Total Office Manager User Manual

Welcome and Getting Started

Thank you for investing in Total Office Manager from Aptora Corporation. We also wish to thank you for investing your time into reading this manual. We hope that you and your teammates find this manual to be extremely useful in your journey in learning the software.

About This Manual

This manual was written to teach professionals how to use the basics of Total Office Manager® from Aptora Corporation. Add-on products (such as Aptora Mobile II, Contractor Compass, Report Builder, Time Tracker Plus) have their own manuals.

This manual does not teach accounting. We have purposely left out as much discussion of accounting as we could. The exception to this is the sections that deal with the General Ledger and General Journal. Those topics are meant for professional accountants.

This manual assumes that you have successfully installed the software. If you need to install the software, please refer to our installation manual for guidance.

The Intended Audience

The reader should have experience using computers and software. The reader should have a basic idea of how the system of computerized bookkeeping and accounting works. If you work in accounting, A/R, or A/P, then some basic knowledge of bookkeeping and accounting is also needed. Please consider reading our books on bookkeeping, accounting, and inventory management.

What This Manual is Not

This is a software user manual. You could also think of it as an Owner's Manual. Please do not confuse this manual with Standard Operating Procedures (SOP) or a Business Operations Manual. An operations manual includes detailed policy and procedures on how to run a given business. It is a rule book of how things are done, when they are done, and who does them. Your company should have SOP written for all the various functions of your business. For example, if you plan to use Total Office Manager to create purchase orders and order materials with them, your company will need to have SOP for that function.

This manual simply tells you what features are included in Total Office Manager and how they work. We have learned that most businesses are completely different from each other. There is no way we can offer specific advice on procedure and policy outside of what is offered in this manual.

How to Use This Manual

We all learn differently but you should study one chapter at a time and use a practice database to try and use what you have learned. Be sure to refer to our extensive online help system, which is built into the software. It contained details on each screen. Many "Help" topics include a short video. Be sure to check out Aptora's YouTube Channel.

While viewing a form in Total Office Manager, press F1 on your keyboard. That should launch your browser and open the related help topic for that form.

Support & Services Offered by Aptora

Getting Answers to Your Questions

Live Software Technical Support

We show clients where to find features and reports. We help clients understand the basics of what a given form does and what a given report is used for. We will help clients locate help-related documentation that can provide them with the information they need to answer their software questions or work through their software issues. This does not include training.

Example Questions: Where is the purchase order that I just created? Do you have a report that will show me how many items we have in stock? Where can I add custom messages for my invoices?

Via Telephone and Email

There are two ways to contact our technical support department. Our phone number is 913-322-4666. You may also email us at helpdesk@aptora.com. When you call, a support ticket is entered into our Help Desk (support ticketing system) located at support.aptora.com. Our support technicians read the support ticket and respond in the order that they were received. Priority is given to highly important issues such as payroll or financial reporting.

Via Online Support Request

We highly recommend that you create an account at support.aptora.com. Here, enter and track your company's support tickets. You can save yourself time by entering support tickets yourself.

Live Support Hours

Our support department begins returning phone calls at 8:00 am CST. Whenever possible, our support specialists stay until all the support tickets for that day have been addressed. Our support telephones are answered from 8:00 am to 4:30 pm CST. Our support department is closed on most major holidays.

Defining a Software Bug

"A software defect (bug) is an error or flaw or condition where the program is not doing what it was designed to do. A bug does not include a difference of opinion or the absence of a feature or capability."

We feel that this is important to point out what a software bug is. Users may have a legitimate disagreement with us on how the software should function and they may identify that as a "bug" or "glitch" in the software.

Bug Examples

A bug might be an error screen. In Total Office Manager this is usually a form with a predominantly yellow background. A bug may also be a mathematical error on a report or a form. A typographical error or formatting issue can be considered a bug.

A Software Bug is Not

A bug does not include a difference of opinion on how the software should work beyond Generally Accepted Accounting Principles (GAAP) compliance. A bug is not the absence of a feature or

capability. A report that contains information that is incorrect due to the way information was entered into the software is not a bug.

Understanding the Scope of Live Technical Support

At Aptora, we strive to provide the best assistance possible to our valued customers. We understand that sometimes there can be confusion regarding the types of questions we can address. This article aims to clarify the differences between technical support and accounting-related support, and why we are unable to offer accounting advice. We genuinely value your business and want to ensure that you receive the most accurate and appropriate assistance.

1. Technical Support vs. Accounting-Related Support:

Technical Support: Our technical support team is dedicated to helping you with issues related to the functionality, operation, and troubleshooting of the Aptora software. We can assist with matters such as software installation, connectivity, error messages, feature usage, and basic software-related inquiries.

Accounting-Related Support: While we can guide you on how to navigate the software to access certain reports or features, we are unable to offer accounting advice. Accounting-related support involves interpreting financial data, providing guidance on accounting principles, and addressing complex financial and bookkeeping matters.

Accounting Support We Offer

We will direct you to a help topic, knowledgebase article, or other resources whenever possible. We have written over five hundred knowledge base articles and hundreds of FAQs. We may also recommend related books or manuals we have written.

2. The Distinction Between Technical Support and Accounting Questions:

Technical Support Questions

Examples of technical support questions we can assist with include:

- Why is a feature not working as expected?
- How do I access a specific report or feature?
- Why can't I print a particular page?
- How can I perform a certain task within the software?
- Where is that form, setting, report, preference, or option?

Accounting Questions

Examples of accounting questions we cannot personally address include:

- Why are my financial account balances incorrect, and how can I fix them?
- How do I correct inventory items with a negative quantity on-hand?
- Why is my balance sheet inaccurate, and where do the numbers come from?
- Can you walk me through entering an adjusting journal entry to fix financial discrepancies?

3. The Reason We Can't Offer Accounting Advice:

While we understand the importance of accounting in relation to your Aptora software usage, the people in our technical support department are not qualified or trained business consultants,

certified accountants, or financial advisors. Our focus is on providing technical support for the software itself. Offering accounting advice without proper qualifications could lead to inaccuracies or misunderstandings that may have significant financial consequences. By adhering to our company policy, we aim to ensure the accuracy and integrity of financial data.

4. Your Technical Support Plan and Accounting Support:

We apologize for any misunderstanding regarding the scope of our technical support plan. It is designed to address technical issues, software functionality, and operational concerns. Accounting-related questions are best addressed by qualified accountants, bookkeepers, or external CPAs who possess the expertise necessary to provide accurate and comprehensive guidance. We encourage you to seek the assistance of an accounting professional to ensure your financial matters are handled with the utmost care and expertise.

More Examples of Questions

Technical Support Questions We Can Answer

How should I calculate depreciation for my assets? Why is a feature not working? Why can't I print that page? Where can I find a certain report? How do I access that feature? How can I delete that invoice? How do I add customer equipment? How can I tell when a customer's service agreement has expired? Is there a preference for that? Where do I grant security permissions for users? Where can I make an adjusting journal entry?

Accounting-Related Questions We Cannot Answer

Why are my financial account balances wrong and how can I fix them? Why do I have inventory items with a negative quantity on-hand and how do I correct that problem? Why is my balance sheet incorrect and where do those numbers come from? Why is the Accounts Receivable amount on my Balance Sheet different from the total amount found on the Accounts Receivable Aging report? Can you walk me through entering an adjusting journal entry to fix those numbers?

Conclusion

We are here to assist you within the realm of technical support, and we will always strive to help you find the most appropriate resources for your accounting-related inquiries.

We appreciate your understanding and cooperation in adhering to our company policy regarding accounting-related support. By directing you to qualified accountants, we aim to ensure that you receive accurate professional advice specific to your financial needs. We value your business and are committed to providing exceptional technical support for all your Aptora software-related inquiries.

Self-Help Support

Printed User Manual

This is what you are reading right now. We are among the few specialized ERP software companies still writing, updating, and printing user manuals.

Online Help System

Our extensive help system was created using standard HTML. What that means is that you can click on any link you find as you would while surfing the web in your favorite browser. You can search thousands of pages of information.

- Most links simply navigate to other Help Topics while some navigate to web pages.
- When you click a link that points to a web page, your default browser will open to that page (try it on some of the links below).

Context Sensitive Help Pages

When working in the software, you can quickly open a help topic that explains how to use the form you are working in. Here is how to do that:

1. Open the form you wish to know about and press F1 on your keyboard or use the Index.
2. Check the Frequently Asked Questions and Answers (FAQ) on our website.
3. Check the Knowledgebase (KB) on our website.
4. Please check the Aptora Forums; a place where you can message other software users and contractors.
5. If you are experiencing problems, incorrect data, wrong balances, etc., please read our special topics that cover finding and fixing accounting and other problems.
6. Please update regularly. If you believe updates are causing you problems, document your reasons carefully and report them to us.
7. Before you call to report a "bug", please see the definition of a "bug".

Facebook User Group

We have a private Facebook® user group called Aptora Pros. This is a great place to ask questions, share ideas, and help your fellow contractors on all subject matters. Please give it a try.

https://www.facebook.com/groups/aptorapros

YouTube Videos and Playlists

We offer an entire set of training videos. They are free and available here on our YouTube Channel: https://www.youtube.com/@Aptora8877

Important Note About Database Backups and Maintenance

It is your responsibility to back up your database (Company File) at least nightly. Be sure that you test your backup procedures and files to make sure the backup is good. This should be done on a regular basis. If your company takes advantage of Aptora's hosted option, we will do the backups and database maintenance for you.

Please see our Help Topic on Backups - (How to Create) for more information.

When to Consult an Outside Accountant for Help

The Technical Support Department at Aptora Corporation will gladly answer questions related to the basic usage of Total Office Manager. This also includes showing you how to access all the features in Total Office Manager. Basically, we will answer almost any question that starts with, "Where is ...?" or, "Can Total Office Manager...?".

Aptora recommends having an onsite or outside accountant for those questions that are business specific. For example, wondering what Chart of Accounts to set up for a specific item or what liability account you should use for your company's taxes. Well, we do not want to give you advice on how to run your business, that is why we may suggest reaching out to an accountant for that financial advice.

Professional Services That We Offer

Personalized Software Training

Training prepares users to use our support services. Our trainers offer structured training that covers how to use each form and includes questions and answers. We may teach you how to read a specific report and understand where that information came from. Training is not specific to your company's business practices. Our trainers will make you far more efficient. You will get more done, in less time. This does not include consulting. We offer remote training and onsite training.

Example Questions: Can you show me how to enter a payroll earning item for salaried and hourly employees? How do we use the schedule board for sales calls and appointments?

Professional Software Consulting

Aptora business consultants provide companies with specific ideas and solutions to their own business structure. Consultants cover business practices and software usage that are specific to their company. We offer remote consulting and onsite consulting.

Example Questions: How can I fix my inventory numbers? Why is the balance sheet wrong? Where does this report get its numbers from and how do we fix it? How can I set up a performance-based compensation plan that motivates my technicians?

Custom Report Writing

We can build nearly any report that you might need. Please contact your Account Manager or our support department for details.

Custom Software Development

Do you need a new software feature of capability? We offer custom software development. Please contact your Account Manager or our support department for details.

Features and Enhancements

We add new features and make enhancements accounting to user feedback and market trends. We want and need your help to improve our software. Your suggestions are welcomed, encouraged, and appreciated.

How to Request a New Feature or Enhancement

Aptora's Software Feature Request system allows our users to author, comment, and vote on software ideas. It is a great way to make sure your opinions are heard. It is also a great way to make sure that your ideas are documented and organized so that Aptora can give your answers on your requests.

This is completely optional. There is a "Go Fund Me®" type of system. Users may offer to make a monetary contribution to the feature request. When submitting an idea, you can offer a contribution. You may offer to contribute to other ideas as well. Two or more contributions can be offered by the same user for the same feature request. Users will be able to see a running total and the names of those who have made a pledge.

Remember, there is no obligation to offer a contribution or to make the contribution once the feature is decided on. If Aptora wishes to accept the paid programming job, we will contact each person that offered and ask them if they still wish to go through with the offer.

If enough money is pledged, Aptora may elect to do custom programming. This work could become available for all users. It may be offered for free or for an extra fee. The idea behind this system is to allow users to join together and raise money to have software work performed that would otherwise not get done or not be considered a priority.

Feature Request Portal

https://support.aptora.com/feature-requests/

Aptora Software Support Contact Information

Technical Support Phone Number: 913-322-4666
Main Business Phone Number: 913-492-9930
Sales Department Phone Number: 913-276-2177

Physical and Mailing Address

Aptora Corporation
8877 Bourgade Street
Lenexa KS 66219
Website URL: www.aptora.com
Sales Department Email: sales@aptora.com

This Page Was Intentionally Left Blank

Logging In and Setting Preferences

Opening Your Database in Total Office Manager

One of the best ways to start learning Total Office Manager is to simply have some fun and play around in a practice database. Now that you have created your new Company Database it is time to open it up in Total Office Manager Enterprise Edition and play.

The following steps will guide you through opening a Total Office Manager database in Total Office Manager Enterprise Edition for the first time.

Register Total Office Manager

When you launch Total Office Manager Enterprise Edition for the first time you will be presented with a registration form. Enter the serial number provided by Aptora® and click "Register" to continue. You can also click "Register Later" and enter the serial number another time.

Once Total Office Manager has successfully opened for the first time you will be presented with a pop-up like the one below. Click "OK" to continue.

Click on "File > Open Company/Login" to begin. In the "Instance Name" field, choose the Begin by selecting the appropriate SQL Server instance to connect to.

By default, this would be APTORA unless an instance was manually configured using "Advanced Configuration" options during installation.

You will be notified that all forms will be closed. Click "OK" to continue.

Click the "Refresh Server List" button to load a list of selectable Servers to connect to and then click the drop-down arrow to view and select from the populated list. If no selections are available, please see the troubleshooting section for assistance.

After choosing your server, a list of databases available on that server will appear. Choose the database you wish to connect to and click "OK" to continue. If no selections are available, please see the troubleshooting section for assistance.

Sample Company File

You may see this dialog box reminding you that you are opening a Sample Company File. These are specifically designed for training purposes. Please never use these for your own company.

Logging into the Software

When you login for the first time, there will be no users to select from. Select the Administrator User ID to Login with and click "OK" to continue. You will have the ability to set up additional users and passwords once you are in the software.

Administrator User

Total Office Manager has an "Administrator" by default. At login, the "Administrator" user is created. You will then be asked for an Administrator password.

The Administrator, by default, has access to all features and functions of Total Office Manager. You should not use the Administrator account for daily use of the software. Certain settings and preferences are not saved as they would be under a regular named user.

Very Important: Please keep in mind that most features and functions are available to any user if they have permission (see Security). Users should avoid logging in as an Administrator because this allows the user complete access to everything without a proper audit trail.

Congratulations! You have successfully logged in to Total Office Manager Enterprise Edition. Now that you are in, go ahead and play. Familiarize yourself with the program. You cannot hurt anything in a practice database and since practice makes perfect, please go ahead and practice.

Turning on the Security Feature

Total Office Manager offers an extensive security feature. When enabled, granting permission to users will require password level access to the software. Additionally, administrators can set security on nearly every single form and list used in the program. This very robust security allows

you to restrict what various users can do. You may grant permissions only if you have enabled security in Preferences.

Accessing the Security Preference

To enable security from the main menu, click Edit > Preferences > Security. In the Security Options area, tick the "Enable Security" checkbox.

This is what each of your options do:

Enable Security: When ticked, the program's security features are enabled.

Number of Days Until Password Expiration: Sets the number of days passwords are valid. Upon expiration, each Total Office Manager user who has login authorization will have to have their password reset to a new one. To allow passwords to never expire, enter "000" in this field.

Maximum Number of Entries into the Error Log: Sets the total number of lines available in the error log. The default setting is "1000", which is also the minimum allowable setting.

Setup User Accounts and Permissions

After you add employees, you may then set up security permissions and preferences for each employee that will be using Total Office Manager®. The following sections will explain how that process works.

User Login

Once a user has been added, they will follow these steps to log in.

1. Select the user from the drop-down list and enter the password for that user.
2. If this is the first time the user has logged in, they will be prompted that they must enter a new password.
3. Enter the new password in the 'New Password' field and verify it in the 'Verify' field. Select OK to continue.

If you have forgotten your password, please contact our office. We can reset it for you. It may be free or there may be a small fee, depending on your technical support plan.

Setting User Permission Levels

Not every employee needs to, or even should be able to, access all of your company data. Total Office Manager allows you to create users that can manipulate your company data. You can control whether each user can view, edit, add, delete, and void data throughout Total Office Manager.

Total Office Manager users are also employees though not all employees are Total Office Manager users. A Total Office Manager user is allowed to log into Total Office Manager and use the application. Depending upon the security settings for the individual they may or may not be able to use certain menu commands.

How To Select Specific Permissions

Total Office Manager will display a complete list of virtually every form in the program. Granting permission to users requires locating the form or report and checking the appropriate boxes to grant or restrict access.

Form Access

From the main menu, click Company > User List/Security.

Select the user whose permissions need modifying. Go past the password settings by clicking Next. You can grant the following types of permissions:

View: The ability to open and look at a form (usually a list of some type).

Edit: The ability to make changes to a certain form.

Add: Allows a user to add records such as invoices, checks, etc.

Void: The ability to mark a record, such as a check, as Void or a Customer:Job as inactive. You cannot 'unvoid' a check once it has been voided.

Delete: The ability to delete a record completely. Be very careful with who gets this permission.

Reports: Total Office Manager offers a report that will show you who has permission to do what. Click Reports > User Security.

Important Note: Generally, you should only grant void/inactivate permissions; even to your most trusted bookkeepers.

Other Tools

Copy From User

Once you have set up one user, you can select them from this list. All the permissions will be copied over. You may then change them to suit your needs. When you save, the person you copied from will NOT be changed.

Jump To Selection

Select a section to jump to. You cannot filter the list, but you can jump to a section.

Select/Deselect Button

This tool allows you to quickly check or uncheck an entire column. Sometimes it is easier to check the entire list and start unchecking items from the list.

Tips

1. As new features, reports, and custom data views are added, there will be a new matching permission added as well. By default, users will not have permission to use the new feature.
2. Each form has its own security, so you do not have to worry about people gaining access to one form which in turn allows them to gain access to another. Example: You can grant access to Estimates. PO may be converted into Invoices or Purchase Orders. The user will need "Add" permission to convert the estimate to any other type of form.

3. Almost every list form has an export option. If a user can view the list, they can export the contents of that list.
4. You should severely restrict access to anything related to credit card processing, direct deposit, and payroll.
5. Be very careful about granting permission to delete anything. Someone with higher authority can go through Total Office Manager and delete things later after these records are carefully reviewed.
6. There is a report which includes all the security permissions set by the user. From the main menu, click Reports > Company > Security > Advanced Security Report, or use the Report Navigator.

Software Preferences

Now that you have set up some software users, it is time to set various preferences for them. This can always be done later.

What Do They All Mean

Total Office Manager offers its users a lot of preferences. At first, they may seem overwhelming. You do not need to concern yourself with most of these, especially early on. You will understand their meaning as you learn about the features and systems they relate to.

Preferences - User vs. Company-Wide

When you go to set up your preferences, you will notice there are two tabs for you to choose from: My Preferences and Company Preferences.

My Preferences are for the individual user to set up while Company Preferences are companywide preferences and are generally set up by the Administrator. Access to the Company Preferences requires the user to have security permissions to view and change it.

If you do not have access to change Company Preferences, you will only be able to view them. Most Preferences Sections will have both My Preferences and Company Preferences to set up.

What Every Software Preference Means and Does

There are too many preferences to cover all of them in this manual. We cover some of the more important preferences in this manual.

Many of the preferences cannot be adequately explained without first explaining the feature or functionality it controls. As you learn more about the software, you will find that you also understand more about the preferences.

Appearance

My Preferences

The appearance of your Total Office Manager is important to you as a user as it will help you to access information quickly. Therefore, you need to think about how you like to access information best. Are you the type of person that likes to pull up information by using your cursor to hover over tabs for dropdowns or do you like to click through tabs until you find what you are looking for? Do you like to use icons only, text only, or both when looking for quick tabs? Do you like to view

information on the right-side of the screen or the left? These are just a few areas that the appearance preference addresses.

Show Status Bar

By checking the Show Status Bar in the Appearances Preferences, the Status Bar will be displayed at the bottom of the Total Office Manager screen. It displays information such as User Information (Username and Date/Time of Log In), Unread Messages, Reminders Pending, Caller ID, Caps Lock, Number Lock, Scroll Lock, Current Date, and Current Time. With the exception of Caps Lock, Numbers Lock, and Scroll Lock, you may double click into the fields to be given more information.

Theme Color

Although Green is the default Theme Color of Total Office Manager, you may change this color to suit your personality and preference. You may choose from Green, Blue, Gray, Orange, Red, White, or Yellow. These colors affect various forms throughout Total Office Manager.

Personalized Menus

Personalized Menus pertain to how you display your Menu Bar. Before you can personalize your Menu options, you should become familiar with what is available on the Menu Bar and how it functions. The Menu Bar includes File, Edit, Lists, Company, Customers, Vendors, Employees, Banking, View, Reports, Tools, Window and Help. Like other software programs, underlined letters in a word indicate the user should press Alt + the letter as a shortcut to the Menu Bar drop-down. Subtopics may be included under each topic.

You have three options under Personalized Menu to choose from: Disabled, Display Full Menu on Hover, and Display Full Menu on Click. Your choice depends on your style of navigation.

Disabled: The menu item will drop down in its entirety on one click (except for the drilldown link.)

Display Full Menu on Hover: The menu item will drop down as you hover the cursor over it. Please note that you may need to click on the first menu item to start the hover preference.

Display Full Menu on Click: The menu item will drop-down as you click on the menu item.

Show Information Center

The Show Information Center preference offers three options to the user: Show Information Center, Dock Left, and Dock Right. Total Office Manager has the Information showing and docking to the left. As a user, you may elect to not check the Show Information Center option.

By choosing this option, the Information Center will not appear automatically. However, you may manually display it by going to the Menu Bar and clicking View > Information Center.

The Information Center holds information such as "Open Windows", "Unread Messages", "Appointments Today", "Work Orders Today", "Reminders Pending" and "Logged in Users".

If you do elect to Show the Information Center, you will need to decide to Dock it Left or Dock it Right. Choose the side you are most comfortable working with.

The width of the Information Center can be adjusted to suit the user's tastes. Simply place the cursor along the right edge of the Information Center. When the pointer turns into a "split pointer", click and drag the edge of the Information Center to the desired location and release.

The Expand/Collapse Buttons control the display of each component in the Information Center. When the button points up, the component (list) may be collapsed (rolled-up) to save space.

When the button points down, the component (list) may be expanded (rolled down) to display the contents of the component.

Show Toolbar
The Show Toolbar preference is divided into two sections: Style and Toolbar Preferences. Style has three options to choose from. These options are Text Only, Icon Only and Icon and Text. Choose the one that best suits your navigational needs.

Regardless of which style you choose, clicking directly onto the text or icon will take you to a new screen. For example, clicking on the Search Text or Icon will take you to an Advanced Search Screen. Clicking on the Vendor Text or Icon will take you to a New Vendor Screen.

Toolbar Preferences allow you to customize which shortcuts will be displayed on the Toolbar. Clicking on the Toolbar Preferences button will bring up a list of the Toolbar shortcuts. You may choose all of them or only the ones you consistently use daily. The choice is yours.

Sort Lists by Date in Descending Order
If checked, this preference sorts historical information by date in descending order. You will see this in areas such as Customer History, Vendor History, etc.

Display Icons in Task Panel
Displaying Icons in the Task Panel is helpful if you work best with visual aids; however, it is noted that using this preference will take up space.

Company Preferences

As mentioned before, Company Preferences are set up by the Administrator of Total Office Manager. Other users must have security permissions to change Company Preferences as it affects companywide settings. In Company Preferences for Appearance there is only one preference to decide on: Use Fast Lists.
When you open a Fast Lists enabled list, such as the Customer:Job list, Work Order list or Invoice/Sale/Credit/Estimate list, it will load blank. This allows the window to open more quickly and enables you to use the various filter options (i.e., User Filters, Quick Filter, etc.) to quickly search through the lists as it will only load what you need and none of what you do not. However, you are still able to use the Default Filter to "Show All" and load your entire list.

With Fast Lists enabled, the lists also gain "paging" options. This is another feature of Fast Lists created to speed things up. Imagine you have a Customer:Job list with 300,000 records. Instead of trying to load all 300,000 the list will only load a certain amount per page, a number which the Administrator sets in Company Preferences. This reduces load times and increases productivity.

Login/Startup Options

Preferences

My Preferences

There are three options to choose from in the Login/Startup Options. While they seem simple enough, they are significant in how you like to receive information.

Do not Notify me of "Reminders" on Startup.

If you do not want to be notified on Startup of any reminders, please check the box. However, before you can decide if you want to have Reminders Notify you on Startup, you need to have a basic understanding of the Reminders Feature.

Sometimes things happen during the workweek that can alter the course of how you normally run your business. Day-to-day tasks can easily slip through the cracks unless you work with reminders. Some people use sticky notes as a way to remind them of tasks or maybe use an alarm on their phone.

These are good options; however, Total Office Manager has a Reminder Feature that allows you to create reminders in the system. You can have reoccurring reminders that last for years, or you can create one that is just for a day. It is totally up to you. Please see the Miscellaneous Tools & Utilities Section for more information on how to create reminders.

Please Note: Reminder Notifications are found in three locations: the Status Bar, the Information Center and as a pop up that activates upon logging into the system. Should you choose not to display the Status Bar or the Information Center, you may want to have the pop-up Reminder Notification. If that is the case, then leave the Do not Notify me of "Reminders" on Startup unchecked. Checking the box will disable the pop-up Reminder Notification.

Do not Notify me of "Unread Messages" on Startup.

If you do not want to be notified about Unread Messages every time you login, check the Do not Notify me of "Unread Messages" on startup.

However, as with Reminder Notifications, you must understand how Unread Messages work before you decide how you want to receive Unread Message Notifications. Unread Messages refers to Phone Messages that you have received and have not yet read. All users should be given add and edit user security permissions for Messages for this feature to work effectively.

When someone takes a Message for you, a notification will pop-up immediately letting you know a Message is waiting for you to read. You have the option to read it now (Yes) or read it later (No). Choosing "Yes" will take you to Unread Messages for the user.

You will be able to double click onto the unread message to view it or if your curser is on a line item, you may select Edit to open it. Choosing "No" will keep the message in Unread Messages.

After reading the message, you will have a few decisions to make in regard to "Message Read" and "Phone Message Menu Items". Checking the "Message Read" will remove the "Phone Message" from your Unread Messages Notifications. You may still access it through the "Phone Message

List". You may also leave the "Phone Message" unread and select "Save& Close". This will keep the message as an Unread Messages.

If you feel the message should go to a co-worker, you will need to leave the "Phone Message" unread, change the "For" field, and edit the message to reflect why you are forwarding it on. After you have made the necessary changes, click "Save & Close".

This will remove the "Phone Message" from your queue while forwarding it to your co-worker. The "Phone Message Menu" gives you additional options to use. Accessing many of these options depends on your user security permissions.

Unread Messages are found in four places: the Status Bar as Unread Messages, the Information Center as Unread Messages, as an Unread Messages pop up that activates upon logging into the system, and on the "Phone Message List" as either a read or unread message. You can access this list by choosing Company > Phone Message List.

Please Note: "Phone Message List" contains all the phone messages for the company.

Right-Clicking into this list allows you to add, delete or edit phone messages; create new work orders or appointments; view contact history, contact logs, or document links; and access to a plethora of other options.

Should you choose to not display the Status Bar or the Information Center, you may want to have the pop-up Reminder Notification. If that is the case, then leave the Do not Notify me of Unread Messages on Startup unchecked. Checking the box will disable the pop-up Reminder Notification.

Hide Graphical Navigator on Startup.

Whether to hide the Graphical Navigator, otherwise known as the Workflow Navigator, on Startup or not is strictly an individual choice. Should you decide you do not want to view the Workflow Navigator on Startup, check the box next to Hide Graphical Navigator on Startup.

Please Note: You may still view the Workflow Navigator after you have hidden it by selecting View > Workflow Navigator.

The Workflow Navigator graphically displays Workflow, Lists, and Reports for five main categories of Total Office Manager usage: Banking, Company, Customers, Employees, and Vendors. As different categories are viewed, the Workflow, Lists, and Reports change to become relevant to the current view.

In Figure 45, the **Customer Workflow pane** is being viewed, which is a roadmap through the Accounts Receivable (A/R) process. This workflow roadmap shows how adding a new work order is a good place to start, and then simply add a customer/job if one is not already in the system. The work order is then put on the schedule board. When the work order is complete, the road splits depending on the circumstances. If cash changes hands at the moment the work is complete, then a sale is entered, and a subsequent bank deposit is made.

Alternatively, if payment is expected in the future and an invoice is entered, finance charges are assessed (if necessary), statements are created (if necessary), and eventually payments are

received. Making a bank deposit is the final step, just as in the prior scenario. It is simple! Just click on one of the icons to perform that function!

The Lists pane displays various important lists related to the category being viewed. In the illustration above, the Customers category is being viewed so lists related to customers are available. These lists include the Customer/Job List, Work Order List, Invoice List, Equipment List, and Service Agreement List. Just click on an icon to open that list.

The Reports pane displays various important reports related to the category being viewed. In Figure 45, the Customers category is being viewed, so reports related to customers are available from the Reports pane. These reports include the Accounts Receivable Report, Open Invoices Report, Sales by Customer Report, Invoice Analysis Report, and Sales by Department Report. Just click on an icon to open that report criteria screen.

Refresh

The only preferences available in Refresh are in My Preferences.

Preferences

My Preferences

The Refresh preference is a handy feature when activated. You may set your preferences to refresh your schedule board automatically and to refresh changed forms automatically. You may determine the frequency in which your changed forms will refresh.

Company Preferences

There are no Company Preferences for Refresh.

Company Preferences

There are no Company Preferences for Login/Startup Options.

Report Preferences

The only preferences available in Reports are in My Preferences.

My Preferences

Total Office Manager has over 400 predefined reports already loaded for you to choose from. However, there is only one preference you will need to decide on: Open Reports in Maximized Window.

Company Preferences

There are no Company Preferences for Reports.

Company Preferences

There are no Company Preferences to set up for Quick Filter.

Find As You Type

Find as You Type is a filtering system that allows you to find a specific item you are looking for quickly. In order to activate the Find as You Type filtering system, you will need to Right-Click into the list you are working with. Choose Form Preferences and then Find as You Type. A drop-down

menu will appear. You will then choose how you want the information searched. You may choose from Name, Last Name, Contact, Address, Work Address, Phone, and ID.

Basic Software Navigation

Main Menu Options

The Main Menu options in Total Office Manager function in a similar manner to those found in popular software. In the figure below, you will find the Main Menu Options in Total Office Manager.

As we progress through this training manual, we will cover topics found in Company, Customers, Vendors, Employees, Banking, View, Reports and Tools. Therefore, we will focus on File, Edit, Lists, Tools, Window and Help in this section.

File

In the File Menu Option, you will find information on how to Open an Existing Company Database, look at the Previous Company Databases you have connected to, Login as a Different User, Company Utilities, Company File Information, Printing Options, Lock Computer, and Exit.

Previous Company Files

This menu option will display up to four other databases that you have recently worked on. Selecting any of those will close out your current database and take you to the login of the company you chose.

Login as Different User

Selecting to Login as Different User will log the user out of the database that you were previously logged in as. An alert will appear indicating "All forms will be closed. Please be sure you have saved ALL your work". Selecting OK will log you out. The Total Office Manager Main Log In will appear for you to choose a different user to log in as.

Company Utilities

In Company Utilities, you will find the Setup Navigator, Import Flat Rate Plus Data, Import, and Export options. Setup Navigator provides you with an easy way to set up Total Office Manager for the first time. Selecting Import Flat Rate Plus Data will activate the Flat Rate Import Wizard which will be discussed later in this manual. The Import and Export Feature can also be found under Company Utilities. These features will also be discussed later in the manual.

Company File Information

Choosing Company File Information will take you to the Company File Information Screen. This screen will show you the company information for File Properties, Users Logged In, Record Counts, and Database Stats.

File Properties

This tab will show the user information such as the name of the database, the database type, whether or not the General Journal is balanced and if anything has been rebuilt (such as the General Journal, Balances, etc.). It also indicates what version of SQL Server you are using (such as Express or Standard). If you are saving software speed issues, you may wish to upgrade to the Standard Edition.

Users Logged In

Users Logged In will display how many users are logged into Total Office Manager, who those users are, the computer the users are logged in through, and the time they logged in.

Record Counts

The Record Counts screen provides the most current company-wide record count for active and inactive information in several different areas.

Database Stats

This tab includes details on your database version, structure, recovery model, and more.

Printing

From the Printing file option, you are able to Print Forms, Print Active Window or Print Screen.

Print Forms

Print Forms is a very useful feature as it gives the user the ability to quickly print items tagged as 'To Be Printed' in the areas of Vendor Checks, Credit Memos, Sales Receipts, Invoices, Estimates or Purchase Orders. For example, choosing Vendor Checks will take you to the Print Checks Screen. For Vendors, this screen will have you select a Bank Account; however, for Credit Memos/Invoices/Sales Receipts/Estimates, you will choose an A/R account and for Purchase Orders, you will choose Vendors. This will take you to Print Checks.

Once you choose the correct account, all 'To Be Printed' checks associated with this account will appear.

Select the checks you would like to print and select OK. This will then take you to the Check Printing Setup screen.

Choose your printing options.

Please Note: Best practice is to preview your checks prior to selecting print to ensure there is nothing that needs to be changed.

Lock Computer

When selected, Lock Computer will lock Total Office Manager when needed. It does not, however, lock your actual computer.

Exit

When selected, Exit will log you out of Total Office Manager without asking for you to save your forms or work. It is a quick exit from the system.

Edit

Under the Edit Menu Option, you will find familiar Edit topics: Undo Typing, Cut, Copy and Paste. You will also find Advanced Search and Preferences. Advanced Search will be discussed later in this manual.

Preferences

Under the Preferences, there are two types: My Preferences and Company Preferences. My Preferences are individual user preferences. These are the preferences you will set up to

implement Total Office Manager in a way that works best for you as a user. Company Preferences are companywide preferences set up by the Total Office Manager Administrator. You will not be able to edit Company Preferences unless you have been given user permission to do so.

Appearance, Login, Quick Filter, Refresh, and Reports are instrumental preferences that should be set up before you begin to navigate through Total Office Manager. These preferences can be customized to fit your personal user experience. To access these preferences, you will need to go to the Edit Menu > Preferences or the Preferences Icons. Either one will take you to the Preferences Menu.

Lists

The Lists Menu Option provides a fast and efficient way to access all the most commonly used lists in Total Office Manager. Throughout this manual, you will reference these lists. Therefore, you should become familiar with the lists that can be found through this menu option.

Window

The Window Menu Option allows you to close all open windows, refresh your security settings, view your open windows in a cascade or tile, arrange your icons, arrange your minimized window icons to the bottom of the screen and/or jump to any open screen.

Help

The Help Menu Option offers a plethora of Help Options to choose from.

Support on the Web: Clicking this option takes you to our website where you will be able to search through more than 3000 pages of support information and advice. You will also find our new AI powered chatbot.

Software Manuals: This menu option links to a webpage where you can download the latest software user manuals for all Aptora softer products.

Remote Assistance: This feature is used when you need a Tech Support Representative to see exactly what you are talking about. Aptora will never access Remote Assistance without your permission and will never take over control of your computer without your verbal permission.

When you select Remote Access, you will obtain a Support Key from the Tech Support Rep. Choose OK. This will take you to www.fastsupport.com. Establish a connection by entering in your name and the support key. You will join a session with your Tech Support Representative and together you will work to resolve your issue.

Check for Enhancements and Updates: Something that should be done periodically as new enhancements and updates are provided throughout the year. This form also contains all release notes outlining changes made in each version update.

Premium Features: A quick way to review the cost of additional features quickly. Currently Premium Features include Sales Opportunity Manager (discussed later), AIA billing, and POS (Point of Sale) Light. If you decide to purchase these items, you will need to contact your salesperson.

Aptora on Facebook®: Aptora Pros™ is our private user group hosted on Facebook®. You can go there to ask questions, share ideas, and interact with other like-minded contractors.

Total Office Manager on YouTube®: We have hundreds of training videos and other content to share with you. We have created playlists to make finding the right video easier.

About: This opens a form called About. It provides you with your Total Office Manager registration information, the version you are currently running, credit to the people who designed Total Office Manager, a legal discloser, and a summary about Total Office Manager.

Keyboard Shortcuts

Input	What is Opened
Ctrl+W	Write Check
Ctrl+I	Invoice
Ctrl+J	Customer:Job
Ctrl+F	Advanced Find
Ctrl+T	Timesheet
Shft+F1	Print Window (prints the form that has focus)
Shft+F2	Print Screen (prints the current screen)
Ctrl+S	Sale
Ctrl+P	Receive Payment
Ctrl+M	New Phone Message
Ctrl+D	Make Deposit
Ctrl+E	Estimate
Ctrl+A	Appointment
Ctrl+O	Work Order
Ctrl+B	Enter a New Bill
Ctrl+U	Update
Ctrl+R	Receive Item
Ctrl+C	Copy
Ctrl+X	Cut
Ctrl+V	Paste
Ctrl+Z	Undo Typing

Working With Lists

Total Office Manager® is highly list driven. Rather than rely on running reports to access everyday information, most everything you will need to access quickly can be found in a list.

List Menu: Each list contains a list menu at the top left of the list. For example, in the Customer:Job list menu options are Customer:Job, Actions, and Reports.

Filtering

Filtering and Lists go hand and hand. In every type of Total Office Manager List, you will be able to use the Quick Filter, Find as You Type or use the Filter Center.

Quick Filter

The Quick Filter is used to filter records displayed in a list, without having to create a custom filter (like a User Filter). The Quick Filter will sort information based on how you set up your Quick Filter Preferences in My Preferences. You will need to determine the conditions to set up your searches.

Quick Filter Preferences

My Preferences

Like Condition

The "Like" condition is both powerful and forgiving. It is like the condition "Equal" but not picky about what appears before or after the criteria.

For example, let's say the quick filter is being used to find a customer named David. Here are examples comparing the condition "Equal" and "Like".

If the Quick Filter used the condition "Equal", then filtering for the letters "dav" would only produce records matching EXACTLY "dav". It is likely that this set up would produce no results unless a customer actually had the name Dav.

However, the Quick Filter uses the condition "Like", so filtering for the letters "dav" would produce all records containing the string of letters "dav" regardless of what precedes or follows it. Results like "Dave" and "David" and "Davidson" would all appear in the list because they all contain the string of letters "dav".

Starts With Condition

The "Starts With" condition works exactly as its title suggests, by filtering for entries which start with whatever characters are entered in the Quick Filter.

Other Conditions

When the Quick Filter is set to focus on some fields, two condition fields will appear instead of a single field. For example, when the focus is set on the "Balance" column, two condition fields will appear to the right of Balance instead of one. This allows the filtering of a range of data rather than a single data point.

When the focus of the Quick Filter is set to a field which allows filtering of a data range, the range will either be by date or by amount, depending on the focus. The default condition for both kinds of range filtering can either be "Equals" or "Greater/Less Than or Equals". Adjust this default in Quick Filter system preferences.

Quick Filters can be found in Lists (including Audit Trail). To use the Quick Filter, choose the column on which to filter from the drop-down box. Enter the criteria by which to filter. As each alpha-numeric character is entered, the list is pared-down, becoming more and more specific, automatically filtering records based on the Quick Filter setting.

Filter Center

As mentioned before, the Filter Center resides to the left of each list in Total Office Manager and provides control, convenience, and the ability to customize filters or smart lists to suit the user, as well as one-click access to recently viewed records.

The width of any Filter Center can be adjusted to suit the user's preference by using the same technique as with the Information Center. To adjust the width, simply place your mouse pointer on the right edge of the Filter Center. When your pointer changes to "split arrows" pointing in opposite directions, click to drag and drop the Filter Center's right edge where desired. Just like the

Information Center, expand/collapse buttons control display details for each component of the Filter Center.

Each Filter Center has the same component areas: Filters (Default Filters, User Filters, Global Filters, Recently Viewed, Filter Options) and Smart List (User Smart Lists, Global Lists and Smart List Options.)

Filters

Filters allow you to sort information quickly and efficiently based on the criteria you deem pertinent. The lists created when using filters will fluctuate based on the most current information available.

Default Filters come "preloaded" into the Filter Center of every list in Total Office Manager. Default Filters vary from list to list, depending on what the list displays. The Default Filters are not customizable by the user.

User Filters are set up and customized per user. This is done through the Filter Options component (described below). Users will only see the User Filters that they set up. The User Filters you set up will follow you from workstation to workstation around the network.

Global Filters are set up and customized just like User Filters (described above), but they appear on ALL users' workstations, regardless of who they are or on what workstation they are logged in, thus allowing important filters to be "shared" and appear in other user's filter centers.

The **Recently Viewed** area of the Filter Center simply displays the most recently viewed records from a given list across the entire system. For instance, imagine one user opens "Acme Brick Yard" from the customer list to verify contact information. Later in the day, someone else performing invoicing on a different workstation is likely to find "Acme Brick Yard" in the Recently Viewed area, thus saving keystrokes and valuable time.

Filter Options are components used to create and manage both User Filters and Global Filters. You may create new filters, edit existing filters, and delete old filters.

Creating a New Filter

New User Filters can be created whenever you need to under Filter Options, "New Filter". The "New Filter" window will appear.

Enter a filter name in the "Name" field. Make a selection from the "Field" drop-down box. For instance, if you wanted to filter on those who live in Kansas City, you would choose "City" from the drop-down box. Not every field in the list is available in the Field column. The "Criteria" column appears only after making a selection from the "Field" drop-down box. Choose a condition on which to filter from the "Condition" column. Enter the data on which to match in the "Criteria" column. Check "Match Case" and "Global" as applicable. Click OK to save the filter.

Please Note: When Global is checked, the new filter will appear in the Global Filters area of the Filter Center, for all users to share. When the Global checkbox is left un-checked, the new filter will appear in the User Filters area of the Filter Center, where only the user who created the filter will have access.

Editing a Filter

To Edit an existing filter, first click the actual filter name from either the User Filters or the Global Filters area of the Filter Center. The filter name will turn bold. In the Filter Options area of the Filter Center, click "Edit Filter". The "Edit Filter" window will appear. Make any desired changes to the filter properties, then click OK to save the changes. If you open the edited User Filter after saving, you will notice that the bottom of the field will indicate the original creation information as well as the revised information.

Deleting a Filter

To delete an existing filter, first click the actual filter name from either the User Filters or the Global Filters area of the Filter Center. The filter name will turn bold. In the Filter Options area of the Filter Center, click "Delete Filter". The filter will be immediately deleted from the Filter Center.

Smart Lists

A Smart List is a list of selected items chosen from the main list for easy access. You can create a Smart List for any purpose you can conceive. For example, on the Customer:Job list you might create a list specifically for customers who have a history of handling payments badly or VIP's. With lists such as these, you can quickly see who belongs to certain groups without going to each customer.

Please Note: Smart Lists are not Filters. These lists are not based on search criteria needed for filters.

User Smart Lists are custom Smart Lists previously designed and set up by a user of the program. User Smart Lists appear only to the user who created it, thus not cluttering up other users' Smart List area with inappropriate lists.

Global Smart Lists are custom lists previously designed and set up by a user of the program. Global Smart Lists appear to everyone, regardless of who created the lists, thus allowing important lists to be "shared" and appear in other user's Smart Lists areas. Smart Lists can be marked as "global" during creation or by editing any existing list.

Smart Lists Options are a component used to create and manage both User Smart Lists and Global Smart Lists. You may create new smart lists, edit existing smart lists, and delete smart lists.

Creating a New Smart List

There are several ways to create Smart Lists. You may click on New Smart List under Smart Lists Options. The New Smart List screen will pop-up. Type in a name for your New Smart List. Decide if it should be a Global Smart List or a User Smart List. Hit OK to save.

Once this Smart List is created, you will then need to make your selections to add to the list. You can press Ctrl + Click (to select items one by one) or Shift + Click (to select a range of items) to make your selections. Once your selection is made you can drag your selections from the list to the Smart List area and drop above the Smart List you would like to add to.

Please Note: It is also possible to "drag & drop" selections when adding to an existing list, so it is important to understand which you are doing to avoid accidentally adding to existing lists when you intend to create a new one.

Another way to create a New Smart List is to first make your selection of the items you would like in the list. Right-Click into the List area (for example, Customer: Job List). A menu will pop up. Choose Add to Existing Smart List(s). You will then be prompted to create a new Smart List.

Editing a Smart List

This allows you to edit the name of your currently selected Smart List as well as toggle its "Global" status. You can add to existing Smart Lists in any of the following three (3) ways:

Drag And Drop: Select one or more items on your list and drag them to the Smart List you would like to add them to (see Figure 63 above).

Right-Click Menu: Select one or more items on your list and Right-Click. A pop-up menu will appear and will include an option to "Add To Existing Smart Lists".

Add to Existing Smart List

Click on "Customer:Job" to expose the drop-down menu for that list. Choose "Add to Existing Smart List(s)".

When you use the "Add to Existing Smart List(s)" option, a new Window will appear, allowing you to select one or more Smart Lists to add your selections to. Click the check box next to any of the Smart List(s) you want to add to and click OK.

Deleting a Smart List

This feature allows you to delete the currently selected Smart List. The items are not deleted from the Invoice Items list. Only the Smart List is deleted.

To remove individual items from Smart Lists, activate the Smart List and select all items you want to remove. Right-Click (or use the list menu) and choose "Remove From Smart List".

Please Note: Be careful not to use the "Delete" option. It deletes the item entirely (if it has not been used in a transaction) and it cannot be recovered. If you want to remove it from the Smart List, use the "Remove From Smart List" option. Aptora cannot recover deleted items. You will need to re-enter anything that has been deleted.

Finding and Opening Reports

Reports can be accessed in several ways. If you use the Workflow Navigator, specific reports can be found for each topic found in the Workflow Navigator. By clicking on the icon, you will be taken directly to the report criteria screen. You may also access Reports by choosing the Report Menu.

Report Navigator

From the Report Menu, you may also access the Report Navigator. Using the Report Navigator, users can view and sort a list of reports available in Total Office Manager. The Preview Button allows you to preview your report prior to printing. From there, you may choose how to "print" your report. You may choose to traditionally print your report, or you may export it directly into MS Excel™, MS Word™, or Adobe Acrobat™ formats.

Depending on the type of report you choose, you may have an Options Button appear. The Options Button allows you to create a report that contains specific data. You will need to enter in the criteria you will be searching by and then hit OK. After your options have been selected, you will then double click on the report or hit Preview. The report will be generated for your review.

Tips/Tricks/Important Notes

View Menu: If you find that you have chosen not to have the Status Bar, the Information Center, the Toolbar or the Workflow Navigator start at login, you may add them back as preferences by choosing View from the Menu and checking which ones you would like to use.

Smart Lists: These lists can be used in conjunction with the Quick Filter. They do not work in conjunction with User/Global Filters.

Reports: In most of the reports found in Total Office Manager, there is a drill down feature that allows you to double click into an item on the report and be taken to the details of the item selected.

Audit Trail: For rock solid security, no one can delete audit trail entries and the Audit Trail can NOT be turned off or otherwise deactivated. Most of the important forms include a security label that indicates who created the record and when, as well as who last changed the record and when. This label cannot be modified by any user.

Filter: When creating a filter, it is important that the criteria is in the correct order or Total Office Manager will return an error. For example, if you wanted to filter for a specific person's login or log off, then you must have the user's name first, then login and then log off.

Please remember the criteria needs to be joined by the word 'and' and the condition (if more than one exists) should be joined by the word 'or'. This will allow the filter to run properly.

Searching Lists

How to Make Searching Faster and More Efficient

This section focuses on how to search the various lists in Total Office Manager. There are a few tricks that you may not be aware of.

Searching with Wildcards
1. If you have two spaces within the name, you can search this by typing % % in the quick filter. Records with double spaces within the name will be returned.
2. You can search for an empty field using double quotes [""]. That search will return all empty fields.
3. If you are searching a column that contains either a "Yes" or "No", you can also search using "True" or "False" and vice versa. An example might be searching for "Financial History" Yes or No.
4. Searching for %A% will return any record that contains "A" anywhere in the name (regardless of capitalization).
5. Searching for %A%E% will return any record that contains "A" anywhere in the name and "E" anywhere in the name (regardless of position or capitalization).

6. All major lists have an option called Form Preferences. You can add or remove columns. Columns with an asterisk [*] can be removed to improve search speed and load list speed.
7. If your company has a lot of data, and your lists have become large and slow use List Optimization. Click Preferences | Appearance | Company Preferences | List Optimization. We recommend the "Use Fast List" option. This feature makes a lot of sense when you have a lot of records, and they cause your load list and search list function to slow down.

Other Search Tips

8. You may want to adjust how often lists are refreshed. This can make working with lists faster. Click Preferences | Refresh | Company Preferences and read the tips on this form.
9. All major lists include a feature called Smart Lists. This allows you to create multiple saved lists. For example, you could create a list of sales prospects that need to be called. As you call each one, you can quickly remove it from the list. You could do the same for inventory items that need to be counted.
10. Use the Marketing List Generator as a super search utility. What makes this search utility unique is that it not only allows you to search numerous customer-related fields, but you can also search out customers and prospects by their purchasing activity. Your queries can contain multiple elements. You can perform a query and then query those results. Queries can also be saved for reuse. Click Tools | Marketing List Generator.
11. All major forms that include invoice item selection have an Item Lookup option. This feature allows you to perform complex searches and build an item list to drop onto the item grid. This feature also includes a handy "Bar Code Scanning" option.
12. You may wish to load your lists in descending order (Ascending is the default). Click Preferences | Appearance | My Preferences | Load Lists by Date in Descending Order.
13. You may not want all your customers to populate the Customer:Job list when you open it. That can result in needless wait time since you plan to search anyway. You can have this list always open empty. Click Preferences | Customer:Jobs | My Preferences | Open the Customer:Job list Empty.
14. When you search the Customer:Job list and the record is not found, you can start a new record with that search term (such as a phone number). Click Preferences | Customer:Jobs | My Preferences | Start New Record with Quick Filter.
15. Use the Advanced Search feature to search the entire company file for almost any piece of information. That topic is covered in the next section.

Advanced Search

The Advanced Search tool is a powerful way to search for a wide variety of information in the program. It can locate checks, invoices, bills, logs (note entries), and almost anything else.

This tool can search and find records based on an amount, dates, general, memos, and numbers. It can also filter the results by displaying only records derived from certain areas like bills, Chart of Accounts (COA), invoices, work orders, service agreements, a variety of payroll areas, and more.

Advanced Search Access

From the main menu, click Edit | Advanced Search.

From the keyboard, use the shortcut Ctrl+F.

From the toolbar, click the Advanced Search button.

The Condition Pane
The condition pane is the area between the "Search By" pane and the "Filter By" pane. Its fields vary depending on the setting in the Search By pane, so that only relevant fields are available.

"Filter By" Pane
Regardless of the setting in the "Search By" pane, the same items are available in the "Filter By" pane. Check the checkbox next to each item to filter for and have shown in the results. Un-checked items are filtered out from the results, and not displayed. Unchecking what you do not need to search can make the form work faster.

Tips on Advanced Search
1. The results can be sorted by any header having an arrow in it. Simply click on a column header to sort it. To sort in the opposite order (ascending vs. descending), just click the header a second time.
2. To open or view a listed result in the "Matches Found" area, double click the gray box left of the record.
3. Experiment with this feature. There are a lot of options so the best way to learn how to use it and get the most from it is to practice using it.
4. To search User Defined Fields, highlight "General" in the "Search By" pane, then check the "Search User Defined" radio button.
5. To reduce the time it takes to complete the search, narrow your search as much as possible.

More Information on Advanced Search
https://www.aptora.com/help/advanced-search/

Security and User Permissions

Introduction
Total Office Manager offers an extensive security feature. When enabled, users have password level access to the software. Additionally, administrators can set security on nearly every single form and list used in the program. This very robust security allows you to restrict what various users can do. You may grant permission only if you have enabled security in Preferences.

To enable security from the main menu, click Edit > Preferences > Security. Here, in the Security Options area, tick the "Enable Security" checkbox.

Granting Permission to Users
Not every employee needs to, or should even be able to, access all your company data. Total Office Manager allows you to create users that can manipulate your company data. You can control whether each user can view, edit, add, delete, and void data throughout Total Office Manager.

Total Office Manager users are also employees though not all employees are Total Office Manager users. A Total Office Manager user is allowed to log into Total Office Manager and use the

application. Depending upon the security settings for the individual they may or may not be able to use certain menu commands.

How To Select Specific Permissions

Total Office Manager will display a complete list of virtually every form in the program. Simply locate the form or report and check the appropriate boxes to grant or restrict access.

You can grant the following types of permission:

View: The ability to open and look at a form (usually a list of some type).

Edit: The ability to make changes to a certain form.

Add: Allows a user to add records such as invoices, checks, etc.

Void\Inactivate: The ability to mark a record, such as a check, as Void or a Customer:Job as inactive. Inactive records will not be shown by default. You can easily see them when you need to.

Delete: The ability to delete a record completely. Be very careful when selecting who gets this permission. Generally, you should only grant void\inactivate permissions, even to your most trusted bookkeepers.

Reports: Total Office Manager offers a report that will show you who has permission to do what. Click Reports > User Security.

Selection Tools

Copy From User

Once you have set up one user, you can select them from this list. All the permissions will be copied over. You may then change them to suit your needs. When you save, the person you copied from will NOT be changed.

Jump To Selection

Select a section to jump to. You cannot filter the list, but you can jump to a section.

Select\Deselect Button

This tool allows you to quickly check or uncheck an entire column. Sometimes it is easier to check the entire list and start unchecking items from the list.

Tips

1. Each form has its own security, so you do not have to worry about people gaining access to one form which in turn allows them to gain access to another. Example: You can grant access to Estimates. PO may be converted into Invoices or Purchase Orders. The user will need "Add" permission to convert the estimate to any other type of form.
2. Almost every list form has an export option. If a user can view the list, they can export the contents of that list.
3. You should severely restrict access to anything related to credit card processing, direct deposit, and payroll.

4. Be very careful about granting permission to delete anything. Someone with higher authority can go through Total Office Manager and delete things later after these records are carefully reviewed.

Audit Trail

The Audit Trail in Total Office Manager will keep a record of all the changes made to transactions. Such a record is called an audit trail. In order to access the Audit Trail, users must have been given security/permissions to view it.

Please Note: For security reasons, the Audit Trail cannot be turned off. Use the Audit Trail function to keep track of things like who used the add, edit, and delete features (this will eliminate, "it wasn't me") from your system. Track everyone who Logs IN and Logs OUT of Total Office Manager by date, time, and the functions they accessed. The audit trail also allows you to gauge how much work your bookkeeper and other co-workers are getting done over a given time frame.

What is Being Tracked

Below is the information that is tracked in the Audit Trail.

Date: Displays the date of the listed event.

Time: Displays the date of the event listed.

Action: Briefly describes what action took place (i.e.: Add, Delete, Edit, Log In /Log out).

User: Displays the name of the person who made a change to a record and/or transaction.

Record: Indicates exactly which record and/or transaction had an action performed. This may be a number (like an invoice number) or a reference to a form or report.

Form: Indicates the type of form in which the transaction took place (i.e.: Payroll, Banking, Vendors, Customers).

Total Office Manager Version: The version number of Total Office Manager in use during a particular audit trail entry.

DB Version: The specific database version in use when the audit trail entry was made. This is mainly used by our technical support specialists.

Computer Name: The Windows Name given for the computer. Note: A computer user can usually change their computer name and then change it back again. This is not easy and generally requires a reboot. It is possible though, to change their computer name to that of another computer on the network.

Details: Total Office Manager may enter special notes into this field to document a high-risk change (like changing certain accounts or historical values). It will usually be blank.

There are two ways to view the information in Audit Trail. You may view it as a list, or you may review it as a report. To view it as a list, you will choose Company>Audit Trail from the Menu Bar.

To view it as a report, you will choose Reports>Company >Security > Audit Trail.

This will take you to report Audit Report Trail

Options. You will be able to enter in the criteria you would like to review. Once this information is entered, hit preview.

Tips

- For rock solid security, no one can delete audit trail entries and the Audit Trail can NOT be turned off or otherwise deactivated.
- Most of the important forms include a security label that indicates who created the record and when, as well as who last changed the record and when. This label cannot be modified by any user.

Security Preferences

There are certain preferences that some users might consider security related. One example is the Cutoff Date preference (covered in Year-End Procedures). Be sure to review the Preferences form carefully.

Customer Onboarding & Going Live

The Onboarding Process

Onboarding Process Defined

Customer onboarding is the process in which new users are provided and acquire the necessary knowledge, skills, and behaviors to become "up and running" and to be effective users of the software. This process includes migrating data from the user's old software to their new software (if desired).

Onboarding starts right when the sale is made and ends the day the company goes live.

Minimum Onboarding Objectives

Our objective is to have users ready to perform their jobs using the basic features of the software by their "go live date". The company must be able to perform the tasks that are essential to their business operations, using our software. Each user must be able to perform the basics of their job with our software.

Essential Software Abilities

We believe all users need to have the following skills and abilities (when applicable to that user) before management should allow their company to start using the software.

1. Software navigation. Using filters. Locating customers, work orders, items, and other common records.
2. Schedule service calls, create work orders, and dispatch technicians.
3. Schedule equipment installations and replacements, create work orders, and dispatch installers.
4. Create invoices and take payments using both the desktop and app.
5. Receive customer payments, apply them to invoices, and make deposits.
6. Create purchase orders and receive items (if they do this now).
7. Enter and pay bills from vendors and suppliers.

8. Enter timesheets using both the desktop and app.
9. Process payroll with the software or through a third-party payroll company.
10. When they have questions or need help, they know who to contact and where to find information.

Keep it Simple at First

These basic objectives ensure your company can continue to perform essential tasks needed to operate your business. The idea is to have a smooth and reasonably stress-free first week using the software. That will help create user confidence and build momentum.

As time goes on, users will learn to use more and more features of the software. We do not want users to feel that they must use most of the software's features early on. They should learn enough to perform the essentials.

Establish a Reasonable Timeline

The following is presented as a reasonable and customary timeline for acquiring Total Office Manager, installing it, migrating data from your prior program, learning how to use the system, setting up the basics, and going live with it. Your own company's experience will likely be different.

Implementation Planning

Estimated Time: 2 Weeks

This most important step -and key to implementation success - is to plan. Skipping this step can make or break your transition to Total Office Manager. The expertise of knowing how all the pieces need to flow, the order of the steps, what needs to be addressed and when will impact how successful your new system is for your business.

Implementation planning is where decisions on the Chart of Accounts, customer numbers, vendor numbers, inventory items, integration, who gets trained, and how to go live in a timely and safe manner all occur. During this phase, our office will meet with the key decision makers in a Planning Meeting. This meeting is typically conducted 60-90 days before the targeted "Go Live" date.

It includes a discussion and determination of what information from your old system is needed in the new system. Be careful not to try to do more than you need or more than you find cost effective. If you invested in a data migration, our office will move this information for you. During the Planning Meeting, we will discuss the information you are looking to migrate for set up and historical access.

Software Installation

Estimated Time: 1 Day

If you purchase our hosted solution, we will configure your environment for you within ten (10) business days of purchase. If you purchase the on-premises solution, you will make sure your hardware and network system is adequately configured to support the new accounting software. As several of today's programs also offer mobile applications, additional hardware needs, installations, and/or configurations may be required.

Load the software from the installation media onto the proper workstation(s) and server(s). Installation and/or adjustments to the operating system and ancillary software such as Microsoft Windows Server, IIS, Microsoft SQL Server, Microsoft Office, etc. may be necessary.

PLEASE NOTE: Total Office Manager is a software application that connects to an SQL Server database. The SQL Server software is a Microsoft product and requires additional configuration and database monitoring. It is highly recommended that the IT professional you select is knowledgeable about SQL Server configuration and database management. Configuration and database management include, but is not limited to:

1. Managing data and transaction log files
2. Eliminating index fragmentation
3. Ensuring accurate, up-to-date statistics
4. Detecting corrupted database pages
5. Establishing an effective backup strategy

Ensure the proper network security and access privileges are configured for accessing various directories within your network. Network security must be incorporated into the software installation for Total Office Manager, Aptora Mobile II, and/or Aptora Mobile Form Builder. Establish any additional configuration for sister applications like Aptora Mobile II and Aptora Mobile Form Builder.

PLEASE NOTE: Aptora Mobile II is a website application that connects to a SQL Server database. It is highly recommended the IT professional you select is knowledgeable about Internet Information Systems (IIS), TCP/IP networking, domain registration and deployment, SSL Certificate configuration and deployment, and routing external web traffic to internal network computers.

Accounting Software Configuration
Estimated Time: 1 to 4 weeks

This process is ongoing and should be performed while your company goes through software training.

Data Migration
If your office has invested in our custom data migration service, some things may be set up for you. If Aptora is delivering a migrated company file (aka: database) for you to use, some or all your work may not be transferrable to the new company file.

Please talk to your data migration technician about the migration process.

Users, Security, and Preferences
You will be adding users, establishing their security & permissions, and setting certain preferences.

Software Training
Estimated Time: 4 to 6 weeks

Participate in our Proven 12-Step Training Program
Our office does provide training on software usage. Our proven 12-Step Training Program will help students learn the essentials needed to go live with their new Aptora software. The lessons are

"bite sized" and can easily fit within any employee's tight schedule. These training courses are typically conducted during a Live Online one-on-one session with your staff or through onsite training visits. They are tailored to meet your company business model and your staff's areas of responsibilities. Examples include but are not limited to; training the payroll department employees to add employees, HR changes and terminations, recording employee payroll data, creating work orders to dispatch technicians, running departmentalized financial reports, reviewing analysis reports for job profitability, reordering inventory, etc.

Training needs to be timed correctly so it is long enough ahead of "Go Live" to learn, but not so far ahead your staff will forget what they learned. Although most companies employ smart people, they are not experts on the new system(s) they are implementing. The importance of training cannot be stressed enough. Our training staff is here to offer guidance and assistance to work through your process to ensure your transition is a success.

Practice Using the Software
Estimated Time: 4 to 6 weeks

Our office does its best to make sure we allow time for "Go Live" support, both for the regular system and for payroll. We know you are anxious and may even get frustrated. Whether it is to bounce and idea off us, sit and listen while you talk yourself through your process, troubleshoot that pesky bug, or just catch up on the local sports or the weather, we are always here to help and listen.

Conference room training sessions are not frowned upon. In fact, we recommend group training and practice dry runs. These types of sessions have proven successful for previous software implementations. Utilize these types of activities to test out more complex solutions and resolve processes and needs before rolling out training to your entire staff.

Iron out your workflow processing! It is important and will prove beneficial in the long run if your staff define their workday processes. Once there is a clear understanding of "what I do", it is always easier to define "what I need to do to get my job done". We are here to help your business see if their processes are the most efficient possible and navigate you within the software to accomplish your daily tasks.

Without mobile integration, your office will practice the following tasks:
Dispatching
1. Look up and enter new customers
2. Schedule a service call and dispatch to a technician
3. Complete a call once work is done
4. Navigate a customer history to locate equipment, service history, etc.
5. Run employee schedules and scheduling reports

Accounts Receivables
1. Look up and enter new customers
2. Navigate a customer history to locate equipment, service history, etc.
3. Enter invoices
4. Receive and apply payments

5. Issue and apply credits
6. Run aging reports
7. Create statements

Accounts Payable
1. Lookup and enter new vendors
2. Navigate a vendor history to locate checks, bills, charges, purchase orders, etc.
3. Enter bills for purchases and expenses
4. Pay bills and apply discounts
5. Enter and apply vendor credits
6. Run aging reports

Purchasing/Inventory
1. Create purchase orders
2. Enter in item receipts to receive against purchase orders
3. Locate and enter new items
4. Run inventory replenishment reports
5. Reorder inventory
6. Create inventory adjustments
7. Enter and track serial numbers

Payroll/HR
1. Enter and review employees
2. Create payroll items
3. Enter and modify time sheets
4. Create, review, post, and print paychecks
5. Run payroll summary reports
6. Pay payroll liabilities

Accounting
1. Create a deposit
2. Write checks
3. Create adjusting journal entries
4. Enter credit card transactions
5. Reconcile bank and credit cards
6. Run financial reports

With mobile integration, technicians will need to know how to retrieve and complete their calls, enter in time, create invoices, and receive payment for work completed. Accounts Receivable will also need to understand how to process the mobile invoices and payments internally for financial processing.

Chart of Accounts and Departmentalization

Creating Business Divisions and Departments

This section will cover setting up, editing, deleting, and inactivating divisions and departments. This topic also covers the use of the department list form and how to select departments on various forms. Please be sure to read the Tips sections for helpful information.

Why Set Up Divisions and Departments

The Department feature is very important to understand and use. It will be used to organize income, COGS, and allocate overhead by each division and that division's department. This feature allows your company to produce fully departmentalized income statements, down to net profit. Imagine handing each of your department managers an income statement that shows them their department's true net profit. Now that's accountability!

Financial versus Organizational Departments

This feature is used to track departments which are also profit centers (that perform revenue generating activities). Please do not confuse this with the various organizational departments within your company. For example, someone might work in the Human Resources (HR) department, but you typically would not create an HR department in this list.

Terminology Used

There are no "official" terms to describe this subject. The terms "Division" and "Department" are not official terms, but they seem to be the most commonly used.

Division: Used to describe the trade, such as electrical, plumbing, HVAC, etc.

Department: Used to describe the service offered within that Trade. Profit Center is another term often used to describe a department.

Using the Departments Form

Use this form to create a department (AKA: Profit Centers) for your business. Examples may include Service, Installation, and Maintenance. You will find department selection lists throughout the software. Invoices, Estimates, Credit Card Charges, Bills, Item Receipts, and other forms allow you to select a "main" department and additional departments on each row. The main department selection is usually found near the top of the form. For the main department, select the department that the transaction most applies to. If needed, select a department for each row on that form. It is very important that users select departments whenever possible.

Departments can be displayed on your income statement, transaction detail by account, and certain other reports. This allows you to better understand how your departments contribute to your company's overall profit or loss. Departments are an essential part of our Contractor Compass™ dashboard system.

Department List Form Access

From the main menu, click Company > Lists > Department List.

Creating a New Department or Division

Create a new department as follows:

1. Right-click anywhere in the Department List and choose New Department from the pop-up menu. The Add Department form will appear.
2. Enter a title for the department in the "Department Name" field.
3. Enter an alpha-numeric abbreviation for the department in the "Alias" field (3 characters max). This field is required and may not be duplicated. Example: SRV for Service.
4. If the department is a "sub" or "child" of another existing department, choose the "parent" account from the "Subtype of" field. For example, you may create a parent department called Service and two children called HVAC and Plumbing.
5. If necessary, enter general notes about the department in the "Description" field.
6. Click OK to save and close the form, Cancel to abort the action, or Next to save and add another.

Department Form Field Definitions

Department: Enter a department description. We recommend you keep it short. Example: Service or Installation.

Sub Type Of: Select another account as a parent. For example, you may create a parent department called HVAC and Plumbing and two children called Demand Service and Maintenance.

Description: Enter a full description of the department. Example: General repair and maintenance of HVAC equipment.

Alias: Enter a four-character alias for this department. This field is required and may not be duplicated. Example: RSRV for Residential Service. You could also use numbers. Some reports use the alias as a header name.

Department is Inactive: Check this box to inactivate the department. When inactive, the department is not deleted, it is only removed from selection lists.

OK: Saves your changes and closes the form.

Cancel: Closes the form without saving any changes that were not already saved.

Advanced Button

What Best Describes Selections

This selection is used in Contractor Compass. You do not need to make selections here unless you are using that product. If the list does not include an applicable option, you do not need to make a selection. It will not matter.

Example of Division and Department Setup

This is EGIA's and Aptora's recommended divisions and departments list set up for the related companies shown.

Divisions and Departments Example

Multiple Business Locations

If your company has more than one business location, you might consider the location to be the top level. Divisions and Departments may then fall beneath the locations. Here is an example:

Location
 Trade
  Department

Or

Tampa Bay
 HVAC
  Demand Service

Tips Related to Divisions and Departments

1. Parent Department/Divisions (top level) should not be selected when entering transactions. In other words, you should not select a parent when entering a bill or invoice. Example: Let's say you have a department or division called "Commercial" with a sub (aka: Children) under it called HVAC. You should never select Commercial. You should select the lowest tier/level.
2. When creating an invoice, select the department in the header area. This selection represents what department this invoice belongs to. Example: Let's say that we have an invoice for preventative maintenance. That should be your department header selection. If the technician sells an accessory or indoor air quality (IAQ) item, select that department on the row(s) that contain that item. Doing this allows you to see situations where the technician "upsold" or sold extras.
3. Please be sure to read about the Department Overhead Allocation feature. That feature is very much related to this topic.

Understanding the Chart of Accounts

The Chart of Accounts (COA) is a comprehensive list of all the accounts used in the bookkeeping and accounting process for a business. It serves as an organizational tool that categorizes and sorts each financial transaction that a company records. Each account within the COA is assigned a unique number, which helps in identifying and tracking transactions more efficiently.

The Chart of Accounts is structured according to the company's specific needs, and it typically follows the order of the financial statements. This means that the accounts are generally listed in the following order: assets, liabilities, equity, revenues, and expenses.

At the highest level, the COA is categorized in the following ways:

- **Balance Sheet Accounts:** Assets, Liabilities, Owner's (Stockholder's) Equity
- **Income Statement Accounts:** Income, Cost of Goods Sold, Expenses, Other Income, and Other Expenses.

Within each category, accounts may be further subdivided into subaccounts to add more detail and clarity. In Total Office Manager, many of these accounts have "child" or "sub" accounts. This allows users to better organize their reports. For example, Accounts Receivable are an Asset account. Specifically, it is a Current Asset.

A company has the flexibility to tailor its chart of accounts to best suit its needs, including adding accounts as needed.

How the Chart of Accounts is Used

In bookkeeping and accounting, the Chart of Accounts is used for:

Organizing Financial Transactions

The COA provides a systematic way of recording and classifying financial transactions, making it easier to track and manage the company's financial activities.

Simplifying Data Entry

By assigning unique numbers to each account, the COA streamlines data entry and helps minimize errors during the bookkeeping process.

Facilitating financial reporting: The COA forms the basis for generating financial statements, such as the income statement, balance sheet, and statement of cash flows, by providing an organized structure for aggregating financial data.

Ensuring Consistency

A well-structured COA ensures that transactions are recorded consistently across different accounting periods, which is crucial for accurate financial reporting and analysis.

Customizing Financial Analysis

The COA can be tailored to a company's specific needs and industry requirements, allowing for more in-depth and relevant financial analysis.

When setting up a Chart of Accounts, it is essential to consider the size and complexity of the business, as well as any industry-specific requirements. The COA should be flexible enough to accommodate changes in the business environment, such as adding new accounts when necessary or modifying existing ones to better reflect the company's operations.

Chart of Account Numbering Best Practices

When creating your account, you are required to enter a unique COA number. You should use a numbering convention for your accounts. If you do not have one, we have provided you with the example below.

