CSA

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OVERVIEW OF COMPUTER SYSTEMS APPROACH, INC.

1. INTRODUCTION:

Computer Systems Approach, Inc. (CSA) is a full service Corporation providing both high tech and hardware design capabilities and also full hardware service and repair. When CSA began, we were primarily a Consulting firm for both hardware and software designs. During the last ten years, CSA developed a number of products for PC's using WIN98, WIN95, WIN3.1, and DOS. We also have a product for the MAC. In many instances, customer requested that CSA provide a turn-key solution to their requirements, including multiple systems, networking, and CSA's multi-user service oriented software packages, printers and on-site installations. For such cases we are able to offer top brand name products for our customers. We are a reseller, VAR, or service center for Packard Bell, Hewlett Packard, Zenith, Okidata, and Epson.

2. OVERVIEW OF THE CSASERV/CSALAND SOFTWARE

2.1 INSTALLING THE SOFTWARE AND COMPLETING THE REGISTRATION PROCESS

The CSASERV/CSALAND full installation, update, upgrade and demo all follow a similar procedure when you install the disks into your computer. The demo procedure provides a user with the same features but during the registration process the name The Best Pool Company or the Best Landscape Company must be used per the registration form. The demo is useable for a limited number of days. The full installation version carries a conditional warranty and to activate the warranty, user are required:

- a. To enter all their customer information
- b. To do a monthly billing and
- c. To send out monthly statements or invoices generated by CSASERV for all customers.

To begin the process of loading the program you should have:

- 1. A 486 computer with at least 10 MB of free space or better.
- 2. Your computer should have at least 16mb of RAM.
- 3. Win 3.1, Win95, Win98 or better.

- 4. The CSA installation disks
- 5. The Registration Information
- 6. The Agreement Form

Chapter 1:Installation:

The following example will show how a CSASERV demo is loaded. The actual program is almost the same. For a real installation, there will be different unlock codes and expiration dates and you will put your actual company name into the program during installation.. When you install a Demo or Real Installation you must use the Registration Form that Accompanies the Program. It has the correct name and numbers to use. You must use those names and number and modules exactly as they are shown on the Software Registration Instruction Form. Spacing is critical, the case of letters is not e.g. you can use upper or lower cases (e.g. a or A).

The CSA program now comes on three floppies disks.

SOFTWARE REGISTRATION INSTRUCTIONS

It has information you need to register and use your product:

Product to Register:	CSASERV
Registered To:	The Best Pool Company
System ID:	Leave this blank
Modules to Register	MAIINVCUSPERRECRPTSERSRVVENLANGEL PAY
Expiration Code	73250
Unlock Code (Serial Number)	29552093466
The Expected Date	73130

For this discussion, we will assume that you are using WIN95. Insert the floppy #1 and begin the installation process:





IMPORTANT: BACKUP ANY CSAPOOL OR CSASERV DATA PRIOR TO INSTALLION OF THE NEW SOFTWARE!!!!!!!

When the installation begins, the program will check to see if you have an old version of CSASERV or a version of the CSAPOOL program on the hard drive. 1. If the program finds a version of CSASERV, it will try to update the program.

Note: If you are updating from an earlier version of CSASERV, it must be Ver 1 Rel 0.8 or Ver 2.0. or the update will note work.!!!!!!!! If you have an earlier version, contract CSA for additional instructions.

- 2. If it does not find a version of CSASERV, it looks for the CSAPOOL program.
- 3. If it finds the file called csapool.exe, it will think that you are going to upgrade your csapool program to the CSASERV program. If you do not want to upgrade your data from the csapool program then abort the installation now. Note: The CSASERV program can only update CSAPOOL ver 3.510A. If

you have an earlier version of CSAPOOL, the upgrade will not work!!

4. If you decide to Start from the Beginning with the Entry of customers etc, then clear out previous versions of CSAPOOL and CSASERV prior to beginning the new installation process.

Note: If you have any questions about this part of the procedure, please call for clarification.

If you have the CSAPOOL program and do not want to upgrade the information to CSASERV, you can rename the file: csapool.exe to csatemp.exe. The CSASERV installation will not recognize that you have the csapool program. After installing CSASERV, you can then go back to the csapool subdirectory and rename csatemp.exe back to csapool.exe so that you can continue to use the CSAPOOL program.

- 5. If you do want the CSASERV to upgrade the data from the CSAPOOL program, CSAPOOL must be version 3.510A in order for the conversion to be correct. NOTE: TO UPGRADE CSAPOOL TO CSASERV, THE CSAPOOL SOFTWARE MUST BE VERSION 3.510A.
- 6. RUNNING BOTH CSAPOOL AND CSASERV:

After you have completed the installation, it is possible to use both the CSAPOOL and CSAServ programs independently. That way, you can assure yourself that the new program is doing the correct accounting.

Note: The information on transactions would have to be entered into both the CSAPOOL program and also the CSASERV program.

NOTE:

If you have multiple Companies using csapool, call for technical assistance.





Once the installation is started, the program will ask you for the Directory(folder) where you want to place the CSASERV program. We normally load it into the C:\CSASERV directory. You can just click on OK with the mouse to continue to the



The next message indicates that the CSASERV directory already exist whether it is there or not. This is in the list of messages to correct. Just click on OK to continue loading the SW into the CSASERV directory.

Next, you will be asked to enter the Registration Information. Note, this information should be obtained before you start the installation. The demo comes with standard company name "The Best Pool Company" or "The Best Landscape Company" and has a limited number of days to use the program before if stops. The Full Installation program uses 99 as the expiration date. This means that it does not have an expiration date. If you are installing a demo, enter your name, the indicated demo company, and the unlock code(SERIAL Number).

After you have entered all the information, then click OK to go to the next step.

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Figure 1-6	
Registration Information X	
Please enter your name and company name into the fields below. Press the OK button to continue or the Cancel button to abort the installation.	
Name	
Larry Canter	
Company	Α
The Best Pool Company	
Serial Number	CLICK OK AFTER
9849591997	YOU CHECK THE
OK Cancel	ARE READY TO CONTINUE.
Begistration Information	
Please confirm the name, company and serial# you have entered. Press Yes if the information is correct. Press the No button to reenter your name and company information. Larry Canter The Best Pool Company 98/49591997	M THE IATION AND LICK ON YES
Yes No	



Insert New Disk	
Place installation disk #2 into the floppy drive and press the DK button.	
Source Pathname:	
Press the OK button to centinue. Press Cancel to abort the installation.	
Figure 1-11	A CLICK ON YES TO HAVE THE PROGRAM LOAD THE ICONS FOR THE CSASERV
Install Icons? The Computer Systems Approach, Inc. CSA-SERVICE files have been copied to your system. Do you want to add icons for Computer Systems Approach, Inc. CSA-SERVICE to the Program Manager?	PROGRAM.
Yes No Cancel Figure 1-12	



Sorry, there seems to be the program to full operation	an error in the registration information. To n on, please re-register the program or contac
Computer Systems Appr	nach Inc
1807 N. Raymond Ave Anaheim, CA 92801	GGCH, 1115.
(714) 738-3414 / (714) 7	38-3470

need to capture registration with incorrect expected date and insert it below this note:

gure 1-15			EXPECTED DATE SHOWN ON YOUR REGISTRATION PAPE
Register		200	
Product to register	CSASERV		
Registered to	The Best Pool Company		
Modules to register	MAIINVCUSPERRECRPTSERSRV		
Expiration date code	72441		
Unlock code	9849591997	ster	
		555559	

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Figure 1-16

Register		200 200	Α
Product to register	CSASERV		AFTER ENTERING
Registered to	The Best Pool Company		THE
Modules to register	MAIINVCUSPERRECRPTSERSRV		CORRECT
Expiration date code	72441		EXPECTED
Unlock code	9849591997	Register	DATE, THE
Expected date code	72164	🖌 Continue	REGISTER
Expected date code Fill in the blanks EXACTL UPPER/lower case is uni	72164 Y as they appear on the unlock co. mportant, but everything else is crit	de sheet.	REGISTE

The program will be loaded and you will see the Top Level Screens with a number of ICONS.

2.1 SETUP, TAX, PERSONNEL, AND ROUTES:

Before you can start entering customer information and generating statements, you must enter some basic information into various tables. It takes a few extra minutes to do this but it must be done so that other Tables filled in now can be used later when you entry Location information. Most of these entries are done one time only at start up of the CSA program. The information to be added includes:

- Tax code for the state or county in which you do work into the Control File.
- Your correct address and telephone number in the Control File.
- The Type forms you will be using e.g. Continuous with Tax column in the Control File.
- The current accounting period in the Control File. e.g. 3 for Mar1-Mar 31, 1999
- Entering Vendors e.g. Keybuy Pool Supply under Vendor Icon.
- Entering Personnel e.g. Your Name up to and including social security number using the ICON of a Man and a Woman.
- Entering Routes e.g. 1 Monday using the Icon Tel/Cal for Services.
- Entering key items in Inventory control: e.g. Miscellaneous Repairs using the I/C ICON.

