

## Aptora Software FAQ

This document includes frequently asked questions and answers for many of Aptora's software programs.

### Aptora Company Information

Year Founded: 1997 by James R. Leichter

#### Office Building Address

Aptora Corporation  
8877 Bourgade Street  
Lenexa KS 66219-1471

#### Email Addresses:

For Sales Inquiries: [sales@aptora.com](mailto:sales@aptora.com)

For Technical Support: [helpdesk@aptora.com](mailto:helpdesk@aptora.com)

#### Mailing Address:

Same as Above

#### Phone Numbers:

General Phone: 913-492-9930

Fax: 913-492-9933

Sales Department: 913-276-2177

#### Websites:

Corporate Website: <https://www.aptora.com/>

Technical Support Website: <https://www.aptora.com/help-center/>

#### Hours of Operation:

General Office Hours: Monday through Friday from 8:00 AM to 12:00 PM and 1:00 PM to 5:00 PM CST.

Support Hours of Operation: Monday through Friday from 8:00 AM to 12:00 PM and 1:00 PM to 4:30 PM CST.

### General Company Information

QUESTION: What is Aptora? Where did that name come from?

ANSWER: Aptora® is short for Aptora Corporation. We do business as 'Aptora'. The name was made up. We hired a company that specialized in branding companies and products. We needed a name that was simple, easy to spell, easy to pronounce, could be trademarked, .com domain available, and had no negative meaning in any written language.

QUESTION: What are the names of the products Aptora sells.

ANSWER: Total Office Manager®, which is also known as 'TOM'. Aptora Mobile II, which is our field services app. Contractor Compass®, which is our performance dashboard system. Aptora Mobile Form Builder, which is also referred to as 'AMFB'. AMFB allows users to create their own custom built from scratch data input screens for Aptora Mobile II. Aptora 360®, which includes ERP, FSM, and CRM. Flat Rate Simple®, which is our flat rate pricing system for Microsoft Excel.

### Accounting, Training, Migration Services

#### Accounting System Reviews from Aptora

QUESTION: What is a Chart of Account Review?

ANSWER: Aptora offers each client a one-time complimentary review of their Chart of Accounts setup. When done at the start of database setup, this review will help to catch common setup mistakes users make before processing daily transactions which impact accounting begins. Improper accounting practices and setup

equate to over 80% of client frustrations with our software. When the Chart of Accounts is improperly set up, using them in transactions inflates issues with reporting and software functionality.

To complete this complimentary service, please do the following:

1. Navigate to Reports | Financials | Income Statement and run the report with the following parameters: Date Range = 01/01/20## to 01/01/20##, Show Accounts with Zero Balances = checked, and Show Account Numbers = checked. All other report options unchecked and/or set to <ALL>
2. Navigate to Reports | Financials | Balance Sheet and enter the following parameters: As of = 01/01/1980 Show Accounts with Zero Balances = checked Show Account Numbers = checked
3. Email these two reports to [trainer@aptora.com](mailto:trainer@aptora.com) with Request for Chart of Accounts Review in the subject line. Payroll Setup Review

QUESTION: What is a Payroll Setup Review?

ANSWER: Aptora offers each client a one-time complimentary review of their payroll setup. When done at the start of database setup, this review will help to catch common setup mistakes users make before live processing of payroll begins. To complete this complimentary service, please do the following: 1. Navigate to Reports | Payroll | Payroll Setup and run the report for all items. 2. Email this report to [trainer@aptora.com](mailto:trainer@aptora.com) with Request for Payroll Setup Review in the subject line. Accounting Review

QUESTION: What is an Accounting Review and why is this not covered in my support plan?

ANSWER: Our support plans are not meant to be a substitute for understanding the flow of financial information and working with a qualified accountant to make sure the bookkeeping processes are accurate. Many times, we find client's staff contact support to dig into reports to determine where the numbers are coming from. While our technical support team will not dissect the numbers, they will offer suggestions for reports which may help to review the issue. They will also direct you to FAQs, KB Articles, and/or supportive help topics to help in troubleshooting your issue. Our Accounting Review service is available to have your concerns reviewed by a top-tier specialist with extensive knowledge of the software and accounting principles. Through this service, they will review the software functionality and the bookkeeping data to ensure the software is/is not performing as intended. This service is a paid service which we stand behind. If there is found to be an issue with the software which is defined as a "bug", your review will be credited \$150.00 per "bug".

To take advantage of this service, please do the following:

1. Complete the Accounting Review Service Request.
2. Complete the Accounting Review Authorization.
3. Send a backup of your company file to our office.

### Onboarding, Data Migrations, and Getting Started

QUESTION: How long does it take to learn software, such as Total Office Manager and Aptora Mobile II?

ANSWER: We understand that the most difficult aspect of switching to new software is successful implementation. That's why our office offers software usage training. Our proven 12-Step Training Program will guide users in mastering the essentials for going live. The duration of completing the training will depend on the dedication and effort of your team. Typically, we have seen the highest success rate with businesses that can devote 1 hour a day to learning. If you have used QuickBooks before, you will have an easier time learning our software since it is like QuickBooks.

QUESTION: How long does a data migration take (database migration from one software to Aptora's software)?

ANSWER: The data migration process generally takes one full week to accomplish. Migrations are performed on a scheduled basis by appointment. Please keep in mind that appointment slots can be as long as three months into the future during our busy season. We recommend that you set a migration appointment the moment you invest in the software.

QUESTION: What is a planning meeting?

ANSWER: A Planning Meeting is conducted on all new sales for Total Office Manager clients. This meeting is conducted with your designated onboarding coach who will get to know you, discuss your plans for going live with the program, address the training process, answer any questions that you may have over the data migration, and the game plan to get up and running with Total Office Manager. Planning Meetings generally take 30-45 minutes depending on the number of questions you may have. At the conclusion of the planning meeting, you will be armed with information to take to your team and begin planning your implementation of Aptora products. Ideally, your plan will outline everything which needs to be completed with reasonably defined dates to complete the tasks necessary to go live.

QUESTION: Can we import data from existing flat rate pricing software ourselves?

ANSWER: Yes, your items and groups from your current flat rate pricing software program can be usually imported into Total Office Manager and updated as often as needed. This can easily be done by the users and there are various formats that you can import from, including Microsoft Excel® (.xls), Comma Separated Values (.csv), Microsoft Access® (.mdb), and delimited text files (.txt).

QUESTION: Will my open receivables payables be migrated?

ANSWER: Our 'list migrations' do not include the migration of financial data or financial transactions. When the migration is completed, you have the option to have your beginning balances entered by the migration department or they can be entered by your office staff. Generally, when a company migrates from one software to another, the beginning balances are entered for their Accounts Receivable, Accounts Payable, Inventory, Payroll, Sales Tax, and Chart of Accounts for the entire balance one day prior to their "Go Live" date. For instance, if your "Go Live" date is 1/1/20XX, balances are entered as of 12/31/20XX. You may be wondering "What does this mean for all my existing receivables and payables?" For each Customer, an Opening Balance Invoice is created for 12/31/20XX. You would then be able to apply any payments received against that opening balance until it is paid in full. For each Vendor, an Opening Balance Bill is created for 12/31/20XX. You would then be able to pay on this bill until the balance is paid in full. If you do not want a lump sum entry, the open transactions can be manually entered to affect the aging reports properly.

QUESTION: Will my general journal details migrate?

No. There will not be a detailed General Journal if beginning balances are entered in lump sum values for one day prior to the "Go Live" date. If you want to have all transactions for the current year detailed, you will need to recreate each entry manually. We generally try to migrate a client as close to the end of a period as possible. If your company runs on a calendar fiscal year and you would like to be live 1/1/20XX, we will migrate you as close to the end of the year as possible. You would then close out your books in your existing software as of 12/31/20XX, beginning balances entered for 12/31/20XX, and you are live with day-to-day entries beginning 1/1/20XX.

QUESTION: When getting a data migration, are my existing service agreements migrated?

ANSWER: Maybe. Because there are so many variables that are tied to Service Agreements (Completed vs. Pending Planned Maintenance Work Orders, Escrow Accounting, etc.), these will be entered into your new Total Office Manager database by members of your office staff. The migration and training departments will discuss these with you and decide the best approach for the entry of these during the Planning Meeting.

## Technical Support Department Hours of Operation

QUESTION: When is live technical support available and how long does it take to get a response?

ANSWER: Our technical support department takes incoming phone calls Monday through Friday from 8:00 AM to 12:00 PM and 1:00 PM to 4:30 PM CST. Our support agents are actually working from at least 8AM to 5:00PM and beyond. Our goal is to catch up on all phone calls, email, and forum support questions before we go home. We address comments in the forums and Feature Request system during normal business hours. We often respond during the evening and weekends as well. These areas should not be relied on for technical support. We hope to respond to all inquiries within four business hours. High priority issues receive priority attention. This is our initial response time. Routine questions are typically addressed quickly and completely. Sometimes it can take longer to fully resolve an issue that requires a lot of thought or investigation.

### *Emergency Support for Hosted*

If you are a hosted client (we host your software on the cloud), you should have received an emergency telephone number. We take calls 24/7 for issues related to connectivity. If you cannot connect to your cloud system, we will assist you. This special phone number is only for clients who cannot connect to the software. It is not for routine support issues or questions. Please call our help desk to get that number. Closed on Select Holidays Our offices are closed on the following days: New Years Day, Memorial Day, Independence Day (Fourth of July), Labor Day, Veterans Day (our vets can take the day off but the rest of us work), Thanksgiving Day, Black Friday (day after Thanksgiving Day), Christmas Eve, and Christmas Day.

QUESTION: Is there a list of checks which are compatible with Total Office Manager?

ANSWER: Yes. Checks may be orders from Dynamic Systems if you do not currently have compatible preprinted check stock. Typically, styles compatible with most laser printers are also compatible with Total Office Manager.

## General Software Questions

These questions and answers could apply to any Aptora software program.

### *Software is Difficult to Use*

QUESTION: Why is your software so hard to use or learn? My employees are saying the software is clunky and difficult to use. Some say the training and support materials do not help.

ANSWER: Many users of our software say it's hard to use, but the reality is that our ERP system is simply a computerized version of bookkeeping and accounting, practices that have been used for centuries. If your staff struggles, it's usually not the software itself that's the problem. Instead, it often comes down to deeper issues like a lack of Standard Operating Procedures (SOPs), inadequate knowledge of manual bookkeeping, insufficient accounting skills, or poor training and setup.

Comments like "Your software has too many steps" or "It's hard to use" are often the result of staff not fully understanding accounting principles. For instance, technicians might claim the mobile app has too many steps, but were they following proper procedures before the app? The app simply digitizes paperwork, and those who weren't completing their paperwork properly before likely won't do so now either. Similarly, complaints about too many forms often stem from not understanding that these forms are essential for proper bookkeeping.

When someone says they're looking for simpler software, they risk choosing a system that offers incomplete reporting, which could hinder managerial decision-making. ERP systems like Total Office Manager offer depth and flexibility, allowing companies to generate the detailed reports they need, but that requires accurate data

input. If reports are lacking, it's a reflection of inadequate data entry or accounting practices, not a flaw in the software.

If your team finds tasks like inventory tracking challenging, it's worth remembering that these tasks have been done manually for hundreds of years. Modern software, including ours, is designed to simplify these processes, not complicate them.

In essence, if your team finds the software hard to use, it's often because they lack the proper bookkeeping or accounting skills. They're not going to admit this; instead, they'll blame the software. Skilled bookkeepers who understand accounting rarely find our software difficult. It's critical to provide proper training, enforce SOPs, and hold staff accountable for their knowledge and professionalism.

## Support, Training, and Consulting

**QUESTION:** What is the difference between technical support, software training, and software related consulting?

**ANSWER:** Those services are unique and typically conducted by different people who have different training and experience. Here is a breakdown of each service with examples.

**Software Support Defined:** 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 Support 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? How can I check to see if that report is correct? Does your software allow me to reserve equipment for customers?

**Training Defined:** 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 Training 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? How do we order and receive inventory?

**Consulting Defined:** 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 Consulting 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? Can you help write SOP for my company?

**QUESTION:** Is training and consulting included with my support plan or included with my software purchase?

**ANSWER:** Your support plan does not include training or consulting as defined above. You may have had training and consulting added to your invoice at some point. Training hours are typically added to the initial software purchase.

# FAQs for Total Office Manager®

## General User Interface (UI)

QUESTION: How can we remove or hide columns that we do not want on lists?

ANSWER: TOM was first released in 2004. Since then, we have added hundreds of additional columns to the dozens of lists inside the software. Most of those columns load quickly, while others do not. Some columns can add a lot of extra processing time to opening, searching, and sorting filters. Example: The Customer:Job list allows users to include a column called Financial History (Yes or No). To provide this information, TOM must query every row on that list, one at a time, to see if that contact has any financial related records. This information might be handy to have but displaying it comes at a cost to speed. Not every user needs this information and can do without it. The larger lists have a preference form called Show Columns. This form offers a list of columns that you can include or exclude from the list. Many users leave all of them checked. Some of them are not needed while others can cause your lists to load, sort, filter, and search very slowly. Some users might notice the software freezing, unresponsive, or locking up.

## Lists (all)

QUESTION: We are missing records or information from the <any> list. We believe the information is there, but we cannot see it.

The Scenario: The user explains that there should be something on a form or a list and it is not there. They may be looking for an Invoice Item, Customer Equipment (Heat Pump), Company Asset, and so forth. Note that we are not talking about missing numbers such as Sales or Quantity On-Hand. That issue is covered elsewhere.

ANSWER: Please check the following:

Make sure you know exactly what you are looking for. Consider a clear example of what you are looking for. Example: Item Number YH-09282387T.

Is that information supposed to be included in the list that you are using? Example: You will not find Company Assets on the Customer Equipment List.

Be sure to consider dates and date ranges. The form or list may have a date range or other filter that is preventing the data from being shown. The History Form might have a Date Range being applied.

Consider the possibility that a preference is hiding the record. There are preferences that are designed to exclude or hide information.

Look to see a User Filter is being applied (is there one selected?).

Is there a value in the Quick Filter field that you may not want applied? Clear that value and click Go.

## Tip: Quickly Hide List Columns

You can hide all of them in a few clicks. Here's how:

1. From the Main Menu, click Edit | Preferences | Appearance | Company Preferences.
2. Look for a button called "Hide Columns that Significantly Slow List Performance" and click it.

Important Note Users can still add these columns back to their lists. This might be needed for some users but not necessary for others. We recommend that you periodically use this utility to remove columns from users. They will add them back, if they really need them. Related Topics How to Make Total Office Manager Faster in Eight Steps

## Users, User Security, and User Licensing

QUESTION: How can more than one person work in Total Office Manager at the same time?

ANSWER: Each user will have Total Office Manager installed on their computer. Each of them will connect to a company file (database) on your server. Each active user will need to have a user license.

QUESTION: Can we have more than one company file?

ANSWER: Yes. You can have as many as you like. There is no additional fee for multiple company files.

QUESTION: Can some of us log in with the same username to avoid adding user licenses?

ANSWER: No. Even if you use the same username, logging in from different computers will be considered different users.

QUESTION: Can we run Total Office Manager on the same computer more than once? How would the licensing work?

ANSWER: You may run multiple instances of Total Office Manager on the same computer. Each instance can be connected to a different company file. That counts as one user license. If you run multiple instances of Total Office Manager on the same computer, each instance is connected to the same company file, and each connection uses a different username, you must own a user license for each user.

QUESTION: We use RemoteApp or Terminal Services. Can we avoid buying user licenses?

ANSWER: No. The EULA still applies. You should not try to avoid the spirit of our end user license agreement.

QUESTION: Administrator has given a user permission to perform a specific function (such as using the “Enter Bill for Received Items” form to enter bills. However, the user cannot access this form when they try. Why?

ANSWER: The entry for some permissions is not obvious or the user perceived one set of permissions to umbrella all possible related functions. A good example is “Enter Bills” and the “Enter Bill for Received Items” functions. The bottom line is that both serve the purpose of entering bills, though they are done differently and have two separate sets of related permissions. Note: These permissions are near the bottom of the Permissions list.

### **Enter Bill for Received Items**

Section: Vendors

Window: Select Item Receipt

Permissions: Add (minimum) Edit, Void, Delete (optional)

### **Enter Bills**

Section: Vendors

Window: Enter Bills

Permissions: Add (minimum), Edit (recommended), Void, Delete (optional)

Users may encounter similar problems with other permission sets. In many cases, the admin has verbally told the user that they can do something without giving them software permission (or realizing that they must).

QUESTION: Many transactions automatically add a number when they are first created. How does the invoice, work order, and other forms automatic numbering feature work?

ANSWER: Total Office Manager usually generates numbers as whole numbers (1, 2, 400, 5000, etc.) even if you have manually entered a differing number scheme, such as one with letters (A400) or special characters (12-0001). The only exception to this is if your Total Office Administrator has enabled the preference to “Auto-Format



Numbers as YY-####", which is essentially the current year (e.g., 04) and then a whole number (e.g., 0001, 0002, etc.).

For any given type of form (i.e., PO, Invoice/Sale/Credit/Estimate, Work Order, etc.) Total Office Manager will always generate a number that is equal to the highest number currently entered, plus one (+1). To be specific, if someone manually types in 04-10001, the next generated number will be 04-10002. Even if you manually change the generated number to something lower (e.g., 04-1001) TOM will continue to generate 04-10002 until it is used and continue from there (04-10002, 04-10003, 04-10004, etc.).

If someone comes along later and types in 04-20001, everything between 04-10005 and 04-20000 is skipped because a new "highest number" exists, and the numbering continuity will progress from there.

### Invoices, Customer Payments, Accounts Receivable (A/R), and Banking

QUESTION: What are Undeposited Funds and what is the purpose of selecting Group with Other Undeposited Funds on Sales and Payment Receipts?

ANSWER: The Undeposited Funds account indicates what money has been received by your company but has not yet been deposited into your Bank account. This line item also appears on your balance sheet. This account is typically set up as an Other/Current Asset account and is used when you are ready to prepare your Bank Deposits in Total Office Manager. It is recommended that any Customer Payment, regardless of the method of Payment (i.e.: Check, Cash, Credit Card, etc.) is deposited to the Group with Other Undeposited Funds on the Receive Payments and/or Sales Receipts forms. This will allow you to pick and choose which Customer Payments are included in your batch Deposits to your bank account. Even if the Customer pays by Credit Card and you are using the Credit Card processing feature in Total Office Manager, it is recommended that you still group these Payments with the other Undeposited Funds. The reason behind this is quite simple. Some Credit Card Companies charge a fee per Credit Card payment that is processed. Although the Customer may have paid you \$100.00, the Credit Card merchant may charge you a 2% processing fee. Subsequently, only \$98.00 of the Customer Payment is then deposited to your Bank account. By grouping with other Undeposited Funds, you will be able to account for the processing fee when you enter the Deposit.

QUESTION: Are Undeposited Funds Considered Cash? Yes. Cash is a Current Asset and so undeposited funds. Undeposited funds are cash, checks, coins, and equivalents that you have not yet deposited into your bank account.

QUESTION: What is the Payment Method "Group with Other Undeposited Funds"? It is recommended that any Customer Payment, regardless of the method of Payment (i.e. Check, Cash, Credit Card, etc.) is deposited to the Group with Other Undeposited Funds on the Receive Payments and/or Sales Receipts forms. This will allow you to pick and choose which Customer Payments are included in your batch deposits to your bank account.

QUESTION: How do I issue a refund check to a customer?

ANSWER: To issue a refund check for an overpayment received from a customer:

Part One: 1. Banking | Write Checks. Select the Customer:Job as the "Pay to the order of". 2. Select the Accounts Receivable account within the "Expenses tab". 3. Enter the amount of the refund, a memo and select the same Customer:Job as selected in the 'pay to the order of'. 4. To print later, click the 'To Be Printed' check box and click save and close.

Part Two: 1. Go to Customers | Receive Payments | select the Customer:Job in question 2. Click the Paycheck box to the left of the refund check 3. Then click the "Set Credits" button. 4. Click "Use" and save and close, then save and close the receive payment. This applies the refund check balance against the overpayment balance, zeroing out the Accounts Receivable balance for that customer.



To issue a refund check from a Credit Memo, go to Menu | Create | Refund Check.

Tips: If you do not see the customers within the 'Pay to the order of', go to Edit | Preferences | Checking | Company Preferences Tab and uncheck the preference that says, "Do Not Include Any Cust:Jobs in Checks Pay To List". (You must be logged in as the Admin user to set Company Preferences). If you do not see the Accounts Receivable account, go to Edit | Preferences | Chart of Accounts and uncheck the "Smart Account Selection Filtering" preference. You will be prompted for the Admin password in order to disable this preference.

QUESTION: What is an 'in-progress' invoice and what does the selection do?

ANSWER: An invoice can be marked as In Progress. What does that mean or do? Explaining In Progress Invoices In-Progress Invoices 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. Accessing the In Progress Invoice This feature belongs to the Invoice so you will see this option on the Invoice List or Invoice Form. How to Use an In Progress Invoice 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. Step By Step Instructions to Create an In Progress Invoice To mark an Invoice as "In Progress", simply right click on the invoice (from the invoice list or the actual invoice form). Help Topics Related to In Progress Invoices Best Practices for Using Estimates in Contracting

QUESTION: How do we add our logo to our work orders, invoices, sales, and statements?

ANSWER: To put your logo on invoices and statements, please do the following: 1. Navigate to Company | Company Information. 2. Click on Menu | Image | Choose the image you want to appear and click OK to save. 3. Save & Close the Company Information form. Within the print options of the Statements or Invoice/Sale/Credit/Estimate, check the option to include the logo on the left side of the options form.

QUESTION: How do I write off all or part of an invoice? Or how do I adjust the invoice to match the customer's payment?

The Scenario: You have an invoice that you will not be able to collect all or part of the total amount. You may have an invoice that was underpaid and you wish to adjust the invoice amount to match the payment (it may not be worth pursuing a small amount of money). Sometimes customers will round up or down and you do not want to ask them to send you another check.

**Under Payment:** Create a chart of account for "Adjustment", or another name if you prefer. You will make your adjustment while using the New Payment form (Customers > Receive Payments). In the Customer field choose the customer. Enter the adjustment amount in the Discount field. Enter the date of when you want your financials affected. Select the "Adjustment" account in the Discount Account box.

**Bad Debt Write-off:** Create a chart of account for "Bad Debt Write-off", or another name if you prefer. Make the account type either an Expense or a Cost of Goods Sold (based on your accounting professional's recommendation). Write off the bad debt using the New Payment form (Customers > Receive Payments). In the Customer field choose the customer who has overdue receivables. For each invoice being turned over to collections, enter a discount for the entire invoice amount. Use the date on which the invoice is being sent to collections and use the "Bad Debt" account for the discount account.

Please also see <https://www.aptora.com/tips/bad-debt-and-collection-agencies/>

QUESTION: How can we apply a credit from a parent account to multiple child accounts?

ANSWER: You will need to apply the full credit to the parent account (or whoever actually owns the credit) then do Journal Entries to increase the parent account and decrease the individual child accounts.

Another Option: Create an invoice to the parent for the amount of the credit, and create credit memos to each child, then set the parent credit against the parent invoice and the child invoices against the child credit memos. Here are the steps:

1. Create an invoice for the parent
2. Create a credit memo for the child
3. Apply the parent credit against the open invoice created in step 1
4. Apply the child invoices against the credit memos created in step 2

To determine which items/accounts to use when creating the invoice and credits, please speak to your accountant.

QUESTION: How can we change the Customer:Job on an invoice after the payment was received, deposited, and cleared?

ANSWER: You must remove the payment from the cleared deposit to be able to change it, then remove the payment application before you can change the customer's name, reapply the payment, and put it back in the deposit.

Pull up the original Deposit and delete the payment from the deposit (click the red X). You will get a warning that you need to restore the deposit to the correct balance when you are finished.

Go to the Customer History form for the original (incorrect) customer. On the Sales tab, right-click on the invoice and select Adjust. Check the Delete box next to the payment and select Delete & Close. This removes the payment application from the invoice.

From the Sales tab, pull up the invoice. Change the customer to the correct customer and save.

From the Payments tab, pull up the original payment. Change the name to the correct customer. Apply the payment to the invoice for the correct customer. Tip: check the customer history for both customers to make sure the result is what you expect (the original customer should not have the invoice or the payment; the correct customer should have both).

From the Manual Deposits list, locate the payment and pull it up to edit it. Locate the payment and select it to put it back in the deposit. Save the deposit.

QUESTION: How do I process or manage a customer charge back?

The Scenario: I have a customer that paid for one project but took a charge back off the payment for another job?

ANSWER: In this case, you may be referring to receiving a full payment on an invoice, then having the customer reduce the payment on another invoice for a credited amount on the first invoice. If this is the case, the simplest way to handle this is to use the Discount field on the payment for the first invoice, then apply the remaining amount received on that invoice to the second invoice. Here is exactly how to do this:

Open the original payment received. Note: if the payment has already been deposited, you will first have to delete the deposit to edit the payment, then recreate the deposit once you have edited the payment. If this is the case, be sure to make note of the payments that are in the original deposit before deleting it.

Locate the Invoice the customer is taking the chargeback against. Enter the amount of the chargeback, the date of the discount, and the account you wish to use for the chargeback in the Discount fields. You will need to uncheck and recheck the Pay box to the left of the Invoice.

You should now see an Unused Payment for the amount of the chargeback in the upper right-hand section of the payments form. Save & Close the form.

You will get a message that you have not applied the entire amount received. Click OK; Total Office Manager will automatically generate a credit for the customer.

Create a new Receive Payment for the amount of the new payment. Use the Set Credit to apply the credit generated in steps 1 – 4 to the invoice, along with the payment you received.

Do not forget you will need to recreate the deposit for the original payment if needed.

QUESTION: We have work orders that are marked as “not invoiced”, but we know we have invoiced for them. How can we update our work orders that have been invoiced but an invoice has not been assigned to them?

ANSWER: There are 4 options: 1) go into each work order and check the No Invoice Required box, or 2) go into each work order and select invoices/sales/estimates and assign an invoice, or 3) have data services batch update for \$79, or 4) wait until the update is released that will allow you to batch update No Invoice Required.

For 1) and 2), create a User Filter and use with Quick Filter for the date range to create a working list:

### Schedule Board, Scheduling, and Dispatching

QUESTION: We cannot get a new work order to appear on the dispatch board. We looked at the help topic and were advised to check the filters. Where are those filters and what else can we check?

ANSWER: There are several filters available on the dispatch board. Most importantly, you will want to look at the:

**Date Filters:** Please ensure you are looking at the correct time (day, week, or month). These filters can be seen on the upper left portion of the Dispatch Board and across the top-middle of the dispatch board.

**Profiles:** If you are using any profiles, you will want to review them to ensure they are set up correctly. Profiles can be found along the top-middle of the dispatch board. If you have one selected, click [Edit Profile] to view its settings.

You will want to make sure the Employee's you want to see on the dispatch board are selected under the employees tab. And you will want to make sure the type you want to see are selected under the Work Order and Appointment types tabs.

**Employee Entries:** Each employee record has an option to “Show on Dispatch Board”. Go to each employee record (from the Employee List) you intend to show Appointments or Work Orders for on the dispatch board and check this option (located just below the Menu button).

QUESTION: What are work order statuses and how are they used?

ANSWER: A work order may be in one of seven statuses. The different work order statuses are “hard coded” and may not be changed or edited by the user. The WO Status may be changed from within the work order, the Work Order List, or Schedule Board. The mobile app (Aptora Mobile II) allows users to set the WO Status too. There are numerous places where work orders can be filtered by Status.

**Not Scheduled:** The work order (WO) is not ready to be scheduled. The status is set automatically when the WO is missing required information including Date, Start Time, or Assigned To.

**Scheduled:** The WO has been scheduled for a technician. This status is set automatically when the required information has been added to the WO. This includes Date, Start Time, and Assigned To.

