LawnPro User Guide

Table of Contents

Part I

1 Introduction

1.1 Welcome

www.lawnprosoftware.com

Tired of keeping up with who you need to service each day? LawnPro will tell you who to mow each day. (and let you print that list)

You can look at as many days or weeks as you want to see who you would be mowing on any given day. If you don't work on the weekends, no problem you can choose not to schedule any customers for Saturday or Sunday.

What if it rains? No problem. You can put off mowing one or all of your customers.

Create, print, and save invoices for all of your customers.

Batch print invoices to save time.

Export data to QuickBooks.

Import customers from QuickBooks

Add your own logo to your invoices.

Choose to bill your customers by the visit, monthly or any other interval you want.

Built in estimating capabilities tell you how much to charge for cutting, mulch and more...

Reminds you if you have an appointment and to follow up on letter and proposals.

View all kinds of reports such as: Income and Expense by customer, active customers, income and expenses by date and more....

Level Billing Calculator. See what any of your services would be divided by any number of months you want...

Choose year round or level billing for your customers...This is a great feature to make things more affordable for your customers.

1.2 Getting Support

For support please use our online support ticket system at
http://www.lawnprosoftware.com/support

When submitting a support ticket, you must include the following.

1. Include your full name and email address. If your current email address is different from the one you used when you purchased LawnPro, then please provide the one you used when you purchased.

2. Include a descriptive title.

3. Include a detailed description of the problem. If you are getting an error message, then provide step-by-step instructions to reproduce the problem. If you are asking for help on how to do something, please explain what have tried and how far you have got. Do not submit tickets with things like "It does not work" or "Can someone help me".

4. If you are requesting a new activation code, you must include the registration number from the activation screen.

We want to help people as quickly as we can so if we don't have to keep asking for more information, we can do that.

Sometimes when report a problem or an error, it can be helpful to send us a screen shot of the program showing the problem. There is a built in feature that lets you capture any screen and save it as an image. Every LawnPro screen has a small logo in the top left corner as shown below.

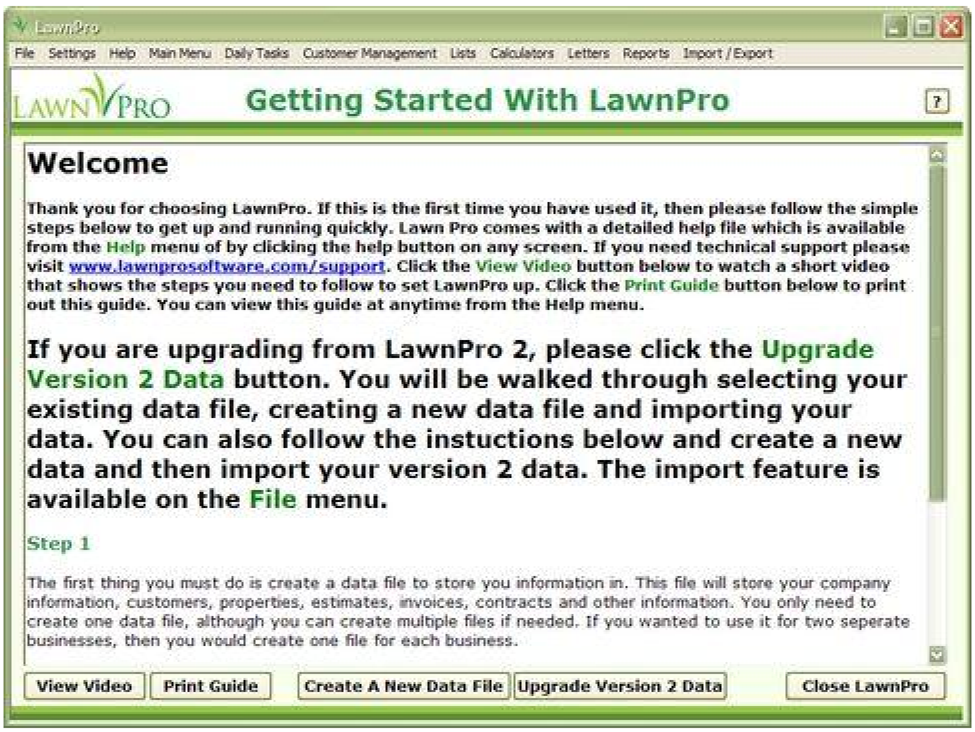
Simply click this logo to capture the screen. The image will be saved to your desktop as a jpeg file and will be named **LP_Screen.jpg**. The image will also open in your default image viewer. You can easily attach this image to an email.

Part II

2 Setting up LawnPro

2.1 Getting Started

The Getting Started With LawnPro screen provides information on how to get up and running quickly. It explains what you need to do if you are a new user of LawnPro or if you are upgrading.



Please not that the menu bar at the top of the screen will not be available on this screen.

Thank you for choosing LawnPro. If this is the first time you have used it, then please follow the simple steps below to get up and running quickly. Lawn Pro comes with a detailed help file which is available from the **Help** menu of by clicking the help button on any screen. If you need technical support please visit www.lawnprosoftware.com/support. Click the **View Video** button below to watch a short video that shows the steps you need to follow to set LawnPro up. Click the **Print Guide** button below to print out this guide. You can view this guide at anytime from the Help menu.

If you are upgrading from LawnPro 2, please click the Upgrade Version 2 Data button. You will be walked through selecting your existing data file, creating a new data file and importing your data. You can also follow the instuctions below and create a new data and then import your version 2 data. The import feature is available on the File menu.

Step 1

The first thing you must do is create a data file to store you information in. This file will store your company information, customers, properties, estimates, invoices, contracts and other information. You only need to create one data file, although you can create multiple files if needed. If you wanted to use it for two seperate businesses, then you would create one file for each business.

You can click the **Create New Data File** button to create and save your data file.

Step 2

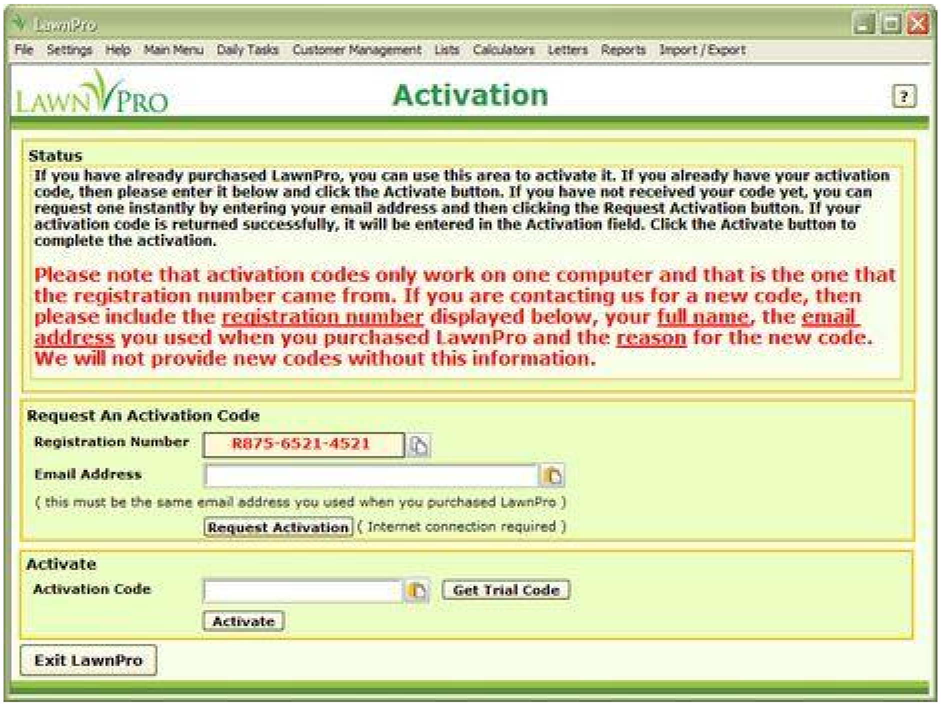
Once you have created your new data file, you will need to enter your company information. This includes things like name, address, phone, logo, tax settings etc. This information will be printed on invoices, estimates, contracts and other reports.

Step 3

Next you need to add your customers, properties and schedule.

2.2 Activating LawnPro

LawnPro must be activated before you can use it. When you first open the program the activation screen shown below will appear. This screen displays your unique registration number which is needed to generate an activation code. This screen also allows you to run LawnPro as a trial. The trial is the full version that is not disabled in anyway but has a 20 use limit.



Please not that the menu bar at the top of the screen will not be available on this screen.

If you have already received your activation code, enter it in the **Activation Code** field and click the **Activate** button.

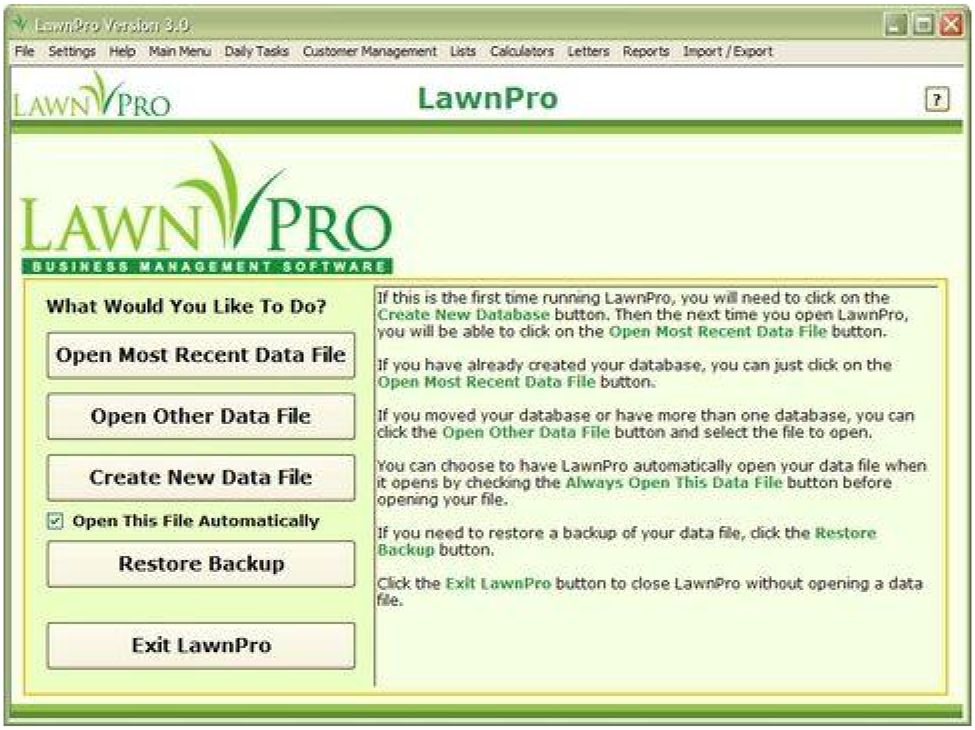
If you have not yet received your activation code, you can enter your email address and click the **Request Activation** button to instantly receive it. The email address must be the email address you used when you purchased LawnPro. Also you must be connected to the internet. If the request is successful, your activation code will be filled into the **Activation Code** field. All you have to do is click the **Activate** button. You can only activate once.

Click the **Exit LawnPro** button if you do not want to activate or run it as a trial at this time.

Please note that activation codes only work on one computer and that is the one that the registration number came from. If you are contacting us for a new code, then please include the registration number displayed below, your full name, the email address you used when you purchased LawnPro and the reason for the new code. We will not provide new codes without this information.

2.3 Data File

The Startup screen shown below lets you choose a data file to open or create a new one.



Please not that the menu bar at the top of the screen will not be available on this screen.

If you have already created your data file, you can click the **Open Most Recent Data File** button.

If you want to open a different data file than you used last time, then click the **Open Other Data File** button. You can then browse for the data file you want to open. If you are connected to a local network, you can even open a data file that is located on another computer. This is very useful if you want to use LawnPro on more than one computer at the same time but still use the same data file.

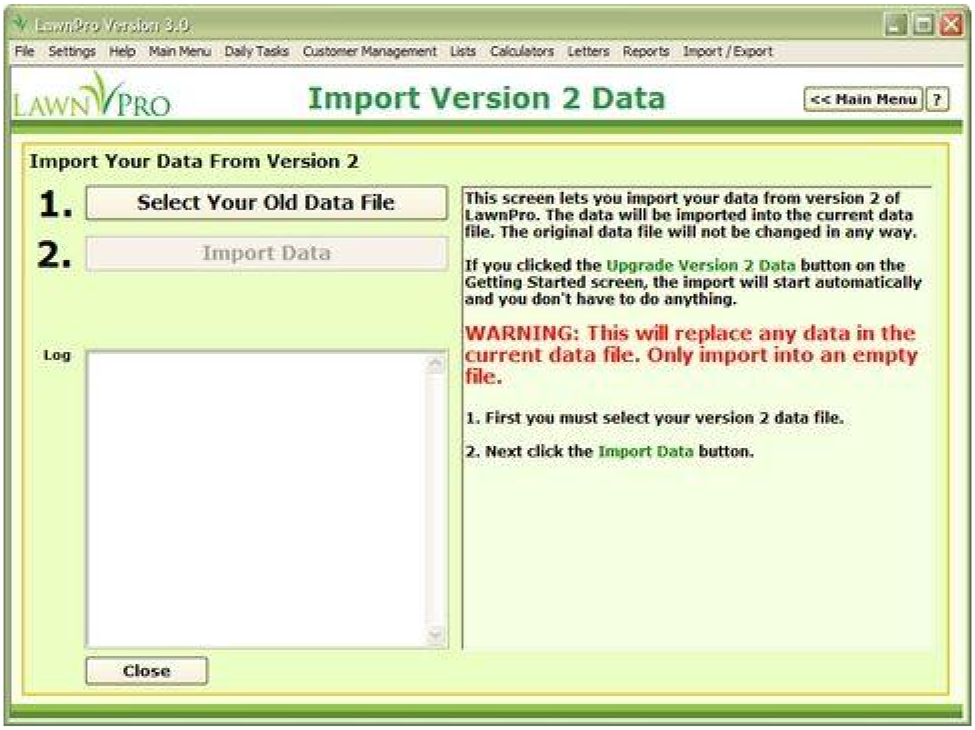
To create a new data file, click the **Create New Data File** button. You will be asked to name the file and choose where to save it. Once the file has been created, it will be opened and you can begin adding information. The first thing you must do is enter your company information 14.

You can have LawnPro automatically open your data file by checking the **Open This File Automatically** check box. This will save time opening LawnPro. You can get to this screen by selecting **Switch Data File** on the **File** menu.

Click the **Exit LawnPro** button to exit without opening a data file.

2.4 Import Version 2 Data

The Import Version 2 Data screen lets you import your data from version 2 of LawnPro. The data will be imported into the current data file. The original data file will not be changed in any way.



If you clicked the **Upgrade Version 2 Data** button on the Getting Started 9 screen, the import will start automatically and you don't have to do anything.

WARNING: This will replace any data in the current data file. Only import into an empty file.

First you must select your version 2 data file by clicking the **Select Your Old Data File** button. You can select a normal version 2 data file (.lp2) or a version 2 backup file (.lbk).

Next click the **Import Data** button to begin the import. It may take several minutes to import all the data depending on the amount of information in the file. As the import progresses, the results will be displayed in the **Log** area.

2.5 Entering Your Company Info

Once you have created a new data file, the first thing you must do is enter your company information. Click the **Settings** menu at the top of the screen and select **Company Information**. This will display the screen shown below.

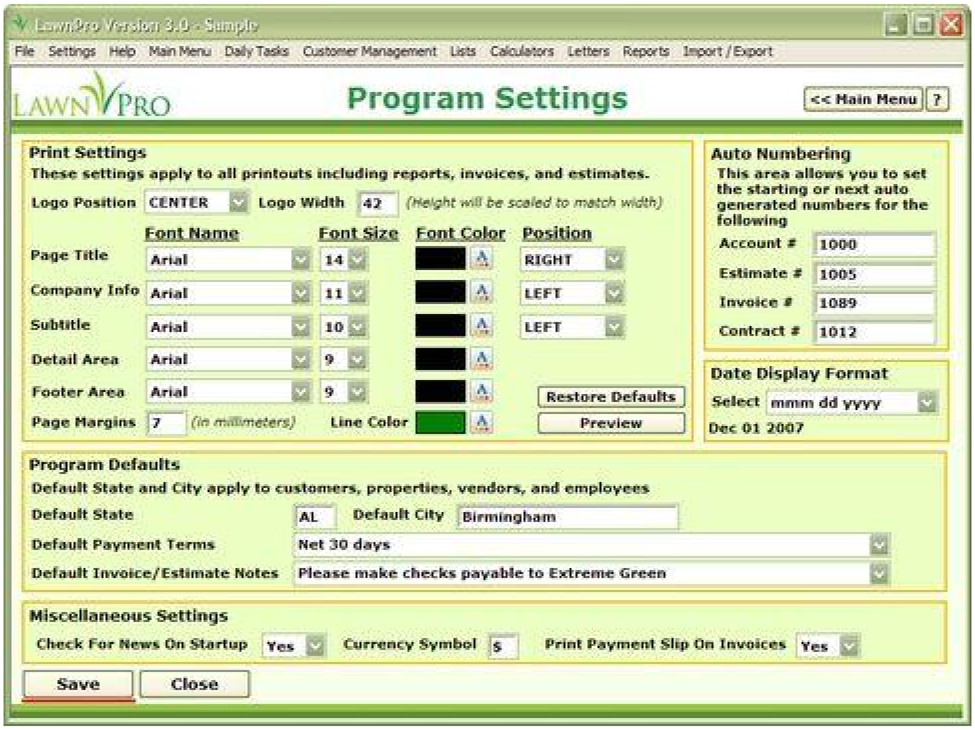
Enter your company name, address, and contact information in the fields provided. You can also set your default tax rate and default markup rate. These defaults will be used when you add items to the Items 54 list or when creating estimates 68, invoices 77 and contracts 91. You can choose to charge tax on labor, materials, subcontract and equipment. Simply check the ones you want to charge tax on. You can also set the tax name. Instead of printing "Tax" on invoices and estimates, you can have it print "GST", "VAT" etc.

Next set your weekend mowing preferences by selecting the appropriate option. This will effect how LawnPro calculates the next mow date for each property. If it falls on a weekend day that you do not work, it will move it ahead to the next working day.

You have the option of adding your company logo to LawnPro. This will be printed on all printouts. Click the **Select Logo** button to browse for your logo file. Your logo will be resized and converted to the required size and format. To remove your logo click the **Remove Logo** button.

2.6 Program Settings

The Program Settings screen lets you edit settings and defaults that are used throughout LawnPro.



There are five sections.

Print Settings

This section lets you control various aspects of the PDF files used to print reports, invoices and estimates etc. You can control where your logo appears, where your company info appears, the font and font size used in different parts of the PDF file and the page margins. You can test your settings by clicking the **Preview** button. You can set everything back to their default settings by clicking the **Restore Defaults** button.

Auto Numbering

This section lets you control the numbering system used for invoices, estimates etc. You should set these numbers once you create your data file. These numbers will be used as the starting numbers and will be incremented each time you add a new Customer 45, Estimate 68, Invoice 77 or Contract 91.

Date Display Format

This section lets you choose how dates are displayed both on the screen and on all printouts. You can choose from the following formats.

Format	Example
yyyy-mm-dd	2007-01-20
dd/mm/yyyy	20/01/2007
mm/dd/yyyy	01/20/2007
mmm dd yyyy	Jan 20 2007
mmmm dd yyyy	January 20 2007
ddd mmm dd yyyy	Sat Jan 20 2007
dddd mmmm dd yyyy	Saturday January 20 2007

Program Defaults

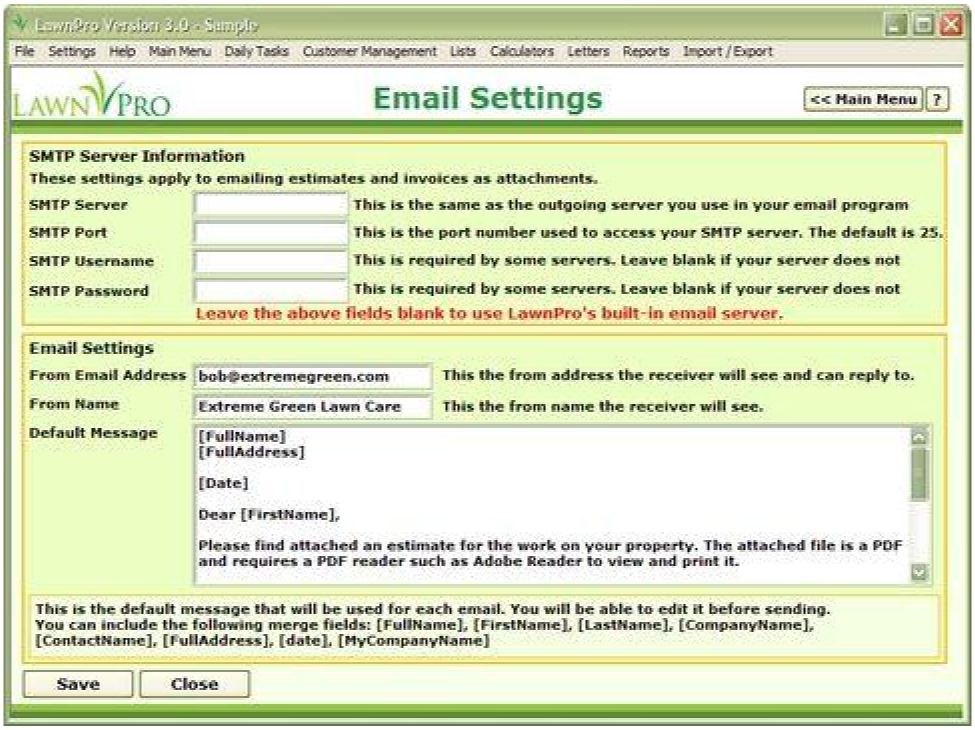
This section lets you set some default values that will be used throughout the program. You can set a **Default State** and **Default City**. These will be used when you add new customers 45 and properties 48. You can also select or enter a **Default Payment Terms** and **Default Invoice / Estimate Notes**. These will both be used when creating new invoices 77 and estimates 68. You can edit these drop-down lists on the Other Lists 57 screen.

Miscellaneous Settings

This section lets you choose whether to check for new from the LawnPro website when LawnPro starts up, set the currency symbol to use and whether to print a payment slip at the bottom of invoices.

2.7 Email Settings

The email settings screen lets you setup LawnPro so you can email letters 105, estimates and invoices and contracts 91.



In order to send email you must enter the required information on this screen Each field is explained below.

SMTP Server
This is the mail server that you use to send your email. This is normally the server assigned by your ISP (Internet Service Provider). This will be the same as the server used in your email software such as Outlook or Outlook Express.

SMTP Port
This is the port number used by the server. This is normally 25, but if your ISP requires you to use a different one, then enter that. If you leave this field blank, 25 will be used.

SMTP Username and **SMTP Password**
These are only required if your ISP requires you to login in order to send email through the server. This is normally not required and can be left blank.

Leave the above fields blank to use LawnPro's built-in email server.

From Email Address
This is the email address that will appear in the from address field when you send an email. You should use the email address that you want people to reply to.

From Name
This is the name that will appear in the From field when you send an email. You should enter your name or the name of your company.

Default Message
Here you can enter a default message to use when you email an estimate or invoice. This can save a lot of time when send emails. You can edit the message before sending an email without affecting this default. You can use the following merge fields in the default message text. These will be replaced by the actual values when the email is created.

