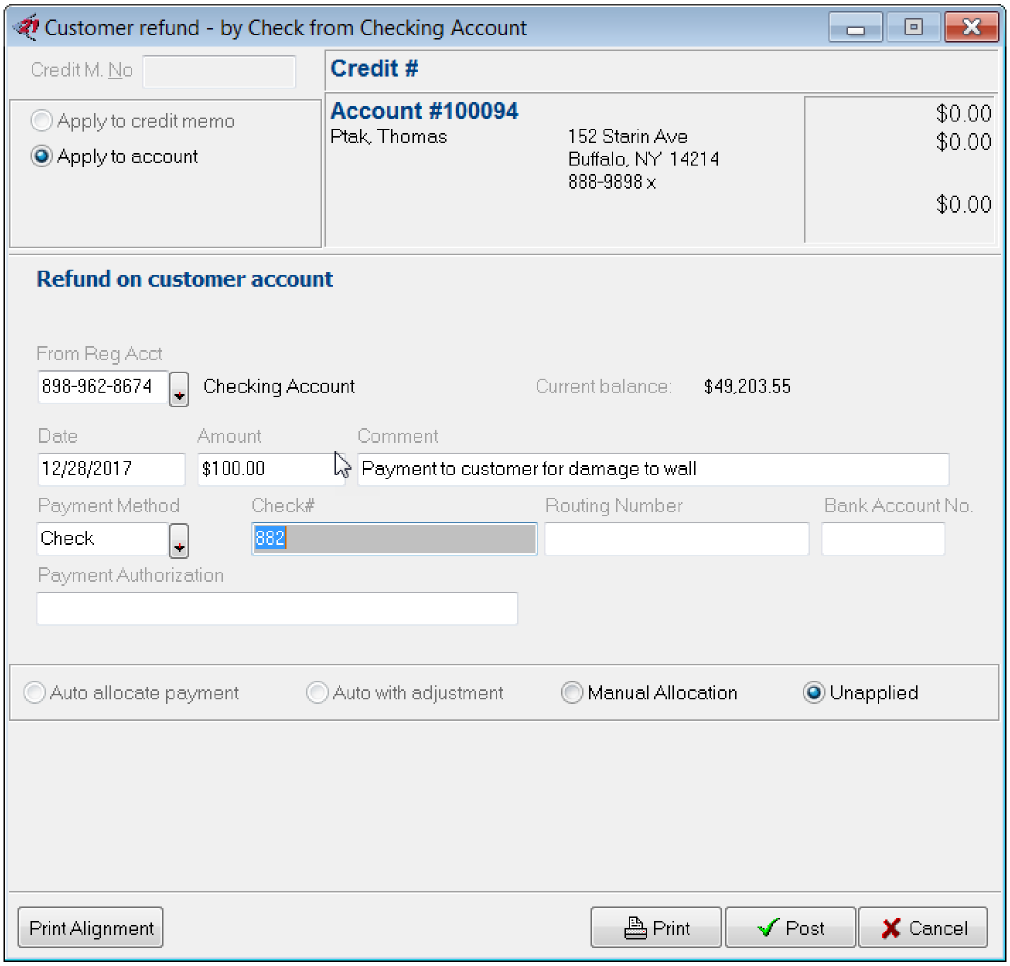
To enter/post a customer refund:

1. Open the BILLING ACCOUNT HISTORY (F4) screen for the customer you wish to refund.

2. Be sure you are selected on a line item other than an invoice or credit.

3. Click the 

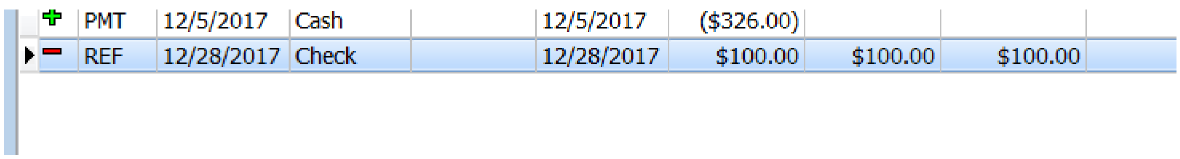
button.



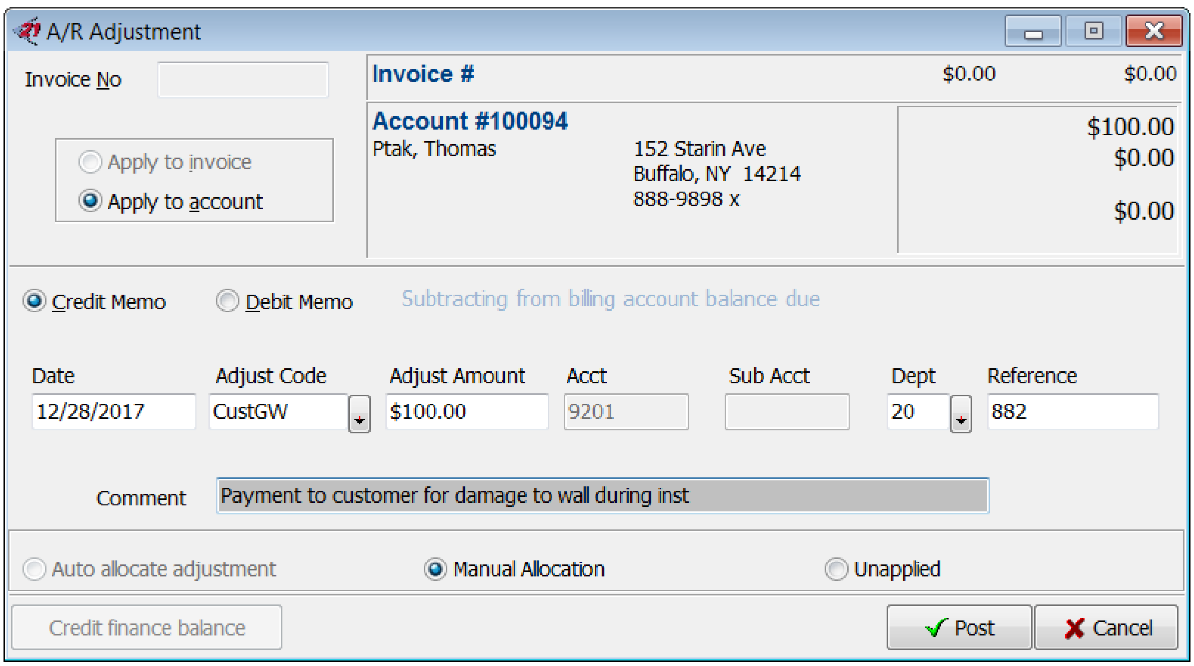
4. Select the register account that will make the payment in the *From Reg Acct* drop down list.
5. Confirm or enter the *Date* and *Amount* of the refund.
6. Select the *Payment Method.* (If it is a checking account, SuccessWare®21 will default to the next check number)
7. If the refund is being made by check, you can **Print** the check or **Post** without printing if it is a handwritten check.

This will create the check for the customer, but it also creates a balance on the customer's account. We will use a credit adjustment allocated against the Refund to eliminate the effect of the customer's balance due.

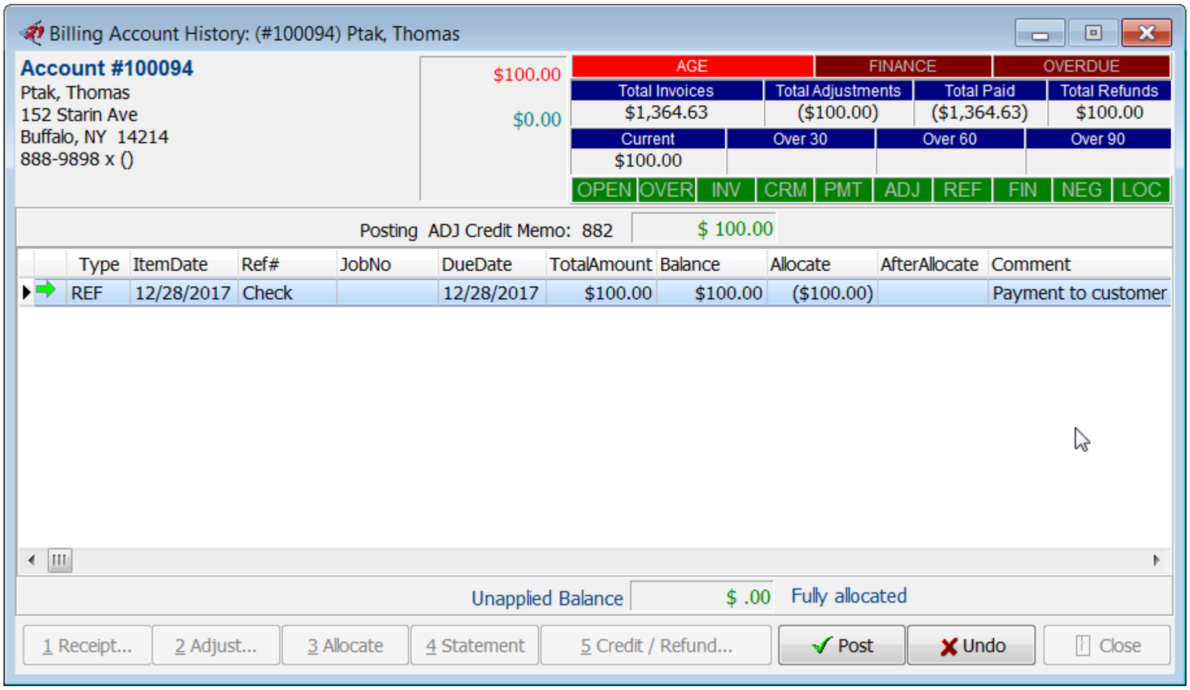
8. Highlight the refund in the customer's Billing Account and click the **Adjust** button.



9. Be sure that you are creating a **Credit Adjustment** in the AR ADJUSTMENT form.
10. Choose the ADJUSTMENT CODE that represents the reason for the refund given to the customer. This will determine the GL account that will be posted against.
11. Enter the AMOUNT of the Adjustment
12. Choose the DEPARTMENT that will be incurring the "expense" of the refund.
13. Enter the number of the check you created in the REFERENCE field
14. In the COMMENT field enter a description of the reason for the adjustment.

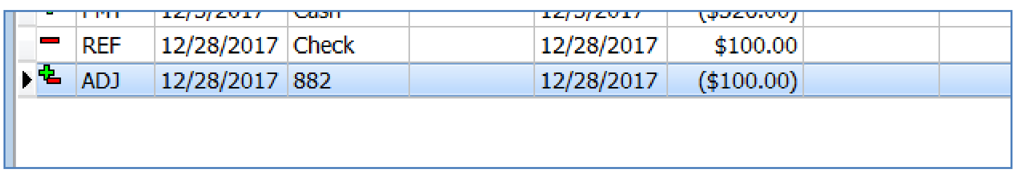


15. Be sure MANUAL ALLOCATION is selected
16. Click **Post**
17. In the Allocation Screen be sure the unallocated refund is selected and press **Enter** to allocate the credit to the Refund.



18. Click **Post**

The Credit Adjustment will be allocated to the Refund which will no longer display a balance.



Recording an NSF Check

When the bank returns a check you received due to insufficient funds, you must make adjustments to affect the account in which the deposit was made and to the customer that issued the check.

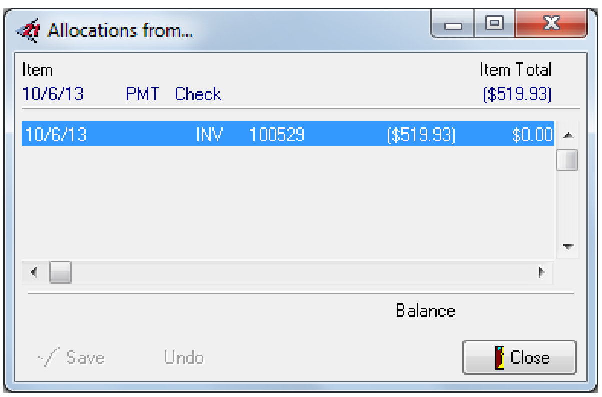
To accommodate this you need to have an AR adjustment code and a CB Adjustment code that both point to the same GL Account. These codes will be used to "move" the money out of your bank account and make it a balance due from the customer who bounced the check. We recommend creating NSF codes in both lists that point to GL account 2090- Clearing.

If your company posts cash receipts through the Billing Account History Receipt option you can un-allocate the original payment so that the invoice can be aged properly and finance charges applied, if applicable.

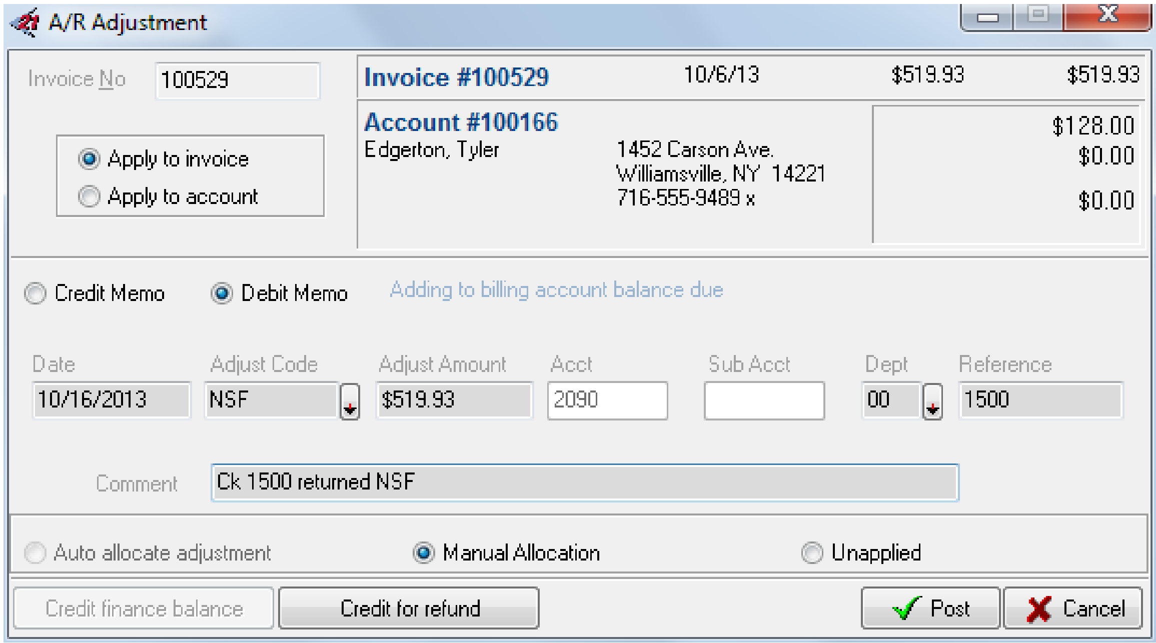
Note: The NSF Check must also be recorded in the Bank Account into which the check was initially deposited. Recording the transaction on the customer billing account is only half of the total transaction. For instructions on applying the bank piece of the NSF check see the section titled **ACCOUNT REGISTER- RECORDING AN NSF CHECK.** (page 200)

To Adjust the Customer's Account

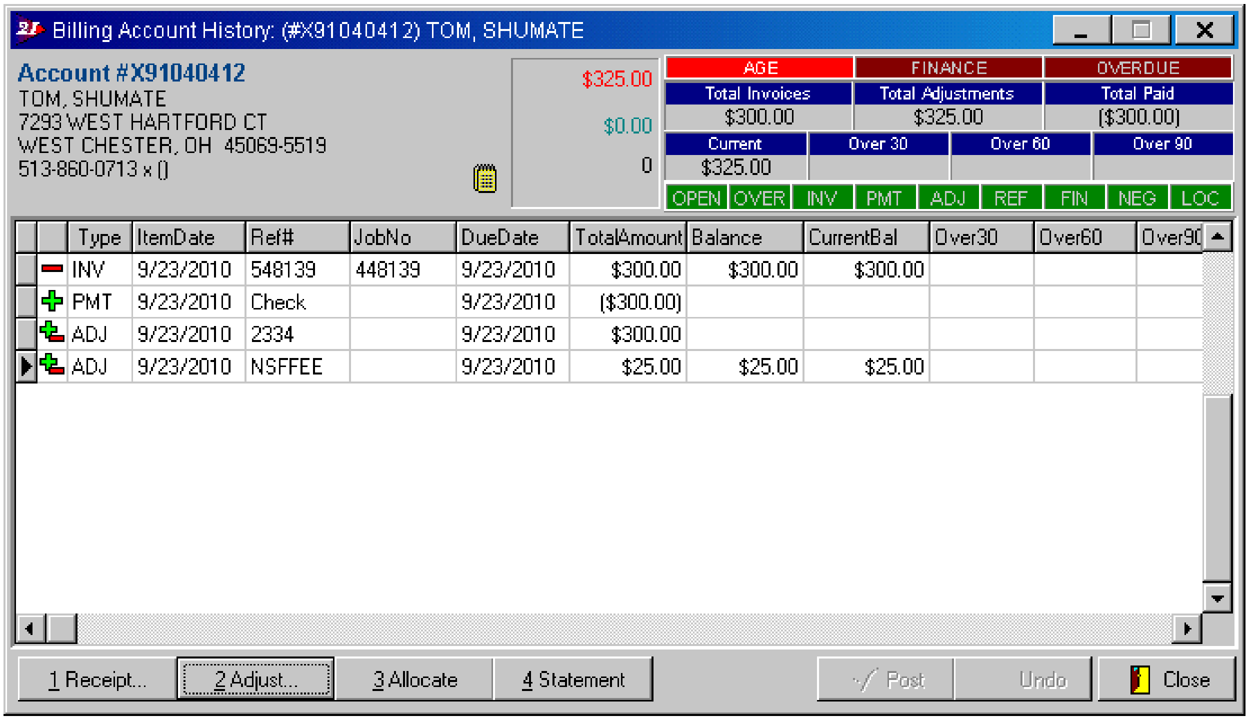
1. Open the Receivables Manager and search for the **Billing Account** for the customer.
2. Highlight the account and press ENTER to open the Billing Account History (or right-click and select **Open history**).
3. If your company posts cash receipts through the Billing Account History Receipt option and you wish to un-allocate the original payment so that the invoice can be aged properly and finance charges applied:
4. Highlight the original payment that was returned NSF and press **Enter** to open the ALLOCATIONS FROM . . . form.



5. Right-click and select *Clear all allocations* from the menu and then select **Save** and close the ALLOCATIONS window.
6. If your company posts cash receipts through the **Apply Pmts** button on the invoice, or you do not wish to age the original invoice and/or apply finance charges you will move to the next step.
7. Select the **Adjust** button located at the bottom of the form, or press ALT+2, to open the adjustment form.

