ACOWIN User Guide
A guide to the ACOWIN Software System
By Team Management Systems

Revision 5.2

Welcome to the ACOWIN User Guide!

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 ordering parts for inventory, etc. 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 or review our ACOWIN Tutorials. 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, if you have not already installed ACOWIN! 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

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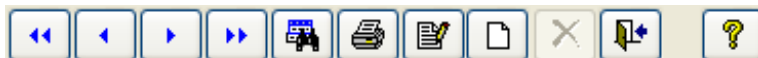
Gray buttons are disabled, meaning that you cannot click on them. The Delete button, which looks like an "X", is often grayed out, as in the example above, because some records cannot be deleted. Here's what each of the Toolbar buttons does:

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, click the Edit button, make your changes and then save the record.

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 grayed 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 built in help system. The help screens are very thorough, and include plenty of links to related topics. Don't be afraid to hit the 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. For example, if you used the edit button to change the phone number for a customer, then changed your mind and decided to abandon your changes, prior to hitting save you can 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.

ACOWIN Additional Icons

The below icons can be found throughout various areas of the ACOWIN System.

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 of this User Guide.

Word 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 in the Company Setup / Settings / Master Document Setup. 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 Word Merge feature include proposal letters, collection letters, and contract renewals. 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 an issue with the Call Slip or Job that requires your attention prior to invoicing, and it will explain the issue if you click on the icon.

Credit Card on File: This icon allows you to securely associate a credit card or checking account to the customer for the use of monthly service agreement billings.

Diary Notes: This button gives you access to the Diary window, where you can schedule reminders and follow-up actions for important events. The master Diary window on the main ACOWIN screen will remind you when to follow up on these events.

Happy Call: This icon will allow you to review previous happy calls entered for a site via the customer / site file. You will also see this icon in variation of colors depending on status of the happy call in the 3rd box below a call slip record on the dispatch board.

Future Work: This icon allows you to view any future work for a site via customer / site file or call slip screen. Future work can either be manually entered or any flat rate approvals that have been declined via the ACOTRUCK Flat Rate Approval process will automatically show up under this icon.

Intercall Credentials: This Icon can be found in the Customer/Site database and is an Add-On Module. This icon allows you to enter a username and password for that

particular customer. By assigning that customer a username and password they will be able to look themselves up in ACOWIN over the internet, select a specific site and view history, equipment and create a new service call. Intercall in covered in greater detail later on in the user guide.

Assemblies: This icon allows you to select an Assembly, which is a list of parts prepared in advance through Setup / Subsystems / Assemblies. You will be asked to specify the quantity of the Assembly needed, and the warehouse or truck location which will supply the parts. All items from the selected Assembly will be brought onto the screen. You will find the option to import an Assembly in Quick Quotes, Job Cost Breakdown, Call Slip Material screen and Purchase Orders.

Camera: Click this button to import a digital photo. The standard Windows file explorer will open, allowing you to navigate to any storage device accessible to your computer and select the photograph. The photo file can be in JPEG or bitmap format, and could be stored on your computer's hard drive, a floppy disk, CD, memory stick, or digital camera connected via USB port, etc.

Examine: This button lets you review information in an associated database. For instance, when you're taking a new Call Slip, you must choose a work Site. The Examine button will take you to the Customer/Site File, so you can review or change the Site information. When you're finished with the Customer/Site File, you'll exit back to the Call Slip and pick up where you left off.

Grid Delete & Add: These buttons let you add or delete items from a "grid" or table, such as the list of Problem Codes or Materials Used on a Call Slip. Grids are scrolling areas that can become very large – you can have hundreds of materials listed on a single Call Slip.

Clock: You can click on the Clock button to insert the current system date and/or time. Any field that asks for date or time will have a Calendar or Clock button next to it, depending on which is appropriate.

Calendar: You can click on the Calendar button to insert a date in the field. You can select today's date or any date from the calendar.

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 **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 Primary Phone Number, Phone Number without Area Codes, Customer ID, and email. 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 (it is strongly recommend to always have your first search set for address since it is harder to duplicate an address than a name). 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 number "1" in the Search For field, using Customer Address, and the screen has instantly filled in with every customer whose address begins with "1". The Search results are immediately refined with every new number or character you type in the Search For field.
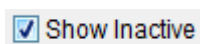
Some of your search results may show a line that is *Italicized* and/or the text will be *red*. This indicates that the record is marked "inactive". If you do not want to show Inactive records in your search results, remove the check mark from the Show Inactive field. When searching for a customer, it is best to show the inactive records so that you do not try to add the same customer a second time, because you could not see that they were already in the Database.

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, and then click Set Default. From that point forward, Address1 would be your default search method in the Customer/Site File (for that particular user that is logged in when the set default is selected). There are three Search On fields, and you can set defaults for all of them, and 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.

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 1, Address 2, City-State-Zip, Phone Number, Contact, Site Email and Customer Email. 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
Smith, John	1011 Cypress Drive	Ft. Myers	FL	33908
Smithers, Pete	9485 4th Street	Cape Coral	FL	33919
Tate, Martha	4352 **Smith** Street	Ft. Myers	FL	33907
Vargas, Daniel	948 Oak Leaf Rd	**Smith**	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 site. If the site 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 graphics environment, pictured here, the close button is red and has an "X" on it.

Employee File

The Employee File contains information on everyone who works for the company. The main screen of the Employee File is broken down into 3 tabs, General Information, Personal Information and the Employee Bio. The personal information screen is for informational purposes only and the information contained in it is not currently used in ACOWIN, with the exception of the Service Daily Goal field and the Sync Name (Sales Person) fields. The Employee Bio screen is used for setting up an employee biography that can be e-mailed to the customer when the technician is dispatched to their site. In order to use the Employee Bio feature, you must have the ACOWIN E-Mail / Paging add-on module. The Employee Bio setup is talked about in detail in its own section of this User's Guide. Some of the important information contained in the Employee File includes:

- The Employee's name, address, and phone numbers
- Hire and Termination dates
- Paging Carrier and PIN Number (for use with the ACOWIN Paging option)
- The Employee's formal Title and Employee Type (technician, office staff, management, etc.) Employees classified as "Technician", "Helper", "Installer" or "Sales" appear on your Dispatch Boards.
- A list of Departments within your company that the Employee works for
- Pay rates for labor cost information
- User name and password for the ACOWIN system. Employees who are not given a User Name and Password will not be able to access the system.
- Employee Leave Information
- ACOTRUCK Mobile Work Order Technician Setup Information
- ACOWIN OnCall (Remote Tech) Setup Information
- Time Card History Information
- Job Cost Time Card Entry History Information

Example of Employee Screen above

Adding a New Employee

The Employee button can be located on the Main Menu of ACOWIN. Once in the Employee file, click the new piece of paper to add a new record.

Fill out the basic employee information on the main screen. Most of these fields are optional - for example, if you don't know the Hire Date, you can leave it blank. The following fields are the really important ones:
   a. First Name
   b. Last Name
   c. E-Mail Address (if you've purchased ACOWIN E-Mail / Paging System and the employee is a technician, helper, installer or dispatcher)
   d. Employee Type (if employee needs to be on the dispatch board the employee type must be a Technician, Helper, Installer or Sales)
   e. Name Code (very important - this will double as user name or technician ID and is what will appear at the top of the Dispatch Board if the employee is added to the Dispatch Board)
   f. Employee Number (you can click the blue suggest link if you do not currently use employee numbers and ACOWIN will automatically assign the next available employee number)
2. Click Save once the basic employee information has been entered.

ACOWIN User
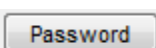
If the new employee will be an ACOWIN system user, click the Password button, and provide a password the employee can use when logging into ACOWIN. The Name Code will be the person's user name.

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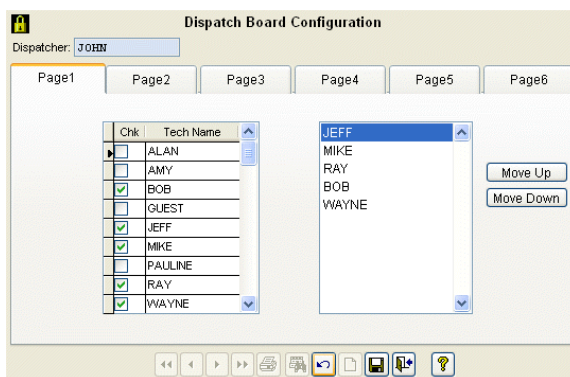
This window is used to set a password, which enables the employee to log into the ACOWIN system. Employees without passwords can't use the system. Type your password in the Enter Password field (it is cap sensitive), then type it again in Confirm Password, to make sure you have it right. Note the password will not display on the screen as you type it, for security reasons. You can change a user's password from this screen at any time; the new password will take effect the next time the user tries to log in.
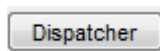
 Click the Dispatcher button to set up the Dispatch Board for a new ACOWIN user. This file determines which technicians a user will see when they run the Dispatch Board and/or ACOWIN OnCall. Anyone who will use the Dispatch Board (or is using ACOWIN OnCall and wants to be able to assign new call slips to technicians other than themselves) should get an entry in the Dispatchers File, or else they won't see any technicians at the top of the Dispatch Board (or in the OnCall technician drop down menu).
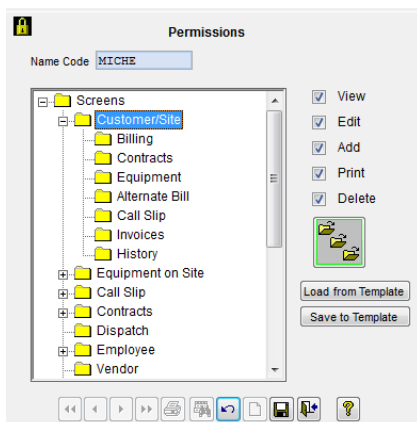
When the Dispatcher window appears, click New, and select the new user from the pull-down menu. The Dispatcher window will then provide a list of available techs. Check off the techs you want to appear on the Dispatch Board. You can use the right-hand column to rearrange the order in which they will appear. Click Save when finished preparing the Dispatcher list.

ACOWIN User Permissions
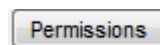
 The Permissions button controls access to the various parts of the ACOWIN system. By default, each new user is allowed to access all of the system. You only need to

click on the Permissions button if you want to **take away** some of the user's access, and lock them out of certain parts of the system.

As with most other parts of the ACOWIN system, you must click the Edit button before you can make changes to an employee's Permissions screen.