[FullName]
[FirstName]
[LastName]
[CompanyName]
[ContactName]
[FullAddress]
[Date]
[MyCompanyName]

This allows you to personalize the emails with the customers name etc. without you having to type it each time

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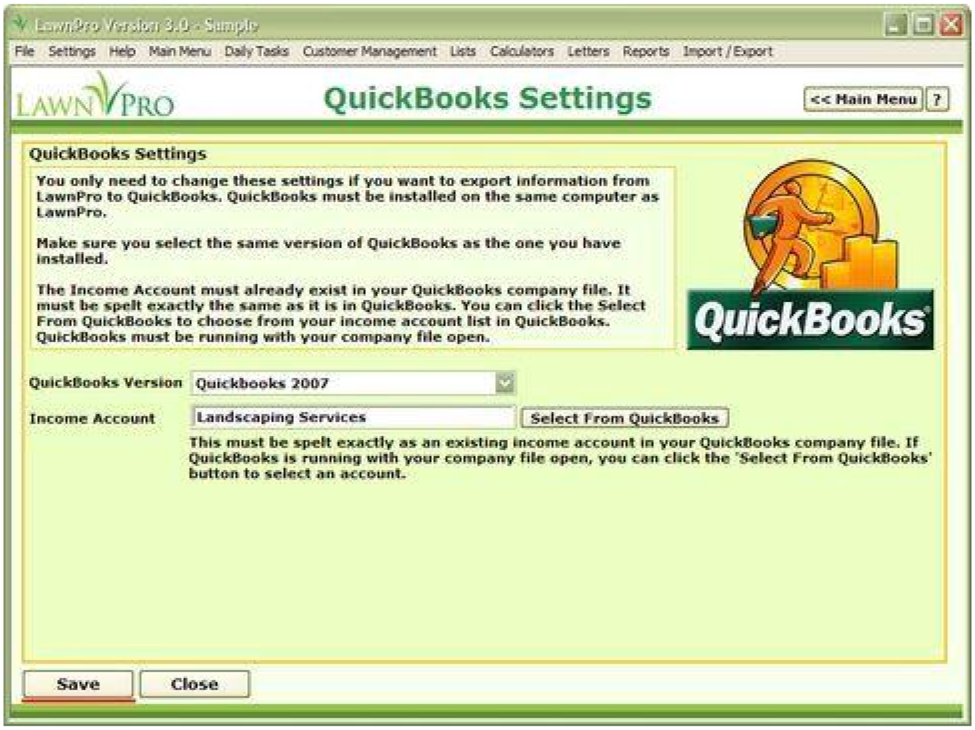
2.8 QuickBooks Settings

The QuickBooks Settings screen lets you choose the version of QuickBooks you have installed and also what income account to use when creating invoices.



You only need to change these settings if you want to export information from LawnPro to QuickBooks. QuickBooks must be installed on the same computer as LawnPro. This feature will only work with QuickBooks Pro 2002 or later.

Make sure you select the same version of QuickBooks as the one you have installed.

The Income Account must already exist in your QuickBooks company file. It must be spelt exactly the same as it is in QuickBooks. You can click the **Select From QuickBooks** button to choose from your income account list in QuickBooks. QuickBooks must be running with your company file open.

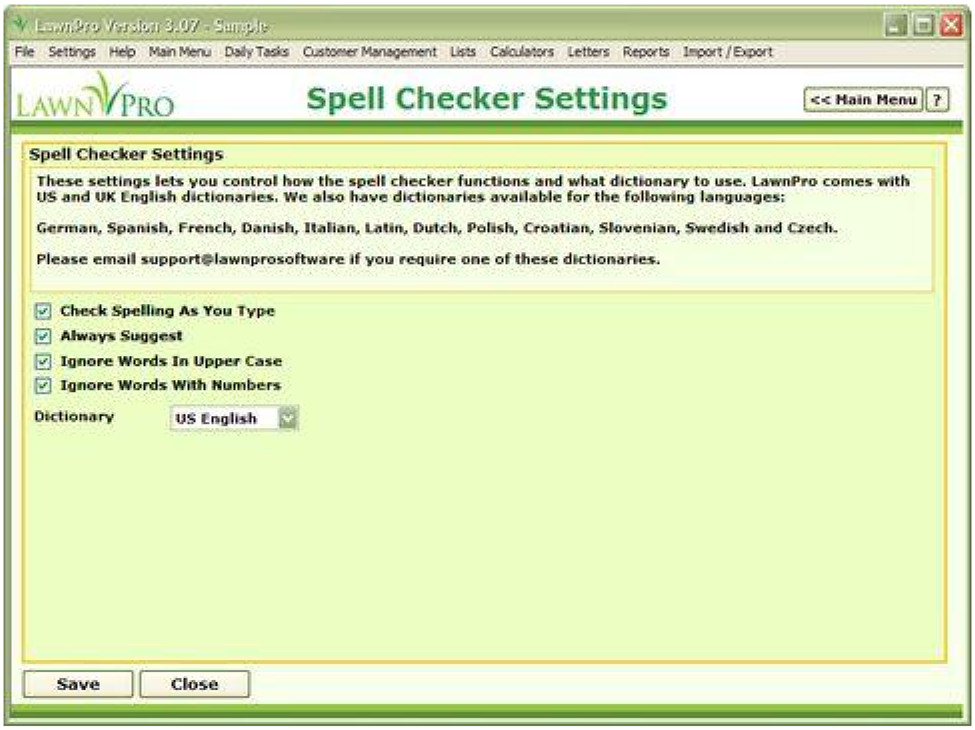
Click the **Save** button to save your changes.

Important information regarding using QuickBooks and LawnPro on Windows Vista

Intuit the makers of QuickBooks have imposed certain rules when other application connect to QuickBooks on Windows Vista. You must be logged onto Vista as a limited user. That means you must not have administrator permissions. Vista's UAC (User Account Control) must be turned on. If both of these conditions are not met, LawnPro will not connect to QuickBooks. Also, only QuickBooks 2007 and 2008 will work on Vista.

2.9 Spell Checker Settings

This screen lets you control how the spell checker functions and what dictionary to use. Speck checking is available in the letter writer 105, letter template 104 editor, invoice 77 item descriptions, estimate 68 item descriptions, contract 91 item descriptions, property 48 schedule descriptions, calendar 37 descriptions, and services / materials 54 descriptions.



Check the **Check Spelling As You Type** box if you want the spell checker to underline misspelled words with a red line. This is a great way to see your mistakes as you type. Youcan right-click on an underlined word and select a suggested correction. You can also tell it to ignore the word or you can add it to your custom dictionary. Adding words to the custom dictionary will adapt the spell checker to your needs. All the areas that have spell checking also have a spell check button on the formatting toolbar.

Check the **Always Suggest** box of you want the spell checker to always suggest words when you click the spell check button on the formatting toolbar.

Check the **Ignore Words In Upper Case** if you want the spell checker to ignore words that have all uppercase letters.

Check the **Ignore Words With Numbers** box if you want the spell checker to ignore word that contain numbers.

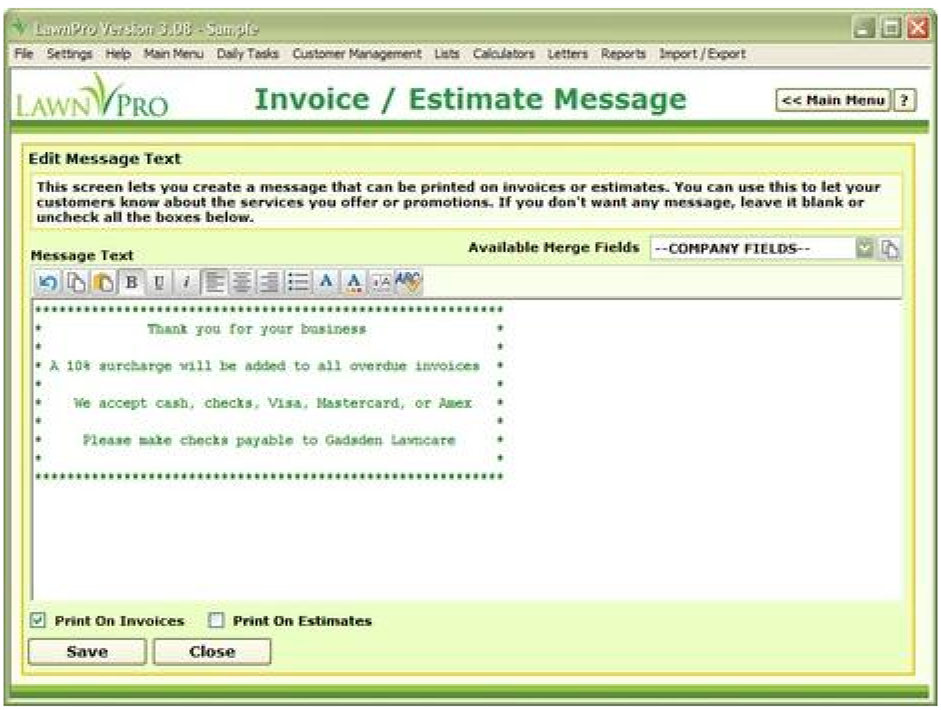
Select the dictionary you want to use from the **Dictionary** drop-down list. You can choose between **US English**, **UK English** and **Other**. If you select **Other**, a field and a button will appear on the screen that lets you specify what dictionary file to use. Just click the **Select Dictionary File** button to locate a dictionary file on your computer. LawnPro comes with US and UK English dictionaries. We also have dictionaries available for the following languages:

German, Spanish, French, Danish, Italian, Latin, Dutch, Polish, Croatian, Slovenian, Swedish and Czech.

Please email support@lawnprosoftware if you require one of these dictionaries.

2.10 Customer Message

The Invoice / Estimate Message screen lets you setup a message to be printed on invoices and/or estimates. You can use this for any purpose. Examples would be to let your customers know about other services you offer, payment methods etc. You could also use it for seasonal greetings.



You can use the tool bar to format the text for the message.

The options on this tool bar are similar to any word processor.

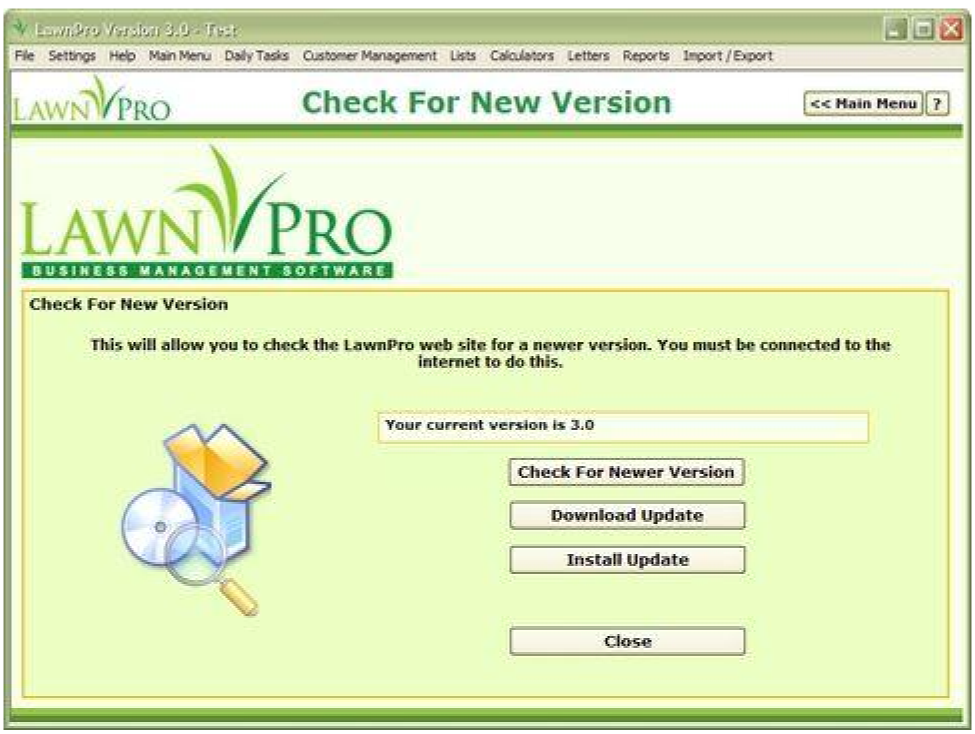
You can use merge fields within the message. These merge fields will be replaced with the appropriate values when you print the invoice or estimate. You can choose a merge field from the **Available Merge Fields** drop-down list. Click the button to copy the merge field to the clipboard and then paste it into the message using the paste button on the tool bar. This a great way to personalize the message with the customers name for example.

If you don't want to use a message, you can either delete all the text or uncheck the **Print On Invoices** and **Print On Estimates** boxes.

Click the **Save** button to save your changes.

2.11 Check For New Version

The Check For New Version will let you check the LawnPro webs site for the latest version. If there is a newer version, you will be able to download and install it from this screen. You must be connected to the internet to use this feature.



Click the **Check For Newer Version** button. If a new version is found, a message will be displayed and the **Download Update** button will be enabled. Click this button to download the update to your computer. Once the download is complete, click the **Install Update** button. LawnPro will close before the installation begins.

Part III

3 Navigation

3.1 Navigating LawnPro

It is easy to navigate around LawnPro using the main screen shown below and the menu bar at the top of the screen. This screen has links to perform the most common tasks. These options are also available on the top menu bar a long with other options not available on the main screen.

The **Navigation** list on the left has links to all major parts of the program. Most of the screens in LawnPro will have a **Main Menu** button that will take back to the main screen.

The main screen will also display your company information[14] at the top, to the right of the LawnPro logo.

You can enter or edit your company information[14] by selecting the **Company Information** from the **Settings** menu at the top of the scrteen.

Any invoices[77] that are due to be created today will be displayed in the **Invoices Due To Be Created** list. You can double-click an item on this list to create an invoice. If the invoice type is **Monthly** or **Per Visit** then the Create Invoice[84] screen will open from which you can easily create invoices from your mowing history. If the type is **Contract** then the appropriate contract[91] will open from which you can generate the next invoice[77].

You can also view your schedule calendar by double-clicking **Generate Future Schedule Calendar**. See the Generate Future Schedule Calendar 42 topic to learn more.

To access all features of the program, use the menu bar at the top of the screen.

Clicking the **File** menu at the top of the screen will display the drop-down menu shown below.

- There are seven options on this menu.

Compact Data File
Backup Data File 114
Restore Data File 114
Switch Data File 12
Activate 10
Import Version 2 Data 13
Exit LawnPro

Clicking the **Settings** menu displays the drop-down menu shown below.

- There are six options on this menu.

Company Information 14
Program Settings 15
Email Settings 16
Invoice / Estimate Messsage 21
QuickBooks Settings 18
Spell Checker Settings 20

Clicking the **Help** menu displays the drop-down menu shown below.

- There are seven options on this menu.

Get Help On This Screen
View Video About This Screen
View LawnPro User Guide
Check For New Version 22
System Information 119
Lawncare Forum 120
About LawnPro 118

Clicking the **Main Menu** option will take you back to the Main Menu. There is no drop-down menu.

Clicking the **Daily Tasks** menu displays the drop-down menu shown below.

- There are five options on this menu.

Who To Mow Today 39
Calendar 37
Generate Future Schedule Calendar 42
Expenses 101
Delays 41

Clicking **Customer Management** will display the drop-down menu shown below.

- There are nine options on this menu.

Customers & Properties 45
Invoices 77
Estimates 68
Contracts 91
Contract Templates 98
Invoice Payments 87
Services / Materials 54
Print Blank Invoice Sheet 88
Print Blank Estimate Sheet 75

Clicking the **Lists** menu displays the drop-down menu shown below.

- There seven options on this menu.

Customers & Properties 45
Employees 51
Crews 52
Vendors 56
Equipment 53
Services / Materials 54
Other Lists 57

Clicking **Calculators** will display the drop-down menu shown below.

- There seven options on this menu.

Charge By The Hour Calculator 60
Charge By The Sq. Ft. Calculator 61
Level Billing Calculator 63
Fertilizer Calculator 62
Sod Calculator 65
Mulch Calculator 64

Aeration Calculator 60

Clicking **Letters** will display the drop-down menu shown below.

- There are two options on this menu.

Letter Writer 105
Letter Templates 104

Clicking **Reports** will display the drop-down menu shown below.

- There are two options on this menu.

General Reports 109
Business Summary 110
Charts 112

Clicking **Import / Export** will display the drop-down menu shown below.

- There are four options on this menu.

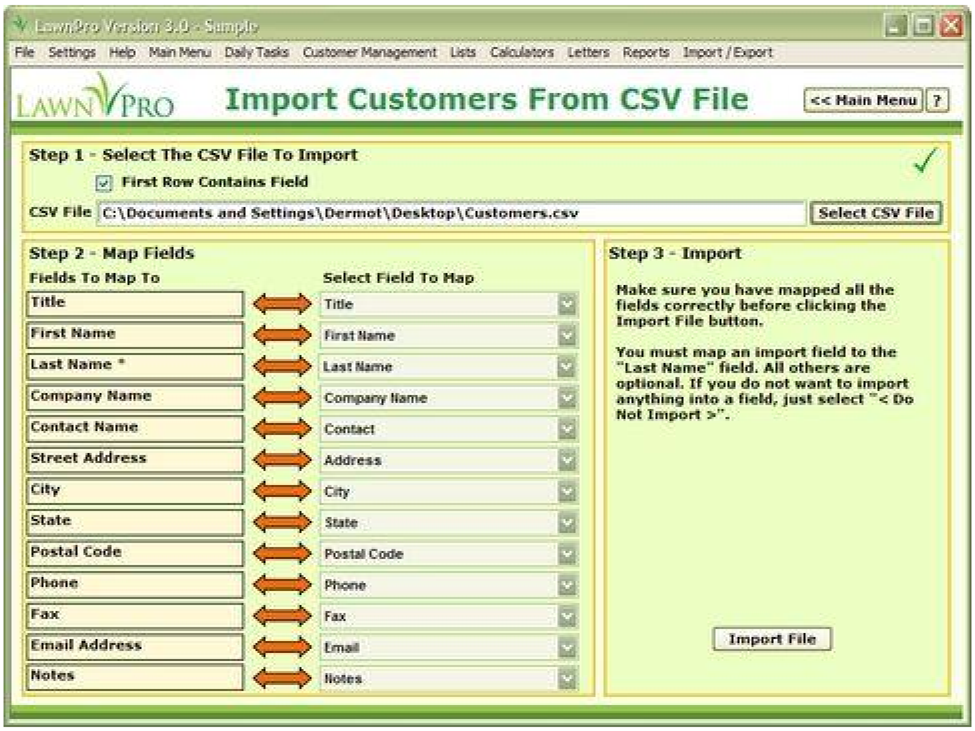
Import Customers From CSV File 30
Import Services / Materials From CSV File 32
Export Customers To CSV File 33
Export Services / Materials To CSV File 34

Part IV

4 Import / Export

4.1 Import Customers From CSV File

This screen lets you import a list of customers from a CSV (comma separated values) file. Most other programs such as contact managers or accounting programs let you export data from them as a CSV file.



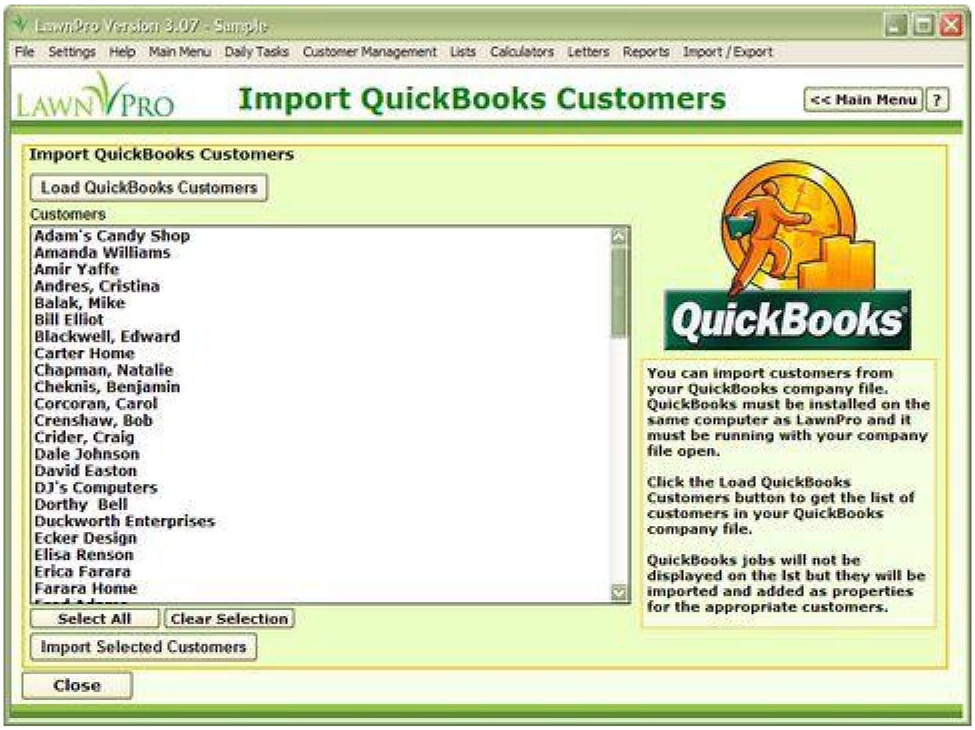
The first think you must do is select the CSV file to import by clicking the **Select CSV File** button. If the file contains field names in the first row, then check the **First Row Contains Field Names** box. It may take a few moments for LawnPro to analysis the data and extract the field names.

Next you need to map the fields you want to import to the fields in LawnPro. LawnPro will try and map the fields for you based on their names. For example if your CSV file has a column named "Email", it will map it to the **Email Address** field. This will only apply if the first row in the CSV file contains field names. The fields listed on the left are the built in fields that you can map to. For each one of these fields you can select a field from the CSV file to map to it. Just select the field you want to map from the drop-down list. If you do not want to import data into a field, just select **< Don Not Import >**. You must at least map a field to the **Last Name** field.

Once you have mapped the fields you want to import, click the **Import File** button to begin the import.

4.2 Import Customers From QuickBooks

This screen lets you import customers directly from your QuickBooks company file. QuickBooks must be installed on the same computer as LawnPro and it must be running with your company file open.



Click the **Load QuickBooks Customers** button to get the list of customers in your QuickBooks company file. QuickBooks jobs will not be displayed on the lst but any exist they will be imported and added as properties for the appropriate customers.

You can select multiple customers by holding down the **Ctrl** key on your keyboard and using the mouse to select customers.

If you want to select all customers on the list, click the **Select All** button.

To clear or deselect your selections, click the **Clear Selection** button.

Once you have selected the customers you want to import, click the **Import Selected Customers** button. It may take a while to import depending on how many customers are selected.

Important information regarding using QuickBooks and LawnPro on Windows Vista

Intuit the makers of QuickBooks have imposed certain rules when other application connect to QuickBooks on Windows Vista. You must be logged onto Vista as a limited user. That means you must not have administrator permissions. Vista's UAC (User Account Control) must be turned on. If both of these conditions are not met, LawnPro will not connect to QuickBooks. Also, only QuickBooks 2007 and 2008 will work on Vista.

4.3 Import Services / Materials From CSV File

This screen lets you import a list of services and materials from a CSV (comma separated values) file. Most other programs such as contact managers or accounting programs let you export data from them as a CSV file.