Once you have click on Register, and entered the correct expected date, the Program will start and depending upon your installation version, you will either see the Control File with a number of 12 periods or the CSASERV Set of Operational Icons. In this

Control file, you can enter your correct address and the correct current period and telephone number. Then click on OK. To proceed to the next step.

On certain versions, the Control Screen does not immediately pop up. It will display the ICONs that are used to operate the program. To start the Control file, it is necessary to Click on Setup. Setup is directly above the ICON with Glasses (Vendors). That is shown on the next page. Figure 2-1 Control File

Registered Name: Address:	The Best Pool 1757 N. RAYM	Company IOND AVE.		[Contractors 322917	License:	F	OR MARCH
City State Zip:	ANAHEIM			CA	92801-000	100		IF THE
Phones (714)871-0507 (000)000-0000 Faxes (000)000-0000 (000)000-0000 Accounts <u>R</u> ecei	0 V 0 Cur 0 02 0 03 vable 04	Continuous F Accountin rent Period: 1/01/1999 2/01/1999 3/01/1999 4/01/1999	orms Are Use ng Periods for 3 1/31/1999 2/28/1999 3/31/1999 4/30/1999	ed? year 07 08 09 10 11	 ✓ Tax Col 0 1999 € 7/01/1999 8/01/1999 9/01/1999 10/01/1999 11/01/1999 	on Statement's 7/31/1999 8/31/1999 9/30/1999 10/31/1999 11/30/1999		INSTALLATIC IS GOING CORRECTLY, THESE DATES WILL BE FILI IN. IF THEY A NOT, YOU NE TO RESTART
Inventory Con Accounts Pays Payroll	able 05	5/01/1999 6/01/1999 inter Adjust	5/31/1999 6/30/1999	12 13	12/01/1999	12/31/1999		AND DO THE INSTALL AGAIN.

Version Beginning with Top Level Icons:

The program displays a set of ICON which are used to start various parts of the program. In the basic program, you can enter Customer Billing information and Customer locations via the Pool/Yard Icon, enter Vendors through the Man with the Glasses Icon, enter personnel through the Man/Woman Icon, enter regular services, periodic service, and routes through the Tel/Calculator Icon, use the C/E to build an estimate or make a service contract using the C/E icon, use the A/R Icon to enter your charges, do automatic billing, make statements and invoices, and sales reports and use the I/C Icon to enter services and parts or products that you sell to customers. The A/P Icon and the G/L icons are optional. P/R is a future module that is not available.

SETUP

CONTRACTS AND ESTIMATION

Fig 2-1 Top Level Icons

ACCOUNTS PAYABLE AND CHECK WRITING



Entry Procedure





Figure 2-9 Selecting	g/l	Account #.
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Figure 2-11 Looking at New Tax Code Entered and Getting Ready to Delete Codes you will not use.

ocator: Orange Cou	nty	NOTE THE NEW TAV ADE
Tax Code County or State LA LOS ANGELES OC Orange County SB SNA BERNARDINO	Rate 0.0825 0.0775 0.0775	SB. TO CORRECT THE S YOU NEED TO DELECT A REENTER AGAIN. HERE V WILL HIGHLIGHT OC BECAUSE THAT CODE WI NOT BE USED.
Insert Change Deleter	Select Exit	B AFTER HIGHLIGHT- ING OC, CLICK ON DELETE TO REMOVE OC FROM THE TABLE.
ax Code: OC County or State	ORANGE COUNTY	C YOU WILL BE ASKED TO VERIFY
Figure 2-13: OC Tax was Remove	eted <u>QK</u> Exit 3:23:40PM d.	THAT YOU WANT TO DELECT OC. CLICK ON OK AND THE RECORD WILI BE DELETED.
OCATOR: SNA BERNAR Tax Code County or State LA LOS ANGELES SB SNA BERNARDINO	DINO Rate 0.0825 0.0775	D NOTE: OC IS NO LONGER IN THE TA

ENTERING VENDORS



/endor			COMPANY NAME
ID Code: SUP100	Business: Superion Pool	Supply	FIELDS AS
Last Name: Brown		Phones	INDICATED. THEN
First Name: Ben		(714)121-0000	CLICK OK.
		(000)000-0000	
Address: 1010 North St	2	- Favas	В
<u>C</u> ity: Anaheim	-		
State: CA	<u>Z</u> ip: 92414-00000. ┏		
Start Date: 224 # 000	Status	Braviouer 0000	
alan Dale - 3/31/1999 -	Active C Inactive	Debite: \$0.0	
End Date: 2/21/1000	1 (二) (2020)(2011年)		
End Date: 3/31/1999		Credite: 30.0	Z
End Date: 3/31/1999 Tax Code:	Products Offered	Credits: \$0.0	
End Date: 3/31/1999 Tax Code: Locator: Last Name	Products Offered	Credits: \$0.0 Discount: \$0.0	

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After enter the information for the vendor, click on OK and the vendor will be added to the LIST. In this case, we had checked the Location and indicated by last name. It is better to set the Locator by Business. Go back into Vendor and Click on Location and change it to Business.

Vendors List	
Locator:	
Vendor	Phone
Brown, Ben	(714)121-00

/endor				×	
ID Code:	SUP100	Business: Superion Poo	Supply		
Last Name:	Brown		Phones	- 1000	Α
First Name:	Ben		(714)121-00	000	USE the Locator: Cli
			(000)000-00	000	arrow on the right sid
Address:	1010 North St.		Favas		of Locator window ar
1					then Click on
<u>C</u> ity:	Anaheim		1		BUSINESS to list th
Statistics and statistics		NU	I (000)000 0(
State:	CA	<u>Z</u> ip: 92414-00000	(000)000-00	280	Vendor by BUSINE
State:	CA	<u>Z</u> ip: 92414-00000 _Status	(000)000-00		Vendor by BUSINE NAME NOT LAST
State:	CA 3/31/1999	Zip: 92414-00000	Previous:	\$0.00	Vendor by BUSINE NAME NOT LAST NAME.
State: Start Date: End Date: Tax Code: [CA 3/31/1999 3/31/1999	Zip: 92414-00000	Previous: Debits:	\$0.00	Vendor by BUSINE NAME NOT LAST NAME.
State: Start Date: End Date: Tax Code: Locator:	CA 3/31/1999 3/31/1999	Zip: 92414-00000	Previous: Debits: Credits:	\$0.00 \$0.00 \$0.00 \$0.00	Vendor by BUSINE NAME NOT LAST NAME.
Start Date: End Date: Tax Code: Locator:	CA 3/31/1999 3/31/1999 Business	Zip: 92414-00000	Previous: Debits: Credits: Discount: Balance:	\$0.00 \$0.00 \$0.00 \$0.00	Vendor by BUSINE NAME NOT LAST NAME.
State: Start Date: End Date: Tax Code: Locator: Terms:	CA 3/31/1999 3/31/1999 Business Business ast Name	Zip: 92414-00000	Previous: Debits: Credits: Discount: Balance:	\$0.00 \$0.00 \$0.00 \$0.00 \$0.00	Vendor by BUSINE NAME NOT LAST NAME.
Start Date: End Date: Tax Code: Locator: Terms:	CA 3/31/1999 3/31/1999 Business Usiness Last Name First Name Contact	Zip: 92414-00000 Status Active C Inactive Products Offered Recurring Bills be Changed	Previous: Debits: Credits: Discount: Balance:	\$0.00 \$0.00 \$0.00 \$0.00 \$0.00	Vendor by BUSINE NAME NOT LAST NAME.

Figure 2-19 Vendor Now Listed By Business Name

After changing the Locator to Indicate Business, click on OK and then the Vendor will be listed by Business Name.

ndors List	
_ocator:	
Vendor	Phone
uperion Pool Supply	(714)121-000

EMPLOYEE INFORMATION:

To enter Routes, you need to have at least one employee entered in the List of Employees.

Next, click on the MAN/WOMAN ICON to enter employee information.

Figure 2-20: Employee Entry

A

ENTER THE INFORMATION UP TO AND INCLUDING THE SS#. THEN CLICK OK.

A CONTRACTOR OF A CONTRACTOR OF A		Phones
ast Name: Canter	1	(714)738-3414 0
First Name: Larry		(000)000-0000 0
Address: 1807 N. Raymo	ind Ave	-12
		Locator: ID Code 💌
City: Anaheim	*	Status
State: CA	<u>Z</u> ip: 92313-00000 ▼	Active C Inactive
Social 222-22-2220	Frequency:	Type:
Marital Single	Hours: 0 Departamer	nt:
Birth Date: 3/31/1999	Salary: \$0.00	Regular: \$0.00
Hire Date: 3/31/1999	Overtime Factor: 0.0	Overtime: \$0.00
Raise 3/31/1999	Special Factor: 0.0	Special: \$0.00
Review 3/31/1999	Vacation Hours Due:	0.00
	II	Distribute Wages
Terminate 3/31/1999	Vacation Hours Paid:	0.00

SERVICES:

There are many features included in the Service area including:

Customer Requests Scheduler Chemical Measurements Work Orders Printing Route Sheets, Schedules, Equipment list and More. Regular Services Periodic Services Routes

In this quick reference, we will use it only to add Routes so that you can begin Customer Billing and Site Location information. You can look at the Service and the Periodic Tables and add to it if there are others you would like to be able to select from the table.