Example Numbering System

Total Office Manager uses fifteen different account types. Each one should have its own block of available numbers as shown below.

Start #	Account Type	Comments
1000	Bank	All bank accounts are listed here.
1100	Accounts Receivable	Money owed to you by your customers.
1200	Other Current Asset	This will contain your Inventory account.
1300	Fixed Asset	
1400	Other Asset	
2000	Accounts Payable	
2100	Credit Card	
2200	Other Current Liability	It must be paid within the next twelve months.

2500	Long Term Liability	Can be paid beyond twelve months.
3000	Equity	All assets less all liabilities.
4000	Income	Sales, revenue, and income.
5000	Cost of Goods Sold	Money spent on goods and services for resale.
6000	Expense	AKA: Overhead. Contains fixed and variable.
9000	Other Income	
9500	Other Expense	

Example: "Rent" might have the COA number 6100

Form Access
From the main menu, click Banking > Chart of Accounts

COA Numbering Tips
1. Larger companies could use an XXXXX numbering system.
2. As you add to your COA, separate numbers by 0010. Total Office Manager has a preference for this. See Preferences > Chart of Accounts > My Preferences
3. Total Office Manager has a preference on whether to include account numbers in the various lookups or to only display the account name.
4. Most companies have a lot of Expense accounts. There is no correct order, but it may be a good idea to sort by activity. Have the accounts with the most dollars near the type. Group similar expenses by group using the "Subaccount of" feature.

Maintaining Your Chart of Accounts

Using the Chart of Accounts List
The Chart of Accounts List is used to manage your financial accounts. New accounts may need to be created as your business grows and changes. For example, if you begin accepting credit cards, you might want to set up an account for credit card transactions. To access the Chart of Accounts List, you will need to go to the main menu and select Banking. From the Banking Menu, you will select Chart of Accounts List. The Chart of Accounts List will then be displayed. Once you have gotten to the Chart of Accounts List, you will be able to add a new account, edit accounts, delete accounts, activate/inactivate accounts, and merge accounts. You will also be able to export the list, create Smart Lists, change the Form Preferences, or access Help. To access these options, right-click into the list. A pop-up menu will be activated. You may also access this menu by choosing the Chart of Account List Menu.

Adding and Editing an Account
When adding a new account or editing an existing one, you will have to be familiar with a few concepts and terms. When you choose New Account, the form will be blank in all areas with the exception of number if you have chosen to auto-generate account numbers within My Preferences.

Understanding Account Types
Account types define the role of each account and how it behaves. Prior to adding a new account or editing an existing one, you will need to determine what type you are adding and the function you want the account to have regarding your financial reports.

COA Account Type Definitions

Bank: Used for bank accounts (i.e.: Checking, Savings, Special Payroll Savings Account, or Petty Cash).

Accounts Receivable: Used to track money customers owe.

Other Current Asset: Used for other assets such as Inventory, Prepaid Expenses, and Other Items.

Fixed Asset: Assets which are owned by the company but not likely to be converted into cash within one year.

Other Asset: Miscellaneous assets which are neither "current" nor "fixed".

Accounts Payable: Used to track money owed to Vendors.

Credit Card: Used to track credit card purchases and payments.

Other Current Liability: Liabilities to be paid in full within one year.

Long Term Liability: Liabilities not to be paid in full within one year (i.e.: building loan, car loan).

Equity: Owner's equity, investments, draws and retained earnings.

Income: Money received for the sale of goods and services.

Cost of Goods Sold: The direct costs associated with acquiring and selling goods.

Expense: The indirect costs (overhead) of running a business (i.e.: office staff wages, utilities, copier paper, pens).

Other Income: Miscellaneous "windfall" income received from non-typical activity.

Other Expense: Miscellaneous abnormal expenses.

Please Note: The Add Account Form changes based on the account Type chosen. Below are a few examples for your review.

Other Current Asset and Other Asset

In both Other Current Asset and Other Asset, Opening Balance, as of date and the "This Account is Used for Inventory Purposes Only" will show up on the form.

If a balance is tied to this Asset, please enter it into the Opening Balance and enter the as of date. "This Account is Used for Inventory Purposes Only" (when enabled) affects certain Financial Reports and Financial Ratios.

Cost of Goods Sold

Job Costing Type is the most important change on the Add Account Form for Cost of Goods Sold.

When this field is used for Cost of Goods Sold, you will be able to produce more accurate and meaningful reports for Job Costing.

Expense and Other Expense share the following changes in the Add Account Form: Used to track Depreciation only, Job Costing Type and Overhead Allocation Method.

All three (when enabled) will allow your reports to truly track your expenses more accurately.

Please Note: Overhead Allocation Method and Job Costing will be discussed in the Financial Report and Job Costing sections.

Adding Notes & Descriptions

Once you have created an account or edited an account, you may elect to add a note; however, it is important to add a description to the account. This is essential as it will help other users to understand the purpose of this account.

Once you have completed this form, you will need to click the OK button to finish and close the form or click the Next button to save and go on to create another.

Adding COA Sub-Accounts

Using Sub-Accounts in a Chart of Accounts allows you the ability to break down an account into multiple smaller accounts for better tracking purposes. In other words, if a particular account in the Chart of Accounts (COA) seems to cover too much, you can divide the account into one or more sub-accounts.

Sub-accounts let you track several related types of income or expenses independently yet keep them all under the all-inclusive of a single parent account.

To access the Sub-Account of function, you will need to provide a name for the Sub-Account and then use the Sub-Account drop-down feature to select the appropriate Parent Account You will then select the account that would be the higher-level account for this sub-account.

The Number would then need to reflect a number below the Parent Account. In Figure 417, the Parent Account is 10110; therefore, the number for the Sub-Account should be 10111. This concept is like the Parent/Child Accounts found in Customer:Jobs.

Understanding the General Journal and General Ledger

Important Note: This topic deals with the General Journal feature in Total Office Manager. The average Total Office Manager user will not need to fully understand this information. If you are an accountant or consider yourself to be a full-charge bookkeeper, this Chapter should be studied and understood.

Introduction

This chapter explains the general journal, general ledger, adjusting journal entries, the meaning of credits & debits, related preferences, and more.

Understanding the material in this section is critical to those who will be making the adjusting journal entries, entering beginning/ending balances, fixing account balances, investigating accounting issues, and so forth.

General Journal versus General Ledger

Defining the General Journal

A general journal is a chronological record of a company's financial transactions. It is the first place where business transactions are recorded and documented, also known as journalizing. Each entry in the general journal consists of a date, a description, the accounts affected, and the amounts debited and credited.

Defining the General Ledger

A general ledger is a comprehensive record of a company's financial transactions, organized by account. It provides a summarized view of all the transactions affecting a specific account, such as cash, accounts receivable, or inventory. The general ledger is used to prepare financial statements and track a company's financial health.

Double Entry Accounting That Must Balance

The general journal and general ledger use the double-entry accounting method for generating financial statements. This method records the debits and credits for each transaction, which should always balance out. Each journal entry must have at least one debit and one credit entry. However, the number of debit and credit accounts does not have to be equal, as long as the trial balance is even. For example, you may have 11 payments listed on the credits side to pay for supplies but only two sales (listed in the debits side).

General Journal Hybrid

When you open the General Journal in Total Office Manager, it will look a bit different than what has been described above. Aptora has added the attributes of the General Journal to the General Ledger Total Office Manager.

Using the General Journal

Use the General Journal to view a detailed list of all transactions in Total Office Manager. The General Journal displays every purchase, sales, deposit, etc. For example, when you make a sale and save an invoice, Total Office Manager will add entries to the register which includes a line item (an entry into the register) for every account that was affected in ANY way by the sale. All income COGS, discounts, etc., will be shown. The General Journal is like a piece of diagnostic equipment that allows you to see the actual inter-workings of the accounting engine.

Accountants and sophisticated bookkeepers use the General Journal to analyze their accounting records. The General Journal makes it possible to locate problems and fix them. If you cannot figure out why your financial statements do not look right (maybe income is too low or rent is too high), the General Journal will show you the transaction, account affected, amounts, and the resulting balance.

The best way to learn about the General Journal is to simply examine it. Open it up after you enter a transaction like an invoice or a check and see how Total Office Manager disburses the amounts to the various accounts (Chart of Accounts).

Form Access

From the main menu, click Banking > General Journal

Field and Button Definitions

Columns

ID: A number assigned by Total Office Manager to help identify the transaction. Use this number to help group individual parts of a transaction. Note that a sale is one transaction but may involve numerous transactions. This number is automatically assigned by Total Office Manager and cannot be changed.

Account: The account that is affected. This account comes from your Chart of Accounts.

Type: The type of transaction. Each account is assigned a transaction type (Example: Income, Expense, Asset, Current Liability, etc.).

Date: The date of the transaction. This is the date that the transaction was created.

Trans. Type: This field identifies the specific kind of transaction it is. Examples may include Check, Journal Entry, CC Charge, Invoice, etc. In many cases, this name will be the same or close to the name of the form that was used to enter the transaction.

Debit: Shows the amount that was debited. Please see glossary term "debit" for more information.

Credit: Shows the amount that was credited. Please see glossary term "credit" for more information.

Debit Total: This is the total of all debits in the column. Please note that if you are using the filter feature, only the transactions shown in the list will be totaled. This could cause your General Journal to look as if it is out of balance even though it may not be.

Credit Total: This is the total of all credits in the column. Please note that if you are using the filter feature, only the transactions shown in the list will be totaled. This could cause your General Journal to look as if it is out of balance even though it may not be.

Menu Definitions

View Transaction: Certain transactions can be viewed when you Right-Click on the transaction list and select this option. Examples of these include invoices, checks, bills, etc. If you get a message indicating that displaying the transaction is not possible, then the transaction is an internal one (not one you created) and therefore cannot be displayed.

Find Missing Accounts: This feature locates transactions that contain missing accounts (like an item with a missing income account). There really should never be a time when a transaction or other record is saved with an account missing but unforeseen circumstances can cause data to become lost.

Find Out of Balance Transactions: This feature locates transactions that are not in balance (credits and debits are not equal). There really should never be a time when a transaction is out of balance, but unforeseen circumstances can cause this to occur.

Rebuild Journal: This procedure rebuilds ALL the transactions in Total Office Manager (including the three other rebuild options below). Every calculated field in the company file is recalculated and verified. This function is useful when you suspect your data has errors. Caution: This procedure

can take a very long time. If you need to rebuild your data, please consider doing it when no one else is logged into Total Office Manager and you do not need Total Office Manager for hours.

Rebuild Balances: Rebuilds customer and vendor balances only.

Rebuild Item Register: Rebuilds the item register. The item register contains information about inventory items such average cost, quantity on-hand, etc.

Rebuild Payroll Splits: Rebuilds payroll related numbers in Total Office Manager.

Close Total Office Manager After Rebuild (checkbox): This option is handy if you have a large company file. You can do the rebuild at the end of the day with this option and go home. Note: If your company stores the company file on a computer with a nightly auto backup system (highly recommended), Total Office Manager must be closed for the backup to occur.

Export: This option allows you to export the entire contents of the general journal to a text file. This file will be formatted to be opened with MS Excel® or other programs.

Help: Launches this help topic.

Rebuild Options
The four rebuild options (noted above) should be used only by our technical support personnel or upon their advice. These Rebuild features repopulate the general journal with data from other parts of the database. In this context, the term "Rebuild" means to restore and recalculate.

Step-By-Step
1. Open the General Journal per the instructions above.
2. Sort or Filter the list as needed.
3. Look for the transactions that you wish to examine.
4. Right-Click to view details.

Tips
1. If you see a row with a yellow background, this indicates the highlighted transaction is out of balance. You can go to the transaction, examine it, and correct it as needed.
2. This form does not refresh automatically. If you make changes in the program with the GJ open, be sure to close the form and reopen it to refresh the contents.
3. It is possible that different transactions could have the same ID number. The Transaction ID number is assigned randomly by Total Office Manager, but Total Office Manager does not first check to make sure the number has been used. If in doubt, also check the date. It is very unlikely that different transactions will have the same ID number and date.
4. The General Journal should always be in balance. This means that credits must always equal the debits (see the totals at the bottom of the list).
5. The General Journal list can get huge and therefore perhaps hard to read. The filter and sort feature of the list allows you to easily remove any transactions you do not want to look at.
6. Use the sort capability to see the most current transactions. If you have a lot of them, use the filter capability to view only the type of transactions that you need to see.
7. Use the date range filter feature to view only the day that you suspect the transaction you are looking for occurred.

8. Chart of Account Types used in Total Office Manager: Accounts Payable, Accounts Receivable, Bank, Cost of Goods Sold, Credit Card, Equity, Expense, Fixed Asset, Income, Long Term, Liability, Other Asset, Other Current Asset, Other Current Liability, and Other Expense.
9. The following is a list of the various Transaction Types used in Total Office Manager: Bill, CC Charge, CC Credit, Check, Credit, Deposit, Inventory Adjustment, Invoice Item Receipt, Journal Entry, Liability Adjustment, Payment, Payroll Check, Payroll Liability Check, Sale, Sales Tax Liability Check, Serialized, Vendor Credit, and YTD Adjustment.

Understanding Debits and Credits

Total Office Manager does not use the terms Credit and Debit very much. We have provided this topic as a reference for those of you who need to know more about this subject.

When you deposit money in the bank, the cashier will tell you "I'll credit your account." From that experience, most people assume that cash is a credit, and so credits are good. That is further reinforced when reductions in the accounts are referred to as debits. Besides, if you remove the "i" from debit, you get "debt." So, debits are bad.

Unfortunately, the conditioning we receive at the bank is causing real confusion in the accounting class. Why? Because in accounting we understand that the bank account is a debit account, and that debts are credit accounts - the opposite of what most people expect.

In fact, debits and credits are neither good nor bad. Each transaction, whether it be a good transaction (deposits), or a bad transaction (bills) has both a debit and an equal credit. That is why they call it "double-entry accounting." When the cashier is telling you he or she will "credit your account", they are also entering a debit for the same amount that they are not telling you about. The same is true for the debits to your account - there is also a credit being made at the same time.

The best way to understand debits and credits is to identify two components of each transaction: 1) what did you get, and, 2) where did it come from. The debit is what you got, and the credit is the source of the item you received. For instance, let's imagine that you purchase a computer with your credit card. Since the computer is what you received, the result is a debit to the asset account for your computer. The credit will be applied to the credit card liability account for the same amount.

The banks tend to confuse us because they are telling us the entry to their liability account. When you deposit money in the bank, their liability increases. Since liabilities are credit accounts, they are crediting our account. When they reduce their liability to us, they are debiting their liability account.

Quick Tips on Credits and Debits
1. To increase an asset account, debit it
2. To decrease an asset account, credit it
3. To increase a liability or equity account, credit it.
4. To decrease a liability or equity account, debit it.
5. To record expenses, debit an expense account.
6. To increase Accumulated Depreciation, credit it.

7. There is no exception to the rule that debits must equal credits Debit is often abbreviated as "Dr." and credit as "Cr."
8. Credits increase income, liability, and fund accounts and reduce asset and expense accounts.
9. Debits increase expense and asset accounts and reduce income and liability accounts.
10. When recording expense transaction, the word "charge" is often used in place of the word "debit."
11. A Credit increases sales, income, liability, equity, and accumulated depreciation accounts. Credits decrease expense and asset accounts.
12. A Debit increases expense and asset accounts. A Debit reduces sales, income, liability, equity, and accumulated depreciation accounts.

Contra Account

An account which offsets another account. A contra-asset account has a credit balance and offsets the debit balance of the corresponding asset. A contra-liability account has a debit balance and offsets the credit balance of the corresponding liability.

Bad Debt is an example of a "contra-account." The notion that the account is an income account that is expected to hold a balance opposite to what is normally expected, to counteract the balance in another income account. Accumulated Depreciation, used to diminish the value of an asset over time, is another example of a contra-account.

Adjusting Journal Entries

Adjusting Journal Entries (AJE) are entries made directly into the General Journal, without requiring a normal financial transaction. They will have an account number/name and amount to be debited and an account number/name and amount to be credited. Total Debits and Credits will equal each other. Journal Entries should typically be entered as advised by your Accounting Professional and should not need to be made frequently.

There are two ways to access the Make Journal Entries form. You may choose Banking from the Main Menu and select Make Journal Entry. This will take you to the Add Journal Entry screen.

You may also access it from the Journal Entry List. To access it from the Journal Entry List, you must choose Journal Entry List from the Banking Menu. This will take you to the Journal Entry List. You will need to Right-Click and select New from the pop-up menu. You will then need to select Journal Entry. This will take you to the Add Journal Entry screen.

To correctly complete a Journal Entry, you will need to complete the following fields:

Date: The current date will populate in this field automatically.

Entry #: The next JE Number will populate in this field automatically.

Memo: Be as descriptive as you can as this will help you if you are searching for the Journal Entry on the Journal Entry List.

Account: Enter the account number that the transaction will affect (from the drop-down menu). If you are using an A/R or A/P account, the first account in the G/L transaction should be the accounts A/R or A/P account.

Debit: Enter the debit amount for the account you entered.

Credit: Enter the credit amount for the account you entered.

Memo (Optional)**:** Enter any pertinent information pertaining to the transaction (the amount), which will be helpful for future reference.

Name: Enter the name of the Vendor, Customer, or Employee associated with the amount. If the account is an Accounts Receivable type, you must select a Customer:Job. If the account is an Accounts Payable type, you must select a Vendor. Customers and Vendors must be selected for proper Accounts Receivable or Accounts Payable Financial Tracking. A Customer:Job can also be selected for COGS/Expenses for Job Costing as well as Reimbursables for use on a Sale or Invoice.

Department: Select the department (if any) that relates to this Journal Entry.

WO: The WO field is used to indicate the work order to which the Journal Entry is associated.

Reimbursable: If this Journal Entry is tied to a Reimbursable, you will need to check the box to add it to the Reimbursable List for the Customer:Job selected.

Clr: Indicates if that account entry has been cleared through a Bank or Credit Card Reconciliation.

For example, if you wanted to increase your rent account balance by $12,000.00, you would *debit* the account by $12,000.00. There must always be an offsetting entry made (because the cash had to come from somewhere), so you would credit a bank account $12,000.00.

The Journal Entry List includes many helpful utilities. Here are three that are particularly useful:

Memorize: This feature gives you the ability to have an Adjusting Journal Entry (AJE) recur or automatically generate on a schedule of your choice.

Copy Transactions: This can be a real time saver. This feature makes an exact copy of the selected AJE and opens it for final editing.

Reverse Transaction: This time saving feature makes an exact reverse duplicate of the selected AJE. All credits become debits and debits become credits.

Tips on Journal Entries
1. When creating Adjusting Journal Entries (AJEs) with Accounts Payable or Accounts Receivable selected, you can only have one Accounts Payable or Accounts Receivable Account per Journal Entry. Selecting any Liability Account requires a Vendor to Be selected with the Customer:Job/Employee/Vendor drop-down of that line entry. This is used to track Liability Balances to a specific Vendor's financials.
2. AJE's should be a fairly rare event. Most companies would only need to make five to ten ADJs per month. If you notice that your company is doing a lot more than that, you should consider asking your qualified outside accountant about the matter.
3. When creating Adjusting Journal Entries with Accounts Payable or Accounts Receivable selected, you can only have one Accounts Payable or Accounts Receivable Account per Journal Entry.

4. Selecting any Liability Account requires a Vendor to Be selected with the Customer:Job / Employee / Vendor drop-down of that line entry. This is used to track Liability Balances to a specific Vendor's financials.

Preferences

My Preferences

Under the My Preferences tab, you will find four preferences to choose from: Smart Account Selection Filtering, Include Account Numbers with Account Names, Auto-Generate Chart of Account Numbers and Increment By.

Smart Account Selection Filtering

The Smart Account Selection Filtering feature was designed to filter out inappropriate or unusual accounts from various account selection lists. This preference is automatically selected for the user.

If you choose to deselect it, the Alert below will pop up. It provides a warning on why you should consider keeping this preference selected.

Once you have closed this Alert, you will be taken to another pop up that requires the admin password to continue with the process of deselecting the Smart Account Selection Filtering preference.

Include Account Numbers with Account Names

Including Account Numbers with Account Names is an individual preference that you as the user will need to decide. If you are the type of person that needs to see both Account Numbers with the Account Name, then choose this preference. When checked, the Account Numbers with the Account Names will show up in various fields that display the Chart of Accounts.

Auto-Generate Chart of Account Numbers and Increment By

Auto-Generate Chart of Account Numbers and Increment By is an individual preference that when checked will auto-generate the next number available. You may choose the increments for the numbers to use.

Please Note: The auto-generation of Chart of Account Numbers does not take into consideration the type of account you will need. You will need to double-check the auto-generated number to ensure the account number meets the account type criteria.

Company Preferences

There is only one preference for Company Preferences: Use Department Overhead Allocation. Of course, this is an important preference to decide on as it affects your Income Statement.

Advanced accounting people or very detailed oriented owners want truly departmentalized income statements that break out overhead by department using some type of calculation method. All overhead is driven (or created) by sales activity, labor expenses, or MESO expenses (material, equipment, sub-contractor, and other direct expenses). This decision will need to be made by your company's administrative team. This topic will be discussed in more detail in the Financial Report Section.

General Journal/Ledger FAQs

Q: What Is the Difference Between the Chart of Accounts and the General Ledger?

Both the chart of accounts and the general ledger are important tools for managing a business's financials. However, they serve different purposes.

A chart of accounts is a listing of all the financial accounts that a business uses to track its financial transactions and is typically organized by account type (assets, liabilities, revenues, and expenses). It provides a framework for organizing financial information, and it is used to create financial statements such as balance sheets and income statements.

The general ledger is a record of all the financial transactions of a business. It contains all the detailed information about the financial accounts listed in the chart of accounts. Each transaction is recorded in the general ledger and is then used to update the balances in the corresponding account in the chart of accounts.

Contact Management

Introduction

Contact management is a key component in increasing sales and customer retention as well as controlling expenses and maintaining vendor relations.

By consistently maintaining your contact management database, the organizational departments within your organization such as sales, marketing, customer service, help desks, etc. can collaborate and coordinate cross-function activities.

In this chapter, we will cover entering and maintaining prospects, customers, and vendors. Employees are covered in the chapter on payroll.

Customers:Jobs - More Than Meets the Eye

In Total Office Manager, we have what is called a Customer:Job list. Despite the name, it is where you will find contacts, prospects, customers, and jobs.

Customers: Anyone who has spent money with you in the past.

Jobs: Jobs sold to a customer. These are especially helpful when you want to view job costing reports for this job. Please do not confuse these with work orders.

Prospects: Anyone on this list that has never spent money with you and there is a chance they might (they buy what you sell).

Contacts: Anyone else on this list. This may contain people who you stay in contact with. It could also be influencers, industry experts, and the like.

Customer:Job List

The Customer: Job List has been mentioned several times in this manual. The Customer:Job List in Total Office Manager is used to manage your customers. From the Customer: Job List you may do a variety of tasks with just a Right-Click in the Customer: Job List.

Create a new customer or job: Right-Click anywhere in the list and choose New Customer from the pop-up menu.

Create sub customer (child account) or job: Right-Click on an existing parent account and choose Add Sub Customer and/or Job from the pop-up menu.

Edit a customer: Right-Click on it and choose Edit Customer from the pop-up menu.

To delete a customer: Right-Click on it and choose Delete Customer from the pop-up menu. Note: It may not always be possible to delete a customer, due to the number and type of historical transactions which may have taken place. Inactivating a customer is generally preferred instead of deleting.

Inactivate a customer: Right-Click on it and choose Make Customer Inactive from the pop-up menu.

Activate a customer: Right-Click on it and choose Make Customer Active from the pop-up menu.

To open a customer's history, Right-Click on it and choose History from the pop-up menu. The customer history will open and display the entire historical record of transactions for the customer. This is an extremely powerful area of the program, as it provides quick answers to questions without having to generate and wade through reports and such.

Open the contact log for a Customer:Job: Right-Click on it and choose Contact Log from the pop-up menu.

Export whatever information is currently displayed in the list: Right-Click anywhere in the list and choose Export List from the pop-up menu.

Modify which columns are displayed in the list: Right-Click anywhere in the list and choose Form Preferences > Show Columns from the pop-up menu.

Set which field the "find as you type" feature uses: Right-Click anywhere in the list and choose Form Preferences > Find As You Type from the pop-up menu.

Inactivate multiple customers: To highlight multiple customers, press and hold your CTRL key and click the grey box to the left of each customer. You may also select a range of customers by highlighting the first customer in that range, press and hold your Shift Key, and click the last customer in that range.

Accessing the Customer:Job List
There are three main ways to access the Customer:Job List.

1. You may access it from the main menu by clicking Customers > Customer:Job List.
2. You may also access it from the main menu by clicking on Lists > Customer: Job List.
3. Finally, you can access it from the toolbar using the drop-down arrow next to the Customer Icon.

How to Add a New Customer

Total Office Manager offers dozens of ways to access the New Customer form. Here are two popular ways.

1. From the main menu, click Customers > New Customer:Job
2. From the toolbar, click the New Customer:Job button.

Regardless of how you get there, creating new customers is a painless process if you have all the pertinent information. You will need the customer's name along with any information required from Preferences to save a new customer record.

Please Note: You may add a new customer from any form that is tied to customer information using the Add New option from the Customer:Job Name Look up.

Address Info

The Address Info tab of the Customer:Job form is where basic contact information for a customer is recorded. Some of the Customer Preferences the Administrator set up in the Company Preferences will come into play here like "Auto Populate Customer Name Field".

If enabled, it will populate the "Customer Name" field based on what you type in the First Name, MI, and Last Name.

Please review the descriptions of the information that can be included on this tab.

Customer Name: This is the primary field used to search for and select customers on all transactions in the software. This field is required by Total Office Manager.

Mr./Mrs./: (Optional) Enter if you use these types of titles with your customers.

First Name: Enter the first name of the customer. This is optional but recommended.

M.I.: Enter the middle initial of the customer, if applicable. This is optional but recommended.

Last Name: Enter the last name of the customer. This is optional but recommended.

Company Name: Enter the company name the customer does business under, if applicable. This is optional but recommended.

DBA: (Optional) The name the Customer is Doing Business As.

Parent (if used): This is only available when you have created a "child" or job. This selection is the parent of the child (or job). You can change the parent if needed by clicking the parent drop-down.

Pronounced: Enter the phonetic pronunciation of a difficult customer name. For instance, if the customer's name was "Leichter", you might enter "Liked-Her" in the Pronounced field.

Bill To Address: Enter the mailing address where the customer wants the bill sent to.

Please Note: By clicking on the icon of the double piece of paper, all the Bill To Address information will be transferred to the Work Address. However, information is automatically copied from the Bill To fields to the Work Address fields if that preference is activated in the Preferences form.

Work Address: Enter the address of where the service is to be performed (or where the product is to be shipped).

Please Note: Clicking the single sheet of paper next to the Address in both Bill To Address and Work Address will copy this information and allow you to paste this information into a notepad.

Contact: Enter the contact's name for the customer.

Please Note: If you select the yellow Transfer Contact button, the Contact information will transfer to the Contact Tab of the New Customer form. Once the customer has been saved, this button will no longer appear.

Phone/Ext: Enter the customer's phone number and the extension if applicable.

Pager: Enter the customer's pager number if applicable.

Pager-Pin: Enter the customer's pager-pin number if applicable.

Fax: Enter the customer's fax number if applicable.

Alt. Ph.: Enter an alternate phone number if applicable.

Cell: Enter the customer's cell Phone number if applicable.

Alt. Contact: Enter the name of the alternate contact.

Owner: Enter the name of the company's Owner.

E-mail: Enter customer's e-mail address if applicable.

Website: Enter customer's website address if applicable.

Map Code: Enter in the Map Code for a quick reference if you are using Microsoft MapPoint®.

Latitude/Longitude: Total Office Manager auto-fills this information for mapping purposes.

Time Zone: This is auto filled with Time Zone information.

Contacts
Contacts should include all contacts you have with the customer. You will need to enter in the Name, Title, Phone (Main Number), Extension, Cell, Pager, Fax, Email, Comments, Preferred Contact (Method of Contact) and Alternative Phone Number. Titles can be found as you type or pulled from the drop-down. You may add a new title to select from.

Once you have added the Title, it will be added to the Title drop-down selection in the record type specified on the new Title form.

Additional Info
The Additional Info tab of the Customer: Job form is used to store a variety of miscellaneous customer information. This is also where to control pop up notes for the customer. Please review the following descriptions of the information needed for each field in this tab.

Type: Select from the drop-down menu the type of customer you are setting up, residential, commercial, government, or your classification for the customer.

Terms: Select from the drop-down menu the terms you are offering the customer on their invoices, 2% 10 Net 30 Days, Net 15 Days, etc.

Sales Rep: Enter the name of the sales representative you have assigned to this customer, if applicable. This can be an Employee or a Vendor.

Marketing: Select from the drop-down menu the Marketing media that brought the customer to your company.

No Marketing: This is used like a do not call list. When this checkbox is checked, the customer will not appear in any <u>Marketing List Generator</u> results.

Tax Code: Select from the drop-down menu the tax code that applies to the customer. *(Is the customer taxable or non-taxable?)*

Tax Item: Select from the drop-down menu the tax item that applies to the customer.

Resale #: Enter the customer's resale number if you do not charge the customer sales tax. When a person gives you a resale number, they are asking not to pay sales tax because they plan to resell the item, collect tax, and forward that collected sales tax to the proper authorities. This is the number issued by their local sales tax authority.

User Defined Fields: Enter information not found on the standard form. User Defined Fields selected to show on Customer:Jobs will be included.

Never Assess Finance Charges: Checking this checkbox ensures that the customer will never be made available when assessing finance charges on overdue accounts.

Never Create Statements: Checking this checkbox ensures that the customer will never be made available when generating statements to customers.

Pop up Notes form when creating work orders, invoices, etc.: Checking this checkbox causes the customer notes to automatically appear when work orders, invoices, and such for the customer are opened or created.

Pop-up Notes form when opening this Customer:Job : Checking this checkbox causes the customer notes to automatically appear when opening this Customer:Job form.

Pop-up Notes form when opening their contact log: Checking this checkbox causes the customer notes to automatically appear when opening the Customer:Job contact log.

Payment Info
The Payment Info tab of the Customer: Job form is used to specify default customer payment information. This is where you manage payment and card information for the customer, and where to place delinquent customers on credit hold.

Please review the following descriptions of the information needed for each field in this tab.

A/R Account: From your COA, choose whatever accounts receivable type of account to use to for this customer. This is the account which will track any money the customer owes. This is a required field.

Account: Enter any account number your company assigns to the customer. This is not a required field.

Credit Limit: If any credit terms have been extended to the customer, enter the maximum amount that credit here (Example $500.00, $1000.00, etc.) This is not a required field.

Opening Balance: The amount of money the customer owes you as of the "As Of" date noted below. Use this if you have NOT entered every single invoice into Total Office Manager that has a balance due. Typically, this only applies when setting up a new company file and transferring customer balances from a prior company file or software program. This manual contains an entire chapter dedicated to this topic.

As Of: The date the opening balance was accurate.

Preferred Payment Method: Select a payment method from the drop-down box. If a payment method is not in the list, click "<Add New>" from the top of the list to easily create a new payment method.

Copy Bill To Address: If the billing address on the *Address Info* tab is identical to the credit card billing address, click this button to copy the previously entered address to the credit card area.

Debit Card?: When checked, the "Debit Card?" check box indicates that the card is a debit card rather than a true credit card.

Show Number: When checked, the Show Number checkbox displays the entire credit card number. When unchecked, the checkbox displays only the last four digits of the credit card number. You will need to check this box to enter a credit card number.

Credit Card: Enter the customer's credit card number.

Exp. Date: Enter the expiration date that appears on the credit card. Example: 07/2011.

Name on Card: Enter the name as it appears on the credit card.

Address: Enter the address of the credit card owner.

Zip Code: Enter the zip code of the credit card owner. Be sure it is correct, as many authorization companies rely on it heavily.

Please Note: When switching between Payment Method Types of Credit Card or Check, the payment info fields change from Credit Card to Bank Account.

Job Info Tab
The Job Info Tab is used to track information on a specific job, typically larger jobs, for an existing customer. Job Info is used for "job costing" a particular job because COGS & expenses can be attributed to it.

Fields exist to track the job type, foreman, job status, start date, projected end date, job completion date, and projected total. You can also select an estimate that goes with the job. If required, a virtually unlimited amount of job details can be entered here.

Additional overhead can even be applied to a particular job (for job costing) from within the Job Info tab.

Please review the following descriptions of the information needed for each field in this tab.

Please Note: You may enter this information when you enter a new customer or editing an existing customer.

Job Type: Enter a word or phrase you want to use to categorize the job you are performing for the customer. Select from the drop-down menu or you may also create a new Job Type, if the Job Type you need, is not in the list. You can filter reports based on job types.

Job Status: Is used to indicate the status of the job you are performing for the customer. Click the drop-down to select None, Pending Awarded, In Progress, Closed, or Not Awarded. This selection is optional. These choices cannot be added to or changed by the user.

Foreman: Select the job foreman from the drop-down list of employees.

Start Date: Enter the starting date of the job you are performing for the customer.

Projected End: Enter the projected ending date of the job you are performing for the customer.

Job Completion Date: Enter the ending date of the job you performed for the customer. This is the actual date the job ended.

Projected Total: This is the expected final amount of the job; the total retail price.

Select Estimate: This drop-down will allow you to select the estimate tied to this job. The Go button will take you directly to the estimate.

Contract No.: If you have signed a contract for this job, please enter Contract No. here.

Contractor's Job No.: The Contractor's Job No. should be entered here.

Description: A short description of the job you are performing for the customer.

Job Details: This space is provided to allow you to enter a more detailed description of the job, phase, or scope of work.

Additional Overhead: Check this option if you wish to assign additional overhead to this job. Total Office Manager already keeps track of all expenses that you specifically assign to this job (such as when you write checks or enter bills). This feature simply allows you to add some extra overhead to the job. This is handy when you wish to apply a small amount of rent, taxes, and other items for this job.

Assign Overhead as a Percentage of Final Amount: Select this option and enter a percentage of the retail price to consider as overhead. An example may be 35% to cover the general and administrative costs of doing this job.

Assign Overhead as a Dollar Amount: Select this option if you wish to use a fixed dollar amount to serve as general and administrative overhead for this job.

Labor Burden: This amount is any expenses associated with employing your workers other than expenses associated with the actual job. For example, worker's comp, pension cost, health insurance, liabilities already included, etc.

Credit Hold: When checked, the Credit Hold checkbox places the customer on a credit hold status. When on credit hold, a notice appears whenever the customer record is opened. When an attempt is made to create a new invoice, sale, or work order for a customer on credit hold, a special permission warning appears which requires authorization from the Total Office Manager Administrator to proceed.

Additional Customer:Job Information
When editing an existing customer, the following information on your screens will change. At the top of the Customer:Job screen, Customer Name becomes Display Name. Additionally, Service Agreement information and Financial History will appear indicating whether there is a Service Agreement assigned to this Customer:Job and if there has been any Financial History associated with this account.

There will also be a Customer Balance Summary with aging information for this customer. If this customer is tied to a Family (Parent/Child/Grandchild), you will be able to select whether or not you want to show the family balance.

To Inactivate a customer at any time, you just need to select the Inactivate option.

This option can be found on the right-hand side of either the New Customer:Job or Edit Customer:Job screen.

Customer History
Knowing the historical information on your customers is key to growing your business. Total Office Manager allows you to have all the pertinent historical data at your fingertips. Like most features in Total Office Manager, there are several ways to access the Customer:Job History.

You may access it through the Customer:Jobs List, while editing a Customer:Job, from the Phone Monitor, and the Invoice/Sale/Credit/Estimate List just to name a few.

In the Customer: Job List, there are two ways to access the Customer: Job History.

You may highlight the customer you wish to review the history of. Then click on the Customer: Job Menu and select History.

Another way would be to highlight the Customer you wish to review and then Right-Click to have the Customer: Job Menu pop up.

While in a Customer, you may click on the Menu Button and then select History from the drop-down menu.

While in the Phone Monitor, you may highlight a displayed number and right-click on it. You would then choose History from the pop-up menu.

On the Invoice List, you may select the Customer: Job from the Invoice List Menu. You will then select History from the drop-down menu.

Once you arrive at the Customer History Screen you will find the historical data for your customer in summative detail in the areas of YTD Sales, Total Sales, Credit Limit, Balance, Available Credit (if applicable), and a Customer Balance Summary.

There is also more detailed information in Sales, Work Orders, Service Agreements, Equipment, Checks, Payments, Journal Entries, Purchase Orders, the General Journal, Appointments, Sales Opportunities, Estimates, Phone Messages, and AIA® Payments. A Contact Log button is here as well to provide you with a quick and easy way to access the Contact Log which will be discussed later.

Customer History: Summative Detail

The Summative Detail provides information in regard to Year-to-Date Sales, Total Sales, the Credit Limit, the Balance, Available Credit, and a Customer Balance Summary (Snapshot of A/R Aging).

Customer History: Detailed Information

The Detailed Information in Customer History has a breakdown of any Sales (Credits, Estimates, Invoices or Sales), Work Orders, Service Agreements, Equipment, Checks, Payments, Journal Entries, Purchase Orders, General Journal Entries, Appointments, Sales Opportunities, Estimates, Phone Messages and AIA® Payments that your customer has ever been involved in.

In each of these tabs, you will always see the Customer: Job name and a Date. All other information is subject to change based on the tab you are under. To see more information about a particular transaction, double click into the item. It will automatically take you to it.

By Right-Clicking in one of the tabs, a pop-up menu will display offering additional options and/or tasks for you to use. In Figure 136, Right-Clicking allows you to create a New Invoice, a New Credit Memo, a New Sales Receipt, or a New Estimate. It also allows you to edit the line item that is highlighted, find that item in the General Ledger, or Adjust it. You may also email or print the highlighted item. You may open the entire list under that tab into Microsoft Excel or export the list into another format. You can even access the Help feature. Each tab has its own pop-up menu.

Customer History: Entire Family

By selecting to Include Entire Family (Parent and Child), you can view the historical information for both Parent, Child(ren), and any Grandchild(ren) if applicable in the Customer Balance Summary and in all the tabs. The View for displaying the Entire Family is the flat view. As mentioned before under Views, the flat view represents the flow from Parent to Child with a colon (Applebee's International, Inc. Applebee's Store102:Applebee's Store102 4102).

Contact Logs for Customers and Vendors

Contact Logs exist for the sole purpose of entering important notes and contact information for customers, Vendors, your own company, employees, and assets. This section will be addressing Customers and Vendors; however, the same concepts will apply to all other areas.

There are multiple ways to access both Customer and Vendor Contact Logs. A few of these ways are listed for you as a starting point. You may access the Customer Contact Log by Right-Clicking in

the Customer: Job List and then choosing Contact Log from the pop-up menu. You may also access the Customer Contact Log by clicking on the Menu button while in a customer record. This will activate a pop-up menu. Selecting Contact Log from the pop-up menu will take you to the Contact Log screen. Another way to access the Customer Contact Log is to Right-Click in the Receive Payments List, choose Customer: Job from the pop-up menu and then select Contact Log.

Please Note: You may access the Customer Contact Log by Right-Clicking in almost every list that pertains to customer information. When in doubt, Right-Click.

You may access Vendor Contact Logs, by highlighting the Vendor and then Right-Clicking into the Vendor List. You may then choose Contact Log from the pop-up menu.

You may also access the Vendor Contact Log by clicking on the Menu button while in a vendor record. This will activate a pop-up menu. Selecting Contact Log from the pop-up menu will take you to the Contact Log screen.

Another way to access the Vendor Contact Log is to Right-Click in the Purchase Order List, choose Vendor from the pop-up menu and then select Contact Log.

Please Note: As with the Customer Contact Log, you may access the Vendor Contact Log by Right-Clicking in almost every list that pertains to Vendor information.

For Customers, you may enter notes about late pays, when contact information changes; customer care notes, future recommendations, referrals, customer complaints, returned checks, or use for anything you would want to keep track of.

For Vendors, you may enter notes about price increases, late deliveries, incorrect orders delivered, over charges, returned goods request for credit, contact information (person's name), for recording calls or information about the Sales Rep. Be sure to log promises they have made you. Record everything that is important to you and your business.

Example: If you are out on a service call, and you promise a customer something (their next cleaning free, free air filter, the next trip back, bring them a part at no charge, etc.) you will want to make sure this promise is kept, either by you or one of your techs. Putting these types of things into the log will help you or anyone in your company know and remember what has been told to your customer (especially if the employee who offered the service compensation is no longer with your company). This feature will help you give outstanding customer service.

The Contact Log example is a Customer Contact Log; however, the same techniques and principles apply to Vendor Contact Logs. The Contact Log is simple to complete. You will need to complete the Entered By, Date, Time, Topic, Subject, and Notes. The Start and Stop times are optional.

If you have security permissions to change the Entered By field, a drop-down menu will appear when the drop-down button is clicked. However, if you do not have these security permissions, the Entered By field will be greyed out and will auto-populate the user's name. Date and Time may be manipulated to meet the needs of your notes. You can backdate it or keep it current.

In the figure below, the Topic field has a drop-down you may select from. If you have set up your Log Topics List, this drop-down will show any topics you have associated with Customers. However, if you do not see what you need, you may select <Add New>.

The Subject field does not have a drop-down as the subject needs to be individualized to meet the situation.

The Notes field in the Contact Log does not have a drop-down associated with it as you will need to make as detailed notes as possible. If you are going to make the effort to make a Contact Note, you need to make an equal effort to be as detailed as you can be. Vague notes will not help other users when researching this Customer or Vendor.

Sub-Customer: Jobs (Customer:Jobs or Locations)

Customer:Jobs or Locations may also be referred to as Sub-Jobs, Locations or Child Accounts. You can add children or sub accounts to any Customer: Job. This may be useful when you wish to set up a corporate office and all its individual stores. It could also be used to enter a job under a customer. Customers and Sub Customers operate as a family tree in Total Office Manager. Total Office Manager allows up to ten levels of Parent/Child Accounts.

Common Terminology Used

The terminology associated with this family tree is as follows:

Family: A Family is comprised of Parent, Child, and Grandchild accounts. Occasionally, there will be multiple Child Accounts and/or multiple Grandchild accounts under a Parent Account. **Please Note:** There can only be one Parent for a Child Account. Whichever Parent Account is listed first in the family tree is considered the Ultimate Parent Account.

Parent: The Parent Account may be the Primary Account, or it may be a Child Account that has its own Child Account.

Child: The Child Account is a Sub Account of the Parent Account. It can be a location, or a job related to the Parent. A Child Account may require a sub account of its own. If that occurs, the Child becomes a Parent to its own Child.

Grandchild: The Grandchild Account is a Sub Account of the Sub Account; thereby, becoming a Grandchild to the Original Parent. In the figure below, two customers are circled. One is Applebee's International Inc. (corporation) and the other is Bob's Rental Property (landlord). Let's look at these individually.

Please Note: This view in the Customer: Job List is the hierarchical view. We will discuss the flat view later in this section.

Applebee's International, Inc.

Parent Account

Applebee's International is considered the Parent Account. If you notice, their name is flushed left in the Customer: Job List.

Child Account

Directly under Applebee's International is Applebee's Store 102. This is considered the Child or the Sub Account. Store 102 indicates that this is an Applebee's store location. Because this Child Account is in a different location from the Parent Account, there will be a different contact and address. You will notice that their name is slightly indented. This is done to visually alert you that this account is a Sub Account.

Grandchild Account

Directly under Applebee's Store 102 is Applebee's Store 102 4012. It is also slightly indented. This signifies that it is a Child Account of Applebee's Store 102 and a Grandchild Account of Applebee's International. 4012 behind Store 102 indicates it is a job at this location. This is a number you create. It could reference a Work Order Number, Job/Account Number, or anything that is significant to the workflow system you create in Total Office Manager.

Bob's Rental Property

Parent Account

Bob's Rental Property is considered the Parent Account. As in the Applebee's International example, Bob's Rental Property is flushed left which indicates it is the Parent Account.

Child Account

Directly under Bob's Rental Property is Installation. This is considered the Child. Instead of a location, this Child Account references the job performed at this location.

You will also notice directly under Installation is Service, which is another job performed at this location. This is considered another Child. However, in this example this Child is not a Grandchild. It is another Child under the Parent. Therefore, Bob's Rental Property has two Child Accounts associated with it.

You will notice that both names are slightly indented, indicating they are Child Accounts of Bob's Rental Property. Both Child Accounts have the same Contact and Address as their Parent.

There are two ways to create a Sub Customer (Child Account) and/or Job. You may use the Customer:Job List. From the Customer: Job List, you will select the customer you would like to add the Sub Customer to (do not double click on the customer's name). You will then Right-Click and choose "Add Sub Customer and/or Job" from the pop-up menu.

Alternatively, you may create a Sub Customer and/or Job while you are editing a current Customer. You will need to click on the Menu button on the right-hand side of the Customer: Job screen. You will then select "Add Sub Customer and/or Job" from the menu.

Either one will take you to a pop-up screen that will ask you if you would like to transfer CC information from Parent to Child once you click on "Add Sub Customer and/or Job". This question refers to whether you would like to transfer the Payment Information over to the new Sub Customer (Child Account).

Although CC stands for Credit Card, this function will copy over any type of Payment Information if you choose "Yes". All other information copies over automatically. You will need to edit the new Sub Customer as needed.

Views

As we mentioned above, the Customer:Jobs List can be viewed in a hierarchical view or a flat view. Below are examples of both Views. The hierarchical view uses indentions to indicate a change from a Parent Account to a Child Account while the flat view uses colons to indicate a shift from a Parent Account to a Child Account.

You can access the hierarchical view by using the Default Filters; however, all other filters in the Information Center and use of the Quick Filter will activate the flat view.

Preferences

My Preferences and Company Preferences should be set up to better assist you in managing your Customer:Jobs.

My Preferences

Setting up your Customer Preferences under the My Preferences tab will allow you to maintain your customer contact management database effectively and efficiently.

Warn When Saving Customers With Duplicate Contact Information

If checked, a warning will pop up letting you know that you are about to create a new customer with the same Bill To Address and/or same Work Address as another customer. You may override this warning or change the addresses.

Warn if Over Credit Limit

From time to time, customers are given a credit line with companies. It is best practice to give these customers a credit limit.

Total Office Manager allows you to give your customers a credit limit. When the Warn If Over Credit Limit preference is checked, a warning will pop up alerting you to the fact your customer is over his or her credit limit the next time you access this customer's information or create a new invoice. This information will also pop up when you try to create an estimate, sale, or invoice.

Best practice: Add this information into the customer's Contact Log and/or a pop-up note to alert other users. The Contact Log will be discussed later in this section.

Warn When Past Due (late on payments)

From time to time, customers (even VIP customers) are late with payments. When enabled, the past due warning will pop up to alert you that your customer is now past due on invoices.

This information will pop up when you try to create an estimate, sale, or invoice. It will also pop up when the customer is pulled up for review.

Best practice: Add this information into the customer's Contact Log and/or a pop-up note to alert other users. The Contact Log will be discussed later in this section.

Please Note: Clicking "OK" allows a user to proceed with the action of what he or she was doing before this message was received. Warning messages are provided to raise user caution.

Auto-Populate "Work Address" with "Bill To Address"

When enabled, this preference will auto-populate the Work Address with the Bill To Address when you hit the enter button. This is an efficient tool to have whether you have one or one hundred customers to add.

Use Automatic Notes Pop-up

This preference, when enabled, allows the user to see any notes on the customer. This includes notes other users have made on that customer.

Pop up notes will activate when you open a customer to review or edit information. It will also pop up when you try to create an estimate, sale, or invoice.

You will be able to add or edit notes. It is recommended that you info stamp any notes that you add.

Please Note: Customer:Job notes are not tied to the Contact Log.

Start new Record with Quick Filter

When this preference is enabled, Quick Filter gives you the ability to create a new record from a search that yielded no results.

Currently, this is applicable with Quick Filter searches using Name, Phone Number or Address. When your search yields no results, you will need to Right-Click and select New Customer.

The search information will then auto-populate in the corresponding field.

Do not Load Customer:Jobs on Add/Edit (form loads faster)

This preference, when enabled, will show Add New or Look Up instead of your customer list in any customer drop-down field in the software. This allows your forms to load faster as it is not bringing up your entire customer list.

Use AIA® Feature

The AIA® Feature is used for new construction. Customers that utilize this feature must submit paperwork as mandated by the American Institute of Architecture when processing invoices for payment on jobs.

AIA® billing is a standardized method of construction billing using a percentage of completed contract method (IE: Progress Billing). The purpose of AIA® billing is to standardize the job-related paperwork sent to architects and contractors.

Open the Customer: Job List Empty

When enabled, this preference will open the Customer:Job List without any entries. It does not matter whether you were using a Quick Filter, a User Filter, or a Smart List the last time you closed out of the customer: job list.

If you have this preference enabled, you will always open to an empty Customer:Job list.

Only Load Customer:Jobs with a Balance on New Payments

When this preference is enabled, only customers with a balance will populate in the Customer:Job drop-down on new payments.

Please Note: This preference only works with new payments which can be accessed either through Receive Payments or the Receive Payments List.

To access new payments through Receive Payments, select the Customer menu item and then click on Receive Payments. This will open the New Payment screen. Clicking the Customer: Job drop-down button will only load customers with a balance.

The other way to access the New Payment screen is to go to the Customer Menu Item and choose Receive Payments List. This will pull up the Receive Payments List. Right-Click on the list and a menu will pop up. Choose the New Payment option. This will take you to the New Payment screen.

As in the previous example, clicking on the Customer: Job drop-down button will only load customers with a balance.

Company Preferences

The preferences found under Company Preferences are used to help you apply default information for a standard method when setting up new customers.

Defaults: The defaults area is where you choose any desired default Customer:Job setting. Defaults for this section are AR Account, Discount Account, Tax Code, Tax Item, Type, Terms, and Payment Method. Default Items can be overridden.

*AR Account***:** Proposes the default Accounts Receivable Account when setting up new customers.

Discount Account: If a customer receives a discount for paying an invoice quickly, this field proposes the default Account to use to track that activity.

Tax Code: Proposes the default Tax Code when setting up new customers. Ex: Tax, Non, etc.

Tax Item: Proposes the default Tax Item when setting up new customers. Ex: KS Sales Tax

Type: Proposes the default Customer Type when setting up new customers. Ex: Residential, Commercial

Terms: Proposes the default Payment Terms when setting up new customers. Ex: Due on Receipt, Net 30, etc.

Payment Method: Proposes the default Payment Method when setting up new customers. Ex: Check, Credit Card, Cash, etc.

Required Data: Click the checkbox for each component to be mandatory when setting up a new customer. When enabled, the program will not allow the new customer record to be saved until the required information is entered.

Best Practice: Choose the required data fields that pertain to your company as these items will be used on various forms throughout Total Office Manager.

Auto Select Reimbursable: When this preference is enabled, the Reimbursable checkbox will automatically become selected when a customer is assigned in Bills, Purchase Orders, etc.

Auto Generate Customer Account Number: When checked, Total Office Manager automatically proposes a customer account number when creating new customers.

Show Invoice Details on History Form: Enabling this preference will allow you to view text entered in the "Details" field on an Invoice from the customer history window.

Show Work Order Details on History Form: Enabling this preference will allow you to view text entered in the "Notes" field on a Work Order from the customer history window.

Auto Populate Customer Name Field: If enabled, when creating a new Customer:Job, the information entered in the name fields (Salutation, First, Middle, and Last) will be auto populated into the "Company Name" field in one of the formats selected from the "Customer Name Format" drop-down.

Auto Populate Customer Contact Field: If enabled, when creating a new Customer:Job, the information entered in the name fields (Salutation, First, Middle, and Last) will be auto populated into the "Contact" field in one of the formats selected in the "Customer Contact Format" drop-down.

Default Markup Method: Proposes the default markup method. The Default Markup Method selected will be assigned to each new Customer:Job created. Markup Methods are used to control prices on goods or services. Markups will be discussed later in the Inventory Section.

Batch Updating Customer:Jobs

Batch Updating allows you to update several Customer:Jobs at once from the Customer:Jobs List. You have five options to choose from when Batch Updating: Customer: Job Types, Default Markup, Industry Code, Tax Items and Tax Code.

For example, to update the Customer:Job Type for many records at once, highlight all the records to update (a good way to find the Customers to update is by using filters).

From the Actions menu, click Batch Update Customer:Job Types. The "Batch Change Customer Type" form will appear. Simply select the new Type and click "Update".

Please see the figure below.

Contact Tips, Tricks, and Important Notes

Customer:Jobs or Locations: You can have as many as ten subs. In other words, you may go up to ten levels deep.

Updating Customer Types: To update the Customer:Job Type for many records at once, isolate all the records requiring an update through the various filtering and sorting means available then highlight all the records to update. From the Actions menu, click Batch Update Cust:Job Types.

The "Batch Change Customer Type" form will appear. Simply select the new Customer Type and click "Update".

Log Topics List: To set up your Log Topic List, you will need to go to the Company Menu and select Lists. This will pull up a menu with several types of Company Lists. Select Log Topics List. This will bring up your Log Topics List. Like all the other lists in Total Office Manager, it has a Filter Center to the left of the actual list.

Once your Log Topics List is up, Right-Click into the list to access the pop-up menu. You may add a new log topic or edit an existing one. This menu may also be accessed through the Log Topics List menu.

Vendors

Vendor List

The Vendor List is mentioned throughout this manual. The Vendor List is used to manage your Vendors. From the Vendor List, you may do a variety of tasks with just a Right-Click into the Vendor List.

You can perform a variety of commands available in this list through its Right-Click menu.

To create a New Vendor, Right-Click anywhere in the list and choose New Vendor from the pop-up menu.

To edit a Vendor, Right-Click on it and choose Edit Vendor from the pop-up menu.

To delete a Vendor, Right-Click on it and choose Delete Vendor from the pop-up menu.

To inactivate a Vendor, Right-Click on it and choose Make Vendor Inactive from the pop-up menu.

To open the contact log for a Vendor, Right-Click on it and choose Contact Log from the pop-up menu.

To view history for a Vendor, Right-Click on it and choose History from the pop-up menu.

To view Document Link for a Vendor, Right-Click on it and choose Document Link from the pop-up menu.

To modify which columns are displayed in the list, Right-Click anywhere in the list and choose Form Preferences > Show Columns from the pop-up menu.

To set which field the "find as you type" feature uses, Right-Click anywhere in the list and choose Form Preferences > Find As You Type from the pop-up menu.

To export whatever information is currently displayed in the list, Right-Click anywhere in the list and choose Export List from the pop-up menu. To use the Vendor List Actions Menu, first highlight a particular Vendor then choose from the following commands:

Create Check: Opens the Write Checks form with highlighted Vendor information already proposed.

Create Bill: Opens the Enter Bill form with highlighted Vendor information already proposed.

Create PO: Opens the New Purchase Order form with highlighted Vendor information already proposed.

How to Add a New Vendor

There are many ways to create a New Vendor in Total Office Manager. A few are listed here to get you started. You may enter a new Vendor by choosing the Vendor Menu and selecting Add New Vendor. From the Vendor List, Right-Click into the Vendor List and choose Add New Vendor from the pop-up menu. These same menu options will appear when you choose the Vendor List Menu item. You may also choose <Add New> from the Vendor drop-down menu when you are entering bills.

Please Note: You may add new Vendors from almost any form associated with a Vendor.

All those options will take you to the New Vendor screen. As with entering Customer Information, it is important for you to have all the pertinent information needed when adding in a New Vendor.

Understanding the Vendor Form

Address Info Tab

The Address Info tab is used to store basic contact information including billing addresses, phone/fax/cell numbers, email, and website addresses, etc. If you chose the Auto-Populate "Work Address" with "Bill to Address" preference, you will see it come into play in the Address Info tab. Please review the following descriptions of the information needed for each field in this tab.

Vendor Name: Enter the name of the Vendor. This is a required field.

First Name/Middle Initial/Last Name: Enter the first and last name of the Vendor. Middle Initials are optional.

Print on check as: Enter exactly how the payee field should be completed when writing a check to the Vendor (if different than the entry in the Vendor Name field).

If you have set your Preference to auto-populate the Work Address with Bill To Address information, you will see this on this section of the New Vendor screen.

However, if you do not have this preference set, you may use the double page button (on the Bill To Address side of screen) to transfer the information.

The single page button next to both the Bill To Address and the Work Address will copy this information so you may paste it into a notepad.

Contact: Enter the contact's name for the Vendor.

Phone/Ext: Enter the Vendor's phone number and the extension if applicable.

Cell: Enter the Vendor's cell Phone number if applicable.

Pager: Enter the Vendor's pager number if applicable.

Pager-Pin: Enter the Vendor's pager-pin number if applicable.

Fax: Enter the Vendor's fax number if applicable.

Alt. Ph.: Enter an alternate phone number if applicable.

Alt. Contact: Enter the name of the alternate contact.

Carrier #: Enter the Vendor's carrier number (if provided).

Website: Enter the Vendor's website address if applicable.

E-mail: Enter Vendor's e-mail address if applicable.

Latitude/Longitude: Total Office Manager auto-fills this information for mapping purposes.

Time Zone: This is auto filled with Time Zone information.

Contacts

The Contacts Tab is used to record additional contacts for the Vendor. These records store electronic contact information only, not postal information.

A virtually unlimited number of additional contact records can be stored in the Contacts tab.

Name: Enter the name of the contact.

Title: Select the title of the contact (Mr., MS, etc.).

Phone: Enter the contact phone number.

Ext: Enter the contact phone extension if applicable.

Cell: Enter the contact cell phone number if applicable.

Pager: Enter the contact pager number if applicable.

Fax: Enter the contact fax number if applicable.

Email: Enter the contact's e-mail address if applicable.

Comments: Enter any brief notes about the contact here.

Preferred: What is the preferred method of contact for this person?

Additional Information

The Additional Info tab is used for other Vendor information including Vendor type, default A/P account info, the payment terms offered by the Vendor, a credit limit amount, Tax ID information and more.

This is also where to control pop up notes for the Vendor. User Defined Fields for Vendors appear in the Additional Info tab.

A/P Account: Select the accounts payable account to use when transactions with this Vendor take place.

Type: Select from the drop-down menu the type of Vendor you are setting up. Examples of Vendor types might include equipment, parts, office supplies, bank/financial, government, etc. See "Related Topics" below for more information.

Terms: Select from the drop-down menu the terms offered by the Vendor on their bills, 2% 10 Net 30 Days, Net 15 Days etc.

Credit Limit: If you are on credit terms with this Vendor, enter in your credit limit.

Tax ID: Enter a Vendor-provided tax identification number here.

Account #: If the Vendor has given you an account number, record it here.

Vendor is eligible for 1099: When checked, this indicates the Vendor is eligible to receive an Internal Revenue Service Form 1099.

Opening Balance: Enter in, if applicable, the opening balance you have with this Vendor. (Typically used when setting up a new company or transferring financials from a prior software program.)

As of: Date of the Opening Balance.

Pop-up Notes form when creating Bills, PO's, etc.: Checking this option causes the Vendor's notes to automatically appear when bills, purchase orders, and other similar forms for the Vendor are created or viewed.

Pop-up Notes form when opening this Vendor: Checking this checkbox causes the Vendor's notes to automatically appear when opening the Vendor form.

Pop-up Notes form when opening their contact log: Checking this checkbox causes the Vendor's notes to automatically appear when opening their contact log.

User Defined Fields: Enter information not found on the standard form. These custom fields are set up by you to track any miscellaneous information you like. See "Related Topics" below for more information.

Insurance Policies: Enter in any Insurance Policy information for the Vendor, especially if the Vendor is a sub-contractor for you.

Vendor History

How to access Vendor History is identical to Customer:Jobs History. Using the same technique as Customer:Jobs History, you will be able to access Vendor History with a Right-Click or a pop-up menu in any lists that pertain to Vendors (Vendor List, Purchase Order List, Bills List, etc.). You may also pull up Vendor History through the Phone Monitor. Another way to access Vendor History is to view it through the Vendor screen.

If you choose to pull up Vendor History by using the Vendor List, you will need to select the Vendors Menu, click on Vendor List. When the Vendor List screen pulls up, you may Right-Click into the list after highlighting the Vendor in question. This will activate a pop-up menu where you will then select History. This will take you to the Vendor History screen.

Please Note: You may access this same menu by choosing the Vendor List Menu.

You may want to look up the Vendor History while reviewing the Item Receipt List. As with other lists, you can access the Receive Items List through the Vendors Menu. Select your item receipt in

question and then Right-Click. You may also use the Item Receipt List Menu to access the Vendor History screen.

Vendor History may also be accessed through the Purchase Order List. As previously shown, you can access the Purchase Order List through the Vendor Menu.

You can then highlight a Purchase Order and Right-Click to pull up the pop-up menu where you will be able to select Vendor > History.

You may also access this menu through the Purchase Order List Menu.

The Phone Monitor is another way to access Vendor History. You will need to highlight the Vendor, Right-Click and then choose History from the pop-up menu.

You may also use the Caller ID List Menu in the Phone Monitor to access this same menu.

Finally, you may be able to access the Vendor History from the Vendor screen. You will need to open the Vendor in question. Go to the Menu button and select History.

Regardless of how you arrived at the Vendor History, you will find the historical data for your Vendor in summative detail in the areas of YTD Purchases, Total Purchases, Credit Limit, Balance, and Available Credit (if applicable).

There is more detailed information in the area of Checks, Purchase Orders, Received Items, Bills/Credits, Journal Entries, General Journal Entries, Credit Card Charges, and Phone messages.

Vendor History: Summative Detail
The Summative Detail provides information in regard to Year-to-Date Purchases, Total Purchases, the Credit Limit, the Balance, and Available Credit.

Vendor History: Detailed Information
The Detailed Information in Vendor History has a breakdown of any Checks used to pay Vendors, any Purchase Orders tied to this Vendor, Items Received, any Bills/Credits, Journal Entries, General Journal Entries, Credit Cards Charges, and Phone Messages.

In each of these tabs, you will always see the date. All other information is subject to change based on the tab you are under. To see more information about a particular transaction, double click into the item. It will automatically take you to it.

By Right-Clicking in one of the tabs, a pop-up menu will display offering additional options and/or tasks for you to use. In Figure 168, Right-Clicking allows you to create a New Check, Edit a Check, Open List in MS Excel, or Export.

Vendor Preferences
Vendors are companies or individuals from whom you purchase products, services, or materials. Maintaining a vendor contact management database is vital to track any type of transaction, issues, or promises.

My Preferences

There are only two preferences you will need to set up as a user. Keep Vendor Selection on Save & New (Bills, Receive Items, Credit Cards, and Checks) and Auto-Populate "Work Address" with "Bill to Address".

Keep Vendor Selection on Save & New (Bills, Receive Items, Credit Cards, and Checks)

Keeping the Vendor Selection on Save & New on the forms will keep the Vendor previously selected for use with the *new* entry. This allows you to focus on one Vendor at a time. For example, if you have several bills to enter from a Vendor, you will be able to stay on that Vendor by selecting Save & New after each bill.

Auto-Populate "Work Address" with "Bill to Address"

While this preference is enabled, information entered into the Bill To Address fields for a Vendor will be copied over to the Work Address fields with a tab or a click out. You will see this preference go into play when you are adding a new Vendor.

Company Preferences

There is one Company Preference the Total Office Manager Administrator needs to set. It is helpful to the Accounts Payable Department if this Vendor Discount Account is set up as a default.

Document Manager & Document Links

This feature allows users to associate all types of documents (such as Word, PDF, Excel, text files, images, and more) to any Customer:Job, Vendor, Employee, Asset, or the entire Company.

For example, if a Sales proposal is created for a customer, you can drag that document onto the Customer's Document Link List.

Total Office Manager will keep track of who created it and who last opened it. These documents become a part of the customer's history.

Total Office Manager does not copy the documents or move them. Total Office Manager keeps track of the document's location. This allows your company to maintain just one document, which prevents unnecessary duplication. If the location or the name of the document changes, Total Office Manager's link will be broken.

Each user will need security permission enabled to use this feature. To access the Document Manager, select Document Manager from the Company main Menu option and then select Document Link List.

Alias: Give the Document Link a name, if no name is given it will default to the name of the document plus its file extension. This can be edited if necessary.

Link: Click on the "…" button search your computer for the desired file. (Be sure the file is in a location (in a network location) that can be accessed by any computer that will have Total Office Manager installed.)

File Name: Auto populates the existing filename.

Category: Assign a category to the Document Link

Description: Give the Document Link a brief description.

Assigning Document Links to Existing Records

From the Document Link List, documents cannot be assigned to your customers, Employees, Vendors etc. This must be done from their individual record.

From your Employee List, Vendor List, customer List etc. you can Right-Click on any record and select "Document Links". This will open a new form that will list all Document Links for that particular record.

This forms functions identically to the main Document Manager but is specific to the Employee, Vendor, and Customer etc. you have chosen.

Schedule Management and Dispatching

Schedule Management is perhaps one of the most important features of Total Office Manager and yet often the most underutilized one. If used correctly, efficiency in managing employees and work orders will increase.

Schedule Management focuses on three features of Total Office Manager: Appointments, Work Orders, and the Schedule Board. Before you begin to use these features, you will need to set up preferences for them. You will find the preferences for both Appointments and the Schedule Board under Appointment Preferences. Preferences for each one will be discussed separately.

Appointments

Appointments are used to track sales appointments, vacation/sick time, company meetings, and anything else that may affect time at work. Appointments can be found in two places: the Appointment List and the Schedule Board. Before you can make an appointment, you need to set up your appointment preferences.

About Appointment Types

Prior to setting up an appointment for yourself or another user (depending on your permissions), you will need to ensure you have created Appointment Types.

Appointment Types are easily created in The Appointment Type List. This list allows users to view all appointment types, as well as create new and edit existing types. The Appointment Types in the list are used to designate the different types of appointments employees may encounter during business hours.

Adding Appointment Types

Appointment Types are created by accessing the Appointment Type List from the Lists Menu found under the Company Menu Option.

Once the list is opened, you will Right-Click into the list to access a pop-up menu. From this menu you may add a new appointment type, edit an appointment type, or delete an appointment type.

As with other lists, there are also menu options to mark appointment types inactive or export the lists. For this example, you would choose New Appointment Type.

This will take you to the Add Appointment Type screen. You will create a name for the appointment type, determine a color code for it, and select the default length of the appointment. You may select OK to save or Next to save and create a new appointment type. Once you have several different types of appointments created, you are ready to create appointments.

Adding and Editing Appointments

Once appointment types are created, you may begin to add Appointments. To access the Add Appointment form, you can go to the Appointment List from the Company Menu option.

Once you are in the Appointment List, you may Right-Click into the list.

Like other lists, Right-Clicking into the list will access a pop-up menu. Choosing the New Appointment option will open the Add Appointment form below.

Employee: Used to enter the name of the person the appointment is being scheduled for. Choose from the drop-down list and enter a new employee.

Cust:Job: Select a Customer:Job to associate with this appointment if it is for a specific customer. The appointment will be included in the selected Customer:Job History form. A Customer is not required.

Type: You may create and select appointment types. These work just like work order types. Examples may include "personal", "business", "medical", etc.

Description: Use this area to enter detailed information regarding the appointment. This information will appear on the Appointment List, Schedule Board, and Calendar.

Date: This field will automatically populate with the current date. Select the drop-down arrow to the right of the field. This will display a calendar. Click on the date of the appointment if it differs from the current date.

Start Time: This field will automatically populate with the current time. Use the directional arrows to select a different appointment time.

All Day Event: Click the box to indicate this appointment is an all-day event, and this employee will be out the entire business day.

Duration In Minutes: The approximated length of time for the appointment may be entered in this field, in increments of minutes such as 60.

Private: Check this field if this is a private appointment and you do not want others to observe the details. By checking the private field, the message will appear on the Appointment List, Schedule Board, and Calendar, but no details will be available. Note: The administrator can view all appointments, even ones marked private.

Remind Me: Check this field if you want to be reminded of a pending appointment for a certain amount of time prior to the scheduled appointment.

Remind Me In Advance: Use these two fields to indicate how you want to be reminded and when. Example: If you wanted to be reminded fifteen minutes ahead of the time of a meeting, in the

Remind Me field you would enter 15 and in the "In Advance" field (using the drop-down menu) select Minutes.

Alarm Dismissed: Checkmark this field If you **do not** want any further reminders for the appointment or dismiss the reminder once you have been reminded.

Save & Close: Saves the Appointment and exits the form.

Save & New: Saves the Appointment you are on and opens a new Appointment.

Cancel: Exits the form without saving any changes.

Completed: Marks the Appointment completed and crosses the Appointment out within the Schedule Board to indicate the obligation has been met.

Menu > Save: Manually saves the appointment without exiting the form.

Menu > Revert: This action is the same as if you clicked "Cancel". Any changes made are not saved.

Menu > Copy: Opens a new appointment form, already filled out with the same information as the Appointment copied. Simply make necessary adjustments and save the new appointment.

Menu > Delete: Deletes the appointment.

Menu > Customer:Job: Allows you to access the Customer History, Edit the Customer, access the Customer Contact Log, and allows you to view Document Links associated with the Customer.

Menu > Employee: Allows you to access the Employee History, Edit the Employee, access the Employee Contact Log, and allows you to view Document Links associated with the Employee.

Menu > Print: Previews a hard copy of the Appointment which is then available for printing.

Menu > Send Page/Text/Email: Will send an alert about the Appointment via Page, Text or Email to the Employee selected.

Menu > Repeat Appointment: Opens the Repeat Appointments form to set up and create reoccurring Appointments based on frequency and the day of the week to occur. See the topic "Repeat Appointments" for detailed usage information.

Menu > Help: Opens the Help Topic on Appointments for review. You may also add an appointment via the Schedule Board which will be discussed later in this section.

My Preferences
Default Appointment Duration: This preference sets the increments of time assigned to appointments.

Default Type: This preference sets the Default Type of each appointment. The Default Type may be overwritten at any time.

Use Scheduling Conflict Checking: This option will alert you to any scheduling conflicts.

Please Note: Schedule Board Options will be discussed later in this section.

There are no Company Preferences for Schedule Management.

Work Orders

Work Orders are essentially orders from customers which authorize work to be performed. This work may include service calls, maintenance, or installation. Work Orders are not typically the same as Jobs. Work Orders are shorter term in nature and handle the tasks of the day for Schedule Management. Jobs are typically projects which span a longer period than a Work Order. Prior to working with Work Orders, it is important to set up all the possible preferences. There are several preferences to choose from for Work Orders.

Tip: Work Orders are essentially a "permission slip" to perform work. They tie in closely with Payroll. We recommend that no employee be allowed to perform any Customer work without a corresponding Work Order.

Work Order Types

Work Order Types are a way of categorizing Work Orders to help sort, organize, and manage them. Examples may include HVAC Service, Warranty Call, New Construction, Replacement, Re-Pipe, and others. Work Order Types are also used for skill checking when assigning Work Orders to Technicians, ensuring that Work Orders are assigned to Technicians qualified for the job. To access your Work Order Type List, select Lists from the Company main Menu option and then select Work Order Type List.

Add New

Work Order Type: Give the Work Order Type a name.

Description: Provide a brief description of the Work Order Type.