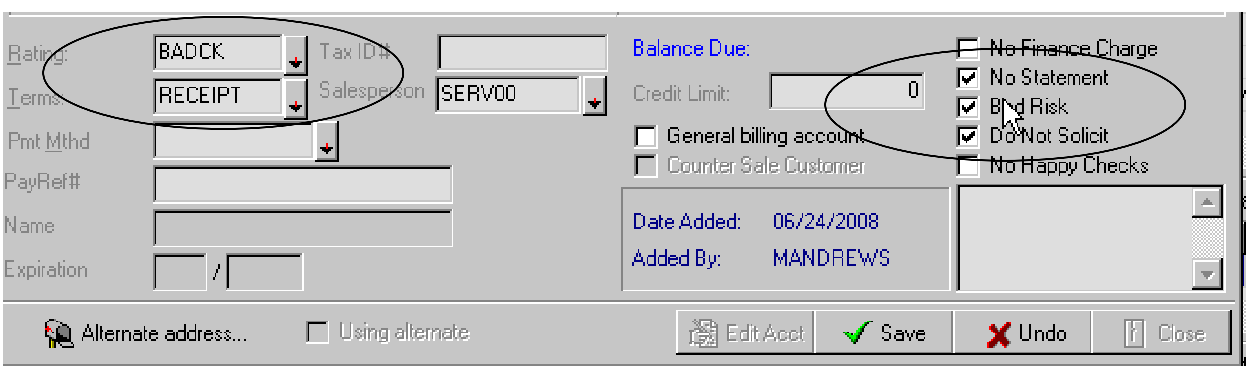


8. Select **Debit memo**.
9. Enter the **date** you wish the adjustment to affect the customer's account (the same date as the adjustment to the bank account.)
10. Enter or select an **Adjust code**. If you are using the clearing account, you can select NSF. If you did not use the clearing account when adjusting the bank account, be sure to use an adjust code that will use the same general ledger account you used there.
11. Enter the **amount** of the returned check.
12. Enter, or select the **department** that you wish to affect with the adjustment.
13. Enter a **reference** number, if desired. You may wish to use the same reference as you did when adjusting the bank account.
14. Enter a **comment** if you wish.
15. Select **Manual Allocation** and select **Post** to apply the adjustment to the original payment.



Updating the Customer's Billing Account

1. While in the customer's BILLING ACCOUNT HISTORY screen, press **F3** to open their BILLING ACCOUNT DETAIL
2. Click **Edit Acct**
3. Change the customer's rating to a value to indicate the customer wrote an NSF check.
4. Checkmark NO STATEMENT, BAD RISK and DO NOT SOLICIT
5. Click **Save**

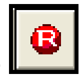


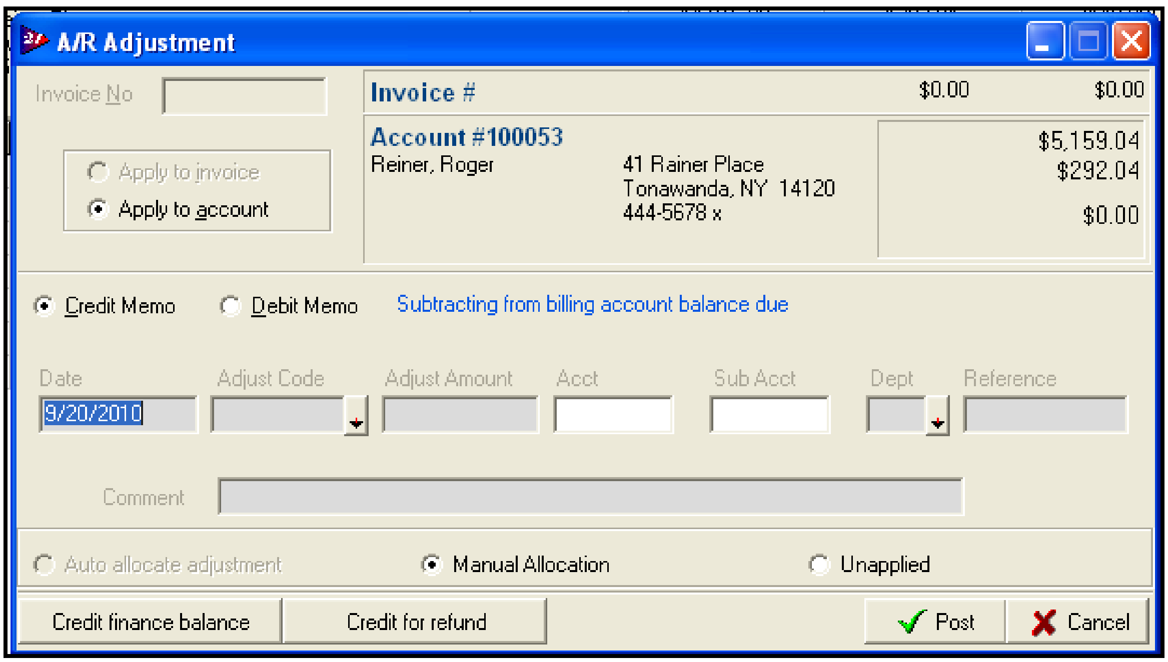
Go to the section titled **ACCOUNT REGISTER- RECORDING AN NSF CHECK** (page 200) to complete the process.

RECORDING A BAD DEBT (WRITE-OFF)

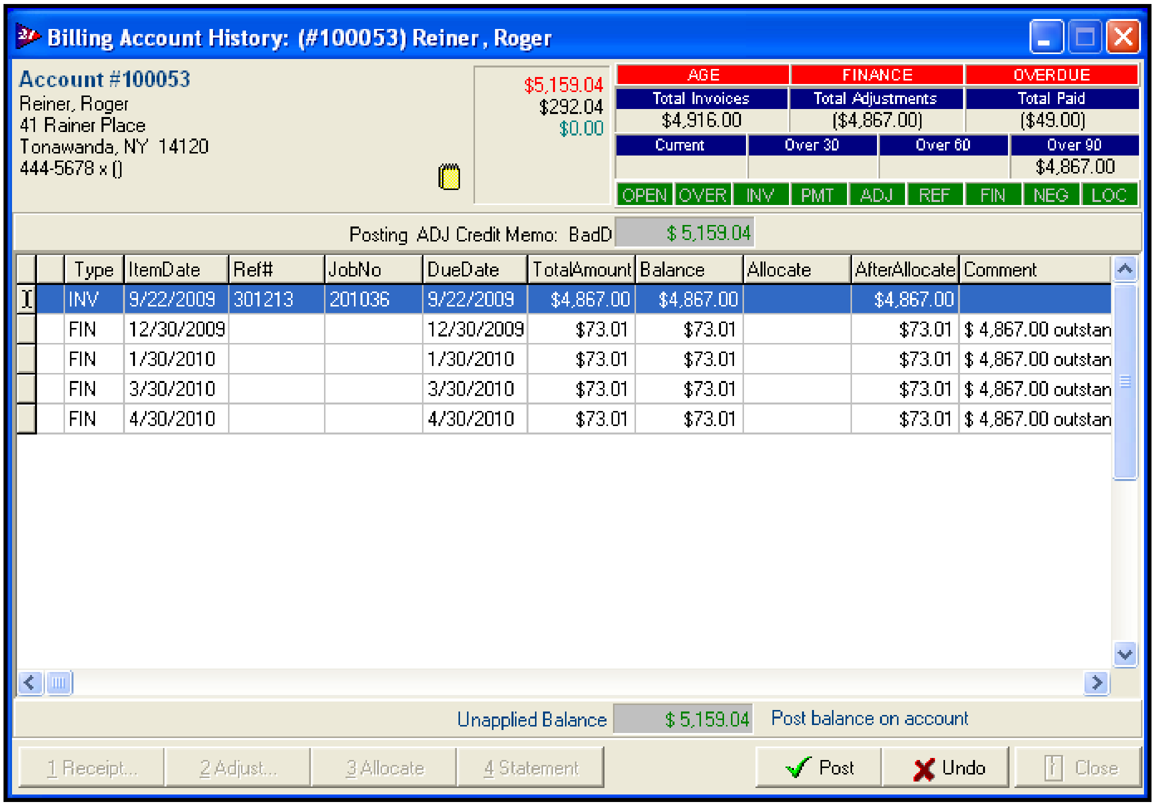
On rare occasion, it may be necessary to write off a bad debt

Recording the Bad Debt Adjustment

1. Open the RECEIVABLES MANAGER by clicking the  button on the toolbar.
2. Enter search criteria and press enter to find the desired customer as outlined in the Searching in the Receivables Manager portion of this manual.
3. After the correct customer record is located, press **F4** to open the BILLING ACCOUNT HISTORY screen.
4. Click the  button to open the A/R ADJUSTMENT screen.



5. Select *Credit Memo* to lower the account balance.
6. Select *BADDEB* or other appropriate code from the ADJUST CODE drop down list.
7. Enter the account balance in the ADJUST AMOUNT field.
8. **Tab** to the DEPT field and select department 00.
9. Enter “BadDebt” in the REFERENCE field
10. In the COMMENT field enter the Billing ID and Customer Name
11. Make certain that *Manual Allocation* is selected and click the **Post** button.



12. In the BILLING ACCOUNT HISTORY screen, press **Ctrl+End** to allocate the adjustment to all open items on the account.

13. Click **Post** to enter the allocation.

Updating the Billing Account Record

After recording a write off for a bad debt, it is very important to update the customer's billing account immediately so that users are made aware that you do not plan to allow further charges on the account.

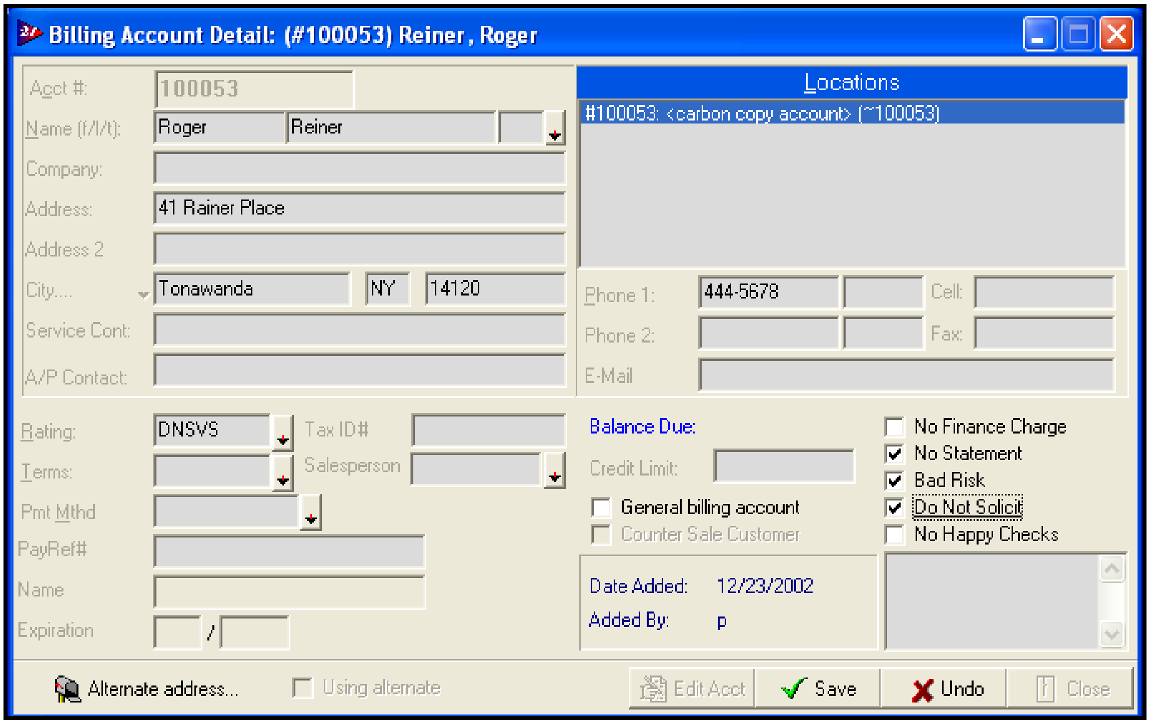
1. From the BILLING ACCOUNT HISTORY screen, press **F3** to open the BILLING ACCOUNT DETAIL screen.

2. Click the 

button.

3. Select *DNSVS (Do Not Service)* or other appropriate code from the RATING drop down list.

4. Check *No Statement*, *Bad Risk*, and *Do Not Solicit*.



5. Click the **Save** button

Purchasing

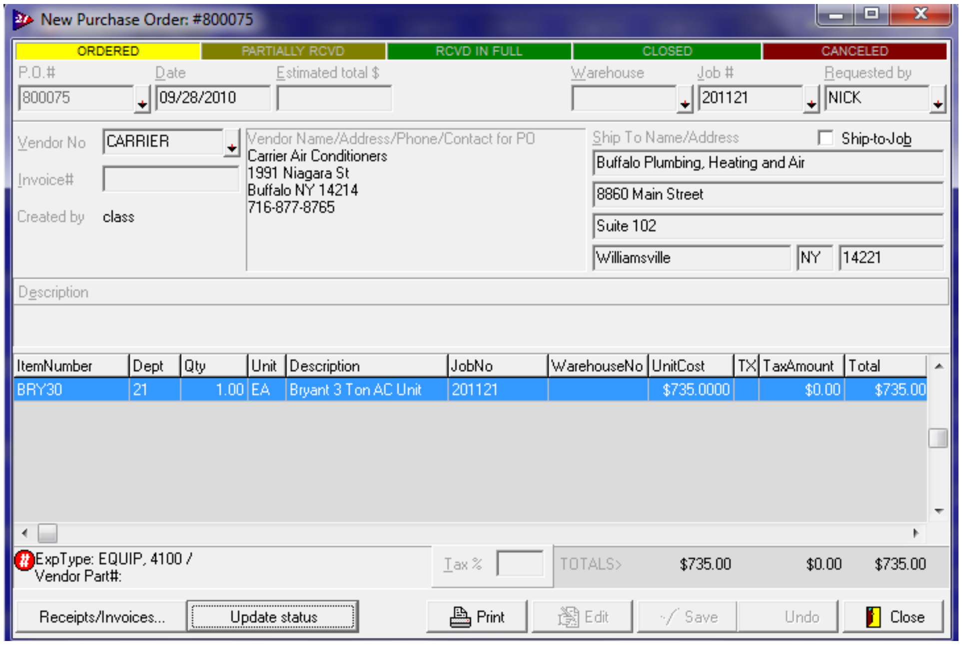
CREATING AND RECEIVING A PURCHASE ORDER

When there is a need to acquire goods or services you may be required to generate a purchase order. The goods or services that you order may be required for a job, materials for the office or items that will restock a warehouse or inventory. Once the parts that you have ordered have arrived you can record and post a Receipt document.

Once there has been a determination made that there is a need to purchase goods or services you will first need to assure that the vendor has been entered in SuccessWare®21. If the vendor is not in the system add the vendor following the directions in the ADDING AND UPDATING VENDOR instructions.

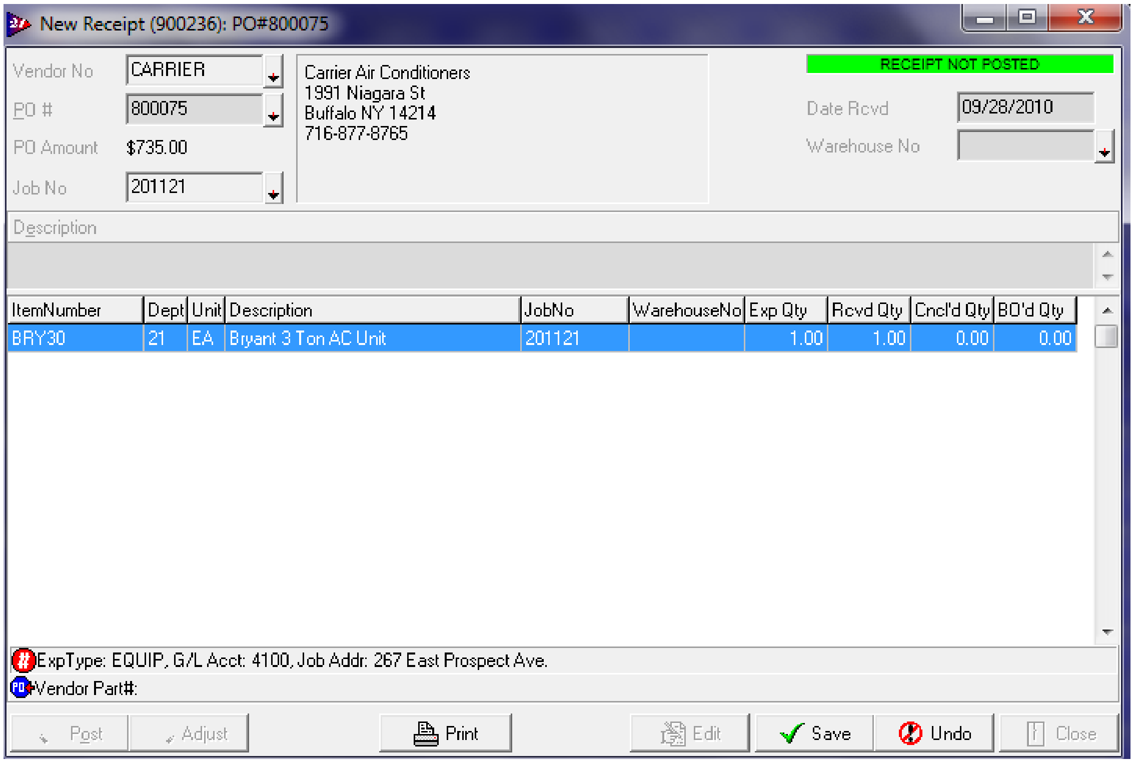
1. If you are creating a job related purchase order, you can create the PO by:
    - Right Clicking on the job in the CALL CENTER, pointing to *Job Materials/Purchases* and choosing *New PO*
    - Open the Job (F9), right click in the background and point to *Job Materials/Purchases* and choosing *New PO*.
2. If you are creating a non-job related PO open the PURCHASING MANAGER and press **Insert** to add a new PO
3. Tab to the WAREHOUSE number field. If you are creating a PO to stock a warehouse or truck, be sure that truck or warehouse is selected. If this is a JOB related PO, be sure that the WAREHOUSE field is BLANK.
4. Be sure that for a job-related purchase order that the job number appears in the JOB NUMBER field.
5. Tab to the VENDOR field and select the vendor from whom you are making the purchase.
6. Press **Insert** to add line items to the Purchase Order. For instructions on searching for items review the **CUSTOMER AND DISPATCH ESSENTIALS- SEARCHING FOR PRICEBOOK ITEMS** instructions. (page 46)
7. Tab to the DEPARTMENT field and select the department for which you are purchasing the item. If this is a Job-related PO, the department must match the department of the respective job.
8. Updated quantities as required.
9. Mark the item as taxable if required.
10. Press **Enter** to save the line item
11. Add additional line items as necessary
12. Save the Purchase Order and press **Update Status** to indicate the purchase order has been submitted to the vendor.

Note: Regular monitoring of open POs should be performed to ensure timely recording of material expense in relation to earned revenue. This can be performed using the **Purchase Order Status** report or using the **Open PO** view in the PURCHASING MANAGER.