Next, use the Telephone/Calculator ICON(The Service ICON) to Enter Routes. When you click on the Service Icon to the right you will see Service Maintenance. Click on Service Maintenance, to add routes.



Route 1 Description: Monday Last Name:		A Figure 2-25 Route description Monday is entered then Tab to select the Route person from the Personnel List.
Record will be Added	<u>OK</u> <u>Exit</u> 3:17:20PM	В
Service Maintenance Personnel List	×	THE PERSONNEL LIST POPS
Locator: Canter		CLICK OK . Figure 2-26
First Name Canter	<u></u>	С
Figure 2-27: Route Form Completed	Delete	CLICK OK TO ACCEPT THE
Route	×	ROUTE.
Route: 1 Description: Monday		
First Name: Larry		
Record will be Added	<u>OK</u> E <u>x</u> it	
Employee Last Name	3:17:54PM	

INVENTORY CONTROL ENTRY:

AGAIN, BEFORE ENTERING THE CUSTOMER INFORMATION, YOU MAY WANT TO ENTER SOME ADDITIONAL ITEMS INTO THE INVENTORY LIST SUCH AS: MONTHLY SERVICE, MISCELLENIOUS REPAIRS, ETC. CLICK ON I/C - INVENTORY CONTROL.

	B	Figure 2-28: Entering Inventory iten	1.
3 (Inventory Cor	strol]	
File	Inventory Re	ports <u>U</u> tilities	
	ltems Infor	nation	
	Inventory <u>C</u> lose Reco	eiver and Returns	
	Year End (lose	



Noticely read Security on Miscellaneous Repairs Type: Image: Category make it Labor Unit: Image: Category make it Labor Unit: Image: Category make it Labor Commercial Price: \$0.00 Wholesale Price: \$0.00 Wholesale Price: \$0.00 Wholesale Price: \$0.00 Unit: Image: Category make it Labor Record will be Added OK Exercise \$0.00 Unit: Image: Category make it Labor Record will be Added OK Exercise \$0.00 Unit: Image: Category make it Labor In this Case, then Tab Image: Category make it Labor Record will be Added OK Exit Yeenlory List Image: Category makes Image: Category makes Int Cost: \$100.00 Quantity on Hand: 0.00 Wholesale Price: \$100.00 Quantity on Hand: Image: Category makes Int Cost: \$100.00 Quantity on Hand: Image: Category makes Int Cost: \$100.00 Quantity on Hand: Image: Category makes	nventoru Item	×	Figure 2-30: After
Type: Category: Taxable In this Case, then 1ab o Taxable In this Case, then 1ab on Taxable In this Case, then 1ab on Taxable In this Case, then 1ab on Taxable In this Case, the 1ab on Taxable In this Case, the 1ab on Taxable Int Cost \$100.00 It	Item ID: MISRP01	Description: Miscellaneous Renairs	Category, make it Labor
Unit Image: Construction of the second s	Type: Service	Category:	to Taxable and Check if
Retail Price: \$0.00 Commercial Price: \$0.00 Wholesale Price: \$0.00 Average Cost: \$0.00 Unit Cost: \$0.00 Unit Cost: \$0.00 Ventory List A Internet State Figure 2-31 AFTER Complexity List A Internet State Figure 2-31 AFTER Complexity List A Internet State Category: State Quantity on Hand: Notesale Price: \$100.00 A Figure 2-31 AFTER Complexity List A Internet State Category: State Quantity on Hand: Nynelscale Price: \$100.00 Ayerage Cost: \$30.00 Unit Cost: \$50.00 Retail Price: \$100.00 Ayerage Cost: \$30.00 Unit Cost: \$50.00 Retail Price: \$100.00 Ayerage Cost: \$30.00 Unit Cost: \$50.00 Nynelesale Custor Ayerage Cost: \$30.00	Unit:		you charge tax.
Commercial Price: \$0.00 Wholesale Price: \$0.00 Unit Cost \$0.00 Figure 2-31 AFTER COMPLETING THE NPUT, CLICK OK TO ACEPT. Figure 2-32 Inventory List with New Item Shown Highlighted.	, Retail Pri		В
Wholesale Price \$0.00 Average Cost \$0.00 Unit Cost \$0.00 Record will be Added OK Exit A Figure 2-31 AFTER Complexity List Inventory List Inventory List Inventory List Inventory List Commercial Price Store Quantity on Handt OK Exit Record will be Changed OK Exit	Commercial Pri	ce: \$0.00	
Average Cost \$0.00 Unit Cost \$0.00 Record will be Added OK Exit A Ventiony List Figure 2-31 AFTER COMPLETING THE NPUT, CLICK OK TO AccEpt. Type: Service Category: abor Unit Cost \$100.00 Wholesale Price \$100.00 Average Cost \$100.00 Wholesale Price \$100.00 Average Cost \$100.00 Wint Cost \$50.00 Record will be Changed OK Exit Figure 2-32 Inventory Locator: Miscellaneous Repairs Miscellaneous Repairs Figure 2-32 Inventory Stool.00 \$100.00 Wiscellaneous Repairs Shown Highlighted.	Wholesale Pri	ce: \$0.00	THEN ADD PRICES AND
Unit Cost \$0.00 Record Will be Added OK Ventory List Figure 2-31 AFTER Inventory List Figure 2-31 AFTER Unit Each Category: Unit Each Category: Guantity on Hand 0.00 Wholesale Price: \$100.00 Wholesale Price: \$100.00 Wholesale Price: \$100.00 Wholesale Price: \$100.00 Neentory List Figure 2-32 Inventory Intermol Cost \$50.00 Record will be Changed OK Exit Figure 2-32 Inventory Locator: Miscellaneous Repairs Miscellaneous Repairs Stoon MissP01 Miscellaneous Repairs \$100.00 \$100.00 MissP01 Miscellaneous Repairs	Average Co	pst: \$0.00	UNIT COSTS
Record will be Added OK Exit A ventory List Important to the second secon	Unit Co	ost: \$0.00	
Record will be Added QK Exit Ventory List Figure 2-31 AFTER COMPLETING THE NPUT, CLICK OK TO ACCEPT. Inventory Item Inventory Item Item ID Description MISRP01 Description Quantity on Hand 0.00 Commercial Price \$100.00 Wholesale Price \$100.00 Wholesale Price \$100.00 Wholesale Price \$100.00 Wentory List Figure 2-32 Inventory Inventory List Figure 2-32 Inventory Miscellaneous Repairs Description/Price Miscellaneous Repairs Stoto.00 0.00			
Ventory List Figure 2-31 AFTER COMPLETING THE Inventory Item Inventory Item Image: Category: Indice Illaneous Repairs Type: Service Category: Indice Illaneous Repairs Type: Service Category: Indice Illaneous Repairs Unit: Each Quantity on Hand: 0.00 Commercial Price: \$100.00 Average Cost \$0.00 Unit Cost: \$50.00 Record will be Changed OK Excite Stood Inventory List Image: Stood Inventory List Image: Stood Internal Commercial Wholesale Quantity on Hand Stown Highlighted.	Rec	cord will be Added <u>OK</u> E <u>x</u> it	
ventory List Figure 2-31 AFTER COMPLETING THE INPUT, CLICK OK TO ACCEPT. tem ID: MISRP01 Description: Miscellaneous Repairs Type: Service Category: abor Unit: Each Quantity on Hand: Quantity on Hand: 0.00 Wholesale Price: \$100.00 Wholesale Price: \$100.00 Unit Cost: \$50.00 Record will be Changed OK Exit Figure 2-32 Inventory Locator: Miscellaneous Repairs Miscellaneous Repairs Shown Highlighted.	11		
Inventory Lea Completing The Inventory List Item ID Miscellaneous Repairs Type: Service Category: Stor Type: Service Category: Stor Quantity on Hand: 0.00 Veholesale Price: \$100.00 Veholesale Price: \$100.00 Average Cost \$30.00 Unit Cost \$50.00 Record will be Changed OK Exit Figure 2-32 Inventory Locator: Miscellaneous Repairs Miscellaneous Repairs Shown Highlighted.	ventom List	×	Figure 2-31 AFTER
Inventory team Image: Category: Stor Image: Category: Stor <th>Inventory teas</th> <th></th> <th>COMPLETING THE</th>	Inventory teas		COMPLETING THE
tem ID: MISRP01 Description: Miscellaneous Repairs Type: Service Category: Labor Type: Service Category: Labor Unit: Each Quantity on Hand: Retail Price: \$100.00 Commercial Price: \$100.00 Wholesale Price: \$100.00 Wholesale Price: \$100.00 Average Cost: \$0.00 Unit Cost: \$50.00 Record will be Changed OK Exit Figure 2-32 Inventory Locator: Miscellaneous Repairs Item ID Description/Price MISRP01 Miscellaneous Repairs \$100.00 \$100.00 \$100.00	Inventory Item		INPUT, CLICK OK TO
Type: Service Category: abor Taxable Unit Each Quantity on Hand: 0.00 Retail Price: \$100.00 Quantity on Hand: 0.00 Commercial Price: \$100.00 Quantity on Hand: 0.00 Wholesale Price: \$100.00 Quantity on Hand: 0.00 Unit Cost: \$50.00 Quantity on Hand: Figure 2-32 Inventory Inventory List Image: Cost of the second sec	Item ID: MISRP01	Description: Miscellaneous Repairs	АССЕРГ.
Unit: Each Guantity on Hand: 0.00 Retail Price: \$100.00 Commercial Price: \$100.00 Wholesale Price: \$100.00 Average Cost: \$0.00 Unit Cost: \$50.00 Record will be Changed OK Exit Image: State S	Type: Service	Category: Labor	
Retail Price: \$100.00 Commercial Price: \$100.00 Wholesale Price: \$100.00 Average Cost: \$0.00 Unit Cost: \$50.00 Record will be Changed OK Exit State Inventory List Image: Cost of the state Locator: Miscellaneous Repairs Item ID Description/Price Retail Commercial Wholesale Quantity on Hand Shown Highlighted.	Unit: Each	Quantity on Hand: 0.00	
Commercial Price: \$100.00 Wholesale Price: \$100.00 Average Cost \$0.00 Unit Cost: \$50.00 Record will be Changed OK * Exit nventory List * Locator: Miscellaneous Repairs Item ID Description/Price Quantity on Hand Miscellaneous Repairs MISRP01 Miscellaneous Repairs \$100.00 \$100.00 0.00	Retail Pr	ice: \$100.00	
Wholesale Price: \$100.00 Average Cost: \$0.00 Unit Cost: \$50.00 Record will be Changed OK Exit State nventory List State Locator: Miscellaneous Repairs Miscellaneous Repairs Out Hand Miscellaneous Repairs Shown Highlighted.	Commercial Pr	ice: \$100.00	
Average Cost \$0.00 Unit Cost \$50.00 Record will be Changed OK Exit Figure 2-32 Inventory Inventory List Image: State S	Wholesale Pr	rice: \$100.00	
Unit Cost: \$50.00 Record will be Changed OK Exit nventory List Locator: Miscellaneous Repairs Item ID Description/Price Miscellaneous Repairs Miscellaneous Repairs Miscellaneous Repairs Miscellaneous Repairs Miscellaneous Repairs Miscellaneous Repairs \$100.00 \$100.00 0.00	Average C	ost: \$0.00	
Record will be Changed OK Exit Import of the second state of t	Unit C	ost: \$50.00	
Record will be Changed OK Exit nventory List Image: State of the	-		
Immediate Immediate Immediate Immediate Immediate Figure 2-32 Inventory Locator: Miscellaneous Repairs Figure 2-32 Inventory List with New Item Item ID Description/Price Immediate Shown Highlighted. MISRP01 Miscellaneous Repairs Immediate 0.00 MISRP01 Miscellaneous Repairs 0.00 0.00	Rec	ord will be ChangedK Exit	
Important Important <thimportant< th=""> <thimportant< th=""> <thimportant< th=""></thimportant<></thimportant<></thimportant<>			
Locator: Miscellaneous Repairs Item ID Description/Price Retail Commercial Wholesale Quantity on Hand MISRP01 Miscellaneous Repairs \$100.00 \$100.00 0 \$100.00 0 \$100.00	nventoru List		Figure 2-32 Inventory
Locator: Miscellaneous Repairs Shown Highlighted. Item ID Description/Price All Retail Commercial Wholesale Quantity on Hand MISRP01 Miscellaneous Repairs \$100.00 \$100.00 0.00			List with New Item
Item ID Description/Price Retail Commercial Wholesale Quantity on Hand MISRP01 Miscellaneous Repairs \$100.00 \$100.00 0.00	Locator:	Miscellaneous Repairs	Shown Highlighted.
MISRP01 Miscellaneous Repairs \$100.00 \$100.00 \$100.00 0.00	Item ID	Description/Price	
\$100.00 \$100.00 \$100.00 0.00	MISRP01	Miscellaneous Repairs	4
		\$100.00 \$100.00 \$100.00 0.00	