If you double-click one of these folders, or click the plus sign "+" next to the folder, it will expand to show all of the screens within the chosen file. For example, double-clicking the Customer/Site File opens it to reveal the Billing, Contracts, Equipment, and other screens, as seen in the example.

On the right-hand side of the screen are check boxes for View, Edit, Add, Print, and Delete permission. Initially, all of these boxes are checked, for every part of the system. Removing the check mark from one of these boxes disables the indicated capability. For instance, if you select the Equipment File on the left side of the screen, then un-check the Edit box, the user will not be able to Edit the Equipment File main screen, which means he will not be able to alter the information for any existing Equipment File entry. However, if he has View permission, he can still look at the data, and if he has Add permission he can still add new records to the Equipment File. **Note:** removing the View permission for a screen will remove all of the other permissions as well - if you can't even view a screen, you obviously can't edit, add, print, or delete it!

If you select one of the major entries on the left side of the screen, and click this button, the main screen's permissions will be copied to all the other screens of that file. For instance, selecting the main Customer/Site File entry and clicking this button will copy the permissions you have chosen for the main screen of the Customer/Site File to the Billing, Contracts, Equipment, Alternate Bill, Call Slip, Invoices, and History screens of the Customer/Site file.
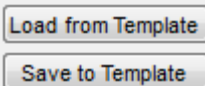
These buttons allow you to save an employee's permissions as a "template". You can then load them for use with other employees who have similar system access needs. For example, if you set the permissions for an employee named Brenda who is one of your dispatchers, you might want to save her permissions as a template, with the Save To Template button. Later, when you set up another employee, who is also a dispatcher, you can use the Load From Template button to load Brenda's permissions for use with this new employee. This template feature can save you a lot of time when you're adding new employees to the system.

Technicians/Installers/Helpers
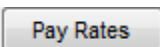
If the new employee you have added is a Technician/Helper/Installer, click the Pay Rates button and enter that actual employees' hourly rate. By entering the employees unique pay rate, you will get more accurate labor costs for profitability. If there is no unique pay rate set up for the individual employee, ACOWIN will use the default labor cost found under Company Setup/Service Labor Defaults or Job Cost Labor Defaults.
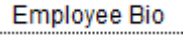
The Pay Rate table is divided into separate columns for **Travel Time, Regular Time, Overtime,** and **Double Time**. Each column includes three cost figures.

Hourly Pay rate is the Employee's basic rate of pay for each type of time.
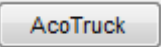
Percent is the percentage of the Employee's pay rate that you wish to add for Burden (the overhead on labor). Burden typically includes such costs as FICA and Medicare insurance, Federal and State unemployment tax, 401(k) match, employer-provided health insurance, company paid union dues, etc.

Burden is the calculated dollar value of the Employee's burden, equal to Pay Rate times Percent for each column. When the Employee's time is costed against an invoice, the total of Hourly Pay Rate plus Burden will be used for the labor cost.
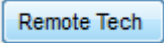
Technician Bio (Requires Add-On Email Module)

Employee Bio   If you have the optional e-mail/paging module, you can e-mail a Technician Biography to the customer prior to the technicians' arrival. The Employee Bio tab in the employee section of ACOWIN allows you to add a picture of the technician, as well as the tech's name and a brief biography about the technician, which can include both company achievements as well as personal traits. For instructions on setting up the Technician Bio Feature, please see the Table of Contents for "Technician Bio Setup."

ACOTRUCK (Requires Add-On Module of ACOTRUCK)

AcoTruck   ACOTRUCK is a program that runs on iPads, iPhones or iPod Touches (or portable tablet PCs running the Windows 7 Tablet PC Operating System or prior with screen writing capability), carried by your technicians in the field. Your dispatchers can mark Call Slips to be downloaded by ACOTRUCK over the Internet. The technicians use ACOTRUCK to fill in their labor, materials, flat rate repair codes (if appropriate) and resolution text. The technician can then generate a completed invoice in the field. The Call Slip information updates ACOWIN when the completed calls are returned, filling out all of the Call Slip screens automatically and returning a copy of the signed Invoice which will be attached to the Call Slip. For instructions on setting up the ACOTRUCK Feature please see the Table of Contents for "ACOTRUCK Setup". NOTE – It is recommended that you use an iPad or iPhone with ACOTRUCK, and not a Windows based tablet.

Remote Tech (Requires Add-On Module ACOWIN OnCall)

Remote Tech   The Remote Tech screen is used to setup an employee to use ACOWIN OnCall. OnCall is an add on module that lets employees login to a special ACOWIN program over the Internet and look up existing or add new Customers after hours and on weekends. If it is an existing customer, you can review their basic customer information, their overall history and their equipment on site along with equipment history. If necessary, a technician can add a new service call for the customer and it will automatically add it to the dispatch board, and depending on the setup, can even mark the call for the technician to download to their ACOTRUCK Mobile Work Order system. If it is a new customer that has never been entered into the system before, the tech can add them from the field, if they have permission, and create a new call slip, that also depending on the setup, can be marked for the technician to download to their ACOTRUCK Mobile Work Order. For Instructions on setting up the Remote Tech (OnCall) Feature please see the Table of Contents for "OnCall Setup."

Customer / Site Overview

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

Customer/Site

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, and/or new Sites for existing Customers, 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.

The Customer/Site File screen is divided into two halves. The left side contains the Customer data, which is the billing information. The right side contains Site data, which describes the location where the work will be performed. A typical residential homeowner, who's billing address is the same as their 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 (left) of the screen, you add a new Customer and their first Site. If you click the New button on the Site side (right) of the screen, you add a new Site for whichever existing 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.

Adding a New Customer / Site

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.

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

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, fill out the fields on the Site side instead of using the copy button.

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

Adding a New Site for an Existing Customer

   First, look up the Customer to whom you want to add 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 (left) side of the screen to locate the desired Customer.

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 all the fields colored blue.

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

Fill in the information for the new Site and save it.

 Click the Save button to save your work.

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 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.

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, if applicable. In the example below, John Taylor has been selected as the new owner of Christina Dell's house. It would make sense to change the name and contact information, since Christina Dell probably doesn't live there anymore. You could always use a generic name like "Current Occupant" or "Homeowner" if you don't know who actually lives there yet.

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. NOTE – Be sure to search for the customer prior to adding a new one, so that you do not accidentally add them a second time. If you do accidentally add them again, the system will warn you if it finds another customer or site for the address you are adding, which should minimize the risk of adding the same customer or site twice.

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.

Inactive Customers and Sites

It is possible to prevent future Call Slips, Quick Quotes, Contracts or Jobs from being added for a Customer and/or Site, by making it *inactive.* This option can be used for dealing with Sites which were added by accident, but cannot be deleted because they have posted Call Slips associated with them, or for problem customers / sites, that you just don't want to service anymore. It can also be helpful if a customer has refused to pay their bills, and you no longer wish to do business with them.
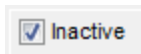
 To make a Customer or Site Inactive, place a check mark in the Inactive box at the top of the screen. You can remove this mark at a later time to reactive them, if desired.

Inactive Customers and Sites will appear in *red italics* within Search windows. You can also remove the check mark from the "Show Inactive" option at the bottom of the Search screen, to completely suppress the appearance of these customers.

If you select an inactive entry from the Search screen, you will be given a warning that looks like this:

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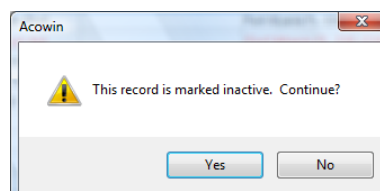
If you accidently select an inactive record for a new Call Slip, Quick Quote, Contract or Job, the system will not allow you to save the record. You will see a message informing you that inactive Customers and Sites cannot be chosen for new projects.
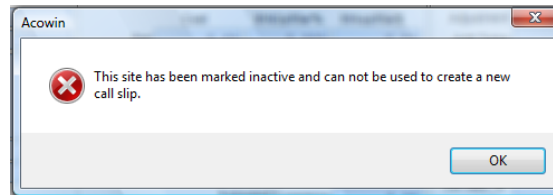
Most reports will exclude inactive records, unless specifically instructed to include them.

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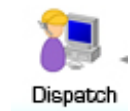
 This is the Dispatch Board button on the ACOWIN main menu. We will look more closely at the Dispatch Board in the next section of the User Guide. For right now, we'll focus on taking new service calls.

 This is the New Call icon on the Dispatch Board.

Creating a new Call Slip from the Dispatch Board (preferred method)

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 at the bottom right hand side of the search screen.

3. After you select the work Site, the Call Slip screen will appear. The left side of the screen contains information about the site for which service is being requested, as well as the billing account. 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 the problem or reason for which the customer is requesting service. 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.

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

If you double-click the blue box or type a question mark, 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, explain in more detail 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 selected, and the Description filled out:

6. The right-hand side of the Call Slip screen is used to schedule the service call. A Call Slip is scheduled by selecting a technician, a schedule date, and a scheduled time, or clicking the 31 Day hyper link   31 Day   to access the 31 day calendar, which is the recommended method. If you don't schedule the new Call Slip, it appears in the blue Unassigned column on the Dispatch Board. Some 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** 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 the status of A/R.) The Advanced Screen also allows you to enter any internal notes about the call slip that you may find helpful. If you enter any call slip notes, a thin blue line will appear on the call slip card on the Dispatch Board, alerting the Dispatcher that there are notes associated with the call slip. You can close the Advanced window by clicking the Hide button.
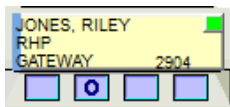
   Thin blue line on the left hand side of the call slip card indicates that there are notes associated with it. NOTE – Click the clock icon at the bottom of the Notes Section to have the system automatically fill in the user's name, date and time the Note was entered.

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 Backs or Warranty calls. These reports also have the option to *exclude* Call Backs or Warranties. You can click the hide button to close the advanced pop up screen.

Above is an example of the Advanced pop-up window.

8. If you are not using ACOTRUCK, or relaying your call information to the technician verbally, you can print out your Call Slips and give a hardcopy to your technicians. 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.

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, although not as convenient as adding one from the Dispatch Board, 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 so not have permission to use the Dispatch Board.

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 in the top left hand corner of call slip. (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: 001001-0001
Name: Miller, Stephanie   *Click the blue Site-ID hyper-link to select the correct Site.*

Changing the Bill To on Call Slip

Bill To: 001022
Name: Schuster, Allen

When a new call slip is entered and saved, it defaults to the standard customer for the selected work site. However, the bill to can be changed as needed per call slip by clicking on the blue Bill To hyper link.