Receiving on the Purchase Order

Once the items that you ordered have arrived or have been picked up by a technician, you can record a Receipt for the items. For job-related purchases, once the items have been included on a posted receipt they will be importable as cost on an Accounts Receivable invoice.



1. Open the PURCHASING MANAGER.

The default view in the PURCHASING MANAGER is OPEN POs. If you can find the PO that you need to record a receipt for in that list select it. If you do not see the PO, go to the **Search** filer, type the PO number in the PO# field and press **Enter**

2. Right click on the PO and select *New*→*New Receipt for Selected PO*. The quantities received will default to the quantities ordered. These can be changed.
3. If any of the line items on the receipt have not been fully delivered, select the line and press **Enter**.
4. The expected quantity (EXPQTY) will equal the quantity ordered, enter the actual number received in the received quantity (RCVD QTY) field.
5. If you are canceling the remaining items enter the remaining quantity in the cancelled quantity (CNCL'D QTY) field. If you do not cancel any of the remaining items the remaining quantity will automatically be entered in the back ordered quantity (BO'D QTY) field.

NOTE: The back ordered items quantity will default as the expected quantity (EXP QTY) on the next receipt that you open for this purchase order. Any Purchase Oder can be received upon multiple times as you wait for items to arrive. This will result in multiple AP Invoices created for that PO.

ItemNumber	Dept	Unit	Description	JobNo	WarehouseNo	Exp Qty	Rcvd Qty	Cncl'd Qty	BO'd Qty
10951	21	EA	3/4 METER UNION		MAIN	4.00	2.00	0.00	2.00
R4201	21	EA	10 INCH BALLCOCK		MAIN	6.00	6.00	0.00	0.00

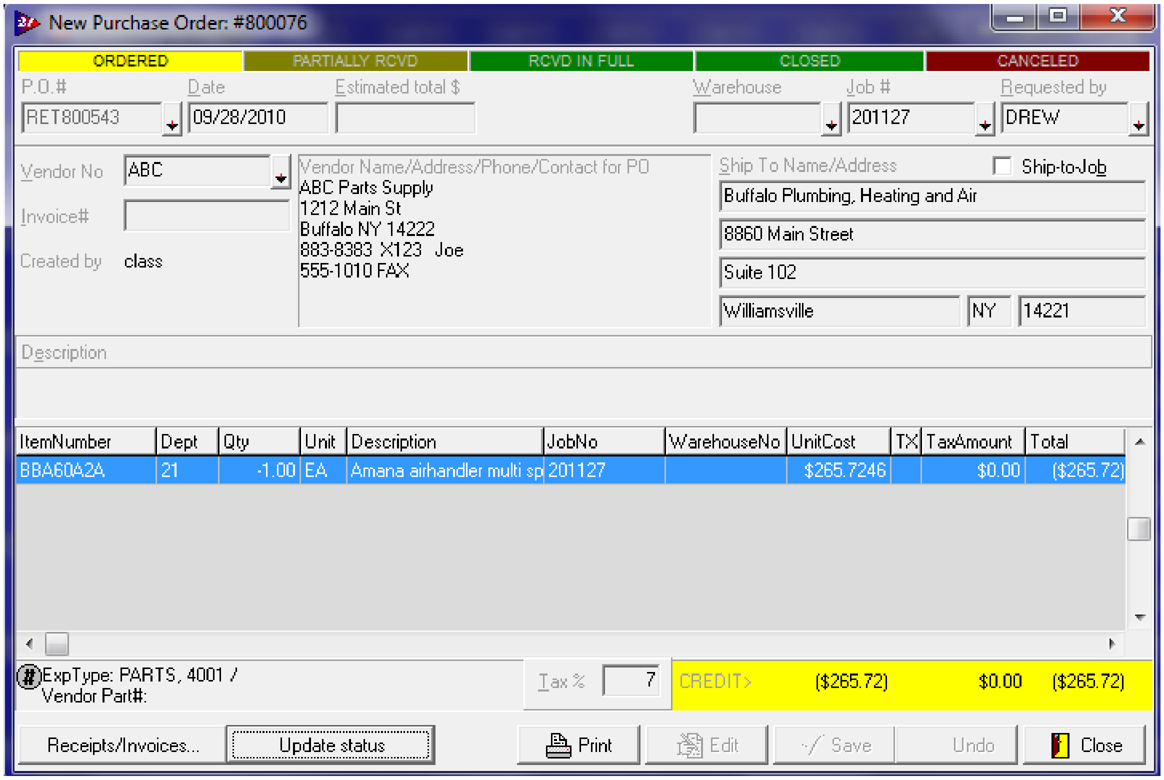
6. When all items have been received, canceled, or backordered, click **Save**, then **Post** to post the receipt.
7. The packing slip should be turned over to the appropriate party as you await arrival of AP Invoice.

PROCESSING PART AND EQUIPMENT RETURNS TO A VENDOR

When a part or piece of equipment needs to be returned you will follow a procedure similar to the one employed when a part is purchased. However, the Purchase Order, Receipt and AP invoice will indicate a negative quantity showing that the part is leaving our possession and returning to the vendor or manufacturer.

1. Create a new Purchase Order. Depending on user role, this can be done in various places:
   - From the CALL CENTER, right click on the job, point to *Job Materials/Purchases-→ New PO*
   - From the JOB Form, right click, point to *Job Materials/Purchases→ New PO*
   - From the PURCHASING MANAGER press **Insert**
2. Update the Purchase Order number so that it is prefaced with “RET”. For example the PO number for a returned item could be RET800233.
3. If the returned item is related to a specific job, be sure that the job number appears in the JOB # field.
4. Select the name of the VENDOR to whom you are returning the part.
5. Add the items that are being returned to the PO but set the quantity as a negative. Be sure the department represents the one that will receive credit for the returned part. For a job-related return this should be the same department as the respective job.
6. Save the PO and click the **Update Status** button.

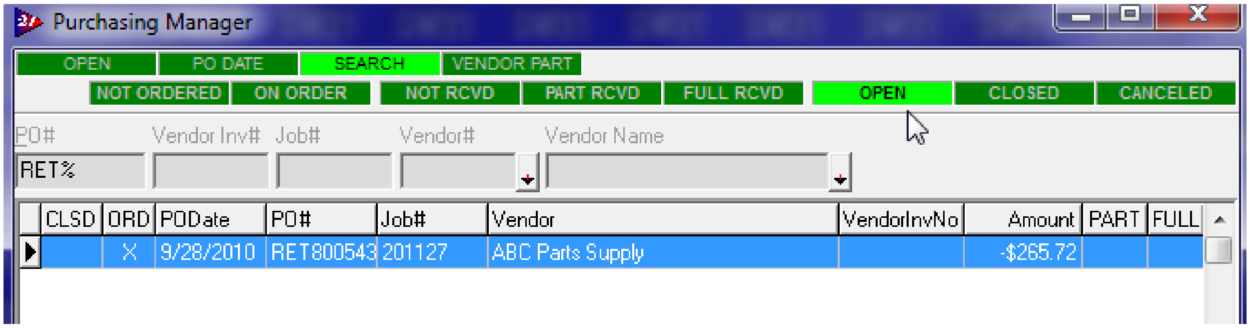
Note: Regular monitoring of outstanding return (RET) POs should be performed to ensure timely return of parts and receipt of associated credits. Outstanding return (RET) POs can be found by using the **Search** view of the PURCHASING MANAGER, entering “RET%” in the PO# field and then filtering for only **Open POs**.



Recording the Negative Receipt

Once the item has been physically returned to the vendor or manufacturer you will post a negative receipt for the item. If the items had been returned before you began creating the negative PO, you can simply click the **Receipt** button at the bottom of the PO form to access the receipt while creating the return PO, otherwise,

1. Open the PURCHASING MANAGER and bring up a list of open return POs by clicking on the **Search** indicator then typing “RET%” in the PO# field and pressing Enter.
2. Click the **Open** Filter to only show open return POs.



3. Right Click on the PO that has had its items returned and select *New→New Receipt for Selected PO*
4. Assure that the "received Qty" is accurate to the number of items that were returned. This should be a negative number.
5. **Post** the Receipt- This will create an unposted negative (credit) AP Invoice in the Payables Manager. The Credit Invoice, once received will be processed by Centralized AP.

Note: Regular monitoring of un-invoiced receipt for returns should be monitored to ensure timely receipt of credits. This can be done by opening the PAYABLES MANAGER to the **Un-posted** invoices view. Type "RET%" in the PO# field and press **Enter**. You can then right click and print the list if you wish.

Account Payable

ADDING AND UPDATING VENDORS

To Add a Vendor

1. Open the PAYABLES MANAGER and select the **Accounts** indicator at the top of the screen
2. Click the **New Vendor** button
3. Override the default vendor number and replace it with the vendor name with no spaces (up to 10 characters)
4. Complete the remaining fields as defined below

Field	Description
Company	Vendor’s company name.
Address 1 and Address 2, City, State and Zip	Address information for the vendor.
PO Contact	Name of contact person regarding purchase orders.
Phone 1 and 2, Fax	Vendor phone numbers.
Email	Email address of vendor.
AR Contact	Name of person to contact regarding Accounts Receivable questions.
Phone	Phone number of AR contact.
Separate Remit Address	Check to add a separate address to which you will mail payments. A separate address form will open.
Type	Choose the type of vendor from the drop-down list.
Tax Percent	Tax percent added to purchases.
Terms	Choose the payment terms from the drop-down list.
Credit Limit	Your credit limit with the vendor.
Print 1099?	Checkmark to add this vendor to a 1099 report.
Tax ID#	Vendor’s Tax ID #.
Check Memo	Information entered here will print in the memo field of checks sent to this vendor.

Field	Description
Is Active?	Determines whether or not this is an active vendor.
Preferred Vendor	Checkmark this field to indicate that this is a preferred vendor. You will be able to run AP reports grouped or filtered based upon the preferred vendor status.
Affiliation	Enter the preferred vendor affiliation.

5. Click **Save**

To Edit an Existing Vendor

1. Locate the vendor account in the PAYABLES MANAGER ACCOUNTS view.
2. Highlight the vendor
3. Right-click to select *Open* and then *Vendor details*. (You can also press **F3** from any screen in which the vendor is active, i.e., from an invoice or purchase order for the vendor).

The VENDOR ACCOUNT DETAIL will open.

4. Click **Edit** Acct.
5. Make any necessary changes.
6. Click **Save** to save the changes.

CREATING ACCOUNTS PAYABLE INVOICES

Accounts Payable invoices can be created from the:

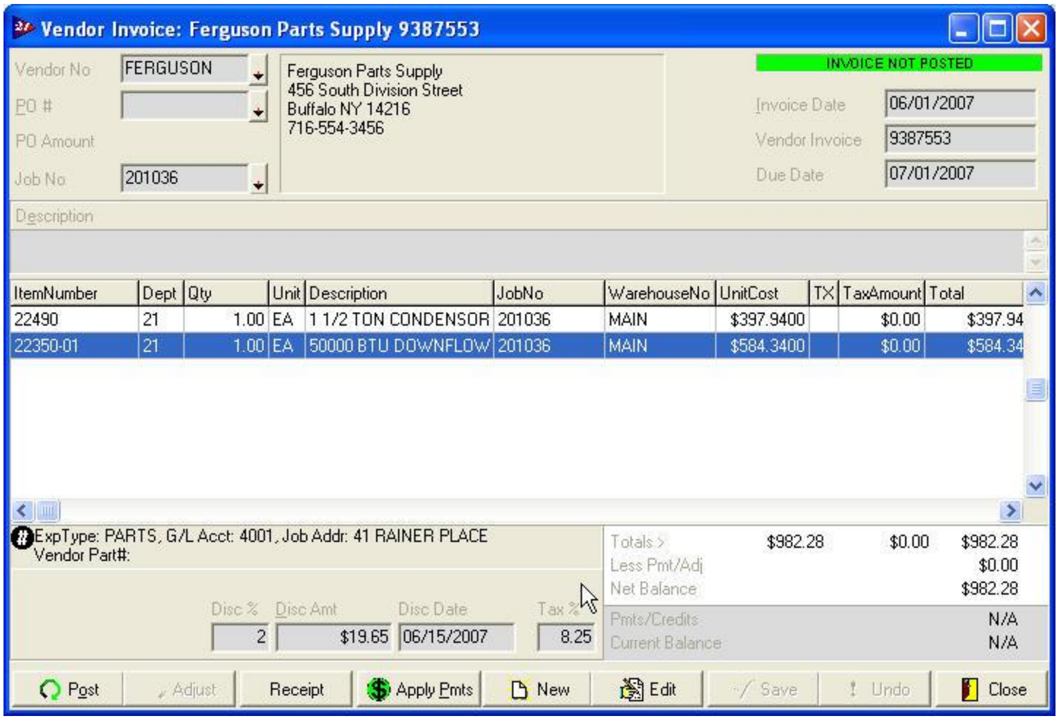
Purchase Order - click **Receipts/Invoices** and select *New Invoice.*

Payables Manager - click ***New Invoice*** or press **Insert.**

Receipt - an un-posted invoice will be created automatically when the receipt is posted.

Call Center - Right click on a call in the Call Center and point to *Materials/Purchasing*, then select *Vendor Invoices*

The Job Form- Right click, select *Job Materials/Purchases* and then select *Vendor Invoices, New Vendor Invoice*.



If an Accounts Payable invoice is created from a purchase order or a receipt, the items on the purchase order or receipt will default as the line items on the invoice.

If you are creating an accounts payable invoice from scratch the line items will need to be added.

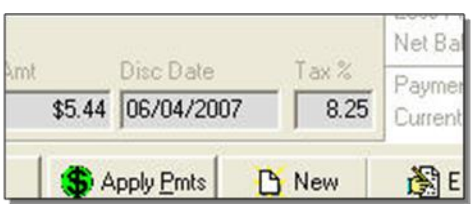
Creating an Accounts Payable Invoice

1. Open the Invoice.
2. Choose a vendor from the **Vendor** drop down list
3. If there is an associated PO, choose it from the PO# drop down. The list will show open POs for the selected vendor. This will populate the invoice with the line items on the purchase order. When the invoice is posted this will have the effect of "receiving" the items from the Purchase Order.
4. If the Invoice is a purchase of items for a specific job you can enter or select the job from the Job No. drop down. If a Job Number is selected each of the line items on the invoice will be associated with the selected job.

Note: This list only shows Open jobs, if the job you are posting the invoice for is already closed, you can manually key the job number into the field.)

5. Enter the **Invoice Date.** The Due date will default based upon the terms of the vendor.
6. Enter a unique **Vendor Invoice** number. Each invoice number that you enter must be unique for the vendor selected. For example, you could have 2 vendor invoices with the same number (E.g, 123456), as long as the invoices were from different vendors.

7. If you need to add items to the invoice, click in the item detail area and press **Insert**.
8. Add line items to the invoice by using the standard search method or by entering the Item Number of the item you are purchasing.
9. Tab to the Department field and select the department that is purchasing the item. (this is the department that will charged with the expense of the purchase at the General Ledger level if applicable).
10. Tab to the Quantity field and enter the number of items being purchased.
11. Tab to the Description field to modify the description of the item if necessary.
12. If the invoice item is being specifically purchased for a job, tab to the Job Number field and enter or select the job number. If you selected a Job Number at the top of the invoice or created the invoice directly from a job, the job number selected will automatically appear on each line.
13. If you have activated inventory you will need to decide whether or not the items being purchased are being received to a warehouse or directly to a job. Including or excluding a warehouse will determine whether a Job Tag or Warehouse Tag is created.
    If Inventory is NOT activated, choosing a warehouse will affect your ability to report on items purchased with a warehouse number attached to them (such as with the Item Distribution report which can be run by warehouse).
14. Tab to the Unit Cost and modify the price if necessary.
15. If the item that you are adding to the invoice is eligible to receive a discount be sure that an X appears in the Dsc column. An X will appear in this column by default and will have no effect on the invoice total if discount information is not applied in the Discount area of the invoice.
16. If the Item you are purchasing is taxable, be sure to place an X in the Tx column. If you mark the first item on the invoice as taxable, any additional items added will have the Tx column marked automatically. Tax will be applied using the tax rate identified when setting up the selected vendor or as defined in the Tax % field at the bottom of the invoice.



17. Press **Enter** to save the line item

ItemNumber	Dept	Qty	Unit	Description	JobNo	WarehouseNo	UnitCost	Dsc	TX	TaxAmt	Total
R1212	23	25.00	EA	3/8" Coupling with Stop		MAIN	$4.5000	X		$0.00	$112.50
R3501	23	15.00	EA	1 1/2 X 16 S.J. TAILPIECI		MAIN	$10.6400	X		$0.00	$159.60

18. If the payment terms you have with the vendor allow for a discount the discount will be displayed in the Discount field near the bottom of the invoice. The discount percentage and amount can be edited if necessary.
19. **Post** the Invoice when finished.

RECURRING AP INVOICES

Recurring invoices serve as AP Invoice templates that can be used to represent periodically occurring expenses such as rent, utilities, loan payments or software subscriptions. These templates can then be used to generate, as needed, an AP Invoice that already contains the line items that are to be purchased/paid for. For invoices representing expenses for which the amount varies invoice to invoice, (such as utilities), the price of the line items can be modified on the invoice created from the template.

In addition to the time saving aspect of recurring invoice templates, is your ability to build "departmental expense splits" into the line items on the template. This is helpful for overhead expenses that you would like to have divided (at the general ledger level) as expense between many departments. The line item(s) on the template can be split, and each invoice that is created from the template will contain those splits, which can be modified at that time if necessary.

Note: The invoices that are created based upon recurring invoice templates are not generated automatically by SuccessWare®21. You must, as the selected bill is coming due, open the template item and choose to create the current invoice based upon the template.