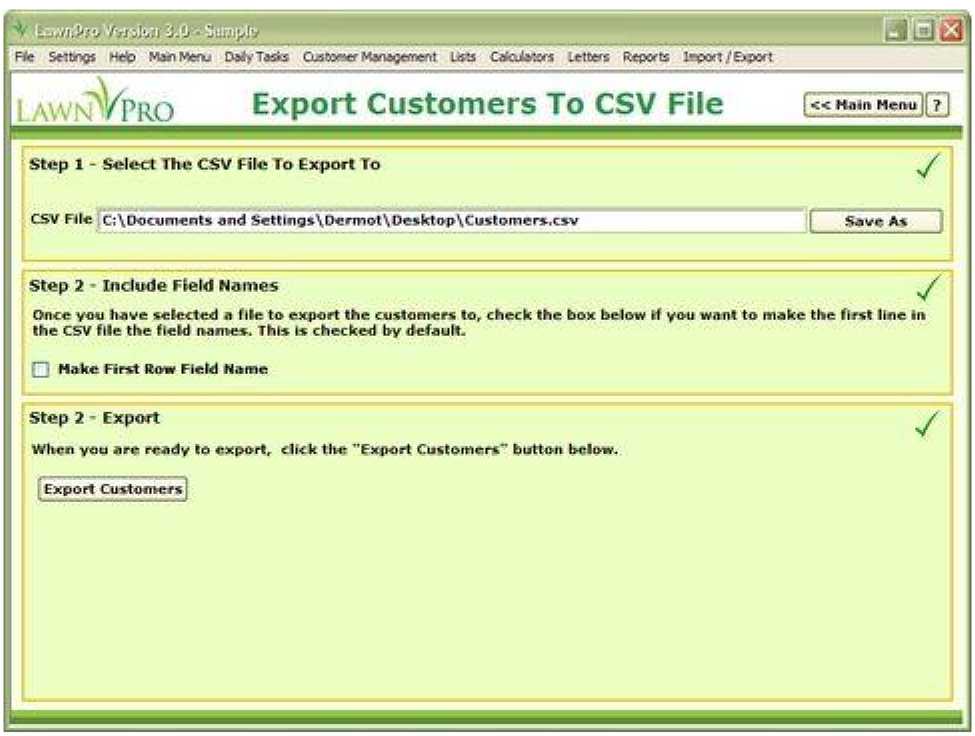
The first think you must do is select the CSV file to import by clicking the **Select CSV File** button. If the file contains field names in the first row, then check the **First Row Contains Field Names** box. It may take a few moments for LawnPro to analysis the data and extract the field names.

Next you need to map the fields you want to import to the fields in LawnPro. LawnPro will try and map the fields for you based on their names. For example if your CSV file has a column named "Description", it will map it to the **Item Address** field. This will only apply if the first row in the CSV file contains field names. The fields listed on the left are the built in fields that you can map to. For each one of these fields you can select a field from the CSV file to map to it. Just select the field you want to map from the drop-down list. If you do not want to import data into a field, just select **< Don Not Import >**. You must at least map a field to the **Item Title** field.

Once you have mapped the fields you want to import, click the **Import File** button to begin the import.

4.4 Export Customers

This screen lets you export your customer list from your LawnPro database to a CSV (comma separated values) file. This makes it easy to import your customer list into other programs.



The first thing you must do is choose the location and file name for the CSV file by clicking the **Save As** button.

Next you must choose whether to include the field names in the first row using the **Make First Row Field Names** box.

Then click the **Export Customers** button.

4.5 Export Services / MaterialsTo CSV File

This screen lets you export your Services / Materials list from your LawnPro database to a CSV (comma separated values) file. This makes it easy to import your list into other programs.

The first thing you must do is choose the location and file name for the CSV file by clicking the **Save As** button.

Next you must choose whether to include the field names in the first row using the **Make First Row Field Names** box.

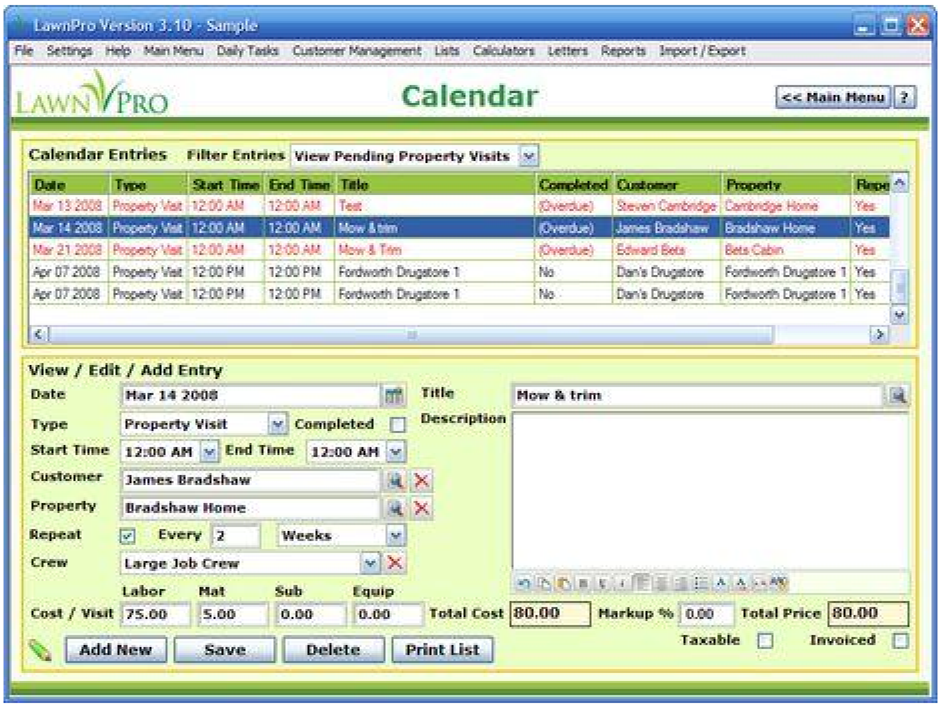
Then click the **Export Item List** button.

Part V

5 Mowing Schedule

5.1 Calendar

The Calendar screen lets you manage your entire calendar. This includes your mowing schedule, invoice reminders, onetime visits and anything else you want to add to the calendar.



The **Filter Entries** drop-down list lets you filter out certain entries to view. The image below shows the different view options.

Click the **Add New** button to add a new calendar entry.

Select a **Date** using the popup calendar.

Enter a **Title** for the entry. This should be a brief description. If it is a Property Vists reminder, you can click the button to the right of the **Title** field to select an item from your Services / Materials list 54. This will fill in the Title, Description and cost.

Select the **Type** from the drop-down list. The following types are available.

It is important to pick the right type. All visits whether they are repeating visits or onetime visits must have the **Property Visit** type selected. This makes sure they show up on the Who To Mow Today 39 screen. Likewise all invoice reminders must have the **Invoice Reminder** type selected. This makes sure that they show up on the main screen when they are due.

You can optionally select a **Start Time** and an **End Time**. This controls how visits on the Who To Mow Today 39 screen are sorted. The time drop-down lists are loaded with time values from 12:00 AM to 12:00 PM in 15 minute increments.

You can select a **Customer** and a **Property**. These would be required for Property Visits and Invoice Reminders but could also be used for appointments etc. If you have selected a customer or property and want to remove them, click the button beside the appropriate field.

If you want the entry to be a repeating event like a regular mowing service for example, then check the **Repeat** box. You must then enter how often to repeat, in the **Every** field and select the unit from the drop-down list. You can choose from days, Weeks, Months or Years.

You can select a crew from the **Crew** drop-down list. This would usually be used with Property Visits and when you have more than one crew. By assigning a crew, you can filter the Who To Mow Today 39 list by crew.

You can enter a longer **Description** for the entry. For example you could describe the work you will carry out on each property visit. You can do basic formatting on the description text using the tool bar at the bottom of the field.

If the entry is a property visit, you can enter what the cost will be for each visit. You can enter labor, materials, subcontract and equipment costs. The **Total Cost** will be calculated for you. You can enter markup percentage to apply to the cost. The **Total Price** will be calculated for you based on the **Markup %**. When you create invoices 77 from the mow history, these costs will be used for the invoice.

You can mark an entry as completed by checking the **Completed** box. When you click **Save** and the entry is a repeating event, the next date will be calculated and a new entry entered into the calendar. You can also mark property visits as complete on the Who To Mow Today 39 screen and for a particular property on the Add / Edit Properties 48 screen.

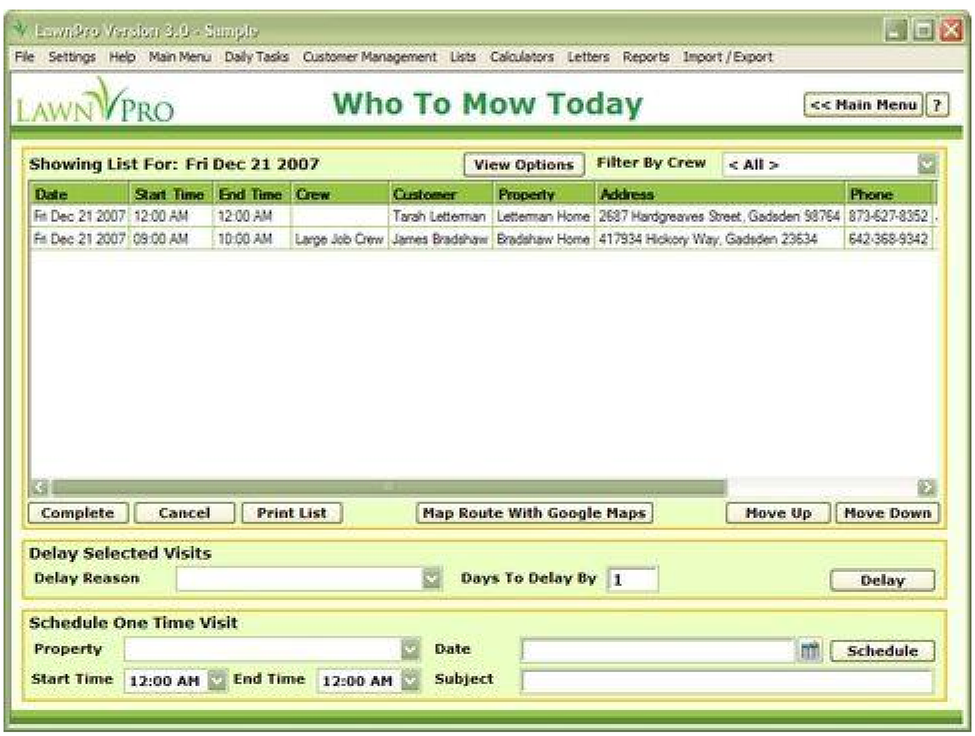
Click the **Print List** button to print the currently displayed list.

Click the **Delete** button to delete the current select entry.

This is also a good place to view you mowing history view all your past mow history for a particular customer. Just select **View All For Customer** from the **Filter Entries** drop-down list. Another drop-down list will appear where you can select the customer you want to view entries for. When you select a customer, all completed, overdue and pending entries will be displayed.

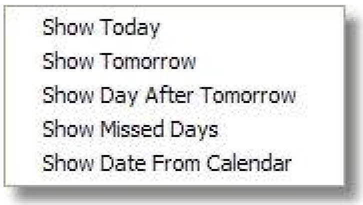
5.2 Who To Mow Today

The Who To Mow Today screen displays all the properties you have scheduled to service for today. See the image below.



The first time you open this screen it will display any visits scheduled for today. If there are any visits from past days that you have not marked as complete, a popup will inform you and ask if you want to view the missed days.

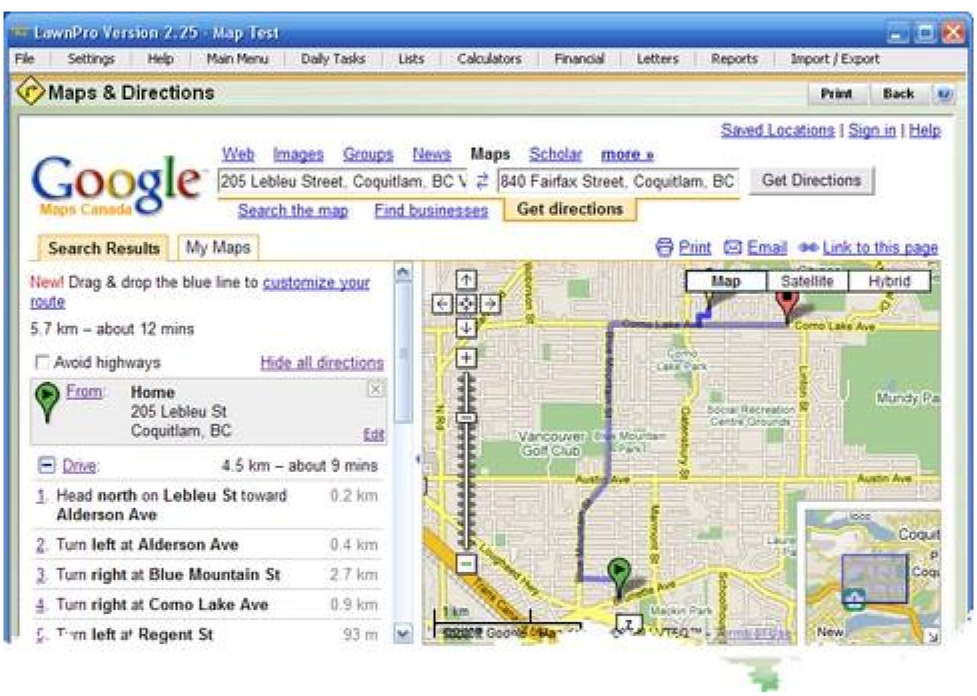
You can choose what days to view using the **View Options** button at the top of the list. When you click it, a popup menu will appear as shown below.



There are five options to choose from. If you choose **Show Date From Calendar**, a popup calendar will be displayed for you to choose a date from.

You can use the **Filter By Crew** drop-down list to just show the scheduled properties for a particular crew.

Click the **Map Route With Google Maps** button to generate and view the route and directions for the listed properties using Google Maps. If you have more than one crew, you should filter the list by crew so that you can generate a seperate route for each crew. This feature requires an internet connection.



Click the **Move Up** and **Move Down** buttons to rearrange items on the list. This allows you to arrange them in the order you will visit each property on your route. Once you reorder them, they will be saved in that order so that if you move to a different screen and return, they will be in the same order.

Click the **Print List** button to print the list displayed. The list will be grouped by crew if you have filtered the list to just show one crew. This is useful for taking with you as it will have all the details including the customers address. This printout also has space to enter the start time, end time and any notes about the job.

Click the **Complete** button to mark one or more service items on the list as complete. You can select one or multiple items. To select multiple items all in one group, first click the first item in the group,. Then hold down the **Shift** key on your keyboard and select the last item in the group. To select multiple items that are not grouped together, first select the first item. Then hold down the **Ctrl** key on your keyboard and select each item you want to include. As each service is marked as complete an entry will be marked as completed and the next mow date will be calculated and scheduled.

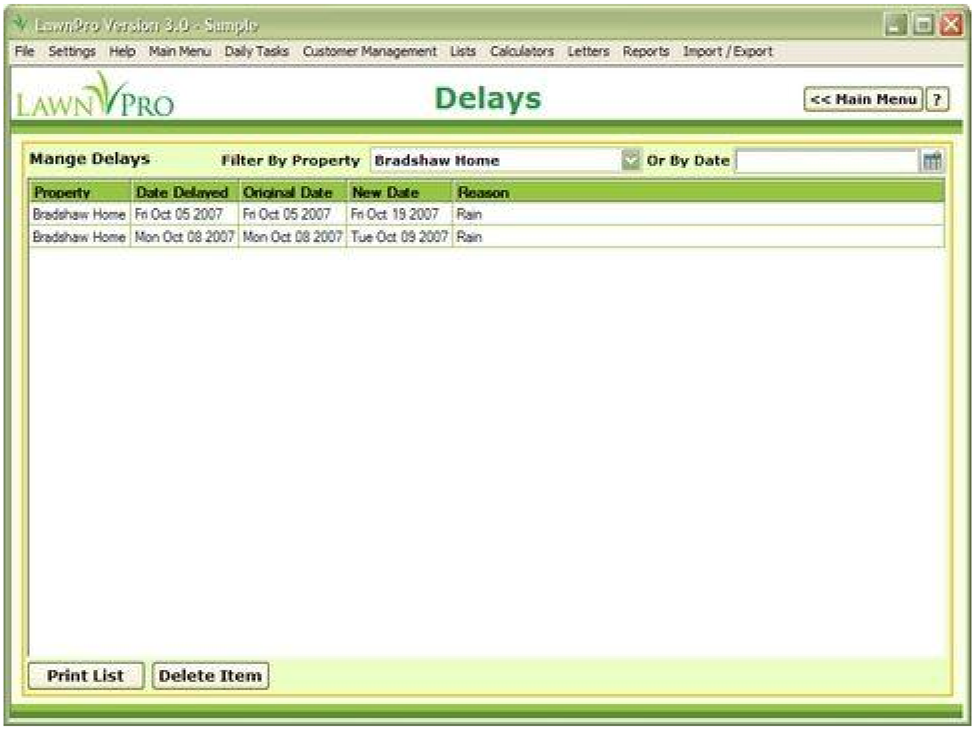
Click the **Cancel** button to cancel a service. This will cancel the service and calculate and schedule the next mow date for that customer.

You can delay a visit by selecting it on the list, selecting or entering a **Delay Reason**, entering the **Days To Delay By** and clicking the **Delay** button. When you delay a visit, you will be asked if you want to base the regular schedule from the new date or leave it based on the original date.

There is also an option on this screen to schedule a onetime visit for an existing customer. This may happen if the customer wants you to come in and do some work that is not part of your regular scheduled service. Simply select the **Property** from the drop-down list. Choose the **Date** using the popup calendar. Optionally select the **Start Time** and **End Time**. Enter a **Subject** and click the **Schedule** button.

5.3 View Delays

The Delays screen shown below displays all services that you delayed. It shows the customer 45, the date it was delayed, the original date, the new date and the reason for the delay.



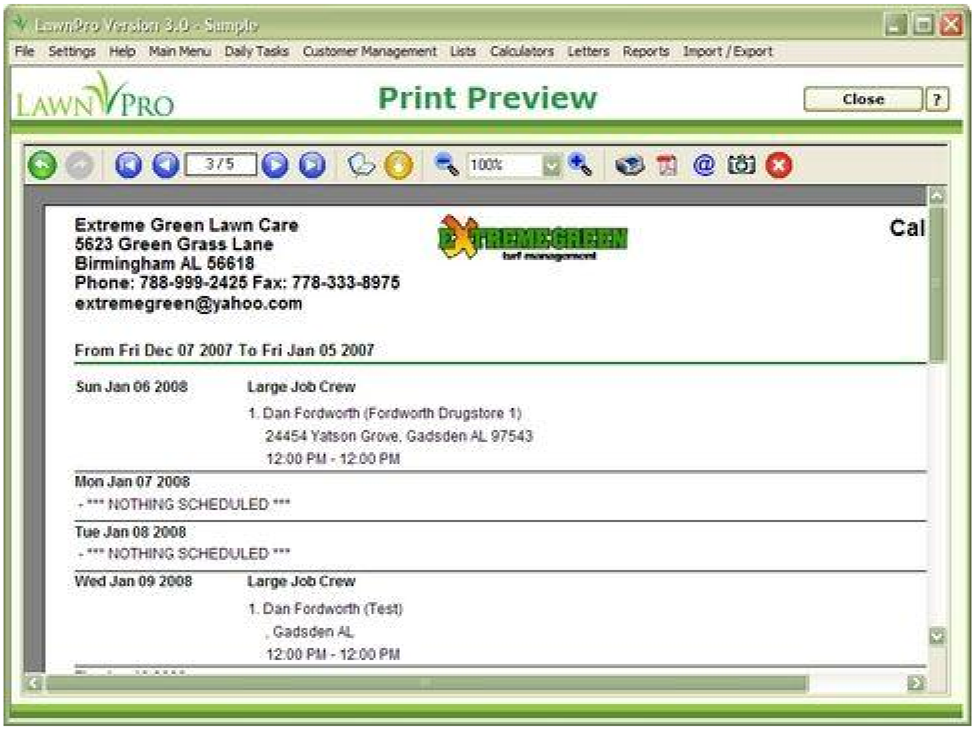
You can view delays by property by selecting a property from the **Filter By Property** drop-down list or you can view delays for a particular day by selecting a date using the popup calendar.

You can print the list of delays by clicking the **Print List** button. This will only print the delays that are displayed on the screen.

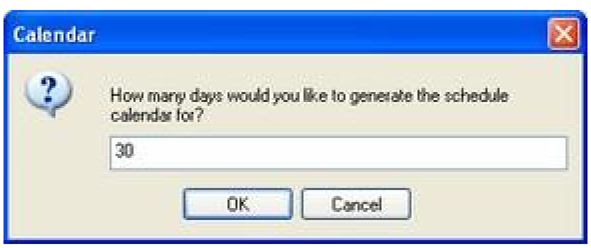
To delete a delay, select it on the list and click the **Delete Item** button.

5.4 Generate Future Schedule Calendar

Double-clicking **Generate Future Schedule Calendar** on the main screen 25, lets you view your upcoming mowing schedule for any number of days. See the image below for an example.



When you double-click the **Generate Future Schedule Calendar** button on the main screen 25, the box shown below will be displayed asking you to enter the number of days you want to generate the calendar for. The default is 30.



When you click **OK**, your schedule will be displayed in the print preview 110 screen ready for printing.

Part VI

6 Lists

6.1 Customers & Properties

The Customer List screen shown below lets you view, add or edit customers. All your customers are displayed in the list at the top. Selecting a customer from this list will display the properties belonging to this customer in the list at the bottom.

You can search the list of customers by Last Name, First Name, Company Name, Phone # or Account #. Enter the text you want to search for in the **Find Customer** field. Then select what field you want to search using the **By** drop-down list. Then click the  button. To clear the search and show all customers, click the  button.

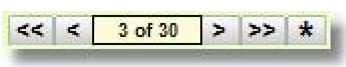
Click the **Add New Customer** button to add a new customer.

Click the **View / Edit Selected Customer** button to edit the current selected customer.

Click the **Delete Selected Customer** button to delete the current selected customer.

Clicking the **Add New Customer** or **View / Edit Selected Customer** buttons will open the screen shown below. This screen allows you to view and edit complete details for a customer.

You can browse through the list of customers using the navigation buttons in the top right corner. See the image below.



You can scroll back and forward one at a time or go to the first or last. The number of customers available to scroll through will match the customers listed on the Customer List screen. So if you have filter the list, then only the those customers will be available to scroll through. You can also add a new customer by clicking the star button.

This screen is divided into three sections as described below.

Step 1 - Customer information

This section lets you enter the customer's name, address and contact information. You must at least select the type of customer and enter a last name.

You can view the customers address on a map by clicking the **View Map** button and also get driving directions from you address by clicking the **Get Directions** button. This feature requires that you are connected to the internet.

The  button next to the **Email** field will open your default email program with the customers email address already entered for you. This makes it easy to send an email to a customer.

You can mark a customer as active or inactive by checking or unchecking the

Customer Is Active check box. This section also shows you the date the customer was entered.

Step 2 - Properties

This section lets you manage the properties for the customer. Any existing properties will be listed. Click the **Add New Property** button to add a new for property for the equipment. Select a property and click the **View / Edit Selected Property** button to view or edit the details for the property. To delete the selected property click the **Delete Selected Property** button.

The **Mow History For Customer** list will display any past visits that have been completed.

The current **Invoice Balance**, **Credit Balance** and **Amount Owed** will also be displayed for the customer.

Click the **Save** button to save your changes. If you have not saved your changes, there will be a red bar visible under the **Save** button, which acts as a flag or reminder that you have made changes that are not saved yet.

Click the **Save & New** button to save the changes and clear all the fields ready for you to enter a new customer.

Click the **Save & Close** button to save the changes and close the screen. You will be taken back to the Customer List screen.

Click the **Invoice Properties** button to open the Create Invoices For Properties 85 screen.

Click the **Copy To QuickBooks** button to copy the customer over to QuickBooks. QuickBooks must be running with your company file open.

