ACOWIN DAILY, WEEKLY, AND MONTHLY CHECKLISTS

Here is a list of the procedures that should be completed each day, week, and month in the Acowin system. Since different companies have different policies, some of the items on this checklist are optional. The italicized notes that appear next to many of the checklist items will indicate which steps are optional, and suggest alternative methods for completing some of the procedures.

At the beginning of each day:
- Roll over open calls from the previous day with the Rollover icon on the Dispatch Board. **NOTE –** Only use this option if you want to automatically roll over open calls from the prior day(s). Some dispatchers prefer to manually move calls individually as opposed to having the computer automatically move them for you. If you use this feature, any scheduled times will be cleared out so as not to mess up your current day schedule.
- Use your DASHBOARD icon from the main menu to review the status of your system. Pay close attention to the un-transferred call slips section as this represents pending revenues. If you are using Automatic Credit Card processing for service agreements, be sure to pay close attention to the Credit Card and ACH sections of the Dashboard.
- Run the REPORTS-> CALL SLIPS-> ACOTRUCK CALL SLIPS report for calls "picked up by tech" status. Calls on this list that are not returned can not be billed or closed.
- Run the REPORTS-> MISCELLANEOUS-> DIARY LIST for TODAY (or for the last THREE days on a Monday to cover weekend diary items) for ALL TYPES and STATUS "NOT DONE" only. This will list all of the items that represent "promises made" for customers and functions that need to be performed.

During the day:

- Use the READY TO INVOICE function on the DISPATCH BOARD to review and bill call slips that are complete. This can also be accessed via the work orders UTILITIES menu.
- Transfer and restock trucks via the inventory UTLIITIES menu.
- Add/change/complete COMPANY DIARY notes via the company information UTILITIES menu.

At the end of each day:
- If you want to print all your Call Slip invoices at once: Use the Steps menu for Service Invoices and run the step "Print Invoices". *(Invoices can also be printed one at a time. Printing invoices is optional.)*
- If you want to print a list of the callslips that have been marked for transfer to A/R, but not actually posted yet, use the Steps menu and run the Invoice Edit Report. Then run the Process Completed Invoices Step, and the Sync Invoice Data. *(Invoices can also be posted one at a time as you complete them, making the Invoice Edit Report step unnecessary.)*

- **QuickBooks Users Note:** You can also find the Process Completed Invoices and Sync Invoice Data steps on the QB Sync pull-down menu. Remember that you must have QuickBooks running, and your "live" company must be open in QuickBooks, before you can run the Synchronize step.
- **Contract Invoice -** If you've been holding off on posting your Contract Invoices until the payments are received, go to the Contracts file for any contract you've received payment on. Proceed to the Invoices screen and use the Detail button to view the un-posted invoice in full. Use the Status Change button to mark the invoice for transfer to A/R. When all of the invoices you wish to post have been marked for transfer, run the bottom 3 steps of the Contract Invoice Steps Menu (Invoice Transfer Edit Report, Process Completed Invoice and Synchronize Invoice Data). *NOTE - This procedure is only necessary if you decided not to post your Contract Invoices immediately upon creating them.*
- **QuickBooks Users Note:** The next four items refer to Payments. If you're using QuickBooks 2003 or higher and are integrated with QuickBooks, payments are entered in QuickBooks, not in Acowin, so you should disregard the next four steps, and enter your daily payments received in QuickBooks instead.
- ***** NON QB USERS:**
- If you haven't entered your daily cash, check, and credit card payments yet, you can access the Payments file with "apply Payments" on the Payment Steps menu.
- Obtain an edit list of all the Payments you've entered for the day with "Payment Transfer Edit Report" of the Payment Steps menu. The total value of the payments on your Edit List should agree with your bank deposit for the day. If you'll try to make each batch of posted payments equal one bank deposit, it will be much easier to reconcile your bank statement with your Acowin accounting each month.
- Transfer your Payments to A/R with "Process Completed Payments" on the Payment Steps menu.
- Export your Payments to your accounting software with "Sync Accounting Data" on the Payment Steps menu. *(This step is unnecessary if you are not exporting Acowin data to an external accounting program.)*
- If you've received any items from Purchase Orders today, be sure to look up the Purchase Orders and use the Receiving screen to indicate which items were delivered.
- **Make a backup** of your Acowin data! The C:\Acowin\Data (or where you have designated) folder contains all of your crucial data. Copy this folder to a CD, an external hard drive, jump drive, or whatever serves as your preferred backup method. **TAKE A COPY OF THIS DATA OUT OF THE OFFICE EACH DAY.**