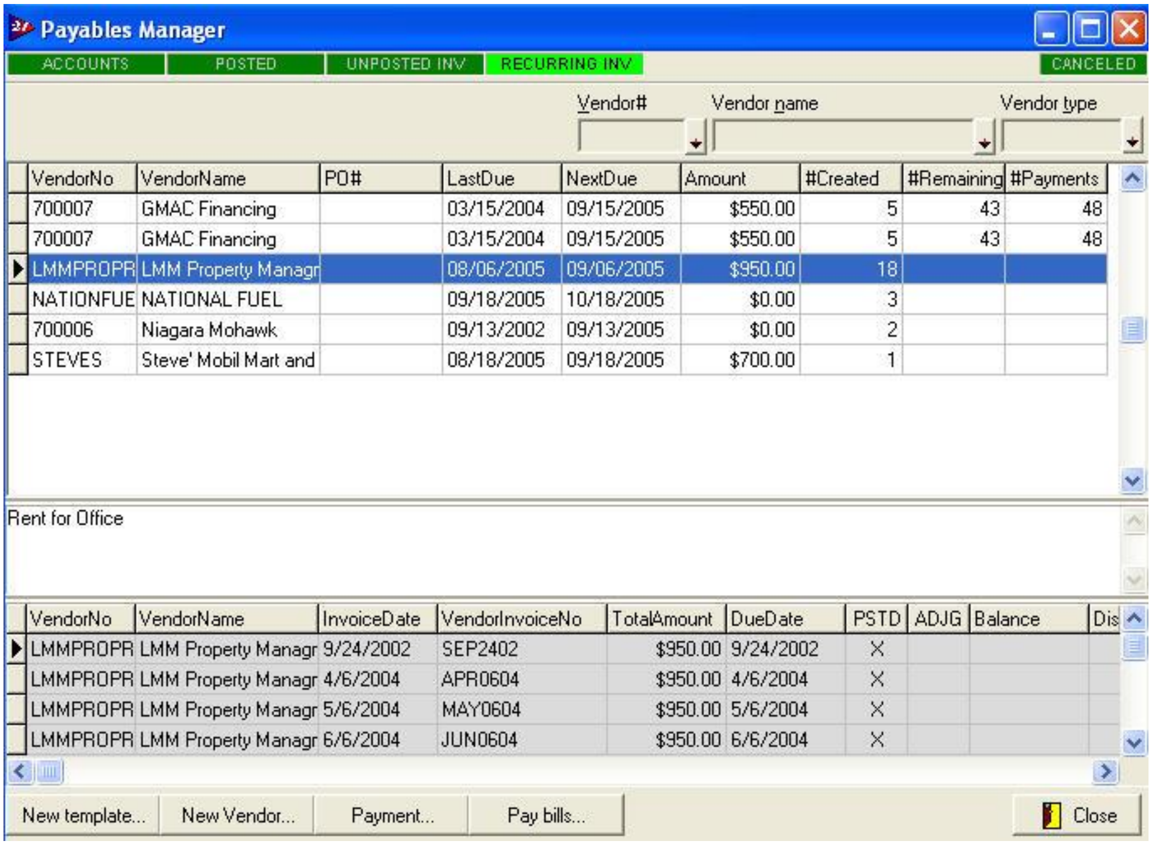
There are two steps to processing Recurring Payables:

1. Create the vendor invoice template, and
2. Process the recurring invoices.

The Recurring Invoice View

The RECURRING INVOICE view of the PAYABLES MANAGER displays your list of invoice templates and in the lower portion of the screen, invoices that have been created based upon any of the templates selected in the upper portion. From this view, new templates can be created or existing templates can be opened.

The **Cancelled** filter allows you to view Recurring Invoice Templates that have been cancelled and are therefore no longer active.



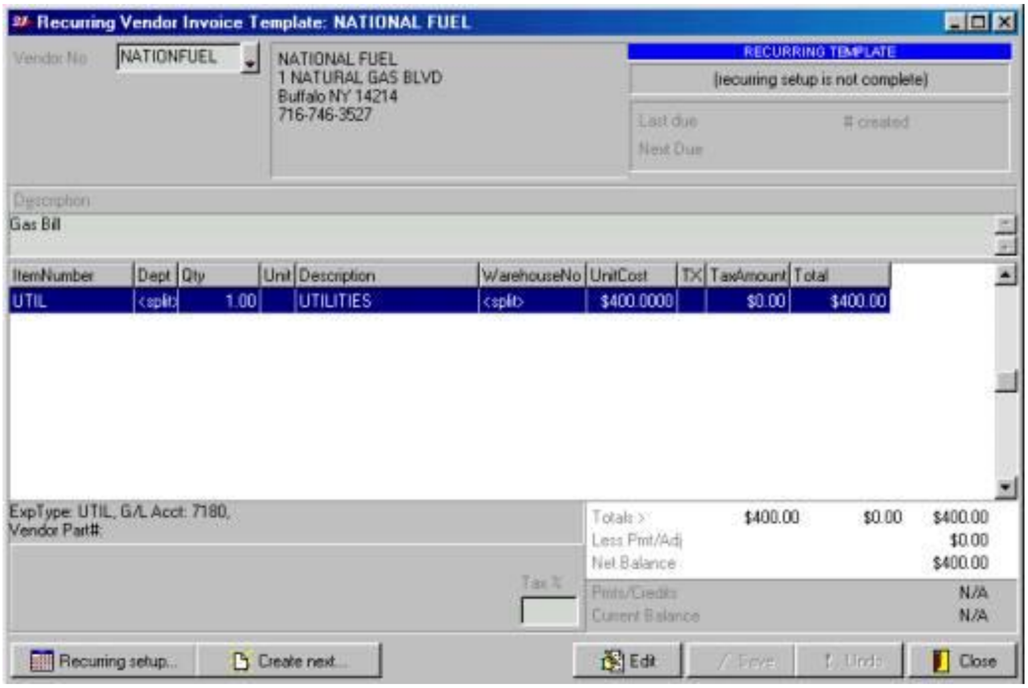
Creating a Vendor Invoice Template

There are two different ways of creating recurring invoice templates:

- From the RECURRING INVOICE view of the PAYABLES MANAGER, click **New Template.**
- From an existing, posted AP invoice. Open the invoice, right-click in the gray area of the form and select *Make recurring.* (When using this option you can skip to step 7 below.)

To Create a Recurring AP Invoice Template

1. Open the RECURRING VENDOR INVOICE TEMPLATE.
2. Choose the vendor from the drop-down list.



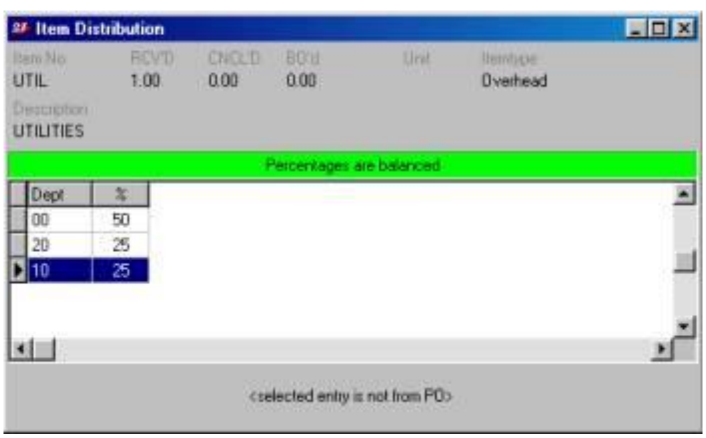
3. Enter a DESCRIPTION of the invoice template you are creating. This description will appear in the Recurring Invoice view of the PAYABLES MANAGER when you select the template in the list view. This is helpful in differentiating between multiple invoice templates that may be related to the same vendor. (Such as multiple loans for vehicles that may be paid to the same finance company)

4. Click into the grid area and press **Insert** to add a new line.

5. Enter an ITEMNUMBER or search for one from the PriceBook and choose the DEPARTMENT, QUANTITY and UNIT COST. For items that change in cost from month to month such as utilities, you can enter $0 as the UNIT COST.

6. Press **Enter** to save the item.

7. For an overhead expense item, you can use a split to divide the expense of the overhead item amongst departments. To do so, right-click on the line item and choose *split*. Then create your percentage allocations. Close the ITEM DISTRIBUTION form using the **X** in its upper right corner.

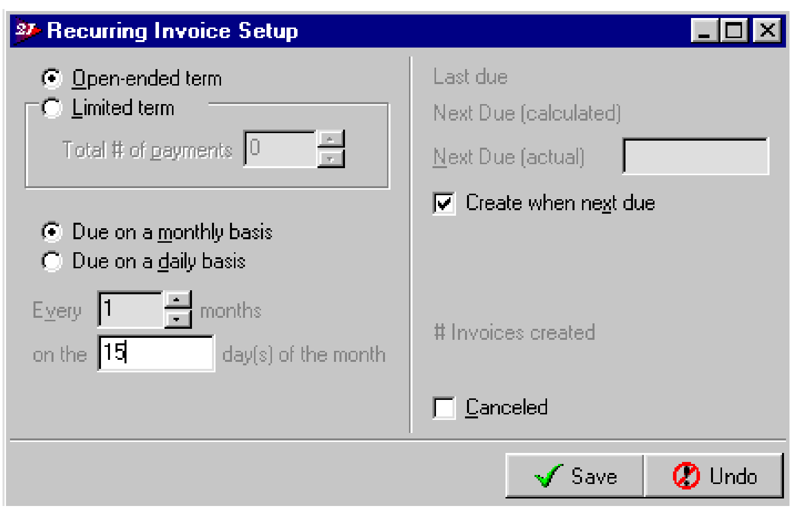


8. Press the **Recurring setup** button to establish the frequency and schedule of the recurring invoice.

9. In the Recurring Invoice Setup window, choose whether the recurrence is *Open-Ended* or is for a *Limited Term*. If you select *Limited Term* be sure to identify the Total # of Payments required.
10. Choose the recurrence interval for the invoice by choosing whether it is Due on a Monthly Basis or Due on a Daily Basis.
    - If you have selected **Monthly**- Choose how often, in months, the invoice is due and the day of the month it will be due.
    - If you have selected **Daily**- Select the number, of days, that pass between each invoice coming due.
11. Tab to the Next Due (actual) field. This will default the next possible billing date based upon the recurrence pattern you identified. If the date of the first billing is correct continue on. If the date is incorrect, manually enter the date that the first invoice based on the template will be due.
12. If you have changed the date in the Next Due (actual) field the Create When Next Due checkbox will be cleared automatically. After the first invoice using the template is created the checkmark will automatically be returned and the recurrence pattern of the invoice will begin as defined.

Note: The **Cancelled** checkbox allows you to tell SuccessWare®21 that you no longer wish to show invoices due based upon the template.

13. Click **Save**.



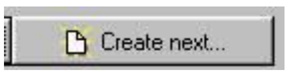
14. **Close** the template.

Creating an Invoice Based Upon a Recurring Invoice Template

Once a Recurring Invoice Template has been created, you will use it to create new AP Invoices.

To Create an Invoice Based on a Recurring Invoice Template

1. Select the RECURRING INV view in the PAYABLES MANAGER. All recurring invoice templates will display.
2. Select the template for which you want to create an invoice and press **Enter** to open it or right click on the template and select *Open Recurring Template*.
3. In the Invoice Template form, click the **Create Next** button in the lower left corner



A new Accounts Payable invoice will open modeled after the template.

4. Make any necessary changes to the line item(s) on the invoice. This may include editing the cost.
5. If you have already paid the invoice you are entering, either through a handwritten check or via a credit card or automatic withdrawal transaction, select the **Apply Payment** button and record your payment information. If the invoice is posted without a payment it will appear as an open payable that can be paid at a later point.
6. **Post** the invoice

PAYING YOUR BILLS

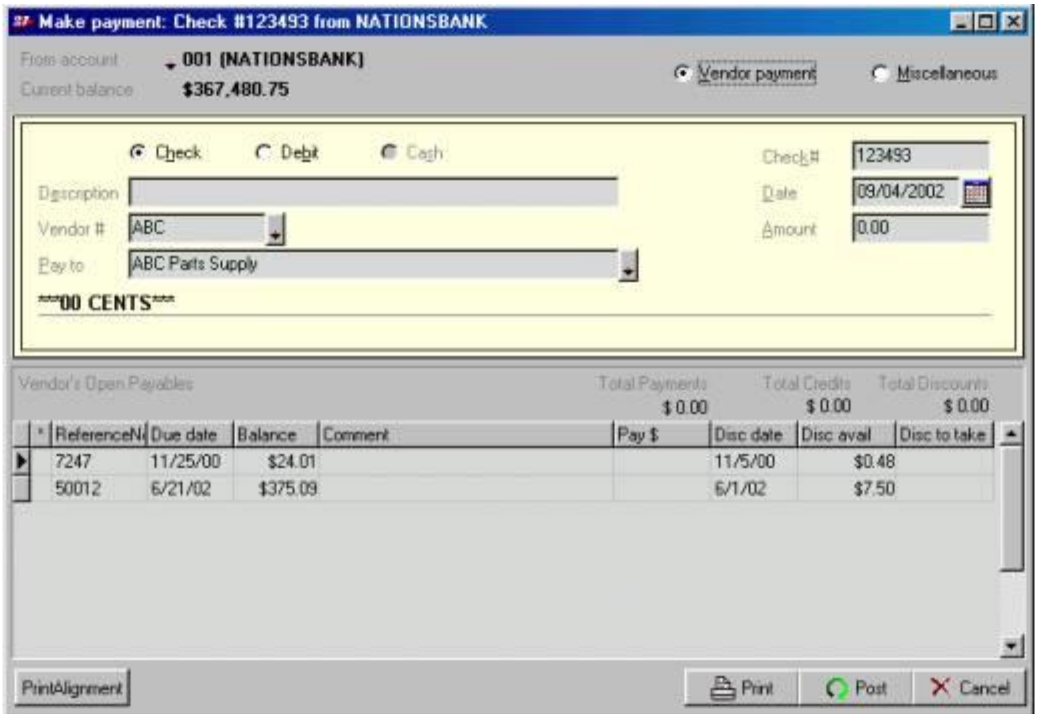
There are five methods that you can use to pay a vendor.

1. You can choose to pay a single vendor,
2. You can pay multiple vendors in a batch,
3. You can record payments on individual Accounts Payable invoices
4. You can make a miscellaneous payment to a vendor that is not related to an invoice.
5. You can pay a vendor with a Credit Card

Paying a Single Vendor

1. Open the Payables Manager and display the Accounts view.
2. Select the account to which you want to make a payment.
3. Click **Payment** at the bottom of the Payables Manager.

The MAKE PAYMENT window will open.



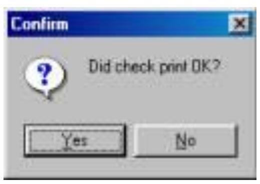
4. Choose the account from which you want to make the payment.
5. Be sure that **Vendor payment** is selected.
6. Select whether you are paying by check or debit.
7. If by check, either confirm or enter the check number
8. Enter or accept the date.
    - The lower half of the window displays open items owed to the vendor.
    - The amount of the check will be determined by which outstanding payables you choose to pay.
9. Select each item you intend to pay and use the appropriate keystrokes or right-click options:

Menu Option	Effect
Edit amount/discount	To make changes to the payment amount (i.e. partial payment) or the amount of the discount you are taking. The keystroke for this option is **Enter**.
Tag/untag for payment	This option toggles. If the item has been marked for payment it will un-mark it. If the item has not been marked for payment, it will mark it. The keystroke for this option is **Spacebar**.

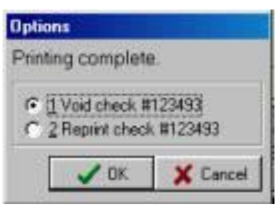
Menu Option	Effect
Take discount	Use this option to take discounts on items that are past the discount due date. The system will automatically take available discounts on items that are prior to the discount due date. The keystroke for this option is **Ctrl+D**.

Items that will be paid with this check will be preceded by a red checkmark.

10. To post the check without printing (for instance, to record a handwritten check), click **Post**.
11. To print the check, click **Print**. The system will post the payment once the check has printed successfully.
12. You will be prompted as to whether the checks printed successfully or not.



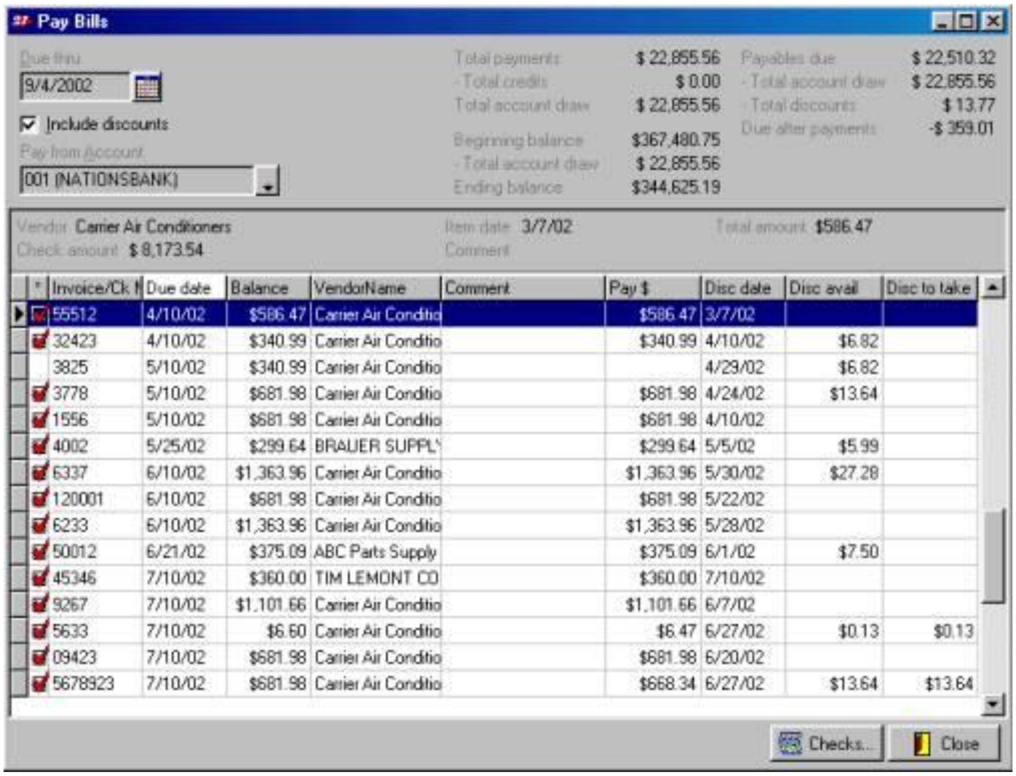
13. If **Yes**, SuccessWare21 will post the payments.
14. If **No**, you will be asked whether to void the check or try to reprint.



If you choose to void, you will be returned to the Make Payment window. The check number will be increased by one.

Paying Multiple Vendors

1. Click **Pay Bills** from the Payables Manager and select the *Payables* option or right-click and select *Payables*.

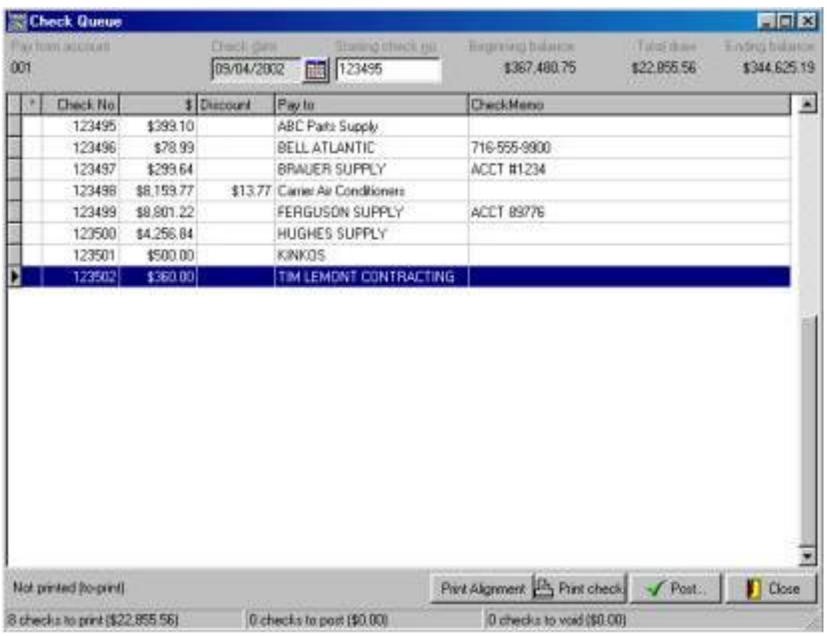


2. Enter or select the due date through which you wish to pay bills. Select INCLUDE DISCOUNTS to include items with a discount due date prior to that date.
3. Choose the account from which you want to write the checks.
4. Use the appropriate keystrokes or right-click options in the open item grid to select items you wish to pay. Options include:

Option	Effect
Edit amount/discount	To make changes to the payment amount (i.e. partial payment) or the amount of the discount you are taking. The keystroke for this option is **Enter**.
Tag/untag for payment	This option toggles. If the item has been marked for payment it will un-mark it. If the item has not been marked for payment, it will mark it. The keystroke for this option is **Spacebar**.
Take discount	Use this option to take discounts on items that are past the discount due date. The system will automatically take available discounts on items that are prior to the discount due date. The keystroke for this option is **Ctrl+D**.

