

# Acowin User Guide

*A guide to the Acowin contracting solution for Windows  
By Team Management Systems*

Revision 4.8

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Phone: (239) 437-9411 – Fax: (239) 437-9088 – [www.acowin.com](http://www.acowin.com)  
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## Welcome to the Acowin User Guide!

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This User Guide is intended to give you an idea of how the Acowin program can be used to handle typical daily tasks, such as taking new service calls, completing invoices, or ordering parts for inventory. The important word here is “use”. The User Guide will show you how to *use* Acowin. In order to keep the Guide short and sweet, we won’t be covering every single field on every single screen, or discussing every conceivable possibility. For those kinds of details, you should refer to the **online Help system** in Acowin. There is a Help pull-down menu at the top of the Acowin window. Also, each of the major screens includes a Help button, which will take you directly to the Help page that covers the screen in question.

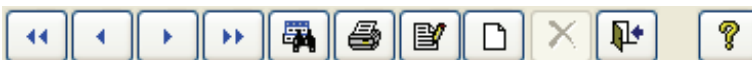
This User Guide also does not discuss installing or configuring Acowin. Those topics are covered by the **Acowin Installation Guide**. If you haven’t read the Installation Guide yet, you should! It will take you through installing the Acowin program, connecting workstations, and configuring the program to meet your company’s needs.

Let’s get started!

## The Acowin Toolbar

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The first thing you should learn about Acowin is the Toolbar. You can find it at the bottom of just about every screen in the system, except for the Dispatch Board, which we’ll talk about later. The Toolbar is a row of little buttons that let you perform basic tasks, like adding new records, or deleting a record you don’t want anymore. It looks like this:



Grey buttons are disabled, meaning that you cannot click on them. The Delete button, which looks like an “X”, is often greyed out, as in the example above, because some records cannot be deleted. Here’s what each of the Toolbar buttons does:



**Arrows:** These arrow buttons are commonly called “VCR buttons”, because they’re similar to the controls on the front of a video cassette recorder. They let you flip back and forth through the records in a database. The double-arrow buttons let you jump immediately to the first or last records.



**Search:** The button that looks like a set of binoculars is the Search button. It allows you to find specific records – for example, you could use a customer’s

last name to look up his entry in the Customer/Site File. The Search button is so important that it gets its own chapter, right after this one.



**Print:** The Print button lets you produce a printed document based on the record you are viewing. For example, clicking the Print button while you're looking at a Call Slip will allow you to print either a Call Slip form, or a completed invoice.



**Edit:** The Edit button lets you make changes to the record you're looking at. For example, if you wanted to change a customer's phone number, you could look up his entry in the Customer/Site File, then click the Edit button.



**New:** Clicking on the New button allows you to add a new entry in the database. For example, if you go to the Purchase Order file and click the New button, you'll be creating a new Purchase Order.



**Delete:** Clicking on this button deletes the record you're looking at. The computer will ask you if you're sure you want to delete it. This button is often greyed out, because many databases don't allow you to delete records, or only allow it under certain circumstances.



**Exit:** The Exit button closes and exits from the database you were looking at. You click this button when you're finished working with the database.



**Help:** Click the Help button to activate Acowin's on-line Help system. The Help screens are very thorough, and include plenty of links to related topics. Don't be afraid to hit that Help button often as you're learning to use Acowin!

When you click the Edit or New buttons, the Toolbar changes a little. Two new buttons appear:



**Revert:** Clicking on this button abandons any changes you've made, and closes the screen. For example, if you had used Edit to change the phone number for a customer, and then changed your mind and decided to abandon your changes, you could click the Revert button. Revert always puts the screen back the way you found it, before you made any changes.



**Save:** The Save button saves your work and closes the screen. This is usually the button you'll click after you're done editing or adding a record.

There are a few additional buttons you'll find on some screens:



**Jump:** This button opens the Jump Menu, which allows you to jump to other parts of Acowin without closing the screen you began with. For example, you can use the Jump button on the Call Slips screen to quickly access the Customer/Site File, Purchase Orders, or the Dispatch Board. When you exit from the screen you jumped to, you'll return to the original screen you started with. The Jump button ties related screens together for easy access.



**Attachments:** This button allows you to import files from other programs and save them as Attachments for the Acowin record. For instance, you could attach a digital scan of the floor plans for a house to the Job Costing File, or a photo of the house to the Customer/Site File. When an Attachment is already present, the button changes to include a check mark over the folder icon, as you can see in the second button image above. Attachments are covered in more detail in their own chapter, near the end of this User Guide.



**Merge:** This button is found on most of the screens that offer the Attachments feature. It allows you to combine data from the selected Acowin record with a "master merge document" that was previously prepared with Microsoft Word. The Acowin fields replace special "place holder" fields in the master merge document. The result is a document that has been personalized for the selected Acowin record. Common uses for the Merge feature include proposal letters, collection letters, and customer satisfaction surveys. Merge documents are discussed in more detail in their own chapter, later in this User Guide.



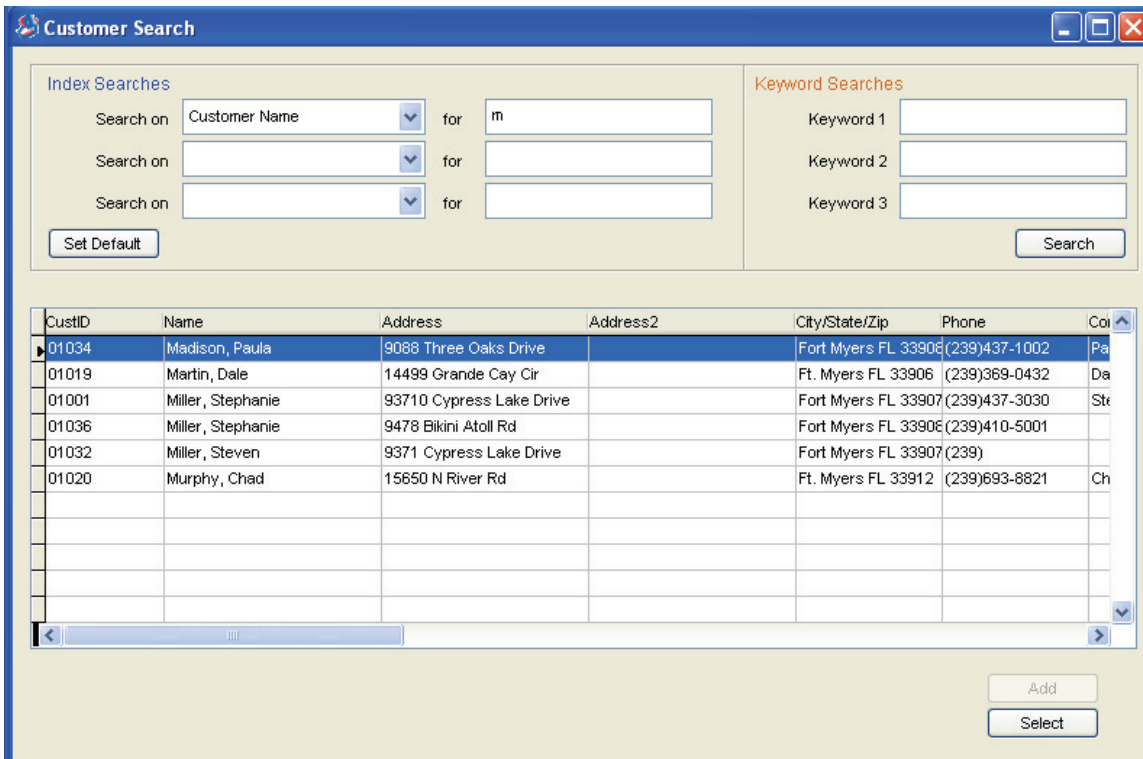
**The Acowin Assistant:** This helpful icon is found in the Call Slips and Job Costing files. It helps guide you through the process of completing and billing a Call Slip or Job. If you click on the Assistant, it will examine the selected Call Slip or Job and tell you what needs to be done to complete it. For instance, if you click the Assistant on a Call Slip that has labor but no materials, the Assistant will suggest that your next step would be to add materials to the Material screen, or proceed to preparing the final invoice on the Invoice screen, if no materials were sold on the service call. If the Assistant is flashing yellow, it means it has detected a serious problem with the Call Slip or Job that requires your attention, and it will explain the problem if you click on it.

# The Search Function

One of the most important Toolbar buttons is called Search. It looks like a pair of binoculars. Clicking the Search button allows you to locate a specific record in the database. For example, you could find a particular Call Slip using its Call Slip Number, or you could look up every Call Slip for a certain customer. Learning to use Search is an important part of learning to use the Acowin system. Thanks to Search, you should never have to waste time flipping through a bunch of records, trying to find the one you want.



The Search screen looks slightly different in each database, because there are different fields to display. Here's what it looks like in the Customer/Site File:



The screenshot shows a window titled "Customer Search" with two main sections: "Index Searches" and "Keyword Searches".

**Index Searches:** Three rows of search criteria. The first row has "Customer Name" selected in a dropdown menu, followed by "for" and a text box containing "m". Below these are two more empty rows with dropdown menus and text boxes. A "Set Default" button is located at the bottom left of this section.

**Keyword Searches:** Three rows labeled "Keyword 1", "Keyword 2", and "Keyword 3", each followed by an empty text box. A "Search" button is located at the bottom right of this section.

**Results Table:** A table with columns: CustID, Name, Address, Address2, City/State/Zip, Phone, and Col. The first row is selected and highlighted in blue. The data in the table is as follows:

CustID	Name	Address	Address2	City/State/Zip	Phone	Col
01034	Madison, Paula	9088 Three Oaks Drive		Fort Myers FL 33906	(239)437-1002	Pa
01019	Martin, Dale	14499 Grande Cay Cir		Ft. Myers FL 33906	(239)369-0432	Da
01001	Miller, Stephanie	93710 Cypress Lake Drive		Fort Myers FL 33907	(239)437-3030	St
01036	Miller, Stephanie	9478 Bikini Atoll Rd		Fort Myers FL 33906	(239)410-5001	
01032	Miller, Steven	9371 Cypress Lake Drive		Fort Myers FL 33907	(239)	
01020	Murphy, Chad	15650 N River Rd		Ft. Myers FL 33912	(239)693-8821	Ch

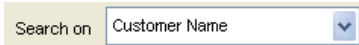
At the bottom right of the window, there are "Add" and "Select" buttons.

The **Search On** pull-down menu allows you to select a field to perform your search. Different databases offer different fields. The Customer/Site File gives you a choice of Name, Address #1, or Phone Number. When you open the Search screen, your cursor will be sitting in the **Search For** field on the first line, ready for you to enter search text. If you want to use the Search On method listed on the first line, you can just start typing. Notice how the search will be refined and conducted *instantly* as you type. In the example pictured above, the user typed the letter "m" in the Search For field, using Customer Name, and the screen has instantly filled in with every customer whose last name begins with

“m”. The Search results are immediately refined with every new letter you type in the Search For field.



As soon as you see the record you want in the Search Results area, you can **double-click** to select it, or click on it once and click the **Select** button, whichever you prefer.



If you want to use a different field to conduct your search, you can pull down the Search On menu to see your choices. Every file offers different choices for making searches.



You can use the **Set Default** button to determine which “Search On” fields appear by default. For example, if you normally prefer to search for customers using Address, you could select the Address1 option for the first Search line, then click Set Default. From that point forward, Address1 would be your default search method in the Customer/Site File. There are three Search On fields, and you can set defaults for all of them, then use the mouse or your **TAB** key to switch between them. You can always choose the other search methods whenever you want to use them – the Set Default button merely determines which search methods are the default option. Setting defaults for all three Search options, and using the TAB key to jump between them, allows you to perform searches very quickly and efficiently.

**Keyword Searches**

Keyword 1

Keyword 2

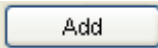
Keyword 3

The three **Keywords** allow you to perform a more powerful search. The computer will match your keywords against every field you can see on the Search screen – in the case of the Customer/Site File, it would check Site ID, Name, Address, City-State-Zip, and Contact. If the Keyword is found

*anywhere* in *any* of these fields, it will be considered a match. The standard “Search On” function reads from left to right, but the Keywords can be anywhere in the fields. For example, if you entered “Smith” as Keyword #1 and clicked the Search button, all of the following records would be returned as successful matches:

Name	Address	City	State	Zip
<b>Smith</b> , John	1011 Cypress Drive	Ft. Myers	FL	33908
<b>Smithers</b> , Pete	9485 4 <sup>th</sup> Street	Cape Coral	FL	33919
Tate, Martha	4352 <b>Smith</b> Street	Ft. Myers	FL	33907
Vargas, Daniel	948 Oak Leaf Rd	<b>Smith</b>	FL	32432

If you specify more than one Keyword, only a record that contains them **all** will be considered a match. Keyword searches are a bit slower than the normal Search On, and they often produce more matching records, as you can see from the example above.



Sometimes the Search screen includes an Add button. If you can't find the record you were looking for, you can click the Add button to make a new entry. The best example of this is when you're creating a new Call Slip and using Search to look up the customer. If the customer you want isn't on file yet, you can click the Add button to create a new Customer/Site File entry. You should always try to use the Search tools to find the entry you're looking for, and only use the Add button when you're certain the information is not on file yet.



If you want to close the Search screen without performing a search or selecting a record, you can click the standard Windows close button in the upper-right corner of the Search window. In the standard Windows XP graphics environment, pictured here, the close button is red and has an "X" on it.

## Adding New Customers and Sites

Acowin stores information about your customers in the Customer/Site File. Every customer has at least one work Site. A Customer could have more than one Site, as in the example of a restaurant that has several different locations in your service area. You may have imported a list of Customers and Sites into your Acowin system, using the QB Wizard or Acowin Data Conversion program (this is discussed in the Acowin Installation Guide.) However, you'll need to add new Customers, or new Sites for existing Customers, every now and then, as your company grows and picks up new business. Everyone who uses Acowin should know how to add Customers and Sites. In fact, it's a good idea to make this the first procedure that every new user learns – it's an important function, it's easy to learn, and it will help new users become comfortable with how Acowin works. Perhaps you could ask each new Acowin user to add their own name and address to the Customer/Site File, to teach them how it works.



**The Customer/Site File screen** is divided into two halves. The left side contains Customer data, or billing information. The right side contains Site data, which describes the location where work will be performed. A typical residential homeowner, whose billing address is the same as his work site, would have the same name and address on both sides of the screen. (There's a button on the screen that lets you copy the Customer information to the Site side, so you don't have to type it all twice.)

**The Toolbar is a little different in the Customer/Site File.** The Search, New, and Delete buttons appear on both sides of the screen. If you click the New button on the Customer side, you add a new Customer and their first Site. If you click the New button on the Site side, you add a new Site for whichever Customer you have on the screen. The other Toolbar buttons are in their usual

location at the bottom of the screen, because they affect both sides of the screen when you click on them.

## To add a new Customer and their first Site:

1. Select the Customer/Site File from the Acowin main menu. Click the New button on the Customer (left) side of the screen. Both sides of the screen become editable, meaning most of the fields turn white so you can type in them, as pictured below.



*Click the New button on the Customer side of the screen to add a new Customer and their first work Site.*

2. Fill in the Customer information on the left side of the screen. Most of these fields are optional, so you only need to provide the information you have available, and think is important. The crucial fields are:

- First and Last Name (for residential customers)
- Company Name (for commercial customers)
- Address 1
- Zip Code (City and State should be filled in automatically)
- The first Phone Number



**Customer**

Customer ID  Type **DEFAULT**

1021 West Mason St

John Anderson

1021 West Mason St

Unit 5B

Fort Myers FL 33908-

(239) 466-1234 (239) -

{ } - { } -

Use Company Name  Foreign Address

**Site**

Site ID  -  Type **DEFAULT**

First / Last

Comp. Name

Address1

Address 2

City, ST, Zip

Contact

Cont. Title

Phone / Fax (800) - (800) -

Cell / Alt Phone { } - { } -

Website

E-Mail

Use Company Name  Foreign Address

Customer/Site Billing Contracts Equipment Alternate Bill CallSlips Invoices History

3. If the Site name and address will be the same as the Customer information, you can click the **double-arrow button** to copy the Customer data to the Site side of the screen. You can change some of the information after you copy it – for example, you could change the contact name or phone number on the Site side. If the Site information is completely different than the Customer information was, fill out the fields on the Site side instead of using the copy button.

**Customer**

Customer ID  Type **DEFAULT**

1021 West Mason St

John Anderson

1021 West Mason St

Unit 5B

Fort Myers FL 33908-

(239) 466-1234 (239) -

{ } - { } -

Use Company Name  Foreign Address

**Site**

Site ID  -  Type **DEFAULT**

1021 West Mason St

John Anderson

1021 West Mason St

Unit 5B

Fort Myers FL 33908-

(239) 466-1234 (239) -

{ } - { } -

Use Company Name  Foreign Address

Customer/Site Billing Contracts Equipment Alternate Bill CallSlips Invoices History

4. Click the Save button on the Toolbar to save your new Customer and Site.



Click the Save button to save your work.

### To add a new Site for an existing Customer:

1. First, you must look up the Customer you want to give a new Site. Click the Search button on the Customer (left) side of the screen, and use the Search tool to locate the existing Customer.



Click the Search button on the Customer side of the screen to locate the desired Customer.

2. When you have the correct Customer on the screen, click the New button on the Site (right) side of the screen. The Site side of the screen will become editable, meaning the fields will turn white so you can type in them. The Customer side will remain closed up, with the fields colored blue.



Click the New button on the Site side of the screen to add a new Site.

The screenshot shows a software window titled "Customer / Site". It is divided into two main sections: "Customer" on the left and "Site" on the right. The "Customer" section contains fields for Customer ID (01013), Type (COMM), and various contact and address details for "Papa John's Pizza". The "Site" section contains fields for Site ID (01013), Type (COMM), and fields for Site-specific information. A central navigation area includes a double-right arrow button. At the bottom, there is a toolbar with icons for back, save, forward, and help, and a row of buttons for "Customer/Site", "Billing", "Contracts", "Equipment", "Alternate Bill", "CallSlips", "Invoices", and "History".

3. Fill in the information for the new Site, then click Save when you're done.



Click the Save button to save your work.

**To change the ownership of a Site:** Sometimes the owner of a Site will change. A residential homeowner could sell their house, or a commercial location could be sold to a new corporation. When this happens, you can use the Change Owner button to set the new owner of the Site. The new owner could be an existing Customer, or you can add new Customer information for them. All service history and equipment information *remains attached to the Site*, so you won't lose any important data when you change the owner.

1. First, you must look up the Site whose ownership you wish to change. You can do this by clicking the Search button on the Site (right) side of the screen.



Use the Search button to locate the Site whose ownership you wish to change.

2. When you have located the Site, click the Change Owner button, located at the bottom of the Site side of the screen.



This is what the Change Owner button looks like.

3. The system will ask if you want to select an existing Customer to be the new owner of the Site, or if you want to enter new Customer information for the new owner. If you choose the Existing Customer option, click the Search button to locate the new owner from your existing Customer database.

### Changing the Owner of a Site

Select the status of the new owner.

New Customer       Existing Customer

First/Last Name	<input type="text"/>	Customer ID	<input type="text"/>
Company Name	<input type="text"/>	Customer Name	<input type="text"/>
Address1	<input type="text"/>		
Address2	<input type="text"/>		
City/State/Zip	<input type="text"/>		-
Contact	<input type="text"/>		
Contact Title	<input type="text"/>		
Phone / Fax	{ } - { } - { }		
Cell / Alt Phone	{ } - { } - { }		
Website	<input type="text"/>		
Email	<input type="text"/>		

Help    Cancel    Save

4. Click the Save button when you're finished. The new owner will now appear on the Customer (left) side of the screen. You'll probably want to click the Edit button and revise a few things on the Site side of the screen, such as the First / Last or Customer name, the phone numbers, and the contact information. In the example below, Christina Dell has been selected as the new owner of Roger Turpin's house. It would make sense to change the name and contact information, since Roger Turpin probably doesn't live there any more. You could always use a generic name like "Current Occupant" or "Homeowner" if you don't know who actually lives there yet.

The screenshot shows the 'Customer / Site' interface with two main panels: 'Customer' and 'Site'. The 'Customer' panel on the left shows details for Christina Dell, including her address (6300 South Pointe Blvd, Fort Myers, FL 33907), contact information (Christina Dell, Homeowner), and phone numbers. The 'Site' panel on the right shows details for Roger Turpin, including his address (305 Blue Beard Dr, Unit A, Fort Myers, FL 33908), contact information (Roger Turpin, Resident), and phone numbers. The interface includes navigation buttons, a toolbar with icons for back, save, print, and help, and a bottom menu with options like Billing, Contracts, Equipment, and Invoices.

**Adding New Customers As You Take a Service Call:** You can add new Customers and Sites “on the fly” as you take a service call. When you’re creating a new Call Slip and searching for the work Site, there is an Add button on the Search screen, as you can see in this example.

The screenshot shows a window titled "Site Search" with two main sections: "Index Searches" and "Keyword Searches".

**Index Searches:** This section contains three search criteria, each with a dropdown menu and a text input field. The first dropdown is set to "Site Name" and the input field contains the letter "d". Below these fields is a "Set Default" button.

**Keyword Searches:** This section contains three text input fields labeled "Keyword 1", "Keyword 2", and "Keyword 3". A "Search" button is located at the bottom right of this section.

**Table:** Below the search sections is a table with the following columns: SiteID, Name, Address, Address2, City/State/Zip, Phone, and Col. The table contains three rows of data:

SiteID	Name	Address	Address2	City/State/Zip	Phone	Col
01007-0001	Dell, Christina	6300 South Pointe Blvd		Fort Myers FL 33907	(239)482-1470	Ch
01009-0001	Dixon, Max	5703 Fox Lake Dr		North Ft. Myers FL 3	(239)772-3491	Ke
01008-0001	Dominguez, Alberto	2648 First St		Ft. Myers FL 33901	(239)334-1571	Alt

At the bottom right of the window, there are two buttons: "Add" and "Select".

You can click the Add button to create a new Customer and Site immediately. You’ll be taken to the Customer/Site File screen, where everything proceeds as described above. It’s always a good idea to use the Search tool and try to find your Sites first – only add new Sites if you’re certain the one you need is not in the system yet.

# How to Take a Service Call

Call Slips are a very important part of the Acowin system. A Call Slip contains every aspect of a service call, from the customer's initial request for service, all the way through the completed invoice. Whenever a customer calls you to ask for service, you should create a Call Slip.

There are two ways to create Call Slips. The most common method is to click the New Call icon on the Dispatch Board. It's an icon on the left side of the Dispatch Board screen, and it looks like a house with a magnifying glass over it. In most service companies, the people using the Dispatch Board are usually the ones who take the incoming service calls. The other method is to add Call Slips directly from the Call Slips file.



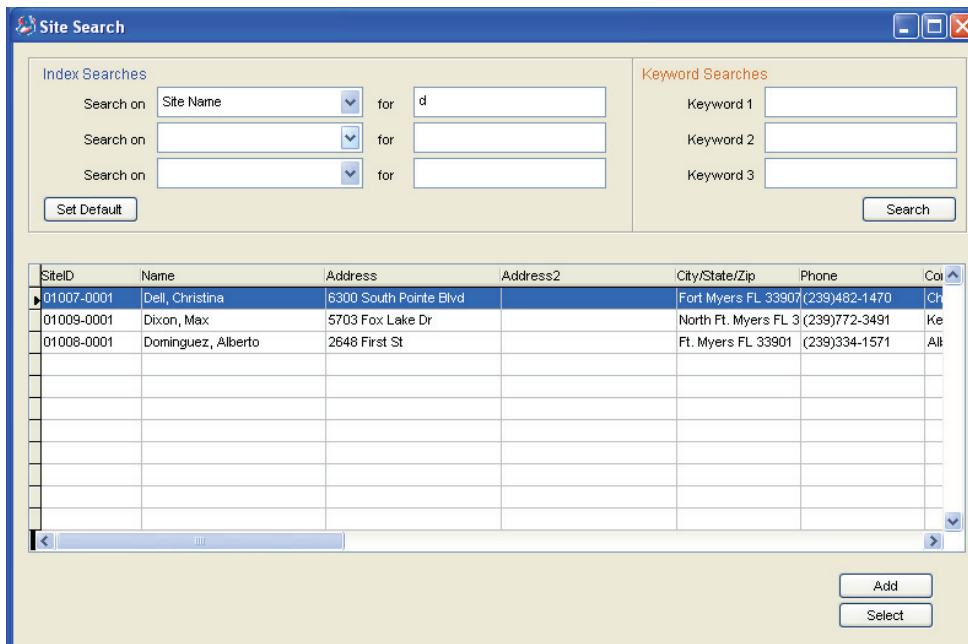
*This is the Dispatch Board button on the Acowin main menu. We will look more closely at the Dispatch Board in the next section of the User Guide. For right now, we'll focus on taking new service calls.*



*This is the New Call icon on the Dispatch Board.*

## Creating a new Call Slip from the Dispatch Board:

1. Click the New Call icon.
2. The Site Search window will appear. Use the Search window to locate the Site for your service call. If the Site isn't in your system yet, click the Add button.

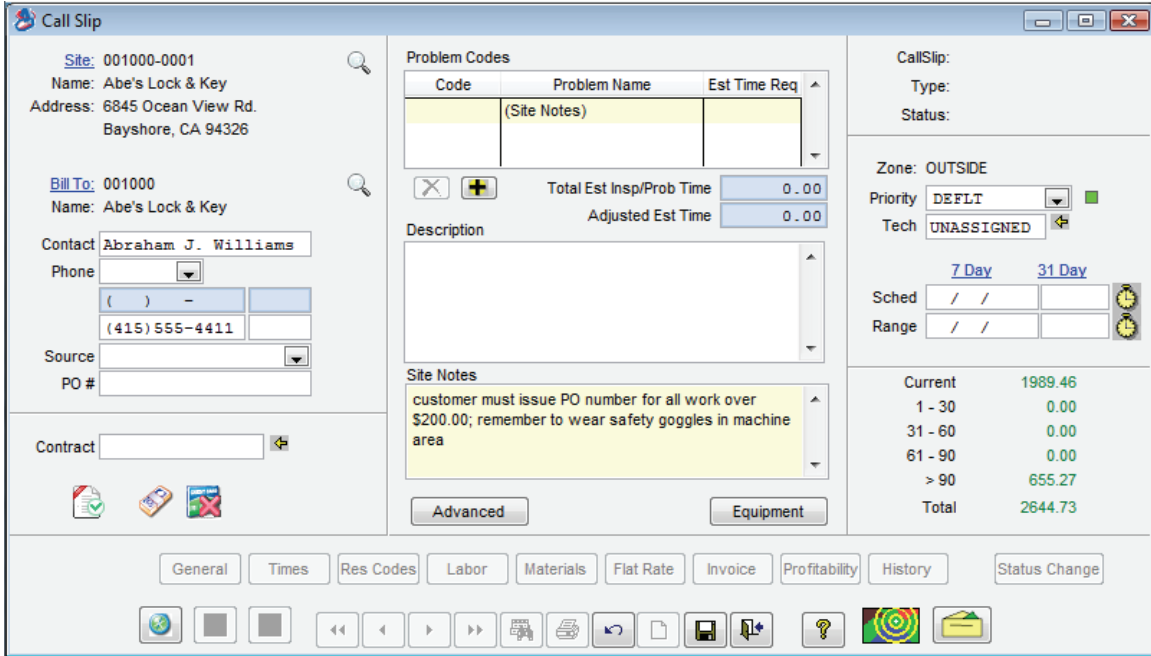


The Site Search window contains the following elements:

- Index Searches:** Three search rows. The first row has 'Site Name' selected in the dropdown and 'd' in the text box. Below are 'Set Default' and 'Search' buttons.
- Keyword Searches:** Three text boxes labeled 'Keyword 1', 'Keyword 2', and 'Keyword 3', with a 'Search' button below them.
- Table:** A table with columns: SiteID, Name, Address, Address2, City/State/Zip, Phone, and Cor. It contains three rows of data.
- Buttons:** 'Add' and 'Select' buttons at the bottom right.

SiteID	Name	Address	Address2	City/State/Zip	Phone	Cor
01007-0001	Dell, Christina	6300 South Pointe Blvd		Fort Myers FL 33907	(239)482-1470	Ch
01009-0001	Dixon, Max	5703 Fox Lake Dr		North Ft. Myers FL 3	(239)772-3491	Ke
01008-0001	Dominguez, Alberto	2648 First St		Ft. Myers FL 33901	(239)334-1571	All

3. After you select the work Site, the Call Slip screen will appear. The left side of the screen contains information about the customer who is asking for service. The most important thing to do on this side of the screen is to make sure you have the correct **Contact name** and **Phone Number**.



4. The middle part of the screen is concerned with the type of service the customer is requesting. This is where you indicate that the customer has a water leak in their kitchen, or their air conditioning isn't working, etc. You must select a **Problem Code** for each new Call Slip. The Problem Code is an overall summary of the kind of service needed by the customer. Click the Add button beneath the Problem Code grid, and select a Problem Code by typing the code in the blue box that appears. You can also *double-click* the blue box to see a list of the Problem Codes in your system, or *right-click* to add new Problem Codes on the fly.

 Click the Add button to add a Problem Code to the new Call Slip.

Code	Problem Name	Est Time Req
	(Site Notes)	

Type a Problem Code, double-click the blue box to see a list of codes, or right-click to add a new code.

**Problem Code Lookup**

Enter Code

Code	Name
ASC	A/C Short Cycling
BAL	Air Balance Problem
BWT	Burst Water Lines
CAI	Com A/C Inspection
CPI	Comm Plumbing Insp
CPL	Comm Plumbing Svc

If you double-click the blue box, a list of your company's Problem Codes will appear. You can select a Problem Code from this list. Your Problem Code list is stored in Setup / Subsystems / Problem Codes.

5. After you select a Problem Code, you should flesh out the customer's complaint in the **Description** area. Include a more exact description of the service required, and any additional comments or instructions from the customer that seem important. Here's what a Call Slip might look like after the Problem Code has been chosen, and the Description filled out:

**Call Slip**

Site: 001000-0001  
 Name: Abe's Lock & Key  
 Address: 6845 Ocean View Rd.  
 Bayshore, CA 94326

Bill To: 001000  
 Name: Abe's Lock & Key

Contact: Abraham J. Williams  
 Phone: ( ) -  
 (415) 555-4411

Source:  
 PO #:

Contract:

**Problem Codes**

Code	Problem Name	Est Time Req
ACRUN	A/C Will Not Shut Of	01:00

Total Est Insp/Prob Time: 01:00  
 Adjusted Est Time: 0.00

**Description**

\*\*\* ACRUN-A/C Will Not Shut Of \*\*\*  
 system runs constantly, checked controls OK, possible electrical short in sensor

**Things to Check**

**Call Slip:**  
 Type:  
 Status:

Zone: OUTSIDE  
 Priority: DEFLT  
 Tech: UNASSIGNED

Sched: / /  
 Range: / /

7 Day 31 Day

Current	1989.46
1 - 30	0.00
31 - 60	0.00
61 - 90	0.00
> 90	655.27
<b>Total</b>	<b>2644.73</b>

General Times Res Codes Labor Materials Flat Rate Invoice Profitability History Status Change

6. The right-hand side of the Call Slip screen can be used to schedule the service call. A Call Slip is scheduled by selecting a technician, a schedule date, and a scheduled time. If you don't schedule the new Call Slip, it appears in the blue Unassigned column on the Dispatch Board. Many companies prefer to let their new calls appear in the Unassigned column, so the dispatchers can schedule them later, rather than trying to establish a schedule immediately. If you don't want to schedule the call right away, leave the right side of the screen alone, and click the Save button to save your new Call Slip.



Click the Save button to save your work.



7. The **Advanced** button opens a window containing some additional, optional information about the service call. This window also displays the name of the user who took the call, the date it was taken, and the date it was closed (if it has reached that status.) You can close the Advanced window by clicking the Hide button.

Pay special attention to the **Call Back** and **Warranty** check boxes. A number of important Call Slip reports – including Call Slip Summary, and the Profitability reports for Call Slips, Technicians, and Salespeople – can be run for Call Slips or Warranty calls. These reports also have the option to *exclude* Call Backs or Warranties.

PO Limit <input type="text" value="0.00"/>	Group Field <input type="text"/>	Taken By:
<input type="checkbox"/> Blanket PO	<input checked="" type="checkbox"/> Call Back	Taken At:
<input type="checkbox"/> PO# Required	<input checked="" type="checkbox"/> Warranty	Closed At:
CH Auth <input type="text"/>		Department <input type="text" value="DEF"/>
		Salesperson <input type="text" value="JOHN"/>
<input type="button" value="Hide"/>		

*This is the Advanced pop-up window.*

8. You can print out your Call Slips and give a hardcopy to your technicians, if you like. When you click the Printer button, the system will show you a menu of options for forms you can produce. Select Call Slip. If you would like previous service history to be included, check the History option. If you want to include the model and serial number of equipment installed at the work Site, check the Equipment option. If you would like to suppress certain sections of the Call Slip printout to make it a bit shorter, check those items under Suppress Sections. A normal printed Call Slip is one full page, plus another page if you include history or equipment. You'll get a preview of your Call Slip on the screen before you send it to the printer.



*If you would like to produce a printed copy of the Call Slip you can give to your technician, click the Printer button. A menu of print options will appear, as seen below. In this example, we have chosen to print the Call Slip with all equipment on site, and all service history.*

**Print Options**

<input checked="" type="checkbox"/> Call Slip <b>History Options</b> <input checked="" type="checkbox"/> Show History <input checked="" type="radio"/> All <input type="radio"/> Last 3 <input type="checkbox"/> Show Notes <input type="checkbox"/> Equipment <input type="radio"/> All <input type="radio"/> Selected	<b>Equipment Options</b> <input checked="" type="checkbox"/> Equipment <input checked="" type="radio"/> All <input type="radio"/> Selected	<input type="checkbox"/> Call Slip Invoice Enter Invoice Date: / / ** Enter Invoice Number S- <input type="text"/>
<input type="checkbox"/> Tech / Times <input type="checkbox"/> Material Information <input type="checkbox"/> Service Call Information <input type="checkbox"/> Totals Sections <input type="checkbox"/> Customer Signature <input type="checkbox"/> Site Notes	<input type="checkbox"/> Packing Slip	<input type="radio"/> Print <input checked="" type="radio"/> Preview

\*\* (leave blank for computer generated)

9. With your new Call Slip saved, and possibly printed, you can click the Exit button to return to the Dispatch Board.



*After you save the Call Slip, click Exit to return to the Dispatch Board.*

**Creating a new Call Slip from the Call Slips file:** The other way to produce new Call Slips is to go to the Call Slips file from the main menu, and click the New button on the Toolbar. This method could be better for people who need to take incoming service calls, but are not allowed to use the Dispatch Board. Some companies have people whose entire job is to answer the phone and take service calls, so the Call Slip screen could be the only part of Acowin they ever see.



*You can click the Call Slip button on the Acowin main menu to access the Call Slips file directly.*



*Once you have the Call Slip screen open, click the New button to add a new Call Slip.*

When you create a Call Slip with this method, you'll need to select a work Site by clicking the blue Site ID hyper-link, next to the Site Number. (The new Call Slip will default to the first Site in your database, until you change it.) The normal Site Search screen will appear. Once you select a work Site, the rest of the Call Slip process is exactly the same as described above.

Site ID:    
 Name:

*Click the blue Site-ID hyper-link to select the correct Site.*

## Using the Dispatch Board

---

The Dispatch Board is a major part of the Acowin system. It's a visual tool that lets you schedule your Call Slips by dragging them around with your mouse and dropping them. Left-click... drag... and release the mouse button to drop. Every other part of Acowin feeds into the Dispatch Board, and almost every part of Acowin can be accessed from it. If you're a dispatcher, you can pull up the Dispatch Board and stay there all day. The Dispatch Board is truly the "heart" of Acowin.

This part of the User Guide will be a little different than the rest, because the Dispatch Board isn't a "Step 1, Step 2, Step 3" type of procedure. You'll use the various tools and displays of the Dispatch Board in response to the challenges thrown at you during the day. This section of the User Guide will try to give you an idea of how the most important tasks on the Dispatch Board are performed, and give you a feel for what it's like to be a dispatcher in Acowin. For more specific details about all of the Dispatch Board's functions, it is **highly recommended** that you consult the Acowin Help system.

**What is the Dispatch Board used for?** Here are the most important things you'll do with the Acowin Dispatch Board.

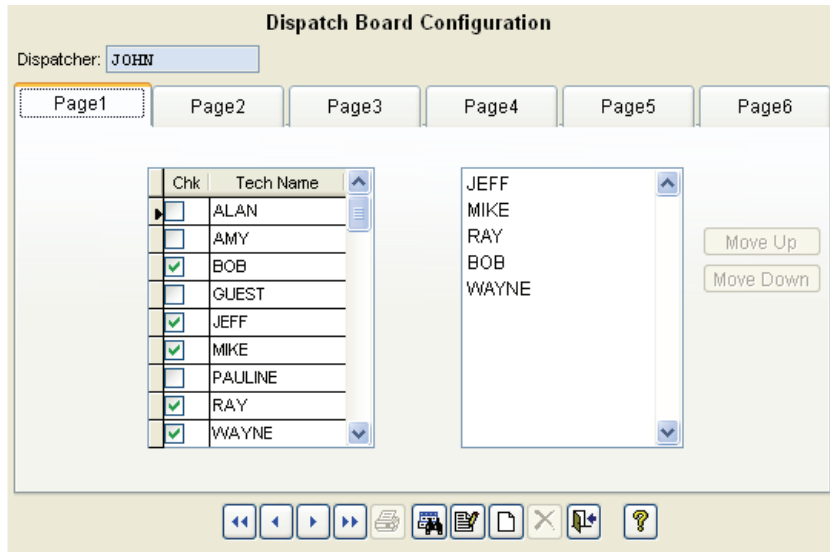
- Review information about your service calls
- Take new service calls when your customers call in (this was discussed in the previous section of the User Guide)
- Schedule your Call Slips by moving them around on the Dispatch Board
- Dispatch your technicians, entering the actual times they begin their journey to the work site, arrive on-site, and depart after completing the work
- Jump to the Call Slips File to complete service billing, or void unwanted service calls

### **How to control the technicians you see on the Dispatch Board:**


The top row of the Dispatch Board is a list of your technicians. Every technician gets their own column. The calls scheduled for a technician are placed in his column. The calls that aren't scheduled for anyone yet are in the blue Unassigned column. Each dispatcher's entry in the Employee File controls the list of technicians they see on the Dispatch Board. You can add or remove technicians from your Dispatch Board by *right-clicking* on the Dispatch Group buttons, a cluster of six buttons on the right side of the Dispatch Board.