Color Code: Select a color for this Work Order Type (This is how the Work Orders will appear on the Schedule Board).

Default Length (*In Minutes*): How long will it take to perform Work Orders of this type (In Minutes).

Please Note: After setting up a new Work Order Type, it will appear on the Skills Tab of each employee record. It will then be necessary to open each employee's record who is qualified to perform that skill and mark it as such. When a new Work Order Type is created, it will also need to be added to any existing Schedule Profiles that should display the new Work Order Type. More about Schedule Profiles will be discussed later in this section.

Once you have your Preferences set up creating and working Work Orders will be much more streamlined. To access a list of your Work Orders, select Work Order List from the Company main Menu.

Adding New Work Orders

To create a new Work Order, select "New Work Order" from the Work Order List or Schedule Board.

Header Information

Work Order #: Use this area to enter a number to refer to this WO. Total Office Manager will assign a WO number automatically. You can change this number if needed. Total Office Manager will warn you if the WO number has already been used, thus avoiding duplicating WO numbers.

Status: Displays the status of the WO once it has been created (Scheduled, En Route, Working, Completed, Canceled, or Not Scheduled).

Map Code: Displays the Map Code as entered in the Customer:Job form.

Customer:Job: Use the drop-down to select the appropriate customer.

Ordered By: Use this area to enter the name of the person who ordered the Work Order. This will auto-populate with the "Contact" field from the Customer:Job.

Client PO: Use this area to enter a Purchase Order number.

Address Tab

Bill to Address: This is typically where you plan to send the invoice.

Work Address: This is typically where you plan to do the work.

Click the radio button to determine which address will be displayed on the schedule board.

This information cannot be edited here. Double click on the label box to open the Customer:Job form. You may edit the addresses there.

General Tab

Brief Description: Use this area for a brief description of the work to be performed. This field is like the subject line of an email. It allows up to 100 characters.

Detailed Description: Use this area to enter any directions or any special instructions for this Work Order. The Info Stamp Button adds the date, time, and username to the text box.

Work Order Type: Select the Work Order.

Date: Enter the date for when the work is to be performed.

Start Time: Enter the time of day when the work is to be started.

Now: This button enters the current date and time into the respective fields with a single click.

Duration in Minutes: This field is usually pre-populated from the default duration associated with the Work Order Type. This field can be edited if necessary.

Assigned To: Choose the technician to which the Work Order will be assigned. If the skills checking feature for the employee has been enabled, a warning will appear if the technician is not qualified for that type of WO.

Notes Tab

Private Notes: This information cannot be printed or emailed as part of the work order. The customer should never see it. Use this area to communicate things you would not want the customer to read.

Technician's Notes: This area is typically reserved for the technician in the field. Notes entered into Aptora Mobile II® would appear here. You may also enter or edit these notes here.

Additional Info Tab

The Additional Info Tab lists all User Defined Fields that have been set up. If any equipment exists for the selected Customer:Job, it will be listed. The following fields are also available:

Priority: Assign a priority to the WO. High, Medium, or Low. This will auto-populate with the Default Priority selected in Company Preferences.

Serv Agmt (Service Agreement): Customers may own more than one Service Agreement. Use this drop-down list to choose a Service Agreement to associate with the Work Order. Typically, you will only select this if the Work Order is directly associated with the Service Agreement you have with your customer.

Planned Maint.: Click this check box to manually mark this Work Order as one of the Planned Maintenance Work Orders for the Service Agreement selected.

Marketing: Select the marketing effort that generated this Work Order from the drop-down list. This will auto populate from the Customer:Job Default.

You may also Create a new piece of equipment for that Customer:Job. Here you will select any equipment that is being serviced or diagnosed on this Work Order.

Save: Manually saves the form and leaves it open for further editing if necessary.

Equipment Tab
Payment Info tab

Terms: This is the only field that can be edited on this tab. Use this area to select the terms for this Work Order. The default will populate from the Customer selected.

Items Tab

The Item area is the listing of Invoice Items, sometimes referred to as "line items", being used on the job. These Invoice Items can include Inventory or Serialized Items being used or sold on the Job. This can make the invoicing easier once the Work Order is completed. You can leave this part blank for complex billing or Inventory Tracking if your procedures include Job Bids, Item Reservations or Reimbursable Usage.

Item: The Name/Number of the selected Invoice Item.

Qty: The total quantity of the Item being used/sold.

Price Each: The retail price (price you charge the customer) for the item.

Amount: Retail price multiplied by the quantity (number sold). The bottom row of this column will show all the amounts for all items listed.

Description: The description of the item sold. You can change this description. The change will not affect the description of the actual item, but rather how it appears on the Invoice for the Customer.

Warehouse: The location from which the item was sold. Total Office Manager allows you to set up multiple locations for inventory such as a main warehouse, service truck, etc. Your Default Warehouse or the Warehouse assigned to the Employee will auto populate. Click the drop-down to change the Warehouse if needed. Any Inventory and Serialized Parts need a Warehouse.

Please Note: Work Orders are non-accounting related transactions which means it will not affect Financials or Inventory Quantities when items are selected.

Assets Tab

This tab allows you to assign company property to this work order. The items listed are found in the Asset Manager.

The "Available to Schedule on Work Orders box must be checked for the asset to be available in the Work Order Asset tab.

Work Order Menu Options

Complete/Un-Complete Work Order: Sets the Work Order status to complete or un-completes a Work Order that was previously completed.

Complete/Un-Complete Work Order and Add/Delete Timesheet Entry: If the Work Order had been marked complete and was given a timesheet entry by mistake, this option un-completes the Work Order and removes the Timesheet. If the Work Order is not completed, you may complete the Work Order and assign it a timesheet entry.

Add Timesheet Entry: Opens the assigned employee's timesheet. Many of the fields in the employee timesheet will automatically be populated with information from the Work Order such as Employee, Customer:Job, Work Order #, Start Time and Hours. Work Orders are calculated based off Start Time and Duration in minutes from the Work Order which suggests the End Time automatically.

Cancel Work Order: Set the Work Order status to "Canceled" and cross it out on the Schedule Board. Canceling a Work Order is generally recommended over deleting a Work Order. Problem customers sometimes call many service companies only to award the service call to the one who arrives on location first. They then cancel all other Work Orders placed with other companies. By canceling a Work Order instead of deleting it, a history of this behavior can be established.

Create: Has several sub-menu options:

Create Invoice: Creates a new invoice for the Customer who appears on the Work Order. The Invoice will automatically be filled in with the Customer name and any pertinent Customer information which can be brought forth from the Customer record. The invoice will automatically have the Work Order assigned to it, thus keeping the history of flow intact.

Create Sale: Functions exactly like Create Invoice, except payment is being received immediately, rather than invoicing the Customer for payment expected later.

Create Estimate: Functions exactly like Create Invoice, except it creates a new estimate for the Customer on the WO.

Create PO: Creates a new Purchase Order where the shipping destination is set to the location of the Customer appearing on the source Work Order, rather than your company's default shipping destination. The Purchase Order is then tied to that specific Work Order for tracking purposes.

Create Equipment: Opens the Add Customer Equipment form, an important feature used to records Customers' equipment.

Select Invoices/Sales/Estimates: Under many circumstances an association between a Work Order and a sales form is automatically created because either the sale was generated from the Work Order, or the Work Order was generated from the sale. The "Select Invoice/Sales/Estimates" command is used if it is necessary to manually create this association on a Work Order. A similar command, "Menu, Assign Work Orders" is found in the sales forms and is used to create the same association if it is more convenient to do so. This is most used in conjunction with the Duplicate Work Order Feature to automatically complete and Invoice more than one Work Order for a specific job.

Printing: *Print:* Used to print a hard copy of the Work Order

*Print Preview***:** Used to preview a pending hard copy of the Work Order

*Print Setup***:** Used to set up Work Order printing preferences.

Email/Text/Page: Used to Email, Text, or Page a Work Order to an employee.

*Send Page***:** Click this option to bring up your email client (i.e., Outlook). The email will be auto populated with the assigned employee's pager address (if provided). The email will auto-populate with the Customer:Job and Work Order information. This feature is used for pagers that allow you to "page" a person's pager or phone using an email address such as XXX-XXX-XXXX@pager.pagenet.net. A phone line is not actually used, but an Internet connection is required.

*Send Text***:** Click this option to send a text message. This option will bring up your email client. The email will be auto populated with the assigned employee's text message address. Some wireless carriers use special formatting for the number when sending emails as text messages, such as XXX-XXX-XXXX@tmomail.net. If you have any questions regarding this, please speak with a representative of the wireless carrier for the phone you wish to send the text message to.

*Send Email***:** Click this option to bring up your email client. The email will be auto populated with the assigned employee's email address (if provided). The email will auto-populate with the Customer:Job and Work Order information.

Duplicate: Creates an exact copy of the Work Order minus the "Assigned To" technician. The duplicated Work Order can be edited as necessary without having to start from scratch. This is useful when sending a technician back to the same job the following day, or when more than one technician is assigned to the same job. To use this feature, you must enable the "Allow Duplicate

Work Numbers" preference. If the preference is not enabled, the program will assign the next numerical Work Order number available. With the preference off, a copy of the Work Order is created. With the preference on, the Duplicate Work Order Utility appears with several options.

Customer:Job, Work Order Number and Date fields are auto populated from the Work Order you wish to duplicate. These cannot be changed. However, by selecting the Repeat option, this Work Order can be manipulated with when the Work Order duplication will Start and End, the frequency of Work Order duplication, and which day it will repeat on.

By assigning it to a technician, you will be able to change the Work Order Status to either Not Scheduled, Scheduled, Dispatched, En Route, Working, Completed or Canceled. Click OK to save.

Memorize: A memorized transaction is useful for Work Orders that occur on a regular basis. You can use the Memorize function to be reminded to create the Work Orders on a regular basis.

Customer Options

Customer History: Opens the Customer's history form which displays every sale, check, purchase order, bill, item receipt, service agreement and more for that Customer.

Edit Customer: Opens the Customer record for review or edit.

Contact Log: Opens the Customer's Contact Log, used to enter detailed notes about the account.

Document Links: Opens the Customer's Document Links List.

Employee Options

History: Opens the history for the Employee record.

Edit Employee: Opens the employee record for review or edit.

Contact Log: Opens the Employee's Contact Log, used to enter detailed notes about the Employee.

Document Links: Opens the Employee's Document Links List.

Printing Work Orders
When printing a Work Order there are several options available. You may print the entire list of Work Orders as they appear on the screen, print any selected Work Order (without preview), preview any selected Work Order before printing, or open print options set up before preview and/or printing.

Apply Style: There are six available styles from which to choose how the information will be displayed on your printed Work Orders.

Custom Styles: These are styles that you created using the Custom Work Order Template provided by Total Office Manager. From the drop-down list select <Add New> to create specialized Work Order Templates.

Company Options
Print on Plain Paper: If you are printing on paper without letterhead

***Print Log*:** Prints your company logo on the Work Order

***Print Name*:** Prints your company name on the Work Order

Company VS DBA: Choose to include your company's main information on the Work Order or your company's DBA (Doing Business As) name.

Print on Letterhead: Assumes that your letterhead includes your company name and logo already and allows you to specify the Header and Footer margins.

Print Options: The following is information you may elect to print on the Work Order: *Customer:Job Notes, Work Order Notes, Directions/Special Instructions, Service Agreement Details, SA UDFs (User Defined Fields), Complete/Incomplete Work Orders Associated with the Service Agreement, Equipment Details, Equipment UDFs, Equipment Service History, Equipment Details (Notes), Line-Item Details, Customer:Job UDFs Work Order UDFs, and Items on the Work Orders.*

Please Note: Once you have set your print preferences, be sure to select the "Save As My Preferences" option. With this selection, each future Work Order will print based off your saved preferences. This option is user specific and does not affect any other users.

Preferences

My Preferences

There are no My Preferences for Schedule Management.

Company Preferences

Work Order Page/Email Options have a variety of selections to decide on. Most of these primarily deal with how the Work Order is going to look visually. However, there are a few options that need to be specifically addressed: Required Fields, Include Equipment or Purchase Order Items Automatically on new Work Order, Allow Duplicate Work Orders and Disable Automatic Work Order Numbering.

Required Fields: When checked, these fields are required to be completed on the Work Order, otherwise, the user will not be able to save the work order.

Include Equipment Automatically on new Work Order: Assigns all Customer Equipment that is "In-Service" on each new Work Order created.

Include Purchase Order Items Automatically on new Work Order: If a Work Order is created from a Purchase Order, the Items listed on the Purchase Order will automatically populate on the new Work Order.

Allow Duplicate Work Orders: Reuses Work Order Numbers for Jobs that include multiple Technicians or are spaced over more than one day.

Disable Automatic Work Order Numbering: Disables the automatic numbering of Work Orders. This is used for pre-printed Work Orders.

Schedule Board Scheduling

The Schedule Board is a tool used to display and schedule Work Orders and Appointments. To access the Schedule Board, select Schedule Board from the Company main Menu.

Date Selector: Use the Date Selector to set the Schedule Board to a specific day.

Now: Click the Now button to set the Schedule Board to the current date.

Profiles: The Profiles drop-down list displays your Schedule Board Profiles.

Edit Profile: Once you have selected a Profile it can be edited with this button.

Day (View), Week (View), Month (View): Click each to display the Schedule in Day, Week or Month view.

List (View): Displays the Schedule Board in a view like a daily desk planner.

Options: Click the Options button to modify the various Schedule Board Preferences.

WO Type: The WO Type drop-down list is used to filter the Unscheduled Work Orders by Work Order Type.

Month Filter: The Month Filter is used to filter Unscheduled Work Orders by a particular month and year.

Schedule Board Display

Not Scheduled Work Orders: The Not Scheduled Work Orders area of the Schedule Board displays Work Orders that do not have a status of "Scheduled". For a Work Order to achieve "Scheduled" status, it must meet the following criteria: a Technician, a Date, a Start Time, and Duration. If any one of these conditions is not met, the Work Order is considered "Unscheduled" and appears in the Unscheduled Work Orders area of the Schedule Board.

Schedule Board: Use the scheduling area of the Schedule Board to manage Work Orders. Work Orders on the Schedule Board are easily "dragged and dropped" from the Unscheduled area to the technician and time slot desired. Work Order duration is easily manipulated by "grabbing" the top or bottom of the Work Order with your mouse pointer and stretching it to cover the time frame the Work Order requires. Right-Click on any Scheduled Work Order to see a pop-up menu of other convenient options.

Info Balloon: When the mouse pointer hovers for a moment over a scheduled Work Order, an Info Balloon which contains the most important Work Order information will pop up. Instead of having to open the Work Order to review details, the Info Balloon will display them for you.

Color Bar: The Color Bar is a very helpful area of the Schedule Board. During set up, a color can be assigned to each Work Order Type in your company. In turn, each Work Order Type then has a corresponding Color Bar. When a Work Order is placed on the Schedule Board, the color associated with its Work Order Type is displayed on the Color Bar for that Work Order.

Schedule Board Options

The Schedule Board Options allows you to customize the Schedule Board by user. Select the Options button from the top of the Schedule Board.

General Tab

The General Tab allows you to set the format by which the date will appear on the Schedule Board.

Show Un-Scheduled Work Orders: Allows you to display Unscheduled Work Orders for the current day, week, month or year.

Show Inactive Employees: Employees who have been inactivated will appear on the Schedule Board.

Show Color Bar: Toggles whether or not a Color Bar appears on the Scheduled Board.

Display Time Increment: Allows you to set the increments by which time is displayed on the Schedule Board (in minutes)

Day Start/End Time Tab

This tab allows you to set the start and end time that will display on the Schedule Board. The Start Time cannot be sooner than 12:00 am and the End Time may not exceed 11:59 pm. Times may not exceed 24 hours.

Day/Week View Tab

The Day View Tab allows you to view Days, Assigned To and Time Increments with either a Top or Left Margin setting.

The Week View Tab allows you to do the same option, but also allows you to set the day on which your week starts and the length of days in your work week.

Color Options Tab

The Schedule Board can be completely personalized with a powerful color scheme function that Total Office Manager provides. The list is very extensive available to create a truly individual Schedule Board color scheme.

Schedule Board Views

There are four views available.

Day View: Displays only the selected Day.

Week View: Displays the length of days in the week starting with the selected Day.

Month View: Displays the Schedule Board for the Month selected.

List View: Displays the Schedule Board as a daily desk planner.
Timeline: Displays the Schedule Board in a more condensed fashion. You can see more activities but fewer details of each.

Schedule Board Profiles

Schedule Board Profiles allow you to create different displays of information for your Schedule Board. Each Profile can be designed to focus on different aspects of your Work Orders, Appointments, Technicians, or a combination of the three. To access your Schedule Board Profile List, select Lists from the Company main Menu option and then select Schedule Profile List. Once you have created and selected your Schedule Board Profile, the Schedule Board will only display information based off the selections within your profile.

Please Note: Even when Employees are selected within a profile, each Employee must still be selected to show on the Schedule Board. To check this option, go to Employees > Employee List > Double Click to edit the Employee and check the option on the right-hand side of the form that says, "Show on Dispatch Board".

Name: Begin by giving the Profile a Name.

Activity: Choose between All, Work Orders Only or Appointments Only.

Status: Choose between; All, Complete or Incomplete.

Employee Tab: Choose one, several or all Employees to be displayed within this Profile.

Work Order Types Tab: Choose one, several or all Work Order Types to be displayed within this Profile. If Work Orders are created without a type, you will also want to include Work Orders without a type.

Appointment Types: Choose one, several or all Appointment Types to be displayed within this Profile.

Make this a Global Profile: Selecting this option allows other users to see and use the Schedule Profile you have created.

Schedule Workflow

The Schedule Board is such a powerful tool because all your Schedule Management functions can be performed without leaving the page. Everything from the creation of a Work Order to its completion, assigning Timesheets to creating Sales Receipts or Invoices can be managed from the Schedule Board.

If you Right-Click anywhere on the Schedule Board, all these functions below will become available. Choose New Work Order or Appointment and a form will open that will have William scheduled for 3:00 p.m. Once you have Work Orders scheduled on the Schedule Board, if any need to be edited, deleted, or duplicated this all can be done from the Right-Click menu of the Work Order itself.

The life cycle for a Work Order can include Not-Scheduled, Scheduled, Dispatched, En Route, Working and Completed. Ideally Work Orders are to be completed daily. This does not necessarily mean that all work was completed, but at the end of the day the Work Order should be "marked" as completed if the work on that specific Work Order was completed. If follow-up is necessary for that same Work Order, it should be duplicated and scheduled for another day for which the work can continue or be completed.

If when Dispatched, your technician needs a physical copy of the Work Order, it can be printed from the Right-Click menu of the Work Order and put into the queue for him to pick up when he arrives at the office.

Complete/Add Timesheet

Once the Work Order has been completed (for that day) and a timesheet needs to be entered, that can also be done from the Schedule Board by Right-Clicking on the Work Order. By selecting "Complete/Add Timesheet Entry", the weekly time sheet form will open for the Employee (technician) assigned to the Work Order.

All information pertaining to the Work Order that has been provided will auto-populate the Timesheet Entry. If the Employee has been set up with a "Default Earning Item" it will populate as well. All fields can be edited if necessary.

By providing as much detail on the Work Order as possible, less data entry will be necessary on the timesheet form. Select "Save & Close" to save the information and return to the Schedule Board.

Notice that on the Schedule Board the Work Order has been "crossed out". This lets you know that it has been completed and the next step can be taken.

Create Estimate/Invoice/Sales/Credit

By Right-Clicking on a Work Order from the Schedule Board, all sales forms can also be created. Notice that all Customer information auto populated into the sales form.

Add any items that need to be charged to the Customer. Once the form has been completed select "Save & Close" to return to the Schedule Board.

Please Note: You can add a Timesheet Entry without completing the Work Order. Once you create an Invoice/Sale from the Work Order, the Work Order Status will automatically update to completed.

Create Purchase Order

Once the Technician has received the Work Order and notices that parts are needed to complete the work which are not on the truck or in the company warehouse, the Technician may need to create a Purchase Order. A Purchase Order can be created for parts.

Purchase Orders can also be used to replenish any parts used in the completion of work that was completed. To create a Purchase Order from the Schedule Board, Right-Click on the Work Order and select to Create Purchase Order.

The Customer's shipping information will auto populate on the Purchase Order along with any items that were included on the Work Order. If the preference is enabled to Include Work Order Items Automatically on a new Purchase Order in Work Order Company Preferences.

The Vendor from which you order these parts will need to be chosen and now this Purchase Order is complete. Select "Save & Close" to return to the Schedule Board.

Edit Customer/Employee Information

By Right-Clicking on the Work Order from the Schedule Board you can access either the Customer:Job or Employee record for review or edit. You can also access the Contact Log, and Documents.

The Schedule Board is a very extensive tool for the operation of your business. Your day-to-day functions can mostly be performed without closing the Schedule Board.

Work Order Email/Text/Page

By right-clicking on a Work Order from the Schedule Board, you can send Work Order details to a technician's email, cellphone, or pager.

Email/Text/Page: Used to Email, Text, or Page a Work Order to an employee.

*Send Page***:** Click this option to bring up your email client (i.e., Outlook). The email will be auto populated with the assigned employee's pager address (if provided). The email will auto-populate with the Customer:Job and Work Order information.

This feature is used for pagers that allow you to "page" a person's pager or phone using an email address such as XXX-XXX-XXXX@pager.pagenet.net.

A phone line is not actually used, but an Internet connection is required.

Send Text: Click this option to send a text message. This option will bring up your email client. The email will be auto populated with the assigned employee's text message address. Some wireless carriers use special formatting for the number when sending emails as text messages, such as XXX-XXX-XXXX@tmomail.net.

If you have any questions regarding this, please speak with a representative of the wireless carrier for the phone you wish to send the text message to.

*Send Email***:** Click this option to bring up your email client. The email will be auto populated with the assigned employee's email address (if provided). The email will auto-populate with the Customer:Job and Work Order information.

*Email/Text Setup***:** Click this option to open the Work Order Preferences and choose the information you which to include. From here, you will also need to enable "Use Message Spanning" setting when "texting" Work Order information. This will tell Total Office Manager when to cut off each message after a set (set by the Administrator) number of characters and include the rest in a second (third, fourth etc.) message. Message spanning limits are usually set by your phone service provider.

Schedule & Work Order Reports

Schedule Reports

There are several reports that can be generated to allow you to review and analyze the work being done and by whom.

Employee Schedule Report

Date Range: Select a predefined date range (This Week, Last Week, This Month, Last Month etc.)

From/To: Manually enter a date range.

Work Orders and Appointments: Select to view either Work Orders, Appointments, or both.

Employees: Select a single Employee, several Employees, or all Employees.

Include Canceled Work Orders: This option will display any Work Orders assigned to the selected employees that have been canceled.

Detailed: This option will display all information pertaining to the Work Order on the report, such as, Work Order #, Bill To Address, Work Address, Status, Priority, and Terms.

Summary: This option will list the days and times of the Work Orders. No other information will be displayed.

Page Break on Items: This option will create a page for each Work Order.**Appointment List Report**

Date Range: Select a predefined date range (Today, Yesterday, This Week, Last Week etc.)

From/To: Manually enter a date range.

Employee: Select a particular employee or choose to view all.

Customer:Job: Select a particular Customer:Job or choose to view all.

Appointment Type: Select a particular Appointment Type or choose to view all.

Entered By: Select Appointments by the user that entered them or choose to view Appointments regardless of who entered them.

Detailed: This option will include all details of the Appointment (Alarm Setting, Completion Status etc.) on the report.

Completed: This option will include all Appointments that have been completed in the report.

*Drill Down Capable: Opens the Appointment selected.

Work Order List Report

Status Filters: Choose which Work Orders you would like displayed depending on their status (select all that apply).

Invoiced: Select either Invoiced, Not Invoiced or both.

Date Range: Select a predefined date range (Today, Yesterday, This Month, Last Month etc.).

Work Order Type: Select a particular Work Order Type or choose to view all.

Entered by: Select Work Orders by the user that entered them or choose to view all Work Orders regardless of who entered them.

Assigned to: Select Work Orders assigned to a particular tech or choose to view all.

Not Assigned: This option will display Work Orders that have not yet been assigned.

Work Orders in Progress Report
This report displays the progress of Work Orders based off purchases made and time sheet entries entered along with what has or has not been invoiced.

Date Range: Select a predefined date range (Today, Yesterday, Last Week, This Week etc.).

From/To: Manually enter a date range.

Department: Select a particular department or choose to view all.

Customer: Select a particular Customer or choose to view all.

Employee: Select a particular Employee or choose to view all.

Invoiced: Select Work Orders that have either been Invoiced, Not Invoiced or view all.

This report also gives you the option to include only labor and materials that have not been invoiced for the Work Order. This report also gives you the option to omit Work Orders that have no financial history (labor and material is zero).

Schedule Board Mapping
The optional Schedule Board Mapping system is an addon to the Schedule Board. This system can do three things:

1. Display the location of your work orders and appointments.
2. Display the location of the mobile device that has the Aptora Mobile II app running.
3. Display the location of a vehicle that has Verizon® Networkfleet® installed. This is also an option.

Understanding the Map Display
Icons
- Appointments show up on the map as clear white icons. The color does not change.
- Work orders show up on the map as colored icons. The outer ring color is determined by the Work Order Type. That color is user defined. The inner color is determined by the Priority. Red is a high priority. Blue is a medium priority. Green is a low priority. Those colors cannot be changed.
- Vehicles show up as small red vans. That color does not change.
- Mobile devices show up as small red tablets. That color does not change.
- You cannot drag icons to move them on the map.

Using the Tool Bar

Using the Map Tool Bar is very straight forward. You may hover over each button for a short explanation of what that button does.

Profiles

The Schedule Board has a feature called Profiles. Your Profile settings control who and what information is displayed on the Schedule Board. It does the same thing for the Map. Only the information allowed by the selected Profile will be shown on the map.

Schedule Board Mapping System with Verizon Networkfleet® Integration

Prerequisites for Customer:

1. Must have an active Aptora Schedule Board Mapping System (SBMS) GPS Tracking license. These are purchased through Aptora. Please speak to your account manager for more information.
2. Must own Total Office Manager and Aptora Mobile II along with an active support plan. Aptora Mobile II has to be running for the Verizon tracking system to work.
3. Must have GPS Trackers installed in one or more vehicles. Customers will need to purchase GPS Trackers through Verizon's Expressfleet®. Each device is plugged into the ODB-II port of the vehicle. Here is a link: https://www.networkfleet.com/expressfleet/
4. Must own an active Verizon Asset Tracker license (a monthly fee through Verizon)
5. Must contact Verizon to create a new developer account and turn on developer services.

Registering the Tracking Device

1. Use the developer account to create a new Client Key.
   a. Go to https://developer.networkfleet.com/clientRegistration/index
   b. From the Getting Started menu option at the top of the page, click Getting Started and look for the Key Management Page hyperlink. This link may work: https://developer.networkfleet.com/clientRegistration/index Click the "Register New Client" button.
   c. Enter a Client ID and Client Secret
   d. Document the Client ID and Client Secret for later use

Setting Up the Assets

1. Make sure all Vehicle Assets in Total Office Manager have the required information.
   a. VIN number
   b. This is to match the Verizon record to the corresponding Total Office Manager Vehicle Asset. This must be the same VIN entered in Verizon Networkfleet.
   c. 'Track on Schedule Board Map' is checked.
   d. The Aptora GPS Tracking license count must be greater than the number of Vehicle Assets with this option checked to see all of them on the SBMS.

Enter Your Verizon Credentials in Total Office Manager

After registering the Aptora SBMS GPS Tracking serial number in the SBMS, the option to enter the Verizon Networkfleet credentials appears on the Map menu bar.

1. Click on the Verizon menu button.

2. Enter the Verizon Client ID as the Username
3. Enter the Verizon Client Secret as the Password
4. Click SUMBIT

Tips and Troubleshooting

1. You can set the refresh rate of your Total Office Manager map from 10 seconds to 10 minutes. We recommend no quicker than every 1 minute. Each refresh freezes the schedule board for a moment.
2. Verizon devices report their data every 2 minutes (per device). Your map will likely not be in sync with the device's refresh integral. It is possible that none of your vehicles will move on the map.
3. When the vehicle is traveling below 10 miles per hour, Verizon returns a heading of zero.
4. Be sure that you do not have the save VIN in two or more assets that are being tracked. This will create multiple GPS entries.
5. The Schedule Board Map will only display information that Verizon provides it. If you feel that information is missing or inaccurate, please check to see what is in your Networkfleet map.
6. Aptora Mobile II must be running for this system to operate.
7. Verizon has a series of videos here:
   https://www.youtube.com/channel/UCNXltE8HxEnTJbmoD_49gQw

Technical Notes

The following information is technical and meant for those with a desire or a need to know more about how the system works.

When the credentials are entered into the SBMS, they are saved as Preferences.

Aptora Mobile II has a Quartz job set up to run every 2 minutes. Once it finds the Verizon credentials in the Preferences, it will execute the following steps each time it runs:

1. Request an authorization key from the Verizon API.
2. Request all vehicle records from the Verizon API.
3. Using the VIN number, match the Verizon vehicle record to the TOM Fixed Asset record.
4. Save the Verizon Vehicle Id as the MEID for the matching TOM Vehicle Fixed Asset.
5. Request all the vehicle locations from the Verizon API.
6. Find the most recent location for each vehicle.
7. If a Verizon location is newer than the last known TOM location, save a new AssetGPS record using the Verizon Vehicle Id as the DeviceId.

GPS data is received from a satellite and sent to the Networkfleet servers every 2 minutes. If a vehicle is outside of cellular coverage, the Networkfleet device will store GPS data for transmission at a later time (for up to 30 days).

Internet Access and Speed

Your mapping system requires an internet connection to operate. The map may refresh shower than is desired if your internet connection is slow.

Invoice Items and Inventory Management

Introduction

Inventory Management is a vital piece of any business. If you do not exercise proper inventory control, then you will not have accurate financial statements or job costing. Because Inventory Management works in conjunction with Invoice Items in Total Office Manager, it is important to set up your Invoice Item Preferences.

Multi-Warehouse Inventory

The Warehouse List keeps track of storage locations for your inventory. This form makes it easy to quickly locate your inventory by location via: *Service Vans*, *Warehouse*, *Storage Unit*, *Showroom*, *Basement*, *Service Department*, *Branch Office* etc. Many Service companies find it useful to track inventory per truck. This makes it easier to transfer inventory from one place to another. Suppose a technician calls the office to say that they do not have the required part for a certain job. You could search Total Office Manager to see if that part exists not only in your Warehouse, but also in a Vehicle. You could then have that tech deliver that part to their coworker.

To access your Warehouses List, select List from the Company main Menu option then select Warehouse List.

Add New Warehouse

From the Warehouse List menu option select New Warehouse. The Add Warehouse form allows you to provide as much or as little information about the new Warehouse and its physical location. From the Type drop-down list, there are four types of Warehouses that are available. (Warehouse, Storefront, Vehicle and Other).

Name: Give the Warehouse a name.

Type: Choose the Type of Warehouse (Warehouse, Storefront, Vehicle, Other).

Description: Give the Warehouse a brief description (*Optional*).

Contact Name: This field will be for the person to whom the Warehouse is assigned (*Optional*).

Address, **City**, **State**: Provide an address for the physical location of the Warehouse. If you enter in the Zip Code, the City, State and Longitude and Latitude will auto-populate. (*Optional*).

Phone and **Fax Numbers**: Enter a phone and fax number for the Warehouse (*Optional*). Invoice Items Overview

When users think of items, they often think of parts or materials for resell. However, Total Office Manager takes the concept of items several steps further by allowing users to create items that might be used for other purposes. These may include services (for tracking labor time) or even discounts and sub-totals to help with invoice preparation. Total Office Manager's powerful items feature includes ten different types of items. Before you begin to set up your items, it is a good idea to go ahead and set up your Item Categories as they will come into play when you set up or edit an Item.

Basically, anything that can be sold or placed on an item grid can be considered an Invoice Item.

Item Categories

Item Categories allow for the logical grouping of like items. For example, a computer service company might have an item category for motherboards, case, and memory. An HVAC service company might have categories for motors, thermostats, and A/C condensers. Item Categories can be extremely useful when using the Inventory Replenishment feature and Item related reports.

To access your Item Categories List, select Lists from the Company main Menu option then select Item Category List.

Add New Item Category

Select New Item Category from the Item Category List drop-down Menu.

Give the Item Category a name. Item Categories can be subcategories of another category.

Add New Invoice Items

To add a new Invoice Item, you may either add an item through the Customer Menu and New Invoice Item or you may access it through the Invoice Items List.

Invoice Item Types

An invoice item is anything that can be sold or placed on an item grid. Each type of invoice item has its own unique characteristics and is used for different purposes.

Total Office Manager's powerful items feature includes ten different types of items. The types of invoice items are: Inventory Part, Non-Inventory Part, Service, Other Charge, Subtotal, Group, Discount, Payment, Sales Tax, and Service Agreements.

Discount Item

A Discount Item applies a discount (either a percentage or a fixed amount) to the preceding line on a sales form. Discounts subtract a percentage of fixed amount from a total or subtotal. Do not use this item type for early payment discount.

Tip: Create a Discount Item for each discount you offer, for example, Military, Senior Citizen, etc. Each Service Agreement Item automatically creates its own discount item. This will give you more detailed history and reporting.

Type: Discount

Name/Number: Give the Discount Item a name or number that will be used to identify it when adding it to sales forms.

Category: If this item belongs in a category, one may be chosen.

General Tab: On this tab you may enter an optional but recommended description of the Discount Item. Select whether it will be a fixed amount or percentage discount then enter the appropriate figure in the Amount field. On the Accounting Tab select the COGS/Expense account that will be used to track this item.

The Tax Code can also be selected. Although the default is set on creation it can be changed once added to other various forms throughout Total Office Manager.

You may also elect to have pop up notes when creating Sales, Invoices, Bills, or Checks.

Tips on Using Discounts

1. We are often asked about how to set up and manage discounts. The question about discounts is an age-old accounting question. It does not have anything to do with accounting software but has a lot to do with how you want your reports to reflect discount activity.
2. If you write up a customer invoice for $5,000, but accept $4,000, what is the sale amount…$5k or $4k? The answer is: "it depends on why the discount was offered."
3. If the discount was the result of a "Pre-Season Sales Event" (or some other planned discount event), We might call it a COGS account called "Promotions." This event erodes the gross profit margin. The Income Statement will make the impact clear to the reader.
4. If the discount was the result of a lower negotiated price (during the normal course of selling things to people), then we would use a Discount item that has an Income account associated with it. That would reduce income and we would never see that discount on our Income Statement. That is fine because in this case it was not a $5,000 sale reduced to $4,000. It was a $4,000 sale all along. We could just lower the retail price of the item(s), but the Discount item will show the buyer they got a great deal.
5. If the discount was the result of a client who complained about our service, even though we disagree with them, we might call it an Expense and that Expense account might be called "Discounts for Public Relations". In this case, the discount is overhead. It was not planned.
6. We also recommend discount items for "Callbacks" and "Warranty" work. We would select an Expense account because we consider it overhead. The Income Statement will clearly indicate the cost of callbacks and warranty work.
7. Keep in mind, you pay income taxes on net income and not gross income. So, it is just a matter of reporting.

Group Item

If on sales or invoices you often enter the same collection of items repeatedly, consider setting up these items as a single group item. Then, instead of entering each item individually, simply pick the group item. The components in the group will automatically be itemized on the sale or invoice.

Give the Group Item a Name/Number and a category if one exists for it. In the Description box, provide details for the Group.

Retail Amount: The cumulative retail amounts of each item are in the group. This field cannot be edited and will be auto populated once you add items to the Group Tab.

Retail Amount, Total Avg Cost, Estimated Gross Profit, Estimated Gross Margin, and Labor Minutes are also auto populated when items are added to the Group.

From the Item drop-down list on the Group Tab, select each Item that will be a part of the Group you are creating.

Tip: Group Items are often used to create Flat Rate tasks.

Inventory Parts

Inventory Parts are items you buy, track as inventory, and then resell.

Through inventory items, you can keep track of how many items remain in stock after a sale, how many items you have on order, your cost of goods sold, and the value of your inventory.

Purchase Description: An item explanation which is used internally when purchasing and replenishing inventory. This description probably contains more industry specs and detail than the sales description.

Sales Description: An item explanation which appears on sales receipts and invoices. Customers will potentially see this description.

Estimated Cost: Used to record the expected purchase price of the item.

Preferred Vendor: If applicable, choose the favored Vendor from which to purchase this item.

Mfg. Warranty: A short field used to jot down basic manufacturer warranty info.

Bin: Used to record in which bin a part might be stored. For example, small, blue 16-guage widgets might be stored in bin G-23. The "Bin" button opens the Item Bins form which is used to record this same sort of bin info for multiple warehouses.

MSDS Required: Checking this option indicates that a Material Safety Data Sheet for this item needs to be kept available on file.

Markup Method: After setting up your Price Level List and your Inventory Markup Table List, select the means used to markup the inventory part here. The results of the chosen markup method will be proposed in the Suggested Retail Price Field. Clicking the 'Suggested Retail Price' button accepts the calculation and copies the suggested price into the Retail Price field.

Retail Price: Enter the actual price to charge for the item. This may be the same as the Suggested Retail Price, or it may be manually entered as any desired amount. If this price fluctuates by Customer, you may also choose to leave it blank.

Weight: If known, it is used to record the weight of the item. Useful for calculating freight if larger volumes are warehoused.

Reorder Point: Point at which an inventory part hits a certain quantity and needs to be ordered.

Department: If the item is typically used in one department rather than another, select the department from the drop-down list.

Quantity/Warehouse: When setting up a new inventory item for the first time, existing inventory counts can be directly entered into the Inventory Tab using the Quantity/Warehouse field. Enter the number of items on hand in the Quantity Field and then choose the Warehouse where these items will be stored.

Average Cost: Displays the calculated average cost paid for the item.

Income Account: Based on your accountant's recommendation, choose which of your income accounts to use when the sale of the item occurs.

COGS Account: Based on your accountant's recommendation, choose which of your COGS or Expense accounts to use when a purchase of the item occurs.

Asset Account: Based on your accountant's recommendation, choose which of your asset accounts to use when you receive delivery of this item into your possession. Many companies use an asset account called "Inventory".

Tax Code: Used to set a default tax code for a particular item. This is not a mandatory field.

Tip: Total Office Manager restricts the types of accounts that are available for selection. This is done to make selection easier and prevent an incorrect selection. Your Administrator can give you full access to the Chart of Accounts List by going to Edit > Preferences > Chart of Accounts > My Preferences > Smart Account Selection Filtering.

Qty Checking Tab: This gives you the option to set a minimum and/or maximum quantity per item. Once an item is selected, if the item quantity is over or under the assigned number, the message provided will appear to the user. This is important when items such as Freon are used. If you go over a maximum quantity of Freon, then the message will appear indicating that a service inspection to locate a leak is required.

Non-Inventory Parts

Non-Inventory Parts are items you do not track in inventory. (i.e., Items purchased for a specific job and then quickly sold or invoiced to the customer, items you sell but do not purchase, items you purchase but do not resell (office supplies), items you purchase and resell but do not track as inventory).

When you set up Non-Inventory Items, you choose a single income account which tracks both purchases and sales of the item. When you purchase an item, the cost is subtracted from that income account. When you sell an item, the proceeds are added to that income account. In this way gross profits can be tracked.

It is possible to track COGS or expenses separately by using the "This item is purchased for and sold to a specific Customer" check box.

Complete the fields in the General Tab. Here it is assumed that the "This Item is purchased for and sold to a specific Customer" check box is not selected. When selected, the General Tab becomes identical to an Inventory Part.

Description: An item explanation. Customers will potentially see this description.

Retail Price: Enter the Retail Price charged to the Customers when the item is sold.

The Accounting Tab allows you to select an Income Account used to track both purchase costs and sales revenue for the item. Although optional, you may also choose a default Tax Code for this item.

The Qty Checking Tab is identical to the Inventory Part.

Other Charge

Your business may have miscellaneous charges like permits, shipping, freight, or delivery charges that you need to add to a customer's invoice. You may also have charges that you want to set up as reimbursable charges. For example, you may incur lifting or crane fees on behalf of clients and want this item to appear both on bills you pay, and on invoices to a customer.

This is a reimbursable charge: This option is used when an "other charge" is "bought" then in turn is invoiced to the Customer.

Please Note: When checked, this Tab will change to be identical to the Inventory Part's General Tab and will need to be filled in appropriately.

Description: Enter a description; make sure it is clear and precise. This description will be printed on your sales form.

Amount: Enter a numerical value in the Amount Field. (% or $) If the value varies depending on use, leave it blank here and enter the value manually upon use.

The Accounting Tab gives you the option to choose an Income Account for this item as well as a Sales Tax Code (optional).

The "This Item Is ONLY used for" selection is there so you may tie Other Charge Items to specific usage methods. This will allow for accurate financials. The Qty Checking Tab is identical to the Inventory Part.

Service Item

Service Items are items that are services (not parts) that you buy or sell. Service Items can include professional fees or labor that you pay for or for services you charge customers. For example, a service item could include consulting time, janitorial services, specialized labor, or professional fees.

The information needed for this Item type is identical to the Other Charge new item form, unless the "This service is performed by a subcontractor, owner, or a partner" option is selected.

When this option is selected the fields that appear, minus Equipment Manufacturer and Weight, are identical to an Inventory Part.

This option also adds a selection for COGS/Expense Account to the Accounting Tab of this form. The Qty Checking Tab is identical to the Inventory Part.

The "Labor Only" option describes limiting the sale of this Item as labor charged to customers and nothing else. When checked be sure to enter an Estimated Cost for what the labor costs you. The Estimated Cost would include the employee's actual labor rate plus employer liabilities and other costs associated with acquiring an hour of labor from an employee. This is also known as Fully Burdened Labor. **Please Note:** if Labor Only is not checked, certain financial ratios will be wrong and certain reports will indicate no labor sales.

Serialized Items

A Serialized Item is very similar to an Inventory Part, except each item is tracked according to its unique serial number. Through Serialized Items, you can track how many items remain in stock after a sale, how many items you have on order, your cost of goods sold, and the value of your inventory. Serialized Inventory tracks the actual cost of each unit per serial number.

The General Tab for this item type is identical to the Inventory Part. The Serialized Item form includes an Inventory tab. On this tab enter each serial number on hand for the item. For example, if you have 15 widgets, each widget will need to be entered into the form with its own serial number, warehouse, cost etc.

On the Accounting Tab you will be asked to select an Income Account, COGS Account, and Asset Account. An optional Tax Code may also be associated with these serialized items.

The Qty Checking Tab is identical to the Inventory Part set up.

Subtotal Item

Subtotal Items are used on sales forms to add up the amounts of all the items above it. The summation will include all items above it but will stop if there is another Subtotal item. Furthermore, if items are added after a Subtotal Item, then those items and only those items will be included if another Subtotal item is added. Subtotals can be used to apply a percentage discount or surcharge to several items at once. Give this Item a name and a description. These are the only fields that are required/available.

Payment Item

A Payment Item subtracts the amount of a customer's payment from the total amount of an invoice. Payment Items can be used when you receive partial payment on an invoice. If you receive full payment at the time of sale, use a sales receipt form instead of a Payment item on an invoice.

Select the account where the funds from this payment will be deposited and choose the method by which the payment will be made.

Item History
The Item History window is used to research the entire history of use for a particular invoice item.

The window displays Year-To-Date (YTD) and total historical purchases, YTD and total historical sales, the YTD and total historical differences between purchases and sales. It also displays the number of adjustments made for this item, plus current inventory, and back ordered status of the item.

The tabs in the lower portion of the window make available all actual sales, checks, purchase orders, bills, item receipts, adjustments, and services agreements.

Item Alias Feature
The Item Alias feature is used to create multiple item numbers for a single item. Doing this helps prevent Customers from using Internet search engines to find the wholesale cost of an item, then using it to bargain for a better deal. The item alias feature helps manage this process and reduce the likelihood of price comparisons by customers.

Item Aliases may also be used when ordering from Vendors. Many service companies use their own proprietary system of assigning part numbers to inventory. By using the Item Alias feature, purchase orders can be prepared using the actual proprietary number created within an organization, but when the purchase order is printed, the appropriate item alias will be substituted for the actual number.

The Item Alias Feature is simultaneously a Company Preference and a printing option. Once the Preference is enabled, on the print options form the selection to either "Use Actual Item Name/Number" or "Use Item Name/Number Alias" will appear.

Item Aliases can also be applied to Customers on Invoices and Sales Receipts. From the particular Item's side Menu, select Alias. From the Item Alias form assign an Alias to either or both your Customers and Vendors. Each Customer/Vendor may have an Alias entered in the field next to it or you may choose to apply a particular alias to multiple Customers/Vendors at once using the "Apply to Selected Customer/Vendors" function.

Please Note: Vendors and Customers are separate tabs. The Cost and Memo fields allow you to enter each Vendor's cost for the item as well as any additional information you would like to add in the Memo field. When a purchase order is created for a particular Vendor, the item cost information for that Vendor will populate for the item.

Unit of Measure (UOM)

Every Inventory Manager in the contracting industry will hear about and deal with the concept of unit of measure. That is because contractors often buy items in bulk and sell them in smaller pieces or units. You might purchase a 10' section of pipe and sell it by the foot. You might purchase a 25lb container of refrigerant gas and sell it by the ounce.

UOM acts like a multiplier or divisor between measurements such as feet and inches or pounds and ounces. The measurement used depends on the type of item or material. Cable, for example, is generally measured in feet. Liquids can be measured by a bottle, barrel, or gallon. Screws might be measured according to box or pound.

UOM must be used when you purchase items in quantities (or units of measure) that are different from those in which you stock them or sell them. In that case, you must convert the quantity going in to and out of inventory using the appropriate UOM (unit of measurement).

When the inventory unit of measure and the purchase unit of measure are exactly the same, the conversion factor is 1. In that case, we would not use the UOM feature.

Total Office Manager includes a very capable UOM system that you will find very easy to use. Our online help topic provides more information on UOM.

☝ When inventory counts are incorrect, a common cause can often be traced back to buying and selling items that should have been handled with a Unit of Measure. The Inventory Manager might notice that they have a quantity on-hand of -1500 for wire. The cause may have been created when they purchased a quantity of 4, 250-foot rolls of wire (1000'). They then sold ten rolls of wire (2500') when they meant to sell just ten feet. Entering a quantity of 10 on an invoice would result in selling 2500 feet of wire, not 10 feet.

Inventory Valuation Methods

Inventory appears on your Balance Sheet as an asset. When you sell inventory, the value of the inventory sold is removed from the Balance Sheet and that same amount becomes the Cost of Goods Sold for the items sold. The Inventory Valuation Method determines the dollar amounts used to value that inventory. This is an important topic for accountants and tax preparers.

There are five methods of inventory valuation. They are perpetual average cost, specific identification method (the two used by Total Office Manager®), weighted average, first in/first out (FIFO), and last in/first out (LIFO).

Perpetual Average Cost

This method is used by the Total Office Manager® when the "Inventory Part" invoice item type is used.

Under the perpetual system, the Inventory account is constantly (or perpetually) changing. When a retailer purchases merchandise, the costs are debited to its Inventory account; when the retailer sells the merchandise to its customers the Inventory account is credited (decreased) and the Cost of Goods Sold account is debited (increased) for the cost of the goods sold. Rather than staying dormant as it does with the periodic method, the Inventory account balance under the perpetual system the average cost changes whenever an increase in quantity occurs.

Under the perpetual system, two sets of entries are made whenever merchandise is sold: (1) the sales amount is debited to Accounts Receivable or Cash and is credited to Sales, and (2) the cost of the merchandise sold is debited to Cost of Goods Sold and is credited to Inventory.

Under the perpetual system, "average" means the average cost of the items in inventory as of the date of the sale. This average cost is multiplied by the number of units sold and is removed from the Inventory account and added to the Cost of Goods Sold account. Aptora® uses the average as of the time of the sale because this is a perpetual method.

Specific Identification Method (AKA: Exact Cost)

This method is used by Total Office Manager® when the "Serialized" invoice item type is used.

The specific identification method of inventory costing attaches the actual cost to an identifiable unit for the product. This is accomplished by looking at the serial number of the item.

This method is easy to manage and 100% accurate. We highly recommend that you use serialized items because they are typically a large portion of your direct costs. Serialized items will improve your job costing and other financial reporting.

Average Cost History

Total Office Manager tracks the average cost by date. When you backdate or postdate an invoice, it will use the average cost as of that date. You can see what the average cost of an item was at any given time. Open the Invoice Item List > Right Click on that item > click Item History > go to the Avg. Cost History tab. If an item has no average cost, the estimated cost of the item will be used on invoices and sales to record the cost to debit to Cost of Goods Sold and credit from the inventory asset account. Once the item is purchased to bring the quantity positive, any difference in the cost removed from the asset account will be reconciled at the time of purchase.

Inventory Management

Total Office Manager allows you to manage your inventory efficiently and easily provided you have implemented strong internal Inventory procedures. To review inventory information to determine a need for replenishment or adjustments, you will need to access the Company Menu option and choose Inventory Adjustment. This will allow you to see the many inventory management options you have in Total Office Manager.

Inventory Transfer Form

Usage

This form is primarily used to transfer inventory items from a location (such as your warehouse) to a job. This action will reduce inventory and increase your cost of goods sold (COGS) for the items you transfer.

When you transfer items to a job using this form, you will NOT want to add those items to an invoice. That action would double your costs.

Normally you must create an invoice to recognize COGS for Inventory and Serialized item types. However, you have a job that incurs considerable costs before you are ready to create an invoice. This form allows you to recognize costs, as inventory items leave your building, without an invoice.

You might use this form when you have an ongoing job and wish to keep your financial and job costing report timely without waiting to create an invoice.

This form has three possible actions.

Field Definitions

Date: This is the date that your financials will be affected.

Type of Action: This adjusts the form so that it can do one of three things covered below.

Customer:Job (if shown): The customer or job that will be affected by this transfer.

Department: The department affected by the transfer.

Memo: Always enter a memo. Explain what the transfer is intended to do or accomplish.

Auto Fill Down: If you make a warehouse selection here, those selections will be used on each item you add to the grid. You can always change the grid selection.

Item: Use this to enter or select an item to add to the grid.

Qty: The quantity of the item you plan to move. This is usually a positive number.

Purchase Description: This is the purchase description already given to the item. It cannot be edited on this form.

Cost Each: This is the calculated cost of the item. It cannot be edited on this form.

Total Cost: This is Cost Each multiplied by the Qty field.

From Warehouse: This is the location you are moving the item from.

To Warehouse: This is the location you are moving the item to.

Warehouse Transfer

This form is typically used to transfer parts from one location to another location. Example: Move a part from Main Warehouse to Truck 1.

This form can also be used to adjust quantity on-hand. A negative number increases the number of items on-hand. A positive number decreases the number of items on-hand.

Note: This form will create an Item Adjustment which can be seen in the Item Adjustment form.

Transfer Ownership

This form is typically used to transfer ownership of inventory from the company to the client. That action will reduce (credit) inventory and increase (debit) Cost of Goods Sold for the selected job.

This form can also be used to adjust quantity on-hand. A negative number increases the number of items on-hand. A positive number decreases the number of items on-hand.

Return Inventory

This form is typically used to return items to stock (transfer ownership of inventory from the client to the company). That action will increase (debit) inventory and decrease (credit) Cost of Goods Sold for the selected job.

This form can also be used to adjust quantity on-hand. A negative number increases the number of items on-hand. A positive number decreases the number of items on-hand.

Tips

1. When doing a Transfer of Ownership or a Return, this form will create an Item Adjustment which can be seen in the Item Adjustment form.
2. Use the Item Lookup form to quickly add items to the grid.
3. The Item Lookup form includes a bar code scanning mode that makes data entry much faster. Be sure to give it a try.

Inventory Replenishment Form

The Inventory Replenishment Feature allows you to easily evaluate your current inventory status and quickly generate Purchase Orders to replenish your stock levels. To access the Inventory Replenishment Form, select Inventory Adjustment from the Company main Menu option then select Inventory Replenishment. This form will only display Inventory Parts and Serialized Inventory Parts.

When "Show Only Items that Need Reordering" is checked, the list will display only those items that have a reorder point and have reached that threshold.

Inventory Replenishment: Create PO

Once you have applied the desired filter options, you may then create Purchase Orders for items that need to be reordered. Select all items you will be creating a Purchase Order for as well as a Vendor (a Purchase Order will not be created without a Vendor selected). Right-Click into the form to access the pop-up menu. Select Create POs.

A Purchase Order will be created for each Vendor that appears in the Reorder list.

Inventory Adjustments

Inventory Adjustments can be used for several different methods. An Inventory Adjustment is typically made after a physical inventory count determines there are discrepancies between Total Office Manager's reported Inventory Level and the physical count. Adjustments can be made to Serialized Items or Non-Serialized Items (Inventory Parts). Adjustments can also be made to a larger number of Non-Serialized Items (Inventory Parts) at one time.

Serialized Inventory Adjustments

From the Company main Menu option select Inventory Adjustment then Serialized Items. Use this form to adjust the quantity on hand (how many you have in stock), locations of the item (in what warehouse the item is located), unit price, and serial number. Typically, this form is used after an inventory is taken and the actual number of items in stock does not match what Total Office Manager is showing, or possibly the item was in the wrong location (warehouse) or had an incorrect serial number.

From the Serialized Adjustment List Menu option select Add Serial Number. This option allows you to add additional serialized items to your Serialized Inventory Parts.

Choose the *Item* that needs additional serial numbers; assign a department and COGS or Expense Account.

Provide a Serial Number for the *Item* and select the *Warehouse* where the *Item* will be located.

Non-Serialized Inventory Adjustments

Non-Serialized Inventory Adjustments are typically made to adjust the quantity on hand or location of an item, unit price, and value of an item. If you have taken a complete inventory and wish to adjust a number of items, consider using the Inventory Adjustment and Review form instead.

From the Inventory Adjustment List select *New Adjustment*. This option allows you to associate the cost of your inventory to a Customer:Job as well as a *Department*. The "New Qty" column indicates at what level your inventory is currently. The difference will be calculated and based on the *Average Cost* of the Item, the *Total Value* will be deducted from the inventory and "costed" to that particular Customer:Job.

Please Note: You typically would not select a Customer:Job when increasing your inventory on hand. A Customer should only be assigned if the inventory being adjusted was used on a job for that Customer.

You may also use this form to move Inventory from one Warehouse to another. This is done by entering the differing quantities in the "New Quantity" field. This number should not be the same for each Warehouse. If you want to move 50 units from the Main Warehouse, which has 99 units, to Service Van #1, the "New Qty" for the Main Warehouse is 49 and the "New Qty" for Service Van #1 is 50. These are the values that should be entered.

Please Note: Inventory Adjustments are also used to enter your beginning inventory counts when setting up a new company file or transferring balances from a prior software program.

Inventory Review/Adjustment

The Inventory Review/Adjustment function is used to adjust the quantity on hand and/or move items from one location to another for several inventory parts at once. This adjustment functions identically to Non-Serialized Adjustments.

Serial Numbers List

The Serial Numbers List can be used to view the current status of Serial Numbers for any *Serialized Item*. For example, you can use the filters available to search for a specific item and use the "In Stock" filter to see how many you have in stock. You can also use the "Not in Stock" filter to see how many are not in stock. From the Company main Menu option select Inventory Adjustment then select Serial Numbers List.

By Right-Clicking anywhere in the list you can add/adjust a Serial Number. You can also access the history for a specific Serial Number from the Serial Number List. On the Serial Number History form, you can see other relevant information related to that serial number such as when it was purchased (and on what transaction), when it was sold (and on what Sale/Invoice), department, warehouse, and its cost.

Inventory by Employee Feature

Total Office Manager gives the ability to assign Warehouses to specific Employees. This will now give the ability to view your Inventory as it is broken down between your Employees. To enable the Inventory by Employee Feature you must have the Preference enabled. From the Edit main Menu option select Preferences > Items > Company Preferences Tab > "Use Inventory by Employee Feature".

With this Preference enabled the Employee drop list will now appear on the *Add/Edit Warehouse* form. Select the Employee who will be assigned this particular warehouse.

Inventory by Employee List

Once your warehouse has been assigned to the selected employee you may view the list of inventory items from the schedule board. Access the schedule board and right-click on the particular employee to whom you have just assigned the Warehouse. Select the option to "View Inventory List."

This Invoice Items List will appear with a Warehouse: Employee Filter applied only showing Items with a quantity on hand in the Warehouse assigned to that Employee.

Item Qty Checking Feature

The Item Quantity Feature allows you to set minimum and maximum levels for your Inventory Items. This feature is applied when you are creating sales forms.

A minimum and maximum number of a particular item to be sold can be set and a warning can be displayed to notify each user that those limits exist and to confirm before continuing with the sales form.

Item Reservations (Reserving)

The Item Reservation Feature allows you to reserve *Inventory Parts* and *Serialized Items* that are currently in your Warehouse(s) for a specific Customer:Job and prevent them from being sold to another Customer:Job.

Once reserved, you can only place the reserved item on *Sales* and *Invoices* for the Customer:Job for which they are reserved. For this feature to be available the Preference must be set with Edit > Preferences > Items > Company or Preferences Toolbar Option > Item Reservations.

To access your list of Item Reservations, select Inventory Adjustment from the Company main Menu option then select Item Reservation List.

Adding a New Item Reservation allows you to reserve a specific number of specific items for the specific Customer:Jobs. Enabling this feature will create a new Chart of Accounts called *Work in Progress*. This is a designated account in Total Office Manager that is used for the purpose of reporting the reserved costs on your financial reports. You can change the default number from WIP to a number that fits within your current numbering system. You can also change the account name if desired.

Markup Table

An inventory Markup Table is one way of determining the retail price of *invoice items*. A default Markup Table, which is recommended for use within Total Office Manager, has been provided. The program does, however, give the option to create as many Inventory Markup Tables as you wish. Each Markup Table will work independently of each other.

A Markup Table lists a range of defined direct costs (i.e., the cost you pay for the item) along with an associated multiplier. Later, when setting up an Invoice Item, an estimated cost is entered for the item and a Markup Method for the item can be selected.

To access your list of Markup Tables, select Inventory Markup Table from the Company Menu option.

Each row represents the direct cost range of an item you purchase. The Markup column represents the multiplier for each row. For Example, if you purchase a widget for $0.35 the Markup will be $2.10 (6 x $0.35) which will be the suggested retail price for that item. Although the Markup Table can be edited it is highly recommended that a CPA or financial advisor be consulted when determining what multipliers to use.

Price Levels

A Price Level is another way to manage the various retail pricing schemes used in the system. Price Levels are methods used to *markup* items. Price Levels appear in the Markup Method drop-down list in Invoice Items. Markup is defined as the percentage or amount added to direct cost to arrive at retail selling price.

To access your list of Price Levels, select Price Level List from the Company Menu option.

When creating a new Price Level, you have five Markup Methods from which to choose.

Charge a Fixed Dollar Amount: This method is used when a business wants to make sure the expense of handling small inventory parts is well covered. For example, the retail price of $3.00 can be charged for items that cost less than $1.00.

Markup Direct Cost by Fixed Dollar Amount: This method simply adds a fixed dollar amount to the direct cost which becomes the retail price.

Markup Direct Cost by %: This method adds a percentage of the direct cost to the direct cost to become the retail price.

By Gross Profit Margin: Gross Profit Ratio tells you how much of each sales dollar you can expect to use to cover your operating expenses and profit. A gross profit margin of 0.33:1 means that for every dollar in sales, you have 33 cents to cover your basic operating cost and profit. If your Gross Profit Margin is 30% the markup calculation would be Direct Cost / 70%.

Multiply Direct Cost by a Number: This is simply your direct cost for an item multiplied by a specific number.

Update Retail Price Utility

Total Office Manager provides a function that allows you to update the retail price for all Invoice Items (Inventory Parts, Serialized Parts, and Non-Inventory Parts) that have the check box "This item is bought/sold for a specific Customer:Job" selected.

Select Utilities from the Tools main Menu option then select Update Retail Price.

From the drop-down list select the Markup Method (Price Level) or Markup Table that will be applied to your Invoice Items in the instance that the item does not have one assigned. Items that do have an assigned markup will be updated based off the markup assigned.

Once a method has been chosen, Total Office Manager asks if you want it to be multiplied by Direct Cost, Average Cost or Estimated Cost if Average Cost is blank.

Please Note: You also have the option to bypass an Item that already has a price.

Inventory Reports

Total Office Manager offers a wide variety of Inventory Reports that allow you to evaluate your business's inventory control management.

To access your Inventory Reports, select Company from the Reports main Menu option then select Items.

Inventory History Report

The Inventory History Report displays all the history for a particular item such as purchases, sales, and adjustments. Select a date range for the report, a particular item or all your Invoice Items, and a particular warehouse or all your warehouses.

The Inventory History Report allows you to display all your Invoice Items at one time, but also shows each item listed along the left side of the report. By clicking on one of the particular items, you may skip to that section/page of the report.

Inventory By Warehouse Report

The Inventory by Warehouse Report gives you a list and quantity of your inventory items broken down by Warehouse. You may choose a particular item or all your inventory items and a particular warehouse or all warehouses.

The left side column lists each Warehouse that exists for your company. You may select a particular Warehouse to skip to that section/page.

Inventory Valuation by Warehouse

The Inventory Valuation by Warehouse Report is identical to the Inventory by Warehouse Report except it also displays the average cost of each item as well as the total value for what is on hand.

The left side column lists each Warehouse that exists for your company. You may select a particular Warehouse to skip to that section/page.

Inventory Reordering Report

A Reorder Point is a value you set that indicates the point at which you should order more inventory for a particular item should its quantity reach or fall under that point. The purpose of this report is to provide you with information on the current quantities, reorder points, quantities on order (if any), and other inventory related information to keep track of inventory.

This report allows you to view your items by a single Warehouse or all at once.

You may view all items or only items that need to be reordered.

Each page can be separated by Vendor.

To ensure the report displays only information relevant to your generation of the report you may exclude any item that has a Reorder Point of 0.

Physical Inventory Worksheet

The Physical Inventory Worksheet is used when taking a physical count of your inventory. The report displays each item's Name/Number and the current "On Hand (O.H.)" quantity. Users then write in the *actual* quantity that is counted. This information can be used to make inventory adjustments later.

This report may be filtered to display your inventory by specific warehouses or by all warehouses.

You may select a specific Vendor or choose to display all Vendors.

The report can be sorted to display alphanumerically by Item/Number, Bin Number and/or description.

Bar Coding

Total Office Manager was designed to make the use of Bar Codes easy. From Total Office Manager the bar code labels can be printed and put on each item. This will speed up the process of data entry such as creating invoices and reordering inventory.

Inventory Tracking

As mentioned before, it is best practice to have an Inventory Tracking Procedure in place. Aptora recommends the Tracking System below. To fully benefit from this functionality, you must be utilizing Total Office Manager's Purchase Order and Enter Bill features for inventory parts that you stock and sell.

Your Inventory Tracking System must include the following:

1. Select specific item numbers when using Purchase Orders, entering Vendor Bills, and Receiving Items.
2. Create all items with your own numbers. Use the Supplier's part numbers in Item Alias to prevent Customers from looking up the part cost.
3. You must set up all items that you do not currently have in your computer system.
4. You must select all item numbers and serialized inventory parts (if applicable) when invoicing.
5. You should look up all items and create a system for employees to check out inventory.
6. You must carefully check in all unused inventory. These are items which are checked out to perform a job but are not used when the job is completed.
7. All vehicles and warehouses must be checked and counted for inventory parts at least once per year. However, it is recommended that you perform a check four times a year.
8. Purchase Orders should be utilized to track and confirm purchases. Technicians are then required to contact the appropriate office personnel for purchase approval and to receive a Purchase Order number. This number should be used to reference any purchases made.
9. If tracking multiple warehouses (recommended), you must also receive, sell, and transfer inventory by warehouses.
10. You will need to use item transfer slips to keep track of an employee(s) borrowing inventory parts from different trucks and/or warehouses unless you have the appropriate warehouse management staff with a barcoding system in place.

Item List Bar Code Labels

To print the Bar Code labels for your *Invoice Items*, select Labels from the Reports main Menu option then select Item Labels.

When printing Bar Code Labels Total Office Manager allows you to customize what information does or does not appear along with the bar code.

Once created, the Bar Codes can be printed. Total Office Manager was designed to print a 30-label sheet (3x10). Avery Labels 5260 as well as 5520 (Weather Resistant) are two options that are recommended for printing your labels.

Scanning Bar Codes

All the major forms that allow the input of inventory part numbers include a <Lookup> option at the top of the Item List. When you click the selection arrow the drop-down Item List will be displayed. By clicking <Lookup> the below form will open.

The items that appear on the form come from your Invoice Items List. You may select individually which items you need or if you have Bar Codes assigned to particular items they can be scanned and will then appear on the right-hand side.

Inventory Label Procedure

The following is a suggestion on how you might manage the task of ordering, labeling, entering and reordering inventory items using Total Office Manager.

1. A service truck stock list needs to be created. These lists will vary depending on the tech's capabilities and what type of work they do.
2. Each truck should be cleaned out and stocked according to this list.
3. When a technician uses a part, they remove the sticker from the item package and place that sticker on the back of the invoice they plan to turn over to the office.
4. When invoices are entered into Total Office Manager the bar code stickers are read using a scanner and product data automatically populates the <Lookup> form.
5. Stickers are removed from the invoice and placed on an order sheet. These sheets are faxed to your Vendor for reorder and delivery.
6. Parts should be delivered on Monday. Stickers are moved from the reorder sheets back to the parts that you just received.
7. We recommend that you conduct service meetings every Tuesday morning. Each Tuesday you will hand out the parts that were delivered by your supplier.
8. Repeat as necessary.

Bar Code Labels

Bar Codes can also be generated directly from the Invoice Item List. This option allows you to print and format Bar Code Labels for a Bar Code Label Printer. Highlight the item or items you would like to print Bar Codes Labels for. You will then need to select Bar Code Label from the Reports Menu option. By selecting the options button on the Bar Codes form, you will be taken to the Bar Code Options screen.

From this screen, you may select the options you would like on your Bar Code Labels. Along with information you would like printed on your Bar Code Labels, you may also format the labels for your printer. Once you have completed this screen, select "OK". This will take you back to the Bar Codes form where you can select Print.

Invoice Item Preferences

My Preferences

As an individual user, if you have permission to create Invoice Items, you may choose to set a Default Item Type.

Please Note: Item Types cannot be created. The options in the Drop-Down list are the only Types available from which to choose from.

Company Preferences

There are several different preferences that will affect every user. When setting up Company Preferences, the Total Office Manager Administrator should work closely with the company's accounting professional when setting these preferences.

Defaults: The defaults are where you choose any desired default Item setting which are as follows:

Asset Account: Used to select the default asset account on Inventory or Serialized Items for tracking the asset value.

COGS/Expense Account: Used to select the default cost of goods (COGS) or expense account to propose when creating Invoice Items.

Income Account: Used to select the default income account to propose when creating Invoice Items.

Adjustment Account: Used to select the default adjustment account to propose when adjusting inventory counts.

Markup Method: Used to select the markup method to propose when creating certain records.

Tax Code: Used to select the default Tax Code to propose when creating Invoice Items.

Preferred Vendor: Used to select the default Vendor to propose when creating invoice items. This is the Vendor this item is typically purchased from.

Your Total Office Manager Administrator will also need to determine the use of the following features:

Use Item Alias Feature: Enables the Item Alias functionality in the program. This allows you to enter an alternative part number for each Vendor.

Use Inventory by Employee Feature: This allows you to see the inventory on hand for a specific Employee that has been assigned to a Warehouse from the Schedule Board.

Use Item Assembly Feature: Enables "Item Assembly Feature". This allows you to create an Inventory or Serialized Item from two or more Inventory or Serialized Items. This is used to track individual components that make a single inventory or serialized item.

Use Item Reservation Feature: Allows you to Reserve Inventory or Serialized Item for a specific Customer or Job.

Use Labor Minutes: Allows estimated Labor Minutes to be tied to the Invoice Item.

Setting up and Managing Sales Taxes

Introduction

The Sales Tax feature in Total Office Manager is both powerful and unique. You can calculate Sales Tax not just based on the retail price, but also based on direct cost and gross profit. In addition, Total Office Manager allows you to individually Tax each item on an Invoice.

Estimates can include the same Sales Tax items and options as an Invoice can. Estimates, however, do NOT create a Sales Tax Liability of any kind. Only when a Taxable Invoice is created and saved is a Sales Tax Liability created. If you create Estimates, include Sales Tax information. It will be copied over when the Estimate is converted into an Invoice.

If you do not wish to show your Customer the Sales Tax amount, you can suppress the Sales Tax amount in many ways. The Print/Email Setup includes an option called "Print Sales Tax Total". Clearing this check box will prevent the Sales Tax from being displayed on a printed Invoice.

Collect Sales Tax or Charge Sales Tax?

Occasionally technicians or other employees are asked by customers: *"Do you have to charge me sales tax?"*

It might help to remind people that you do not "charge" sales tax, you simply collect it. In fact, you are forced to collect it and if you do not, your company could get into serious trouble.

Sales Tax Codes

Sales Tax Codes determine whether the Sales Tax Item should be calculated.

A Sales Tax Code simply answers the yes-or-no question whether Sales Tax applies on a sale. The simplest Sales Tax Code to set up would perhaps only include two codes: one for tax (TAX) and one for non-tax (NON).

At some point, however, you may be audited by state Sales Tax officials who will want to know why tax was not charged on any given transaction. This is why it can be important to set up more than one non-taxable item, each one indicating why tax was not charged. Creating Sales Tax Codes allows for you to see the breakout of Sales Tax by Sales Tax Item and by Tax Code.

A non-tax code of "EXT" (exempt) might be set up to indicate tax was not charged because the Customer was a church, or a non-tax code might be "LBR" to indicate tax was not charged on a particular line item because it was labor (a common scenario in many states). Creating Sales Tax Codes allows for you to see the breakout of Sale Tax by Sales Tax Item and by Tax Code.

Form Access

From the Customers main Menu option, select Sales Tax and then select Sales Tax Codes List.

Add New: Sales Tax Code

Create a new Sales Tax Code. Give it an alias (code) and a short description. The checkbox "Apply Sales Tax to This Tax Code" tells Total Office Manager to assign the taxable or non-taxable designation for each Invoice Item to which the code will be assigned. The Tax Code will let whoever creates the Sales form know how to assign the applicable Tax Item(s).

Assigning Sales Tax Codes and Tax Items to Invoice Items

Now that your Sales Tax Codes and Tax Items have been created you can assign them to your Invoice Items. Sales Tax Codes and Tax Items can be assigned to each individual Invoice Item as they are added to a Sales form. Access your Invoice Item List to assign a default Tax Code or to your Invoice Items as you create new Invoice Items, add the Tax Code to the Accounting Tab of the New Invoice Item form.

Please Note: You can leave the default Tax Code blank on Invoice Items to assign the Tax Code during the Invoice/Sales Process.

Once you have added the *Item* to the Sales form the Tax Code will automatically populate then you must choose the corresponding Tax Item. The Tax Code must have the "Apply Sales Tax to This Tax

Code" checked so that the Tax Item selected will be calculated. If you choose a Tax Code without that designation the Tax Item selected will not be calculated.