To change the billing Customer for the above call slip: click edit, and then click the blue

Bill To hyper-link
Bill To: 001022
Name: Schuster, Allen
. Once you click the link it will open the ACOWIN Search window to search for the new Bill To. Select the new Bill To and click save.

Additional Icons within a Call Slip
There are many other fields within a call slip that will provide you with important helpful information at the time of taking the service call.

Source EXIST

Source: This is the marketing Source that produced this particular Call Slip. If you record the Source for all new calls, you'll be able to run a report to track the efficiency of your advertising efforts, as well as see how your Sources are performing in the Dashboard. The list of Sources is maintained in the Company Setup / Subsystems / Sources, or you can right-click on this field to add a new Source code. Use of the Source field is optional unless you mark it as mandatory under Company Setup / Settings / Miscellaneous.

PO # 1234

PO Number: If the customer gives you a Purchase Order Number that must print on their invoice, you can record it here. If there is an orange check mark to the right of the PO Number field, (shown above) then that is an indicator that a PO Number is required in order to save the Call Slip. You can place a Customer/Site as PO required via their Customer/Site / Billing Tab.

Email phealy@gmail.com

Email: This field will automatically fill in the email address associated to the site. If there is not an email address

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available in the Customer / Site, you can enter the email address your customer provides you. Once you have entered the email, you will be prompted if you would like to save the email address to the site file. The email address on this Call Slip will be the email address populated when sending the Technician Bio to the customer (we will review the setup and utilization of Technician Bio later on in the User Guide). You must have the ACOWIN Email Module in order to send the Technician Bio (add-on feature).

Service Contract: This icon indicates that the site for this Call Slip has an Active Service Agreement within ACOWIN. If you would like to view the type of Active Service Agreement, you can click on the yellow arrow to the right of the Contract Field. Once you click on the yellow arrow, you will see a pop up of all Active Service Contracts for the site, the type of Contract and the expiration date of the Contract. If you would like to associate this contract with the call slip, simply select the Contract ID and click OK.

COD: Cash On Delivery Icon, indicates this customer needs to pay for their services upon completion of the work prior to the technician leaving the location. You can place a Customer/Site as a COD customer via their Customer/Site Billing Tab.

Credit Hold: This icon indicates that the customer is on credit hold and you should refer them to your Accounts Receivable Department prior to placing a service call for them. If a customer is on Credit Hold, you will be allowed to take the service call, however, you will not be allowed to dispatch the service call without entering your username in the CH Authorization field under the Advanced Tab of the Call Slip. You can place a customer on Credit Hold via their Customer/Site File Billing Tab.
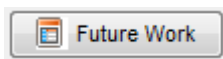
Future Work: If there is any active future work, the words Future Work will appear as Red letters, as opposed to black if no future work, so that the dispatcher is aware of any future work that has been previously recommended while taking a service call. While taking a service call, the dispatcher can view the list of future work, and even select specific future work to appear in the call slip problem description area, so that the tech is aware of any future work that had been previously recommended. This will allow the tech to recommend it again or perform it while on site. If a Future Work is selected by the dispatcher, the system will automatically mark it as complete and the tech should recommend it again on their current invoice if the customer doesn't accept. **NOTE** - if your company is using the ACOTRUCK module and is using Flat Rate and the customer DECLINES a flat rate repair, the system will automatically create a future work file for you. To see more detailed information regarding Future Work, please see the Table of Contents for the "Future Work"
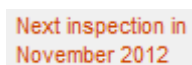
Month & Year Next Inspection: If the site has a Service Agreement with pending inspections, a notice will appear directly below Site Notes / Things to Check, the call slip as to when the next inspection should take place. If the inspection is close, the dispatcher can decide if they want to generate the inspection slip so the technician can perform both the inspection and the demand service call at the same time. If you click on

the "Next Inspection" notice, the system will automatically take you to the customer's contract file so that you can easily create the inspection call slip.
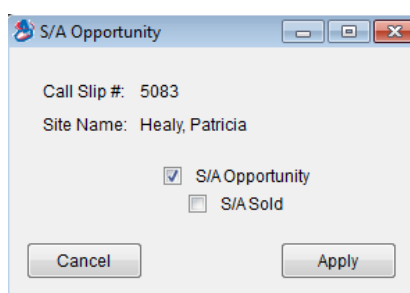
Recent: 1 in 2 mth **# Of "Recent" Calls:** On the top right hand of the call slip screen you will find a field called "Recent" with a number after it. This is the number of recent call slips created for this site, alerting the dispatcher that there may be a problem if there are too many recent calls generated. The "Recent" field can be defined between 1 & 12 months in the Company Setup screen. So for example, if you set your recent to 2 months and it shows you have 4 calls in your recent field, the dispatcher may want to investigate further to find out if it is a reoccurring problem or if that many calls are legitimate.

Current	0.00
1 - 30	0.00
31 - 60	0.00
61 - 90	0.00
> 90	566.00
Total	566.00

Aging for Selected Customer / Site: This area of the screen will display the total balance due, in each aging category, for the selected Customer / Site. If you are a QuickBooks user, your ACOWIN License Manager must be connected to QB, in order for these aging totals to be displayed. For more details on the open invoices, click the "Jump" icon, choose Customer / Site and go to the Invoices Tab. This will allow you to see what invoices have a balance and allow you to view their details.

S/A **Service Agreement Opportunity:** This hyper link is found in bottom right hand of the call slip. When you click on the hyper link the below screen will pop up:

If you create a service call for a site that doesn't have an Active Service Agreement, the system will automatically mark it as a Service Agreement Opportunity. If the technician sells a service agreement on the call, the office can mark it as such, which will track how many Service Agreement Opportunities there were, how many were sold and the closing percentage. If the technician is using the ACOTRUCK module, they can mark the Service Agreement as sold from their devise. This information will appear in the Technician KPI Screen, Technician KPI Report and the S/A Opportunities Report. Note: If using ACOTRUCK, the technician can mark that the S/A Sold using the Change Status button when sending the call slip back to the office. If the customer currently has a service agreement, and it is still an opportunity (for example, they only have an HVAC agreement and not a Plumbing agreement, you can manually mark the call as an opportunity.

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 in the appropriate place. 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 and/or watch the ACOWIN Tutorials that cover Dispatching.
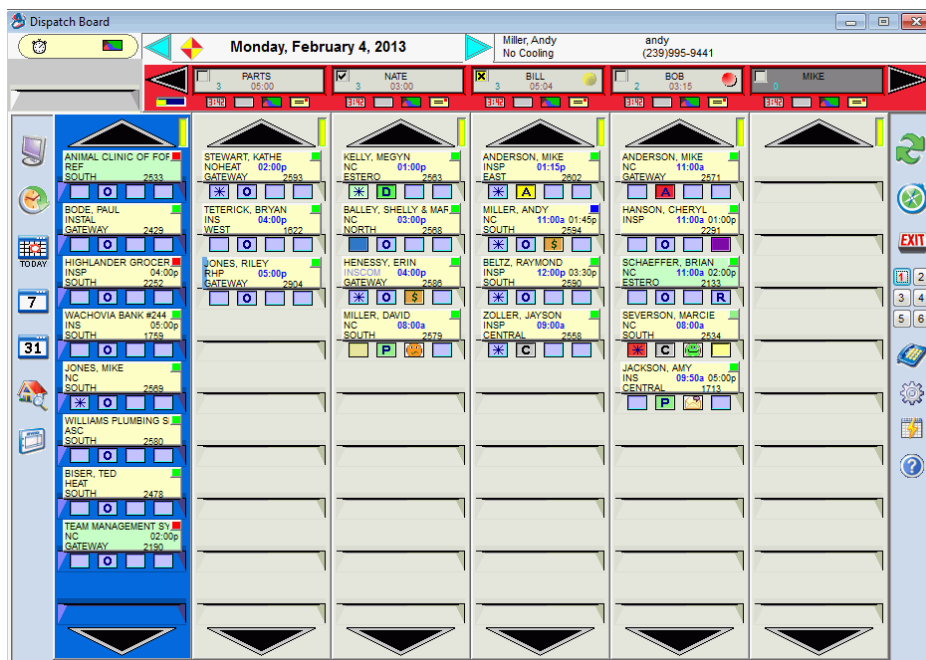
What is the Dispatch Board used for? Here are the most important things you'll do with the ACOWIN Dispatch Board.

- 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

Icons of the Dispatch Board

The dispatch board is comprised of 2 different types of columns - a single blue column and multiple gray columns (the number of gray columns depends on how you set up your dispatch board and your screen resolution).
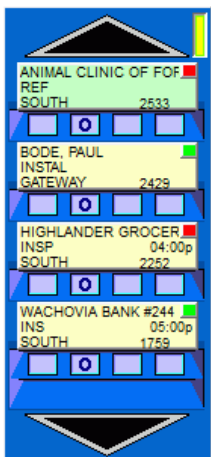
The **blue column**, also known as the **Unassigned Column**, contains Call Slips for a particular date that have not been given to any specific technician(s) yet. These calls are waiting to be scheduled for a specific date, time, and technician. Think of the Unassigned column as your "in box". Many dispatchers like to leave the unassigned column empty, setting up a gray column as an "unassigned" column in a sense. That way the true unassigned column (blue column) stays empty. If the dispatcher goes on break, to lunch, steps out of the office, etc., the backup call taker or dispatcher can enter any new calls and leave them in the blue unassigned column. When the regular dispatcher gets back, they can quickly see what calls were taken while they were away and address them as necessary. If you have dozens of calls in the blue unassigned column, then when the dispatcher returns, they need to search through all of the calls to determine which ones were recently added. Other dispatchers prefer to have all calls that they are not ready to assign show up in the blue column and scroll through it and look for calls as they need to assign them. Either way works, it just depends on your situation and what you are most comfortable with.
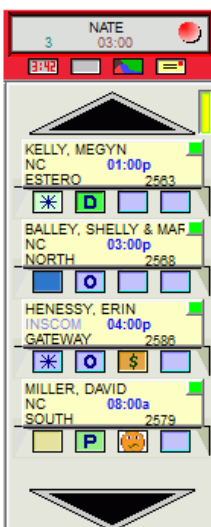
The **gray columns** are assigned to your technicians. The technicians' names appear in the gray box at the top of each gray column. You can assign groups of technicians to individual Dispatchers, so each dispatcher sees only the technicians that they work with. For more information on setting up the technicians seen in an individuals dispatch board, click the Help Icon on the Dispatch Board and click on the "Group 1-6" buttons. Many dispatchers find it useful to set up technician's columns for other reasons than an actual person. For example, you might set up a column for calls that you are awaiting parts to arrive (Parts Column), or a column for inspections so that when inspection slips are created, they automatically go to the Inspection Column. The dispatch board is very flexible, so don't think of it as only holding calls for specific people.