\$12.50

-1.00

\$12.50

\$12.50

Motor-Keved Shaft

MOT101

Inventory Item Service Item ID: MONSRV01 Description: MONTHLY SERVICE Type: Service Category: SERVICE Unit: EACH Category: SERVICE Retail Price: \$75.00 Commercial Price: \$75.00 Wholesale Price: \$75.00 Unit Cost: \$37.50 Record will be Changed	Inventory Item Image: Service Image	wentory List			<u>X</u>	Figure 2-32: Add another Inventory Item Monthly
Average Cost: \$0.00 Unit Cost: \$37.50 Record will be Changed OK	Average Cost: \$0.00 Unit Cost: \$37.50 Record will be Changed OK Exit Category 3:20:58PM Figure 2-32: Second Item Added to List THE NEW ventory List INVENTORY ITEM	Inventory Item Item ID: MONSRV01 Type: Service Unit: EACH Retail Price: Commercial Price: Wholesale Price:	Description: MC	INTHLY SERVICE RVICE Guantity on Hand:	Taxable	A ADD THE SECOND ITEM THE SAME WAY CLICK OK TO ACCEPT THE INPLIT
Category 3:20:58PM	Figure 2-32: Second Item Added to List Ventory List ARE IN THE LIST	Average Cost: Unit Cost:	\$0.00 \$37.50	<u>đ</u> ĸ	E <u>x</u> it	

\$12.50

\$16.00

-1.00

-1.00

CUSTOMER INFORMATION ENTRY:

Motor Pump Seal \$12.50

Motor-Keyed Shaft

Motor Cooket

\$16.00

MOT100

MOT101

MOTIOS

AFTER DOING THE PRELIMINARY ENTRY: VENDOR, PERSONNEL, ROUTES, INVENTORY ITEMS, YOU NOW CAN START THE ENTRY OF YOUR Α CLICK ON THE CUSTOMERS. Figure 3-1 Customer Information Entry POOL/LANDSCAPE ICON

\$12.50

\$16.00



In this case, there are no customer billing addresses or locations. At the bottom of the screen, click the left INSERT button to add the Billing address of the first customer. After doing that, we will then click on the right INSERT button/to add customer's location information. Usually with residential customers, the billing address and the site address is the same. When you click on Insert, a prompt will ask if you want to copy over the information. In most cases you will say Yes.

Figure 3-2: Active Customer List.

ocator:						
Customer	Location		Charges	Payments	Balance 🔺	
		<u>•</u>			T. CA	
nsert <u>Change</u> <u>D</u> elete	Insert Lhange	Delete	Active		Exit	
ustomer's Billing Address	usiness:		×	Figure Inform	2-3-3 Customer Enation Entry.	illing
ast Name: HOPE irst Name: BOB		Phones (760)355-01	15	Aft	er clicking or ert, we now a	1 the Lei dded Bo
Address: 1200 PALM CANYO	ON DRIVE	Eaxes	00	Hoj info	pe's Billing a ormation. Bo	ddress b Hope
City: PALM SPRINGS State: CA		(000)000-00	00	ma mu the	y have one lo ltiple location information	cation o ns. Whe has bee
Status • Active C Inactive	F	Previous:	\$0.00 \$0.00	ent	ered , click (Ж.
License:	Di	Credits: scounts:	\$0.00 \$0.00			
Record will b	he Added	Balance:	\$0.00 Evit	- Bot) Hopes billing	ng addre
Customer Phone Number		3:2	5:26PM	$-\mathbf{B}$ list.		Castonia
Figure 3-4: First Billing Ad	dress on List.					