Assigning Sales Tax Codes and Tax Items to Sales Forms

If your Sales form includes a large quantity of Taxable Invoice Items, instead of selecting the Tax Item for each individual item being sold, you can apply the Tax Item to the Sales form. Applying it to the Sales form will automatically populate the Tax Item for every Invoice Item that is added.

The Sales Tax Code, however, is not affected by the selection. This means that the Item's specific Tax Code (that was assigned when the Item was created) will remain the same. So, even though a Tax Item will appear in the line; if the Invoice Item being sold is a non-tax item no Tax will be applied.

Tip: If you have Items that can be both Taxable and Non-Taxable based off the Customer or work performed, leave the Tax Code on the Item blank and assign a default Tax Code to your Customer(s). This way, a normal Taxable Item can be marked Tax Exempt if a government or religious organization has a Tax-Exempt Certificate. This prevents you from having to manually change the code of each Item.

Sales Tax Item Setup

Sales Tax and how it is applied must be set up through a few different channels. In order to apply Sales Tax to your Invoices/Sales, you must include your Tax Rates and Tax Authorities (Vendors). To do this you will need to create Sales Tax Items. Sales Tax Items allow you to track a Sales Tax Liability to a specific Tax Authority, so you know the balance of Sales Tax collected and owed for each Tax Jurisdiction.

From the Customers main Menu option, select Sales Tax, and then select Sales Tax List.

Depending on the tax that your particular state requires you may need several Tax Items that will be applied to your Sales forms. Locality Tax will also be a Tax Item that will need to be created for any city tax that you are required to collect or pay. If your company does business in more than one state, then subsequently a Tax Item may need to be created for each state.

Please Note: The Tax Authority will need to be set up as a Vendor. You will also need to create a Chart of Account for the Expense you will be incurring. If the tax is a company burden, Total Office Manager automatically creates and uses a Sales Tax Liability Account called, "Sales Tax Payable". This is a designated account in Total Office Manager and must be used. You can, however, change the name or account number of the designated account.

Important Note: Any user-created Sales Tax Liability Accounts will not be used for system tracking purposes.

Add New: Sales Tax

When you create a new Tax Item, the form that opens will ask you to provide additional information that pertains to how your business handles Sales Tax.

Tax Name: This is the identifying title to be recognized when being searched for and selected on Sales forms.

Description: A further explanation of the Tax.

Tax Rate: This is the Tax amount as a percentage. You will typically receive this information from your state.

Tax Agency: Choose from your Vendor list, the Tax authority to which you owe your Tax liability.

Tax Burden: This defines who pays the Tax, you as the company, or does the "burden" lie with your customers?

Calculate Tax: There are three Tax calculations available based on: Retail Price, Gross Profit, or Direct Cost.

Retail Price: Calculates the Sales Tax Rate on the Item Amount.

Gross Profit: Calculates the Sales Tax Rate on the difference of the Item Amount minus the Item Cost.

Direct Cost: Calculates the Sales Tax Rate on the Item Cost.

Sales Tax Tracking

When setting up your Sales Tax Items there are several criteria that you can set that will determine how you track your Sales Tax responsibility. The typical scenario is such that the Tax burden lies with the Customer and the reports generated will reflect that.

Use Taxes, however, need to be given a different designation. Sales Tax paid by your organization should be marked as such when creating your Sales Tax Items. Along with this designation an Expense account needs to be selected so your Use Tax expense can be properly tracked.

Determining these criteria will figure how your Sales Tax will be calculated. Total Office Manager gives three calculation options:

Based on Retail Price: Items will be taxed using the price you CHARGE (retail price). This is the most common choice for typical Sales Tax.

Based on Direct Cost: Items will be taxed using the price you PAY (wholesale price or direct cost). This is common when you track Use Tax.

Based on Gross Profit: Items will be taxed using the gross profit (retail price less what you paid for it).

Choosing the best option for calculating your tax method will be based on your business operation and state, if you have any questions or would like assistance, please contact your accounting or tax professional.

Using Sales Tax Group Items

Sales Tax Groups are a combination of two or more Sales Tax Items. Even though you may be charging your customers a combination of Sales Tax Items, they may be used to seeing only one Sales Tax line and Rate on Sales forms.

A Tax Group lets you track each Tax separately yet show only the total Sales Tax on your Sales form.

Please Note: Every state has a different Tax structure for their state, county, and municipality. Check with your own state and local Sales Tax agencies to find out their rules. Your state may have already combined all your Taxes into one Tax Amount.

Sales Tax Groups are useful when a special Tax or levy Tax was imposed for 1%, for duration of two years. Everyone must be charged 1%. Set up a Tax Item Group and you will not have to worry if you remember to charge the Special Tax. At the end of the two years, inactivate the Tax Group and continue charging the normal Tax Rate.

From the main Menu select Customers, then select Sales Tax, and then select Create Sales Tax Group.

If you collect Sales Tax at more than one rate, or if you pay Sales Tax to more than one agency, then you must set up a separate Tax item for each Tax you collect for each agency. If you sell to out-of-state Customers, then set up an out-of-state Sales Tax item that will help you to identify different rates for different locations. If you "charge" your customers a combination of these Taxes, you will want to set up Tax Item Groups.

Give your Tax Group a name and description then select each Tax Item that will be a part of the group. You will notice the total will be the sum of each Item added.

Adding Sales Tax Groups to Sales Forms

When adding Sales Tax Groups to Sales forms they are added in the same way individual Tax Items are added. The individual Tax Items that were applied as a part of the group: State Sales Tax 7.275% and City Sales Tax 1%. The retail price for this Item is $153.15. When the State Sales Tax is applied the Tax is calculated as $11.14 and the City Sales Tax is $1.53. The total Tax charged to the Customer is $12.67. The calculation of each individual Tax Item is not displayed. Total Office Manager does this automatically. Now when invoices are printed to be sent to Customers the one tax total will be displayed instead of each individual Tax Item that is a part of the group.

Paying Sales Tax

Each time you sell something, Total Office Manager offers you the chance to add Sales Tax to the Sale. Total Office Manager keeps track of the Sales Tax collected and to whom you owe the money. This makes it easy to pay the particular tax authority to which the money is owed.

From the Customers main Menu option, select Sales Tax, and then select Pay Sales Tax. Choose the date through which you would like to see your Sales Tax Liability. The default date is the end of the current month. Payment Date is the date you are entering the payment. Both fields can be changed if necessary. Then select the Account from which the Liability Payment will be made.

Please Note: If you pay Sales Tax monthly, the "Show Sales Tax Through" date should be set to the last day of the month for which you are paying the Sales Tax. If you pay Sales Tax quarterly, you will select the last day of the quarter for which you are paying Sales Tax. The payment date is always the actual date you paid Sales Tax.

Select which Tax Liabilities you wish to pay at this time. In the "Amt To Pay" column, each line field can be edited if you decide to pay more or less than what is owed. Once you have the Liabilities selected, click the Create Payments option. This will create checks that will need to be printed and

submitted to the proper Tax Authorities. Open your Check List from the Banking main Menu option to view these checks. If your Sales Tax Liability is owed to only one Vendor, then just one check will be created for the total amount owed. Conversely, if more than one Vendor is owed a check will be created for each for the total amount owed to each. If you pay Sales Tax online, you can edit the check later and enter a reference number or "ACH" as the check number. To pay Sales Tax with a Credit Card Type Account rather than a Bank Account. Once you click Create Payments, a Credit Card Charge will be created rather than a check.

Sales Tax Liability Adjustments

Each time you sell something, Total Office Manager offers you the chance to add Sales Tax to the Sale. When you do, Total Office Manager keeps track of the Sales Tax collected and to whom you owe money. This makes it easy to pay the particular Tax Authority to which the money is owed. Total Office Manager also allows you to adjust the amount that you owe to a specific Sales Tax Vendor and by a specific Sales Tax Item. **Please Note:** This form should only be used when you are certain an adjustment is required.

From the main Menu select Customers, Sales Tax, and Sales Tax Liability Adjustment.

Adjustment Date: Total Office Manager automatically populates this date field with the current date (according to your computer's date/time setting). You can change it if you need to. This date affects both the Sales Tax Item balance and the Sales Tax Liability balance (when "Do NOT affect accounts" is not selected).

Entry No.: Entry Number. Total Office Manager automatically populates the field with "Month End". You can change it if you need to.

Vendor: Sales Tax Vendor. This refers to the Vendor to which you owe the Sales Tax. This is the entity to which you PAY Sales Tax. This may be your local state or county government.

Sales Tax: Allows you to select which Sales Tax Item to adjust.

Adjustment Account: The off-setting account (from Chart of Accounts) that will show this adjustment (typically a of type COGS/Expense or Income). Do NOT select the Sales Tax Liability account here as this account will already be affected based off the Sales Tax Item you select to adjust.

Increase Sales Tax By: Check this option if you are trying to INCREASE the amount of Sales Tax.

Decrease Sales Tax By: Check this option if you are trying to DECREASE the amount of Sales Tax.

Amount: This is the amount of money to increase or decrease the Sales Tax balance by.

Do NOT Affect Accounts: Check this option if you need to adjust the balance of a Sales Tax Item without affecting the Sales Tax Liability account balance. An example would be where your Sales Tax Payable account balance differs from that of the Sales Tax Item. Maybe you created a check and selected the Sales Tax Liability Account instead of paying Sales Tax through the Pay Sales Tax form. Doing so would cause the Sales Tax Item to still have a balance which would need to be adjusted to match what was paid.

Understanding the Sales Tax Liability Report

The Sales Tax Liability Report displays an overview of your Tax Liability by Tax Authority (Vendor). The Sales Tax Liability Report has two display options.

By Check Date: Displays the report based on a date range when Sales Tax Liability checks were written.

By Liability Through Date: Displays the report based on the date range selected through when the Liability was incurred.

Sales Tax Liability Report: Preview

The Sales Tax Liability Report displays your Sales Tax Liability by Tax Authority (Vendor) and lists each Sales Tax Item and Sales Tax amount owed to that particular Tax Authority (Vendor).

Sales Amount by Item: The figure in this column represents the combined Sales Amount of Taxable and Non-Taxable Sales for each Sales Tax Item.

Non-Taxable Amount: is the amount of Sales reported to the Tax Item with a Non-taxable Tax Code selected.

Taxable Amount: This is the amount of Sales reported to the Tax Item with a Taxable Tax Code selected.

Current Tax Rate: This is the Tax Rate that was assigned to the Sales Tax Item.

Tax Collected: This is the value of the current Tax Rate times the Taxable Amount.

Amount Due: Amount of Sales Tax Liability still owed for the period (Date Range) of the report.

Basis: Calculation basis: Retail Price (RP), Direct Cost (DC), and Gross Profit (GP) for each Sales Tax Item.

Please Note: Unknown Vendor and Unknown Tax refers to Sales Amounts reported to a Taxable or Non-taxable Tax Code that do not have a Sales Tax Item selected.

Understanding the Sales Tax Detail Report

The Sales Tax Detail Report is an expanded view of the Sales Tax Liability Report that also provides transactional details. This report gives you the ability to further analyze your Sales Tax Liability. The Sales Tax Detail Report has two display options.

By Check Date: Displays the report based on a date range when Sales Tax Liability checks were written.

By Liability Through Date: Displays the report based on the date range selected through when the Liability was incurred.

Sales Tax Item: Allows you to filter by a specific Sales Tax Item or view all Sales Tax Items.

Include Line Item Details: Breaks out the details of every transaction to see each Taxable and Non-Taxable Line Item. (When left unchecked, figures will be reported as a Total per Transaction.)

Exclude Zero Amounts: Remove any entries with a $0.00 Sale Amount (Tax Amount of $0.00 will still be included.)

Sales Tax Detail Report

* Drill Down Capability: Opens the transaction selected.

The Sales Tax Detail Report displays the transactional history of Sales Tax Items that were affected given the date range chosen.

Sales Tax Item: The Sales Tax Item that was selected on a transaction.

Type: Type of transaction where the Sales Tax Item is applied (i.e., Invoice, Sale, and Credit).

Date: Date of the transaction.

Num: The Invoice, Credit or Check number associated with each transaction.

Amount: Displays the Taxable or Non-taxable Amount of each transaction/Item.

Tax Amount: Total Taxable Amount for each Item or transaction (different than Tax Collected) based off the Tax Item displayed.

Tax Collected: Total Tax calculated to the Customer for that transaction them for the Tax Item displayed.

Balance: Running balance of Tax Liability for each transaction displayed.

Please Note: This report comes in handy when determining Sales Tax discrepancies or viewing the history of a particular Sales Tax Item.

Understanding the Sales by Tax Code Report

The Sale By Tax Code Report displays the total Taxable and Non-Taxable Sales for each Tax Item collected by Tax Code. (i.e., TAX, NON, CHU, etc.).

By Check Date: Displays the report based on a date range when Sales Tax Liability Checks were written.

By Liability Through Date: Displays the report based on the date range selected through when the Liability was incurred.

Tax Code: Allows you to filter by a specific Sales Tax Code or view all Sales Tax Codes.

Tax Item: Allows you to filter by a specific Sales Tax Item or view all Sales Tax Items.

Sales by Tax Code Report

The Sale by Tax Code Report displays each Sales Tax Code applied beneath each Sales Tax Item. The first column lists the Tax Authority to which you owe the Tax Liability. (The Vendor assigned to the Sales Tax Item.)

Taxable Sales: Total Sales for each Tax Code by the Tax Item that were subject to Tax.

Non-Taxable Sales: Total Sales for each Tax Code by the Tax Item that were NOT subject to Tax.

Total: The combined total for Taxable and Non-Taxable Sales for each Tax Code by the Tax Item.

Please Note: If on any Sales Tax Report you notice "Unknown Vendor" or "Unknown Tax", it means that either a Sales Tax Item or a Sales Tax Code was not chosen on the Sales Form at the time of the transaction. On the Sales Tax by Detail Report, you may "Drill Down" to find where those figures come from and if there needs to be a Tax Code or Tax Item selected. If you find a Vendor listed with "Unknown Tax", it means that the Sales Tax Payable Account was selected on a transaction that does not contain a Sales Tax Item. This can then cause your Sales Tax Item balance to be off or no longer match the Sales Tax Liability balance.

Sales Tax Liability Adjustment Tips

- The *Memo* field of this form is very important. Be sure to sufficiently document the reason for the adjustment to your Sales Tax Liability.
- Accountant's Note: This form essentially does the same thing as an Adjusting Journal Entry but keeps the Sales Tax Item in balance with the corresponding Sales Tax Liability.
- You can edit an adjustment by simply going back to the adjustment and changing it. To view/edit the Sales Tax Liability, select Journal Entry List from the Banking main Menu option. Use the "Sales Tax" quick filter and type "Yes" to Filter by Sales Tax Liability Adjustments.

Other Sales Tax Tips

- Total Office Manager will calculate Sales Tax Liabilities correctly. If you notice regular errors, be sure to carefully check how you set up your Sales Tax or review the Sales Tax Detail Report. We recommend that you quickly seek qualified help with Sales Tax set up and management.
- Be careful to pay your Sales Tax in full and on time. The interest and penalties can be significant.
- Make sure to select the correct "Show Sales Tax Through" date when paying your Sales Tax to ensure you are not over or under paying Sales Tax.
- Always use the Pay Sales Tax form when paying Sales Tax. If you select the Sales Tax Liability Account of Bills, Checks, Journal Entries, etc., you will receive a warning message stating why you should not do this.

How Sales Tax is Calculated

This is an advanced topic and may be skipped by most users.

When sales tax applies to an Invoice/Sale/Credit, Total Office Manager calculates sales per line item and then sums the total of sales tax. Often times this creates rounding differences when invoices with sales tax are calculated in the field by service technicians.

Example A- This is what Total Office Manager does:

Item A- $29.99 x 7.525% = 2.256 rounded $2.26

Item B- $68.76 x 7.525% = 5.174 rounded $5.17

Item C- $127.36 x 7.525% = 9.583 rounded $9.58

Total= $17.01 in Sales Tax

(Total Office Manager rounds on the thousandth and saves to the hundredth)

Example B- This is what people do:

Item A- $29.99

Item B- $68.76

Item C- $127.36

Totaled= $226.11 x 7.525% = $17.01 in Sales Tax

To complicate things further let's add Group Items to the mix. Now you have a Sales Tax Group Item that contains 3 different rates.

Example A- This is what Total Office Manager does:

Item A- $29.99 x 7.525% = $2.256 rounded = $2.26

.63% = $0.188 rounded = $0.19

.745% = $0.223 rounded = $0.22

Total tax for Item A = $2.67

Example B- This is what people do:

Item A- $29.99 x 8.9% = 2.67

Unknown Tax, Unknown Vendor, or Vendor Name with Unknown Tax indicates data entry errors with Sales Tax. Review these entries by running the Sales Tax Detail Report and filter by "All" Sales Tax items.

When the Sales Tax Report indicates a higher or lower balance for the amount due than the Tax collected this indicates an overpayment from a prior period or an underpayment from a prior period. Prior payments will affect the Liability balance going forward.

Sales Tax Preferences

My Preferences
There are no preferences in My Preferences for Sales Tax

Company Preferences
The Administrator User will have to set the Preferences for Sales Tax as the option will affect the entire Company.

Use Cash Basis Sales Tracking (unchecked means accrual basis): When enabled, Total Office Manager tracks Sales Tax Liabilities based on actual Sales Tax collected, rather than accrued Sales Tax due which may or may not end up being collected. With Cash Basis enabled, Total Office Manager looks at the "Paid Date" of the transaction. Sales Receipts would be considered as full payment received, and, therefore, include any Sales Tax Liability incurred. If you create an Invoice

and receive a partial payment, Total Office Manager will look at the 'receive payment date' and calculate the Sales Tax Liability based off the balance paid.

Pay Sales Tax Default Bank: Select the default Bank Account to propose when paying Sales Tax Liabilities. This can be changed when paying Sales Tax. Sales Tax can also be paid by a Credit Card instead of a Bank Account.

Selling to Customers and Accounts Receivable

Accounts Receivable refers to money which is owed to you by a customer for products and services provided to them on credit (when they have not paid in full). This is treated as a current asset on a balance sheet. A sale of goods or services is generally only treated as an account receivable after the customer is sent an invoice.

Sales/Invoices/Estimate Preferences

All three forms, Sales/Invoices/Estimates, are nearly identical. Given that, the Preferences for each form are the same. As an individual user you may set preferences that affect your account only. These are called My Preferences. The Company Preferences are companywide preferences generally set up by the Administrator. Access to the Company Preferences requires the user to have security permissions to view and change them. If you do not have access to change Company Preferences, you will only be able to view them.

Preferences

My Preferences

Warn When Selling Out of Stock items: When enabled, a warning will be displayed if an attempt is made to sell inventory which is out of stock.

Prompt Create PO When Selling Out of Stock Items: When enabled, a message box will appear when an attempt to sell out of stock inventory is made. The message box will offer a streamlined way to create a purchase order for an item that is out of stock.

Add Reimbursables To: Use the drop-down to select where to add Reimbursables within the Invoice.

Invoice Email Options: Use the drop-down menu to select which name will appear on the emailed invoice.

Company Preferences
Required Fields

Check any of the following preferences to set it as a required field. The program will not allow an Invoice, Sale, or Estimate to be saved without first entering the required information. The available required components are:

Require Assign Hours: Employee Hours must be assigned to the sale form. This is used for both the Sales by Technician Report and the Employee Efficiency Report.

Require Department: A Department must be selected. This assists with the Departmentalized Income Statement.

Require Marketing Source: A Marketing Source must be selected. Helps to determine what Marketing Types are profitable.

Require Purchase Order: A Purchase Order number must be entered.

Require Sales Rep: A Sales Representative must be selected. This is used for the Sales by Sales Rep Report.

Require Sales Tax Code: A Sales Tax Code must be selected.

Require Tax Item: A Tax Item must be selected.

Require Payment Method: **A Payment Method** must be selected. Applies only to the Sales Receipt.

Require Bill To Address: If turned on, you must fill in the Bill To Address fields on a Sale, Invoice, or estimate.

Defaults

Defaults are fields that will auto-fill whenever they are used on Sales, Invoices or Estimates. The use of Defaults is optional and if selected, can be changed on the forms.

Department: Select a default Department that will appear on all new Invoices, Sales and Estimates when created. The department can be changed at any time on the actual form.

Customer Message: Select a default Customer Message. The message can be changed at any time to the actual form.

Ship Via: Select a default Ship Via method. The method can be changed at any time in the actual form.

Bill To Address:

Attn: Sets what piece of customer information is proposed in the "Attn:" line of the "Bill to Address" area of a new sales form.

Line 1: Sets what piece of customer information is proposed in the "Line 1" line of the "Bill to Address" area of a new sales form.

Work Address:

Attn: Sets what piece of customer information is proposed in the "Attn:" line of the "Work Address" area of a new sales form.

Line 1: Sets what piece of customer information is proposed in the "Line 1:" line of the "Work Address" area of a new sales form.

Other Options

There are other options to consider regarding Company Preferences. These options are in place to aid you in ensuring all items are being entered correctly according to your company's protocol.

Allow Direct Cost Edit on Non-Inventory Items: When enabled, editing of the direct cost of non-inventory items is allowed on sales forms. Also applies to Other Charge and Service Items with the special check box selected.

Allow Duplicate Sales: When enabled, the program will allow multiple sales forms having the same number in the "Sale #" field (or "Invoice #", "Estimate #", etc.).

Do Not Include Vendors in Sales Rep Selection: When enabled, Vendors will be excluded from the "Sales Rep" drop-down list in sales forms.

Include WO Description and Directions/Special Instructions when Converting to Sale/Invoice/Estimate: When creating a sale/invoice/estimate from a work order, checking this checkbox causes the information in the work order "Description" field, the work order "Directions/Special Instructions" field, and the Work Order Notes field to automatically copy to the Details of a new sales form.

Mark "To Be Printed": When enabled, the "To Be Printed" checkbox on various sales forms will automatically be selected as well. This allows you to batch print.

Allow Selling Out of Stock Items: When enabled, selling out of stock Inventory Items is allowed. This is not recommended.

Allow Item Account Selection: When enabled, Income, COGS/Expense, and Asset columns become available for use on sales forms. Using these columns, you select the account(s) to track the used to when the accounts differ from the default accounts on the item. Before these columns are visible, they must first be enabled through Form Preferences.

Show A/R Selection on Invoices and Credit Memos: When enabled an A/R Account selector is made available on the transaction Info section of a new sales form. This allows you to select an A/R Account that differs from the Customer:Job's A/R Account.

How Should the Cost Ea. field be populated for Serialized Items on Estimates? Use the drop-down to select the preferred way to display the Cost Each for serialized items used on an Estimate.

Managing Estimates, Invoices, & Accounts Receivable

Receiving payment from your Customers for products and services delivered/performed is an essential function in keeping your business running. This section will explore the many ways payment can be accepted from your Customers.

Managing Estimates

Simply stated, an estimate is used to describe a job and calculate its approximate cost to a customer. However, in Total Office Manager the functionality of an estimate goes well beyond this brief description.

- A pick ticket can be generated from the estimate, and then sent to the warehouse for the necessary parts to be gathered.
- If changes are made to the estimate, a change order is automatically generated and can be added to the estimate's details (notes).

- Either an invoice for the full amount, or progress invoices for a percentage of the original amount can be created from an estimate.
- Sales receipts for immediately paid work, plus credit memos, work orders, and purchase orders can all be created from the original estimate as well, preserving the entire "flow" of efforts involved in the job.

To access the "New Estimate" form, select Customers from the Menu bar and click Create Estimate. The keyboard shortcut for this is Ctrl+E.

Invoices

When payment is expected at a later date than when work was performed or goods are rendered, the New Invoice form is typically used to record the transaction. Example: You perform a service call and the customer is allowed to pay you at some point in the future. You then send an invoice to the customer and wait for a payment to arrive at a later date.

To access the "New Invoice" form, select Customers from the Menu bar then click New Invoice. The keyboard shortcut for this form is Ctrl+I.

The Invoice form provides great detail for you as it is a very powerful instrument for invoicing your Customers. Once your Customer:Job has been selected from the drop-down menu, the "Bill To Address", "Work Address", and "Account Balance "fields will all auto populate based on information you have provided in the initial set up of that particular Customer:Job as well as any previous transactions for that Customer:Job.

Invoice Menu Options

Save: Saves the Invoice but keeps the form open for additional editing.

Void: Voids the entire transaction.

In Progress: Changes the status of the Invoice to "In Progress". This keeps the Invoice Balance current on the A/R Reports and statements.

Print: Prints the Invoice.

Print/Email Setup: Opens the "Print Preview" and Email options for the Invoice. This is where you can set your Printing Preferences.

Details: Opens the notes log for the invoice.

History Displays any transactions that have paid the invoice.

Memorize: This allows you to generate a future copy of the Invoice based off a reminder or auto creation option and schedule. You set the frequency and the software will remind you or create it for you.

Show Signature: Displays the signature captured using the "Signature Capture" feature in Aptora Mobile.

User Defined: Displays a list of all User Defined Fields.

Create: Allows you to create Credits, Work Orders, and Purchase Orders from your Invoice.

Customer:Job: You may edit the current Customer, view their Contact Log and any Document Links that may exist.

Sales Rep: You may edit the current Sales Rep, view their Contact Log and any Document Links that may exist.

Assign Hours, Work Orders, and Commissions to the invoice.

Bill To Customer:Job: This feature allows you to 3rd Party Bill a different Customer:Job which will then transfer all or a portion of that Invoice Balance to the Customer you select.

Insert Line: Inserts a line into the invoice so that additional items can be added.

Delete Line: Deletes a line from the invoice.

Sales Receipts

When payment takes place at the same time work is performed or goods are rendered, the transaction is a sale. The Sales Receipt form is typically used in this situation. An example of a sale would be a walk-in customer who purchases an item from you and pays you immediately.

To access this form, select Customers from the Menu bar then select Enter Sales Receipts. This form is nearly identical to the Invoice form. There are a few fields that do not apply such as: "Due Date", "Discount Date", and "Amount Due". These fields are unique to an A/R transaction and do not appear on the Sale form.

Issuing Credits and Refunds

Credits

Used to issue a credit for a refund or other reasons. Example: A customer complains about an overcharge on an invoice. (too many parts invoiced, not satisfied with work performed etc.) A credit for items returned can be issued to the Customer. Later you can apply that credit towards money they owe you or you can write a refund check from the credit memo.

Creating Credits works almost exactly like creating *Invoices* or entering *Sales*. Once the credit form is completed the balance of that customer's A/R will decrease by the amount of that Credit once applied. Once a Customer requests a credit or refund for work done or products delivered, select that particular Invoice and from the Menu drop-down on the right-hand side, choose Create > Credit.

To access a new Credit Memo, select Customers from the Menu bar and then select Create Credit Memos/Refunds.

Applying Credits

Once a Credit has been created, it can be applied to an existing *invoice* for the Customer. To apply a credit, you must create a new payment.

Choose the Customer:Job for whom you have just created the Credit and a list of *outstanding* invoices will be displayed. Select which invoice you would like to apply the Credit to and then click Set Credit from the bottom left corner of the form.

How Credits Work

The form shown below will appear once you have selected the *Set Credit* option.

Amount Due: The total amount of the *invoice*.

Credits Used: Amount of *Credits* to use on this invoice.

Balance Due: The balance due after the *Credits* have been applied.

The total amount due is $467.81. There are two credits available for this Customer that total more than the amount of the invoice. Total Office Manager will assign the oldest credit first; if that does not cover the total of the invoice the remainder will be taken from the next credit. You may choose to apply both or just one. If this invoice is going to be paid using all available credits, there would still be a *Credit Balance* for this Customer:Job of $77.75.

Tip: In Version 10.0.0 (or higher), there is a preference that will stop the automatic application of Credits (amount to use field will be left empty).

This can be found here:

Edit > Preferences > Customer:Jobs > Company Preferences > Do Not Auto Suggest Credit Application When Receiving Payments.

To generate a Refund Check, select Create, Refund Check, from the Menu drop-down on the right-hand side of the Credit Memo form.

Once your Refund Check has been created the following image will appear:

The account from which you will be drawing the funds to pay the refund will need to be selected. The check will also need to be given a check number unless you wish to print it later. All information pertaining to the Customer:Job will auto-populate, and the corresponding A/R account will need to be selected.

A Refund Check can also be generated from the Banking, Write Checks Menu option. This opens a *blank check* form that can be filled in with the customer's information and the amount to be refunded will need to be refunded.

Please Note: Refund checks are most commonly created when a customer has overpaid on an Invoice or submitted more payment the balance of their account.

Applying a Credit to a Refund Check

When Refund Checks are written, they appear in the Payments list along with any outstanding invoices, allowing Credits to be applied to them as well. In the same way that Credits are applied to Invoices they can be applied to Refund Checks.

Selling Serialized Equipment

Selling a Serialized piece of equipment is identical to selling any other item or piece of equipment except with each Serialized Item sold, a Serial Number must be selected. This would be the Serial Number of the equipment/unit installed on the job.

When Serialized Inventory is sold, Total Office Manager will automatically prompt you for the creation of a Customer Equipment Entry. This can then be used to track Maintenance Work Orders, Service Agreements, and Warranty Information.

Billing Item Reservations

The Item Reservation feature allows you to reserve Inventory Parts or Serialized items that are currently in your warehouse(s) and prevent them from being sold to another Customer:Job. Once reserved, you can only place the reserved items on Sales and Invoices *for the Customer:Job that they are reserved for*.

From the Menu bar select, Company, Inventory Adjustment, Item Reservation List

Enabling the Item Reservation feature will create a default Chart of Account item called Work in Progress. This is a designated account in Total Office Manager that is used for the purpose of reporting the reserved costs on your financial reports. You can change the default Number from WIP to a number that fits within your current numbering system.

Reserved Item List

In addition to the Work in Progress account, the Item Reservation feature also displays additional columns on various forms. With the feature enabled, you will now see three different columns for quantities.

1. The Total Qty displays the entire count for the Invoice Item.

2. The Avail Qty displays the total quantity that is available for resale to your customers. This count excludes items that you have reserved for customers.

3. The Rsvd Qty displays the total quantity that is on hold and not available for resale.

The three new columns, Total Qty, Avail Qty, and Rsvd Qty will need to be activated from the Form Preferences option in the Right-Click menu of the Invoice Item List.

Billing Reimbursables

Each Customer:Job has a Reimbursables List which tracks various items and expenses incurred while performing the job. Then, as a sales form is created, the reimbursable list for the customer can be opened and its contents easily transferred to the sales form.

This makes sure the customer gets charged for any goods or services provided as purchased.

Example: A crane is rented to perform a job. When the bill for the crane expense arrives, that expense can be earmarked to appear on the appropriate customer's reimbursable list for later invoicing.

Likewise, suppose a special bracket was required for the same job. As the bracket is received from a Vendor, it too can be earmarked to appear on the appropriate customer's reimbursables list for later invoicing. Eventually, a sales form will be created for the customer for the job.

Your sales personnel, who may know nothing about the crane or special bracket, will easily make sure the customer is charged for these items by checking the customer's reimbursables list.

To accumulate a list of items to be considered reimbursable they must be designated at the time items are received, bills are entered, or when checks are written.

Item Reimbursables List

Once a sales form is created for a particular Customer:Job, from the Menu drop-down select Reimbursables.

The Reimbursables List has opened and now you may select the items that will be associated with the work performed and to be charged to the customer.

The "Use" check boxes will notify Total Office Manager that you want to be reimbursed for that particular item.

Once you have selected the items for which you are to be reimbursed, they will appear on your sales form and be applied to your Customer's balance due.

Timesheet hours can also be added to the Reimbursables List to allow the time spent by a technician on a work order to also be charged to the customer. Similar to denoting when items will be considered Reimbursable, when completing a time sheet the hours can be assigned a *service item* which will then appear in the Reimbursables Items List and can be added to the sales form.

When a service item is not selected, reimbursable timesheet entries will appear in the reimbursable expenses tab to be added to the sales form.

Third-Party Billing (Invoicing)

Third Party Billing is used by a company to account for special billing arrangements, such as warranty work, deductibles, mandatory fees, etc. for Customer:Jobs and Third-Party Service Providers.

The company receives and makes payment against those special invoices mailed directly to a 3rd Party Customer and handles the remitted payments against the Customer:Job's account balance.

To bill an Invoice to a 3rd Party, select Bill To Customer:Job from the Menu drop-down of the original invoice.

The use of the 3rd Party Billing in Total Office Manager allows you to take all or a portion (percentage) of the amount due on an invoice and Bill to another Customer. When this is done the invoice information stays in the Original Customer's History and allows you to move all or a portion of an Invoice Balance to another Customer's account.

When an amount or percentage is entered, a Customer:Job is selected and you click "OK", an Adjusting Journal Entry will be created to adjust the Invoice Balance and transfer the new balance to the Third-Party Customer.

Printing & Emailing Invoices

Total Office Manager gives you a wide range of printing and emailing options for Invoices.

Print List: Prints a screenshot of the list of Invoices.

Print Invoice: Prints all selected Invoices without preview.

Print Preview Invoice*: Opens the selected Invoice(s) to be viewed before printing.

Invoice Print Setup: Opens the Print Preview form and allows you to select what information does and does not appear on the Invoice.

Print Envelopes: Prints the face of an envelope with your company and the customer's address.

Print Approval Sheet: Prints a copy of the Invoice to be signed (approved) by internal personnel.

Invoice Print Options

This figure gives you an idea of the flexibility that Total Office Manager has when it comes to what information will be displayed on your printed Invoices. Once you find the Print Options you would like on every Invoice that you print, you may select "Save As My Preferences". These preferences will be specific to your user account.

There are different styles in which Invoices can be viewed. The different styles arrange the information that is being displayed and add or omit gridlines. These different styles even include a *Proposal* template. The possibilities are vast when it comes to presenting Invoices to your Customers and what information you provide.

Receiving Customer Payments

Once a Customer has made a payment on an Invoice, select Receive Payment from the Customers Menu.

From the Customer:Job drop-down select the Customer from whom you are receiving payment, and a list of invoices will appear.

Enter the amount to be paid. Select which Invoice(s) are being paid, the payment method (cash, check, credit card or money order), and the account to which the funds will be deposited.

Please Note: For the payments to be correctly applied, an amount must be entered before selecting an Invoice**.**

Payments can also be received directly from the Invoice being paid.

This will bring up the Receive Payment form (above), and the Customer:Job will already be selected. It will also populate the amount of the Invoice due.

If the Customer:Job that you selected has any Sub:Jobs (*children*), a list of their Invoices will also appear. From the Menu option on the right-hand side of the form select Receive Payments.

Please Note: Payments can be made to child or sub accounts, but sub or child accounts cannot make payments to their parent's account.

Payments can be received and deposited directly into an account of your choosing. If you plan to receive multiple payments and deposit them all at once a later date, the account "*Un-deposited Funds"* may be selected.

Receiving Payments for Parent/Child Accounts

When receiving payments from a Parent Account that involves the Parent and Children, you will need to apply the payment through the Parent Account.

When you pull up the Parent Account in New Payments, you see invoices for the Parent, Child(ren) and Grandchild(ren) Accounts.

Select the invoices that are being paid, and then select Save & Close or Save & New.

Payments that are received by the Child Account should only be applied to that particular Child Account.

Please Note: Should you receive a payment from a Child Account for other Child Accounts of the same Parent, you will need to apply the payment through the Parent Account or split the payment out for each Sub-Job.

Making Deposits

This section covers depositing customer payments and other currency, regardless of source.

Selecting Which "Deposit To" Account to Use

There are two types of Deposit to Accounts: Group with Other Un-deposited Funds and Bank Accounts.

Group with Other Un-deposited Funds

When using this option Total Office Manager will hold all the payments you have received from customers in a special account (created automatically by Total Office Manager) called **Undeposited Funds.** To move these payments from this special account to your bank account, you must use the Make Deposits feature. This method is recommended if you typically hold the money you have collected from customers and deposit it as a group or deposit two or more payments in one lump sum.

From the Banking Menu option select Make Deposits. (Ctrl+D) The below form will open. If you have received payments to the Undeposited Funds account another window will pop up notifying you that "you have *un-deposited funds* that need your attention".

Please Note: You may also use your toolbar to quickly access the Make Deposits Function. The icon for Make Deposits is the piggy bank.

Selecting Undeposited Funds

To view this list of Un-deposited Funds, select *Payments*. Select the payments you wish to deposit then click close. Once you have selected the payments, they will be listed on the Add Deposits form.

If you have multiple payments with multiple payment types, it is recommended that each type be deposited as such and separately from each other. For example, if there are 15 payments listed and 4 of them are cash, 6 are check and 5 are credit card payments, then there would be three different deposits for each type. You may also choose to deposit Cred Card Payments of the same type together such as all American Express payments in one deposit and all Visa Payments in another.

The Add Deposit form has now been populated with the payments that you have selected.

Select the account to which the payments will be deposited Each field starting with Cust:Job/Employee will be auto-populated according to the information provided when the initial Payment was made. When payments from Undeposited Funds are selected, the Customer:Job/Employee and Account fields cannot be modified.

The Add Deposit form also gives you an option called *Cash Back*. This allows you to move a portion of the deposited funds to a different account or reduce the overall deposit amount. This is frequently used to account for Merchant Fees or other reductions within a Deposit.

Deposit To "Bank" Account
This method will cause Total Office Manager to deposit all payments into your bank account as they are recorded. In other words, the money is immediately moved to your bank account. The payment does not go into the Undeposited Funds account, and you do NOT use the Make Deposits feature in Total Office Manager.

Please Note: This method is recommended if you make your deposits one at a time. More simply, you either deposit your checks one at a time or you use a separate deposit slip for each check.

When entering a new payment, from the *Deposit To* drop-down select the specific bank account into which the funds will be deposited instead of choosing the "Group with Other Un-Deposited Funds" account.

Accounts Receivable (A/R) Reports
The A/R Aging Report shows the amount of money owed to you from your Customers along with the time in which the amount has been owed (age of the invoice).

To access this report, select Reports from the main Menu then Sales, A/R Aging.

The A/R Aging Report can be viewed by the following criteria:

As Of: Date that you would like the Report to due.

Customer:Job Type: A specific Customer:Job type or all.

Department: A specific Department or all.

A/R Account: A specific A/R Account or all.

You may also include the Customer's Phone Number with their details.

These criteria can be selected individually from each other. (i.e., you may select a particular Customer:Job Type for all Departments and a particular A/R Account)

The history and information of your Accounts Receivables can also be viewed in more detail by accessing the A/R Aging Detail Report.

This report gives more options to display the information about your A/R account balances.

You may sort by:

Date: Date of the original Invoice

Name: Name of the Customer:Job

Type: Customer:Job Type

Due Date: When the payment is due from your Customers

* Drill Down Capabilities: Takes you to the AR Aging Detail for the Customer selected

Customer Credit Cards – Setup and Processing

Gateway Setup & E-Transactions

This section will cover setting up Credit Card Processing and Electronic Check Processing (optional) in Total Office Manager. These features will allow you to accept Credit Cards and Checks as payment and get those payments authorized using an Internet connection. Setting up or changing processors may be required before Total Office Manager can accept Credit Cards.

Please Note: You will need to obtain your own Merchant account through Celero. Aptora cannot provide this for you. Contact information for Celero is below.

Credit Card Processing Requirements

For this feature to be functional the following requirements must be met:

A Merchant Account: Handles the movement of funds from a payment gateway to your financial institution. You will get this through Celero.

Constant Internet Connection: This is a dedicated cable line linked into your Internet Connection.

A Card Not Present Gateway: Mandatory if your company will be accepting Electronic Checks as payment. You will get this through Celero.

Card Present Gateway Account: This will need to be established. If you do both over-the-counter sales along with on-site sales, then you may need both Gateway Account types. Card Present is only used with a Credit Card Swipe Machine. You must have Aptora's POS Light feature for this.

Celero Contact Information for Obtaining a Merchant Account

Matt Gandolfo
Strategic Partnerships Manager
Celero (formally TransNational Payments)
Cell 847.877.8442 Office 847.655.1355 Fax 847.655.2455
www.goTNpayments.com
Schedule a Call: https://calendly.com/mgandolfo

Please be sure to mention that you are working with Aptora.

Credit Card Processing Software Setup

Gather Required Information from Celero

This part is easy. Once you have completed the application process with Celero, be sure to have the following information ready to enter in Total Office Manager.

Transaction Key: Provided by Celero. (Case Sensitive)

Login ID: Like a username, this information is provided by your payment Gateway or Celero (Case Sensitive).

Default ECheck Type: Please discuss this with a Celero representative.

Bank Account: The bank account you want the Credit Card transactions to be deposited to once they are approved.

Please Note: Total Office Manager only uses WEB or PPD as the E-Check type for a Bank Account type of Checking. If the Bank Account type is Business Checking the E-Check type should be CCD.

Once you have your account set up through Celero you can now create Payment Gateways in Total Office Manager and begin processing credit card transactions.

Enter Your Gateway Information
1. From the Main menu, click Customers > Electronic Transaction > Gateway List
2. Click the Add New Button.
3. Key in the information listed above and click save.

Company Preferences
For the Batch E-Pay to process your credit card transactions you must have your Gateway created within Total Office Manager and a Default Gateway must be selected. To choose a Default Gateway you will need to apply it in the Company Preferences. Preferences, > Company > Company Preferences tab and from the drop-down select your Default Gateway.

Batch E-Pay
If you have collected multiple payments from Customers on sales receipts or invoices and plan to process them all at once the Batch E-Pay function in Total Office Manager gives you that ability.

Batch E-Pay Process
Once you have the Company Preferences set up, you are ready to Batch E-Pay. From the Customers Menu select Invoice/Sale/Credit/Estimate List. From this list you will need to easily identify which invoices or sales receipts are going to be processed. Here is a tip for creating a Terms List so that you can filter the Invoice/Sale/Credit/Estimate List:

From the Company Menu, select List, Terms List.

- For recurring Credit Card Payments name the list *Auto CC*, *Batch CC,* or *Reoccurring CC (*or a name that makes most sense for your reference).
- For recurring Electronic Check Payments enter *ACH,* Batch ECheck, or *Reoccurring ACH* (or a name that makes most sense for your reference).
- Once you have your Term(s) you may apply them to your Customer:Jobs. The terms will then be translated to any Invoice or Sale that is created for that particular Customer:Job and now you may filter the list by the Terms associated.

You may also select from the unfiltered Invoice/Sale/Credit/Estimate List each Invoice or Sale that you know will be processed with a Credit Card or Check.

Once you have selected the Invoices/Sales that will be processed, click *Batch E-Pay* from the *Actions Menu*. You will notice that the amount column is the only column available for editing. This allows you to enter in the amount of the payment.

Please Note: However, this option is only available for Invoices. All Sales Receipts that are selected will default to settle the Total Sale Amount. This cannot be changed.

To process these payments, select *Process* from the top right-hand corner of the form. A Report will appear to display what Transactions were approved and which were declined.

- Each Sale and Invoice selected to be processed will be displayed for which Transactions were approved and which were declined.
- The Customer:Job on the Transaction, the Transaction Date, the Transaction Amount, the Gateway response, the Authorization Code and the Encrypted Credit Card Number or Bank Account Number will also be displayed on this Report.
- The Report will display the total number of Transactions approved, not approved and the Total Transaction Amount approved or not approved.

If the Transaction being processed is a Transaction type of Invoice, and an approval is received, a Receive Payment will automatically be created and applied to the Invoice, reducing the Invoice Balance.

Customer Finance Charges and Late Fees

This section covers setting up, editing, and assessing customer finance charges for late payments and overdue accounts. Interest rates, grace periods, minimum charges and other settings are available when assessing finance charges. This feature works by creating new invoices containing appropriate finance charges.

Finance Charges are accessed from the main menu, click **Customers > Assess Finance Charges**.

Field & Button Definitions

1. **Invoice Date** - The date that will appear on the invoice that is created for these charges.
2. **Assess** - Customers having a tick in this checkbox are staged for finance charge assessment.
3. **Last FC** - The date of the last finance charge (if any).
4. **Customer** - The customer to whom the finance charges will be assessed.
5. **Overdue Bal.** - The customer's past due account balance.
6. **Cust. Balance** - The customer's total balance, including current charges not past due.
7. **Unused** - Short for "Unused Credits", indicates the existence of credits which may have been issued to a customer but have not yet applied to their account.
8. **Finance** - Displays the amount of the finance charge about to be assessed.
9. **To Be Printed** - If checked the invoice that is created will be marked so that you can print it later as part of a batch print job along with other invoices.

10. **Settings** - Used to define how the finance charges will be assessed. For more information, see the related topic, "*Finance Charges - Settings*" below.
11. **Mark All** - Ticks every checkbox in the "Assess" column.
12. **Unmark All** - Clears every checkbox in the "Assess" column.
13. **Mark To Print** - Ticks every checkbox in the "To Be Printed" column.
14. **Unmark To Print** - Clears every checkbox in the "To Be Printed" column.
15. **Assess Charges** - Initiates the finance charge assessment process. Depending on the number of customers and the amount of information to process, this may take up to several minutes.
16. **Cancel** - Closes the form without assessing finance charges (if the "Assess" button has not been clicked).

Step-By-Step
1. Open the form as noted above.
2. Tick the checkbox in the "Assess" column for each customer in which to assess finance charges.
3. Click the Settings button and establish your rules for applying finance charges (if needed).
4. If you wish to print the invoices later, check the To Be Printed option as needed.
5. When you have completed your work on this form, double-check your work and click the Assess Charges button.

Tips
- How does Total Office Manager calculate finance charges? Total Office Manager uses the following formula to calculate finance charges: **(Number of days past due * balance due) * (finance charge rate as %) / 365**.

Generating Customer Statement

This section will cover creating and printing client (customer) statements and accessing finance charges.

Statements are used to track how much your customers owe you (or accounts receivable, also called A/R). You should also consider using statements if you receive payments in advance, accumulate charges before requesting payment, or you need to show customers a history of their account activity (charges, payments, and balance).

Opening the Create Statements Form
From the main menu, click Customers > Create Statements.

Field & Control Definitions
1. **Statement Date** - The date that will appear on the statement. This is usually the current date.
2. **Open Transactions as of Statement Date** - Clicking the radio button displays customers having open transactions, regardless of when the transaction took place.
3. **Include Transaction From _____ To _____** - Clicking this radio button enables the function. Define the date range of transactions to include by making selections in the "From" and "To" fields. These dates determine which transactions appear on the list. Transactions that

occurred prior to the "From" date will appear as a Balance Forward amount. Any transactions that occur after the "To" date will not appear. Normally, Total Office Manager proposes the "From" date be the day after the date for the last statements prepared, and the "To" date be the current date.

4. **Set 'Last Sent' Date on Print/Preview** - When previewing, printing, or emailing a statement, this option will set the current "Statement Date" to the "Last Sent" field. Useful for tracking when clients have last been sent a statement, especially when emailing them.

5. **Do Not Print Statements with Zero Balance** - When this checkbox is ticked, any statement having a zero balance will not be printed.

6. **Do Not Print Statements with a balance less than** _____ - When this checkbox is ticked, statements having a balance less than whatever amount is entered in the associated value field will not be printed. In other words, this function is used to suppress the printing of statements for customers to whom *you owe money*.

Important Menu Commands

You can access this menu by clicking "Statements" from the List Menu or by right-clicking.

1. **Statements > Select All** - Selects (checks) all the clients (customers) in the list.
2. **Statements > Clear All** - De-selects (un-checks) all the clients (customers) in the list.
3. **Select Top Level Customers** - Ticks the checkboxes of all top-level customers (sometimes called "parent" accounts).
4. **Select All Sub Customers** - Ticks the checkboxes of all sub customers (sometimes called "child" accounts).

The Statements Menu of the Create Statements List

Important Reports Menu Commands

You can access these options by clicking "Reports > Print Setup" from the List Menu.

1. To use Billing or Work address?
2. To include Invoice Items?
3. To Show Phone Number (of the customer)?
4. To Show Fax Number (of the customer)?
5. To Show Contact Name (see separate section, "*Contact Name/Company Name Printing Guidelines*" below).
6. To Use Company Name (see separate section, "*Contact Name/Company Name Printing Guidelines*" below).
7. To Exclude Paid Invoices from the statement?
8. To Show Contact Name (of the customer account)
9. To choose a statement style.
10. To choose a custom footer.
11. To set up for printing on plain paper (how the company name appears and whether or not to print the company address).
12. To set up for printing on company letterhead (adjust margins so the Total Office Manager does not print over the pre-printed portion of your letterhead).
13. **Reports > Preview** - Used to view the statements without necessarily printing them.
14. **Reports > Print** - Used to print hard copies of your statements.

15. **Reports > Email** - Will email the statement to a single customer. Tick the checkbox of the target customer, then click **Print > Email**. The statement will automatically be converted to PDF format and attached to an email from your default email editor, ready to be sent. ***Hint: Enable the "Set 'Last Sent' Date on Print/Preview" option function to help keep track of emailed recipients.***
16. **Reports > Envelopes** - Used to print statement envelopes. See the "Related Topics" section below for more information.

Contact Name/Company Name Printing Guidelines

The statement printing checkboxes "Show Contact Name" and "Use Company Name" work in conjunction with each other, using the following guidelines.

1. If **neither** checkbox is ticked, then **Customer Name** will appear on the statement.
2. If **only** Contact Name is ticked, then **Contact Name** will appear on the statement.
3. If **only** Company Name is ticked, then **Company Name** will appear on the statement.
4. If **both** checkboxes are ticked, **both** will appear on the statement. The Company Name will appear on the first line and the Contact Name will appear on the second line.

Step-By-Step

1. Open the **Create Statements** form as directed above.
2. Enter the **Statement Date** to appear on your statements.
3. Select either "Open Transactions as of Statement Date" or "Include Transactions From and To" date range.
4. Tick the "Set 'Last Sent' Date on Print/Preview" checkbox if desired.
5. Use the Filter Center and/or Quick Filter to further refine your list if necessary.
6. Set/verify print options, then preview, **email**, or print.

Statements Tips, Tricks, and Important Notes

Issuing Credits and Refunds

- There is a preference that will stop the automatic application of Credits (amount to use field will be left empty). This can be found under Edit > Preferences > Customer:Jobs > Company Preferences > Do Not Auto Suggest Credit Application When Receiving Payments.
- Refund checks are most often created when a customer has overpaid on an Invoice or submitted more payment the balance of their account.

Receive Payments

For the payments to be correctly applied, an amount must be entered before selecting an Invoice.

Service Agreements & Customer Equipment

Managing Service Agreements

Service Agreements are the lifeblood of any good demand service department. They are essential to any good service department. Total Office Manager's Service Agreements give you complete control over how your Service Agreements are created and maintained. The unique specifications from Customer:Job, to Status, to Terms, to which address where the service will be performed are

all at your discretion. Planned maintenance visits and Customer equipment being serviced can also be laid out in the Service Agreement.

New Service Agreements

New Service Agreements can be created through the Customer menu or through the Service Agreements List. Either way is simple. Both methods will not require the sale of a Service Agreement, but simply allow Service Agreements to be created.

From the Customer menu, select New Service Agreement. From the Service Agreement List, Right-Click to see a drop-down menu and then select New Service Agreement. Either one will take you to the Add New Service Agreement Screen. The Add Service Agreement form is a simple and easy way to create a new Service Agreement.

If the Company Preference for Disable Automatic Service Agreements Numbering is not selected, you do not need to change the Service Agreement #. However, if it is enabled, then you will need to manually enter the number every time you create a New Service Agreement

The Status Bar on the Add Service Agreement form is greyed out as it automatically populates based on Active, Pending or Inactive Status. Pending will appear if the term begins date has yet to arrive. Inactive records will appear if the Service Agreement has been inactivated.

Once you select the Customer from the drop-down for the Service Agreement, the Address will auto populate. It is your decision whether to show the Bill To Address or the Work Address on the Service Agreement.

This form assumes you have set up your Invoice Item for service agreements and will ask you to choose from the Type drop-down menu. If you have not already set up the Invoice Item you may do so from this form by clicking "Add New".

Adding New Items will be discussed later in this section. Once you choose a Type, the Planned Visits and Terms (Months) will auto populate from the Service Agreement Item.

Although Planned Visits and Terms (Months) are unchangeable, you can override the Terms Ends field by typing in the date or clicking the drop-down arrow to access the calendar selection.

Once you have completed the form, you may either Save & Close or click on the Menu Option.

From the Menu, you may Save, Select Equipment to assign, Enter Notes, Review Service Agreement History, Create Transactions, or review/access Customer Information.

Service Agreement Items

Like most items sold to customers, a Service Agreement must *first be set up as an invoice item*. As each service agreement invoice item is set up, an associated discount invoice item is created simultaneously.

Once the invoice item has been created the pertinent information will need to be filled in.

The Service Agreement tab will provide basic information about the service agreement, Description, Price, Discount % or $ amount, number of planned visits, length (in months) of the service agreement, service description, and a discount description, if offered.

The Accounting tab allows you to choose the Income Account and COGS or Expense account that will be affected by the sale of the Service Agreement.

For assistance with choosing these accounts please refer to your accounting professional as these accounts will depend on your specific bookkeeping preferences.

Please Note: The income account is used when a new Service Agreement is sold. The COGS/Expense Account is used when a Service Agreement Discount is applied to an Invoice or Sale.

Selling Service Agreements

Now that you have set up your Service Agreement Invoice Items, you may now begin to sell your Service Agreements to your Customer:Jobs. Whichever sales form (new invoice, new sale, etc.) is relevant to your transaction will be completed as normal. Choose the Item (Service Agreement) that is to be sold from the Item drop-down.

The Service Agreement Item appears on sales forms as a line item being. Once the Service Agreement has been added as a line item and the invoice is saved you will be prompted to complete "paperwork" for the Service Agreement.

This prompt allows you to create a new Service Agreement and for the Customer:Job selected. You may also edit an existing Service Agreement to assign the same specifications to a different Customer:Job. Once you have created the Service Agreement you may finish processing your invoice/sale.

Planned Maintenance

The Service Agreement function is such a powerful tool in Total Office Manager as it allows for the ability to schedule maintenance for your Customers and/or even their equipment. From the Planned Maintenance creation, Work Orders can even be scheduled.

From the Service Agreement form, select Menu, Create and Planned Maintenance. A new form will open that has been populated with the Customer's information and the details of the Service Agreement.

You may assign a *Priority, Work Order Type, Technician, and a Department* to your Planned Maintenance. Once these details have been added, click *Auto* from the top right-hand corner and your Work Orders dates will appear. Click the OK button to proceed with creating the Work Orders suggested.

In order for these Work Orders to appear on the Schedule Board, a Start Time, Date, Work Order Type, and Assigned to an Employee must be completed. Otherwise, you can quickly edit the Work Order and assign this information later.

Any Planned Maintenance Work Orders missing this information will appear in the Unscheduled Section of your Schedule Board.

On a Work Order, you can manually select a Service Agreement and check the Planned Maintenance" check box. This includes the Work Order on the Service Agreement History and reports the Work Order within the "Other" Work Order Count field.

Batch Renew Service Agreements

Depending on how many Service Agreements you sell to your customers you may have several that will eventually expire. Total Office Manager allows you to renew these Service Agreements individually or in batch. From the Customers Menu, select Service Agreement List.

On the left-hand side of this form there are several different filter options: *Active, Inactive, Expired* or *Show All.*

Depending on the status of your Customers' Service Agreements each filter option will display the corresponding Customer's Service Agreement. This allows you to see a complete list of all Service Agreements that are about to expire so that you may communicate with those Customers to determine if they would like to renew.

Once you have selected the Service Agreements to renew, you may Right-Click anywhere within the list and select to Batch Renew Service Agreements. You will be prompted for confirmation that you would like to *renew* the selected Service Agreements.

After Batch Renewing, a report will appear showing which Service Agreements renewed with their respective Planned Maintenance Work Orders. New Planned Maintenance Work Orders will also be created based off the dates of the prior Planned Maintenance Work Orders for the Service Agreement that was renewed.

Please Note: In order to Batch Renew Service Agreements, the Planned Maintenance Work Orders must be dated within the terms of the Service Agreement begin and end date.

Batch Renew cannot be used with the Escrow Accounting Feature enabled in Preferences for accounting reasons.

Service Agreement History

The Service Agreement History form displays the *Sales/Invoices, Estimates,* and *Work Orders* for which a particular Service Agreement is attached.

This form allows you to view all the transactions for this Customer:Job's Service Agreement.

Instead of having to navigate to the Invoice / Sale / Credit / Estimate List, the Invoice Items List, then to the Work Orders List or the Schedule Board, Service Agreement History provides one-stop-shop access to all this information.

Service Agreement List Report

The Service Agreement List Report shows the quantity of Service Agreements you have sold. This report will show both current and historical information on Service Agreements.

To access this report, select Reports > Contacts & Jobs > Service Agreements List. Once you have completed the Filter Options below, click Preview to generate the Service Agreement List Report.

Filter: This allows you to filter the Service Agreement List by All or by Type.

Show: You may show all your Service Agreements, Active Only or Expired Only. If Active Only or Expired Only is chosen, then you will be able to add the additional filter limiting the list to Service Agreements expiring within a certain number of days.

Completed: You may select Completed, Incomplete or Both.

Sort Options: You have up to three sort filters.

Service Agreements: Escrow Accounting

Setting aside an asset (like cash) *pending the fulfillment of a condition* is considered as Escrow Accounting.

The asset is only free to use once the condition has been met. For Total Office Manager, escrow accounting sets aside upfront money collected from sales of Service Agreements in an escrow account, pending fulfillment of the actual work promised in the agreement.

Once the condition of completing a planned maintenance work order is met, *then a certain amount of money held in the escrow account is free to be recognized as income*. This process prevents all the prepaid cash from being recognized as income prematurely.

Example

A two-visit service agreement has been sold to a customer. The prepaid funds received from the customer are not yet truly income because no planned maintenance visits have taken place.

If the customer cancelled the agreement before completion of any maintenance visits, you would be liable to the customer for their prepaid money. It is only after each planned maintenance visit is completed that half of the money collected can truly be recognized as income. Until the condition of performing a maintenance visit has been met, *the money is kept in an escrow account*.

Overview of the Process

After setting up each service agreement as an invoice item, the day-to-day process of escrow accounting service agreements is not much different than using ordinary service agreements.

However, *it is extremely important that the proper steps be taken in sequence through completion*. The specifics are discussed in detail below, but the basic steps are:

1. Sell a service agreement to a customer.
2. Create(record) the new service agreement for the customer.
3. Create the planned maintenance work orders for the service agreement, before saving and closing the new Service Agreement.

As long as the previous general steps are followed in order and without interruption, escrow accounting service agreements should not be a problem to manage in an "enterprise-level" company.

Overview of the Escrow Accounting Transactions

The behind-the-scenes transactions which occur when using Escrow Accounting are as described below. Understanding these transactions, when they happen, and the concept as a whole is important to properly manage escrow accounting service agreements in the system.

1. When a service agreement is sold, the prepaid funds are temporarily recorded as income.
2. Special Escrow Movement Journal entries are created *automatically* once you have created the Planned Maintenance Work Orders.

a. One journal entry is created to immediately move all the prepaid funds from income to the escrow holding account. (Please speak with your accounting professional to determine which account will be designated as the escrow holding account.)

b. Other journal entries, one for each planned work order, are then created which move a set amount of prepaid funds back into income on the *date* of each Planned Maintenance Work Order.

These journal entries are the backbone of service agreements escrow accounting. They are listed and managed through the Escrow Movement List. Under certain circumstances it may be necessary to modify these journal entries. If the Planned Maintenance Work Order date is manually changed after it has been created, the Escrow Movement date will also need to be modified.

Creating Service Agreement Invoice Items

Creating a Service Agreement using Escrow Accounting is identical to creating any other service agreement invoice item, with one exception.

When Escrow Accounting is enabled, an additional field called "Escrow Holding Account" appears on the Accounting tab to the Add Item form. This is where to choose which escrow account to use for holding prepaid money when a service agreement is sold to a customer.

Tip: Please refer to your accounting professional when choosing this account.

The Account Type must be an Other Current Asset as Liabilities are tracked to Vendors in Total Office Manager.

Selling an Escrow Accounting Service Agreement

Once you have sold the service agreement you will again be asked to do the "paperwork".

On this step you *must* select "New SA" in order for the corresponding escrow journal entries to generate. DO NOT select "Edit SA" this will not generate the needed journal entries.

DO NOT select "Cancel", even if your plan is to come back to this at a later point, as canceling the process causes the needed escrow journal entries not to be generated.

Please Note: You must complete all steps from beginning to end, creating a "New SA".

Creating Escrow Service Agreements

This step is nearly identical to creating any other service agreement except there is a slight difference you will notice when generating your planned maintenance work orders.

You will notice that each work order is assigned its own dollar amount. The total amount of the service agreement is split equally amongst the number of work orders specified in the service agreement. This is how the escrow accounting method will recognize the income once each work order is completed.

The Escrow Accounting for service agreements will also allow the customer to reschedule any work orders or to cancel at any point any future work orders without being charged for work not completed.

To explore the journal entries made by the escrow transactions, select the Customers menu, then the Escrow Movements List.

The Escrow Movement List

The Escrow Movement List is used to manage the escrow accounting journal entries. These are necessary transactions which were automatically generated when the planned work orders were created. Although the planned work orders and their corresponding escrow movements were created together, once generated they are both completely independent of each other.

Please Note: Adjusting a planned work order will not have any effect on its associated escrow movement. Adjusting an escrow movement will not have any effect on its associated planned work order.

Within the Escrow Movement List is every journal entry that was generated to correspond to the work order that was created from the Planned Maintenance in the Service Agreement. If a customer chooses to reschedule a particular Work Order, the change must be made to this form. *It must also be changed in the work order.*

Escrow Accounting Reports

There are two reports for Escrow Accounting: Escrow Account Balance and Customer Escrow Movement. These reports are located under Reports > Sales > Escrow Movement.

Escrow Account Balance

The Escrow Account Balance Report provides a snapshot of how the Planned Maintenance Work Orders are applied against the original invoice amount.

There are three selections for the filter criteria:

Date: This is the date you would like the report to run through.

Escrow Account: If you have more than one Escrow Account, you may want to run a report for all of them or just a specific one.

Customer Job: You may choose a specific Customer:Job or run a report for all of them.

Customer Escrow Movement

The Customer Escrow Movement Report is like the Escrow Account Balance; however, it displays the Balance of the Escrow Account with each movement. There are only two criteria that are needed for the filter.

Date: This is the date you would like the report to run through.

Customer Job: You may choose a specific Customer:Job or run a report for all of them.

Service Agreement Cancellation

If a customer cancels a service agreement prior to some or all the planned work orders being performed, some or all associated work orders should be marked as "cancelled" from the Work Order List, the Schedule Board, or within the work order itself. Then, depending on the circumstances, the dates of the corresponding escrow movements are manually edited from the Escrow Movement List.

Cancellation Before Any Work Orders Are Completed

For Example, if a customer cancels a 2-visit service agreement before any work is performed:

1. Both of the outstanding planned work orders should be marked as "cancelled".
2. The dates on both of the outstanding escrow movements should be adjusted to the current date, or the Escrow Movement can be deleted from the List.
3. A credit memo and subsequent refund check can then be issued to the customer. The best way to create this credit is form the original service agreement sales form. Open the original sale then click Menu, Create, Credit.

When the credit memo opens, it will already contain customer and item information based on the original sale. An internal memo is even automatically proposed.

A refund check is produced from the credit memo by clicking Menu, Create, Refund Check.

Cancellation After Some Work Orders Are Completed

1. Only the outstanding planned work order should be marked as "cancelled" (like above).
2. Only the date on the outstanding escrow movement should be adjusted to the current date (similar to above) or deleted.
3. A credit memo and subsequent refund check can be issued to the customer (like above).

Please Note: The major difference in this scenario is that the amount of the credit should be adjusted to half of the sales price because half of the work has been performed.

Although the instructions above are for a simple 2-visit service agreement example, the concept extends to service agreements having many visits. Just cancel the outstanding work orders, adjust the dates of all outstanding escrow movements to the current date, and create a customer credit/refund for the outstanding planned maintenance visits.

Preferences

My Preferences:

There are Preferences within My Preferences for Service Agreements.

Company Preferences

The Company Preferences should be set up your Company's Total Office Manager Administrator. The administrator will need to determine if there can be Duplicate Service agreements, whether or not to use Escrow Accounting and Automatic Service Agreement Numbering.

Allow Duplicate Service Agreements: This gives you the ability to give the same service agreement number to multiple service agreements.

Escrow Accounting: Enables Escrow Accounting for service agreements. Use of this feature may not be legal in all states. Users must read and agree to the escrow accounting warning presented at the time this feature is enabled. More on this topic will be discussed later in this section.

Disable Automatic Service Agreement Numbering: With each Service Agreement that is created Total Office Manager will automatically assign it a number. To manually number your Service Agreements, check this option.

Service Agreements can be created through New Service Agreements from the Service Agreement List or through Item Service Agreements- Add New Invoice. Item Service Agreements will be discussed later in this section.

Please Note: It is best practice to create Invoice Items prior to setting up New Service Agreements.

Service Agreement Tips, Tricks, and Important Notes

Batch Renew

- Batch Renew cannot be used with the Escrow Accounting Feature enabled in Preferences for accounting reasons.

Escrow Accounting

- When the Escrow Accounting feature is enabled in system preferences, a warning is displayed (see above). This warning advises that *escrow accounting is an advanced feature and should only be used after consulting an accounting expert*. The Escrow Accounting feature is intended for users who have a solid grasp of accounting. It is strongly recommended that the Escrow Accounting feature be completely and thoroughly understood before implementation. Read, contemplate, and re-read the information contained herein over-and-over as necessary until total comprehension of the feature is achieved. *Misuse of the escrow accounting feature can potentially lead to accounting problems not covered by any support plan Aptora provides*.
- Please refer to your accounting professional when choosing this account (Escrow Holding Account). The Account Type must be an Other Current Asset as Liabilities are tracked to Vendors in Total Office Manager.

This current liability account will show the amount your company owes for items or services purchased on credit and for which there was not a promissory note. This account is often referred to as trade payables (as opposed to notes payable, interest payable, etc.)

Managing Customer Equipment

Introduction

The Customer Equipment feature is used to track customer equipment. This can include both new equipment sold to a customer as well as existing equipment they already own.

This information can then be used in a variety of ways, including marketing to customers who have outdated and inefficient equipment. Complete repair history can be tracked. More importantly, if a safety recall is issued on equipment you sell, that equipment and its owners can be quickly identified so corrective measures can be taken. You can place equipment on a "Watch List". This flags the equipment for special attention.

Customer Equipment Form Access

The "Add Customer Equipment" form is used to record a customer's equipment. Multiple ways of opening this form exist. As a matter of fact, at the very moment serialized equipment is sold the user will be prompted to automatically enter the equipment into the customer's equipment list.

Tip: When a sale of serialized equipment is made, the program asks if you would like to automatically enter the equipment into the customer's equipment list. This feature only works with Serialized items.

Other Ways to Add Customer Equipment

Other ways of opening the Add Customer Equipment form include:

1. From the main menu, click Customers > Customer Equipment List then right-click anywhere in the list and select New Customer Equipment.
2. Customer Equipment List File Path
3. From a Customer:Job form, click Menu > Create Equipment.
4. Create Equipment from Customer
5. From a Work Order, click Menu > Create > Equipment.

Adding New Customer Equipment

Customer Equipment Form – Field and Button Definitions

The following is a complete list and meaning of each control, box, label, selection, and button on the Customer Equipment form.

Customer:Job: Use this field to enter the customer or job that owns this piece of equipment.

Parent Equipment: If additional equipment already exists within the family, it will appear in this drop-down menu.

Install Date: Use this area to enter an installation date for the equipment. This is primarily used for new equipment that your company installs.

In Service: Use this area to enter whether this equipment is in-service or not.

Installed By Us: Select either 'Yes' or 'No'.

Year Manufactured: Use this area to enter the year the equipment was manufactured.

Add this Equipment to the Watch List: Tick this button if this piece of equipment needs to be evaluated as a concern going forward.

Description: Use this area to enter a brief description of the equipment.

Equipment Location: Use this area to enter the location of the equipment. (Example: North side of roof, basement, crawl space, etc.).

Type: Use this area to enter the type of equipment. (Example: Furnace, Hot Water Heater, etc.)

Manufacturer: The manufacture of the equipment.

Model Number: Use this area to enter the model number for this piece of equipment.

Serial Number: Use this area to enter a serial number of the equipment.

Our Warranty: Use this field to enter when your warranty expires for General, Parts, and Labor.

Manufacturer Warranty: Use this field to enter when the manufacturer warranty expires for General, Parts, and Labor.

Save & Close: Saves and exits the form.

Save & New: Saves then opens a new form.

Cancel: Exits the form without saving.

User Defined Fields (UDFs)

Although blank to begin with, you can easily add user defined fields as pictured above to assist with knowledge of customer equipment.

Menu Functions Found on the Customer Equipment Form

Menu > Save: Manually saves the form and leaves it open.

Menu > Copy: Once the equipment has been saved, the function lets you create an identical duplicate record of a piece of customer equipment. It is useful for when it might be easier to copy an original record and make a few changes to it, rather than enter all information into a blank form from scratch.

Menu > Revert: Causes the form to dismiss any changes and return to information contained when last saved. It is the same as canceling the record without saving changes, then re-opening the record.

Menu > Notes: Opens the notepad for that specific piece of equipment. A virtually unlimited number of notes can be entered here. See the related topic, "Notes" for details.

Menu > History: Stores all sales, work orders, and service agreements tied to the piece of equipment.

Menu > Image: Opens the "Customer Equipment Image" window, used to display a digital photo of the specific piece of equipment for identification purposes and use on reports. Click the "Select" button and use the Windows® "Open" dialog box to steer the program to where the image lives. Statistics about the image are displayed in the Image Information area of Company Image window. Use the OK button to accept the image or the Clear button to delete an image from the window. See the related topic, "Images" for more info.

Menu > Delete: Removes the record from the system.

Menu > New Document Link: Upload a link to access the equipment.

Menu > Upload Document: Upload a document, such as a manual. or a link to access the equipment.

Menu > Document Links: Click to view all document links associated with a particular piece of equipment.

Menu > Create Work Order: Opens a new work order, pre-populated with the customer information and already having this piece of equipment selected.

Menu > Web Search: Exit Total Office Manager and research the equipment on the internet.

Menu > Customer > Customer History: Opens the customer's history form.

Menu > Customer > Edit Customer: Opens the Customer:Job form for the customer.

Menu > Customer > Contact Log: Opens the customer's Contact Log. See the related topic, "Contact Log" for more info.

Equipment Types

The Equipment Type List form allows you to categorize and classify different equipment titles within Total Office Manager. Examples include A/C Unit, Gas Furnace, Electric Furnace, Gas Water Heater, Electric Water Heater, Packaged/RTU (HVAC).

Equipment Types Form Access

From the main menu, click Customers > Lists > Equipment Type List

The Equipment Type field is found on the Serialized and Inventory Part items. This allows for the structure of your inventory so that all like parts can be grouped together under one consistent name. It is also used on the Customer Equipment form. The two work together to allow for association. If the equipment type is selected under the customer's equipment, it then becomes easier to identify the correct inventory part or serialized item to use for repair or replacement.