You can click on the green arrow buttons to either side of the date, to move ahead or backwards one day at a time. It's very common to bounce between today and tomorrow's schedule, as you make arrangements to complete calls that you just couldn't get done today. The blue arrows make it easy to handle this kind of rescheduling.

The red left and right arrows scroll you across the list of technicians. If you're already looking at the first group of techs, then clicking the left-arrow

button does nothing. You can also *SHIFT+Click* on the arrows to jump one full screen left or right.

The columns can hold more calls than will fit on the screen at once. Click on the Column Up and Down buttons to look up and down the list. If you're already at the beginning of a column, the Column Up button doesn't do anything; likewise for the Column Down button if you are at the end. You can also *SHIFT+click* on the arrows to jump one full column (either six or nine slots) up or down.

The Display Icon lets you adjust the number of technicians you see across the top of the Dispatch Board. The minimum is 4 technicians (5 total columns including the unassigned column) and 6 dispatch cards per column. Any other combination will let you see 9 dispatch cards per column in addition to the number of technicians it shows. Therefore, 6 X 9 would show the unassigned column, 6 technician columns and 9 cards per column.

Select the mode you prefer:
- 4 x 6
- 5 x 9
- 6 x 9
- 7 x 9
- 8 x 9
- 9 x 9
- 10 x 9
- 11 x 9
- 12 x 9

Close
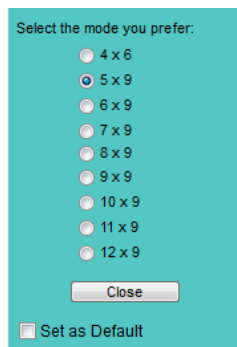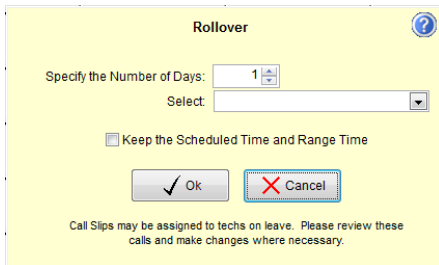
☐ Set as Default

*You can place a check mark in the **Set As Default** box to make the selected Display setting into your personal default setting. The Dispatch Board will automatically use the selected setting when you launch it.*

The Rollover Icon brings open calls from previous days forward, causing them to appear on the current day's Dispatch Board. All technicians, as well as the Unassigned Column, are affected by the Rollover function. It normally doesn't make sense to leave open calls on previous days - you can't really schedule a call for last Thursday, since there's no way a technician can travel back in time to perform the call on last Thursday. Also, if you leave open calls sitting on dates in the past, you might forget about them. For these reasons, you may want to consider using the Rollover icon every morning, to sweep older calls forward onto today's Dispatch Board, where you can deal with them.

Some dispatchers do not believe in using the rollover button, since they plan out every call for the date and time frame requested. If this is the case, you may not want to use the Rollover Icon, rather go into each call that you were unable to get to and physically move it to the new date and time that you want to schedule the call.

Clicking the Rollover icon produces a window with several options:

Specify the Number of Days - lets you set a number of days that you want to rollover from as a window. Calls within this number of days are brought forward, while older calls are left untouched. By default, the number is "1", but on Monday, you will want to change this number to 3 for example. The system will keep whatever options you select each time you click the Rollover option until you exit out of the Dispatch Board completely.

Select – Use this drop down window to select which columns you would like to rollover. The selection options are:

Company Wide – This will rollover every column on the dispatch board, regardless if you can see them or not.

My Current Board (#1-6) – This will rollover just the technicians that you can see on the current dispatch board you are viewing. So for example, if you have a board set up to see just service techs and another one to see just installation techs, the techs on whichever board you are currently viewing will rollover.

Unassigned – This will rollover only the calls in your unassigned column.

Individual Technician Names – This will rollover only the particular technician column that was selected. **NOTE –** You will only see the names of and be able to choose the technicians on your current dispatch board in the drop down.

Keep Scheduled Time and Range Time – Place a check mark in this field if you would like to keep the scheduled times on the calls that roll over. Typically you would leave this unchecked, so that you do not mess up your current day schedule. If you leave it unchecked, any calls that rollover will have the scheduled and range times blanked out.

After you've selected a Rollover option, click this button to proceed with the rollover. Be patient - it can take the computer a few moments to complete the procedure, especially if you have a lot of open calls scattered over a lot of prior dates.

Click the "Cancel" button if you want to cancel out of the Rollover screen without rolling any calls forward.

WARNING - Be careful using the Rollover feature if you have never used it before, or if you have numerous calls from far in the past that have never been completed. You shouldn't have large amounts of incomplete scheduled calls from the past, but if you do, this button can create a mess on the current day that will need to be cleaned up. There is no "undoing" the rollover option.

Clicking on the Today icon will instantly bring the Dispatch Board back to today's date. After you've used the blue arrows next to the date display, the 7-Day Schedule Board, or the 31-Day Schedule Board to look up a different date, you can click Today to get back to the current day's business.

The 7-Day Schedule Board can be viewed by clicking on its Dispatch Board icon. You can think of 7-Day display as a sort of "compressed" Dispatch Board, which lists total calls and hours assigned to each technician for an entire week at once. It can help you spot which technicians have hours available on a given day.

The 31-Day Schedule Board is a powerful tool that allows you to view an entire month's schedule at once. It's also useful for quickly moving the Dispatch Board display many days into the future or past. You can access the 31-Day display by clicking its icon (pictured above) on the Dispatch Board. There is also a 31-Day icon on the Dispatch Detail window, which you access by *right-clicking* a Call Slip on the Dispatch Board. Opening the 31-Day display from the Dispatch Detail window provides an easy way to reschedule a particular Call Slip, as the day you select from the 31-Day calendar becomes the Scheduled Date of that service call. For more details on the 31-Day Calendar see the Table of Contents "31-Day Schedule Board."

Clicking on this button, Quick Call Slip Add, lets you add a new Call Slip right from the Dispatch Board. This is especially helpful if the dispatchers are expected to answer the phone and take new service calls. Adding a Call Slip with this icon is the fastest and easiest way to add a new service call to ACOWIN. It will instantly take you to the Site Search Windows to search for an existing customer site. If it you are speaking to a new customer, you can add a new call from the Site Search screen. Once you select or add a new site, you will instantly be ready to add a new service call. When you're finished adding the Call Slip, it will appear in the proper slot on the Dispatch Board immediately.

The Ready to Invoice icon has 2 features. The first is the Ready to Invoice List, which is a window listing all of the Call Slips that the system assumes are ready to be invoiced. This includes all Call Slips that have achieved LAB, MAT, INV, or PRT status. These status levels suggest that the Call Slip has completed labor (Dispatched, Arrived and Departed times) and possibly some materials added to the Materials screen, making it suitable for processing into a completed invoice. Using the Ready to Invoice List will give you easy access to your completed Call Slips, and ensure you don't forget to process them into completed invoices.

The second feature is an Open Call Slips list, which is a window listing all of the Call Slips that have a status of "Unscheduled, Scheduled, Incomplete or Dispatched". In other words, call slips that have not achieved a status of LAB, MAT, INV or PRT.
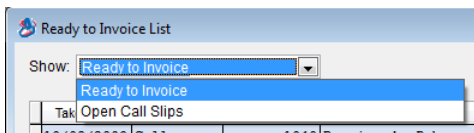
To toggle between the Ready to Invoice and Open Call Slips lists, use the drop down at the top of the Ready to Invoice List Screen.

Refresh Button, The Dispatch Board can be affected by the actions of many different users on the system. Other people might be using the Dispatch Board at the same time you are, and people might be adding new records to the Call Slips file.

The Dispatch Board "refreshes" itself as you work on it. Dragging Call Slips around, or clicking on the various icons, prompts the computer to update the Board instantly with all of the latest information. As long as you're actively using the Board, it will stay "current". However, if you leave the Board alone for a while, because you're working with other applications or you're away from your desk, the system will stop updating the display, in order to conserve system resources.

Clicking on the Manual Screen Refresh icon will cause the computer to instantly update the Dispatch Board with all the latest information, based on the actions of all other users. It's a good idea to click this button if you've been away from the Board for a while. It never hurts to click the Refresh button, whenever you think your display might have fallen behind. If you're company is using the ACOTRUCK Mobile Work Order system, then you may want to click this button occasionally to refresh your Dispatch Board with the times that the techs have been entering in the field.

 The Jump icon is an important feature of the Dispatch Board. It allows you to access other parts of the ACOWIN system, without needing to back out of the Dispatch Board. For a busy dispatcher, using Jump is like using an intercom system to talk to all the other departments in the company, without having to leave their desk. **NOTE –** The jump icon only allows you to jump to specific modules in ACOWIN. You may find it more convenient to use the "Forms" menu option at the top of the screen in the Windows Menu bar to access all modules in ACOWIN.

 Click this icon to exit from the Dispatch Board.

 You can use the 1 through 6 buttons to define groups of technicians that appear on your Dispatch Board. Each group can contain as many technicians as you wish. This can be very helpful if you have a lot of techs to keep track of, or if you need them grouped according to their specialties - Group 1 could be the plumbers, Group 2 could be the HVAC techs, or Group 1 are all of your technicians, Group 2 are your Service Techs, Group 3 are your Installation techs, etc.

 Right-click on a Dispatch Group button to configure the groups. 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.