**Dispatched:** You set the status to Dispatched when the WO is ready to be sent to or passed on to the technician. This status basically means that the technician (Assigned To field) should know about the work order. Certain Aptora software programs allow you to hide work orders from the user unless they are Dispatched.

**En Route:** This status indicates that the technician is on their way to the call. You might set this status as soon as you learn that they are driving to this location. This status is usually set by the technician from the app. Working: They have arrived on the call and have begun working on it. This status is usually set by the technician from the app.

**Completed:** The work that was described on the WO has been completed as instructed. There is no additional work for the technician to do to finish this work order. This status is usually set by the technician from the app.

**Canceled:** This status is used when the customer (or even the company) completely cancels the work. This status is usually set by the office. Note: This is not typically used to reschedule or postpone a WO.

**In Progress:** This is a system generated status which cannot be set manually. The status of In Progress will only be seen from the work order list when the work order is a multi-day work order and not all statuses of the work order are completed or canceled. Work Order Management Tips You may also use the Work Order Stage feature for “Parts on Order”, “Pending Approval”, and more.

**QUESTION:** Why are our work order numbers so large (why are the numbers high)? We have automatic numbering for our work orders. But Aptora gave us a very high 6-digit work order number. How can we change it back to a 5-digit work order number and still have automatic numbering?

**ANSWER:** To change your work order numbers, determine the highest 5-digit work order number in the list. Then, open each work order in the 6-digit range and re number them chronologically then the next auto generated number will be five digits.

**QUESTION:** What is the difference between multi day and repeating work orders?

**ANSWER:** Long ago, you could only assign one technician to a work order. You could turn on duplicate work order numbers and add a technician to the “duplicate”. These work orders were really independent records. Two pieces of paper with the same number. In 2017, we introduced repeating and multi day work orders. For more information on usage, please review Repeating and Multi Day Work Orders. Repeating work orders are essentially a series of work orders you can create on a schedule. It can be for one or more people. It is the same as duplicating but there is one parent work order that ties them all together. These work orders do not share information. Much like the event on a google calendar you set to repeat. It is a single sheet of paper with a marked flag showing it belongs to a series. Use these work orders to schedule quarterly training for employees, non-billable work orders for time tracking, some use for large commercial jobs which need a signature for each visit and the ability to email the daily work or invoice. When it is a repeating work order, each work order in the series will appear on the work order list with a separate work order number. When you invoice, each of these work orders will appear on the Assign Work Orders form. If your job lasts 10 days, ten work orders appear.

Multiday work orders share everything except the scheduling fields. There are four scheduling fields for a work order. Assigned To, Start Date, Start Time, and Duration. When all four are present, the work order is considered scheduled. When you create a multi-day work order, it MUST have two lines of scheduling. This can be one tech with two lines or two technicians with the same date and time. Multi day work orders are good for when you only need one work order on the list but multiple people or trips to complete that one sheet of paper. It is the carbon copy of work orders. When you look at the work order list, there is one work order. When you look at the

history forms, schedule boards/calendars, and work orders in mobile, you see the multiple work orders. When you click the work order drop downs on various forms, you see one work order. When you open the Assign Work Orders form, that ten-day project for nine techs only shows one work order.

**QUESTION:** When trying to open the Schedule Board, it does not open, and the entire program hangs or freezes. What needs to be done to fix this?

**ANSWER:** The (new) Schedule Board relies on a group of files to open and operate. These files sometimes become “unregistered” due to circumstances that seem to be out of Aptora’s control. To correct this issue, please follow these steps: 1. Open command prompt (CMD) from the start menu. Right click and choose the option called “Run as administrator”. 2. Enter (or copy/paste) the following command: `cd C:\Program Files (x86)\Aptora\TOM Enterprise\Interop` 3. When the directory changes, enter the following: `install.bat` 4. Please verify you can open the Schedule Board. If you cannot, please contact our helpdesk 913 322 4666.

## Work Orders

**QUESTION:** How do I show the “Work Address” on a Work Order instead of the billing address? The address fields are greyed out and I cannot type in them.

**ANSWER:** The address related fields on the Work Order form pull from the Customer:Job record and include two radio buttons that allow you to toggle between the “Bill To Address” and “Work Address”. By default, the Work Address is selected.

Often, when users are creating their Customer:Jobs, they either do not have a Work Address to fill in (and leave it blank) or fill it in with the customer’s billing address. Later down the road, that Customer might have a different Work Address that should be assigned. In this case, the user should either create a sub-job or fill in the proper “Work Address” information in the Customer:Job record for use with the Work Order.

**QUESTION:** We noticed a “map code” field while entering a new customer. How is the map code utilized? Can we use it to assign multiple dispatches within the map code? And how is it enabled or used? Does it have to be used with MS Map Point?

**ANSWER:** The Map Code field is user defined. As an example, imagine your company’s service area on a map with a grid-like overlay (like a chessboard with a map). Each square on the map would represent a particular area and be assigned a code (like F-5)

**QUESTION:** What is the difference between multi-day and repeating work orders?

**ANSWER:** Repeating work orders is a series of work orders you can create on a schedule. It can be for one or more people. It is the same as duplicating but there is one parent work order that ties them all together. These work orders do not share information. Much like the event on a google calendar you set to repeat. It is a single sheet of paper with a marked flag showing it belongs to a series. Use these work orders to schedule quarterly training for employees, non-billable work orders for time tracking, some use for large commercial jobs which need a signature for each visit and the ability to email the daily work or invoice. When it is a repeating work order, each work order in the series will appear on the work order list with a separate work order number. When you invoice, each of these work orders will appear in the Assign Work Orders form. If your job lasts 10 days, ten work orders appear.

Multi-day work orders share everything except the scheduling fields. There are four scheduling fields for a work order. Assigned To, Start Date, Start Time, and Duration. When all four are present, the work order is considered scheduled. When you create a multi-day work order, it **MUST** have two lines of scheduling. This can be one tech with two lines or two technicians with the same date and time. Multi-day work orders are good for when you only need one work order on the list but multiple people or trips to complete that one sheet of paper. It is the carbon copy of work orders. When you look at the work order list, there is one work order. When you look at the history forms, schedule boards/calendars, and work orders in mobile, you see the multiple work orders. When you click

the work order drop downs on various forms, you see one work order. When you open the Assign Work Orders form, that ten-day project for nine techs only shows one work order.

## Appointments

QUESTION: Is there a way to create multiple appointments at the same time? Example: Create an appointment to let everyone know about a training session without having to spend 30 minutes creating individual appointments.

ANSWER: The only way to create Appointments for multiple people is to create each one individually. One method to alleviate some of work is to create the first one and then use the **Menu > Copy** option to create the additional necessary. For each copy, all you would need to do is change the employee.

QUESTION: What is the best way of showing an employee's day off/vacation/etc. on the dispatch board? I was going to create appointments for him over the off days but thought there might be a better way that I do not see.

ANSWER: This would be correct. Creating Appointments allows you to block off the time on the Schedule Board as well as allowing you to enter details regarding the time off.

## Inventory and Invoice Items

QUESTION: I tried to import using the Import Template you sent me to import some items. Everything went fine but the "Markup Method" did not import. What did I do wrong?

ANSWER: 60% of the time this is because the Markup Method they put in the Spreadsheet does not exist in Total Office Manager. If you want to think of it this way, when you import an Item, the import utility clicks the "Markup Method" drop-down and selects one from the list. If it does not already exist in TOM, there is nothing for it to select. Users are under the assumption that if they type it into the import file, TOM automatically knows exactly how to create that markup method. This is true for anything that is normally selected via drop-down, for anything that you are importing.

The user must first create that markup method in TOM before using it in their import file.

QUESTION: Okay, so I created the Markup Method, but it still did not select it when I tried the import again. What is wrong now?

ANSWER: The other 40% of the time the import failed because they did not spell it correctly. What you put in the Import file needs to match EXACTLY to what appears in TOM. "Net 10" is not the same as "Net 10" (Extra spaces). This is a common problem, usually caused by spelling errors (like they're vs. their) or a typo.

QUESTION: What are invoice item types and how are they used?

ANSWER: The following is a list of the various Invoice Item Types and how they might be used in Total Office Manager. An Invoice Item is anything that can be added to the "Items Tab" found in an invoice, sale, estimate, bill, check, and many other forms.

QUESTION: How do I enter or correct my inventory quantity on hand counts in your software?

ANSWER: If your items have already been entered: Go to Company > Inventory Review/Adjust. Enter the quantities for each item that you currently have on hand with the proper unit price (item cost per unit/item), select your date as the same beginning balance date being used for all beginning balances and enter the adjustment account as opening balance equity. Once you click save and close, an individual adjustment will be created for each item.

When entering items for the first time: When entering items for the first time, you have the option of entering a count. Once the item is saved, you will no longer see that option. From that point, you will need to use an item adjustment.

QUESTION: Why isn't my average cost calculating correctly?

ANSWER: Please be sure you understand how the average cost is calculated in Total Office Manager. The answer to this question usually involves item adjustments, [Unit of Measure setup and usage issues](#), data input mistakes, or a misunderstanding on how average cost is calculated for Inventory Parts.

If the average cost of an item is incorrect, it is typically due to the unit price that is entered when adjustments are entered or when an item is purchased. The unit price is the cost per item. If you are dealing with an item that comes in unit of measure such as 5 feet of copper wire, the quantity should be entered in the unit of which it is sold. For instance, if I sell copper wire by the foot, and I purchased 5 feet, my quantity would be 5 at the total cost. The program then properly divides the total cost by each unit. If the purchase quantity and cost is not entered correctly, your average cost will be wrong.

### Average Item Cost Tips

1. Go to the item's "Item History" screen (form) and look at the "Avg. Cost History" tab. You should be able to see where the average cost began being incorrect.
2. Your product's (item) average cost is the total value of that item that is in stock divided by its quantity in stock. Said another way, your product's total value is its average cost multiplied by its quantity in stock.

QUESTION: The software indicates that we have serialized invoice items in stock that we do not have. We may have sold them and forgotten to select them on an invoice, or we may have already had them when we started using the software. How to we figure out the problem and fix it?

The Scenario: We entered serialized items for the first time. We used the Serialized Item Adjustment form. We entered a value for each of the adjustments. We switched from another software program and that equipment was already expensed. Now we have a large amount of inventory on our balance sheet that we do not have. This also causes our COGS to be reduced for that same amount.

ANSWER: Make a list of all serialized items that you have in stock. Compare that with what TOM shows. You can use different inventory reports or look at the Invoice Item list (filtered to show just serialized items). Make serialized adjustments to get the two to match.

### Serialized Item Tips

1. There is a preference to allow you to add serialized items to an invoice and not select the serial number until later. We recommend that you not allow this. It can cause this problem because it allows you to sell serialized items that you may have already sold or do not have.
2. If you use the "Inventory Transfer" feature, please remember this. If you transfer serialized items (or Inventory Parts) and you add them to an invoice, you will be removing them from inventory twice.

QUESTION: I entered the cost in my item, but it is using the average cost instead. Why?

ANSWER: Total Office Manager uses Average Costing for inventory. The average cost is figured by taking the total dollars spent divided by the total units purchased.

QUESTION: Why is the price I paid for an Inventory Part not the same shown on a job costing report?

ANSWER: The Invoice Item typed called "Inventory Part", uses Weighted Average Cost. When looking at the cost of this item on a report, the cost (price you paid) will be an average of all prices you have paid for those items in stock when the transaction was created. There is no way for financial reports to know the price you paid for the



exact item used. These items do not have a unique identifier. If the item was the Serialized type, the cost would have been the same as the price paid for the serial number used on the transaction. The serial number is the unique identifier.

QUESTION: Is there any easy way to update the cost of an item?

ANSWER: An item cost can be updated by changing the actual cost of the item within Customers > Invoice Items List > double click to edit the item and change the "Estimated Cost" to the new cost.

When purchasing an item, if the cost of the item has changed from what is set within the Invoice Item, you will receive a message box asking if you would like the item cost to be updated. If you click yes, the cost is automatically updated to the cost used within the purchase transaction.

Items can also be imported to overwrite the existing item data. This is an easy way to update the cost of hundreds of parts.

QUESTION: I want to use a non-inventory part, but I can only select an income account. How am I supposed to use this item for purchasing if it only affects income?

ANSWER: Non-Inventory, Other Charge and Service type items all have a setup option allowing the item to appear like that of an Inventory item. This allows you to assign both an Income and COGS/Expense account. The Non-Inventory Item option says, "This item has been purchased for and sold to a specific customer". The Service Item option says. This service is performed by a subcontractor, owner, or partner". The Other Charge Item option says, "This is a reimbursable charge". Selecting the option makes additional fields visible such as estimated cost and the COGS/Expense account selector.

QUESTION: I did my year end counts, and I need to adjust my inventory. How do I do that?

ANSWER: To do mass inventory adjustments go to Company > Inventory Adjustment > Inventory Review/Adj. This form loads all inventory items with fields for all warehouses to adjust all inventory at once.

QUESTION: How do I change the item type?

ANSWER: The type of an item cannot be changed once the item has been used. If the item has not been used simply go to Customers > Invoice Items List > double-click to edit the item and click the Type drop-down. If the item is used, the type field will be greyed out or locked down so that it cannot be modified. To have the same item with a different type, the name of the existing item must be changed, and a new item must be created with the proper type selected.

QUESTION: Is there a way to sell/purchase multiple items without manually selecting each one?

ANSWER: If there are multiple items that need to be purchased or sold at once, then a Group Item can be created to group together several items into one. When selecting the item, all items within the group will populate. To create a Group Item, go to Customers > Invoice Items List > Right-Click and select New Item. Within the type drop-down select "Group".

The Item Lookup form can also be used to look up and load multiple items on the form at one time. To use the lookup form, click the item drop-down selection with the form and select <Lookup>.

QUESTION: How can I choose what price shows up on the Purchase Order when purchasing materials?

ANSWER: There is a preference setting that allows you to choose which rate from the item is populated within the Purchase Order. To access this preference, go to Edit > Preferences > Purchase Orders > Company Preferences tab and click the drop-down on "Rate Field". The three options are, "Use the item's estimated cost field", "Use the price that was last paid for the item by selected vendor" and "Use average cost for the item (inventory part and serialized part only)".

QUESTION: I received an order for parts, but it was not the full order. How do I receive a partial order in your system without messing anything up?

ANSWER: Go to Vendors > Enter Bill or Receive Items, type in the vendor you received the shipment from and click ok to receive against the open purchase order. Once the purchase order is selected, all items from that PO will appear. Simply change the quantity of the item (if you purchased 10 but only received 5) or delete the item altogether if it was not received. This leaves the items not received as opened within the Purchase Order.

QUESTION: How do I relieve my inventory?

ANSWER: To properly relieve inventory, an item must be sold to the customer within the Invoice/Sale, or an Inventory Adjustment must be done assigned to the job it was sold to. Adding the items used on the job to the Invoice/Sale is the most common and practical way to properly relieve inventory.

QUESTION: Why can't I select a serial number on my estimate?

ANSWER: Estimates are non-accounting transactions. It is nothing more than an "Estimated Amount" of how much it will cost for the company to do the job for the customer. Because serialized inventory is tracked by the actual serial number, serial numbers can only be selected when the item is actually sold which then relieves the inventory on hand.

QUESTION: I am trying to receive serialized equipment, but it is telling me it is a duplicate serial number? What do I do?

ANSWER: Duplicate serial numbers cannot be purchased or sold. To receive the item properly, the serial number will need to be slightly modified so it is not a duplicate.

QUESTION: I am trying to create a vendor credit for a piece of serialized equipment, but the serial number is not showing up. I see it in stock but not on the credit. Why doesn't this show up?

ANSWER: Serialized Inventory can only be returned to the vendor it was purchased from. If you did not originally receive that item from that vendor, then the Expense account on the equipment will need to be selected on the vendor credit rather than the actual serialized item. To remove the item from stock, a serialized inventory adjustment will then need to be done. To adjust the inventory, go to Company > Inventory Adjustment > Serialized Inventory. Right-Click in the adjustment list and select "Adjust Serial Numbers". Select the Item, select the adjustment account (same expense selected on the vendor credit) and then select the serial number to remove. Click save and close when finished.

QUESTION: We purchased equipment for a job, but it had to be swapped out with another piece of equipment. How do I do that in your system?

ANSWER: If the equipment has already been sold to the customer on an invoice, then a credit memo will need to be created. Go to Customers > Create Credit Memo and select the Customer:Job that the piece of equipment is for. Select the piece of equipment being returned to the vendor and zero out the retail price. Save and close the Credit. The item will now be back in stock to return to the vendor on a vendor credit. To do the vendor credit go to Vendors > New Credit. Select the item to return within the items tab and then click save and close. When the replacement part is received, enter the bill or item receipt to receive the item into inventory. You will then create a new Invoice for the customer to sell the replacement part. You will zero out the retail price on this as well.

If the item has not been sold to the customer, a Vendor Credit will need to be done to return the previous part purchased. Once the new part arrives, simply create a vendor bill or item receipt to receive the item into stock. You can then set the credit against the bill by going to Vendors > Pay Bills.

QUESTION: Is there a way to adjust more than one item at a time?

ANSWER: Yes. Go to Company > Inventory Adjustment > Inventory Review/Adj. Multiple serial numbers for one item can be transferred or removed at once by doing a serialized inventory adjustment.

QUESTION: What is the adjustment account?

ANSWER: The adjustment account is the offsetting account used when adjusting inventory. The Inventory Asset account is automatically affected when adjusting inventory, but an offsetting account must be used. Typically, this is an account type of COGS/Expense.

QUESTION: How do I transfer inventory into a different warehouse?

ANSWER: Go to Company > Inventory Adjustment > Non-Serialized Items, Right-Click and select New Adjustment. Select the item to adjust, remove the quantity from the warehouse it is being taken from and increase the inventory in the warehouse it needs to be in.

QUESTION: How do I bill my customers based off the job progress without messing up inventory?

ANSWER: Progressive Billing. The first step is to create the estimate for the job materials. To create the Estimate, go to Customers > Create Estimate. Once you are ready to create the first invoice, go to Customers > Invoice/Sale/Credit/Estimate List and double click to edit the Estimate. With the Estimate open go to Menu > Create Invoice. Select to create the Invoice for the entire amount or for a percentage. Once the Invoice is created, the quantity of items will be figured based off the percentage selected to bill.

QUESTION: Why doesn't my inventory value match the inventory asset on my balance sheet?

ANSWER: The most common reason this can happen is adjusting journal entries to inventory and multiple inventory asset accounts. The Inventory Value on inventory value reports does not look at transactions where the asset account was manually adjusted such as Journal Entries. Only transactions where the item was selected are included on the Inventory valuation reports.

QUESTION: How do I see the item stock in all my warehouses?

ANSWER: Go to Reports > Company > Items > Inventory by warehouse or Inventory valuation by warehouse.

QUESTION: My inventory counts in the system are really high and I know I don't have that many items in stock. What could be the cause of this?

ANSWER: The most common reason this happens is because inventory is not being relieved properly through Invoices/Sales or inventory adjustments. If the inventory is purchased and then never sold, the quantity never gets relieved correctly.

QUESTION: We need to correct a serial number. How can we change the serial number after it has been saved?

**If the item was received, and a corresponding Vendor Bill has not been created:** Go to the Receive Items List, locate the item, right-click and edit the item receipt. You are able to change the serial number here.

**If the item was received, a Vendor Bill was created, BUT the Vendor Bill has not been paid:** Go to the Bills List, locate the Bill, right-click and edit the Bill. You can change the serial number here.

**If the Vendor Bill has been paid,** there are two steps you must take to change the serial number:

1. Go to Company > Inventory Adjustment > Serial Number List. Locate the item with the incorrect Serial Number. Right-click and select Adjust Serial Numbers. In the first dropdown in the grid, select the incorrect serial number. Check the Remove box, then Save & Close.

2. Right-click in the Serial Numbers list and select Add Serial Numbers. Choose the Item, Department, and Account if needed. Enter the correct Serial Number, Warehouse, Memo if desired, and the Value of the item, then Save & Close.

**If you have sold the serialized item** and want to make sure the correct Serial Number is in the Customer's Equipment, you would go to the Equipment Tab on the Customer:Job. Right-click on the piece of equipment and select Edit. Enter the correct Serial Number on the Edit Customer Equipment screen, then Save & Close.

QUESTION: How can we edit a serial number on an invoice?

ANSWER: You cannot edit the transaction that has a serial number on it unless you unassociate the serial number. On the invoice, replace the serial number with the correct serial number. If you need to change the item itself, remove the serial number then you can delete the item and enter the correct item. Remember that if it is customer equipment you will need to manually update the customer equipment with the correct serial number.

QUESTION: This question is about updating historical transactions when editing an item. The Non-Inventory item historical data is not updated when account changes. Why?

ANSWER: If an item originally had only an Income account selected, adding a COGS or Expense account will not update a bill even when you update historical. When you update historical transactions, you have to select the account you want to update. And, unless you change the Income account, transactions created prior to editing the item will not be updated. To correct the historical transactions, you can edit the bill to select a different item then re-select the original item. If the bill has already been paid, you will need to create a journal entry to update the accounts.

#### *Invoice Item Types:*

Service: Typically used for labor fees or services that you charge for. It can also be used for labor fees or services that you pay for.

Inventory Part: Parts you purchase, track as inventory, and then resell. Tip: They are an asset when you buy them and become a cost of goods sold when you sell them.

Serialized: These are used the same as an Inventory Part. The only difference is that you enter a serial number when you buy them and select a serial number when you sell them.

Non-Inventory Part: Materials or parts you buy but don't keep on hand as inventory. These can be either part of your overhead (like office supplies or work vehicles), or they can be materials you buy to finish a specific job and charge back to your customer. Tip: When you buy these, they immediately become a cost of goods sold or an expense. When you sell them, you recognize income but not a cost. The cost was realized when you bought the item.

Other Charge: Miscellaneous charges that are not services, labor, materials, or parts. Examples include permits, delivery charges, setup fees, and service charges.

Subtotal: An item that calculates a subtotal, usually on an invoice. You must use a subtotal item before calculating a discount or a charge that covers several items. These can be used to organize your estimates and invoices. They can also be used to show various options.

Group: Use for fast entry of a group of individual items already on the Invoice Items List. Discount: A discount amount to be subtracted from the total; either a specific amount (like \$25) or a percentage (like 15% off).

Payment: A payment you received at the time you write an invoice. A payment item reduces the amount owed on an invoice.

QUESTION: What is the Item Alias feature, how is it set up and how is it used?

ANSWER: Invoice Items are required to have a main item number. This value is entered into the Name/Number field of the item. That item number may not be the item number used by the vendor(s) that you buy the item from. The Item Alias feature allows you to enter an item number that is unique to each of the vendors you purchase the item from. This allows you to search for and use their item number or yours. You can also scan their barcode to locate an item, even if that item's Name/Number value is different than the vendor's item number.

QUESTION: How do I Setup Item Aliases?

ANSWER: 1. Turn on the preference. 1. Navigate to Edit | Preferences | Items | Company Preferences. 2. Check the box "Use Item Alias Feature" 2. Set the vendor to be used. 1. Navigate to Vendors | Vendor List | Open a Vendor | Additional Info Tab. 2. Check the box "This Vendor might supply materials for resale".

Assign the User Permission. 1. Navigate to Company | User Security/List | Open the User | Next | Just to the Company Section. 2. Check the boxes for "Item Aliases". Click Next | Finish. 4. Add the alias to the item. 1. Navigate to Customers | Invoice Item List | Open the Item | Menu | Alias. 2. Set the alias in the "Alias" column. Related Topics Using Invoice Item Aliases (alternative part numbers) Why is the list of vendors limited in the item alias?

QUESTION: In the item form, Item Alias option, why is the list of vendors limited in the item alias form? The vendor list is missing some of our vendors.

ANSWER: This list will only show those vendors which are designated as suppliers in their setup. To add vendors to this list, edit the vendor record and check the box on the Additional Info tab which says This Vendor might supply materials for resale. Once selected, the vendor will appear in the alias listing for the items.

QUESTION: How do items get relieved from warehouses when invoicing? What determines which warehouse is selected?

ANSWER: The bottom line is that the warehouse on each row of the invoice is what matters. How that warehouse gets selected varies. When you create an invoice from a work order that has parts, the invoice uses the warehouse of that work order. You can add additional work orders to the invoice using Assign Work Orders. When you create an invoice and use the Reimbursables feature, the invoice will look to see what warehouse was selected for those items. It's looking at either an Item Receipt or the Bill. When you create an invoice from scratch, the invoice relies on you selecting a warehouse for each line item. It has no way of associating the items with an employee and their warehouse. Work orders are the main way the invoice knows which employees and their associated warehouses would be. Tip: Be sure to assign a warehouse to a vehicle. Assign that vehicle to the employee (the tech).

QUESTION: What are item notes and what are they used for?

ANSWER: The idea is to allow the user to add special notes for the technician or others about that item. The notes could be "you will need to pick this item up from will call." They can be entered on a PO, WO, and Invoice. These notes will appear on any form that includes Item Notes. These should not be confused with Purchase Description or Sales Description. Note: On a Work Order, the column is called WO Item Notes. Item Notes are copied into the WO Item Notes field. They can be edited in the work order without changing the original Item Notes. What if you change the Item Notes inside the Item? WO Item Notes will not be changed unless the item is added again, or it is removed and added back.

QUESTION: Which forms influence or affect inventory counts or how many we have (quantity on-hand)?

ANSWER: Here is a list of every form that affects Inventory counts (numbers). There are other forms that affect inventory on the GJ (dollar values).

1. Non-Serialized Inventory Adjustments
2. Serialized Inventory Adjustments
3. Invoices
4. Sales Receipts
5. Credit Memos/Refunds
6. Bills
7. Item Receipts
8. Vendor Credits
9. Checks
10. Credit Card Charges
11. Credit Card Credits

QUESTION: Why do Balance Sheet and Inventory Valuation reports show different amounts for Inventory Asset account?

ANSWER: Check these possibilities. 1. You have transactions to Inventory Asset account that do not have inventory items. 2. You have inactive inventory items that have a non-zero value. The troubleshooting steps will depend on the cause of discrepancy. Look for transactions to an Inventory Asset account that does not have inventory items. The Balance Sheet report draws information from the accounts whether they are associated with items or not. The Inventory Valuation reports, however, draw information from items only. This means that transactions using inventory items show on both reports but transactions without inventory items show only on the Balance Sheet report. Some examples of transactions that will be shown on the Balance sheet but not the Inventory Valuation reports are as follows: 1. Bills, checks credit card charges with the Inventory Asset account on the Expenses Tab. 2. Journal entries using the Inventory Asset account. 3. Inventory adjustments offset to the Inventory Asset account instead of a COGS account.

To fix the issue, try one these recommended solutions:

Solution 1: Use the Balance Sheet and Inventory Valuation reports to find all transactions causing the discrepancy.

Solution 2: Find bills or checks that affected the Inventory Asset account without using items.

Solution 3: Find and correct journal entries that affected the Inventory Asset account without using items.

Solution 4: Find and correct inventory adjustments that use the Inventory Asset as the adjustment account.

Solution 5: Find inventory adjustments with dates in the future.

QUESTION: Why do we have Inactive inventory items that have a non-zero value?

ANSWER: The Balance Sheet report displays both active and inactive inventory, but the Inventory Valuation Summary report can include inactive and active inventory items. The value of an inactive item is included in the Balance Sheet because it affects the Inventory Account, but it is not included in the Inventory reports because it is inactive. To fix the discrepancy, try one of these solutions. Solution 1: Reactivate the item Solution 2: Adjust the item quantity

QUESTION: Why are the inventory item counts on the Item History form different than what is on the Item > Inventory tab?