Option	Effect
Tag all	Use this option to mark all displayed items for payment. If you are paying most invoices, you may wish to “tag all” then un-mark the ones you do not wish to pay. The keystroke for this option is **Ctrl+A**.
Report	Use this option to print the grid report.
Untag all	Use this option to un-mark all items that have been tagged for payment. The keystroke for this option is **Ctrl+U**.
Checks	Opens the check queue.
Close	To close the pay bills screen. Keystroke is **Esc**.

5. Once you have completed the item selection, click **Checks** to go to the Check Queue. The Check Queue will display the checks that the system will print based on the selections you have made.



6. Verify that the Check date and Starting check no (number). is correct.

7. To post the checks without printing (for instance to record handwritten checks), move to the last check in the list and press the **Spacebar** or right-click and select *Mark void/reprint/ok*. The system will prompt “Mark prior checks print ok?”. Click **Yes** and then click **Post**.

8. To print the checks, click **Print**. The system will print the checks and prompt you to verify that they all printed correctly.

If all checks printed ok, click **Yes**. The system will post the checks and update the vendor accounts.

If all checks did not print ok, click **No**. The system will display the message “Checks can be marked as printed ok (to-post), printed bad (to-void), or not printed (to-print). Mark checks and post before reprint”. Select **OK**.

The system will return to the Check Queue where you will mark each check with the appropriate option. Right-click and select *Mark void/reprint/ok* or use the **Spacebar** to toggle through the options.

Indicates that the check printed ok and is ready to post.

Indicates that the check is to be voided.

No symbol in front of the check indicates that the check has not been printed.

9. If you have marked all checks to void but wish to reprint them using the same check numbers (for instance, they printed on paper and you still have the blank checks) mark the first check for reprint. The system will prompt “Mark remaining checks for reprint?”. Click **Yes**, then print the checks again.

Making Payments Using Your Credit Card Account

Credit card register accounts can be used when making either vendor or miscellaneous payments.

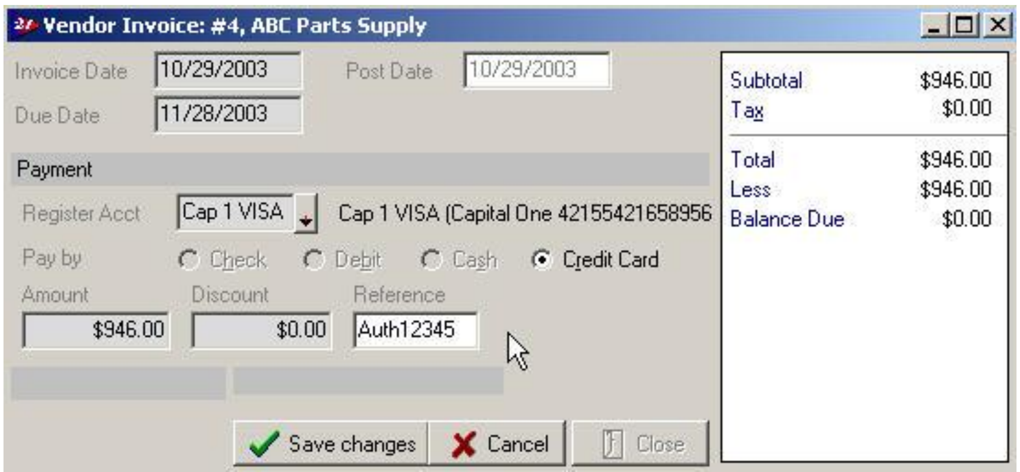
Credit card payments can be applied from the Payables manager using the Payment or Pay Bills options as you would with most outstanding vendor balances, but more likely you will apply the credit card payment at the time of posting the AP invoice.

You can also process miscellaneous payments from the Account Register that will be applied against the Credit Card account.

To Pay an AP Invoice Using a Credit Card Account

1. Complete the Account Payable invoice as you normally would

2. After adding all items to the invoice, select the **Apply Payments** button at the bottom of the invoice (or press the letter **P** on the keyboard).
3. Select the Credit Card account you wish to charge from the REGISTER ACCT drop down list. This will automatically select the *Credit Card* option in the PAY BY row of the PAYMENT form.
4. Tab to the AMOUNT field to automatically fill in the amount of the payment based upon the total of the Invoice.
5. Enter a reference in the REFERENCE field. (You may choose to enter the credit authorization number or the transaction date.)

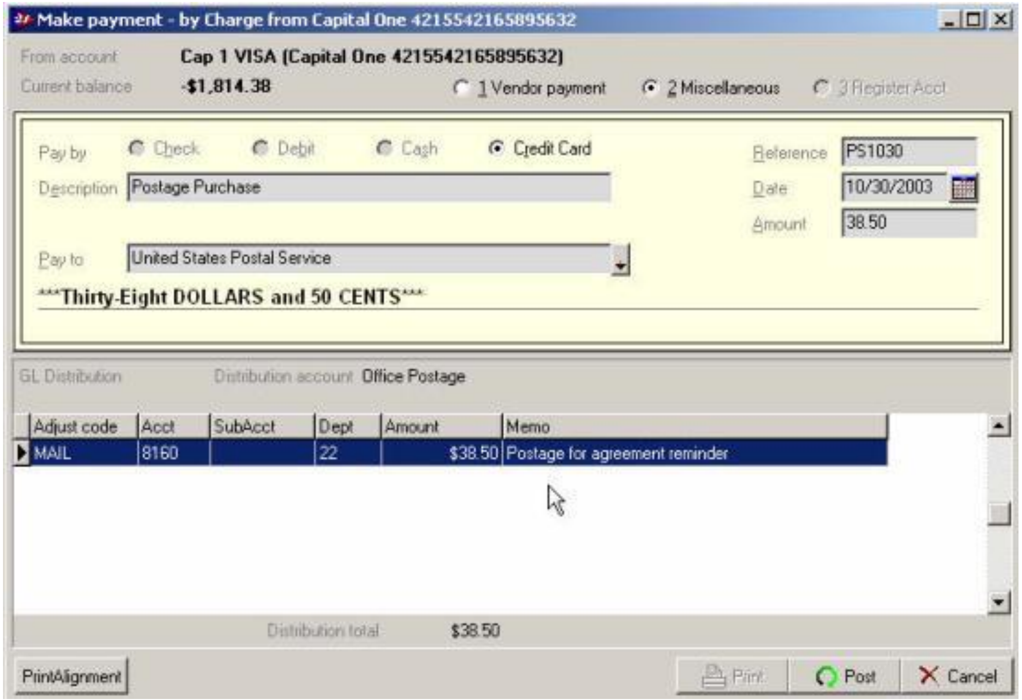


6. Select **Save Changes**
7. **Post** the AP Invoice

The Invoice will be marked as paid in full and the Credit Card account will display the transaction in the Account Register.

To Make a Miscellaneous Payment Using a Credit Card Account

1. Open the ACCOUNT REGISTER
2. Use the SELECT AN ACCOUNT drop down list to select the Credit Card from which you want to make a miscellaneous payment.
3. Click the **Payment** button at the bottom of the ACCOUNT REGISTER (or press **Alt+2**)
4. Tab to the DESCRIPTION field of the MAKE PAYMENT form and type a description of the transaction. This will display in the transaction view of the credit card account.
5. Complete the PAY TO, REFERENCE, DATE and AMOUNT fields of the MAKE PAYMENT form.
6. Choose and adjustment code (or codes) for the payment.



7. **Post** the Payment

The Credit Card account will display the transaction in the Account Register.

Paying a Credit Card as a Payable

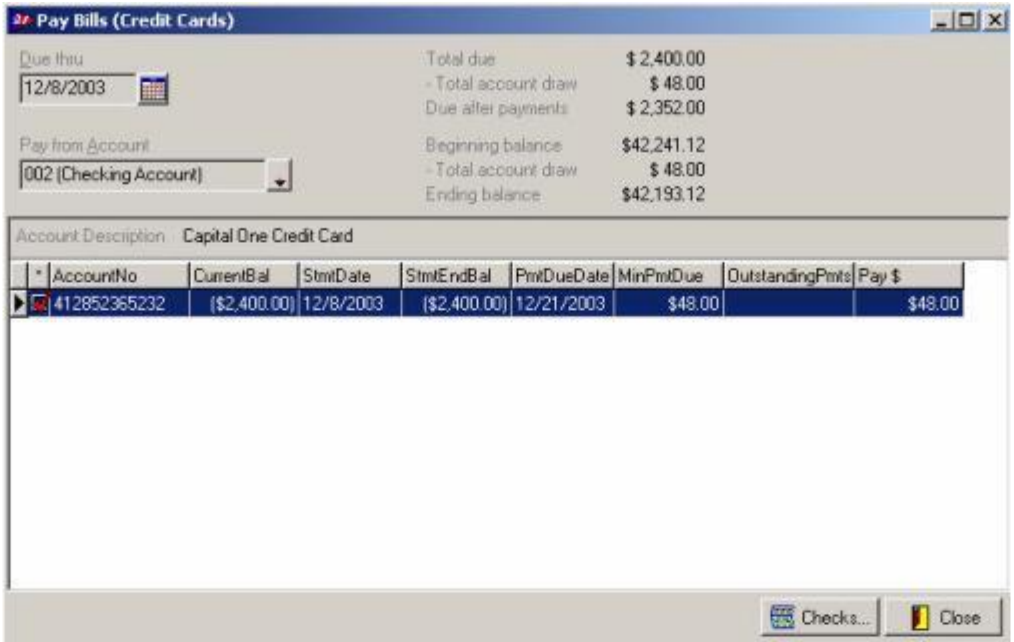
SuccessWare21 allow you to pay your credit card bill as a payable. Credit card payments can also be made using the Payment option in the ACCOUNT REGISTER.

A Credit Card account must be reconciled through the ACCOUNT REGISTER before you apply a payment to the account through Payables.

To Pay a Credit Card Account through Payables

1. Open the PAYABLES MANAGER
2. Click the **Pay Bills** button at the bottom of the window and select the *Credit Card* option

Each credit card account will be displayed with its Payment due date as well as the minimum balance due. Additionally, any payments that have not yet been reconciled will be totaled in the OUTSTANDINGPMTS column.



3. Use the appropriate keystrokes or right-click options in the open item grid to select items you wish to pay.

Option	Effect
Edit amount/discount	To make changes to the payment amount (i.e. partial payment) or the amount of the discount you are taking. The keystroke for this option is **Enter**.
Tag/untag for payment	This option toggles. If the item has been marked for payment it will un-mark it. If the item has not been marked for payment, it will mark it. The keystroke for this option is **Spacebar**.
Tag for Minimum Payment	This option will tag the item form payment and use the minimum payment amount as entered during reconciliation as the amount for the payment.
Tag all	Use this option to mark all displayed items for payment. If you are paying most invoices, you may wish to "tag all" then un-mark the ones you do not wish to pay. The keystroke for this option is **Ctrl+A**.
Untag all	Use this option to un-mark all items that have been tagged for payment. The keystroke for this option is **Ctrl+U**.
Report	Use this option to print the grid report.
Checks	Opens the check queue.
Close	To close the pay bills screen. Keystroke is **Esc**.

Note: If you select to tag an account that has an outstanding, unreconciled payment, you will be notified and asked to confirm that you wish to make another payment to the account.

4. Click the **Checks** button to generate the checks for payment to the credit card accounts.

Account Register

RECONCILING UN-DEPOSITED FUNDS AND MAKING A DEPOSIT

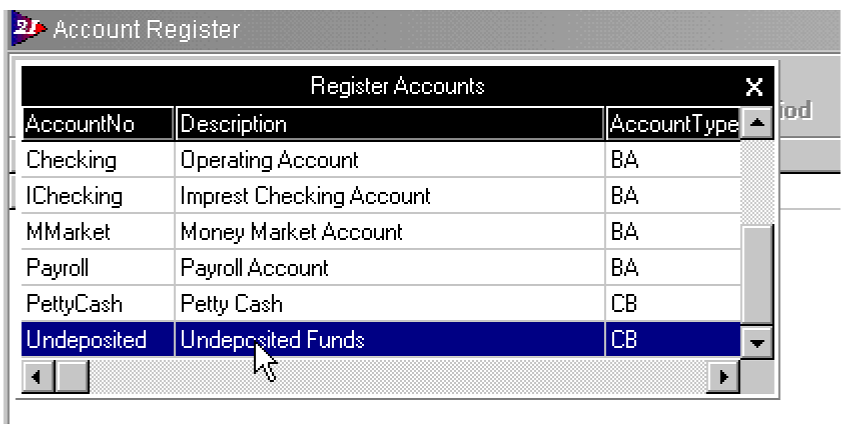
Reconciling a Cash Box

You will reconcile the cash box account used for un-deposited receipts as often as deposits are to be made. The reconciliation assures that all payments recorded in the system are accurately represented in your deposit.

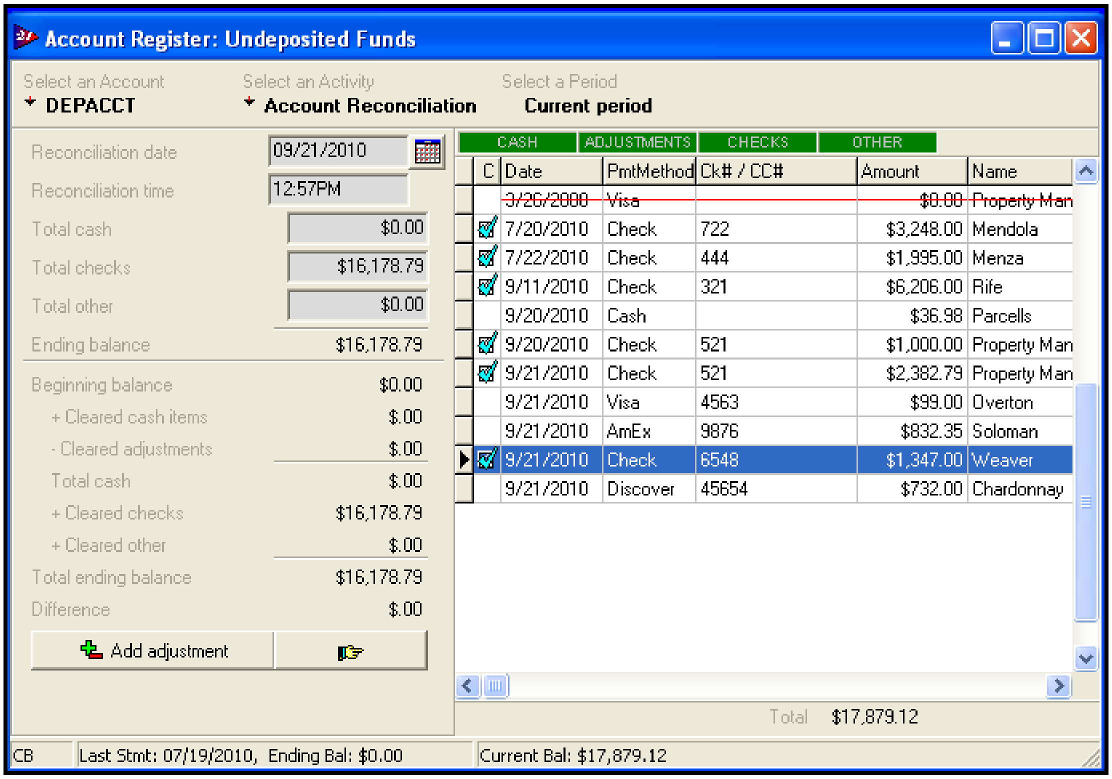
> **Note:** In order to facilitate easier bank reconciliation, each type of payment should probably be reconciled separately (e.g. Cash/Checks, Visa/MC, Amex, Discover, ACH/EFT). Each of these reconciled batches will then be marked for deposit separately.

To Reconcile Undeposited Funds:

1. Open the ACCOUNT REGISTER.
2. Select the *Un-deposited Funds* cashbox account from the SELECT AN ACCOUNT dropdown



3. Select *Account Reconciliation* from the SELECT AN ACTIVITY drop down list.
4. Before you begin the actual reconciliation you will need to determine the dollar total of the type of payments that you have recorded into SuccessWare®21 that day. For example you will need to know the total of your Cash and checks, the total of the Visa/Mastercard payments you received, the total of your American Express, the total of your Discover payments and the total of ACH/EFT payments received.
5. Enter the totals in the appropriate fields located in the top left portion of the reconciliation screen.
   - If reconciling Cash/Checks, use the TOTAL CASH and TOTAL CHECKS fields.
   - If reconciling Credit cards or ACH/EFTs use the TOTAL OTHER field

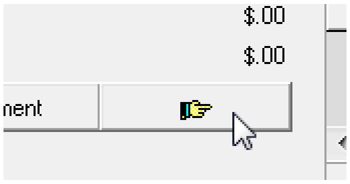


6. Next you will clear the items in your list of recorded payments. You will only clear items of the payment type you are reconciling. You can use the filters above the list of payments to limit the display to only certain types of transactions. For instance, if you are clearing checks, select the **Checks** filter to display only checks. Use the right-click menu or the appropriate keystrokes to mark the items as cleared.

Use	To
Spacebar	Clear or unclear the selected transaction
Ctrl+A	Clear all items
Ctrl+D	Unclear all items

7. Once you have cleared all of the items of the payment type you are reconciling the **Difference** at the bottom of the left column should be $.00. If the difference is NOT $0 you will need to evaluate the list of reconciled items vs. your checks, cash or credit card receipts to find the discrepancy. You may have to close the reconciliation and return to a customer account to correct an error.