*Right-click on a Dispatch Group button to configure the group. Group #1 is your standard or "default" group. You can also configure Groups 2 through 6 if you want to use them.*



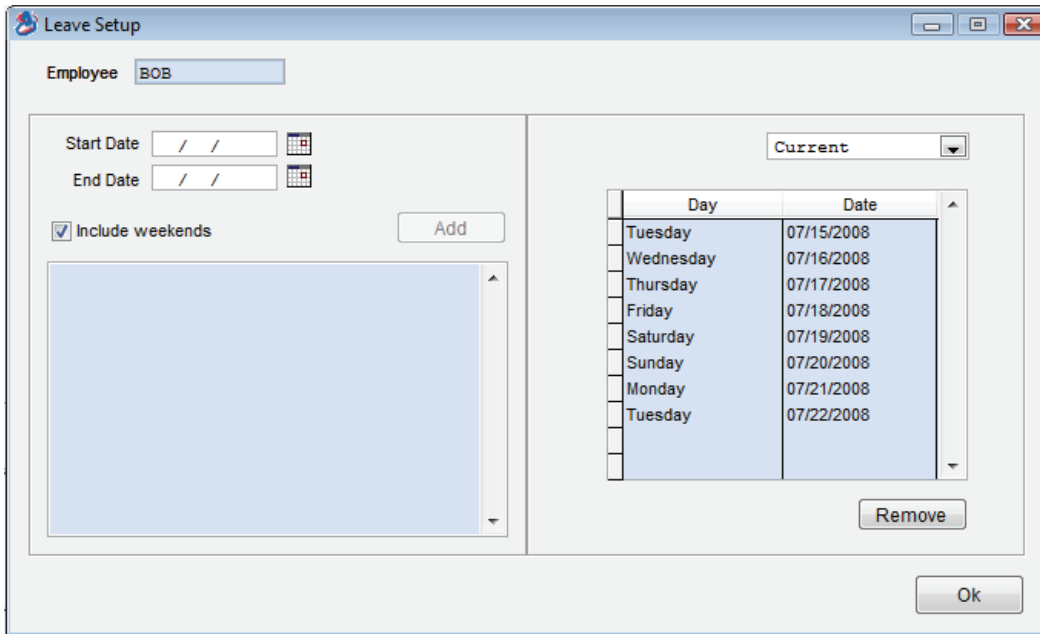
This is the screen that appears when you *right-click* a Dispatch Group button. The column on the left has a check mark for each technician who appears on the Dispatch Board as part of the Group. The column on the right controls the order in which the selected technicians will appear.

 Click the Edit button to make changes to the Group configuration. After you click Edit, you can add or remove check marks from the left column to change the list of technicians who appear on the Dispatch Board. You can click on a technician's name in the right column, then use the Move Up or Move Down buttons, to change his position in the list of selected technicians. The top name in the right column will be the technician in the first column of the Dispatch Board.

 Click the Save button to save your changes after you modify a Dispatch Group.

 After you configure your Dispatch Groups, you can *left-click* a Group button to view that group of technicians on the Dispatch Board. Group #1 is the standard Group that appears when you first access the Dispatch Board. Click the button for Groups 2 through 6 to view that Group.

**Placing Technicians on Leave:** Technicians can be placed on Leave to show they're sick, on vacation, or unavailable for duty on certain days. To set up Leave time, go to the Employee File, look up the technician, and click the Leave button in the lower-right corner of the screen. This will open the Leave window, pictured below.



To add new Leave time, enter the Start and End dates at the top of the screen, and click the **Add** button. You may use the Calendar buttons to select your dates with a calendar display. If the Leave time crosses a weekend, and you want to include the weekend days as designated Leave time, check the **Include Weekends** box. If the technician already has calls scheduled during the requested Leave interval, the message area beneath the Start and End dates will be used to inform you of the problem dates.

The Leave dates you have requested will appear in the table on the right side of the screen. You can clear all active Leave time by clicking the **Remove** button. If you want to see completed Leave time from prior dates, pull down the menu at the top of the screen and choose **Past** or **All**. The default setting of **Current** shows only scheduled Leave time for today and future dates.

When you place a technician on Leave, his name becomes **darkened** at the top of the Dispatch Board. You will not be able to move any Call Slips into the technician's column on a Leave day. Only the Leave days will show the darkened tech name – you can still schedule Call Slips for future dates after the Leave period ends.

**Call Slip information on the Dispatch Board:** Each Call Slip appears as a small box on the Dispatch Board, like a paper slip tucked into a pocket. Some crucial information about each Call Slip is displayed here, particularly the kind of information that would help you schedule the service call. The top line of the Call Slip displays the customer's name. Beneath that is the Problem Code, and the scheduled time, which appears in blue. Setting scheduled times for service calls is optional. The bottom line names the Zone in which the work Site is located, and the Call Slip Number. Zones are sections of your dispatch area,

meant to help you minimize travel time and give you a rough idea of where each work Site is. Here is an example of what a Call Slip looks like:



*This is Call Slip number 1028, for Rebecca Crane, who lives in a Zone called SE Cape. The Problem Code is "ASC". The call is scheduled for 2:00 PM.*

The colored block in the upper-right corner of the Call Slip indicates its **Priority** level. The standard Priorities are Standard (green), Emergency (red), and First Call (white). You can create more Priority levels, with different color codes, if you wish. Priorities come from Setup / Subsystems / Priorities.

The four small boxes beneath the Call Slip are **Status Indicators**. They change color and fill with various symbols, depending on various things that happen to the Call Slip or the Customer/Site File entry it is associated with.

Indicator	Purpose	Colors and Symbols
First	Presence of Contract, also AcoTruck status	Contains a star if the Site has an active service Contract, also changes color to indicate AcoTruck status: (blue) = marked for AcoTruck pickup (green) = picked up by AcoTruck tablet (yellow) = returned by technician (red) = returned with Needs Attention
Second	Dispatch Status	O = Open Call D (green) = Dispatched, tech en route A (yellow) = Arrived, tech on site C (gray) = Completed, tech departed P (green) = Call Slip posted to A/R
Third	Credit Hold or COD	Dollar sign (amber) = customer is COD CH (amber) = customer on Credit Hold
Fourth	Paged / Rescheduled	R = Call Slip was re-scheduled (green) = Pager or email successful (purple) = Pager or email failed

**To see more details about a Call Slip**, you can **right-click** on it. This brings up the Dispatch Detail window, which is pictured below. You can perform a number of important tasks from the Dispatch Detail window, including:

- Change the scheduled date, time, or technician – this will cause the Call Slip to move on the Dispatch Board, as if you had dragged and dropped it
- Change the estimated length of the call

- Change the Call Slip Priority level
- Turn the Reschedule flag on or off (it appears as a letter “R” in the fourth indicator beneath the Call Slip – it’s supposed to help you remember that the Call Slip has already been rescheduled, so you should try to avoid rescheduling it again, or the customer may become upset)
- Enter actual dispatch times for the technician
- Send the Call Slip to the technician via Alpha Page or e-mail, if you have the Acowin Paging/E-mail module installed on your system
- Generate a map showing the exact location of the work Site, if you have Microsoft MapPoint® installed on your system

**Dispatch Record Detail**

Callslip Number	1176	Site Number	01001-0001	Tablet	<input type="checkbox"/>
Site Name	Miller, Stephanie	Zone	Bonita Springs	Needs Attention	<input type="checkbox"/>
Site Address 1	93710 Cypress Lake Drive	Priority	STANDARD	Reschedule Call	<input type="checkbox"/>
Site Address 2		Tech	JEFF	Credit Status	COD
City, ST, Zip	Fort Myers, FL 33907-	Type	Tech 1	Dispatched Status	Open
Site Phone 1	(239) 437-3030	Tech Status, Dept	DEF	Rescheduled Status	0
Ctc Phone		Est. Time	01:30 hh:mm	Paged Status	
Contact	Stephanie	Call Taken:	09/15/2006		

Scheduled	11/12/2007	Description	*** RPI-Res Plumbing Inspect ***
Range	/ /		
Dispatched	11/12/2007	Site Notes	Beware of dangerous dog on premises; customer hard of hearing; security gate code 3347
Arrived	/ /		
Departed	/ /		

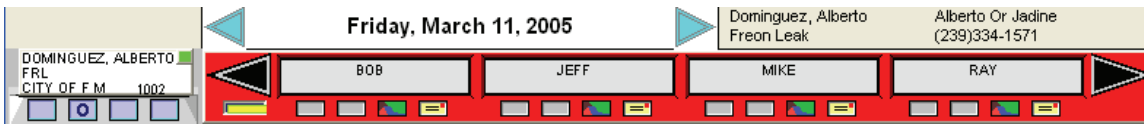
Problem Codes	RPI 01:30
---------------	-----------


Contract List    Diary

**Scheduling a Call Slip:** You can schedule a Call Slip by left-clicking it with your mouse, dragging it to the desired position on the Dispatch Board, and letting your mouse button go. You could drag a Call Slip from the Unassigned column to a technician, from one tech to another, or even from a tech back into the Unassigned column.

**Scheduling a Call Slip for another date:** If you want to schedule a Call Slip for another date, or for a technician who is not visible on the screen, you can drag it into the **Holder pocket** first. This is the gray pocket in the upper-left corner of the Dispatch Board. A Call Slip you put in the Holder pocket will stay there until you remove it. You could drop a call in the Holder pocket, then scroll to a different date with the blue arrows next to the date, or use the Calendar icon to select a date. You could also use the black arrows next to the technician names to scroll to different technician columns. When you can see the date and

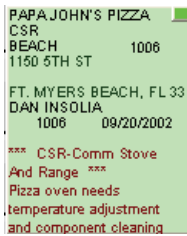
technician where you want to put the call, drag it out of the Holder pocket and drop it where you want it. Only one Call Slip can sit in the Holder pocket at a time.



 You can use the 31-Day Schedule icon to select a different date. The 31-Day Schedule display resembles a monthly calendar, and is better for longer trips through time. It is discussed in its own chapter, which details the many other uses of the 31-Day display.

 You can click the Today icon to instantly return to today's date, after using the blue arrows or the Calendar icon to change dates.

**Copying a Call Slip to more than one date or technician:** If you hold down your Control key and left-click on a Call Slip, a green copy of the Call Slip will appear. You can drag this copy to another technician's column, or put it in the Holder pocket and switch to a different date. The original Call Slip remains where it was.



*Control+Left-Click produces a copy of a Call Slip.*

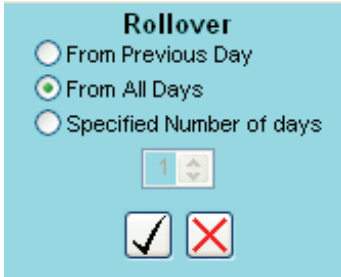
**Setting or changing the scheduled time:** You can RIGHT-click on a Call Slip to produce the Dispatch Detail window, then click Edit, to revise the scheduled time. You can also change the scheduled date or technician from the Dispatch Detail window, which would be equivalent to dragging and dropping it with the mouse. Setting scheduled times for your service calls is optional – you might prefer to drag and drop them into the correct order in the technicians' columns without setting a scheduled time.

**Bringing yesterday's open calls forward:** The Rollover icon will bring forward open Call Slips from previous dates. That way, you won't forget about them. It's generally a good idea to use the Rollover icon first thing every morning, to bring leftover Call Slips from the previous day onto today's Dispatch Board.



*The Rollover Icon brings forward open Call Slips from previous dates.*



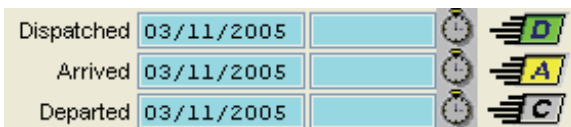


*When you click the Rollover Icon, you'll have a choice between bring over the calls from yesterday, all previous dates, or a set number of days. It's usually safe and good practice to use the "From All Days" option – there's usually little point in leaving open Call Slips on previous dates.*

**Dispatching your technicians:** When technicians actually perform the work on scheduled Call Slips, you need to dispatch them. This is done by RIGHT-clicking on the Call Slip to see the Dispatch Detail window. There are three dispatch times that define a technician's labor on a Call Slip:

- **Dispatched** = technician begins his journey to the work Site. Beginning of Travel Time.
- **Arrived** = technician arrives at the site and begins work. End of Travel Time, beginning of Regular / Over / Double Time.
- **Completed** = technician finishes work and leaves the site. End of Regular / Over / Double Time. Call Slip is considered "completed" when the Departed time is entered, although you can make it "incomplete" if there is still more work to be done.

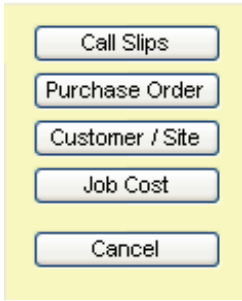
If you're entering the dispatch times in "real time", as they happen, click one of the Quick Dispatch buttons. The corresponding time will be filled out with the current time, and the Dispatch Detail window will close. Thus, if the technician calls in to say he's on his way to the work site, you could immediately right-click to open the Dispatch Detail window, then click the green "D" (Dispatched) button.



*The colored buttons are the Quick Dispatch buttons for real-time dispatching.*

You can also click the Edit button on the Dispatch Detail window and enter the dispatch times manually. You'll probably use this method if the technicians don't call in from the field during the day, or if they only call you when they depart and give you the Dispatched and Arrived times retroactively. Most dispatchers feel that "real-time" dispatching is the superior approach, but it requires the cooperation of your technicians to make it work.

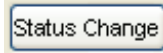
**Voiding a Call Slip:** If you want to complete cancel a Call Slip, you can void it. This is done by holding down the Control key and RIGHT-clicking the Call Slip, to produce the Jump Menu.



*Touching Control + Right-Click will open the Jump Menu, which gives you quick access to various important parts of the system. You will be instantly taken to the Call Slip or Customer/Site File entry for the Call Slip you used Control + Right-click on. You can also create a Purchase Order for that Call Slip. If the Call Slip is part of a Job Costing project, you can access the Job File, too.*

After you open the Jump Menu, select Call Slips. The full Call Slip screen will appear, as shown below.

To void the Call Slip, click on the Status Change button, and choose Void. You can only void a Call Slip that does not yet have any labor or material costs on it. You would need to remove any such costs from the Times or Materials screens before you could void a Call Slip.



*Click the Status Change button to change the status of a Call Slip.*

**Status Change**  
 Current Status: **SCHRD**

QB Sync complete       Transfer to A/R Flag

      Ready to Print Flag

*Choose the Void status to cancel the service call.*



*Click the Exit button to return to the Dispatch Board when you're done.*

**Making a Call Slip incomplete:** If you enter Dispatched, Arrived, and Departed times on a Call Slip, but the work still isn't finished yet, you can make the Call Slip "incomplete". Use the Jump Menu to see the Call Slip, and click the Status Change button, as shown above for voiding a call, but select the Incomplete status. This will cause the Call Slip to reappear in the blue Unassigned column as if it were a new call. You can drag and drop it to schedule a return visit. It could be the same tech who returns, or a different one. The return visit could be on the same date, or it could be another day. Remember you can use the Holder pocket to hold the Call Slip if you need to switch to another day.

**Creating maps with Microsoft MapPoint® :** If you have Microsoft MapPoint installed on your computer, you can create maps of your Call Slip locations.



*Right-click a Call Slip to open the Dispatch Detail window, then click this button to produce a map of that Call Slip's exact location.*



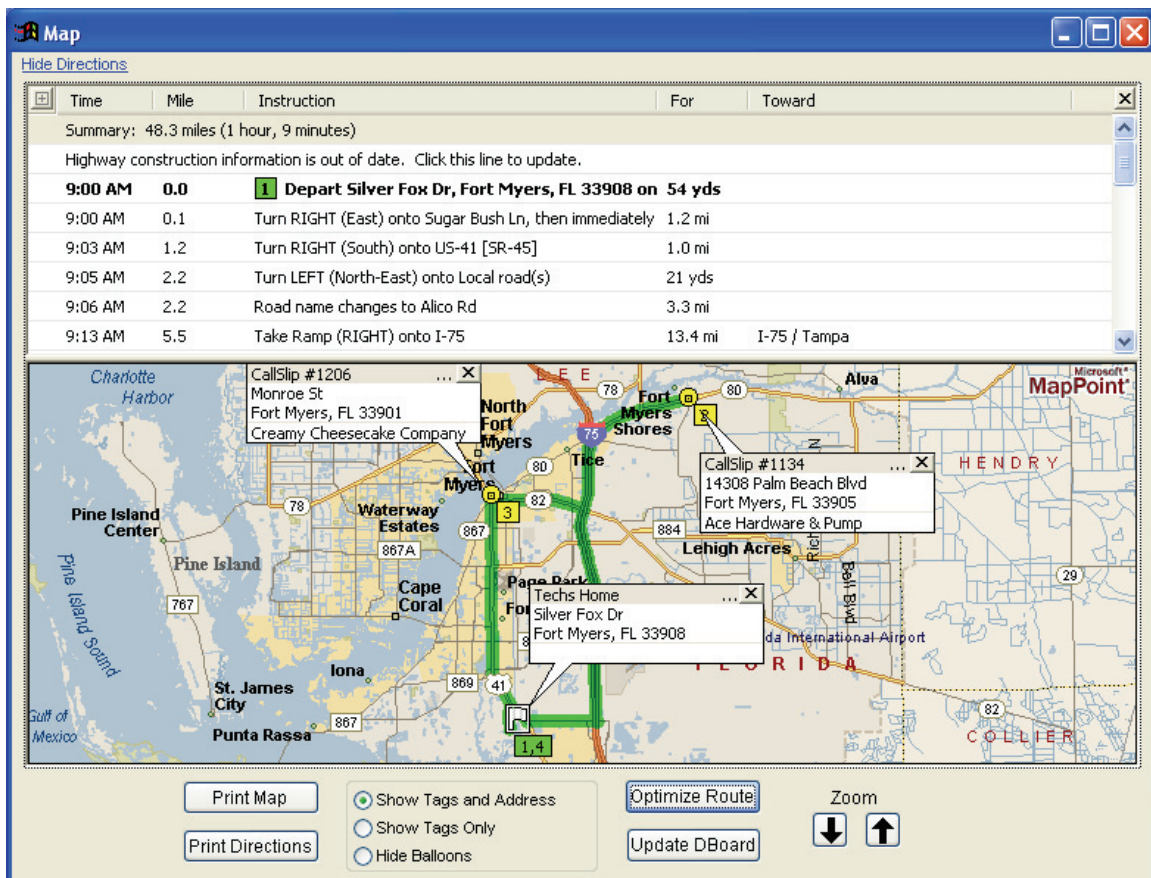
*Click this button on the Dispatch Detail window to see a map of the closest technicians to the selected Call Slip. The current location of the techs is determined by which call each tech is currently dispatched to.*



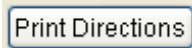
*Click the small map button beneath a technician's name to produce a map of all the tech's scheduled calls for the day*

When you create a route map, the system can begin and end the route at either the technician's home address, or the company headquarters location. The choice of beginning and ending points is made separately for each technician, in the **Employee File**.

When you create a map, the window pictured below will appear. This window includes various controls for adjusting the map. You can even use Map Point to optimize the technician's route, reducing travel time as much as possible. The optimized route can be exported back to the Dispatch Board, rearranging the technician's calls automatically.

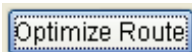


You can use these buttons to print the map, or the directions provided for route maps.




- Show Tags and Address
- Show Tags Only
- Hide Balloons


You can use these options to control whether the balloons with names and addresses appear on the map. Selecting "Hide Balloons" can make a crowded map easier to read.



The Optimize Route button will rearrange the stops on the route into the idea order, minimizing travel time. The beginning and

ending points for the route (technician's house or company address) don't move, but all the stops along the way will be rearranged.

 After you Optimize a route map, you can use this button to update the Dispatch Board with the revised route. The technician's Call Slips will be rearranged to match the order of the optimized route.

 You can use the Zoom buttons to zoom in and out on the map. If you zoom in, side streets and street names will begin to appear.

Note that you can re-size the map window by *clicking* on its edges and *dragging* it to the desired size. This allows you to make the map much larger, to view a complex route map with many stops. The blue [Hide Directions](#) hyper-link at the top of the map window will hide the text directions, making the map much larger.

<b>Dispatch Board Quick Reference Sheet</b>	
<b>Action</b>	<b>How to Perform</b>
See more details about a Call Slip	RIGHT-click
Schedule a Call Slip	Left-click on Call Slip, hold down mouse button, move Call Slip to desired location, release mouse button
Schedule Call Slip for another day, or a tech you can't see on the Dispatch Board at the moment	Left-click on Call Slip, drag into Holder pocket at top of screen, adjust Dispatch Board as necessary, drag call from Holder to desired location
View another day	Click blue arrows next to date, OR Click Calendar icon
Return instantly to today's date	Click Today icon
Scroll across list of technicians	Click black arrows by tech names
Adjust scheduled time of call	RIGHT-click on Call Slip, click Edit, enter desired Scheduled Time
Copy a Call Slip	Control+Left-click to make green copy, drag copy to desired location
Bring open calls from previous days forward	Click Rollover icon, select yesterday, all previous days, or range of days
Enter dispatch times for technician, in real time	RIGHT-click Call Slip, click corresponding Quick Dispatch button ( <b>D</b> ispatched, <b>A</b> rrived, or <b>C</b> ompleted)
Enter dispatch times, but not in real time	RIGHT-click Call Slip, click Edit, enter desired dispatch times manually
Void a Call Slip to cancel the call	Control+RIGHT-click for Jump Menu, select Call Slips, click Status Change, choose Void
Change a completed Call Slip to the "incomplete" status so more work can be performed	Control+RIGHT-click for Jump menu, select Call Slips, click Status Change, choose Incomplete
Create a new Call Slip	Click New Call icon, locate work site with Search, choose a Problem Code, enter Description text for call

# The 31-Day Schedule Board

The 31-Day Schedule Board is a powerful and versatile tool. It's built into the Dispatch Board, the main screen of the Call Slips, and the Dispatch Detail record you can view by *right-clicking* a Call Slip on the Dispatch Board.

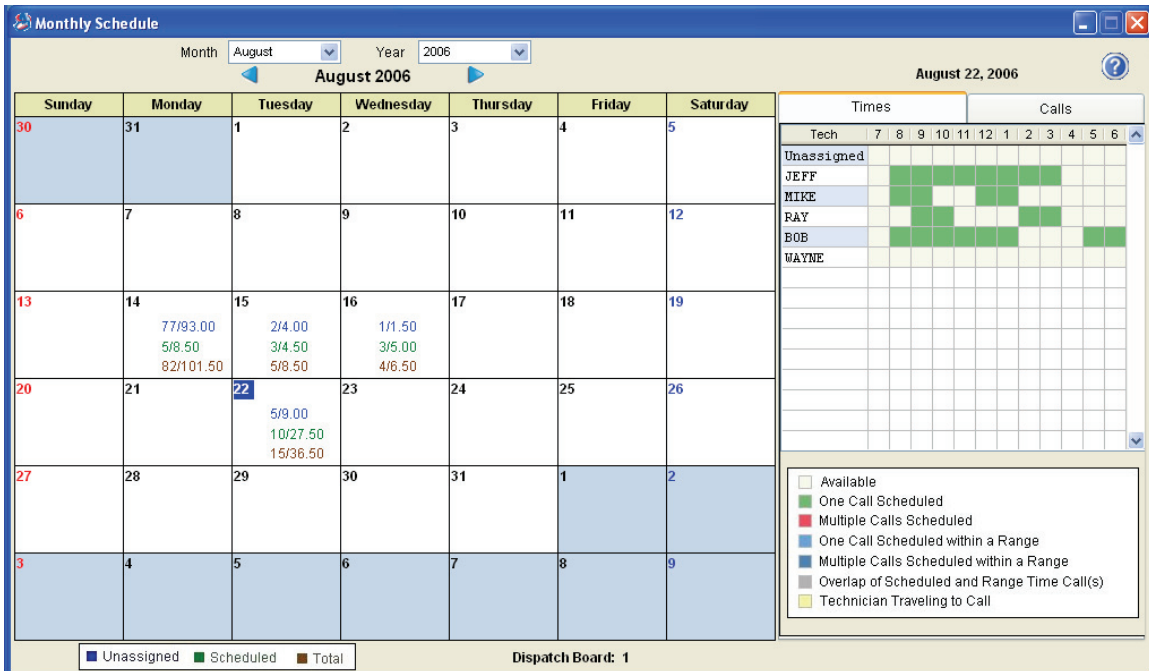


*This is the standard icon for the 31-Day Schedule Board. You can find this icon on the Dispatch Board, and the Dispatch Detail pop-up window.*



*This smaller version of the 31-Day icon appears on the General screen of the Call Slips file.*

The 31-Day display resembles a desktop calendar. The main body of the display is a calendar of the current month. Today's date is highlighted in **black**, while the currently selected date on the 31-Day display is highlighted in **blue**. You can change the currently selected date by clicking any date in the calendar.



The **numbers** inside each date describe the number, and estimated hours, of Call Slips scheduled for that date. The top blue numbers reflect calls in the Unassigned column, the middle green numbers are for calls that have been scheduled for technicians, and the bottom red numbers are the totals for the day (Unassigned plus scheduled.) These numbers give you an idea of how busy each day on the calendar is scheduled to be.

On the right side of the calendar is a **Times** grid for the currently selected date. The green boxes in this grid show when the technicians are already assigned to



work on service calls. The open spaces in the grid represent available time. A red block indicates a conflict between two scheduled calls. Other possible colors are described in a key beneath the grid. The grid area also has a **Calls** tab, which will change the grid into a list of all Call Slips scheduled for the selected date. You can switch back and forth between the Times and Calls tabs at will.

Times		Calls										
Tech	7	8	9	10	11	12	1	2	3	4	5	6
Unassigned												
JEFF												
MIKE												
RAY												
BOB												
WAYNE												

*This is the Times grid on the 31-Day display. This example shows that Jeff is busy from 8:00 AM all the way to 4:00 PM, while Mike has some time available between 10:00 AM and noon.*

*If you click on the Calls tab, the grid area changes to a list of Call Slips for the currently selected date. Some basic details of each service call are provided.*

Times	Calls	
1137	Bose, Charlene	
	Unassigned	01:30 South F M
1155	Creamy Cheesecake Company	
	Unassigned	02:00 City Of F
1138	Turpin, Roger	
	Unassigned	01:30 South F M
1162	Crane, Rebecca	
	Unassigned	02:00 S E Cape
1163	Crane, Rebecca	
	Unassigned	02:00 S E Cape
1152	Papa John's Pizza Store #3981	
	JEFF	08:00 07:30 S E Cape
1134	Ace Hardware & Pump	
	MIKE	08:00 01:30 East F M
1135	Free, Scott	
	MIKE	12:00 01:30 South F M
1150	Ace Hardware & Pump	

Month  Year   
◀ August 2006 ▶

At the top of the 31-Day display are **blue arrows** that will scroll the display ahead or backward, one month at a time, plus pull-down menus that allow you to select a specific **month and year**. The 31-Day Schedule Board extends up to four years into the future, or two years into the past.

You can **double-click** any date on the 31-Day display to return to the Dispatch Board, using the date you double-clicked on. This makes the 31-Day Schedule Board very handy for jumping around between dates.

If you click the 31-Day icon on the main screen of a Call Slip, or the Dispatch Detail pop-up window, you can use the 31-Day Schedule Board to **schedule** the selected Call Slip. Double-click a date to set it as the Schedule Date for the Call Slip, or double-click a position in the Times grid to select a date, time, and technician, all at once. This is an excellent method for scheduling your service calls, since the 31-Day display gives you lots of useful information about the existing schedule, and helps you pick a good spot to schedule a new Call Slip.

Here's an example of using the 31-Day Schedule Board to schedule a Call Slip. We begin on the Dispatch Board, with a Call Slip that we wish to schedule for sometime next week.

- Right-click on the Call Slip to open the Dispatch Detail window.
- Click the Edit button to edit the schedule for the call.
- Click the 31-Day icon to open the 31-Day Schedule Board.
- Locate a date next week that doesn't look too busy, and click on it to select it as the current date.
- Locate a space where the Call Slip could fit in the Times grid, and double-click the spot for the technician and time you want the call to begin.
- You'll be returned automatically to the Dispatch Detail window, with the selected date, time, and technician filled in. Click Save to save the revised schedule, then click Close to close the Dispatch Detail window.

## Billing your Call Slips

---

We've looked at how to create new Call Slips, and how to schedule and dispatch them on the Dispatch Board. Eventually, a completed Call Slip will be processed and turned into an invoice. Every service Call Slip will ultimately be billed under one of the following methods:

- Cancel the Call Slip completely, by **voiding** it
- Bill the Call Slip under **Time & Materials** rules, billing a certain price per hour for labor, and marking up materials based on their cost
- Bill the Call Slip under **Flat Rate** rules, entering billing codes with fixed sale prices on the Flat Rate screen
- Bill the Call Slip with a single, fixed **As Agreed** price, which might have been a quoted or bid price
- **No-charge** the Call Slip, because it's a call back, a warranty call, the work was covered by the customer's service Contract, or a variety of other reasons

Job Costing Call Slips, which are attached to large projects in the Job Costing file, are handled a little differently. They will be covered in the Job Costing section of the User Guide.

Each Call Slip is divided into a series of screens. Each screen serves a specific purpose during the billing process. The way you complete the screen is determined by your billing practices, and the nature of the Call Slip you're billing. For example, if you didn't use any materials on a particular Call Slip, you would skip the Materials screen. This section of the User Guide will provide a brief overview of the billing process, with pictures of the important screens, and a short description of the actions normally performed on that screen. We won't dwell on every field of every screen – some of them are rarely used. As always, you can read more details about any of the Call Slip screens by consulting the Acowin Help system.

To bill a Call Slip, you must first access that Call Slip. There are three ways to do this:

- Locate the Call Slip on the Dispatch Board, then use Control+RIGHT-click to pull up the Jump Menu, and choose Call Slip.
- Click Call Slips on the Acowin main menu, click the Search button on the Toolbar, and use the Site name, address, or Call Slip Number to locate the Call Slip. Call Slip Number is the fastest and most precise way, if you have that number available.
- Use the **Ready to Invoice List**, which is described in the next chapter below.

Use the method that seems most convenient to you. If you're handed a stack of completed technician work orders from a variety of dates, and they have the Call Slip Numbers written on them, it's probably easiest to go to the Call Slips File from the Acowin main menu and look them up with the Search tool. Otherwise, it's probably easier to find them on the Dispatch Board.

General **General Screen**


Tasks to perform here:      Change Bill To customer

Callslips		0 - 30	31 - 60	61 - 90	91 - 120	Over 120	Total
		0	0	0	0	0	0

Site ID: <input type="text" value="01015-0001"/> <input type="button" value="Equipment"/> Name: <input type="text" value="Furlow, Anne Marie"/> Address 1: <input type="text" value="3701 Sabal Palms Blvd"/> Address 2: <input type="text"/> City,ST,Zip: <input type="text" value="Fort Myers"/> <input type="text" value="FL"/> <input type="text" value="33908-"/> Bill To: <input type="text" value="01015"/> <input type="button" value="Equipment"/> <input type="text" value="Furlow, Anne Marie"/> Zone: <input type="text" value="South F M"/> Cust. PO #: <input type="text"/> <input type="checkbox"/> Blanket PO PO Limit: <input type="text" value="0.00"/> <input type="checkbox"/> PO# Required Source: <input type="text"/> Contract: <input type="text"/> <input type="checkbox"/> Contract (No) Contact: <input type="text" value="Susan Lister"/> Ctc. Phone: ( <input type="text"/> ) - <input type="text"/> <input type="text"/> <input type="text" value="(239) 332-3931"/>	<b>Problem Codes</b> <table border="1"> <thead> <tr> <th>Code</th> <th>Problem Name</th> <th>Est Time Req</th> </tr> </thead> <tbody> <tr> <td colspan="3">(Site Notes)</td> </tr> <tr> <td>EAC</td> <td>Eac Problems</td> <td>01:30</td> </tr> </tbody> </table> Total Est Insp/Prob Time: <input type="text" value="0.00"/> Adjusted Est Time: <input type="text" value="01:30"/> <b>Description</b> <input type="text" value="*** EAC-Eac Problems ***"/> <input type="text" value="Customer requests air quality check and options for a new EAC"/> <b>Site Notes</b> <input type="text"/>	Code	Problem Name	Est Time Req	(Site Notes)			EAC	Eac Problems	01:30	CallSlip: <input type="text" value="1005"/> Type: <input type="text" value="Call"/> Status: <input type="text" value="LAB"/> Reason: <input type="text"/> Taken By: <input type="text" value="GUEST"/> JobCost: <input type="text"/> Phase: <input type="text"/> Dept: <input type="text" value="DEF"/> Tech: <input type="text" value="BOB"/> <input type="button" value="C"/> Priority: <input type="text" value="STANDARD"/> Taken At: <input type="text" value="09/20/2002"/> <input type="text" value="12:32p"/> Sched: <input type="text" value="03/11/2005"/> <input type="text" value="10:55a"/> Range: <input type="text" value="/"/> <input type="text" value="/"/> Closed At: <input type="text" value="/"/> <input type="text" value="/"/> CH Auth: <input type="text"/> Grp Fld: <input type="text"/>
Code	Problem Name	Est Time Req									
(Site Notes)											
EAC	Eac Problems	01:30									

**To change billing Customer for this call:** click Edit, then click the blue Bill To hyper-link.

Bill To  

*Click the blue Bill To hyper-link to select a different Customer to bill for this call.*


Times **Times Screen**

Tasks to perform here: Correct technician times, if necessary


**Call Slip Times**


Site #  Call Slip #   
 Site Name


Disp Date	Tech	Type	Work Order	Status
03/11/2005	BOB	Tech1		Closed

Tech    
 Type   
 Work Order   
 Recalculate Times

**Times**

Dispatched   

Arrived   

Departed   

**To correct a technician's times:** Click Edit, then click the name of the tech you need to adjust the times for. Change Dispatched, Arrived, or Departed time as necessary. Click Save when done. This would only be necessary if the times were not entered accurately from the Dispatch Board.

Res Codes **Res Codes Screen**

Tasks to perform here: Select equipment serviced on call  
 Enter description of services provided by tech

**Equipment on Site**

Site # 01015-0001      Call Slip # 1005

Site Name Furlow, Anne Marie

Src	ID	Serial #	Model	Serves Area	Location	Skill Lvl	Brand	Contracts
Site								0
E	0001	48752091	1E56W-444	House	Kitchen	-0	White-Rodgers	0

Add/Remove      Detail

**Resolution Codes**

Code	Partial Desc

Replaced broken belt, adjusted refrigerant level, checked unit operation at all control settings

✕ +

**To select the equipment that was serviced on the call:** Click the Add/Remove button under the equipment grid. Put a check mark next to any unit that was serviced on the call. Click Apply to return to the Res Codes screen.

 *Click the Add/Remove button to select equipment.*

**Equipment on Site**

Chk	Src	ID	Serial #	Model	Serves Area	Location	Brand
<input checked="" type="checkbox"/>	E	0001	48752091	1E56W-444	House	Kitchen	White-Rodge

Detail    Apply    Close

*Check off the equipment that was serviced, and click Apply.*

**If the equipment serviced is not in your Equipment File yet:** Click the Detail button beneath the equipment grid. This brings up the Equipment File screen. Click the New button to add a new unit of equipment to the file.

Detail

Click the Detail button to access the Equipment File.

**Equipment on Site**

Category: CONT  
Brand: WHITE  
Type: TSTAT  
Model: 1E56W-444  
Serial No.: 48752091  
Model Yr: 1994 Date Installed: / /  
Notes: low voltage electromechanical tstat

Equipment on Site ID: 0001  
Site ID: 01015-0001  
Site: Furlow, Anne Marie  
Service Area: House  
Location: Kitchen

Photo

Navigation icons: back, forward, search, print, save, delete, help

The Equipment File screen will appear. Click New to add a new unit of equipment. The Model# and Serial# are the most important fields.

**To enter a description of the services performed by the tech:** Type a freehand description of the technician's actions in the large text box, in the lower-right corner of the screen.

Replaced broken belt, adjusted refrigerant level, checked unit operation at all control settings

Here is an example of freehand "resolution text". You can click the Clock button to insert the current date and time into the resolution text – useful if several visits were made on different days.

## Materials Screen

Tasks to perform here: Enter materials that were used on the call

**Call Slip Material**

Site # 01015-0001 Call Slip # 1005  
 Site Name Furlow, Anne Marie Detail >

PO# / FR	Location	Key Code	Name	Qty	List Cost	Source	Sell Price	No + Ctr	Ext
	MAIN	BLT001	V-belt, ctype 7/8 17/32	1	34.1500	R	106.72		106.72

View SN View POs Rate Type Res   Calculated Amount 106.72  
 Billed Amount 106.72  
 As Agreed  FlatRate

**To add materials from a warehouse or truck:** Click the Add button beneath the material grid. Select the warehouse or truck location. Enter the Key Code or Description of the item, to look it up in the Inventory database – Key Code is preferable, since Key Codes are short and precise. Enter the quantity used. Note that materials from Purchase Orders will already appear on this screen.



Click the Add button to add a material item to the Call Slip.