ANSWER: There are many reasons why information on forms and reports related to item counts can be different, without any of them necessarily being incorrect. Here are many of the things to check and keep in mind. 1. Please note that different forms and reports show information in different ways. This is because each of them may have a different purpose. They may not match. 2. Go to Reports > Company > Items Inventory History Report. This report will show you all the activities for that item. The numbers on this report should be correct. 3. When checking numbers, be sure to look at any form that has a Qty. OH field. Be sure to look at Item Adjustments. If you are trying to figure out why quantities may be incorrect, note that only Item Adjustment "Quantity" types will affect your quantity on-hand. 4. Do you have any warehouses that are inactivated with items that have a positive or negative quantity on hand? Inactive warehouses are not included in the Item > Inventory tab but the transactions from inactive warehouses are included in the history form and various reports. 5. Does your company sell items that are out of stock? When you do not have an item in stock and you sell it, your Qty. OH becomes a negative number. This will cause problems and create discrepancies. Be sure that you have the preference that allows this action to be turned off. Do not allow selling items that are not in stock. 6. Double check the Date Range in the Item History form and any reports you are relying on for your analysis. 7. The Unit of Measure (UOM) feature can cause a lot of confusion. Please be sure to keep UOM in mind when examining quantities of items purchased and sold. 8. Item Reservations and Open Purchase Orders don't affect Qty. OH. 9. In Item History > Avg. Cost History, the Ending Qty. OH may not match your current Qty. OH. This is due to how the tab calculated quantity. It is looking at transactions that affect your Average Cost and not necessarily your Qty. OH. 10. When looking at Bills and Invoices, please remember to pay attention to Customer Credits and Vendors credits. Invoice Credits are likely increasing your Qty. OH. Vendor Credit is likely decreasing your Qty. OH (quantity on hand).

QUESTION: We received items in the form of a donation and the cost was recorded to them. We now have an amount sitting in the inventory account. How do I move this amount from the inventory account to a contribution expense?

ANSWER: Typically, when entering items received through donation, you would enter in inventory adjustment and select the account you would like to affect. If the item was donated, it is generally of no cost to you and the unit cost on the adjustment would be zero. No accounts would be affected at this point. If a cost was entered, an account would have been selected in the adjustment account. If the inventory account is overstated due to the donation amount, an adjusting journal entry can be created to move the asset to the appropriate expense account. As this entry is affecting accounts and could impact prior reporting periods, it is advised to speak with your trusted accountant to verify the entries to be made.

QUESTION: Can we skip selecting a serial number for serialized items when creating estimates/ Serialized Items on Item Reservations.

ANSWER: No. Users must select a serial number to reserve (place on hold so no one can grab it) a serialized item. The idea is that we must tell the software which one of the five condensing units is being held. The paper bookkeeping process (before software) was to tape a sign on the unit marked "Sold by James" or something like that. One reason for this is that serial numbers tie specific item attributes to that item, such as direct cost. The software will present a list of possible serial numbers. Select any one of them. The next person who comes along will not be able to select that serial number for another transaction or reservation. When an invoice is created, only that serial number will be used.

QUESTION: How can we return a serialized item and remove it from our inventory?

ANSWER: Do this if you are taking it back from a customer: You just want to create a customer credit to take back the serialized item. Select the customer, enter the item number, the serial number should be available to select. Now that item is back in inventory. Do this to get it back to the vendor and out of your inventory: Create a vendor credit. Select the vendor you are returning it to. Enter the item number and select the item from your inventory. Now it's out of your inventory.



QUESTION: Why is the price of a part on a report different than the bill credit card or check that purchased it?

ANSWER: If the item is an Inventory Part, the price on the report (like the Estimates vs. Actual – Detailed report) will reflect the Average Cost. TOM (Total Office Manager) will be using the Weighted Average Cost, not the price paid for that item. TOM will not know the price paid for the item that was ultimately used on the job. Example If you have ten sheets of galvanized metal in stock and you take five to the job, TOM has no way of knowing how much you paid for the five you took. There is no way for the software to identify the five of ten you used in that job. When you are using the Serialized Item type, TOM does know the exact cost of that item. The exact cost will be used everywhere.

Advanced Tip: If you had no galvanized sheet metal in stock, purchased ten sheets, and used all ten on a job, the price you paid will be the same on the bill and report. That is because when you have none in stock, the weighted average cost is set to \$0.00. Since you used all ten on the job, TOM knows the exact price you paid.

QUESTION: How do I enter a vendor credit without affecting inventory?

ANSWER: When you are issuing a vendor credit for record, use the Expense Tab and select the appropriate Chart of Account. This account could be the same account which is used for the Cost of Goods in the inventory setup. Or you may have a specific account set up by your accountant to record these values (vendor discounts, material adjustments, etc.). Only use the items tab when physically returning material/equipment to the vendor.

## CRM, Sales, and Marketing

### Customers and Jobs

QUESTION: How can we merge a Parent into another Parent as a sub-job?

ANSWER: How to make a parent account a child account under a different parent. These instructions apply if there is not a child account under the parent account you are moving.

1. In the Customer:Job List, right-click on the parent account you are moving the account TO (Parent B). Select Add Customer and/or Job. Click Yes to the next message regarding transferring CC information.
2. Leave the Name on the new sub-account the default (Job 1 usually). Select Save and Close. Click Yes to the message regarding duplicate phone numbers, etc.
3. Select the new sub-account you just created, and while holding the Ctrl key, select the parent account you are moving (Parent A). Right-click and select Merge Contacts
4. On the Merge Contacts screen, check the boxes Merge Contact Info and Add Additional Contacts. Also check the box Make Inactive After Merge. In the Merge Selected Into (target) box, select the target customer (Parent B). In the grid below, select Parent A. Click the Merge button. Click Yes to the message regarding merging customers. Close the Merge screen box.
5. The original parent (Parent A) will now be inactive. Open the new sub job under Parent B and rename it the same name as Parent A. The new sub job will have all the history attached to the original parent.

### Customer:Job History Form

QUESTION: Why is the Customer Balance field on the Customer History form header different from the Total Balance field on the Invoice tab footer?

ANSWER: Those numbers may or may not match and that is by design.

The Total Balance field is the total of all balances for each invoice in the list. That is the only information that field draws from. The Customer Balance field is made up of that information as well as customer credits, adjusting journal entries, and more. The Customer Balance field draws its information from the General Journal and not the Invoice Journal.

- The GJ includes all debits and credits for the Accounts Receivable accounts and totals them by customer.
- Total Balance field on the Invoice tab only considers the balance of each invoice in that list.

### Sales Opportunity Manager

QUESTION: What is the Sales Opportunity Manager (aka: SOM) and what is the intended flow or best practices for setting it up and using it?

We are often asked about the intended flow of the Sales Opportunity Manager. This feature was designed to help you manage, track, and report on sales leads. This sales lead and sales call flow is subjective and not all field service companies will agree on any certain way to manage sales leads in a contracting business.

Managing sales leads can also vary by staffing, at any moment. That's why we teach each individual piece of the software program's sales lead management system and let the user decide what the sales workflow will be. Managing Sales Leads Here is my sales lead or sales opportunity workflow.

A call or email comes in with a prospect wanting a price:

1. The person answering the phone or email enters a Sales Opportunity and assigns it to a salesperson. The salesperson notices the lead on the mobile device and contacts the prospect to schedule an appointment. The Custom Service Representative (CSR) only fills out the bare minimum. You establish Required Fields in Preferences. If a service technician creates the opportunity, they use the My Employee Leads feature in Aptora Mobile II, our Field Services Industry mobile app. They might assign the lead to a salesperson or to a CSR, who would then assign the correct salesperson. Your choice.
2. The salesperson contacts the prospect and makes an initial introduction. They enter an appointment (this could have also been done by the person that answered the phone). There is a shortcut from the Sales Opportunity from both Total Office Manager and Aptora Mobile II.
3. While at the prospect's location, the salesperson completes the rest of the Sales Opportunity, including Qualification questions and or Profile questions.
4. From the Sales Opportunity, the salesperson creates one or more estimates. They may also use the My Flat Rate Book to offer a sales presentation. A sub customer is not created unless the sale is made.
5. If the sale is made, a sub customer is created by the office and the estimate is switched to that sub. Other records, such as the original appointment, might be changed to the new sub. That sub is used for all subsequent selections. The name of the job (sub) is determined by the office, using an established naming convention of your choice.
6. The process of ordering and scheduling for this job now begins. This is usually done by the office. Sales Leads in the Mobile App When an estimate is created from a sales opportunity in Aptora Mobile II, the estimate is not selected automatically within that sales opportunity. That is a Total Office Manager only capability. Of course, that capability can be added (and we likely will) but Aptora Mobile II was not meant to match Total Office Manager's capabilities. It will always fall short of Total Office Manager's capabilities.

### Marketing List Generator

QUESTION: I created a query, but the results are not what they should be. What am I doing wrong?

ANSWER: This query will be an example:

Type = Residential      AND  
SA = No                      AND  
Zip = 66219                AND  
Zip = 07103                AND  
Zip = 69641

The Marketing List Generator is not very easy to use without some basic understanding of how SQL Queries work. This is because it literally runs a SQL Query but tries to present the writing of that query in an easy-to-use user interface (that is not all that easy to use).

Running the query above, the user expected to get a list of “Residential” type customers with “No Service Agreement” that have one of those three “Zip Codes”.

The problem is that the query does not work that way. If you wanted a list of customers that lived in both Kansas and New Jersey you would not get anything, since a house can only be in one location at a time. TOM only allows you to enter one zip-code so you literally can’t get results back that have both 66219 AND 07103 in the same record. The customer does not perceive it that way though. They are simply looking for what they are looking for. To get around this they need to use the “OR” operator as opposed to the “AND” operator and this is not very clear at all.

Additionally, using OR and AND in the same query (in the Marketing List Generator Anyway) can sometimes produce weird results. To get around these flaws, the user should run this query for one Zip Code at a time and use the “Append” function. This will just add on to the results each time the query is run. The end result would be a full list for each zip code though you would create the list one zip-code at a time.

QUESTION: How can I go into the marketing list generator and try to generate a list of email addresses, what should the value be?

ANSWER: The Marketing List Generator does not allow you to ask for this list in simple terms, since queries look for specific information. To get around this, you will run the query like this:

Field: Email  
Condition: Like  
Value 1: @  
Value 2: NULL  
AND/OR: Either or Blank

This system does not look for “email addresses” but it looks at the Email field for the @ character (which every email address should have) and it will display whatever is in that field if it detects the @ character, essentially giving you your list. Any email that is not formatted correctly will be excluded.

### Credit Card Transactions, Payments, and Processing (as part of A/R)

QUESTION: How can we delete a customer credit card payment that we should not have processed?

ANSWER: Typically, when a credit card charge to a customer needs to be voided, you will always want to do this within Total Office Manager as this voids the transaction on Authorize.net automatically. You may void an E-Transaction Payment in Total Office Manager by navigating to Customers > Electronic Transaction > Electronic Transaction List. To void a charge, you must be logged in as the Administrator user. Once you are in the list, locate the E-Transaction to void, right click on the E-Transaction and select Void. Voiding the E-Transaction here voids the transaction on the Authorize.net Gateway.

1. You Typically Have 24-Hours to Void

2. You may only void transactions within the first 24 hours of the transaction and before it has settled through the gateway. If this has not yet been settled, you may still void the transaction in Total Office Manager by following the steps above.
3. Once an E-Transaction is voided, you may then void/delete the Receive Payment/Sales Receipt attached to the E-Transaction. If the transaction has already settled, OR the transaction was voided in Authorize.net manually, the following would be completed.

#### E-Pay for a Sale:

1. Open the Sales Receipt.
2. Right click and choose Create > Credit.
3. Date the credit the same day as the original Sale.
4. Right click on Credit Memo and choose Create > Refund Check.
5. Date the Check the same date as the Credit Memo.
6. The check removes the money from the bank to offset the original Sale.
7. When reconciling your bank account, you will clear both the original Sale and the Refund Check.

#### E-Pay for a Payment:

1. Create a Refund Check for the Customer:Job (Banking > Write Check or CTRL + W)
2. Select Accounts Receivable on the Expenses grid and enter the amount of the original Payment.
3. Save and close the Check.
4. The check removes the money from the bank to offset the original Sale.
5. When reconciling your bank account, you will clear both the original Sale and the Refund Check.
6. Open the original Payment that was voided on Authorize.net.
7. Remove the existing Payment Application.
8. This returns a balance to the original Invoice.
9. Apply the payment to the Refund Check.
10. Save and close the Payment.

QUESTION: How do we handle a credit card charge that was voided through authorize.net and not through TOM?

ANSWER: The technician ran a credit card in the field and called the office immediately to say he charged the wrong amount. They voided the transaction immediately. They received the report from authorize.net showing the transaction was settled with a \$0 charge to the customer. The transaction is still shown as approved in the ETransaction list, and they are not able to void it, even with Admin permission. Create a refund check and apply it to the payment with a memo. Deposit the payment into the same bank account used to create the check, and for the same date. When reconciling the bank account, clear both the deposit and the check.

QUESTION: We have a customer credit card payment. The merchant (gateway) issued us a credit. How do we process this credit card credit?

We will cover several different scenarios:

If the credit has been processed through authorize.net (you logged into authorize.net and created it, instead of doing an E-Transaction in TOM)

1. Open the original Sale or Invoice. Right click (or click on Menu) and select Create > Credit.
2. On the New Credit screen, remove any Items that are not being credited, and enter the amount of the credit on any Items being credited.
3. Right click (or click on Menu) and select Create Refund Check. The refund check window will open. Select Save and Close.

If the credit has not been processed through authorize.net:

4. Open the original Sale or Invoice. Right click (or click on Menu) and select Create > Credit.
5. On the New Credit screen, remove any Items that are not being credited, and enter the amount of the credit on any Items being credited.
6. Right click (or click on Menu) and select E-Pay. Check the Override button and enter the amount of the credit. Select the transaction ID for either the Sale/Invoice or the Payment. Select Submit.

### ***Tips***

1. If an E-Pay transaction has not been settled, you can void the E-Transaction in tom and do not have to do anything else.
2. If an E-Pay transaction has already settled, create a credit memo from the original transaction, then create an E-Pay transaction for the refund.

QUESTION: We processed or ran the same customer credit card charge twice, by accident. How can we fix this?

ANSWER: If the credit card was run twice as a SALE, in TOM issue a credit memo from the second transaction and E-Pay it. If the credit card was run twice as a Payment, log into Authorize.net and process a credit, then go into TOM and issue a check and apply it to the 2nd payment.

QUESTION: How can we delete a customer credit card payment?

Typically, when a credit card charge to a customer needs to be voided, you will always want to do this within Total Office Manager as this voids the transaction on Authorize.net automatically. In order to void it, you must be logged in as the Administrator (username = "Administrator"). You may void an E-Transaction Payment in Total Office Manager by navigating to Customers > Electronic Transaction > Electronic Transaction List. Once you are in the list, locate the E-Transaction to void, right click on the E-Transaction and select Void. Voiding the E Transaction here voids the transaction on the Authorize.net Gateway. 24 Hours to Void You may only void transactions within the first 24 hours of the transaction and before it has settled through the gateway. If this is not yet been settled, you may still void the transaction in Total Office Manager by following the steps above.

Once an E -Transaction is voided; you may then void/delete the Receive Payment/Sales Receipt attached to the E Transaction. If the transaction has already settled, OR the transaction was voided in Authorize.net manually, the following would be completed.

### **E-Pay for a Sale:**

1. Open the Sales Receipt.
2. Right click and choose Create | Credit.
3. Date the credit the same day as the original Sale.
4. Right click on Credit Memo and choose Create | Refund Check.

5. Date the Check the same date as the Credit Memo. Notes The check removes the money from the bank to offset the original Sale. When reconciling your bank account, you will clear both the original Sale and the Refund Check.

#### **E-Pay for a Payment:**

1. Create a Refund Check for the Customer:Job (Banking | Write Check or CTRL + W). Note: The check removes the money from the bank to offset the original Sale.
2. Select Accounts Receivable on the Expenses grid and enter the amount of the original Payment.
3. Save and close the Check.
4. Open the original Payment that was voided on Authorize.net.
5. Remove the existing Payment Application. This returns a balance to the original Invoice.
6. Apply the payment to the Refund Check.
7. Save and close the Payment. Notes When reconciling your bank account, you will clear both the original Sale and the Refund Check.

QUESTION: How do I handle recording debit card transactions?

ANSWER: All bank debit card activity would be handled in the same manner as a check or deposit. When a debit card is used, a check would be written to record the bank debit to the account. If a refund is issued to the debit card, a deposit would be entered to record the bank credit to the account.

#### **Sales Tax and Use Tax**

QUESTION: My vendor charges me sales tax when I buy materials (even though we are exempt). How do I charge my customer for this tax? We need to collect the same amount that the vendor charged us because our state says that we calculate sales tax based on the price we pay for items.

ANSWER: See figure 1. Create sales tax items for each tax rate and taxing authority you must pay. In the Calculate Tax field, select the “Based on Direct Cost” method. Sales tax will be added to the invoice based on the price you paid for the item. This amount should match the amount you paid the vendor at the point of purchase. Invoice your customers as usual. Sales tax will be added to the invoice and a liability will be created. Use the Pay Sales tax feature as normal.

QUESTION: My vendor charges me sales tax when I buy materials (even though we are exempt). We are required to collect sales tax from the customer based on the retail price we charge the customer. My state allows me credit for sales tax that I paid the vendor. How do I charge my customer for this tax?

ANSWER: Create sales tax items for each tax rate and taxing authority you must pay. In the Calculate Tax field, select the “Based on Gross Profit” method. Sales tax will be added to the invoice based on the price you charged less than the amount you paid (gross profit). This amount should match the amount you would have charged the customer (at retail price) less than what you paid the vendor at the point of purchase. Invoice your customers as usual. Sales tax will be added to the invoice and a liability will be created once the invoice is saved. Use the Pay Sales tax feature as normal.

QUESTION: We pay our vendor sales tax when we buy materials for a job. Some items are tax exempt. We do not collect sales tax from the customer. How can we recover (recoup) the cost of sales tax?

Answer 1: When creating a bill, add sales tax to the total price of the materials; on the same line. If you purchase concrete mix for \$100 and pay \$8.00 in sales tax, enter an amount as \$108.00. This method allows you to fully recover the final cost of the materials or parts. Invoice your customers as usual.

Answer 2: If you want to break out the cost of sales tax, create an Other Charge item called something like Point of Purchase Sales Tax. The COGS account might be Sales Tax Paid and the income account might be Sales Tax Recovered. Add this item below each taxable item on your vendor bill. Do not add this item to your invoice. In

this case, the sales tax paid to the vendor will become a Cost of Goods Sold. If an item (like equipment) is tax exempt, simply ignore these instructions for that item.

**QUESTION:** We buy items from our vendors, and we do not pay sales tax. When a sale is made, we must pay sales tax (e.g.: Use Tax) based on the price we paid for the items. We DO charge the customer for the sales tax (Use Tax) we paid the vendor.

**ANSWER:** Create sales tax items for each tax rate and taxing authority you must pay. In the Calculate Tax field, select the “Based on Direct Cost” method. Be sure the “Paid by Customer (typical)” button is selected. When you create an Invoice, use this tax item on all taxable line items. Sales tax (e.g. Use Tax) will be added to the invoice based on the price you paid for the item. This amount should match the amount you paid the vendor at the point of purchase. Invoice your customers as usual. A sales tax liability will be created once the invoice is saved. Use the Pay Sales tax feature as normal.

**QUESTION:** We buy items from our vendors, and we do not pay sales tax. When a sale is made, we must pay sales tax (we call it Use Tax) based on the price we paid for the items. The customer does not get charged for the Use Tax. The company pays the Use Tax.

**ANSWER:** Create sales tax items for each tax rate and taxing authority you must pay. In the Calculate Tax field, select the “Based on Direct Cost” method. Be sure the “Paid by Company” button is selected, and an expense account is selected. When you create an Invoice, use this tax item on all taxable line items. Sales tax (e.g. Use Tax) will be added to the invoice based on the price you paid for the item. This amount should match the amount you paid the vendor at the point of purchase. Invoice your customers as usual. A sales tax liability will be created once the invoice is saved. Use the Pay Sales tax feature as normal.

**QUESTION:** Can I add a sales tax item to the item grid of an invoice (like I would any other item). In other words, can a sales tax item be added to an invoice like an inventory part would?

**ANSWER:** No. Sales tax items are selected for each part that is added to the invoice item list. Sales tax can’t be added like you would add an item.

### Sales Tax Notes and Tips

1. The sales tax feature in Total Office Manager ’s 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 line item on an invoice.

2. Estimates can include the same sales tax items and options as an invoice can. Estimates 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.

3. 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 checkbox will prevent the sales tax from being displayed on a printed invoice.

4. If you use the “Paid by the Company” option (on a sales tax item). You will have full tracking, but the customer is not paying the use tax. If you wish to recover the cost, and it is lawful to do so, you might then decide to add a line item to the invoice that will recover the cost of the use tax, plus markup if desired.

**Legalities** Be sure that you are in compliance with applicable sales tax rules and laws.

**Note:** Some states require you to pay vendors sales tax or otherwise pay use tax, but they do not allow you to pass the sales tax expense onto your customer.



QUESTION: How can we track sales tax paid on resale items at point of purchase and reduce the amount of sales tax we remit to our sales tax authority?

ANSWER: Scenario: You pay sales tax when you buy items for resale, and you are allowed to reduce the amount of sales tax you eventually pay by the amount already paid. You collect the full amount of sales tax from your customers. ANSWER: When you enter a transaction (like a Bill) for resale items, use the Expenses tab to select (or create) a COGS type COA that is only used to track sales tax expenses on resale items. Maybe call it "Sales Tax Point of Purchase". Enter the amount of sales tax paid. When you go to pay your sales tax, determine how much tax you have paid up to that point. Click the Adjust button. Select the same account used above. Select the "Reduce Sales Tax By" option. Enter the amount as a positive number. Click Save.

The 'Sales Tax Point of Purchase' account will be a Cost of Goods Sold for the sales tax you are paying at point of purchase. When you remit sales tax collected, the sales tax adjustment amount will reduce that COGS.

QUESTION: I entered a check to pay sales tax instead of going through the Pay Sales Tax form. How do I fix this?

ANSWER: When a check to the sales tax payable account is written rather than going through Customers > Sales Tax > Pay Sales Tax then only the sales tax payable account balance is affected leaving a remaining balance on the actual sales tax item it is tracked through. To properly relieve the balance on the item, a Sales Tax Liability adjustment must be created to reduce the balance on the item, or the check must be voided and created properly through the pay sales tax form. When entering the adjustment for sales tax in this case, the "Do not affect accounts" option should be selected as only the balance to the sales tax item needs to be adjusted.

QUESTION: I get an early pay discount for paying my sales tax before the 10<sup>th</sup> of the month it is due. How do I reflect that discount in your system?

ANSWER: To reflect the discount on sales, a sales tax liability adjustment will need to be created to reduce the sales tax item balance by the amount of the discount.

QUESTION: How do I adjust my sales tax balance?

ANSWER: To create a sales tax liability adjustment, go to Customers > Sales Tax > Sales Tax Liability Adjustment. Select the adjustment date as the last day of the period that needs to be adjusted. Select the vendor of which you pay sales tax to for the tax item being adjusted. Select the Sales Tax Item to be adjusted. Select the offsetting adjustment account if one applies (this is never the sales tax payable account). Select whether the balance needs to be increased/decreased by the amount entered and then click Save.

**Tips:** Select "Do not affect accounts" when only the balance of the sales tax item needs to be adjusted. Leave this option unchecked if the sales tax payable account and items need to be adjusted. (Selecting sales tax payable as the adjustment account causes the balance adjustment to go through the payable account in a positive and negative manner which in turn does not adjust the account balance at all).

QUESTION: What is the adjustment account on a liability adjustment?

ANSWER: The offsetting account used within the adjustment account drop-down should typically be of type Expense/COGS.

QUESTION: In the Pay Sales Tax form and or reports, what is "Unknown" tax or "Unknown Vendor"?

ANSWER: When Unknown Tax (Unknown Vendor) appears on Sales Tax Reports, this means that there are Invoices/Sales/Credits where the Tax Code of Tax was selected but no Sales Tax Item was selected. To review or correct these, go to the Sales Tax Detail Report within Reports > Sales tax and filter by All sales tax items. Click the toggle icon to the right of the envelope icon in the top left-hand corner of the report to see a table of contents where each tax item starts and double click on the Unknown Tax item. From this report, you can double click on all reported Invoices to correct the sales tax item selection. When you see Unknown Tax with a

vendor's name, this means that the sales tax payable account has been selected on a transaction instead of properly using the sales tax item.

QUESTION: What is "No Tax"?

ANSWER: No Tax is used when a tax code of "Non" is assigned to the invoice item being sold by default and the customer does not have a default sales tax item. When the item is marked as Non-Taxable with no tax item, the "No Tax" item will populate.

QUESTION: Why doesn't the sales tax amount due and amount collected match on the Sales Tax Liability report?

ANSWER: The tax collected will always report the actual amount of sales tax collected and calculated for the reporting period selected. The Amount due is the actual amount of sales tax you owe which typically should be the amount collected. If there is a difference between the two amounts, then either an overpayment of sales tax took place which decreases the amount due, or an underpayment took place causing the amount due to be more. The amount due is the sales tax payable balance incurred for that period which can be affected by prior payments made.

QUESTION: How do I figure out where my sales tax balance is coming from?

ANSWER: The best way to look up this information is by using the Sales Tax Detail Report. The detail report will break down the sales tax calculated on each invoice item per the sales tax item for the invoices/sales within the reporting period selected. This report includes every transaction that increases/decreases the sales tax liability balance.

QUESTION: Why doesn't the balance sheet match the sales tax liability report?

ANSWER: For cash basis it never will. Sales tax payable is a liability account which functions on an accrual basis; this means the balance is gradually increased per every transaction that has sales tax calculated. Cash basis is a calculation that figures the amount of sales tax owed based off the paid transactions that were taxable for the reporting period. All the sales tax must be stored in a chart of account when a taxable item is selected on a transaction even though that sales tax may not be due for several months because it remains unpaid. Because cash basis is calculated based off the taxable transactions that have been paid, and sales tax is a liability (accrual) type account, the figures on both reports are completely different and therefore could never match.

On accrual basis, for the sales tax payable account balance on the balance sheet to match the sales tax liability report (amount due) the liability report must be ran for all time with the same end date as the "As of Date" selected on the Balance Sheet Report. This could happen if the report is being viewed using "liability through date" rather than the check date option since the balance sheet always looks at the "check" date.

QUESTION: Why does the sales amount look doubled on my sales tax liability report?

ANSWER: If you have Sales Tax Group items, then the Total Sales Amount could appear to be larger than it is. A group consists of multiple sales tax items. Each time the group is selected as the sales tax item, the sale amount for that transaction (or invoice item) is then reported to every individual item selected within the group. If you have 3 items in a group selected on an item with a sales amount of \$100, then your sales amount is going to be \$300 when the total sales amount was only \$100. The report must break down the sales amount per individual item for proper tax calculations.

QUESTION: How do I pay sales tax by credit card in your system?

ANSWER: Go to Customers > Sales Tax > Pay Sales Tax and within the "Account" drop-down select your Credit Card account.

QUESTION: I paid my sales tax, but the liability report still shows I owe it. Why?

ANSWER: If you paid your sales tax but the report still shows you owe then you either did not pay the sales tax properly through the pay sales tax form, or a future “Show sales tax through” date was selected when the sales tax payment was made. Since this is the date that relieves the balance, if the date is further than the end date selected for the report, the amount due will not appear to be relieved.

QUESTION: What is the difference between liability date and check date?

ANSWER: The “Liability” date will look at sales tax payments using the “Show Sales Tax Through” date as it was selected on the sales tax payment. The “Check” date will look at sales tax payments using the “Payment Date” or actual check date as it was selected on the sales tax payment. This allows you to review the sales tax balances from an actual liability standpoint or an accounting standpoint.