A 11 A 1 A 1 A 1 A 1 A 1 A 1 A 1 A 1 A			States and a second	¥ 11 (11)	
Active & Inactive Lustomer List			SAN BESSEN	×	
Locatori		1			
Customer	Location	Charges	Payments	Balance 🔺	
HOPE, BOB					
		100	<u> </u>		
		<u> </u>		<u> </u>	
Insert Change Delete	Insert Change Dele	te Active		Exit	
Browsing Records				3:25:36PM	
					-
		on the Right	INSERT	to add location	
	C infor	mation.			
Figure 3-5: Location Informatior	ı Entry				
Figure 3-5: Location Information	n Entry			A	
Figure 3-5: Location Information	n Entry Location	Chi	irges Payr	nent	
Figure 3-5: Location Information Customer IOPE, BOB	n Entry	Che	nrges Payr	nent: A	
Figure 3-5: Location Information Customer IOPE, BOB	n Entry Location	Che	irges Payr	nent: A In most case	, clie
igure 3-5: Location Informatior Customer IOPE, BOB	n Entry Location	Chi	irges Payr	nent: A In most case Yes to copy of	, clio
Figure 3-5: Location Information Customer HOPE, BOB	n Entry Location	Chi	irges Payr	nent: A In most case Yes to copy of information	, clio over that
Figure 3-5: Location Information Customer HOPE, BOB	n Entry Location	Chi	irges Payr	In most case Yes to copy of information to entered for b	, clic over that oillin
Figure 3-5: Location Information Customer HOPE, BOB	n Entry Location	Cha Ipformation at	irges Payr	In most case Yes to copy of information to entered for b information.	, clia over that oillin
Figure 3-5: Location Information Customer HOPE, BOB	n Entry Location	Cha Information at	Inges Payr	nent: In most case Yes to copy of information entered for b information.	, clic over that illin
Figure 3-5: Location Information Customer HOPE, BOB	n Entry Location	Cha Information at	Location?	nent: In most case Yes to copy of information entered for b information.	, clic over that illin
Figure 3-5: Location Information Customer HOPE, BOB	n Entry Location	Cha Information at <u>N</u> o	urges Payr	nent: A In most case Yes to copy of information to entered for b information.	, clic over that billin

Click on Yes, and the Information from the Business Address is copied into the Site Location information. The screen below actually contains a completed screen. Only the ID code, the Address, and telephone numbers are brought over. To add the other information, we will now go step by step, beginning on the <u>right corner with the Section that contains the Tax code</u>.



75

IN COMPTOFIC)0 Business	< <u> </u>			Status	· ·
Last Name: HOPE			Phones And F	axes	• Active	C Inactive
First Name: BOB			(760)355-011		Type: Res	idential 🔄
Address: 1200 F	ALM CANYON DRIV	/E	(000)000-000		Price: Reta	ail 🔄
		000000	(000)000-000		Terms: 2/10	0 NET 30 📘
Dity: PALM	SPRINGS		(000)000-000	9	Tax code: SB	
State: CA	<u>Z</u> ip: 901	123-00000 💌			Route:	1
Serv. Code:	Last Statem	ient:	Serv. Fee:	\$0.00	Map: 12	23 A 1:
Locator: Last Name	F	10.05	Regular Service Cl	harge		Insert
	Descri	ption		Amount		Change
Start:	3/31/1999		RGE		361111	Terran and a start of the start of the
Start: End:	3/31/1999 MONTH 3/31/1999	IL Y SERVICE CHA	100L	10		Delete
Start: End: Start:	3/31/1999	ET SERVICE CHA	eriodic Service Ch	harge		Delete Insert
Start: End:	3/31/1999 3/31/1999 Descr	iption	eriodic Service Cł	harge Total		Delete Insert Change
Start: End: Start: Previous: Previous: Previous: Start: St	3/31/1999 3/31/1999 50.00	iption	eriodic Service Ch	narge Total		Delete Insert Change Delete
Start: End: Last Posted: Previous: Debits: Credits:	\$0.00	iption Schedule	eriodic Service Cr	narge Total		Delete
Start: End: Last Posted: Previous: Debits: Credits: Discounts:	\$0.00 \$0.00 \$0.00 \$0.00 Day	iption Schedule	eriodic Service Cł	narge Total		Delete Insert Change Delete

You can click on the Tax Code entry and type the code, or put a letter and press Tab. The Table of Tax id will then pop up. Tab to Route and enter the appropriate route. Then enter a Map coordinate if you want Map Coordinates to show on the Route Sheet.

3-7 Filling out additional Information beginning with Tax Code, and Route



Next, go to the Regular Service Entry Field which is below Map, and CLICK on the Insert Button. This button is to the right of "Regular Service Charge", See Figure 3-6. This will bring up a screen shown below which pops up on the left side of the screen.

Figure 3-	8 Select and Service and	d enter Amount, Tax, Pa	y in Advance.		
R	HOPE, BOB Site Addre	1 C/E 1 A/R 88			I
[HOPE, BOB] Serv	vice Charge	×	iones And Faxes	Status • Active C Inactive	A
Description: MONTHL	Y SERVICE CHARGE	Amount: \$70.00	760)355-0110	Type: Residential 💌	
Taxable	🦳 Paid in Advance	Billing Rate: Monthly	000)000-0000	Price: Retail 💌	
Start: 1/01/1999	End: 12/31/1999	Last Billing: 3/31/1999	000)000-0000	Terms: 2/10 NET 30 💌	Click here
Auto Reset - (Sch	edule Start and End to be Used	Next year After End Date)	000)000-0000	Tax code: SB Route: 1	one or more
Record	d will be Added	<u>O</u> K E <u>x</u> it	rv. Fee: \$0.00	Map: 123 A 72	service you
Description	/	3:46:09PM	ar Service Charge		provide.
	End: 3/31/1000	B		Delete	
After the left of the	Insert button is Clicke e Button.	d, the Services screen p	ops up to the		

The service field would be blank. You can enter a letter then Tab to bring up the Services table which has a list of services you have entered prior to starting entry of customer information. Highlight your selection and then click on "Select".

Figure 3-9: Adding Regular Service Charges

•

5
Select

Continue the entry process by putting in the service fee, and then tab to the next field until all the information has been added. Note, you could enter a Monthly Service Summer rate and also a Monthly service winter rate. Here you could select them one at a time and indicate the start and ending dates which applies to the rate. When you run automatic billing in A/R, the service for the date range that applies, will be billed.

Also, if you click AutoReset, the dates will be advanced to the next year at the end of the current year.

		-	
HOPE, BOB] Se	rvice Charge		
Description: MONTH	ILY SERVICE CHARGE	Amount	\$ 80
Taxable	Paid in Advance	Billing Rate	Monthly
Start: 1/01/1999	End: 12/31/1999	Last Billing	3/31/1999
Auto Reset - (Sc	hedule Start and End to be Use	ed Next year Aft	er End Date)
Auto Reset - (Sc Reco	hedule Start and End to be Use	ed Next year Aft	er End Date)
Auto Reset - (Sc Reco	hedule Start and End to be Use rd will be Added	d Next year Aft	er End Date)
Auto Reset - (Sc Reco	hedule Start and End to be Use	d Next year Aft	er End Date) E <u>x</u> it 3:46:25PM
Auto Reset - (Sc Reco	hedule Start and End to be Use	B Click	Exit 3:46:25PM

Enter Amount Then tab to Taxable and click on Tax if you Tax service. Tab to Paid in Advance if you expect payment before service. Tab to Billing Rate and Select Monthly. Leave auto reset checked. It moves the start and end dates to the next year automatically at years end. Next, you will indicated which days you regularly work at the location. It may be one day or multiple days. To add a second day, repeat the Day entry procedure.

	B THEN TAP TO HERE AND	C THEN TAB TO THE
ARROR TO SELECT	ENTER THE TIME	COMMENT AREA AND
DAY(OR) DAYS		TYPE IN INFO ABOUT
		BAD DOG!!
Fig_3-11 Entering Day(s) site serviced		
[HOPE, BOB] Schedule	Concer And Force	Active C Inactive
Day: Sunday	Time: 3:46PM 760(285-0110	Type: Residential
Comment:	000)000-0000	Price: Retail
	200)000-0000	Terms: 2/10 NET 30 💌
	00000000	Tax code: SB
Record will be Added	<u>OK</u> <u>Exit</u> rv. Fee: \$0.00	Map: 123 A 12
Day of Week	ar Service Charge 3:46:39PM Amount	Insert
End: 3/31/19	MONTHLY SERVICE CHARGE	\$80.00 Delete
Last Posted:	Periodic Service Charge	Insert
Previous: \$0	Description Total	Ghange
Debits: \$0	00	Delete
Credits: \$0	00 Schedule Insert	
Discounts: \$0	00 Change Dejete	
Balance: \$0	.00	
Eigene 2 12 Entering A.C.	want on David Chart	
Figure 5-12 Entering A Comm	nent on Koute Sneet	D

Day: Monday	Time: 10:00AM	SAVE THE DAY(S
Comment: WATCH OUT FOR BAD DOG. M/	AKE SURE IT IS CHAINED TO POST.	TIME AND COMMENT.
Record will be Change	ed <u>OK</u> E <u>x</u> it	

ALL THE REQUIRED INFORMATION HAS BEEN ADDED. CLICK ON OK TO SAVE THE SITE INFORMATION FOR THIS LOCATION.