At the end of each week:
- Run the Call Slip Summary Report for all dates, for the statuses Unscheduled, Scheduled, Incomplete, and Dispatched. This will give you a list of all the open calls that are still in your system. The Dispatched calls have been given Dispatched or Arrived times, but are missing the Completed time. Running this

report at the end of the week will help keep any calls from "falling through the cracks" and being forgotten.

- Run the Call Slip Summary Report again, for all dates, this time choosing the statuses Material, Labor, Printed, and Invoice. This will give you a list of all the completed calls that you haven't transferred to A/R yet. You may wish to address some of these calls immediately. Again, this report will help to prevent any completed calls from being lost or forgotten. **NOTE – If you have been using your "Ready to Invoice" feature daily, this report should be very short.**

- Run the Call Slip Profitability Detail Report for the week you have just completed, choosing the A/R status only. This will give you a profitability report of all the fully completed and posted service calls for the week. By limiting it to the A/R status only, you'll keep the report from including calls that aren't really finished yet.

- Run the Technician Time Report for the week you've just completed, to obtain a list of all the technicians' activities. This report could be compared to the technicians' time cards, to see how much of their labor has been directly applied to service calls.

- If you are integrated with QuickBooks Payroll, run the Process Payroll utility from the Accounting Utilities Menu. This will allow you to view the dispatch times for each technician for the week and verify their time against their time cards. Once you have verified / adjusted the times, be sure to click the Process button at the bottom of the screen.
  - Be sure to transfer the times to QuickBooks payroll by running the QB Sync and placing a check mark in the "Payroll" check box.

- Run an OPEN DIARY list with a start date of 6 months prior through TODAY in case any of the DAILY items got skipped or the diary report got skipped on a given day.

At the beginning of each month:
- If you have set your contracts up for Automatic Renewal, run the Mass Contract Renewal utility from the Customers Utility Menu. The contracts will not be renewed until this utility has been run.

- If you have set up your contracts for Automatic Credit Card or ACH Processing, run the Automatic Credit Card Processing utility from the Customer Utilities Menu.
  - NOTE – If you are doing ACH processing, you will need to go to the ACH Tab in the Automatic Credit Card Processing Utility 7 days after you initially submitted the ACH and Process and Post the ACH Payments. See the ACH instructions for more details.
  - NOTE – If you are processing credit cards on various days throughout the month, you will need to run the Automatic Credit Card processing each day.

- Run "Contract Invoices To Be Created." This report gives you a list of all the Contracts due for billing. It is usually a good idea to be *one month ahead* in your Contract billing, so at the beginning of June, perform the Contract Invoice steps for July. This gives your customers ample time to receive the invoices and remit

payment, which is especially important for annual renewals. If you are using Automatic Credit Card Processing, the automatic credit card processing invoices will be created from the Automatic Credit Card Processing utility.