QUESTION: I have county and city taxes that need to be charged to the same customer. How do I select more than one tax to calculate sales tax to the customer?

ANSWER: This can be accomplished by creating a Sales Tax Group item. To create the group item, the individual item must first exist. To create a new sales tax group item, go to Customers > Sales Tax > Create Sales Tax Group.

QUESTION: My sales tax liability or other amounts are not correct. How do we find out why and how can we fix them?

ANSWER: There is a detailed Help Topic on Troubleshooting Sales Tax. Here are a few things to get started with:

1. First run the Sales Tax Liability report and the Sales Tax Detail report for all time. If you can narrow down which sales tax item is off, it makes it easier to run the Detail report for all time as you can just run it for the specific item. Then use the Detail report to determine what is not correct and make corrections as needed. Hint: Be sure your dates are running for the same time period. Cash basis is more complicated to troubleshoot as you must take into consideration that sales tax does not appear on the report until the customer payment is received.
2. The Sales Tax Liability shows the Sales Amount (total for Sales Tax Item), the Non-taxable amount, the Taxable Amount, the tax collected and the amount due.
3. The Sales Tax Detail report shows all transactions that affect the Sales Tax Liability: Invoices, Sales, Sales Tax Adjustments and Sales Tax Payments.

QUESTION: We can receive a sales tax liability discount for paying our sales tax liability in a timely manner. How can we adjust the liability to reflect the discount?

ANSWER: If you receive a discount, you pay the amount you actually owe, and do a Sales Tax Liability Adjustment for the amount of the discount.

## Vendors, Bills, and Accounts Payable

QUESTION: How do you apply a vendor credit to an individual customer balance?

The Scenario: I have credits showing on my credit list. I would like to know how to apply these credits to an individual customer balance. The credit that I am wanting to apply is a Vendor credit from Trane.

ANSWER: It sounds like this may be a manufacturer rebate. There is a help topic with step-by-step instructions regarding this issue Click “[How to Manage Co-Op Manufacturer Rebates in Total Office Manager](#)”; or you can locate this by searching Rebates under the Help menu.

Even if this credit is not specifically a manufacturer rebate, the basic steps would be very similar.

QUESTION: How do we manage Co-Op credits and or Manufacturer's Rebates in the software?

ANSWER: Please see this help topic for complete instructions: "[How to Manage Co-Op Manufacturer Rebates in Total Office Manager](#)".

### Credit Card Accounts (as part of A/P)

QUESTION: How can we change or fix the Opening Balance on a Credit Card account?

The Scenario: You set up a new credit card with the incorrect opening balance.

ANSWER: If there are **no transactions** on the account, you can simply delete the account and re-enter it with the correct beginning balance.

If **there are transactions on the account**, you will need to do an adjusting journal entry (AJE), to reverse the original opening balance entry. You may add two adjusting journal entries (AJE), one to reverse the original and one to enter the correct balance. Or, you may add one AJE to adjust the original opening balance to the correct opening balance.

Please also see questions related to correcting opening balance for more ideas.

QUESTION: How do I handle recording debit card transactions?

ANSWER: All bank debit card activity would be handled in the same manner as a check or deposit. When a debit card is used, a check would be written to record the bank debit to the account. If a refund is issued to the debit card, a deposit would be entered to record the bank credit to the account.

QUESTION: I created a bill for payment later from my Credit Card reconciliation, but I am not able to reconcile because it shows as if I paid the full amount. What do I do?

ANSWER: Never create a Bill for payment later when reconciling your credit card unless you are going to pay off that bill in full before the next statement. To correct this, the bill must be voided, and the proper payment must be reflected. To enter the payment correctly, go to Banking > Manage Credit Cards > Verify & Pay Credit Card and then click on the "Make a payment on a credit card balance" option. Proceed with selecting the credit card account, payment amount, etc.

QUESTION: Can I reconcile the credit card without making a payment?

ANSWER: Yes. Simply select the option in the payment drop-down selection that says, "Reconcile without payment". You can then select Make Payments on your credit card balance whenever a payment is ready to be made.

QUESTION: Credit card liabilities on my balance sheet are not correct. The money that I owe on my credit cards is different from the amount on the balance sheet. How can we fix this?

ANSWER: This problem should have been revealed (or will be) when performing a credit card bank reconciliation. Please do that first. You want to make sure that the credit card charges and credits in the software match what is shown by the credit card company. Double check all credit card payments. You can check for "opening balance equity" related transactions in the General Journal. This may help you determine the cause.

1. The account (Chart of Account) was not set up with a balance or with the correct balance.
2. Previously cleared and reconciled transactions were voided, deleted, or modified.
3. If it is your first time reconciling the account, you can create the opening balance again. Create a journal entry and then reconcile to fix it.

Tip: Each time you start reconciling an account, you review the beginning balance in Total Office Manager. It is the amount in the account at the beginning of the time period you are reviewing. The beginning balance amount should match what is on your bank statement for the same start day. That said, you can fix the opening balance by entering the balance of your real-life bank account.

## General Ledger, Chart of Accounts, and Account Balances

QUESTION: How do I move my income and expenses to the proper accounts to close out the year?

ANSWER: 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.

QUESTION: How do I make changes to the information entered if it is in the wrong account, or how do I enter my depreciation?

ANSWER: 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.

QUESTION: Can modifications be made to the program after the end of my fiscal year?

ANSWER: 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.) Related Content

QUESTION: What are uncategorized accounts? Are Uncategorized Income and Uncategorized Expense the same as miscellaneous income and expense? If not, how are they used?

ANSWER: Uncategorized Income and/or Expense accounts are like the ‘Miscellaneous’ accounts. They can be used interchangeably. You typically use the Miscellaneous accounts to record transactions that are not “assigned” to a specific account. The Uncategorized accounts are used in the same manner.

QUESTION: The “Use Department Overhead Allocation” preference is on. The “Direct Labor (% of total direct labor)” option is selected on the Chart of Account Labor Expense account. This selection was confirmed by looking at the “Dept. Overhead Type” column on the Chart of Account list. We ran the “Income Statement – Overhead Allocation” report and there are no Expenses being shown. Why are the values zero?

ANSWER: Let’s start by briefly going over how the feature works with your allocation method selection. Your Overhead Allocation selection (Direct Labor (% of total direct labor)) uses Cost of Goods Sold of labor to proportionately allocate the overhead for that department. For example, your entire company has a total of \$500,000 in labor COGS. The Demand Service department has labor COGS of \$200,000. The Demand Service department’s labor costs are 40% of the entire company’s labor cost. Each Expense line item on the “Income Statement – Overhead Allocation” report will include 40% of the total company overhead. If the entire company pays \$5000 for Rent, the Demand Service department will show \$2000 for Rent.

## Check Your Setup

Check each of your Labor COGS Chart of Accounts. You must have one or more COGS account for labor. Make sure that the “What Best Describes This” selection is set to “Payroll and Labor Only” on each of them. 2. In your Chart of Accounts | COGS accounts, check the “Make sure that the “What Best Describes This” selection is correct for all other COGS and Income accounts. 3. When your company spends money on labor (as COGS), it needs to know what department the labor belongs to. You must be using the Department selector whenever possible. Timesheets and other forms have Department selectors. For your situation, make sure that your Timesheet entries include department selections. Check every line item. 4. “Unallocated” labor COGS is labor that has no department. The more unallocated labor you have, the worse the results.

QUESTION: What is a control account and why should I care?

ANSWER: Control accounts help to keep your financial reports and their subsidiary ledgers in balance. In short, it is a summary account. There are nine (9) main control accounts you want to make sure are properly managed. These accounts are used to report your financial position with the Internal Revenue Service and various state Department of Revenues.

1. Bank Related – All accounts affecting cash and managed through your local banks. All transactions processed through checking accounts, money markets, savings accounts, etc. would be recorded here. This includes petty cash and point of sale cash drawers. This includes recording of debit card activity tied to a bank account. These accounts are reconciled monthly with your statements supplied by your financial institutions.
2. Accounts Receivable – This account holds all the outstanding balances owed to you from your customers. This account is reconciled against the AR Aging Summary and AR Aging Details reports. For any given period, the balances are to match. If they do not, there is likely a discrepancy within the payment application dates as compared to the general journal balance.
3. Undeposited Funds – This account is used to hold funds received but are not yet included in a deposit. Think of it as the money or checks received in the paper clip sitting on the desk with the paper deposit slip to take to bank at lunch. This account is also used to hold funds processed through credit card processors and batched into a deposit once the settlement report is received.
4. Accounts Payable – This account holds all the outstanding balances you owe to your vendors. This account is reconciled against the AP Aging Summary and AP Aging Details reports. For any given period, the balances are to match. If they do not, there is likely a discrepancy within the vendor application dates as compared to the general journal balance. This account does not include the outstanding amounts owed to your credit card merchants.
5. Credit Card Related – All accounts affecting lines of credit provided by credit card merchants are managed through credit cards. This includes fleet cards for gasoline, wholesale memberships, any account where you are allowed to charge it and pay against the statement later. These accounts are reconciled monthly with your statements supplied by your credit card merchants.
6. Sales Tax Payable – This account is the liability account used to record all the outstanding balances owed to the various sales tax venues. This account is reconciled against the Sales Tax Liability and Sales Tax Detail reports.
7. Retained Earnings – This account records the company’s profit since inception. This account is controlled by the change in revenues and expenses for each fiscal year.
8. Inventory Related – These accounts are the asset COGS accounts used to record all the activity affecting inventory. Inventory includes tracking of stocked (inventory and serialized) and non-stocked (non-inventory) items. These accounts are reconciled against the Inventory Valuation, Inventory History, and Item Reservation reports.

9. Payroll Related – These accounts are the liability and/or expense accounts used to record all the activity affecting payroll. These accounts are reconciled against the Payroll Summary, Payroll Liability Balances, and Payroll Item Detailed History reports.

**QUESTION:** Does the software have real-time job costing, financial reports, and account balances?

**ANSWER:** Yes, our accounting system operates in real time. You won't have to wait for the customer to pay their invoice, and no syncing is necessary. You can see your profits in real time.

**QUESTION:** What are Beginning and Ending Balances? I am working with Total Office Manager Enterprise software. I do not know a lot about bookkeeping and accounting. I am new to Quick Total Office Manager. I have the option of entering beginning and ending balances. What is the difference and why would I need to do this?

**ANSWER:** 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).

**QUESTION:** Can I change the expense account on a bill/check after it has been posted?

**ANSWER:** Yes. If you have security permission to modify the transaction (edit), you can make changes to the transaction once it has been entered. Some transactions will become locked to protect the financial integrity. For example, a bill that has been paid will not allow you to change the account or amount. However, if you have been given permission, you can be allowed to modify the account selection on the expenses tab once paid or reconciled. To verify this permission setting, please have your database administrator review your security permission under Company > User List/Security for Banking > Cleared Transaction (Accounts).

**QUESTION:** Can I change the accounts affected on an invoice/sale/credit after it has been posted?

**ANSWER:** Yes. Total Office Manager does allow users to modify the accounts affected on sales transactions on a case-by-case basis. Under Edit > Preferences > Sales/Invoices/Estimates > Company Preferences, there is a preference to Allow Item Account Selection. Once enabled, users may modify their sales form preferences to display the Income, Expense/COGS, and/or Asset account column(s). Once the column is displayed, any user with permission to edit the transaction may change the accounts a transaction will affect.

**NOTE:** It is not advised to leave this preference enabled. Please disable it once the accounting changes have been made. This will help to prevent changes to previously closed reporting periods.

**QUESTION:** When I am looking at my income statement, I see accounts that have a dash and the word "other" at the end of their name. I know we did not create these. Where did they come from and how do we remove them?

**ANSWER:** The user may have noticed "- other" at the end of some account names found on the income statement. This happens when a parent account is selected and not a sub-account.

**Example:** You may have to set up a parent account called Insurance, and a child account (under it) called General Liability. If you ever select "Insurance" and not "Insurance – General Liability" (the child account), you will see "Insurance – other" on your income statement.

**How to Correct:** From the income statement, double-click on the amount field to open the Transaction Detail by Account report. Double-click on each row to open the transaction. Select the correct sub-account and save your changes.



## Adjusting Journal Entries (AJEs)

QUESTION: How do we make an adjusting journal entry (AJE)?

ANSWER: From the main menu, click Banking > Make Journal Entry. Or, from the Journal Entry List, you may right click and select New > Journal Entry. In the Account field, select from your Chart of Accounts. Enter a debit or a credit value to adjust the account balance. You need to enter at least two line items in the form. There must be at least one credit and one debit value and the total for all credits and all debits must be the same amount.

QUESTION: How can we make an adjusting journal entry to fix account balances that are incorrect?

ANSWER: To make an adjusting journal entry (AJE) to correct incorrect account balances, follow these steps:

1. Identify the Current and Desired Balances: First, determine the current balance of the account and the balance it should have after the adjustment.
2. Calculate the Adjustment: Find the difference between the current balance and the desired balance. This is the amount you need to adjust.
3. Determine Debit or Credit: Based on the account type, decide whether the adjustment should be a debit or a credit.

### *Credits and Debits - Addition or Subtraction*

-Credits increase income, liability, equity, and accumulated depreciation accounts, and decrease expense and asset accounts.

-Debits increase expense and asset accounts, and decrease income, liability, equity, and accumulated depreciation accounts.

4. Make the Entry: Each AJE must include at least one debit and one credit. Ensure that the total debits equal the total credits. If the accounts still don't balance, you may need to adjust an equity account to account for the difference.

Tip: Whenever possible, identify and correct any individual transactions that caused the incorrect balance before making an adjusting journal entry. This ensures your accounts reflect an accurate transaction history.

Please see a complete set of Adjusting Journal Entry (AJE) examples later in this section. We have written examples for multiple scenarios.

## Account Balances

QUESTION: What is an account balance in accounting?

ANSWER: 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.

QUESTION: What is the difference between a beginning and an ending balance?

ANSWER: 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.

QUESTION: When would I enter one and not enter the other (beginning balance and or an ending balance)? Please give me an example of using each one. 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.

#### *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, 2025. 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 2025 (December 31st, 2025), you would enter the ending balances for each account to prepare financial statements, such as a balance sheet or an income statement. 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.

#### **Beginning and Ending Balances**

QUESTION: How do I enter my beginning balances?

ANSWER: To enter beginning balances, go to File > Company Utilities > Setup Navigator. For the chart of accounts beginning balances, click on the Company tab. A beginning balance can also be entered directly into an account's "opening balance" field if it has not been used in a transaction yet. Liability account types must be entered through an adjusting journal entry.

QUESTION: What date should I use when entering my beginning balances?

ANSWER: An "As of" date should be decided on before beginning balances are entered. All beginning balances should have the same date to make sure that all financial reports coincide with the reports used from the prior software program. It is always best to do this at the end of a month so that the As of Date used on beginning balances can be the last day of the month.

Example: I switched from QuickBooks to Total Office Manager. I plan on going live in Total Office Manager on 10/1/2\*. I should run all my financial reports from QuickBooks up to 9/30 and use 9/30 as my beginning balance date. This will make my ending balance financial reports from QuickBooks coincide with the beginning balance date in Total Office Manager.

**QUESTION:** I have entered beginning balances, but I do not see them in the Journal Entry List. I see the entries in the General Journal but when I double-click it does not open a transaction. Where are these beginning balance adjustments?

**ANSWER:** If you entered a beginning balance for a balance sheet account, they will be shown on the Journal Entry List. They were not entered as an Adjusting Journal Entry, like you may have expected. When you double-click on them, it will open the Chart of Account and you will not see the fields related to entering a balance.

**Tip:** Balance Sheet accounts include the following types: Accounts Receivable, Accounts Payable, Bank Account, Credit Card, Fixed Assets, Current Assets, Other Assets, Other Current Assets, Current Liabilities, and Other Current Liabilities.

**QUESTION:** I am trying to enter my beginning balances, but I do not see all the accounts. How do I enter the beginning balances for the accounts I do not see?

**ANSWER:** If an account has ever been selected on transaction, it will not display the opening balance field and it will not appear on the chart of accounts beginning balances list. If a vendor has ever been selected on a financial transaction (even a voided one), the vendor will not display in the Vendors AP beginning balances list and it will not have an opening balance field. If a customer has ever been selected on a financial transaction (even a voided one), the customer will not display in the Customer:job AR beginning balances list, and it will not have an opening balance field.

To enter beginning balances for chart of accounts that have been used, an adjusting journal entry must be created with an offsetting account of opening balance equity. To enter the beginning balances for a customer that has financial history, an invoice must be created using the opening balance invoice item. To enter beginning balances for a vendor that has financial history, a vendor bill must be created selecting the uncategorized expense account.

**QUESTION:** Why don't my liability accounts show up in the beginning balances form?

**ANSWER:** Liability accounts must be entered through adjusting journal entries because Total Office Manager tracks liability balances to a specific vendor. Since liabilities are money you owe, a vendor must be associated with that balance. The only way to do this is through an adjusting journal entry using the Name column to select the vendor on the liability balance.

**QUESTION:** How do I enter my customer balances?

**ANSWER:** To enter AR beginning balances go to File > Company Utilities > Setup Navigator and click on the Customer:Job tab. Beginning balances can also be entered directly on a Customer:Job account with no financial history within the "payment info" tab.

**QUESTION:** How do I enter my vendor balances?

**ANSWER:** To enter AP beginning balances go to File > Company Utilities > Setup Navigator and click on the Vendor tab. Beginning balances also be entered directly on vendors with no financial history within the "Additional Info" tab.

**QUESTION:** I made a mistake entering my beginning balances. How do I correct these?

**ANSWER:** If the mistake is on a vendor or customer's beginning balance, the transaction can be edited, and the amount can be changed. For beginning balances on customers, you will need to create an invoice. For vendors, please create a bill.

To correct beginning balances on Income Statement accounts, go to Banking > Journal Entry List and delete the opening balance journal entries to enter them back in.

Balance Sheet account entries can only be modified by doing another adjusting journal entry to adjust the incorrect balance or to reverse the balance entry altogether. Example: You may have entered a value when you created the account in your Chart of Accounts.

QUESTION: How do I get my beginning payroll amounts in your system?

ANSWER: To enter beginning balances for Payroll, go to Employees > Payroll YTD Adjustments. Click the Next button and then click the New Adjustment button. This is where the total amount of Earnings, Deductions, Additions, Taxes and Liabilities will be filled out for the Employee by paycheck or quarter for the current reporting year. It is imperative to enter this information if you intend on processing payroll out of Total Office Manager. Without beginning balances for payroll, the software does not know the prior amounts on taxes and liabilities that have been withheld to properly track items with wage base maximums.

After YTD Adjustments are entered, a prior payment of liabilities must also be entered. This is the total of payments made on deductions, taxes, and liabilities to offset the balances incurred from the YTD adjustments. For every paycheck or adjustment entered (whether this is done by paycheck or quarter) a prior payment of liabilities should also be entered. The prior payments of liabilities offset the adjustment. You should only have liability and tax balances if you have not paid them in full. Typically, everything is paid in full.

### Adjusting Journal Entry (AJE) Examples for Total Office Manager

Adjusting journal entries (AJE) are used to update the accounts for income, expenses, and other activities that haven't been fully recorded during the regular accounting period. They ensure that financial statements are accurate and comply with the matching principle (revenues and expenses are recorded in the same period they are incurred).

Below are ten examples of AJEs using the following accounts: **Income, Cost of Goods Sold (COGS), Expense, Current Liabilities, Current Assets, Bank, Other Expense, and Other Income**. Each entry will include a debit and a credit, with explanations provided.

Before we get started, remember these simple rules about credits and debits:

1. **Credits:**

- **Increase:** Income, Liability, Equity, and Accumulated Depreciation accounts.
- **Decrease:** Expense and Asset accounts.

2. **Debits:**

- **Increase:** Expense and Asset accounts.
- **Decrease:** Income, Liability, Equity, and Accumulated Depreciation accounts.

### Break it Down:

- **Credits** increase accounts that either represent **sources of funds** (like liabilities and equity) or **revenues** generated (income). They also increase **contra-asset accounts** like accumulated depreciation, which reduces the value of assets over time. On the flip side, credits decrease **assets** (something owned) and **expenses** (costs incurred).
- **Debits** increase accounts representing the **use of funds** (like expenses and assets). They also decrease **sources of funds** (liabilities and equity) and **revenues** (income). For accumulated depreciation, debits reduce the contra-asset account.

These rules are consistent with the double-entry accounting system, where each transaction requires both a debit and a credit to keep the books balanced.

## AJE Examples

### 1. *Unearned Revenue (2 Rows)*

**AJE:**

Account	Debit	Credit
Income		\$500
Current Liabilities	\$500	

**Explanation:**

This AJE records unearned revenue (a liability) as income. The company received \$500 in advance for services, and now that the services have been provided, the liability is reduced, and the income is recognized.

### 2. *Prepaid Insurance Expense (2 Rows)*

**AJE:**

Account	Debit	Credit
Expense (Insurance)	\$200	
Current Assets (Prepaid)		\$200

**Explanation:**

Prepaid insurance was initially recorded as an asset. As time passes, part of that prepaid amount becomes an expense. This AJE recognizes \$200 of insurance as an expense for the current period, reducing the prepaid asset.

### 3. *Accrued Wages (2 Rows)*

**AJE:**

Account	Debit	Credit
Expense (Wages)	\$1,500	
Current Liabilities		\$1,500

**Explanation:**

This AJE accrues wages that have been earned by employees but not yet paid. By recording \$1,500 in wage expenses and recognizing the corresponding liability, the company accurately matches expenses with the period in which they were incurred.

### 4. *Inventory Adjustment (3 Rows)*

**AJE:**

Account	Debit	Credit
Cost of Goods Sold (COGS)	\$1,000	
Current Assets (Inventory)		\$1,000

**Explanation:**

This AJE adjusts the value of inventory to reflect that \$1,000 worth of goods have been sold. The decrease in the inventory asset is matched with the cost of goods sold expense.

### 5. *Depreciation Expense (3 Rows)*

**AJE:**

Account	Debit	Credit
Expense (Depreciation)	\$300	

Account	Debit	Credit
Current Assets (Equipment Accum. Dep.)		\$300

**Explanation:**

This entry records depreciation, reducing the asset value (via accumulated depreciation) and recognizing \$300 in depreciation expense. It reflects the wearing out or usage of long-term assets over time.

**6. Interest Expense (3 Rows)**

**AJE:**

Account	Debit	Credit
Other Expense (Interest)	\$150	
Current Liabilities (Interest Payable)		\$150

**Explanation:**

This AJE records interest expense that has been accrued but not yet paid. It increases the company's liabilities and recognizes \$150 in interest expense for the current period.

**7. Accrued Revenue (3 Rows)**

**AJE:**

Account	Debit	Credit
Current Assets (Accrued Revenue)	\$800	
Income		\$800

**Explanation:**

This AJE records revenue that has been earned but not yet billed or received. It increases the company's income for the period while recognizing an asset for the accrued revenue.

**8. Bad Debt Expense (3 Rows)**

**AJE:**

Account	Debit	Credit
Expense (Bad Debt)	\$400	
Current Assets (Accounts Receivable Allowance)		\$400

**Explanation:**

This AJE estimates bad debts for the period. It records \$400 as an expense for accounts receivable that are unlikely to be collected and adjusts the accounts receivable allowance.

**9. Adjusting for Accrued Expenses (4 Rows)**

**AJE:**

Account	Debit	Credit
Expense (Utilities)	\$250	
Expense (Office Supplies)	\$100	
Current Liabilities (Accrued Expenses)		\$350

**Explanation:**

This AJE records \$350 of accrued expenses, including \$250 for utilities and \$100 for office supplies, which have been incurred but not yet paid. It ensures these expenses are reflected in the proper period.

## 10. Loan Repayment with Interest (4 Rows)

AJE:

Account	Debit	Credit
Current Liabilities (Loan Payable)	\$1,000	
Other Expense (Interest)	\$50	
Bank		\$1,050

### Explanation:

This AJE records a loan repayment of \$1,000 plus \$50 in interest. The liability for the loan decreases, \$50 is recognized as interest expense, and \$1,050 is deducted from the bank account.

### Final Comments

These examples show how AJEs are used to accurately reflect the financial status of a business by updating account balances for income, expenses, and other transactions that have occurred but haven't been fully recorded by the end of the accounting period. Each entry ensures that the correct amounts are reported in the financial statements.

## Employee and Payroll Setup and Usage

QUESTION: What is the employee alias field found on the employee form used for?

ANSWER: The Employee Alias is located on the Employee Setup form. It appears at the top of the Schedule Board. The Employee Alias field may be added to our automatic email and text reminders. It is also found in certain reports and Custom Data Views (CDV). Ten Character Limit and Must be Unique It is limited to ten (10) characters and must contain letters and numbers. It was created to standardize the length of an employee's name, so that it could reliably fit in certain areas of the software. If there ends up being more than one employee with the same first name, you can append the first letter of their last initial. Possible Uses for Employee Alias the Employee Alias might be a nick name the person goes by rather than the name that is printed on their paycheck. It may also be used when you do not wish to reveal the true name of an employee (Example: When sending email or text reminders).

QUESTION: I need to adjust the amounts that are showing due for my Payroll Liability amounts. How do I reconcile the amount shown on the Pay Payroll Liabilities form with what is actually owed?

ANSWER: Before making a Payroll Liability Adjustment, it is first recommended that you speak with your qualified accounting professional to determine whether the adjustment needs to affect your Payroll Liability amounts and/or Payroll Liability Chart of Account balances. You will need to explain to them the reason for making this adjustment for them to adequately inform you of what will need to be done. Payroll Item Adjustment Only If you need to only affect the amounts that are shown as due on the Pay Payroll Liabilities form, you will need to do the following:

1. Open the Pay Payroll Liabilities form ( Employees | Pay Payroll Liabilities ).
2. Verify the amounts that are displayed are the correct amounts. If not, you will need to determine which Payroll Item balances need to be adjusted. Please make note of the amounts that are displayed and the amount that needs to be adjusted.
3. Open the Payroll Liability Adjustment form ( Employees | Adjust Payroll Liabilities ). 4. Right click within the form window and select the option for New Payroll Liability Adjustment. 5. Enter the Effective Date that you wish for the Liability Adjustment to become effective. This is the date that will determine when the adjustment reflects in the Payroll Liability amounts due.

6. Determine if the adjustment is a Companywide adjustment or an adjustment that is for a particular Employee.

7. Select the Payroll Item that is to be adjusted. If you have more than one Payroll Item to adjust, you can enter them all on the same adjustment providing the entire adjustment is for the Company and/or the same Employee and the Effective Date for each adjustment is the same.

8. Enter the amount of the adjustment. If you need to raise the amount that is reported on the Pay Payroll Liabilities form, enter your amount in the Increase column. If you need to reduce the amount that is reported on the Payroll Liabilities form, enter your amount in the Decrease column.

9. Enter a memo that explains the reason for the Liability Adjustment. This will be an internal memo that you can reference in the future. 10. Check the box in the lower left corner of the form to 'Do Not Affect Accounts'. By checking this box, you are only adjusting the balance of the Payroll Items balance that is reported on the Pay Payroll Liabilities form. You are not affecting the amounts that are reported on your financial reports for the Chart of Accounts that are associated with the Payroll Items themselves. Optional: If you do not have the preference enabled to not require vendor selection when selecting liability accounts, you will need to manually enter a Journal Entry to properly reflect your changes to the Payroll Item balances in the Vendor Balance that is associated with the Payroll Item.

1. Open the Journal Entry form (Banking | Make Journal Entry).

2. Select your main Payroll Liability account on the first line under the Account column (this account needs to be of type Other Current Liability or Long Term Liability).

3. Enter the amount to increase (Credit) or decrease (Debit) the Vendor Balance.

4. Select the Vendor Name in the Name column. Select the same account on the second line. Because there is no other Vendor to affect, you will need to select your Company Name as the Vendor in the Name column on the second line entry.