10 0000. [110]	P100 Busi	ness:		Status	
Last Name: HO	ΡE		Phones And Fax	(es 🔤 🧖 Ad	ctive 🤆 nactive
First Name: BOI	Э		(760)355-0110	Ту	oe:Residential 💌
Address: 120	0 PALM CANYON	IDRIVE	(000)000-0000	Prid	ce: Retail 🖉 💌
			(000)000-0000	Term	ns: 2/10 NET 30 💌
<u>C</u> ity: PAL	M SPRINGS	-	(000)000-0000	Tax co	se: SB
State: CA	Zip	90123-00000		Rou	te: 1
Serv. Code:	Last St	atement:	Serv. Fee:	\$0.00 Ma	ap: 123 A 12
.ocator: Last Na	me 🔹		Regular Service Cha	irge	
Start:	3/31/1999	escription		Amount	Change
End:	3/31/1999	DINTHEY SERVICE C	TARGE		Delete
100000			Periodic Service Cha	rae	
Last Posted:		escription		Total	Change
Last Posted:	\$0.00				Delete
Last Posted:	40.00				
Last Posted: Previous: Debits:	\$0.00				
Previous: Debits: Credits:	\$0.00	Schedule	Insert		
Last Posted: Previous: Debits: Credits: Discounts:	\$0.00 \$0.00 \$0.00	Schedule ay onday	Insert Change		/

Accounts Receivable:

After entering all the Customer Billing Address Information and the Site information indicating Regular Services and Periodic Services, you are ready to use the A/R to do the Automatic Monthly Billing, the Other Charges, and to apply Payments to the Customers specific Invoices. Now for Payments, the Auto Distribute Feature is included to make applying checks faster. Essentially, you pick the Easy Payment, select the Customer Location, enter the type payment, check #, amount, and then click on Auto Distribute. Then Click on OK. The check application is done. Then you must again use Post Receivable to tag the Check as posted. There is also a similar Auto Distribute Credits which can be used to

handle payments which are received in advanced or also credits which you have entered to adjust the customers bill.



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Depending upon the Regular Services checked in Regular Service Box of the Customer Location file, the Corresponding Description would be inserted. Click on Click "Automatically Bill" to generate Regular Service charge Invoices. This invoices are added to the customers Ledger Card.

Figure 4-3 Automatic Services



Quick Entry: After running automatic billing, you many add another charge to the same invoice by using "Quick Entry Repairs or Other Charges". If you are going to bill an item, you must make sure that the Item has already previously been entered into inventory. That is true for both services and parts. You may then pick the

Inventory item, e.g. Miscellaneous Repair, put in the amount you want to charge and then use up to a ten lines to describes what services you provided for the indicated charge. The First line Miscellaneous Repair would be followed by the additional comment lines you entered.



Quick Entry Continued: Next you must pick the Location Site. Type in the first letters of the Last name into the Location Field, then press Tab. See next figure. Figure 4.5 Quick Entry

luick Entry					×	Invoice. TAB.
Location: III	r *				ew Invoice	В
Item ID:		Description:				
Date: 3	/31/1999	Price:	\$0.00	Unit: 1		
Quantity:	1.00	Discount %:	0.00 🚍	Discount Amount:	\$0.00	
	Taxable	Tax:	\$0.00	Total:	\$0.00	
Comment:					*	
	Record w	ill be Added		<u>0</u> K	E <u>x</u> it	
CUSTOMER	1			3.5	9.56PM	

If the owner only has one location, you can click on Select. If there is more than one user, then you must first highlight the user and then click on select.

Active & Inactive Custo	omer List	~		
Locator: H				
Custom	er		Location	
		NOPE, DOB		

Click on new invoice, if you do not have an open invoice. You would have an open invoice if you did Automatic Billing and you did not run Post Receivables. Tab to the Item ID Field and type the first letters of the Item ID of the part or service you want to bill. Then Tab to next field.

Type in the First Letters of the ID then TAB. Figure 4.7 Selecting Inventory Service or Part. **Inventory** Items X rts Locator: MIS To Select the Item B highlight the Item Item ID Description Insert then Click on **On Hand** Committed Available Commercial Wholesale Retail Change Select. MISC01 MISC REPAIR Or you can Double 0.00 0.00 0.00 Delete click on the Item \$100.00 \$100.00 \$100.00 MISRP01 Miscellaneous Repairs Select 0.00 0.00 0.00 \$100.00 \$100.00 \$100.00 MONSRV01 MONTHLY SERVICE 0.00 0.00 0.00 \$75.00 \$75.00 \$75.00 **MOT100** Motor Pump Seal 1.00 0.00 1.00 \$12.50 \$12.50 \$12.50 MOT101 Motor-Keyed Shaft 1.00 0.00 1.00 \$16.00 \$16.00 \$16.00 **MOT103** Motor Gasket 1.00 0.00 1.00 \$6.50 \$6.50 \$6.50 Exit С Tab across to the date. Figure 4.8 Quick Entry Screen change if necessary, **Quick Entry** X then Tab to price, change the price if Location: HOPE, BOB Create new Invoice necessary, then Tab Item ID: MISCO1 Description: MISC REPAIR to Date: 3/31/1999 + Unit: EACH Price: \$100.00 . Unit and enter Each or select unit by clicking Quantity: 1.00 Discount %: 0.00 🚖 Discount Amount: \$0.00 on Down Arrow. Tab Taxable \$0.00 \$100.00 Tax: Total: to Quantity and Comment: REPLACED COPPER PIPE BETWEEN THE HEATER AND THE PUMP change if necessary. v, Tab to next fields and change or Tab without Record will be Added Changing. Click on OK Exit Tax if the item is taxed. Tab to Comment and enter comment. Then Comment 4:02:18PM D

A Screen with Same Customer Location ready for next Line Entry appears. You may: 1 Add another line item for the same customer.

- 2 Click on Exit to end the Item entry process or
- 3 Change the Customer ID and add a Line Item for a different customer.
- 4 When you click on Exit, all the line items added will then be processed.

Figure 4-9: Entry Screen Next Item Same Customer

Location:	HOPE, BOB			Create ne	ew Inve
Item ID:		Description:		\	
Date:	3/31/1999	Price:	\$0.00	Unit: 1	
Quantity:	1.00	Discount %:	0.00 🚔	Discount Amount:	\$0
Γ	Taxable	Tax:	\$0.00	Total:	\$0
Comment:			,		
	Record w	ill be Added		<u>O</u> K	Exi
	Record w	III De Added		<u> </u>	EX

To check that the line items have been added, you can then go to Customer Accounts, Click on Ledger Card, the Select the Location. The list of Customers invoices will appear. Highlight the invoice you want to see and Click on Change.

The line items on the invoice will be shown.

Click on Customer Accounts

Figure 4-10 Finding the Ledger Card

Α

Accounts Receivable] Customer Accounts Rep	orts <u>U</u> tilities		В	Click on I	Ledger Card	ds
Ledger Cards						
Quick Entry Repairs or Easy Payments	Misc. Charges					
Automatically Bill <u>S</u> ervic Automatically Bill <u>P</u> eriod	ce Charges dic Services					
Charges to Multiple Cu	stomers 🕨 🕨	8				
Post <u>R</u> eceivables <u>Apply</u> Credits to Balanc	es			Α		
Year End Close					Click on S	Select Ledger
nivable) ive & Inactive Customer L neator:	ist					¥I
oiseble) ive & Inactive Customer L ocator: Customer	ist	Location		Charges	Payments	¥∥ Balance
oiseble) ive & Inactive Customer L ocator: Customer PPE, BOB	ist HOPE, BOB	Location		Charges \$0.00	Payments \$0.00	Balance \$0.00
ocator: Customer PE, BOB	ist HOPE, BOB	Location		Charges \$0.00	Payments \$0.00	Salance \$0.00
nicable) ive & Inactive Customer L ocator: Customer OPE, BOB	ist HOPE, BOB	Location) Nelete	Charges \$0.00	Payments \$0.00	Balance \$0.00

HUPE, BUB Ledger Card Locator: Invoice #15314 Date Type Adj. Post Check # 3/31/1999 DB	We 14			
Locator: Invoice #15314 Date Type Adj. Post Check # 3/31/1999 DB	100 E			
Date Type Adj. Post Check # 3/31/1999 DB				
3/31/1999 DB	Invoice #	Debits	Credits	Balance
	15314	\$100.00		\$100.0
B				
Highlight Invoice you want to View then Click				
on Change.				
		Location Curr	ent Balance:	\$0.00
		Not Posted Tr	ansactions:	\$100.00
		Т	otal Balance:	\$100.00
<u>Insert</u> <u>Change</u> <u>D</u> elete <u>P</u> ri	nt <u>H</u> istory	UnPost		E <u>x</u> it
Browsing Records				4:02:47PM
I HOPE BOB	HOPE BOB			3/31/19 Ship Date:
1200 PALM CANYON DRIVE	1200 PALM CA	ANYON DRIVE		3/31/19
PALM SPRINGS	PALM SPRING:	S		Due Date:
CA 90123-0000	CA 90123-	0000		4/15/19
Fax: (000)000-000	Fax: ((000)0	00-000		
escription: Invoice #15314		 [C 0	lose Invoice to Ai	
Date Quantity Description	Pric	e Extended	ttems	s: \$ 100.0
3/31/1999 1.00 MISC REPAIR		\$100.00 \$10	00.00 Taylor	-
			Factor	60.0 6
A	on Change to See	all the	Freigh	up \$0.0
Comm	nents.		Insurance	si \$0.0
			Discoun	ti \$0.0
Insert Change Delete			Tota	l: \$0.0
Record will be Changed			ОК	Exit