8. Once you have a DIFFERENCE of $0 click the **Hand** button in the lower left corner of the screen.



9. Select **Finish**.

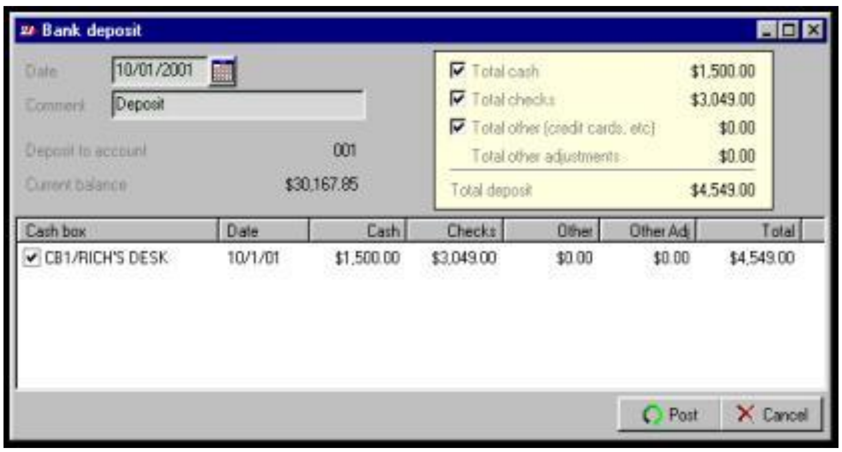
The funds are now available for deposit. Repeat these steps for each deposit type.

Entering the Bank Deposit

You must reconcile the cash box account that you are using for un-deposited receipts prior to recording a deposit. Reconciling the cash box creates the deposit transaction and works as your daily cash sheet to verify that transactions were posted correctly.

To enter a deposit:

1. Select the *Operating/Deposit* Account from the SELECT AN ACCOUNT dropdown
2. Click the **Deposit** button, or press **Alt+1**.



The system will display the BANK DEPOSIT form, which will include all cash box reconciliations that have not been deposited.

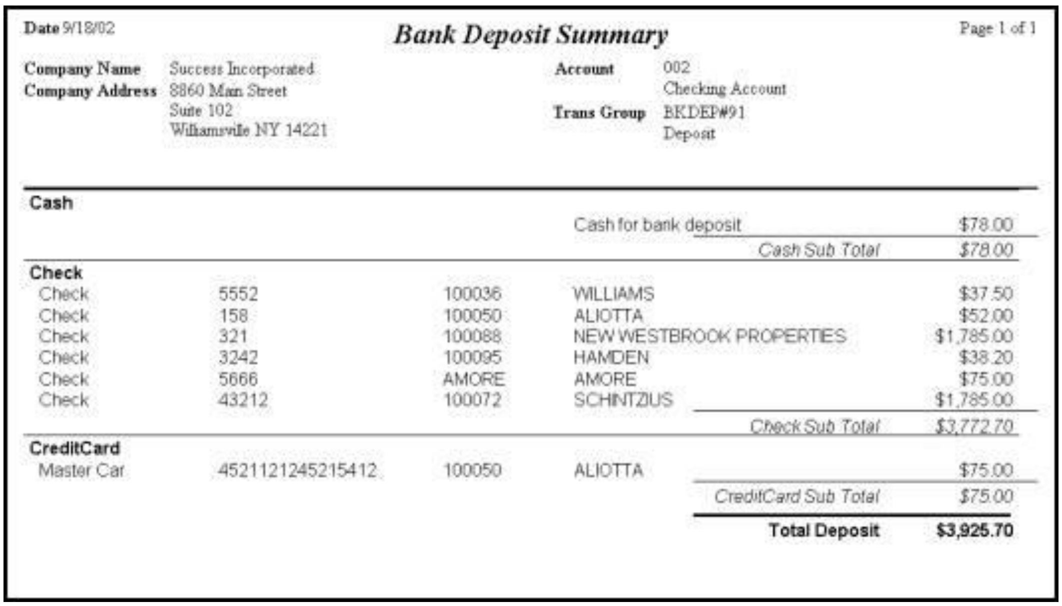
3. Enter, or select, the DATE of the deposit.
4. Use the mouse or spacebar to mark the reconciliations that you wish to deposit.
5. The top of the form will list TOTAL CASH, TOTAL CHECKS, and TOTAL OTHER amounts. Use the mouse or spacebar to mark the type of transactions you wish to deposit
6. Verify that the TOTAL DEPOSIT (amount) in that selection box matches the amount you actually deposited (or will deposit) and click **Post**. That amount should match the deposit as reported when you receive your bank statement.

NOTE: If you need to adjust the deposit amount to record credit card fees or other such transactions, right-click in the CASH BOX column and select OTHER ADJ prior to posting the deposit.

Printing a Deposit Report

After you have deposited funds into an account, you will be asked whether or not to print a Deposit Report. Clicking yes will generate an itemized document that lists all checks, cash, credit card and other items that have been included in the deposit. A deposit summary can also be created at any time from the transaction review of an account.

1. Open the account to which you have made a deposit.
2. Be sure that you are in TRANSACTION REVIEW.
3. Right click on the deposit for which you want to create a report.
4. Select *Preview Deposit*. This will open the Deposit Summary.
5. Select the Printer icon to print the report.



Date 9/18/02 | *Bank Deposit Summary* | Page 1 of 1

Company Name Success Incorporated
Company Address 8860 Main Street
Suite 102
Williamsville NY 14221

Account 002
Checking Account
Trans Group BKDEP#91
Deposit

Cash				
			Cash for bank deposit	$78.00
			Cash Sub Total	*$78.00*
Check				
Check	5552	100036	WILLIAMS	$37.50
Check	158	100050	ALIOTTA	$52.00
Check	321	100088	NEW WESTBROOK PROPERTIES	$1,785.00
Check	3242	100095	HAMDEN	$38.20
Check	5666	AMORE	AMORE	$75.00
Check	43212	100072	SCHINTZIUS	$1,785.00
			Check Sub Total	*$3,772.70*
CreditCard				
Master Car	4521121245215412	100050	ALIOTTA	$75.00
			CreditCard Sub Total	*$75.00*
			Total Deposit	**$3,925.70**

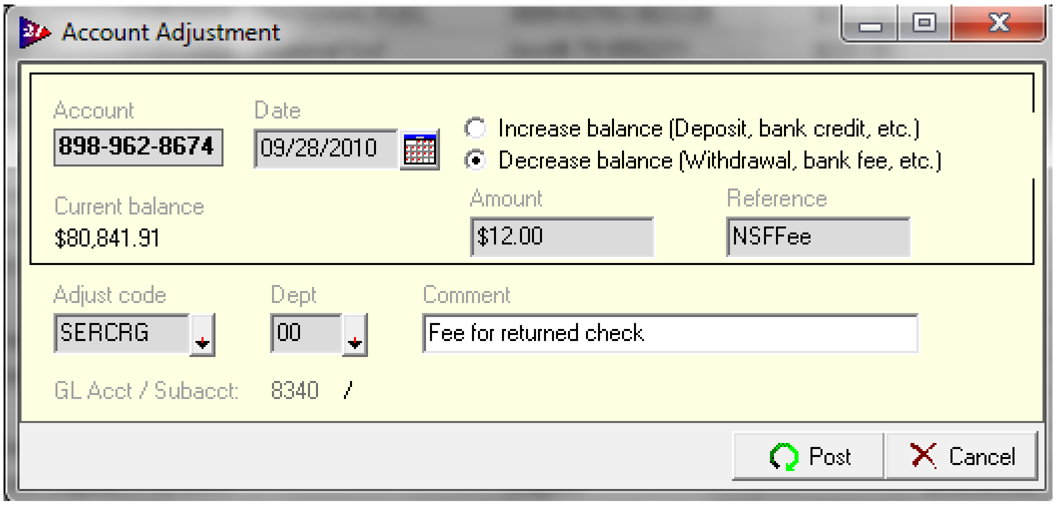
RECORDING ADJUSTMENTS TO A REGISTER ACCOUNT

You will enter adjustments to bank accounts through the ACCOUNT REGISTER. Adjustments will be used for items such as bank fees, credit card fees and interest earned.

When entering adjustments you will identify the amount of the increase or decrease to the account and then select an adjustment codes which will determine where the transaction will post in the General Ledger.

1. Select the appropriate account from the SELECT AN ACCOUNT dropdown in the ACCOUNT REGISTER
2. Click the **Adjust** button, or press **Alt+3**.
3. Enter the **Date** of the adjustment
4. Identify whether the adjustment will increase the bank balance (i.e. Interest Earned) or decrease the balance (i.e. a bounced check fee).
5. Enter the AMOUNT of the adjustment

6. In the REFERENCE field indicate the type of adjustment, for example NSFfee, BkFee, Interest.
7. From the ADJUST CODE field select the adjustment code that best represents the reason for the change in the account balance.
8. Choose **00** as the DEPARTMENT
9. In the COMMENT field provide details of the adjustment including the Location or Billing ID if applicable.



10. When all information has been entered, click **Post**.

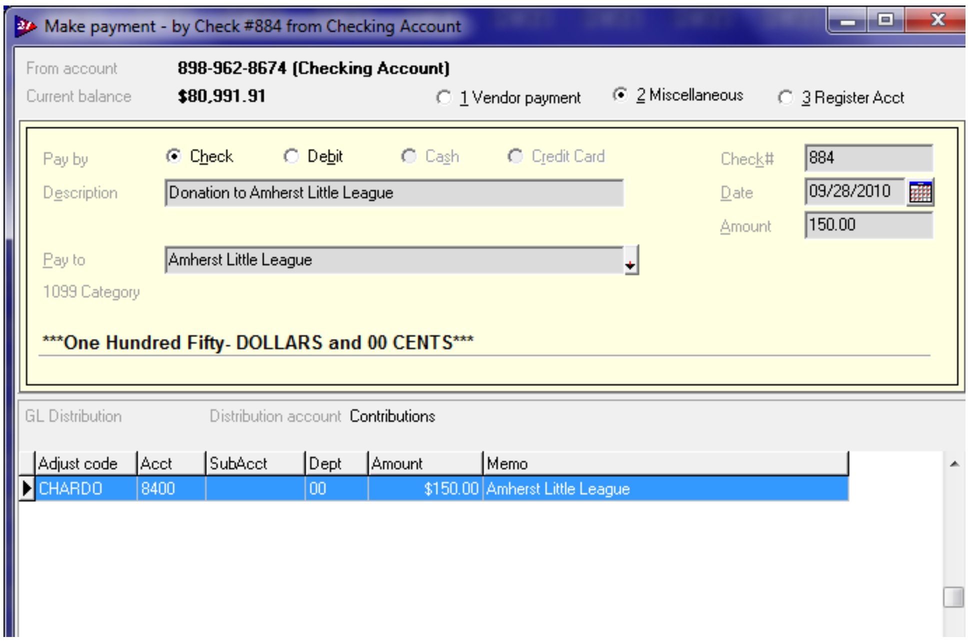
MAKING MISCELLANEOUS PAYMENTS

Use miscellaneous payments to record payments that are not associated with Accounts Payable. Since miscellaneous payments will not affect Accounts Payable you will be required to select an Adjustment code to indicate where the transaction will post in the GL.

Miscellaneous payments will only be used for one time payments (when entering the vendor in the system is not required), for example a charitable donation.

1. From the ACCOUNT REGISTER, select the appropriate checking account.
2. Select the **Payment** button.
3. Be sure that the MISCELLANEOUS option is selected.
4. In the DESCRIPTION field enter a reason for the check being written. This will print in the CHECK MEMO field once you print the check
5. In the PAY TO field enter the appropriate name and address information
6. The CHECK # field will default to the next available check number
7. Enter the DATE of the check

8. Enter the AMOUNT of the check
9. Click in the ADJUSTMENT CODE area of the form and press **Insert** to add an adjustment code.
10. Use the ADJUST CODE dropdown to select the adjustment code that best represents the reason for the payment being made.



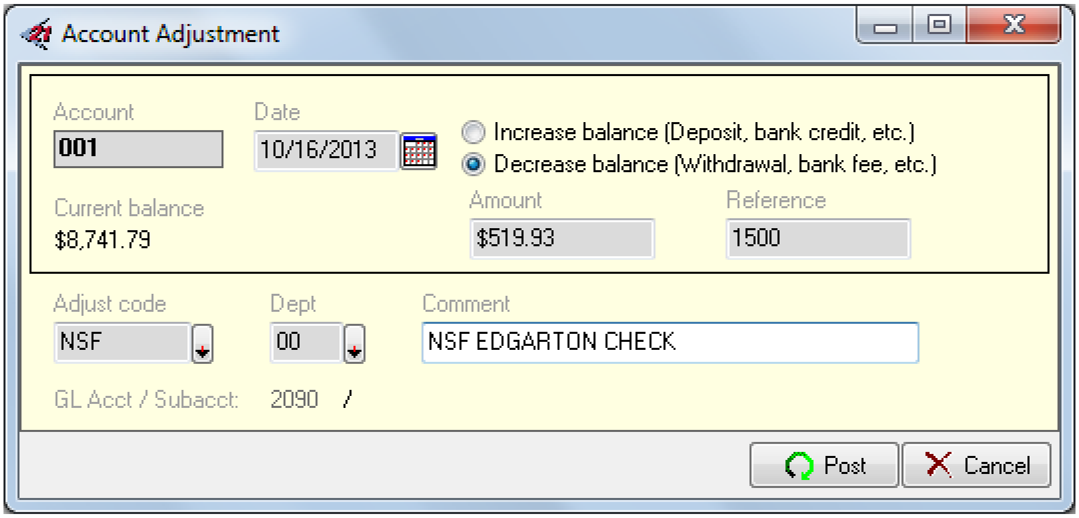
11. Select **Print** to print the check, or select **Post** if you will hand write the check.

RECORDING AN NSF CHECK

When a check has been returned NSF, the amount of the returned check needs to be removed from the bank account into which the check had been deposited.

Note: In addition to removing the amount of the check from the deposit account, the record of the returned check must also be recorded on the customer's billing account. Recording the bank portion is only half of the total transaction. For instructions on recording the NSF on the customer, see the section titled **ACCOUNTS RECEIVABLE-RECORDING AN NSF CHECK.**

1. Open the account register and select the account into which the check was originally deposited. (The Bank Account, not the Cash Box.)
2. Select the **Adjust** button located at the bottom of the account register (or press Alt+3) to open the adjustment form.



3. Enter the **Date** the check was returned to you, or the date you wish the adjustment to affect the account.
4. Select to **Decrease Balance**.
5. Enter the **Amount** of the returned check.
6. Enter a **Reference** number if you wish. You may want to enter the original invoice or check number.
7. Use the drop-down menu to select the **Adjust code**. Select the NSF adjustment code. (You can use a different account if you wish but you will use the same account when adjusting the customer in order to create a "wash" entry.)
8. Enter the **Department** you wish to affect by the adjustment. If you are using the clearing account you will enter department 00.
9. Enter a **Comment** if you wish.
10. Once the data fields are complete, select **Post**.

This adjustment will decrease the balance in the account to reflect that the check was returned to you. You will then need to adjust the customer's account to reflect that they still owe you the amount of the returned check.

The result of the adjustment will be a credit to Cash and a debit to the selected account (in our example, 2090- Clearing.)

NOTE: You will post another adjustment to enter the Bank Fees as you normally would.

Employee Tasks

EMPLOYEE SETUP

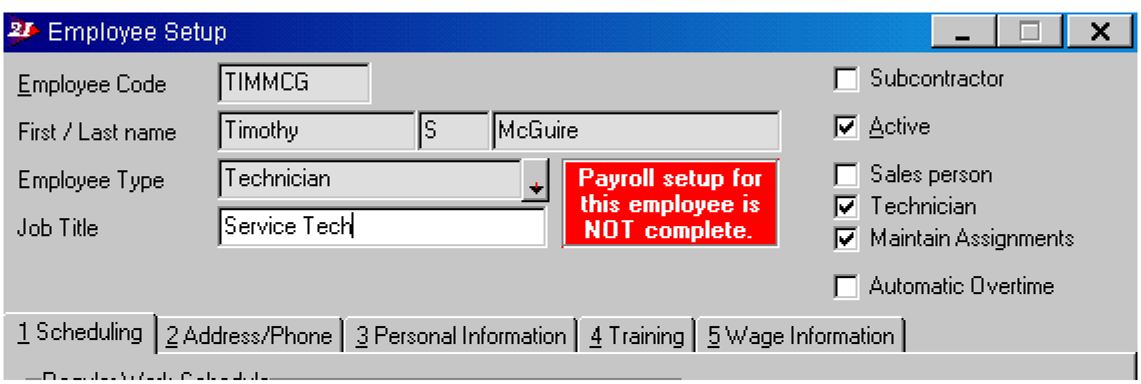
To Add an Employee

1. To access the EMPLOYEE SETUP form, select the **21 Icon** to access the Main Menu and click **Setup** and then **Employee Manager**.

- Press **Insert,** or click **New**. The system automatically generates the Employee Code, but you may overwrite it. The Employee Code will appear in the Call Center. For employees that will appear in the Call Center, make sure to enter the name, initials, or number that you wish to use as the Employee Code. Another field is available for employee number.

Note: Once an employee is saved, the Employee Code can no longer be changed!

- Enter the employee's name (first and last) and select the EMPLOYEE TYPE. The system will mark the appropriate check boxes; SALES PERSON, TECHNICIAN, and MAINTAIN ASSIGNMENTS based on the type selected. Make sure that MAINTAIN ASSIGNMENTS is marked for all employees that you wish to schedule in the CALL CENTER. If this is checked, timecard entries will automatically create assignments.
- Checkmark AUTOMATIC OVERTIME- if payroll is to be utilized and automatic overtime calculations are desired.
- Enter the employee's JOB TITLE in the appropriate field.
- Select ACTIVE to indicate that this employee is presently employed and actively working.
- Move through each of the tabs (SCHEDULING, ADDRESS/PHONE, etc.), and enter the appropriate information.
- Click **Save**.