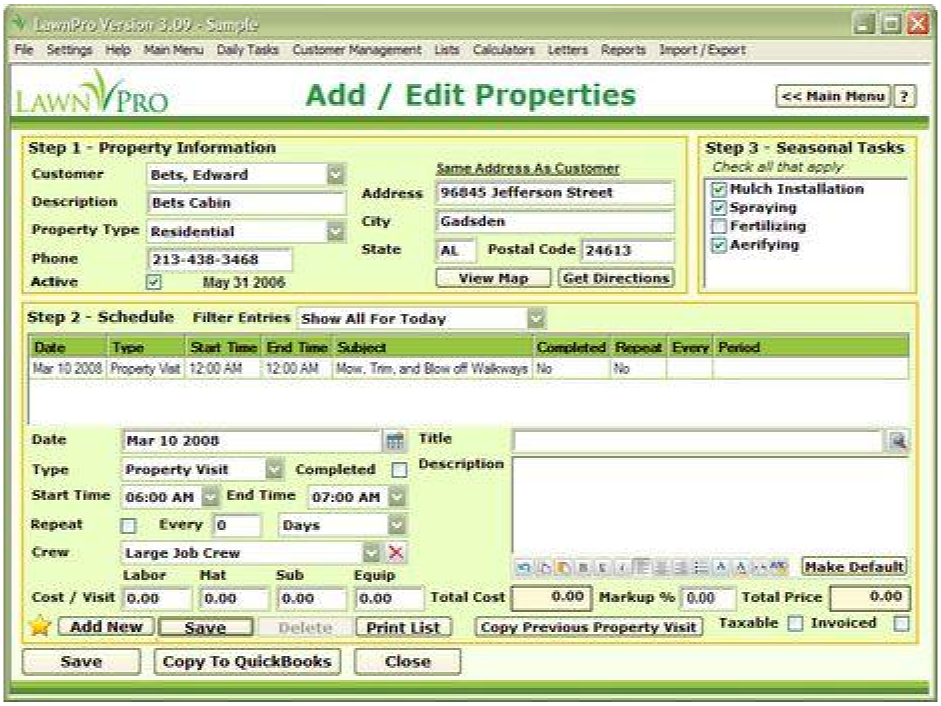
Important information regarding using QuickBooks and LawnPro on Windows Vista

Intuit the makers of QuickBooks have imposed certain rules when other application connect to QuickBooks on Windows Vista. You must be logged onto Vista as a limited user. That means you must not have administrator permissions. Vista's UAC (User Account Control) must be turned on. If both of these conditions are not met, LawnPro will not connect to QuickBooks. Also, only QuickBooks 2007 and 2008 will work on Vista.

Click the **Close** button to return to the Customer List screen. If you have not saved your changes a message will popup asking you if you want to save them or not.

6.1.1 Properties

The Add / Edit Property screen shown below lets you view, add or edit properties for individual customers.



This screen is divided into four sections as described below.

Step 1 - Property information

This section lets you enter the details about the property. You must at least select the customer and enter a description.

If the property address is the same as the customer's address, you can click the **Same Address As Customer** link to copy the customer's address.

You can view the property address on a map by clicking the **View Map** button and also get driving directions from you address by clicking the **Get Directions** button. This feature requires that you are connected to the internet.

You can mark a property as active or inactive by checking or unchecking the **Property Is Active** check box. This section also shows you the date the property was entered and the mow history for the property.

Step 2 - Schedule

This section lets you schedule anything you want for a property. These would usually be visits and invoice reminders, but you could use it for other things too. You can setup multiple entries. For example you could have one repeating entry for mowing maybe every two weeks and another for mulching etc. every three months. You can also use it to schedule onetime visits.

The **Filter Entries** drop-down list lets you filter out certain entries to view. The image below shows the different view options.

Click the **Add New** button to add a new calendar entry.

Select a **Date** using the popup calendar.

Enter a **Title** for the entry. This should be a brief description. If it is a Property Visit reminder, you can click the button to the right of the **Title** field to select an item from your Services / Materials list 54. This will fill in the Title, Description and cost.

Select the **Type** from the drop-down list. The following types are available.

It is important to pick the right type. All visits whether they are repeating visits or onetime visits must have the **Property Visit** type selected. This makes sure they show up on the Who To Mow Today 39 screen. Likewise all invoice reminders must have the **Invoice Reminder** type selected. This makes sure that they show up on the main screen when they are due.

You can optionally select a **Start Time** and an **End Time**. This controls how visits on the Who To Mow Today 39 screen are sorted. The time drop-down lists are loaded with time values from 12:00 AM to 12:00 PM in 15 minute increments.

If you want the entry to be a repeating event like a regular mowing service for example, then check the **Repeat** box. You must then enter how often to repeat, in the **Every** field and select the unit from the drop-down list. You can choose from days, Weeks, Months or Years.

You can select a crew from the **Crew** drop-down list. This would usually be used with Property Visits and when you have more than one crew. By assigning a crew, you can filter the Who To Mow Today 39 list by crew.

You can enter a longer **Description** for the entry. For example you could describe the work you will carry out on each property visit. You can do basic formatting on the description text using the tool bar at the bottom of the field. You make the description the default description for the current property by clicking the **Make Default** button. From then on, anytime you add a new schedule item, the default description will be entered for you.

If the entry is a property visit, you can enter what the cost will be for each visit. You can enter labor, materials, subcontract and equipment costs. The **Total Cost** will be calculated for you. You can enter markup percentage to apply to the cost. The **Total Price** will be calculated for you based on the **Markup %**. When you create invoices 77 from the mow history, these costs will be used for the invoice.

You can mark an entry as completed by checking the **Completed** box. When you click **Save** and the entry is a repeating event, the next date will be calculated and a new entry entered into the calendar. You can also mark property visits as complete on the Who To Mow Today 39 screen and on the Calendar 37 screen.

Click the **Print List** button to print the currently displayed list.

Click the **Delete** button to delete the current select entry.

When adding a new property visit, you can click the **Copy Previous Property Visit** button to open a list of previous reminders so you can select one to copy. This is very usefull for onetime or accasional visits like snow removal.

This is also a good place to view you mowing history view all your past mow history for a particular customer. Just select **View All For Customer** from the **Filter Entries** drop-down list. Another drop-down list will appear where you can select the customer you want to view entries for. When you select a customer, all completed, overdue and pending entries will be displayed.

Step 3 - Seasonal Tasks

This section lets you select the seasonal tasks such as mulching, spraying etc. that you will carry out at the property. These tasks are not the normal tasks like mowing that you carry out on every visit. Before you can select any tasks, you must have created a list of tasks on the Other Lists 57 screen. By selecting the tasks on this list, you will be able to print a report for each task that list the properties that have the task assigned.

Click the **Save** button to save your changes. When you make any changes to the property information, red bar will be visible under the **Save** button, which acts as a flag or reminder that you have made changes that are not saved yet.

Click the **Copy To QuickBooks** button to copy the property over to QuickBooks. QuickBooks must be running with your company file open. If the customer that the property belongs to is not already in QuickBooks, they will be copied over first. The means that the property will appear as a job of the customer in QuickBooks.

Important information regarding using QuickBooks and LawnPro on Windows Vista

> Intuit the makers of QuickBooks have imposed certain rules when other application connect to QuickBooks on Windows Vista. You must be logged onto Vista as a limited user. That means you must not have administrator permissions. Vista's UAC (User Account Control) must be turned on. If both of these conditions are not met, LawnPro will not connect to QuickBooks. Also, only QuickBooks 2007 and 2008 will work on Vista.

Click the **Close** button to return to the Customers 45 screen. If you have not saved your changes a message will popup asking you if you want to save them or not.

6.2 Employees

The Employee screen shown below lets you view, add and edit your list of employees. All your employees are displayed in the list down the left. Selecting an employee from this list will display their details to the right.

Click the **Add** button to add a new employee.

To edit an employee, select them on the list and edit their information in the fields on the right. When you are finished, click the **Save** button.

Click the **Delete** button to delete the current selected employee

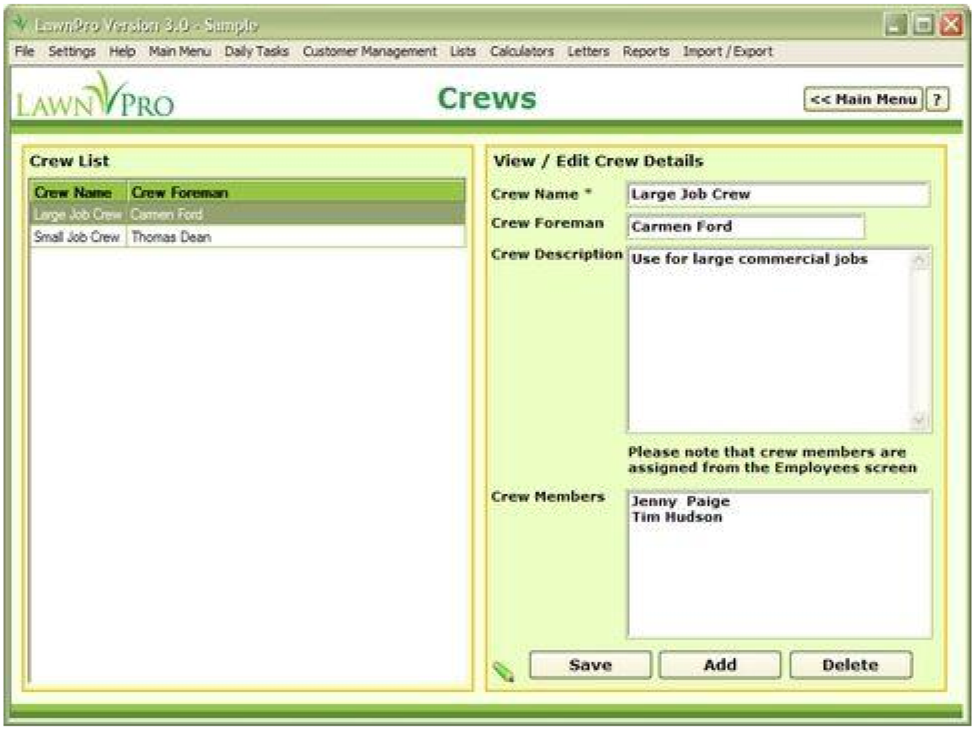
You can also add a photo of the employee. Click the button to select the photo you want to add. The photo file must be in either .jpg. ,gif, or .bmp format. Click the button to view the photo at its full size. Click the button to remove the photo. This only removes the photo from LawnPro. It does not delete the photo from your computer.

This is also where you assign each employees to a crew. Simply select the crew from the **Crew** drop-down list. You must have already setup at least one crew on the Crews 52 screen.

Click the **Save** button to save your changes.

6.3 Crews

The Crews screen shown below lets you view, add and edit your list of crews. All your crews are displayed in the list down the left. Selecting a crew from this list will display their details to the right.



Click the **Add** button to add a new crew.

To edit an crew, select them on the list and edit the information in the fields on the right. When you are finished, click the **Save** button.

Click the **Delete** button to delete the current selected crew.

Employees are not assigned to crews on this screen but they are displayed. To add assign employees to crews, open the Employees 51 screen.

6.4 Equipment

The Equipment screen shown below lets you view, add and edit your list of equipment. All your equipment is displayed in the list down the left. Selecting a piece of equipment from this list will display its details to the right.

Click the **Add** button to add a new piece of equipment

To edit a piece of equipment, select it on the list and edit the information in the fields on the right. When you are finished, click the **Save** button.

Click the **Delete** button to delete the current selected piece of equipment

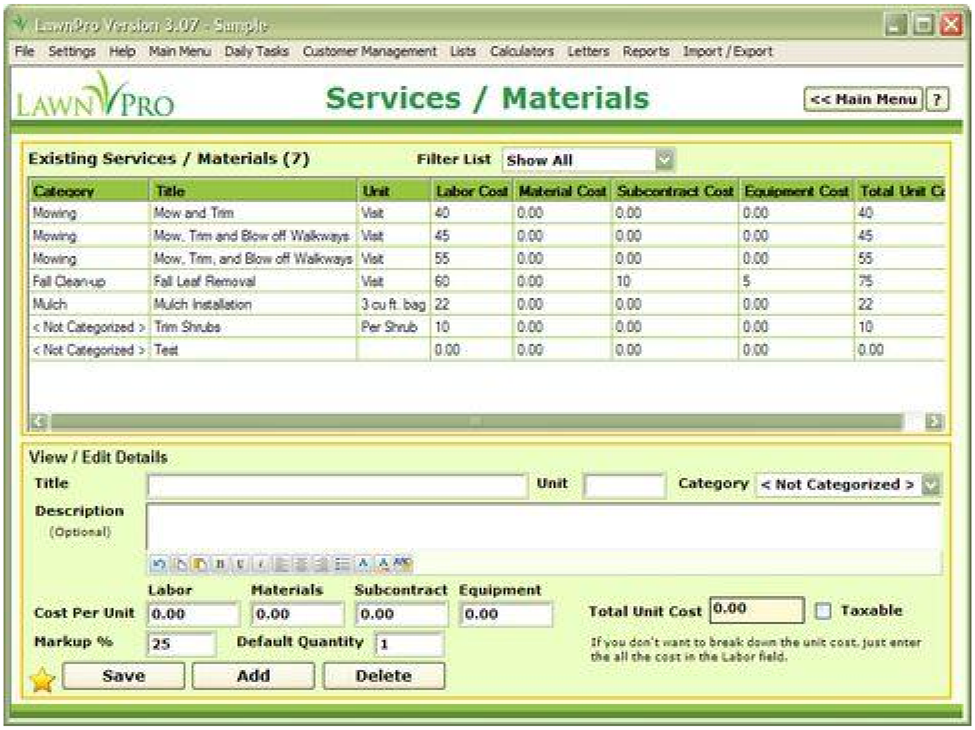
You can also add a photo of the piece of equipment. Click the  button to select the photo you want to add. The photo file must be in either .jpg. ,gif, or .bmp format. Click the  button to view the photo at its full size. Click the  button to remove the photo. This only removes the photo from LawnPro. It does not delete the photo from your computer.

Click the **Save** button to save your changes.

Click the **Print List** button to print a list of all your equipment including images and notes.

6.5 Services / Materials

The Services / Materials screen shown below lets you view, add and edit your list of services / materials. These will be available to choose from when creating estimates 68, invoices 77 and contracts 91. All your services / materials are displayed in the list at the top. Selecting an item from this list will display its details in the fields below.



You can filter the list using the **Filter List** drop-down list. You can choose to view all items or view items by category. If you choose to view by category, a **Category** drop-down list will become visible from which you can choose a category.

Enter the **Title** and choose a category to group the item under from the **Category** drop-down list. If the category you want is not on the list, just type it in and it will be saved to the list and will be available the next time. You can manage the category list from the Other Lists 57 screen.

Click the **Add** button to add a new item / service.

Enter a **Description** of the item. This is optional.

You can break the item cost down into **Labor**, **Materials**, **Subcontract** and **Equipment**. For example if an item involves labor and materials, you would enter the labor cost and the material cost. If you don't want to break down the cost, you can just enter the total cost in the **Labor** field.

Enter the **Markup %** for the item / service. The markup will be calculated and applied when you add the item / service to an estimate 68, invoice 77 or contract 91. If you don't want to use markup, then enter your selling price for the item / service in the **Labor**, **Materials**, **Subcontract** and **Equipment** fields. Keep in mind that if you do not use markup, the profit & loss reports will not be accuarte or make much sense. This is because LawnPro has no way of knowing what your profit is unless you enter the costs and markup.

Enter the **Default Quantity**. This will be used to set the quantity when you add the service / materiula to an estimate 68, invoice 77 or contract 91.

Check the **Taxable** box of the service / material is taxable.

Click the **Save** button to save any changes you have made.

To edit an item, select it on the list and edit the details in the fields at the bottom.

Click the **Delete** button to delete the selected service / material.

It is a good idea to enter all your items & services at the beginning as this will speed up the creation of estimates 68, invoices 77 and contracts 91.

6.6 Vendors

The Vendors List screen shown below lets you view, add and edit your list of vendors. All your vendors are displayed in the list down the left. Selecting a vendor from this list will display their details in the box to the right.

Click the **Add** button to add a new vendor.

Enter the vendor's name and contact information. If you enter an web site address you can click the  button to view the web site in your web browser.

If you enter an email address, you can click the  button to send an email to the vendor using your default email program.

Enter any notes about the vendor in the **Notes** field.

Click the **Save** button to save your changes.

Click the **Delete** button to delete the current selected vendor

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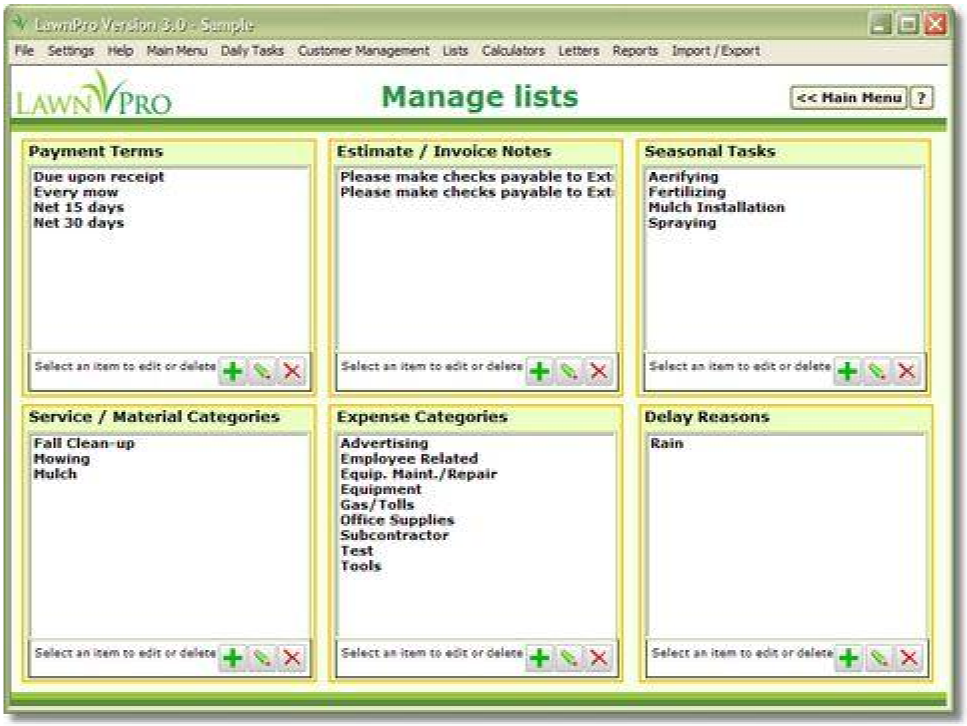
6.7 Other Lists

The Other Lists screen lets you manage various lists used throughout LawnPro. These include **Payment Terms**, **Estimate / Invoice Notes**, **Seasonal Tasks**, **Item Categories**, **Expense Categories**, and **Delay Reasons**. These are all available from drop-down lists on various screens.



Click the  button beneath each list to add a item to that list.

To edit an item, select it on the list and click the  button.

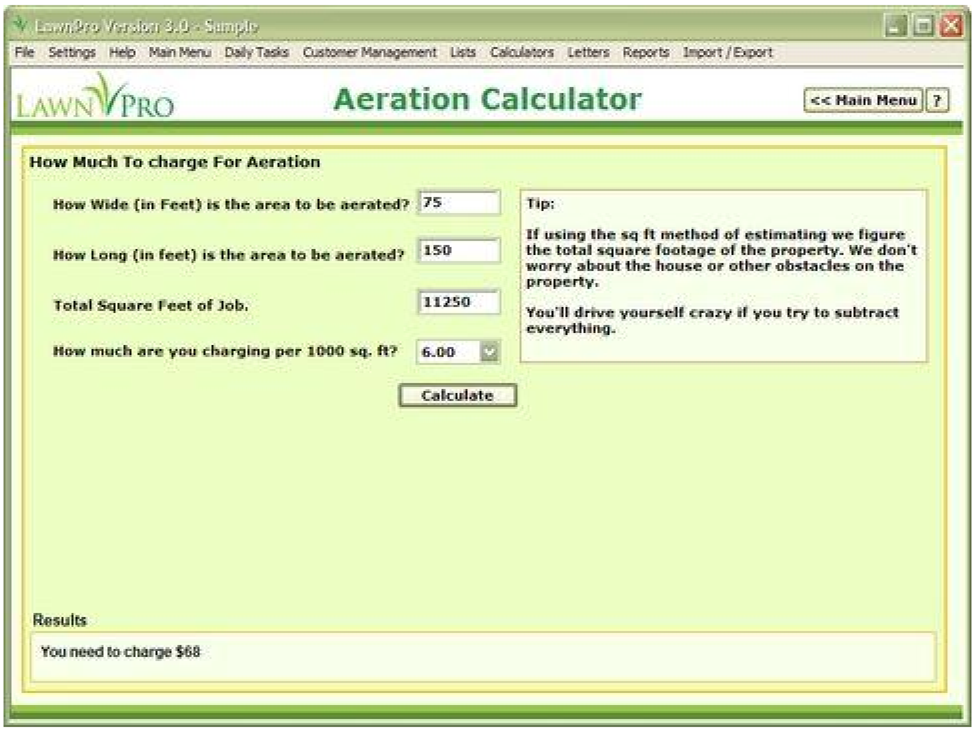
To delete an item, select it on the list and click the  button.

Part VII

7 Calculators

7.1 Aeration Calculator

The Aeration Calculator screen shown below lets you calculate how much to charge to Aerate an area. The calculation is based on the area and the amount you charge per 1000 sq. ft.



Enter the width of the area in feet.

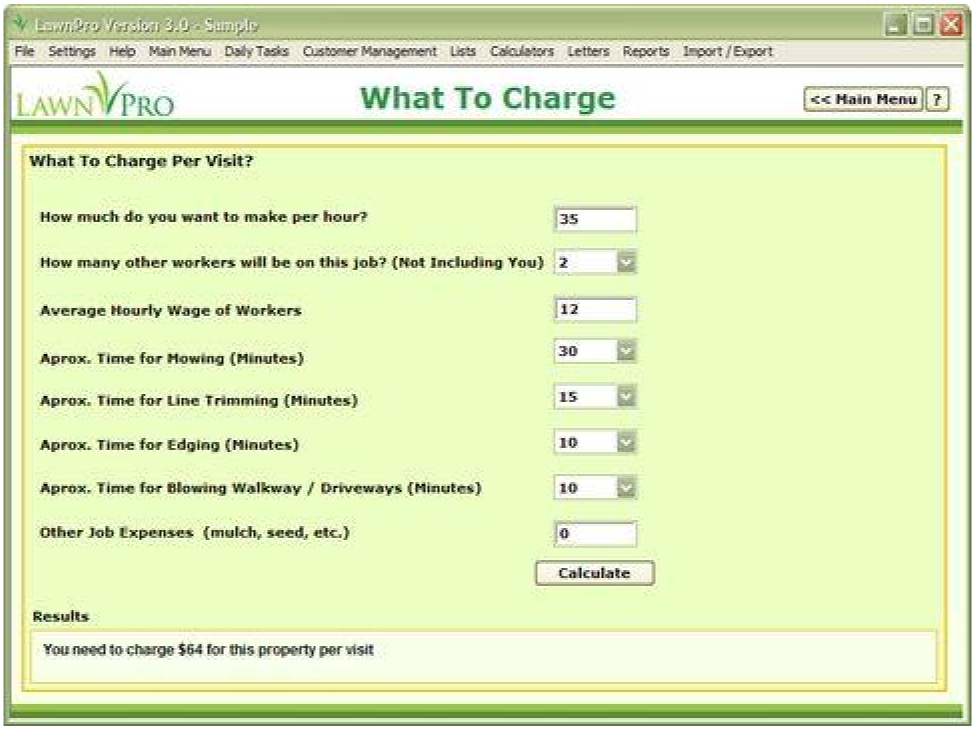
Enter the length of the area in feet.

Select the amount you want to charge per 1000 sq. ft.

Click the **Calculate** button. The amount you need to charge will be displayed on the screen.

7.2 Charge By The Hour Calculator

The Charge By The Hour Calculator screen shown below lets you calculate how much to change a customer per visit. The calculation is based on how much you want to make an hour, how many workers you will have on the job and how much time it will take to do the various tasks.



Enter how much you want to make for yourself per hour.

Select how many workers will be on the job besides you.