Tips Related to Customer Equipment

- Ask your technicians to record the model, serial number, brand, and description of all equipment that your company works on, even if they did not service it.
- The time you spend entering details about customer equipment will be well spent. This information can be used to market accessories and services needed by your customers.
- Avoid using dashed and spaces when entering models and serial numbers; this will make it easier to perform searches.
- When a sale of serialized equipment is made, the program asks if you would like to automatically enter the equipment into the customer's equipment list. This feature only works with Serialized items.
- You can select customer equipment when creating work orders and service agreements.
- You can select a piece of equipment on each line item of an invoice. This allows you to associate specific items and labels with a specific piece of customer equipment.
- The Customer Equipment History Report details each piece of equipment a customer has on file with your company. The report includes a description, model number, serial number (if applicable), and warranty information. Pricing and User Defined Fields can also be included in the report, if desired.
- The Customer Equipment Custom Data View (CDV) is a list of customer equipment with details for the last work order completed, number of pending work orders, and customer demographics.

Customer Equipment Reports

Customer Equipment History Report

The Customer Equipment History Report details each piece of equipment a customer has on file with your company. The report includes a description, model number, serial number (if applicable), and warranty information. Pricing and User Defined Fields can also be included in the report, if desired.

The Customer Equipment History Report can be sorted and viewed in a combination of ways:

Customer:Job*: You may select a particular Customer:Job and you may also include its *Children*.

Select Customer:Job Equipment: If you choose a particular Customer:Job this drop-down will list all the equipment associated with that Customer. You may select a particular piece of equipment or all for that Customer:Job.

If there are any User Defined Fields that you have created, pricing associated with the equipment, those pieces of information can also be displayed.

If you would like, you may also include the Customer:Job's *Work Address*.

Please Note: The Customer:Job filter has a "Lookup" option. This is useful if your Customer:Job List contains a large number of records.

Customer Equipment Custom Data View

The Customer Equipment Custom Data View (CDV) is a list of customer equipment with details for the last work order completed, number of pending work orders, and customer demographics.

Purchasing and Accounts Payable

Introduction

The definition of Accounts Payable is "The aggregate amount of money owed to the creditors (including vendors) of a business." It is also referred to as "A/P" or "AP". It should not be confused with notes payable.

In practice, the industry usually refers to A/P as the practice of purchasing, receiving, entering bills, and paying bills. This chapter includes all these topics.

About Purchase Orders

Purchase Orders are a commercial document used to request a Vendor to supply goods and/or services in return for payment from you. A Purchase Order (PO) is a written authorization for a supplier/Vendor to ship products at a specified price.

Purchase Orders can be used to see how many items are on order and the expected arrival time of the shipment. Purchase Orders may also be used to order Non-Inventory items, such as office supplies, furniture, computers, company tools etc.

Purchase Orders are a very important part of a proper and complete accounting system for any company. Purchase Orders are to be completed by authorized personnel only. They allow managers to 'authorize' purchases. Vendors should be notified that no one may buy from them

unless the purchase includes a PO number. When Vendor Bills arrives at your office, the bookkeeping department can see what was ordered and what the buyer had planned to pay for it. In the case of parts, bookkeeping will know to which Customer or Job to attribute the COGS. In the case of supplies, bookkeeping will know to which department to attribute the Expense. This is absolutely necessary for properly departmentalizing financial data.

Please Note: Purchase Orders are used for audit security and do not affect any accounts. Your accounts are not affected until a transaction has been posted for the goods on the PO. These types of transactions are listed below:

- Receiving the Items allows for you to receive Inventory and recognize it in stock when you have not received a Bill yet. It does not affect financial reports or financial balances.
- Entering a Bill for received items increases Inventory Assets and Accounts Liability.
- Paying a Bill decreases cash on hand and decrease liabilities.
- Selling the Items increases Income, Accounts Receivable or COGS/Expenses and decreases Inventory Asset for Inventory.

Tips

- Your Direct Cost of the purchase is what is on the PO, NOT the retail price.
- Prior to implementing Purchase Orders, you will need to set up your preferences.

How to Create a New Purchase Order

To create a new Purchase Order, select Vendors from the main Menu then select New PO.

Purchase Order Basic Information

Date: Today's date will automatically populate in this field. It can be modified if necessary.

Expected Date: Today's date will automatically populate in this field. It can be modified if necessary.

PO Number: The next available number in sequence will automatically populate this field. It can be changed if necessary.

Memo: Enter any brief information for tracking purposes. It appears on various screens. It does not appear on the printed Purchase Order.

To record large amounts of information, use the Details feature from the side Menu option. (*Each "Memo" field should be utilized to communicate with all users the purpose of the corresponding transaction. This field will also provide documentation and audit security.*)

Please Note: It is highly recommended that a short description of the PO be added here.

Vendor Information

Vendor Information: Select the Vendor from the drop-down menu. The Vendor's address, city, and state will automatically be filled in if you have this information already set up in the Vendor's record.

Notes: Much like the memo field, enter any brief information to track. This information, however, will appear on the printed Purchase Order. To record large amounts of information, use the Details feature from the side Menu option.

FOB: Use this field to enter "Destination" or "Shipping" if these terms have been set up between you and your Vendors.

Customer (Vendor Information Area): The Customer:Job field in the Vendor Information area is used to populate the Customer field in the *Purchase Order Item* area. Each *Item* has its own Customer field in case you are ordering parts for multiple jobs on a single Purchase Order. The Customer field in the *Invoice Item* area can also be populated with the recipient selected in the "Ship To" field, but only if the Customer field in the Vendor Information is blank. If both the Customer field in the Vendor Information area and the Ship To field in the Shipping Information are populated, the Customer field takes priority in the Customer field of each *Item*.

Department: If ordering the Item(s) for use in a particular department, select that department from the drop-down menu. If the Vendor has a Default Department, that Department will auto populate here.

WO: The WO field is used to indicate the Work Order to which the line item is associated. If the Customer field has not been filled in, the WO drop-down list will only make available *<Lookup>* as a selection. Clicking *<Lookup>* will open the Work Order Lookup List, which can be used to look up any Work Order in the system. Double clicking on a Work Order will populate *both* the Customer field and the WO field in the Purchase Order.

Shipping Information
Ship To: The "Ship To" field will default to your company headquarters. To set a different "Ship To" location, select from the drop-down menu, the company name where you want the Items shipped. If the Customer field in the Vendor Information area is blank, the "Ship To" recipient will be proposed in the Customer field of each *Invoice Item*.

Item Information
Item: Select from the drop-down menu the Item(s) you are wishing to purchase. If the Item is not in the list, you must set up a new *Invoice Item*.

Purchase Description: The purchase description of the Item will automatically populate from the Item. Modifications to the Purchase Description will not change the Item's Purchase Description.

Qty: Enter the quantity to order.

Total Qty: Displays the current number of Items on hand.

BO: Displays the current number of Items that are back ordered.

Rate: Populates based off your Purchase Order Rate Preference.

Customer (Invoice Item Area): Earmarks that individual line item to a particular Customer, which is selected from the drop-down list. This field can be automatically populated based upon either the selection in the Customer field of the Vendor Information area, or the selection in the "Ship To" field of the Shipping Information area. This field can always be overridden, even if a proposal exists.

Amount: The amount of that line item will show in the amount field. This is calculated based off Rate times Quantity.

Total Closed: When items are received against the PO, Total Closed will reflect that received item amount.

Item Information continued

Total Open: This reflects the Total Amount still open for the Purchase Order Item.

Department: Populates from Department within Vendor Information or can be selected.

Rcv'd: Any quantities that have been received against the Purchase Order will show in this column.

Closed: If necessary, this check box may manually be selected to close this line item (cancel, void etc.). Under normal circumstances, this happens automatically as Items are received from Vendors. When this is checked, you will NOT be reminded that there is an open PO when you enter a Bill for that Vendor.

Reimbursable: Used in conjunction with the Customer field, will add the line Item to that Customer's *Reimbursables List*.

Sales Description: The Sales Description of the Item will automatically populate. Modifications to the Sales Description will not change the Item's Sales Description. The Sales Description can be modified on the Purchase Order for use on Customer Invoice later when marked as Reimbursable and placed on the Customer's Invoice.

Total: The total of the Purchase Order will appear just above the line items.

Notes: Much like the memo field, enter any brief information to track per Item. To record large amounts of information, use the Details feature from the side Menu option. **Please Note:** As with other lists, Right-Click to access Form Preferences to add or remove columns in the list.

Purchase Order: Menu Options

The Purchase Order, like many of the forms within Total Office Manager, has extended functionality within its side Menu.

Save: Manually saves the form.

Revert: Causes the form to dismiss any changes and returns the information contained after the last save. It is the same as canceling the record without saving changes, and then re-opening the record.

Details: Opens a notepad for that specific Purchase Order which can be used to record miscellaneous information in larger quantities than the memo field or the notes field can handle. These details *do appear on the printed* Purchase Order**.**

History: Opens the history for that Purchase Order.

Print/E-mail: Saves the information on the form and opens the print dialog form. There you can print or even email the Purchase Order as a PDF file. The Purchase Order is converted to a PDF and attached to an email that you may then modify and send. You will need to have email already set

up. (Outlook or Outlook Express). This email feature will not work with any web-based email clients.

Delete: Deletes the Purchase Order. This function may not always be available, depending on the extent to which other transactions related to the Purchase Order have taken place.

Edit Vendor: Provides a convenient way to edit the Vendor record while editing a Purchase Order.

Create Invoice: Provides a convenient way to create a new Invoice from a Purchase Order. Done this way, the Items contained in the original Purchase Order are automatically added to the new Invoice.

Create Sale: Provides a convenient way to create a new Sale from a Purchase Order. Done this way, the Items contained in the original Purchase Order are automatically added to the new Sale form.

Create Work Order: Provides a convenient way to create a Work Order from a Purchase Order. Items from a Purchase Order will be carried to a Work Order if the Preference is enabled to include Purchase Order Items automatically on a new Work Order. This Preference can be found within Edit > Preferences > Work Order > Company Preferences > Include PO Automatically on new WO. There are two types of Work Orders to choose from: Single Work Order and Per Customer.

Create Work Order > Single Work Order: When created, you will need complete the Work Order. The only items that are auto populated from the Purchase Order are the Client PO and the Items from the Purchase Order.

Create Work Order > Per Customer: When created, the Work Order is auto populated with the Customer:Job information provided on the Purchase Order. You may modify information as needed.

Create Item Receipt: Provides a convenient way to create an Item Receipt Only from the Purchase Order. Done this way, the Items contained in the original Purchase Order are automatically added to the new Item Receipt Only form.

Insert Line: This command inserts a blank line immediately above any highlighted *Item* line.

Delete Line: This command deletes any highlighted *Invoice Item*. Clicking the "**x**" to the left of an *Item* will also delete that line item.

Purchase Order History

The Purchase Order History form quickly displays the history of Items appearing on a Purchase Order. To view this History, open the Purchase Order List. From the Vendors main Menu option select Purchase Order List. Right-Click on a Purchase Order and select History.

Use the Purchase Order History form to quickly see the status and history of Items appearing on a single Purchase Order. In the Purchase Order History form entered shows that the Items on this Purchase Order have been received, but the Bill has not been paid. This is indicated by the *Closed* status on each line item. On the Purchase Order List, this Purchase Order is not closed because not all Items on the Purchase Order have been received. On the Purchase Order History, the *Closed* check box is selected denoting that this specific Item has been received.

Attach PO File (Tab Separated File Format)

When creating a Purchase Order, you can select an MS Excel compatible Tab Delimited File that contains vital purchase order information. This file can be used for electronic data processing. For example, your vendors may use this file to electronically accept your purchase orders.

Notes

1. The file name is Purchase_Order_mm-dd-yyyy_hh-mm-ss.txt
2. One file is created per purchase order.
3. Each field is separated by a Tab
4. The items repeat until all PO items have been included.
5. This file is affected by the following report options: Hide Pricing, Hide Group Item Header/Footer, and Hide 'Service' Items.
6. Items marked as "Closed" will not be included.
7. We include the first 250 characters of the Purchase Description
8. The Item Number could be the Alias depending on print settings

Explanation of the Export File

Header Data

The following information will be contained in the first row of the file. This data indicates that this export is a Purchase Order and contains common information.

Field	Format and Notes	Required
"Purchase Order"	Indicates the beginning of the file and the type of data.	Yes
Date	mm-dd-yyyy	Yes
Expected Date	mm-dd-yyyy	No
PO #	20 alphanumeric	Yes
Company Name	150 alphanumeric	Yes
Vendor Name	50 alphanumeric	Yes
Account Number*	100 alphanumeric	No
FOB	20 alphanumeric	No
Notes	Unlimited alphanumeric	No
Ship To	100 alphanumeric (usually a company name)	No
Ship To Name	100 alphanumeric (contact or "Attention To")	No
Ship To Address	50 alphanumeric	No
Ship To Address 2	50 alphanumeric	No
Ship To City	30 alphanumeric	No
Ship To State/Prov.	30 alphanumeric	No
Ship To Zip	30 alphanumeric	No
Ship Method	20 alphanumeric	No
Product Name	"Total Office Manager Enterprise"	Yes
Product Version	##.##.##	Yes
Export File Version	#.# (the first version will be 1.0)	Yes
File Creation Date/Time	mm-dd-yyyy hh:mm:ss. Time is in the 24-hour format.	Yes

* Account Number that the vendor assigns to your company

The following information is contained in the second row. Each new PO item is a new row. Rows are delimited by carriage return/linefeed (CRLF). POs must have at least one item.

Field	Format and Notes	Required
Item Number*	55 characters	Yes
Quantity	Eight numbers followed by an optional decimal point and up to two numbers to the right of that decimal point. Examples: ######## or ########.## or ########.#	Yes
Purchase Description	250 characters	No
Item Cost	Eight numbers followed by an optional decimal point and up to four numbers to the right of that decimal point. Examples: ######## or ########.## or ########.#####	No

Usage

It is easy to include this file in an email. In Purchase Order > Print Preferences. Select the option called "Attach Tab Delimited File to Email" option.

An email such as the one below will be created. MS Outlook or some other PC installed emailed system is required.

PO Preferences

My Preferences

There are no My Preferences for Purchase Orders.

Company Preferences

The following preferences will need to be determined by the Total Office Manager Administrator.

Limit PO Amount: When checked, sets a dollar limit on the amount that any single purchase order can be created for. Specify the upper limit amount in the "PO Limit" field.

Please Note: All users, except for the Administrator user, are subject to the *Limit PO* preference and will be prompted for permission to exceed that amount should a PO be entered that exceeds the limit. The Administrator user can exceed this limit without prompt.

Rate Field: Use the drop-down list provided to choose how the Rate field on Purchase Orders is auto populated. There are three Rate Fields to choose from.

Use the Item's Estimated Cost Field: Populates the Estimated Cost as it was entered within the Item Estimate Cost Field. Items without an Estimate Cost Field will populate with a "0" Cost.

Use the Price that was Last Paid for the Item by Selected Vendor: Populates the Cost that was last used on an Item Receipt, Bill, or Credit Card Charge for the specific Item and Vendor selected. If Item has never been purchased, Cost will be $0.00.

Use Average Cost for the Item (Inventory Part and Serialized Only): Populates the Calculated Average Cost for Inventory and Serialized Parts only.

Do Not Allow a PO for Customer:Job on Credit Hold: Enable this preference to prohibit Purchase Orders from being created for Customers on Credit Hold.

Use Company as default Ship To on Purchase Orders: Use your company address as the default Ship To address for Purchase orders. The address can always be edited on the PO form.

Include WO Items Automatically on new PO: Enable this preference to automatically transfer WO items to Purchase Orders when a Purchase Order is created directly from the Work Order. You will then need to determine which items, if any, need to be deleted from the Purchase Order.

Disable Automatic PO Numbering: When this preference is selected, the user will need to manually enter in the PO Number. This typically applies to users that have pre-printed purchase Orders.

Mark 'To Be Printed': This preference will automatically mark this Purchase Order to be printed which allows you to batch print Purchase Orders later.

Allow Duplicate Purchase Orders: If this preference is enabled, you will be able to use and save Purchase Orders with a duplicate Purchase Order number.

Item Receipts

Once your Purchase Order has been submitted you will await delivery of your Items. Items can be received in a variety of ways. Items may be received along with the Bill to pay for those items. You may be asked to pay the Vendor upfront before receipt of your items or you may receive your Items and the Bill will be sent later.

Tip: Receive Items can be used to enter items from a packing slip. This makes them available for sale immediately.

Receive Items (Without a Bill)

Use this form to receive items before the Vendor has billed you for them (before they send you a bill).

When you receive items and get the bill later, first create an item receipt to let Total Office Manager know you have received the items.

This way the items will be available for resale and other Total Office Manager users will see that they have been received. To access the Item Receipt screen, select Vendor from the Main Menu, and then select Receive Items.

Item Receipt from an Open Purchase Order

When you select your Vendor on the Item Receipt form, if a Purchase Order is associated with the Vendor, an alert will pop up notifying you the Vendor has "Open" Purchase Orders. Selecting "Yes" will open a PO List.

Select the Purchase Order you would like to use and click "OK".

The Purchase Order information will then populate the Item Receipt. You will need to make adjustments as needed.

Receive Items (And Enter Bill)

Entering a Bill here puts the Bill in Accounts Payable. You will pay the Bill later, when it is due using the *Pay Bills* form. This allows Total Office Manager to keep track of how much money you owe. In turn, you hang on to your money for as long as possible, improving cash flow. This is the exact same form as Enter Bill, except when opened; the Items Tab has the focus.

Use this form if the items arrive with a Bill. Having the Bill allows you to enter your receipt of the Items and the Bill in a single step. You may be prompted about receiving against a Purchase Order for this Vendor. If there are one or more POs, select the one that pertains to the Bill you are entering.

Because you have the Bill for the Items being received, you may also immediately pay the Bill. If you pay for Items as soon as you receive them, you can skip the Accounts Payable process. Instead, use one of the following methods:

By Check: To pay for Items with a *Check*, select Write Checks from the Banking main Menu option.

With Cash: To pay for Items with *Cash*, select Write Checks from the Banking main Menu option. Choose your *Petty Cash* account from the drop-down list in the Bank Account field.

Credit Card: To pay for Items with a *Credit Card*, select Enter Credit Card Charges from Banking > Manage Credit Cards.

In each situation, when you enter the Vendor name, answer "Yes" when the pop-up messages asks if you would like to receive Items against open POs for the Vendor.

On the Items tab of the Write Checks or Enter Credit Card Charges windows, adjust the quantity received, or delete the line-item entry if necessary.

Enter CC Charge for Received Items

Credit Card Charges are entered for purchases you make when those purchases are paid for by a Credit Card. To enter a Credit Card Charge, select Manage Credit Cards from the Banking main Menu option, then select Enter Credit Card Charge.

A blank form will open, and you must choose the Credit Card that will be used to make this payment. You will also need to select the Vendor to whom the payment is being made. If the Vendor has open POs, you will be asked if you would like to receive against them. The "Yes" option should be chosen since you have paid for the purchase of Items received by Credit Card.

A list of open POs will open. Select the Purchase Order to which the Credit Card Charge is being applied. The Items associated with the selected Purchase Order will populate in the CC Charge form. If any changes need to be made (Qty, Price, Reimb, Department) they can be made now. Once the CC Charge is final, select Save & Close.

Entering Vendor Bills

When you purchase something and do not pay for it until later, you enter a Bill for the purchase in Total Office Manager. Total Office Manager keeps track of these Bills. Bills are associated with your Accounts Payable so that you always know how much money is owed to your Vendors. To access your list of Bills, select Bills List from the Vendors main Menu option.

As Vendor Bills arrive, you will need to enter them into Total Office Manager. To enter a Vendor Bill, you will need to go to Vendor > Enter Bills. This will take you to the Enter Bill form below.

Enter Bill Basic Information

Vendor: Select a Vendor from the drop-down menu or create a new Vendor if not already set up. If there is an open Purchase Order for the Vendor selected, you be asked if you would like to receive items against an open Purchase Order.

Date: This field will automatically be populated with the current date. A calendar form is opened from the drop-down list if you would like to change the date.

Discount Due Date: The Discount Due Date is calculated by the Terms and the Date you enter for the Vendor Bill.

Due Date: This date is auto populated based on the Terms. This date can be overwritten.

Terms: This information auto populates if it is completed in the Vendor Information. If it is not, you will need to select from the drop-down menu the terms offered by the Vendor on their bills, 2% 10 Net 30 Days, Net 15 Days etc.

Reference #: Enter the Bill of Lading #, Packing Slip #, or any number that is available to help identify the Items being purchased.

Memo: Enter any pertinent information that may be helpful, if there would happen to be a problem with this order, for example. (*Each "Memo" field should be utilized to communicate with all users the purpose of the corresponding transaction. This field will also provide documentation and audit security.*)

Amount: As with Bills and Credits, amount populates from Expenses/Items.

Customer:Job: Use the dropdown to select the Customer:Job (if any) associated with this purchase.

Department: Use the dropdown to select a department (if any) associated with this purchase. Department will also auto populate Vendor's Default Department if they have one associated with them.

Warehouse: If a Warehouse is associated with this purchase, you will need to select it to what Warehouse the Item has been received in. Auto populates from Company Preference of Default Warehouse.

Show Tax Calculator: This option allows you to enter a Sales Tax % and have it update the Amount for each item or account by the % entered. Many accountants prefer this method of spreading the

cost of tax over each line item. When this preference is enabled, the Sales Tax Rate field and options will appear on Item Receipts, Vendor Bills and Credit Card Charges.

Account: Select from the drop-down menu the COGS/Expense account that is to be affected by the Bill.

Amount: Enter the amount of the Bill for the COGS/Expense.

Memo: Enter any information pertaining to the *Expense* you are entering.

Customer:Job: Select from the drop-down menu the Customer:Job for this Expense.

Department: Select the Department (if any) to which this *COGS/Expense* is related. This will also auto populate from auto drill down. If you need to, you can split the checkup using as many line items as needed. This allows you to have departmentalized financial statements.

Marketing: Select the correct Marketing Type (if any) to which this *Expense* is related. This is how Total Office Manager matches Marketing Types with *Expenses*. This information appears in certain reports and allows you to see which Marketing Types perform best by comparing its *Expense* with related sales.

Asset: Select the Asset if any that is related to this Item.

Reimbursable: Used in conjunction with the Customer field, will add the line Item to that Customer's *Reimbursables List*.

WO: Select the Work Order associated with this Line Item.

Item Code/Description: Select from the drop-down menu the item name or number being received (the group number, if applicable).

Warehouse: The location where the item is to be stored.

Qty: Enter the quantity you received. If received against a Purchase Order, this information will auto populate.

Cost: Enter the dollar amount of the item. If received against a Purchase Order, this information will auto populate.

Amount: Calculated by Cost times Quantity. If received against a Purchase Order, this information will auto populate.

Customer:Job: Select from the drop-down menu the Customer:Job, if applicable.

PO: If the transaction was received against a Purchase Order, the PO# will auto populate.

Purchase Description: This field will autofill with the Purchase Description associated with the Item chosen.

Serial #: If the Item has a Serial Number, this field will auto populate.

Department: Select the department (if any) to which this expense is related. If you need to you can split the checkup using as many line items as needed. This allows you to have departmentalized financial statements.

Asset: Select the Asset if any that is related to this Item.

Reimbursable: Used in conjunction with the Customer field, will add the line Item to that Customer's *Reimbursables List*.

WO: Select the Work Order associated with this Item.

Sales Description: The Sales Description of the Item will automatically populate. Modifications to the Sales Description will not change the Item's Sales Description. The Sales Description can be modified on the Purchase Order for use on Customer Invoice later when marked as Reimbursable and placed on the Customer's Invoice.

Notes: Much like the memo field, enter any brief information to track. This information, however, will appear on the printed Purchase Order. To record large amounts of information, use the Details feature from the side Menu option.

Expense Versus the Item Tab

The Expense Tab would be used for the expenses tracked through your *Expense* account, for example Copier Paper. The cost of the paper would most likely be assigned to an *Expense* account (i.e., office supplies). Also, often used for Freight, Mileage, or Shipping Fees.

The Items Tab deals specifically with Items you buy, sell, or resell during business, such as material and equipment.

When you enter a Bill, you fill in the *Expense* or Items tabs as appropriate to correspond to what you are buying.

At any time, you can run reports to analyze unpaid Bills for information such as to which Vendors you owe the most money. From the Pay Bills window, you can pay with a *Check*, or a *Credit/Debit Card*.

Vendor Credits

A Vendor Credit is money owed to you from a Vendor for return of items, warranty agreements, or overpayment on previous bills in the instance a refund check was not submitted. Credits do not need to be entered as a negative amount. Total Office Manager's Vendor Credit knows this is a credit and takes care of the debit and credit entries of the transaction for you.

To create a new Vendor Credit, select New Credit from the Vendors main Menu option.

Vendor: Select the correct Vendor from the drop-down menu or create a new Vendor by clicking the *<New Vendor>* option.

Date: The current date will automatically populate in the field, or you can enter another date by clicking on the drop-down arrow for the calendar.

Amount: This field is a summation of the line-item amounts. It will automatically populate with the correct dollar amount once all Items and Expenses have been added.

Reference #: Enter the Credit Memo number, or any number you would like to track to this Credit.

Memo: Enter any general information you might need to track this Vendor Credit. (Each "Memo" field should be utilized to communicate with all users the purpose of the corresponding transaction. This field will also provide documentation and audit security.)

Customer:Job: Use the dropdown to select the Customer:Job (if any) associated with this purchase. (This is important for accurate Job Costing purposes.)

Department: Use the dropdown to select a department (if any) associated with this return. If Vendor has a default department, it will auto populate here.

Warehouse: If a Warehouse is associated with this credit, you will need to select it to remove the item from that warehouse. This is done in the Expenses Tab

Account: Select from the drop-down menu the *COGS/Expense* account that is to be affected by the Credit.

Amount: Enter the amount of the Credit for the COGS/Expense being entered. You may enter more than one account for a single transaction.

Memo: Enter any information pertaining to the Credit, which you may need to help track this Credit. (Each "Memo" field should be utilized to communicate with all users the purpose of the corresponding transaction. This field will also provide documentation and audit security.)

Customer:Job: Select from the drop-down menu the Customer:Job for this Credit, if applicable.

Department: Select the department (if any) to which this Credit is related.

Marketing: Select the correct Marketing Type (if any) to which this *Account* is related.

Asset: Select the Asset if any that is related to this Credit.

Reimbursable: If this item was Reimbursable and originally invoiced to a Customer:Job, you may want to check this box. This will store a reimbursable credit for the Customer:Job to issue a Credit Memo for the items or goods returned by the Customer.

WO: Select the Work Order associated with this Credit.

 Items Tab

Item: Select from the drop-down menu the Name/Number of the line item you are entering.

Warehouse: Will auto populate with default Warehouse; otherwise, a Warehouse will need to be selected for Invoice or Serial Parts.

Qty: Enter the quantity of items for the item.

Cost: Will auto populate with the Estimated Cost from the Item selected

Amount: Item Amount is calculated by Cost time Quantity.

Customer:Job : Select from the drop-down menu the Customer:Job for this Credit, if applicable.

Purchase Description: The Purchase Description associated with the Item will auto populate in this field.

Department: Select the department (if any) to which this Credit is related.

Asset: Select the Asset if any that is related to this Credit.

Reimbursable: If this item was Reimbursable and originally invoiced to a Customer:Job, you may want to check this box. This will store a reimbursable credit for the Customer:Job to issue a Credit Memo for the items or goods returned by the Customer.

WO: Select the Work Order associated with this Credit.

Serial #: If the Item has a Serial Number, this field will auto populate.

Sales Description: The Sales Description associated with the Item will auto populate this field.

Notes: This field is used for any Notes you would like to add concerning this return.

If you need to review your list of Vendor Credits, select Credit List from the Vendor Menu option. This will activate the Vendor Credit List.

Applying Credits

Once your Credit(s) have been created, they can be applied to existing Bills. To begin, you will need access Pay Bills form. To do this, select Vendors from the Main Menu and Pay Bills. This will bring up all open bills needing payment.

Select the Bill you wish to pay. Total Office Manager will automatically inform you that there are Credits available according to the Vendor associated with the Bill and the amount available. To apply the available Credits, select *Set Credits*.

Select from the list of available Credits. Credits never suggest using more than the balance due on the Bill or amount available on the Credit. The Amount to Use of each available Credit can be changed if a specific amount needs to be applied.

Once the Credit(s) have been applied the "Amount Due" will be updated to the difference of the amount of the Credit. If the Credit covers the entire amount of the Bill, it will be removed from the list.

It is recommended that all Bills are paid to Vendors with Available Credits first. If there is more than one Vendor who has Credits available, you can pay each Vendor's bills separately. Doing so will increase the likelihood of successfully applying Credits.

Please Note: If you select more than one Bill, the Credit will only appear if the last Bill selected is for a Vendor who has available Credits.

Managing Credit Cards

The Credit Card feature is under the Banking menu. That is because a credit card company is technically a bank, and they are loaning you money to make purchases. For training purposes, we will cover the topic here because the subject is very closely related to entering bills.

Paying Credit Cards

As mentioned earlier, a Credit Card company is technically a bank. They are providing you with a short-term loan to make purchases on credit.

The section on Banking will discuss how to reconcile and pay your credit cards. We will not cover how to pay credit cards in the section.

Credit Card Charges

When you purchase something for your company using a credit card (not debit card as a credit card), you will need to ensure the charges are applied correctly in Total Office Manager. There are several ways to access this feature. You may go to the Vendor List, locate the Vendor, Right-Click and choose history. Once the Vendor history has loaded, go to the credit card tab. Right-Click to access the pop-up menu. If this is a new charge, simply choose new Credit Card Charge. If you need to edit the Credit Card transaction, simply highlight the transaction, Right-Click and then select edit. You may also double click to edit.

Another way to enter a Credit Card Charge or Credit Card Credit would be to go to the Banking Menu, Select Manage Credit Cards and then select either Enter Credit Card Charges or Enter Credit Card Credit. You may also access the Credit Card Credit/Charge List from this Menu Option or Verify & Pay Credit Card. The Verify & Pay Credit Card option will be discussed later in this section under Credit Card Reconciliations.

Once you choose to enter a New Credit Card Charge, you will be taken to the Credit Card Charge screen. Prior to entering the charge into Total Office Manager, ensure that you are working from a copy of the receipt as it will provide the most accurate information regarding the charge.

One of the first things you will notice about the CC Charge form is that other than the color, it is very similar to the Bills form. Credit Card Charges look and work exactly like Vendor Bills except for the fact it affects a Credit Card Balance rather than Accounts Payable. For questions on the form, see the Accounts Payable section.

Completing a CC Charge Form

Credit Card: Select from the drop-down menu the Credit Card used. This is required.

Purchased From: Select from the drop-down menu the Vendor from whom you purchased the items. This is required.

Ref No: Reference number of your choosing (not required).

Auto Fill Down Department: If applicable, choose the Department you would like to associate with this charge. This will auto-populate from Vendor if the Vendor has a default department assigned.

Date: The current date will automatically populate but you can manually change this. It is recommended the purchase date is used.

Amount: The total amount of the CC Charge based on the Expense and Item tab entries.

Memo: Enter general information needed to track this CC charge.

Other Controls

PO Items: This button will take you to any open purchase orders for the Vendor you are paying.

View PO: If you have tied an open purchase order to this Credit Card Charge, then the View PO button will un-grey. Selecting this button will then take *you to the purchase order to review*.

Bar Codes Click to generate Bar Codes for the Invoice Items entered on the CC Charge.

Reserve Items: This button will take you to the Reserve Item screen which was discussed in Inventory Management.

Save & Close: This button saves the Credit Card Charge and closes the form.

Save & New: This button saves the Credit Card Charge and opens a new form.

Please Note: Once a charge has been cleared, you will only be allowed to alter non-accounting related fields. This will ensure that your accounting ledgers remain consistent. Unless you have "Cleared Transaction Accounts" permission in User Security which allows you to edit accounts for improper account coding on cleared transactions.

Credit Card Credits

Occasionally, you will return an item to a Vendor, or you will be awarded a credit from a dispute with a Vendor over such as a hotel or airline charge. Either way, these types of credits will show up on your credit card statement. Entering these credits into Total Office Manager is identical to entering credit card charges. Besides the color of the screens, what differentiates the Credit Card Credit from the Credit Card Charge is that the Credit Card Credit will show up as a debit on your financials where the Credit Card Charge will appear as a credit. Please refer to Credit Card Charges for information on how to fill out the Credit Card Credits form.

As mentioned above, you may access the Credit Card Credit form by going to the Vendor History of a selected Vendor and going to the Credit Card tab. You will then Right-Click to access the pop-up menu. You may also go to Banking, select Mange Credit Cards, and select Enter Credit Card Credit.

Credit Card Credit/Charge List

The Credit Card Credit/Charge List is accessed through Banking. You will need to select Manage Credit Cards and choose Credit Card Credit/Charge List to be taken to the Credit Card Credit/Charge List. You will be able to filter through these transactions to edit, delete, or void items. You may also Right-Click to access additional menu options. As with other lists, Right-Click to access Form Preferences to add or remove columns in the list.

 Please Note: The Credit Card Credit form is light blue, and the Credit Card Charge form is grey.

Preferences Related to Purchasing

Auto-Recall

My Preferences

Auto-Recall Transactions: When enabled, certain information from prior transactions of the same type will be automatically "*recalled*" (auto populated).

Do Not Prompt Yes/No: When enabled the program will bypass the confirmation dialog box and immediately perform the Auto-Recall function.

When the Auto Recall preference is enabled, you can duplicate the last transaction made for a particular Vendor. If you regularly receive identical Bills from Vendors, this preference will be very helpful. The prompt message will also allow you to choose whether you would like to Auto-Recall the last transaction.

Company Preferences

There are no Company Preferences for Auto-Recall.

Pay Bills

My Preferences

There are no Preferences within the My Preferences tab for Pay Bills.

Company Preferences

Pay Bills Default Bank: Select the default bank account to be proposed when paying Bills.

Do Not Add Bill Memo to Check: Select to exclude the text in the "Memo" field on a Bill from the Bill Payment Check.

Show Tax Calculator: This option allows you to enter a Sales Tax % and have it update the Amount for each Item or account by the % entered. Many accountants prefer this method of spreading the cost of tax over each line item. When this preference is enabled, the Sales Tax Rate field and options will appear on Item Receipts, Vendor Bills and Credit Card Charges.

Additional Preferences that Effect Entering Bills

To set up the Default Warehouse Preference, you will need to go to Edit > Preferences > Company Preferences Tab > Default Warehouse. The Default Warehouse auto populates the Warehouse on Bills, Item Receipts, or Credit Card Charges for Inventory purchases.

Pay Bills

To access the list of your Bills to pay, select Pay Bills from the Vendors main Menu option. Each Bill with a balance due appears in the list. Each column gives you a method for filtering this list. There are three fields that can be edited, Discount Amount, Discount Account, and Amount to Pay. All other fields will auto-populate according to the information entered on the Bill.

Go To Bill: Click this button to go to the selected Bill.

Auto Discount: Click this button to apply any *Discounts* that have been earned. The Auto Discount button will calculate and apply discounts on any bill that qualifies, based off the terms assigned to the Bill.

Set Credits: Click this button to apply any unused *Credits* to the Bill. A selection form will open.

Payment Account: Select an account from the drop-down menu or create a new account.

Payment Method: Select from the drop-down menu the method for which you are going to use to pay the Bill.

Payment Date: Enter the date you paid the Bill.

Save: This button will save your selections and other entries so that you can close the screen and continue later.

Refresh: This button will refresh the form. This is handy if you can go back and modify a bill or some other transaction that affects this form. Important: Be sure to use the Save button before refreshing (if needed).

Pay & Close: Click this button to pay the selected Bills and close the form.

Pay & New: Click this button to pay the selected Bills but keep the form open to prepare another payment.

Tip: Use the Save button to save your Bill Pay selections and close out of the form without losing your work.

Bill Payment Steps

- Select each Bill that you wish to pay. The "Amount to Pay" field will auto populate with the amount that is due. This field can, however, be edited. For partial payments, simply change the "Amount to Pay" to represent the actual amount you wish to pay.
- Select the *Payment Account* from which the funds will be drawn to make the payment(s). (If this is set in Preferences, you will not have to worry about selecting the account each time you pay bills.)
- Choose the corresponding *Payment Method*. For example, Credit Card Accounts should have a Payment Method of Credit Card.
- Click Pay & Close or Pay & New once your work is completed.

Printing Checks/Full Voucher

Once Credits have been applied and the selected Bills have been paid, the Checks for each Vendor will need to be printed. The Checks have already been generated and can be viewed in the Check List. To access the Check List, you will need to select Banking from the Main Menu, and then select Check List.

Use the *Quick Filter* to show only *Checks* for a specific Vendor or for all *Checks* that were generated for a specific date or range.

Printing Checks

The Print Checks function in Total Office Manager offers several different options in printing your *Checks*. From the main Menu of your Check List select Reports.

There are four options under Reports from which to choose:

Print List: Prints the actual Check List as seen in Total Office Manager. The checks are not printed, just the list.

Print Check: Opens the Check Printing Setup Form to view or change printing options before you proceed to preview or print checks.

Print Preview Full Vouchers: Prints the *Full Vouchers* for each *Check* selected. This Voucher Option is handy for Checks that paid more than 10-15 bills as check stock vouchers can only include so many items.

Print Envelopes: Prints the Vendor's address and your company's address in envelope format.

Print List

You may print the list as seen in the image below. The actual checks are not printed. This option is for printing the list.

Print Checks

Print Checks will take you to the Check Printing Setup form. This form allows you to determine how you want your checks to print. Once you have made your selections, you may choose to preview your Checks prior to printing them. You may also save your selections as Save As My Preferences. Clicking on Print will activate an alert concerning the Check Number. After verifying the Check Number, you will click "OK" to print. This will activate another alert verifying the Check printed properly.

Please Note: You may print multiple Checks at a time, by creating a User Filter to sort through the Check List by Check Number. The Check Number in this case would be "To Print." The User Filter will populate the Check List with only Checks needing to be printed. Highlight all the Checks you will be printing and then select Report > Print Checks and begin the process.

Full Voucher Preview

Print Envelopes

Batch Print Checks

As mentioned in the User Introduction section of this manual, you may always Batch Print Checks by going to File > Printing > Print Forms > Vendor Checks. Select all the Checks you will be printing and then click "OK". This will take you to the Check Printing Setup. At the top of the Check Printing Setup, you will see a summary of each Check that you have selected to print. Select print to being the printing process.

A/P Reports

A/P Aging Summary Report

The A/P Aging Summary Report shows the amount of money you owe to your Vendors along with the time in which the amount has been owed (age of the bill).

To access this report, select Reports from the main Menu then Company, Purchasing, then A/P Aging Summary.

A/P Aging Summary Report Options

This report can be viewed by the following criteria:

As Of: Date that you would like the Report to end.

Filter By Department: Shows Accounts Payable balances for each Vendor by Department selected.

*Drill Down Capable (Takes you to the AP Aging Detail for the specific Vendor you double click.)

A/P Aging Detail Report

The history and information of your Accounts Payable can also be viewed in more detail by accessing the A/P Aging Detail Report.

To access this report, select Reports from the main Menu then Company > Purchasing > A/P Aging.

A/P Aging Report Options

The A/P Aging Report can be viewed by the following criteria:

As Of: Date that you would like the Report to end.

Filter By Vendor: Select a specific Vendor or view all.

Department: Select a specific Department or view all.

Include Aging Memos: You may also include the *Memo* that was entered for each Bill.

Include Sub-Departments: This option allows you to include any children or sub-departments.

Criteria can be selected individually of each other. (i.e., you may select a particular Vendor for a particular Department.)

*Drill Down Capable (Opens the transaction.)

Payment Method

Payment Method is often underutilized by the users of Total Office Manager. If created and used consistently and correctly, the user will be able to accurately make deposits, apply payments and run reports. To create payment methods, you will need to go to the Customer Menu and select Lists. From Lists, you will select Payment Method List. Once the Payment Method List is up, Right-Click to access the pop-up menu and choose New Payment Method.

By selecting New Payment Method, you will be taken to the New Payment Method Form. From here, you will be able create the Payment Methods you use for your company. There are only five types to choose from: ACH (Automated Clearing House), Cash, Check, Credit Card or Other. An ACH Payment Type is used to describe electronically processing a check. Other can be used to describe a PayPal payment or a miscellaneous payment from Google. The credit card payment type can be split up into the type of credit cards you accept, for example, Visa, MasterCard, Discover or

American Express. Therefore, your payment method would be Visa and your payment type would be credit card. You would need four different payment methods to fit each credit card type.

In Accounts Receivable, you will find the Payment Method in Receive Payments. The physical payment method you receive should match the payment method you enter in Total Office Manager.

You may run a report for Payment by Payment Method. This allows you from an Accounts Receivables perspective to see a summary of payments you have received by each payment method. You may access this report through the Report Menu.

This Page Was Intentionally Left Blank.

Banking and Credit Card Management

Introduction

Banking refers to all the types of banking-related transactions and accounts that affect your business. In Total Office Manager this is where you will find the Chart of Accounts, Journal Entries (covered earlier), Checks, Credit Cards, Funds Transfers, Deposits and Bank Reconciliations.
Earlier we covered Chart of Accounts and Journal Entries. We also covered Credit Cards in A/P.

Checks

Checks can be used to pay Vendors, employees, or refund customers. While there are no My Preferences to select, your Total Office Manager Administrator will need to decide on Company Preferences.

Check List

Although writing checks using Bill Pay is explained in detail under the Accounts Payable section of this manual, you can access any check you have written to a Vendor, contractor, refund, or employee reimbursement through the Check List found under the Banking Menu Option.

Please Note: The *Check List* is a listing of all NON-Payroll checks. Payroll checks and information can be found under Employees > Write/Review Paychecks.

To access the Check List, you will need to go to Banking and select Check List. This will take you to the Check List Screen. Right-Clicking into this screen will activate a pop-up menu.

From this menu you will be able to create a new check, edit an existing check, delete a check, void a check, and make memorized transactions. You are also able to review the Pay To information about a selected check.

Writing a Check

Although paying a bill was discussed in Accounts Payable and writing a refund check was reviewed in Accounts Receivable, actually writing a check will be briefly reviewed in this section. To write a check outside of the Bill Pay function, you may either create a new check from the check list as mentioned above or you may select the check icon from your toolbar. You can write a check for any kind of expense you track through expense accounts and for the following types of items: non-inventory part, service, and other charge. If you are using the inventory /purchase order feature, you

can write checks for inventory part items too. To write checks for inventory or other items, click the Items tab of the Write Checks window and enter the items.

The Write Checks form will open using your default checking account from Preferences. You always have the option to override and select a new bank account by clicking the drop-down.

Bank: Select from the drop-down menu the account you write your checks out of.

Pay to the order of: Select from the drop-down menu the Vendor/Customer/Employee you are writing the check to.

No.: If you are using checks printed off your computer system, check 'To Be Printed'. If you are using a company checkbook, enter the next check number.

Date: The current date will automatically populate in the field, or you can enter another date by clicking on the drop-down arrow.

Amount: This field is auto filled. The amount of the check and the written-out dollar amount of the check will automatically populate with the grand total once the amounts have been entered in the expense tab or item tab of the check.

Address: The address will automatically populate according to the 'Pay to the Order of' you select above.

Edit Address: Select to make corrections to address if needed.

Memo: Enter any general information you might need to track this check.

After completing the top portion of the check, you will then need to complete one or both of the following tabs: Expenses or Items.

Check Expenses

Account: Select from the drop-down menu the account that is to be affected by the check.

Amount: Enter the amount of the expense being entered. You may be entering more than one expense.

Memo: Enter any information pertaining to the expense you are entering, that you may need to help track this expense.

Customer:Job/Vendor: Select a Customer:Job from drop-down for this expense, if applicable. This is used in Job Costing and Reimbursables.

Department: Select the department (if any) that this expense is related to. If you need to, you can split the checkup using as many line items as needed. This allows you to have departmentalized financial statements.

Marketing: Select the correct marketing type (if any) that this expense relates to. This is how Total Office Manager matches marketing types with expenses. This information appears on certain reports and allows you to see which marketing types perform best by comparing those expenses with related sales.

Asset: Select the Asset (if any) that is related to this Expense.

WO: The WO field is used to indicate the work order to which the line item is associated. If the Customer field has been filled in, the WO drop-down list will display work orders for that customer only. If the Customer field has not been filled in, the WO drop-down list will only make <Lookup> available as a selection. Clicking <Lookup> will open the Work Order Lookup list, which can be used to lookup any work order in the system. Double-clicking on a work order will populate *both* the Customer field *and* the WO field within the line item.

Reimbursable: If this line item was Reimbursable, you will need to check the box to add it to the Reimbursable List for Customer:Job selected.

Check Items
Item Name/Number: Select from the drop-down menu or type to find the item name of the line item you are entering.

Warehouse: Enter the warehouse (storage) location you are receiving inventory into.

Qty.: Enter the quantity of items.

Cost: Enter the cost of the chosen item. It will auto populate the Item's Cost from the Estimate Cost field.

Amount: Enter the total amount of the line item you are entering. Also calculates Cost times Quantity to get amount.

Customer:Job: Select from the Customer:Job drop-down menu if needed. This is used in Job Costing and makes the item available on a sale or invoice as "reimbursable".

PO: If you have selected a Vendor that has open purchase orders and you apply them to this check, then the PO field will auto populate with the Purchase Order Numbers. This is not a field you can manually fill in.

Description: This field will auto-fill with the description of the Item selected.

Serial #'s: If the Item requires a Serialized #, then the Serial # will display 0 of 1. You will need to click on the grey field to manually assign it a Serial #. If it is an Item that does not require a Serialized #, it will display N/A.

Department: Select the department (if any) that this Item is related to. If you need to, you can split the checkup using as many line items as needed. This allows you to have departmentalized financial statements.

Asset: Select the Asset (if any) that is related to this Item.

WO: The WO field is used to indicate the work order to which Item is associated. If the Customer field has been filled in, the WO drop-down list will display work orders for that customer only. If the Customer field has not been filled in, the WO drop-down list will only make <Lookup> available as a selection. Clicking <Lookup> will open the Work Order Lookup list, which can be used to lookup any work order in the system. Double-clicking on a work order will populate *both* the Customer field *and* the WO field in the Item Line.

Reimbursable: If this item was Reimbursable, you will need to check the box to add it to the Reimbursable List for the Customer:Job selected.

Other Buttons Found on the Check Form

PO Items: This button will take you to any open purchase orders for the Vendor you are paying.

View PO: If you have tied an open purchase order to this check, then the View PO button will un-grey. Selecting this button will then take you to the purchase order to review.

Reserve Items: This button will take you to the Reserve Item screen which was discussed in Inventory Management.

Save & Close: This button saves the check and closes the form.

Save & New: This button saves the check and opens a new Check.

Please Note: Once a check has been cleared, you will only be allowed to alter non-accounting related fields. This will ensure that your accounting ledgers remain consistent unless you have "Cleared Transaction Accounts" permission in User Security, which allows you to edit accounts for improper account coding on cleared transactions.

Using Positive Pay™

Along with additional menu items you are familiar with in other lists, the Check List also offers Positive Pay™. Positive Pay is designed to be an automated fraud detection tool offered by most banks. If you participate in Positive Pay, you will send a file to your bank on a daily basis that contains a list of checks previously authorized and issued by the company.

The list contains account numbers, check number and amount. If you want to use Positive Pay, you will need to find the checks you wish to submit to the bank. Highlight the specific Checks in the Check List, right-click and select the "Positive Pay" option. This will open a window titled "Save Positive Pay File" which will allow you to save your positive pay file to any specified location on your computer. The Positive Pay file is given a name, which includes the current system date, by default. You may rename the file before or after saving as you see fit. The Positive Pay file is saved in a Comma Separated Values (.csv) type file format. This type of file is usable in multiple programs including MS Excel and Notepad for review and editing.

Please Note: Excel can truncate text strings and commonly removes characters such as zeros from fields. We recommend any review and editing of the Positive Pay file to be done in Notepad.

Bank Funds Transfer

Transferring funds from one banking account to another is simple in Total Office Manager. Although this is quite simple, it is important to remember this is a journal entry. Therefore, please maintain consistency with the Entry Number. To promote consistency, Total Office Manager auto-fills the Entry Number with FT (Funds Transfer) and the current date. In Figure 437, the Entry Number is FT090214. This indicates a Funds Transfer occurred on September 9, 2014. You may keep this numbering system in place, or you may override this with a system of your own. The actual date may also be adjusted to meet your needs.

Once you have entered the Entry Number and date, you will need to select the account to Transfer Funds From. When you click on the drop-down, a list of possible bank accounts will be displayed. Choose the one you would like to transfer the funds from.

Once you have selected the account to Transfer Funds From, you will notice the Account Balance and New Balance have been updated to reflect the balance from the account you have chosen. These two balances will be the same **until** you enter a Transfer Amount.

You now need to select the Transfer Funds To account. Once again, the drop-down will display the accounts to choose from.

After you have selected the Transfer Funds To, the Account Balance and New Balance for this account will be equal to one another.

The Memo field will auto-populate with "Funds Transfer". It is considered best practice to amend this information. In Figure 449, Payroll Transfer has been added to reflect a transfer to cover September's Payroll.

In this example, $29,000 has been transferred from one account and deposited into another. This creates a change in the New Balances for both Transfer Funds From and Transfer Funds To. To save the Funds Transfer, you will need to either hit Save & Close or Save & New. If you select Exit, you have the option of canceling this transaction or saving it prior to the Exit.

If you need to double check Funds Transfer, you will be able to find it under the Journal Entry List.

Banking Related Preferences

My Preferences
There are no "My Preferences" for Checking.

Company Preferences

Do Not Include Any Cust:Jobs in Checks Pay to List
This preference, when selected, suppresses your customers from showing up in the Pay To The Order Of when writing checks.

With this in mind, when writing checks, you will only see Vendors or Employees in the Pay To Order drop-down.

Default Bank Account
The Default Bank Account chosen by your Total Office Manager Administrator will auto-fill every time you write a check. However, you may override this at any point with a different bank account number.

Allow Duplicate Checks
When this preference is selected, you may write checks with the same check number. You might use this preference if you have an auto draft that goes through your bank account and would like to use Auto as the check number.

Deposits Related Preferences

As mentioned in the Accounts Receivables section of this manual, there are two ways to make deposits. However, there is only one preference to discuss for Deposit.

My Preference

There are no Preferences within My Preferences for Deposits.

Company Preferences

There is only one preference for Company Preferences: Default Deposit to Bank Account. Typically, you will choose Group With Other Un-Deposited Funds. As mentioned in the Accounts Receivable section, your payments will be moved to Un-Deposited Funds and will stay there until you apply them to a bank deposit. Please see the Making Deposits in the Accounts Receivables section of this manual for more information. You can, of course, create a Manual Deposit for Rebate Checks, Refund Checks from Vendors, etc.

Reconciliations

There are two types of reconciliations in Total Office Manager. They are Bank Reconciliations and Credit Card Reconciliations. Although very similar, both are explored individually in this section.

Bank Statement Reconciliation

A Bank Reconciliation is the process of comparing the amounts in the Cash account in the general ledger to the amounts appearing on the bank statement. The objective is to be certain that there is consistency between the amounts and that the company's amounts are accurate and complete.

Manual Bank Reconciliations are notorious for being tedious and stressful. However, Total Office Manager makes this process much easier. Prior to performing a Bank Reconciliation, it is important that you have easy access to your bank statements (paper or online versions) and any notes you have made throughout the month concerning returns, refunds, or unusual deposits. It is considered best practice to spot check your bank account throughout the month to ensure items are being entered into Total Office Manager properly.

Monthly Bank Reconciliations are absolutely essential for accurate financial reporting. They may also be the single most effective way to avoid theft or embezzlement.

Tip: Bank Reconciliations should never be performed by the same person who handles cash, enters bills, pays bills, or processes payroll. They should be performed by a completely disinterested party.

Once you have gathered your information, go to the Banking Menu item, and select Reconcile Account. Choosing Reconcile Account will take you to the Bank Reconciliation Screen.

On this screen you will see several fields that will need to be completed before you hit continue. These fields have been defined below. You will use the hard copy of your bank statement to complete these fields.

Account: Select the account you want to reconcile. The balance for this account appears in the Beginning Balance field. (This is always the prior reconciliation's ending balance.)

Statement Date: This is the date printed on your bank statement itself.

Last Reconciled: This field indicates the date you last reconciled your account (if any). You cannot change this field directly.

Beginning Balance: The ending balance of your last statement. If you have never performed a reconciliation, this will be $0.00 (zero).

Ending Balance: The balance as shown in your statement. Enter the ending (last) $ balance shown on your bank statement.

Service Charge, Date, and Account: Fees and charges you were hit with. If your statement shows fees or service charges that you have not yet entered into Total Office Manager, enter that amount in the Service Charge field. Next enter the date of the service charge and the expense account you use to track service charges. When you finish reconciling, Total Office Manager adds the service charge into expenses. The date is usually the same as the statement date. In the Account field, select the account you wish to show the expense in. This might be Bank Fees. A Service Charge Check is then auto created with a Check # of "Svc Chg".

Interest: Interest Earned on your bank account. If your statement shows Interest Earned, enter the amount in the Interest field. Enter the date and select your Interest Income account. Once the reconciliation is complete a Deposit will be created for Interest Income.

Undo Last Reconciliation: This allows you to undo the last reconciliation if you need to make a correction. You can undo multiple previous reconciliations. Any Service Charge Checks, Interest Income Deposits, or Balance Adjustments will need to be deleted manually if you undo reconciliations containing those items.

Cancel: This button closes the form, and no changes are made to Total Office Manager.

Continue: This button Saves your changes and continues to the next form.

Once you have entered this information from your bank statement, please hit Continue. This will take you to the second part of the Bank Reconciliation.

Please Note: Before beginning the Bank Reconciliation, it is imperative that you remember one important thing. **SAVE YOUR WORK!** Save your work before hitting refresh. Save your work periodically throughout the reconciliation process. Should you have to go out of the bank reconciliation to another screen to enter in a deposit, check, or make a journal entry, please ensure you have saved your progress on the bank reconciliation prior to leaving the bank reconciliation. **If you do not save, any selections you have made will be lost if you click refresh or edit the form.**

Reconciliation for Period Ending: The statement date of the period you are reconciling. This is NOT necessarily the last day of the month. This information is pulled from the statement date you entered on the prior screen.

Beginning Balance: The beginning balance from the first form. The ending balance of your last reconciliation performed. If you have never performed a reconciliation, this will be $0.00.

Find these items on your bank statement and check them off accordingly.

Checks and Payments: This list displays any type of transactions with the bank account selected that reduces the bank balance.

Deposits and Other Credits: This list displays any type of transaction with the selected bank account that increases the bank balance.

Items You Have Marked Cleared: These are the items you have marked as cleared. There are two different types: Deposits and other credits and checks/payments/charges. The total in these numbers should match the total credits and total debits on your bank statement. They should always match! It is helpful to narrow down where any differences may be coming from.

Checks/Payments/Charges: The total sum or amount of the check and payment related items on your statement that you have marked as cleared.

Deposits and Other Credits: The total sum or amount of the deposit and credit related items on your statement that you have marked as cleared.

Mark All: Marks all the checks and payment items in the list.

Unmark All: Unmark all the checks and payment items in the list.

Hide transactions appearing after the Statement Date: By selecting this feature, only items dated before or on the current Statement Date will appear on the Bank Reconciliation.

While an easy and convenient way to work through smaller Bank Statements, choosing to Mark All or Unmark All is not considered best practice for Bank Accounts that process a large quantity of transactions each month. Should there be a difference at the end of the Bank Reconciliation, it may be difficult to find the mistake if you have Marked all the transactions as cleared or Unmarked them as a way to start over.

Mark (with date range): This button allows you to mark items based on a date range. This is useful when you are reconciling for the first time and have a lot of items to mark. To use this feature, enter a date range (refers to the date of the transaction) and click the Mark button.

Unmark (with date range): This button allows you to unmark items based on a date range. This is useful when you are reconciling for the first time and have a lot of items to unmark (after using the Mark All button). To use this feature, enter a date range (refers to the date of the transaction) and click the Unmark button.

Please Note: All transactions marked as cleared should be dated prior to the statement date you are reconciling against.

This section of the Bank Reconciliation is important as it pulls information from the prior form of the Bank Reconciliation such as the Service/Finance Charge, Interest and Ending Balance.

Modify: Takes you back to the first form (the set-up form) for changes.

Service Charge: This field indicates the total of any service charges you may have entered on the prior form.

Interest: This field indicates the total of any interest charges you may have entered on the prior form.

Ending Balance: You entered this on the first form. The balance as shown on your statement. Enter the ending (last) $ balance shown on your bank statement.

Cleared Balance: This is the total of the Checks/Payments/Charges/Cash Advances as well as Deposits/Other Credits/Payments that have been selected in the form as cleared.

Difference: The difference between the Ending Balance and the Cleared Balance. This should always be $0.00 before proceeding with a reconciliation.

Refresh: Updates the information on the form. This can be handy if you suspect changes have been made in Total Office Manager that affect the numbers or information on this form. **Please Note:** If you click "Refresh" without first clicking "Save" the form will clear ALL checkmarks you have currently made. Be sure to click "Save" before clicking "Refresh" so as not to lose your work.

Save: Saves your entries and\or changes and does NOT complete the actual reconciliation process. This unique option allows you to come back later and finish it.

Reconcile Now: Saves your entries and begins the process of reconciliation.

Tip: Double click on any transaction in the "Checks and Payments" or "Deposits or Other Credits" section to open or view the transaction. This allows for quick editing when amounts or dates need to be modified.

Credit Card Statement Reconciliation

Managing Credit Cards simply means you track any charges and/or credits applied to your Company Credit Cards and verify this activity against your statements each month. Credit Card activity is tracked by entering each transaction into Total Office Manager as a Credit Card Charge or Credit Card Credit when the charge/credit occurs. Anytime someone uses the company card to purchase anything, your bookkeeper should receive the receipts for these transactions. They are then entered into Total Office Manager as a Credit Card Charge/Credit. When your statement arrives, you reconcile the transactions in Total Office Manager against the statement and decide how much to pay. The running balance for the Credit Card account is stored in your Credit Card Chart of Account balance.

In many ways, the process of reconciling the Credit Card Account(s) is the same as the process for Bank Reconciliations. To begin, have your credit card statement handy and any other notes you may have made during the month on charges, disputes and credits that may have occurred. Once you have all the items you need, you will need to access the Banking Menu. Select Manage Credit Cards and then Verify & Pay Credit Card.

From Verify & Pay Credit Card, you will be taken to a pop-up menu. Choose Reconcile Credit Card and hit OK.

Please Note: Make a Payment on a Credit Card Balance will be discussed under Tips, Tricks, and Important Notes.

On this screen you will see several fields that will need to be completed before you hit continue. These fields have been defined below. As mentioned before, you will use the hard copy of your credit card statement and any notes you must complete these fields.

Account: Select the Credit Card Account you want to reconcile.

Statement Date: This is the date of the credit card statement: the date printed on it.

Last Reconciled: This field indicates the date you last reconciled your account (if any). You cannot change this field directly.

Previous Balance: The ending balance of your last reconciliation. If you have never performed a reconciliation, this will be $0.00 (zero).

New Balance: The balance as shown on your statement. Enter the new $ balance shown on your credit card statement.

CC Payment Method: There are four ways to pay your credit card. From this drop-down, you will decide which method you will need. You may Create Check For Payment (check is created after the reconciliation for the balance), Create Bill for Payment Later for the balance, Reconcile with Partial Payment (now), Reconcile without Payment (pay later).

Finance/Interest Charge, Date, and Account: If the statement shows a finance charge that you have not yet entered into your Total Office Manager records, enter the amount in the Finance Charges field. Then enter the date and your finance charge expense account. The date is usually the same as the statement date. In the Account field, select the account you wish to show the expense in. This might be Interest Charges. A Finance Charge Credit Card Charge is automatically created after the reconciliation is completed.

Undo Last Reconciliation: This allows you to undo the last reconciliation if you need to make a correction. You can undo multiple previous reconciliations. Any Finance Charge Credit Card Charges or Balance Adjustments will need to be deleted manually if you undo a reconciliation containing these items.

Cancel: This button closes the form, and no changes are made to Total Office Manager.

Continue: This button continues to the next form.

Selecting Continue will take you to the reconciliation form to begin the reconciliation process. You will notice that this form is very similar to the Bank Reconciliation form; however, there are slight differences.

Reconciliation for Period Ending: The statement date of the period you are reconciling. This is NOT necessarily the last day of the month. This information is pulled from the statement date you entered on the prior screen.

Beginning Balance: This is the Beginning Balance from the first form. The ending balance of your last reconciliation performed. If you have never performed a reconciliation, this will be $0.00.

Charges and Cash Advances: This list displays any transactions that can increase the Credit Card Account Balance. Transactions should be checked if they have cleared the account.

Payments and Credits: This list displays any transactions that can decrease the Credit Card Account Balance. Transactions should be checked if they have cleared the account.

Enter Charge/Enter Credit: These buttons will allow you to quickly enter a Charge or Credit that you may have overlooked. You will be asked if you want to Save your work prior to entering either a Charge or Credit. Best practice is always to save your work.

Mark All: Marks all the charges and payments/credits items in the list.

Unmark All: Unmark all the charges and payments/credits items in the list.

Hide transactions appearing after the Statement Date: By selecting this feature, only items dated before or on the current Statement Date will appear on the Bank Reconciliation.

While an easy and convenient way to work through smaller Credit Card Statements, choosing to Mark All or Unmark All is not considered best practice for companies that process a large quantity of credit card transactions each month. Should there be a difference at the end of the Credit Card

Reconciliation, it may be difficult to find the mistake if you have Marked all the transactions as cleared or Unmarked them as a way to start over.

Mark (with date range): This button allows you to mark items based on a date range. This is useful when you are reconciling for the first time and have a lot of items to mark. To use this feature, enter a date range and click the Mark button.

Unmark (with date range): This button allows you to unmark items based on a date range. This is useful when you are reconciling for the first time and have a lot of items to unmark (after using the Mark All button). To use this feature, enter a date range and click the Unmark button.

Items You Have Marked Cleared: These are the items you have marked as cleared. This means they have been noted (show up) on the statement.

Charges/Cash Advances: The total amount of the charges/cash advances on your statement that you have marked as cleared.

Payments/Credits: The total amount of the payments and credits on your statement that you have marked as cleared.

This section of the Credit Card Reconciliation is important as it pulls information from the prior form of the Credit Card Reconciliation such as the Finance Charge/Interest Charge and Ending Balance.

Depending on your payment option from the prior form, this section will also review the Payable To, Amount to Pay and the Pay Date so that you know what will be used to create a check to the Credit Card Vendor when you select Reconcile Now at the end of the Reconciliation. (Vendors must be assigned on the Credit Card Chart of Accounts.)

Modify: Takes you back to the first form (the set-up form) for changes.

Finance/Interest Charge: This field indicates the total of any Finance Charges you may have entered on the prior form.

Ending Balance: You entered this on the first form. The balance as shown in your statement. Enter the ending (last) $ balance shown on your bank account.

Cleared Balance: This is the Total of Charges/Cash Advances as well as Payments/Credits that you have marked as cleared in the form.

Difference: The difference between the Ending Balance and the Cleared Balance. This should always be $0.00 before proceeding with a reconciliation.

Refresh: Updates the information on the form. This can be handy if you suspect changes have been made in Total Office Manager that affect the numbers or information on this form. **Please Note:** If you click "Refresh" without first clicking "Save" the form will clear ALL checkmarks you have currently made. Be sure to click "Save" before clicking "Refresh" so as not to lose your work.

Save: Saves your entries and/or changes but does NOT complete the actual reconciliation process. This unique option allows you to come back later and finish it.

Reconcile Now: Saves your entries and begins the process of reconciliation. Choosing to Reconcile Now, will reconcile the account and ask you if you would like to create a Reconciliation Report. These reports will be discussed in Reconciliation Reports.

Tip: Double click on any transaction in the "Checks and Payments" or "Deposits or Other Credits" section to open or view the transaction. This allows for quick editing when amounts or dates need to be modified.

Reconciliations with a Difference Balance

From time to time, you may have a Bank Reconciliation or a Credit Card Reconciliation that will not cleanly reconcile and has a difference balance instead of a difference balance of $0.00. Best practice is to rework your reconciliation until you find the error; however, if you are unable to find the error, you may still proceed to Reconcile Now.

Choosing to Reconcile Now while there is a difference balance will require you to make an Adjustment to the Account Balance. You will have the option to Enter Adjustment to Adjust the Account Balance or to Cancel to Return to Reconcile. You will need to click Enter Adjustment.

A warning box will pop up giving you the option to continue or to cancel.

Selecting "Yes" will allow the Adjusting Journal Entry to be made and then will ask you if you would like to print the Reconciliation Report. The Reconciliation Report will show the Balance Adjustment that was made.

Making an Early or Partial Payment Credit Card

Make a Payment on a Credit Card Balance: From the Verify & Pay Credit Card Option, you will select "Make a Payment on a Credit Card Balance." This will take you to the Credit Card Payment screen.

You will need to select the Credit Card Account you are making the payment to. Current Balance for this Credit Card Account will auto populate.

You will choose the payment date, the Amount to Pay and the Account Paid from. The Remaining Balance will be automatically calculated (Current Balance minus Amount to Pay.)

Once the form has been completed, select Pay Now. A Check will be generated for the Credit Card Account selected.

Unless you intend on paying the Bill in full, it is best to never select the Credit Card Payment Method "Create Bill For Payment Later".

The entire Bill amount will appear in the "Payments and Credits" form as Partial Payments on a Bill are tracked against Accounts Payable once the Bill is created.

Credit Card Charges: At any time, you are adding a new Credit Card Charge or editing a current Credit Card Charge, you may Right-Click anywhere in the CC Charge Form to access a pop-up menu.

This menu offers five options to choose from.

Save: Saves the CC Charge without closing the form.

Items: Allows you to edit the item or review the historical data of the item associated with the charge.

Vendor: Allows you to view the historical data of the Vendor, edit the Vendor, add a Contact log, or view any Document Links associated with the Vendor.

Form Preferences and Help can also be quickly accessed from this pop-up menu.

Reconciliation Reports
At the end of each Reconciliation, you are given the option to run the Reconciliation Report. Choosing yes, will generate the Reconciliation Report for you.

Please Note: You do not have to generate the report at the end of the reconciliation to access it later from the Report Navigator.

The Reconciliation Report for both Bank Reconciliations and Credit Card Reconciliations are very similar. They will show a Beginning Balance, Charges / Checks and Payments / Deposits that have been cleared, the Cleared Ending Balance and any uncleared or outstanding items (items in transit).

The Cleared Ending Balance should equal the ending balance on your Bank Statement or Credit Card Statement.

This report will always show un-cleared transactions at the time the report is viewed and, therefore, may cause uncleared transactions information to differ from a printed report vs. a report viewed at a later time for the same reconciliation.

Banking Tricks, Tips, and Important Notes

Checks

IMPORTANT: DO NOT USE THE WRITE CHECKS WINDOW FOR ANY OF THE FOLLOWING:

Paying Employees: Use the Process Pay Group form.

Paying Sales Tax: Use the Pay Sales Tax form.

Paying Payroll Taxes and Liabilities: Use the Pay Payroll Liabilities form.

Paying Bills Already Entered Using the *Enter Bills* Form: Use the Pay Bills form.

***Cancellation of a Prepaid Order*:** This procedure assumes that you recorded the down payment in the Receive Payments window (A/R). To ensure proper accounting, you must record down payments in the Receive Payments window, rather than the Make Deposits window. After you record the check, you must go to the Receive Payments window to apply the check as a "credit" against the customer's down payment. This ensures correct accounting for the check.

***Writing A Check To The Insurance Carrier*:** In the Account column, choose the liability account or subaccount you use to track how much you owe this carrier (Example: Liability Account: All State). In the Customer: Job/Vendor column, choose the appropriate policyholder (Vendor).

Chart of Accounts

- It is recommended to avoid deleting accounts. Consider Inactivating accounts instead.
- Use expense accounts to track reimbursed expenses as income.
- When creating Chart of Accounts, it is not recommended to "departmentalize" your accounts since this is tracked through departments in Total Office Manager.
- Chart of Accounts with Financial Activity cannot be deleted, they can only be inactivated.

Bank Reconciliations

- One of the most common problems people have with the Bank Reconciliation feature is when they delete or void a cleared record (like a check) and then re-enter it using the same information. This item will be shown as "not cleared" and Beginning/Ending Balances when the reconciliation was performed will not change.
- Use the "**Error! Hyperlink reference not valid.**" feature to search for entry amounts prior to starting the reconciliation. If you cannot find a debit or credit, this helps you to find out why and correct it prior to the reconciliation.
- Review your bank and credit cards every 1-2 days. This allows you to find charges/credits that may not have been entered earlier in the period.
- Bank Reconciliations should <u>never </u>be performed by the same person that handles cash, enters bills, pays bills, or processes payroll. They should be performed by a completely disinterested party.
- It is imperative that you remember one important thing about your bank reconciliation: SAVE YOUR WORK! Save your work before hitting refresh. Save your work periodically throughout the reconciliation process. Should you have to go out of the bank reconciliation to another screen to enter in a deposit, check or make a journal entry, please ensure you have saved your progress on the bank reconciliation prior to leaving the bank reconciliation.

If you do not save, any selections you have made will be lost if you click refresh or edit the form.

- All transactions marked as Cleared should be dated prior to the statement date you are reconciling against.
- Double click on any transaction in the "Checks and Payments" or "Deposits or Other Credits" section to open or view the transaction. This allows for quick editing when amounts or dates need to be modified.

Credit Card Charges

- You can delete multiple Credit Card Charges. To highlight multiple Credit Card Charges, press and hold your CTRL key and click each Credit Card Charge. You may also select a range of Credit Card Charge by highlighting the first Credit Card Charge in that range, press and hold your Shift Key, and click the last Credit Card Charge in that range.
- Implement a rule in your office that if a charge is made, an e-mail with the receipt must be sent to you immediately. This is helpful when multiple people make charges.

This Page Was Intentionally Left Blank

Payroll Setup and Processing

Introduction

Any small business owner can tell you that paying Employees involves a lot more than writing a check every week or two. There are several laws governing Employee compensation and they change all the time.

If you do not want to have trouble with any of the various government agencies, you must be well organized and stay up to date on federal and state guidelines.

Payroll Setup

The key to staying on top of things is setting up a good system that complies with all the applicable state and federal laws. To get started, the following is a step-by-step approach to setting up a simple payroll system.

1. Get an Employee Identification Number (EIN). You can apply for a number by filling out IRS Form SS-4.
2. Get state and local identification numbers if they are required in the area or areas where your business operates.
3. Separate your independent contractors and full-time Employees. You do not have to withhold taxes from an independent contractor's pay. This does not mean that classifying each of your Employees as independent contractors is acceptable. Just the opposite. The IRS may penalize your business heavily if you designate regular workers as independent contractors to try to defraud. For details, see IRS Pub 15 Circular E, The Employer's Tax Guide.
4. Have each Employee fill out and sign IRS Form W-4. The form provides two critical pieces of information: the Employee's Social Security Number and the allowances the Employee is claiming for Income Tax purposes.