**NOTE:** If you are adjusting the balance for more than one Vendor, you will repeat for each Vendor until all Vendor Balances have been adjusted. If you need to affect accounts for the Payroll Liability Adjustment, follow steps #1 – 9. You will then need to select an adjustment account to affect. If you are unsure of which account, you will need to speak with your qualified accountant for clarity. By selecting the adjustment account, you will not need to manually enter a Journal Entry to affect your vendor balance.

**QUESTION:** Why can't I select the taxes in the taxes tab when setting up my employee's payroll items?

**ANSWER:** Taxes are added to the Employee based off the taxes assigned to the earning items selected. Each Earning Item can contain different taxes. Every tax on the earning items assigned is then automatically loaded within the "Taxes" tab of the employee's payroll items.

**Tips:** To see the taxes assigned per earning go to Employees > Employee List > Right-Click on the employee and select, "Employee Payroll Items". Click on the Earnings tab. Within the earnings tab, click on the grey box to the left of the red X on each earning. At the bottom of the form, you will see the taxes listed for the earning item you have selected. You can add or remove taxes by employees here as well.

**QUESTION:** How do I set up what the employee claims and the filing status from their W4?

**ANSWER:** Go to Employees > Employee List. Right-Click on the employee and select, "Employee Payroll Items". Click on the Taxes tab. You will see an Allowance and Filing Status towards the right. You can enter the numeric value of which the employee claims within allowance, and select single, married filing jointly, married filing separately, etc. within the filing status column.



**QUESTION:** I get an error when I try to save the employee's payroll items. It says something about a begin date. What do I do?

**ANSWER:** A begin date is required when setting up Deduction items on employees. The begin date tells payroll processing when the deduction is supposed to begin withholding. To set this go to the "Deductions" tab and enter a date within the Begin Date column.

**QUESTION:** I set up a deduction for an employee, but the deduction is not coming out of the check. What am I doing wrong?

**ANSWER:** If the deductions begin date falls on or within the current pay period, it will not be withheld until the following paycheck. Example: my pay period is 7/2/2\*-7/15/2\* with a pay date of 7/17/2\*. The deduction begin date is set to 7/2/2\*. Because this date is within my pay period, the deduction will not automatically be withheld until the next pay period.

**QUESTION:** Why isn't salary calculating properly?

**ANSWER:** The most common reason for a salary not calculating properly is that the incorrect amount is often entered within the salary amount field for an employee. If the earning item has a calculation type of "Annual Salary", the annual salary amount is divided by the pay frequency set on the employee. Example: My employee's annual salary is \$40,000 and we get paid bi-weekly. The gross salary amount per paycheck would be \$1538.40. If the pay frequency was weekly, then the gross salary would be \$769.20.

**Tips:** You should be able to quickly figure the gross amount by taking the annual salary, divide it by 2,080 (work hours in the year) which then gives you an hourly rate that can be multiplied by the hours in your pay period.

**QUESTION:** Why isn't time off calculating?

**ANSWER:** For time off to accrue properly, there must be an accrual rate entered within the Hours Per column on the time off item within the time off tab of the employee's payroll items. Time off will accrue based off the accrual period which is every hour of every paycheck, every paycheck, beginning of year or anniversary. If the accrual period is beginning of year or anniversary, time off will accrue on the paycheck following the check with the pay period that includes the accrual date.

**QUESTION:** Why isn't the Employee Time Off Used being tracked?

**ANSWER:** The most important part of time off is to have an earning item set up to pay and track time off and a time off type that is assigned to the earning. To verify the setup, go to Employees > Lists > Payroll Items List. Double click on any hourly earning setup for time off and make sure that the "is a time off type" box is selected with an assigned time off type item. When entering timesheets or hours into the process pay group form, the earning used to track time off must be selected for the time off hours taken.

**QUESTION:** How do I get my existing time off hours entered?

**ANSWER:** To enter existing time off an employee had when switching from an old software program to Total Office Manager, a time off adjustment will need to be entered. To enter a time off adjustment, go to Employees > Time off adjustments, Right-Click and select new Time off adjustment, select the employee, select the time off type, and enter the available hours within the accrued field.

**QUESTION:** How can I see or input my tax and liability rates?

**ANSWER:** If the Tax/Liability calculation type is Federal, State or Local, you will not be able to see or modify the rates. Federal, State and Local taxes use the built-in tax table which is automatically maintained and updated by Aptora. This subscription is part of the annual service agreement for Total Office Manager. Anytime a new update is released, the tax/liability update is included in the release notes.

**Tips:** FUTA and SUTA are the only Federal and State Liabilities that must be set up/maintained by the user.

QUESTION: How do I enter my unemployment (SUTA) rate?

ANSWER: Go to Employees > Unemployment Tax Rates and enter the SUTA rate for each quarter.

QUESTION: How do I get rid of unwanted payroll items?

ANSWER: Payroll Items can be inactivated. You can inactivate the payroll item itself by going to Employees > lists > Payroll Items List, Right-Click on the item and select to inactivate. A payroll item can also be inactivated for the employee specifically by going to Employees > Employee List, Right-Click on the employee and select Employee Payroll Items. Within the corresponding payroll item type tab, click the “Inactive” check box and then click save and close.

QUESTION: Why don't I see a certain employee on the timesheets?

ANSWER: Only employees who have the option, “Use Time Sheet Hours” marked within their employee payroll items setup will automatically display on time sheets. To see all employees on the time sheet simply select the option within the time sheet that says, “Show All Employees”.

QUESTION: How does your system calculate overtime?

ANSWER: Total Office Manager does not automatically calculate overtime. To pay employees for overtime, you must have an hourly earning setup with the proper rate for time and a half. When entering time sheets where overtime was earned, the overtime earning item must be selected on the proper days with the hours of overtime worked. Please keep in mind that some states calculate overtime by working over 8-12 hours within a day while other states go by the number of hours worked in the week (40).

QUESTION: I am getting an error on the timesheet about overtime, but I have it split out. What do I do?

ANSWER: When any modifications are made to time sheet days where the week already has more than 40 hours, a warning message will always be received that there is more than 40 hours worked and that overtime must be split out. This is nothing more than a warning to ensure that overtime is split out accordingly. (The software does not see the difference between the earnings created for overtime vs. ones created for regular hourly. The only difference is the pay rate).

QUESTION: I entered the timesheet hours, but they are not coming over when I go to process payroll. Why aren't these showing up?

ANSWER: For time sheet hours to load within the process pay group form accordingly, the employee must be set up with the “Use time sheet hours” option enabled. When opening the Process Pay Group form, the first field to select is the Pay Group if one applies. Next, the Pay Period Begin, End and Pay Date should be selected. After selecting the pay period dates, click the Refresh button. This ensures that all time sheet hours entered for that period are loaded in the form based off the dates selected.

QUESTION: Why are only some of the hours showing up when I go to process payroll?

ANSWER: Either some of the hours were not entered on the time sheet, or the Refresh button was not clicked after selecting the dates.

QUESTION: Why isn't the salary amount showing up in the process pay group form?

ANSWER: Earning rates or salary amounts do not display in the process pay group form for security purposes. The only amounts displayed here are fixed amount earnings with a default amount filled out within the Employee.

QUESTION: Why don't the taxes match in your system when I run side by side payroll out of QB?

ANSWER: Every accounting software program that handles full-fledged payroll and calculates taxes has its own built-in tax table. On top of using different tax tables, rounding may also be handled differently based on separate calculations. Because different tax tables are used, updates for those tax tables can also be released to the public at different times. If rounding is not calculated the same, you will have rounding differences. It is safe to say that about every software program that calculates payroll taxes and liabilities will end up with rounding differences.

QUESTION: How do I adjust amounts on my paycheck?

ANSWER: To adjust amounts on the paycheck you will go to Employees > Process Paychecks. The paychecks can only be adjusted once they are created and before they are posted. Within the Process Paychecks list double click on the check to modify. To adjust earnings where the employee uses time sheets, only the hourly rate can be adjusted. If the employee does not use time sheets, then the rate or amount can be modified. Deductions, taxes, and liabilities can be overwritten or removed completely. Once all modifications are made, go to the Paycheck Details button in the bottom left-hand corner and select "Recalculate Paycheck".

QUESTION: When I go to create checks, I get a message about un-posted checks, but I do not see anything. What do I do?

ANSWER: When receiving this message, there are un-posted checks for the employee listed in it. To look for these go to Employees > Process Paychecks list. Within the date range, enter an old date like 1/1/1900 to a future date of 1/1/2500. Make sure the "Not Posted" check box is selected. Any un-posted checks within the time frame will then appear. Typically, these can be voided if the user is sure the employee got paid for the un-posted check listed, but they will need to make sure that doing so will have no effect on prior financials.

QUESTION: Why doesn't the payroll summary report match my payroll?

ANSWER: The Payroll Summary Report will match your payroll if the proper dates are used when running the report. When viewing the payroll summary report for a specific paycheck, the paycheck date should be selected as the From and To date. This is not to be confused with the Pay Period as the pay period is not the proper date range to use. Selecting the paycheck date as the from and to will give only amounts for that specific paycheck.

QUESTION: How do I pay my liabilities?

ANSWER: To pay payroll liabilities go to Employees > Pay Payroll Liabilities. Select the "Show Liability Through" Date as the paycheck date you are paying the liabilities for and the payment date as the date of which the payment is being made. Select each corresponding payroll tax or liability to pay and then click Create Checks.

**Tips:** If you are making a liability payment for a monthly or quarterly tax, liability or deduction, the last day of the month or quarter should be selected.

QUESTION: I need to adjust the amounts that are showing due for my Payroll Liability amounts. How do I reconcile the amount shown on the Pay Payroll Liabilities form with what is actually owed?

ANSWER: Before making a Payroll Liability Adjustment, it is first recommended that you speak with your qualified accounting professional to determine whether the adjustment needs to affect your Payroll Liability amounts and/or Payroll Liability Chart of Account balances. You must explain to them the reason for making this adjustment for them to adequately inform you of what will need to be done.

#### **Payroll Item Adjustment Only**

If you need to only affect the amounts that are shown as due on the Pay Payroll Liabilities form, you will need to do the following:

Open the Pay Payroll Liabilities form (Employees > Pay Payroll Liabilities).

Verify that the amounts that are displayed are the correct amounts. If not, you will need to determine which Payroll Item balances need to be adjusted. Please note the amounts displayed and the amount that must be adjusted.

Open the Payroll Liability Adjustment form (Employees > Adjust Payroll Liabilities).

Right click within the form window and select the option for New Payroll Liability Adjustment.

Enter the Effective Date that you wish for the Liability Adjustment to become effective. This is the date that will determine when the adjustment reflects in the Payroll Liability amounts due.

Determine if the adjustment is a Companywide adjustment or an adjustment that is for a particular Employee.

Select the Payroll Item that is to be adjusted. If you have more than one Payroll Item to adjust, you can enter them all on the same adjustment providing the entire adjustment is for the Company and/or the same Employee and the Effective Date for each adjustment is the same.

Enter the amount of the adjustment. If you need to raise the amount reported on the Pay Payroll Liabilities form, enter your amount in the Increase column. If you need to reduce the amount reported on the Payroll Liabilities form, enter it in the Decrease column.

Enter a memo that explains the reason for the Liability Adjustment. This will be an internal memo that you can reference in the future.

Check the box in the lower left corner of the form to 'Do Not Affect Accounts'. By checking this box, you are only adjusting the balance of the Payroll Items balance that is reported on the Pay Payroll Liabilities form. You are not affecting the amounts reported on your financial reports for the Chart of Accounts associated with the Payroll Items themselves.

### Optional Steps

If you do not have the preference enabled to not require vendor selection when selecting liability accounts, you will need to manually enter a Journal Entry to properly reflect your changes to the Payroll Item balances in the Vendor Balance that is associated with the Payroll Item.

Open the Journal Entry form (Banking > Make Journal Entry).

Select your main Payroll Liability account on the first line under the Account column (this account needs to be of type Other Current Liability or Long-Term Liability).

Enter the amount to increase (Credit) or decrease (Debit) the Vendor Balance.

Select the Vendor Name in the Name column. Select the same account on the second line. Because there is no other Vendor to affect, you will need to select your Company Name as the Vendor in the Name column on the second line entry.

**NOTE:** If you are adjusting the balance for more than one Vendor, you would repeat for each Vendor until all Vendor Balances have been adjusted. See screenshots below.

### Payroll Item & Chart of Account Adjustment

If you need to affect accounts for the Payroll Liability Adjustment, follow steps #1: 9. You will then need to select an adjustment account to affect. If you are unsure of which account, you will need to speak with your qualified accountant for clarity. By selecting the adjustment account, you will not need to manually enter a Journal Entry to affect your Vendor balance.

**QUESTION:** Your system shows I owe more/less payroll liabilities than what was calculated for this payroll. Why is this happening and how do I fix it?

**ANSWER:** Typically, this occurs when improper show liabilities through dates are selected on payments, when amounts are manually changed from what displays as due or when the amounts are legitimately underpaid or overpaid. Dates are very important as the paycheck date is when you incur the liability you owe, and liabilities through dates are when you relieve your liability balance.

**Tips:** To determine where an issue occurred causing a balance to be less or more than it should, use the Payroll Item Detailed History Report selecting one or more of the payroll items with an incorrect balance, for a date range of this year or all time and review the history of accruing balances to payments that were made on balances. Typically, this will show you if something was overpaid, underpaid and if incorrect dates were used.

**QUESTION:** How do I adjust payroll liabilities?

**ANSWER:** To adjust payroll liabilities, go to Employees > Adjust Payroll Liabilities. Right-Click within the list and select, “New Liability Adjustment Entry”. Select the adjustment date, the “Effective Date” or when to effect liability balances, select whether the adjustment is for company liabilities or employee taxes/deductions, select the payroll items to adjust entering the amounts within the increase/decrease column and then select the proper offsetting account or the option to not affect accounts at all. Click OK when it is finished.

**Tips:** You will only select “Do not affect accounts” to adjust the balance of the payroll item itself (typically if it differences from the liability account balance for that item). If the liability account balance and item balance both need to be adjusted, then do NOT check the box and select the proper offsetting adjustment account.

**QUESTION:** What is the adjustment account on the payroll liability adjustment?

**ANSWER:** The offsetting adjustment account should NEVER be the payroll liability account as this is already affected when selecting to adjust that payroll item. This is typically an expense/cogs account (most often the expense assigned to the liability that is being adjusted). This is not something that can typically be relayed to customers as there is no way for you to be sure of what chart of accounts, they use for what.

## Form 941

**QUESTION:** The 941 shows I owe but I paid what I should have based off what your system said was due. Why isn't this calculating properly?

**ANSWER:** The 941 shows balances due based off the liability payments made within the reporting period. This report actually looks at the total liabilities incurred from totaling paychecks by paycheck date within the corresponding quarter, then looks at what liability payments were actually made based off the “liabilities through date” selected on the payments made. If a payment was made were an incorrect “liabilities through date” was selected (the date was outside of the reporting quarter), the payment does not get included for that period as it should therefore causing a balance due when it is a matter of data entry error.

**QUESTION:** The 941 shows a credit but I paid what I should have based off what your system said was due. Why isn't this calculating properly?

**ANSWER:** The 941 shows balances due based off the liability payments made within the reporting period. This report looks at the total liabilities incurred from totaling paychecks by paycheck date within the corresponding quarter, then looks at what liability payments were actually made based off the “liabilities through date” selected on the payments made. If a payment was made were an incorrect “liabilities through date” was selected (the date selected was within the wrong reporting quarter), the payment gets included for that period when it should not therefore cause a negative balance due when it is a matter of data entry error. This can also be caused by paycheck dates being dated for the wrong period when liabilities were paid for that paycheck within the proper quarter. The 941 would include that liability payment, but not the paycheck date which would then cause a credit or negative balance due on the 941.

QUESTION: When previewing the 941 (Quarterly Federal Tax Return) there is an Overpayment. I paid the total amount due on my payroll liabilities and taxes so why does the 941 say I overpaid?

ANSWER: The most common reason the 941 shows a balance due or an overpayment when regular and correct liability payments have been made is due to the "Show Liabilities Through Date" selected at the time the liability payment was made.

When going to Employees > Pay Payroll Liabilities the "Show Liabilities Through Date" is the date that affects when your liability balances are reduced based off the payment made. This date affects the liability form balances, the 941 report and any payroll related reports that track when the balances were accrued and paid. When paying payroll liabilities for FIT, FICA Med, FICA Med Employer, FICA SS, and FICA SS Employer, the show liabilities through date selected should always be the Paycheck Date the liabilities are being paid for as the Paycheck Date is the day the liabilities were incurred.

Selecting the last day of the month can negatively affect payroll liability balances, cause the check to affect the wrong month or quarter and can also create over or under payments of payroll liabilities. This is typically the reason a 941 shows a balance or an overpayment.

To review why the 941 shows a balance or an overpayment when regular liability payments are made in full go to Reports > Payroll > Payroll Item Detailed History Report. Select all Employees, select the date range in accordance with the 941 period (add a month before the quarter and a month after to check proper dates), select all employees and then select FIT, FICA Med, FICA SS, FICA Med Employer, FICA SS Employer. Once the options have been selected click Preview.

The Payroll Item Detailed History report will show every paycheck for every employee with the amount that was calculated for each payroll item. Once a liability payment has been made, the liability payment will also be reflected within the time frame according to the show liabilities through date selected on the check. This will allow you to see if an incorrect date was selected on the liability check, if the full balance due was paid, or if there was an overpayment causing a negative balance.

If it is determined that the show liabilities date was incorrectly selected on the payment, then the check will need to be edited with the correct date. To do this, you will need to print off a copy of the original payment to show what was paid for each tax item. Once this has been done, you will need to void or delete the check and go back to Pay Payroll Liabilities to create a new check selecting the correct date. Once you are in the form you can select each item paid, and manually enter the amount that was paid for each item. Click create checks once the form has been filled out properly. Once the check has been created, go to Banking > Check List and edit the check to assign the originally issued check number to the check. You will also want to make sure the same check date is entered as the original check that was issued.

If the check was previously cleared in a bank reconciliation, you will need to contact Technical Support to obtain instructions on clearing a check that had already been cleared via the Bank Reconciliation.

QUESTION: When previewing the 941 (Quarterly Federal Tax Return) there is a Balance Due. I paid the total amount due on my payroll liabilities and taxes so why does the 941 say I underpaid?

ANSWER: Same answer above applies to this question.

QUESTION: Can I override the 941 or the Schedule B?

ANSWER: Line 10 of the 941 and Schedule B do not pull numbers from the same place and so do not necessarily match. The Schedule B includes actual amounts for Federal withholding, Social Security and Medicare (both Employer and Employee portions) from the paychecks; it also includes any YTD Adjustments and Liability Adjustments that affect Employees. The amounts on the 941 are calculated based on the wages from paychecks and adjustments. If there are small rounding discrepancies, you would use Line 7 to account

for the differences. If there is a large discrepancy, we are not able to help with that in the Support department. If you would like assistance with determining why there is a discrepancy between the 941 and the Schedule B, you would need to contact the Help Desk and request an accounting review. Total Office Manager does not include an option to override the 941 or the Schedule B.

The 941 shows I have a balance due, and I do not think that is correct. How can I verify and fix it?

ANSWER: Line 1: Number of Employees is incorrect: The number of employees is the number of employees who actually worked on the 12th of the last month of the quarter, not the total number of employees.

Line 11: Schedule B shows what client believes they should have paid, but Line 11 on the 941 is less, showing they have a balance due. Explained that the Schedule B is pulled from the actual paychecks and the amounts on the 941 are calculated based on the wages from paychecks and adjustments. Have him run the Payroll Items Detailed History report for last quarter and select only FICA Med, FICA Med ER, FICA SS, FICA SS ER, and FIT and check to show liability payments only. That matches the amount on line 11 of the 941.

Explained that to determine the difference he needs to run the same report for All Time with the same items and include both checks and payments; this should help him pinpoint where they did not pay correctly. Advised for us to assist with this would be an accounting review and explained how that works.

### Other Payroll Questions

QUESTION: How do I create a Roth 401k deduction item?

ANSWER: To set a deduction item to calculate based on Gross Pay with no effect on the payroll taxes, you have to “trick” the system. To do this, you will need to create a dummy tax item with \$0 or 0%. Set up the Deduction Item to deduct from Gross Pay, select the appropriate Tax Tracking, and include the dummy tax item as the only tax in the grid. Then add this Deduction Item to the applicable employees.

QUESTION: I use a payroll service, but your system requires I set up taxes and liabilities. How do I get around that?

ANSWER: Payroll Service is enabled on the company level by going to Edit > Preferences > Payroll > Company Preferences tab, “Enable Payroll Service”. A payroll service vendor must then be selected. Once it is enabled on the company level, each employee must be selected as “is paid by payroll service”. This allows you to use full payroll for some employees and payroll service for others if that situation arises. To enable it within the employee, go to Employees > Employee List and double click to edit the employee in question. Beneath the name fields there will be a check box that says, “Is paid by payroll service”. Check that option and then click save and close. Now when payroll items are being added to that employee, the liabilities and taxes tabs will be hidden.

QUESTION: How do I batch print payroll checks?

ANSWER: To batch print payroll checks, go to Employees > Write/Review Paychecks. Use the “Quick Filter” to select to filter by “Check Number”. Within the search field to the right type in “To print”. Now there will be a list of checks to be printed. Right-Click and select all then go to Reports > Print Check to access the print setup/preview form. You can also highlight the first check in the list, hold down the shift key and then click the grey box to the left of the last check of the batch you wish to print.

QUESTION: How do I print paystubs for Direct Deposit paychecks?

ANSWER: Go to Employees > Write/Review Paychecks. Select the checks to print paystubs for, go to Reports in the top left-hand corner and then select “Print preview paystubs”.

QUESTION: I made a mistake on a paycheck after I processed it as direct deposit through the bank. What should I do?

ANSWER: Since the file has already been sent to the bank, the only way to correct the transaction is to reverse it. This is called a Direct Deposit reversal. To issue a reversal, go to Banking > Direct Deposit > Transaction List and click on the Process filter. Select the check(s) that need to be corrected, Right-Click and select "Reverse". A reversal process will begin for only the checks selected. You will need to continue with exporting the reversal file and upload this file to your bank. A new check will then need to be issued with the proper amounts to be paid.

**Tips:** Reversals are literally the reversal of the transaction reversed. This gives you a check with a positive amount and a check with a negative amount. The 2 combined created a wash through the payroll bank account. The positive check will show on the "Checks and Payments/Charges/Cash Advances" side of the reconciliation form and the negative check will show on the "Deposits and Other Credits/Payments" side of the reconciliation form. Both should be selected when reconciling as they cancel each other out.

QUESTION: How can I correct the Pay Period dates on paychecks?

ANSWER: To correct your pay period dates on paychecks, the following would need to occur:

1. Locate the Paychecks that have the incorrect Pay Period Begin and End dates. Paycheck dates may be reviewed under Employees > Process Paychecks.
2. Filter the list for the date of the paycheck(s) that contains the incorrect Pay Period Begin/End dates.
3. Unpost and void the offending checks. Important Note: If you process paychecks using Direct Deposit, you must first delete the processed batch prior to voiding the paychecks.
4. Reprocess the paychecks ensuring the Pay Period Begin and End dates are set correctly.

If voiding and reprocessing the paychecks is more cumbersome than you have time to process, our office can update the Pay Period Dates to unlock the Timesheets for you. The cost for us to complete this task for you is \$79.00. If you are interested in having our office perform the Data Service, please let me know so authorization may be signed, and your office contacted to complete the service.

QUESTION: I need to make a correction on a paycheck that is marked as direct deposit. How do I do that?

ANSWER: You will need to delete the direct deposit batch file to move all processed DD checks to pending, and then un-post or void the check to modify depending on what needs to be changed.

1. Go to Banking > Direct Deposit > Transaction list.
2. Click the "Processed" filter within the left-hand filters panel and then find your DD batch file.
3. Select when check within the batch by clicking the "sl" check box.
4. Right-Click on the selection and choose "Delete Batch". After the batch file is deleted all the checks will appear within "Pending" again.
5. You can now go to Employees > Process Paychecks and Right-Click on the check to void or to un-post. If earnings need to be adjusted for a paycheck where the employee is a time sheet user, the check will need to be voided and created again.

QUESTION: We need to reimburse employees for the vehicle mileage. We are entering mileage in our time sheet entries. We do not see this when we are processing payroll. How do we reimburse for mileage?

ANSWER: The mileage column on the timesheets does not affect employee paychecks. To reimburse mileage, you will need to have a Payroll Addition (not taxed) or Earning (taxed). Set this item up for each employee who may be reimbursed for mileage.



When doing paychecks, manually add the total miles and the reimbursement rate, then enter that in the Process Pay Group window.

## Service Agreements

QUESTION: Why can't I batch renew Service Agreements?

ANSWER: If the "Batch Renew Service Agreements" option does not appear the most likely reason is that the Escrow Accounting preference is also enabled. The Batch Renewal feature is disabled when Escrow Accounting is enabled. Unfortunately, there is no way to work around this. You will not be able to use Escrow Accounting with the Batch Renewal feature due to the specific nature in which escrow service agreements must be entered.

QUESTION: What is the best way to cancel a Service Agreement? Example I have customer that signed up on SA for 1 year and prepaid. We require 1-year minimum sign up. Meanwhile, the customer has had a new furnace installed by another company so we will not be servicing the equipment. I need to get the scheduled work orders removed and make sure escrow movement is correct.

ANSWER: The following steps can be taken to resolve such an issue (in no specific order). For the purposes of this example, we are assuming that no refund will be taking place.

Cancel the Work Orders

1. Inactivate the Service Agreement
2. Change the escrow movements to be dated as of the time the user wants to recognize the income.

QUESTION: I have sold a few Service Agreements on Invoices and I have Escrow Accounting Turned on but none of the Escrow Movements are shown in the list. What did I do wrong?

ANSWER: The process for selling Service Agreements when using Escrow Accounting is very specific. Please review our Help Topic on this subject for additional info. In brief, when the Service Agreement is sold, the service agreements must be created immediately, and the planned maintenance work orders must be generated at the time the SA is created.

## Escrow Accounting for Service Agreements

QUESTION: I sold a service agreement, but the full amount went to income. Why isn't this going to my escrow holding account?

ANSWER: For Escrow to properly work, you must follow the complete process of first selling the service agreement, creating the service agreement, creating the planned maintenance work orders from the service agreement and then save and close each transaction. If you save and close anything without creating each necessary transaction, then the process does not flow properly and therefore the escrow movements never get generated.

QUESTION: I changed the date on my planned maintenance work order but when I run the balance sheet, I see that my escrow account was not changed. How do I correct this?

ANSWER: Changing the date on the planned maintenance work order does not update the escrow movement journal entry. You must go to Customers > Service Agreement Escrow Movement and look up the escrow movement for the planned maintenance work order that needs to be changed. You can then double click on the movement and change the date.

QUESTION: How can we cancel a customer's service agreement?

ANSWER: This answer explains how you can easily cancel one of your customer's service agreements. When a customer informs you that they wish to cancel their service agreement contract, the following steps will be performed. 1. From the Customer:Job List, locate the customer, right click, and choose History to open the

customer's history form. 2. On the Work Order tab, edit any work orders that have not been completed for the service agreement. Make the following changes: a. Set the Week Promised field to the date the work order was originally set to occur. This is the Start Date on the work order. b. Change the Date to the current date or the date the contract cancellation is effective. c. Enter a note in the Private Notes indicating the customer has canceled the contract. d. Change the status of this work order to Canceled. e. Save & Close the work order(s). 3. On the Service Agmt tab, edit the service agreement and check the Inactive box. Do not change any of the contract coverage dates. Save & Close the service agreement.