Enter the average hourly wage for the workers.

Select the approximate number of minutes for mowing.

Select the approximate number of minutes for line trimming.

Select the approximate number of minutes for edging.

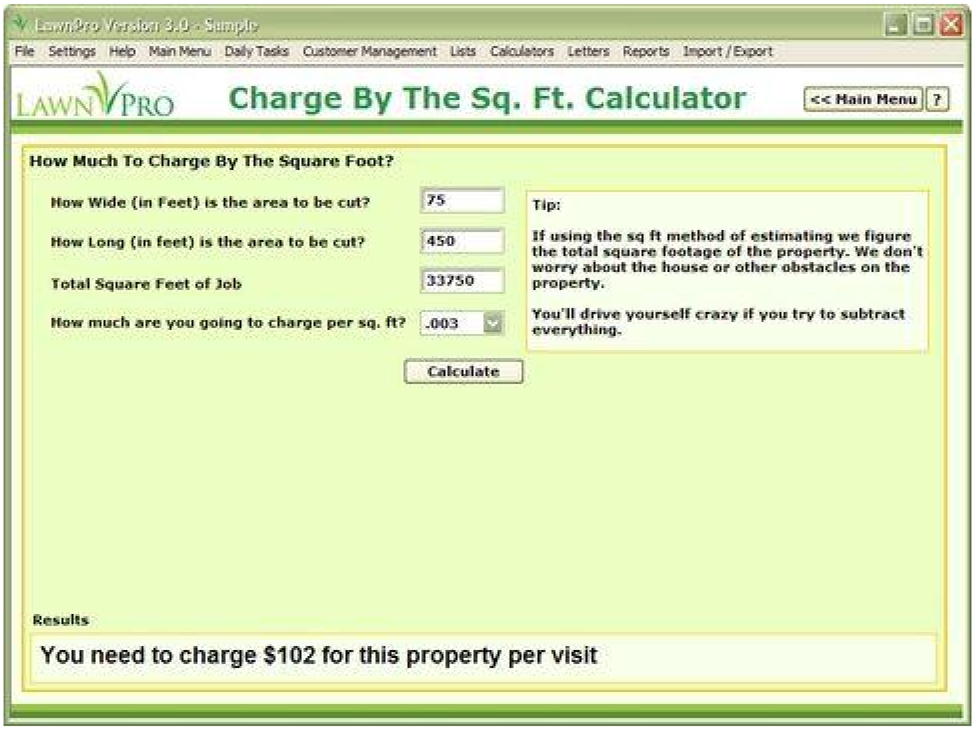
Select the approximate number of minutes for blowing walkways / driveways.

Enter any other job expenses, like mulch and seed etc.

When you are done click the **Calculate** button. The amount you need to change per visit will be displayed on the screen.

7.3 Charge By The Sq. Ft. Calculator

The Charge By The Sq. Ft. Calculator screen shown below lets you calculate how much to change a customer per visit. The calculation is based on the total area of the property and the amount you want to charge per Sq. Ft..



Enter the width of the property in feet.

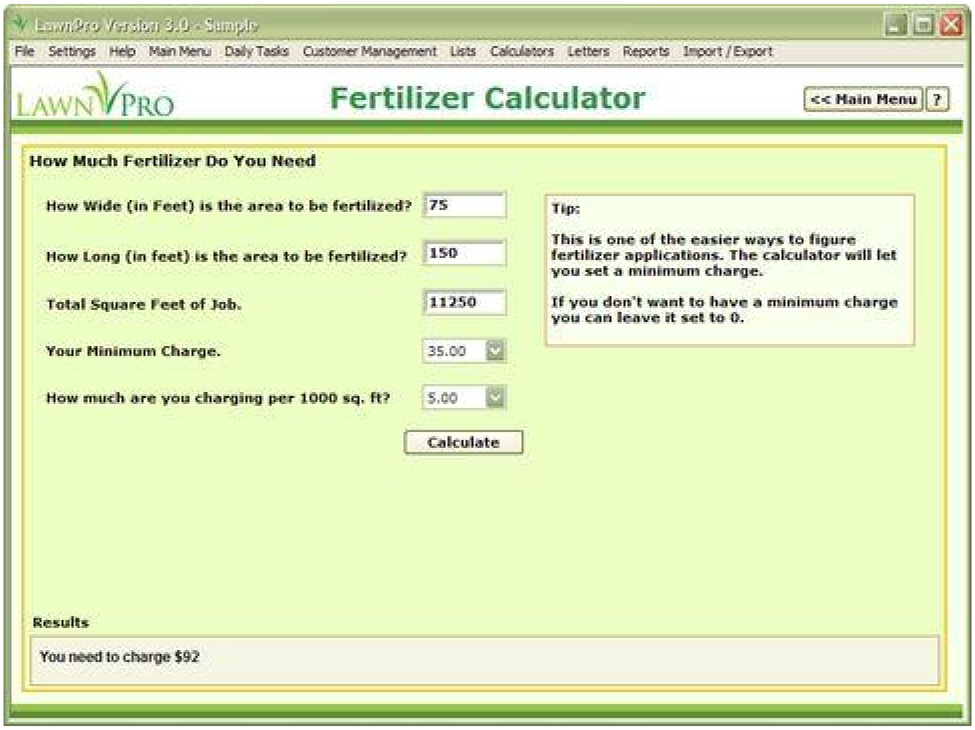
Enter the length of the property in feet.

Select how much you want to charge per Square foot.

Click the **Calculate** button. The amount you need to charge per visit will be displayed on the screen.

7.4 Fertilizer Calculator

The Fertilizer Calculator screen shown below lets you calculate how much to charge to fertilize an area. The calculation is based on the area, the minimum charge and the amount you charge per 1000 sq. ft.



Enter the width of the area in feet.

Enter the length of the area in feet.

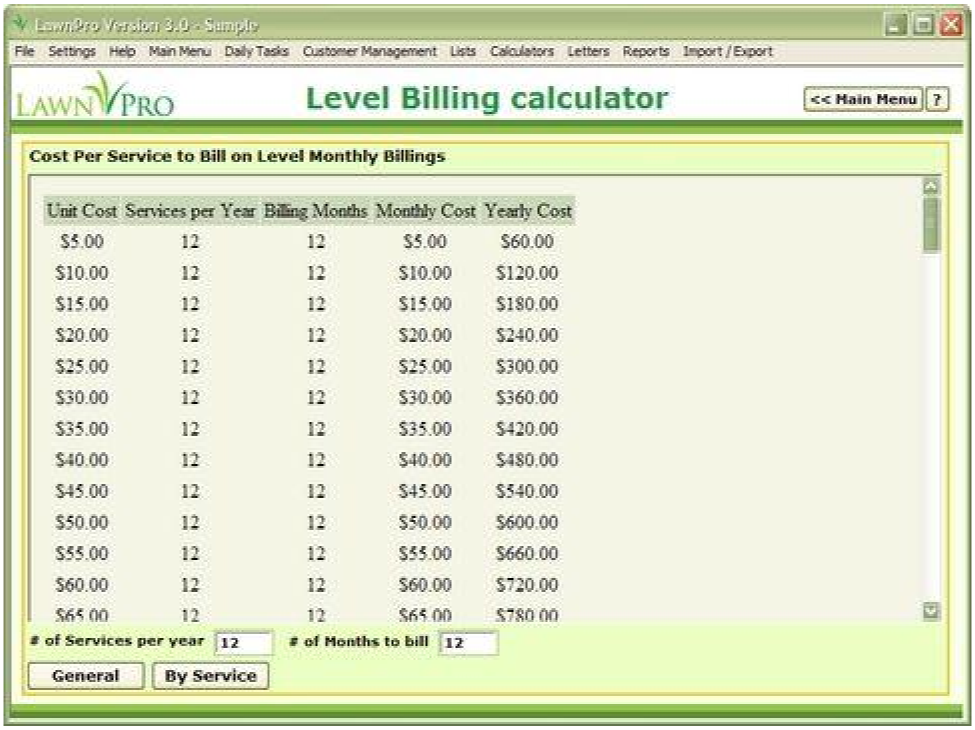
Select your minimum charge.

Select the amount you want to charge per 1000 sq. ft.

Click the **Calculate** button. The amount you need to charge will be displayed on the screen.

7.5 Level Billing Calculator

The Level Billing Calculator screen shown below lets you calculate the monthly and yearly cost for services. The calculations are based on the number of services per year and the number of months to bill.



Enter the number of services per year.

Enter the number of months to bill.

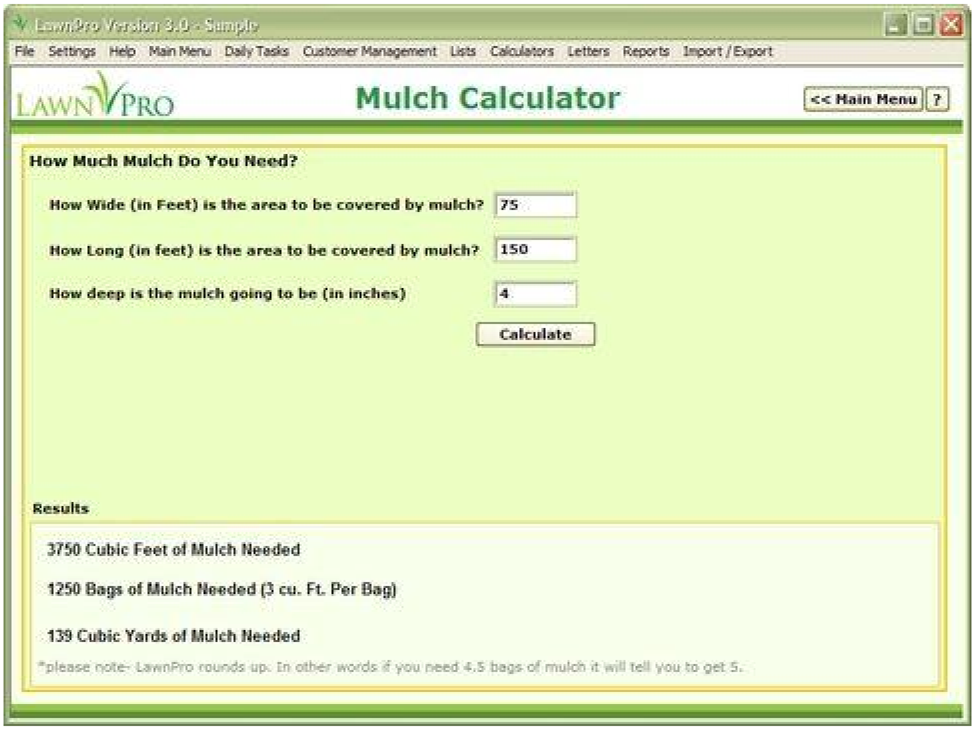
Click the **General** button to calculate using preset unit costs. The unit cost will be incremented by $5 from $5 up to a maximum of $500. The monthly and yearly cost for each unit cost will be displayed.

Click the **By Service** button to use your list of Items / Services 54 you have entered in LawnPro. The monthly and yearly cost for each item / service 54 will be displayed.

These calculations are for information purposes only and are not used anywhere else in LawnPro. You can use these calculations to give a potential customer a quick quote.

7.6 Mulch Calculator

The Mulch Calculator screen shown below lets you calculate how much mulch you will need to cover an area at a given depth.



Enter the width of the area in feet.

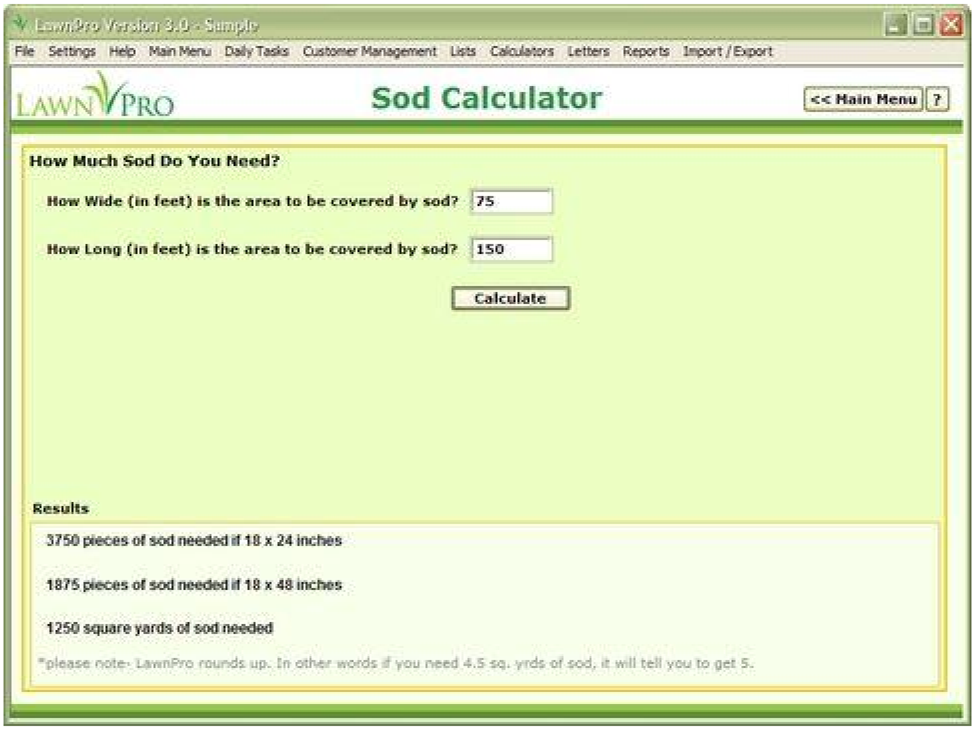
Enter the length of the area in feet.

Enter the depth of mulch in inches.

Click the **Calculate** button. The amount of mulch needed will be displayed on the screen.

7.7 Sod Calculator

The Sod Calculator screen shown below lets you calculate how much sod you will need to cover an area.



Enter the width of the area in feet.

Enter the length of the area in feet.

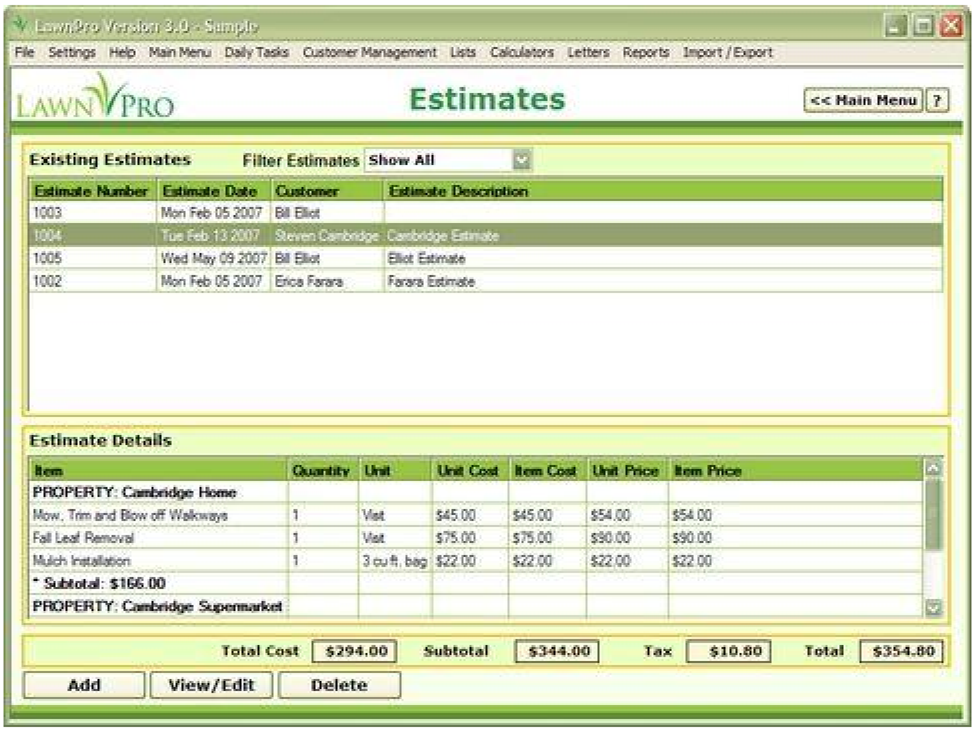
Click the **Calculate** button. The amount of sod needed will be displayed on the screen.

Part VIII

8 Estimates

8.1 Creating Estimates

The Estimates screen shown below lets you add, edit and view estimates. This screen also lets you view the details for the estimate including totals and tax without opening the estimate. An estimate is very similar to an invoice and provide an easy way of providing you customers with quotes. An estimate can easily be converted to an invoice if the estimate is accepted.



You can filter the estimates using the **Filter Estimates** drop-down list. The following options are available from this list.

Show All

When you select Show All, all your estimates are displayed.

Show Accepted

When you select Show Accepted, only estimates that have been accepted are displayed.

Show pending

When you select Show Pending, only estimates that have not been accepted are displayed.

Show For Month

When you select Show By Month, two drop-down list are displayed from which you can choose the year and the month to display estimates for.

Show By Customer

When you select Show By Customer, a drop-down list containing all your customers 45 is displayed. When you choose a customer, that customer's estimates are displayed.

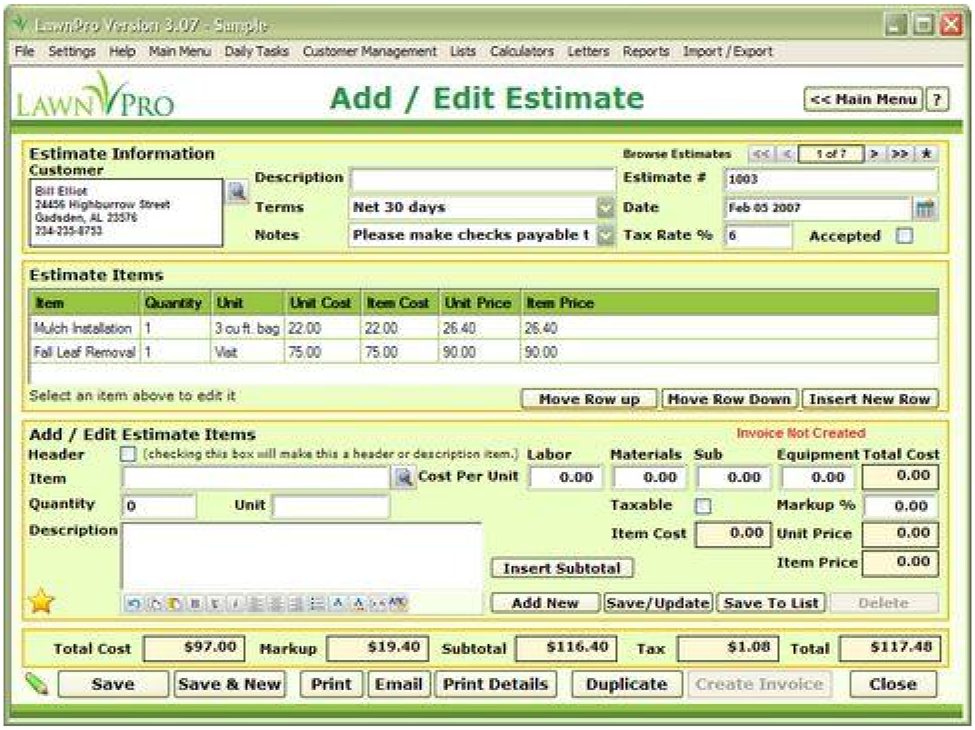
When an estimate is selected, all items that are part of that estimate are shown in the **Estimate Details** list. The **Total Cost**, **Subtotal**, **Tax** and **Estimate Total** are also shown.

Click the **Add** button to add a new estimate.

Click the **View / Edit** button to view or edit the selected estimate.

Click the **Delete** button to delete the selected estimate.

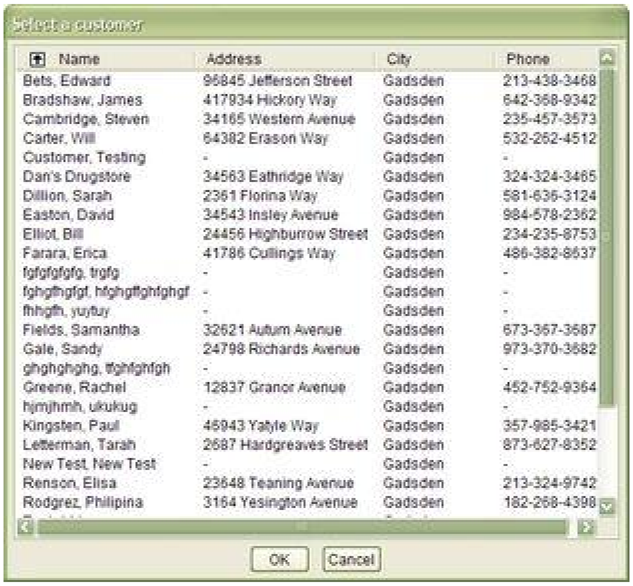
When you click the **Add** or **View / Edit** buttons the screen shown below is displayed. This is where you view and edit complete details for the estimate. This is also where you print the estimate from.



You can browse through the list of estimates using the navigation buttons in the top right corner. See the image below.

You can scroll back and forward one at a time or go to the first or last. The number of estimates available to scroll through will match the estimates listed on the Estimate List screen. So if you have filter the list, then only the those estimates will be available to scroll through. You can also add a new estimate by clicking the star button.

Click the  button next to the **Customer** field to select the customer the estimate is for. This will open the screen show below which lists all your active customers.



You can sort the list by clicking the column headers. Select the customer you want and click the **OK** button.

You can add a description for the estimate in the **Description** field.

The **Estimate #** will be entered for you as will the **Estimate Date**. You can change the date by clicking the small button next to the field.

The **Tax Rate %** will be entered for you based on the default tax rate you entered on the Company Info 14 screen. You can change this if needed.

Select or type the terms for the estimate using the **Terms** drop-down list. If the one you want is not on the list, just type it in and it will be saved for next time. You can manage this list from the Other Lists 57 screen.

Select or type a note for the estimate using the **Notes** drop-down list. If the one you want is not on the list, just type it in and it will be saved for next time. You can manage this list from the Other Lists 57 screen.

You add items to the estimate in the **Add / Edit Estimate Items** section. You have two options, you can just type in the item information or you can select an item from the Services / Materials 54 list. This gives you complete flexibility when creating estimates.

If you just want to type in the item then enter the title and optionally the description. You can do basic formatting on the text using the toolbar at the bottom of the **Description** field..

Enter the quantity and unit cost. The unit cost can be broken down into **Labor**, **Materials**, **Subcontract** and **Equipment**. If you don't want to break the unit cost down,

just enter the total unit cost in the **Labor** field. Check the **Taxable** box if it is a taxable item. Enter a markup % if you want to apply markup to the item. As you enter information the item cost and price will be calculated. When you are happy with the item, click the **Save / Update** button to add it to the estimate. The estimate totals will be updated. When you type an item in you can add it to the Services / Materials 54 list by clicking the **Save To List** button.

To select an item from the Services / Materials 54 list, click the button to the right of the **Item** field. This will open the screen shown below.

Simply select the item you want and click the **OK** button. All the information will be entered for you but you can edit it if you want. Editing will not affect the item in the Services / Materials 54 list. All the calculations will be done also. You can make any changes you need to the item such as changing the quantity or unit cost and it will recalculate automatically. When you are happy with the item, click the **Save / Update** button to add it to the estimate. The estimate totals will be updated.

To keep things consistent and to save time, you should add all the services / materials that you use to the Services / Materials 54 list.

To edit an existing estimate item, select it from the **Estimate Items** list. Its details will be displayed in the **Add / Edit Estimate Items** section. Make any changes and then click the **Save / Update** button. All the totals will recalculate automatically.