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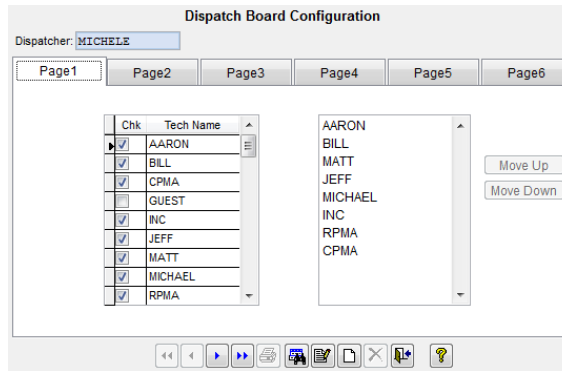
Click the Edit button to make changes to the Group configuration. After you click Edit, you can add or remove check marks from the left column to change the list of technicians who appear on the Dispatch Board. You can click on a technician's name in the right column and then use the Move Up or Move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

If you have purchased the Caller ID option for ACOWIN, this icon will open the Caller ID Display. When the phone rings with an incoming call, this display will match the caller's phone number against your Customer/Site File database, instantly identifying them if they're an existing customer calling from a phone number you have on file.

The Dispatch Settings icon allows you to show only specific dispatch records on your dispatch board, such as completed calls, posted calls, voided calls, regular call slips, inspection call slips, or job cost call slips. By default, ALL dispatch records will show on your Dispatch Board each time you open it, but you can use the Dispatch Settings to narrow down what you see to specific records or call types. Remove any check marks next to the items you do not want to show on the dispatch board. **NOTE -** Next time you exit the Dispatch Board and go back into it, all of the items will be checked to show again.

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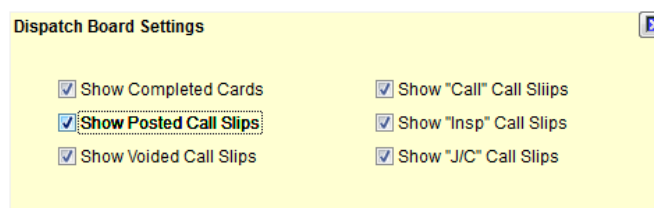
The Quick Search Button will allow you to quickly search for dispatch records based on the Call Slip #, Site Name, Customer Name, Site Address, Zone or Problem Code. You can narrow your search down by the status of the dispatch record, call slip status and the type of call (Call Slip, Inspection or Job Cost). Once you have your list, you can instantly jump to the Dispatch Detail Record, Site File or the Call Slip itself. **NOTE** - Be sure to adjust the default dates at the bottom of the search screen based on your desired parameters if they are beyond the defaults.

Use Help to learn the Dispatch Board, explore new features, and refresh yourself on features you haven't used in a while.

Technicians Names on Dispatch Board

The technicians' names appear at the top of each column. Each dispatcher receives an entry in the **Dispatchers** file, listing which technicians should appear on their Dispatch Board. The black arrows to the left and right of the names can be used to scroll across the list of technicians, if you have more than appear on the screen.
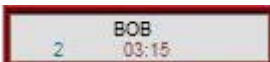
In addition to the technician's name, the number of calls assigned to the technician and the estimated amount of time those calls should take also appear in this section. The amount of time will automatically count down once a technician is "Dispatched or Arrived" on a call. Once the estimated amount of time is exceeded, the dispatch status (Green D or Yellow A) on the Dispatch Board will change to RED indicating that the tech has exceeded the estimated amount of time for that call. In addition to changing the status to red, it will also stop counting down the time, indicating that the tech still has "X" number of calls for "XX" number of hours remaining on the schedule for the day.

Technician Late Alert Symbol – This animated yellow, red or combination of yellow and red diamond symbol will appear if any technician included on your Dispatch Board is late, or within 15 minutes of being late, for a scheduled service call. Clicking this symbol will bring up a window showing you which technicians are late, or close to being late, and for which calls. In addition to this symbol being at the top of the Dispatch Board next to the date, symbols will appear next to each offending technician's name at the top of their column.
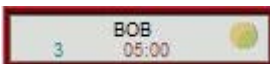
A **yellow** circle beside the technician's name indicates he is within 15 minutes of becoming late for a scheduled service call. Entering a Dispatched or Arrived time on the Call Slip will remove this indicator.
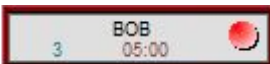
A **red** circle indicates the technician is now late for a scheduled service call. Entering a Dispatched or Arrived time will remove this indicator.

A technician's name appearing in a Dark Gray header (notice Bill's background is darker than Bob's background) indicates that the technician is on leave for part or all of the day. To determine if the tech is only off for a port of the day or the entire day, right click on the technician's name and then click the Leave Button.

 A Technician's name appearing in a Blue header (notice Mike's background is Blue) indicates that the technician is "On Call" for the particular date.

Technician Lunch Indicator

The technicians name at the top of the Dispatch Board can also indicate if the technician has had lunch for TODAY's date. To put a technician on lunch from the Dispatch Board, right click the Tech's name at the top of their column and click the Lunch button. Click the Clock to start lunch instantly, or manually enter a start time. The system will automatically calculate the end time, based on how much lunch time the technician has been allotted. Lunch times can be setup as one default set amount of time for all employees in the Setup / Service Labor Defaults screen, or by individual employee in the Employee file on the General Info Tab.
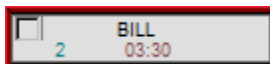
 If the check box at the top left hand side of the Techs Name is blank, it indicates that the technician has not yet had lunch.
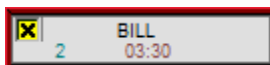
 If the check box has a yellow background with an "X" in it, it indicates that the technician is currently on lunch.
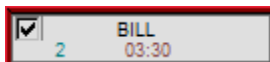
 If the check box has a check mark in it, it indicates that the technician has already been to lunch.

NOTE – The check box for lunch will only show up when you are on Today's Date on the Dispatch Board. This is to prevent you from being on a different date and thinking that the tech did, or did not have lunch because you are looking at the wrong date. If you go to a prior or future date on the Dispatch Board, the check mark box will not appear next to the techs name. You can view the time that a tech was out for lunch on Today's date by right clicking the techs name and clicking the Lunch Button. If you want to know the times for prior dates, go to the Leave Screen in the Employee file or run the Employee Leave Report in the Report Menu under the Miscellaneous folder.

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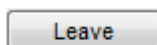
 Technicians can be placed on Leave to show they're sick, on vacation, or unavailable for work on certain days or time slots. To set up Leave time, go to the Employee File, look up the technician, and click the Leave button in the lower-right corner of the screen. This will open the Leave window, pictured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

To add Leave time for a day or range of dates - Enter the Start and End Dates at the top of the screen. 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. You can enter a description of the reason for granting Leave time in the Notes area. Click the **Add** button to put the Leave dates into effect.

To add Leave time for part of a day - Specify the Start and End Times, along with the date, in the middle area of the screen. You can enter a description of the reason for granting Leave time in the Notes area. Click the Add button when finished.

Allow Override - For both daily and hourly Leave, you can place a check mark in the **Allow Override** box, if you want the dispatchers to be able to force Call Slips into the Leave dates. A warning message will be displayed when calls are scheduled on Leave dates. If this box is *not* checked, scheduling calls on Leave dates is forbidden.

Lunch – Place a check mark in this box if you want to manually add lunch times to the Leave File. The Lunch option is only for tracking lunch times, and is not really considered "Leave". Therefore, there is a separate distinction for indicating that the time was Lunch.

The Leave dates you have requested will appear in the table on the bottom of the screen. You can clear active Leave time by selecting a date and clicking the **Remove** button. If you want to see completed Leave time from prior dates, pull down the menu above the Leave Dates Grid and choose **Past** or **All.** The default setting of **Current** shows only scheduled Leave time for today and future dates.
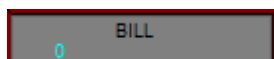
When you place a technician on Leave, his name becomes **darkened** at the top of the Dispatch Board. It will also show their name highlighted in Dark Gray on the 31 Day Schedule screen as well as their name box at the top of the Technician's Column on the Online Schedule Screen available in the ACOWIN OnCall module. You will not be able to move any Call Slips into the technician's column on a Leave

day (unless you allowed override when setting up the leave time). Only the Leave days will show the darkened tech name – you can still schedule Call Slips for future dates after the Leave period ends. To see why the technician is on leave from the dispatch board, simply right click on their name at the top of their column and click on the Leave tab. This will show you a popup as to why the tech is on leave.

If the "Continue" button on the popup indicating why the tech is on leave is "grayed" out, it indicates that you can't override the leave, and schedule a call to the tech. If the Continue button is clickable, then you can override the leave and schedule a call to the tech.

Placing Technician On Call

Putting a technician On Call in ACOWIN allows the dispatcher or call taker to instantly see what technician is scheduled to be on call for particular dates on the Dispatch Board.

You can place a technician "On Call" by right clicking on a technician's name at the top of their column on the Dispatch Board and clicking the On Call Button.

Once you click the On Call button, you can enter a Starting and Ending Date for a technician to be "On Call" and click ok. This will turn their name box at the top of the Technician's column on the Dispatch Board Blue for the dates that they are on call. It will also show their name highlighted in Blue on the 31 Day Schedule screen as well as their name box at the top of the Technician's Column on the Online Schedule Screen available in the ACOWIN OnCall module. (add-on module)

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, or range time, which appears in blue. Setting scheduled times for service calls is optional. The bottom line shows 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 on the Dispatch Board:

 *This is Call Slip number 2904, for Riley Jones, who lives in a Zone called Gateway. The Problem Code is "NC". The call is scheduled for a Range Time of 10:00 AM to 12:00 PM. The * in the first box indicates he has a service agreement and the blue line on the left hand side of the call slip indicates that there are call slip notes associated with it.*

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, or change the color code associated with the standard priorities, if you wish. Priorities come from Company 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.

 If a call slip is scheduled for more than one technician, or the same technician for multiple days, the card will change from yellow to green. The green allows you to instantly see that the call has been assigned to multiple technicians and/or multiple days.