Preferred next step. Click the Contact Log button on the top of the history form. Create an entry indicating the customer's cancellation of the service agreement. If this came in the form of an email, copy and paste the contents of the email into the contact log. If the request was mailed in, scan into the customer's document links. 5. Optional next step. If you need to issue a refund for the service agreement, please enter a credit memo for the service agreement item. Only enter the amount you wish to refund if it is not the full amount. Please Note: If you use the Escrow Accounting feature, changing the work order date to the cancellation date will reconcile the Escrow Holding and Income Accounts. The refund of the service agreement will remove any income you wish to return to the

## Banking and Bank Reconciliation

**QUESTION:** How do I edit a transaction that has been cleared through a bank reconciliation?

**ANSWER:** You cannot. If an incorrect account or date was selected, then the transaction will have to be deleted and entered back into the system correctly. If you do not want to delete the transaction, then you can also do an adjusting Journal Entry to manually adjust and correct the account or date.

**Tips:** You can clear a transaction again after it has been deleted and entered back into the system. To do so you will wait until your next routine bank reconciliation. Perform the reconciliation as normal against your bank statement. If everything balances and there is a difference of \$0, proceed with marking off the transaction(s) that had to be deleted and entered back into the system. You will then have a "Difference" in the amount of the transactions that must be cleared again. Once you click the "Reconcile Now" button, the screen will provide you with a message about the difference and a button that says, "Enter Adjustment". Click the "Enter Adjustment" button to proceed. Click Yes on the message you receive warning you about the difference. You will then go to Banking > Journal Entry List and look up the Journal Entry created from the bank reconciliation. The JE will be dated the same as the statement date for the reconciliation performed, and it will contain an entry number of "Bal Adj" for Balance Adjustment. Right-Click on the JE and select "Delete Transaction". Click Yes on the warning message to proceed. This clears the transactions again without negatively affecting your bank account balance.

**QUESTION:** Is there a list of checks which are compatible with Total Office Manager?

**ANSWER:** Yes. Checks may be orders from Dynamic Systems if you do not currently have compatible pre-printed check stock. Typically, styles compatible with most laser printers are also compatible with Total Office Manager.

**QUESTION:** I have a check that says, "Cleared" in red when I edit it, but it shows up in my Credit Card Reconciliation as an un-cleared transaction. Why does it say cleared?

**ANSWER:** When making credit card payments, the payment comes out of a bank account to pay off the credit card balance. The payment made affects 2 accounts; the bank account of which the check was issued from and the credit card account of which you made the payment on. Both bank and credit card accounts are typically reconciled. More often than not, the bank account is reconciled before the credit card account. When you see that a check displays as cleared but shows as an un-cleared transaction in your Credit Card Reconciliation, this means that the check has been cleared in your Bank Reconciliation.

**Tips:** You can verify this by going to Reports > Accounting > Banking > Bank Reconciliation. Both Credit Card and Bank Reconciliation reports are stored here. Click the drop-down to locate the last bank reconciliation report or the bank rec report for the statement end date after the date of the cleared check. Look through the cleared transactions on this report to locate the check number. You can also click on the binoculars at the top of the report to search for the check number, amount, etc.

**QUESTION:** How do we void a check written in a prior year after tax returns is filed?

**ANSWER:** Void the check as usual. Create two general journal entries. The first journal entry, dated the same day as the original check, duplicates the accounting entry of the original check. This ensures no changes will be made to the prior period's reports. The second journal entry, dated in the current period, reverses the accounting entry of the original check. This adds cash back to the checkbook balance in the current period.

**Tips:** If you are voiding a check associated with non-expense accounts or items (a check used to purchase inventory items, a bill payment check, a paycheck, a payroll liability check), you should consult with your accountant.

**QUESTION:** How can we correct financial related data entry errors from prior periods without affecting the financial reports for those periods?

**The Scenario:** You realize that you made a mistake on a transaction such as a bill, check, invoice, etc. You feel that you must correct that transaction, but you have already filed your tax returns or other reports.

This question is like the one above regarding checks. The important thing to keep in mind is this. After you fix the issue, make sure your income statement and balance sheet have the same numbers. This can be done by adjusting numbers on the transaction that you have fixed so that the totals are the same. You may also enter an adjusting journal entry (AJE) for the same period. If you are entering or editing a transaction that includes a "As Of" field, be aware that the date entered is the take your changes affect your financials.

**What is the purpose of selecting Group With Other Undeposited Funds on Sales and Payment Receipts?**

**ANSWER:** The Undeposited Funds account is an account that reports on money that is received by your company until it is deposited into your Bank account. This account is typically set up as an Other/Current Asset account and is used when you are ready to prepare your Bank Deposits in Total Office Manager.

It is recommended that any Customer Payment, regardless of the method of Payment (i.e., Check, Cash, Credit Card, etc.) is deposited to the Group With Other Undeposited Funds on the Receive Payments and/or Sales Receipts forms. This will allow you to pick and choose which Customer Payments are included in your batch Deposits to your Bank Account.

Even if the Customer pays by Credit Card and you are using the Credit Card processing feature in Total Office Manager, it is recommended that you still group these Payments with the other Undeposited Funds. The reason behind this is quite simple. Some Credit Card Companies charge a fee per Credit Card payment that is processed. Although the Customer may have paid you \$100.00, the Credit Card merchant may charge you a 2% processing fee. Subsequently, only \$98.00 of the Customer Payment is then deposited to your Bank account. By grouping with other Undeposited Funds, you will be able to account for the processing fee when you enter the Deposit.

**QUESTION:** A previously cleared transaction is showing up in my Bank Reconciliation as un-cleared. Why is this happening?

**ANSWER:** This means the cleared transaction was deleted and entered back into the system or that the transaction was never actually cleared. You can verify if it was cleared by viewing your previously printed Bank Reconciliation Reports. You can verify that a transaction was deleted and entered back into the system by viewing the Audit Trail located within Company > Audit Trail. Use the "Record" filter to look up the Check

Number and then click on the “This Year” filter on the left-hand side of the form. You should see an Add, Delete and a third Add entry. You may also see a Void rather than a Delete entry.

**QUESTION:** Why doesn’t the balance on the Bank Reconciliation Report match the Balance Sheet?

**ANSWER:** There is no single field on Bank Reconciliation Report that calculates or looks at the same data as the balance sheet. Here is a detailed explanation.

1. **Beginning Balance:** The Beginning Balance on the Bank Reconciliation Report is the ending balance from the prior reconciliation. Because this is a calculated balance from the prior reconciliation there is nothing it could match.
2. **Total Cleared Transactions:** This is the difference between the total cleared checks and payments and the total cleared deposits and credits.
3. **Cleared Ending Balance:** The cleared ending balance is figured by taking the beginning balance minus the total cleared transactions which equals the ending balance.
4. **Balance Sheet:** The Balance Sheet looks at both cleared and un-cleared transactions based off the transaction date up to the As Of date ran on the report. This is an accrual-based account which means every transaction dated prior to the As Of date affects the balance reported.

The beginning balance, ending balance and cleared ending balance do not include uncleared transactions dated within that statement period. The un-cleared transactions affect the balance reported on the balance sheet. Since you have transactions that are reflected on the balance sheet but not in the balance totals of the Bank Reconciliation Report, there is no way that any one of the reported totals can be taken and compared to the Balance Sheet.

Balances from the Bank Reconciliation Report can be taken to calculate the balance that should match the balance sheet. To figure this balance you will need to add up the total amount of un-cleared checks and payments and the total amount of un-cleared deposits and credits up to the ending statement date. You will then take the Cleared Ending Balance minus the total of un-cleared checks plus un-cleared deposits. The result should match the Balance Sheet if the Balance Sheet was run for the same As of Date as the ending statement date.

**Tips:** There are other common mistakes that can cause these numbers not to match. One of the most seen errors is cleared checks and deposits dated after the ending statement date. This will most definitely cause the balance sheet to be off from what you calculate from the bank reconciliation.

**QUESTION:** When I try to enter more than one AP/AR account within a Journal Entry I get a message saying this cannot be done. Is there any way to do this?

**ANSWER:** No. Total Office Manager does not allow you to select more than one AP/AR account within a single Journal Entry for a good reason. AP requires that you select a vendor and AR requires that you select a Customer to associate that balance adjustment with. Because these adjustments affect a vendor/customer balance and can be applied to other transactions, the transaction must be considered an individual transaction only affecting one customer or vendor balance at a time.

**QUESTION:** Why don’t the Income Statement and Balance Sheet Reports match?

**ANSWER:** The Income Statement and Balance Sheet reports are 2 completely different reports. The Income Statement reports Income, COGS and Expenses with your net profit. The Balance Sheet reports the balances on your accrual-based accounts such as Assets, Liabilities and Equity. The only number that should or will match when comparing these 2 reports is the Net Income from the Balance Sheet and the Net Profit from the Income

Statement. These numbers will match when running the Balance Sheet for the last day of the reporting year and the income statement for the beginning and ending date of the reporting year.

QUESTION: How do I account for finance fees when collecting customer payments?

ANSWER: There are 2 ways to account for finance fees when dealing with a customer using a finance company.

When the payment is received from the finance company less the finance fees, go to Customers > Receive Payments and select the Customer:Job payment was received from. Enter the payment amount received, and the payment method as normal. Click the “Pay” check box to apply it to the invoice balance. Use the Discount, Discount Date and Discount Account columns to account for the finance fee withheld from payment. Enter the amount, select the proper effective date, and select the account you have set up to track finance fees.

When payment is received from the finance fee, go to Customers > Receive Payments and receive the payment as normal. Enter the Amount as the full amount of the payment plus the finance fee. This should equal the invoice balance. Save the payment. When you go to deposit the payment, use the “Cash Back” field to reduce the deposit amount by the finance fee. If you do not deposit your payments to Un-deposited funds to deposit as a group at the end of the day, then you will not be able to use this option.

QUESTION: I have a check that says, “Cleared” in red when I edit it, but it shows up in my Credit Card Reconciliation as an un-cleared transaction. Why does it say cleared?

ANSWER: When you have a check showing as un-cleared in a reconciliation form but the check itself indicates it has been cleared when opening the transaction to view it, then the check has been cleared in another reconciliation. A perfect example of this is a check to pay a with credit card. The check has yet to be cleared through the credit card reconciliation, but the check is written out of your bank account and has cleared through the bank. The check would indicate it is cleared but it would still show as un-cleared in the credit card reconciliation form.

QUESTION: I am trying to adjust my liabilities in an adjusting journal entry, and I get a message saying a Vendor must be selected. Why do I have to select a vendor and is there any way to bypass this?

ANSWER: No. Liability account balances are tracked to and associated with vendor balances. A liability is money the company owes to another individual or company. To track whom the full amount of a specific liability is owed to, a vendor is required to be selected when entering any transaction where a liability account is selected.

QUESTION: How do I do an automatic credit or ACH to my checking account?

ANSWER: When you have items scheduled to go through your bank account automatically you will simply write a check in Total Office Manager by going to Banking > Write Checks. Since there technically is no check number, enter ACH, Auto or even a confirmation number as the check number. If the same amount of this transaction comes out of your bank on a regular basis, memorize the transaction once it is saved.

QUESTION: Why are there different colors in my Account Register?

ANSWER: The Account Register allows you to view all balance sheet accounts. Every balance sheet account type has a different color code assigned to it. Bank is green, Credit Card is red, Equity is light blue, Fixed Asset is yellow, Long-Term Liability is dark blue, Other Current Asset is orange, and Other Current Liability is purple.

QUESTION: How do I void a check?

ANSWER: Go to Banking > Check List > lookup the check in question and Right-Click on it within the list to select “Void Check”.

QUESTION: I cannot see all the checks in my list. What am I doing wrong?

ANSWER: Almost every list form has a “Default Filters” panel on the left-hand side. By default, the last filter selected is automatically applied when opening the list. Check to make sure that Show Not Void or Show All is selected to view all transactions in the list.

QUESTION: My accountant wants to see all the debits and credits to the chart of accounts for last year. How do I do that?

ANSWER: The easiest way to get this information is to go to Banking > General Journal and use the Quick Filter to select Date. Enter the date range for the data you wish to view. Once the information loads go to the General Journal menu in the top left-hand corner of the list and select “Open List in MS Excel”.

QUESTION: When I run the Balance Sheet, I have a large amount in my rounding adjustment account. What is this from and how do I fix it?

ANSWER: This can be caused by database connectivity issues, incorrect setup, missing accounts on certain forms or legitimate rounding. These are the 3 most common things to check for:

1. The Retained Earnings account has a sub account associated with it. Retained Earnings should be an independent account. To verify this, go to the Banking> Chart of Accounts list. Look up the Equity accounts and verify there are no sub accounts in your retained earnings account.
2. There may be out of balance transactions. To check for this, go to Tools > Utilities > Database Checkup and click OK. In the drop-down select, “Out of Balance Transactions” and then click the scan button. If any transactions come back in this list, you will need to double click on each one to open it and see why it may be out of balance.
3. Missing accounts in the general journal. To check for this, go to Banking > General Journal Click the “Show all” filter on the left-hand side and then go to the General Journal menu in the top left-hand corner to select “Find Missing Accounts”. Any transaction with a missing account will automatically be highlighted and displayed in red. Double click on the transaction from here to determine what accounts may be missing.

QUESTION: How do I reverse a Journal Entry?

ANSWER: Go to Banking > Journal Entry List. Lookup the Journal Entry you wish to reverse, Right-Click on the JE within the list and select “Copy Transaction”. When the JE is open, switch your debits and credits on each line and then click save and close.

QUESTION: How do I close out my fiscal year in your program?

ANSWER: There is nothing that needs to be “closed out” in Total Office Manager. The Income Statement accounts will automatically reset and move your net profit to retained earnings at the end of your Fiscal Year (as it is selected within Company > Company Information > Other Information Tab > “First Month of Fiscal year”). Any final adjustments that need to be made can be made as normal. To ensure that no financials for the end of the year are changed after you have processed year end data, you may want to enable the Cutoff Date Preference. This requires that Admin password to proceed with any changes to transactions dated prior to a specific date. To enable this preference, go to Edit > Preferences > Cutoff Date > Company Preferences tab. You must be logged in as the Admin user to set this preference.

QUESTION: How do I refresh my reconciliation form without losing what I have selected?

ANSWER: Click the Save button at the bottom of the form and then the Refresh button. Clicking save will save everything already selected. Refresh will then refresh any changes to any transactions listed without removing any selections.

QUESTION: My check voucher does not show all credits or bills paid. Why Not?

ANSWER: Certain voucher styles can only hold so much information without it having to go to a second page. There is no second page with a check voucher so there must be a limit. When you are in the “Check Printing Setup” form, beneath the Check Style there is an asterisk with the number of items that can be listed on the voucher style selected. Single is 45, Double is 17, Split is 17 and Short voucher is 13.

QUESTION: How do I get a voucher with all my bill payment information?

ANSWER: Go to Banking > Check List > select the Check that needs a full voucher, go to Reports in the top left-hand corner and then select, “Print Preview Full Voucher”.

QUESTION: How do I batch print checks?

ANSWER: Check paying bills or creating new checks, each check is marked “to be printed”. You can then go to File > Printing > Print Forms > Vendor Checks > Select the Bank Account the checks were written out of, click Select All or manually select the checks you wish to print and then click OK to proceed with entering the beginning check number.

QUESTION: How do I set my fiscal year in your program?

ANSWER: Company > Company Information > Other Information Tab > “First Month of Fiscal year”.

QUESTION: How do I get a breakout of my profit for service vs. installation and residential vs. commercial?

ANSWER: To properly track income by department, departments must be set up within Company > Lists > Department List. Departments should be applied on every transaction where income, cogs and expenses occur, and a department can be selected. There are several departmentalized income statements reports that will then generate a breakdown of income, COGS, and expenses by department with the net profit per department. These reports are located within Reports > Financials.

QUESTION: Why can't I see my entire chart of accounts in the account selection drop-down?

ANSWER: By default, the smart account selection filtering preference is enabled by the user. To disable this preference, you will need to be logged in as the user encountering the issue and then go to Edit > Preferences > Chart of accounts > My Preferences tab, “Smart Account Selection Filtering”. Uncheck the preference to disable it. You will be prompted for the Admin password to disable the preference.

## Managing Multiple Business Locations

QUESTION: Does your software allow us to do business as when running multiple companies under the same umbrella, but each company has a different name? In other words, does your software allow us to “do business as” when running multiple companies under the same umbrella but each company has a different name?

ANSWER: Yes, it does! You may have as many DBAs as you wish. Each DBA can have its own name, contact information, logo, and more.

## Managing Owner's Equity, Owner Investments, and Loans from Owners

QUESTION: How do I input a loan to the company from an officer into Total Office Manager to make sure that it is accounted for correctly and so that he can draw on it from time to time as there is money to pay back the loan?

ANSWER: To enter and manage a new investment into the company from an owner or person involved in the business, you must first set up new accounts in the Chart of Accounts list (Banking > Chart of Accounts List > Chart of Accounts List > New Account).

The first account will be an Equity account with a name like “Owner's

Investment”. Enter any notes you would like in the Notes text box. Enter the amount of the loan in the Opening Balance area of the form, and then enter the date the loan was received. A more detailed description can be entered in the Description text box. Once all the information has been entered, click “Next”.

The second account will also be an Equity account. In fact, this account will be a sub-account, or child, of the earlier account you set up, “Owner’s Investment”. This account will be named “Owner’s Draw”, or something similar. Once the information is entered, select “OK”.

Transferring the money from the owner to the business requires a Journal Entry.

1. From the Total Office Manager main menu, select Banking > Make Journal Entry.
2. Enter the date on which the transaction took place.
3. Select the “Owner’s Investment” account\* from the drop-down menu.
4. Skip the next column, Debit, and enter the amount of the loan to the company in the “Credit” column.

\*NOTE: If the money from the loan is going directly into the bank, continue with the instructions below. If the money will be deposited with other funds at a later date, select the “Undeposited Funds” account in the Account field of the second line rather than the bank account.

1. On the second line below “Owner’s Equity”, find the name of bank account into which the loan money will be deposited.
  - a. You will find that the amount of the loan has been automatically entered into the Debit column for this item.
2. Click the “Save and Close” button.

When you are ready to make a payment to the owner on the loan:

1. From the Total Office Manager main menu, select Banking > Write Checks.
2. Enter the bank from which the money will come to write the check.
3. In the “Pay to the order of” field, enter the name of the owner/officer to whom the check is going.
4. Click the “Expenses” tab on the form.
5. Select the “Owner’s Draw” account from the Account drop-down menu.
6. Enter the amount of the check (payment).
7. Enter the number of the check that was manually written, or select the “To be Printed” checkbox to print the check on check stock paper.
8. Click the “Save & Close” button.

## Editing, Deleting, or Voiding Transactions

QUESTION: How do we void a check written in a prior year after tax returns is filed?

ANSWER: 1. Void the check as usual. 2. Create two general journal entries. 1. The first journal entry, dated the same day as the original check, duplicates the accounting entry of the original check. This assures no changes will be made to the prior period’s reports. 2. The second journal entry, dated in the current period, reverses the accounting entry of the original check. This adds cash back to the checkbook balance in the current period. Tips If you are voiding a check associated with non-expense accounts or items (a check used to purchase inventory items, a bill payment check, a paycheck, a payroll liability check), you should consult with your accountant.

QUESTION: Is there a way to take a current customer account and make it a sub account under another customer?

ANSWER: When the “Parent” field is enabled (editable), you can do this. When it is disabled (grayed out), it is locked, and you cannot. It is disabled when there are payments made to the contact as well as certain other



financial information. If you are dealing with a customer that has moved and you have a new owner, there are methods for that.

QUESTION: Can I change the expense account on a bill/check after it has been posted?

ANSWER: Yes. If you have permission to modify the transaction (edit), you can make changes to the transaction once it has been entered. Some transactions will become locked to protect the financial integrity. For example, a bill that has been paid will not allow you to change the account or amount. However, if you have been given permission, you can be allowed to modify the account selection on the expenses tab once paid or reconciled. To verify this permission setting, please have your database administrator review your security permission under Company | User List/Security for Banking | Cleared Transaction (Accounts).

QUESTION: Can I change the accounts affected on an invoice/sale/credit after it has been posted?

ANSWER: Yes. Total Office Manager does allow users to modify the accounts affected on sales transaction on a case-by-case basis. Under Edit | Preferences | Sales/Invoices/Estimates | Company Preferences, there is a preference to Allow Item Account Selection. Once enabled, users may modify their sales form preferences to display the Income, Expense/COGS, and/or Asset account column(s). Once the column is displayed, any user with permission to edit the transaction may change the accounts to affect the transaction.

NOTE : It is not advisable to leave this preference enabled. Please disable it once the accounting changes have been made. This will help to prevent changes to previously closed reporting periods.

QUESTION: How can I unvoid a bill, check, invoice or how can I unvoid a transaction?

ANSWER: You cannot unvoid bill, check, or invoice. You cannot unvoid a transaction. Once a transaction has been voided, the account balances are removed from the transaction.

QUESTION: How can I undelete a bill, check, invoice or how can I undelete a transaction?

ANSWER: You cannot undelete bill, check, or invoice. You cannot undelete a transaction or any transactions.

## Reports, Understanding Reports, Verifying Report Information, and Report Issues

QUESTION: We have a different labor amount shown on our Invoice Analysis Report versus the Job Costing Overview report. Why are they different?

The Scenario: We are showing the Job Costing Overview report to have the labor cost as \$29.89 but the Invoice Analysis Report is showing zero dollars for the same client. There is a line for Labor Costs on the Invoice Analysis report, but it is not the same as what is shown in the Job Costing Overview report.

ANSWER: When comparing the labor sections on the two reports, please note that the information in those reports is pulling from different places.

Job Costing Overview labor is calculated from timesheet entries. When a timesheet entry is created, the employee's hourly rate is recorded along with the State and Federal Unemployment and FICA Employer tax amounts. This information is then used as the cost of labor for the job for the report period.

Invoice Analysis labor is looking at the sum of line-item costs for Invoice Items that are of type Service with the "Labor Only" option checked and there is a cost on the invoice.

## Report Tips

You can directly enter a cost for the labor item on the invoice (you will need a certain preference activated).

On the labor service item, you will want to add a value in the "Rate" field.

QUESTION: Why does the profitability of my income statements (this includes job costing reports) fluctuate so much? Our net profit can vary widely from month to month.

The Scenario: There are months where it seems like we should have made a lot of money due to great revenue and there are other months where it seems like we made more money than we should have.

ANSWER: This is most likely caused by improper inventory tracking. The cost of goods sold for inventory items may not line up with the revenue from the sale of those items. If your gross profit margin on items fluctuates, even though your markup is the same, that is often a sign of this problem. The only fix is to track inventory in and out of your company. Please refer to our book [The Essential Guide to Inventory Management with Total Office Manager](#) by James R. Leichter. It is available through Aptora's website.

QUESTION: The Sales by Technician, Employee Efficiency, and Invoice Analysis reports are missing information. How do we verify and fix these reports?

ANSWER: The Sales by Technician, Employee Efficiency, and Invoice Analysis report (when a specific tech is used as a filter option) rely on the "Assign Hours" feature to pull data. This feature assigns a "Technician" to the transaction as well as giving the user an opportunity to supply efficiency information. Users who call in with this issue have no idea this feature even exists or use the "Sales Rep" field and select a "Technician" without knowing that it works differently.

The solution is to use the Assign Hours feature to assign one or more technicians to the transactions. This can be done by using the steps below. Unfortunately, there is no easy way for users to go back and assign Tech's to the hundreds of past Invoices and Sales they may have entered. It is best for them to just do this going forward but they are certainly free to edit their Invoices/Sales to include a Tech.

1. On an Invoice go to Menu > Assign Hours
2. Select one or more technicians (Employees) using the drop-down menus
3. Enter in the Paid Time and Billed Time (optional but required for the Employee Efficiency Report)
4. Click OK

QUESTION: When I compare the Sales by Sales Rep report with the Job Cost Summary by Employee, they do not have the same values. Why don't they always match?

ANSWER: The Sales by Sales Rep and Job Costing Summary reports will not match as the two reports are looking at different fields. The Job Costing Summary report, when run for a specific Sales Rep, pulls the information for sales where the employee is listed as the Sales Rep on the Additional Info tab of the Customer:Job record. The Sales by Sales Rep report pulls all Invoices where the employee is included as the Sales Rep.

### [A/R and A/P Aging Reports Not Matching](#)

QUESTION: Why doesn't my A/R Aging Report Match my Balance Sheet?

ANSWER: There are several reasons this may occur. Generally, it is a date timing issue. The Balance Sheet strictly looks at the transaction date while the AR Aging reports look at the transaction debit date, the transaction credit date, and the date the credit was applied to the debit transaction. Here are the most common reasons the reports may not match.

The AR Aging reports were not run with the same date parameters as the Balance Sheet.

Transactions affecting Accounts Receivable are out of balance in the General Journal.

Transactions affecting Accounts Receivable are missing from the General Journal.

Credit application dates are not in sync with General Journal transaction dates.

Accounts Receivable account is improperly being used in Invoice Item setup.

Accounts Receivable account is improperly selected on transactions.

#### *Verify Report Date Ranges*

When running the Balance Sheet and AR Aging reports, please verify the dates on the two reports are the same.

If you find the report dates to be different, re-run the reports with the same date parameters.

#### *Out of Balance Transactions*

Occasionally a transaction may become out of balance if it is not properly saved to the General Journal.

Many factors can contribute to this behavior. There may have been a network disconnect in the middle of the save procedure, incomplete data, a power surge, etc.

Total Office Manager has built-in utilities to scan for these types of transactions. The Database Checkup utility is located under *Tools > Utilities > Database Checkup*. Run the scan for Out of Balance Transactions.

Locate any Invoices, Credits, or Payments and double click to open. Once in the transaction, right click and choose the option *Find In GJ*. A review of the General Journal entry may indicate why this transaction is out of balance.

Typically, typing a space on the Internal Memo and resaving the transaction will update the General Journal entry. Once you have reviewed and resaved all located out of balance transactions, rerun the scan again to validate you have in fact corrected these entries.

#### *Check for Missing GJ Entries*

For the same types of reasons as the out of balance scan, entries may also be missing from the General Journal. Running the scan for *Missing GJ Entries* will locate any records that are missing from the General Journal that impacts accounting.

Locate any Invoices, Credits, or Payments and double click to open. Review each transaction and re-save each one by typing a space on the Internal Memo to input into the General Journal. Once you have reviewed and re-saved all located missing entries, rerun the scan again to validate you have in fact corrected these entries.

#### *Look for Incorrect Payment Applications*

Many times, the number one culprit of the reports not matching is improper payment application dates.

There are many ways to review these entries. Review the A/R Payment Applications Review CDV will help to identify where payment application dates may cause discrepancies between the reports.

Custom Data Views (CDV) are located under Reports > Custom Data Views.

To access this Custom Data View, please navigate to *Reports > Custom Data Views*. Under the Data Views menu, select A/R Payment Applications Review.

If you do not see A/R Payment Applications Review listed, please select *Download/Update Views*. Check the box next to A/R Payment Applications Review and click the *Update Selected Views* button. Once confirmation of download has been displayed, close the Custom Data View Download form, and choose A/R Payment Applications Review from the *Data Views* menu.

When reviewing the transactions in the list, compare the Debit Date and Credit Date against the Date Applied. The Date Applied is to be the greater of the Debit and Credit dates. If you find a Date Applied that is incorrect, double click on the entry to open the Customer:Job record. Right click within the Customer:Job and choose the History option. Locate the Invoice or Sale on Sales tab, right click, and choose the option Adjust. Check the box next to the credit transaction and click the Delete and Close button.

Click on the Payments tab, right click and choose New. Locate the debit transaction and click on the line entry.

There is no need to check the box. Click the Set Credit button in the lower left corner of the payments form.

Ensure the Date Applied is the greater of the two dates. Click Save & Close on the credits form. Close out of the payment form. There is no need to save the payment. The credit application is saved when the credits form is saved and closed.