New workers should fill out a W-4 as soon as possible. Employees who marry or divorce, have children, gain or lose a dependent, or want to change withholding amounts for any reason should also complete and sign a new W-4.

If you do not have an Employee's W-4 on file, you are required by law to treat the Employee as a single person with no exemptions for withholding purposes.

5. Have all your Employees complete an I-9 Form. This is a federal requirement. You must have these on file for all Employees.
6. Establish a pay period. Most states require that employers pay workers on regular paydays. A few states allow some Employees to be paid once a month, but most require that you pay your Employees at least twice a month. Check with your state department of labor for your state's specific guidelines.
7. Establish payroll records. For federal Tax purposes, you must keep the following information on file:
    a. The name, address, and Social Security Number of each Employee.
    b. Copy of driver's licenses.
    c. Copy of Social Security Card.
    d. The total amount and date of each Paycheck issued.
    e. The portion of each payment that constituted Taxable Wages.
    f. Copy of each Employee's W-4.
    g. Dates and amounts of Tax Deposits.
    h. Copies of returns you filed.
    i. Copies of any undeliverable W-2 Forms.
8. Decide if you will pay workers for time spent in orientation, sick days, meals or working from home. Your state department of labor can tell you if you are required to pay for this time.
9. Decide what benefits your company will provide such as vacation, paid personal time, paid leave, etc.
10. Check your local overtime rules. According to the Fair Labor Standards Act, any work that exceeds 40 hours per week must be compensated with at least one and a half times the Employee's hourly wage. Various states may have stricter policies. Please consult with your accounting professional for more information.
11. Determine the applicable taxes to withhold. The IRS provides Publication 15 as a guide to tax withholdings. State Department of Revenue/Labor also provides tax publications. Please check with your local government agencies for requirements. Many business owners save time and reduce the risk of errors by hiring a bookkeeper or payroll service. An outside payroll person or service can perform basic payroll-related tasks, deposit Tax payments, prepare W-2s, and take care of insurance and retirement plans.
12. Now that your business has met the guidelines of federal and local government to be recognized as an authorized payroll administrator, it is time to set up your payroll in Total Office Manager.

Payroll Setup Wizard

If you have not begun setting up payroll, you can use the Payroll Setup Wizard. From the Main Menu, click Employees > Payroll Setup Wizard.

Important Note: This menu option will become disabled once you have entered Payroll Items.

Pay Groups

Instead of processing payroll for each of your Employees individually Total Office Manager offers creating Pay Groups to make this process quicker.

Pay Groups are used to organize your Employees into groups that can be paid as a batch. To access the list of your Pay Groups and to create new Pay Groups, select List from the Employees main Menu option, then select Pay Group List.

ID: This is a name to identify the Pay Group.

Description: This is a further description of the name to identify the Pay Group.

Pay Period: This refers to the pay period that you may have already set up. (Weekly, Bi-Weekly, Salary, etc.)

Sort: This is a number you enter to determine the order that this record appears in the Pay Group List.

Payroll Items List

Payroll Items are used to track what and how much an Employee is to be paid or how much is to be withheld from his/her Paycheck. Payroll Items also include Employer Liabilities.

To access your list of Payroll Items or create new Payroll Items, select Lists from the Employees main Menu option, then select Payroll Items List.

Type: Refers to the type of Payroll Item that was created (Addition, Deduction, Earning, Tax, Liability, and Time Off).

Payroll Item: The name of the Payroll Item.

Inactive: Displays whether the Payroll Item was made inactive.

Order: How the Payroll Item is sorted numerically within each type.

Description: A brief explanation of the Payroll Item's purpose. This is the name that will appear on Payroll related reports.

Vendor: Indicates the Vendor to which the Liability, Tax or Deduction is owed.

Deduct From: Either Net Pay to calculate after taxes or Gross Pay to calculate before taxes.

Calculation Type: How the Payroll Item will be calculated. Calculation Types are available based off the Payroll Item Type: Fixed, Hours, or Percent for Additions; Annual Salary, Fixed Amount or Hourly for Earnings; Fixed Amount, Hourly Amount, Hourly Percent, or Percent for Deductions; and Federal, State, Local, Fixed Amount, Hourly Amount, Hourly Percent or Percent for Taxes and Liabilities.

Payroll Item Setup

Total Office Manager includes six different Payroll Item Types: Tax Item, Employer Liability Item, Deduction Item, Time Off Item, Earning Item, and Addition Item.

Tax Item: Taxes are the first item to deal with in Total Office Manager since Taxes affect Earnings, Deductions and Liabilities. Tax Types are essential to Payroll. They are used to deduct Taxes from Employees' Paychecks. Tax types include Federal Tax, Social Security, Medicare, State Tax etc.

Employer Liability Item: Employer Liability Items represent money that the Company owes to a third party because of processing Payroll within Total Office Manager. Typical Employer Liabilities include, but are not limited to, the following: FUTA, SUTA, Medicare, Social Security, company paid insurance premiums, company contributions to Pension Plans, etc.

Deduction Item: Deduction Items are used to describe common wage deductions such as health insurance, dues, garnishments, etc. Deduction Items represent money to be withheld from the Employee's Paycheck.

Time Off Item: Time Off Items are used to track time off accrued by Employees including the frequency time off is accrued, the hours or amount of time, and when/if accrued time off resets.

Earning Item: Earning Items can be used to describe a type of compensation such as shop salary, service tech compensation packages, bonuses, etc. Each Earning Item typically includes one or more Tax Items.

Addition Item: Payroll Additions are a way of adding a monetary amount to an Employee Paycheck without affecting their gross/net wages or Taxes. A prime example would be an advance in pay.

New Tax Item

Tax Items are the Taxes withheld from your employees' wages and owed to the IRS. These Items can be created either manually or automatically. Federal, Local and State all use Tax Tables that are a part of the software and are maintained automatically through software updates.

When choosing any of these three options, the Find function will need to be used to find the proper Tax.

You will notice that when any of these are selected, the Amount, Limit, Percent, and Max Amount fields are greyed out and cannot be edited. The reason for this is that they are automatically calculated based on the Tax Tables.

Tax Calculation Type: There are seven: Federal, State, Local, Fixed Amount, Percent, Hourly Amount, and Hourly Percent.

ID: Enter a short name for this Tax Item. Once the record is saved, you cannot change the ID.

Description: Enter a description for the Tax Item (recommended, but not required).

Account ID: Select the appropriate account that will be used to track the Tax. This will typically be of type "Other Current Liability."

Vendor: Select the Tax Authority to whom the Tax will be paid.

Amount: Enter the dollar amount of the Tax, if "Fixed" or "Hourly Amount."

Percent: Enter the percentage or the type if "Percent" or "Hourly Percent."

Limit: Enter a dollar amount for the limit of the "Tax Amount" to reach to stop calculating.

Max Amount: Enter a dollar amount for the "Maximum Wage Base" to reach for the Tax to stop calculating.

Important Note: If the Tax Calculation Type is anything other than Federal, State or Local, you will need to maintain the Percent, Limit and Maximum Wage Base.

Once you have chosen a Tax Item from the list, the name (ID) and details (Description) will populate on the New Tax Item form.

Please Note: The Federal Tax Items include the FICAs and FIT withholding items due to the IRS. When setting up these Tax Items they need to be selected through the Find function. This tells Total Office Manager to search the Tax Table to find the appropriate Tax rate. All applicable Tax Items need to be created. You will add the necessary Tax Items to each Earning Item.

The Amount, Percent, Limit, and Max Amount fields are greyed out. This information is pulled from the Tax Table within Total Office Manager and will be calculated appropriately when applied to your Employees. You will, however, still need to select the appropriate Account and Vendor (Tax Authority). The State and Locality Taxes will also need to be selected using the Find function.

Once the Find form has opened you will need to choose the applicable state from the drop-down menu for state taxes. If you have Employees who live in different states than from where they report, each state's taxes will need to be set up. All available Taxes will appear on the left-hand side. Under Tax Details, a description of the tax chosen will be displayed.

The Amount, Percent, Limit, and Max Amount fields are greyed out. This information is pulled from the Tax Table within Total Office Manager and will be calculated appropriately when applied to your Employees. You will, however, still need to select the appropriate Account and Vendor (Tax Authority).

New Employer Liability

Employer Liability Items represent money that the Company owes to a third party as a result of processing Payroll within Total Office Manager. Typical Employer Liabilities include but are not limited to: Federal and State Liabilities, company paid insurance premiums, company contributions to Pension Plans etc.

Federal, Local and State all use Tax Tables that are a part of the software and pull Tax Rates directly from the IRS. When choosing any of these three options, the Find function will need to be used to find the proper tax calculation. You will notice that when any of these are selected the Amount, Limit, Percent, Max Amount and Calculate Using fields are greyed out and cannot be edited. The reason for this is that they are automatically calculated based on the Tax Tables.

There are two exceptions on Federal and State Liabilities that do not use the built-in Tax Tables, FUTA and SUTA.

To set up the rates used for FUTA and SUTA, you will first need to create these Items, then go to Employees > Unemployment Tax Rates from the Main Menu.

There are several fields on the Liability Item form that are different from the Tax Item form.

Expense ID: The offsetting Expense account that you will report the Liability against.

Calculate Using: Gross Pay or Net Pay.

Tax Tracking: Indicates if the Employer Liability is a particular type of Pension Plan. This information is important as it pertains to the W2.

The Federal Tax Liabilities include the FICA and FUTA withholding items due to the IRS. When setting up these Items, they need to be selected through the *Find* function. This tells Total Office Manager to search the Tax Table to find the appropriate Tax rate. All applicable Tax Items need to be created. You will add the necessary Liability Items to your Employees' Payroll Item List.

Once you have chosen a particular Liability Item from the list, the name (ID) and details (Description) will populate on the New Employer Liability Item form.

The Amount, Percent, Limit, and Max Amount fields are greyed out. This information is pulled from the Tax Table within Total Office Manager and will be calculated appropriately when applied to your Employees. You will, however, still need to select the appropriate Account and Vendor (Tax Authority) as well as the Expense Account.

The State and Locality Liabilities will also need to be selected using the *Find* function.

Once the *Find* form has opened you will need to choose the applicable state from the drop-down menu. If you have Employees who live in different states than from where they report; each state's Liabilities may need to be set up. All available State Liabilities will appear on the left-hand side. Under Tax Details, a description of the Liabilities chosen will be displayed.

The Amount, Percent, Limit, and Max Amount fields are greyed out. This information is pulled from the Tax Table within Total Office Manager and will be calculated appropriately when applied to your Employees. You will however still need to select the appropriate Account and Vendor (Tax Authority) as well as the Expense Account.

Once you have set up FUTA and SUTA, you will need to set up the Unemployment Tax Rates. To access the Unemployment Tax Rates, from the Main Menu, go to Employees > Unemployment Tax Rates.

Federal The unemployment tax rate for the United States Federal Government. This rate is either 6% or .06%. Please contact your accountant for clarification on which percentage you should choose for your company.

Credit Reduction: This field is only applicable to those companies that operate in a Credit Reduction State. Please contact your accounting professional for more information on this topic.

State: The unemployment tax rate for the state your company resides in should be entered for each quarter listed.

New Deduction Item

Deduction Items are used to describe common wage deductions such as health insurance, dues, garnishments, etc. Deduction Types represent money owed by the Employee to a third party.

Deduction Items are not calculated using any Tax Tables. The Federal, State, and Local calculation types are not available. Deduction Items are only calculated based on a Percentage or Amount that you specify. You can however indicate when these Deduction Items should affect your employees' wages. (To be calculated/withheld before or after Taxes.)

Account ID: If the Deduction is an employee portion paid to a third party, select the appropriate Liability account here. This Deduction will then be included in your Payroll Liability form for payment later.

Vendor: This is a required field. If this is a Tool or Reimbursement Deduction, create a vendor account with your company name and select the Vendor here. If the Account ID selected is an Expense, the Vendor selected will not apply.

Deduct From: Net Pay or Gross Pay.

Amount: If this differs by Employee, leave this blank and fill it out on the Employee Deduction tab.

Tax Tracking: Just like Liabilities, select this option to track special health plans, pension plans, or retirement benefits. This information will be used on the Employee's W2.

Qualifying FICA Wage Reduction: If this box is checked you must set this deduction to withhold before FICA Taxes. This box should be checked if you have either FICA SS or FICA Med in the Tax Grid.

Qualifying Federal Unemployment Tax (FUTA) Reduction: If this box is checked you can set this deduction to adjust Federal Unemployment Liabilities (FUTA) for the company. The deduction amount will be subtracted from the Gross Pay amount on the check prior to FUTA being calculated.

Qualifying State Unemployment Tax (SUTA) Reduction: If this box is checked, you can set the deduction to adjust State Unemployment Liabilities (SUTA) for the company. The deduction amount will be subtracted from the Gross Pay amount on the check prior to SUTA being calculated.

When you have a Gross Pay Deduction, the tax grid (bottom portion of the form) shows all the Taxes that will be calculated AFTER the deduction amount is withheld from the Gross Pay. To add a Tax, click on the Tax ID field and select the down arrow button to display a list of taxes or click the "Append all Taxes" button to add all taxes and remove any that do not apply.

New Time Off Item
Time Off Items are used to track time off accrued by Employees when time off is accrued, the amount of time to accrue and when/if accrued time off resets.

ID: Enter a short name for this Time Off Item.

Description: Enter a short description for the Time Off Item.

Account ID: Select the appropriate account (Expense usually) from your Chart of Accounts.

Accrual Period: Select the period when time off begins to accrue. (Beginning of Year, Employee Anniversary, Every Paycheck, or Every Hour on Paycheck.) This can be changed on the Employee if it differs.

Hours Accrued at Beginning of Year: Enter a value to determine how many hours accrue at the beginning of the year (if applicable). Leave this blank if it differs by Employee and enter it in the Employee Payroll Items.

Max Hours Accruable: Enter a value to determine the max number of hours that can be accrued.

Reset On: Select when time off should expire/reset. (Never, Employee Anniversary, or Beginning of Year). This can be changed on the Employee Payroll Items if it differs by Employee.

New Earning Item

Earning Items can be used to describe a type of compensation such as shop salary, service tech compensation, bonuses, etc. Each Earning Item typically includes one or more Tax Item. Earning Items will determine how your Employees will be paid and at what rate and frequency.

Calculation Type: Annual Salary, Fixed Amount or Hourly Rate.

Annual Salary: Employees are given a total yearly amount. This amount can be entered into the "Amount" field. When processing payroll, the amount to pay is automatically calculated based off the pay frequency.

All that is needed is to create the Paycheck. The amount can be left blank and filled out on the Employee, specifically when it differs by Employee.

Fixed Amount: If regardless of hours or work completed an Employee is paid an amount that does not change, he/she can be given a Fixed Amount calculation type. The weekly (or applicable pay frequency) wage amount needs to be entered into the "Amount" field. When processing payroll, there is no data entry necessary as the amount auto populates and all that is needed is to create the Paycheck.

Please Note: This amount can be filled out on the Employee Payroll Items.

Hourly: This calculation type is based on how many hours an Employee has worked during the pay period. In the "Amount" field the Employee's Hourly Wage should be entered. If this Employee uses timesheets, then entering hours will not be necessary.

ID: Enter a short name for this Earning Item (cannot be changed).

Description: Enter a short description for this Earning Item (optional).

Account ID: Select the appropriate account from your Chart of Accounts List.

Amount: Enter the hourly amount or leave it blank to fill it out on each Employee specifically.

Time Off Type: Check this box if this Earning Item should remove available time off. Choose the Time Off Item from the drop-down menu.

Department: Select a department to which the Earning Item is to be expensed (optional).

Add All: Adds all the Employee tax items you have set up, or within the Tax Grid you may add fewer if all are not necessary.

Please Note: If the Employee does not use timesheets, then their hours worked (Regular, Overtime, Sick or Vacation) will need to be entered when processing payroll. If the Employee has earned a Bonus or Commission, those amounts will need to be added through the Add Commissions functions.

New Addition Item

Payroll Additions are a way of adding a monetary amount to an Employee Paycheck without affecting their gross/net wages or taxes. Examples of Additions would be Mileage Reimbursement or Expense Reimbursement.

Calculation Type: Fixed Amount, Hours, or Percent.

ID: Give the Addition Item a name.

Description: Give the Addition Item a brief description.

Account ID: Select the appropriate account (usually *Expense*) from your Chart of Accounts.

Amount: Enter the appropriate dollar amount.

Percent: Enter the appropriate percent.

Max Amount: Enter the amount at which the Employee may no longer earn the Addition once it has been reached.

Tax Tracking: Select either None or the appropriate option for your purposes. If you have questions on which one to use, please seek the advice of your accounting professional.

Managing Tool Allowances for Technicians

Contractors occasionally offer extra pay to help employees cover the cost of acquiring or replacing personnel but use it for company purposes. One method is to pay employees 20 cents (or any amount) more per hour. That money is then placed into a fund to be used to pay for replacing broken tools or acquiring additional tools.

Option 1: Offer a Tool Stipend

This method is the easiest to set up and manage.

You can offer extra pay to help employees cover the cost of acquiring or replacing personal tools used for company purposes. One method is to pay employees 20 cents (or any amount) more per hour. This money is paid to them regardless of what they spend on tools. They will be responsible for providing the required tools.

Setting The Program Up

This part is very easy. You only need to give them a raise. We recommend that you create a dedicated Earning Item for this purpose. That same Earning Item can be used for all technicians. You can change the amount paid on the Employee Payroll Items form, if needed.

Option 2: Offer a Tool Allowance Savings Program

You can offer extra pay to help employees cover the cost of acquiring or replacing personnel but use it for company purposes. This method is to pay employees 20 cents (or any amount) more per

hour but place that money in a "savings account". In other words, that money is placed into a fund and may only be used to pay for replacing broken tools or acquiring additional tools.

Setting The Program Up

The following is an example of how to set up and manage a tool allowance program where you are paying an extra hourly amount to cover the cost of wear and tear on the employees' own tools and set that money aside for when the employee needs it.

This program is harder to manage because the employee must check tool fund balance and request reimbursement. That is more paperwork for your company.

1. Create a new earnings item. Use the Hourly type. Call it something like "Tool Allowance Stipend".
2. Set the earning item to the correct amount, such as $0.20, or the amount you decode on.
3. Set up the employee as a Vendor.
4. Set up the Chart of Account and Other Current Liability.
5. Set up the Employer Liability Payroll item.
6. Enter the Hourly Amount. Example: The amount could be .20.
7. In the Account ID, enter the chart of account you just set up in step 2.
8. For the Expense, select whatever chart of account used for recognizing tool expenses.
9. Create a payroll Deduction item. This should go to the same liability account associated with the Employer Liability Payroll Item.
10. Add this item to the employee's Payroll Items > Deductions tab.
11. In the Deductions tab, set the various properties as needed, such as Amount, Percent, Limit, Start Date, End Date, and more.
12. Repeat this for each employee and set up separate accounts to represent the separate, respective tool allowances.

Your Employer Liability item set up should look something like what is shown in this image.

Remember, you will be using your own amounts to use. This is just an example.

Please be sure to search our extensive online library of help files for tips and recommendations. We have other options and ideas on this topic.

Additional Payroll Deductions

For employees wishing to deduct more, create a Payroll Deduction item like shown below.

Note: This should go to the same liability account associated with the Employer Liability Payroll Item.

Add Payroll Items to the Employee

Add the new payroll item(s) to the employee's record. This is done on the Employee Payroll Items form.

Notice the Max Per Year column. That feature limits the total amount that can accumulate.

How to Manage the System

As Payroll processes the amount will accumulate. This recognizes the expense and the liability.

When purchasing tools off this account, under the expenses tab (on a bill, credit card charge, or check) enter the Other Current Liability you set up in Step 2, the amount of the purchase, and the vendor set up in Step 1.

The financial balance of the liability account will be reflected on the balance sheet.

Occasional Payroll Liability Adjustments

Because payroll is a separate function, you will have to do periodic payroll liability adjustments (not affecting accounts) to make the payroll liability match the General Ledger.

Note: The G/L will always reflect the true balance

You would repeat this for each employee and set up separate accounts to represent the separate, respective tool allowances.

Create a Required Tool List

We recommend that you create a list of tools that your company requires its employees to own. Include specific model numbers or specifications if needed. Make it clear what they must own and maintain and what your company will provide.

Additional Information and Ideas

https://www.aptora.com/tips/managing-tool-allowances-and-tool-reimbursements/

Using Payroll Templates

Payroll Templates allow you to put together a package of Payroll Items (including *Taxes*, *Earnings*, *Deductions*, *Employer Liabilities* and *Time Off Items*) and give it a name. In other words, Payroll Templates are groups of Payroll Items. This makes it easier to process payroll because you can add a Payroll Template to an *Employee's* set up instead of each individual Payroll Item.

Payroll Templates are a quick and easy way to define Payroll Items for a group. For example, if your company has a type of *Employee* called "Technician" and 90% of all technicians use the same Payroll Items, you can set up a technician Template. This Template can be applied to any *Employee* and all the values defined in the group are applied to the *Employee*.

You can change the Payroll Items within the Payroll Template without having those changes take place anywhere else. This allows you to customize each Template.

From the Payroll Template List, you can add new, edit existing and delete existing Payroll Templates. Editing an existing Template opens the Payroll Template Edit form.

To access your Payroll Template List, select Lists from the Employees main Menu then select Payroll Template List.

Payroll Template: Add New

Give the Template a Name and brief Description. Then add the Earning/Deduction Item for this Template. All fields will be automatically populated based on the information you provided when setting up each Item. Each field can be edited except for those that are greyed out. Below, in the Tax Grid, select any applicable Taxes that will need to be withheld and were not included on the main Earning/Deduction Item set up. The Earnings and Deductions forms behave the same way.

Payroll Template: Add New Example

The Employer Liabilities, Additions and Time Off tabs behave the same way.

From the first column's drop menu select the applicable Item. All fields will automatically populate based on the information you provided when setting up each Item. Each field can be edited except for those that are greyed out.

Payroll Template: Assigning a Template to an Employee

From the Employee Setup form's side menu option select Payroll Items or go to Employees > Employee List > Right-Click on an Employee and select "Employee Payroll Items".

From the bottom left-hand corner of the Employee Payroll Items form click the Employee Payroll button. Doing so will open a new menu option.

Navigate to the Copy Template option and choose the Template that fits best with the selected Employee. This can be done for all Employees or just a select few. Instead of selecting each Payroll Item for each Employee, you have essentially set up a single Employee and can copy that Template to multiple Employees.

Although the Template has been assigned to a particular employee, Items can still be edited at any time for that employee. This does not change the original Template.

When it is applied to a different employee at a different time it will mirror the original Template. Create as many Templates as needed of different variations can be created.

Open the employee's Payroll Items to assign the Payroll Template.

Direct Deposit Setup

Direct Deposit is a process where you create electronic files rather than paper checks. These files are sent to your bank and money is moved around by your bank to each individual account.

You perform your basic accounting functions as usual. You prepare checks in Total Office Manager as you normally would. Instead of printing a check, you create a file that is uploaded to your bank. Instead of handing a check to your Employees or Vendors, the bank uses the file you gave them to transfer money electronically. You can still print a Notice of Direct Deposit and hand this to your coworkers if you wish.

The Total Office Manager program has all the functions capable of making a proper ACH (Automated Clearing House) file. These files are the standard for banking institutions used to move money to different accounts. Total Office Manager or Aptora does not handle the movement of this money for you. This is something that you set up with your bank, to send them the ACH file and they will move the money. Total Office Manager (Aptora) does not charge any additional fees for this functionality; it is a standard part of the Total Office Manager program. The bank that you use may charge a setup fee and/or processing fees. These fees are not related to your use of the software in any way.

Note: To see Direct Deposit Features, please go to Edit > Preferences > Payroll > Company Preferences tab.

Setting Up Direct Deposit

1. The first step is to contact your bank and request paperwork to get signed up. This is unrelated to Total Office Manager and must be done no matter what method you use to manage Direct Deposit. Inform your bank that you will be using a software program to create ACH files to send to the bank. Ensure that you have all the paperwork filled out and procedures, password, steps etc. to send the bank the file prior to performing your first Direct Deposit. It is highly recommended that you perform a Pre-Note (a zero-dollar amount transaction for each Employee to ensure that all information is entered accurately) prior to a "live" Payroll.
2. Turn on Direct Deposit in Edit > Preferences > Payroll > Company Preferences tab.
3. Select Direct Deposit from the Banking main Menu option then select Company Setup. This will open the Direct Deposit set up form that will need to be filled out.
4. Ask your Employees if they would like to participate in Direct Deposit. If they do, they should fill out a permission/authorization form. Your bank should be able to provide you with a sample that you can use. We have also included one (Direct Deposit Authorization Form.doc) for you in the Program Directory.
5. If you wish to pay Vendors using Direct Deposit, you will need their permission. Again, your bank may have the forms that you can use. Setting up Vendors works just like Employees.

Company Setup

Once you have contacted your financial institution and completed the necessary steps required, you can now set up your Direct Deposit in Total Office Manager. Select Direct Deposit from the Banking main Menu option then select Company Setup.

This will display all Bank Accounts that you have set up for Direct Deposit. As many accounts as needed can be created. Select "Add New".

Select the "Use this Bank Account for Direct Deposit" option to enable this feature. Use This Bank Account for Direct Deposit: Check this box to tell Total Office Manager to use this Bank Account for payments through Direct Deposit.

Account Type: Select the type of Bank Account you are using. Checking or Saving.

Default Entry: This helps identify what the transaction is for. For example, Payroll or Bill Payment. You can always enter something different here when you create the Direct Deposit.

Federal Tax ID: This number is assigned to your company by the federal government. It may be found in the Company Information form and appears on your income Tax returns. This number is VERY important and must be entered precisely. There are times when your bank will require you to add a "0" or "1" to the beginning of this field. Do not add anything else to this number unless asked to do so by your bank or Technical Support.

Routing #: This is the routing number of the Bank Account. This number can be found at the bottom of a check for this account.

Account #: Enter the bank Account Number from where you will be drawing money.

Include 9 Line in Block Count: Total Office Manager's Direct Deposit file is absolutely NACHA compliant and follows the rules and regulations governing the ACH network. There is, however, one setting which may be required from you In Total Office Manager. NACHA rules require that an ACH file be at least nine lines in length. Some banks collect all their Customers' ACH files, combine them into one file, and send that single large file to the clearinghouse. Other banks send each Customer file to the clearinghouse individually. If one of these individual files is less than nine lines long there can be a problem. If this is the case, checking the "Add 9 Line" check box will add enough entries to the file to be NACHA compliant.

Unbalanced File: This option is checked when the Direct Deposit batch is not balanced. Do not check unless asked to do so by your bank or Technical Support.

Include Trace Numbers: Trace numbers uniquely identify each Direct Deposit transaction. It is recommended that is option be selected, but verification from your bank may be necessary.

Company Name: Enter your company name or DBA. Total Office Manager may not allow you to use certain characters. Some are not allowed by the Direct Deposit system.

Bank Name, Branch, and Complete Address: This is your bank's information.

Default File Name: The default file name of the file that will be sent to your bank. This is the file that contains the Direct Deposit information. Your bank may not care what the file name is but when you save, Total Office Manager will suggest this name. You can always change it during the save process.

Save: Saves the information in the form

Cancel: Exits the form without saving any information.

Vendor Setup (Direct Deposit)
If you enter an agreement with your Vendors to make payments using *Direct Deposit*, or if you plan to pay your Employees through *Direct Deposit* this can be set up in Total Office Manager using the Vendor's/Employee's individual account.

Access your Vendor/Employee List and select the particular Vendor/Employee. Obtain your Vendor's/Employee's bank and account information and enter it into the form.

The Direct Deposit menu option opens the Direct Deposit Set Up Form

Employee Setup (Direct Deposit)
The Direct Deposit menu option opens the Direct Deposit Set Up Form

Employee Direct Deposit is like Vendor Direct Deposit; however, it differs in that it has an additional Bank Account for the Employee to Direct Deposit to.

An Employee has the option to split the Direct Deposit into two different accounts. There is an option for the Employee to use both a primary and a secondary Bank Account.

The Employee may elect to have a fixed dollar amount, or a percentage amount deposited into the secondary Bank Account.

Processing Direct Deposit

From the Banking main Menu option, select Direct Deposit, and then Transactions List. Once your Vendor Payments or Payroll Checks have been processed, they will appear in the Transactions List. From the Direct Deposit List menu option, select Process Checks. This will bring up a new form with a list of the ACH Files that have been created. Choose the appropriate file and select "Export File" to create the file that will be sent to the bank. Your specific bank will advise you on the file format and how they would like to receive the file.

From the Direct Deposit List menu option, select Process Checks. This will create the ACH File that will need to be sent to the bank. A subsequent form will open to display the list of ACH Files you have created. On this form you will have two options: Export File and View File. Export File will create a text file outside of Total Office Manager and it can be sent to the bank. Your specific bank will advise you on the file format and how they would like to receive the file.

My Preferences

Warn if Excess Time Off Usage (payroll processing): When checked, a warning will appear while processing payroll if an Employee has exceeded their available time off (sick leave, vacation time, etc.).

Company Preferences

Pay Liabilities Default Bank: Select the default Bank Account to populate when paying Payroll Liabilities.

Payroll Checks Default Bank: Select the default Bank Account to populate when creating Paychecks.

Allocate Payroll Taxes to Job Costing: Controls whether, and how Payroll Taxes are allocated to Job Costing. The options are: Inactive, Treat as Expenses (Overhead), or Treat as Cost of Goods Sold (COGS).

Time Sheet Defaults

Earning Item: Select the default Earning Item to populate on new timesheet entries.

Service Item: Select the default service item to populate on new timesheet entries.

Enable Payroll Service: Enables the payroll service functionality in the program.

Payroll Service Vendor: If the Payroll Service feature is enabled, select the Payroll Service Vendor from this drop-down list.

Show Direct Deposit Features: When enabled, Direct Deposit related features are exposed.

Worker's Compensation Tracking: Enables Worker's Compensation tracking.

Use Certified Payroll: Enables the certified payroll functionality.

Use Labor Cost for Commissions: Allows the user to use Labor Costs when determining Commissions.

Worker's Compensation

Total Office Manager offers a Worker's Compensation Tracking feature. This feature allows you to assign a Worker's Compensation Code to your Employees' timesheets to track those wages by earning item or Employee. To access your Worker's Compensation Code List and/or create your codes select Lists from the Employees main Menu option then select Workers Compensation List.

Enabling the Feature
Prior to using Worker's Compensation, you will need to go to Edit > Preferences > Company Preferences tab and select Worker's Compensation Tracking.

Adding New Worker's Compensation Codes
From the Main Menu, click Employees > Lists > Worker's Compensation Code List

Once you set up each applicable code with a name and brief description, it must be assigned to your Employees' Timesheet entries.

Using Worker's Compensation Codes
Total Office Manager offers a Worker's Compensation Tracking feature. This feature allows you to assign a Worker's Compensation Code to your employees' timesheets to track those wages by earning item or Employee.

To use this feature, you will need to enable the Preference under the Payroll options in the main preferences section. If you do not see the Worker's Compensation Code selection (column), click the Preferences button on the bottom left of the form. Once enabled, you can then set up your Worker's Compensation to work on your company database.

Usage and Form Access
1. Set up the Worker's Compensation Codes (Employees | Lists | Worker's Compensation Code List).
2. Edit the Employee Payroll Items Codes (Employees | Employee List | right click and choose Employee Payroll Items).
3. Assign the appropriate Compensation Code to the Employee as the Default. This will ensure that a code is assigned to all Time Sheet entries.
4. Enter your Employee's Time Sheet Hours Codes (Employees | Timesheets/Time Tracking).

Note: Once an Earning Type is selected, the Employee's default WC Code is auto populated on the Time Sheet line entries. You can change this selection in the drop down.

After processing your payroll, you can then run reports that will show you information that is tied to Workers' Compensation. There are two options for viewing reports – Worker's Compensation by Earning Items and Worker's Compensation by Employee. These reports can be viewed by going to Reports | Payroll | Worker's Compensation. Examples are provided below.

Worker's Compensation Codes may be associated with times sheet entries as seen below.

More Information
https://www.aptora.com/help/workers-compensation/

Workers' Compensation Reports

Workers Compensation by Earning Items

Date Range: Select a predefined date range (i.e., Last Week, This Week, Last Month, This Month).

From/To: Manually set the date range for the report.

Worker's Compensation Code: Choose to view all Codes are select a single code to be displayed.

Earning Item: Choose to view all Earning Items or select a single item to be displayed.

Include Inactive: This option will display all Worker's Compensation Codes, active and inactive.

Include all Timesheet Entries: This option will display all timesheet entries for the date range selected whether there is a Worker's Compensation Code assigned.

Report Preview

Workers Compensation by Employee

Date Range: Select a predefined date range (i.e., Last Week, This Week, Last Month, This Month).

From/To: Manually set the date range for the report.

Worker's Compensation Code: Choose to view all Codes are select a single code to be displayed.

Employee: Choose to view all Employees or select a single Employee to be displayed.

Include Inactive: This option will display all Worker's Compensation Codes, active and inactive.

Include all Timesheet Entries: This option will display all timesheet entries for the date range selected whether there is a Worker's Compensation Code assigned.

Include SSN and DOB: This option will display each Employee's SSN and DOB on the report.

Report Preview

Payroll Processing

Timesheets

Timesheets are one way of telling Total Office Manager how to calculate an employee's pay. In the Employee Payroll Items, you can tell Total Office Manager to calculate an employee's hours via time sheet or not. Enabling timesheets forces the payroll administrator to add time to the timesheet.

For example, an Employee that always works 40 hours and does not need their hours tracked can be set up in Total Office Manager to not use Time Sheet Hours. However, this means that they must have default hours entered for their pay period.

To fill in timesheets, select Timesheet/Time Tracking from the Employees main Menu option. All timesheets are viewed in one week time frames. The timesheet uses the Earning Types assigned on the Employee and all Customers/Jobs entered into Total Office Manager. The Earning Type is required, the job is not. However, if the users wish to track time against a Job, the Job ID information must be selected.

Time Sheet: Daily Data Tab

Show All Employees (Not Just Time Sheet Users): This displays both Time Sheet Users and Salaried Employee s. When this is selected, you can enter hours for a Salaried Employee for Job Costing.

Employee: Select the active Employee you want to enter the time for. All Employees can be displayed on this list, even if they are not set up as hourly.

Date Selection: Select the date to view using the calendar. If the day already has timesheet information, that day will be in red, bold font.

Delete: Click the red "x" to delete the line item and all data on that line including hours, earning type and job type.

Earning Type: Select from the drop list the Earning Type that applies to the selected Employee. This field is mandatory. You cannot enter timesheet data (hours) without first selecting an Earning Type.

Cust:Job: Select from the drop list a Customer:Job if one applies. (See Job Costing)

WO#: The WO field is used to indicate the Work Order to which the line item is associated. If the Customer field has been filled in, the WO drop-down list will display Work Orders for that Customer only. If the Customer field has not been filled in, the WO drop-down list will only make available <Lookup> as a selection. Clicking <Lookup> will open the Work Order Lookup List, which can be used to look up any Work Order in the system. Double-clicking on a Work Order will populate both the Customer field and the WO field.

Service Item: Optional. Select a Service Item type from the list. This is used to associate the labor you need to charge to Customers for reimbursables.

Department: Optional. Select a department from the list to associate this labor expense with the department. This is very important if you wish to track expenses by department. Choosing a department is highly recommended.

Start Time: Optional. Enter the "time in" or the starting time for this labor entry. This is handy if you wish to track the actual time Employees' start and stop on jobs.

Stop Time: Optional. Enter the "time out" or the ending time for this labor entry. This is handy if you wish to track the actual time employees start and stop on jobs.

Hours: Required. The total hours worked for each entry. This field will auto calculate if you use the Start and Stop time fields, but you can still change it to any number.

Mileage: Enter mileage (if any) for a particular job or day. Mileage may be entered for each day. This information is saved only when you have entered the hours for that day.

Notes: Enter notes (if needed) to explain the entry. Notes may be entered for each day. This information is saved only when you have entered the hours for that day.

Preferences: Adds/Removes columns to display.

Print: Print previews a simple timesheet for the selected *Employee* and the selected week. The style of the report will depend on what tab you are viewing.

Advance One Day on Save: The next day will automatically be selected on the calendar when you click the Save button.

Copy Information from Prior Day: Copies all information from the prior day and enters it within the current day you are on. This does not apply when the prior day was Saturday or Sunday with no time entered.

Save: Saves changes and keeps the form open.

Save and Close: Saves changes and closes the form.

Payroll Processing Tips

- If you wish to use timesheet hours when processing payroll, you will need to check the "Use Time Sheet Hours" check box Employee Payroll Items. You can still use the Time Sheet feature for Salaried Employees. This can be helpful if you wish to track time and other information for analytical purposes. When you complete a WO, you may select the "Complete/Add Time Sheet Entry" option. This will automatically populate the Employee, Date, Customer:Job, WO #, Start Time, Stop Time, and Hours (duration). There are preferences to prevent one user from editing or adding timesheets entries and notes for another user.
- To set the start day for the timesheet calendar, go to Company > Company Information > Other Information tab and set the "Business Week Starts On" to the first day of your pay period.
- Assign a default Earning to each Employee to save time when entering timesheets. This can be changed within the timesheet after the default Earning populates.
- Once timesheets have been paid, meaning a Paycheck has been created using timesheet hours, the timesheet will be locked for editing except for certain fields.

Important: When overtime hours need to be entered on timesheets, an Overtime Earning will need to be selected and overtime hours will need to be figured. Total Office Manager does not auto calculate overtime but does warn when more than 40 hours have been logged.

Sales Commission

Sales and Invoices include a Sales Commission Tracking form that allows selected Employees to receive a commission. Commissions are calculated by selecting Employees on Sales/Invoices and using pre-defined calculation methods. When processing payroll, these Employees and their commissions are selected and may be edited or changed prior to the creation of the check.

Total Office Manager offers seven types of Commission Methods.

Percentage of Sub-Total: This method allows you to enter a Sales Commission percentage rate. The Sales Commission will be calculated by multiplying the sub-total (total before Tax) by the commission rate (percentage). For example, 10% of the amount sold.

Fixed Dollar Amount: This method allows you to pay a set dollar amount commission for each Invoice or Sale created. For example, $15 per transaction.

Percentage of Direct Cost: This calculation will consider the Average Cost of the Item(s). If the Average Cost is zero, the Estimated Cost will be used. If the Average Cost and Estimated Cost are zero, the commission will be zero. This method always uses the Cost from the Sale/Invoice.

Adjustable: This method allows you to enter a variable dollar amount of commission for each Invoice or Sale created. If there is never a set dollar amount, then this commission method would be used.

Percentage of Gross Profit on Materials: This method allows you to calculate commission based off a percentage of the Gross Profit on Materials. This calculation will look at Inventory, Serialized, Non-Inventory, Other Charge and Service Type items with an assigned COGS Account and take the Retail Price minus the Item Cost to total the Gross Profit of Materials. (Non-Inventory, Other Charge and Service Items must have the check box checked within the Item form to allocate both an Income and COGS account. Each one of these items has a labeled check box such as, "This item is purchased for and sold to...").

Percentage of Labor Cost: This method allows you to calculate commission based off a percentage of Total Labor Cost. The Labor Cost is figured by assigning a Labor Cost value to each item. Only Item Types of Inventory, Serialized, Non-Inventory, Other Charge and Service can have a Labor Cost. (Non-Inventory, Other Charge and Service Items must have the special check box option selected with the Item to assign a Labor Cost). In order to assign Labor Cost to items you must enable the Preference, "Use Labor Cost for Commission". This is a Payroll Company Preference.

Percentage of Retail Labor: This method allows you to enter a Sales Commission percentage rate. This Sales Commission will be calculated by multiplying the Total Retail amount of all Service Items that are marked Labor Only by the commission rate (percentage). For example, 15% of the Retail Labor Total.

Creating Sales Commissions

To access your list of Sales Commission Methods or create new Sales Commissions select Lists from the Employees main Menu option then select Commission Method List. From the main Menu of the Commission Method List, select New Commission Method.

After giving a name to the new Commission Method, enter the rate or dollar amount according to which method you choose in the "Value" field.

Sales Commissions can be applied to your Employees a couple of different ways; when creating the Employee, or when processing payroll or at any time the Sales Commission can be created/edited/deleted for a particular existing employee.

Applying Sales Commission (New Employee Setup)

Once your Sales Commission methods have been created, they can be applied to your employees. When setting up a new employee and you come to adding his/her Payroll Items, the default Sales Commission Method and Earning Item can be chosen.

Applying the Commission Method/Earning Item will apply the Commission Method to each Sale/Invoice transaction in which this Employee will be involved.

The option to set a default Earning Item is given to populate the Earning for you when you go to add commissions in the Process Pay Group form.

This can be a real time saver. It is recommended that you set up an Earning Item specifically for Commissions to pay. This Earning should be a Calculation Type or Fixed Amount.

Applying Sales Commissions (Sales Forms)

Sales Commissions can also be applied to specific transactions from the Sales forms. From the Sales or Invoice access the side Menu to assign any necessary Commissions earned by your Employees. By assigning the Commission to the Sales form, manual calculation will not be needed later when processing Payroll. All Commission from Sales or Invoices are held for you to add to the Paycheck at your convenience.

The Assign Commissions form allows you to add as many Commissions earned for as many of your Employees who have earned one. A particular employee may have even earned more than one commission. From the Employee drop-down list select the Employee who has earned the Commission, then select the Commission Method that was earned.

Based on the calculation method, the form will use the information within the Sales form to calculate the Commission amount. This will auto-populate the Rate and Commission Amount fields. The default Commission Method will auto populate if the Employee has one assigned.

Add a memo if helpful and click "OK". The person processing the payroll will be able to view your memo.

The Commissions you have just added will appear when processing the payroll.

Process Pay Group
Once all the timesheets for your Employees have been entered and verified, you are ready to Process Pay Group. From the *Employees* main Menu option select Process Pay Group.

Pay Group: This lists all the active pay groups. When a pay group is selected, the Employee grid below is populated.

Period Begin/End Date: This is the date on which the period is going to begin/end.

Do Not Accrue Time Off: When checked, Employees will not accrue time off.

Bank Account: The Bank Account to use for processing this particular Pay Group (will auto populate if set in Payroll Preferences).

Pay Date: This is the date for which the Paychecks will be disbursed to Employees.

Pay: Click this check box for each Employee being processed. If the Employee has been set up to use Direct Deposit, click Pay and Direct Deposit.

Direct Deposit: If the Employee is set up for Direct Deposit, you will need to ensure this box is selected; otherwise, a live Paycheck will be created for the Employee.

Employee: Name of the Employee.

Time Sheet: Yes/No field indicating whether the Employee is selected to use time sheets.

Pay Frequency: The pay frequency for the selected Employee.

Last Paid: The date of the last Paycheck for this Employee.

Employee Details Grid: Displays Employee, Payroll Item Type, Payroll Item Name, hours, and amount information for the pay group. The white fields in the grid can be edited. The Earning Type of the Employee and whether he/she uses time sheets will determine what fields can be edited. Hourly Rates and Salary Amounts will never be displayed here for security purposes. If Salary Employees use timesheets, the hours will not be shown here either. The hours will, however, populate on the Paycheck once it has been created.

Employee Details Grid: Explained

William and Bill are both *Timesheet Employees*. The "Hours" and "Amount" field are both greyed out. These figures are brought over directly from the timesheet Entries made during the pay period. Notice that even though the hours have been populated there is no calculation to display the wage amount. It says "0" but the amount has calculated and will appear on the Paycheck once it is processed. This is a privacy and security feature.

Neither Jon nor Jim uses time sheets. Their hours must be entered in manually based on your own record keeping. Again, the amount fields will not display the wage amount but will be calculated and appear on the Paycheck. This is a privacy and security feature.

Menu Options

Select All: Activates the Paycheck box for every Employee in the Pay Group. If Direct Deposit is enabled for all Employees, the Direct Deposit check box will also be selected.

Deselect All: Clears the Paycheck box for all Employees selected in the Pay Group.

Timesheets: Opens the Weekly Time Sheet form. Same as going to the main Menu and selecting Employees, Timesheets/Time Tracking.

Add Commissions: When clicked, this will take you to the Add Commissions form.

Create Paychecks: Creates all Paychecks for the Employees selected. Now you are ready to Process Paychecks.

Refresh: This MUST be clicked after entering the pay period begin and end dates so that Time sheet hours will load accordingly.

Exit: Closes the form. Any manual values will be saved if a Paycheck was not created after entering the value. This prevents you from having to re-type information.

Add Commissions

When Add Commissions is selected, the form below will open displaying all commissions earned for each Employee who earned one.

Employee: The Employee who earned the commission.

Date: The date the commission was earned. This is the date of the Invoice/Sale where the Commission was entered.

Sub-Total: The sub-total of the Invoice on which the commission was earned.

Commission Method: The Commission Method.

Earning Item: The Earning Item to which the commission is assigned. This loads the default Commission Earning when one is assigned to the employee.

Commission: The Commission Amount. This can be modified before commission is added to the Paycheck.

Invoice Balance: The total amount due of the Invoice on which the Commission was earned.

Process Pay Group (Step by Step)
1. Choose a Pay Group.
2. Choose the Bank Account from which you wish to draw the funds.
3. Set the Period Begin and End Dates.
4. Set the Pay Date.
5. Click the Paycheck box for each *Employee* being processed.
6. Make any necessary adjustments/additions to each *Employee's* Hours/Amounts in the Details Grid.
7. Click to refer to load timesheet information.
8. Click Create Paychecks.

Process Paychecks
The Paycheck List from is a convenient way to look at Paychecks. This list displays each Paycheck that was created. It displays the progression from their Gross Pay amount to the Net Pay amount. To access this list, select Process Paycheck from the Employees main Menu option.

Employee: Select a particular Employee or view all.

Date Range From/To: The date range for when the Paychecks were marked to be paid. This is not the pay period date; it is the Paycheck date.

Additional Filter Options: Not Posted, Voided, Is Paid by Payroll Service, Is Not Paid By Payroll Service, Not Exported.

Paycheck Menu Options
Edit Paycheck: Opens the Paycheck Details form. Here you may make any necessary changes to the selected Employee's Payroll Check before the check is posted.

Post Paycheck: This function processes the Paycheck, completes the financial transaction and now the Paycheck is ready to be printed.

Un-post Paycheck: If checks were posted in error, or if errors are found once the check is previewed to be printed it can be un-posted. This removes the check from the print queue and puts the check back to an un-posted status.

Void Paycheck: Stops payment on the check. The check still exists in your records but now does not affect your financial history. (This is recommended as opposed to deleting the check.)

Delete Paycheck: Deletes the check and its history. There will be no record of this transaction for audit purposes.

Select/Deselect All: Either selects/deselects each check in the list.

Post: This function posts or finalizes the Paycheck, completes the financial transaction and now the Paycheck is ready to be printed or processed for Direct Deposit.

Exit: Closes the form.

.

Tips

When a bonus needs to be paid or a paycheck was accidentally shorted for an employee marked to "Use Timesheet Hours", simply edit the employee's Payroll Items, uncheck the option to "Use Timesheet Hours" and save & close the form. Now the Process Pay Group form will stop loading hours from timesheets.

Use a prior pay period so you do not lock down future timesheet days and create the paycheck for the date you intend on giving the paycheck to the employee. Once you have created the paycheck, do not forget to go back to the Employee Payroll Items to turn "Use Timesheet Hours" back on.

Editing a Paycheck
Occasionally, there is an error on an employee's paycheck prior to posting Paychecks. You may edit the Paycheck; however, you must recalculate it prior to posting the Paychecks. You may edit the Earnings, Deductions, and Additions tabs found on the left of the Paycheck Details form. Anything that is not greyed out may be adjusted. For Earnings, it is strongly suggested to adjust the Rate of Pay versus the Total Amount. It is also recommended that you do not manually adjust Taxes or Employer Liabilities. Once the adjustments have been made, you will need to click on the Paycheck Detail button on the lower left of the form. A menu will pop up. You will need to select Recalc Paycheck. This will recalculate the Paycheck as needed. It will automatically adjust the Taxes and Employer's Liabilities accordingly. Once the Paycheck has been recalculated, you may post your Paychecks and continue processing them.

Print Paychecks
Your Paychecks have been posted and are now ready to be printed. To access your list of Paychecks, select Write/Review Paychecks from the Employees main Menu option.

Do not try to access your list of Paychecks from the Banking Menu they are not found there, but only through the Employee Menu.

When the list opens it will display all Paychecks that you have ever written within Total Office Manager. Use the Quick Filter feature to filter by a Paycheck Date or checks with a check number to print. Once the list has been filtered to display all relevant checks, select each one and choose "Print Check" from the Reports Menu option or Right-Click to select all.

Because there are several checks that have been selected, Total Office Manager will ask for the first desired number in the series and will auto number the remaining checks chronologically.

This Setup form also allows you to add/remove certain information that will appear on the checks.

Direct Deposit Procedure
Once you have processed your Pay Group and Posted Paychecks, Paychecks for Direct Deposit will appear in the Write/Review Paychecks. To pay your Employees, you must access the Direct Deposit Transaction List to create an ACH File that will be sent to the bank.

From the Direct Deposit List menu option, select Process Checks. This will create the ACH File that will need to be sent to the bank. A subsequent form will open to display the list of ACH Files you have created. On this form you will have two options: Export File and View File. Export File will create a text file outside of Total Office Manager and it can be sent to the bank. Your specific bank will advise you on the file format and how they would like to receive the file.

Note: More information on Direct Deposit can be found at the end of this section.

Paying Payroll Liabilities
Each time you process a Paycheck, Total Office Manager keeps track of any Liabilities that were calculated on the Payroll Check.

This form displays these amounts and allows you to select which ones you wish to pay. A check is created. Once a check is created, these liabilities are removed from your financial reports. To pay your Payroll Liabilities, select Pay Payroll Liabilities from the Employee main Menu option.

Pay Liabilities: Step By Step
1. Select the "Show Liabilities Through Date." This is typically your Paycheck date, the last day of the month for monthly paid Liabilities or the last day of the quarter for quarterly Liabilities.
2. Set a payment date.
3. Select the account from where the funds will be drawn for payment. This will automatically load if set in preferences.
4. Choose the liabilities you wish to pay. Once chosen the full amount will auto-populate in the Amount to Pay column. It is recommended that the full amount be paid. but this field can be overwritten.
5. Once your selections are complete, click "Create Checks".

Tips
- Be sure to select the proper "Show Liability Through Date." This date affects the deposits of Liabilities Payments reflected on the 941 and is most often the cause of a 941 showing a refund for overpayment or a balance due. Your Paycheck Date is the date that Payroll Liabilities are incurred.
- Run the Payroll Summary Report for the Paycheck Date and all Employees. Compare the total for all Employees page to the Liabilities balances for verification before paying Payroll Liabilities.
- Check the option "Do Not Show Items with $0 Amounts" to remove Items without a balance from being displayed.
- Always make Payroll Liability payments through the Pay Payroll Liability form.

Paying Payroll Liabilities: Print Liability Checks

To print the Liability checks that have just been created, access your Check List. Select Check List from the Banking main Menu option.

Filter the Check List to display the relevant checks. Select all checks you wish to print and select Print Checks from the Reports Menu option.

Liability Adjustments

After preparing a payroll Tax form, you may discover that your balance for a liability payroll item needs to be increased or decreased. You may make an adjustment due to rounding differences in your payroll feature or maybe because your accountant has advised the adjustment needs to be made.

How to Make Payroll Liability Adjustments

1. Open the Employee Payroll Liability Adjustment form. Select Adjust Payroll Liabilities from the Employees main Menu option.
2. Select New Liability Adjustment from the Liability Adjustment Menu option.
3. In the Date field, enter the date for which you are making the adjustment. (This date affects your Balance Sheet.)
4. In the Effective Date field enter the date that you want this adjustment to affect your liability balance. (This date affects your Payroll Item balance.)
5. Choose whether to associate this liability adjustment with the company or a specific Employee. For example, if you over accrued Federal Unemployment Tax (FUTA) for an Employee, you can then select that Employee from the drop-down list.
6. In the Payroll Item field, choose the payroll item you wish to adjust.
7. In the increase or decrease field, enter the amount of the adjustment.
8. In the Memo field, enter a note about the adjustment. This is optional, but highly recommended.
9. If "Do Not Affect Accounts" is unchecked, you need to select an offsetting adjustment account. This is typically the Expense account assigned to the Liability Item. Do Not select the Payroll Liability Account as this Account will already be affected based off the Payroll Item selected.

Tip: Select "Do Not Affect Accounts" to adjust the Payroll Item balance only. This may need to be done if a check was written against a Payroll Liability Account rather than being created through the Pay Payroll Liability forms.

Helpful Payroll Reports

Payroll Summary

The Payroll Summary report displays the payroll activities of your Employees for a given time frame. This report lists each Payroll Item along with its Rate, Hours, and Total amount associated with each Employee. The last page of this Report gives you a Summary of all your Employees. To generate this report, select Payroll from the Reports main Menu option then select Payroll Summary.

Date Range: Choose from the drop-down predefined date ranges. (Today, Yesterday, Last Week, This Week, Last Year, This Year.)

From/To: Enteral custom date range.

Union: If your Employees are a part of a Union and have been set up as seen in Total Office Manager, you may choose to filter by a specific union.

Filter: Select all Employees to display on the report, choose one, select specific Employees.

Show Non-Posted Amounts: Any payroll check amounts that have been processed but not posted will appear once this option is checked.

Show SSN & DOB: Displays the Employees' SSN and DOB on the report.

Exclude Inactive Employees: Any Employees whose records have been marked Inactive will appear on the report.

Exclude Zero Amounts: Excludes Payroll Items with no financial activity from the report.

Payroll Summary Report

Tips

- Run this report with a "From" and a "To" date as your Paycheck Date to view or verify Paycheck amounts for a specific Paycheck. This report looks at Paycheck date, not pay period.
- Use this report for verification or cross-referencing on 941s, 940s andW2s.

Payroll Item Detailed History

The Payroll Item Detail History Report displays all transactions for each Payroll Item based off the date range selected. To generate this report, select Payroll from the Reports main Menu option then select Payroll Item Detail History.

Date Range: Choose from the drop-down predefined date ranges. (Today, Yesterday, Last Week, This Week, Last Year, This Year.)

From/To: Enter a custom date range.

Employee: Choose to display all of your Employees or select one in particular.

Union: If your Employees are a part of a Union and have been set up in Total Office Manager, you may choose to only view those Employees on the report.

Filter: You may choose to view a specific Payroll Item, Several Payroll Items using the check boxes, or All Payroll Items by selecting all.

Only Show Paycheck Reductions: This option will only display Payroll Items activity from Paychecks based off the Items selected.

Only Show Liability Payments: This option will only display Liability payment activity based off the Items selected.

*Drill Down Capability: If a line item is double clicked the Form Type for that selection will open. If it is a Paycheck that has not yet been posted, the Paycheck Details form will open. If a check has

been posted for that line item, then the check will open. If a Liability Adjustment line item is selected, then the associated Liability Adjustment form will open.

Payroll Item Detailed History Report

Tip: This is a good report to review when you need to determine the balance of a Tax or Liability Item as you will see the history of transactions affecting the Item's balance.

Employee Timesheet

The Employee Timesheet Report displays a list of all timesheet entries for a particular Employee or for all Employees. To generate this report, select Payroll from the Reports main Menu option then select Employee Timesheet.

Date Range: Choose from the drop-down predefined date ranges. (Today, Yesterday, Last Week, This Week, Last Year, This Year.)

From/To: Enter a custom date range.

Earning Type: The report can be displayed to view all timesheets associated with either a particular earning type (Bonus, Commission, Hourly Regular, Salary or of those you have created) or all earning types.

Union: If your Employees are a part of a Union and have been set up in Total Office Manager, you may choose to only view those Employees on the report.

This report also allows you to include the following fields: Customer:Job, Department, WO#, and Service Items.

Filter: Select all Employees to display on the report, choose several or choose one of your Employees.

Page Break: Starts each Employee's Timesheet information on a new page.

Employee Timesheets Report

Annual Employee Wage

The IRS requires that on the last day of each quarter an Employee Wage Report be filed with your state Department of Revenue. The Annual Employee Wage Report summarizes gross pay information for each Employee on a quarterly basis for the selected year. Refer to your state's DOR for further filing requirements.

This report shows all Employees' Adjusted Gross Wages after pre-tax deductions marked as a qualifying SUTA wage reduction. There is no other filter option. You do, however, have the option to add the Employee's SSN to the report. If your state's Department of Revenue requires this information to be included when filing your Quarterly Wage Report, then this option should be selected.

Tip: Use this report to calculate excess wages for your state unemployment quarterly filing.

Sales Commission Tracking

The Sales Commission Tracking Report displays all Sales Commissions earned or paid out to your Employees. This report also lists each Customer:Job and Invoice to which the Commissions were earned or assigned.

Date Range: Select a predetermined date range (i.e., This Month, Last Month, Yesterday, Today).

From/To: Manually specify a date range.

Date Filter Type: By Invoice Date, By Paid Date (Paycheck), or By Invoice Paid Date.

Employee: Select to view only commissions earned/paid to a specific Employee or choose to view all.

Commission Method: Select to view only specific Commission Methods earned or to view all.

Paid Status: Paid or Not Paid (through Paychecks).

Only Show Paid Sales/Invoices: When checked, the report will only display Sales and invoices that are paid in full. If there are any outstanding Invoices where Commissions have been earned those will not appear.

Include Details (Company Name and Memo): This option displays the Customer:Job for the particular Invoice and display any Memo that was entered for it.

Include GP$: Adds a column for Gross Profit $ for Sales/Invoices subtotal.

Sales Commission Tracking Report

On the left-hand side of the report is the list of your Employees. Each name can be selected to jump to that page/section.

*Drill Down Capable: Opens to the transaction that is being referenced.

Certified Payroll

To be awarded government jobs, or to be hired for your expertise in your field as a Sub-Contractor by a General Contractor working on a job requiring payment of a prevailing wage for each of the skills employed in completing that job, you will likely be required to provide a Certified Payroll Report.

To prepare Certified Payroll, you must ensure that you have enabled this feature in Total Office Manager by going to Edit > Preferences > Payroll > Company Preferences tab and check Use Certified Payroll.

The actual wage your Employees must be paid for their work on the project will be determined by asking the General Contractor, or project manager, what the experience level and type of wage rate is that you must pay. (Apprentice, Journeyman, Master, etc.)

Once the rate and experience level are known, your Employee that will be working on the project must have an earnings category set up and a wage rate set up to conform to these requirements.

The company level payroll items must be set up before the individual employee's earning item is added. The set up will, of course, include regular hours at the rate and overtime hours.

Overtime hours for a trade may not always be calculated at the usual "time and a half" rate, checking on this with the project manager is recommended.

Once your company payroll items for earnings include the prevailing wage rate and overtime rate for hours worked on the project, and the Employees who worked on the job site have been set up for the same wage and overtime rate, you may enter time into your timesheets in the manner you normally would.

Be careful to specify the Customer:Job carefully. Any hours over 40 for the week, regardless of the Customer:Job, must be reported and calculated as over-time.

Each Employee will need to be given a Marital Status, Ethnicity, and default Class. When setting up Payroll Items, the "Prevailing Wages" regular and overtime Earning Items should be set up separately from the "non-certified" hourly Earning Items.

Assigned a default Class for Certified Payroll. This will auto populate on timesheets when entering hours but can be changed.

To set up Ethnicity and Class Codes, you will need to go to Employee > Lists > Ethnicity List (or Class Codes). You will then need to Right-Click into the list to add a new Ethnicity or modify existing Ethnicity Types. This holds true for the Class Codes. Marital Status Types hold default types.

Certified Payroll (Authorization) Letters
To create a Certified Payroll Letter (the back side of the federal certified payroll reporting form #WH-347), select Payroll from the Reports main Menu option then select Certified Payroll Register.

Date Range: Select a predetermined date range (i.e., Last Week, This Week, Last Month, This Month).

From/To: Manually specify the date range.

Certified Payroll Letter: "Default Letter" is the only option available unless you create your own letter within the Certified Payroll Letter List.

Customer:Job: Choose a particular Customer:Job or view all

Employee: Choose a particular Employee or view all.

Only Show Certified Payroll Letter: This option will create a Certified Payroll Letter for all Customer:Jobs or for a particular Customer:Job that you select.

Menu Options
New Cert PR Letter: Opens a blank rich text box that allows the user to type or copy and paste the text of the Payroll Letter he/she will be using. There are several fields that can quickly be added to the letter by selecting the desired field(s) from the drop-down list.

Edit Cert PR Letter: This option allows the user to open and edit the selected letter in the list.

Create Default Letter: This option creates a default letter according to the default that Total Office Manager offers.

Although it is a default this letter can be edited to fit the desired look and feel of the user. The changes made to the default letter will not affect future defaults that are created.

Certified Payroll Letters – Custom

There is a default letter that Total Office Manager provides, but users have the option to create their own specific letter.

To access the list of letter templates, select Lists from the Employee main menu then select Certified Payroll Letters.

Certified Payroll Letter
This Page Was Intentionally Left Blank

Understanding Job Costing

Job Costing Basics

The Meaning of Job Costing

Job Costing is a management technique that applies Cost of Goods Sold (cost of labor, materials, sub-contractors, and equipment) with a specific job, such as a complete heating air conditioning system replacement. These costs are later applied against the sale price of the job. Gross profit is calculated and compared to what was estimated. At this point, commissions might be paid based on the profitability of the job.

How to do Job Costing

Job costing is integrated throughout Total Office Manager. You will start by setting up one or more Jobs (more on that later) and then associate payments, expenses, and various other job-related transactions with that job.

Many readers will find it interesting that job costing really is not an activity; job costing is more of a matter of printing reports. When your bookkeeping and accounting is correct, your job costing reports will be correct. There is no extra work involved to "perform job costing."

Basic Accounting Used in Job Costing

As it relates to inventory control, a few basic accounting principles should be understood to grasp the Job Costing concept. When equipment or material is received for a job (paid for or not), it becomes an Asset of the company. The amount of the Asset is equal to the price you paid for the material. This "Current Asset" can be seen on the Balance Sheet under Inventory. At some point the material is sold to the job. At that stage, the material is no longer an Asset: it becomes the Cost of Goods Sold equal to the amount you paid for it. The Cost of Goods Sold is found on the Income Statement.

Learning More About Job Costing

This manual was written to provide information about how to use the software. We purposely do not cover the concepts of job costing. We have written about job costing extensively for those who want to know more. Please see the following help topics for more information:

Job Costing Setup

Chart of Accounts

How you should set up your company's chart of accounts is a conversation best had with a qualified accountant who knows your business. We offer the following general guidelines.

From the Lists main Menu option, select Chart of Accounts. Right-Click within the field and select New Account.

When creating Chart of Accounts, be sure to assign the account types. This will be used for the Job Costing Overview Report which will be discussed later in this topic.

Once you have created these Accounts, assign them to the item's Accounting tab.

Set Preferences Related to Job Costing

From the Main menu, click Edit > Company Preferences > Payroll

In the Allocate Payroll Liabilities to Job Costing field, select the correct option for the type of account you would like to allocate your payroll liabilities related to job costing to.

Creating and Adding Jobs

Customers can be entered and then you can add as many children (or sub levels) as you wish. Children can be ten deep and there is no limit to how many you can set up. This means you could enter a home builder as a parent. The individual homes would then be entered as children. Reports could be generated for the entire builder (all homes) or on just one home.

The Customer:Job form includes a unique Job Info tab. This tab allows you to enter details about a job such as a complete description, prices, status, and more. You can even associate an Estimate that has been created in Total Office Manager.

Step-by-Step to Adding Jobs

1. Click Customer > Customer:Job List
2. Click the Customer:Job button. Click New Customer to create a new top-level Job or click Add Customer and\or Job to create a sub (child) of an existing Customer:Job.
3. Enter contact information, phone numbers, payment methods, etc., as needed. See Adding/Editing Customer for more information.
4. Click the Job Info tab.
5. Select a Job Type from the list or add a new one if needed.
6. Select a Job Status. The choices are pre-made and cannot be changed.
7. In the Start Date field, enter the actual start date of the job.
8. In the Projected End field, enter the projected completion date of the job.
9. The Job Completion Date is the date the job ended and will be used later, when the job is closed.

10. In the Projected Total field, enter the amount the job is going to sell for. Alternatively, you may select an Estimate (which you would need to create for this job), and this field will auto populate.
11. In the Description field, enter a brief description of the job.
12. In the Job Details field, enter extensive details about this job (if you wish). You may also paste a proposal into this field or other text from another program (like MS Word).
13. When complete, click OK to save your changes and close the form or Next to save your changes and add another Customer:Job.

Activities Required for Job Costing

There are certain bookkeeping and accounting activities that must be carefully followed. If not, your related reports will not be accurate or meaningful.

Purchasing and Receiving

To be sure that the materials and equipment bought for a particular Customer:Job get associated for Job Costing purposes, the assignment needs to happen on each Purchase Order that is created for that Customer:Job.

Select the Vendor from whom you have made the purchase. Just below you may select the Customer:Job for whom the items have been purchased for. Now that the Customer:Job has been selected each Item added to the PO will also be associated with that Customer:Job.

Once your Purchase Order has been fulfilled, select that PO and create an Item Receipt.

On the Item Receipt form, you will notice the Customer:Job continues to follow the transaction. The Items being received can then be marked as "Reimbursable". Doing this reminds you to add them to the Sales form when creating Invoices or Sales by accessing the Reimbursables List. Once they become part of the Invoice, the COGS will be included in Job Costing for any Inventory or Serialized type items that were sold.

Transferring Received Items to Invoices

Adding Reimbursables

This process is simply utilizing the Reimbursables feature within Total Office Manager. All Items that were associated with the completion of the job can now be invoiced to the Customer and appear on your Job Costing report.

Adding Reserved Items

If you use Item Reservations for Inventory or Serialized Items, it is not necessary to mark these Items as Reimbursable. Instead, use the Item Reservations to add these Items to the Invoice or Sale which will receive the Item Stock and associate the proper COGS/Expense to the job.

Use Invoice Items Properly

Serialized Items

Serialized Items are almost identical to an Inventory Part Item, except each item is tracked according to its unique serial number. Through Serialized Items, you can track how many items remain in stock after a sale, how many items you have on order, your cost of goods sold, and the value of your inventory.?

1. **Important:** Do not create separate serialized items for sales and purchases. You must use the same inventory part item on both sales forms and purchase orders to keep the inventory accurate.
2. There is a preference that allows you to sell a serialized item without selecting a serial number. You will need to come back and select it later. We recommend that you do not use this option unless you must.
3. The sale of a Serialized Item increases income, increases cost of goods, and decreases inventory assets.
4. The purchase of a Serialized Item increases inventory assets and increases accounts payable or decreases cash.

Inventory vs. Non-Inventory

In some cases, you may have material associated with the Job that you do not track through conventional inventory means. For example, nuts & bolts, strapping, wire nuts, screws, and other small items.

These are considered Non-Inventory parts and incur an expense (get posted) when purchased.

Because Non-Inventory parts affect the same *Income Account* when received and sold a special indicator must be assigned to these items so that they affect the Job Costing.

There are two ways that this can be achieved.

1. On the Expense tab when entering bills, select a COGS or expense account from your chart of accounts and enter the amount. Select the Customer:Job to associate the purchase to within the Customer:Job/Vendor column. This will cause your COGS (and Expense) accounts to go up and immediately post this cost to the job when creating a Bill.
2. When adding parts and materials to your Invoice Items List, select the type Non-Inventory Items. Mark the check box "This item is purchased for and sold to a specific Customer:Job". This now gives you the opportunity to add a COGS or Expense *account* for this item on the Accounting tab. This does not mean the Item is only used for a specific job, but rather the Item is purchased for jobs and not kept in Inventory.

Entering Timesheets

To ensure that your Job Costing reports include hours worked on a job, you must utilize the timesheets feature within Total Office Manager.

Choose the Employee and the corresponding Earning Item. Select the Customer:Job for which the hours are to be assigned. Upon Save & Close the Labor Costs will now appear on your Job Costing report. This will also allow you to mark this entry as Reimbursable so it can be added to Sales forms when invoicing the Customer. You would typically mark Labor Reimbursable when it is needed to breakout Labor or "Time and Material" on the Customer's Invoice or Sale.

Earning Items with a calculation type of Annual Salary can also be used to Job Cost Labor. Total Office Manager will automatically figure the hourly rate by dividing the annual salary amount by 2,080 hours and then multiplying this rate by the hours worked on the Job.

Payroll Liabilities for FUTA, SUTA, and FICA Medicare and FICA Social Security will also be included in the Labor Job Cost and calculated automatically on the timesheet entries assigned to the Job.

Salaried Employees
If you wish to associate part of a salaried employee's payroll to a job, you must use the timesheet. Just enter that employee, pick the correct job, and enter their hours. Total Office Manager will divide their weekly salary by 40 and multiply by the number of hours you enter.

When you use the timesheet for a salaried employee, you are NOT creating additional payroll for them. The timesheet simply tells Total Office Manager where to allocate their salaried payroll.

You will see what we are talking about when you open the timesheet. You access timesheets by clicking Employees > Timesheet/Time Tracking

Track Sales Commissions
Sales Commissions can also be tracked through Job Costing. Because commissions can be considered an expense to making the sale, that expense can be allocated to the job.

You may add commission on the Sale/Invoice form by going to Menu > Assign Commissions or Right-Clicking on the Sale/Invoice from the Invoice List.

When adding Commissions to Sales forms there is a check box labeled "Job Cost", by selecting this option the amount calculated based on the Commission Method will be added to the Job Costing Report. From the Sales form's Menu drop-down, select Assign Commissions.

From the Add Commissions form you may select each Employee who has earned a Commission. The default method will populate but that field can be altered if a different criterion was met that applied to a different Commission. A particular Employee may also earn more than one Commission and/or Commission Method. Be sure to mark each commission that applies as "Job Cost" so it can be properly tracked and reported.

Adding for Additional Overhead
This is optional. Overhead or operating expenses are expenses that you will incur that do not necessarily go toward the completion of a Job or generation of revenue (i.e., Rent, Utilities, or Insurance). Although there is no direct relationship, those expenses or a portion of those expenses may need to be recovered by any revenue that is generated. On the Job Info Tab of the Customer:Job form, Overhead can be allocated in two different ways.

Assign Overhead as Percentage of Final Amount: Allows you to add overhead to your Job Costing report as a percentage of the final amount of the job.

Assign Overhead as a Dollar Amount: Is a fixed dollar amount, an amount that stays the same no matter what the final amount of the job ends up being.

Job Costing Labor Burden
Costs that are associated with employing those on your payroll are considered Labor Burden. These costs can include any Expenses except actual Payroll Taxes (Retirement/Pension Costs, Health Care/Insurance, and Workers' Comp. or Disability Insurance, etc.).

Similar to Overhead, Labor Burden can also be recovered from Customers when revenue is generated. Labor Burden, however, is a percentage/rate only. There is no option of fixed amount

The Labor Burden percentage will calculate on the total Labor amount of the job.

Job Costing Related FAQ

Question: I use non-inventory items when entering bills (or writing checks). This item seems to mess up my job costing reports and income statement. Why doesn't a cost appear on my income statement, or other reports, for this item?