Indicator	Purpose	Colors and Symbols
First Box	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 (sand) = returned by technician (red) = returned with Needs Attention
Second Box	Dispatch Status	O = Open Call D (green) = Dispatched, tech en route D (red) = Dispatched, tech en route but has exceeded estimated time A (yellow) = Arrived, tech on site A (red) = Arrived, tech on site but has exceeded estimated time C (gray) = Completed, tech departed P (green) = Call Slip posted to A/R V – (Red) = Call slip has been voided

Third Box	COD	Dollar sign (amber) = customer is COD
	Credit Hold Status	CH (amber) = customer on Credit Hold
	Happy Call Status	X (red) = Customer Refused
		Smiley Face (yellow) = Unable to contact customer
		Smiley Face (green) = Customer is satisfied
		Smiley Face (orange) = Customer needs management to contact them
		Printer Icon = Happy call has been printed
		Envelope = Happy call has been emailed but has not received a response yet
Fourth Box	Paged / Rescheduled	R = Call Slip was re-scheduled (green) = Pager or email successful (purple) = Pager or email failed

Dispatch Record Detail

To see more details about a Call Slip, you can right-click on the call slip from the dispatch board. 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, range time, or technician – this will cause the Call Slip to move on the Dispatch Board, as if you had dragged and dropped it
- Schedule the call to multiple technicians or dates via the Multi Tech Schedule Button
- Review, add or modify Call Slip Notes
- Change the estimated length of the call
- Change the Call Slip Priority level
- Turn the Reschedule flag on or off
- Enter actual dispatch times for the technician
- Mark (or unmark) the Call Slip for the technician to download via ACOTRUCK, if your system includes the ACOTRUCK Mobile Work Order add-on module
- Send the Call Slip to the technician via e-mail (or Alpha Page if there is still such a thing), if you have the ACOWIN 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 and your system includes the Mapping add-on module
- Send the Call Slip to the tech's GPS unit, if your system includes the GPS add-on module
- Show / add payments received from the customer for the call slip
- Send a Technician Bio to the customer
- Print or E-mail a survey to the customer
- View or Add Dispatch Diary Notes
- Add or Remove Needs Attention Flag
- Reschedule the call via the 31 Day Calendar
- View the Problem Reported and any Site Notes associated with the Call Slip
- View the list of Problem Codes and Estimated Time for each

Quick Dispatch Icon – Click this icon to automatically fill in the current time in the Dispatched field and return to the Dispatch Board. This icon only appears and is clickable if you are not in the edit mode. This icon saves you several clicks by not having to edit the record, click the clock icon, click the save button and click the exit button to fill in the Dispatch Time.

Quick Arrived Icon – Click this icon to automatically fill in the current time in the Arrived field and return to the Dispatch Board. This icon only appears and is clickable if you are not in the edit mode. This icon saves you several clicks by not having to edit the record, click the clock icon, click the save button and click the exit button to fill in the Arrived Time.

Quick Departed Icon – Click this icon to automatically fill in the current time in the Departed field and return to the Dispatch Board. This icon only appears and is clickable if you are not in the edit mode. This icon saves you several clicks by not having to edit the record, click the clock icon, click the save button and click the exit button to fill in the Departed Time.

31 Day Calendar – Use this button to schedule the call via the 31 day calendar. If you select a date and time on the 31 day calendar when editing the Dispatch Record Detail, it will be used as the new scheduled date and time for the Dispatch Record Detail.

Mapping Icon – Click this icon to map the site address in Microsoft MapPoint (add on option). If you Right Click this icon, it will pull up the site address in Google Maps. **NOTE –** The Google Maps interface is courtesy of the current Google Maps licensing rules. If Google Maps changes their licensing rules, this option could go away. TMS is not responsible for 3rd party licensing agreements, nor do they have any control over it.

Closest Tech Icon – Click this icon to view a map in Micorsoft MapPoint to view where your technicians are dispatched, in relation to the current call slip. The location is based on where ACOWIN shows the technician as being dispatched or arrived, not based on GPS.

GPS Map Location – If you are using the GPS interface (check with your ACOWIN sales rep as to what GPS company is compatible with this add on feature), clicking this icon will show you where all of your trucks that have GPS are located, and their status (Open, Dispatched, Arrived).

Send Call to GPS Unit - If you are using the GPS interface (check with your ACOWIN sales rep as to what GPS company is compatible with this add on feature), clicking this icon will send basic call slip information to the technician's GPS display in the truck. NOTE – This is an add on feature that will send limited call slip information to select Garmin GPS devices.

Mark call for ACOTRUCK – Click this icon to mark the call so that the tech can download it to ACOTRUCK the next time they Sync. If you need to unmark the call, and the tech has not already downloaded it, edit the Dispatch Record Detail screen and remove the check mark from the "Tablet" check box in the top right hand side of the screen.

E-Mail Call Slip Info – Click this icon to send the call slip information to the technician as an e-mail message. You must have the e-mail / paging add on module to use this feature.

Alpha-Numeric Page Call Slip Info – Click this icon to send the call slip information to the technician as an Alpha-Numeric Page. You must have the e-mail / paging add on module to use this feature.

E-Mail Tech Bio to Customer – Click this icon if you want to e-mail the tech bio to the customer, using the e-mail address from the Call Slip. If the Tech Bio has been e-mailed, the icon will change to show a purple ribbon down the right hand side. You must have the E-Mail / Paging add on module to use this feature.

Moneys Collected – Click this button to access the Cash Collected screen, where you can enter or review details of how much money was collected on the service call.

Send Happy Call Survey – Click this icon to e-mail or print a Happy Call survey. If the survey has been printed or e-mailed, the image will change indicating if it has been printed or e-mailed.

Image if the Happy Call Survey has been printed.

Image if the Happy Call Survey has been e-mailed.

Dispatch Diary Icon – Click this button to access the Dispatch Diary, where you can make diary entries related to the selected call slip. If there are active diary entries, the icon will change to show a check mark in the image, as you will notice with the second image seen above.
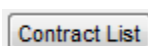
Contract List Button – Click this button to produce a list of all Service Contracts on file for this site. You can select one of the Contracts from the list and click the Details button to learn more about it.

Multi Tech Schedule (Crew Scheduling) Button – Click this button to quickly schedule the same call slip for multiple dates, multiple techs, or a combination of both. This is a great feature and time saver for scheduling if you have multi day jobs that require several techs.
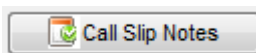
Call Slip Notes Button – Click this button to view an existing, or add internal notes to the call slip. NOTE – If you want to view the notes, you can click this button without being in the edit mode. If you want to add or modify a note, you must be in the edit mode prior to clicking this button.

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.

Left-click and drag a Call Slip to move it to a different pocket.

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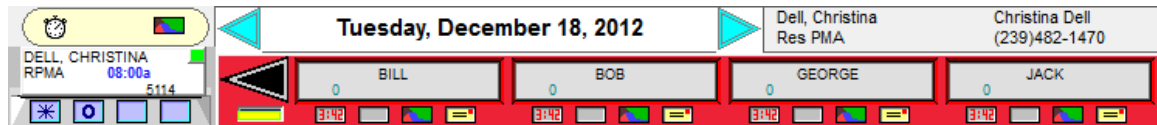
 You can use the 31-Day Schedule icon to select a different date. The 31-Day Schedule display resembles a monthly calendar, and is better for longer trips through time. It is discussed in its own chapter, which details the many other uses of the 31-Day display.

 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.

Another option for scheduling a call to another date and/or another tech is via the 31 day calendar. To do this, right click on the call slip on the Dispatch Board to bring up the Dispatch Detail Screen, click the Edit Button and Click the 31 Day Calendar Icon. Search for the date you would like to schedule and click it once (if you double click, it will change the scheduled date to that date and keep the scheduled tech and time the same). Find the tech to whom you want to schedule the call and double click in the square for that tech below the appropriate time. This will change the scheduled date and time to the newly selected technician and move the card to the appropriate date and tech on the Dispatch Board. Save the Dispatch Detail Record and exit back out to the Dispatch Board. For more information, see the section about the 31 Day Calendar.

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, and click Edit, to revise the scheduled time.

 RIGHT-click to open the Dispatch Detail window.

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 call is optional – you might prefer to drag and drop them into the correct order in the technicians' columns without setting a scheduled time.

Using the Multi Tech Feature to Copy the Call to More than One Tech or Date

If you right click on a Call Slip from the Dispatch Board and click the Multi Tech Dispatch button, you will be able to schedule the call quickly for multiple dates, multiple technicians, or a combination of both. Simply fill in the Start Date and End Date, enter the Scheduled Time and/or Range Time, determine if you want to include Saturday and Sunday, enter the Estimated time per day and place a check mark next to the technicians to whom you want to schedule. Once you are satisfied with your selections, click the Create button. This will automatically create the schedule records for each technician for the dates specified. When you look at the Dispatch Board, you will see each of these records created on the appropriate dates. The original call slip remains where it was.

RIGHT-click to open the Dispatch Detail window.

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. Please use caution when selecting the roll over button, make sure you are on proper day of dispatch board and all appropriate calls from previous day, all days, and number of days are completed prior to selecting rollover.

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

When you click the Rollover Icon, you'll need to specify the number of days for which you want to bring calls forward. On Monday, you will probably want to specify 3 days, so you get Friday, Saturday and Sunday. For other days of the week, 1 day is probably appropriate. You will also need to select what columns you want to roll over. Your options are:

Company Wide – This will rollover every column on the dispatch board, regardless if you can see them or not.

My Current Board (#1-6) – This will rollover just the technicians that you can see on the current dispatch board you are viewing. So for example, if you have a board set up to see just service techs and another one to see just installation techs, the techs on whichever board you are currently viewing will rollover.

Unassigned – This will rollover only the calls in your unassigned column.

Individual Technician Names – This will rollover only the particular technician column that was selected. **NOTE –** You will only see the names of and be able to choose the technicians on your current dispatch board in the drop down.

Place a check mark in the Keep Scheduled Time and Range Time check box if you would like to keep the scheduled times on the calls that roll over. Typically you would leave this unchecked, so that you do not mess up your current day schedule. If you leave it unchecked, any calls that rollover will have the scheduled and range times blanked out.

 After you've selected a Rollover option, click this button to proceed with the rollover. Be patient - it can take the computer a few moments to complete the procedure, especially if you have a lot of open calls scattered over a lot of prior dates.

 Click the "Cancel" button if you want to cancel out of the Rollover screen without rolling any calls forward.

WARNING - Be careful using the Rollover feature if you have never used it before, or if you have numerous calls from far in the past that have never been completed. You shouldn't have large amounts of incomplete scheduled calls from the past, but if you do, this button can create a mess on the current day that will need to be cleaned up. There is no "undoing" the rollover option.

Dispatching your Technicians without ACOTRUCK

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:

- **D**ispatched = technician begins his journey to the work Site. Beginning of Travel Time.
- **A**rrived = technician arrives at the site and begins work. End of Travel Time, beginning of Regular / Over / Double Time.
- **C**ompleted = 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, next to the appropriate time field. The corresponding time will be filled out with the current time on your computer, 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 and 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.

Dispatching your Technicians with ACOTRUCK

When technicians have ACOTRUCK (add-on module) and need to be dispatched to a call slip, you will need to mark the call slip so that they can download it to their iPad or Tablet. This is done by RIGHT-clicking on the Call Slip to open the Dispatch Detail window.