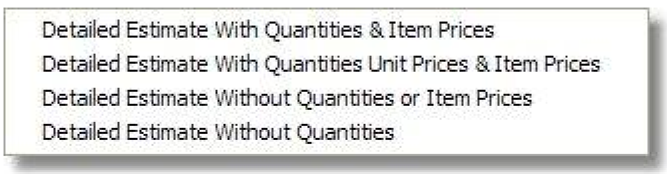
You can insert a subtotal item by clicking the **Insert Subtotal** button. You can insert subtotals where ever you want and as many as you want.

You can re-arrange the items in the list using the **Move Row Up** and **Move Row Down** buttons. Simply select the row you want to move and click the appropriate button. This also applies to subtotals. You can insert an item anywhere within the list by selecting the row you want to insert an item after and then clicking the **Insert New Row** button. This feature combined with the ability to move items up and down, Header Items and subtotals gives you complete control over how the estimate will look when printed.

Click the **Save** button to save your changes to the estimate. If you have not saved your changes, there will be a red bar visible under the **Save** button, which acts as a flag or reminder that you have made changes that are not saved yet.

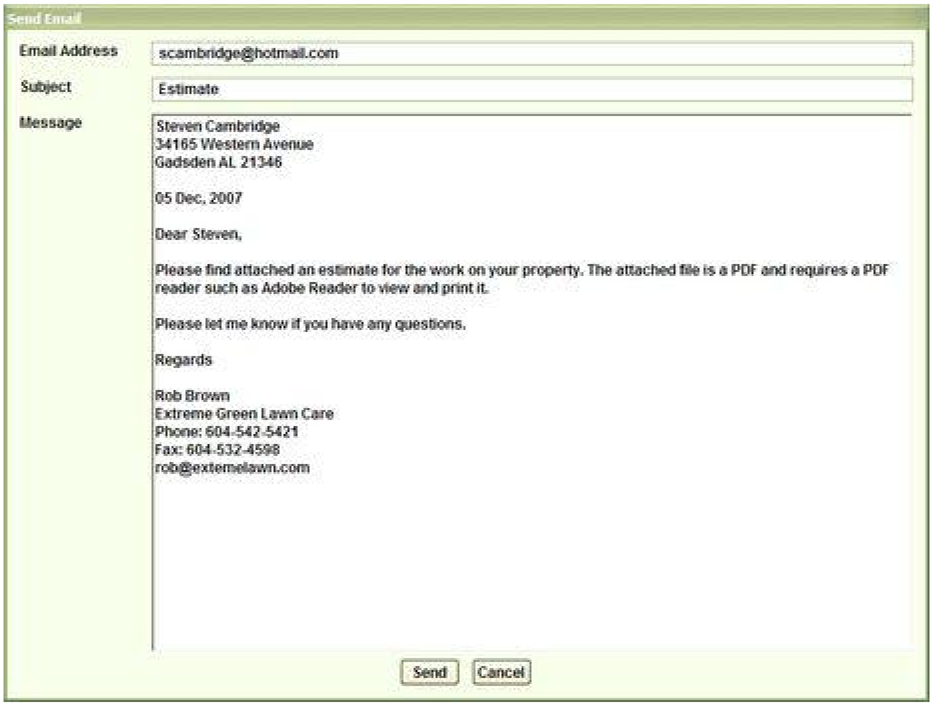
Click the **Save & New** button to save changes to the estimate and clear all the information, ready for you to create a new estimate.

Click the **Print** button to print a copy of the estimate to give to the customer. This will display a popup menu like the one shown below.



A message will popup asking if you want to print the item descriptions. If you choose **No**, only the item titles will be printed on the estimate. The estimate will open in the print preview 110 screen.

Click the **Email Estimate** button to email the estimate as an attached PDF file. This will display a popup menu like the one displayed when you click the Print button. Select the layout you want from the menu. A message will popup asking if you want to print the item descriptions. If you choose **No**, only the item titles will be printed on the estimate. The estimate will be converted to a PDF file so it can be attached to an email message. Then the screen shown below will open.



You must be already connected to the internet. If you have entered an email address for the customer, it will be entered in the **To Email** field. You can change this to any email address you want. You can edit the subject as needed. If you have setup a default message on the Email Settings 16 screen, it will be entered for you. If you included any merge fields in the default message, these will have been replaced with the correct values. Click the **Send** button to send the estimate or click the **Cancel** button to not send it. A small dialog window will show the status and let you know if the message was sent or if it failed.

Click the **Print Details** button to print a copy of the estimate showing all the details including costs and markup. This is for your own use and should not be given to the customer. A message will popup asking if you want to print the item descriptions. If you choose **No**, only the item titles will be printed. The estimate details will open in the print preview 110 screen..

When an estimate is accepted you should check the **Accepted** box. This will enable the **Create Invoice** button. This button lets you create an invoice from the estimate. All the information will be copied to a new invoice. A message will popup telling you the invoice 77 has been created and asking you if you want to view the invoice 77. Click **Yes** to open the invoice 77 so you can make any changes needed and print it.

Click the **Close** button to return to the Estimate List screen. If you have not saved your changes a message will popup asking you if you want to save them or not.

8.2 Print Blank Estimate Sheet

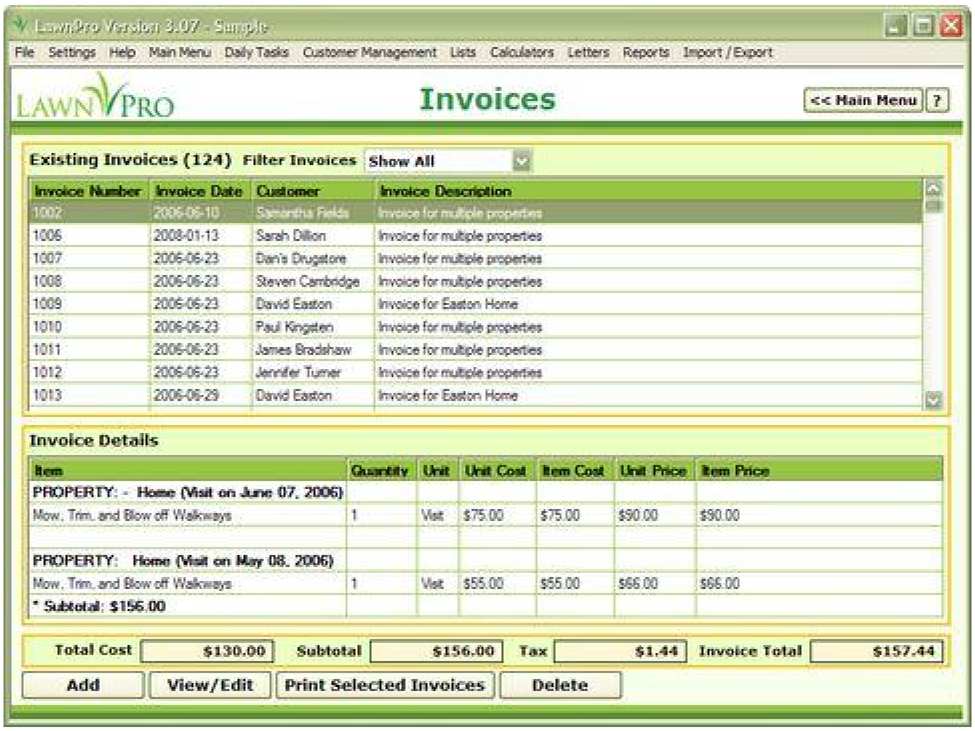
Clicking the **Customer Managment** menu at the top of the screen and selecting **Print Blank Estimate Sheet**, will generate a blank estimate with your company information and logo. The blank estimate will be displayed in the print preview 110 screen ready for you to print. You can use this sheet to manualy write out an estimate at a customers's home or when you are away from your computer.

Part IX

9 Invoices

9.1 Creating Invoices Manually

The Invoices screen shown below lets you add, edit and view invoices. This screen also lets you view the details for the invoice including totals and tax without opening the invoice.



You can filter the invoices using the **Filter Invoices** drop-down list. The following options are available from this list.

Show All

When you select Show All, all your invoices are displayed.

Show Paid

When you select Show Paid, only invoices that are fully paid are displayed.

Show Unpaid

When you select Show Unpaid, only invoices that are not fully paid are displayed.

Show Overdue

When you select Show Overdue, only invoices that are overdue are displayed.

Show For Month

When you select Show By Month, two drop-down list are displayed from which you can choose the year and the month to display invoices for.

Show By Customer

When you select Show By Customer, a drop-down list containing all your customers 45 is displayed. When you choose a customer, that customer's invoices are displayed.

Show Not Printed

When you select Show Not Printed, only invoices that have not been printed before will . This is usefull when you want to batch print the latest invoices you created.

When an invoice is selected, all items that are part of that invoice are shown in the **Invoice Details** list. The **Total Cost**, **Subtotal**, **Tax** and **Invoice Total** are also shown.

Click the **Add** button to add a new invoice.

Click the **View / Edit** button to view or edit the selected invoice.

Click the **Print Selected Invoices** button to print one or more invoices at a time. You can select multiple invoices at one time and print them as a batch. The invoices will be displayed in the Print Preview 110 screen. If you want to email an invoice, you must select one invoice and click the **View / Edit** button and then click the **Email** button. You cannot batch email invoices.

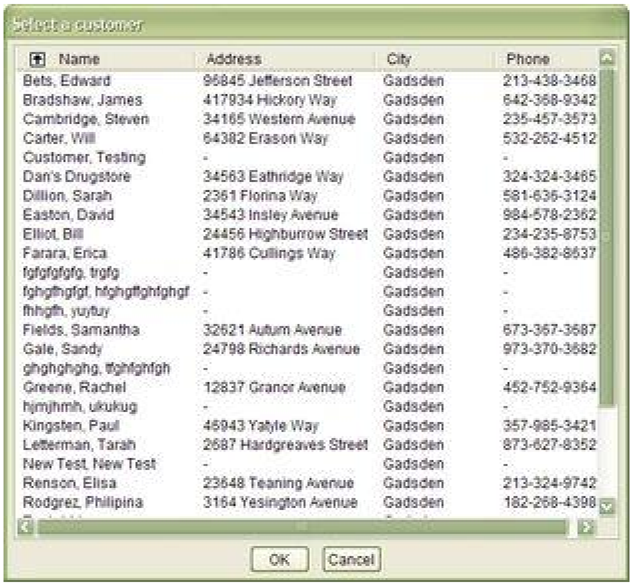
Click the **Delete** button to delete the selected invoice.

When you click the **Add** or **View / Edit** buttons the screen shown below is displayed. This is where you view and edit complete details for the invoice. This is also where you print the invoice from.

You can browse through the list of invoices using the navigation buttons in the top right corner. See the image below.

You can scroll back and forward one at a time or go to the first or last. The number of invoices available to scroll through will match the invoices listed on the Invoice List screen. So if you have filter the list, then only the those invoices will be available to scroll through. You can also add a new invoice by clicking the star button.

Click the  button next to the **Customer** field to select the customer the invoice is for. This will open the screen show below which lists all your active customers.



You can sort the list by clicking the column headers. Select the customer you want and click the **OK** button.

You can add a description for the invoice in the **Description** field.

The **Invoice #** will be entered for you as will the **Invoice Date**. You can change the date by clicking the small button next to the field.

The **Tax Rate %** will be entered for you based on the default tax rate you entered on the Company Info 14 screen. You can change this if needed.

Select or type the terms for the invoice using the **Terms** drop-down list. If the one you want is not on the list, just type it in and it will be saved for next time. You can manage this list from the Other Lists 57 screen.

Select or type a note for the invoice using the **Notes** drop-down list. If the one you want is not on the list, just type it in and it will be saved for next time. You can manage this list from the Other Lists 57 screen.

You add items to the invoice in the **Add / Edit Invoice Items** section. You have two options, you can just type in the item information or you can select an item from the Services / Materials 54 list. This gives you complete flexibility when creating invoices.

If you just want to type in the item then enter the title and optionally the description. You can do basic formatting on the text using the toolbar at the bottom of the **Description** field.

Enter the quantity and unit cost. The unit cost can be broken down into **Labor**, **Materials**, **Subcontract** and **Equipment**. If you don't want to break the unit cost down,

just enter the total unit cost in the **Labor** field. Check the **Taxable** box if it is a taxable item. Enter a markup % if you want to apply markup to the item. As you enter information the item cost and price will be calculated. When you are happy with the item, click the **Save / Update** button to add it to the invoice. The invoice totals will be updated. When you type an item in you can add it to the Services / Materials 54 list by clicking the **Save To List** button.

To select an item from the Services / Materials 54 list, click the button to the right of the **Item** field. This will open the screen shown below.

Simply select the item you want and click the **OK** button. All the information will be entered for you but you can edit it if you want. Editing will not affect the item in the Services / Materials 54 list. All the calculations will be done also. You can make any changes you need to the item such as changing the quantity or unit cost and it will recalculate automatically. When you are happy with the item, click the **Save / Update** button to add it to the invoice. The invoice totals will be updated.

To keep things consistent and to save time, you should add all the services / materials that you use to the Services / Materials 54 list.

To edit an existing invoice item, select it from the **Invoice Items** list. Its details will be displayed in the **Add / Edit Invoice Items** section. Make any changes and then click the **Save / Update** button. All the totals will recalculate automatically.

Clicking the **Quick Insert Options** button displays a drop-down list with the following options.

You can insert a subtotal item by selecting **Insert Subtotal** from the popup menu. You can insert subtotals where ever you want and as many as you want.

You can insert a header item with a visit date by selecting **Insert Visit Date** from the popup menu. This will popup a calendar for you to select the visit date.

You can insert a complete property visit, including property name, visit date and service info and price, and subtotal by selecting **Insert Property Visit** from the popup menu. This will popup a calendar for you to select the visit date. Once you select a date,another popup window will open listing the properties for the current customer. When you select a property, all the information will be added to the invoice and the totals will be recalculated. You can repeat this to add another property.

You can re-arrange the items in the list using the **Move Row Up** and **Move Row Down** buttons. Simply select the row you want to move and click the appropriate button. This also applies to subtotals. You can insert an item anywhere within the list by selecting the row you want to insert an item after and then clicking the **Insert New Row** button. This feature combined with the ability to move items up and down, Header Items and subtotals gives you complete control over how the estimate will look when printed.

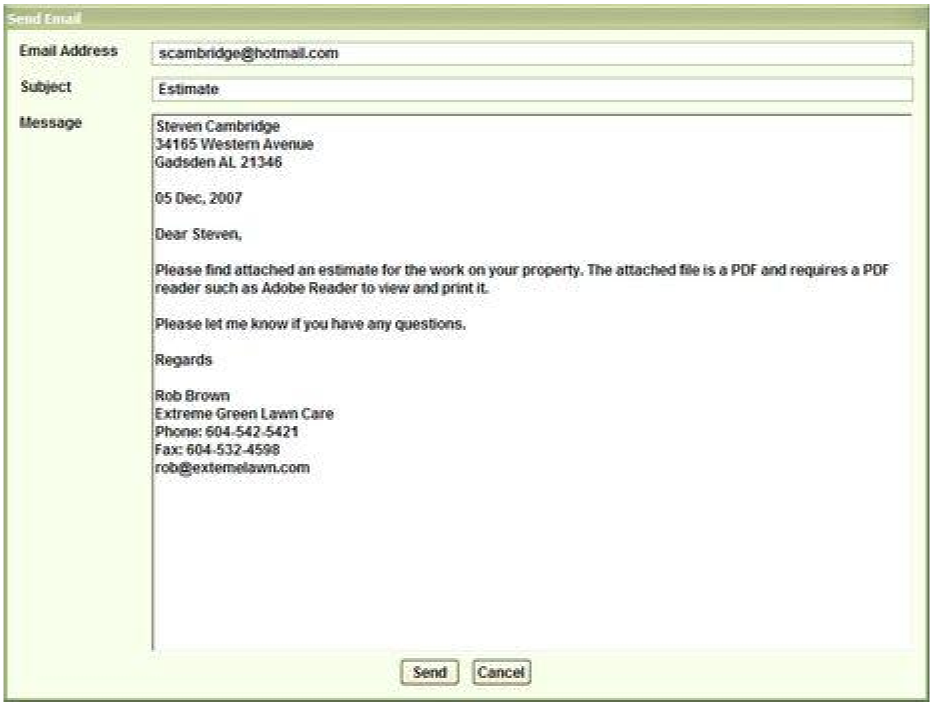
Click the **Save** button to save your changes to the invoice. If you have not saved your changes, there will be a red bar visible under the **Save** button, which acts as a flag or reminder that you have made changes that are not saved yet.

Click the **Save & New** button to save changes to the invoice and clear all the information, ready for you to create a new invoice.

Click the **Print** button to print a copy of the invoice to give to the customer. This will display a popup menu like the one shown below with different options for printing.

Select the layout you want from the menu. A message will popup asking if you want to print the item descriptions. If you choose **No**, only the item titles will be printed on the invoice. The invoice will open in the print preview [110] screen.

Click the **Email** button to email the invoice as an attached PDF file. This will display a popup menu like the one that pops up when yopu click the Print button. Select the layout you want from the menu. A message will popup asking if you want to print the item descriptions. If you choose **No**, only the item titles will be printed on the invoice. The invoice will be converted to a PDF file so it can be attached to an email message. Then the screen shown below will open.



You must be already connected to the internet. If you have entered an email address for the customer, it will be entered in the **Email Address** field. You can change this to any email address you want. You can edit the subject as needed. If you have setup a default message on the Email Settings 16 screen, it will be entered for you. If you included any merge fields in the default message, these will have been replaced with the correct values. Click the **Send** button to send the invoice or click the **Cancel** button to not send it. A small dialog window will show the status and let you know if the message was sent or if it failed.

Click the **Print Details** button to print a copy of the invoice showing all the details including costs and markup. This is for your own use and should not be given to the customer. A message will popup asking if you want to print the item descriptions. If you choose **No**, only the item titles will be printed. The invoice details will open in the print preview 110 screen.

Click the **Duplicate** button to duplicate the current invoice. This a great way to create a similar invoice. The new invoice will be displayed so you can edit it if needed and print it.

Click the **Copy To QuickBooks** button to copy the invoice over to QuickBooks. QuickBooks must be running with your company file open.

Important information regarding using QuickBooks and LawnPro on Windows Vista

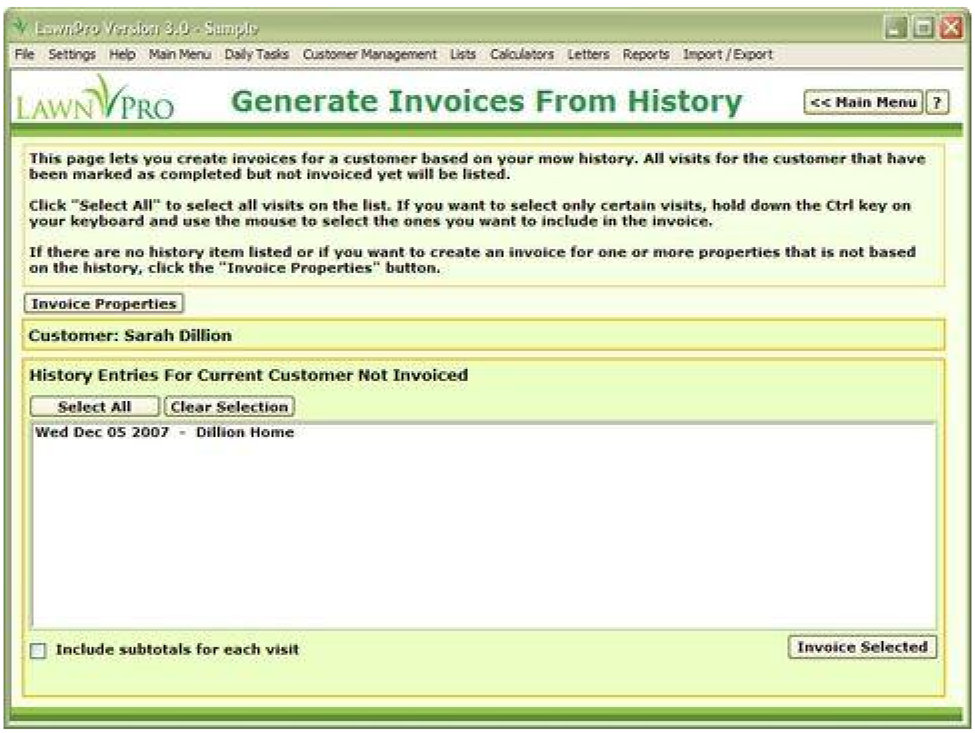
> Intuit the makers of QuickBooks have imposed certain rules when other application connect to QuickBooks on Windows Vista. You must be logged onto Vista as a

limited user. That means you must not have administrator permissions. Vista's UAC (User Account Control) must be turned on. If both of these conditions are not met, LawnPro will not connect to QuickBooks. Also, only QuickBooks 2007 and 2008 will work on Vista.

Click the **Close** button to return to the Invoice List screen. If you have not saved your changes a message will popup asking you if you want to save them or not.

9.2 Creating Invoices From Mow History

The Generate Invoices From Mow History screen lets you create invoices from the mow history. The list will show any visits for the current customer that have not been invoiced yet. If the list is empty, a message will appear telling you that you need to make sure you have marked all visits for that customer as complete on the Who To Mow Today 39 screen. LawnPro will then take you to the Who To Mow Today 39 screen.



If you want to generate an invoice for properties using property items instead of mow history, click the **Invoice Properties** button. This will open the Generate Invoices For Properties 85 screen.

Simply select the visits you want to invoice. You can invoice one at a time or all on one invoice. You can select multiple visits by holding down the **Ctrl** key on your keyboard and using the mouse to select visits.

If you want to select all visits on the list, click the **Select All** button.

To clear or deselect your selections, click the **Clear Selection** button.

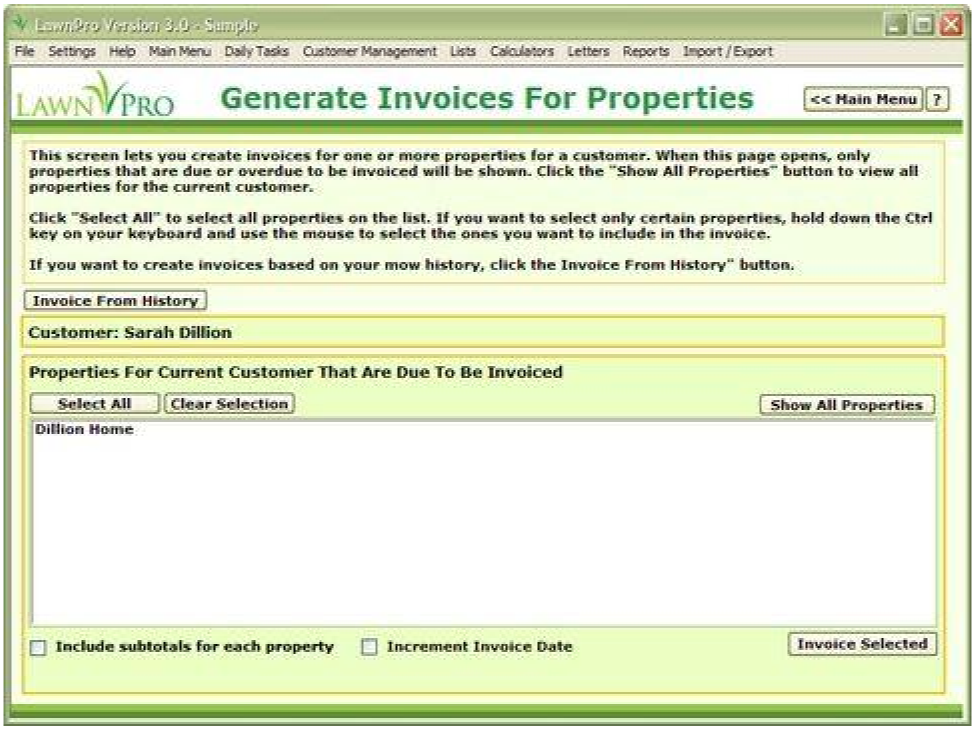
The **Include Subtotals For Each Visit** box lets you choose to have each visit grouped by itself with a subtotal.