#### *Check Your Item Account Setup*

If Smart Account Selection Filtering is turned off, it is possible to select an inappropriate account when setting up items. Open your Invoice Item List. Be sure that you have the Income Acct, COGS Acct, and the Asset Acct columns included in your list view.

Go through your list of items to ensure the correct account has been selected. You should only see "Income" type of accounts in the Income Acct column. You should only see Cost of Goods Sold accounts in the COGS Acct column. Do not just rely on the name to indicate the COA type. If you are not sure, look at your Chart of Accounts list to double check names against COA types.

You may also review the Invoice Item Setup in the Custom Data Viewer.

#### *Check for Improper Account Usage*

We have commonly seen Accounts Receivable selected as the Discount Account on payment entries. We have commonly seen Bad Debt setup using an Accounts Receivable account. Neither should be set up this way.

When using an Accounts Receivable type as type as a discount, no customer is associated with this record. Typically discount transactions affect an expense account type. Total Office Manager no longer allows for the selection of an Accounts Receivable account in the discount account selection on a payment. If the intent was to move the balance to a bad debt receivable account, it is customary to create an invoice item for bad debt which is tied to an expense account and use this item as outlined in the Help Topic: Bad Debt – Dealing with Collection Agencies.

Is it also possible that, at one time, certain items could have had an incorrect COA and have since been corrected. If the user did not click "Yes" to the "Update Historical" option, old transactions using these items would still be causing problems. Currently, there is no straightforward way to locate transactions that may have been created using items with an incorrect Chart of Account selection. If you believe that this may describe your problem, please contact technical support for more information.

#### *Additional Troubleshooting Steps*

If all the above have been reviewed, verified, and corrected and the next step would be to compare the A/R Aging customer balances to the Balance Sheet customer balances. The Register Accounts Receivable CDV can assist in summing the customer entries in the General Journal and allow for easier comparison to the AR Aging reports. Locate the Customer:Jobs that are different from one report to the next. Determine why the source of the discrepancy and correct as outlined in the Incorrect Payment Applications section.

This is an easy fix; however, it is a very time-consuming fix. Other than taking the time to analyze the records as outlined above, there is no "easy" button to correct this. Please remember that patience is a virtue and patience is the key.

If you are unable to locate the differences or would like assistance in troubleshooting the reports and balances, our Accounting Review service may be the way to go. Many times, we are asked, "But isn't that why we have a support plan?" Our technical support is more for the software functionality than for dissecting the numbers. When there is question with where a number is coming from and it requires digging through financials that we are not familiar with, we do refer to the Accounting Review service for two reasons.

Our Accounting Review team is very thorough. Not only do they look for data anomalies, but they also document discrepancies, offer resolutions, explain a particular process or procedure that will prevent the reason for the accounting review referral.

Our Accounting Review team validates that the software is functioning as the software is intended to where accounting aspects are concerned. If a bug is determined to be the cause of the issue, they fully acknowledge as such and you do receive a credit of \$150.00 per bug determined to be applied towards to review fees.

Please Note: The same steps would be taken for Accounts Payable if the amounts on the AP Aging Report did not match the Executive Summary or the Balance Sheet. You would just need to replace A/R forms and functions with A/P forms and functions and continue to follow the steps as outlined.

**QUESTION:** Why doesn't my A/P Aging Report Match my Balance Sheet?

**ANSWER:** Please see the question "QUESTION: Why doesn't my A/P Aging Report Match my Balance Sheet?". The answer and steps are the same, except it is A/P versus A/R. The same steps would be taken for Accounts Payable if the amounts on the AP Aging Report did not match the Executive Summary or the Balance Sheet. You would just need to replace A/R forms and functions with A/P forms and functions and continue to follow the steps as outlined.

**QUESTION:** How do I process a refund from a vendor?

**ANSWER:** To process a refund check received from a Vendor, the first thing you need to do is verify that there is an open Vendor Credit. If you return something to the vendor to receive the refund, the return should be reflected through a Vendor Credit. If you do not have one, go to Vendors > New Credit. Fill out the Credit containing the proper Expense/COGS account to be reduced, or the actual Items returned. To process the refund check, go to Banking > Make Deposits. Select the Bank to deposit to, the date of the deposit, and enter a memo. Within the "Received From" column, select the Vendor that sent you the check. Within the "From Account" column, select the Accounts Payable account. Enter the Payment Method, a Check Number if one applies, and the amount received. Once the Deposit is completely filled out, click OK to save and close. The final step is to apply the refund against the open Vendor Credit. To do so, go to Vendors > Pay Bills. Find the Deposit made within this list, click the "Pay" check box and then click the "Set Credits" button. Click the "Use" check box and then click save and close. The Deposit will then be removed from the Pay Bills form as it no longer has an open Accounts Payable balance.

**Tips:** If you do not see the Accounts Payable account within the Deposit, go to Edit > Preferences > Chart of Accounts and uncheck the "Smart Account Selection Filtering" preference. (You will be prompted for the Admin password to disable this preference).

**QUESTION:** I have customers/vendors showing up on my aging reports with a \$0 balance. Why are these showing up and how do I correct it?

**ANSWER:** The Aging Reports show all customers and vendors with transactions that have balances. This means that the customer/vendor has a Debit and Credit to AR/AP in the same amount. The Debit and Credit to AR/AP need to be applied to each other to be removed from the Aging Report. To review exactly what transactions, contain the balance, double click on the \$0 within the Total column of the Aging Report. This will display a Detail Report with the exact transactions that have a balance.

**Tips:** Sometimes, this can also be due to the "As of" date used to run the Aging Reports. Total Office Manager has a "Date Applied" field on the Set Credit form for both AR and AP. When setting credits, this date affects the Aging Reports. If the "Date Applied" is after the "As Of" date used to run the report, then the transactions will still show on the report with a balance. If the "Date Applied" used is before the transaction date, the transactions will also show on the Aging Reports with a balance. In the rules of accounting, you cannot apply something before it existed. This negatively affects your AR and AP.

**QUESTION:** Does your software do Recurring Billing memorized transactions)? If it can, how do we do that?

**ANSWER:** Yes. This feature is called a Memorized Transaction in TOM. To do a Memorized Transaction, the transaction must be created. Once the first transaction has been entered, you can go to the list containing that transaction, Right-Click on it and select the option to “Memorize”. Once the Reminder form appears, Name the reminder accordingly. Set the Reminder to “Automatically Enter”, select the start date, frequency, end date and enter a brief description. Select the user to remind, click the “Create Reminders” button and then click “Save and Close”. (Appointments, Work Orders, Invoices, Sales, Credits, Estimates, Bills, Vendor Credits, Item Receipts, Purchase Orders, Checks, Credit Card Charges, Credit Card Credits and Journal Entries can all be memorized).

**Tips:** Memorized Transactions do not electronically submit anything through bank accounts. Memorized Invoices/Sales are often used in conjunction with the “Batch E-Pay” feature allowing you to electronically charge credit cards in mass production. To charge Credit Cards in Total Office Manager, you must have a Gateway Account with Authorize.net.

**QUESTION:** How do I get my payments to do one deposit at the end of the day?

**ANSWER:** You can easily group all payments in a holding account until you are ready to do a group deposit at the end of the day. To do so, you will use the account “Group with other Un-Deposited Funds” which displays as “Un-Deposited Funds” in the “Deposit To” field of the Receive Payment and Sales Receipt form. To do a Deposit, go to Banking > Make Deposits > select the “Deposit To” bank account and then click the “Payments” button. Select all the Payments/Sales that you wish to deposit and then click Close and OK to save the deposit.

**Tips:** To set Un-Deposited Funds as your default Deposit To account, go to Edit > Preferences > Deposits > Company Preferences Tab, “Default Deposit Bank Account”. (You must be logged in as the Admin user to set Company Preferences).

**QUESTION:** What is the difference between an invoice and a sale?

**ANSWER:** An Invoice affects Accounts Receivable and contains a balance for collection at a later point in time. An Invoice is a bill to a customer. A Sales Receipt is cash received at the point of sale and affects your Bank Account or Un-Deposited Funds. Sales Receipts do not carry a balance. Think of a Sale as a “Receipt” of payment.

**QUESTION:** How do I delete payments?

**ANSWER:** To delete a Receive Payment go to Customers > Receive Payments List. Right-Click on the Receive Payment you wish to delete and select “Delete Payment”.

**Tips:** If the option is greyed out then you do not have security permission for this action.

**QUESTION:** How do I create a single statement for a parent account and sub jobs?

**ANSWER:** Go to Customers > Create Statements. Select your “Statement Date”, “Open Transaction as of Statement Date”, “Do not print statements with a zero balance” and any additional options that apply. Go down to the list of Customers, Right-Click in the list and choose the option that says, “Select Top Level Customers”. Go to Reports in the top left-hand corner and click on “Print Setup”. In the top right-hand corner select the option that says, “Create One Statement per Customer”. Click OK and then go back to Reports > Preview or Print.

**Tips:** If you have customers with a balance that are not showing up in the list, go to Customers > Customer:Job List, look up the customer and double click to edit the Customer:Job account. Click on the Additional Info tab and verify that the option “Never Create Statements” is unchecked.

**QUESTION:** How do I apply a family credit to an invoice?

ANSWER: You cannot. Credits on the parent account can only be assigned to parent invoices. Credits on the Child account can only be assigned to Child Invoices. You can do an adjusting Journal Entry to transfer the credit balance to one customer account from the other. To do so go to Banking > Make Journal Entry. Select Accounts Receivable, enter the amount in the Debit/Credit column based off the balance you are transferring and select the Customer:Job in the Name column. On the next line select a miscellaneous Expense account and enter the same amount into the opposing Debit/Credit column. Click Save and New. You will repeat the same steps but flip your Accounts Receivable Debit/Credit opposite to the first Journal Entry. Enter the Child or Sub Job name in the Name column and use the same offsetting Expense as used in the first Journal Entry. You will then need to do a Receive Payment on both the parent and child account to set the credits against the opposing entry.

**Tips:** You can take payment through the Parent account and apply the Payment to child or Sub Job Invoices. This is not the same as setting credits.

QUESTION: How do I make a partial payment on a vendor bill?

ANSWER: Go to Vendors > Pay Bills. Find the Bill in question and click the Paycheck box to the left of the Vendor Bill. On the right-hand side of the form, you will see the "Amt. to Pay" field. Put your cursor in the field and type in the amount you wish to pay. When finished, click "Pay and Close".

QUESTION: How Do I Enter a Vendor Credit Without Affecting Inventory?

ANSWER: When you are issuing a vendor credit for record, use the Expense Tab and select the appropriate Chart of Account. This account could be the same account which is used for the Cost of Goods in the inventory setup. Or you may have a specific account set up by your accountant to record these values (vendor discounts, material adjustments, etc.). Only use the items tab when physically returning material/equipment to the vendor.

QUESTION: How do I Un-apply a credit from an Invoice/Bill?

ANSWER: To Un-apply a Credit from an Invoice you can either for to Customers > Invoice/Sale/Credits/Estimate List or go to Customers > Customer:Job List and Right-Click on the customer to go to Customer History. Once you find the Invoice in question, Right-Click on it and select Adjust. A form will appear showing the transactions applied to it. Click the "Delete" check box and then click on the "Delete and Close" button. This does not delete any transactions but simply the Credit/Payment Application to the Invoice. To Un-apply a Vendor Credit from a Vendor Bill, go to Vendors > Bills List. Lookup the Bill in question, Right-Click and select "Adjust Discounts/Credits". Uncheck the "Apply" check box and then click Save and Close.

**Tips:** You can also use the Adjust feature to Un-apply Receive Payments from Invoices or go to the Credit Memo/Vendor Credit to Un-apply Invoices and Bills. To access the Adjust feature, you must have security permission to delete Invoices, Credits, Bills, and Vendor Credits.

QUESTION: I have to prepay the vendor before they will ship my order. How do I do that?

ANSWER: Go to Banking > Write Checks. Select the Vendor as the Pay to the order of, select the Accounts Payable account within the Expenses tab, enter the amount of the pre-payment, enter in a memo, and select the Vendor within the "Cust/Vend" column. Check the "to be printed" check box to print later and then click Save and Close. Creating this check allows you to submit payment to a Vendor and it creates a debit balance on the Vendor's account. Once you receive the bill or receipt, go to Vendors > Enter Bill. Enter the Bill as normal and save and close. You will now need to set the AP Check against the Vendor Bill. To do so, go to Vendors > Pay Bills. Find the Bill in question, click the "Pay" check box to the left of the Bill and then click the "Set Credits" button. Select the "Use" check box and then click save and close.

**Tips:** If you do not see the Accounts Payable account within the Check, go to Edit > Preferences > Chart of Accounts and uncheck the “Smart Account Selection Filtering” preference. (You will be prompted for the Admin password to disable this preference).

**QUESTION:** I received a payment on the wrong customer’s account, and it has already been deposited. How do I correct it?

**ANSWER: Important Note:** It is best to select the exact Customer:Job and not the parent (if any). Once a Payment has been deposited, certain fields cannot be changed. To modify the Receive Payment, the Receive Payment must first be deleted from the Deposit. To do so, go to Banking > Manual Deposits List. Find the Deposit in question and double click to edit. Click the Red X on the line of the Payment to be removed and then click OK to save the Deposit. You can now go to the Customer’s Receive Payment and edit the Customer:Job assigned to the payment. Once the Payment has been fixed, you will need to go back to the Deposit, click the Payments button and select the Payment to place it back into the Deposit.

**Tips:** If the Deposit has been cleared, the entire Deposit must be deleted. If the Deposit is deleted, it will need to be entered back into the system exactly as it was but containing the proper payments. You will then have to clear the transaction again during your next routine Bank Reconciliation.

To lookup the Deposit containing the payment go to Reports > Accounting > General Ledger > Transaction Details by Account. Select the Bank Account or Un-Deposited funds depending on which account you typically deposit to, select all transactions, select all time as the date range and filter by the Customer:Job. Click preview to view the report. You can double click on the Deposit directly from this report.

### Balance Sheet Report

**QUESTION:** My Balance Sheet shows a “Rounding Adjustment”. I did not create it. What is it and why do I have it?

**ANSWER:** This account is automatically created by Total Office Manager when the Balance Sheet has become out of balance. This is a special account that does not appear on your Chart of Accounts.

### Income Statement Report

**QUESTION:** My Income Statement and Balance Sheet includes an account called Rounding. I did not create it. What is it and what is it used for?

**ANSWER:** Behind the scenes, Total Office Manager does a lot of rounding to keep forms and reports as accurate as possible. Sometimes the program needs to add or subtract one or more cents to a transaction to get things in balance.

Total Office Manager creates a special account (in Chart of Accounts) called “Rounding”. This is an “Other Expense” account type which appears on your Income Statement when necessary. This account may have a positive or negative balance. Over time, these slight differences can add up to several dollars or more. At any point, you can add an Adjusting Journal Entry to zero out this amount. Generally speaking, users do not need to do anything.

### Fixing a Large Rounding Account

**QUESTION:** Our Rounding Adjustment account is too large to be normal. What causes this?

**ANSWER:** It is common for there to be a few cents and sometimes even a few dollars. If the amount you see is greater than that, then most likely it stems from an incompletely saved transaction. There are many reasons in the computer world that a transaction might not get completely saved (like hard disk drive “read/write errors”, for example). An incompletely saved transaction means when one half of the double-entry transaction gets saved, but the second half of the transaction gets lost for whatever reason. In other words, a debit got saved but the associated credit got lost, or vice versa. TOM understands that there MUST be a double entry somewhere,



so in these cases the “missing” entry becomes a temporary Rounding Adjustment which appears on certain forms. Here is how to clean up this amount:

From the main menu in Total Office Manager, click Tools > Utilities. The Utilities dialog box will appear. Highlight “Database Checkup” and click the “OK” button to reveal the Database Checkup form. This form is used to scan for various suspect items in the database. Please try scanning for “Out of Balance Transactions” first. Double-click to open any that are found, and examine them closely, looking for incomplete entries. Make any corrections necessary, then save and close the transaction. If the transaction appears in the scan results list, but nothing strange is found, try putting a “-“ or any other character in the memo field. This will cause Total Office Manager to re-establish the transaction in the General Journal upon save, perhaps correcting the situation. Having examined a transaction listed after a scan, you might want to locate that same transaction in TOM’s General Journal (Banking > General Journal) to look for anything strange there. Do the same sort of investigation after scanning for “Find Orphan Records” and “Checks/Bills with Missing Dates” as well.

It might take a bit of detective work, but you will probably find the origins of the Rounding Adjustment amount and be able to correct the transactions.

On a hardware note, if this sort of situation happens on a regular basis it might signal that there are network connectivity issues at hand or even a hard disk drive starting to fail on the server or elsewhere. As with any business, be sure a qualified IT professional has a proper backup solution and disaster recovery plan implemented.

### More About Rounding Adjustments and Rounding Amounts

All accounting software struggles with the problem of rounding. Rounding situations most often occur when calculating taxes on sales, but other transactions can cause rounding issues too. This is a normal occurrence and is the result of fairly complicated rounding rules and the order in which numbers must be rounded. The differences are usually small. Federal and state tax authorities understand the challenge with rounding. In fact, many tax forms do not require that cents be included.

A typical accounting database may contain 500,000 or more numeric amounts. Total Office Manager stores most of these numbers in their actual form – four or more numbers to the right of the decimal point (example: \$537.897643). However, most forms and reports must display numbers **ROUNDED** to only two numbers right of the decimal point (example: \$537.90). Generally, the un-rounded numbers are totaled up before being rounded. Other circumstances require that individual numbers be rounded prior to being summed. This concept is known as “ordering” and can be very subjective. The difficulty of rounding becomes more profound when totals must be combined from several different areas of the database and then totaled.

Total Office Manager creates a special account (in Chart of Accounts) called “Rounding”. This is an “Other Expense” account type which, when needed, appears on your Income Statement. This account may have a positive or negative balance. Over time, these slight differences can add up to several dollars or more. At any point, an Adjusting Journal Entry can be used to zero out this amount. Generally speaking, users do not need to do anything.

### Opening Balance Equity

**QUESTION:** My balance sheet now includes a new line called Opening Balance Equity. Where did that come from, what does it mean, and can we get rid of it?

**ANSWER:** A balance in the opening balance equity account is possible. It is common to carry a balance for a considerable period, but it should not. It should be temporary. A common reason for a lingering balance on your opening balance equity account includes bank reconciliation adjustments that were not done properly. Always make sure to account for uncleared bank checks and other factors. If the journal accounting entry amount does not match your bank account statement and you close it out, then the software will adjust the opening balance equity account balance.

It is not difficult to get rid of the opening balance equity account, all you need to do is make an adjusting entry that transfers the balance amount into the business owner's retained earnings account or their capital account.

You or your bookkeeper can make journal entries to close this account in various ways. Here is the most common method:

1. If your company is a corporation: Close out the balance equity to "Retained Earnings."
2. If your company is a sole proprietorship: Close out the balance equity to "Owner's Equity."
3. If it is a positive balance, put a debit entry to the opening balance equity account and a credit to the owner's equity account (or retained earnings account).
4. If it is a negative balance, put a credit entry to the opening balance equity account and a debit to the owner's equity account (or retained earnings account.)
5. Keep in mind that closing the balance equity to retained earnings or owner's equity is essentially the same concept. These equity accounts are just labeled differently to represent the ownership or form of a business.
6. Important Note: Consult your CPA before touching the retained earnings account.
7. To fix it properly though, you will need to find the cause of it. Check your bank reconciliations first.

## Undeposited Funds

QUESTION: What are undeposited funds on the balance sheet?

ANSWER: What Are Undeposited Funds? What are Undeposited Funds and why are they on my balance sheet? Here is a quick answer to that question and a far more detailed answer if needed. You will find Undeposited Funds on your Balance Sheet under Other Current Assets. Basically, this is money that your company has received from customers but has not yet deposited into your bank account. When you use the Make Deposits form, the Undeposited Funds will be moved to your bank account(s). Undeposited Funds will be seen when you select the Deposit To > Group with Other Undeposited Funds option. When you do that, the money is "grouped up" with other money and is waiting to be deposited into your bank account, using the Make Deposits form. Until it is deposited, the money sits on your Balance Sheet as a Current Asset or Other Current Asset called Undeposited Funds. The Undeposited Funds account in Total Office Manager serves a special function – it's a special temporary account that Total Office Manager uses to hold payments received from invoices before you deposit them into the bank. It's not an actual bank account which is why there's no option to reconcile it in Total Office Manager. Undeposited Funds in QuickBooks from Intuit and Total Office Manager from Aptora use the concept of Undeposited Funds. Other accounting and ERP software programs do the same thing. In these software systems, Undeposited Funds is a special temporary account that Total Office Manager uses to hold payments received from invoices before you deposit them into the bank.

QUESTION: Why would we use the 'Undeposited Funds' or 'Group with Other Undeposited Funds' feature?

Use the Undeposited Funds account to hold invoice payments and sales receipts you want to combine. It's like the lockbox (or drawer) you keep payments in before taking them to the bank. This two-step process ensures Total Office Manager always matches your bank records. It also makes your reconciliations much easier. Example Situation When you put money in the bank, you often deposit several payments at once. For example, let's say you deposit five \$100 checks from different customers into your real-life checking account. Your bank records all five checks as one \$500 deposit. So, you need to combine your five separate \$100 records in Total Office Manager to match what your bank shows as one \$500 deposit. How Do We Turn Undeposited Funds Feature On or Off?

When you use the Group with Other Undeposited Funds option, you are using this feature. The Group with Other Undeposited Funds option is found in the Deposit To selection list.

#### *Additional Details about Undeposited Funds*

The following applies to those of you who are using the Group with Other Undeposited Funds feature. We highly recommend the use of this feature. This is a “safety” feature in accounting, used to track the process of making a physical deposit. Undeposited Funds are payments that have been received but have not been physically deposited with the bank. This can happen when you enter a customer payment using the Receive Payments form and using the Group with Other Undeposited Funds option. This amount is displayed on the Balance Sheet, as an Other Current Asset, called Undeposited Funds. Once deposited, this amount is moved to the actual bank account. Go to Banking | Make Deposits to “tell” the software you have made the deposit. The physical bank deposit is later verified to have occurred and recognized by the bank through the Bank Reconciliation feature. Tip: Banks Recs should be performed by an outside accounting firm or other individual of high trust.

#### *Reports Related to Deposits and Undeposited Funds*

If you want to see what makes up this amount, there are several reports to look at. 1. Click Reports | Banking | Deposits. 2. Click Reports | Financial | Balance Sheet. Double click on the Deposited Funds amount. This will list each payment in detail. You will see the date, amount, customer name, and more. 3. You may also open the Deposits form. It will tell you that you have undeposited funds. You can click the Payments button and all of them will be listed with all the details. How to Fix Undeposited Funds Getting rid of them depends on how they were entered. Basically, you are changing the Deposit To selection from “Group with Other Undeposited Funds” to a bank account. That wipes out (removes) the Undeposited Funds and increases your bank account balance. It also depends on how the mistake was made. Hopefully, the money was deposited, and your bank account is low by the same amount as the value of the Undeposited Funds. If that is the case, these steps should fix it. If they were created from a Customer Payment: 1. In the Customer > Receive Payment form, go to the Deposit To drop down list. 2. Change the selection from “Group with Other Undeposited Funds” to any bank account. 3. Click Save and close. When you go back to the Make Deposit form, you will no longer see the payments. They should also be cleared from the Balance Sheet.

#### *If Created from Another Transaction Type*

You might have added a Payment Item to a Sales Receipt or Invoice. If that Payment Item had “Group with Other Undeposited Funds” selected: You will need to change each of the Sales Receipt or each of the Payment Items and resave each Sales Receipt. You may have selected “Group with Other Undeposited Funds” on a Sales Receipt. You will need to change these to a bank account.

#### *Accounting Impact and Taxes*

Be careful. Fixing this could change your financials. If you have paid taxes in this period, you must do some additional work with the help of an accountant. Questions and Answers

QUESTION: Are Undeposited Funds Considered Cash?

ANSWER: Yes. Cash is a Current Asset and so undeposited funds. Undeposited funds are cash, checks, coins, and equivalents that you have not yet deposited into your bank account.

QUESTION: When I receive money from a client (checks and especially cash), how do I keep track of if the money has been deposited into our bank account yet to keep track of if the tech gave me the cash yet or not? Is there an undeposited funds list I can view?

ANSWER: Undeposited Funds may be found on your Balance Sheet. You can double click on the number to get a complete and detailed list. You can also run the Transactions by Account report. When you make a deposit,

they are listed on that form. There is a report located here: Accounting > End of Day Cash. It shows all money the techs received.

## Annually Resetting Balances on Financial Statements

**QUESTION:** What numbers on a corporate balance sheet and or income statement reset at the beginning of each year?

**ANSWER:** On a corporate balance sheet, the items that reset at the beginning of each fiscal year are actually found in the income statement, not the balance sheet. The balance sheet is a cumulative record of the company's financial status up to a specific point in time, showing what the company owns (assets) and owes (liabilities), as well as the shareholders' equity. In contrast, the income statement reflects the company's financial performance over a specific period, such as a year or quarter.

Here's a breakdown:

### Income Statement Accounts

**Revenues and Expenses:** These accounts, which include sales, cost of goods sold, operating expenses, taxes, and others, reset to zero at the start of each fiscal year. The net result of these accounts (income or loss) for the year is then transferred to the retained earnings account on the balance sheet.

**Retained Earnings:** This is a balance sheet account that is directly affected by the closing of income statement accounts. Retained earnings change as the net income or loss for the year is added to or subtracted from the beginning balance of retained earnings.

### Balance Sheet Accounts

**Assets, Liabilities, and Equity:** These accounts do not reset. They carry over their ending balances from the end of the previous fiscal year to the beginning of the new fiscal year. The balance sheet continues to accumulate the history of the company's assets, liabilities, and equity over time.

In summary, while the balance sheet itself doesn't have accounts that reset annually, it is influenced by the annual resetting of income statement accounts, particularly through the change in retained earnings.

## Detailed Look at Opening Balance Equity

"Opening Balance Equity" is an account that you may encounter in accounting, particularly when setting up a new accounting system or software. It plays a specific role in the initial stages of recording a company's financial data. Here's a breakdown of what it is and its purpose:

### Definition and Purpose

**A Temporary Account:** Opening Balance Equity is a temporary equity account used in accounting to balance the books when setting up a new set of records or starting a new accounting software.

**Initial Balances:** When you first start recording transactions in a new accounting system, you need to enter the opening balances for your accounts (like bank balances, asset values, liabilities, etc.). These initial balances are often derived from the closing balances of the previous accounting period or the last set of financial statements.

**Balancing Tool:** The Opening Balance Equity account serves to "park" any difference between the debits and credits of these initial entries. Essentially, it's used to balance the accounting equation ( $\text{Assets} = \text{Liabilities} + \text{Equity}$ ) when entering opening balances.

## How Opening Balance Works

Suppose you're setting up a new accounting system. You enter the opening balances for your assets and liabilities. If there's a difference between the total debits and credits after entering these balances, this difference is recorded in the Opening Balance Equity account.

The goal is to eventually zero out the Opening Balance Equity account once all opening balances are properly entered and accounted for. This is typically done by transferring the balance of the Opening Balance Equity account to the appropriate permanent equity accounts, like retained earnings or owners' equity.

## Importance in Accounting

**Accuracy:** The use of this account helps ensure that the new accounting system starts with accurate and balanced financial information.

**Transition:** It acts as a bridge that allows for the smooth transition of financial data from one accounting system or period to another.

**Temporary Nature:** It's crucial to understand that the Opening Balance Equity is not meant to be a permanent part of the company's chart of accounts. It should be zeroed out once the accounting setup is complete and accurate.

For accounting professionals, the management of the Opening Balance Equity account is a key step in setting up a new accounting system, ensuring that the transition is accurate, and that the new system reflects the true financial position of the business.