 Click on the tablet icon and it will mark the call for technician pickup and change the first box of the call slip on the dispatch board to blue, indicating it is waiting for the technician to sync the call slip to his iPad or Tablet. As long as the first box is blue, you can move and reschedule the call slip as mentioned above under scheduling call slips. Once the call slip has been picked up via the iPad or Tablet, you will see the first indicator box change colors (as mentioned above in section Call Slip information on Dispatch Board) you will not be able to edit, change, or move the call slip without the technician returning the call slip to you. The technician will record his own Dispatched, Arrived, and Departed times as well as create the invoice or work order in the field. When the technician records their time, it will automatically update the status of the call on the Dispatch Record, turning the Dispatch Square appropriate colors based on the time entered. NOTE – If they do not have internet

connection at the time they enter their Dispatched, Arrived or Departed time, the Dispatch Board will not be updated. However, the next time that they enter one of the times, the Dispatch Board will be updated if they have internet connection. Otherwise the Dispatch Board will be updated when they upload the call slip back to the office.

Dispatching your Technicians w/ GPS Feature

When technicians have the GPS (add-on module) and need to be dispatched to a call slip, you will need to mark the call slip to send to their Garmin GPS device. This is done by RIGHT-clicking on the Call Slip to open the Dispatch Detail window.

Click on the satellite icon and it will gather the information to send to the Garmin GPS device. Once the technician receives the call slip on the Garmin, he will then be responsible for entering his Dispatched and Departed Times. The Arrived Time should automatically be updated when they arrive at the location and turn off their vehicle. **NOTE –** in some areas, the physical location may be outside of the Range being used to update the Arrived time, so if using this feature, it is recommended that the technician also keep track of their arrived time in case it doesn't get automatically updated.

NOTE – If the technician is using ACOTRUCK, then they will not be able to dispatch themselves using the GPS feature.

For more information about the GPS add on module and what GPS system it works with, please contact your ACOWIN Sales Rep.

Voiding a Call Slip

If you want to cancel a Call Slip, you will need to void it, since ACOWIN does not allow you to delete call slips. This is done by holding down the Control key and RIGHT-clicking the Call Slip, to produce the Jump Menu.

Control+ RIGHT-click to open the Jump menu.
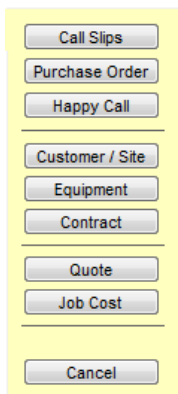
Touching Control + Right-Click will open the Jump Menu, which gives you quick access to various important modules of the system. You will be instantly taken to the Call Slip or Customer/Site File entry for the Call Slip you used Control + Right-click on. You can also create a Purchase Order for that 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.
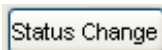
 Click the Status Change button to change the status of a Call Slip.

 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". There are 2 different ways you can make a call slip Incomplete. The first way is to Use the Jump Menu (Ctrl Right Click on the Card) 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. 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 at the top left hand side of the Dispatch Screen to hold the Call Slip if you need to switch to another day.

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The second, faster and easier way to make a call slip incomplete is to hold the control key down and drag the call slip to another spot on the dispatch board, such as the unassigned column, a different technician's column, or even the same technician's column. If you want to reschedule the call for a different date, you can drag the card (remember to hold the control key down when you first click on the card) to the Holder Pocket, change the date and move the card to the appropriate technician.

Either of the above 2 functions will work for making a call slip incomplete so that you can schedule an additional visit at a different time. However, using the first method will put an "R" in the 4th square under the card on the dispatch board, indicating that the call has been rescheduled. The second option (using the Ctrl Drag) will not put an "R" in the 4th box. You can add or remove the "R" manually by Right Clicking the card, clicking the edit button and remove (or add) the checkmark in the Reschedule Call check box in the screen.

Creating maps with Microsoft MapPoint ®

Microsoft discontinued MapPoint as of December 2014. If you have an older version of Microsoft MapPoint installed on your computer, and your system includes the add-on module for mapping, you can create maps of your Call Slip locations.

Right-click a Call Slip to open the Dispatch Detail window, 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, whether they are actually there or not.
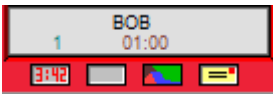
Click the small map button beneath a technician's name to produce a map of all the tech's scheduled calls for the day.

When you create a route map, the system can begin and end the route at either the technician's home address, or the company's headquarter location. The choice of beginning and ending points is made separately for each technician, in the **Employee File.** If the tech has already been dispatched to a call for the date you are creating the map, it will use their last call as the starting point, but still end at either the techs home or the company address, depending on that employee's setup.

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.

Print Map
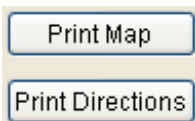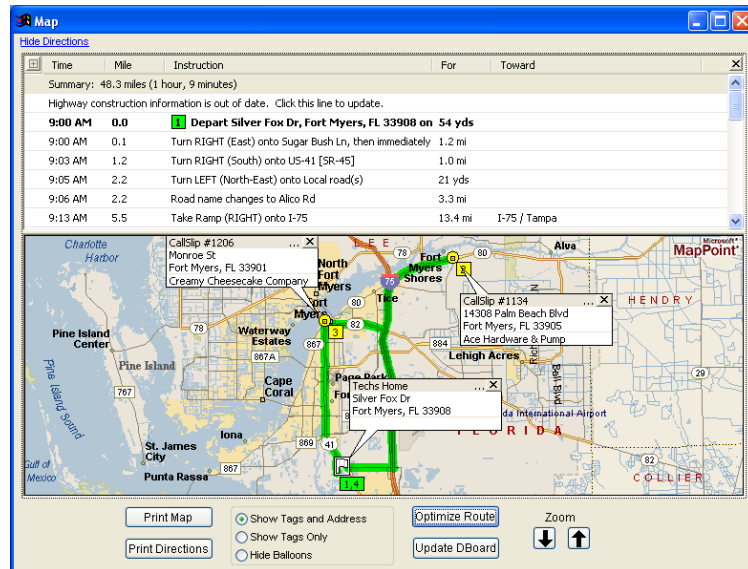
Print Directions

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
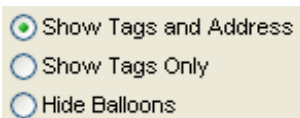
You can use these options to control whether the balloons with names and addresses appear on the map. Selecting "Hide Balloons" can make a crowded map easier to read.
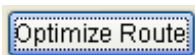
Optimize Route The Optimize Route button will rearrange the stops on the route into the ideal order, minimizing travel time. The beginning and ending points for the route (technician's house, company address or the last call the tech was dispatched to for the current date) don't move, but all the stops along the way will be rearranged. NOTE – It is not recommended trying to optimize more than 20 calls. If you try to optimize more than 20 calls, it may take several minutes or longer for the calls to be optimized.
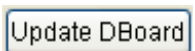
Update DBoard After you Optimize a route map, you can use this button to update the Dispatch Board with the revised route. The technician's Call Slips will be rearranged to match the order of the optimized route. **NOTE –** Optimization DOES NOT take into consideration the scheduled time of calls, only physical location. If you schedule based on time or range times, I is not recommended that you use the optimization feature.

Zoom 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.

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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 (which you can view by *right-clicking* a Call Slip on the Dispatch Board).

[31] *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.*

31 Day   *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.
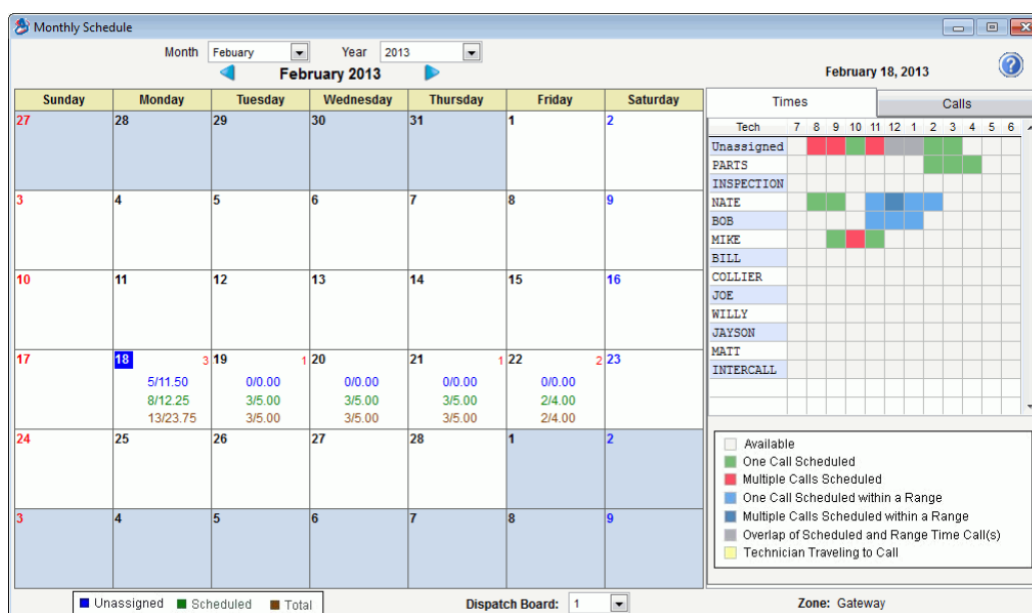
The **numbers** inside each date describe the number, and estimated hours, of Call Slips scheduled for that date. The top blue numbers reflect calls in the Unassigned column, the middle green numbers are for calls that have been scheduled for technicians, and the bottom red numbers are the totals for the day (Unassigned plus scheduled.) The red number, in the top right hand corner of a Date Square, represents the number of calls in the same Zone as the call slip from which you are trying to schedule. You can see the Zone associated with the call slip on the bottom right hand side of the 31 Day Calendar, Gateway in the above example. These numbers give you an idea of how busy each day on the calendar is scheduled to be. NOTE – The red numbers will only show up if you bring up the 31 Day Calendar from the Call Slip Screen or the Dispatch Detail Record, since you are on a specific record with a zone. If you open the 31 Day calendar from the Dispatch Board, the red numbers will not appear, because you are not on a specific call slip.

On the right side of the calendar is a **Times** grid for the currently selected date. The colored boxes in this grid show when the technicians are already assigned to work on service calls. The open spaces (white) 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 as well as below in this document. 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.