96 Figure 4-12 Ledger Card with List of Invoices.

Bill Address				ite Address		A Now the entire
HOPE			[IOPE		comment can be
BOB				90B		necessary.
1200 PALM	CANYON DRIV	VE	[1	200 PALM CANYON DRIV	/E	
Item ID: M	IISC01	Description: M	ISC REPAIR			
E	Taxable	Price:	\$100.0			
Quantity:	1.00	Discount %:	0.00 🛫	Discount Amount:	\$0.00	
Quantity:	1.00	Discount %: 🔽 Tax: 🔽	0.00 🛃 \$0.0	Discount Amount:	\$0.00 \$100.00	Click on OK if yo make changes.
Quantity:	1.00 EPLACED COP	Discount %: Tax: Tax: PER PIPE BETWEEN	0.00 🗲 \$0.0 I THE HEAT	Discount Amount:	\$0.00 \$100.00	Click on OK if yo make changes.
Quantity:	1.00 EPLACED COP	Discount %: Tax: PER PIPE BETVVEEN	0.00 🗲 \$0.0	Discount Amount:	\$0.00	Click on OK if yo make changes.
Quantity: Comment: R	1.00 EPLACED COP	Discount %: Tax: PER PIPE BETVVEEN be Changed	0.00 \$0.0 I THE HEA1	Discount Amount:	\$0.00 \$100.00 E <u>x</u> it	Click on OK if you make changes.
Quantity:	1.00 EPLACED COP Record will	Discount %: Tax: T Tax: T PER PIPE BETWEEN be Changed	0.00 \$0.0 I THE HEAT	Discount Amount:	\$0.00 \$100.00 Exit	Click on OK if y make changes. Click on Exit if you make no changes.

After you have added all line items for each customer, you may then Post Receivables. You get to that Choice by Selecting, Customer Accounts, then Click on "Post Receivables".

For the correct balance and correct aging, Post must be run before printing statements or invoices.

Figure 4-15 Posting Receivables

POSTING MAKES THE TRANSACTIONS PERMANENT. YOU USE THE POST RECEIVABLE FUNCTION AFTER ENTERING CHARGES, AFTER RUNNING AUTOMATIC BILLING, OR AFTER ENTERING CHECK PAYMENTS. IT SHOULD BE RUN BEFORE ENTERING CHECKS SINCE PAYMENT CAN ONLY BE APPLIED TO INVOICES WHICH HAVE BEEN POSTED. YOU ALSO SHOULD POST RECEIVABLE BEFORE PRINTING STATEMENTS OR INVOICES SO THAT ALL TRANSACTIONS WILL BE INCLUDED ON THE STATEMENTS.



Selecting Type to Use: MOST BUSINESS SEND "PLAIN STATEMENTS" TO THEIR CUSTOMERS. THERE ARE THREE TYPES OF STATEMENTS:

A. PLAIN STATEMENT: The Plain Statement is generated by taking all the line items from each invoice for the current billing period. The line items include: (1) Charges (2) payments and (3) Adjustments. The Plain Statement has a Beginning Balance, all the line items, an Ending Balance and Aging.

You can also insert a Comment which will be included on Statement selected for printing if you are selectively printing or all statements if you are using Plain Statements Automatic. The Plain Statement may be printed on plain paper or on preprinted statement paper. The word "Plain" was used to indicate that the Statement does note list the invoice numbers, it just plainly list items.

B. DETAILED STATEMEMNT- The Detailed Statement is generated by printing each invoice along with the line items on each invoice and a subtotal for each invoice for the current period. It also prints payments and credit adjustments. It has a beginning balance, a statement total, and aging.

C. SUMMARY STATEMENT: The Detailed Statement lists the invoice and the invoice total for the current period. It also has a grand total. It also lists payments and adjustments. It does not have invoice line items.

NOTE: YOU CAN PRINT ALL STATEMENTS BY USING THE AUTOMATIC PRINT FEATURE OR USE SELECTIVE TO PRINT STATEMENTS FOR SPECIFIC CUSTOMERS.



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IF YOU PICK SELECTIVE, YOU THEN MUST TAG EACH CUSTOMER IF YOU WANT TO PRINT THEIR STATEMENT. YOU TAG A CUSTOMER BY HIGHLIGHTING THEIR NAME AND THEN CLICK ON TAG. IF THIS CASE, WE ONLY HAVE ONE CUSTOMER, BUT WE STILL USE THEM TO SHOW HOW TAGGING WORKS. AN X MARKS THE FACT THAT THE NAME HAS BEEN TAGGED.



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A SCREEN APPEARS THAT ALLOWS YOU TO SET THE STATEMENT DATE AND DUE DATE AND ALSO ALLOWS YOU TO PUT IN A COMMENT ON ALL STAT<u>EMENT FOR THE CUSTOMERS YOU TAGGED.</u>

105	•	B	ig 4-19 Dating S	statements a	and Adding	a Comment
<u>Reports</u>	Location	is List		ĵ	<u> </u>	Help
C Statements	Tag X Date and	iOPE, BOB Message	Location		<u>T</u> ag	
Statement <u>Message:</u>	Date:	3/31/1999	Due Date:	4/15/1999		
	UR FIRS		:MENT		G	enerate



NO: If you REALIZE you forgot to do your AUTOMATIC MONTHLY BILLING or forgot to bill a charge such as Filter Cleaning for MANY customers, click on NO. This will leave the items on the statement untagged and you will be able to print the Statements after you make necessary changes. You then can go to the Ledger Card or to Quick Entry and add the items you missed. Then go to Reports and print Plain Statements Automatically. After printing, click on YES.

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were corrected.

EASY PAYMENTS: It is very important that each payment be applied to specific unpaid posted Invoices in the Customer Ledger Card. If there are no unpaid, posted invoices, the Unapplied amount remains as a credit. The procedure is to Click on Easy Payments. Go to the next page to see the payment entry procedure. It is very important that after entering the Check information, you must use the AUTO Distribute button to select the customers Invoice to pay.

Note: This credit may then be applied automatically the next billing cycle.



TO APPLY THE CREDITS that are in Customer Accounts, CLICK ON "Apply Credits to Balances" and any credit in a Customers Ledger will be applied to pos

Credits to Balances" and any credit in a Customers Ledger will be applied to posted invoices in the account. The procedure will start paying the oldest posted invoice and will work toward the most recent invoice, until all the credit has been applied. If the Credit exceeds the posted invoice total, there will be some remaining Credit. **EASY PAYMENT CONTINUED:** You first need to enter one or two letters from the location ID to select the correct customer location.

hilhes Easy Payment				
Location: Paid By: Cash Date: 4/	 04/1999 De	Cred Bal:	\$0.00 C	neck #:
Amount:	\$0.00 [Discount:	\$0.00 \$ to	Apply:
Document #	Date	Debit	Discount	Payme
	hange	Delete		Auto-Dis
Insert G	and the second product of the second			
Insert G	cord will b	e Added		<u>o</u> k

TYPE H THEN PRESS THE TAB KEY.Figure 4-24:Doing Easy Payment

Easy Payment				×
Location: H Paid By: Cash Date: 4 Amount:	▼ /04/1999 De \$0.00	Cred Bal:	\$0.00 Che	ck #:
Document #	Date	Debit	Discount	Payment 🔺
Insert	Change	Delete		Auto-Distribute
Re	cord will t	be Added		<u>OK</u> E <u>x</u> it
CUSTOMER				2:13:51PM

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After Pressing Tab, the Customer List Pops up. Here we only have one customer and one location.

Note: IF THE CUSTOMER ONLY HAS ONE LOCATION YOU CAN CLICK ON SELECT .

Figure: 4-25 Selecting Location

Locator: H	
Customer	Location
HOPE, BOB	Норе, вов
	Insert <u>Change</u> Delete
Insert Change Delete	Active Select Exit

Easy Payment	/		
Location: HOPE, BOB			W024
Paid By: Cash	Cred Bal:	\$0.00 Che	ck #:]CASH
Amount: Bask	Discount:	\$0.00 \$ to A:	.02 vlac
Docume	Debit	Discount	Payment
Master			
	_		

Figure 4-27 Auto Distribute Function:

THEN TAB TO ENTER THE CHECK NUMBER, THEN TAB TO THE FIELD TO ENTER THE AMOUNT OF THE PAYMENT

Location: HOPE Paid By: Check Date: 4 Amount: 1	, BOB 1/04/1999 De \$100.00	Cred Bal:	\$0.00 Che k#1234 \$0.00 \$to A	A ck #: 1234	
Document #	Date	Debit	Discount	Payment 🔺	-
					IMPORTANT: CLICK ON AUTO-DISTRIBUTI TO LIST INVOICES TH
Colorest and the second s	Change	Delete		Auto-Distribute	$\begin{bmatrix} I \Pi E & W \\ A DD \\ I E D T O \\ T here$

Fig 4-28 Ok to apply.



NOTE: YOU CAN THEN SELECT ANOTHER CUSTOMER TO APPLY A CHECK BY ENTERING THEIR ID ON THE LOCATION LINE. THEN REPEAT THE STEPS AND THEN CLICK ON AUTO DISTRIBUTE ETC.