**Warehouse Inventory Lookup**

Enter Code

Key Code	Name	Qty
AIRO01	A/C, WeatherMaker 38TDB 2speed	4
BIP001	pipe, b iron 90 street elb 1/8	
BIP002	pipe, blk iron bushing 1/4x1/8	
BIP003	pipe, blk iron tee 1/8	
BLT001	V-belt, ctype 7/8 17/32 100.2	
BLT002	v-belt, atype 1/2 3/8 51-inch	

*When you enter a Key Code or Description, the system will look up the specified item in your Inventory database.*

**To over-ride the sale price of a specific item:** Blank out the “Source” column on that line – it normally contains an “R”, meaning Rate Type. Enter the desired unit sale price in the Sell Price column. This is only important on Time & Material invoices – if you plan to use Flat Rate billing, or an As Agreed price, or you’re going to no-charge the Call Slip, it is not necessary to adjust individual unit sale prices.

**Flat Rate** **Flat Rate Screen**

Tasks to perform here: Enter Flat Rate billing codes to set sell price of call

**Call Slip FlatRate**

Site # 01015-0001      Call Slip # 1005  
 Site Name Furlow, Anne Marie      Tax Region STATE  
 Default Source MAIN

Number	Description	Qty	Est Time	Unit Sell	Ext	Tax
B000198RP	Repair broken A/C belt	1	04:00	325.00	325.00	8.1250
			04:00	325.00 +	8.1250 -	333.13

✕ +      Tax listed is from flat rate table. See invoice screen for actual tax.

**To add a Flat Rate billing code to the Call Slip:** click the Add button beneath the grid. Enter the Repair Number or Description – obviously, the exact Repair Number is preferable. A table of the available sale prices for the chosen Flat Rate code will appear. Most Flat Rate billing tables include several different prices for each repair – perhaps a standard price, overtime price, and discounted price for service agreement customers. Click the Select button under the price you want. *There is no reason to use this screen if you don't do Flat Rate billing.*

**+** *Click the Add button to add a Flat Rate billing code to the screen.*

Search By Repair Number      Limit search to: 30 Hits

Search On \_\_\_\_\_ Search More

Keyword1 \_\_\_\_\_      Repair Number B000198RP      Select

Keyword2 \_\_\_\_\_      Selected Charge 325.00

Amount 0.00

Number	Description	Charge 1	Charge 2	Charge 3	Charge 4	Charge 5	Charge 6
B000198RP	Repair broken A/C belt	325.00	425.00	292.50	0.00	0.00	0.00

Cancel      Select    Select    Select    Select    Select    Select

*Click the Select button under the appropriate price for the chosen Repair Code.*

**To load Flat Rate codes from an outside vendor into Acowin:** on the Acowin main menu, click Processes / Import / Import Flat Rate. See the Acowin Help system for more details.



Invoice **Invoice Screen**

- Tasks to perform here:
- Set As Agreed sale price for call, if desired
  - No-charge the Call Slip, if desired
  - Add Miscellaneous Charges (surcharges)
  - Set Invoice Date and Invoice Number
  - Select Distribution Code to set account numbers
  - Create invoice text, if you plan to print the invoice

**To set an As Agreed sale price for the Call Slip:** put a check mark next to “Use As Agreed”. Enter the total sale price for the Call Slip in the As Agreed field.

*This Call Slip has been given a flat As Agreed sale price of \$400.00. Perhaps this price was quoted to the customer in advance.*

**To no-charge Labor or Materials on the call:** put a check mark in the No-Charge boxes next to Labor, Materials, or both.

*This Call Slip has been fully No-Charged. Perhaps it was a call back, or a warranty call.*

**To add Miscellaneous Charges to the invoice:** click the blue “Miscellaneous” hyper-link, above the Subtotal field. The Miscellaneous Charge Detail window will appear. Click the Add button beneath the grid to add a Misc. Charge. Type a Miscellaneous Charge code, or *double-click* the Code field to select the code from a list, or *right-click* to add a new Miscellaneous Charge code on the fly.

Enter a sale price for the Misc. Charge, and select a CR (credit) account number. This would usually be an income type account. You can *double-click* the CR account number field to select the income account from a list. When all necessary Misc. Charges have been added, click the Hide Window button to return to the Call Slip Invoice screen.


<input type="checkbox"/>	<a href="#">Miscellaneous</a>	0.00
<hr/>		
	Sub Total	0.00

*Click the blue Miscellaneous hyper-link to see the Miscellaneous Charge detail window.*

Miscellaneous Charges					
Code	Name	Cost Price	Sell Price	Sell CR	Sell DR
Cleaning	Cleaning	0.00	15.00	4000	1100- -

Misc Total 15.00

Bal Acct 1100      Labor Discount 4000  
 Labor 4000      Material Discount 4005  
 Material 4005      Tax 2600


 *Click the Add button to add a Misc. Charge to the Call Slip, then select a Misc. Charge code, set a Sell Price, and pick a Sell CR (credit) income account. If you aren't sure which income account to use, the labor, material, and discount accounts currently in effect on the Call Slip are displayed on the screen.*

*Click the Hide Window button when you're finished adding Miscellaneous Charges.*

<input type="checkbox"/>	<a href="#">Miscellaneous</a>	15.00
<hr/>		
	Sub Total	15.00

*The total of your Miscellaneous Charges will now appear in the Miscellaneous field, above the Subtotal.*

**To set the Invoice Date and Invoice Number:** use the fields on the upper-left side of the Invoice screen. You can click the Clock button next to Invoice Date to use today's date. If you don't enter an Invoice Number, the system will assign one automatically, when you either print the invoice or post it to Accounts Receivable.

 
 S-

*These fields are used to set the Invoice Date and Invoice Number.*

**To select a Distribution Code for the Call Slip:** pull down the Distribution Code menu and select the correct code. Distribution Codes are tables of account

numbers. If your company doesn't have many different income accounts, you might not need to worry about the Distribution Code – the one already on the Call Slip could very well be correct. More income accounts in your company's chart of accounts means more Distribution Codes to choose from.

Distribution Code	RateType	Tax Region
DEFAULT	Res	STATE
DEFAULT	Default	
SERVICE	Service Call	
SRV AGMT	Service Agreement	
INSTALL	Installation	

*This company has several Distribution Codes to choose from. Each code is a set of income and cost account numbers.*

**To create text for the printed invoice:** click the Text button, then select the text you would like broken out on the invoice. There are text choices for labor, materials, and resolution text (from the Res Codes screen). There are also text choices that will put the description of the Flat Rate codes you might have entered on the Flat Rate screen, and any Miscellaneous Charges you might have added to the Invoice screen, on the invoice. After you select the text items you want, click the Go button. There is little point in selecting invoice text if you don't plan to print the invoice.

Text

*Click the Text button to create invoice text.*

Show:		
<input type="checkbox"/> Labor	<input checked="" type="checkbox"/> Materials	<input checked="" type="checkbox"/> Res.
<input checked="" type="radio"/> With Rates	<input type="radio"/> With Prices	<input type="radio"/> Short
<input type="radio"/> W/O Rates	<input checked="" type="radio"/> W/O Prices	<input type="radio"/> Long
<input type="radio"/> With Hours	<input type="radio"/> With Equip.	<input checked="" type="radio"/> All
<input checked="" type="radio"/> W/O Hours	<input checked="" type="radio"/> W/O Equip.	
<input type="radio"/> With Amts	<input checked="" type="radio"/> With Detail	Resolution
<input checked="" type="radio"/> W/O Amts	<input type="radio"/> W/O Detail	<input checked="" type="checkbox"/> Notes
<input checked="" type="checkbox"/> Show Miscellaneous Charges		
<input type="button" value="Go"/> <input type="button" value="Cancel"/>		

*Select the items you want to appear on the printed invoice, then click the Go button. Some items are not available for certain types of invoices. For instance, the "With Prices" option for Materials is not available for Flat Rate or As Agreed invoices – it wouldn't make any sense to list the materials with unit sale prices on such invoices. When you've checked off the text options you want, click Go.*

```

Materials:
(1) V-belt, ctype 7/8 17/32 100.2

Replaced broken belt, adjusted refrigerant level, checked unit
operation at all control settings
    
```

*Your selected text will appear in the text window on the Invoice screen.*

Clear Text

*You can click the Clear Text button to erase the text you have chosen, if you change your mind and want to make different choices.*

## Completing the Service Invoice

If you want to produce a printed copy of the invoice, click the Printer button on the Toolbar. Select the option to print an invoice. If you haven't set an Invoice Date or Invoice Number yet, the system will ask you to do so. Remember, you can leave the Invoice Number blank, if you want the computer to assign one.



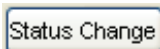
Click the Printer button to produce a printed invoice.

The 'Print Options' dialog box contains several sections: 'Call Slip' with a checked checkbox; 'History Options' with checkboxes for 'Show History', 'Show Notes', and 'Equipment', and radio buttons for 'All' and 'Selected'; 'Equipment Options' with a checked checkbox and radio buttons for 'All' and 'Selected'; 'Suppress Sections' with checkboxes for 'Tech / Times', 'Material Information', 'Service Call Information', 'Totals Sections', 'Customer Signature', and 'Site Notes'; 'Call Slip Invoice' with a checked checkbox, an 'Enter Invoice Date' field containing '03/11/2005', and a '\*\* Enter Invoice Number S-' field; 'Packing Slip' with an unchecked checkbox; and 'Print' and 'Preview' radio buttons. At the bottom are 'Cancel' and 'Print' buttons, and a note: '\*\* (leave blank for computer generated)'.

Select the Call Slip Invoice option. If you haven't assigned an Invoice Date or Number yet, you must do so now.

To finish off the service invoice, click the Status Change button. Click the Add Mark button under "Transfer to A/R Flag." If there are any critical problems with the invoice, such as invalid account numbers, the system will notify you. Otherwise, the Post Call Slip button will light up.

**Posting Call Slips One At A Time:** You can click Post Call Slip to complete the invoice immediately. The invoice is now **final** and can no longer be changed in any way.



Click the Status Change button to finish your service invoice.

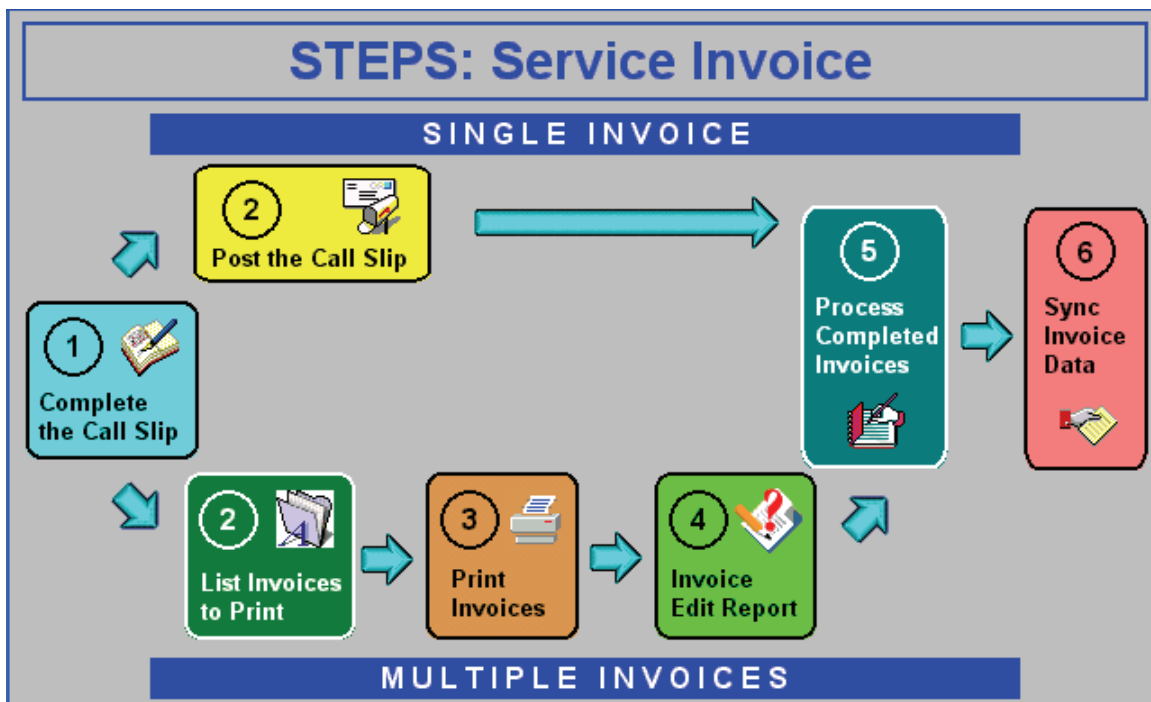
The 'Status Change' dialog box shows the 'Current Status' as 'PRT'. It has a 'QB Sync complete' checkbox and a 'Post Call Slip' button. On the right, the 'Transfer to A/R Flag' checkbox is checked, with 'Remove Mark' and 'Add Mark' buttons below it. The 'Ready to Print Flag' checkbox is unchecked, with 'Remove Mark' and 'Add Mark' buttons below it. At the bottom are buttons for 'Incomplete', 'Voided', 'Mark Printed', 'Material', 'Mark to ReSync', and 'Close'.

Click the Add Mark button under "Transfer to A/R Flag." The Post Call Slip button will light up. Click the Post Call Slip button to finish off your service invoice. Once you post a Call Slip, its Current Status will change to "A/R", and it can no longer be changed. Don't post the Call Slip unless it's truly finished and ready to be sent on to accounting!

After you've completed and posted a number of invoices for the day, you can synchronize them all to QuickBooks at once, or export them to an accounting program other than QuickBooks. See the chapter called "Exporting to Your Accounting Software" for details.

**Posting Call Slips In Groups:** Another way to post Call Slips and transfer them to your accounting software is to process them in groups, or "batches". This is accomplished with the Steps menu, and can provide a more orderly procedure for posting Call Slips, if you have a large number of them to handle each day. If you want to post and transfer your Call Slips in batches:

- As each Call Slip is completed, click Status Change, then click Add Mark under Transfer to A/R Flag, as described above. However, do NOT click the Post Call Slip button.
- At the end of the day, when all Call Slips for the day have been completed and marked for transfer, pull down the Steps menu and choose Service Invoices.
- Run Step #4, **Invoice Edit Report**. Choose Invoice Date for Sort Field 1, and "ALL" for Select Field 1. The resulting report lists all of the Call Slips that will be batched together and posted.
- Run Step #5, **Process Completed Invoices**. The batch you created in Step #4 will be listed on the screen. Place a check mark next to it, then click Process.
- Run Step #6, **Sync Invoice Data**. This is the same program that you can run from the QB Sync menu. The invoices will be transferred to QuickBooks, or exported to your other accounting software program.



# The Ready to Invoice List

The Ready to Invoice List is a tool that helps you complete your service billing, by gathering all the Call Slips that should be ready for invoicing into a single window.



You can access the Ready to Invoice List by clicking this icon on the Dispatch Board.

OR



Utilities

You can click the Utilities icon in the Work Orders section of the Acowin Main menu, then choose Ready to Invoice List from the Utilities menu.

No matter which way you run it, the Ready to Invoice List looks like the example pictured below. It will list all invoices that have achieved the LAB (Labor Complete) status or higher, but have not yet been posted to Accounts Receivable. From the Ready to Invoice List, you'll be able to complete these Call Slips and turn them into finished invoices.

Ready to Invoice List

Highlight a Call Slip in the list and then click detail.

Taken Date	Call Slip #	Site Name	Problem Code	Status	Tech
02/15/2006	1112	Gordon, Newton	CPI	LAB	ALAN
06/12/2006	1147	Ace Hardware	CR	LAB	BOB
09/01/2006	1165	Ace Hardware - Fowler	BAL	LAB	ALAN
01/16/2007	1205	Ace Hardware - Fowler	CAI	LAB	ALAN
04/25/2005	1037	Crane, Rebecca	BAL	MAT	BOB
03/27/2006	1120	Crane, Rebecca	CAI	MAT	BOB
09/05/2006	1166	Wet & Wild Power Sports	BWT	MAT	RAY
02/15/2007	1210	Miller, Stephanie	CAI	MAT	ALAN
11/10/2005	1093	Robinson, Patrick	CSR	MAT	DALE
03/01/2007	1216	Furlow, Anne Marie	CPI	MAT	BOB
08/12/2005	1060	Leon, Richard	ASC	PRT	BOB
08/30/2005	1067	Papa John's Pizza	BAL	PRT	ALAN
09/20/2002	1003	Children & Adult Dentist	CPL	PRT	DALE
04/14/2005	1034	Furlow, Anne Marie	BWT	PRT	BOB
06/17/2005	1048	Schuster, Allen	BWT	PRT	JEFF
12/29/2005	1095	Harris, Steve	BWT	PRT	
03/22/2006	1119	Anderson, John	CR	PRT	ALAN
10/20/2005	1091	Ace Hardware & Pump	CPI	PRT	
04/12/2006	1121	Ace Hardware	BAL	PRT	
05/17/2006	1143	Free, Scott	CPI	PRT	BOB
05/23/2006	1144	Furlow, Anne Marie	BAL	PRT	BOB
06/12/2006	1148	Creamy Cheesecake Company	ASC	PRT	

Detail

To turn one of these Call Slips into an invoice, click on the Call Slip, then click the **Detail** button at the bottom of the window. The Call Slip will appear in its entirety, allowing you to access each of the screens described in the previous chapter. When you have completed and posted the invoice, you can return to the Ready to Invoice List, to repeat the process with another Call Slip. The Call Slips you've completed will be marked with a grey "A/R" in the Status column on the Ready to Invoice List. This helps you keep track of the Call Slips you've completely billed, so you can easily see which ones still need your attention.

## Credit Invoices

Once an invoice has been posted to Accounts Receivable, it is too late to make changes to it. Posting to A/R occurs when you click the “Post Call Slip” button on the Call Slip Status Change menu, or when you run Step #5 on the Service Invoice Steps Menu. This is the “point of no return” for Call Slips, because once you have posted them, the invoices are presumed to have been sent along to your accounting software, and the audit trail from Acowin to accounting must be maintained. It would be very difficult to manage your company’s accounting if you had invoices showing one amount in Acowin, and an entirely different amount in your accounting program!

Credit Invoices provide a simple method for adjusting the balance of an invoice that has been posted to Accounts Receivable. To issue a Credit Invoice, look up the Call Slip for the *original* invoice. You’ll notice a button next to the Attachments and Jump buttons, which resembles a set of scales. This is the Credit Invoice button.



*Click this button to create a Credit Invoice.*

Clicking the Credit Invoice button opens a window that allows you to adjust the amount that will be credited. The system attempts to credit the **full** amount of the original invoice by default, but you can adjust these amounts to issue a partial credit, if you wish. If there were any Miscellaneous Charges on the original invoice, they will appear in the table on the right side of this pop-up window, with a check mark to indicate they will be credited. You can remove the check mark if you don’t want to credit a particular Miscellaneous Charge.

Chk	Code	Sell Price
<input checked="" type="checkbox"/>	Cleaning	-50.00
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		



The Credit Invoice will take the form of a new Call Slip, with the Problem Code and Resolution Code indicated on the Credit Invoice pop-up window. In the example pictured above, the new Call Slip will have a Problem Code of "CREDIT", and a Resolution Code of "9credit". The Resolution Code determines the text that will appear on the printout from the new Call Slip, if you choose to print a copy to give to your customer. Problem and Resolution Codes can both be created from the Setup / Subsystems menu. You can set defaults for the Problem and Resolution Codes to be used on Credit Invoices, using Setup / Settings / Miscellaneous.

When you click the Finish button, a new Call Slip to handle the credit amount is instantly produced. The bottom of the Credit Invoice window will display a message indicating the new Call Slip number. You can click on the Call Slip number to jump to this new Call Slip, which is ready to be posted to Accounts Receivable immediately. The example below shows the final Credit Invoice pop-up window, with the message about the new Call Slip number at the bottom.

The screenshot shows a software window titled "Create a Credit Invoice". It contains the following fields and tables:

- Bill To:** 01004, Creamy Cheesecake Company
- Site:** 01004-0001, Creamy Cheesecake Company
- Original Call Slip #:** 1008
- Sales Summary:**

Labor Sell	-173.33	<input type="checkbox"/>
Material Sell	-106.72	<input checked="" type="checkbox"/>
Misc Sell	-50.00	<input type="checkbox"/>
Subtotal	-330.05	
Tax	-6.40	
Grand Total	-336.45	
- Item Table:**

Chk	Code	Sell Price
<input checked="" type="checkbox"/>	Cleaning	-50.00
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
- Problem Code:** CREDIT
- Resolution:** 9credit
- Buttons:** Cancel, Finish
- Message:** A new Call Slip has been created. Call Slip # [1241](#)

# Purchase Orders

Purchase Orders are used to acquire materials from outside vendors. You can buy parts to store in your warehouses and trucks for later use, or you can buy parts that are used immediately on Call Slips. Acowin Purchase Orders are very flexible – you can create a single Purchase Order to order parts from several different vendors, and send the parts to several different warehouses, trucks, and Call slips.



**To create a Purchase Order:** There are three ways Purchase Orders can be created.

- You can click the Purchase Order button on the Acowin main menu, then click the New button on the Toolbar. This is a good way to create Purchase Orders for inventory items to stock in your warehouses and trucks.
- You can use Control+RIGHT-click on a Call Slip on a Dispatch Board, to activate the Jump menu, then choose Purchase Orders. This automatically creates a new Purchase Order for the Call Slip in question. (If there are already Purchase Orders on file for that particular Call Slip, you'll initially see the most recently created Purchase Order. You can then click the New button on the Toolbar to make a new Purchase Order.) This is a great way to order items that are necessary to complete a service call.
- When you post a Job Costing project and begin work, the system will automatically create Purchase Orders to acquire the materials listed on the Job estimate, if it was indicated that those materials would come from outside vendors. The section on Job Costing, later in the User Guide, will discuss this procedure in more detail.

**Purchase Order**

PO Num  Status  Last Date Changed  / /

Date Created  / / Last Date Posted  / /

Default **Inventory** Location  MAIN Default Vendor

KeyCode	Description	Vendor	Ordered	Act Cost	List Cost	Ext	Total Rcvd	Ret to Vendor

Type	Loc	Qty Ordered	Received	Ship To Type	Ship To	Ref #

Type Legend  
 I Inventory  
 C CallSlip  
 J JobCost

CallSlip  0

PO Total  0.0000

**Selecting a default destination:** Everything you order on a Purchase Order will have a destination, either a warehouse, a truck, or a Call Slip. The first field on the Purchase Order is used to select a default destination. Everything you order will go to this destination, *unless otherwise specified*. Many of your Purchase Orders will probably be simple and will only require a single destination, so selecting a default destination saves some time. You can click the little yellow arrow next to the Location field to select a warehouse, truck, or Call Slip from a list. Note that if you use the Jump Menu to create a Purchase Order from the Dispatch Board, it will automatically have the Call Slip you Jumped from as its default destination.

Default **Inventory** Location **MAIN**

*This Purchase Order will primarily order parts for the Main warehouse.*

**Selecting a default vendor:** The default vendor is the vendor you'll order most of the parts on the Purchase Order from. You can select a different vendor for any given item, if you wish. Click the little yellow arrow next to the Default Vendor to choose your vendor from a list, or *right-click* on the Default Vendor field to add a new vendor on the fly. If you add a new vendor, the only required field is the vendor's Name.

Default Vendor **Grainger**

*Grainger will be the default vendor on this P.O.*

The screenshot shows a 'Vendor Search' window with two search sections: 'Index Searches' and 'Keyword Searches'. The 'Index Searches' section has three rows, each with a dropdown menu for 'Search on' and a text box for 'for'. The first row has 'Vendor Name' selected and 'c' entered. The 'Keyword Searches' section has three text boxes labeled 'Keyword 1', 'Keyword 2', and 'Keyword 3'. Below these sections is a table with columns for Vendor Name, Address1, City/State/Zip, and Phone. The table contains three entries: Canadian Bacon Co, Carrier, and Chelosky Electric Co. At the bottom right of the window are 'Add' and 'Select' buttons.

Vendor Name	Address1	City/State/Zip	Phone
Canadian Bacon Co	10293 Maple Leaf Rd		
Carrier	2025 Central Ave	Fort Myers FL 33907	(239)344-3215
Chelosky Electric Co.	1340 Betmar Blvd	Ft. Myers FL 33906	(239)997-2052

*You can click the little yellow arrow next to the Default Vendor field to search for a vendor in your database.*

**Vendor Information**

Name	Grainger		Code	1
PO Address 1	12431 Metro Parkway		Status	OK
PO Address 2	Branch 287		Salesperson	Harry
City, ST, Zip	Fort Myers	FL	Contact	Harry
Phone	(239) 768-5999	Fax	Account No.	
			Balance	0.0000
Website	www.grainger.com		Credit Limit	0.0000
Email			Type	MAT
GL Insurance Exp Date	/ /		Zone	South F M
WC Insurance Exp Date	/ /		Receive 1099	<input type="checkbox"/>
Umbrella Ins Exp Date	/ /		ID	

You can right-click on the Vendor field to add a new vendor on the fly. Only the vendor Name is required.

**Adding parts to the Purchase Order:** Click the Add button beneath the upper grid on the Purchase Order to add parts. If you're ordering a part that exists in your Inventory database, you can enter its Key Code, or skip to the Description field and enter the first few letters of the item's description. Key Codes are normally preferable, since they are short and precise. If you're ordering items for a Call Slip, you can order "non-stock" parts that don't exist in your Inventory database, and don't have Key Codes. Just type the description of the item, and click the Cancel button when the system tries to look it up in Inventory. After identifying the item you want to order, enter a quantity, and make sure the correct price appears in the Actual Cost column. **Note:** if you touch ENTER to move your cursor through the Ordered, Actual Cost, and List Cost columns, a new line will automatically be added for you to list your next item – you only have to click the Add button to add the first item.



Click the Add button to add an item to the Purchase Order.

**Inventory Lookup**

Enter Code:

Code	Desc
AIR001	A/C, WeatherMaker 38TDB 2speed
BIP001	pipe, b iron 90 street elb 1/8
BIP002	pipe, blk iron bushing 1/4x1/8
BIP003	pipe, blk iron tee 1/8
BLT001	V-belt, ctype 7/8 17/32 100.2
BLT002	v-belt, atype 1/2 3/8 51-inch

You can enter a Key Code or a Description to look up the part in your Inventory database. If you're ordering parts for a Call Slip that aren't found in your Inventory database, you can click Cancel to cancel this look-up screen.

Key Code	Description	Vendor	Ordered	Act Cost	List Cost	Ext	Total Rcvd	Ret to Vendor
BIP001	pipe, b iron 90 street	Grainger	10	6.9500	6.9500	69.5000		

This Purchase Order is ordering 10 units of pipe at \$6.95 apiece.

**Distributing parts to different locations:** The smaller grid on the bottom of the Purchase Order screen is used to distribute items to different locations. Initially, every item is sent to the default location you selected at the top of the Purchase Order. If you want to add more locations and divide a part between them, click the Add button beneath the bottom grid on the Purchase Order. The three possible types of location are:

- I = Inventory (warehouses or trucks)
- C = Call Slip
- J = Job Costing Call Slip (a Call Slip that is part of a larger Job)

KeyCode	Description	Vendor	Ordered	Act Cost	List Cost	Ext	Total Rcvd	Ret to Vendor
BIP001	pipe, b iron 90 str	Grainger	10	6.9500	6.9500	69.5000		

Type	Loc	Qty Ordered	Received	Ship To Type	Ship To	Ref #
I	MAIN	6		Warehouse	MAIN	
I	TR001	2		Warehouse	MAIN	
I	TR002	2		Warehouse	MAIN	

PO Total: 69.5000

*This Purchase Order has been configured to distribute 10 units of pipe between the Main warehouse and two trucks. The Main warehouse will receive 6 units, while Trucks TR001 and TR002 will receive two units apiece.*



*When all items have been added to the Purchase Order and distributed, click the Save button to save your work.*

You must click the Post button to update the warehouses, trucks, and Call Slips affected by the Purchase Order. You should click Post immediately after you click Save, unless you have some reason to hold off applying your changes (maybe because you're not certain you've distributed the parts to the correct Inventory locations or Call Slips.) You **cannot receive** items on a Purchase Order until you have posted the Purchase Order.



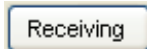
*After creating a Purchase Order, or making any changes to an existing order, you should click the Post button.*

**Receiving parts on order:** When the parts you ordered on a Purchase Order are picked up or delivered, you should "receive" them on the P.O. *Inventory parts on order do not add to Quantity in Stock until the Purchase Order*

*is received!* Look up the Purchase Order, go to the Receiving screen, and click the Detail button to produce a new Receiving Slip.



Go to the Purchase Order file and use the Search tool to locate the Purchase Order you need to receive items for.



Click the Receiving button to see the Receiving screen.

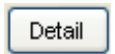
**Purchase Order Receiving Slips**

PO Num

Receiving Slip #	Vendor	Date	Status	Packing Slip #	FloorPlan ID

Open  
 All

This is the Receiving screen. It will list any un-posted, or unapplied, Receiving Slips you have created for this Purchase Order. You can also toggle it to display all Receiving Slips for this P.O. It's normally empty the first time you receive items on a Purchase Order, as shown here.



Click the Detail button to create a new Receiving Slip.

After you click the Detail button, the **Receiving Slip Wizard** will begin. The first screen of the wizard asks you to verify the Purchase Order number. Click Next.

**Receiving Slip Wizard**

Enter PO #

This is the first screen of the wizard. It just confirms the Purchase Order number you are receiving items against. Click the Next button to continue.

The second screen of the wizard will allow you to choose a vendor, if more than one vendor was listed on the Purchase Order. If the Purchase Order only names

a single vendor, they will already be listed on the screen. The other fields on the second screen are all optional information, which you can provide if you want it on file. "Floor Plan" refers to a consignment plan, in which a vendor gives you some equipment for a limited period of time, then returns to collect the unsold units, plus payment for any units you have sold. If you accept inventory on a Floor Plan, you should enter the plan's ID code, the date it expires (when the vendor will collect the unsold units), and the Financing company sponsoring the floor plan offer (not necessarily the vendor who supplied the items.) When you've filled out as much of the information as you want, click Finish.

*This is the second screen of the Receiving Slip wizard. Make sure the correct vendor is listed, then fill out any of the additional information you desire, and click Finish.*

After you finish the Receiving Slip Wizard, the Receiving Slip screen will appear. The screen lists all of the items on your Purchase Order, broken down into the various destination warehouses, trucks, and Call Slips you have specified. Enter the number of units received for each item. If everything you ordered was delivered, you can click the **Auto-Fill** button to receive all items in full.

Key Code	Description	Type	Location	Ordered	Rcvd Unpost	Rcvd Posted	Received	Total Rcvd
BIP001	pipe, b iron 90 stre	I	MAIN	6			0	0
BIP001	pipe, b iron 90 stre	I	TR001	2			2	2
BIP001	pipe, b iron 90 stre	I	TR002	2			2	2

This is the Receiving Slip screen. In this example, only 4 of the 10 units of pipe on order have been delivered. We have decided to give 2 pieces of pipe to each of the two trucks, leaving the 6 units designated for the Main warehouse on order. Hopefully the vendor will ship the other 6 pieces of pipe soon, and we can receive them into the Main warehouse.



You can click Auto-Fill to immediately receive all items.

When you're finished with the Receiving Slip screen, click Save, then click the Post button to apply the Receiving Slips. As with the Purchase Orders themselves, Receiving Slips **must be posted** before they have any effect.



Click the Save button when you're finished filling out the Receiving Slip.



Click the Post button to apply the Receiving Slip. As you can see, the system will remind you that the Receiving Slip needs posting.

**Returning items to a vendor:** To return items from a Purchase Order to a vendor, you must create a new Receiving Slip, as described above. On this new Receiving Slip, change the bulleted option at the top of the screen from "Receive" to "Return." You can then enter a **negative** quantity Received, as seen in the screen image below, which returns one unit of a Heat Exchanger to the vendor.

**Canceling parts on order:** You can edit the main screen of a Purchase Order at any time, to reduce the Quantity on Order for any line item. If the vendor fails to deliver some items and you want to cancel the outstanding order,



simply edit the Purchase Order and reduce the Quantity on Order for that item, to equal the number of units you've received so far.

**Changing the vendor for an item:** You can double-click the Vendor field on any line of the Purchase Order to select a different vendor. A single Acowin Purchase Order can be split between any number of vendors. If you print the Purchase Order on paper, each vendor will receive a separate page. A common reason for switching vendors for a part is that the original vendor could not supply all needed units of the item, and another vendor has indicated they can get what you need. If no units were received yet, you can change the vendor of the original line item. If some units were received from the original vendor, you can reduce the Quantity on Order for the original line item, then add a new line for the new vendor.

KeyCode	Description	Vendor	Ordered	Act Cost	List Cost	Ext	Total Rcvd	Ret to Vendor
BIP001	pipe, b iron 90 str	Johnstone Sup	10	6.9500	6.9500	69.5000	4	0

*In this example, 10 units of pipe were ordered from Johnstone, but only 4 were delivered. We have decided to get the other 6 units of pipe from a different vendor.*

KeyCode	Description	Vendor	Ordered	Act Cost	List Cost	Ext	Total Rcvd	Ret to Vendor
BIP001	pipe, b iron 90 str	Johnstone Sup	4	6.9500	6.9500	27.8000	4	0

*Here we have reduced the Quantity on Order for the existing line to 4, to match the 4 units received from Johnstone Supply.*

KeyCode	Description	Vendor	Ordered	Act Cost	List Cost	Ext	Total Rcvd	Ret to Vendor
BIP001	pipe, b iron 90 str	Johnstone Sup	4	6.9500	6.9500	27.8000	4	0
BIP001	pipe, b iron 90 str	Grainger	6	6.9500	6.9500	41.7000		

*Now we've added another line to the Purchase Order, for the outstanding 6 units of the same pipe, but we have double-clicked the Vendor space and changed the vendor to Grainger.*

**Keeping track of parts on order:** The Purchase Order Quantity Report, found in the Inventory section of the Reports menu, can be used to obtain a list of all parts on order. Use the check boxes on the report screen to select only the "Partial" and "None" received statuses to produce such a report. You could also use the Select #1 field to limit the report to a range of Purchase Order dates, or choose "ALL" to select all open Purchase Orders.

*This is the Purchase Order Quantity Report screen. In this example, only Purchase Orders that have not been fully received will be listed, and only if the order date is between 03/01/05 and 03/31/05. The report will be sorted by vendor.*

**Attaching Documents to P.O.s and Receiving Slips:** The Attachments button can be used to attach files from outside programs to both Purchase Orders and Receiving Slips. You could take advantage of this feature to attach scanned images of hand-written Purchase Orders to the P.O. file, or vendor packing slips to the Receiving Slips file.



*This is the Attachments button. It changes to display a blue check mark if any Attachments are present for the selected Purchase Order or Receiving Slip.*

## Service Contracts

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A Contract is an agreement in which the customer pays a certain price to receive a set number of maintenance visits, called “Inspections”. Other common terms for Contracts include “service agreements”, “maintenance agreements”, or “planned service agreements.” In the typical residential Contract, the customer pays in advance for one or two Inspection visits per year. Commercial Contracts often have more complex billing and Inspection schedules. Each Contract purchased by your customers should receive its own entry in the Contracts File in Acowin. A single Site can have many Contracts running at the same time.



Reduced to its essentials, every Contract is defined by its starting and ending dates, its billing schedule, and its Inspection schedule. Setting up a Contract is simply a matter of setting up those four essential characteristics. Your company might extend additional benefits to Contract customers, such as priority service consideration – in other words, Contract customers get their calls answered a bit faster. This is why the Acowin Dispatch Board clearly shows you which Call Slips belong to Contract customers - *the first indicator beneath each Call Slip is filled in with a star if the customer has an active Contract.*

Each Contract is meant to run through its life span, and then expire. If the customer buys a new Contract to renew for another year, another record is added to the Contract File. If the customers choose not to renew, you don't have to take any special action – you just let the existing Contract run its course and expire. The end of this section will include some advice about processing Contract renewals, how to cancel Contracts before they were due to expire, and how you can handle customers that are almost certain to renew each year.

**The importance of Contract Types:** Acowin includes a very important feature called the Contract Type. Your choice of Contract Type will set most of the important attributes of each new Contract, including its duration, price, invoice text, and Inspection schedule. All of these things can be **over-ridden** on individual Contracts if desired. The purpose of the Contract Type is to keep you from having to “re-invent the wheel” every time you set up a new Contract. This is especially helpful with residential Contracts, which tend to have very standard values – they usually cost the same, have the same number of scheduled Inspection visits per year, etc.

Contract Types are defined through **Setup / Subsystems / Contract Types**. The Contract Type screen is pictured below. Remember that everything set by the Contract Type is a “default value” that can be changed on individual Contracts. A typical company might have a couple of Contract Types for residential agreements (usually a “basic” agreement, and a more expensive “plus” agreement with better benefits), and a Contract Type for each major type of commercial agreement the company sells (retail, light commercial, industrial,

etc.) The attributes of a commercial agreement are more likely to be revised on each individual Contract.

**Contract Type**

Code: Gold      Number of Months: 12      Class: CON  
 Name: Gold Contract      Amount: 159.00  
 Visits per year: 2

when invoice created  
 Mark to Print  
 Mark to Transfer to A/R

Use Default

Month 1               
 Month 2               
 Month 3               
 Month 4               
 Month 5               
 Month 6               
 Month 7               
 Month 8               
 Month 9               
 Month 10               
 Month 11               
 Month 12            

Percentage  
 Labor: 90.000  
 Material: 10.000  
 Total: 100.000

Distribution Code: SRV ACMT

Visit	Code	Instruction	Est. Time
0	BLTA	Check Belt Alignment	00:05
0	BLTT	Check Belt Tension	00:05
0	CLNC	Clean Condensate	00:10
0	CONT	Check Contactors	00:05
0	FANC	Check Fan Cycling	00:05

Total Est. Time: 02:20      2 / 2

Here is an example of a Contract Type. All of the values set on this screen can be over-ridden on individual Contracts, if desired. The items on this screen will be described more fully during the course of our discussion of Contracts.