## Ending an Accounting Period

**QUESTION:** Do you offer year-end or period ending bookkeeping and accounting checklists for closing a period?

**ANSWER:** Yes. Confused about year-end procedures? 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 employee payroll information. Please note, Total Office Manager does not have any specific Year End Requirements. 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 "yearend procedures". 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 Bookkeeping Procedures.
2. Order Tax Forms: Be sure to do this early so that you have them when you are ready to print. You only need to order W2 (one for each employee) W3 (one for each EIN), 1099 (one for each Vendor), 1096 (one for each Company Tax ID).
3. Software Updates: Update to the latest version of Total Office Manager to make sure you have all 20?? tax tables. (12/31/20?? or before your first payroll in 20??). Go to Help > Check for Enhancements and Updates.
4. Go to Company Information > Other Information tab. Check the settings inside the Report Information frame. Check the EIN and other tax numbers.
5. Go to File > Company Information > General tab. 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.

6. Go to File > Company Information > Database Stats tab. Click the Run Database Maintenance button. Hosted clients do not need to do this.
7. If not already entered, add any significant or important assets acquired during the year. Go to Company > Fixed Asset List. You should be selecting these whenever you are entering expenses that are related to them.
8. Enter ending vehicle mileage for your company's vehicles. Go to Company > Fixed Asset List. 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.
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 be included 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 12/31/20??. 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. Print PDF versions of your bank reconciliation reports. If you run them later, they will contain any changes made to related records (if any).

20. Set a new Cutoff Date after you reconcile and “close the books” for that period. This will prevent others from changing transactions that were cleared. Go to Preferences > Cutoff Date > Company Preferences.
21. Save PDFs for Income Statements and Balance Sheets too, for the same reasons.
22. Take a physical inventory count and reconcile with the software, making any adjustments needed. You might consider using the Item Adjustments import option.
23. Adjust and inactivate obsolete inventory items (if any).
24. Pay all Sales Tax and Payroll Liabilities.
25. Be sure that your Pay Payroll Liabilities list does not contain payroll liabilities that have already been paid. This can happen when you write a check without using the Pay Payroll Liabilities form.
26. 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.
27. Review, Print and Distribute W2 forms from Total Office Manager (Deadline to Employees 2/1/20??)
28. Review, Print and Mail copies of W2 & W3 forms to IRS (Deadline to mail is 3/1/20??)
29. Review, Print and Distribute 1099 forms from Total Office Manager (Deadline to Vendors 1/31/20??)
30. Review, Print and Mail copies of 1099 & 1096 to IRS (Deadline to mail is 2/28/20??)
31. Review and Print form 941 for 4th Quarter (Deadline is 1/31/20??)
32. Review and Print form 940 for 2009 (Deadline is 2/1/20??)
33. Review user security. Be careful with who has permission to delete transactions and other records.
34. 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.
35. 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 2220).
36. Call and make an appointment with your Accountant to go over any adjustments, depreciation, etc.
37. Optional: Create your budget for the following year.
38. Optional: Think about training you might wish to provide to your staff related to Aptora’ s software. FAQ

QUESTION: What records and transactions can I import into Total Office Manager?

Here is a complete list of the various records and transactions that you can import into Total Office Manager (aka: TOM) from Aptora. There may be other record types added since this help topic was last updated. Please feel free to contact us. Records and Transactions All of these data types, records, and transactions can be imported into Total Office Manager. These are in alphabetical order. Other file import help topics include details in field names, field lengths, data types, and more. Please Note: There is an order on how certain data



must be imported. Some records depend on the existence of other records. For example, you must import your Chart of Accounts (COA) before you can import inventory items or bills. Adjusting Journal Entries (also includes Beginning Balances) Appointment Types Bills (vendor A/P). Budgets Chart of Accounts (parent) Chart of Accounts (children) Contact Logs (aka: Customer Log) Credit Card Charges and Credits (vendor) Customer Contacts (our Contacts tab) Customer Document Links (not the documents or files) Customer Customer:Jobs (same as "Jobs" listed below) Customers (aka: Customer List) Customer Log (aka: Contact Log) Customers: Updating Customers Departments (parent or top level) Departments (children) Employee Types Employees Equipment (customer) Equipment Manufacturers Equipment Types Fixed Assets (aka: Company assets) Flat Rate Plus Desktop Data Groups Item Industry Codes ( NAISC and SIC ) Inventory Adjustment – Non Serialized Items Item Alias (aka: Vendor part numbers) Item Bins (aka: Item locations) Item Categories Item Categories (children) Item Groups (aka: Kits) Item Receipts Items (aka: Invoice Items) Inventory Qty (to adjust item on hand counts) Job Types Jobs (we call these Customer:Jobs) Marketing Types (parent or top level) Marketing Types (children). Payroll Service: ADP (Automatic Data Processing) Payroll Service: Other (not listed) Payroll Service: Paychex Payroll Service: Paycor Payroll Service: Paylocity (Webpay) Payroll Service: Sure Payroll Sales Tax Items Serialized Inventory, Service Agreements, Ship Via, Tax Codes, Timesheets, Unit of Measure Vendor Log (aka: Contact Log), Vendor Types, Vendors Warehouses, Work Order Types, Work Orders, Work/Ship Methods, Zip Codes, and others.

## Email Setup and Sending Issues

QUESTION: How do I email Invoices out of TOM?

ANSWER: To email an Invoice/Sale/Credit/Estimate out of TOM you will first need to install and configure a MAPI Compliant/POP3 email application on your desktop computer (e.g., Microsoft Outlook, Windows Live Mail, Mozilla Thunderbird, etc.). Once configured, to send the email go to **Menu > Print/Email Setup** from the Invoice. Then click the [Email] button. Similar options are available for other forms as well, such as Work Orders. For Invoices, TOM will generate and attach a copy of the Invoice as a .PDF to the email message for sending.

QUESTION: When I try to send an email, I get a message saying that email is not configured but I can email out of every other program on my computer.

ANSWER: To start, TOM currently requires that you use a MAPI Compliant/POP3 email application to send emails using TOM's email functions. MAPI Compliant/POP3 email applications are not the only kind out there (though by far the most common). Next, you need to verify that the email program is set as the default. Additionally, TOM will (currently) only communicate with 32-bit installs of these email applications. TOM will not work with 64-bit versions of Outlook, for example.

As a side note, I ran into a client that had a "virtual" installation of Outlook which is handled by a process called "Microsoft Client Virtualization Handler". This is not the same as having a native installation, as the actual program files were installed on a server and not the workstation. Needless to say, attempting to email out of TOM did not work for this client.

QUESTION: When trying to send email from Total Office Manager, we keep getting and "ActiveX cannot send email" message. Email is configured as a 32-bit mail client and error still appears.

ANSWER: We have isolated this behavior to machines installing Total Office Manager and .NET Framework 4.8 (or higher) was the only version installed. To correct this message, please complete the following: 1. Open command prompt (CMD) from the start menu. To minimize issues, right click and choose the option Run as administrator. 2. Enter the following command : `cd C:\Program Files (x86)\Aptora\TOM Enterprise\Interop` 3. When the directory changes, enter: `C:\Windows\Microsoft.NET\Framework\v4.0.30319\RegAsm.exe WpflInterop.dll /nologo /codebase /tlb` 4. Once the registry modification is completed, verify you can email from Total Office Manager. If you cannot, please contact our helpdesk 913 322 4666.



## Hosted Internet and Network Issues

QUESTION: Why do I keep getting disconnected from the hosted platform?

ANSWER: The hosted connection is reliant on a steady internet connection being present. If there is any disruption to the connection, your computer may disconnect you from the remote connection. Here is a quick list of things to check if you are continually getting disconnected.

1. Have you checked your power settings? If your computer is set to go to sleep, one of the first things it will kill is your connection to the network. Change these settings.
2. Are you connected to Wi Fi? If yes, the slightest of network interruptions may disconnect you from the remote session. Hosted does require an active internet connection.
3. Are you hard wired but still have a Wi Fi enabled computer? Disable the Wi Fi. The computer will still try to connect via Wi Fi depending on your Wi Fi configuration. This will cause a disruption in the active internet connection.
4. Does your computer have a static IP address? If not, you could face minor network disruptions as computers come and go within your network. IP address lease conflicts may cause a disruption in connectivity.
5. Have you rebooted your computer recently? You might check to make sure your computer is not hanging on to Windows Updates. Sometimes Windows will shut off certain network ports to help you reboot and allow updates to run.
6. When was the last time you flushed your DNS? You may need to do this, especially if you have a laptop computer you take out of the building.
7. When was the last time you “recycled” your W AN Miniports? I know, you have never looked at those. They are in the Device Manager of your computer under the Network adapters section. Delete them all and reboot your computer. When you reconnect to the network, these will recreate themselves.
8. Are there Windows updates pending? Windows will shut down your network connections to nudge you to update via a reboot. The internet connectivity will be the first disruptions to go.
9. When was the last time your firewall and/or internet router was rebooted? This may need to be checked as a pending update may cause disruptions in network connectivity.

QUESTION: What does it mean when I get a Login Failed message when trying to connect?

ANSWER: This message typically means your password for your TOMRDS user has expired. Passwords are required to be changed every 180 days. To change this password, please login on the <https://rds.aptora.com> site and enter your current login credentials. You will see a red label indicating the password needs to be changed. Update your password and re login to the hosted application.

QUESTION: How do we setup our desktop to minimize the number of clicks to open Total Office Manager?

ANSWER: You can configure RemoteApp Work Resources to accomplish this. For more information on setting up the work resources on your local machine, please review [Configuring Aptora Hosted for Windows OS](#) or [Configuring Aptora Hosted for macOS](#).

## Errors and Error Messages

**QUESTION:** Why do we get a message that we are running out of memory when our computer has plenty of RAM?

**ANSWER:** Total Office Manager is allocated 2.0GB of memory (RAM) when it is first opened. No matter how much memory (RAM) your computer has, your computer's operating system (Windows) will only allocate 2.0GB to the software. When you first open the software, you will have approximately 1.6 GB of memory or RAM available. As you use the program, that memory is used up by the software. If the memory available falls below 600MB, this message will pop up. Freeing Up Memory 1. When you close forms (including the report preview window), memory should be recovered in most cases. 2. Certain reports use a lot of memory, especially large reports and Custom Data Views. Searching lists that contain a lot of records can use a lot of memory too. Close these forms when they are no longer needed. 3. Close as many forms and reports as you can to recover memory. It may take a minute or so to update the Memory Status. 4. If that does not help enough, please close and re-open the software. You can monitor available memory by viewing the Available Memory window on the Status Bar (bottom center on main form). Viewing Available Memory To see how much memory (RAM) you have available for Total Office Manager, check the Available Memory box on the Status Bar. This value updates approximately every thirty seconds to one minute. You can double click on the "Available Memory" box to refresh the number.

## Bar Code Scanning

### My Barcode Scanner Does Not Work

When troubleshooting barcode scanning issues, there are a few key things to check for. There are the "obvious" things to verify first, such as if the barcode scanner is even powered on, or if they are using the device properly, and not holding it backwards for example, or forgetting to hold the scan button. Beyond the basic starter questions, here are some additional troubleshooting inquiries:

1. Is the barcode scanner recognized by the device you are attempting to connect it to?
2. Are they able to scan any item's barcode, as well as items besides their own?
3. Have they ever been able to scan any item?
4. Are you scanning a barcode while actively in a search field, or a field that accepts input?
5. Verify that filters are set correctly (show all, quick filter is set to proper category, etc.)  
\*name/number or vendor alias in the item lookup form

Have the user try scanning a barcode while in a notepad to see if there is any input. If there is data input to the notepad from the barcode scanner, have them try scanning the same item in Total Office Manager after verifying the above steps. If input shows up in the search field, the barcode scanner is working properly. If they are insisting that an item should be found, but nothing is showing up, and you have verified the correct filters and search parameters are defined, they likely do not have the item in their inventory.

## Finding Report Errors and Verifying Financial Report Information

If you need to know why a number is what it is or where it came from, this section should help. Remember the rules on "proving Aptora's innocence". Be sure you need to be looking for this information.

There are essentially three types or categories of information that you will be looking for. They are currency, quantities, and text.

### Currency (Dollars and Cents)

If you are looking for the source of any financial number (dollars and cents) that appear on the Income Statement, Balance Sheet, Cash-Flow Statement, Accounts Receivable Aging, and Accounts Payable Aging, look at the General Journal. The GJ is the source of all GAAP financial reports. All GAAP financial activity appears in the GJ. No exceptions. To understand this report, you will need to understand what credits and debits do.

## Inventory Quantities or Numbers

When you want to know where a number related to item quantity came from, examine the Inventory Item History form. This report includes all transactions related to item quantities, such as Qty. On-Hand, Qty. Sold, etc.

## Text

This should be the easiest information to find. Users might want to know where a description, memo, or other text came from. They may be trying to search for a word or phrase they recall entering. Use the Advanced Search form for this. This great feature will search for text, numbers, and much more.

## Calculated Numbers and Currencies

Often a number is the result of calculating numbers from numerous other parts of the software. You may have to examine a running total or the average on many separate transactions, such as Average Cost. Knowing what reports to look at is very helpful. The Inventory History report will show you details on how the Average Cost was calculated. The Item > Item History > Avg. Cost History tab is helpful too, but you should ultimately rely on the Inventory History report.

## Important Notes and Tips

1. Recall that there are several types of COA (Chart of Accounts). COAs are used to keep track of where to place currency in the GJ (General Ledger). They are Income, Expense, Asset, Liability, and Equity. There are others but they are sub-types of these. For example, Cost of Goods Sold (COGS) is really just an Expense type. COGS is a way of further defining it. When you are looking for the source of currency, understanding COA types and what they mean is essential.
2. Understanding what credits and debits are, what they do, and the rules for which they add or subtract is vital to figuring out why accounting data is what it is and how it got that way. Please learn [the rules of credits and debits](#).
3. Credits and debits always involve adding or subtracting. There is never any multiplication and division. Those calculations occur within the form, prior to being saved in the GJ. Sometimes you will need to examine a form to make sure that the math was correct prior to the debit and credit values being written to the GJ.
4. The Bills, Invoice, and many other forms include a "Find in GJ" option. This opens a small form that includes each line entry the transaction added to the GJ. That will help you determine if the transaction is correct, without sorting through a large GJ.
5. There are only a small number of reports that follow any type of rules related to design and calculations. The rules that govern the design and math behind financial reports in the USA is GAAP (Generally Accepted Accounting Principles). For the most part, GAAP only covers the Income Statement, Balance Sheet, Cash-Flow Statement, Accounts Receivable Aging, and Accounts Payable Aging reports. There are a few other reports that Aptora would not typically deal with. These reports also depend on how the software is setup and used. Example: How a company uses Discount item types will affect how Income is presented on a report.
6. Discounts can impact income or any type of COA. It's important to understand the impact of discounts have on financial transactions. When a user wishes to discount an amount, they will often use a "Discount" item type. The COA they select on that discount item will have an impact on how this discount affects the transaction. A discount can do one of three things: Debit (lower) an Income account, Debit (increase) a COGS account, or Debit (increase) an Expense account. Please see [Using Discounts and Discount Items](#) for more information.
7. TOM allows users to make changes to their item's COA selections. When doing so, users are offered a chance to go back in their financial history and change all transactions to use the new selection. They can set a date to go back to. They must have sufficient software permission to do this, but it is common. This

will change how financial reports display information related to this or any other item. You would need to look at the Audit Trail to see if this occurred.

## FAQs for Aptora Mobile Form Builder (AMFB)

QUESTION: AMFB is called a “Plug in”. What is a “Plug in”?

ANSWER: Aptora has built an elaborate plug in infrastructure to allow us and other

QUESTION: Why would we need to reinstall Aptora Mobile Form Builder (AMFB) and how to we do this?

ANSWER: There may be times when the mobile installation becomes corrupted and removes access to components previously installed. The plug in for Form Builder in Aptora Mobile II falls victim to Windows Updates when the original installation was not completed with the User Account Control disabled. You can always tell the applications affected as the icons will have the Windows Security shield displayed in the bottom right corner. If you are in Aptora Mobile II and cannot see Form Builder under the blue Plugin icon, follow the steps below to uninstall and reinstall Aptora Mobile Form Builder.

1. Using Control Panel, access Program and Features.
  2. Locate Aptora Form Builder Designer in Programs list, right click, and choose Uninstall.
  3. Once you have uninstalled the program, navigate to C:\Program Files (x86)\Aptora\Mobile\App\_Data\Plugins\PrivateBin. Right click on the folder located within PrivateBin and delete the folder. Do not delete the Placeholder.txt file in the PrivateBin folder.
  4. Navigate to C:\Program Files (x86)\Aptora\Mobile\App\_Data\Plugins and delete the ‘package’ file (identified by the extension.aptpkg). Navigate to C:\Program Files (x86)\Aptora\Mobile. Double click the file ‘AptoraSettings.config’ and open it in Notepad.
  5. Highlight the text starting with <plugins> and ending with <plugins>. Delete the text (including <plugins> at the start and end of the section).
- TIP: You may want to save the file prior to removing the Plug in section. This file contains your licensing information. You will need your Form Builder serial number in the steps below.
6. Click the search button on the taskbar and locate Internet Information Systems (IIS). Once open, click on Stop on the right panel to stop the website from running. NOTE: Users will want to be logged out of mobile to prevent losing work they were in.
  7. Restart IIS.
  8. Navigate to C:\Program Files (x86)\Aptora\Mobile\bin and open ‘aptora.mobile.config.exe’.
  9. Click on the Plug in Manager and reinstall Form Builder from the Mobile Configuration Utility.
  10. Reconnect to your mobile website and verify the Plug in for Form Builder has been restored.

QUESTION: Why do I get the message “Access to File Path Denied” when trying to generate the report from the form created in mobile?

ANSWER: This message will appear when the PDF does not have the proper security in the Templates folder. You can verify the security permissions by right clicking on the PDF, choose Properties, and click the Security tab. Ensure the Users security object is present.

QUESTION: Why isn't the delete button available in the template designer?

ANSWER: When a template or a field has been used (it has had data entered into it), the template or any of its fields can't be deleted. This is because the template has matching database tables and fields that cannot be edited. Another reason is to maintain the integrity of the completed form. Once a form is completed (and especially signed), we do not want people questioning the legitimacy of that form and its contents.

Your best option is to make a copy, make the changes, inactivate the old one, and begin using the new one. If you do not need the completed templates, you could delete all the saved templates. This would allow you to edit the template.

QUESTION: Why do you lock down templates and fields once they have been used in the field?

ANSWER: The answer is the same as above. This was done to ensure that templates and fields exactly match the information that has already been entered into them.

QUESTION: Can I rearrange the templates on my mobile device?

ANSWER: Templates can be easily arranged by dragging and dropping. This is done in the Designer software and not on the mobile device.

QUESTION: How can I remove certain templates from certain users of the mobile device?

ANSWER: This is done through security in the mobile device. Uncheck the "View" box. This will remove the template from their list of available templates.

QUESTION: We have a template we no longer wish to use. How do we get rid of it?

ANSWER: You can delete the template if it has never been used. Otherwise, inactivate it. It will no longer appear on any mobile device.

QUESTION: Can I have information from a field in AMFB copy to a field in Aptora Mobile II.

ANSWER: There is no way to enter something into an AMFB field and have that information also copied to a field in Aptora Mobile II.

QUESTION: Is there a way to add automatic numbering to a form (like invoices and work orders do)?

ANSWER: There is no way to add auto numbering. That may be something we can add in a later version.

QUESTION: Is there a way to add pictures to a form?

ANSWER: There is no way to add pictures but that is something we will be adding in a later version. However, you may add all the images and graphics you wish to a PDF.

QUESTION: Is there a way to add a drawing to a form?

ANSWER: There is not. You cannot add one on the fly. We suggest adding a new document.

QUESTION: Is there a way to add an attachment to a form?

ANSWER: There is not. Depending on your device, you might be able to attach additional files to the PDF when you email it. You should also consider using the Document Manager for that purpose.

QUESTION: Does AMFB add audit trail entries indicating who created and edited the mobile forms?

ANSWER: No. There is a security label that indicates who created the templates and last edited them.

QUESTION: I created a template, but it does not appear in Aptora Mobile II. Why?

ANSWER: Be sure the template has been “Activated” and that the user has permission to view that template. If the template is not active, it will not even appear in the template list under security.

QUESTION: Can you add invoice items to a form?

ANSWER: No. This type of functionality is not available in AMFB.

QUESTION: How do I add a template to a mobile form such as work order or sales opportunity?

ANSWER: In the Designer, select the template > click Options, and check the appropriate boxes.

QUESTION: How do we create a PDF and will Aptora’s technical support or training department help me do it?

ANSWER: PDFs are a proprietary format owned by Adobe. They have a product called Acrobat and that is what is used to create PDFs. There are other programs that purportedly can create PDFs but we do not recommend them. Aptora can’t assist you with the creation or editing of PDF files. Adobe has a lot of resources for that purpose.

QUESTION: Is there a size limit to the template or the PDF?

ANSWER: There is no limit that we are aware of. You can create a huge template and a multi-page PDF with no worries about their size.

QUESTION: Can we edit a PDF that has already been used in the field?

ANSWER: Yes. You can easily open and modify PDFs – even if they have been used. See Chapter 11 for details.

QUESTION: The Form in Aptora Mobile is different than the printed PDF. Why is that?

ANSWER: Forms and PDFs can be edited independently so they can be out of sync. To correct this, Edit the PDF or the form to get them back in sync (matching again).

QUESTION: Our mobile form and PDF both have a common field. The PDF field is always blank. Why is that information not copied from the mobile form to the PDF?

ANSWER: Make sure you entered the correct PDF Field Name in both. The field name in the template must exactly match the field name in the PDF. If you get this field name wrong, the information will not populate the PDF. Field names should not be case sensitive for AMFB. However, Adobe Acrobat might have a problem with that. You might try all upper case or all lower-case letters. Do not use spaces and avoid any special nonstandard character, such as commas, apostrophes, asterisks, and so forth. Example: “Todays Date” or “Employee FullName” (without quotes).

QUESTION: Where are the PDFs that have information in them located?

ANSWER: PDFs that include data entered in the field, are located here (your hard drive letter may be different):  
C:\Users\Public\Documents\Aptora\MobileFormBuilder

Tip: These are the PDFs that had information added to them from the Mobile App. Example:  
Users\Public\Documents\Aptora\MobileFormBuilder\2022 12 9-15 4732\_OSHA301a\_18\_AshleyMAdams.pdf

QUESTION: Where are the PDFs that are used as templates for what gets saved?

ANSWER: PDFs that were imported when creating your template, are located here (your hard drive letter may be different ): C:\Users\Public\Documents\Aptora\Templates Tip: This is the empty PDF that gets populated with information and a copy is saved to the file path mentioned above. Example:  
C:\Users\Public\Documents\Aptora\Templates\OSHA 301a.pdf

QUESTION: Why are we unable to see the Generate Report menu option in our mobile form?

ANSWER: AMFB includes this menu option when there is a PDF associated with that form. The software to locate the PDF across the network. If it can't "see" it, this menu option is not shown. Be sure that you have selected a PDF in Form Properties. Check to make sure the PDF still exists, and the computer has access to that PDF (no firewalls blocking access).

QUESTION: Can our AMFB form output to any other type of file besides a PDF?

ANSWER: PDFs are the only file type supported. We selected PDFs for their popularity and the fact that they always look, print, and email the same no matter what the device or operating system.

QUESTION: Why did you require us to use Adobe Acrobat to build PDFs?

ANSWER: PDFs are the only file type supported but there are other companies that make PDF editors. Adobe owns the PDF technology. It is the standard in internet security and stability. Aptora could never hope to build a better system on its own.

QUESTION: Can you email the PDFs?

ANSWER: Yes. Your device needs to be able to email PDFs. When viewing a PDF, look for a Share or Send button. There is nothing unique about emailing a PDF versus a picture you took.

QUESTION: How can we add a logo or graphic to a PDF?

ANSWER: That is done in Adobe Acrobat. Logos are images that you add to the PDF when you are designing the PDF.

QUESTION: Will future software updates include new templates?

ANSWER: Yes. We do plan to occasionally create new templates for our clients. They will be free of charge.

QUESTION: Can we hire Aptora to create PDFs and templates?

ANSWER: Yes. Please contact your sales manager to get the process started.

## FAQs for Aptora Mobile II (field service app)

QUESTION: How can we track personal purchases made while techs are at supply houses?

ANSWER: It is possible for techs to record and provide proof of purchase when they purchase through a supply warehouse. When filling out a purchase order in the field, there is an easily accessible shortcut to include a photo of the receipt!

QUESTION: Does the app include service and equipment history?

ANSWER: Yes, we pride ourselves on the most extensive service history in the industry. Techs can easily look up service history and equipment history while in the field.

QUESTION: Why do I get a denied access error when changing the mobile file storage path to a location outside of the installed machine?

ANSWER: Aptora Mobile II, through the mobile configuration utility, allows for selection of the file storage location for files created or stored through the mobile application. The default location is on the same machine as Aptora Mobile II is installed. This allows the software to be able to set the permissions to this folder using the permissions of the computer user that is running/installing the program. If a location is selected that is outside of the computer that Aptora Mobile II is running on it will require enabling an IIS feature called ASP.NET Impersonation. This allows for a network username and password to be used by IIS to grant permissions to a file directory that is outside the control of the computer's local user accounts. Aptora recognizes ASP.NET Impersonation as a feature that grants capability that is available and advantageous to our customers. These are features offered by Microsoft and we have neither control nor the ability to support their features. A qualified IT professional with experience with IIS and network security should be able to assist with the setup and maintenance of this feature.

QUESTION: When sending an invoice or a work order, why can't we quickly attach any file from the customer's Document Links form? Why can't I attach a file from document links in Aptora Mobile II the app?

ANSWER: Before we answer that, let us explain a little more about how the feature works. When a user saves a Mobile Form Builder PDF, that file is actually saved to your company's server computer, not the mobile device. That is done so the file is accessible to the office and other mobile users. It is very difficult to get a mobile device to email a file, when that file does not exist on that mobile device. The key is that the Form Builder PDF must be on the mobile device and attached to a work order or invoice, before it can be emailed. Here is the current process: Go to the Document Link and download it to the mobile device. It may now be attached to a work order or invoice that you are emailing.

QUESTION: Can the techs or installers link photos and documents to work orders in the field (using the app)?

ANSWER: Yes, you can link photos and documents for field personnel to access while on the job site. Field personnel can also upload photos from the field, and the office can then view those photos.

QUESTION: Why are we getting too many redirects when trying to connect to the mobile website?

ANSWER: The 'too many redirects' are being caused due to the configuration on the server and how it handles HTTP to HTTPS redirection. Many times, changing the Advanced Settings on the website can help resolve this. Other times, you may have to change the XML configurations for the website.

QUESTION: When our technicians come into the office, they can no longer connect to the mobile website. As soon as they leave, they can connect. What is causing this to happen?

ANSWER: The most common reason for this to occur deals with the way your devices are accessing the website. Most employees connect to the network when entering the building if their Wi-Fi is enabled on their device. When they do this, they are attempting to access the public website URL inside the internal network.



Simply put, it is like trying to open the front door from the inside using the outside doorknob. That is really hard to do. When you are inside your network and firewall, traffic is typically handled through IP Addresses and DHCP. Have your IT professional make sure the IP redirection for the mobile website is handled when the devices are in the same building as the website server.

QUESTION: Why do I get the message “mobile securities do not exist for this user: when trying to login to the mobile site?

ANSWER: This message will appear when you have only created the user in the Total Office Manager application but have not logged into mobile to set permissions for the user to access mobile. To create mobile permissions, login as a user with permissions to modify security. If this is the first time accessing mobile, you will need to login as Administrator. Navigate to More | Security | User Permissions and select the user you wish to access mobile.