Additional Employee Setup

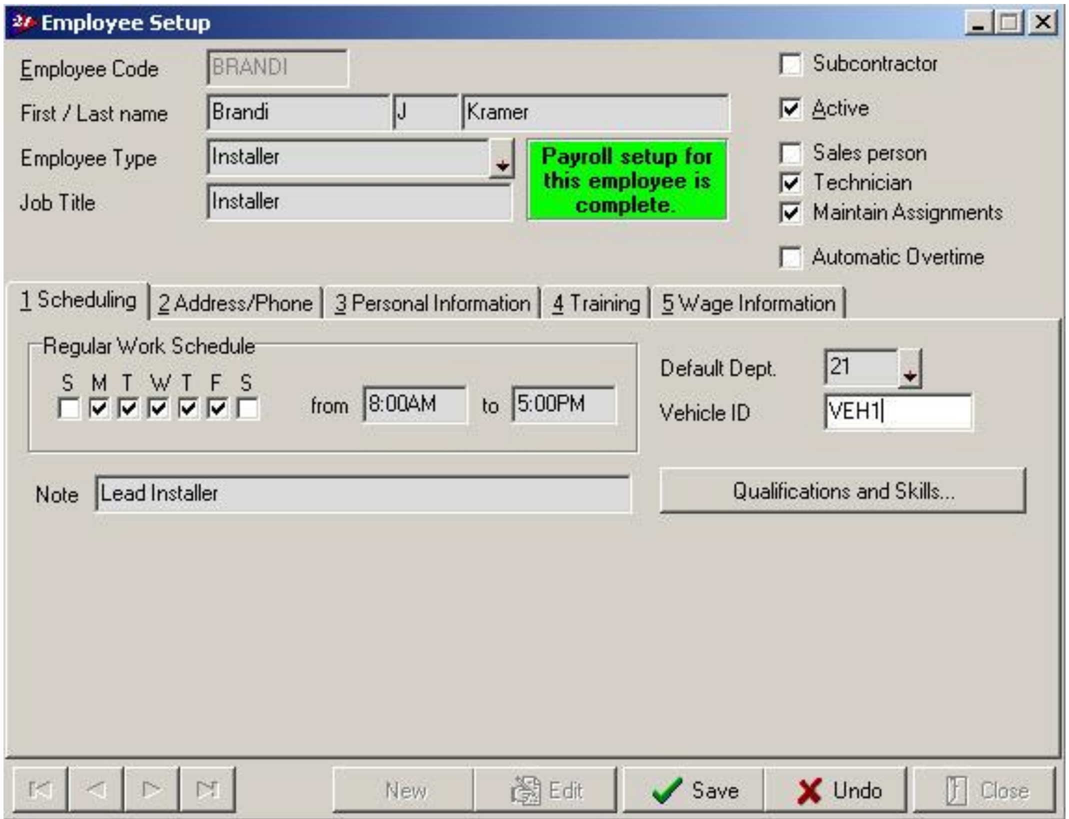
The **Employee Setup** form contains a number of tabs of information pertaining to the specific employee.

- **Scheduling** -Contains information regarding the employee's schedule and work abilities. See detail below
- **Address/Phone** -- also includes fields for entry of email, pager, emergency contact and cell phone, and set up for email paging.
- **Personal Information** -- includes sex, marital status, birth date, driver license number and expiration date, spouse information, Social Security number, employee number, hire date and termination date. The Social Security number entered must be 9 digits or you will receive and error message.

> **NOTE**: You must record a Social Security number (in the xxx-xx-xxxx format) a gender for the employee and an Employee number for Payroll processing.

- **Training** -- press **Insert** to enter a free form line to list training that has been completed by the employee. This tab can also be used to record licenses and their expiration dates.
- **Wage Information** - Includes information regarding the employee's payroll setup. See below for further information
  - **Piece rate** - This tab will only appear if the employee has a Pay Type of Piece rate.
  - **Salary split** - This Tab will only appear if the employee has a Pay Type of Salary.

The Scheduling Tab



The **Scheduling Tab** will make different fields available to you depending upon whether the selected employee is marked as a TECHNICIAN or SALES PERSON.

The following fields are only available for Technicians or Salespersons. When assigning jobs, the system will refer to these fields to indicate which technicians are qualified to perform the job and will display the wrench, screwdriver and wand icons where appropriate.

Field	Description
Work Schedule	Use the mouse or spacebar to check the days of the week the employee normally works. Then enter the employee's normal start and stop times. The Work Schedule must be set up for ALL employees if you are using payroll (Even Salaried employees). SuccessWare®21 will post salaried employee's wages to the G/L based upon their work schedule.

Field	Description
Note	Use this field to enter any comments or notes about the employee or his/her schedule. This information is displayed as a pop-up hint when placing your cursor over the employee's title panel in the CALL CENTER.
Default Dept	Enter the department in which the employee normally works. This department will be used for non-job related timecard entries.
Vehicle ID	If the employee has been assigned a company vehicle, enter the vehicle's ID here.
Qualifications and Skills	This button will allow you access to the Qualifications and Skills window, which allows you to identify the Job Classes, Job Types and Skills performed by a technician. These qualifications will be referenced when a call is assigned to the tech. If the tech does not have the appropriate qualifications and skills to perform the call, a warning will be displayed. Additionally, icons will appear with the employee in the Call Center to identify qualifications.

Wage Information Tab

On the WAGE INFORMATION tab you will define information related to Payroll for the selected employee.

Field	Description
Pay Type	Select whether the employee is HOURLY, SALARY or is paid by PIECE RATE. ONLY set up employees as hourly if you want their earnings based on timecard entries. If pay is based upon billed hours your will use Piece Rate and enter their hours through the MISCELLANEOUS WAGE Manager.
Pay Period	Select how often the employee is paid. Only the pay periods you have defined in payroll setup will be available.
# Exemptions	Enter the number of exemptions that the employee is claiming. This field is for your information only and not used by the payroll module.
Hourly Rate	For hourly employees, enter the employee's hourly pay rate. Then enter the number of hours the employee normally works in the pay period in the AVG HRS/PERIOD field. The system will calculate the ANNUAL SALARY and AVG CHECK.
Annual Salary	For salaried employees, enter the employee's annual salary. Then enter the number of hours the employee normally works in the pay period in the AVG HRS/PERIOD field. The system will calculate the HOURLY RATE and AVG CHECK.
Avg Hrs/Period	Enter the number of hours the employee normally works in the pay period.
Avg Check	For piece rate employees, enter the gross amount of the employee's normal check. For hourly and salaried employees, this field will calculate automatically.
Pay Rates	Click on the **Pay Rates** button to optionally set up varying rates for different types of work, or for pay items. This is ONLY for hourly employees.
Bill Rate	If Payroll is turned on this field should be left blank
Bill Cost	If Payroll is turned on this field should be left blank

Field	Description
Next Review, Last Review and Last Raise	Enter the appropriate dates.
Last Hourly Rate or Last Salary	The employee’s pay rate as of the last change.
Hire Hourly Rate or Last Salary	The employee’s starting pay rate.

Employee Pay Types

Different options will be available to you when performing employee payroll setup depending upon the specific Pay Type that you choose for the employee. Additionally, the way you will process each employee’s payroll information is based on the particular Pay Type used.

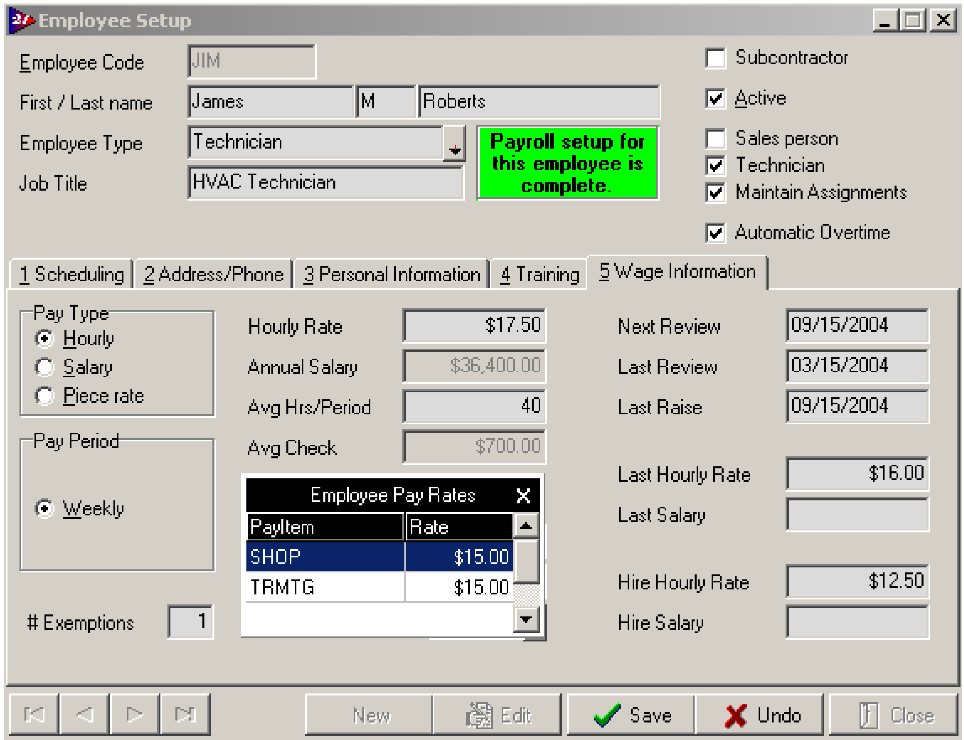
Hourly Employees

Enter the employee’s hourly rate and specify the average hours/period (e.g., for a weekly pay period the average hours might be 40). Based upon the hourly rate and the average hours worked during the period, SuccessWare®21 will estimate the employee’s annual salary and average (expected) gross earnings.

When preparing and posting payroll, hourly employees’ wages are expensed by date, pay item and department as specified on timecard and miscellaneous wage entries.

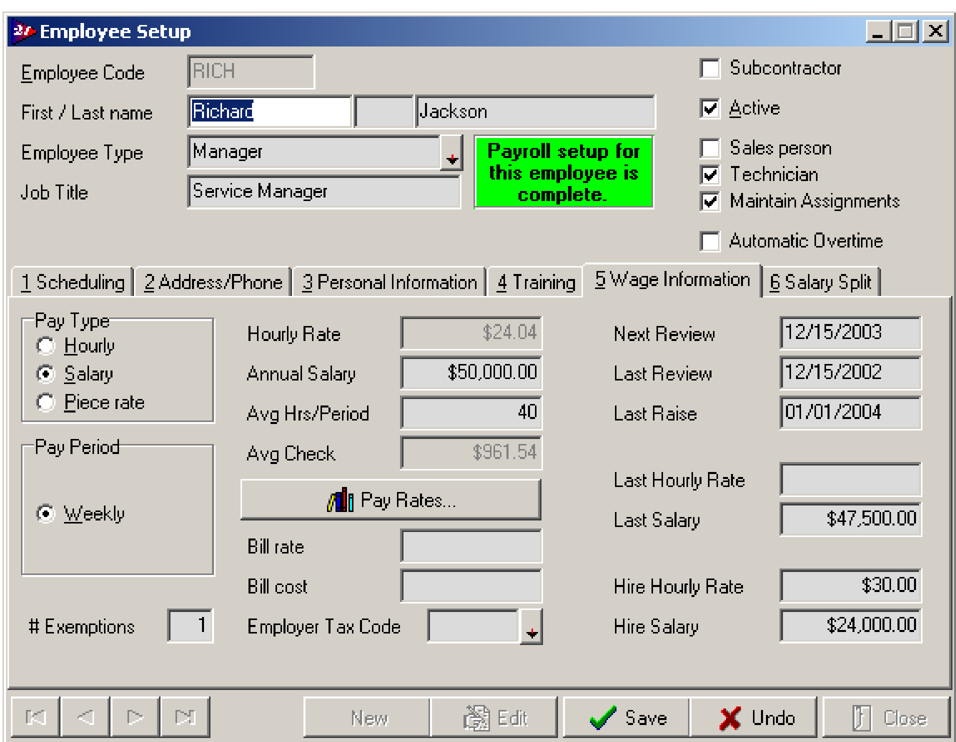
To optionally set up varying rates for different types of work (or pay items), click on the **Pay Rates** button to access the Employee’s Pay Rate Reference Book (variable pay rates will only apply to hourly employees). Within this book you can enter different pay rates for different hourly pay items.

For Example, a Pay Rate can be established that pays an employee a different rate for Meetings than they do for job-related time.



Salaried Employees

For salaried employees, enter the employee's annual salary and specify the average hours/period (e.g., for a biweekly pay period the average hours might be 80). Based upon the salary and the average hours worked during the period, SuccessWare®21 will estimate the hourly rate and the average check amount.



A sixth tab will become visible for salaried employees, SALARY SPLIT. On this tab you must designate how the employee's wages should be expensed.

You can select to expense the employee's salary based on:

- Timecard entries, or
- Salary splits

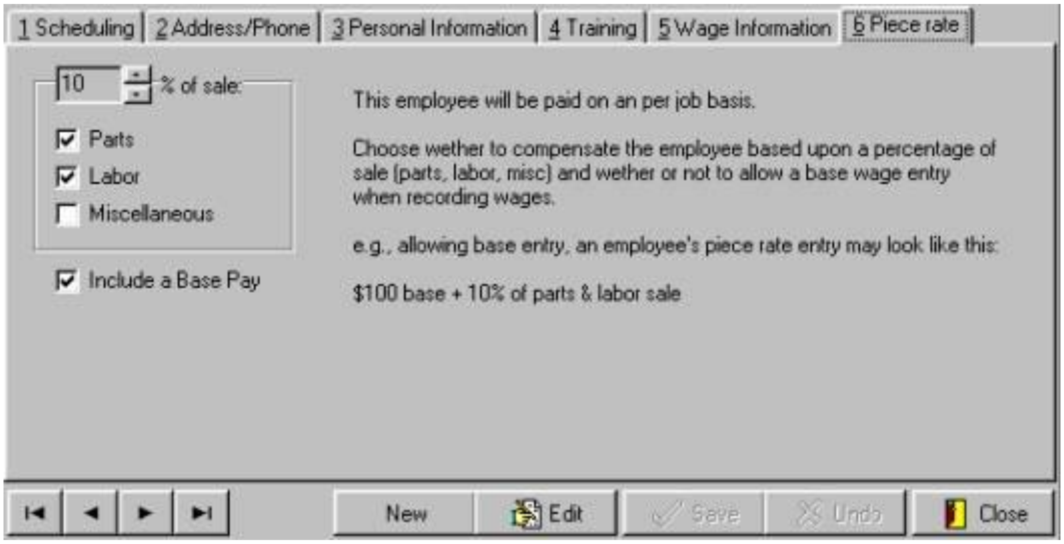
Timecard entries – If the employee's wages are expensed to timecard entries, the 'salary rate' will be determined by dividing the Average Check by the total hours recorded on the timecards for the period. This salary rate will be expensed as designated by the pay items on the timecard entries. For instance, if 40% of his timecard entries were created with the pay item for Tech hourly and were in department R1, 40% of his salary will post to COS Labor, department R1, 40%. The employee's wage summary will be based upon the timecards and miscellaneous wage entries.

Note: This method is not recommended for employees who have very little timecard activity. The few hours represented on the timecard are probably not a good representation of the employee's total earnings.

Salary Splits: If the employee's wages are expensed via salary splits, you must enter the splits specifying a percentage, a pay item and a department. The percent column for all splits must add up to 100%. The average check amount will be split by the percentages indicated to the pay item/department on the split entries regardless of timecard entries. The employee's wage summary will be based upon these splits and any additional miscellaneous wage entries.

Piece Rate Employees

For piece rate employees, enter the average hours/period and an estimated average check amount. SuccessWare®21 will calculate an estimated hourly rate and annual salary amount.



Piece rate wages are summarized and expensed based upon miscellaneous wages only. Timecard entries are only referenced for total hours during the period when determining the employee's regular rate for premium pay.

When an employee is set up as piece rate, the PieceRate tab is visible within employee setup. On this page you must specify whether or not to use a base amount and a percentage of sales to pay the employee.

Checkmark INCLUDE A BASE PAY and leave the other fields empty or set to 0.

CREATING TIMECARD ENTRIES

Creating Job-Related Timecard Entries

Once a Job has been scheduled and assigned to a technician, the next step in the job process is to send the technician out on the call. The actual performance of the job is recorded, for timecard sake as well as job process sake in the CALL PROGRESS window.

Entering Call Progress will create job-related timecard entries for the employees in the CALL PROGRESS form. The timecard entries created in the Call Progress window are then made available in the labor costing screens of an AR invoice where they can be imported as actual cost.

The Call Progress window can also be used to assign additional technicians to a call by pressing **Insert** while you are in Call Progress.

The call progress stages are:

- **Call Confirmed** - confirm the call with the customer
- **Notified** - notify the technician with the call information (optional). This time will be recorded if you page job information to the technician.
- **Dispatched**- This time indicates the beginning of the drive time for the technician as he starts his trip to the location.

- **Onsite**- Identifies the time that the technician arrives at the Service Location
- **Completed**- Identifies the time that the technician finished the job.

Only the Dispatched, Onsite and Completed entries result in the creation of timecard entries.

The entries made in the **Dispatch** and **Onsite** fields will together create a timecard entry with a status of Dispatched on the employee's timecard. The **Onsite** and **Completed** entries in the CALL PROGRESS window will together create a timecard entry with a status of **Onsite** on the employee's timecard.

Call progress can be accessed from 3 different screens:

- The JOB form- click the **Call Progress** button
- The JOB MANAGER- right-click on the call and select *Call Progress*
- The CALL CENTER- right-click on the call and select *Call Progress*

To Record Call Progress

Open the CALL PROGRESS window. Record the times in the appropriate field by, typing the time or typing a "/" which will give you the current computer time. Click **As scheduled** to automatically complete the fields based on scheduled time and call duration.

Recording Non-Job Related Timecard Entries

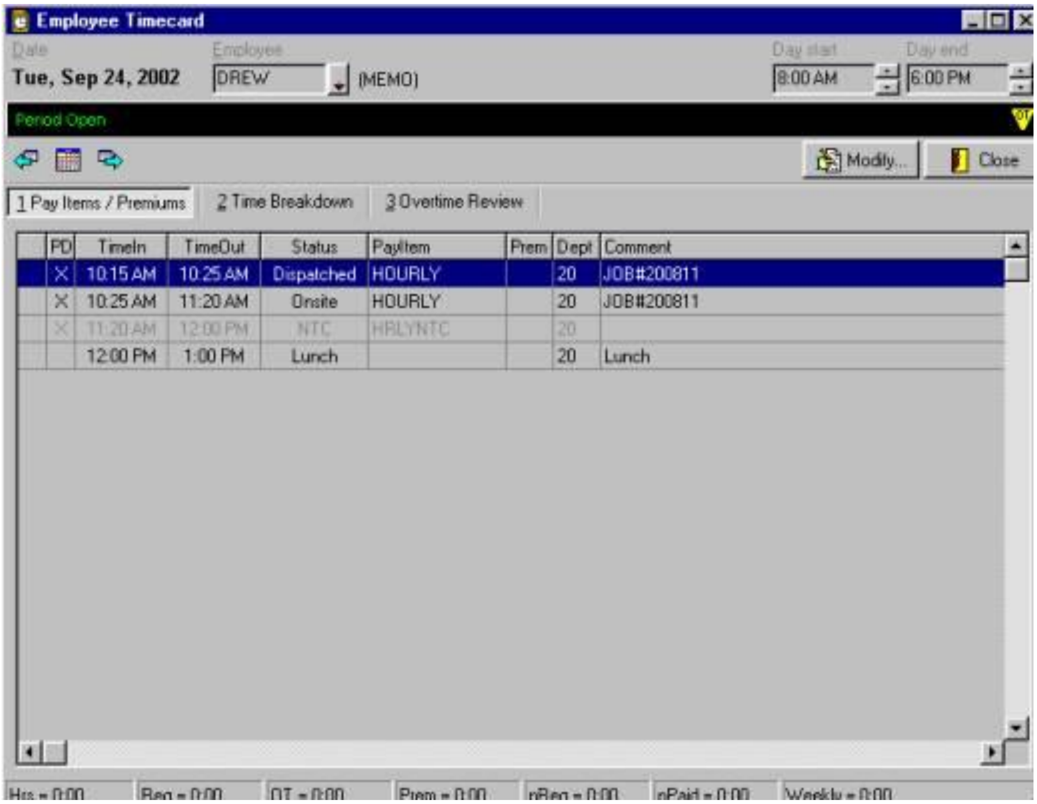
Timecard entries allow you to keep track of each block of time in your employee's days.