One portion of the Contract Type screen worthy of further discussion is the **Inspection Instructions**, which occupy the lower-left portion of the screen. These Instructions tell the technician exactly what to do during each Inspection visit. Visit “0” means the instruction applies to every visit. In the example above, the first and seventh months of the Contract are flagged to receive Inspection visits (the check marks are rather faint in the screen image, but if you look closely, you’ll see that Month 1 and Month 7 have check marks next to them.) All of the Inspection Instructions are set for visit “0”, which means they will appear on both of the visits for the Contract. Visit “1” would mean the Instruction applies only to the first visit (Month 1 in this example), while Visit “2” would mean only the second visit (Month 7). Inspection Instruction codes are prepared with **Setup / Subsystems / Inspection Instructions**, as pictured below.

**Inspection Instructions**

Inspection Instruction ID: COMC      Department/Tech Level: DEF  
 Instruction Name: Commercial Controls Check      Est Time: 00:30

Description  
 Test all control systems and thermostats, adjusting as needed.

This is the Inspection Instruction setup screen. The most important fields are the Code, the Instruction Name (which the tech will see on the Call Slip) and the Estimated Time required.

As you can see from these examples, Inspection Instructions can be very specific, naming individual services that take only a few minutes apiece to perform, or they can be more general. You should scale your Instructions to the level of detail you want your technicians to see on their Call Slip. If you don't plan to print the Inspection Call Slips on paper, there isn't much reason to prepare a detailed set of Instruction codes.

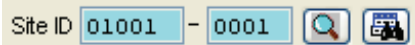
**To create a new Contract:** Go to the Contracts File, and click the New button on the Toolbar. Click the Search button next to the Site-ID to locate the proper work Site for your new Contract.



**Contracts** Click the *Contracts* button on the Acowin main menu.



Click the *New* button to create a new Contract.



Click the *Search* button to choose the Site.

The screenshot shows the 'Contract' window with the following details:

- Site ID:** 01001 - 0001 (with search button)
- Contract No:** (blank)
- Site Name:** Miller, Stephanie
- Bill To:** 01001 (with search button), Miller, Stephanie
- Contract Type:** (dropdown)
- Tax Region:** DEFAULT
- Originates:** / /
- Start Date:** / /
- # Months:** 12
- Expires:** / /
- Class:** T/M
- Dead Date:** / /
- Dead Reason:** (dropdown)
- Problem Code:** (dropdown)
- Customer PO #:** (text)
- Distribution Code:** (dropdown)
- Default Invoice Text:** (text area)
- Number of Inspections per year:** 1
- Auto Renew:**
- When invoice created options:**
  - Mark to Print
  - Mark to Transfer to A/R
  - Show Date Ranges
- Percentage Table:**

	Percentage
Labor	0.000
Material	0.000
<b>Total</b>	<b>0.000</b>
- Financial Summary:**

Amt	0.00	Amt Billed	0.00	Total Due	0.00
Adjustments	0.00	- Amt Paid	0.00		
<b>Total Amt</b>	<b>0.00</b>				
- Due to Date:** 0.00
- Buttons:** Contract, Billing, Equipment, Invoices, Inspections, CallSlips
- Toolbar:** Diary, navigation arrows, search, print, save, help, and radio buttons for 'by Site' (selected) and 'by Customer'.

This is the first screen of the Contract File. We have used the Search button to select Stephanie Miller as the work Site for this new Contract.

**Contract Number** can be left blank if you want the system to assign one.

**Contract Type** is very important, as we have already seen. Choose the correct Contract Type, and the system will complete most of the other crucial fields on

the screen automatically. You can over-ride any of the values determined by the Contract Type if necessary.

The screenshot shows the 'Contracts' window with the following details:

- Site ID:** 01001 - 0001
- Contract No:** (empty)
- Site Name:** Miller, Stephanie
- Bill To:** 01001
- Contract Type:** Gold
- Tax Region:** DEFAULT
- Originates:** / /
- Start Date:** / /
- # Months:** 12
- Expires:** / /
- Class:** CON
- Dead Date:** / /
- Dead Reason:** (empty)
- Problem Code:** (empty)
- Customer PO #:** (empty)
- Distribution Code:** SRV AGMT
- when invoice created:**
  - Mark to Print
  - Mark to Transfer to A/R
  - Show Date Ranges
- Percentage:**
  - Labor: 90.000
  - Material: 10.000
  - Total: 100.000
- Number of Inspections per year:** 2
- Default Invoice Text:** We at ACOVMN Sample Company would like to take this opportunity to say thank you for being a valued customer and for allowing us to give you the best service and maintenance available in town.
- Financial Summary:**
  - Amt: 159.00
  - Adjustments: 0.00
  - Total Amt: 159.00
  - Amt Billed: 0.00
  - Amt Paid: 0.00
  - Total Due: 159.00
  - Due to Date: 0.00
- Buttons:** Contract, Billing, Equipment, Invoices, Inspections, CallSlips, Auto Renew

The Contract Type called "Gold" has been selected. The system has filled in the duration of the Contract (12 months in this example), the Distribution Code, invoice text, contract amount, and the division between labor and materials.

If you don't want to over-ride the values that came from your choice of Contract Type, there are only three more important fields to complete on the main Contract screen:

**Originates** is the exact date when the customer purchased the Contract.

**Start Date** is the effective beginning date of Contract coverage. It could be different from the Originates date – for example, your company might have a policy that says a customer who buys a Contract after the 25<sup>th</sup> of the month receives coverage beginning the first day of the next month.

The close-up shows the following date fields:

- Originates:** 02/26/2005
- Start Date:** 03/01/2005
- # Months:** 12
- Expires:** 02/28/2006

In this example, the customer purchased the Contract on 02/26/2005. Effective Contract coverage begins on March 1<sup>st</sup>, 2005. The Contract will run 12 months, so it expires February 28, 2006.



You can click the Clock buttons to insert today's date as either Originates or Start Date.

**Problem Code** sets the Problem Code that will appear on Call Slips produced by this Contract. On the Inspection screen, you'll select a number of times during the year when the customer should receive a maintenance visit. The system will create Call Slips to handle these visits. The Problem Code specified here will appear on those Call Slips. You might create a single Problem Code to handle all Inspection Call Slips, such as "INS" for "Inspections." You could also create different Problem Codes for different types of Contract. Remember that the Problem Code is one of the most obvious aspects of each Call Slip as it appears on the Dispatch Board. Problem Codes are created with **Setup / Subsystems / Problem Codes**, and are discussed more fully in the Call Slips section, earlier in this User Guide.

**Auto Renew** is a check box that sets the Contract up to renew automatically after it expires. See the "Automatic Contract Renewal" chapter, below, for more details about how this feature works.

Once you have completed the first screen of the Contract, click Save to save your work. You'll also want to hit the Billing and Inspection screens of the Contract, as described below. Remember that you can adjust things like the Contract Amount or invoice text on the first screen, if the values set by the Contract Type are not correct.



*Click Save when you're finished with the first Contract screen.*

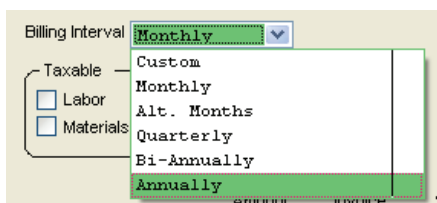
**Setting the billing schedule for the Contract:** Proceed to the Billing screen and click Edit. Pull down the Billing Interval menu and select the billing schedule for this Contract. If the customer pays for the entire Contract at the beginning, choose Annual. The calendar at the bottom of the screen will change to reflect your choice of billing interval. Click Save when done.



*Click the Billing button to proceed to the Billing Screen.*



*Click the Edit button to work on the Billing screen.*



*Pull down the Billing Interval menu and select the appropriate billing schedule. The Billing screen will change to reflect the billing interval you have chosen. In this example, the Contract begins in March 2005, and we have selected Annual billing, so the full \$159.00 price will be billed in March.*

**Billing**

Site ID   
Site Name

Billing Interval

Taxable  
 Labor  
 Materials

Amount	Adjustments	Adjusted Amt
159.00	0.00	159.00
		Amount Scheduled
		159.00
		Discrepancy
		0.00
		Total Amount
		159.00

**2005 - 2006**

	Amount	Invoice	Status		Amount	Invoice	Status
Mar	159.00			Sep	0.00		
Apr	0.00			Oct	0.00		
May	0.00			Nov	0.00		
June	0.00			Dec	0.00		
July	0.00			Jan	0.00		
Aug	0.00			Feb	0.00		



Click the Save button when you have finished with the Billing screen.

**Creating an invoice immediately (optional):** After you've set the Billing screen and clicked Save, you can click the Single Invoice button to create an invoice immediately. This is handy in cases where the customer needs to be billed right away, or perhaps has already paid for the Contract. A common example of such a situation is when a technician sells a Contract while completing a service call, and the customer pays the technician for the Contract right away. You would want to set up the Contract and produce the invoice immediately, so you could apply payment to the invoice. After you click the Single Invoice button, select the month and year you're creating the invoice for, and click the Create button.



You can click the Single Invoice button to create a Contract Invoice immediately.

**Create Individual Invoice**  
Select which period from the contract.

Month	Year	Amount	
Mar	2005	159.00	Period <input type="text" value="Mar 2005"/>
			Invoice Date <input type="text" value="03/01/2005"/>
			<input type="button" value="Cancel"/> <input type="button" value="Create"/>

Select the month you want to produce an invoice for, and click the Create button to generate an invoice immediately.

The invoice you have created will appear on the Invoices screen of the Contracts File. From here, you can click Detail to see a detailed view. You can then print the invoice, and post it to Accounts Receivable, immediately. If you created the single invoice because the customer has already paid for the Contract, it would make sense to post it to Accounts Receivable right away. Click Status Change,



then click the Post Contract Invoice button. This is exactly the same as the procedure for posting Call Slip invoices, which we reviewed in an earlier chapter.

**Invoices** Click the Invoices button to see the invoice you have just created.

The screenshot shows the 'Invoices' screen. At the top right, there are fields for 'Site ID' (01001-0001) and 'Site Name' (Miller, Stephanie). Below this is a table with the following columns: Date Created, Invoice #, Status, Invoice Date, and Grand Total. The first row contains the data: 03/14/2005, C-1001, Printed, 03/14/2005, and 159.00. A 'Detail' button is located at the bottom center of the table area.

Date Created	Invoice #	Status	Invoice Date	Grand Total
03/14/2005	C-1001	Printed	03/14/2005	159.00

Your new invoice will appear on the Invoices screen.

**Detail** Click the Detail button to view the invoice in detail.

The screenshot shows the 'Contract Invoice' detail screen. It features several input fields for 'Site ID' (01001, 0001), 'Bill To' (01001), 'Batch #', 'Site Name' (Miller, Stephanie), and 'Status' (Printed). Below these are fields for 'Contract No.' (01001-0001-0002), 'Tax Region' (DEFAULT), 'Invoice Number' (C-1001), 'Invoice Date' (03/14/2005), 'Creation Date' (03/14/2005), and 'Last Modified' (03/14/2005). A summary table shows 'Labor' (143.10), 'Material' (15.90), 'Subtotal' (159.00), 'Tax' (0.00), and 'Grand Total' (159.00). There are also checkboxes for 'Mark to Print', 'Mark to Transfer to A/R', and 'Show Date Ranges at Print'. A 'Distribution Code' dropdown is set to 'SRV AGMT', and 'Balancing Account' is set to '1100'. Below the summary table is a text area for 'Invoice Text' containing a thank you message. At the bottom, there is a 'Footer' field with 'CONTRACT' and a 'Status Change' button.

		Taxable
Labor	143.10	<input type="checkbox"/>
Material	15.90	<input type="checkbox"/>
Subtotal	159.00	
Tax	0.00	
Grand Total	159.00	

This is the Invoice Detail screen. From here you can click the Print button to print the invoice, or use the Status Change button to post it to Accounts Receivable.

**Status Change**

Current Status: **Printed**

QB Sync complete

Transfer to A/R Flag

Ready to Print Flag

Click the Post Contract Invoice button on the Status Change window to post the Contract Invoice. If you use the Single Invoice tool to create a Contract Invoice, you'll probably also want to post it right away.

Later in this section, we'll look at how you can use the Steps Menu to create, print, and post the scheduled Contract billing for an entire month, all at once.

**Scheduling Inspection visits:** After you set the Billing cycle, and possibly create an invoice with the Single Invoice button, you'll want to visit the Inspections screen to adjust the Inspection calendar. The calendar on the left side of the screen includes four "bins", or weeks, per month. Check boxes shaded in blue are not part of the current Contract period – for example, if you begin a Contract in the third week of March, the first two weeks of March will be shaded blue and unavailable. The bottom part of the screen contains Inspection Instructions, which can appear on the printed Inspection Call Slips, to provide your technicians with a written checklist of services to perform. Your standard number of visits, the default calendar, and the standard Inspection Instructions are determined by the Contract Type you chose on the first screen. As with everything else set by the Contract Type, you can revise the settings on the Inspections screen, if necessary.

Click the Inspections button to view the Inspections screen.

**Inspections**

Site ID: **01001-0001**

Site Name: **Miller, Stephanie**

Num. of Visits: **2**

Num. of Techs: **0**

Tech Level: **-**

Month:

Not included in this contract.

Included, but still editable.

Dispatch record created.

Dispatch record assigned.

Transferred to A/R. Not editable.

Ready to Print

Missed Inspections

Service Calls

Year: **2005-2006**

2/2

Visit	Code	Instruction	Est. Time	Time	Quantity	Ext	Mo/Bin
0	BLTA	Check Belt Alignment	5	00:10	1	00:10	---
0	BLTT	Check Belt Tension	5	00:10	1	00:10	---
0	CLNC	Clean Condensate	10	00:20	1	00:20	---
0	CONT	Check Contactors	5	00:10	1	00:10	---
0	FANC	Check Fan Cycling	5	00:10	1	00:10	---
0	FILT	Change Filter	5	00:10	1	00:10	---

Total Est. Time: **140** **02:20**



If you want to make changes to the Inspections screen, click the Edit button.

Service Calls

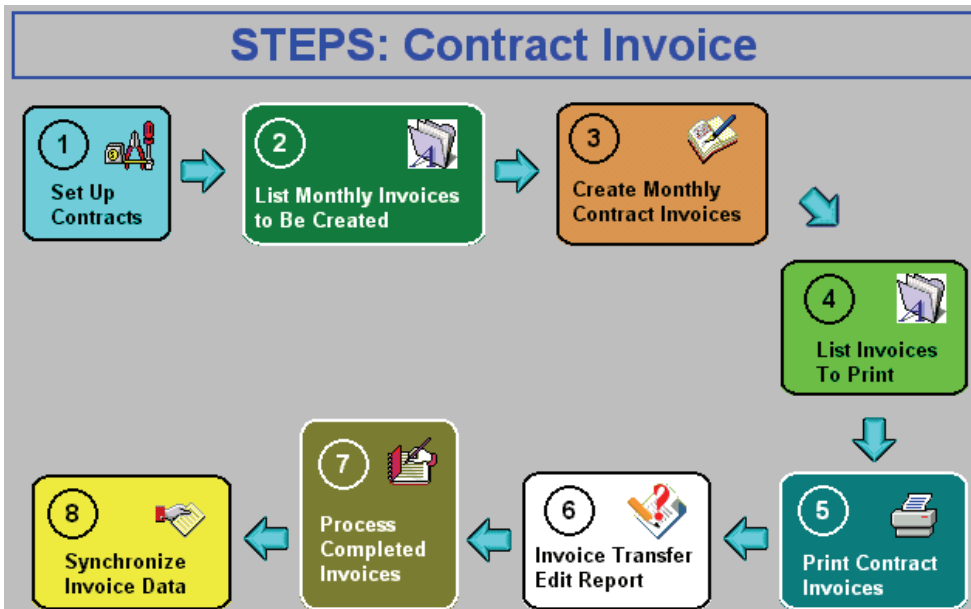
Year 2005-2006

Mar	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Apr	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
May	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jun	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jul	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Aug	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sep	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Oct	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nov	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dec	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Feb	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 / 2

In this example, the check mark for the second inspection has been moved from September to November. You may find it convenient to use only the first check box for each month, which is technically Week #1, to keep things simple.

**Creating scheduled monthly invoices:** As we've already seen, the Single Invoice button on the Billing screen of the Contracts File can be used to create a single invoice for a selected Contract. The other method of producing Contract Invoices is the Contract Invoice Steps menu. If you have some Contracts with monthly, quarterly, or bi-annual billing intervals, you can perform the Contract Invoice Steps at the beginning of each month, to produce all of the scheduled billing for the month. Pull down the Steps menu at the top of the Acowin screen, then choose Contract Invoice, to see the menu pictured below.



Some brief notes on each step of the procedure:

- Step #1, Set Up Contracts, simply takes you to the Contracts File, which we've already reviewed. This step is on the Contract Invoice Steps Menu to give you convenient access to the Contracts File if you need it.
- Step #2 lists the billing scheduled for the month. Use the Select 1 option on the report screen to choose the month and year you will be billing for.
- Step #3 creates the Contract Invoices for the month. It produces no printed output – step #5 will print the invoices. Be sure to choose the correct month and year when you run Step #3.
- Step #4 lists the invoices that are ready to print, meaning all of the invoices you created with Step #3. Many users feel Step #4 is redundant, since it prints a list basically identical to the list from Step #2.
- Step #5 prints the Contract Invoices. Printing the invoices is optional.
- Step #6 gathers all of your new Contract Invoices into a “batch”. This is equivalent to looking them up on the Invoices screen of the Contracts File one at a time, clicking the Status Change button, and choosing Post Call Slip. Obviously, running the Step #6 report to do them all at once is much, much faster than looking them up for posting one at a time.
- Step #7 produces a final report of all the invoices, and flags them as ready for export to your accounting software. This report should be printed and saved for your records. If you're a QuickBooks SDK user (QuickBooks 2003 or higher), Step #7 is equivalent to the “Contract Invoice” box on the QB Sync menu.
- Step #8 exports the invoices to your accounting software. If you are a QuickBooks SDK user, this is the same thing as the “Synchronize” box on the QB Sync menu. For those who use accounting software other than QuickBooks, or QuickBooks 2002 or earlier, this step exports the invoice credits and debits to your accounting program's General Ledger. The Acowin Help system has pages that describe the export process in more detail, in the Accounting booklet of the Help system. We'll also look at the export or synchronization procedure in a later section of the User Guide.

**Creating scheduled monthly Inspections:** There is also a Steps menu for Inspections. Every month, you can run these Steps to produce Inspection Call Slips for the month. These Call Slips will appear in the blue Unassigned column of the Dispatch Board, on the specific schedule date you select when you create them (it defaults to the first day of the target month.) As you contact each customer and arrange an exact time for the Inspection visit, you'll drag that Call Slip out of the blue Unassigned column, and drop it on the date and technician who will perform the work. When the first day of the month actually rolls around, very few of the Call Slips should remain in the Unassigned column. The Inspection Steps menu is pictured below:



Some notes about the Inspection Steps:

- As with Step #1 of Contract Invoice Steps, the first Step of Inspection Steps simply gives you easy access to the Contracts File. If you need to make any revisions to the Inspection schedules, you can use Step #1 to get into the Contracts File quickly.
- Step #2 is a report that lists missed inspections from previous months. Running this report is not mandatory, but it's a good way to ensure all of the Inspection Call Slips from previous months are completed, before you generate a new month's Inspections.
- Step #3 is a report that lists the Inspections that will be due in the specified month. This report can give you an idea of how much technician time you'll need to fulfill your Inspection obligations.
- Step #4 actually produces the Inspection Call Slips, and is the only truly mandatory Step in the procedure. You'll be asked for a "work date", to control which date the Call Slips appear on the Dispatch Board. It defaults to the first day of the target month. If you schedule inspections using specific weeks, instead of using the first week for every Inspection, you might want to use the first Monday of the target week as your work date.
- Step #5 produces a list of the Call Slips you produced with Step #4. Since Step #4 has no visible output and prints no report, you might want to use Step #5 to verify that the correct, anticipated Call Slips were created.
- Step #6 prints the Inspection Call Slips. Each Call Slip includes two pages. The first page is the standard Call Slip printout, which lists the Customer and Site information and has spaces for the technician to enter parts used, labor hours, and notes. The second page presents the Inspection Instructions, in checklist format.

## Automatic Contract Renewal

As your Contracts expire, you'll want to contact the customers and encourage them to renew. If the customers renew, you'll create a new Contract for the new year in the Contracts File. The old Contract File entry remains as a historical record, with all of its invoices and Call Slips available for review on its various screens. The system can create these new Contracts for you automatically, using the Auto Renew feature, which will be described in this chapter.

Acowin provides two handy tools for contacting the customers and encouraging them to renew their Contracts:

- The Contract Expiration Report, found in the Contracts section of the Reports menu. This is a report that includes the names, addresses, and phone numbers of Contracts that expire during the selected date range.
- Mailing Labels, found in the Customer/Site section of Reports. The Mailing Labels are run in a very similar fashion to the Contract Expiration Report – one of the selection options is Contract Expiration Date. The difference, of course, is the output. The Mailing Labels report will produce three-across, ten-down mailing labels. You could use these labels to send your Contract renewal customers a postcard or brochure, encouraging them to renew.

Report - Customer Mailing Labels

Primary Sort: Customer Name

Filters: Additional Sorts

Select For: Contract Expiration

Range  Equals

From: 03/01/2005

To: 03/31/2005

Selection Criteria (Make up to 4 selections): Contract Expiration from 03/01/2005 to 03/31/2005

Remove Reset

Additional Report Selections

Exit Back Run

*This is the Mailing Labels report screen. In this example, labels are being run for all Contracts that will expire during the month of March 2005.*

**Setting Up Automatic Contract Renewal:** A Contract can be configured for automatic renewal by clicking on the [Auto Renew](#) hyper-link, on the first screen of the Contract File. The Auto Renew window will appear, as pictured below:

Auto Renew

Contract will renew with the price of

Contract will renew based on the current value of the Contract Type on the day of renewal

Contract will renew based on an increase of  % each renewal. Next Renewal \$318.00

Contract Exported By

Contract Exported On

Contract Renewed As

Contract Renewed By

Contract Renewed On

Hide

Place a check mark in the Auto Renew box, then choose one of the three methods for determining the price of next year's Contract.

- The first option will renew the Contract for a fixed price, which you can enter in the field provided. It will default to the same price as the current year.
- The second option will prompt the computer to look up the current price, at the time of renewal, in the Contract Types file (Setup / Subsystems / Contract Types.) This option would make it easy to increase or decrease the price of all Contracts when they renew, by changing the price in the Contract Type file.
- The third option allows you to specify a percentage increase in the Contract price when it renews. For example, a \$300.00 Contract with a 10% price increase will renew for \$330.00.

After you make your Auto Renew choices, click the Hide button to close the Auto Renew window. The main Contract screen will now indicate that Auto Renewal has been set up, and will state the price for the renewed Contract.

**Renewing a Single Contract:** You can instantly renew a single Contract by clicking on the Renew button in the Contract File, which is pictured below.



*This button will allow you to renew a single Contract.*

Clicking the Renew button will open a window that allows you to adjust the starting date for the renewed Contract. This defaults to the day after the current

Contract expires. Click the **Create** button to accept the new Contract starting date and create the renewed Contract.

Contract Auto Renew

Bill To: 01001 Site: 01001-000  
 Miller, Stephanie Miller, Stephanie

Original Contract #: 01001-0001-0002

The new contract will be created based on the original contract.

Start Date: 08/01/2007  
 Amount: 318.00

Close Create

*This is the window that appears when you click the Renew button.*

**Renewing All Contracts at Once:** You can also process automatic renewals for all the Contracts due to expire in a given month. Click the **Utilities** button in the Customer section of the Acowin main menu, then select Mass Contract Renewals from the Utilities menu. The Mass Renewal screen is pictured below.

Mass Renew Contracts

Check All Month: August Contract Type (optional):  
 Clear All Year: 2008 Get List

Chk	Site Name	Site Address	Contract Number	Exp Date	Orig Contract Amt	New Contract Amt
<input type="checkbox"/>	Harris, Steve	912 Cypress Court	01028-0001-0003	08/31/08	159.00	159.00
<input type="checkbox"/>	Wet & Wild Power Spo	16934 San Carlos Blvd	01012-0001-0003	08/31/08	125.00	125.00
<input type="checkbox"/>	Bose, Charlene	29348 Sandpiper Ct	01037-0001-0004	08/31/08	149.95	149.95
<input type="checkbox"/>	Madison, Paula	9088 Three Oaks Drive	01034-0001-0003	08/31/08	149.95	149.95
<input type="checkbox"/>	Gordon, Newton	1098 Nueva Ave	01040-0001-0003	08/31/08	149.95	149.95
<input type="checkbox"/>	Anderson, John	1021 West Mason St	01027-0001-0005	08/31/08	149.95	149.95

Close Export Create



Use the Month and Year pull-down menus to select the desired expiration month and year, then click the **Get List** button. A list of all the Contracts due to expire in the selected month and year, and which have been set up for Automatic Renewal, will appear. You can also use the Contract Type pull-down menu to limit this list to a single type of Contract, if you wish. When the list appears, you can select individual Contracts by placing a check mark at the beginning of the line, or you can use the **Check All** button to select them all at once.

The **Export** button will save a list of the selected Contracts as a Microsoft Excel spreadsheet file, useful for research or marketing purposes. You could use this spreadsheet file to send a notice about the renewed Contracts to the customers, for example.

Click the **Create** button to generate new Contracts for the selected customers. The new Contracts will begin the day after the old Contracts expire. You can immediately use the Contract Invoice or Inspection Steps Menus to create invoices or inspection Call Slips for the new Contracts. You would almost certainly want to generate invoices for them, so the customers can pay for their renewals.

<b>Suggested Contract Renewal, Billing, and Inspection Monthly Procedure</b>		
<b>When</b>	<b>Procedure</b>	<b>Where to find it</b>
Beginning of month	Run Contract Expiration Report for next month	Reports / Contract / Contract Expiration Report
	Run Mailing Labels for Contracts due to expire next month	Reports / Customer Site / Mailing Labels
	Run Contract Invoice Steps for next month	Steps / Contract Invoice
	Run Inspection Call Slips for <i>current</i> month	Steps / Inspection
During month, when customers renew	Use Renewal button in the Contracts File to generate new Contract, then create invoice with Single Invoice method, print invoice to send to customer, post invoice	Contracts File (Renew button is at the bottom left of all screens; Single Invoice button is on Billing screen, invoice appears on Invoices screen)
During month, as customers buy	Create new Contract, create invoice with Single Invoice	Contracts File

new Contracts	method, print invoice to send to customer, post invoice	
End of month	Use Mass Renewal screen to renew all Contracts, if desired	Customer Utilities, Mass Contract Renewal screen
	Run Contract Expiration Report for <i>current</i> month, make last-ditch phone calls asking them to renew	Reports / Contract / Contract Expiration Report

**“Dead” Contracts:** Sometimes a Contract will need to be canceled *before* it would normally have expired. Such canceled Contracts are known as “Dead” Contracts. To declare a Contract “dead”, enter a Dead Date and Dead Reason on the first screen of the Contracts File. The system will not produce any invoices or Inspection Call Slips dated *after* the Dead Date, so as of the Dead Date, the Contract is effectively null and void. Some common reasons for using the Dead Date include:

- Customer canceled the Contract
- Customer moved out of your service area
- Customer’s home or business destroyed by a fire
- A customer you set up with a five-year “always renews” Contract decided not to renew after all
- Contract was entered by mistake and needs to be voided

## Loading Existing Contracts Into Acowin

When you first begin using Acowin, you'll probably have some Contracts that are already "in progress." The billing and Inspections for these Contracts may have been partially, or even fully, completed for the current contract year. You can add such existing Contracts to Acowin, following the procedures outlined above, and then take these extra steps to handle billing and Inspections that have already been completed.

**If billing for a Contract is already partially or fully completed:** on the Billing screen, you can use the Adjustment field to enter the amount of the Contract that has already been billed for the year, as a **negative** Adjustment. This will reduce the Amount Due accordingly. If the entire Contract amount was billed for the year, the Adjustment should reduce the Amount Due to zero. On the Billing calendar, schedule *only* the invoices that *still need to be generated for the Contract*. In other words, if the Contract was to have been billed in four quarterly installments and two of them have already been taken care of, schedule only the two remaining invoices on the calendar.

Here's an example of a Contract that was to have been billed quarterly, beginning in September 2005. Two of the quarterly billings have been completed, accounting for half of the total \$1200.00 price. An Adjustment of (-600.00) has been entered to cover these two completed invoices, and only the two outstanding invoices, for March and June 2006, have been scheduled on the calendar.

**Billing**

Site ID: 01008-0001  
Site Name: Dru's Pharmacy

Billing Interval: Custom

Taxable:  
 Labor  
 Materials

Amount	Adjustments	Adjusted Amt
1200.00	-600.00	600.00
Amount Scheduled		600.00
Discrepancy		0.00
Total Amount		600.00

2005 - 2006

	Amount	Invoice	Status
Sep	0.00		
Oct	0.00		
Nov	0.00		
Dec	0.00		
Jan	0.00		
Feb	0.00		
Mar	300.00		
Apr	0.00		
May	0.00		
June	300.00		
July	0.00		
Aug	0.00		

Contract Billing Equipment Invoices Inspections CallSlips

Diary

by Site  
by Customer

**If any of the Inspections for a Contract have already been completed:** you can use the Skip Inspections field, on the first screen of the Contracts file, to make Acowin ignore any Inspections scheduled before the Skip Inspections date. These Inspections will not be considered “missed” when you run the Missed Inspections Report.

In the example below, the Contract was set up for four Inspections, beginning in September 2005. The company has gone “live” with Acowin in December 2005, so the September Inspection has already been completed. The Skip Inspections date of 12/01/05 will cause the system to ignore any Inspection that would have been scheduled before December 2005. This means Acowin will not consider that September 05 Inspection to be “missed”, even though it was not generated in Acowin.

**Contracts**

Site ID: 01008 - 0001

Contract No: 01008-0001-0001

Site Name: Dru's Pharmacy

Bill To: 01008  
Dru's Pharmacy

Contract Type: COM

Tax Region: DEFAULT

Originates: 09/01/2005

Start Date: 09/01/2005

# Months: 12

Expires: 08/31/2006

Class: CON

Dead Date: / /

Dead Reason:

Problem Code: CC

Customer PO #:

Distribution Code: DEFAULT

when invoice created

- Mark to Print
- Mark to Transfer to A/R
- Show Date Ranges

	Percentage
Labor	80.000
Material	20.000
<b>Total</b>	<b>100.000</b>

Default Invoice Text

Number of Inspections per year: 12

This is your quarterly invoice for Preventive Maintenance services, as outlined in your Team Air Company service agreement. Please remit payment no more than thirty (30) days from receipt of this invoice to ensure continued service. We at Team Air would like to thank you for your continuing relationship with us!

Amt	1200.00	Amt Billed	0.00	Total Due	
Adjustments	-600.00	- Amt Paid	0.00		
<b>Total Amt</b>	<b>600.00</b>			<b>600.00</b>	
		Due to Date	0.00		

Skip Insp: 12/01/2005

Contract    Billing    Equipment    Invoices    Inspections    CallSlips

Diary

Navigation icons: back, forward, search, print, refresh, save, help

by Site (selected) / by Customer

## Job Costing

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The Job Costing module of Acowin can be used to handle large projects that take a long time to complete. Each Job is broken down into **Phases**, and each Phase can be given a detailed **estimate** of the labor and materials that will be



needed to complete the work. When you post the Job and officially begin work, the system creates a Call Slip for each Phase. A Job with eight Phases would produce eight Call Slips. The system will also produce Purchase Orders automatically, to acquire parts from outside vendors, All **billing** for the Job will be performed with Job Invoices, which are created from the Invoices screen of the Job File. If there are any changes to the original Job agreement, such as additional work or upgraded equipment requested by the customer, you can create an **Extra**. Each Extra receives its own set of Phases, and produces a Call Slip for each Phase, just as the main Job does. When all work and billing are completed, the Job can be **closed**.

**Job billing methods:** There are three ways to bill a Job Costing project. Your choice of billing method will have a substantial effect on your Job Invoices, and several other aspects of the Job File behave differently, depending on the billing method you have chosen.

- **Time and Material (T&M)** Jobs are billed according to a Rate Type, which sets an hourly price for labor, plus markups for material costs. The actual hours worked, and parts used, are billed to produce a sale price for each Call Slip. Each Job Invoice then bills one or more of the Call Slips associated with the Job.
- **Contract** Jobs are given a fixed sale price at the outset. Each invoice bills some portion of the overall price, until the Job is 100% billed. You can produce any number of invoices, and each of them can handle any portion of the total Job sale price. In a Contract Job, the invoices have no direct relationship with the Call Slips – you call bill through Invoices at any time, and you can apply costs through Call Slips at any time.
- **Departmental** Jobs are a fusion of the other two methods. A fixed sale price is established at the beginning of the project. Each Call Slip bills a portion of the total sale price. A Job Invoice bills one or more of the Call Slips. The major differences between Departmental and Contract Jobs are that the billing takes place at roughly the same pace as the work is completed (since each Call Slip provides a fraction of the total billing). Also, since each Call Slip can have its own Distribution Code, the income from a Departmental Job can be divided between many different General Ledger accounts and profit centers (or “classes”, as they are called in QuickBooks.)

**To create a new Job:** Go to the Job Costing File, and click the New button on the Toolbar. A pop-up window will appear, asking for some crucial information about the new Job.



Project Management *Click the Job Cost button on the main menu to access the Job File.*



*Click the New button on the Toolbar to add a new Job.*

Copy Detail		
	Base	Extas
Material	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Labor	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Misc	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

*This window will appear, giving you an opportunity to define the basics of the new Job.*

You can click on the Work Site hyper-link to select the Site for your new Job. You must also assign a Job Name, which should give the viewer some idea of what kind of work the Job will entail, as in the example above. The Job Number can be left blank, if you want the system to assign one.

Finally, you may either choose a Job Type, or you can copy from an existing Job. **Job Types** are very important, as they determine a number of basic attributes of the Job. Among the Job settings determined by the Job Type are the billing method (T&M, Contract, or Departmental), the default list of Phases, text options for printed invoices, the mark –up percentages that will be used to compute a suggested sale price, and the overhead percentages. Overhead represents the “intangible” extra expenses associated with material and labor costs. For instance, material overhead would include the cost of renting your warehouse, air conditioning it, and paying the warehouse staff. Your list of Job Types comes from **Setup / Subsystems / Job Types**. The setup screen is pictured below:

**Job Type**

Code **NEW A/C** Description **New Air Conditioning Installation**

Show On Invoice

**Contract Invoice Defaults**

Job Name  Contract Amount  
 Notes  Amount Previously Billed  
 % Work Complete

Taxable/NonTaxable Breakdown  
 Tax Amount

Billing Type **Ctr** Overhead %  Markup  Margin

Rate Type

Mat **20.0000** % Markup/Margin Mat **40.0000**  
 Lab **15.0000** Lab **55.0000**  
 Misc **5.0000** Misc **40.0000**

Default Phases

Phase	Description	Extra
▶ ROUGH	Rough & Trim	<input type="checkbox"/>
INSTALL	Unit Installation	<input type="checkbox"/>
START	Start & Test	<input type="checkbox"/>
CLEANUP	Clean-Up	<input type="checkbox"/>

Job Name  T/M Header text  
 Notes  CallSlip #'s  
 Individual CallSlip Text  
 Individual CallSlip Amounts

Taxable/NonTaxable Breakdown  
 Tax Amount

If you decide to copy from a **Previous Job**, use the Search button to select the existing Job Number. The system will copy all Phases from the existing Job into the new project, *including* the detailed estimates of Labor and Materials required. This powerful feature allows you to create a new, detailed Job Estimate very quickly. You might find it useful to create some “template” Jobs that are never actually posted and completed, but instead serve as models to be copied into new Jobs. The Copy Job feature can also copy Extras from the original Job, if you check off the **Include Extras** box. You may also *un-check* the options to copy Material, Labor, or Miscellaneous details from the existing Job, if you want to prevent the system from copying the full detailed estimates. There is also an option to change the Customer for the new Job to the same Customer who paid for the existing Job – handy if you’re performing a series of similar Jobs at different locations for a general contractor.

After you’ve filled out the pop-up window for a new Job, you can click OK. The main screen of the Job File will appear, with most of the fields completed, based on your choice of Job type in the initial pop-up window. There are some fields left to complete on the main Job screen, including:

- Notes, to more fully describe the work that will be performed
- A Supervisor, who will be in charge of the Job’s completion
- A projected commission percentage, which can be split between one or two salespeople.
- Mark-up percentages (Contract and Departmental Jobs) or a Rate Type (T&M Jobs) for computing a suggested sale price for the Job.
- Tax Regions for use or sales tax. Use Tax is paid by your company to the government, based on costs. Sales Tax is paid by the customer, collected by your company and remitted to the government. Very few Jobs have both sales AND use tax.

- A final Actual Sell price. You can complete the Job estimates on the Breakdown screen, then come back later to see the computer's suggested sale price. You do NOT have to agree with the computer's suggested price – you can ignore it and set any sale price you want.