- Run "Create Contract Invoices," to create your "non-automatic Credit Card Processing/ACH" monthly billings.
- If you would like a list of all the invoices before you print them, you can run "List Invoices to Print." *This step is optional.*
- Print your Contract Invoices from the Steps Menu.
- If you want to post all of your Contract Invoices to Accounts Receivable immediately, run "Invoice Transfer Edit Report." This gives you a list of invoices to review, and assigns a batch number. *You may instead prefer to post your invoices later, as the payments are received. This means you would run the last three contract Invoice Steps Menu functions **every day**, and post only those invoices you had received payments for.*
- If you're posting the Contract Invoices immediately, continue with "Transfer Invoices to A/R."
- After posting your Contract Invoices "Synchronize Invoices" to send them to your accounting software. *You can skip this step if you're not exporting any accounting data from Acowin.*
- Run the Missed Inspections report, to see which scheduled inspection service calls from the previous month(s) have not been created yet. This report is the first item on the Inspection Call Slips Steps menu.
- Run "Inspection Call Slips to be Created." This report gives you a list of all the inspections due in the selecte month.
- Use the Steps menu to create your scheduled inspection Call Slips. You'll be able to pick a date for the inspections to appear on the Dispatch Board. They can be moved, copied, rescheduled, and dispatched just like any other Call Slips.
- If you want a list of the inspections you just created, run the Inspections Created Report on the Steps menu. *Generating this list is optional.*
- If you would like to print the inspection Call Slips and give the printed copies to your technicians, use "Print Inspection Call Slips" on the Inspection Steps menu. *Printing the inspection Call Slips is optional.*
- Process the Close Expired Warranty Jobs utility from the Customers Utility Menu.

On the last CALENDAR day of the month:
- If you are doing Automatic Credit Card Processing for your Service Agreements, run the Automatic Credit Card Processing utility from the Customers Utility Menu. This insures that you did not miss any monthly credit card billings for the month. NOTE – If you did miss any, they will be picked up the next month.
- Run an Inventory Evaluation Report, found in the Inventory section of the Reports menu. This should be done AFTER all Call Slip Material screens are completed, bringing your Inventory up-to-date. The Grand Total of this report is your month-ending Inventory value, which should compare closely to the month-ending balance of your Inventory Asset account. This step is not necessary if you are not tracking Inventory in Acowin.

At the end of each month:

- **QuickBooks Users Note:** The next three items refer to Accounts Receivable reports and Service Charges. If you're using QuickBooks 2003 or later, these functions are performed in QuickBooks, not in Acowin. Use QuickBooks to produce your Accounts Receivable reports and Service Charges.
- There are several reports in the A/R section of Reports that should be run at the end of the month. These include the Aged Receivables Report, which lists all the open invoices and shows you how old they are; the Sales Tax Report, which totals the sales tax you've billed on taxable invoices; and Customer Statements, which should be mailed to your customers.
- If your company applies finance charges to past-due invoices, you can use the Service Charge Steps Menu to automatically produce the charges. Step #1 on this menu, "Create Invoices," will create Service Charge invoices in accordance with the rules you established on the Settings screen in Setup. *Generating Service Charges is optional.*
- If you choose to generate Service Charges, you can post them immediately with "Process and Sync" on the Service Charge Steps Menu, then export them to your accounting software. *You may instead choose to hold off on posting the Service Charges until you receive the payments. This makes it easier to delete the Service Charges if you decide to forgive them; many companies will forget about the Service Charges if customers promptly remit their past-due balances. One of the options in Setup – Settings – Service Charges will cause un-posted Service Charge invoices to appear on the Customer Statements as if they were posted.*
- The Call Slip and Contract Posting Reports by Date can be compared to the sales journal from your accounting system for the month. The total sales from the Acowin reports should agree with the total sales reported by your accounting system, making any necessary allowances for sales processed outside of Acowin. The purpose of this step is to make certain that all invoices have been properly posted in Acowin, exported, and imported by your accounting system. Both the Call Slip Posting Report by Date, and Contract Posting Report by Date, can be found in the A/R section of Reports.
- When all invoices and payments have been processed for the month, the A/R reports have been run, and Service Charges have been produced if desired, you can close the completed month. This is done by clicking on Processes, then choosing A/R, then "Close Period / Year." Once a month has been closed, you can no longer post any invoices or payments into it.
- When you CLOSE a month in Quickbooks you should also use the accounting section called CLOSE PERIOD / YEAR to close the same period in Acowin. This will prevent any Acowin users from accidentally dating an invoice in Acowin for a date that can NOT be posted/synced to QuickBooks.