Answer: There is no cost actually associated with non-inventory part unless the box called "This item is purchased for and sold to a specific Customer" is checked. When checked, you select a COGS or Expense account. Unless this box is checked, Income will be reduced when this item is purchased. I other words, when you buy this item, the Income account that is associated with this item is debited. If you plan to use non-inventory items for job costing, you will generally want to check that box.

Question: I have a service item called "Inspection". I sell this item on invoices. I use this service item on time sheets and properly associate an employee and a job with this item. Why doesn't a labor cost appear on my income statement for this item?

Answer: There is no labor cost actually associated with this job. In order for you to see the cost appear, you need to incur the cost. By entering the hours on a timesheet, you have only said how much time you have spent, and you have not really recorded any cost.

Question: Why doesn't COGS show up on our Income Statement by Job? We enter bills and select a customer with each line item. We are using inventory items. We go into Reports and select Income Statement. We select a specific Customer:Job and preview the report. Many of our bills do not show up in COGS.

Answer: The Income Statement will not show COGS until you create an invoice (or sale). Bills do not affect the income statement; they affect the balance sheet. This is because the income statement is based on accrual accounting. When you enter a bill, your inventory assets go up (debited) and your liability account (accounts payable) goes up (credited). COGS accounts do not change. When you use inventory parts, Total Office Manager increases your COGS accounts when you sell an item, not when you buy it. This is correct behavior. Try using the Job Cost report instead.

Question: How can we do accurate job costing when we do not use inventory control (we do not use inventory items)?

Answer: If you do not use inventory parts (Inventory type items), consider using the Expense tab when entering bills. Select a COGS account or an expense account from your chart of accounts. This will cause your COGS (and expense) accounts to go up immediately when creating the bill.

You could also use a Non-Inventory Item type with the "This item is purchased for and sold to a specific Customer" option checked. This will cause Total Office Manager to immediately raise your COGS account when the bill is entered. You may then use the same item when creating your invoice. Total Office Manager will not duplicate the COGS.

Job Costing Points to Remember

1. When entering bills for equipment, parts, and other materials, make sure that you utilize the Items tab (found on a bill, check, credit card charge) so that it will record the cost to the appropriate item. In addition, make sure to assign your customer:job information to each line item so that you will have the costs associated to the appropriate customer:job for job costing.
2. The cost of equipment and materials does not become part of job costing until an invoice is created. Sales (revenue) do not become part of job costing until you create an invoice. Please see In-Progress Invoice for more information.
3. Purchase Orders and Estimates are displayed on the main Job Costing report (shown on the transaction list) but do not influence the job costing or financial totals. This is because these are what accountants call "non-posting" transactions.
4. Receive Items and Bills are included in the Job Cost transaction list but do not affect the Job Costing report (the main report). When an invoice is created, the Job Costing report is then affected. In other words, a sale must take place before the Job Cost report totals are affected. This prevents costs from being doubled when sales are created.
5. The Expense Tab (on Bills and Checks) immediately affects job costing and does not need to be included on an invoice.
6. Non-Inventory Items do not affect the main Job Cost report unless the "This item is purchased for and sold to a specific Customer." option is checked. Until this box is checked, there is no COGS account selection.
7. Service items do not affect the main Job Cost report unless the "This service is performed by a subcontractor, owner, or a partner." option is checked. Until this box is checked, there is no COGS account selection.
8. Record your sales through the invoice or sales receipt process as you normally would. Be sure to select the correct customer:job. This will record the income and COGS aspects of the items.
9. Use the Time Sheet (time tracking mechanism) feature in Total Office Manager® so that you and your employees can track their time by item and customer:job. Remember that there is no dollar value associated with Time Sheet entries until you pay the employees within Total Office Manager®.
10. Unless your company has true inventory control, equipment and material become a Cost of Goods Sold (COGS) the instant you pay for them. This is true regardless of when you ordered them, use the items or even how many you end up not using on the job and returning to stock (your warehouse). That is why some of you see significant swings in your profitability from one month to another.
    a. For example, you buy equipment and various materials for a job (COGS) at the end of April. The job starts in May, and you begin to start billing for this work. April looks terrible due to all those costs and no related sales. May looks great because there are sales with no COGS. This process is called Cash Accounting, which is completely inappropriate for the management of a service or contracting company.

Job Costing Related Reports

There are numerous reports that can be used for job costing. We will cover the most popular job costing report. Please see our online help files for information about other job costing reports.

Job Costing Overview Report

The Job Costing Overview Report was created for a quick review of your cost on a particular job. This single page report will show you everything you need to know from open Purchase Orders, unbilled reimbursables, total timesheet hours, a breakout of the type of COGS/Expenses you have spent on the job, pending Estimates, the job's accounts receivable and job profitability. Once generated, the report that opens will provide a very comprehensive analysis of your operation.

The report, pictured below, is broken down into five key sections: Alerts and Warnings, Time Sheet Hours, Summary of Transactions, Additional Info, and Profitability.

Job Costing Revenue

The purpose of Job Costing is to track the profitability of each job. Total Office Manager handles the revenue tracking portion automatically as you work within the software and perform your day-to-day operations. Such transactions as Sales and invoicing are translated to your Job Costing reports automatically.

Alerts and Warnings

Alerts and Warnings are current job activities that you may want to pay close attention to. This shows you the total open Purchase Orders and the number of items from those Purchase Orders that have not yet been received. This also shows a total of reimbursable items that have not been invoiced to the Customer:Job.

Time Sheet Hours

Time Sheet Hours includes the total number of hours worked on the job based on the date range selected. This may assist with ensuring the proper amount of labor was charged for all the work performed on the job. This also assists in ensuring all hours worked on the job are being assigned to the job.

Summary of Transactions

The Summary of Transactions will show you the totals for the different transactions that you have entered. This is where some of the set-up information discussed earlier will be displayed. Most of this information is pulled directly from the General Journal within Total Office Manager which allows a precise total for each of the reported categories. These categories include:

Total Income from Sales and Invoices: This will display any increase in the chart of account types of Income and Other Income that are assigned to the Customer:Job.

Less Credits and Refunds: This will display any decrease in the chart of account types of Income and Other Income that are assigned to the Customer:Job.

Labor Costs: Labor Costs consist of timesheet entries, payroll liabilities and commissions assigned to the Customer:Job.

Important Notice for Labor Costs: Total Office Manager will store the wages and liability rates based on when the timesheet entry was created. If a time sheet entry is deleted, the rate information stored for that entry will also be deleted. If the entry is then entered back into the system and the current rate has changed, this will change the labor cost calculated for the job.

Timesheet Entries: Timesheet entries are split out by each earning assigned to the *Customer:Job*. This includes earnings calculations of Hourly/Salary and Fixed Amount. Hourly takes the Employee's hourly wage multiplied by the number of hours worked in a single time sheet entry. Salary is figured into an hourly wage based on the annual salary amount divided by 2080 (fulltime, 40, hours in a 52-week year) which is then multiplied by the number of hours worked in a single timesheet entry. Fixed Amount earnings can be set up for job costing with an assigned hourly wage which is then multiplied by the number of hours worked in a single timesheet entry.

Payroll Liabilities: Payroll Liabilities are calculated using the combined current rates for FICA Med and FICA SS as well as the rate selected for FUTA and the rates entered for SUTA within the Employee > Unemployment Tax Rates set up. This combined rate for the four major liabilities is then multiplied by the hours worked within a single timesheet entry.

Commissions: Commissions come from the *Assign Commission* feature on Invoices/Sales Receipts. The *Assign Commission* feature allows you to select an Employee with a commission method which figures a commission amount. Each commission entry has a "Job Cost" check box that will include the commission amount in the labor cost.

Equipment: This will display both an increase and decrease in the chart of account types of Cost of Goods Sold and Expense that have a Job Costing Type of Serialized Inventory and is assigned to the Customer:Job.

Parts and Materials: This will display both an increase and decrease in the Chart of Account types for Cost of Goods Sold and Expense that have a Job Costing Type of Parts and Materials and are assigned to the Customer:Job.

Sub-Contractors: This will display both an increase and decrease in the chart of account types of Cost of Goods Sold and Expense that have a Job Costing type of Sub-Contractor and are assigned to the Customer:Job.

Cost of Goods Sold (no job costing type assigned): This will display both an increase and decrease in the chart of account type of Cost of Goods Sold where no job costing type has been assigned and the Customer:Job is selected. This also includes COGS assigned to the job costing type "Payroll and Labor Only" since labor is figured off timesheets.

Expenses: This will display both an increase and decrease in the chart of account type of Expense and Other Expense where no job costing type has been assigned and the Customer:Job is selected. This also includes Expenses assigned to the job costing type "Payroll and Labor Only" since labor is figured off timesheets.

Additional Overhead: This will display if Additional Overhead has been assigned in the Additional Overhead field within the Job Info tab of the Customer:Job account. Additional Overhead can be

assigned as a Percentage of the Final Amount or as a fixed dollar amount. The Additional Overhead field can be used for any miscellaneous overhead that must be accounted for on the job.

Labor Burden: This will display an amount if a Labor Burden percentage has been applied within the Labor Burden field on the Customer:Job Company Preferences tab or as a different percentage to a specific job in the Labor Burden field within the Job Info tab of the Customer:Job account. A Labor Burden can be applied within the main preferences to assign a default percent to all jobs or on an individual basis to a specific Customer:Job if percentages of Labor Burden differ. The Labor Burden percentage calculates on the total of Labor Costs multiplied by the percentage entered on the Customer:Job

Net Profit: This is the overall income of the Job. Net Profit is figured by the total of Income minus credits/refunds and all COGS and Expenses

Summary of Transactions Percentages

% of Net Profit: The *Percentage of Net Profit* is calculated by dividing the line-item total by Net Profit.

% of Total Income: The *Percentage of Total Income* is calculated by dividing the line total by Income. Total Income can be found in the "Profitability" section of this report.

Additional Info

The Additional Info section is used to examine additional information on the Job. Some of the information contained in this section is the same information you would gather using the Job Estimates vs. Actual report and is mainly for Progressing Invoicing.

Estimates Awarded: This displays the total of all Estimates with a status Awarded, In Progress or Closed assigned to the Customer:Job.

Total Estimates Invoiced: This displays the total of all Invoices that are created from an Estimate with a status of Awarded, In Progress or Closed that is assigned to the Customer:Job.

> **Important Tip:** If this amount is less than the Total Income from Sales and Invoices above it typically indicates that the Invoice was not created from the Estimate.

Remaining Estimate Balance to Invoice: This displays the amount left on the Estimate to Invoice.

Total Funds Received: This displays the total of funds received from the Customer:Job. This section will not include any Discounts or Credits that have been given to the Customer.

Accounts Receivable: This displays the total amount of funds that the Customer:Job owes.

Profitability: The Profitability section will show exactly what was made on the Job. This should provide a clear picture of all costs, expenses, and the net profit.

Income: This is the total amount of Income from the "Total Income from Sales and Invoices" section of the summary of transactions minus the total of "Less Credit and Refunds" section of the Summary of Transactions.

Cost of Goods Sold: This is the total amount of COGS assigned to the Job. COGS can come from the following sections of the Summary of Transactions; Equipment, Parts and Materials, Sub-Contractors and Cost of Goods Sold with no Job Costing type assigned.

Gross Profit: This is the total amount of Income minus the total amount of COGS.

Labor Costs: this is total amount of Labor from the "Labor Costs" section of the Summary of Transactions.

Expenses: This is the total amount of Expenses assigned to the Job. Expenses can come from the following sections of the Summary of Transactions; Equipment, Parts and Materials, Sub-Contractors and Expenses with no Job Costing Type assigned.

Overhead (Additional): This is the Additional Overhead amount from the Summary of Transactions section.

Labor Burden: This is the Labor Burden amount from the Summary of Transactions section.

NPBT: This is the Net Profit Before Taxes. This is figured by taking Gross Profit and subtracting, Labor Costs, Expenses, Additional Overhead, and Labor Burden.

Profitability Percentages

% of Net Profit: The *Percentage of Net Profit* is calculated based on the following formula: Profit/Income

% of Total Income: The *Percentage of Total Income* is calculated based on the following formula: NPBT/Income. Total Income can be found in the "Profitability" section of this report.

Drill-Down Functionality

The Job Costing Overview Report not only displays an in depth and comprehensive analysis of your cost for a particular Job, but it also allows you to dig a little deeper into what the figures mean. As you read over the Report you have capability to "drill down" into certain information for an even more detailed description of the report and from where the numbers have come. By double-clicking within the Alerts and Warnings, Time Sheet Hours, and Summary of Transactions section of this report you can generate a secondary report to further break down what comprises the dollar amounts.

Example

Upon double-click on Labor Costs the below report will be generated. This "Labor Costs" report displays a breakdown of your Labor Costs for this particular Job. Each timesheet entry date, the wages paid for that Employee for each date as well as the Commissions paid and the Payroll and Commissions Liabilities that were paid. All information is compiled on a single report for in-depth analysis of your Labor Costs for this particular job. Each line within the Alerts and Warnings, Time Sheet Hours and Summary of Transactions section will provide a "drill-down" report.

Financial Reports and Analyses

Income Statement

The Income Statement (also known as *Statement of Operations or Profit & Loss (P&L) Statement)* reports a company's net income for a specified period of time. Net Income is revenue and gains minus expenses and losses. Some terms associated with the Income Statement include Revenues, Expenses, Gains, Losses, Gross Profit, and Cost of Goods Sold.

Show Accounts with Zero Balances: Displays any Chart of Accounts with a zero balance.

Show Account Numbers: Displays your Chart of Account numbers along with its name.

Show Percentage of Income: Displays what percentage of Income for a particular account is. This option is only available for use with a single date range and will be disabled when two or more date ranges are selected.

Show Income by Department: Specify and display income for a single department and/or Non-Departmentalized transactions.

Show Non-Departmentalized Transactions: When displaying income for a specific department or all departments. This option also includes transactions where no department was selected. The Show Income By Department option is required.

Compare to Budget: Compares Income to Budget (if a Budget has been generated and selected).

Filter By Technician: Filters the Income Statement by the Technician(s) assigned to Invoices/Sales with the Assign Hours form.

This report allows you to compare two date ranges side by side. There are two comparison options: $ Comparison or % Comparison

Income Statement (Side by Side Comparison)
*Drill Down Capability: Takes you to the Transactions Details by Account.

Income Statement by Dept.
The Income Statement by Department Wide Report displays a departmentalized Income Statement allowing users to easily see how specific divisions of their business contribute to the bottom line.

Date Range: Select a predefined date range (i.e., Today, Yesterday, This Year, Last Year.)

From/To: Manually select a date range.

Department: Select a department, several departments or view all departments.

Show Non-Departmentalized Transactions: Includes transactions where no department was selected.

Use Alias: Display Department Alias as opposed to full Department name.

Include Sub-Accounts: Enables sub-accounts from the Chart of Accounts to be displayed. Otherwise, only the parent account is displayed.

Income Statement by Dept. Wide

Department Overhead Allocation

Advanced accounting professionals often want truly departmentalized Income Statements that break out overhead by department using a calculation method. All overhead is driven (or created) by Sales activity, labor expenses, or MESO expenses.

While Overhead can be arbitrarily allocated to each department as a percentage of the total, a far more accurate method is allocating overhead based on Sales, labor or MESO. This is commonly referred to as Activity Based Overhead Allocation. To enable Department Overhead Allocation the Administrator must enable the preferences within Chart of Accounts > Company Preferences Tab > "Use Department Overhead Allocations."

Department Overhead Allocation (Usage): A new selection will be added to the COA form after the preference has been enabled. It will be called Department Overhead Allocation. Only Expenses and Other Expense types will include this option. Be sure to check each Expense account to confirm the correct Allocation Method is being used. The default method is Direct Labor (% of total direct labor).

Allocation Methods

Income (% of Sales)

When this option is selected for an Expense or Other Expense Account it calculates the percentage of Sales for the department. It will then take the Total Expense amount multiplied by the percent you give the amount of the Expense on the report for that department.

Direct Labor (% of total direct labor)

When this option is selected on an Expense or Other Expense account it is calculated by taking the total dollar amount of all Cost of Goods Sold (COGS) accounts with a Job Costing Type of Payroll and Labor Only for all departments. Then it finds the total dollar amount of all COGS accounts with a Job Costing Type of Payroll and Labor only for that department. By dividing these amounts it determines the percentage of labor for the department. It will take the total amount of the expenses multiplied by that percent to get the dollar amount for that department.

MESO (% of non-labor direct expenses)

When this option is selected on an Expense or Other Expense account it is calculated by taking the total dollar amount of all COGS accounts with a Job Costing Type of Parts and Materials, Serialized Inventory, or Subcontractor, for all departments. It then finds the total dollar amount of all COGS accounts with that same Job Costing type for that department. By dividing these amounts it determines the percentage of labor for the department. It will then take the total amount of the expense multiplied by that percent to get the dollar amount for that department.

If a Department Overhead Allocation has not been made on a Chart of Account, these expenses will not appear on the Income Statement: Overhead Allocated.

When set to Manual, the Overhead Allocated income statements will look at the transaction, row by row. It will not allocate the expenses using any of the other three allocation methods (income, labor, or MESO).

Consider a check for $5000.00. Each row in the Expenses tab points to a chart of accounts called Rent. That account's Overhead Allocation Method has been set to Manual. There are five rows with five different departments selected for each row. We will look at each row, get the department name, and allocate the Amount of that row to that department. This method does not include children of that COA, unless those accounts are also set to Manual.

Allocation Example

Credit Card fees (charged to the company) are driven by Sales activity. The higher the company's Sales, the higher their Credit Card fees. This should be calculated based on a percentage of Sales.

Gasoline is driven by direct labor expenses. The more you pay for direct (field) labor, the more you will pay for Gasoline. This should be calculated by a percentage of Direct Labor.

If you know Total Sales, Department Sales, and Total Gasoline Expenses, you can calculate how much of the gasoline should be applied to each department.

Income Statement: Overhead Allocated

This report gives you up to four date ranges for side-by-side comparison.

Balance Sheet

The Balance Sheet, also referred to as *Statement of Financial Position,* reports the assets, liabilities, and owner's (stockholder's) equity at a specific point in time.

The Balance Sheet is sometimes described as a "snapshot" of the company's financial position at a particular point in time.

Because a Balance Sheet discloses a company's assets along with payables, it is important to potential creditors when evaluating whether a company is loan worthy.

As Of: Choose a specific date for the report to display data up to.

Compared To: You can select a second period to compare to.

Show Accounts with Zero Balances: Displays all accounts regardless of account balance.

Show Account Numbers: Displays Chart of Account numbers along with their names.

* Drill Down Capability: Takes you to the Transaction by Detail report.

Statement of Cash Flows

The Statement of Cash Flows reports the cash generated and used during a specific time period. The Cash Flow Statement organizes and reports the cash generated and used in the following categories:

Operating Activities: It converts the items reported on the Income Statement from the accrual basis of account to cash.

Investing Activities: It reports the purchase and sale of long-term investments and property, plant, and Equipment.

Financial Activities: It reports on the issuance and repurchase of the company's own bonds and stock and the payment of dividends.

Supplemental information: It reports the exchange of significant items that did not involve cash and reports the amount of income Taxes paid as well as interest paid.

Executive Summary

The Executive Summary displays a snapshot of important information for managers or business owners who would like to view many aspects of their business's performance at once. Total Office Manager generates the report based on your company's information and performance. You may not choose the data that appears. This report displays information as of the date and time it was generated. The Executive Summary Report includes the following important factors:

- Key Indicators
- Financial Synopsis
- Upcoming Bills & Invoices Due
- A "Super Condensed" Income Statement
- Last 10 Sales Opportunities Won
- Last 10 Sales Opportunities Lost
- The Year's Top Five Customers by Sales
- The Year's Top Five Selling Items (both by Sales and by Volume)
- The Year's Top Five Marketing Sources
- The Top Five Sales Representatives
- The Top Five A/R by Customer
- The Top Five A/P by Vendor

Bookkeeper's Summary

The Bookkeeper's Summary provides a summarized view of important financial information including, but not limited to:

- Bank Account Balances
- Key Ratios
- Insurance Coverage Information
- Number of Key Records Entered
- Sales Tax Payable
- Payroll Liabilities Payable
- Super Condensed Income Statement

Transaction Details by Account

The Transaction Details by Account report sometimes referred to by the abbreviation, TDBA, is a multipurpose report that can be used in a variety of ways for a variety of reasons. Its general

purpose is to provide a complete and detailed list of all transactions affecting a specific account along with the amount of the transaction.

Because this list can display all transactions affecting an account, this report can be used to locate transactions. For example, you are looking for check #1004 which was written to "Sult Advertising" for $120. You cannot seem to locate that check by its number in the Check List.

If you run this report for the Bank Account from which the check was written you can easily locate this check by the date, amount, or the name of to whom it was written. When you find it, you realize the check was assigned the wrong number.

Select Account: Choose a particular COA or display all.

Include Sub-Accounts: Displays Sub-Accounts along with Parent COAs.

Include Transaction that Have: Either Cleared or Not Cleared, or Both.

Transaction Types: Choose a specific Transaction Type (i.e., Bills, Invoices, Journal Entries, Deposits etc.).

Date Range: Select a predefined date range (This Month, Last Month, This Year, Last Year).

Select Customer/Vendor/Employee: Select a particular Customer/Vendor/Employee.

Department: Select a specific department to be viewed or display all the departments.

Please Note: When using this report, it is important to note that prior balances forward as well as ending balances are not included. The total listed at the end of the report or Chart of Account is simply a total of the transactions displayed for the period or date range selected.

* Drill Down Capability: Opens the transaction selected.

Transactions by Account

The Transactions by Account report is sometimes referred to by the abbreviation, TBA.

This report is very much like the TDBA, but only lists Balance Sheet Accounts and includes a prior balance forward as well as ending balance based off the date range selected.

* Drill Down Capability: Opens the transaction selected.

Financial Ratios and Analysis

Financial ratios are used by all successful businesses throughout the world to analyze financial solvency and efficiency. The ratios are calculated using common financial numbers found in your company's financial reports. Total Office Manager provides that analysis for you based on your company's bookkeeping and accounting techniques. If there are errors, Total Office Manager will not see them as errors but rather only analyze the data that it is given.

Form Access
Click Reports > Financials > Financial Rations & Analysis

In Total Office Manager, the raw numbers used in financial ratio analysis all originate from either the Income Statement or the Balance Sheet, with one exception. The "Inventory" amount displayed in the Financial Ratio Analysis tool reports the accumulated total for all COA accounts which meet both of the following criteria:

- The account type must be either "Other Asset" or "Other Current Asset".
- The "This Account is Used for Inventory Purposes Only" check box must also be selected.

As of: The ending date used to calculate the ratio. We do not include a date range as this is not possible. This is because many of the accounts we use are a running total: they start at the beginning of time.

Refresh: Refreshes information used on this form. Used when you believe changes have been made in Total Office Manager that could change these values.

Print: This button provides a report that gives a detailed description of the base numbers used to calculate the ratios.

Z-Score Analysis

This famous and widely used model (or ratio) represents the important work of New York University's Professor Edward I. Altman. Originally, Altman studied 33 public corporations that filed for bankruptcy and 33 control firms selected at random. Using a very sophisticated statistical technique referred to as multiple discriminate analyses (MDA), he discovered that bankruptcy could be predicted up to two full years in advance through ratio analysis.

Small-Business managers using this formula should keep in mind that Altman excluded corporations with Assets less than one million dollars. Also, decision making based on the Z-Score factor is biased towards short term credit risk avoidance and may not be appropriate for companies needed to develop new products, services, or markets. Please note that different industries may operate under conditions that make the Z-Score factor (the actual score) less clear.

Depending on the industry, some organizations can operate effectively with low Z-Score factors that may otherwise cause problems for other industry groups. Managers need to consider this when evaluating their Z-Score performance.

Model Limitations

Financial managers need to realize that there are important limitations to this financial model. As you will learn, net profit before Taxes (NPBT) is one of the most important of all factors.

If management or officers do not pay themselves annual compensation that is considered "typical" or "normal", net profit may be over or understated. This will adversely affect your Z-Score analysis, as it does not consider NPBT.

Generally speaking, owners should be paid approximately 6% to 8% of Sales. If management does not track inventory properly or does not perform bookkeeping functions properly and accurately, the Z-Score may be completely useless.

The Actual Formula

$Z = (0.717*X1) + (0.847*X2) + (3.107*X3) + (0.42*X4) + (0.998*X5)$

Where:

X1 = Working Capital/Total Assets

X2 = Retained Earnings/Total Assets

X3 = NPBT /Total Assets

X4 = Total Equity/Total Liabilities

X5 = Sales/Total Assets

Z = Overall Index

This Page Was Intentionally Left Blank

Managing Sales Leads and Marketing Efforts

Sales Opportunity Manager

The Sales Opportunity Manager (SOM) is an integrated part of Total Office Manager and its overall Customer Relationship Management (CRM) system. SOM allows you to enter and track sales leads. You can set up product lists, sales closure probability lists, qualifications list, and Sales process stages.

Adding a Sales Opportunity (lead)

To create a new Sales Opportunity, select Sales Opportunity Manager (SOM) from the Customers main Menu option then select New Sales Opportunity.

Form Fields and Buttons

Info Tab

Date: Select the date

Customer:Job: Select the Customer:Job for whom the Sales Opportunity is being created.

Sales Rep: Select the Sales Rep working with this lead.

Marketing Source: Select the Marketing Source that generated the Sales Opportunity.

Product: Select or create the product that has the potential to be sold. This is a required field.

Description: A brief description of the product.

Qualified: Yes or No, determined by the list of questions you have created to determine whether a Sales lead is legitimate.

What is the time frame to purchase a product? Choose a predefined time frame (1-2 Weeks, 3-4 Weeks, 1-3 Months etc.)

Pop up "Notes" form when opening this Lead: Opens the Notes for the Customer:Job selected.

Profile Tab

The Profile Tab provides more details about the Lead that can be used to measure the wants and needs of the potential sale. Each question on the Profile Tab will be questions you have created. These questions will be unique to you and your business. Creating these questions will be discussed shortly.

Sales Opportunity Tab

Product: Auto populated from the Info Tab.

Priority: Set a priority for this lead (Low, Medium, High).

Stage: At what stage in the Sales Process are you? (These stages will be defined by you).

Status: What is the status of this Sales lead? (On hold, In Progress, Awarded, Not Awarded (rejected).

Estimate: If an Estimate has been created within Total Office Manager it will appear in this drop-down list.

Amount: Amount of the selected Estimate.

Reason Won/Lost: Enter a brief description of what won or lost the sale.

Resolved: When was the sale won or lost?

Explain Reason: A more in-depth description of the reason behind why the sale was won or lost.

Appointment Tab

The Appointment Tab will display any Appointments that have been created.

Appointments Menu Options

New Appointment: Create a new Appointment.

Edit Appointment: Opens the selected Appointment if any changes need to be made.

Delete Appointment: Deletes the selected Appointment(s).

Complete Appointment: Marks the selected Appointment(s) as complete.

Find Appointment: Opens the Schedule Board to locate the Scheduled Appointment.

Memorize: Allows you to create multiple Appointments for multiple users given the same parameters of the selected Appointments.

Repeat Appointment: Allow you to have this appointment repeated on a specific date or future reoccurring dates.

The User Defined Tab will list any User Defined Fields that you have set up and assigned to the Sales Opportunity Lead form.

Setting Up Your SOM Lists

As you enter your Sales opportunities, you will need to populate certain lists. Some of the lists are required but most are optional. There is an Add New option on most lists. Most of these lists can be found under the Sales Opportunity Manager menu.

Probability List (Optional)

The Probability List attempts to rate the probability of a sale, based upon the completion of certain phases or milestones. For example, you might say that you have a 40% chance of making a sale if you give a Sales presentation to a qualified prospect.

Product List (Optional but highly recommended)

Here you create a basic list of products or services you might be offering to sell. This is not to be confused with your item or inventory lists. This is a basic list used for tracking Sales closures rates.

Profile Questions List (Optional)

Create a list of questions that you could use to profile your prospect. These questions might include demographic or basic "fact finding" questions and answers. Each Profile Question will need to be assigned to the product that has led to the Sales opportunity.

Qualifying Questions List (Highly Recommended)

We have all heard the questions "Is that Sales lead qualified?" We consider this to be one of the most important of the SOM-related lists. Create a list of questions that you could use to determine whether the prospect is qualified to be considered a legitimate Sales lead. Each Qualifying Question will need to be assigned to the product that has led to the Sales opportunity.

Stages List (Recommended)

A sale is usually made by taking your prospect through a series of steps. The theory is that if you systematically proceed through a series of procedures, you will have a better chance of success. With that in mind, a sales manager should occasionally ask "Where are we with that sale?" The SOM Stages List allows you to set up a list of milestones so that you can answer that question.

SOM Related Reports

Sales Opportunity Analysis by Product Report

The Sales Opportunity Analysis by Product Report displays your total number of Sales Leads, how many are Pending, Not Awarded (Rejected), and Awarded. This report also gives you the percentage of Sales leads that were awarded and the ratio of awarded to not awarded (Avg Sales Cycle).

Date Range: Choose a predefined date range.

From/To: Manually input a date range.

Marketing Source: Choose to display a single Marketing Source or view all.

Product: Choose to display a single Product or view all.

Sales Rep: Choose to display a single Sales Rep or view all.

Include Inactive Products: This will include Sales information for inactive products.

Sales Opportunity Analysis by Source Report

This Report is similar to the Analysis by Product Report with the addition of Cost of Advertising and Income figures associated with Sales generated from Awarded Estimates.

Date Range: Select a predefined date range (This Month, Last Month, This Week, Last Week etc.).

From/To: Manually input a date range.

Marketing Source: Select a particular Marketing Source or choose to view all.

Product: Select a particular Product or choose to view all.

Sales Rep: Select a particular Sales Rep or choose to view all.

Include Inactive Marketing Sources: Includes Sales lead information for inactive marketing sources.

*Drill Down Capable: Opens to the Marketing Source.

Sales Opportunities by Source Report

This report displays how many Sales Opportunities were generated by each of your different Marketing Types.

Date Range: Select a predefined date range (This Month, Last Month, This Week, Last Week etc.).

From/To: Manually enter a date range.

Marketing Source: Select a particular Marketing Source or choose to view all.

Product: Select a particular Product or choose to view all.

Qualified Status: Yes, No, Unknown, or All.

Include Inactive Marketing Sources: Includes Sales lead information for inactive marketing types.

Detailed: Provides detailed information (Date, Customer, Sales Rep, etc.) by Marketing Sources. The following image is an example of a Sales Opportunities by Source Report with Detailed selected.

*Drill Down Capability: This report, when detailed is selected, has drill down capabilities that will take you to the Sales Opportunity Manager.

Sales Opportunities by Sales Rep Report

This report displays all Sales Opportunities broken down by the Sales Rep assigned to the lead.

Date Range: Select a predefined date range (This Month, Last Month, This Week, Last Week etc.).

From/To: Manually input a date range.

Marketing Source: Select a particular Marketing Source or choose to view all.

Product: Select a particular Product or choose to view all.

Sales Rep: Select a particular Sales Rep or choose to view all.

Qualified Status: Yes, No, Unknown, or All.

Stage: Choose a particular stage or choose to view all.

Status: Choose a particular status or choose to view all.

Opportunity: Choose a Customer/Vendor for whom the lead was created or choose to view all.

*Drill Down Capability: This report, when detailed is selected, has drill down capabilities that will take you to the Sales Opportunity Manager.

Sales Opportunity Closing Ratios Report

This report displays the performance of your Sales Reps as well as the company. This report gives you the total leads for the company, the total for each Employee, how many of the total leads were awarded along with the Sales figures related to those leads. You are given an Average dollar amount and percentage ratio for the company and each Employee's success.

Date Range: Select a predefined date range (This Month, Last Month, This Week, Last Week etc.).

From/To: Manually input a date range.

Marketing Source: Select a particular Marketing Source or choose to view all.

Product: Select a particular Product or choose to view all.

Sales Rep: Select a particular Sales Rep or choose to view all.

Stage: Choose a particular stage or choose to view all.

Sales by Marketing Source Report

This report displays the percentage of Sales directly generated from your Marketing efforts (costs).

Date Range: Select a predefined date range (This Month, Last Month, This Week, Last Week etc.). It is best to run this report with a date range, otherwise, all information will be included.

From/To: Manually input a date range

Filter By Job Status: The status of the Estimate associated with a Marketing Source.

Show Transactions Without a Source: This includes transactions not associated with a Marketing Source.

Show Inactive Marketing Sources: This includes transactions with Inactive Marketing Sources.

Sort By: If Source Sales is selected as the Sort By, then the report will sort by Total Sales in either an Ascending or Descending order based on Sort Order selected. If Source Name is selected as the Sort By, then the report will sort by Name in either Ascending Descending order based on Sort Order selected.

Sales by Sales Rep Report

This report displays all Sales/invoices by Sales Rep with a total of Sales when a Sales Rep is assigned.

Date Range: Select a predefined date range (This Month, Last Month, This Week, Last Week etc.)

From/To: Manually enter a date range

Sales Rep: Select a particular Sales Rep or choose to view all

Department: Select a particular Department or choose to view all

Marketing Source: Select a particular Marketing Source or choose to view all

Item Category: Select a particular Item Category or choose to view all

Include only Sales which have been paid: Limits the report to only Sales which have been paid.

Display Summary Only: This option provides a summary of the Sales per Sales Rep.

Include Details of Sale: This option provides detailed information about each sale. It includes information such as Item Number, Price, Item Description, and Item Sub-total.

Include Payments (Payments are not departmentalized): This option provides payment information on the sale.

Sales by Technician Report
This report displays all Sales/Invoices by Technician with a total of Sales when a Technician is assigned. (Specifically looks at the Technician assigned within the "Assign Hours" filed on Invoices/Sales/Credits.)

Date Range: Select a predefined date range (This Month, Last Month, This Week, Last Week etc.). It is advised that you select to run this report with a date range; otherwise, all transactions will appear.

From/To: Manually input a date range.

Department Filter: Select a particular Department or choose to view all.

Technician Filter: Select a particular Technician or choose to view all.

Include only Sales which have been paid: Limits the report to only Sales which have been paid.

Display Summary Only: This option provides a summary of the Sales per Sales Rep.

Include Details of Sale: This option provides detailed information about each sale. It includes information such as Item Number, Price, Item Description, and Item Sub-total.

Include Payments (Payments are not departmentalized): This option provides payment information on the sale.

Please Note: This report will include the total Sale/Invoice/Credit for each Technician assigned. The transaction or sub-total amount is not split up by each Technician selected.

* Drill Down Capability: Opens the Sale/Invoice/Credit selected.

Marketing List Generator

Improve your Marketing efforts by using the Marketing List Generator. The Marketing List Generator identifies contacts that fit defined marketing criteria. For example, the MLG can identify contacts that live in a certain zip code but have never bought a Service Agreement. Those contacts appear in the list, which are then used for marketing purposes like direct mail or cold calls.

Marketing Lists are created through queries (searches) of your contacts and/or by Sales activity. These queries can be very simple or somewhat complex, depending on the degree to which the contacts are filtered. The Marketing List Generator is quite powerful because of its ability to conduct multiple separate queries, adding the results of each search to the results list. The results can then be sorted, and duplicates can be deleted, as necessary. Finally, the results can be exported for use in other common programs (like the mail merge function in MS Word) in order to create a marketing letter, mailing labels and more. To access the MLG, select Marketing List Generator from the Tools main Menu.

The above search requested a list of all contacts that purchased item 11-311 whose business is located in either Kansas or Missouri. A contact's information needs to be as complete as possible so that each search field selected will include a result to return.

Please Note: Menu > Print Setup allows you to utilize the Custom Template Designer to create your own marketing letter directly from Total Office Manager. When a report is created, all results from the list will automatically be used to printout letters for the Customers you wish to mail them to. The Custom Template Designer could also be used to do a Service Agreement Renewal Letter.

Marketing List Generator (Menu Options)

Run/Replace Query: Performs a search based on the setting in the Contacts and/or Sales Activity filters. The output is sent to the Results List. Any pre-existing data in the Results List will be replaced with the new data.

Append Query: Performs a search based on the setting in the Contacts and/or Sales Activity filters. The output is added to any pre-existing data in the Results List.

Clear Query: Erases all queries (search definitions) set up in both the Contacts Filter and the Sales Activity Filter.

Save Query: Allows you to save the parameters that you have entered.

Open Query: Allows you to open a previously saved query.

Select All: Selects all records in the Results List.

Export List: Exports the contents of the list to an ASCII text file. You will be offered a chance to select a delimiter.

Open List in MS Excel®: This will open the list in MS Excel.

Clear List <All>: Removes all records from the Results List.

Clear List <Selected>: Removes the selected (highlighted) records from the Results List.

Edit Contact: Opens the records on which focus is set. The focus indicator is a right pointing triangle in the first column of the Results List. Focus is automatically set to whatever record is right-clicked, making it easy to open a record by right-clicking on it and selecting Edit Contact from the pop-up menu.

Add Log Entry: Add an identical note to the Contact Log of every selected contact in the Results List. This is useful, for example, when you are attaching a note to your entire marketing list at once. Imagine that a marketing letter has been sent to a list of contacts. To document this activity, use the "Add Log Entry" command to create a note for each of the recipient's Contact Log. This note might read "Mailed Direct Mail Letter #1234 First Class Mail". The date, time and Total Office Manager user who created the entry is automatically added to the Log Entry.

Remove Duplicates: Removes any duplicate records from the Results List.

Print > Print Setup > Print Preview: These options allow you to Print the list you have generated, set up a letter to Print, or Preview the letter prior to printing it.

Form Preferences: Used to select which fields are displayed in the Results List. Please note that it also controls which fields are exported. Only the fields which appear in the Results List are included when exporting data. Place a check in the check box of each field to appear in the Results List and click the "Apply" button when finished.

The Contact List that you have built can be sorted. This is handy when you need to review your list and remove unwanted Contacts.

If the Contact has been added to your No Call List, they will NEVER appear in your list. In other words, if you have checked the No Marketing check box in the Customer:Job form, that contact will not be included in any search.

Sorting the Contact List has no effect on how the list is exported. The list will always be exported in alpha/numeric order using the first field of each record.

It is possible to build a list that contains duplicate records. Use the Remove Duplicates prior to exporting if those duplicates are not wanted on your report.

Although this feature was designed primarily for marketing purposes, it can be handy for performing more advance searches (searches the Advanced Search feature cannot handle).

SOM Related Preferences

My Preferences
There are no preferences in My Preferences for the Sales Opportunity Manager.

Company Preferences
To utilize the Sales Opportunity Manager, the preference will need to be enabled by the Administrator. There are several additional preferences that can also be set.

Please Note: The Sales Opportunity Manager is a premium feature and must first be active by going to Help > Premium Features > Click to Activate.

- Priority

- Probability
- Stage
- Estimate
- Sales Rep
- Marketing Source

Tips Related to the SOM

1. We use the term "Customer:Job" to mean customers, jobs, prospects (have not spent money with the company). The Customer:Job list is where you can see all these contact types.
2. The Sales Opportunity List contains a lot of features. Use the Batch Updater to change department, status, probability qualified, follow-up date, and more. You will find this feature under the Actions menu.
3. The Sales Opportunity List includes a column called Date of Last Sales Contact. This field shows the most recent date that a sales related entry was made in the Customer:Job's > Contact Log. The Contact Log Topic used for that entry must be sales related. On the Contact Log Topic form, select from the "What Best Describes This Contact Log Entry". Select any option that includes the work "Sales".
4. The Sales Opportunity List includes the ability to add a Contact Log entry to two or more contacts. You will find this feature under the Actions menu.
5. On the bottom of the main form, you may notice "Reminders". This lets you know there are new sales opportunities that do not have a Status. Once the status is set, they will no longer be in that Reminders count. The idea is to allow anyone to enter leads and notify the main person who may assign them.

FAQ Related to the SOM

Q: Why can't I change the Product once the Sales Opportunity has been saved in Total Office Manager?

A: In Totals Office Manager (not the app), you must select a Product to Save. This field is required because the program creates tables and other things inside the database. Those are "set" in the database. The Product you select determines the Profile Questions and the Qualification Questions. If the Product were changed later, we would find it extremely difficult to programmatically resolve all the differences to the structure of that sales opportunity. So, we decided to disallow changing it. The app does not require a Product to be selected, since the technician may not know what product is ultimately proposed. Note: We did add a Create Copy to the Sales Opportunity menu to make it fast and easy to make a copy and change the Product.

This Page Was Intentionally Left Blank

Fixed Asset Management

The Asset feature tracks company Assets. Assets can often represent a significant portion of a company's net worth. Assets include vehicles, office equipment, tools etc. Use the Asset Manager to record these Assets, assign an Asset to an Employee or Warehouse, transfer an Asset from one Employee to another, and more. Total Office Manager can even be used to calculate the

depreciation of the Asset and then record the Asset's ultimate disposal. To access the Asset Manager, select Asset Manager from the Company main Menu option.

From the Asset Manager you can

- Create a New Asset
- Edit a Current Asset
- Delete an Asset
- Transfer an Asset
- Attach a Document Link to an Asset
- Add an Asset to a Smart List (New or Existing)

Setting Up Assets

Asset Tab

Serial/Vin: Use this area to enter a number to the Asset or in the case of vehicles a VIN.

Location: Use this area to enter where the Asset is located.

Manufacturer: The company that made the Asset.

Assign Asset to Employee: Select from your list of Employees to whom this Asset will be assigned, if any.

Department: Use this area to select the department for this Asset.

Assign Asset to Vehicle: Pick which vehicle to assign the Asset, if any.

Asset Type: Select the Asset type from the drop-down list. This is the IRS designated type for the Asset.

New/Used: Use this area to enter if the Asset was purchased new or used.

Disposal Date: Shows the date the Asset was disposed.

Sale Price: Shows the amount for which the Asset was sold when the Asset is disposed.

Status: The Status of the record. (Disposed, In Service, etc.).

Remaining Time In-Service: Shows the amount of remaining life of an Asset.

Time in Service: The amount of time the Asset has been in service.

Available for Lease or Rental: Allows the Asset to be selected as leased/rented on Sales forms.

Include in Bills and Checks: Allows the Asset to be selected on Bills and Checks for maintenance tracking purposes.

Depreciation Tab

In-Service Date: The date the Asset was added for use.

Cost: The original cost of the Asset.

Useful Life: The useful life of the Asset in years.

Salvage Value: The value of the Asset after the useful life has expired.

Business Use: The percentage of business use for an Asset (i.e., A company vehicle may have a business of 80% and a personal use of 20%).

Method: The preferred method of depreciation.

Convention: The depreciation convention, Full-Year, Days, Half-Month etc.

Basis: The basis of depreciation. This field is used when you do not want the depreciation calculated on the original cost of an Asset. (i.e., You could enter the original cost + <any betterments> and calculate the depreciation on this value).

Depreciation Table: This table shows the calculated depreciation of an Asset for the life cycle of an Asset, using several methods of depreciation. These methods of depreciation include Straight Line, Sum of Years Digits, Declining Balance, Double Declining Balance, Section 179, and MACRS.

Calculate: This button calculates the depreciation for an Asset using the depreciation information provided.

Clear: This button clears the Depreciation Table.

First Month of Fiscal Year: This displays the first month in the fiscal year for the This setting can be found within Company > Company Info.

Tracking Depreciation

You can create a depreciation schedule for this asset. Here is how to do that:

Select a Convention, Useful Life in Years, and hit the Calculate button. You will be given a schedule of depreciation for the Asset. Each one of those figures has an impact on how the depreciation is calculated by the schedule given. You may then create an adjusting journal entry (AJE) for that depreciation schedule. Once you have entered the relevant depreciation information, (Salvage Value, Basis, Cost, Business %,

Tip: ADJs can be memorized (made to reoccur automatically).

Important Note: This work is usually done by an accountant. Aptora's technical support department cannot help you with issues or questions related to this work.

Asset Contact Log

Select the "Log" option to access an Asset's Contact Log. Use this form to record notes about purchases, repairs, maintenance, transfers, and anything else that is related to managing this asset.

Tracking Repairs and Maintenance

Using this feature is highly recommended. To ensure that all expenses associated with the Asset are accounted for, you must first enable the Asset's preference to "Include on Bills and Checks".

If you have paid for repairs on your assets, you can now assign those payments on the Bill Pay and Check forms. These transactions will show up on the Assets List Report and will provide the history of those expenses

Renting/Leasing Assets

Total Office Manager gives you the option to Lease or Rent your Assets to different Customers. You first must enable the Asset's preference "Available for Lease or Rental". You must then create an "Other Charge" Invoice Item that will charge the Rental and Leasing fees. Once this item has been created, the "Lease/Rental" column will need to be added to Sales forms from the Form Preferences set up.

Viewing Complete Asset History

When you select an asset on the various forms we have covered, your Asset History forms will display that activity. You will be able to view assignments, expenses, repairs, and much more.

Opening the Asset History Form

From the Asset List, select the asset, right-click on the asset, and select Asset History from the menu.

You can also select the asset, click Asset List, and click Asset History.

Asset Transfers

This utility makes transferring assets easy and fast. You can transfer to and from employees and or customers.

To open this form, select the asset, right-click, and click the Transfer Fixed Asset option from the popup menu.

Asset Reports and ID Labels

Assets List Report

To view a detailed list of your Assets, select Company from the Reports main Menu option and then select Assets and Asset List.

Date Range: Select a predefined date range (Today, Yesterday, This Week, Last Week).

From/To: Manually input a date range.

Employee: Select a particular Employee or choose to view all.

Customer:Job: Select a particular Customer:Job or choose to view all.

Asset Type: Select a particular Asset Type or choose to view all.

Manufacturer: Select a particular Manufacturer or choose to view all.

Detailed: Adds the Depreciation figures and information to the report.

Include Depreciation Schedule: Displays the Depreciation Schedule on the report.

Include User-Defined Fields: If any UDFs have been entered for this Asset they will be displayed.

Include Related Transactions: Add any Vendor transactions (Bills, Credit Cards, Checks, etc.)

Asset Labels

Similar to Inventory Item Bar Codes Labels can be created for your Assets as well. Select Labels from the Reports main Menu option then select Asset Labels.

Asset: Select a particular Asset or choose to view all.

Employee: Select a particular Employee to which the Asset is assigned or choose to view all.

Department: Select a particular Department or choose to view all.

Manufacturer: Select a particular manufacturer or choose to view all.

Sort Options: The report can be sorted by Employee, Asset Type or Department.

Please Note: If marked, Department, Manufacturer and Asset Type will be included on the printed labels. In Figure 144, Departments are included on the Item Bar Code Labels.

Asset Labels Report

This Page Was Intentionally Left Blank

End of Period Procedures

Confused about year-end procedures or end of month tasks? This chapter covers both of those topics in detail.

With all the new IRS rules for this year, we have provided detailed information so that you can ensure that you have made the correct changes to the Employee's payroll information.

Please Note: Total Office Manager does not have any specific month-end or year-end requirements. The software does have a "Transaction Date Cutoff" feature, but you never need to "close the books".

The information listed below is to be considered "recommendations" and should be treated as such. Please speak with appropriate office personnel regarding specific steps or information you should perform as a part of your business's "period ending procedures".

Period Ending Checklists

Month-End Checklist

This checklist assumes that you know how to use the features that are referenced. This topic does not include detailed step-by-step instructions for each recommendation.

Software Updates
- Keep your software updated.
- Set permissions to update.
- Put someone in charge of updating on the last Friday of each month (for example)
- Check for new Custom Data Views (CDVs).
- Check user security. New features and CDVs may not have permission set.

Check the Company File Information
The Company File form contains a lot of useful information about your company database and file.

In the File Properties tab:
- Check First and Last Transaction Date
- Check GL Balanced

In the Database Stats tab:
Click Run Database Maintenance (non-hosted only)

Check Your A/R and A/P Aging Reports
Check your company's Accounts Payable and Accounting Receivable reports. You want to know who owes you money and what the status of their account is. You want to make sure that your vendors are being paid and that this report accurately reflects those payments.

1. Click Reports > Company > Purchasing > A/P Aging.
2. Check to make sure that you are not late paying bills.
3. Click Reports > Sales > A/R Aging
4. Be sure that you are collecting your money and stay on top of the collections.
5. Are there any invoices that you thought were paid but have balances?

Important Note: The total amounts on these reports do not necessarily match the total A/R and A/P numbers found on your Balance Sheet. There are accounting reasons for them not to match.

Convert Mobile Invoices
There is an Invoice Type called "Mobile Invoice". These must be opened and saved to convert them into "Invoices". Mobile Invoices do not fully update your company's financials until they are converted into an invoice.

1. Open the Invoice list and filter for Mobile Invoices.
2. Open, inspect, Save & Close

Handle Undeposited Funds
We generally recommend that you use the Group with Other Undeposited Funds feature.

1. Be sure that all payments have been deposited.
2. Click Banking > Make Deposit.
3. Click the Payments button.
4. Check the payments in this list. Are you seeing payments that have already been deposited? Your bank recs should have revealed this potential problem.

Perform Reconciliations (very important)
- Bank Reconciliation
- Credit Card Reconciliation
- Also look for credit card or ACH payments that did not go through.
- Both are done by a trusted outsider such as an outside accountant or family member.

Check for Non-Converted Item Receipts

Item Receipts are sometimes forgotten about. The items were received, and a bill might have been entered, leaving the Item Receipt behind.

1. Click Vendor > Item Receipts
2. Look for Item Receipts that seem like they should have been closed.
3. Investigate these as needed. Make sure that you do not have any item receipts that you were not expecting to see in this list.

Check for Invoices with No Serial Numbers

1. Click Customers > Customer:Job List.
2. Set the Quick Filter to show invoices with serial items sold but no serial number selected.
3. Be sure you have selected serial numbers.

Update Retail Pricing

The retail price of your items does not change automatically. As the price you pay for items changes, you should update your retail price accordingly. This task is fast and easy.

1. Click Company > Update Retail Price
2. Set the various options and click Update.

Perform a Database Checkup

1. Click Tools > Utilities > Database Checkup
2. These are the two most important.
    a. Missing GJ Entries
    b. Out of Balance Transactions
3. Next, run all the others.

Check for Inactive Warehouses with Items

- If you inactivate a warehouse, please be sure to make sure it does not have any inventory in it. The Total Qty (Qty. On-Hand) should be 0.00. You should not have any items in the negative either.
- From the Warehouse List, you can right click on the Warehouse and click View Inventory List. Click Show All, so that you can see any items that are inactive.

Check for Inactive Items Not Equal to Zero

Open the Invoice Item List and click the Inactive filter. Be sure that the Total Qty. is zero and that you have none in the negative.

Update Cutoff Date

1. Click Edit > Preferences > Cutoff Date > Company Preferences
2. Update the Cutoff Date (if needed).
3. Update the "Warn If Transactions are" (if needed).

Check for Duplicates

- There are many records that can get duplicated but here are the top ones to look for.
- Check for duplicate customers. Use the Merge Contacts feature to locate, merge, and remove duplicated customers and jobs.

- Check for duplicated accounts in the Chart of Accounts. Use the Merge COA feature to locate, merge, and remove duplicated accounts.
- Appointments, Reminders, and Phone Messages
- Check these for items that may have been missed during the month.
- Look for unread phone messages.
- Look for reminders and appointments that have not been completed.

For the IT Professional (for non-hosted only)
- IMPORTANT: Be sure you are backing up your SQL Server Database(s)
- Be sure you can restore your backups.
- Be sure that you have set up daily database maintenance according to known best practices.

Year-End Checklist

This checklist assumes that you know how to use the features that are referenced. This topic does not include detailed step-by-step instructions for each recommendation.

1. Be sure you have been performing your Month-End Procedures. If not, please do those first.
2. Order Tax Forms. This step may become obsolete when forms are only submitted and transmitted electronically. Be sure to do this early so that you have them when you are ready to print. You only need to order:
   a. W2 (one for each employee)
   b. W3 (one for each EIN), 1099 (One for each Vendor)
   c. 1096 (One for each Company Tax ID)
   d. (http://www.dswebtoprint.com/aptora/)
3. Software Updates: Update to the latest version of Total Office Manager to make sure you have all 20?? tax tables.
   a. Go to Help > Check for Enhancements and Updates.
4. Check the EIN and other tax numbers.
   a. Go to Company Information > Other Information tab. Check the settings inside the Report Information frame.
5. Look at your First and Last Transaction date and verify if they seem correct. You are making sure that someone did not enter an invalid date far into the future or far into the past.
   a. Go to File > Company Information > General tab.
6. Click the Run Database Maintenance button. Hosted clients do not need to do this.
   a. Go to File > Company Information > Database Stats tab.
7. If not already entered, add any significant or important assets acquired during the year. You should be selecting these whenever you are entering expenses that are related to them.
   a. Go to Company > Fixed Asset List.
8. Enter ending vehicle mileage for your company's vehicles. Note: You may not need to enter this information if that information is being entered automatically or through timesheet entries. Double check and make sure this information is being entered. You should at least enter your vehicles ending mileage for each year. This will allow you to easily see the cost of operating these vehicles.
   a. Go to Company > Fixed Asset List.

9. Check your balance sheet for a "Rounding Adjustment" account and check your income statement for "Rounding". If you have more than $100 in rounding adjustments, please contact the Help Desk.
10. Be sure that you do not have any Item Receipts that are not valid. This can happen if you enter an item receipt but do not use the Enter Bill for Received Item feature.
11. Review your Chart of Accounts and merge accounts if needed.
12. Enter any outstanding bills that you wish to be included in the year. Verify vendor balances.
13. Check for open Purchase Orders. These are POs that have ordered items and those items have not been received. Fixing these will not directly affect your financials unless you realize that you have not created Item Receipts or entered bills.
14. Make certain that you have no work orders that have not been invoiced. The Work Order list has a column called "Invoiced Yes or No". If you have work orders that indicate that they have not been invoiced but an invoice has been created, you can open the invoice and associate the work order(s) with that invoice. If the work order did not require an invoice, the work order has a checkbox called "No Invoice/Sale Required".
15. Enter any outstanding invoices that you wish to include in the year. Send statements as needed. Verify customer balances.
16. Decide on what invoices will be "written off" to bad debt. Use the Receive Payments form to do this.
17. Make certain you have dealt with any undeposited funds. Look at your Balance Sheet for Undeposited Funds. What are Undeposited Funds?
18. Fix transactions with missing important information. Click Reports > Custom Data View. Look for CDVs that start with the word "Missing". These CDVs will generate a list of records that have missing information. An example CDV is "Missing Department Entries". Here you will see a list of invoices that do not have a department selected on one or more line items. You may wish to fix these. It is best not to wait until the end of the year. Update your Custom Data Views while you are in this form. They do not update with regular Total Office Manager updates.
19. Reconcile all Bank and Credit Card accounts ending 12/31/20xx. For good bookkeeping and the prevention of fraud, it is vital that a highly trusted person reconcile your bank and credit card accounts. Consider having an outside accounting firm perform this task. Please consider our sister company, RA Tax and Accounting. The president of Aptora (James R. Leichter) is a shareholder at this firm.
20. Take a physical inventory count and reconcile with the software, making any adjustments needed. You might consider using the Item Adjustments import option.
21. Adjust and inactivate obsolete inventory items (if any).
22. Pay all Sales Tax and Payroll Liabilities.
23. Open the "Pay Payroll Liabilities" form. Be sure your list does not contain payroll liabilities already paid. This can happen when you write a check without using the Pay Payroll Liabilities form.
24. Be sure that your Pay Sales Tax list does not contain sales tax liabilities that have already been paid. This can happen when you write a check without using the Pay Sales Tax form.
25. Review, Print and Distribute W2 forms from Total Office Manager (Deadline to Employees 2/1/20??)

26. Review, Print and Mail copies of W2 & W3 forms to IRS (Deadline to mail is 3/1/20??)
27. Review, Print and Distribute 1099 forms from Total Office Manager (Deadline to Vendors 1/31/20??)
28. Review, Print and Mail copies of 1099 & 1096 to IRS (Deadline to mail is 2/28/20??)
29. Review and Print form 941 for 4th Quarter (Deadline is 1/31/20??)
30. Review and Print form 940 for 2009 (Deadline is 2/1/20??)
31. Review user security. Be careful with whoever has permission to delete transactions and other records.
32. For Non-Hosted Users Only: Back up your SQL database for the end of the year for security purposes. Be sure your database has maintenance setup. To set up automatic backup, please see our knowledge base article.
33. Set your Cutoff Date. Preferences > Cutoff Date > Company Preferences. (Transactions with a date equal to or prior to this date cannot be added, deleted, or changed.). Optional: You may wish to set a "Warn if Transactions are" value. This feature can help prevent entering erroneous dates (such as 2227).
34. Call and make an appointment with your Accountant to go over any adjustments, depreciation, etc.
35. Optional: Create your budget for the following year.
36. Optional: Think about training on Aptora's software you might wish to provide for your staff.

FAQs Related to Year-End Procedures

Q: How do I move my Income and Expenses to the proper accounts to close out the year?

A: Total Office Manager does not require you to manually "close" your accounts at the end of the year. This task is automatically completed for you based on the month set up for your company's "First Month of Tax Year". To verify that you have selected the correct month for your fiscal year, select Company > Company Information from the main menu and select the 'Other Information' tab. When your computer reaches the first day of your first fiscal month, Total Office Manager knows to take the proper actions for the beginning of a New Year.

Q: How do I make changes to the information entered if it is in the wrong account, or how do I enter my depreciation?

A: To make account modifications or entries for depreciation in Total Office Manager you should make a Journal Entry. (Banking > Make Journal Entry). These Journal Entries should only be made after consulting with your Accountant or Tax Advisor.

Q: Can modifications be made to the program after the end of my fiscal year?

A: Yes, you can make changes to the program for either a past or future date. To ensure no one makes changes to past transactions, you can set a Cutoff Date in the program. To access this feature, you must log in as the Administrator, and then from the main menu select Edit > Preferences and choose the 'Cutoff Date' tab. This will allow you to set a date, at which point no modifications can be made to accounting transactions that occurred prior to the date without the Administrative Password. (This feature is also handy to use on a monthly basis once you have "closed" your books for the month.)

Setting a Financial Cutoff Date

A Cutoff Date is used for month-end or year-end procedures. This date is generally incorporated into the procedures set up by your company's accountant.

Preferences

My Preferences

There are no Preferences within My Preferences for Cutoff Date.

Company Preferences

There are two Company Preference decisions that need to be agreed on by your company's accountant and Total Office Manager Administrator. They are Do Not Allow Add/Modify Accounting Records on or Before (pick date) and the Cutoff Date.

Please Note: It is imperative that your company's accountant and Total Office Manager Administrator have designed detailed procedures incorporating these preferences prior to using them as any attempt by other users to add or modify accounting records on or before the cutoff date will result in them being required to use an admin password.

W-2 Form Processing

Each year the Federal government requires that the employer send a W-2 Form to each employee that received wages for the previous year. Total Office Manager allows you to generate W-2 Forms quickly and easily. It also gives you the ability to add any special items that Total Office Manager does not automatically include.

Who Must File Form W-2?

Employers must file Form W-2 for wages paid to each employee from whom income, social security, or Medicare tax was withheld or income tax would have been withheld if the employee had claimed no more than one withholding allowance or had not claimed exemption from withholding on Form W-4.

Also, every employer engaged in a trade or business who pays remuneration for services performed by an employee, including non-cash payments, must furnish a Form W-2 to each employee even if the employee is related to the employer.

Please note that if you are required to file 250 or more W-2 forms, you must file them electronically unless you got a waiver from the IRS.

Form Access

From the main menu, click Employee > W2 and W3 (Wage and Tax Statement).

Step-by-Step

1. Select a year from the drop-down menu and click Calculate to create new W2 forms. You will be asked for an optional control number. The Control Number field appears on the IRS W2 form. Total Office Manager does not require this number. Most businesses will not need to enter a control number. It does not matter if you enter one or not.
2. Select a year from the menu and click View to see the W2 forms. If there is no data for the year selected, it is automatically generated. The W2 window then opens.

3. The user can then edit any field (with a white background) on the form. When finished, they can choose 'Recalculate' from the W2 Processing form (shown above).

Tips

- W2 processing (and W2) is very important, and accuracy is essential. Please see your accountant if you need specific help for your business.

This Page Was Intentionally Left Blank

Software Tools & Utilities

Total Office Manager has several Tools & Utilities built into the system that assist you in efficiently and effectively managing your company. There are many others that are not covered in the chapter. You will come across them as you use the software, and we add more on a regular basis.

Web Update/Security Preferences

It is important to keep Total Office Manager up to date with the current release version. Doing so ensures you are taking advantage of all the program has to offer. Aptora Corporation is proud to listen to our customers and take product enhancement suggestions seriously.

We understand and freely admit that we could not possibly "think of it all" when designing Total Office Manager. Suggestions made by our customers are perhaps the greatest development tool we have. Of course, not every suggestion becomes part of the program, but the good ones sure do.

Thus, new releases of Total Office Manager happen frequently. Some software companies intentionally hold on to minor release enhancements so they can be accompanied by great fanfare.

We believe there is no reason to postpone the availability of minor release enhancements; so many times, a new release becomes available each week.

Major enhancements are indeed kept private because of the extensive nature of the testing process, but minor releases are "out-the-door" and available to our users ASAP.

Checking for enhancements and updates is easy. Select Help from the main Menu and then select check for Enhancements and Updates or use the keyboard shortcut, CTRL+U.

Memorized Transactions

A Memorized Transaction is a transaction that has been saved but not posted (recorded). A memorized transaction is useful for transactions that occur on a regular basis or a transaction that has a likelihood of occurring again and was very time consuming and/or detailed. (i.e., Rent Check, Monthly Invoice, Depreciation) To access your list of Memorized Transactions, select Memorized Transactions List from the Company main Menu.

From the List you cannot create a New Memorized Transaction it can only be done from the original Transaction. The List is just that. It displays all Memorized Transactions that have been created. You may edit or delete the Memorized Transaction, view the original transaction, or generate the new transaction.

Memorizing a Specific Transaction

Whichever transaction you would like to have memorized, (i.e., Invoice, Estimate, Check, Payment, Journal Entry etc.) open that list and find the particular transaction. Right-Click on that transaction and select "Memorize".

By clicking Memorize, you will be taken to the Add Memorized Transaction form.

Name: Give the transaction a name, it will auto populate with the type of transaction that is being memorized; however, you may overwrite this and name it something more relevant to you. This is important for knowing which transaction this belongs to.

Reminder: Select "Remind Me", "No Reminder" or "Automatically Enter".

*Remind Me***:** Will set reminders for you to create the transaction.

No Reminder: Creates the memorized transaction reminder for you to manually refer back to.

Automatically Enter: On the date set the transactions will generate upon confirmation when the user to whom the reminder is assigned to logs in to Total Office Manager.

Start: On what date should the reminder begin.

Frequency: How often should the reminder occur.

End Date: On what date should reminder stop.

Day Type: Calendar Day or Business Day.

Description: Give the Memorized Transaction a brief description.

Remind Who: Select from your list of users (including the Administrator) who should be reminded.

Important Note: If you have this set to automatically enter, selecting multiple users can cause the transaction to be created multiple times. This should typically be one person if auto enter is selected.

Once all the pertinent information has been entered, select "Create Reminders". This will generate a list of the reminders that will occur.

Generate Memorized Transactions

From the Memorized Transaction List Right-Click on the desired transaction and select "Generate Transaction". This will open a new form that is identical to the original transaction except for the date. Once generated, the transaction is not removed from the list, meaning that it can be re-generated at any point. This allows you to manually generate the transaction rather than having the software do it for you.

Reminders

Reminders give the assigned user prompts to make sure a task has been completed. To access your list of Reminders, select Reminders List from the Company main Menu. Select "New Reminder" from the main Menu drop-down to create a new Reminder. The New Reminder form is identical to the "New Memorized Transaction" form except for the *Reminder* field.

Users who have Reminders assigned to them will receive a message notifying them of the Reminders when they log in to Total Office Manager.

If the user has their Information Center displayed, they can access their Reminders from there. Reminders can also be accessed from the Status Bar.

The Reminder List only shows the Reminders that have been set up. It does not provide information about the frequency or to whom the Reminders were assigned. Once the Reminders are assigned to Total Office Manager users, they become Reminder Items. To access this list, select Reminder Items List from the Company main Menu. This list displays all Reminders **and** Memorized Transactions *created and assigned* to users.

Please Note: You must have been given permission to add New Reminders in order to set up reminders.

Phone Messages

Phone Messages is a feature that allows you to take a Message for a co-worker or send an internal message to a co-worker. There are five ways to create Messages.

You may create a message by directly clicking on the Tool Bar Phone Icon; by choosing Company > Phone Messages > New Phone Message, by choosing Company > Phone Messages List and Right-Clicking to add a New Phone Message or using the Ctrl+M function which takes you directly to a new Phone Message; or Right-Clicking into the Phone Monitor and selecting add New Phone Message.

Please see the Caller ID section for more information). Once you have entered all the pertinent information needed for the phone message, you must save it for it to be processed.

Advanced Search

The Advanced Search tool is a powerful way to search for a wide variety of information in the program. It can locate checks, invoices, bills, log (note entries), and almost anything else. The tool can search and find records based on amounts, dates, general, memos and numbers. It can also filter to display only records derived from certain areas like Bills, COA, Invoices, Work Orders, Service Agreements, a variety of payroll areas and more. To access the Advanced Search form, select Advanced Search from the Edit main Menu option.

Search By Pane Definitions

As you Search By the following selections, you will notice the Filter By column on the right changes to fit the filter needs of the Search By selection. It is important to pay attention to the Filter By Options.

Amount: Used to conduct searches based on monetary amounts, using the conditions equal to, not equal to, greater than, greater than or equal to, or less than.

Date: Used to conduct searches based on calendar dates, using the conditions equal to, not equal to, greater than, greater than or equal to, or less than.

General: Used to search for any alpha-numeric text string in the various contact notes, notes or UDFs in the program. It follows basic search string criteria as common with popular search engines (i.e., Google, Bing etc.) Use quotation marks to match exact phrases.

Memo: Used much like the "General" search by setting, this option is used to search every memo field in the program.

Number: Used to conduct searches across all number fields in the program.

Cust:Job: Used to conduct open text string searches of Customers and jobs in any one of the following fields: Name, Phone, First Name, Last Name, City, State, Zip, Country, Fax, Contact, or Email.

Column Definitions

Matches Found: Will display the total number of items found during the Search. If the Search is stopped, the number of items found up to the stopped point would be displayed.

Edit: Click the edit button to the left of a result entry to open it.

Date: This refers to the date when the transaction was entered into Total Office Manager.

Type: The Record Type, Credit Card, Service Agreement, Discount, Fixed Asset, Paycheck, Work Order, etc.

Number: Will display Work Order Numbers, Paycheck Numbers, Fixed Asset numbers, COA Numbers, Invoice Numbers, Credit Memo Numbers, etc.

Name: The names of your Customers, Vendors, Employees, Inventory Parts, Discounts, etc. will be displayed.

Memo/Description: Will display the memos or description of your Assets, COA, Inventory Parts, service, work orders, memos, Credit Card Charges, Customer Equipment, Payroll Deductions etc.

Amount: Will display any dollar amounts that have been entered for any of the Search items. (if applicable)

Account: Will display the Account Number and name for any of the search items. (if applicable)

Zip Codes/Zip Code Preferences

Total Office Manager has a built-in Zip Code database that allows you to enter a zip code on to various forms and it will auto populate the City, State and County. To enable this feature, the Preference must be activated.

With this Preference enabled data entry will include a few less steps as the City, State, and County will not need to be entered manually by the user.

Total Office Manager also gives you access to the Zip Code database. Select Zip Codes from the Tools Main Menu option. Zip Codes in this database can be added, edited, inactivated, or deleted. In the Quick Filter field of the List, you may enter a search for a Zip Code by Area Code, City, State, County, Time Zone, or by Zip Code.

If you do not find it or there is an error, you may edit a Zip Code or add a new one.

Calculators

Total Office Manager offers two calculators that can be opened directly from the program. From the Tools main Menu option select Calculators. This menu option houses two calculators:

Standard: This is the same calculator that you would access from your computer

Loan Amortization: This useful calculator allows you to calculate the monthly payments required to service a given dollar amount at a given interest rate. You can print out the amortization chart and offer it to your customer. You may also copy and paste the entire chart into your favorite word processor.

Performing an Amortization Comparison

1. Enter the purchase amount, and the amount that will be put down. You have the option of considering a down payment as a percentage of the total or as a dollar amount.
2. Then decide the range of payback time for which you wish to compare payments. If you are certain of the payback time, you can enter the sale value twice.
3. Enter the range of interest rates, which the borrower might have to pay, if credit is not already approved at a certain rate. This can also be used to illustrate savings between a low-rate financing plan, and more traditional rates, as a selling point. An example of this may be special interest rate offered to those Customers who invest in highly efficient equipment.
4. You may then press "Payments" to see a grid of the payments.
5. To see a monthly amortization of one of the scenarios on the comparison form, simply click on the one you want, and then press "Amortization".

Merge Records (miscellaneous)

There are many lists that have a Merge Utility. It is usually a small form that allows you to select a "Merge From" record and a "Merge To" record. You will be merging the "From" into the "To". Once complete, the "From" can be inactivated or deleted safely.

To use this feature, select a record and right-click on the menu.

Please Note: Not all lists have this feature. Some records cannot be safely merged.

Bulk Update Utilities

There are many lists that have what we refer to as Batch Utilities. This feature allows you to make changes to two or more records without the need to open each record. This includes the ability to change tax codes, tax items, departments, categories, accounts (from the COA list), and many more. Not all lists have this feature.

Here is an example from the Customer:Job List.

To use these utilities, open a list, highlight records on that list. Click Actions (you find the same options when you right-click) and select the desired option.

A form will open. The options are easy to understand.

Important Note: Please keep in mind that the changes you make may not be easily reversible or they may not be reversible.

Company File Utilities

Total Office Manager contains a set of utilities that allow the user to perform tasks that encompass the entire database's records.

Accessing the Utilities Form

To view this list of Utilities, select Utilities from the Tools main Menu option.

Batch Update Vendor Terms

This Utility allows you to update each Vendors' terms to a single method.

Customer Tax Item Update

This Utility will change all Customer Tax Item from one to another. In the "From" drop-down list select the Tax Item that needs to be changed. From the "To" drop-down list, select what the Tax Item is going to be.

Bulk Inactivation

This Utilities allows you to inactivate several Customer:Jobs at once using the unique ID number assigned to it by Total Office Manager. The ID number can be found in the Customer:Job List. These two forms are separate but can be opened at the same time for quick reference.

Copy Contact to Bill To

This Utility allows you to copy all Customer "Billing Addresses" to the Customer "Work Address" if the Customer's "Work Address" is blank.

Fix Address Fields

In cases where a Total Office Manager user has converted from QuickBooks software it is sometimes found that "Names" will populate within the "Bill to Address" or "Work Address".

This utility gives you the ability to the account information in these fields to the "Contact" fields of a Customer or Vendor record.

Item Cleanup Unused

This utility allows you to delete any or all items that do not have any history in Total Office Manager.

In other words, these are items that are in your Invoice Item list but have never been bought, sold, or included in any type of transaction.

Item Account Resync

This utility will resync the items' historical transactions with accounts currently associated with them. Note: You may only perform this procedure if you are logged in as the Administrator.