**Job Cost Base Setup**

Job #  Type **NEW A/C** # Extras   
 Job Name **Godfrey New A/C Installation** Supervisor **ALAN** Status   
 Work Site **01016-0001 Godfrey, Clifford**  
 Address1 **19281 San Carlos Blvd**  
 Address2 **Unit 5d**  
 City/St/Zip **Ft. Myers Beach, FL 33931**  
 Contact/Phone **Clifford Godfre (239)463-2121**  
 Cust PO #:   
 Bill To #: **01016 Godfrey, Clifford**  
 Address1 **19281 San Carlos Blvd**  
 Address2 **Unit 5d**  
 City/St/Zip **Ft. Myers Beach, FL 33931**  
 Contact/Phone **Clifford Godfre (239)463-2121**  
 Notes

Comm Base %  Salespersons #1  **PAULINE** % Allocate **100.000** Billing Type **Ctr**  
 Gross  Net  Sale #2   % Allocate **0.000**  
 Overhead % Rate Type **Res** Tax Region  
 Mat  Dist Code **INSTALL** Sales **DEFAULT**  
 Lab  Plans Location  Use   
 Misc

Estimates  Markup  Margin  

	Cost	MrkUp/Mar%	Mrkup/Mar\$
Mat	0.00	40.000	0.00
Lab	0.00	55.000	0.00
Misc	0.00	40.000	0.00
Total	0.00	→	0.00
Use Tax	0.00	0.000	0.00
Overhead			0.00
Estimated Sell Less Commission			0.00
Estimated Commission			1125.00

 Actual Sell   
 Adjustment   
 Add Sales   
 Tot Contract   
 Amt Invoiced   
 To Be Billed   
 Min Gross %   
 Est NetP \$   
 Est NetP %

Estimate  Open   
 Lost  Closed   
 Warranty Exp

Here is an example of the first Job screen, with most of the fields completed.



Click Save when you're finished working on the first screen of the Job File.

**Preparing a list of Phases and a detailed estimate:** Every Job must be given at least one Phase. You can build a default list of Phases into every Job Type. The Phases can be adjusted on individual Jobs. The Phases for each Job can be found on the Breakdown screen of the Job File.



Click the Breakdown button to see the Breakdown screen.



Job # 0503-0006      Status Estimate

Job Name Godfrey New A/C Installation

Base Job    Status Change    Picking Slip

**Base Phases**

Phase	Description	Mat Est	Mat Act	Lab Est	Lab Act	Hrs Est	Hrs Act	Misc Est	Misc Act	M	L	X
▶ ROUGH	Rough & Trim	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INSTALL	Unit Installation	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
START	Start & Test	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CLEANUP	Clean-Up	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The list of Phases associated with your chosen Job Type will appear here by default. You can add or remove phases from individual Jobs if desired.

You can edit the Breakdown screen, then use the Add and Delete buttons beneath the grid to add or delete Phases from this Job.

Click the Edit button to make changes on the Breakdown screen.

Use the Add and Delete buttons to add or delete Phases from the Job.

You can select a Phase and click the Detail button to prepare a detailed estimate. The Phase Detail screen allows you to specify material items, and the vendor or warehouse location that will supply each. You can also estimate hours of labor needed from the five possible technician categories: Helper1, Helper2, Tech1, Tech2, and Supervisor. The cost for each type of labor comes from **Setup / Job Cost Labor Defaults**. A single Phase can include labor, materials, or both on its estimate.

Select a Phase and click the Detail button to prepare an estimate.

Job # 0503-0006 Phase Detail Base/Extra Base Combine PO

Name Godfrey New A/C Installation Description Rough & Trim

Phase ROUGH

Category

Show Phase on Estimate

Show Material on Estimate

**Material Breakdown**

Type	Vendor/MH	Key Code	Description	Qty	Act/Avg Cost	List Cost	Src	Sell Price	Extension	Used
I	MAIN	BLT001	V-belt, ctype 7/8 17/32	1	34.1500	34.1500	R	106.72	106.72	
V	1	FIL101	filter, res furnace air	1	44.8000	44.8000	R	140.00	140.00	
2	1		2-ton AC install kit	1	55.9500	55.9500	R	130.53	130.53	

**Labor Breakdown**

	RT Hours	RT Cost	OT Hours	OT Cost
Tech1	4.00	29.00	0.00	43.50
Tech2	0.00	0.00	0.00	0.00
Helper1	4.00	21.00	0.00	31.50
Helper2	0.00	0.00	0.00	0.00
Supervisor	0.00	50.75	0.00	76.12

**Summary**

	Estimate	JTD	Variance	% Complete
Hours	8.0000	0.0000	8.0000	0.00
Mat	134.90	0.00	134.9000	0.00
Lab	200.00	0.00	200.0000	0.00
Misc	0.00	0.00	0.00	0.00
Total	334.90	0.00	334.9000	0.00

Use Tax (M) Mat  (L) Lab  (X) Misc

Calculate Estimate from Breakdown Mat  Lab

Rate Type Res Dist Code INSTALL Sched Date 03/15/2005

TECHS Type MIKE T1 JEFF H1

Task Code ROUGH

Buttons: +, X, Cancel, Ok

*This is the Phase Detail screen. In this example, a full estimate has been prepared, including a few items of material, plus some hours in the Tech1 and Helper1 categories.*

To add materials to the estimate, click the Add button beneath the Material Breakdown grid. The first column, "Type", lets you choose between four overall types of material item. The four choices are displayed right on the screen as you add each new line. They are:

- I = Inventory item from warehouse, a part from Inventory that has a Key Code and will be taken from one of your company warehouses
- 1 = Free Key item from a warehouse, meaning an item that does not have a Key Code but will be supplied from one of your company warehouses
- V = Inventory item from vendor, the item has a Key Code but you will acquire it from a supply house or other outside vendor source
- 2 = Free Key from vendor, the item does not have a Key Code in your Inventory system, and you plan to obtain it from an outside vendor

The Vendor/Warehouse column contains either the warehouse for inventory items (type "I" or "1") or the vendor number for items procured from outside sources (type "V" or "2"). If you're adding an item that has a Key Code in your Inventory database, enter the Key Code – otherwise, skip to the Description column and enter a verbal description of the item. Finally, indicate the quantity that will be required on the Job. For non-Inventory items, you'll also need to specify the Actual Cost that you'll pay for each unit.

Type	Vendor/WH	Key Code	Description	Qty	Act/Avg Cost
I	MAIN	BLT001	V-belt, ctype 7/8 17/32	1	34.1500
V	1	FIL101	filter, res furnace air	1	44.8000
2	1		2-ton AC install kit	1	55.9500

Here's a closer look at the materials listed in our example. The first item, a belt, will come from the Main warehouse. The second item, a filter, has a Key Code in our Inventory database, but on this Job we'll get it from Vendor #1. The third item, an install kit, will also come from Vendor #1, but it has no Key Code and is nowhere to be found in our Inventory database. We had to provide the full Description, plus the \$55.95 unit cost, of this item when we added it to the Material Breakdown.

Labor Breakdown				
	RT Hours	RT Cost	OT Hours	OT Cost
Tech1	4.00	29.00	0.00	43.50
Tech2	0.00	0.00	0.00	0.00
Helper1	4.00	21.00	0.00	31.50
Helper2	0.00	0.00	0.00	0.00
Supervisor	0.00	50.75	0.00	76.12

Here's a closer look at the Labor breakdown. We've estimated four hours for a standard Tech1, plus four hours of Helper1 time. The helper is considerably cheaper than the technician.

At the bottom of the Phase Detail screen is some miscellaneous information, most importantly the Schedule Date, list of Technicians to work on the Phase, and Task Code. The Schedule Date and technicians are optional, but if you provide them, the Call Slip generated for this Phase will automatically appear on the given date and beneath the specified technicians, instead of appearing in the blue Unassigned column. The **Task Code** will appear as the Problem Code on the Call Slip for this Phase. If you indicate more than one Task Code, the first one is considered to be the "primary" code, and will be visible on the Dispatch Board. You could create a single Task Code for use on all your Job Costing Call Slips, like "STL" for "Installation", or you could make Task Codes specifically for each Phase. Your Task Codes are created in **Setup / Subsystems / Task Codes**. The Task Code setup screen is essentially identical to the one for Problem Codes. Task Codes are for Job Costing Call Slips, Problem Codes are for service calls.

Rate Type	Res		Techs	Type
Dist Code	INSTALL		MIKE	T1
Sched Date	03/15/2005		JEFF	H1

The Call Slip for this Phase will appear on March 15<sup>th</sup>, 2005, in the Dispatch Board columns for Mike and Jeff. Mike will serve as the technician, while Jeff will be the helper.

Task Code

ROUGH

+

X

This Task Code, "ROUGH", will appear as the Problem Code on the Call Slip created for the Phase. The dispatchers will easily be able to tell that the Call Slip is meant to handle the Rough Phase on a Job Costing project.

Ok

Click OK when you're finished working with the Phase Detail screen.

Job # 0503-0006      Status Estimate

Job Name Godfrey New A/C Installation

Base Job    Status Change    Picking Slip

**Base Phases**

Phase	Description	Mat Est	Mat Act	Lab Est	Lab Act	Hrs Est	Hrs Act	Misc Est	Misc Act	M	L	X
ROUGH	Rough & Trim	134.90	0.00	200.00	0.00	8.00	0.00	0.00	0.00			
INSTALL	Unit Installation	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
START	Start & Test	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
CLEANUP	Clean-Up	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			

Detail

Back on the Breakdown screen, you can see the estimated costs from the Phase Detail screen have appeared in the Material and Labor Estimate columns, plus Hours Estimate, for the first Phase ("ROUGH").

**Posting the Job and beginning work:** When the customer agrees to purchase the work, and you're ready to begin adding costs and billing, it's time to post the Job. You can do this by clicking the Status Change button on the Breakdown screen. Provide an Open Date, then click the Post button.

Base Job    Status Change    Picking Slip

The Status Change button is in the upper-right section of the Breakdown screen.

**Status Change**

Status Estimate

Estimate    Lost

Open Date 03/15/2005    Post

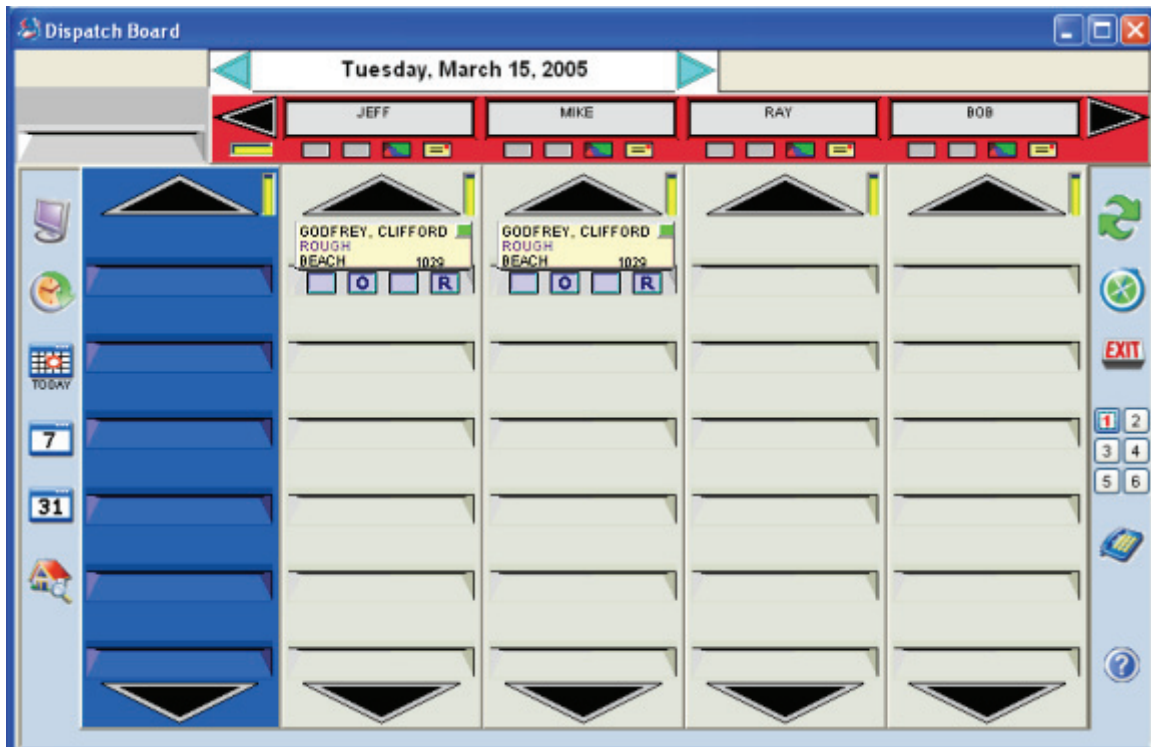
Open    Close

Warranty Exp / /    Warranty

Ok

Enter an Open Date, then click the Post button, to post the Job and begin work. The Job is now "Open", meaning "in progress."

As mentioned above, when you post a Job, the system creates a Call Slip for each Phase. These Call Slips will appear on the Dispatch Board for the scheduled date you provided for each Phase, and in the columns for each technician you named in the Phase Detail screen. If you didn't enter a schedule date or choose any technicians on the Phase Detail screen, the Call Slips appear in the blue Unassigned column on today's Dispatch Board – you can drag-and-drop them to schedule them later.



*Here's the Call Slip for the ROUGH Phase, which we used as an example of preparing a detailed estimate. You may recall that we chose a schedule date of March 15<sup>th</sup>, 2005 for that Phase, and selected Jeff and Mike as the technicians. The Task Code for that Phase was "ROUGH". Here you can see the Call Slip for that Phase has appeared in Jeff and Mike's columns on March 15<sup>th</sup>, 2005, and you can see the "ROUGH" Task Code.*

**Job Cost Purchase Orders:** Posting a Job also causes the system to produce Purchase Orders automatically. Each Phase that includes materials from outside vendors will produce a Purchase Order, which is tied to the Call Slip for that Phase. By default, all Vendors are grouped onto a single Purchase Order for each Phase. You can configure Acowin to produce a separate Purchase Order for each vendor, if you prefer. This is done through **Setup / Settings / Miscellaneous**, with the "Create Separate PO Per Vendor" check box. With this option selected, a Phase that includes materials from four different Vendors would produce four different Purchase Orders. You can see all of the Purchase Orders for a Job on the Purchase Order screen. Select a Purchase Order in the top part of the screen, then click the Detail button, to see the full

Purchase Order File entry, where you can print, modify, or receive items on the P.O.

**PO's** *Click the PO's button to see the Purchase Order screen of the Job File.*

Job Cost - PO List

Job # 0503-0006 Base / Extra Entire Job  
 Job Name Godfrey New A/C Installation Description Entire Job

PO #	Date	Amount	Posted
6	03/15/2005	100.7500	

Detail

B/X	Extra #	Call Slip #	Vendor Name	Phase
B		1029	Grainger	ROUGH

Detail

The Purchase Order screen lists all Purchase Orders attached to the Job. When you click a Purchase Order in the top grid, the bottom grid shows you all of the Call Slips linked to that Purchase Order, and tells you which Phase each Call Slip belongs to.

**Detail** You can click the Detail button beneath the upper grid to see the full Purchase Order File entry for a P.O.

(Multiple Distributions) **Purchase Order**

PO Num 6 Status UNPOSTED Last Date Changed 03/15/2005  
 Date Created 03/15/2005 Last Date Posted / /  
 Default None Default Vendor none

Key Code	Description	Vendor	Ordered	Act Cost	List Cost	Ext	Total Rcvd	Ret to Vendor
FIL101	filter, res furnace	Grainger	1	44.8000	44.8000	44.8000	0	0
	2-ton AC install kit	Grainger	1	55.9500	55.9500	55.9500	0	0

PO Total 100.7500

Type	Loc	Qty Ordered	Received	Ship To Type	Ship To	Ref #
J	0503-0006	1	0	CallSlip	Site	CS#1029

Type Legend  
 I Inventory  
 C CallSlip  
 J JobCost

CallSlip 1

General Receiving

Post

The Purchase Order File was discussed earlier in the User Guide. Notice that Job Cost Purchase Orders list both the Job and Call Slip number in the distribution table (the bottom grid).

**Job Cost Picking Slips:** In addition to creating Purchase Orders for parts from outside vendors, a posted Job will create a Picking Slip for materials from Inventory. The Picking Slip is like a “purchase order” to your own company warehouse. To access it, click the Picking Slip button on the Breakdown screen of the Job File.



Click the Breakdown button to see the Breakdown screen.

Base Job

Status Change

Picking Slip

Click the Picking Slip button in the upper-right portion of the screen.

The Picking Slip screen lists all materials from warehouses and trucks that were part of the Phase estimates on the Job. The quantity “picked” is the quantity actually used so far. Estimated quantity, minus amount “picked”, equals outstanding units. The Outstanding column will be colored red if any units are still outstanding, or green when the outstanding number of units reaches zero.

**Picking Slip**

Job #  Base/Extra

Name  Description

**Material Breakdown Grid**

Key Code	Description	Warehouse	Ordered	Prev Picked	Picked	Outstanding	Done	Phase	Call Slip #
AIR001	A/C, WeatherMaker 38TDB	MAIN	1	0	0	1	<input type="checkbox"/>	INSTALL	1013
FLT001	filter, pleated, 16x20x2	MAIN	2	2	0	0	<input checked="" type="checkbox"/>	INSTALL	1013
TST003	Tstat, pgm, 1-24 hour	MAIN	1	1	0	0	<input checked="" type="checkbox"/>	INSTALL	1013

View SN ⏪ ⏩

In this example, the bottom two items – 2 units of a filter, and 1 unit of a thermostat – have already been “picked”, meaning they were taken out of the warehouse and used on the Job. The first item, an air conditioning unit, has not been “picked” yet, so it’s still outstanding.

To indicate that items have been “picked”, edit the Picking Slip screen, and enter the number of units taken from the warehouse in the Picked column. If these are

the last units of the item that will be needed for the Job, put a check mark in the Done column. You can check the Done column even if there are still units Outstanding – that would mean you weren't going to need all the units you originally estimated.



Click the Edit button to access the Picking Slip screen.

Material Breakdown Grid										
Key Code	Description	Warehouse	Ordered	Prev Picked	Picked	Outstanding	Done	Phase	Call Slip #	
▶AIR001	A/C, WeatherMaker 38TDB	MAIN	1	0	1	0	<input checked="" type="checkbox"/>	INSTALL	1013	
FLT001	filter, pleated, 16x20x2	MAIN	2	2	0	0	<input checked="" type="checkbox"/>	INSTALL	1013	
TST003	Tstat, pgm, 1-24 hour	MAIN	1	1	0	0	<input checked="" type="checkbox"/>	INSTALL	1013	

Enter the number of units to be taken out of the warehouse, and used on the Job, in the Picked column. In this example, the 1 unit of the air conditioner has been picked. Notice how the Outstanding column turns green when no more units are outstanding. If no further units of the item will be needed on the Job, check off the Done column.



Picked

Chk	Serial No	Received	FloorPlan #	FloorPlan Exp	Cost
<input checked="" type="checkbox"/>	1000234	09/20/2002		/ /	1200
<input type="checkbox"/>	1000267	09/20/2002		/ /	1200
<input type="checkbox"/>	1000289	09/20/2002		/ /	1200
<input type="checkbox"/>	1000295	09/20/2002		/ /	1200

*If you pick an item of Serialized Inventory, this screen will appear, asking you to indicate exactly which serial number will be used on the Job.*



Click the Save button when you're finished editing the Picking Slip.



Click the Post button to apply the Picking Slip and update Inventory.

**Job Costing Call Slips:** Aside from the Picking Slip, most of the process of completing a Job is simply the process of completing its Call Slips. Remember that every Phase gets its own Call Slip when you post the Job. Each of these Call Slips is completed exactly the same way a normal service call would be: you schedule them on the Dispatch Board, and dispatch technicians to enter their actual times for Dispatched, Arrived, and Completed. You can even add additional materials used on the Job to the Materials screens of its Call Slips, if you need to use some items that weren't on the original estimate. A Job Costing Call Slip is, for the most part, a normal Call Slip, and a Job is simply the sum of its Call Slips. You can refer to the earlier sections of this User Guide to review use of the Dispatch Board, and Call Slip completion.

The one thing that's significantly different about Job Cost Call Slips is the Call Slip Invoice screen. Job Cost billing is handled through Job Invoices, so the Invoice screen of the Call Slips looks different – most of the fields normally found on the Call Slip Invoice screen have been removed, since they are not needed. The exact appearance of the Call Slip Invoice screen depends on which billing type you selected for the Job: Contract, Time & Materials, or Departmental.

For a **Contract** Job, the Call Slip Invoice screen is almost entirely redundant. All billing for Contract Jobs is done through Job Cost Invoices, and those invoices have no direct connection to the Call Slips. The only field you can change if you edit the Invoice screen of a Contract Job Call Slip is the Distribution Code, which controls the cost-of-goods accounts for labor and materials. This is what the Invoice screen of a Contract Job looks like:

This Call Slip is attached to a Job that will be billed under Contract rules. The Invoice screen of the Call Slip is not used for Job Cost billing. To prepare an invoice for this Job, use the Invoice screen of the Job File. Click the Detail button for invoice detail, then click the New button on the Toolbar to create a new invoice.

[Click for details about Job Cost Invoicing](#)

For a **Time and Material** Job, the Call Slip Invoice screen is still important. Each T&M Job Invoice combines one or more Call Slips together for billing, and each Call Slip computes billing separately. On the Invoice screen of a T&M Job Call Slip, you can set a fixed “As Agreed” price to over-ride the Time & Material price calculation, you can no-charge labor or materials, and you can prepare invoice text – the Job Invoice will include all the text from every Call Slip associated with it. You can also change the Distribution Code. The Invoice screen of a T&M Job Call Slip looks like this:

J/C - T/M Invoice Preparation

This Call Slip is attached to a Job that will be billed under Time & Material rules. The Invoice screen of the Call Slip can be used to set a price for this call slip, plus select invoice text. Invoices are created through the Invoice screen in Job Costing. When you create an invoice, you will select one or more Call Slips to be included. The system will combine billing from the selected Call Slips to produce an invoice.

[Click for details about Job Cost Invoicing](#)

<input checked="" type="checkbox"/>	Use As Agreed	As Agreed	250.00
<input type="checkbox"/>	Labor	0.00	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Material	250.00	<input type="checkbox"/>
<input type="checkbox"/>	Miscellaneous	0.00	<input type="checkbox"/>
Sub Total			250.00

Text Clear Text Spell Check

For a **Departmental** Job, the Call Slip Invoice screen is similar to the Time & Materials Job version, because Departmental Job Call Slips are directly linked to the Job Invoices. The major difference is the lack of invoice text for Departmental Job Call Slips – all invoice text is handled from the Job Invoice screen. Here is what the Invoice screen of a Departmental Job Call Slip looks like:

**J/C - Departmental Breakdown**

Site #  Call Slip #  Status

Site Name  Batch #

Job #

Distribution Code  Rate Type  Txn Date

This Call Slip is attached to a Job that will be billed under Time & Material rules. The Invoice screen of the Call Slip can be used to set a price for this call Slip, plus select invoice text. Invoices are created through the Invoice screen in Job Costing. When you create an invoice, you will select one or more Call Slips to be included. The system will combine billing from the selected Call Slips to produce an invoice.

[Click for details about Job Cost Invoicing](#)

Use As Agreed  
As Agreed

<input type="checkbox"/> Taxable	<input type="checkbox"/> Exempt Labor	<input type="text" value="0.00"/>	<input type="checkbox"/> No Charge
<input checked="" type="checkbox"/>	<input type="checkbox"/> Material	<input type="text" value="0.00"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/> Miscellaneous	<input type="text" value="0.00"/>	
Sub Total		<input type="text" value="0.00"/>	

The Job Costing File includes a Call Slip screen that allows you to easily locate and review all of the Call Slips associated with the Job. You can select a Call Slip and use the Detail button on this screen to access the Call Slip directly. You can also click Add to create a new Call Slip for the Job, if one should be required. Each Phase of a Job gets its own Call Slip automatically, but you might need to add more Call Slips for a big Job - especially if you're using Time & Material or Departmental billing, since billing these Call Slips through the Job Cost Invoices closes them out. If you plan to issue more than one invoice for a particular Phase of a T&M or Departmental Job, you're going to need more than one Call Slip for that Phase.

*In the Job File, you can click the Call Slips button to access the Call Slips screen.*

**Job Cost - Call Slips**

Job #  Base / Extra

Job Name  Description

Txn Date


UnPosted	To Be Posted	Posted								
B/X	Extra #	Call Slip #	Type	B/X	Extra #	Call Slip #		B/X	Extra #	Call Slip #
▶ B		1029	C							
▶ B		1030	C							
▶ B		1031	C							
▶ B		1032	C							


*The Call Slips screen lists all of the Call Slips associated with the Job.*

 You can click the Add button to add a new Call Slip to the Job.

 Select a Call Slip and click the Detail button to access the full Call Slip File entry.


On a **Contract** Job, the Call Slips screen serves an additional purpose: you can edit the screen and move Call Slips into the “To Be Posted” column to post them, meaning close them out. When you post a Call Slip, it’s considered “finished” and can no longer be changed. You should post a Call Slip when all labor and material costs have been applied to it. Only Contract Jobs use the Call Slips screen to post their Call Slips – on Time and Material or Departmental Jobs, the Call Slips are posted when you add them to Job Invoices and bill them, as we will discuss next.

 If you’re working on a Contract Job, you can click the Edit button on the Call Slips screen to post some of the Call Slips.

 Select a Call Slip in the “Un-Posted” column and click the right-arrow button to move it to the “To Be Posted” column.

UnPosted				To Be Posted			
B/X	Extra #	Call Slip #	Type	B/X	Extra #	Call Slip #	Type
B		1029	C				
B		1031	C	B		1030	
B		1032	C				

In this example, Call Slip 1030 has been moved into the To Be Posted column. This Call Slip is completely finished and ready to be closed out.

 When you click Save, any Call Slips in the To Be Posted column will be posted, and moved to the Posted column.

**Job Cost Invoices:** Jobs are billed through Job Cost Invoices. The details vary slightly for the three Job billing methods (Contract, Time and Material, or Departmental) but in each case, the first step is to go to the Job Cost Invoices screen, click the Detail button for invoice detail, and then click New on the Toolbar to create a new invoice.

Invoices

Click the Invoices button for the Job Cost Invoices screen.

Job Cost Invoices

Job # 0503-0006 Base / Extra Entire Job

Job Name Godfrey New A/C Installation Description Entire Job

B/X	Extra #	Invoice #	Date	Billed Amt	Posted

Detail

The Invoices screen lists any invoices already issued for this Job. In this example, no invoices have been produced for this Job yet.

Detail

Click the Detail button to see the Invoice Detail screen.

**Job Cost Invoice Detail**

Job #  Base / Extra

Job Name  Req #

Invoice Text

Tax Region

Cust PO #

Status

Batch #

Invoice Date

Invoice # J-

Mark to Transfer to A/R

Build Text  Clear Text  Footer

Remaining

Show on Invoice

Tax/Non Taxable Breakdown

Tax Amount

	Taxable	Non-Taxable	
Labor	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
Material	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
Subtotal			<input type="text" value="0.00"/>
Sales Tax			<input type="text" value="0.00"/>
Grand Total			<input type="text" value="0.00"/>

General

The Invoice Detail screen will look slightly different for Contract, Time & Material, or Departmental jobs. This is what the screen looks like for a Contract Job.

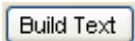


Click the New button to create a new invoice.

The procedure for creating a new invoice varies depending on the billing type. For a **Contract** Job, you enter a sale price for the invoice in the Taxable and/or Non-Taxable columns. The system reminds you how much of the Job's total price remains to be billed, in the "Remaining" field. You can click on the Build Text button to create body text for the invoice, if you plan to print it out. The default text menu choices come from the Job Type, but you can change them on individual invoices if desired.

	Taxable	Non-Taxable	
Labor	<input type="text" value="0.00"/>	<input type="text" value="1000.00"/>	<input type="text" value="1000.00"/>
Material	<input type="text" value="500.00"/>	<input type="text" value="0.00"/>	<input type="text" value="500.00"/>
Subtotal			<input type="text" value="1500.00"/>
Sales Tax			<input type="text" value="30.00"/>
Grand Total			<input type="text" value="1530.00"/>

In this example, we'll bill \$1000.00 of non-taxable labor, plus \$500.00 of taxable materials.



You can click the Build Text button to see a menu of choices for invoice body text.

**Text Options**

Job Name       Contract Amount  
 Notes           Amount Previously Billed  
 % Work Complete

*The default text options are set by your Job Type, but you can change them if you want. Click OK to produce body text with the selected options.*

**Job Cost Invoice Detail**

Job # 0503-0006      Base / Extra Base  
 Job Name Godfrey New A/C Installation      Req # 0  
 Invoice Text      Distribution Code INSTALL

Tax Region DEFAULT      Job Name: Godfrey New A/C Installation  
 Cust PO #      Billed To: Godfrey, Clifford      Service At: 19281 San Carlos Blvd  
 Status      Install 2-ton residential A/C unit and standard controls package  
 Batch #      Base/Extra Contract Amount: 7500.00  
 Invoice Date / /      Work % Completed To Date: 17 %      1500.00  
 Invoice # J-

Mark to Transfer to A/R                   Footer JOBCOST

Remaining 7500.00

	Taxable	Non-Taxable	
Labor	0.00	1000.00	1000.00
Material	500.00	0.00	500.00
Subtotal			1500.00
Sales Tax			30.00
Grand Total			1530.00

Show on Invoice  
 Tax/Non Taxable Breakdown   
 Tax Amount

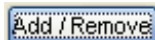
*Here's a completed Contract Job Invoice, with invoice amounts set and body text selected.*

The Invoice screen for **Time and Material** or **Departmental** Jobs is a little different. It does not allow you to set the taxable and non-taxable sale amounts directly. Instead, a new section called "Associated Call Slips" is provided. Click the Add/Remove button at the top of this table to add Call Slips to the invoice. The total billing from all selected Call Slips becomes the total price of the invoice.

Associated CallSlips     

CallSlip #	Phase	Billed Amt
1017	ROUGH	250.00

*The Associated Call Slips section is unique to T&M and Departmental Jobs. It lists all the Call Slips that will contribute to the Job Invoice. Total billing from the Call Slips becomes the Job Invoice total.*



*Click the Add/Remove button to add Call Slips to the Job Invoice.*

**Text Options**

Job Name       Time and Material Header  
 Notes           CallSlip #'s  
 Individual CallSlip Text  
 Individual CallSlip Amounts

Cancel      Ok

*When you use the Build Text button to create invoice text for a T&M or Departmental Job, there are options to include the text and billing amounts from each individual Call Slip.*

**Job Cost Invoice Detail**

Job # 0503-0003      Base / Extra Base  
Job Name Martin Changeout - T&M Job      Req # 1  
Distribution Code INSTALL

Invoice Text  
Job Name: Martin Changeout - T&M Job  
Billed To: Martin, Dale      Service At: 14450 Grande Cay Cir  
Time and Material Billing  
CallSlip# 1017

Tax Region DEFAULT  
Cust PO #  
Status Created  
Batch #  
Invoice Date 03/08/2005  
Invoice # J-  
Mark to Transfer to A/R       Build Text      Clear Text      Footer JOBCOST

Remaining 0.00

Show on Invoice  
Tax/Non Taxable Breakdown   
Tax Amount

Associated CallSlips      Add / Remove

CallSlip #	Phase	Billed Amt
1017	ROUGH	250.00

	Taxable	Non-Taxable	
Labor	0.00	0.00	0.00
Material	250.00	0.00	0.00
Misc	0.00	0.00	0.00
Subtotal			250.00
Sales Tax			15.00
Grand Total			265.00

*Here's a completed Time & Material Job Invoice, billing a single Call Slip for \$250.00 plus \$15.00 tax.*

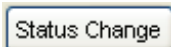
Under any of the three Job Cost billing methods, you can set an Invoice Date and Invoice Number on the right side of the screen. You can click the Clock button to use today's date as the Invoice Date. If you don't assign an Invoice Number, the system will assign one automatically, when you print or post the invoice. After you click Save to save your new invoice, you can use the Printer button on the Toolbar to print it. To post the invoice and finish it off, click the Status Change button, then click Add Mark under "Transfer to A/R Flag". Click the Post Job Cost Invoice button when it lights up. Job Cost invoices are exported or synchronized to your accounting system just like any other invoices would be, as discussed in the final section of the User Guide.



*Click the Save button to save your new Job Invoice.*



*Click the Printer button if you want a hardcopy of the invoice.*



*Click the Status Change button to complete your invoice by posting it to Accounts Receivable.*



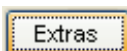
**Status Change**  
 Current Status: **Invoiced**  
 QB Sync complete      Transfer to A/R Flag   
        
      
      Ready to Print Flag   
      
      
   

*On the Status Change window, click Add Mark under “Transfer to A/R Flag”, then click Post Job Cost Invoice when it lights up. This is the same as the procedure for posting Call Slip and Contract Invoices.*

**Job Extras:** Sometimes it will be necessary to alter the original Job agreement while the Job is in progress. The customer might request additional work, or ask for more expensive, upgraded equipment. The customer might also ask for a *negative* alteration to the original Job, canceling some of the work originally requested. These changes to a Job in progress are known as “Extras”. Other common terms for Extras include “change orders” or “add-on sales.”

A single Job can have any number of Extras. Each Extra is like a little Job in its own right, with its own set of Phases, its own sale price, and its own Call Slips and invoices. Traditionally, an Extra is simpler than the base contract of the Job, with fewer Phases and a lower sale price, but this is not a firm rule – there’s no reason you couldn’t have a million-dollar Extra on a \$50,000 Job. If the Extra reduces the original sale price and cancels part of the agreement, you should give it a negative sale price.

To create an Extra, go to the Extras screen of the Job File. Click Edit to work on the screen, then click the Add button beneath the Extras list (the top grid on the screen.) A screen of general information will appear, very similar to the General screen of the Job File. Most of these fields are automatically filled out with the same information as the Job File – for example, the Site Name of the Job will automatically be in place, and the same Salespersons who were listed for the Job will be listed for the Extra. You can revise any of this information, if necessary. The most important fields to address are the Description and Actual Sell Price of the Extra.



*Click the Extras button to view the Extras Screen of the Job File.*



*Click the Edit button to work on the screen.*

**Job Cost Extras Breakdown**

Job # 0503-0006 Status Open  
 Job Name Godfrey New A/C Installation


Extra Status Change Picking Slip

Extra #	Description	Adj Sell	JTD Sell	Est Cost	Act Cost	Pst

Extra Phases

Phase	Description	Mat Est	Mat Act	Lab Est	Lab Act	Hrs Est	Hrs Act	Misc Est	Misc Act	M	L	X

The Job Cost Extras screen looks like this.

 Click the Add button beneath the Extras grid to add a new Extra.

**Job Cost Extra Setup**

Job # 0503-0006 Type NEW A/C  
 Job Name Godfrey New A/C Installation  
 Work Site 01016-0001 Godfrey, Clifford  
 Address1 19281 San Carlos Blvd  
 Address2 Unit 5d  
 City/St/Zip Ft. Myers Beach, FL 33931  
 Contact/Phone Clifford Godfre (239)463-2121  
 Cust PO #:   
 Bill To #: 01016 Godfrey, Clifford  
 Address1 19281 San Carlos Blvd  
 Address2 Unit 5d  
 City/St/Zip Ft. Myers Beach, FL 33931  
 Contact/Phone Clifford Godfre (239)463-2121  
 Notes   
 Estimate 03/16/2005 Open / /  
 Lost / / Closed / /

Supervisor ALAN  
 Description Upgraded Control System  
 Extra # 1 Status   
 Comm Base % 15.0000  
 Salespersons #1 PAULINE % Allocate 100.000 Billing Type Ctr  
 #2 0.000  
 Gross Net Sale  
 Overhead %  
 Mat 20.000  
 Lab 15.000  
 Misc 5.000  
 Rate Type Res  
 Dist Code INSTALL  
 Plans Location  
 Tax Region  
 Sales DEFAULT  
 Use

Estimates  Markup  Margin

	Cost	MrkUp/Mar%	Mrkup/Mar\$
Mat	0.00	40.000	0.00
Lab	0.00	55.000	0.00
Misc	0.00	40.000	0.00
Total	0.00	→	0.00
Use Tax	0.00	0.000	0.00
Overhead			0.00
Estimated Sell Less Commission			0.00
Estimated Commission			52.50

Actual Sell 350  
 Adjustment 0  
 Add Sales 0  
 Tot Contract 350  
 Amt Invoiced 0  
 To Be Billed 350  
 Min Gross % 0  
 Est NetP \$ 350.00  
 Est NetP % 100.00

Cancel Ok

The Extra Setup detail screen will appear. Most of the screen will already be filled out, based on the Job File information. The most important fields to address are the Extra Description at the top-right corner of the screen, and the Actual Sell price of the Extra. You can set the Sell Price later, after you've created a detailed Estimate, the same way you set the Sell Price of the Job.

 Click the OK button to save your work and create the new Extra.

After you create an Extra, you should click Add button beneath the bottom grid to assign at least one Phase. The bottom grid lists the Phases for the Extra you have selected in the top grid. Every Extra must have at least one Phase.

 Click the Add button beneath the bottom grid to assign a Phase.

Job # 0503-0006 **Phase Detail** Base/Extra Extra # 1 Combine PO

Name Godfrey New A/C Installation Description Install Upgraded Controls

Show Phase on Estimate Phase INSTALL

Show Material on Estimate Category

Type	Vendor/WH	Key Code	Description	Qty	Act/Avg Cost	List Cost	Src	Sell Price	Extension	Used
I	MAIN	TST003	Tstat, pgn, 1-24 hour	1	41.8000	41.8000	R	130.63	130.63	

**Labor Breakdown**

	RT Hours	RT Cost	OT Hours	OT Cost
Tech1	1	29.00	0	43.50
Tech2	0	0.00	0	0.00
Helper1	0	21.00	0	31.50
Helper2	0	0.00	0	0.00
Supervisor	0	50.75	0	76.12

**Summary**





	Estimate	JTD	Variance	% Complete
Hours	1.0000	0.0000	1	0.00
Mat	41.80	0.00	41.8000	0.00
Lab	29.00	0.00	29.00	0.00
Misc	0.00	0.00	0.00	0.00
<b>Total</b>	<b>70.80</b>	<b>0.00</b>	<b>70.8000</b>	<b>0.00</b>

Use Tax (M) Mat  (L) Lab  (X) Misc


Calculate Estimate from Breakdown Mat  Lab

Rate Type Res Dist Code INSTALL Sched Date / /

Techs Type Task Code

    Cancel Ok

The Phase Detail screen will appear. It's exactly the same as the detail screen for Phases of the Base Contract. Select a Phase code at the top of the screen, and enter a Description – these fields are mandatory. You can use the rest of the screen to prepare a detailed estimate for the Phase.