Non-Job related timecard entries such as lunch, shop time, personal time and meetings will be recorded through The EMPLOYEE TIMECARD form.

1. Open the EMPLOYEE TIMECARD using one of the following methods:
2. Right Click on an employee in the EMPLOYEE MANAGER and select *Timecard*
3. Right Click on an employee's name in the CALL CENTER and select *Timecard*
4. Right Click on an Assignment in the CALL CENTER and select *Employee Timecard*

5. Right Click on a Job in the JOB MANAGER and select *Time Card*

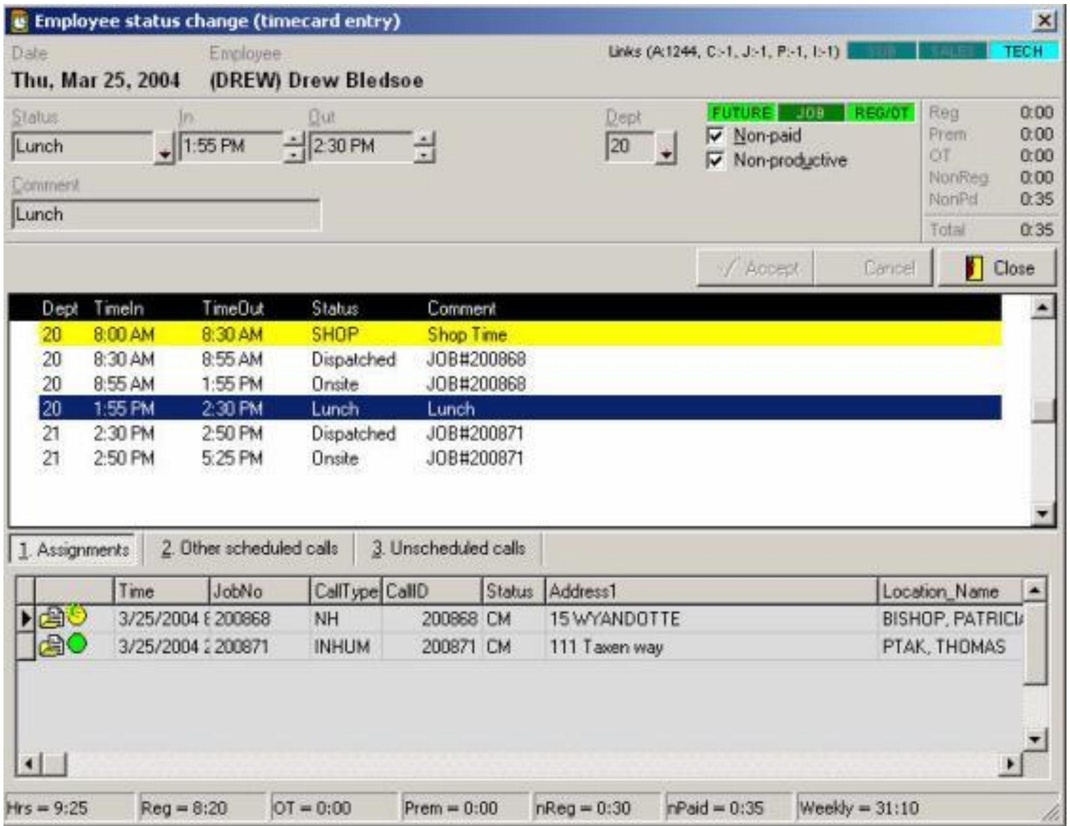
6. Click on the **Time Card Manager** icon  from the toolbar if it has been added.



7. Use the drop-down menu to select the employee if necessary

8. Use the date navigation  buttons to choose the date of the timecard entry.

9. Click **Modify**.



10. Press **Insert** or right-click and select *Add new entry*.
11. Select the appropriate timecard status from the STATUS drop down.
12. Enter the IN and OUT time.
13. If necessary change the **IsPaid** status of the Timecard Entry. If you change a non-paid entry to paid, you will need to choose a Pay Item for the Timecard Entry.
14. If necessary, modify the **Non-Productive** Status. This field is defaulted by the setting associated with the Timecard Status selected. If you want to change the Productive status of a timecard entry, add or remove the checkmark.

Note: The Productive Status of a Timecard Entry determines how the particular timecard status is handled when calculating the technicians Billable Hour Efficiency for scoreboard reports. For example, Shop Time may normally be considered productive time (counts against employee's billable hour efficiency), but on an occasion when you have the tech in the shop counting stock, you may want to make the time non-productive so it does not count against their efficiency rating.

15. For non-job related entries, the employee's default department will appear in the DEPARTMENT field. Use the drop-down menu to change the department if necessary.
16. The employee's pay rate will be displayed. This will come from the employee's standard hourly rate in employee setup, or from the pay rate entry for the corresponding pay item.

17. If you wish to apply a premium rate for the block of time, select the *Premium Code* from the drop down list.
18. If you have applied a premium code, choose the duration of the total timecard entry that should be calculated at the Premium Rate.

19. Click **Accept**.

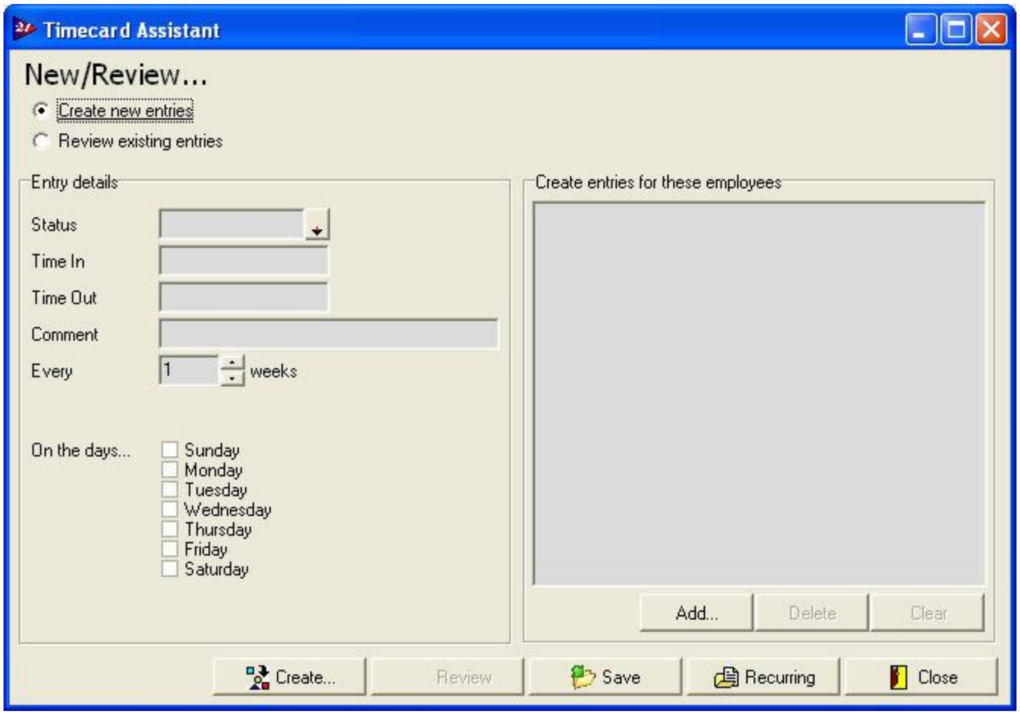
Note: The Total Time (time out - time in) of any timecard entry can be broken down into five categories. Where it falls in the categories will determine how it is handled when preparing the payroll period.
Regular time—ordinary paid time that will accumulate and turn into overtime and effect regular/premium rate calculations.
Non-regular time—paid time that does not affect overtime and regular/premium rate calculations.
Premium time—time that is paid at a premium.
Non-paid time—time that is not paid.
Overtime—time that is paid at the overtime (OT) premium.

Recording Multiple Timecard Entries

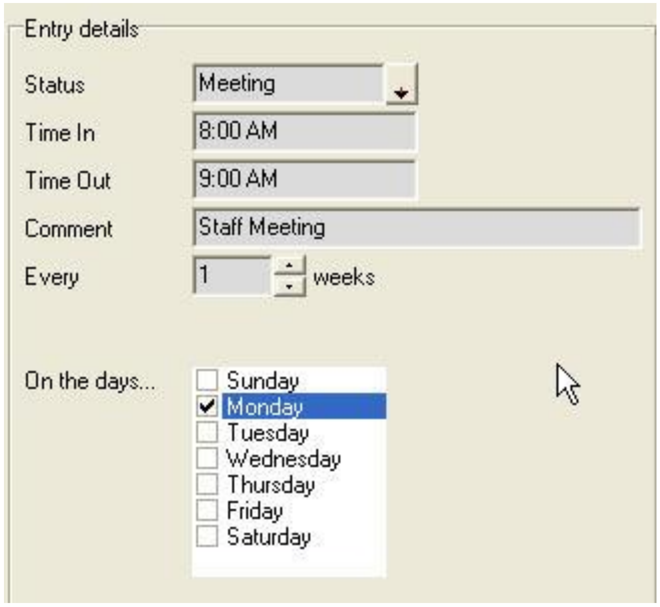
The Timecard Assistant will help you to create timecard entries for multiple employees, multiple dates or both. For instance, you can create entries placing several employees at a meeting or training session, or, make entries to record an employee's week of vacation. These entries can be made without having to opening or access multiple time cards.

Note: The Timecard Assistant can only be used to create Non-Job Related timecard entries.

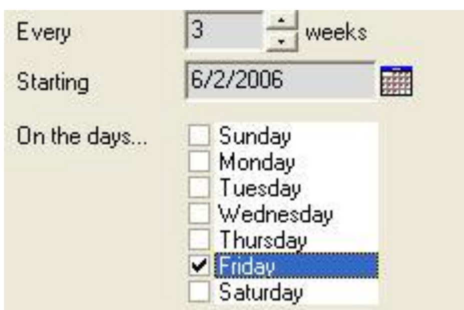
1. Open the TIMECARD ASSISTANT using one of the following methods:
2. Right click in the background of the CALL CENTER and select *Timecard Assistant*
3. Right click in the back ground of the TIMECARD MANAGER or an employee's timecard and select *Timecard Assistant*
4. You can also right click on an existing employee timecard entry in the employee's timecard and select *Timecard Assistant* to create a matching timecard entry for other employees.



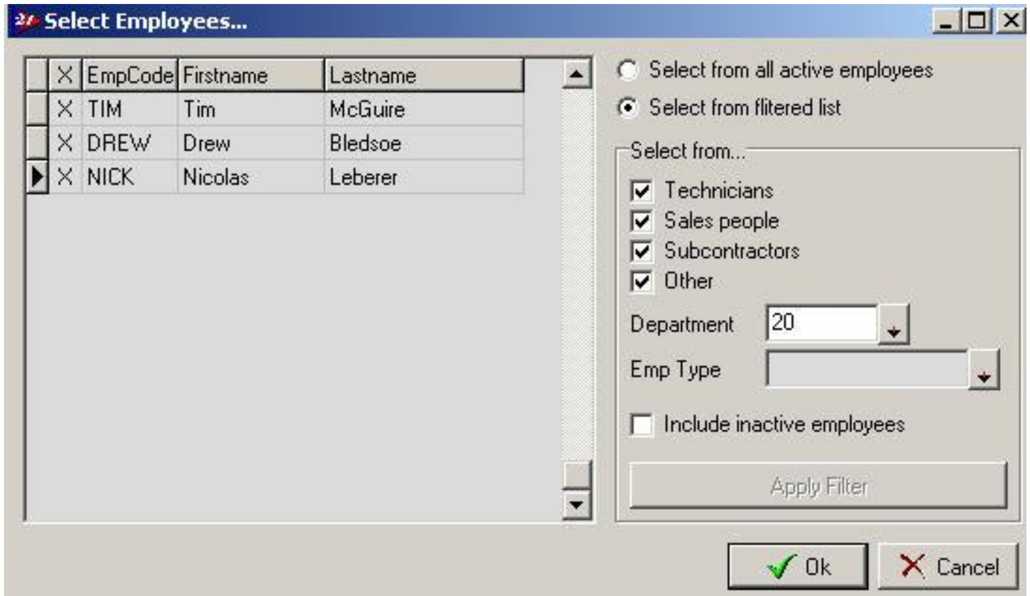
5. Choose the **Timecard Status** of the entries you want to create from the STATUS drop down.
6. Enter the TIME IN, TIME OUT for the timecard entry/entries
7. Add a COMMENT. A comment must be entered. The comment will appear as the caption for the timecard entry in the CALL CENTER
8. Use the EVERY ___ WEEKS field to identify if the entry will be a weekly entry, or if it will happen every other week, every third week, etc. If you are only going to be creating the entry for a single week, leave the value as one.
9. Choose a Day or Days of the week on which you want the entry to occur.



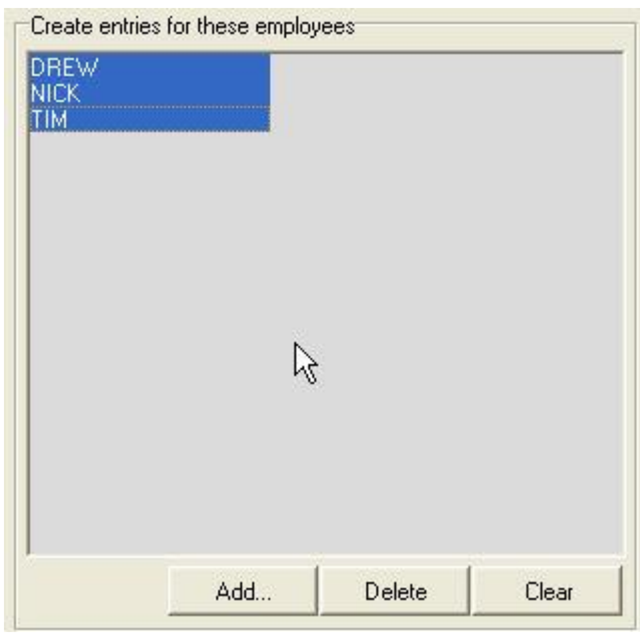
Note: If you plan to create the entry for alternating weeks you will be required to choose a start date. This date will establish the start date for the recurrence pattern. It is NOT required that you create an entry within that week however. For example, if I enter that a meeting will occur every 3 weeks beginning 6/2/06 (First week of June) and choose Friday as my Day of the Week, the Timecard Assistant will calculate a meeting to occur every 3 weeks on a Friday, from that date.



10. Select the employees for whom you wish to create entries:
11. Click on **Add** under the Create Entries for these Employees list, to choose employees. This will open the Employee Selection form.
12. In the Employee Selection form, the employee filter defaults to all active employees. You can filter by clicking the **Select from Filtered List** button to assist in employee selection.
13. Choose **Apply Filter** to update the list of employees.
14. Select the employees to be added to your list by double clicking the employee. This will toggle the X on and off in the employees row in the grid. All employees listed can be selected by right clicking in the grid and choosing *Check All* or pressing **Ctrl+A** on the keyboard.

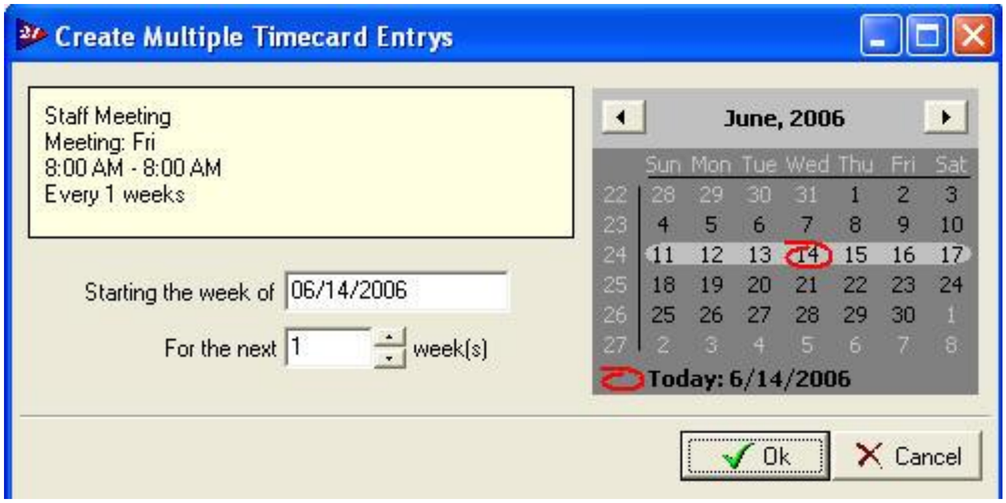


15. When you select **'Ok'**, the employees with an 'X' will be added to your list.



You can use the **Delete** button to remove individual employees or the **Clear** button to delete the entire list of employees

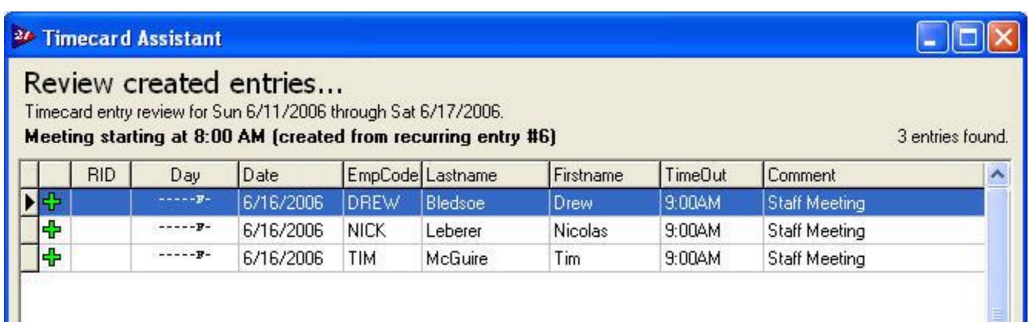
16. To create the entries, click the **CREATE** button
17. Choose the date from which you want the entries to be created.
18. Choose the number of weeks forward that you would like the entry to be created. If you want to create entries only for the current week, leave this set to one.



19. Click **OK** to create the timecard entries
20. This will create the timecard entries and take you to the review grid showing the status of the new entries.

    The timecard entries will be listed in the Review Grid proceeded by:

21. A Green Plus to signify that it was created successfully
22. A Yellow yield/warning sign to indicate that a conflict exists or an error has occurred. If this indicator appears that timecard entry HAS NOT been created. The comment column will indicate the conflict status and time in/out. You may right click the entry to open the timecard and manually review/modify entries for that employee.



From the review form you can use the Back button to return to the Timecard Assistant where you can create new entries or review existing entries.