Item Cleanup Used

This utility allows you to inactivate any or all items that are no longer needed but do have history within Total Office Manager. (Items that have been involved in any type of transaction cannot be deleted).

Merge Chart of Accounts

This utility allows you to merge one COA into another. Once the two have been merged you may choose to inactivate the former COA.

Tip: This feature can also be found under the Chart of Accounts List.

Locate/Merge Duplicate Customer:Job

This utility allows you to find any duplicate records within your Customer:Job List. Once any duplicates are found they can either be merged into one record, keeping the history of both records, or you may inactivate/delete either that are not needed.

Tip: This feature can also be found on the Customer:Job List.

Populate Cust:Job Contact Field

This utility copies your choice of information from the Salutation, First Name, Middle Initial, and Last Name fields to the Contact Field in the Customer:Job form.

Mark Items to be Sold

This utility is usually used with the direction of a Technical Support agent or an advanced full-charge bookkeeper. This form is used by those who have converted data from another software program or who have imported items using the import utility.

This utility will make changes to Non-Inventory Items and Service Items by checking the "This item is purchased for a specific Customer" box. If a COGS or Expense account was missing, the one selected will be added automatically.

Remove Telephone Formatting

This utility will scan phone numbers in Customer, Vendor and Employee records.

If formatting problems are encountered, phone numbers will be reformatted correctly.

Update Cust:Job Bill to Address

This utility allows you to update the Bill to Address on Customer:Job accounts to the Bill to Address that appears in the main Customer (Parent) Account.

This utility will update all sub accounts (Jobs/Children) of the Customer:Job.

Update Invoice Departments

This utility will populate Invoice/Sales/Credit/Estimate line-item Departments with the same Department that is in the Invoice/Sales/Credit/Estimate Header.

Tip: You can select a department for each line item on a transaction. You may also select a department for the entire form (the Header). This will copy the header value to each line item.

Update Retail Price

This utility will update the Retail Price field for all Inventory Parts, Serialized Parts, and any Non-Inventory Part with the box checked stating: Item is bought, sold for a specific Customer:Job. You will need to choose the Markup Method and Calculation option.

Importing/Exporting

Importing and Exporting Data is an integral part of using a software program. Total Office Manager provides its users with Utilities to aid in the user in this process.

Importing Data Into Total Office Manager

The import feature includes a very easy to use wizard that guides you through the process. Use of this feature is intended to import data from other programs.

Total Office Manager allows users to import various file types which can be created either directly by exporting from other software or created for use with Total Office Manager. Importable file types are:

Microsoft Excel (.xls) Files

Comma Separated Values (.csv) Files

Microsoft Access (.mdb) Files

Text (.txt) Files

File types not listed cannot be imported by used and must first be converted into one of these acceptable file types.

To access this Utility, select Company Utilities from the File main Menu option, then select Import. A Windows Explorer dialog box will open so that you may select the file that is to be imported. Once your file has been selected the displayed form will open.

Select the Data Type to Import, if data type cannot be found in the list Total Office Manager does not allow it to be imported.

If the first row of the file you are importing contains field names, check the First Row Contains Field Names. If you have data on different sheets of the workbook (if importing an Excel file) the drop-down list allows you to choose that worksheet. The fields that are displayed in the top half of the form are the rows and columns of the data that is being imported.

If you are importing a delimited file, be sure to note what delimiter was used. The Import Wizard will need this information to properly perform the Import.

Field Mapping is a very important step and should be done very carefully. In the Map Fields section, under the column named Total Office Manager Field, select the data type that describes the field you are importing. The Sample Data column displays the fields from the first record in the import file. This is shown to help you figure out to which field in Total Office Manager the field should be mapped. Make sure that each field is mapped correctly and select Next.

Click the Clip Strings to Length to allow the software to cut off excess data where the information entered in the import file for any specific field may be longer than the length allowed for the field in Total Office Manager.

Click the Overwrite Existing Data checkbox to allow the software to overwrite the information should the information currently exist. This is very important if you are updating existing data. Click Next.

Read the Import Agreement and check the check box stating that you have read, understand, and agree to the risks and responsibility as stated in the agreement. Click Next.

Once you are ready to import your data, select the Import button.

Once the Utility has completed processing your file you will be given a pass/fail notification. If the import is interrupted because of errors in the file, Total Office Manager will alert you immediately and the error must be fixed before the file can be imported.

Important Tips:

- We always recommend creating a backup of your database prior to importing information.
- All users must be logged out for a single user to import.
- Do not import data from a file across your network.

Exporting Data from Total Office Manager®

Export from Lists

The best place to export might be from the various lists is Total Office Manager®. When you right-click on most lists, there will be one or two export options:

Export Lits: Provides an option to export the list as a delimited file. You can select the delimiter you wish to use. Tip: A delimiter is a special character that separates the fields.

Open List in MS Excel®: Provides an option to open the list in Microsoft Excel®. Excel will open automatically. Of course, you must have that software installed on your computer. Hosted clients will not see this option. We hope to add it soon.

Export Lists Using the Export Wizard

The Export utility includes a very easy to use wizard that guides you through the entire process. Use this feature to export data for use with other programs. (i.e., You may have a large Customer list that you want to use in a mail merge with MS Word. This utility can easily create a file of all your Customers). To access this utility, select Company Utilities from the File main Menu option, and then select Export.

The data sets that can be exported from Total Office Manager are your Chart of Accounts, Customer:Jobs, Vendors and Employees.

Once you have chosen which data set you would like to export you will be asked to select where the file should be saved. Click the ellipsis to choose a location. After the location has been set, click next.

The next window will ask if you choose the desired delimiter for the file. If you want the file to be created with field names in the first row, select the check box to indicate this.

Scroll through this form to select each field that you would like to add to the file that is being exported. Click on next and then the Export Button.

Entering Initial Account Balances

What This Chapter Covers

This chapter covers the topic of financial account balances, including what they are, why they matter to you, and how you may enter them. Please consider skipping this chapter if your work does not include dealing with this topic.

This chapter also covers the basics for adjusting the quantity and value of inventory items.

Important Note: This topic is advanced and not designed for an accounting novice or the average user of this software. If you are not comfortable with this work, please seek advice from a full-charge bookkeeper, accountant, or other qualified professional before beginning this work.

Some Terms to Know

Account: In the context of accounting, the term "account" refers to a financial account. A list of financial accounts can be found in your Chart of Accounts. You can enter a sum (dollars and cents) for any of these accounts or all of them. There are two basic types of account balances, beginning and ending.

Account Balance: The term "balance" refers to the amount (or value) of that account on a given date or date range. This might be the balance of a bank account (how much money is in that bank account), or the amount of rent paid during the year. There can be a beginning balance (also called an opening balance) and an ending balance.

Beginning Balance: The beginning balance represents the total balance of an account as of the start date of a new fiscal year or the date you started using Total Office Manager. This term only applies to balance sheet accounts, which include assets, liabilities, and equity.

Ending Balance: The ending balance is the balance of an account at the end of the fiscal year or the end of a specific period.

Opening Balance: An opening balance is the starting point for the account. It summarizes all past transactions in your up to the opening balance date. Think of it as a snapshot of the account's history. Tip: Pick an easy date to start your opening balance. If you just opened a new account at your bank, use the day you opened the account.

Opening Balance Equity: Opening balance equity is an account created by accounting software to offset opening balance transactions. Opening Balance Equity accounts show up under the equity section of a balance sheet along with the other equity accounts like retained earnings but may not show up on the opening balance sheet if the balance is zero. This is good because opening balance equity should be temporary by design.

Transitional Accounts: Income statement accounts are referred to my accounts as "transitional accounts." Their value resets or starts over at the beginning of the fiscal year. That means their beginning balance is always zero. For that reason, we only enter ending balances for accounts found on an income statement.

Why You Need Beginning and Ending Balances

When you are transitioning from a different accounting system, whether it is spreadsheet or another accounting software, one of the first steps is to ensure that your data at the previous year's end for your business is correctly reflected and establishes record keeping continuity.

This is done by transferring the balances from your balance sheet at a specific date, which is ideally the year end date of your business. The amounts on a balance sheet are essentially an accumulation of all activity since inception of your business and broadly includes assets, liabilities, and equity.

About Beginning and Ending Balances

In Total Office Manager, entering beginning and ending balances refers to the process of recording the account balances of your company's financial accounts at the start and end of a specific period.

> ☝ For example, you might enter $10,000 for "Rent", ending January 20XX. "Rent" comes from your Chart of Accounts (COA).

The beginning balance represents the total balance of an account as of the start date of a new fiscal year or the date you started using Total Office Manager. The ending balance is the balance of an account at the end of the fiscal year or the end of a specific period. This does not have to be for an entire year. You could enter the ending balance for an account each quarter, month, week, or day. Typically, they are added at the end of each month.

Entering these balances is important because it enables Total Office Manager to properly track and report on the financial activities of your company. It helps to ensure that the financial statements produced by Total Office Manager accurately reflect your business's financial position, and can be used for tax filings, loan applications, and other financial reporting purposes.

If you are new to Total Office Manager and do not have experience with bookkeeping and accounting, it is recommended that you work with a qualified accountant or bookkeeper to assist you with entering these balances accurately. You can also refer to Total Office Manager's online resources for guidance on entering beginning and ending balances.

Beginning versus Ending Balances

A beginning balance and an ending balance refer to the balance of an account at different points in time.

The beginning balance represents the balance of an account at the start of a period, such as a fiscal year or an accounting period. It is the balance that was carried over from the previous period or the amount that was originally invested in the account.

The ending balance, on the other hand, is the balance of an account at the end of a period. It reflects all the transactions that occurred during the period, such as deposits, withdrawals, and interest earned. The ending balance is also the beginning balance for the next period.

In accounting, both the beginning and ending balances are important for tracking and reporting on the financial activities of a business. They are used to prepare financial statements, such as balance sheets and income statements, and to analyze the financial performance of the business.

Using Beginning Balances or Ending Balances

In general, you would always need to enter both beginning and ending balances for each account in your accounting software to properly track and report on the financial activities of your business. Here are some examples:

Example of Entering a Beginning Balance

Let's say you are starting to use Total Office Manager for your business for the first time and the start date you have chosen is January 1st, 2022. To set up your company's financial accounts in Total Office Manager, you would enter the beginning balances for each account as of January 1st, 2022. This would include the starting balances for your bank accounts, accounts receivable, accounts payable, and other financial accounts.

Example of Entering an Ending Balance

At the end of your fiscal year or accounting period, you would enter the ending balances for each account in Total Office Manager. For example, at the end of the fiscal year 2022 (December 31st, 2022), you would enter the ending balances for each account to prepare financial statements, such as a balance sheet or an income statement.

Conclusion

If you do not enter both beginning and ending balances, your financial statements will not accurately reflect your company's financial position or performance. For instance, if you do not enter a beginning balance for your bank account, your financial statements may show a negative balance at the start of the period, even if you had funds in the account. Similarly, if you do not enter an ending balance for an account, your financial statements may not accurately reflect the account's activity during the period.

When to Enter Balances

After completing your basic set up of list information and you are ready to start using the Total Office Manager program, you will enter the opening balances for the value of what you own (Assets), what you are owed (Receivables), and what you owe (Payables, Liabilities).

Ideally, Total Office Manager needs to know your company's financial stance as of your "Go Live" start date (the date you begin day to day entry). For accounting purposes, you will enter in Total Office Manager the value of the assets your company has, the liabilities owed, your equity (net worth), income received, and COGS/expenses incurred for the current fiscal period. This information will come from your prior software Balance Sheet and Income Statement.

> ☝ It is strongly advised you consult with your accountant or tax preparation specialist to ensure you are using the correct reports with accurate balances.

Reports and Information Needed

What reports are needed to begin entering beginning balances?

1. Payroll Summary, if any, for each quarter of the current year

2. Payroll Liability Balances, if any, for the calendar year
3. A/R Aging Summary as of the day prior to your "Go Live" date
4. A/P Aging Summary as of the day prior to your "Go Live" date
5. Sales Tax Liability, if any, as of the day prior to your "Go Live" date
6. Bank and Credit Card Reconciliation report(s) last performed in prior software
7. Bank and Credit Card Statements from the most recent statement(s) received
8. Inventory reports as of the day prior to your "Go Live" date
9. Income Statement from the first day of the fiscal year to the day prior to your "Go Live" date
10. Balance Sheet as of the day prior to your "Go Live" date

The Order of Entry

Typically, transactions can be entered in any order. However, if a transaction relies on other records or numbers, the order may become important. For example, you will need to enter a customer before you can enter an invoice for that customer.

Here is our general advice on the order of entry.

1. Open (uncollected) customer invoices and credit memos
2. Open (unpaid) vendor bills and vendor credits
3. Credit card charges/credits that have not cleared most recent statement
4. Checks/deposits that have not cleared most recent statement
5. Income, COGS, and expense account balances for the current fiscal year. This includes payroll expenses.
6. Outstanding sales tax liabilities
7. Asset, liability, and equity balances. This includes payroll liabilities.

Methods of Entering Account Balances

There are three ways to enter opening balances in Total Office Manager (TOM):

Enter Opening Balances Directly Through the Chart of Accounts

The first way is to enter the opening balance directly into each account on the chart of accounts. This method is not loved by accountants as it often leads to errors, and it is more tedious to determine if the debits and credits match.

By entering an amount directly in the chart of accounts for the specific account, TOM automatically makes an entry to "Opening Balance Equity". The balance in this account should always be $0 unless there is an exceptional circumstance and using this method often results in a balance in opening balance equity.

Enter Opening Balances Using Adjusting Journal Entries (AJEs)

This method is preferred over #1, since your debits and credits must match, there is no "Opening Balance Equity" account. Instead, every balance is specifically allocated to an account in a journal entry.

To create a journal entry first you must determine the closing balances from the date of transfer and whether they are debits or credits.

Tip: When entering beginning balances, here is a good rule of thumb: Generally speaking, assets and expenses are debits and liabilities, equity, and income (revenues) are credits.

The starting point for your journal entry is the balance sheet at the previous year end. A year end date is recommended so that you know exactly what your previous year end balances are, you can compare them to financial statements and tax returns which makes it much easier when doing future year end reporting and tax returns.

Tip: We recommend that you import your Chart of Accounts before entering the AJEs. You may find this makes the process faster and easier.

Important Note: There are some amounts known as "contra" accounts which are negative assets or liabilities. Examples: Accumulated depreciation, allowance for doubtful accounts (AFDA) and sales returns.

Using the Special-Built Setup Navigator Tool
This tool was built to make this process as easy and accurate as possible. It includes a special feature for entering account balances. Please click on each tab to get started.

You will find this handy tool here: From the Main Menu, click File > Company Utilities > Setup Navigator.

Each tab includes options for entering beginning balances.

Step-by-Step Instructions

Opening Customer Balances (your A/R)
In order to let the software know who owes you money, you will need to enter your Customers outstanding account balances. This information is commonly found on an AR Aging Report.

There are multiple ways to input your Customer Beginning Balances.

1. You can input them into the Opening Balance section on the Payment Info Tab of the Customer form. Not the ideal option unless you have very few Customers that owe you money.
2. You can create Journal Entries for each Customer with a balance. This method does not allow for a nice presentation when creating statements for your Customers. It can also prove confusing if you are not comfortable with debit and credit entry accounting.
3. You can create Invoices. This method is good, as it tracks the individual invoice owed with the original invoice date and invoice reference number, therefore aging the invoice according to the invoice date instead of the opening date of your account. Use of this method will show as an Invoice when creating statements for your customers.

To create opening balance Invoices for your Customers, we have made it easy to mass produce these based off one date. Here is how to do it:

1. Run your AR Aging Summary Report from your current software program. This report needs to run one day prior to your "Go Live" date.
2. In Total Office Manager, open the Customer:Jobs Beginning Balances form.
3. Customer Beginning Balances on the Setup Navigator

4. In the drop down for the As of Date, enter the date that appears on the AR Aging Report.
5. Locate each Customer that appears on the report and enter the total balance. If the account balance is negative, enter the amount as a negative number.
6. Once you are done entering your balances, click the Save & Close button. This will create an Invoice for all positive balances and a Credit Memo for all negative balances.
7. Run the AR Aging Summary report in Total Office Manager. Reports > Sales > AR Aging Summary
8. Select the same date that is on the AR Aging Summary Report from your current software.
9. Compare the two reports. The total column for each report should match.
10. If corrections to balances are warranted, you can edit the Invoices created from the Beginning Balances form by navigating to Customers > Invoice/Sales/Credit/Estimate List.

Opening Vendor Balances (your A/P)

In order to let the software know who you owe money to, you will need to enter your vendor outstanding account balances. This information is commonly found on an A/P Aging Report.

There are multiple ways to input your Vendor Beginning Balances.

1. You can input them into the Opening Balance section on the Payment Info Tab of the Vendor form. Not the ideal option unless you have very few Vendors that you owe money.
2. You can create Journal Entries for each Vendor with a balance. This method does not allow for a nice presentation when creating bill payment checks for your Vendors. It can also prove confusing if you are not comfortable with debit and credit entry accounting.
3. You can create Bills. This method is good, as it tracks the individual bill owed with the original bill date and bill reference number, therefore aging the bill according to the bill date instead of the opening date of your account. Use of this method will show as Bill when creating bill payment checks for your vendors.

To create an opening balance Bill for your Vendor, we have made it easy to mass produce these based off one date. Here is how to do that:

1. Run your AP Aging Summary Report from your current software program. This report needs to run one day prior to your "Go Live" date.
2. In Total Office Manager, open the Vendors Beginning Balances form.
3. Vendor Beginning Balances on the Setup Navigator
4. In the drop down for the As of Date, enter the date that appears on the AP Aging Report.
5. Locate each Vendor that appears on the report and enter the total balance. If the account balance is negative, enter the amount as a negative number.
6. Once you are done entering your balances, click the Save & Close button. This will create a Bill for all positive balances and a Vendor Credit for all negative balances.
7. Run the AP Aging Summary report in Total Office Manager. Reports > Company > Purchasing > AP Aging
8. Select the same date that is on the AP Aging Summary Report from your current software.
9. Compare the two reports. The total column for each report should match.
10. If corrections to balances are warranted, you can edit the Bills created from the Beginning Balances form by navigating to Vendors > Bills List or Vendors > Credit List

👆 If you enter a balance for accounts receivable or accounts payable without entering the transactions, be sure to make one AJE for each customer and vendor. That will make it easier to reconcile these accounts as you collect from customers and pay vendors.

Entering Sales Tax Balances

To let the software know who and what is owed to each Sales Tax venue you are responsible for paying. This information is commonly found on a Sales Tax Liability Report.

To enter the beginning balances for your Sales Tax venues, you will need to enter a Sales Tax Liability Adjustment. Please follow these steps:

1. Run your Sales Tax Liability Report from your current software program. This report needs to be run for the calendar year (1/1/xx to 12/31/xx) up to the day prior to your "Go Live" date.
2. In Total Office Manager, open the Sales Tax Liability Adjustments form located under Customers > Sales Tax > Sales Tax Liability Adjustments.
3. Enter the Date that the adjustment is being made. This should be the day prior to your "Go Live" date.
4. The Entry # is automatically populated. You can change this at your discretion.
5. Select the Vendor that your Sales Tax is paid to.
6. Select the Sales Tax Item that you are entering the beginning balance for.
7. Select the Opening Balance Equity in the Adjustment Account.
    a. Tip: If you do not see this account, you may need to disable your Smart Account Selection Filter in your Main Chart of Account Preferences.
8. Select the radio button to enter Increase or Decrease for the Sales Tax Item.
9. Enter in the Amount of the adjustment. This entry should be positive, and the radio selection above will properly record the balance entry.
10. In the Memo, enter a description of the Sales Tax Adjustment.

Entering Bank Account Balances

You must enter your beginning balance for your bank accounts so that the total cash can be reported on the Balance Sheet. This balance will be comprised of two things: the amount that has cleared the bank and those transactions that have occurred between statement cycles.

You will need to determine if you want to enter your bank balances as one lump sum based on the amounts reflected on the Balance Sheet, or if you want to enter them from your bank statement. It is strongly advised that you consult your accountant when entering anything that is going to affect your bank accounts.

To enter balances against your last statement, please follow these easy steps:

1. Run your Bank Reconciliation Report from your current software program. This report needs to run as of the last reconciliation that was done in the system.
2. Obtain a copy of the last Bank Statement that was reconciled in your current software program. It is strongly advised that you are current with your Bank Reconciliations as this is an important process in the accounting cycle.

Entering Uncleared Checks

For each check that appears in the uncleared section of the Reconciliation Report, you will need to create a check for the outstanding amount. Please follow these steps:

1. In Total Office Manager, open the Check List. Banking > Check List
2. Right click on the list and select the option for New Check.
3. Select the Bank account you are currently working with.
4. In the Pay to the order of, select the entity that the check was written to.
5. In the No. field, enter the Check Number.
6. In the Date, enter the date of the outstanding check.
7. In the Memo field, enter a description for the purpose of the check.
8. On the Expenses Tab, select the Opening Balance Equity account in the Account column.
   a. Important Note: If you do not see this account, you may need to disable your Smart Account Selection Filter in your Main Chart of Account Preferences.
9. In the Amount column, enter the amount of the outstanding check.
10. Click Save & New.

Please repeat steps 6 through 13, for each uncleared check that appears on the Reconciliation Report.

Entering Uncleared Deposits

For each deposit that appears in the uncleared section of the Reconciliation Report, you will need to create a deposit for the outstanding amount. Here are the steps:

1. In Total Office Manager, open the Check List. Banking > Manual Deposits List
2. Right click on the list and select the option for New Deposit.
3. In the Deposit To, select the Bank account you are currently working with.
4. In the Date, enter the date of the outstanding deposit.
5. The Entry # field auto populates. You can change this number if desired.
6. In the Memo field, enter a description for the purpose of the deposit.
7. Leave the Received From column blank.
8. In the From Account column, select the Opening Balance Equity.
   a. Note: If you do not see this account, you may need to disable your Smart Account Selection Filter in your Main Chart of Account Preferences.
9. In the Amount column, enter the amount of the outstanding deposit.
10. Click Ok.

Please repeat steps 4 through 11, for each uncleared deposit that appears on the Reconciliation Report.

Entering Credit Card Balances

You will need to enter your beginning balance for your credit card accounts so that the total liability can be reported on the Balance Sheet. This balance will be comprised of two things: the current balance of the credit card and those transactions that have occurred between statement cycles.

You will need to determine if you want to enter your credit card balances as one lump sum based on the amounts reflected on the Balance Sheet, or if you would like to enter them from your credit

card statement. It is strongly advised that you consult your accountant when entering anything that is going to affect your credit card accounts.

To enter balances against your last statement, please follow these easy steps:

1. Run your Credit Card Reconciliation Report from your current software program. This report needs to run as of the last reconciliation that was done in the system.
2. Obtain a copy of the last Credit Card Statement that was reconciled in your current software program. It is strongly advised that you are current with your Bank Reconciliations as this is an important process in the accounting cycle.

Entering Uncleared Credit Card Charges

For each charge that appears in the uncleared section of the Reconciliation Report, you will need to create a Credit Card Charge for the outstanding amount. Here is how to do that:

1. In Total Office Manager, open the CC Charge/Credit List. Banking > Manage Credit Cards > Credit Card Credit/Charge List
2. Right click on the list and select the option for New Credit Card Charge.
3. Select the Credit Card account you are currently working with.
4. In the Purchased From, select the entity that the charge was made.
5. In the Ref No. field, enter the Reference Number, if any.
6. In the Date, enter the date of the outstanding charge.
7. In the Memo field, enter a description for the purpose of the charge.
8. On the Expenses Tab, select the Opening Balance Equity account in the Account column. Note: If you do not see this account, you may need to disable your Smart Account Selection Filter in your Main Chart of Account Preferences.
9. In the Amount column, enter the amount of the outstanding charge.
10. Click Save & New.

Please repeat steps 4 through 11, for each uncleared charge that appears on the Reconciliation Report.

Entering Uncleared Credit Card Payments

For each payment that appears in the uncleared section of the Reconciliation Report, create a manual check for the outstanding payment. Here is how to do that:

1. In Total Office Manager, open the Credit Card Payment form. Banking > Manage Credit Cards > Verify & Pay Credit Card
2. Select the option to Make a Payment on a Credit Card Balance.
3. Select the Credit Card account you are currently working with.
4. In the Date of Payment, enter the date of the outstanding payment.
5. In the Amount To Pay, enter the amount of the payment.
6. In the Account Paid From, select the account that the payment was issued from.
7. Click Pay Now.

Please repeat steps 2 through 8, for each uncleared payment that appears on the Reconciliation Report.

Entering Income Statement Balances

Run your Income Statement from your current software program. This report needs to run from the first day of the company's fiscal year to the day prior to your "Go Live" date.

1. In Total Office Manager, open the Chart of Accounts Beginning Balances form. Chart of Account Beginning Balances on the Setup Navigator
2. In the drop down for the As of Date, enter the latter date that appears on the Income Statement.
3. Locate each account that appears on the report and enter the total balance. If the account balance is negative, enter the amount as a negative number.
    a. If you cannot locate an account, it probably has a transaction history and will not appear in this list. You can manually enter a Journal Entry to enter the necessary balance.
4. Once you are done entering your balances, click the Save & Close button. This will create a Journal Entry for all accounts.
5. Run the Income Statement in Total Office Manager. Reports > Financials > Income Statement
6. Select the same date range that is on the Income Statement from your current software.
7. Compare the two reports. The account balances for each report should match. You will need to create a journal entry to move the amounts from the Uncategorized Income and Uncategorized Expense accounts to Opening Balance Equity. The balance of Uncategorized Income should be the total balance from the AR Aging Report. The balance of Uncategorized Expense should be the total balance from the AP Aging Report.
8. If corrections to balances are warranted, you can edit the Journal Entry created from the Beginning Balances form by navigating to Banking > Journal Entry List.

Historical Payroll for Employees

This may be done at any time, but it is highly recommended that historical payroll be entered before processing your first payroll in the program. Without this information, paychecks may not calculate correctly.

Prior to entering YTD Adjustments, you must have, at a minimum, your Payroll Items (Earnings, Deductions, Additions, Taxes, and Employer Liabilities) set up. For information on creating Payroll Items, please view the training video series for Payroll Setup.

Any historical payroll that has been paid for the current year (1/1/xx to your "Go Live" date) needs to be entered as Payroll YTD Adjustments. You can enter these adjustments in lump sum amounts by quarter (1/1/xx to 3/31/xx, 4/1/xx to 6/30/xx, 7/1/xx to 9/30/xx, 10/1/xx to 12/31/xx).

If you want a complete breakout, you can enter the historical paychecks by Pay Date. For a walk through of a Payroll YTD Adjustment, please view the training video Payroll YTD Adjustments.

To enter the historical payroll, you will need to do the following:

1. Run your Payroll Summary Reports from your current software program. These reports need to be run by quarter or Pay Date.

2. In Total Office Manager, open the Payroll YTD Adjustments form. YTD Adjustments on the Setup Navigator or Employees > Payroll YTD Adjustments
3. From the Employee Summary Information, ensure that the YTD Adjustments tab is selected on the left and click the New Adjustment button.
4. Enter the Date that the adjustment is effective.
5. If you are entering YTD Adjustments by quarter, please enter the last day of the quarter (3/31/xx, 6/30/xx, 9/30/xx, 12/31/xx). If you have historical paychecks that fall within a quarter that is not closed, use the last Pay Date that employees received a paycheck.
6. If you are entering YTD Adjustments by the paycheck Pay Date, enter the date of the paycheck.
7. In the upper right corner of the form, the From & To dates should be for the quarter when you are entering the YTD Adjustment.
8. In the To: drop down, select the employee that you are entering information for.
9. In the Memo, enter a description for the purpose of the YTD Adjustment.
10. From your Payroll Summary reports, enter the following:
11. Total amount of earnings for the employee for each Payroll Earning that they received wages earned.
12. Total amount of deductions for the employee for each Payroll Deduction that was withheld.
13. Total amount of taxes for the employee for each Payroll Tax that that was withheld.
14. Total employee liabilities for each Payroll Employer Liability calculated.
15. Total amount of additions for the employee for each Payroll Addition that was paid.
16. In the Affected Accounts section at the bottom of the form, select the option for Payroll Liability and Expense Accounts Only. Selecting this option will properly affect the Vendor Balance for the liability accounts associated with the taxes, deductions, and liabilities.
    a. Important Note: As with any transaction that affects your financials, it is always best to seek the advice of your professional certified public accountant.
17. Save the YTD Adjustment.

Please ensure that you are on the appropriate tab (Left side of the YTD Adjustment form) when entering the different payroll amounts.

Repeat this process for each employee that needs historical payroll data entered.

Once you have completed the historical paycheck entries, you need to inform Total Office Manager of the Payroll Liability amounts that were paid in your prior accounting software. For a walk through of a Payroll YTD Adjustment, please view the training video Prior Payments of Liabilities. To do this, you will need to enter a Prior Payment of Liability.

Prior Payments are entered as followed:

1. Run your Payroll Liability Balance Report from your current software program. This report needs to run for the calendar year (1/1/xx to 12/31/xx).
2. In Total Office Manager, open the Payroll YTD Adjustments form. Employees > Payroll YTD Adjustments
3. On the Setup YTD Payroll Amounts, click the Next button.

4. From the Employee Summary Information, ensure that the Prior Payments tab is selected on the left and click the New Adjustment button.
5. Enter the Date that the adjustment is being made.
6. The Entry # is automatically populated. You can change this at your discretion.
7. Enter the Effective Date. This date should be the date that the liabilities have been paid through. If you are entering Prior Payments that fall within a quarter that is not closed, you will need to make two Prior Payments adjustments. One for all payments made prior to the quarter that you are currently in and one for the total of payments made for the existing quarter as of the last liability payment date.
8. Select the radio button for Company as the Adjustment is for.
9. In the Payroll Item drop down, select each deduction, tax, and liability that you have made a payment for in your prior software program.
10. In the Decrease column, enter the total amount that was paid against the payroll item selected.
11. In the Memo, enter a description for the purpose of the Prior Payment Adjustment.
12. In the Expense, Asset or Liability Account for Employee Liabilities, select the Opening Balance Equity account.
    a. Important Note: If you do not see this account, you may need to disable your Smart Account Selection Filter in your Main Chart of Account Preferences.

Entering Balance Sheet Balances

Run your Balance Sheet from your current software program. This report needs to run one day prior to your "Go Live" date.

1. In Total Office Manager, open the Chart of Accounts Beginning Balances form. Chart of Account Beginning Balances on the Setup Navigator
2. In the drop down for the As of Date, enter the latter date that appears on the Income Statement.
3. Locate each account that appears on the report and enter the total balance. If the account balance is negative, enter the amount as a negative number.
    a. Note: If you cannot locate an account, it may have a transaction history. When you enter a balance, that option is no longer available. In this case, it will not appear in this list. You can enter a Journal Entry for the necessary balance.

Inventory Adjustments

Typically, this form is used after an inventory is taken and the actual number of items in stock does not match what Total Office Manager is showing. This form allows for easy "batch" changes to inventory quantities and locations.

☞ If you are entering a lot of Inventory Type Items, you can save yourself some time and enter their quantities here as opposed to an item-by-item basis as they are created.

Using this form is as simple as going down the list and entering the correct quantity for the correct item and verifying the Unit Price, which is based on the Cost entered for the item during creation.

Note that each Warehouse you created earlier is displayed here. If you have an item with a total quantity of 100, but there are twenty-five (25) in each of your four (4) warehouses, be sure to put the

correct amount in the correct warehouse. Otherwise, you will end up creating an adjustment to adjust your adjustment (which is not as confusing as it may sound. Just extra work.)

There are six (6) other fields you should know about on this form: Date, Adjustment Account, Customer:Job, Department, Find, and In Warehouse.

The only fields you are required to enter something in are the Date and Adjustment Account. You can find an explanationof each below:

Adjustment Account	This is an account from the Chart of Accounts that is used to record the change or gain in value.
	Example: You reduce the quantity on hand of the item. You now own fewer inventories. This is theaccount that will show the loss. Typically, this is the "Shrinkage and Spoilage" account. You must pick an account and you may only pick a single account for the entire adjustment. Speak with your accountant for advice on which account to use for these types of adjustments.
Find	Use this feature to locate a certain item number.
In Warehouse	Use this feature to locate a certain item number in a certain warehouse. You can use this incombination with the Find feature.
Customer:Job	If the adjustment is made for a customer, enter the customer's name here to track this by.
Department	You can use this field to track adjustments by department.
Date	Enter the date of the adjustment.

   ✍   It is important to note that back-dating inventory adjustments will not reflect inventory in the program like an "as of" date. That is, you cannot use an Inventory Adjustment to tell the program you had X amount of an item on a certain date and entering adjustments under that assumption can screw up your inventory and balance sheet accounts.

Income Tax Implications for Adding Inventory

If you have not been tracking inventory, you will make an initial count and update Total Office Manager®. Obviously, items have value. When you update Total Office Manager® with item counts, you are recognizing that your company has an asset that it did not have before. When you add assets (like Inventory Items) to your balance sheet, you could be increasing your equity and income accounts.

Initial Item Count Adjustments

When you add inventory to your balance sheet with the Item Adjustment Utility, you are required to enter a Direct Cost.

If you enter a value in the Direct Cost field, you will be increasing your company's assets which will inadvertently increase income or equity. This can have income tax implications. For this reason, we strongly advise including your accountant on processes to adjust quantities and value to inventory.

When making an [Item Adjustment](), you can adjust the quantity on hand for items and enter a direct cost of $0.00. That is because the items were very likely recorded as COGS when purchased. That is because you were not recognizing inventory on your balance sheet. The adjustment will have no impact on your balance sheet or income statement.

Important: Adjusting the item with a zero cost will negatively impact the average cost.

Example:

TOM has 10 filters at $1.00 each. The value of the filters is $10.00, and the average cost is $1.00.

You count the filters and find ten more that were not accounted for. If you add the ten filters with no cost (direct cost of $0.00), you now have 20 filters and the average cost for each one is now $0.50.

Our Recommendation

Enter the cost for the adjustment and select the COGS account for recording inventory variances. Discuss this with your accounting professional to reconcile the inventory accounts. Do not make direct entry postings to accounts used in inventory. This is no different than making direct postings to payroll and sales tax liability accounts and wondering why the financial reports do not match the control reports.

Checking Your Balances for Accuracy

When you entered your beginning and ending balances, you were adding Journal Entries to the General Journal. The General Journal (GJ) is the master list of financial transaction in Total Office Manager.

    ☞ Beginning and ending balances are collectively referred to as "account balances".

Once you have completed the task of entering your account balances, it is important to verify your financial account balances to make sure they are accurate. This process is often referred to as *Reconciling the General Journal* or *Reconciling the General Ledger*. That process usually involves the use of a Trial Balances.

Trial Balances Report

There are several reports you can look at. The go-to report for many accountants is the Trial Balances Report. This report includes a list of each financial account (from the Chart of Accounts) and the account's debit and credit value on an "As of" date.

This is a handy way to see all your account balances in just one place. Otherwise, you might find yourself printing multiple balance sheets and income statements.

You can access this report here: Reports > Accounting > General Ledger > Trail Balances

We also offer a Trial Balances form that you may find easier to use. It allows you to change the date and sort on columns. You will find that form here: Banking > Trail Balances

    ☞ Chart of Accounts, Financial Accounts, and Ledger Accounts are often used interchangeably to describe your company's Chart of Accounts (COA). The COA list is used

to describe the origin or meaning of all money moving in and out of your business through financial transactions.

More About Trial Balances

A trial balance is an internal report that includes all the account balances in your general ledger. It helps to check and verify accuracy in the double-entry bookkeeping procedure by proving that the total debits equal the total credits.

A trial balance includes all your Chart of Accounts (financial accounts) that have credits or debits during a given reporting period. It includes the amounts credited or debited to each account, the dates of the reporting period, the account numbers, and the totals for all credits and debits entered during that time.

The word "trial" implies that this report is not actually a part of your official financial statements; instead, it is frequently done at the end of each reporting period to ensure that there are no mathematical errors in the ledger. It can also serve as a test to ensure accuracy before an audit.

Trial Balances will help identify errors or omissions and help you correct them. This should be done prior to creating a finalized income statement and balance sheet.

Account Balance Entry Tips

1. When entering an account (in the Chart of Accounts) for the first time, you will have an opportunity to enter an account balance and an as of date. We recommend that you do not use this field to enter a balance. If you do, the offsetting debit or credit will always go to Opening Balance Equity. It is best to enter or import your Chart of Accounts and use adjusting journal entries (AJE). AJE are more transparent and allow you to select the offsetting account (you can select the accounts to use for both the debit and credit).
2. An opening balance is the starting point for the account. It summarizes all past transactions in your up to the opening balance date. Think of it as a snapshot of the account's history. Pick an easy date to start your opening balance. If you just opened a new account at your bank, use the day you opened the account.
3. If your company is a corporation, you may close out balance equity to a retained earnings account. If your company is a sole proprietorship, you may close out the balance equity to an owner's equity account.

Glossary of Software and Accounting Terms Used

A

Account: A record of similar transactions under one title in the ledger. Examples include sales, rent, utilities, labor costs, insurance, etc. Basically, any item found in an Income Statement or Balance Sheet is referred to as an account.

Accounting Equation: Assets = liabilities + owner's equity. The accounting equation is the basis for the financial statement called the balance sheet.

Accounting Period: A specified span of time covered by a financial report such as one month, one quarter, one year, or any other period.

Accounts Payable: The aggregate amount of money owed to the creditors of a business. Not to be confused with notes payable. Also called A/P.

Accounts Receivable: Money owed to a business by a customer. Only "Trade" accounts receivable. Includes only those resulting from a sale or other billing to a customer for work done or for materials furnished by the company. Also called A/R

Accrual Basis Accounting: Accounting method that records revenues and expenses when they are incurred, regardless of when cash is exchanged. The term "accrual" refers to any individual entry recording revenue or expense in the absence of a cash transaction. This method is GAAP compliant.

Accrued Liability: A service or expense used or incurred but not yet paid, "accrue" meaning to accumulate.

Accrued Salaries & Wages: Money owed to employees of the company for work that they have performed but have not yet been paid for.

Accrued Taxes: Taxes that are withheld or accrued but not paid.

Accumulated Depreciation: Sum of all accumulated depreciation of fixed assets. A decrease in value of a fixed asset due to wear and tear or obsolescence. This is a Contra Account (see definition) and appears on the Balance Sheet under the asset column.

Adjusting Entries: Special accounting entries that must be made when you close the books at the end of an accounting period. Adjusting entries are necessary to update your accounts for items that are not recorded in your daily transactions.

Advertising & Marketing: The company's net expense for all advertising and sales promotions, including yellow pages, advertising exchange for a donation, signs, and trucks lettering.

Aging Report: An aging report lists customers' accounts receivable amounts and their due dates. It alerts you to any slow-paying customers. You can also prepare an aging report for your accounts payable, which will help you manage your outstanding bills.

Allocation Method: AKA: Cost Allocation Method. Overhead costs are produced when a company researches, designs, manufactures, produces, or sells goods and\or services. There is a predictable relationship between direct costs and variable overhead production. Therefore, these costs can be allocated by a percentage proportionate to these direct costs. The allocation method determines which direct cost is used when allocating overhead.

Allowance for Bad Debts (Reserve for Bad Debts): An estimate of uncollectable customer accounts. Often dubbed a "contra" account because it is listed with the assets, it will have a credit balance instead of a debit balance. For balance sheet purposes, it is a reduction of accounts receivable.

Ascending (sorting): Sort a list starting with the lowest value and ending with the highest value. Example: From A to Z or 1 to 100.

Asset: A property which has a monetary value.

Assets: Things of value held by the business. Assets are balance sheet accounts. Examples of assets include cash, accounts receivable and furniture and fixtures.

Auto & Truck Insurance: Total company expenses for general coverage insurance policies specifically related to company owned motor vehicles.

Auto Truck Gas & Oil: The cost of providing gasoline and motor oil for use in company cars, trucks, and other motorized equipment. Generally, this does not include motor oil and filter replacement; only the "top-off" of motor oil.

Auto Truck Repair & Maintenance: Expenses that are associated with owning and operating motor vehicles. This may include oil changes, tune-ups, and other repairs.

B

Bad Debt: The uncollectible accounts of the company or the current period allowance for doubtful accounts. If you use an allowance for doubtful accounts, a debit in this account will require an equal credit in the allowance for doubtful accounts. Otherwise, the credit would be made directly to the accounts receivable account in the event that particular accounts are found to be uncollectible.

Balance Sheet: Also called a statement of financial position, this accounting must-have provides a financial "snapshot" of your business at a given date in time. It lists your assets, your liabilities, and the difference between the two, which is your equity (or net worth).

Bank Discount: Interest on a loan deducted in advance by the bank.

Bank Draft: A check drawn by a bank on another bank, payable to a third party.

Board of Directors: Persons elected by the corporation's stockholders to manage the corporation's affairs.

Bonus Pay: Money paid to employees for performing certain tasks, such as collecting on service calls, selling accessories, exceptional customer satisfaction, etc.

Bookkeeper: A person responsible for recording and maintaining a business' financial transactions, such as purchases, expenses, sales revenue, invoices, and payments. They will record financial data into general ledgers, which are used to produce the balance sheet and income statement.

Budget: A managerial plan of proposed operations to accomplish certain financial objectives.

C

Capital Stock: The base value of stock issued by a corporation. Most companies establish this amount once, usually when the corporation is initially set up.

Capital: The owner's equity in a business; the total assets minus the total liabilities. Also called equity.

Cash Flow: Cash Flow is the difference between the available cash at the beginning of an accounting period and that at the end of the period. Cash comes in from sales, loan proceeds, investments and the sale of assets and goes out to pay for operating and direct expenses, principal debt service, and the purchase of assets.

Cash Method of Accounting (Cash-Basis): Not recommended. If you use the cash method, you record income only when you receive cash from your customers. You record an expense only when you write the check to the vendor. This method is NOT GAAP compliant and not useful for management purposes.

Cash On-Hand: Cash on hand is the total amount of any accessible cash. Any available cash regardless of whether it is in your pocket or your bank account. Investments that you can convert to cash in 90 days or less are typically included when calculating your cash on hand.

Certified Bookkeeper: This type of bookkeeper is much more knowledgeable. They handle everything that general and full-charge bookkeepers do, daily, and lots more. A Certified bookkeeper must have at least 2 years' (proven) experience working in the accounting field and pass a four-part national exam. They are expected to prepare all the financial and income statements, keep up with daily transactions, accounts payable and receivable, general ledger, and any other accounting needs.

Chart of Accounts: A list of the financial accounts (bookkeeping) for a business, systematically arranged, generally according to assets, liabilities, equity, income, and expenses. Examples: Rent, Sales, Materials, Utilities, and Net Profit.

Closing: Closing the books refers to procedures that take place at the end of an accounting period. Adjusting entries are made, and then the income and expense accounts are "closed." The net profit that results from the closing of the income and expense accounts is transferred to an equity account such as retained earnings.

Common Stock: Securities, which represent an ownership interest in a corporation. If the company pays dividends, the holders of common stock are paid only after the obligations of long-term debt, bond interest and preferred stock are met.

Communications: Telephone, long-distance charges, pager, two-way radio, etc.

Contingent Liability: A possible but not actual liability. Example: A $100,000 lawsuit that you are defending yourself against may be considered a $100,000 contingent liability.

Contra Account: An account offset from a second account to show a proper net amount for the second account. Auto Depreciation is an example of a contra account.

Corporation: A legal entity, formed by the issuance of a charter from the state. A corporation is owned by one or more stockholders.

Cost of Goods Sold: Cost of inventory items sold to your customers. It may consist of several cost components, such as merchandise purchase costs, freight, and manufacturing costs.

Credit Hold: A software feature in Total Office Manager. It helps users easily identify customers who have credit issues and helps stop users from accidentally doing more work for that customer.

Credit Memo: The process of writing off all or part of a customer's account balance. A credit memo would be required, for example, when a customer who bought merchandise returned some merchandise, or overpaid on their account.

Credit: In strict accounting terms, an entry on the right side of the T account. At least one component of every accounting transaction (journal entry) is a credit. Credits increase liabilities and equity and decrease assets.

Current Assets: Assets in the form of cash or other items that will generally be converted to cash or used up within one year. Examples include accounts receivable and inventory.

Current Liabilities: Liabilities payable within one year. Examples are accounts payable and payroll taxes payable.

Current Liabilities: Obligations that are due within a year.

Customer Relations: As related to a Chart of Accounts, this account refers to customer refunds, adjustments, and other "give-always". An example of this may be invoice discounts offered to customers who complain about their charges. Also sometimes referred to as Refunds & Adjustments.

D

Debit Memo: Used when billing a customer again. A debit memo would be required, for example, when a customer has made a payment on their account by check, but the check bounced.

Debit: In strict accounting terms, an entry made on the left side of the T account. At least one component of every accounting transaction (journal entry) is a debit. Debits increase assets and decrease liabilities and equity.

Departmentalized: Financial statements are said to be "departmentalized" when they contain sales, direct expenses, overhead, and net profit figures for each department (or profit center) in the company. An example of these departments might include service, installation, new construction, and others.

Depletion: The exhaustion of natural resources.

Deposits: In bookkeeping terms, this generally refers to money deposited with utility companies, telephone, landlords, etc. Refundable deposits made on job bids, refundable deposits made for utilities services, and other related deposits.

Depreciation: The loss of value due to use, wear, and tear. An annual write-off of a portion of the cost of fixed assets, such as vehicles and equipment. Depreciation is listed among the expenses on the income statement.

Descending (sorting): Sort a list starting with the lowest value and ending with the highest value. Example: From Z to A or 100 to 1.

Direct Cost of Labor: The amount paid to the technician. This amount should not include payroll taxes, insurance, etc.

Direct Costs: Also known as "Direct Expenses". Costs incurred that can be directly attributed to, and associated with, selling goods and services. They are sometimes broken down into two main categories: labor and MESO (materials, equipment, sub-contractors, and other). Examples may include sheet metal, furnaces, and installation labor.

Direct Expenses: Also known as "Direct Costs". Costs incurred that can be directly attributed to, and associated with, selling goods and services. They are sometimes broken down into two main categories: labor and MESO (materials, equipment, sub-contractors, and other). Examples may include sheet metal, furnaces, and installation labor.

Direct Labor: Wages paid to produce a unit of production. Example: Wages paid to a service or installation technician. Not wages paid to a receptionist or bookkeeper.

Double-Entry Accounting: In double-entry accounting, every transaction has two journal entries: a debit and a credit. Debits must always equal credits. Double-entry accounting serves as the basis of a true accounting system.

Drawing Account: A general ledger account used by some sole proprietorships and partnerships to keep track of amounts drawn out of the business by an owner.

Dues, Licenses & Subscriptions: The total expense for occupational licenses, other special licenses, subscriptions, trade association dues, and related expenses. All occupational licenses, competency certificate fees, tangible and intangible taxes, vehicle tags, corporate registration fees, sales and other miscellaneous taxes incurred and paid for by the company.

E

EBITDA: Earnings Before Interest, Taxes, Depreciation, & Amortization. This is a common method of placing a value on an operating business.

Employee Receivable: Amounts receivable from non-officer employees of the company.

Entry: The recording of a business transaction in a record.

Equipment: Machinery used in the manufacturing of a product or for providing a service.

Equities: The claims against the assets of a business.

Equity: The net worth of your company. Also called owner's equity or capital. Equity comes from investment in the business by the owners, plus accumulated net profits of the business that have not been paid out to the owners. The excess of the assets over the liabilities of business 'shareholders' equity. Also see Owner's Equity. Equity accounts are balance sheet accounts.

Estimate: A feature that allows you to provide your customers with a quote or estimate for potential future work.

Expense Accounts: Accounts you use to keep track of the costs of doing business. Examples are advertising, payroll taxes and wages expense accounts. Expenses are income statement accounts.

Expense: A present or past expenditure defraying a current cost of doing business; a class term for expenditures recognized as operating costs of a business.

F

F.O.B.: An abbreviation for "free on board".

Federal Unemployment Tax (FUTA): Money paid to the federal government by the employer. This money is not deducted from the employee's pay. This tax is in addition to the state unemployment tax (where applicable).

FICA: The Company's expense for Federal unemployment compensation insurance (FICA).

Financial Statement: A generic term typically used to describe a Profit & Loss Statement (aka: Income Statement) and Balance Sheet.

Finished Goods: Completed products waiting to be sold.

Fiscal Year: The recognized operating year for a business. "Fiscal" means "pertaining to financial matters" so a fiscal year is a "financial year".

Fixed Assets: Assets generally not converted to cash within one year, such as equipment and vehicles. Assets that have value but cannot be quickly converted to money

Fixed Costs: Same meaning as Fixed Overhead. Expenses (costs) that do not change within a so called "specific trading range" for a given period of time, despite fluctuations in activity. Examples include rent, office salaries, telephone service, utilities, and others.

Fixed Overhead: This is overhead that does not change within a specific sales range. Examples are rent, utilities, property insurance, owner/officer's salary, office/management salaries, etc.

Focus: A part of the current form has the Focus if it is highlighted, or the cursor appears there. You can change the focus by clicking on an item with the mouse (which also activates some things) or by using the Tab key to move from item to item. On forms with grids, the tab key stays within the grid. Use the mouse to move the focus elsewhere.

Footer: To total the amounts in a column, such as a column in a journal or a ledger.

Full Charge Bookkeeper: This is a person who has many of the same responsibilities as a regular/general bookkeeper. The few differences are that they must prepare financial statements, and in most cases handle payroll. They usually handle the financial transactions for small-to-medium-sized companies and have a higher level of experience based on the fact they may have taken a few accounting courses or classes.

G

General Ledger: A general ledger is the collection of all balance sheet, income, and expense accounts used to keep the accounting records of a business.

General Ledger Accounts: A is a set of numbered accounts a business uses to keep track of its financial transactions and to prepare financial reports. Each account is a unique record summarizing a specific type of asset, liability, equity, revenue, or expense. A chart of accounts lists all the accounts in the general ledger. A large business can have thousands of accounts in its GL.

General Ledger Reconciliation: At the end of each fiscal period, a trial balance is calculated by listing all the debit and credit accounts and their totals. Those with debit balances are separated from the ones with credit balances. The debit and credit accounts are then totaled to verify that the two are equal. If they are not, the accountant looks for errors in the accounts and journals. Note: The trial balance does not serve as proof that the other records are free of errors. For example, if journal entries for a debit and its corresponding credit were never recorded, the totals in the trial balance would still match and not suggest an error.

General Liability Insurance: An insurance policy designed to protect businesses from general threats such as product liability, lawsuits or physical damage caused by faulty installation or design, and certain other potential liabilities. Most insurance companies calculate the cost of premium based on a percentage of total sales.

Goodwill: The value of a business in excess of the book value. An example of goodwill is the price that a buyer might pay for your customer list or your company name. These are normally referred to as "goodwill items". When the reputation and know-how of a company is worth more than the physical assets.

Gross Profit: This is the amount profit you make on something you sell using direct cost only. This ignores the effect of other expenses in determining the markup rate.

H

Health & Group Insurance: Health insurance provided to individual employees, employee families, as individual policies or as an entire group.

Historical Costs: The amount of cash paid to acquire an asset.

I

Income Accounts: Accounts you use to keep track of your sources of income. Examples are merchandise sales, consulting revenue and interest income.

Income Statement: Also called a P&L, Profit and Loss Statement, and Statement of Income. This financial document typically lists an organization's sales, expenses, and net profit. The net profit (or loss) is equal to your income minus your expenses.

Income Tax: A federal and state tax imposed on net earnings or income. Federal taxes vary with the payee's level of taxable earnings.

In-Progress Invoice: They are just like regular invoices in every way, except they are never considered to be Past Due. They will show up on all related reports (like A/R reports) and they will always appear to be "current"; no matter how old they are. In-Progress Invoices can later be marked as Posted and even later remarked as In-Progress. In-Progress Invoices are helpful for managing on-going jobs that may span multiple months. There may be a time where it is helpful to start a new invoice and add to it as a job progresses. This allows you to recognize COGS, expenses, and income as the job progresses (I.E.: progress billing). Once the job is complete, the invoice may be marked "Posted" and processed as usual.

Insolvency: Solvency is the degree in which an organization can pay debt obligations as they come due. Insolvency refers to a company that is not capable of satisfying its financial obligations. Also see solvency ratios.

Insurance: General Liability: The net cost of the company for premiums on its general liability insurance policy. This expense is usually calculated on total sales.

Insurance: Health\Group\Life: The company's net expense for any life, health, or other group insurance program in effect.

Intangible Asset: An asset with no physical properties. For example, goodwill is an intangible asset.

Interest & Bank Charges: The total amount of interest paid on loans, notes and mortgages owed by the company, and any activity charges levied by the bank.

Inventory: All merchandise in stock. Goods you hold for sale to customers. This account should not include the value of any merchandise for which invoices have not been received or any merchandise which has been taken to the job site. Inventory can be merchandise you buy for resale, or it can be merchandise you manufacture or process, selling the end product to the customer.

Invoice: An itemized statement of goods bought or sold.

J

Journal Entry: The first point of record for a business transaction. See Journal.

Journal: A book of original entries where all transactions are initially recorded. May also be stored by electronic means. The chronological, day-to-day transactions of a business are recorded in sales, cash receipts and cash disbursements journals. A general journal is used to enter period end adjusting and closing entries and other special transactions not entered in the other journals. In a traditional, manual accounting system, each of these journals is a collection of multi-column spreadsheets usually contained in a hardcover binder.

L

Labor Overhead Burden: The amount of fixed and variable overhead generated as the result of producing a given unit of labor. For example: The amount that you must charge to break even on one hour of labor less the direct cost on labor (amount you are paying). Usually, this burden is expressed as a multiplier - such as 2.25. For each dollar that you pay a technician for labor, you incur $1.25 in fixed and variable overhead. In other words, you must charge $2.25 to break even.

Leasehold Improvements: The value (cost) of any improvements made to base facilities. Examples may include new carpet, room additions, electrical or plumbing system upgrades, etc.

Liabilities: A liability is an obligation owed by the company to its creditors. What your business owes creditors. Liabilities are balance sheet accounts. Examples are accounts payable, payroll taxes payable and loans payable. Also see Current, Fixed, and Other Liabilities.

Licenses and Taxes: All occupational licenses, competency certificate fees, tangible and intangible taxes, vehicle tags, corporate registration fees, sales and other miscellaneous taxes incurred and paid for by the company.

Liquid Assets: An asset that can be converted into cash in a short time, with little or no loss in value. Liquid assets include items such as accounts receivable, notes receivable, demand and time deposits, and generally any other asset that can be converted to cash within twelve months.

Liquidity: The ability of a firm to readily convert its assets into cash. Current Assets are considered liquid.

Long-Term Liabilities: Liabilities not due within one year. Total Liabilities less Current Portion (amount due within the next twelve months). A liability is an obligation owed by the company to its creditors. Also see Current, Fixed, and Other Liabilities. An example would be a mortgage payable.

M

Machinery & Equipment: The base value of all machinery and equipment owned by the company. Examples may include sheet metal bending machines, auto trailers, portable buildings, etc.

Mean: A representative value (average) for a set of numbers - obtained by dividing the sum of the items by the number of the items.

Median: The middle number of a set of numbers arranged in order of magnitude. In the case of an even number of numbers in a set, the median is the arithmetic mean of the two numbers in the middle. This concept is used to reduce the impact, on the whole group, of a few very high or very low numbers or values.

Merchandise Inventory: Goods held for sale to customers.

Merchant Account: A written, commercial bank account established by a contractual agreement between a merchant/business and a bank and/or a payment gateway. The agreement contains the respective rights, warranties, and duties with respect to accepting bankcards like Visa or MasterCard. You must apply for this account directly from your bank, or from the Payment Processor.

MESO Overhead Burden: The amount of fixed and variable overhead generated as the result of producing a given unit of MESO. For example: The amount that you must charge to break even on a furnace, less the direct cost of the furnace (amount you are paying for it). Usually, this burden is expressed as a multiplier - such as $1.25. For each dollar that you pay a technician for labor, you incur 25 cents in fixed and variable overhead. In other words, you must charge $1.25 to break even.

MESO: Materials, equipment, sub-contracting, and other direct expenses. Freight would be considered an "other" direct cost.

Miscellaneous Expenses: All company expenses, which correctly cannot be charged to one of the **other expense accounts.**

N

Net Income: Also called profit or net profit, it is equal to income minus expenses. Net income is the bottom line of the income statement (also called the profit and loss statement).

Net Profit Margin: Please see return on sales.

Net Profit: The excess of income over costs and expenses of a business.

Net Working Capital: Same meaning as Working Capital. Current Assets reduced by Current Liabilities.

Net Worth: Total Owners Equity in a company. Total Assets less Total Liabilities.

Normalization: Once EBITDA or other valuation method is applied, Normalization is often calculated. Income is adjusted by adding back so called "give-backs" and one-time operating expenses. "Give-backs" generally include personal automobiles, excessive owner salary, work performed on personal property, etc. We also reduce EBITDA when we encounter below normal expenses such as owner salary or rent paid for building and equipment that is owned by the business owner. We also consider other typical or normal expenses that we reasonably believe would need to be increased by new ownership.

Note: An unconditional written promise to pay a definite sum of money at a certain time or date.

Notes Payable - Current Portion: All notes and loans payable to any company or individual. Only the portion that is due within the next twelve months is "current".

Notes Payable: The total amounts owed because of promissory notes authorized by the company and given to the creditor. Not to be confused with accounts payable which do not include an actual promissory note.

Notes Receivable (current portion): All notes and loans receivable from other companies or individuals. Only the portion that is due within the next twelve months is considered to be "current".

O

Office Equipment & Furniture: The base value of all office furniture and equipment owned by the company. Generally, any item that costs less than $300.00 is considered "supplies" (overhead) and would not have to be classified as an asset.

Office Expenses: All stationery, postage, office equipment rental, copier toner, paper, pens, and other office expenses. Equipment or furniture that costs less than $300.00 is also generally considered to be overhead and not assets. (Example: Adding Machine).

Officer's Salary: Wages paid to the owner(s) or top management of an organization.

Opening Balance: An opening balance is the starting point for the account. It summarizes all past transactions in your up to the opening balance date. Think of it as a snapshot of the account's history. Tip: Pick an easy date to start your opening balance. If you just opened a new account at your bank, use the day you opened the account.

Opening Balance Equity: Opening balance equity is an account created by accounting software to offset opening balance transactions. Opening Balance Equity accounts show up under the equity section of a balance sheet along with the other equity accounts like retained earnings but may not show up on the opening balance sheet if the balance is zero. This is good because opening balance equity should be temporary by design.

Other Assets: Assets that do not fit the definition of Current Assets and Fixed Assets. Examples are deposits and cash surrender value of life insurance policies. This type of "Other" account is commonly used by accounting professionals as it is not possible to include, on a financial report, every possible account.

Other Current Assets: Current Assets, which do not fit any of the other definitions of Current Assets. This type of "Other" account is commonly used by accounting professionals, as it is not possible to include, on a financial report, every possible account.

Other Current Liabilities: Current Liabilities which do not fit any of the other definitions of Current Liabilities. This type of "Other" account is commonly used by accounting professionals as it is not possible to include, on a financial report, every possible account.

Other Fixed Assets: Other Fixed Assets that do not fit any of the other definitions of Fixed Assets. This type of "Other" account is commonly used by accounting professionals as it is not possible to include, on a financial report, every possible account.

Other Income\Expenses: Income and expenses that are not a direct result of producing sales. Example: Gain or loss on selling equipment such as vehicles or machinery. Note: These items should not be considered when calculating break even sales price. This type of "Other" account is commonly used by accounting professionals as it is not possible to include, on a financial report, every possible account.

Other Insurance: Total expense for insurance policies related to normal business activities that do not fit any other defined insurance category. This type of "Other" account is commonly used by accounting professionals as it is not possible to include, on a financial report, every possible account.

Other Liabilities: Liabilities that do not fit the definition of Current Liabilities and Long-Term Liabilities. This type of "Other" account is commonly used by accounting professionals as it is not possible to include, on a financial report, every possible account.

Over-Billing: Also referred to as Billing In Excess Of Work. Billing that is in excess of actual work performed. Money collected for work that has not actually transpired. This may include deposits of a certain percentage of a contract "down". Also see Under Billing. Example: You have completed just 10% of a contract job but have billed for 50% of the total contract amount. 40% of the funds collected would be considered Over-Billing and are classified as a liability.

Overdraft: An overdraft occurs when there is not enough money in an account to cover a transaction or withdrawal, but the bank allows the transaction anyway. Essentially, it's an extension of credit from the financial institution that is granted when an account reaches zero. The

overdraft allows the account holder to continue withdrawing money even when the account has no funds in it or has insufficient funds to cover the amount of the withdrawal.

Overhead: Expenses that cannot be attributed to an individual item of output, such as utilities, rent, etc. Also see variable and fixed overhead from the glossary section.

Owner's Equity: The net worth of an organization. The amount of total assets, which belong to the owner(s). Formula: Total assets reduced by total liabilities. Same meaning as Total Net Worth.

P

Paid in Capital: The premium (above par or stated value) paid to the company by purchasers of capital Stock. For most small corporations, this represents additional capital paid into the corporation by its owner(s). This capital may be in the form of cash or property.

Par Value: The face amount or value placed on capital stock or other securities.

Partnership: An unincorporated business with two or more owners.

Payment Gateway: A combination of software and hardware that provides an interface to a bank card processing network.

Pension Fund: A fund comprised of money set aside to provide employees with retirement benefits.

Per Share: The dollar amount of net assets represented by one share of stock.

Polynomial: An algebraic expression consisting of two or more terms. —pol"y·no'mi·al, n.

Post: To summarize all journal entries and transfer them to the general ledger accounts at the end of an accounting period.

Preferred Stock: A class of corporate stock typically receiving priority over common stock with respect to dividend payments and distribution of assets in the event the corporation should be liquidated.

Prepaid Expenses: Amounts you have paid in advance to a vendor or creditor for goods or services. A prepaid expense is actually an asset of your business because your vendor or supplier owes you the goods or services. An example would be the unexpired portion of an annual insurance premium.

Prepaid Expenses: Payments that have been made in one accounting period for services that will be used in another accounting period.

Prepaid Income: Also called unearned revenue, it represents money you have received in advance of providing a service to your customer. Prepaid income is actually a liability of your business because you still owe the service to the customer. An example would be an advance payment to you for some consulting services you will be performing in the future.

Present Value: The current worth of an asset.

Processor (AKA: Credit Card Processor): A third party vendor who will process the Credit Card payments submitted through Total Office Manager.

Profit and Loss Statement: Also called an income statement or "P&L." It lists your income, expenses, and net profit (or loss). The net profit (or loss) will equal your income minus your expenses.

Profit Center: A class of products or services that represent a distinct group or category. Examples include a service department, installation department, over-the-counter sales, plumbing division, etc.

Profit: Sales, less direct costs, less overhead, equals profit before taxes. Also see the Profit Method form.

Proprietorship: An unincorporated business with only one owner.

Purchase Orders: Documents created when buying goods or services, recording what was ordered, from which supplier, and the agreed price.

R

Reconciliation: Reconciliation is the process of matching transactions you entered in your accounting system with your bank or credit card company's paper or online statement.

Records: Databases or data files are made up of records. Records are made up of tables and tables are made up of fields. Fields are made up of data. A record may be a company's address. Fields may be the company's city and the data may be the actual name of the city.

Refunds & Adjustments: As related to a Chart of Accounts, this account refers to customer refunds, adjustments, and other "give-always". An example of this may be invoice discounts offered to customers who complain about their charges. Also sometimes referred to as Customer Relations.

Rent & Waste Removal: The expense for rent of any facilities used by the company or any special equipment rental not charged to another account. Many Income Statements also include the cost of trash or waste removal.

Reserve for Bad Debts: Also called allowance for bad debts, this estimate of uncollectable customer accounts is also referred to as a "contra" account because it is listed with the assets, but it will have a credit balance instead of a debit balance. For balance sheet purposes, it is a reduction of accounts receivable.

Reserve: The amount of income withheld from sales & to cover start-up expenses and warranty service on completed jobs. Amount of income not yet recognized on existing service and maintenance contracts. Check with your state for details on rules and regulations.

Retained Earnings: The amount earned by a business but not distributed to owners or stockholders. Profits of the business that have not been paid to the owners and have been "retained" in the business. Retained earnings are stored in an "equity" account that is presented on the balance sheet and on the statement of changes in owners' equity.

Return of Equity: Please see return on net worth.

Routing Number: Bank routing number or routing transit number (RTN) is a nine-digit number used to identify a financial institution in a transaction. It is usually printed at the bottom left side of your checks.

S

Salary - Administration & Managers: All salaries and wages paid to superintendents, department heads, and other supervisory personnel whose time cannot be charged to jobs.

Salary - Officer\Owner: The salaries of the owners or officers of the corporation.

Salary - Sales & Estimating: All salaries and wages paid to sales associates, engineers, estimators, and other such employees.

Sales Commission: Sales commissions paid for performing specific functions such as selling equipment, accessories, or other services. This may include the rate of commission paid to a "salesperson" and is usually expressed as a percentage of the total sales price or gross profit margin.

Sales Tax: A tax on certain sales generally imposed by state and local government. Exactly what is and is not taxed can get very complicated and depends on the respective state.

Selected Allocation of Overhead Method: A method of allocating both fixed and variable overhead, individually, by profit center (department). This method considers overhead to be driven by the sale of goods, cost of MESO or cost of direct labor. It requires the manager to decide how each account will be calculated with regard to those three factors.

SIC: Standard Industry Classification. Used by the federal government to classify and group organizations and collect financial data.

Sole Proprietorship: An unincorporated business with only one owner.

Solvency: The degree to which an organization is able to pay debt obligations as they come due. Also see solvency ratios.

State Unemployment Tax: Money paid to the state by the employer. This money is not deducted from the employee's pay. Most states collect money and use it to provide workers with unemployment benefits.

Stocks: Securities that represent an ownership interest in a corporation.

Subsidiary Ledger: A special ledger designed to provide information about accounts that would not normally be found in a general ledger. To remain in balance, the total of all accounts listed in a subsidiary ledger must match the total summary balance that appears in the general ledger. Subsidiary ledgers can be maintained on any account found in the general ledger, including the inventory ledger.

T

T Account: A two-column form, used by bookkeepers, to record debits and credits for an account.

Taxes Payable: The aggregate amount of money owed for federal, state, and other income taxes.

Terms: A shorthand way of expressing when you expect to receive payment from a customer, or when a vendor expects to receive payment from you. Terms show the number of days (or date) by which payment is due and can include a discount for early payment. Example: 1% 10 Net 30. This means: "payment due in 30 days, 1% discount if paid within 10 days."

Total Net Worth: Another term for Owner's Equity. They have the same meaning. The net worth of an organization. The amount of total assets, which belong to the owner(s). Formula: Total assets reduced by total liabilities.

Training & Education: The total company cost of seminars, technical books, classes, and related travel and living costs specific to training and education.

Travel & Entertainment: All company expenses for travel and entertainment except those relating directly to the sales effort, which should be charged to advertising and promotion.

Transitional Accounts: Income statement accounts are referred to my accounts as "transitional accounts." Their value resets or starts over at the beginning of the fiscal year. That means their beginning balance is always zero. For that reason, we only enter ending balances for accounts found on an income statement.

Trial Balance: Prepared at the end of an accounting period by adding up all the account balances in your general ledger. The debit balances should equal the credit balances.

U

Unapplied Labor: The amount paid to the direct labor force but is not charged to jobs.

Unapplied Materials: The expense of any materials for which the company pays that are neither on hand nor have they been charged to jobs by the end of the period. This account normally reflects the difference (debit or credit) between the book inventory value and the actual inventory value found when a physical inventory is taken.

Undeposited Funds: Undeposited Funds are used to hold payments awaiting deposit. These can be cash, cheque or charge and are often stored in a cash drawer, bank bag or electronic batch. By default, Undeposited funds are turned on. You can change it by going through the Payment Preferences

Under-Billings: Also referred to as Work In Excess Of Billing. Contract work that has been completed but not actually billed for. Example: You have completed 50% of a contract but have actually billed the customer for just 10% of the total contract amount. In other words, 40% of the contract amount (unbilled) would be considered Under Billing and would be classified as an asset. Also see Over-Billings, Work in Excess of Billings, and Billings in Excess of Billings.

Unearned Compensation: In tax accounting, income received other than from one's personal labor. Not to be confused with Unearned Income.

Unearned Income: Money received for work that has not yet been performed. Examples may include job deposits or down payments for work that has not yet been started or that progress does not equal the amount of money that has been paid to date.

Unearned Revenue: Also called prepaid income, it represents money you have received in advance of providing a service to your customer. While it may sound like an asset, unearned revenue is a liability of your business because you still owe the service to the customer. An example would be an advance payment to you for some consulting services you will be performing in the future.

Uniforms: Total cost of purchasing, renting, leasing, maintaining, and cleaning company uniforms. Field and office personnel are included.

Utilities: The Company's expense for heat, lights, water, sewer, trash, or other utilities. This account excludes telephone expenses.

V

Vacation & Holiday Pay: Money paid to workers while on vacation or during certain holidays. Most HVAC companies offer full-time workers one week or more of vacation pay and five holidays or more, at a rate equal to 100% of their standard compensation.

Value (Business Value): We define fair market value as the price at which the property would change hands between a willing buyer and a willing seller when the former is not under any compulsion to buy and the latter is not under any compulsion to sell, both having reasonable knowledge of relevant facts, and with both seeking their maximum economic self-interests.

Value Added: The value added to a product by form, time, place, and possession utility. For Example: Converting sheet metal into a plenum. Place Example: Importing products into an area that has demand for that product. You are adding value through the process of importation.

Variable Overhead: Variable overhead represents expenses that generally increase/decrease, to a significant degree, in proportion to a sales increase/decrease. Examples are workman's compensation/ general liability insurance, certain other insurance, payroll taxes, bonuses, vacation pay, pension funds, profit sharing, etc.

Vendor Credit: A vendor credit is used to either record returns to vendors or refunds from vendors.

W

Watch List: A feature found in Customer Equipment. It allows users to mark equipment that needs to be monitored for any reason. It is a checkbox. A column called "watch list" is on the Customer Equipment List. The list can be searched and filtered with a Yes or No value.

Work in Progress: Partially completed products and services.

Worker's Compensation (office): Worker's Compensation insurance coverage especially for office personnel. The price of this policy is determined by applying a certain rate to the company's total office payroll expenses. Total payroll generally includes all bonuses in addition to standard payroll. This rate is determined by the industry type of the respective company.

Worker's Compensation (technicians): Worker's Compensation insurance for service and installation technicians. The price of this policy is determined by applying a certain rate to the company's total payroll expenses. Total payroll generally includes all bonuses in addition to standard payroll. This rate is determined by the industry type of the respective company.

Working Capital: Capital (money) used to pay normal and everyday expenses. Formula: Current assets reduced by current liabilities.

X

X-Factor: A component of the dual overhead burden calculator. It is derived from the MESO to labor ratio and is "corrected" through a sophisticated, polynomial formula. The actual formula is a proprietary secret.

Z

Z-Score: The sum of four or more factored ratios used in the prediction of bankruptcy, financial, and credit analysis. Also see Edward I. Altman and Z-Score bankruptcy model.