 Click the OK button when you're finished working on the new Phase.

**Job Cost Extras Breakdown**

Job # 0503-0006      Status Open  
 Job Name Godfrey New A/C Installation

Extra    Status Change    Picking Slip

Extra #	Description	Adj Sell	JTD Sell	Est Cost	Act Cost	Pst
1	Upgraded Control System	350.00	0.00	70.80	0.00	

Extra Phases

Phase	Description	Mat Est	Mat Act	Lab Est	Lab Act	Hrs Est	Hrs Act	Misc Est	Misc Act	M	L	X
INSTALL	Install Upgraded Controls	41.80	0.00	29.00	0.00	1.00	0.00	0.00	0.00			

The new Phase and its estimated costs appear in the bottom grid on the Extras screen. Continue to add Phases until the Extra has been fully constructed and estimated.

To post an Extra and begin work, click the Status Change button on the Extras screen, enter an Open Date, and click the Post button. The Extra will create Purchase Orders, a Picking Slip, and a Call Slip for each Phase, exactly as the base contract of the Job did. Extras are also billed through Job Invoices, the same way the base contract is billed.

Extra    Status Change    Picking Slip

Click the Status Change button to post an Extra.

**Status Change**

Status Estimate      Extra # 1

Estimate      Lost

Open Date 03/16/2005      Post

Ok

Provide an Open Date, then click the Post button. The Extra will generate Call Slips, Purchase Orders, and a Picking Slip when you Post it.

Extra    Status Change    Picking Slip

You can review the Picking Slip for an Extra by clicking the Picking Slip button on the Extras screen.

Base / Extra Extra #1

Description Upgraded Control System

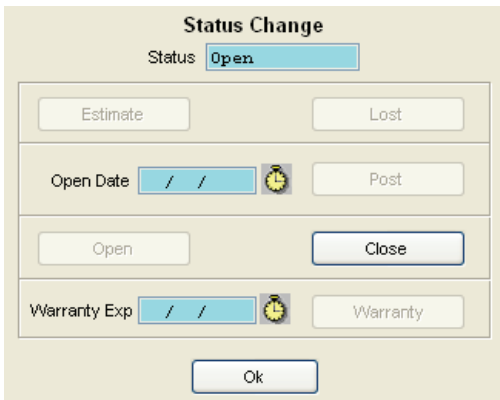
Distribution Code INSTALL

When you create a Job Invoice, you can use the Base / Extra pull-down menu to bill an Extra.

**Closing a Job:** When all of the work is completed on a Job, all of its Call Slips have been posted, and all billing on the base contract and Extras has been completed, it's time to close the Job. Once a Job has been closed, no more cost or billing can be applied to it. The various Job reports can be run for open or closed jobs only, and sometimes it would only be reasonable to run them for the closed jobs – for example, you probably would not pay commissions on a Job until it was closed, and its profitability is “set in stone”.



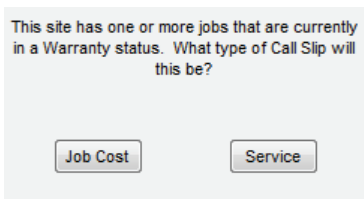
To close a Job, click the Status Change button on the Breakdown screen.



Click the Close button to close out the Job and declare it completed. You can change the status back to Open later, if you change your mind or discover more cost needs to be applied to the Job.

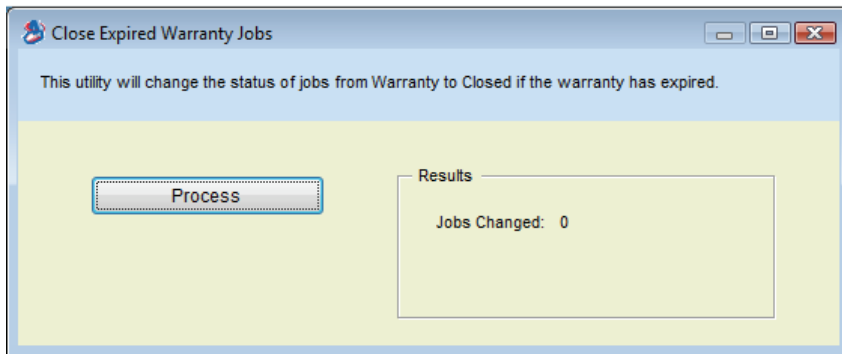
**Job Warranties:** After you have closed a Job, you can set up Warranty coverage. Provide a Warranty Expiration Date, then click the Warranty status button.

As long as a Job has the Warranty status, you can create new Call Slips to handle warranty expenses. Every time you add a new Call Slip for the work site, from the Dispatch Board or the Call Slips file, the system will ask if you want to use the new Call Slip for Job Costing or Service. This option is pictured below:



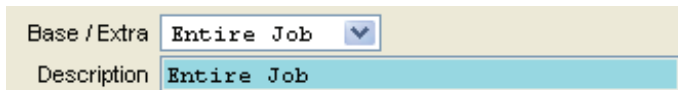
If you choose Job Cost, you will then be asked to select Base Contract or Extra, and select a Phase. If you plan to use Job Cost warranties, it might be helpful to add a Phase especially for warranty costs to every Job. The offer to choose between Job Cost and Service will stop appearing when the warranty expires. You can also create new Call Slips with the Add button on the Call Slips screen of Job Costing, for as long as the warranty is valid.

The Customer Utilities menu includes an option called **Close Expired Warranty Jobs**, which will push every expired warranty back to the Closed status. To use this utility, simply click the Process button, as seen in the image below:



After the process is complete, the screen will display how many Jobs were changed to the Closed status. Also, a blue hyperlink to View Results will appear. Clicking this hyperlink will create an Excel spreadsheet file, containing a list of the Jobs that were just changed from Warranty to Closed status. Note that running the Close Expired Warranty Jobs utility does not change the Warranty expiration date, so you can still run accurate reports based on the date warranty coverage expired.

**Job Profitability:** The Profitability screen of the Job File gives you a detailed analysis of the overall Job cost, income, and profitability. Both estimated and job-to-date figures are provided, and the variance between estimated and job-to-date is calculated. You can use the pull-down menu at the top of the screen to limit the display to only the base contract, or only a single Extra, but by default it shows the overall profitability of the entire Job. The Acowin on-line Help system includes a detailed discussion of every field on the Profitability screen, and where the numbers come from.



*You can use the pull-down menu at the top of the screen to select only the base contract, or only a single Extra.*

Job Cost - Profit											
Job #		0412-0003				Base / Extra		Entire Job			
Job Name		Hamlin New A/C Install				Description		Entire Job			
B/X	Extra #	Call Slip #	Prob Code	Phase	Status	Mat Cost	Lab Cost	Misc Cost	Sell Amt	Sales Tax	Sell Total
B		1012	ROUGH	ROUGH	LAB	0.00	172.50	0.00	0.00	0.00	0.00
B		1013	STL	INSTALL	SCHED	303.10	0.00	0.00	0.00	0.00	0.00
B		1014	START	START	SCHED	0.00	0.00	0.00	0.00	0.00	0.00
B		1015	CLEAN	CLEANUP	SCHED	0.00	0.00	0.00	0.00	0.00	0.00

Job Cost Summary					Profitability Summary	
	Est Cost	JTD	Variance	% Complete	Estimated	Actual
Mat	1503.10	303.10	1200.00	20.16	Gross Profit \$	1250.13 / 24.40
Lab	210.00	172.50	37.50	82.14	Gross Profit %	39.686 / 0.048
Misc	5.00	0.00	5.00	0.00	Net Profit \$	901.96 / -50.60
Total	1718.10	475.60	1242.50	27.68	Net Profit %	28.633 / -0.101
Extras	83.74	0.00	83.74	0.00	Min Gross %	15.000
Use Tax	98.03				OverUnd \$ / % Complete	-331.45 / 26.39
Overhead	348.17	86.50	261.67	24.84	Sales Tax Billed	6.50
Commission	-235.62	-11.50	-224.12	0.00	Billing Adj	0.00
Billed	2900.00	500.00	2400.00	17.24	Amt Paid/ Paid %	0.00 / 0.00
Billed Extras	250.00	0.00	250.00	0.00		

The Profitability screen gives you the “big picture” of the Job’s cost, income, and profit. The variance between Estimated and Job-to-Date (JTD) tells you how close the Job is to completion.

<b>Job Costing Quick Review</b>		
<b>Action</b>	<b>When to perform</b>	<b>How to do it</b>
Create Job	When you start a project	Go to Job File, click New
Create an estimate	If you want to make a detailed estimate of labor and materials required	Job File, Breakdown screen, select Phase, click Detail
Post the Job	When you're ready to begin work or billing	Job File, Breakdown screen, click Status Change, provide Open Date, click Post
Receive parts from outside vendors	Items you ordered from outside vendors are delivered or picked up	Job File, Purchase Orders screen, click Detail, go to Receiving
Use parts from inventory that were part of estimate	When warehouse inventory is used on Job	Job File, Breakdown Screen, Picking Slip
Use parts from inventory that were <b>not</b> on the original estimate	When you use parts you didn't include in the estimate	Call Slips, Materials screen (you can get there from Call Slips screen of Job File)
Apply labor cost	Technicians actually complete the work on the Job	Call Slips, Times screen, or you can use the Dispatch Board
Create an Extra	Customer asks for additional work, or cancels part of the Job	Job File, Extras screen, click Add under top grid – must also add at least one Phase to bottom grid
Post an Extra	Work begins on Extra	Job File, Extras screen, select Extra, click Status Change, provide Open Date, click Post
Use inventory parts from estimate on an Extra	When parts are taken from Inventory for Extra	Extras screen, select Extra, click Picking Slip
Create an invoice	When you're ready to bill for part of the Job	Job File, Invoices screen, click Detail, click New
Close the Job	Job is totally complete	Job File, Breakdown screen, Status Change, choose Closed



## A Basic Inventory Primer

The Inventory system is discussed in detail in the Inventory chapter of the Acowin Help system. Following is a summary of the basic steps needed to set up Inventory items, move them between warehouses and trucks, order them on Purchase Orders, and sell them on Call Slips.

**Creating Inventory Items:** To create a new Inventory item, click the Inventory button on the Acowin Main Menu, then click New. The essential fields on the Inventory screen are:

- Key Code (your company's part number for the item)
- User Description
- Average Unit Cost

All other fields on the Inventory screen are optional. Here is an example of a very well-constructed Inventory item, with all of the optional specifications filled out, in addition to the mandatory Key Code, User Description, and Average Unit Cost fields.

The screenshot shows the 'Inventory' window in the Acowin system. The form is divided into several sections:

- General Information:** Key Code (TST012), User Desc (Tstat, pgm 5day/2day white), Manufacturer Desc, Part #, Model # (1F80261), Primary Vendor (Grainger), Vendor Part # (1RC45), Brand (WHITE), Manufacturer, Category (CONT), and Type (WHEAT).
- Costs:** Last Unit Cost (59.0000) and Avg Unit Cost (59.0000).
- Serialized Item:** A checkbox labeled 'Serialized Item' is present.
- Details:** A text area containing '1 stage cool, 1 stage heat, 4 temp/day, 2 AA batteries required'.
- Warehouse/Truck Quantities:** A table with columns 'Available' and 'Committed'.

	Available	Committed
Main Warehouse Qty	5	0
Other Warehouse Qty	1	0
Total in-Truck Qty	1	0
- List Cost:** A field with the value 0.00.
- Options:** Checkboxes for 'Print Receiving Slip Labels' (checked) and 'Show on Job Cost Estimate' (unchecked).
- Buttons:** 'Check All Trucks', 'UnCheck All Trucks', 'Check All Warehouses', and 'UnCheck All Warehouses'.
- Navigation:** A bottom bar with tabs for 'General', 'Stock Count', 'Vendor', and 'Serialized', and a set of navigation icons.

**Note on Average vs. List Cost:** The Average Unit Cost of an item is crucial. It represents the true value of the item, and is used for costing purposes on Call Slips and Jobs. Average Cost is recalculated every time you receive units into Inventory, based on both the unit cost and quantity of the incoming items and existing stock. For example, if you have 100 units of an item in stock, with an Average Cost of \$1.00, and you receive 1 unit for a cost of \$1.10, the Average Cost will change very little – a single unit at \$1.10 is swallowed up by a huge

supply of units worth one dollar. On the other hand, receiving 50 units at \$1.25 would produce a substantial change in Average Unit Cost.

The List Cost is used for only one purpose: calculating the unit sale price. On Time & Material invoices, the system marks up the List Cost according to the customer's Rate Type, producing a unit sale price. The List Cost is usually set to the standard "catalog" wholesale price of the item, which is often a bit higher than Average Unit Cost, since your company (hopefully!) receives special bulk pricing and discounts. For example, suppose you had an item with a current Average Unit Cost of \$9.15, and a List Cost of \$10.00. You sell this item on a Time & Material invoice to a residential customer. Your residential Rate Type specifies a markup of 2.500 times for items between \$5.00 and \$24.99 in cost. The \$10.00 List Cost would be marked up by 2.500 times, producing a sell price of \$25.00. For profitability analysis and General Ledger purposes, the cost of this item remains \$9.15, which is the Average Unit Cost.

You may set a *fixed* Unit Sell Price for some, or all, of your Inventory items. This is done on the Stock Count screen. The fixed Unit Sell Price could be higher, or lower, than your Rate Type markup would normally indicate. If you change the List Cost of an item with a fixed Unit Sale Price, the system will ask if you want to change the Unit Sale Price as well, keeping the same effective markup, or if you would rather keep the Unit Sale Price the same and adjust the markup automatically.

It's important to remember that List Cost is used *only* for Time & Material billing. The other billing methods – Flat Rate, As Agreed, and No-Charge – ignore the List Cost completely. Flat Rate billing accumulates a fixed sale price for each *repair procedure*, covering all the materials used in each repair. As Agreed billing involves setting an arbitrary sale price that covers the entire invoice, including all materials used. No-Charge, of course, sets the sale price of all materials to a total of \$0.00.

**Adding New Items to Locations:** After you fill in the item's specifications, you should select the Locations that *could* carry the item in the grid at the right. The Main warehouse is always checked by default. You should check off any other warehouses or trucks that *could* carry the item at the moment. There are Check All Trucks and Check All Warehouses buttons for your convenience. Even if you don't check a particular location at first, you can still transfer the item into that location later. Here is an example of what the grid might look like for a new item that could be stored in all of our company's warehouses or trucks.

Add	Location
<input checked="" type="checkbox"/>	Warehouse: MAIN
<input checked="" type="checkbox"/>	Warehouse: north
<input checked="" type="checkbox"/>	Warehouse: Branch
<input checked="" type="checkbox"/>	Truck: TR001
<input checked="" type="checkbox"/>	Truck: TR002
<input checked="" type="checkbox"/>	Truck: TR003
<input checked="" type="checkbox"/>	Truck: TR004
<input checked="" type="checkbox"/>	Truck: TR005
<input checked="" type="checkbox"/>	Truck: TR006
<input checked="" type="checkbox"/>	Truck: TR99
<input checked="" type="checkbox"/>	Truck: TR016

**Entering the Initial Quantity in Stock:** After you click Save to save your new Inventory item, proceed to the Stock Count screen and click Edit. Click on each warehouse and truck location listed in the grid at the right, and provide the following quantity and re-order information:

- Quantity in Stock = number of units currently stored in the location
- Min Qty = smallest number of units you ever want to have in the location
- Optimum Qty = idea stock level for the location

If you would not normally carry the item in a particular location, the Minimum and Optimum Quantity for that location can be zero. You can run the ReStock Inventory Report based on either Minimum or Optimum Quantity.

The screenshot shows the 'Inventory' application window. On the left, there are input fields for: KeyCode (TST012), User Desc (Tstat, pgm 5day/2day white), Part #, List Cost (0.00), Use Default (checked), Unit Sell, Markup, Quantity in Stock (5), Total Qty (7), Min Qty (6), and Optimum Qty (12). There are also fields for Floor, Aisle, Shelf, and Bin. On the right, a grid shows the 'Location' and 'Quantity' for various locations. The grid data is as follows:

Location	Quantity
Warehouse: MAIN	5
Warehouse: north	1
Truck: TR001	0
Truck: TR002	0
Truck: TR003	0
Truck: TR004	1
Truck: TR005	0
Truck: TR006	0
Truck: TR99	0

At the bottom of the window, there are tabs for 'General', 'Stock Count', 'Vendor', and 'Serialized', and a row of navigation icons.

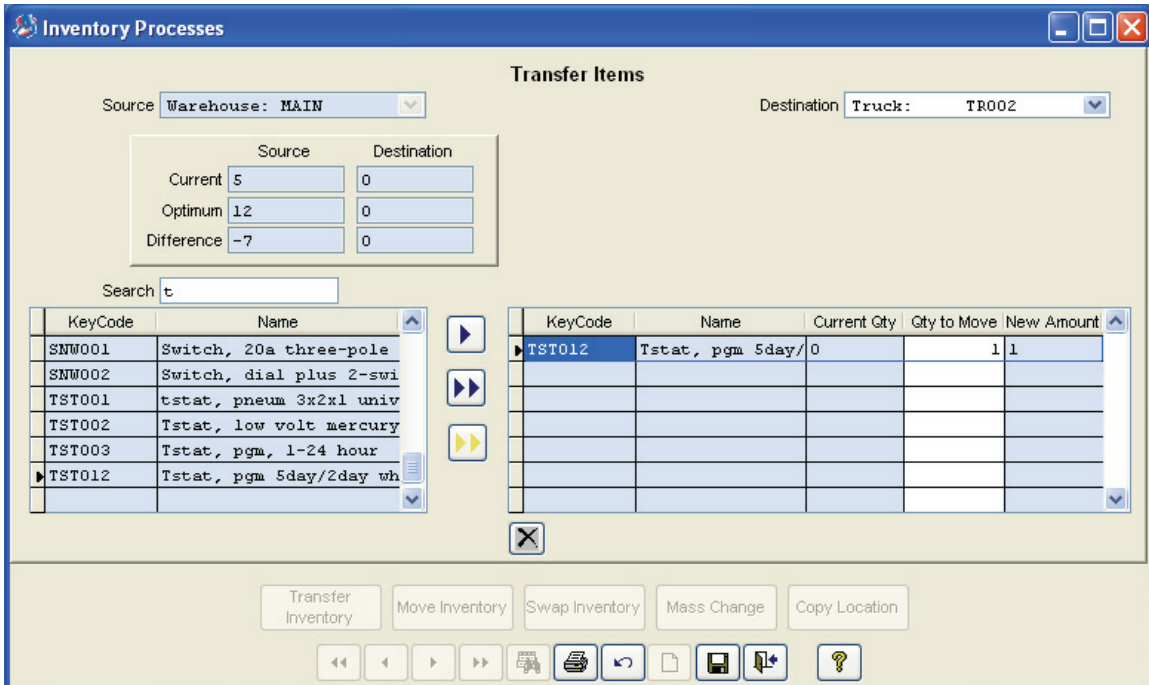
**Creating Inventory Warehouse and Truck Locations:** You can create a new Inventory location by clicking the Inventory Utilities icon from the Acowin Main Menu. The Inventory Utilities menu has separate options for creating new Warehouses and Trucks.




Warehouses ask for only a name and address, while trucks need only a name.

A screenshot of a web form titled "Warehouse". The form has a yellow background and a lock icon in the top left corner. It contains several input fields: "Code" with the value "MAIN", "Name" with "Main Warehouse", "Address1" with "123 Big Mountain Pass", "Address2" with "Bldgs 104-112", "City/ST/Zip" with "Fort Myers", "FL", and "33908-", and a "Zone" dropdown menu. Below the form is a toolbar with icons for navigation (back, forward), printing, refreshing, saving, and help.A screenshot of a web form titled "Trucks". The form has a yellow background and a lock icon in the top left corner. It contains a single input field "Code" with the value "TR001". Below the form is a toolbar with icons for navigation (back, forward), printing, refreshing, saving, and help.

**Transferring Inventory Between Locations:** The Inventory Utilities menu has a Transfer Inventory option, which can be used to move items between any two locations. To use this screen, click Edit, then use the pull-down menus to select a Source and a Destination. Select each item you wish to move, click the Right-Arrow button to move it to the right-hand column, and enter the Quantity you wish to move. Below is an example of the Transfer screen, in which one thermostat will be moved from the Main warehouse to truck TR002. The transfer will take place when you click the Save button on the Toolbar.



 The gold double-arrow button is the **Restock to Optimum** button. If you click this button, the Destination will be automatically restocked up to its Optimum Quantity levels for all items, assuming sufficient quantities are available in the Source location. If you take the time to set Optimum Quantity levels for your trucks, the Restock to Optimum button will help you quickly and easily restock the trucks when they come into the warehouse for resupply.

There are also Inventory Utilities options for Moving and Swapping inventory, which are not used as frequently as the Transfer screen. The Move screen is almost identical to the Transfer screen. The difference is that it moves **all** units of the selected items from the Source to the Destination. For instance, if you use the Move Inventory screen to move item ABC123 from Truck TR002 to Truck TR006, then all units of item ABC123 will be taken out of truck TR002 and placed in truck TR006. The Swap screen allows you to trade **all items** between any two locations. Most daily restocking situations will call for the Transfer screen - you'll probably find yourself using the Move and Swap screens much less often.

**Ordering Parts for Inventory on Purchase Orders:** To supply warehouses and trucks, you can create Purchase Orders and choose the Inventory Default option. Any warehouse or truck can be specified as the default location. It is possible to use the Distribution Table at the bottom of the Purchase Order screen to divide an order between several different Inventory locations. In this example, eight belts are being ordered for the Main warehouse.

**Purchase Order**

PO Num  Status  Last Date Changed  / /

Date Created  / / Last Date Posted  / /

Default  Inventory Location  MAIN Default Vendor  Grainger

Key Code	Description	Vendor	Ordered	Act Cost	List Cost	Ext	Total Rcvd	Ret to Vendor
BLT003	belt, 3WX 3/8 5/16	Grainger	8	17.3500	17.3500	138.8000		

Type	Loc	Qty Ordered	Received	Ship To Type	Ship To	Ref #
I	MAIN	8		Warehouse	MAIN	

Type Legend  
 I Inventory  
 C Call Slip  
 J Job Cost

Call Slip  8

PO Total **138.8000**

General Receiving

**Selling Inventory Items on Call Slips:** When you add an Inventory item to the Materials screen of a Call Slip, you'll select the warehouse or truck Location that provided the item. In the example below, one air handler is being sold out of the Main warehouse, and one filter is being sold out of truck TR001.

**Call Slip**

Site #  01019-0001 Call Slip #  1061

Site Name  Martin, Dale Detail >

PO# / FR	Location	Key Code	Name	Qty	List Cost	Source	Sell Price	No	Ctr	Ext
	MAIN	AIR001	A/C, WeatherMaker 38TD	1	1200.0000	R	2400.00			2400.00
	TR001	FIL101	filter, res furnace ai	1	44.8000	R	140.00			140.00

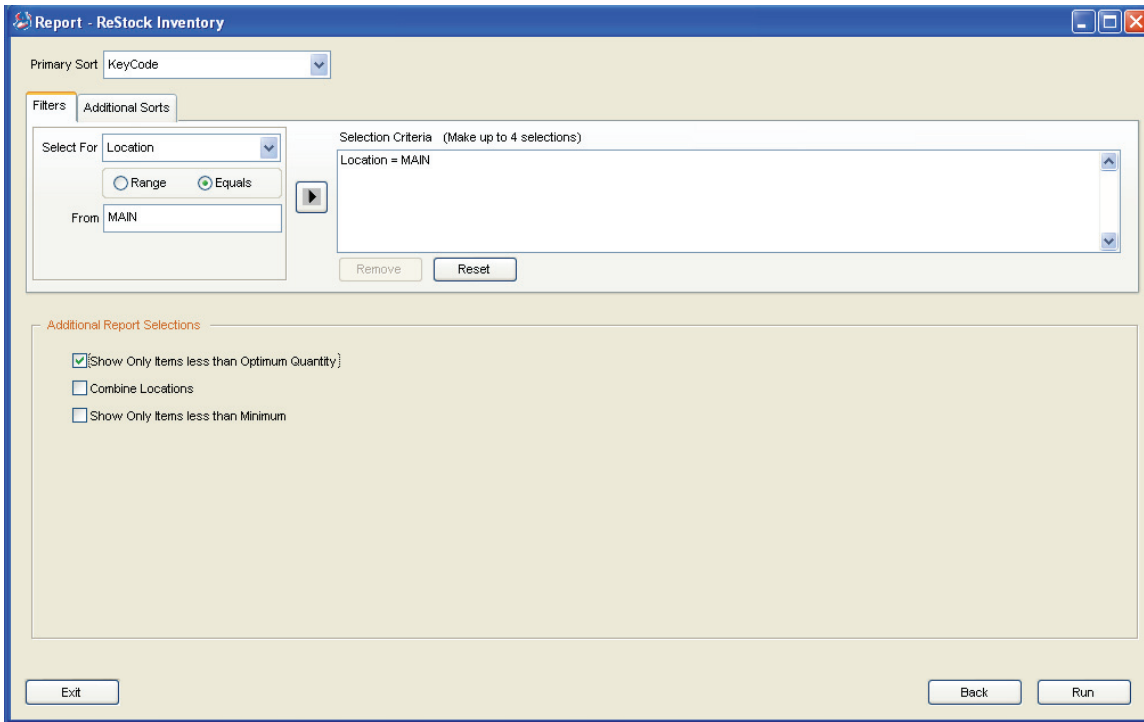
View SN View POs Rate Type  Res   Calculated Amount  2540.00

Billed Amount  2540.00

As Agreed   
 FlatRate

**Running the ReStock Inventory Report:** You can click Reports / Inventory / ReStock Inventory for a handy report that lists the items needed in each warehouse and truck Location. The report can be based on either Optimum or Minimum Quantity, which is the difference between parts you *should*

order, and parts you *absolutely must* order. In this example, the ReStock report will be sorted by Key Code, and is being run for the Main warehouse only, based on Optimum Quantity.



The resulting report shows us the items we need to order, to bring the Main warehouse back up to its Optimum stock level. We can create Purchase Orders to obtain these items from vendors.

08/31/2005 12:46 pm Page 1 of 1

### Inventory ReStock Report

Location >= MAIN AND Location <= MAIN

Combine Locations  
 Items Less than Optimum  
 Items Less than Minimum

Location	Key Code	Description	Manufacturer	Actual Cost	Quantity	Minimum	Optimum	Short
MAIN	BIP001	pipe, b iron 90 street ell 1/8		6.95	1	1	5	4
	BIP003	pipe, blk iron tee 1/8		16.45	4	1	6	2
	BLT001	V-belt, ctype 7/8 1732 100.2	DAYTON	34.15	10	6	36	26
	FLT001	filter, pleated, 16x20x2		5.90	0	1	12	12
	TST003	Tstat, pgn, 1-24 hour		41.80	1	1	4	3
	TST012	Tstat, pgn 5day/2day white		59.00	5	6	12	7

## Exporting to Your Accounting Software

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Acowin was designed to work with a number of popular accounting software programs. The way Acowin shares information with your accounting program depends on the program you use.

If you are a QuickBooks user, and have the Pro, Premier, or Enterprise editions, version 2003 or higher, you can use the QuickBooks SDK system. This feature of QuickBooks allows Acowin to send invoices to QuickBooks, forming a kind of “seamless integration” between the two programs. Acowin invoices become QuickBooks invoices. Payments are applied through QuickBooks, and the various Accounts Receivable reports, such as statements and aging reports, are produced in QuickBooks. This method is known as **synchronizing**. If you’re a QuickBooks SDK user, you will have linked Acowin to QuickBooks using a special process called the QB Setup Wizard, which is described in the Acowin Installation Guide.

If you use an earlier version of QuickBooks, or another accounting program such as Peachtree or MYOB, you will **export** your accounting data as a set of General Ledger credits and debits. The individual invoices are *not* shared with the accounting program; instead, the total credits to various income accounts, and the total debits to Accounts Receivable Acowin will be used to create payments and prepare customer statements and aging reports.

**Posting your invoices:** Only invoices you have posted to Accounts Receivable are eligible to be synchronized or exported. The method for posting each type of invoice was already discussed in the earlier sections of the User guide, but here is a brief review:

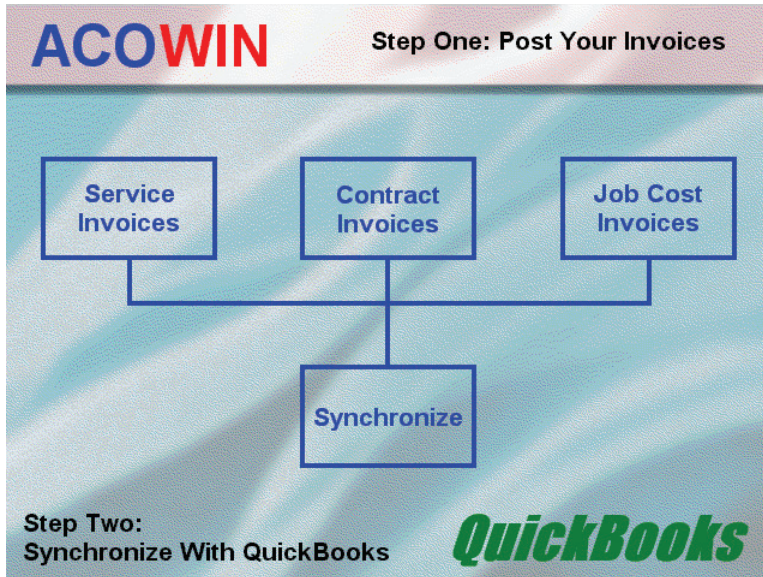
- Call Slips = click the Status Change button on the Call Slip, click Add Mark under Transfer to A/R Flag, then click Post Call Slip button when it becomes available
- Contract Invoices (one at a time) = locate the invoice on the Invoices screen of the Contracts File, then click Detail. On the Detail screen, click Status Change, choose Add Mark under Transfer to A/R Flag. Click Post Contract Invoice when it becomes available.
- Contract Invoices (all scheduled billing for a month) = complete Step #6 on the Contract Invoice Steps Menu
- Job Invoices = locate the invoice on the Invoices screen of the Job File, click Detail. On the Job Invoice Detail screen, click Status Change, then choose Add Mark under Transfer to A/R Flag. Click Post Job Cost Invoice when it becomes available.

**Synchronizing Invoices with QuickBooks:** The QuickBooks SDK method of linking Acowin and QuickBooks has proven to be the most popular way for Acowin users to handle their accounting needs. Before you can

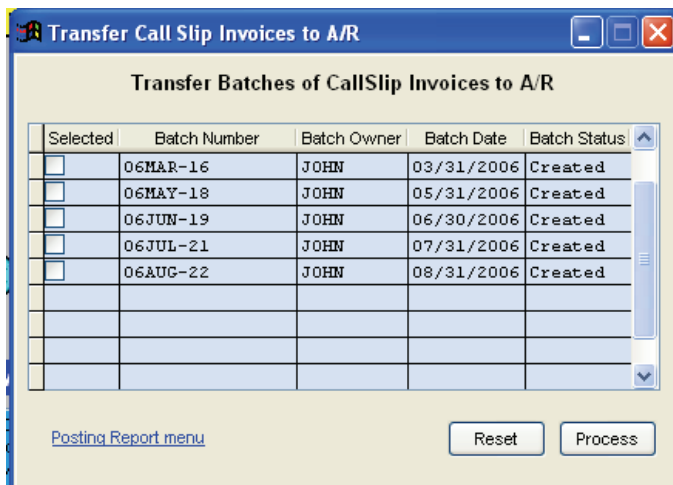


synchronize invoices with QuickBooks, you must complete the QB Wizard, which is discussed in the Acowin Installation Guide. This will put the “QB Sync” menu at the top of your Acowin screen.

Once per day (or more frequently if you prefer), you can synchronize your posted invoices with QuickBooks. Pull down the QB Sync menu, pictured below:

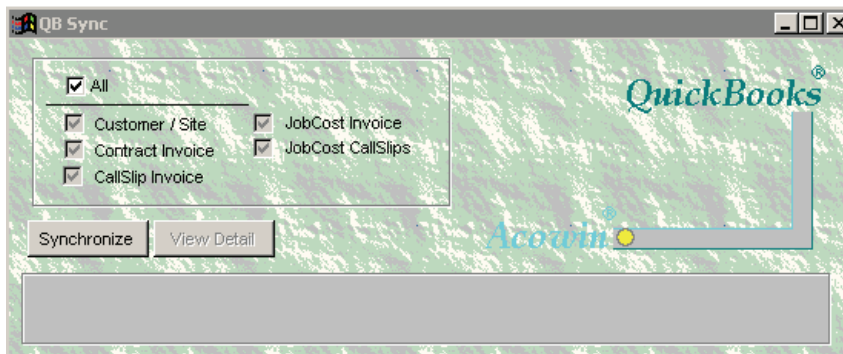


Select the button in the top row that corresponds with the type of invoices you want to synchronize. Service Invoices are the most common type, and will probably be completed daily. Contract Invoices tend to be created at odd intervals, when people buy new Contracts, plus a large number of scheduled Contract billing at the beginning or end of the month. Job Cost Invoices will be produced when you bill for your large Job Costing projects, perhaps weekly. When you click a button in the top row, the Transfer Invoices screen appears:



All of the invoices you have posted today will appear in a “batch”. The Batch Number includes the month it is part of, based on the date it was created. If you have more than one batch for the same month, you can select them all at once. Place a check mark next to the batches you want to transfer, then click the Process button.

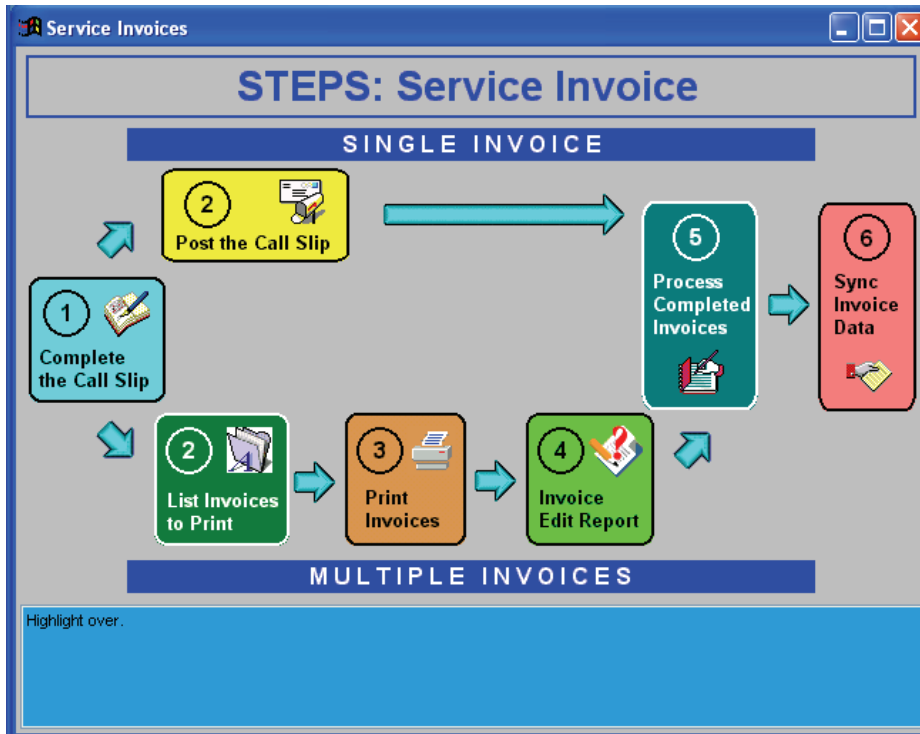
After you’ve completed the Transfer procedure, you can click the **Synchronize** button in the lower half of the QB Sync menu. The Synchronize program is very simple – just click Synchronize again to begin the process, and watch the status messages to see if QuickBooks rejects any of your invoices. *Note that you must have QuickBooks running on the Acowin server, open to the correct “live company”, and the Acowin License Manager program must be “connected to QB” before you can synchronize invoices successfully.*



Assuming the Synchronize process runs successfully, the invoices will appear in QuickBooks, distinguished by the “Acowin Invoice” name on each line item. Acowin invoices always have numbers that begin with “S” (service invoices, or Call Slips), “C” (Contract Invoices), or “J” (Job Cost Invoices.) If you synchronize an invoice for a customer who didn’t exist in QuickBooks yet, the customer will be added to the QuickBooks Customer List automatically. Payments, customer statements, late charges, and aging reports should be handled in QuickBooks.

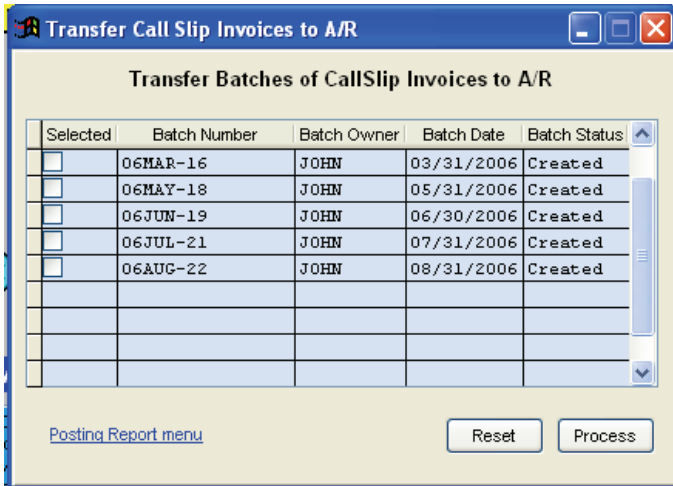
**Exporting invoice data (non-QuickBooks SDK users):** If you use an accounting software program other than QuickBooks, you have QuickBooks 2002 or earlier, or you just don’t want to use the SDK method of integrating Acowin and QuickBooks, you can export your invoice data instead of synchronizing. Exporting will produce a small text file that contains credits and debits – credits to various income accounts, your Sales Tax liability account, and your Inventory asset account, plus debits to Accounts Receivable and your material cost of goods account. The inventory and cost of goods activity only occurs when you use Inventory materials on Call Slips. The exported text file must be imported by your accounting system, where it will become a journal document applied to your General Ledger. Please note that when you export invoice data, *the individual invoices are **not** sent to your accounting program.* Only the General Ledger activity – credits and debits – goes to your accounting system.