When you have made your selections, click the **Invoice Selected** button. A message will be displayed telling you the invoice was created and asking you if you want to open the invoice.

This feature uses the information saved in the completed property visit entry in the calendar.. If you have not entered the cost in the calendar entry, then the invoice will be created but will have a balance of 0. You will need to open the invoice and edit the cost..

9.3 Creating Invoices For Properties

The Generate Invoices For Properties screen lets you create invoices. When the screen opens it will display properties that are due or overdue to be invoiced. If the list is empty, or you want to view all properties for the current customer, click the **Show All Properties** button. Click it again to view only due properties.



If you want to generate an invoice from your mow history instead of property items, click the **Invoice From History** button. This will open the Generate Invoices From Mow History 84 screen.

Simply select the properties you want to invoice. You can invoice one at a time or all on one invoice. You can select multiple properties by holding down the **Ctrl** key on your keyboard and using the mouse to select properties.

If you want to select all properties on the list, click the **Select All** button.

To clear or deselect your selections, click the **Clear Selection** button.

The **Include Subtotals For Each Property** box lets you choose to have each Property grouped by itself with a subtotal.

If you want the next invoice date incremented, check the **Increment Invoice Date** box.

When you have made your selections, click the **Invoice Selected** button. A message will be displayed telling you the invoice was created and asking you if you want to open the invoice.

This feature uses the information saved in the completed property visit entry in the calendar.. If you have not entered the cost in the calendar entry, then the invoice will be created but will have a balance of 0. You will need to open the invoice and edit the cost..

9.4 Invoice Payments

The Invoice payments screen shown below lets you apply payments to invoices

You can filter the invoices using the **Filter Invoices** drop-down list. The following options are available from this list.

Show All

When you select Show All, all your invoices are displayed.

Show Paid

When you select Show Paid, only invoices that are fully paid are displayed.

Show Unpaid

When you select Show Unpaid, only invoices that are not fully paid are displayed.

Show For Month

When you select Show By Month, two drop-down list are displayed from which you can choose the year and the month to display invoices for.

Show By Customer

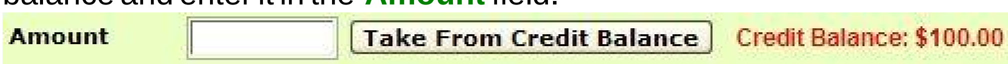
When you select Show By Customer, a drop-down list containing all your customers[45] is displayed. When you choose a customer, that customer's invoices are displayed.

When an invoice is selected, any payments already applied to it are shown in the **Payments** list.

Enter a description for the payment in the **Description** field.

Select the date of the payment by click the small button next to the **Date** field.

If the customer has a credit balance, there will be a **Take From Credit Balance** button beside the **Amount** field that will let you take an amount from the customers's credit balance and enter it in the **Amount** field.



The current credit balance will be displayed below the button. If the credit balance is greater than the outstanding invoice amount, the default amount entered when you click the button will be the outstanding invoice amount. If the outstanding invoice amount is greater than the credit balance, then the default will be the credit balance. You can override this amount as long as it is not greater than the credit balance. When clcik the **Save** button, the credit balance for the customer will adjusted to reflect the amount applied to the invoice.

If there is no credit balance, enter the amount of the payment in the **Amount** field. When you click in this field the outstanding amount for the invoice is entered for you but you can change it to what you want. When the sum of all the payments is equal to the amount of the invoice, the invoice is marked as paid.

To add a new payment click the **Add** button.

To save your changes click the **Save** button.

To delete a payment, select it in the **Payments** list and click the **Delete** button.

9.5 Print Blank Invoice Sheet

Clicking the **Customer Managment** menu at the top of the screen and selecting **Print Blank Invoice Sheet**, will generate a blank invoice with your company information and logo. The blank invoice will be displayed in the print preview[110] screen ready for you to print. You can use this sheet to manualy write out an invoice at a customers's home or when you are away from your computer.

Part X

10 Contracts

10.1 About Contracts

Contracts allow your customers 45 to spread payments out over the year or a set number of months. For example if you service a customer 9 months of the year, you can spread the payments over 12 months allowing them to make 12 equal payments. This is a great feature to make things more affordable for your customers which in turn will help you get more business.

The contracts feature in LawnPro makes it easy to figure out how much the monthly payments and yearly total will be. It also makes invoicing the customer each month very easy. You will be reminded when the next invoice 25 is due and all you have to do is open the contract and click a button to generate 91 the invoice. Its that easy.

See the Creating Contracts 91 topic to learn about creating and editing contracts.

10.2 Creating Contracts

The Contracts screen show below lets you add, edit and view contracts. This screen also lets you view the details for the contract including totals and tax without opening the contract.

You can filter the contracts using the **Filter Contracts** drop-down list. The following options are available from this list.

Show All

When you select Show All, all your contracts are displayed.

Show Active

When you select Show Active, only contracts that are still active are displayed.

Show Inactive

When you select Show Inactive, only contracts that are no longer active or have expired are displayed.

Show For Month

When you select Show By Month, two drop-down list are displayed from which you can choose the year and the month to display contracts for.

Show By Customer

When you select Show By Customer, a drop-down list containing all your customers 45 is displayed. When you choose a customer, that customer's contracts are displayed.

When an contract is selected, all items that are part of that contract are shown in the **Contract Details** list. The **Total Cost**, **Subtotal**, **Tax** and **Contract Total** are also shown.

Click the **Add** button to add a new contract.

Click the **View / Edit** button to view or edit the selected contract.

Click the **Delete** button to delete the selected contract.

When you click the **Add** or **View / Edit** buttons the screen shown below is displayed. This is where you view and edit complete details for the contract. This is also where you print the contract from.

You can browse through the list of contracts using the navigation buttons in the top right corner. See the image below.

You can scroll back and forward one at a time or go to the first or last. The number of contracts available to scroll through will match the contracts listed on the Contract List screen. So if you have filter the list, then only the those contracts will be available to scroll through. You can also add a new contractby clicking the star button.

Click the  button next to the **Customer / Property** field to select the property the contract is for. This will open the screen show below which lists all your active properties.

You can sort the list by clicking the column headers. Select the property you want and click the **OK** button.

You can add a description for the contract in the **Description** field.

The **Contract #** will be entered for you as will the **Contract Start Date**. You can change the date by clicking the small button next to the field.

The **Tax Rate %** will be entered for you based on the default tax rate you entered on the Company Info 14 screen. You can change this if needed.

Enter the number of months to spread the payments over in the **Number Of Months To Bill** field.

Enter the number of services per year that you will carry out under this contract in the **Number Of Services Per Year** field. For example if you are going to service the customer twice a month for ten months of the year then enter twenty (20).

You add items to the contract in the **Add / Edit Contract Items** section. You have two options, you can just type in the item information or you can select an item from the Services / Materials 54 list. This gives you complete flexibility when creating contracts.

If you just want to type in the item then enter the title and optionally the description. You can format the description using the tool bar at the bottom of the field.

Enter the quantity and unit cost. The unit cost can be broken down into **Labor**, **Materials**, **Subcontract** and **Equipment**. If you don't want to break the unit cost down,

just enter the total unit cost in the **Labor** field. Check the **Taxable** box if it is a taxable item. Enter a markup % if you want to apply markup to the item. As you enter information the item cost and price will be calculated. When you are happy with the item, click the **Save / Update** button to add it to the contract. The contract totals will be updated. When you type an item in you can add it to the Services / Materials 54 list by clicking the **Save To List** button.

To select an item from the Services / Materials 54 list, click the button to the right of the **Item** field. A popup window will open showing all the services / materials you have entered. When you select the one you want, all the information for that item including title, description, default quantity, unit cost, markup and whether it is taxable or not will be entered for you. All the calculations will be done also. You can make any changes you need to the item such as changing the quantity or unit cost and it will recalculate automatically. When you are happy with the item, click the **Save / Update** button to add it to the contract. The contract totals will be updated.

To edit an existing contract item, select it from the **Contract Items** list. Its details will be displayed in the **Add / Edit Contract Items** section. Make any changes and then click the **Save / Update** button. All the totals will recalculate automatically.

You can insert a subtotal item by clicking the **Insert Subtotal** button. You can insert subtotals where ever you want and as many as you want.

You can re-arrange the items in the list using the **Move Row Up** and **Move Row Down** buttons. Simply select the row you want to move and click the appropriate button. This also applies to subtotals. You can insert an item anywhere within the list by selecting the row you want to insert an item after and then clicking the **Insert New Row** button. This feature combined with the ability to move items up and down, Header Items and subtotals gives you complete control over how the contract will look when printed.

Click the **Save** button to save your changes to the contract. If you have not saved your changes a red bar will be visible under the **Save** button, which acts as a flag or reminder that you have made changes that are not saved yet.

Click the **Save & New** button to save the current contract and clear all the information ready for you to add a new contract.

To print a copy of the contract for the customer, click the **Print** button. This will open the Contract Text screen shown below. This lets you customize the text of the contract before printing.

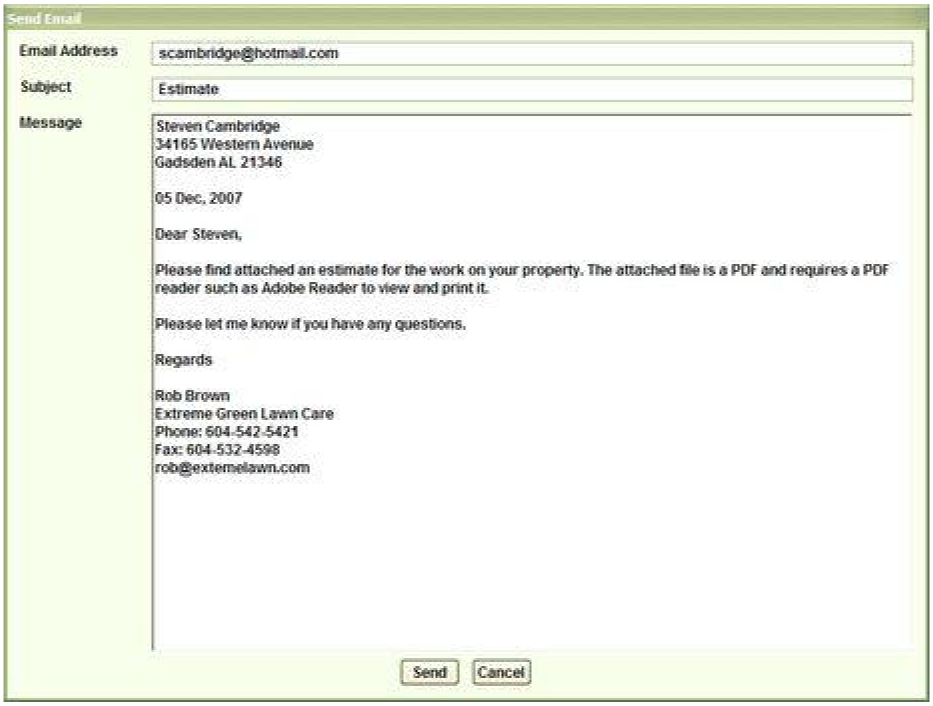
You can type in the text or select a template to use from the drop-down list. You can create and manage templates from the Contract Templates 98 screen. You can insert merge fields from the **Available Merge Fields** drop-down list. These will be replaced with the appropriate data when the contract is printed. See the list below.

[CurrentDate]
[ContractDate]
[CompName]
[CustomerName]
[PropertyName]
[ContractServices]
[ContractMonths]
[MonthlyTotal]

The options on this tool bar are similar to any word processor.

When you are finished editing the contract text, click the Save button. Click the **Print** button to print the contract. It will be displayed on the print preview 110 screen.

Click the **Email** button to email the contract as an attached PDF file. The contract will be converted to a PDF file so it can be attached to an email message. Then the screen shown below will open.



You must be already connected to the internet. If you have entered an email address for the customer, it will be entered in the **To Email** field. You can change this to any email address you want. You can edit the subject as needed. If you have setup a default message on the Email Settings 16 screen, it will be entered for you. If you included any merge fields in the default message, these will have been replaced with the correct values. Click the **Send** button to send the contract or click the **Cancel** button to not send it. A small dialog window will show the status and let you know if the message was sent or if it failed.

Click the **Close** button to return to the Add / Edit Contracts screen.

Click the **Print Details** button to print a detailed copy of the contract for your own use. This copy is not to be given to the customer. A message will popup asking if you want to print the item descriptions. If you choose **No**, only the item titles will be printed on the contract. The contract will open in the print preview 110 screen.

When a contract is saved the **Create Invoice** button will be enabled. This button lets you create an invoice from the contract. LawnPro will keep track of how many invoice have been created for the contract. This information will be displayed below the contract total. The number of invoices you can create is the number you have entered in the **Number Of Months To Bill** field. All the information will be copied to a new invoice. A message will popup telling you the has been created and asking you if you want to view the invoice. Click **Yes** to open the invoice so you can make any changes needed and print it. A reminder will show up on the main screen 25 each month when the next invoice is due to be created.

Click the **Close** button to return to the Contracts screen. If you have not saved your changes a message will popup asking you if you want to save them or not.

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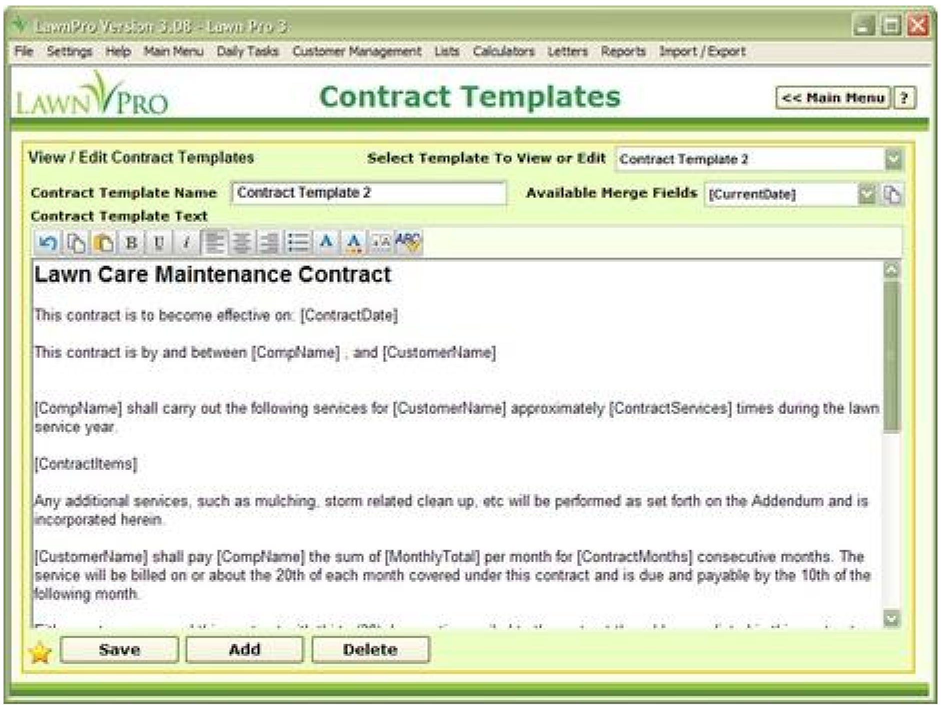
10.3 Contract Templates

The Contract Templates screen lets you create and mange a list of contract templates that you can use when printing contracts.



Any existing contract templates will be available on the **Select Template To View or Edit** drop-down list. Selecting a template from this list will display its text in the **Contract Template Text** area where you can edit. Once you have made your changes, click the Save button.

The options on this tool bar are similar to any word processor.

Click the **Add** button to create a new template. Enter a template in the **Contract Template Name** field. Type the text into the **Contract Template Text** area. You can insert merge fields anywhere in within the text. You can select a merge field from the

Available Merge Fields drop-down list. Click the button to copy the selected merge field to the clipboard. Then right-click the location in the text where you want to insert the merge field and select **Paste**. You can also just type in merge fields but you must make sure you enter them exactly as shown on the **Available Merge Fields** list.

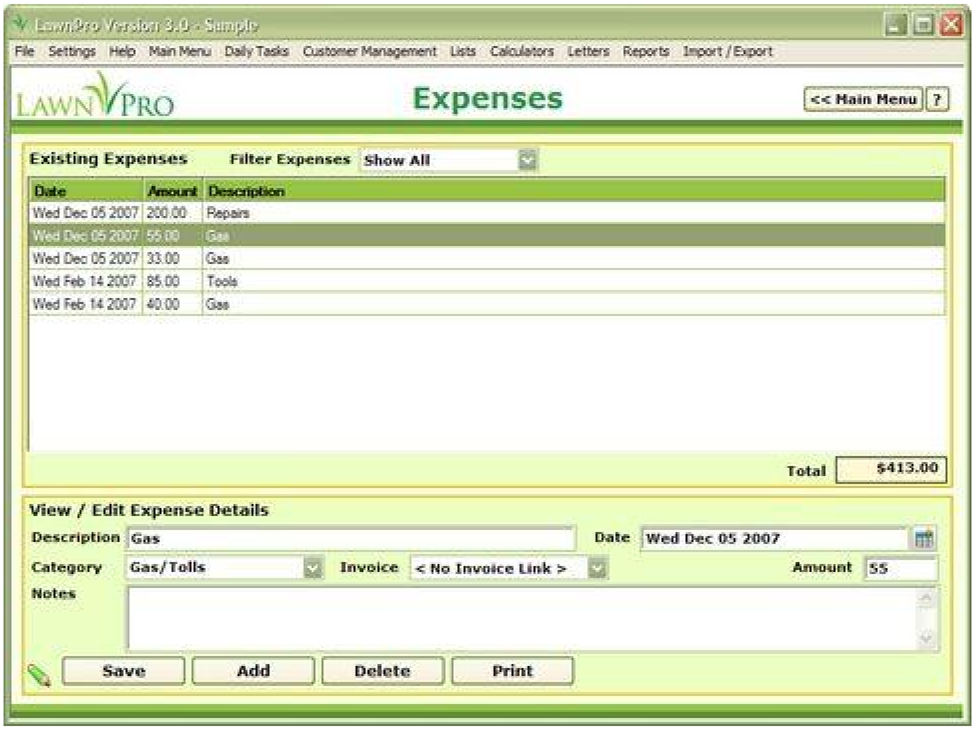
To delete a contract template, select it from the **Select Template To View or Edit** drop-down list and click the **Delete** button.

Part XI

11 Expenses

11.1 Keeping Track of Expenses

The Expenses screen lets you keep track of miscellaneous expenses. Each expense can optionally be linked to an invoice. 77



You can filter the expenses using the **Filter Expenses** drop-down list. The following options are available from this list.

Show All

When you select Show All, all your expenses are displayed.

Show By Month

When you select Show By Month, two drop-down list are displayed from which you can choose the year and the month to display expenses for.

Show By Invoice

When you select Show By Invoice, a drop-down list containing all your invoices 77 is displayed. When you choose an invoice, that invoice's expenses are displayed.

Show By Category

When you select Show By Category, a drop-down list listing all the categories you have saved is displayed. When you choose a category, all expenses belonging to that category are displayed.

Enter a description for the expense in the **Description** field and optionally select an invoice to link the expense to from the **Invoice** drop-down list.

Select the date of the expense by click the small button next to the **Date** field and enter the amount of the expense in the **Amount** field.

Choose a category to group the expense under from the **Category** drop-down list. If the category you want is not on the list, just type it in and it will be saved to the list and will be available the next time.

Enter any notes about the expense in the **Notes** field.

To add a new expense click the **Add** button.

To save your changes click the **Save** button.

To delete an expense click the **Delete** button.

To print the expenses listed click the **Print** button.

Part XII

12 Letter Writer

12.1 Letter Templates

The Letter Templates screen show below lets you edit and create letter templates. These templates are used by the Letter Writer105.

Select a template from the **Select A Letter Template** drop-down list. The template will be displayed ready for editing. Use the letter tool bar shown below to format the template.

The options on this tool bar are similar to any word processor.

You can insert **Merge Fields** into the template. These merge fields will be replaced with data when you use the template to generate a letter with the Letter Writer105. The Merge Fields list shows all the merge fields you can use. You can simply type in a merge field into the template or you can select a merge filed from the list and click the  button above the list to copy it to the clipboard. You can then place the cursor at the position in the template you want the merge field to appear and then click the paste button on the letter toolbar to paste it in. This is the best way as it prevents typing mistakes.

You do not need to enter you company name etc. The letter will be printed just like an invoice or estimate with the same header that has your company information and logo etc. The company merge fields are available though if you want to have your information appear elsewhere in the letter.

Click the **Save** button to save any changes to the template. If this is one of the pre made templates that came with LawnPro, this will overwrite it with your changes.

If you don't want to overwrite the pre made template click the **Save As** button instead to save the template as a new template with a different name. A screen like the one shown below will popup asking you to enter a name for the template.

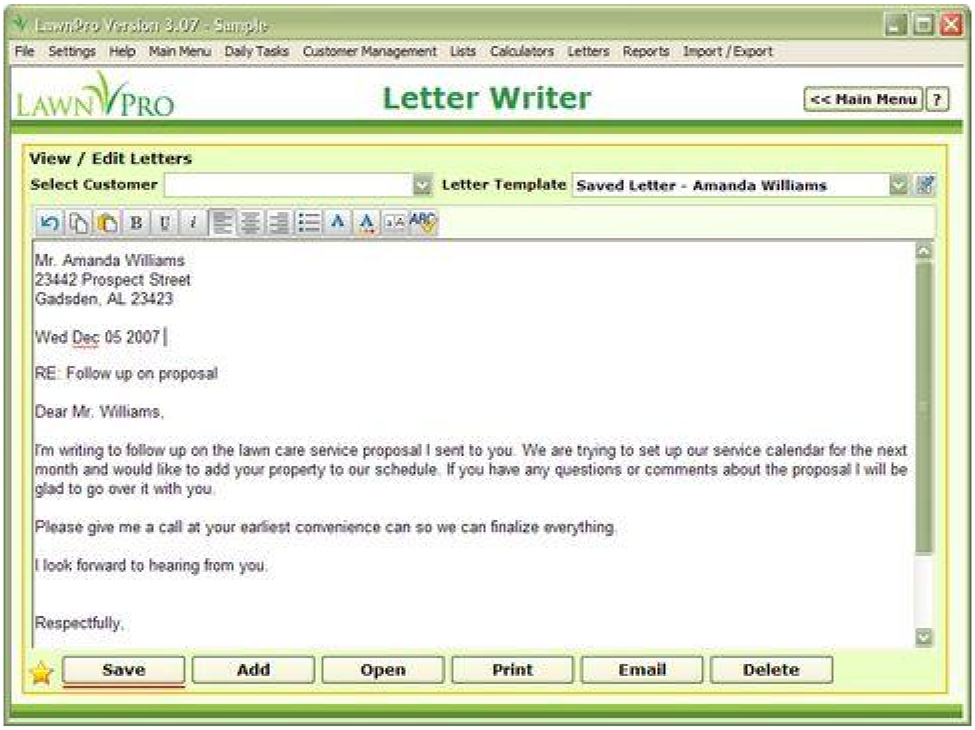
Enter a name and click the **OK** button. The original template will not be changed. Click the **Cancel** button if you do not want to save the template.

Click the **Add** button to create a new template. A basic template with the standard merge fields will be displayed. Edit it as required and click the **Save** button. You can create as many templates as you want.

Click the **Delete** button to delete the currently displayed template.

12.2 Letter Writer

The Letter Writer screen shown below lets you create personalized letters for your customers. It comes with over ten letter templates to choose from. You can also edit the included templates 104 or create new ones.