BACKUP Procedures:

Many customers have neglected this important regular operation and have suffered greatly. Here is a simple set of guidelines that will help you to maintain a good setup of backups.

- A. Frequency of the Backup:
- 1. Backup the *.tps files in the CSASERV subdirectory(folder) at the end of each billing cycle. Label the floppy(ies) with CSASERV Ver. X.x, Date of Version and date of making the backup.
- 2. Maintain a backup and do not reuse the floppy(ies). Keep it as your record.
- 3. Before doing any Year End Closing, make sure that you do a backup of the TPS files. Label the B/U as your Data prior to the Year End Closing. Indicate the date of the Year End Closing in addition to CSAServ Ver. and Date on the label.
- 4. KEEP the B/U in a safe place. Do not allow the different B/U Sets to become mixed.
- 5. Every third Month, make two backups and store the second copy in a different location.

Backup Method:

1 If you have Win 95 and Win98, you can use the regular System Backup. It is usually accessed by going to Start> Programs>Accessories>System Tools>Backup. At a minimum, you must backup all the *.TPS files in the CSASERV folder. If you elected to use a different folder for the CSASERV program, then backup the *.tps files from that folder per the procedure in Section A. You must selectively tag all files that end with .TPS. Once you create the B/U configuration, you do not have to repeat the tagging process, but can just select to use the default set. This method will allow you to make a backup even though it may take more than one floppy.

- 2. If you are familiar with DOS, another handy way to do the Backup is:
 - A Click: Start> Program> MS-Dos> You will be switched to the C:\windows prompt.

B.	Type:	CD\csaserv[enter]	where [enter] means press the enter key.
C.	Insert	a floppy into the A: drive	
D.	Type:	copy *.tps a:[enter]	This will copy the tps files to the A: drive floppy. This method will work until your files get too large to fit onto one Disk.

Note: For Business will from 50-100 customers, this method would work for also long as two years before a second floppy is required

Questions and Answers

Customers Billing Address and Location Entry:

 before entering customer site information, it is necessary to set p a number of Tables(tax, Vendors, Personnel, Regular Service, Periodic Service, Routes and Inventory) with information that you will select dureing the entry of Customer billing address and Customer Site Location information. Following is a list of minimum entries:

a. Enter you tax code through Setup. Setup appears above the ICON of the Gentleman with Glasses. Add any new tax rate you will need. Then delete and Tax Codes you will not need. When you enter a new tax code, there is account # required. To see the list of valid account numbers, enter 9999 then tab, the list will come up. Scroll to the code the Sales Tax Payable and select that code by Clicking on Select or by Double Clicking on the Account # you wish to pick.

b. Enter one vendor. Vendors are selected by clicking on the Gentleman with glasses ICON.

c. Enter one service person. You must enter all fields from the ID to the social security number. The remaining fields are optional. The Service ICON is the ICON with a Man and a Woman.

d. Enter one Route: Go to the Service ICON, the one with the telephone and calculator. Go to Maintain Services, and then to Routes. Enter at least Route 1 on Monday. Route 2 on Tuesday, etc.

e. You may want to go to Inventory control (I/C) to enter such items as

1 ID MISPR01 MISCELLANEOUS REPAIR

2 ID MON01 MONTHLY SERVICE

3 ID MONPRO MONTHLY SERVICE PRORATED

f. After doing the preliminary table entries, you may start entering customers.

CUSTOMER INFORMATION:

1 Entering Billing Information: If the person is private, meaning not a company, enter the first and last name. Set the Locator so that it is set to last name. The Location would then be displayed by last name.

2. Entering Location Information:

a. If the owner has only one location, then click on the bottom right INSERT button to copy the information from the Billing Address file already entered. Note: You can change the ID to a new ID if you have multiple locations with the same billing address. Each Location must have the following entries.

(1) Tax Code Even if you do not charge taxes. You select from the Tax Code from the Tax Table with Tax codes you use.

(2) Route Pick one route from the ones you entered in the Route table under Service.

(3) Regular Services Pick on of the regular services from the list of services Note: If the Customer is a repair only customer, DO NOT ENTER a regular service. Do not enter them on the Schedule at the Location.
(4) Select Day, Time and enter NOTES such as "Use Side Gate", "Watch

Out for Bad Dog"

- NOTE: These notes show up on the Route Sheet printer for Reports in the Service Group
- 3. Entering A Second Location for the Same Billing Address.
 - a. Pick the Billing address of the owner who you want to add a second location.
 - b. Click on the right Insert on the Bottom and answer yes to the prompt:

Do you want to copy the Information from the Billing Entry.

(1) Change the ID to a different ID, e.g. If the first location used HOP100, then change the second ID to HOP101.

(2) Change the site address to the new address if necessary for the second location.

(3) Enter other information indicated when you are entering a new location. e.g. Tax, Route ID, Services, Day of Service

4. Service Field

If you do not have subcontractors, you will not be using this field. The field is used to enter the fee you pay a subcontractor for one regular service visit to the location.

ACCOUNTS RECEIVABLE QUESTONS AND ANSWERS.

1. Billing Regular Monthly Charges

This should be run only ONE time each billing Cycle. For most pool services that means one time a month. If you are set up for a 4 week billing cycle, then that means you should run this function once every four weeks.

2. Checking total Billed when you Running the Automatic Billing Function. If you print the Customer List Automatic before running Automatic Billing, and then print it again after running Automatic Billing and then post the Accounts Receivable, you should see the difference in Balanced Owed. The difference should equal the Total of Monthly Services Billed indicated at the bottom of the Active Customer Report in the Column labeled Service.

3. PRINTED STATMENTS-CLICK ON YES, NOW FOUND ERROR AND WANT TO CORRECT AND THEN REPRINT.

A. By tagging YES, Statements are ok, all the items on the statements that were printed were tagged as being printed. Then they will not appear on the next Statement.

(1) If you decide that one or two statements need to be corrected, you can go to Utilities under A/R and selectively "Change the Last Statement" to the last day of the previous Billing period.

(2) Then go to the ledger card of the person/location you need to correct or use Quick Entry or Easy Payment to enter the correct items.

- (3) After correcting the Respective invoices, or having added new charges, adjustments, or applied payments, then in A/R, Post Receivables, then
 - (3) Go to Reports and print Plain Statements Selectively by tagging the Customers you corrected.

(4) After printing the Plain Statements for the tagged customers, click on YES to indicate that the Statements are ok. The items on this statements will now be tagged as printed.

4. PRINTED SOME INVOICES SELECTIVEY BUT ALSO WANT TO PRINT STATEMENTS FOR THESE CUSTOMERS.

A. Information: The Ledger Card consists of a list of all the invoices, payments, and adjustments(credit or debit). During the year, if any questions arise about charges, you can print a copy of the ledger card which tracks all the transaction for the year. Most customers(privateresidential) are familiar with a Statement. So we would recommend that you print Plain Statements Automatically rather than use the Invoices. There are cases when invoices are called for such as: (1) You are billing a business that will only pay on Invoices with an Invoice

Number.

- Note: CSA defines an Invoices as a list of charges for Services or Parts. An Invoice has an Invoice Total. An invoice does not have a beginning balance and does not show payments received.
- (2) You did a large repair and want the customer to pay or to be aware of the additional charges for the extra work performed.

To print an Invoice for Selective Customers:

- (a) Go to A/R
- (b) Go to Reports
- (c) Select Invoices Selective
- (d) Tag the customers if you want to print their invoice
- (e) Click on the Print Selective
- (f) Type in a message that will appear on all customer's invoices tagged.
- (g) Click on Generate to make the Invoices
- (h) Review the invoices
- (i) Click on the Printer to print the Invoices
- (j) You will be asked the question: "Are you going to print statements.
- YES: if you answer yes, the items on the invoices will not be marked as having been printed. Then when you print statements automatically, the items on the selectively printed Invoice would also appear on the Statements.
- NO: If you answer no, the items in the invoice will be tagged as having been printed. When you print this customers invoice next month, the invoices printed this month will not come up again for printing.
 Also, if you then print a statement for this person after clicking on No, the Statement would have a beginning balance, no entries, an ending balance, but no line item charges would be shown.
- Note: For the Cases of Commercial Customers requiring an Invoice, you normally would say NO because normally you would only send them Invoices.
- Note: For residential customers, you want to invoice for extra work, you would normally say Yes so that your statement would included the items for the extra work invoiced on a separate invoice as well as the regular monthly charge.

Question: What is Regular and Pay In Advance? The Automatic billing works based upon the Computer System Clock. If you are in the Month of November and the customer is a regularly billed customer, Automatic Billing would indicate: "Monthly Service Charge" "Month of November" If you have checked the Regular Service as Billed in Advanced, then the description on the statement would read: "Monthly Service Charge" "Month of December"

If you are bill after the next month(in this example December) has arrived, you should set your System clock back to Nov 30 xxxx and then run the Automatic billing function. After running the bill, set the System clock back to the correct date.