The procedure for posting and exporting invoices is contained in the Service Invoice Steps menu. You can access it by pulling down the Steps menu from the top of the main Acowin window, or by clicking the Utilities button in the Work Orders section of the Acowin Main Menu.

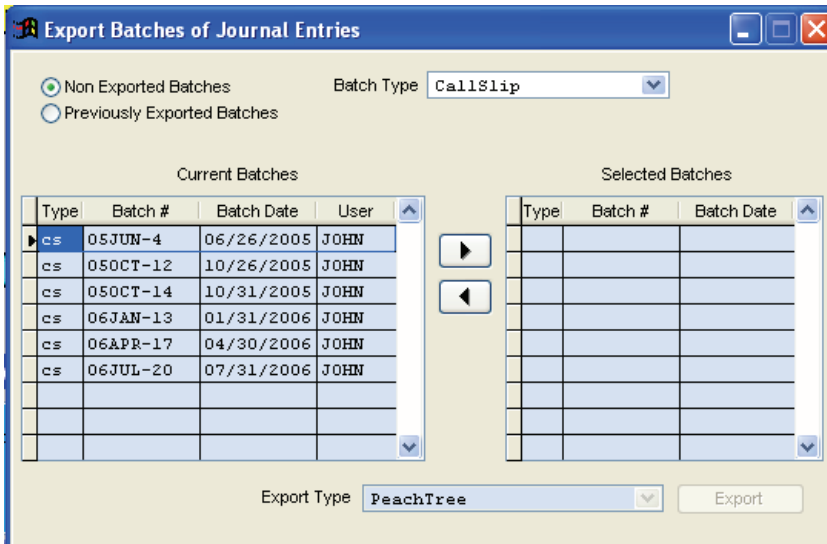


If you post your Call Slip invoices one at a time, using the Post Call Slips button on the Status Change menu, you can proceed directly to Step #5, "Process Completed Invoices." If you mark your Call Slip invoices for transfer to A/R, but don't post them individually, you can post them all together as a group with Step #4, "Invoice Edit Report." The main reason to consider posting the invoices as a group is that Step #4 generates a printed Edit Report, summarizing all the invoices in the batch, which you might find useful to keep for your records. After Step #4 is done, you can continue to Step #5.

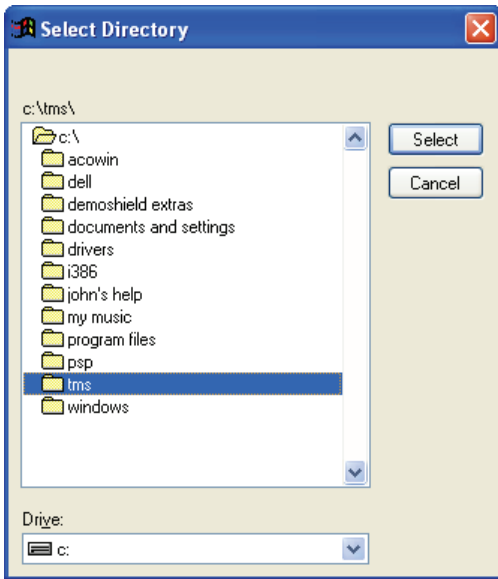
Step #5 lists the batches ready for processing. There's usually only one batch listed here at a time, but if there are several, you can process all the batches for a single month at once. Step #5 produces no printed report - it will simply inform you when processing is complete, so you can move along to Step #6.



Step #6, “Sync Invoice Data”, opens a screen that lets you select one or more posted batches, then Export them to your accounting software.



Select the batch you’re ready to export, and use the right-arrow button to move it to the “Selected Batches” column. If you have more than one batch for the same month, you can do them all at once. When you have moved some batches to the Selected Batches column, the Export button will light up. Click this button to generate the export text file. The standard Windows explorer will appear, so you can choose a destination for your new export file. It’s highly recommended that you create a folder expressly for these export files, perhaps called “TMS” or “Acowin Exports”.



*In this example, we have chosen to place our exported text file in a folder called “TMS”, on the root directory of local hard drive C:. It’s important to remember where you put these export files, so you can find them when you’re ready to import them to your accounting software!*

After you export activity from Acowin, you should import it to your accounting software. Each accounting program is different, but most of them have a fairly obvious “Import” option under the File or Tools menus. Consult your accounting software’s user guide if you need help with this function.

**Applying Payments in Acowin (non-SDK users only):** If you don’t use the QuickBooks SDK system, you’ll want to apply payments for your invoices in Acowin. This is done with the A/R button in the Work Orders section of the Acowin Main Menu. You can also click the Accounts Receivable button in the Accounting section of the Main Menu, then choose Cash Receipts from the sub-menu that appears - it access the same file. There is also a Payment Steps menu that contains the Payments file, plus all of the posting, transfer, and export processes.



*To create a Payment, click the A/R button on the Acowin main menu.*

A/R



Accounts Receivables



Cash Receipts

*You can also access payments with the Cash Receipts button in the Accounts Receivables sub-menu.*

*This is the Payment screen, as it appears when you add a new payment.*

If you have the exact invoice number you want to apply payment to, click the Invoice button, then enter that invoice number. Otherwise, click the Magnifying Glass button next to the Customer space, and look up the correct Customer. You will then be able to use the Add/Remove button, at the bottom of the screen, to select the invoices for payment.

**Invoice** *If you have an invoice number to apply payment against, click the Invoice button and enter the invoice number.*

**Customer** *If you don't have an exact invoice number, you can click the Magnifying Glass and look up the Customer.*

**Add / Remove** *Once you have selected the Customer, you can click the Add/Remove button to see a list of their open invoices.*

Chk	Alt	Site #	Site Name	Invoice Num	Invoice Date	Orig Inv Amt	Balance
<input checked="" type="checkbox"/>		01015-0001	Furlow, Anne Marie	S-1001	03/11/2005	15.00	15.00
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							

*On the Add/Remove window, put a check mark next to the invoices that will be paid, then click OK.*

*The Payment screen will now include a Customer Number, and one or more invoices will appear in the body of the screen for payment.*

After you've selected a Customer and one or more invoices, enter the customer's total payment amount in the Payment Amount field. This would be the total of the check, credit card, or cash payment made by the customer. You can use the top-right portion of the screen to specify the payment method, and fill out the relevant information, such as providing a check number if the customer paid by check. In the body of the Payment screen, use the Payment column to divide the customer's total payment between the selected invoices. You can divide the total payment any way you want, as long as the total payment from all line items equals the overall Payment Amount you have specified. The handy "Unapplied Amount" field at the bottom of the screen will compute any variance – this field should contain 0.00 when the total payment has been correctly distributed.

*Here we see that a total Payment Amount of \$159.00 has been entered.*

*The Payment Type has been set to "Check". A check number and date have been entered. The customer has given us check number 60021, dated 08/22/2006, for a total of \$159.00.*

Source	Site ID	Invoice Num	GL Acct #	Orig Inv Amt	Outstanding	Payment	Adj Amount	Adj Detail	Balance
Contract	01019-0001	C-1010	1100	159.00	159.00	159.00			0.00

*In the body of the Payment, the entire \$159.00 was applied to the sole open invoice, which will reduce its balance to 0.00.*

The screenshot shows the 'Payments' window with the following details:

- Payment Type:** Check (selected)
- Check #:** 60021
- Check Date:** 08/22/2006
- Payment Amt:** 159.00
- Cash Acct:** 1010
- Customer:** 01019
- Invoice:** C-1010
- Payment Date:** 08/22/2006
- Comment:** (empty)

The table below the form shows the payment application:

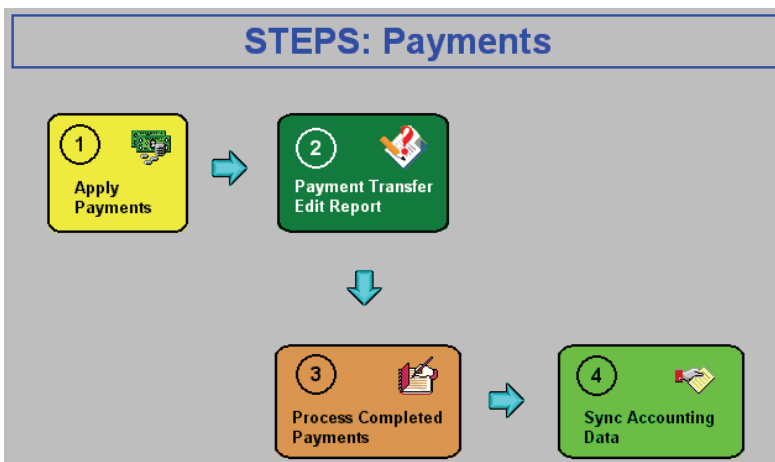
Source	Site ID	Invoice Num	GL Acct #	Orig Inv Amt	Outstanding	Payment	Adj Amount	Adj Detail	Balance
Contract	01019-0001	C-1010	1100	159.00	159.00	159.00			0.00

Summary fields at the bottom right:

- Total Payments:** 159.00
- Unapplied Amount:** 0.00

*The Payment is now complete, with nothing left over in the Unapplied Amount field.*

After you enter all of your Payments for the day, you should post them, transfer them to A/R, and export them to your accounting software. You can do all of these things right from the Payment Steps menu – just follow the Steps in order. The transfer and export screens look and function exactly like the screens for invoices, reviewed earlier in this section.






**Using Acowin Without Exporting to Accounting:** It's possible to use Acowin without exporting any accounting data at all. Simply refrain from running the "export" or "synchronize" steps, always the last steps on the Steps menus. You can still obtain accurate aging reports and customer balances from Acowin, even if you don't export any accounting data.

## Accounts Payable

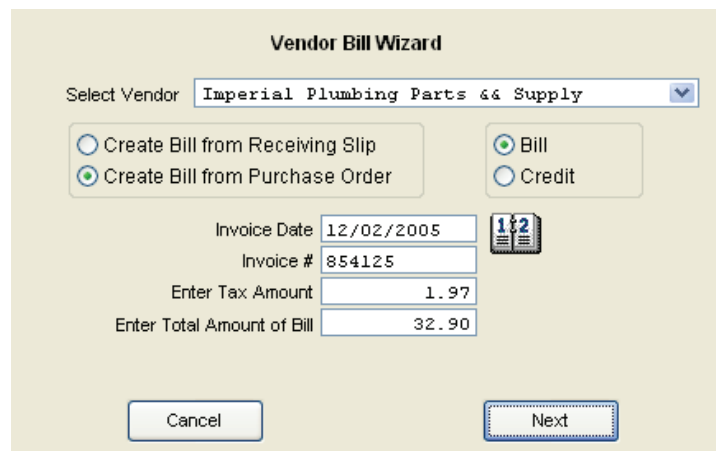
Acowin has the ability to produce Accounts Payable invoices from your Purchase Orders. These A/P Invoices can be synchronized with QuickBooks, where payments can be applied to them. Before you can synchronize A/P invoices, you must complete the QB Wizard for A/P. This program can be run from the Acowin Quick Launch menu, Start / Programs / Acowin / Quick Launch on the server, and is discussed in the Acowin Installation Guide. The Installation Guide also discusses the Import Vendors utility, which you can use to link existing Acowin Vendor File entries with the corresponding entries on the QuickBooks Vendor List, and also bring new vendors from QuickBooks into Acowin.

**Entering Accounts Payable Invoices:** When you receive invoices from your vendors, click the Accounts Payable icon on the Acowin Main Menu.

 When you click the A/P icon, a wizard will appear, asking you to specify some basic information about the invoice you want to enter. This includes the vendor name, Invoice Date, Invoice Number, amount of tax paid to the vendor, and the total amount of the vendor's bill (including tax.) All of this information should be readily available by reading the vendor's invoice.

You can also make a choice between attaching the Accounts Payable invoice to a Purchase Order, or to a specific Receiving Slip. Linking A/P invoices to Receiving Slips is useful if you're only being billed for items that have actually been delivered to you, rather than all the items ordered on a Purchase Order.

The first screen of the Accounts Payable "new invoice wizard" is pictured below. Note that you can click Cancel to abort the wizard if you want to look at existing A/P invoices, rather than enter new ones.



**Vendor Bill Wizard**

Select Vendor: Imperial Plumbing Parts & Supply

Create Bill from Receiving Slip

Create Bill from Purchase Order

Bill

Credit

Invoice Date: 12/02/2005

Invoice #: 854125

Enter Tax Amount: 1.97

Enter Total Amount of Bill: 32.90

Buttons: Cancel, Next

When you click the Next button, the wizard will ask you to choose the exact Purchase Order Number or Receiving Slip for this Accounts Payable invoice. The second screen of the wizard looks like this:

Vendor Bill Wizard

Vendor Imperial Plumbing Pa

[Enter PO #](#)

Chk	Rcv Slip #
-----	------------

Find Receiving Slips

Detail

Cancel Back Finish

You can type the **Purchase Order** number in the space provided, or click the blue [Enter PO#](#) hyper-link to search for the Purchase Order, using the standard Search tool. If you're tying the A/P invoice to a Receiving Slip, the **Find Receiving Slips** button will bring up a list of Receiving Slips, after you've selected the Purchase Order number. When you click Finish, you'll see the Accounts Payable invoice screen. This screen lists each line from the Purchase Order, and displays the General Ledger accounts that will be used when the A/P invoice is transferred to QuickBooks. The system has default General Ledger accounts that should usually be correct, provided you set the system up correctly when you ran the QB Wizard for Accounts Payable and created your Distribution Codes. The system obtains default General Ledger accounts for A/P as follows:

- Accounts Payable - a Liability account you specified when you ran the QB Wizard for A/P. It can be changed in Accounting / Setup / Default Setup.
- Tax Account - a Cost of Goods or Expense account you specified when you ran the QB Wizard for A/P. It can also be changed in Accounting / Setup / Default Setup. Tax paid to the vendor is debited to this account.
- Offset Account - a Liability account that is used when the vendor's invoice total does not agree with the original total of the Purchase Order. You specify this account when you run the QB Wizard for A/P, and can revise it in Accounting / Setup / Default Setup if desired.
- Debit account for Inventory Purchases - this will be your Inventory Asset account, which was set up when you first created your Acowin "live" company with the Company Setup wizard. It can be revised in Accounting / Setup / Default Setup, if necessary.

- Debit account for Call Slip Purchases - the Cost of Goods account for materials from each Call Slip is used for this purpose. This account comes from the Call Slip's Distribution Code, which you can see on the Invoice screen of the Call Slip. You can review or adjust Distribution Codes with Accounting / Setup / Distribution Codes.

In most cases, you won't need to make any changes to the Accounts Payable Invoice screen. You can just click the Save button to save your invoice, click Status Change to post it (see below), then click New if you want to add another invoice to the system. The A/P Invoice screen is pictured below.

**Entering Offset Amounts:** If the vendor's invoice total is *not the same* as the original Purchase Order total, the difference is called an **offset amount**. You can put a check mark in the "Calculate Offset" box to have Acowin compute this difference and enter it as an offset amount. The offset amount will be credited to your Offset Account, instead of Accounts Payable, making such discrepancies with vendor invoices easy to track. You may wish to dispute the offset amount with the vendor, and if you're successful, the vendor will most likely issue you a credit to wipe out the offset amount. You can enter this credit as a Credit Invoice, as described below. Here is an example of an Accounts Payable invoice that has an offset amount. The original Purchase Order amount was \$179.88, but the vendor sent an invoice for \$195.85, leaving an offset amount of \$15.97.

**Vendor Bill**

Bill  Credit

Vendor: **Ambience Kitchen** Invoice Date: **11/29/2005** Status: **Xfer A/P** Notes:   
 PO Num: **3** Invoice Number: **47222** Mark to Transfer to A/R:    
 Terms:  Bill Total: **195.85** Hold:

Keycode	Description	Vend Part #	Qty	Cost	Extended	Detail
▶ GRAN001	granite, desert gold, sq ft		12	14.99	179.88	

A/P Account: **2000** Tax Account: **4200** Offset Account: **2020**

Subtotal: **179.88** Tax: **0.00** Offset: **15.97**  Calculate Offset   
 Grand Total: **195.85**

Add Wizard General Status Change

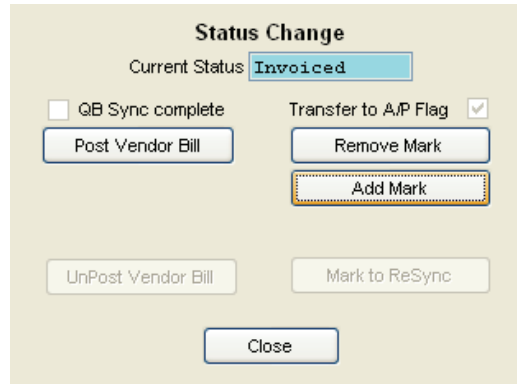
**Adjusting the General Ledger Accounts for an A/P Invoice:** If you want to revise the General Ledger accounts for a specific Accounts Payable invoice, you can change the Tax and Offset Accounts right on the main screen, using the pull-down menus. The debit accounts for each line item can be reviewed or adjusted by clicking the Detail button at the end of each line. Here is an example of the Detail screen for an Inventory purchase, which would debit the Inventory asset account by default:

Qty: **5/5**

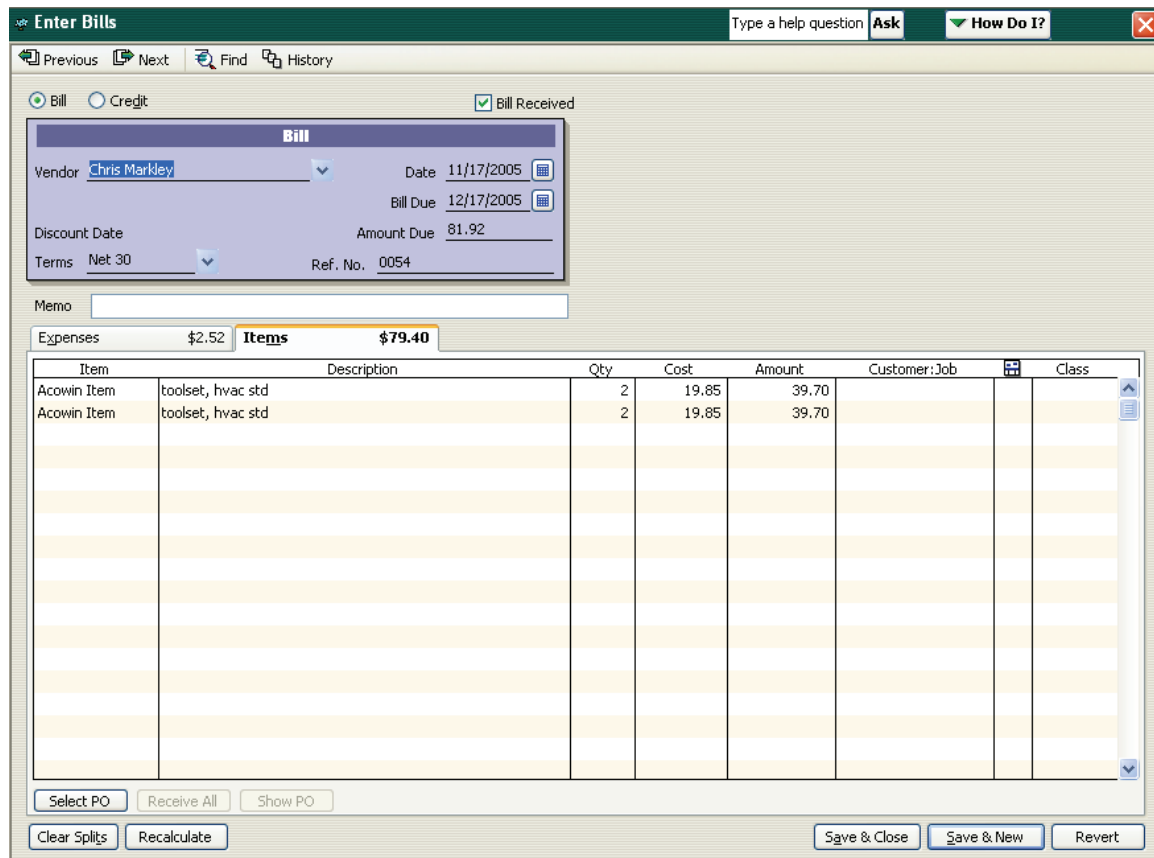
Rev Slip #	Location	Prev Billed	Qty	GL Account Number
▶ F	Main Warehouse	0	5	1200

Cancel Ok

**Posting and Synchronizing A/P Invoices:** After you've clicked Save to save a new invoice, you can click the Status Change button to post it.



Click the **Add Mark** button under “Transfer to A/P Flag” first. This will cause the **Post Vendor Bill** button to light up. Click Post Vendor Bill to post your invoice. Note that unlike Accounts Receivable invoices, A/P invoices don’t have edit or transfer reports - as soon as you click Post Vendor Bill, the invoice is ready for QuickBooks, and will be sent over the next time you run the QB Sync program. Accounts Payable invoices from Acowin look like this when they appear in QuickBooks:



**Entering Credit Invoices:** If a vendor sends you a credit invoice, you can enter it as an Accounts Payable invoice with a **negative** amount. The most common reason a vendor would issue a credit is because you disputed the

difference between a Purchase Order total and the vendor's invoice amount. The Credit Invoice will automatically place the credit amount into the Offset field, if the original invoice had an Offset amount. When you post the credit and send it to QuickBooks, it will wipe out the Offset amount, leaving only the correct Purchase Order total in Accounts Payable. Here is an example of a Credit Invoice, in which the vendor has issued a (-15.97) credit to wipe out a previous offset of \$15.97:

**Vendor Bill**

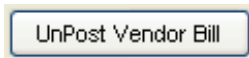
Vendor: **Ambience Kitchen** Invoice Date: **11/29/2005** Status: **Created** Notes:   
 PO Num: **3** Invoice Number: **CR47222** Mark to Transfer to A/R:    
 Terms:  Bill Total: **-15.97** Hold:

Keycode	Description	Vend Part #	Qty	Cost	Extended	Detail
GRAN001	granite, desert gold, sq ft		0	14.99	0.00	

A/P Account: **2000** Tax Account: **4200** Offset Account: **2020**   
 Subtotal: **0.00** Tax: **0.00** Offset: **-15.97**  Calculate Offset   
 Grand Total: **-15.97**

Buttons: Add Wizard, General, Status Change

**Un-Posting Accounts Payable Invoices:** It is possible to “un-post” an A/P invoice, provided the invoice has been *deleted from QuickBooks*. Once an invoice is un-posted, you can revise or delete it. To un-post an invoice, click Status Change, then click the **UnPost Vendor Bill** button.



## Using Attachments

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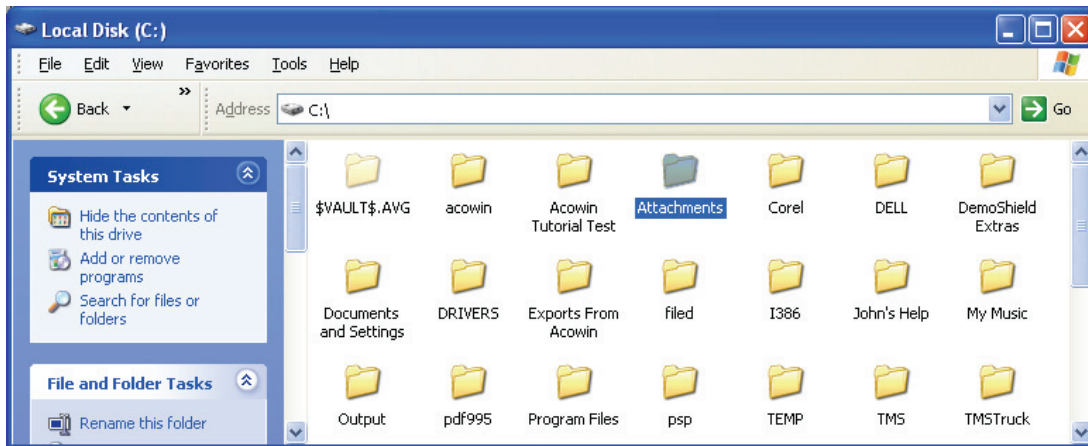
The Attachments feature allows you to import files from almost any type of program, including spreadsheets, graphic images, photographs, and word processing programs, and save them in various important locations throughout Acowin, including Customers, Sites, Contracts, and Jobs. Clicking the Attachments button shows you a list of the files attached to a selected record, and if you choose to view one of the attached files, the correct associated application will be launched automatically. For example, if you choose to view a spreadsheet file, it will be opened with Microsoft Excel (or whatever spreadsheet program you have chosen to install on your system.) Acowin Attachments allow you to store important information from outside programs, such as scanned images of crucial documents or digital photos of your work sites, for easy reference. Attaching these items to Acowin is much easier than having to search through extensive hard drive directories or physical filing cabinets!

**Setting Up the Attachment Drive:** The first step to using the Acowin Attachments is to create a mapped network drive to store the attached files. This is very similar to the procedure for linking the various workstations to the shared Acowin data folder, when you install your workstations. The Attachment files will be kept in a different shared folder, to keep them from being mixed in with the Acowin data files.

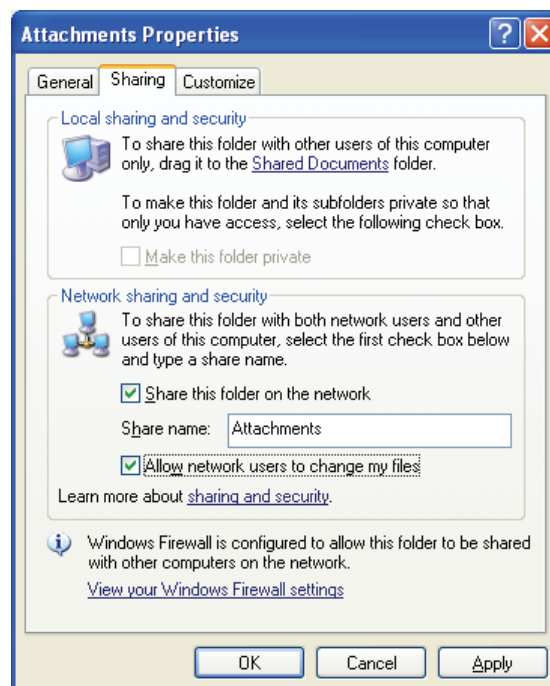
The Attachments folder could be on any storage device that can be accessed from your Acowin server, including one of the server's internal hard disks, a hard disk on a different network computer, or an external mass storage device. Be sure to allow plenty of space for the Attachments folder - if you attach a lot of graphic images and large word-processing documents, the Attachments folder could become quite large. Also, you should make some arrangements to have the Attachments folder backed up periodically. You could add it to the list of folders backed up by an automatic unattended tape backup, or you could periodically copy the Attachments folder onto a tape, memory stick, CD, or data DVD. **Note:** the Acowin Backup utility does **not** back up the Attachments folder! It only backs up the Acowin data.

To create the Attachments folder, open the My Computer icon on whichever computer you have chosen to contain your attachments. Navigate to the folder where you want to keep the attachments, then pull down the File menu and choose New >> Folder. Name the new folder **Attachments**. In the example pictured below, the Attachments folder has been added to drive C: of the Acowin server computer.



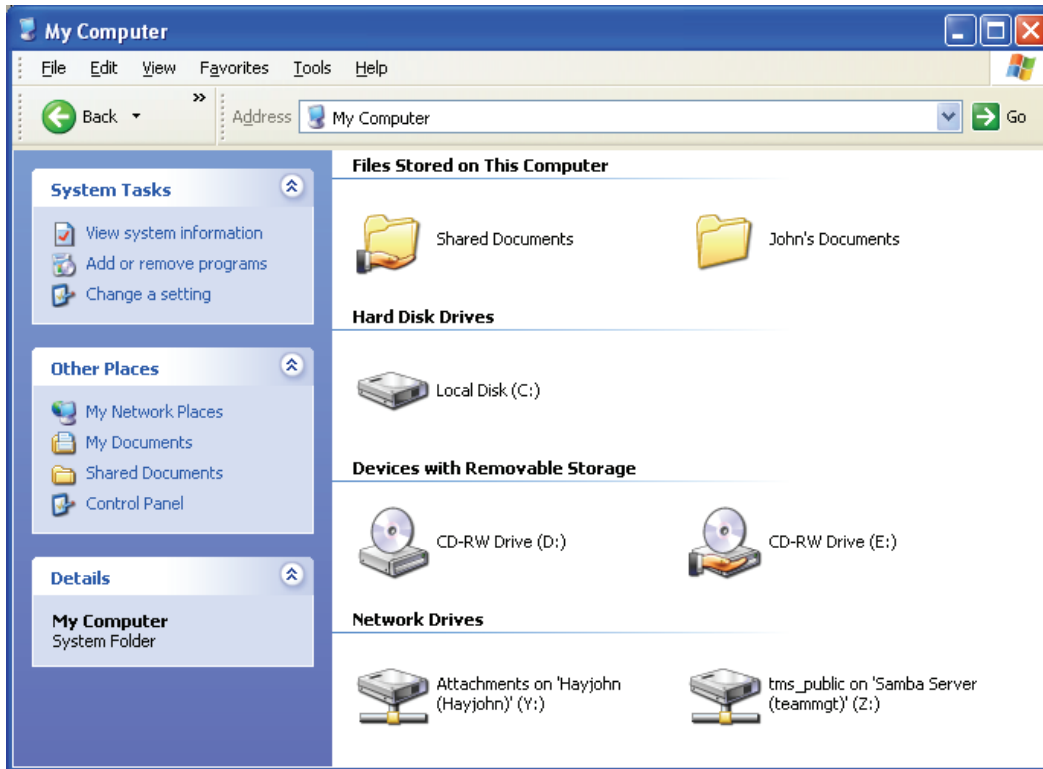


The Attachments folder must be **shared** to allow network access. To activate sharing, *right-click* on the Attachments folder, then choose Sharing and Security. Select the option to share the folder on your network, and be sure to also allow network users to **change** the contents of the folder. In the “simple file sharing” mode of Windows XP, the ability to change the contents of the folder is granted with a simple check box, as pictured below. In the more complex Windows file sharing system, there will be a Permissions button that you can click to grant different levels of access to different groups of users. You would want to ensure that all groups of users have full read and write access to the Attachments folder.

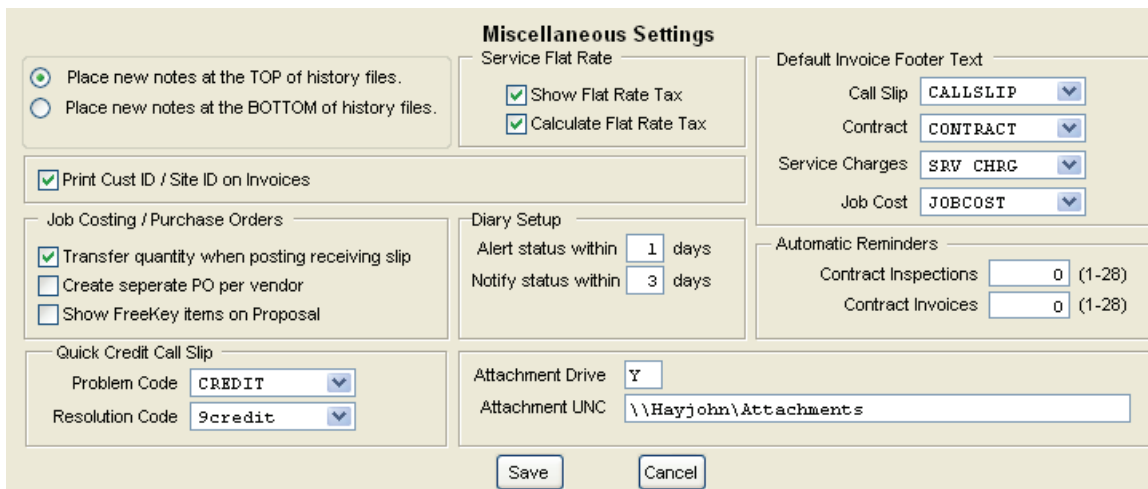


With the Attachments folder shared, your final task is to create a **mapped network drive** on each workstation. Only the Acowin workstations need such a mapped network drive – you don't have to make one on the server computer. On

each workstation, open the My Documents icon, then pull down the Tools menu and choose Map Network Drive. You can select any drive letter you wish for the mapped drive. Set the target folder to the shared Attachments folder. In the example below, the network drive mapped to the Attachments folder is drive letter Y, which you can see at the bottom of the screen, under Network Drives.



Once you have created the mapped network drive for the Attachments folder, go to **Setup / Settings / Miscellaneous** in the Acowin program.



Set the **Attachment** Drive letter to the letter you chose when you created the mapped network drives on the workstations. The **Attachment UNC** should be the network path to the shared Attachments folder, in the format [\\server\share](#), where “server” is the name of the computer holding the Attachment drive, and “share” is the share name. This is the same path you used when creating the mapped network drives. The Attachment UNC entry is used by the Acowin server computer to locate the attachments, and also by the AcoTruck remote technician computers, if your system includes this option. Click Save to save your changes after you enter the Attachment Drive information. The Attachments system is now set up and ready to use.

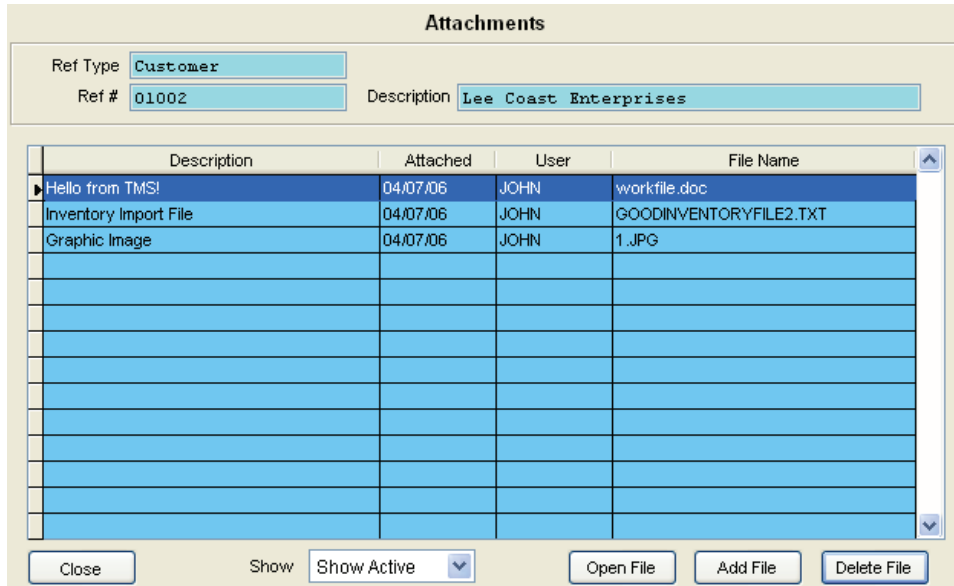
**Attaching Files to Acowin Entries:** You can attach files to any of the following locations in Acowin:

- Customers
- Sites
- Contracts
- Project Management
- Purchase Orders
- Receiving Slips
- Vendor File
- Vendor Bills
- Inventory

Each of these files has an Attachments button, which contains the image of a folder, as pictured below.

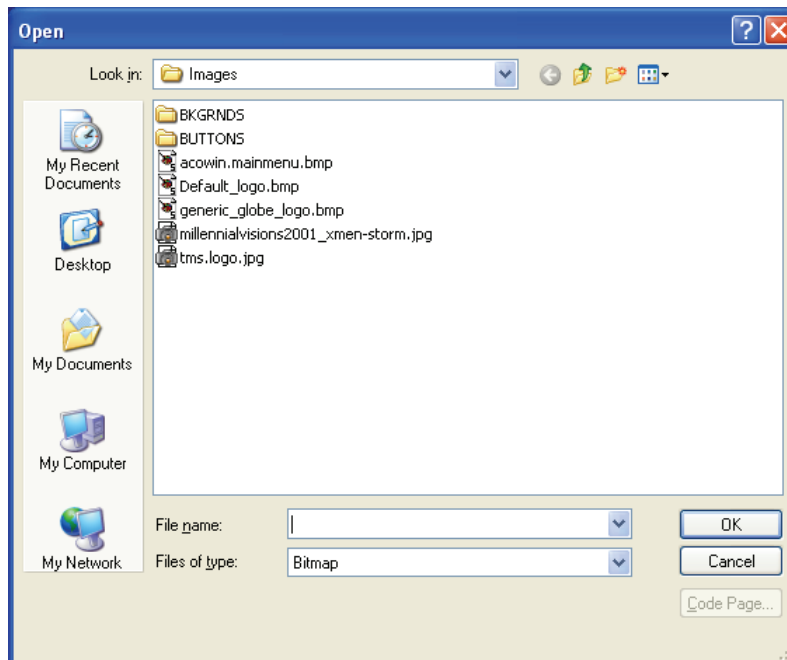


When you click the Attachments button, you'll see a list of all the files that have already been attached to the selected record. Remember that Customers and Sites have different lists of Attachments, even though they're two sides of the same Customer/Site File. Different types of Attachment would make sense in the different locations of Acowin. For example, a spreadsheet listing precise structural measurements could be attached to a Site, printed invoices from a vendor could be scanned and attached to Vendor Bills, and specification sheets for complex items could be attached to Inventory.



You can select one of the existing attached files and click the **Open File** button to view it. The application associated with the chosen file will launch automatically.

You can click the **Add File** button to select a new file and turn it into an Attachment. The standard Windows file selection window will appear, allowing you to locate the file you wish to attach. The file can be stored anywhere you can access from your computer, including a CD, memory stick, or other removable media. Virtually any type of file can be made into an Acowin attachment.