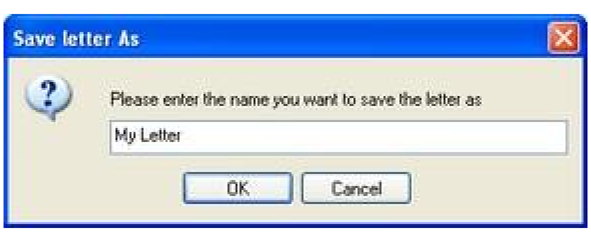


Click the **Add** button to add a new letter. Select a customer form the **Select Customer** drop-down list and then select a letter from the **Letter Template** drop-down list. The selected letter will be displayed with the customer's information inserted. You can edit it as required. Use the letter tool bar shown below to format the letter.

The options on this tool bar are similar to any word processor.

You do not need to enter you company name etc. The letter will be printed just like an invoice or estimate with the same header that has your company information and logo etc.

You can save the letter by clicking the **Save** button. A screen like the one shown below will popup asking for a name to save the letter as.



Enter a name and click the **OK** button. This will save a copy of the letter with the customers information which you can open at a later time to edit or print. This will not make any changes to the letter template.

If you don't want to save the letter click the **Cancel** button.

Click the **Open** button to open a previously saved letter. A screen will popup which will display any letters you have saved.

Select the letter you want to open and click the **OK** button. Click the **Cancel** button if you don't want to open a letter or if there are no saved letters to open.

Click the **Print** button to print the letter. The letter will open in the print preview [110] screen.

Click the **Email** button to email the letter as a PDF attachment to the customer.

When you have a saved letter open, the **Delete** button will be enabled. Use the **Delete** button to delete the current letter.

If you want to edit the letter templates or add new ones, click the  button to the right of the **Letter Template** drop-down list. This will open the Letter Templates [104] screen where you can edit and create templates. See the Letter Templates [104] topic to learn more.

Part XIII

13 Reports

13.1 Generating Reports

The Reports screen shown below lets you view and print various reports. You can generate invoice 77, estimate 68, contract 91, income 77, expense 101 and customer 45 reports.

Select the report you want to generate from one of the three lists at the top.

All the reports except the **Selected Customers** one can be limited to a specific time period by choosing a **Start Date** and an **End Date** using the two calendars. If you don't want to limit the report you can check the **View All** check box.

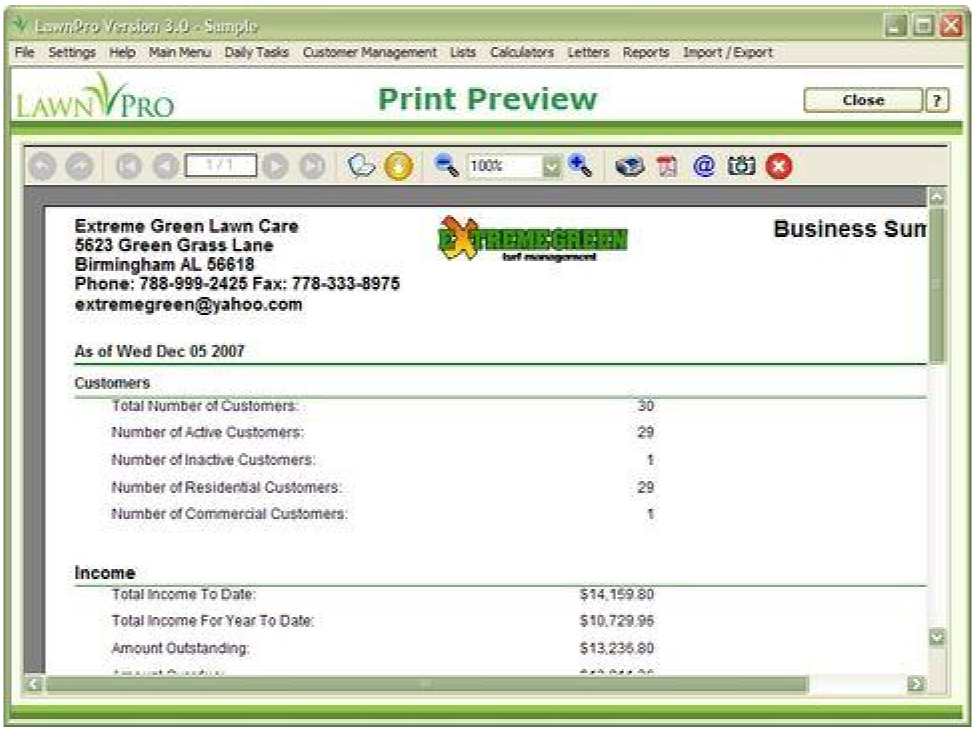
Click the **View / Print** button to generate the report and preview 110 it. From the print preview 110 you can print the report.

If you choose the **Selected Customers** report, you can select which customers to print by selecting them form the **Select Customers** list. To select multiple customers all in one group, first click the first customer in the group,. Then hold down the **Shift** key on your keyboard and select the last customer in the group. To select multiple customers that are not grouped together, first select the first customer. Then hold down the **Ctrl** key on your keyboard and select each customer you want to include. To include all customers, check the **View All** check box.

The **Seasonal Task Reports** section lets you print a report list the properties that have each task assigned. For example if you have a task named Fertilizing, you can print a report listing all properties that you have assigned Fertilizing to. Simply select a task and click the **Print Task Report** button. You can only print a report for one task at a time.

13.2 Viewing Your Business Summary

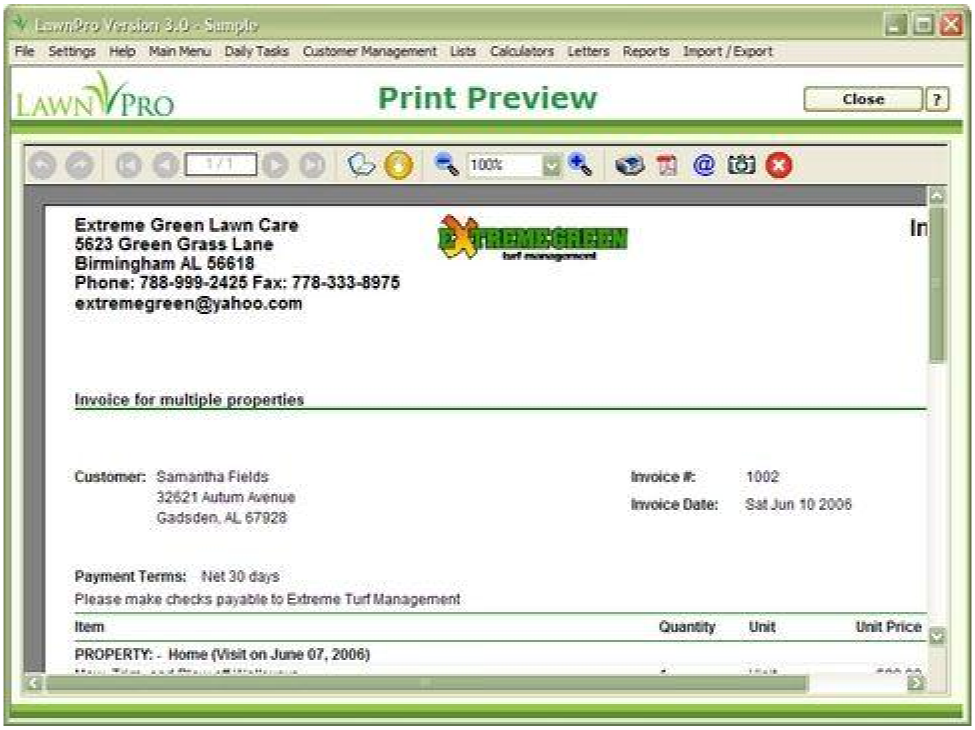
The Business Summary screen shown below shows you a snapshot of your business at any given time. Summary information is shown for customers [45], income [77], estimates [68] and contracts [91].



The report will open in the print preview screen [110].

13.3 Print Preview

All reports and printouts like invoices [77] and reports [109] are displayed as PDF files inside LawnPro before printing. This gives you a chance to view it before you print so you can make sure it is what you want to print. LawnPro does not rely on any third party programs like Adobe Reader.



Click the button on the toolbar to print the report.

Click the to save a copy of the report as a PDF file on your computer.

Click the button to email the report. This is different than the email feature that lets you email invoices and estimates etc. This feature uses your default email program and attaches the report as a PDF file. You will have to fill in the email address, subject and the body of the email. This is a usefull feature that lets you email anything that you can print from LawnPro. It can be used as an alternative to the email feature for invoices, estimates etc. if your ISP does not allow emails toi be sent directly from a program.

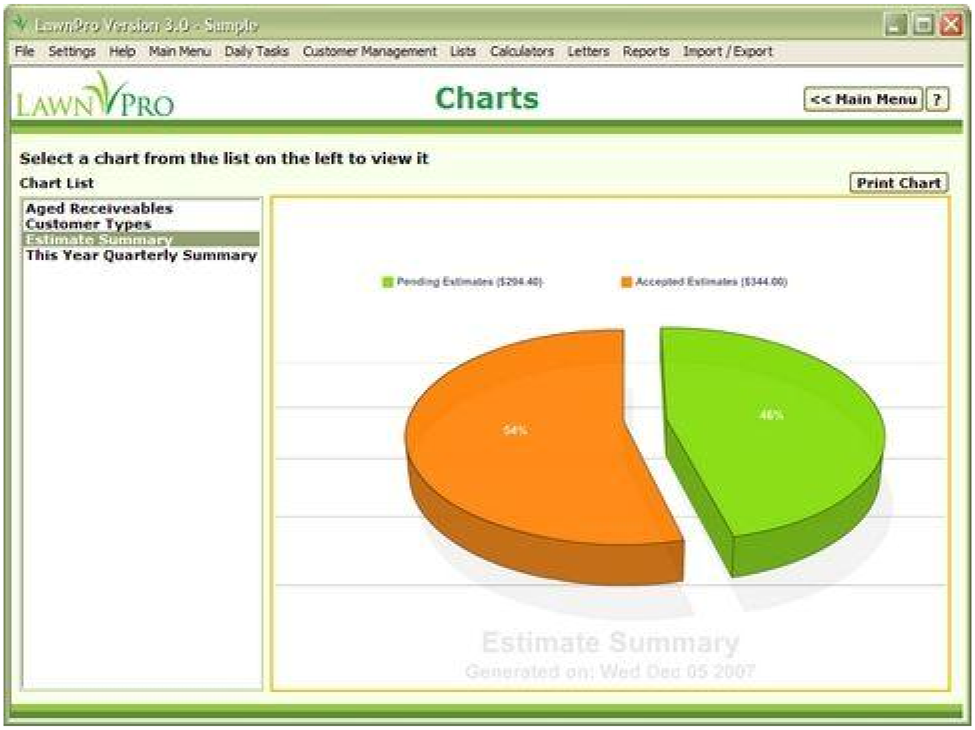
Click the button to save the report as an image file on your computer.

The other icons on the tool bar let you scroll through pages if there are more than one, show or hide the thumbnail view, and zoom in or out.

Click the **Close** button to close the preview window.

13.4 Charts

The Charts screen lets you view and print various charts. These charts lets you easily see how your business is doing.



The available charts will be listed on the left. Simply click on a chart name to display it.

When a chart is displayed, you can click the **Print Chart** button to print it. The chart will be converted to an image and displayed in your default image viewer ready for printing.

Part XIV

14 Data File Maintenance

14.1 Compact Data File

The **Compact Data File** feature available on the **File** menu, lets you compact your data file. Compacting helps to keep your data file in good shape and operating at its best.

You should compact at least once a month. If you add and delete a lot of data, you may want to do it on a weekly basis.

14.2 Backup & Restore Data Files

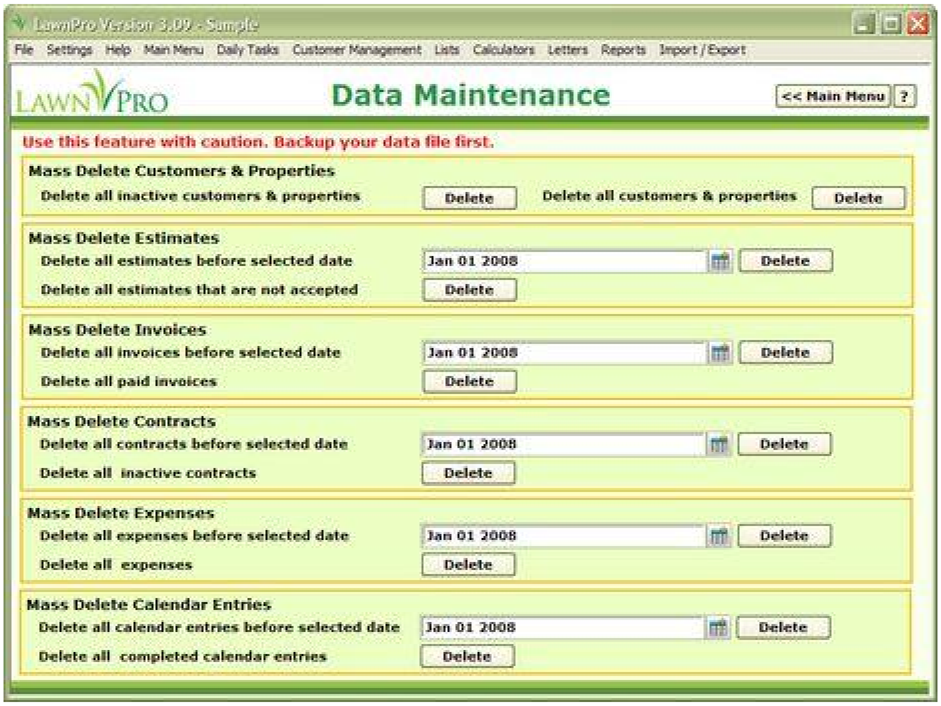
The **Backup Data File** feature allows you to backup your LawnPro data file to a sperate file. This file can be on your hard drive or on a CD, floppy disk or other removable media. Incase of hard drive failure you should backup your data to a removable disk.

LawnPro automatically makes a backup of your data file when you open it. These backups are saved in the **Backup** folder within the folder where LawnPro is installed.

The **Restore Data File** feature lets you restore a backup file to a normal LawnPro data file. You would only ever need to restore a backup in case of an emergency where you main data file was lost or damaged.

14.3 Data Maintenance

The Data Maintenance screen lets you mass delete various data from your data file. This is handy when you file is getting large and you want to remove old data you no longer need. You can also use it at the beginning of a new year.



Warning, use this feature with caution. Once data is deleted, it cannot be recovered. You should make a backup copy of your data first.

The screen is divided into six sections.

Mass Delete Customers & Properties

You can only delete inactive customers and properties. Deleting customers and properties will also delete and estimates, invoices, contracts and mow history belonging to each customer deleted.Simply click the Delete button.

You can also delete all customers and properties.

Mass Delete Estimates

You can delete estimates 68 that are dated before a selected date. You can select a date using the popup calendar.

You can also delete all estimates that have not been accepted.

Mass Delete Invoices

You can delete invoices 77 that are dated before a selected date. You can select a date using the popup calendar.

You can also delete all invoices that have paid.

Mass Delete Contracts

You can delete contracts 91 that are dated before a selected date. You can select a date using the popup calendar.

You can also delete all inactive contracts.

Mass Delete Expenses

You can delete expenses 101 that are dated before a selected date. You can select a date using the popup calendar.

You can also delete all expenses.

Mass Delete Calendar Entries

You can delete calendar 37 entries that are dated before a selected date. You can select a date using the popup calendar.

You can also delete all calendar entries that have been completed. Please note that completed property visits that have not been invoiced, will not be deleted..

Part XV

15 Miscellenaous

15.1 Entering Dates

All dates are entered using a popup calendar like the one shown below. You can open this calendar by clicking the  button beside each date field.

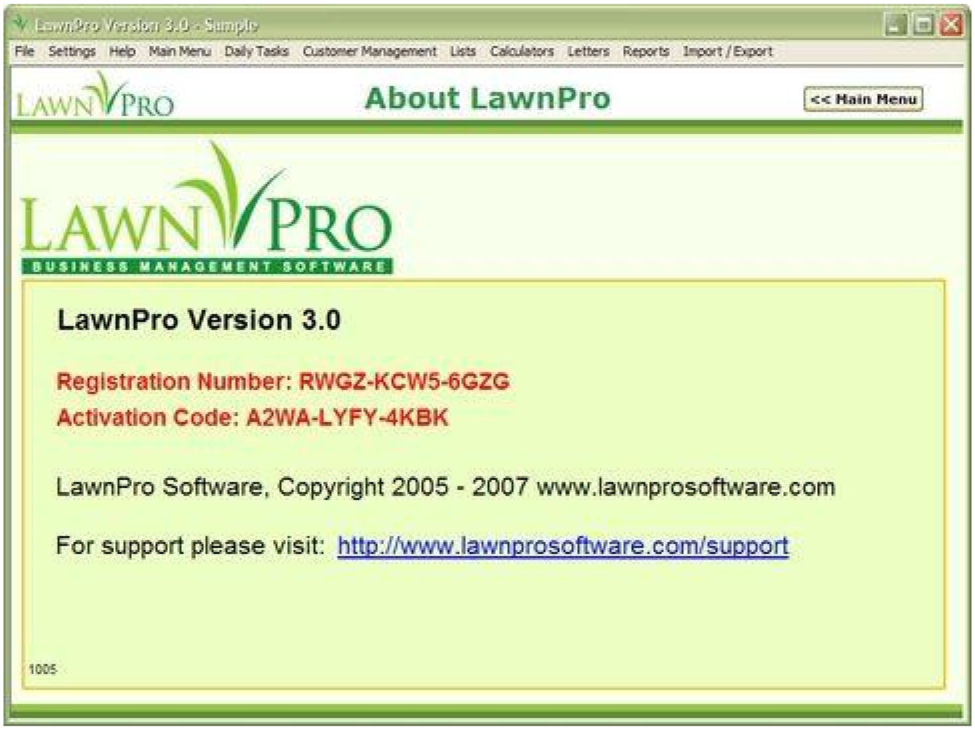
If there was a date already entered in the field, then that date will be selected on the calendar when it opens.

Use the arrow buttons to move back and forth one month at a time. You can also click the month name that is displayed between the buttons to select the month from a popup menu. You can also change the year by clicking on the year and using the up and down arrows to scroll through the years.

When you have selected a date, click the **OK** button to enter the date in the field or click the **Cancel** button to not enter the date.

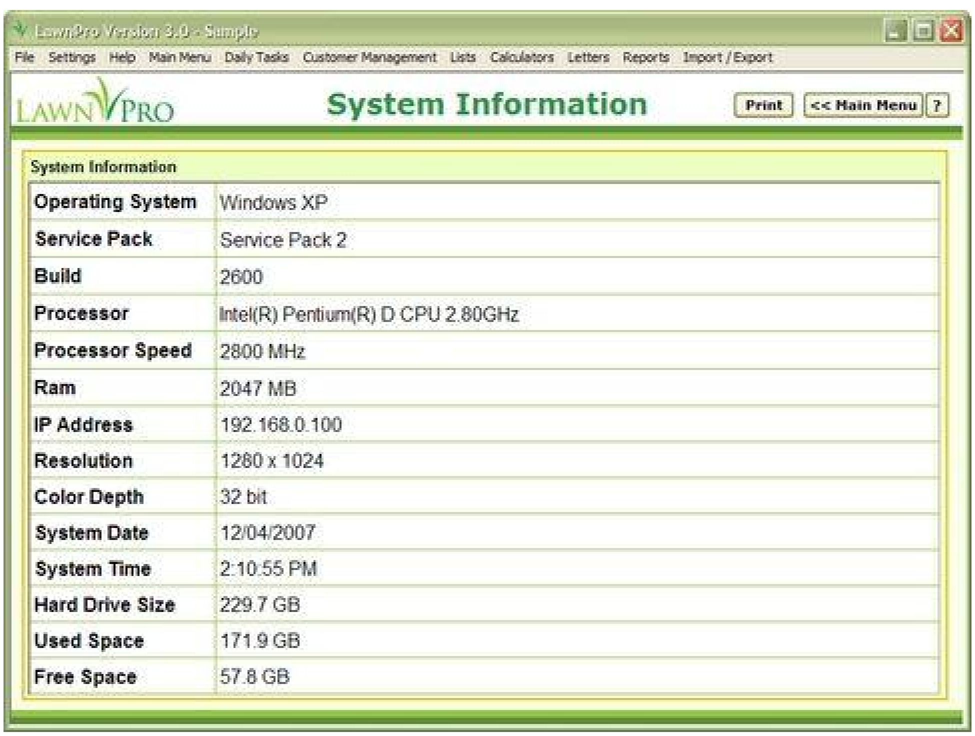
15.2 About LawnPro

The About LawnPro screen displays information about LawnPro such as version and copyright information. It also has a link to the LawnPro web site. If you have purchased and activated LawnPro, you will find your registration number and activation code here.



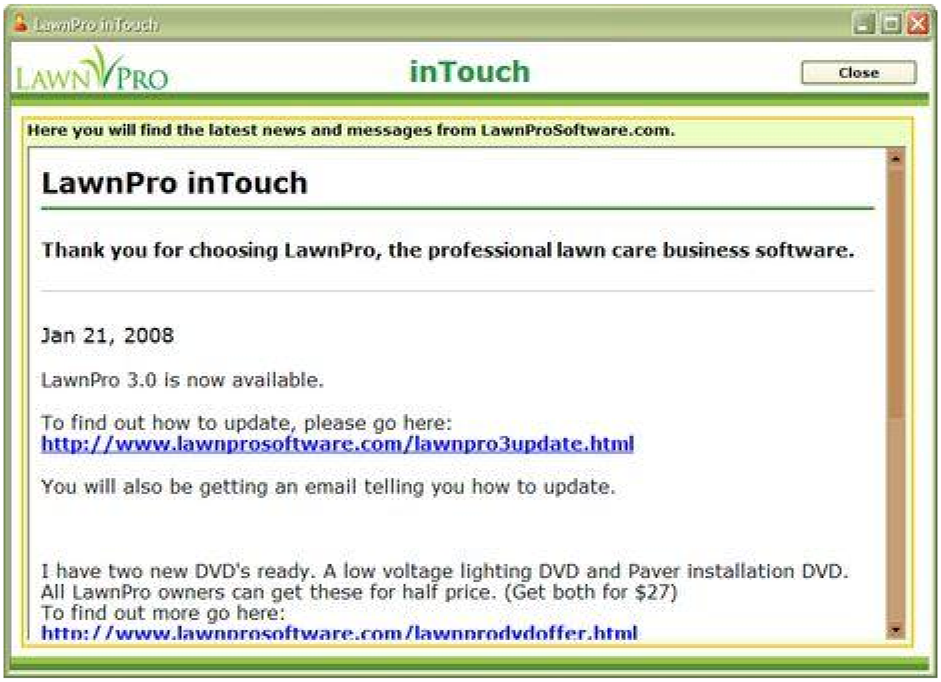
15.3 System Information

The System Information screen displays some basic information about your computer.



15.4 inTouch

The inTouch screen will display the latest news from lawnprosoftware.com. When you start LawnPro, it will check to see if there is any news updates.



It will check each time you open LawnPro. If there is any news a small popup will appear in the lower right corner of your screen. If you click this popup, a window will open and display the latest news. If the popup closes before you click on it, you can still view the news by right clicking the icon in your system tray and selecting **Restore**. If there is no news the the inTouch system will close.

You can turn of this feature on the Program Settings 15 screen.

15.5 Lawcare Forum

The Lawn Care Forum screen gives you direct access to www.lawncareforum.com. This website is one of the best online destinations for new and experienced LawnCare and Landscape Professionals. We pride ourselves on being a relevant and practical web site that offers a whole range of information. You are currently viewing our boards as a guest which gives you limited access to view most discussions, articles and access our other FREE features. By joining our **free** community you will have access to post topics, communicate privately with other members (PM), respond to polls, upload your own photos and access many other special features. Registration is fast, simple and absolutely free so please, join our community today!

Index

- A -

- B -

- C -

- D -

- E -

- F -

- G -

LawnPro User Guide