After you locate and select the file you wish to attach, you'll be asked to provide a short description of the file. Click the OK button when done. The file will be added to the list of Attachments for the chosen Customer, Site, Contract, or Job.

Attached

User  File Name

Description

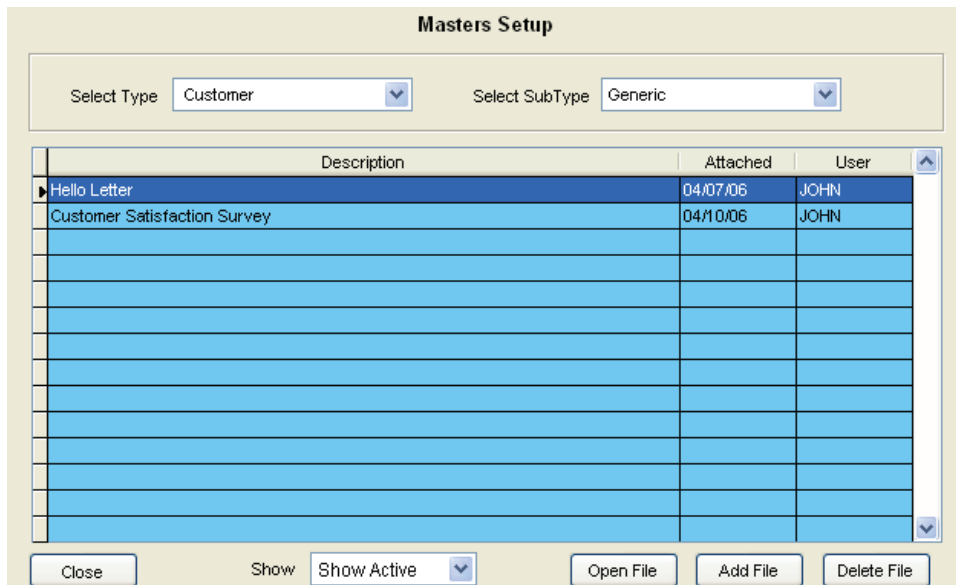
Click OK, or your attachment will not be saved.

If you want to remove a file from the list of Attachments, select the file and click the **Delete File** button.

## Merging Acowin Data With Microsoft Word

Acowin has the ability to merge Customer, Site, Contract, or Job data with standard “form letters” created with Microsoft Word. To take advantage of this feature, you can create a set of **Master Documents**, which are like “templates” that include designated locations for customer names, addresses, phone numbers, Job numbers, or other important information. When you create a merge document, Acowin will automatically replace these “place holder” marks with the correct information. You **must** have Microsoft Word installed on your system to take advantage of this feature.

**Creating Master Documents:** To create Master Documents, go to **Setup / Settings / Master Document Setup**. You’ll see a list of all the Master Documents you’ve already created. The **Select Type** pull-down menu will allow you to review the four different types of Master Document: Customer, Site, Contract, and Job. These are totally separate document types, since each one has different fields available for use in creating the Master Documents. The example pictured below is a list of the Master Documents that are suitable for use with Customers.



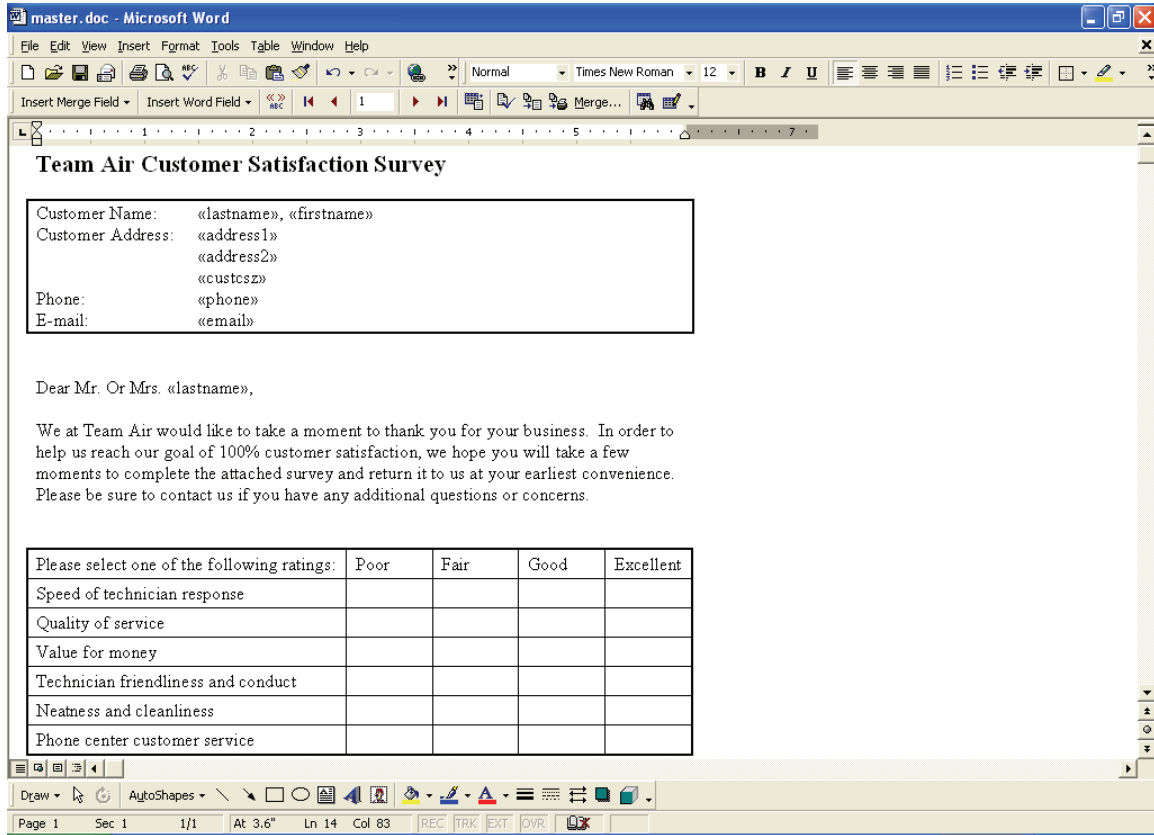
The screenshot shows the "Masters Setup" window. At the top, there are two dropdown menus: "Select Type" set to "Customer" and "Select SubType" set to "Generic". Below these is a table with columns for "Description", "Attached", and "User". The table contains two rows of data:

Description	Attached	User
Hello Letter	04/07/06	JOHN
Customer Satisfaction Survey	04/10/06	JOHN

At the bottom of the window, there are several buttons: "Close", "Show", "Show Active" (with a dropdown arrow), "Open File", "Add File", and "Delete File".

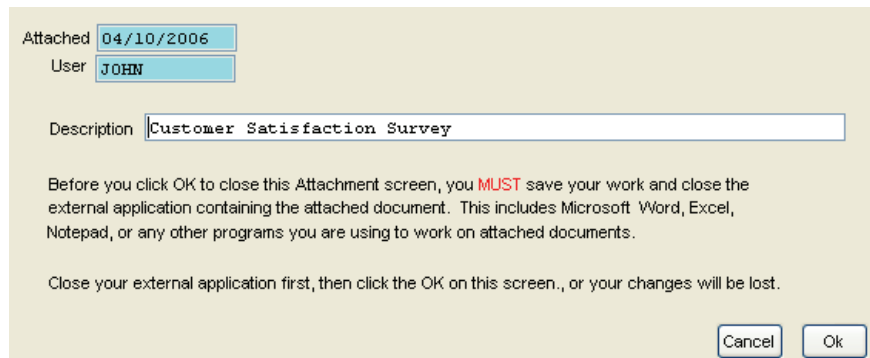
To create a new Master Document, click the **Add File** button. This will launch Microsoft Word. You’ll see that a special pull-down menu called **Insert Merge Field**. Clicking this pull-down menu gives you a list of the fields available from Acowin, and drops a “place holder” at the current position of your cursor. For example, selecting the Customer City, State, and Zip field inserts a merge field called ((custcsz)) in the Master Document, setting the space where the customer’s city, state, and zip code will go, each time you create a merge document. You can use as many of these merge fields in your Master Document as you want, and you can use the same merge field several different times at

different locations in the document. Here's an example of a Master Document for the Customer data, designed to serve as a customer satisfaction survey:



Notice how the merge fields have been used to set up the customer's name, address, phone number, and e-mail in the upper part of the page, plus the salutation to "Mr. Or Mrs. ((lastname))".

When you're finished with the Master Document, be sure to save it, by pulling down the File menu of Microsoft Word and choosing Save, or clicking the Save button on the Microsoft Word toolbar. You can then close or minimize Microsoft Word. You'll see a window from Acowin, requesting that you give the new Master Document a description, then click **OK** to save it.



**Creating Merge Documents:** Once you've created some Master Documents, you can produce merge documents by clicking the button that looks like the Microsoft Word symbol. This button is found right next to the Attachment button, in the Customer/Site File, Contract File, and Job File.



When you click the Merge button, you will be asked to give a Description to your new merge document, and then click Next.

The screenshot shows a dialog box titled "Generate Document". At the top, there are three input fields: "Ref Type" with the value "Customer", "Ref #" with the value "01001", and "Description" with the value "Miller, Stephanie". Below these fields is a large text area containing the following text: "This feature will allow you to use a Master Document, plus the selected Customer, Site, Contract, or Job information, to produce a new letter, renewal notice, proposal, or other document with Microsoft Word. The Master Documents are prepared in Setup/Settings/Master Document Setup, which launches Word with a special toolbar that lets you insert 'merge fields' that will be replaced by Acowin data. Use the DESCRIPTION field below to describe the new document you are about to create, for example 'New A/C System Proposal.' Then click Next, and choose from the list of Master Documents you have prepared. After you choose a Master Document, Microsoft Word will be launched, and a new final document will be created, with all the merge fields instantly filled by data from the Customer, Site, Contract, or Job you have selected." Below the text area, there is a prompt: "Enter a description for the new document and click next". To the right of this prompt are two more input fields: "Attached" with the value "05/30/2006" and "User" with the value "JOHN". Below these fields is a "Description" input field containing the text "Customer Satisfaction Letter". At the bottom left of the dialog box is a "Cancel" button, and at the bottom right is a "Next" button.

You will see a list of Master Documents available for the type of merge you're performing. Remember there are different types of Merge Document for Customers, Sites, Contracts, and Jobs. Select a Master Document and click Next.



**Generate Document**

Ref Type  Ref #  Description

Select the Master document and click next

	Description	Sub Type
<input checked="" type="checkbox"/>	Hello Letter	Generic
<input type="checkbox"/>	Customer Satisfaction Survey	Generic
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		

The system will launch Microsoft Word, then use the information from your selected Customer, Site, Contract, or Job to fill out all the fields in the Master Document you have chosen. The result will be a document personalized for the customer or project you're working with. The example below uses the "Customer Satisfaction Survey" that was used as an example for creating a Master Document, above. Note how all the merge fields have now been replaced by the information for the specific Customer that was selected for this merge document.

**Team Air Customer Satisfaction Survey**

Customer Name:	Miller, Stephanie
Customer Address:	93710 Cypress Lake Drive Fort Myers, FL 33907
Phone:	(239)437-3030
E-mail:	smiller0999@aol.com

Dear Mr. Or Mrs. Miller,

We at Team Air would like to take a moment to thank you for your business. In order to help us reach our goal of 100% customer satisfaction, we hope you will take a few moments to complete the attached survey and return it to us at your earliest convenience. Please be sure to contact us if you have any additional questions or concerns.

Please select one of the following ratings:	Poor	Fair	Good	Excellent
Speed of technician response				
Quality of service				
Value for money				
Technician friendliness and conduct				
Neatness and cleanliness				
Phone center customer service				

# The Acowin Diary

The Diary system allows you to schedule reminders for important events. The master Diary window will display color-coded alerts as Diary events approach. Events you mark as "Done" will disappear from the alert window, but remain as part of the accumulated Diary history.

**Diary Locations:** There are several Diaries located throughout the Acowin system. They all function exactly the same way. The only difference is the type of follow-up action that would typically be scheduled - for example, a reminder to order parts for a Job would ideally be entered in the Job Diary, while a collections call for delinquent invoices would be scheduled in the Customer Diary. There are Diaries associated with the following files:

- Customer/Site File (separate Diary screens for Customers and Sites)
- Contract File
- Job File (aka Project Management)
- Company Diary (located on the Company Utilities menu)
- Dispatch Diary (accessed from the Dispatch Detail screen of the Dispatch Board)

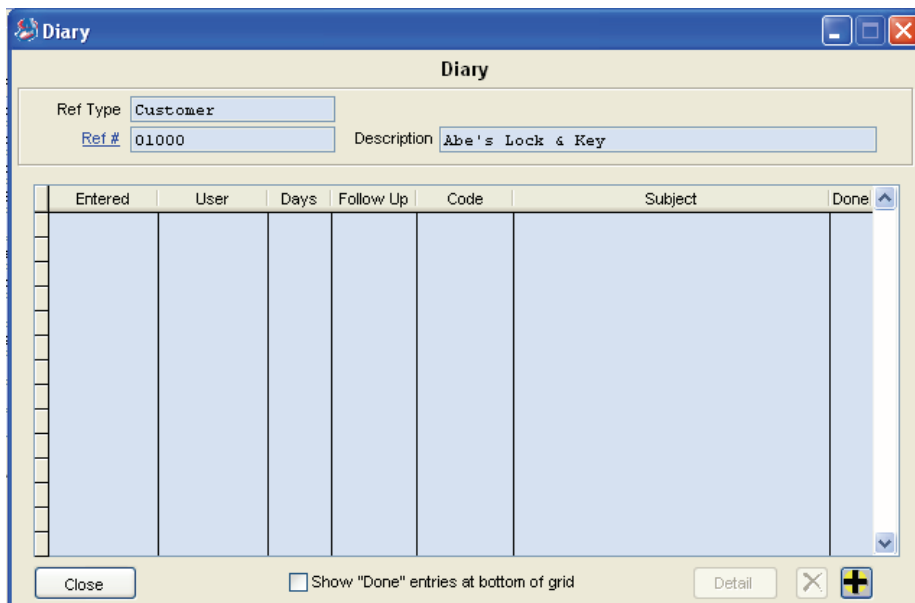
**Creating a Diary Note:** To create a Diary note, click the Diary button on any of the five screens mentioned above.



*The Diary button appears on the Customer/Site, Contract, Job Costing, and Dispatch Detail screens.*



*To access the Company Diary, click the Utilities button in the Company section of the Main Menu, then choose Company Diary.*





To create a new Diary note, click the Add button at the bottom of the Diary screen. The window pictured below will appear. Fill out the fields and click OK to create your new Diary note.

The screenshot shows a 'Diary' window with the following fields and values:

- Ref Type: Customer
- Ref #: 01000
- Description: Abe's Lock & Key
- Entered: 05/25/2007
- User: JOHN
- Days: 5
- Follow Up: 05/30/2007 (with a calendar icon and text 'Wednesday May 30, 2007')
- Code: (empty)
- Subject: Check in the mail
- Message: Customer is sending check for \$500 to cover outstanding balance due

**Follow-up Days or Date:** Enter a number of days to wait before following up, or enter a specific date. When you fill in either of these fields, the computer will fill out the other one automatically. You can click the Calendar button to set your follow-up date with a calendar. The day and date of the follow-up action will be displayed next to the calendar, after you make your choice.

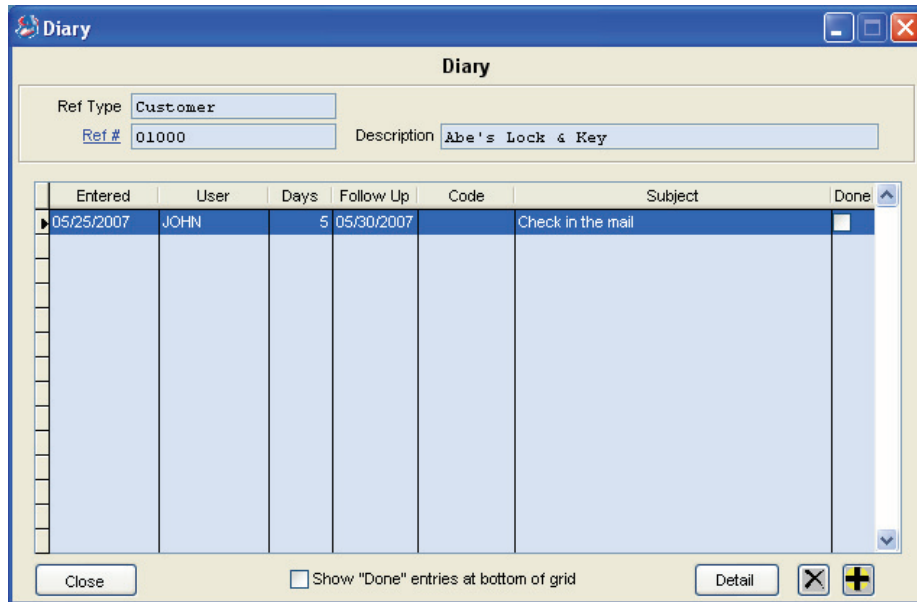
**Code:** You can create Diary Codes in advance, for common follow-up actions. This is done in Setup / Subsystems / Diary Codes. Selecting a Code will fill out the Subject and Message areas automatically. Using Diary Codes is optional - you can enter the Subject and Message text manually, as in this example.

**Subject:** A short summary of the Diary event, which will appear in the Diary window.

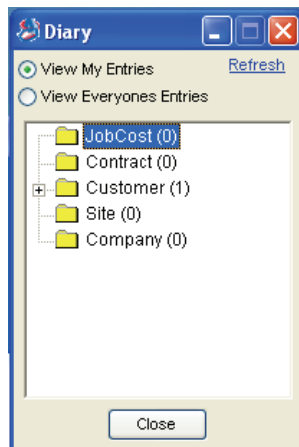
**Message:** This area provides an unlimited amount of space to expand on your Diary entry and provide additional details. You can leave the Message area blank, if you think the Subject line requires no further elaboration. If you would like to insert today's date and the current time into the message text, you can click the Clock button.

**OK:** click the OK button to create your new Diary entry.

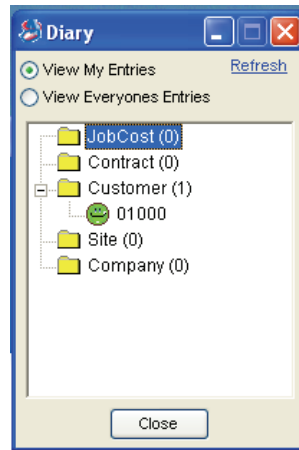
Your completed entry will appear in the Diary window, as pictured below. You can click the **Detail** button to review the entry in full, at any time.



**The Diary Alert Window:** This small window appears to the right of the Main Menu. If you close the Diary Alert window, you can re-open it by pulling down the **Forms** menu and choosing **Diary**. The Diary Alert window reads the various Diaries and looks for upcoming events when you first log into Acowin. If you want to force the Alert window to read all the Diaries immediately and update itself, click the blue Refresh hyper-link. Diary events within 5 days of their scheduled follow-up date will appear as a number in the Alert window, as seen below.



Here we see 1 impending event in the Customer Diary. Double-clicking on a Diary folder, or clicking the “+” symbol next to it, will open the folder to reveal the individual alerts.



The number next to the event is the Customer, Site, Contract, or Job number that produced it. Diary events are color-coded to indicate their urgency. You can change the Notify and Alert intervals in Setup / Settings / Miscellaneous. The default number of days for Notify and Alert status are given below.

- Between 2 and 5 days from the event, it will be displayed with the “Notify” symbol, a green happy face.
- Less than 2 days from the event, the symbol will change to the “Alert” symbol, a yellow concerned face.
- Beyond the follow-up date, the symbol changes to the “Missed” symbol, a red angry face.

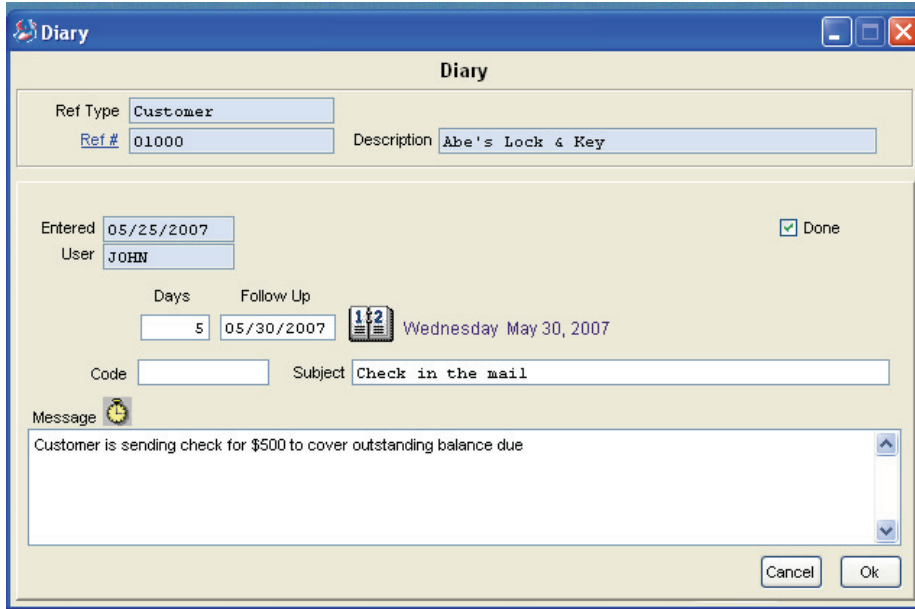
Note that the Diary Alert window initially displays only Diary reminders created under your user name. However, you can toggle the window to “View Everyone’s Entries” to see alerts created by all users.

**Modifying and Completing Diary Actions:** You can double-click an event in the Diary Alert window to open the corresponding Diary screen. Here you can see the Subject line of the Diary note. Select the note and click the Detail button to see the full Diary entry.

From the Detail window, you can read the full message text for the diary entry, or modify its Follow-Up Date. If the event described in the Diary entry has been taken care of, you can place a check mark in the “Done” box. Events marked “Done” will no longer appear in the Diary Alert window, but you can still see them on the Customer, Site, Job, Contract, or Company Diary screens. This allows you to build up a “history” of Diary actions. For example, if you look at the Diary for a particular Customer and see many cases where your company had to make

special phone calls to collect overdue balances, you know you're dealing with a customer who has a spotty payment history.

Below is an example of the Detail window for a Diary entry that has been marked "Done." Presumably, the customer mailed in his check, and cleared up his balance due.

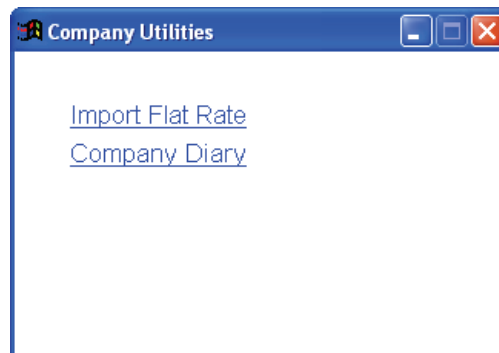


The screenshot shows a window titled "Diary" with the following fields and values:

- Ref Type: Customer
- Ref #: 01000
- Description: Abe's Lock & Key
- Entered: 05/25/2007
- User: JOHN
- Days: 5
- Follow Up: 05/30/2007 (Wednesday May 30, 2007)
- Code: (empty)
- Subject: Check in the mail
- Message: Customer is sending check for \$500 to cover outstanding balance due
- Done checkbox: checked

Buttons at the bottom: Cancel, Ok

**The Company Diary:** This special Diary can be used to record reminders about company activities, such as important meetings, appointments with consultants, monthly or quarterly maintenance activities, and other business tasks. To access the Company Diary, click the Utilities icon in the Company section of the Main Menu, then choose Company Diary from the Utilities menu.

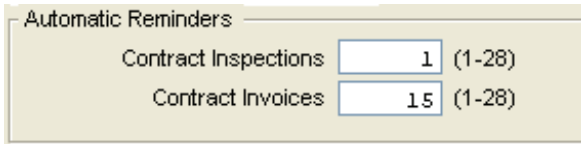


The screenshot shows a window titled "Company Utilities" with two menu items:

- Import Flat Rate
- Company Diary

You can create manual entries in the Company Diary, the same way you can use all the other Diaries, as described above. The system can also be configured to automatically create two special Company Diary reminder notes, each month: one reminder to create monthly Contract Invoices, and another to create monthly

Contract Inspection Call Slips. These automatic reminder notes are controlled from the **Setup / Settings / Miscellaneous** screen.



Automatic Reminders	
Contract Inspections	<input type="text" value="1"/> (1-28)
Contract Invoices	<input type="text" value="15"/> (1-28)

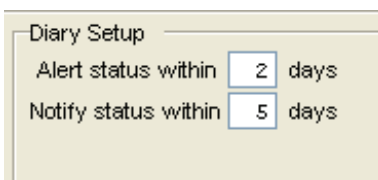
*This is the section of the Miscellaneous Setup screen that controls automatic Company Diary notes.*

If you set the Automatic Reminder fields to a number between 1 and 28, the system will schedule the reminder notes for that day of each month. In the example pictured above, reminders for Contract Inspections will be created on the 1st day of each month, while reminders for Contract Invoices will be produced for the 15th day of each month. Remember that Diary alerts begin appearing in the Alert window a few days before the scheduled diary date - by default, the green “happy face” Notify symbol appears five days before the scheduled diary date, while the yellow “concerned face” Alert symbol appears two days before.

You can disable the automatic Company Diary reminder notes for Contract Inspections or Contract Invoices by setting the Automatic Reminder fields to “0”.

**The Dispatch Diary:** Another special diary is the Dispatch Diary, which you can access by *right-clicking* a Call Slip on the Dispatch Board. This opens the Dispatch Detail window. There is a Diary button in the lower-right corner of the Dispatch Detail window. The Dispatch Diary would contain alerts and reminders pertaining to specific service calls. You can manually create entries in this diary, the same as all the others, but it also has a special purpose: If your system includes the AcoTruck option for technicians to complete their own service calls, using remote tablet PCs in the field, the technicians can place “needs attention” notes into the Dispatch Diary. This way, the Acowin dispatchers will see the Diary alerts and read the notes, which could explain why certain Call Slips are incomplete, ask for the dispatchers to issue Purchase Orders for needed items, or contain other important messages from the technicians to the dispatchers.

**Adjusting Diary Alert Windows:** You can adjust the number of days the Notify and Alert symbols appear before scheduled events. This is done on the **Setup / Settings / Miscellaneous** screen. The fields that control the Notify and Alert windows are pictured below.



Diary Setup	
Alert status within	<input type="text" value="2"/> days
Notify status within	<input type="text" value="5"/> days

*These are the fields that control the Alert and Notify intervals for Diary events. All of the Diaries use the same Alert and Notify intervals.*

The Alert status is represented by a yellow “concerned face” in the Diary Alert window, while the Notify status uses a green “happy face.” In the example pictured above, the green happy face will appear 5 days before the scheduled Diary date, then change to the yellow “concerned face” 2 days before the Diary date. If you pass the scheduled Diary date without marking the event as “Done”, the alert symbol will always change to the red “angry face.”



## Quick Quotes

The Quick Quote system allows you to prepare a simple estimate for work to be performed. If the customer agrees to purchase the work, you can post the Quick Quote to produce a Call Slip. Quick Quotes are much simpler than the Job Costing module, with important differences including:

- Quick Quotes do not allow multiple Phases, as Job Costing does.
- They do not support installment billing.
- They only produce a single Call Slip when they are posted.
- Quick Quotes don't provide for Extras.
- They don't produce Purchase Orders automatically.
- Quick Quotes assume all estimated materials are taken from Inventory.

**Creating a Quick Quote:** Select the Quick Quote file from the Acowin Main Menu, then click the New button on the Toolbar to create a new Quote.



Quick Quote

*This is the Quick Quote button on the Acowin Main Menu.*

The screenshot shows the 'Quick Quote' window with the following sections:

- Site Information:** Site Name, Address, Status, Quote #, Call Slip #, Has Contract.
- Rate and Code Selection:** RateType, Problem Code, Distribution Code, Salesperson, Source (all dropdown menus).
- Bill To:** Name, Contact, Phone.
- Notes:** A large text area for entering notes.
- Labor Table:**

	Tech	Helper	Super	Estimate	Discount	Est w/Discount
Hours	0.00	0.00	0.00	0.00	0.00	0.00
- Material Table:**

Location	KeyCode	Name	Qty	List Cost	Src	Sell Price	Extended
- Summary Statistics:**

Estimate	0.00
Discount	0.00
Est w/Discount	0.00
- Advanced Info:**
  - Use Labor and Material
  - Enter Amount Manually
  - Use Flat Rate
- Financial Summary:**

As Agreed	0.00
Misc	0.00
Sub Total	0.00
Tax	0.00
Grand Total	0.00
Est GP \$	0.00
Est GP %	0.00
- Toolbar:** Includes icons for file operations, navigation, and help.
- Buttons:** 'Status Change' and 'Quote Details'.

*This is the initial appearance of a new Quick Quote.*

Your first important task is to click the blue **Site** hyperlink, and select the proper work Site for the new Quote. After you choose the site, you may click the blue **Bill To** hyperlink, if changing the Customer who will pay for the work is necessary.

Site: 001012-0001 🔍  
 Name: Hermann, Jennifer  
 Address: 7221 W. Sun Valley Rd  
 Middlefield, CA 94482

*The name and address of the work Site will appear in this area, after you have selected one.*

Bill To: 001012 🔍  
 Name: Hermann, Jennifer  
 Contact: Jennifer  
 Phone: (415)555-4695

*You can adjust the Contact name or Phone number if desired, using the fields beneath the Bill To information.*

On the right side of the screen, you will see a set of pull-down menus for Rate Type, Problem Code, Distribution Code, Salesperson, and Source. The Rate Type should default based on the chosen work Site. You will need to select a Problem Code and Distribution Code for your new Quote – the system will remind you, if you accidentally leave these fields blank. The Salesperson and Source fields are optional.

RateType: DEFAULT ▾  
 Problem Code: ACRUN ▾  
 Distribution Code: RESNEW ▾  
 Salesperson: JOHN ▾  
 Source: VAN ▾

*The Rate Type, Problem Code, and Distribution Code pull-down choices are mandatory, while Salesperson and Source are optional.*

The center of the screen includes a Notes field, where you may enter additional notes describing the type of work to be performed, or special instructions for the project.

**Entering Estimated Labor:** The Labor fields can be used to enter the estimated hours of Technician, Helper, and Supervisor labor that will be required to complete the work. The system will then use the Rate Type selected for the Quick Quote to compute a suggested sale price for the labor, including any discounts that have been set up for the customer.

Labor						
	Tech	Helper	Super	Estimate	Discount	Est w/Discount
Hours	8.00	8.00	0.00	800.00	0.00	800.00

*The Estimated Labor fields, filled in with 8 hours each for Tech and Helper labor.*

**Entering a List of Estimated Materials:** Click the Add button beneath the Material grid to add material items to your Quick Quote. You will be asked to

specify the Inventory location that will provide each item. You can use either Key Code or Name to look the items up, with Key Code serving as the preferred method. If you touch ENTER to pass through the next few fields after entering a Quantity, the system will create a new line with the same Location automatically, saving you the trouble of clicking the Add button again.

Location	KeyCode	Name	Qty	List Cost	Src	Sell Price	Extended
MAIN	DCON002	Disc, Concrete, 6' x 3"	1	85.00	R	212.50	212.50
MAIN	FIL001	Filter, 35H pleated	2	2.54	R	12.70	25.40
MAIN	PMP021	irrigation pump	1	145.00	R	326.25	326.25

		Estimate	Discount	Est w/Discount			
		564.15	0.00	564.15			

*This example shows three items added to the Material grid. Note the total estimated sale price of the materials, including discount, computed at the bottom of the screen.*

**Advanced Quick Quote Information:** The Advanced button opens a window of additional, optional information, pictured below. The Schedule fields, in the upper left corner, can be used to select a tech, date, and time for the new Call Slip that will be created when the Quick Quote is posted. You can click the Hide button to close this window.

<p><b>Schedule</b></p> <p>Tech <input type="text"/> <a href="#">clear</a></p> <p>Scheduled <input type="text"/> / <input type="text"/> </p>	<p><b>Default Site Information</b></p> <p>Tax Region <input type="text"/> <input type="text"/> </p> <p>Material Discount % <input type="text"/> 0.00</p> <p>Labor Discount % <input type="text"/> 0.00</p>	<p><b>Taxable</b></p> <p>Material <input checked="" type="checkbox"/></p> <p>Labor <input checked="" type="checkbox"/></p> <p>Misc <input checked="" type="checkbox"/></p>
<p><b>Default Customer Information</b></p> <p>Email Address <input type="text"/> jhermann@samplename.com</p>		
<p><b>Additional Information</b></p> <p>PO # <input type="text"/></p>		
<input type="button" value="Hide"/>		

**Setting a Sale Price for the Quote:** The Quick Quote offers three options for determining a sale price, as seen on the right side of the screen.

<input checked="" type="radio"/> Use Labor and Material <input type="radio"/> Enter Amount Manually <input type="radio"/> Use Flat Rate
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*These are the sale price options for the Quick Quote.*

The first option, **Use Labor and Material**, is also known as “Time and Material” billing. The system will total the sale price of the estimated labor, and each material item, as determined by the Rate Type you chose for the Quote.

The second option, **Enter Amount Manually**, causes the As Agreed field to become editable. You can enter any sale price you wish for the Quote.

The third option, **Use Flat Rate**, changes the screen to include a blue [Flat Rate](#) hyperlink. Click on this link to open a window of Flat Rate price codes. Click the Add button beneath this table to add one or more Flat Rate codes, selecting from up to six prices associated with each code. When you are finished, click the Hide button to return to the main Quick Quote screen, where your Flat Rate prices will be totaled to obtain an overall sale price for the Quote.

Flat Rate Codes

Repair	Description	Qty	Est Time	Unit Sell	Extended	Tax
AVL010005	Install Up to 5/8" Line Tap Valve	1	00:20	277.50	277.50	0.0000
BHT010015	Replace 6 5/8" to 9" Air Tube	1	01:30	162.22	162.22	0.0000
BHT010020	Replace Air Tube with Head	1	01:30	174.43	174.43	0.0000
BLW010025	Replace 1/2 HP 1075 RPM 230V 3 Speed Blower Motor	1	01:00	395.04	395.04	0.0000
			Totals:	04:20	1009.19	0.0000

+ X Hide

*This is the Flat Rate pop-up window. A Quote can be priced using any number of Flat Rate codes, which will be totaled by the system.*

Under any of the billing methods, you can click the blue [Misc](#) hyperlink to add Miscellaneous Charges to the quote, if desired. These can be surcharges for any number of additional services, such as a fuel charge, special order freight charge, or diagnostic fee.

**Additional Quick Quote Tools:** The Quick Quote system includes a Diary, Attachments, and the Microsoft Word Merge feature. The Merge feature is especially helpful for preparing proposal letters, and other correspondence related to the sale or completion of your project.

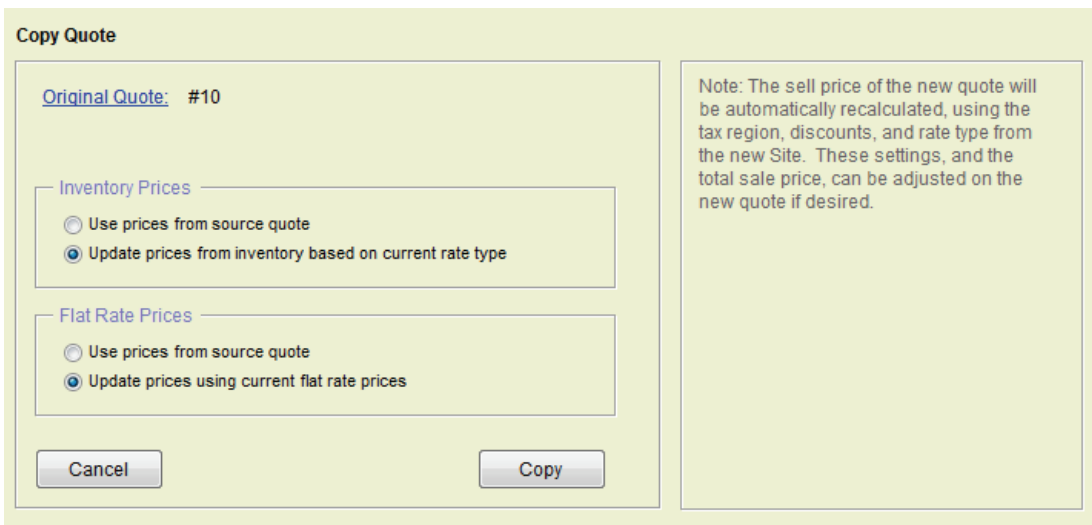
**Copying a Quick Quote:** You can copy an existing Quick Quote - including all of its estimated labor, materials, and billing – by creating a new Quote, then clicking the Copy Quote button in the lower left corner of the screen.

 This is the Copy Quote button.

A pop-up window will appear. Click the blue Original Quote hyperlink, then locate and select the Quote you wish to copy.

The pop-up window also allows you to choose between using the material prices from the source quote, or updating prices based on the current List Cost from Inventory, marked up according to the Rate Type you selected on the new Quote.

If the original quote was billed under Flat Rate rules, you can use the original Flat Rate prices, or you can price the new Quote according to the current prices associated with the Flat Rate billing codes.



**Copy Quote**

Original Quote: #10

**Inventory Prices**

Use prices from source quote

Update prices from inventory based on current rate type

**Flat Rate Prices**

Use prices from source quote

Update prices using current flat rate prices

Cancel Copy

Note: The sell price of the new quote will be automatically recalculated, using the tax region, discounts, and rate type from the new Site. These settings, and the total sale price, can be adjusted on the new quote if desired.

*This is the Copy Quote screen. After you select the original quote, and set the options for updating prices, click the Copy button to complete the process.*

After your quote has been copied, you can make any desired changes to the labor or material estimates, or revise the sale price.