This is the Times grid on the 31-Day display. This example shows that Nate is scheduled from 8:00 AM til 10:00 AM, with a break between 10:00 and 11:00 AM. Then he has calls scheduled with Range Times between 11:00 AM and 3:00 PM. Mike is scheduled from 9:00 AM until 12:00 PM, with an overlap between his calls.

White – Available
Green – One Call Scheduled
Red – Multiple Calls Scheduled
Light Blue – One Call Scheduled within a Range
Dark Blue – Multiple Calls Scheduled within a Range
Gray – Overlap of Scheduled and Range Time Calls
Yellow – Technician Travelling to Call

If you click on the Calls tab, the grid area changes to a list of Call Slips for the currently selected date. The grid displays the Call Slip Number and Site Name on the first line and the Scheduled Tech, Scheduled Time (or Range Time), the Estimated Amount of Time the call should take and the Zone the call is located on the second line. If you accessed the 31 Day Calendar from the Call Slip screen or the Dispatch Record Detail screen, calls scheduled in the same zone as the call you accessed the Calendar from will be highlighted in green. This will allow the dispatcher to quickly see what calls and what techs are in the zone of the call being scheduled so that they can try to keep techs in the same zone throughout the day.

If you click on one of the lines in the grid (or use your down arrow) basic call information will be displayed at the bottom of the grid for each call. This will allow you to quickly view what the different calls entail.

At the bottom of the calendar is a drop down that shows you which of your 6 dispatch boards you are viewing. You can change the Dispatch Board information being displayed by clicking the dropdown and choosing a different Board. If you change boards, the numbers for each date will change to reflect the information associated with the techs that are assigned to the board selected.
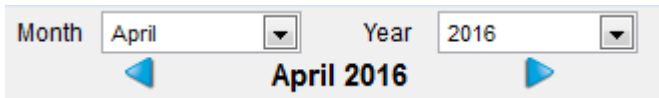
At the top of the 31-Day display are **blue arrows** that will scroll the display ahead or backward, one month at a time, plus pull-down menus that allow you to select a specific **month and year.** The 31-Day Schedule Board extends up to four years into the future, or two years into the past.

You can **double-click** any date on the 31-Day display to return to the Dispatch Board, using the date for which you double-clicked. 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 some time 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.

Dispatch Board Quick Reference Guide

Action	How to Perform
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 left of screen, adjust Dispatch Board as necessary, drag call from Holder to desired location

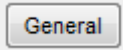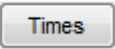|	
View another day	Click blue arrows next to date, OR Click Calendar icon
Return instantly to today's date	Click Today icon
Scroll across list of technicians	Click black arrows by tech names to scroll one at a time, or hold the Shift Key and click the black arrows to scroll one screen at a time
Adjust 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. Remember, you may have to use the Holder Spot at the top left hand side of the screen
Bring open calls from previous days forward	Click Rollover icon and select criteria
Enter dispatch times for technician, in real time	RIGHT-click Call Slip, click corresponding Quick Dispatch button (Dispatched, Arrived, or Completed)
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 the call for Jump Menu, select Call Slips button, 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. This will create an additional visit in the Unassigned column. Alternate Method – Hold the Control+LEFT-click the card and drag card to where you want it. This method creates an additional visit for the selected call slip.
Create a new Call Slip	Click New Call icon, locate work site with Search, choose a Problem Code, enter Description text for call

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:
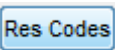
- Bill the Call Slip under **Time & Materials** rules, billing a certain price per hour for labor, and marking up materials based on their cost
- Bill the Call Slip under **Flat Rate** rules, entering billing codes with fixed sale prices on the Flat Rate screen
- Bill the Call Slip with a single, fixed **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
- Cancel the Call Slip completely, by **voiding** it
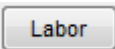
Each Call Slip is divided into a series of screens. Each screen serves a specific purpose during the billing process. The way you complete the screen is determined by your billing practice, and the nature of the Call Slips you're billing. For example, if you didn't use any materials on a particular Call Slip, you would skip the materials screen. In the Billing section we will cover our 3 types of billing T&M, Flat Rate & As Agreed. Each section will only show the particular tabs you will need to complete in order to processes that type of billing.

Following are the different screens that make up a Call Slip.

General This is the primary screen of the Call Slip, where the customer's issue is noted and the service call is scheduled. This screen should be reviewed to verify accuracy prior to billing.   For example, changing bill to, marking as a call back or warranty under the advanced tab, etc. This screen can be edited as needed prior to billing.

Times This screen holds the Received, Arrived, and Departed times for each tech who worked on the call.

Res Codes This screen holds the Resolution text, which explains the technician's actions when he completed the service call. You can save typing by creating Resolution Codes in advance, for common repair actions. Also found on this screen is the list of Equipment that received service on the call as well as the equipment readings recorded by the tech.

Labor The labor hours described on the Times screen are billed here, using the customer's Rate Schedule. If the Call Slip is to be billed under the Time and Material method this screen will allow you to adjust labor billing hours and amounts. If you are not using T&M billing, there is no need to use this screen. NOTE – This screen contains a "Minimum Charge" field, which indicates which technician being dispatched will trigger the minimum charge to be billed on the call slip. This field is also used to indicate the "Lead Tech". Various reports and the technician KPIs will use this field to know who the "lead tech" is. This field will be automatically filled in by the system when you schedule the first technician to the call. It can be changed as long as the call slip has not been posted.
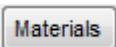
Materials Parts used on the service call are listed and billed here.
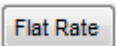
Flat Rate If a Call Slip is to be billed under the Flat Rate method, the repair codes are entered here. Each repair code will have a sale price, and these prices are totaled to produce an invoice amount for the Call Slip. If you're not using Flat Rate billing, there is no need to use this screen.
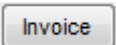
Invoice This screen settles the final details of each invoice, including the text that will appear if the invoice is printed or e-mailed.
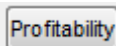
Profitability This screen computes profit or loss on each Call Slip.
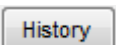
History You can use this screen to review full service history for your work Site. It's especially helpful for spotting chronic failures or call-backs.
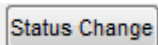
Status Change The Status Change button lets you move the Call Slip to certain status levels. Using this button, you can make a Call Slip incomplete, void it, or mark it for posting to Accounts Receivable.

Job Costing (Project Management) 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.

To bill a Call Slip, you must first access that Cal Slip. There are three ways to do this:
- Locate the Call Slip on the Dispatch Board, and 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 a list of all Call Slips that have some type of cost associated to them and should be ready for invoicing at some point in time. Incomplete, scheduled and calls that have someone currently dispatched to them will not appear in this list.

The Ready to Invoice List: This 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

You can click the Utilities icon in the Work Orders section of the ACOWIN Main Menu, and choose the Ready to Invoice List hyper-link from the Utilities menu.

Utilities

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.

To turn one of these Call Slips into an invoice, click on the Call Slip, and click the **Detail** button at the bottom of the window (or you can double click on the line for the call slip you want to open). The Call Slip will appear in its entirety, allowing you to access each of the screens described in the different billing type chapters. 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 yellow "Print" or gray "A/R" in the Status column on the Ready to Invoice List. The yellow "Print" status is achieved by marking the call slip to transfer to A/R, but not posting it (this option is used if you want to batch all of the call slips through the steps menu as opposed to posting them one at a time). The "gray" A/R status is achieved by Posting the Call Slip in the Status Change option, which will be discussed in detail. This helps you keep track of the Call Slips you've completely billed, so you can easily see which ones still need your attention.

You can click the **Print** button to instantly produce a copy of the Call Slip Summary report that includes all of the Call Slips appearing on the Ready to Invoice List.

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 Ready to Invoice List.

If your techs are using the ACOTRUCK module, then you will see either W/O or INV in the Mobile Column of the Ready to Invoice Screen. If the field contains W/O, it means the technician presented the customer with a Work Order in the field and the office will need to send the actual invoice. If the field contains INV, it means that the technician generated an invoice in the field, and you should only have to review the call slip to make sure everything looks good and post it. Depending on your company's policy, if the field contains an INV, the technician more than likely presented the customer with an invoice in the field, therefore you wouldn't need to print and send another invoice.

Time & Material Billing

General   This is the primary screen of the Call Slip, where the customer's issue is noted and the service call is scheduled. This screen should be verified for proper information. For example, if the bill to is incorrect, it can still be changed prior to sending to A/R, or you could mark this call slip as a call back or warranty under the advanced tab. NOTE – If you have already posted the call slip and you need to mark it as a Call Back or Warranty, you can do this from the Profit Screen if you have the proper permissions.

Times   This screen of the Call Slip includes a list of technicians who have worked on the service call. For each technician, three times are recorded:
- DISPATCHED - marks the time when the technician left his previous activity and began heading for this call's work site. The span between Dispatched and Arrived represents Travel Time.
- ARRIVED - the moment when the technician arrived at the work site. The span between Arrived and Departed is On-Site Time.
- DEPARTED - the time when the technician completed service and left the work site. Normally, entering a Departed time completes labor on the Call Slip. However, a call with Departed time can be designated Incomplete with the Change Status button (or by control left clicking and dragging the card on the Dispatch Board), causing it to

become an "open" call once again, and restarting the cycle of Dispatched-Arrived-Departed.

If you are dispatching "Live" from the dispatch board in true time, the below screen should already be properly filled out for you.

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

To add an additional technician: Click Edit and click the yellow plus sign [+]. Click the yellow arrow to right of the tech field [Tech UNASSIGNED ←] and choose the appropriate technician. Enter the appropriate Dispatched, Arrived, and Departed times. Click Save when done.

If you are entering labor times after the fact and it is for a different date than appears in the Times section, click the Calendar icon [icon] and select a date. This will automatically fill in that date for the Dispatched, Arrived and Departed fields.

[Res Codes] This screen is divided into two areas. The top half is for Equipment. Using this area of the screen, you can indicate which units of Equipment were serviced on the Call Slip. This enables you to build service history for each unit, in addition to compiling overall history for the Site.

The lower half of the screen is dedicated to *Resolution text.* Resolutions describe what the technician did when he worked on the Call Slip. This text becomes part of the Site's service history, and can also be printed on the Call Slip's invoice, at your option. You can enter your

Resolution text freehand (bottom right), or you can use prepared Resolution Codes (bottom left) to swiftly fill out the screen without typing everything longhand. Resolution Codes can be a huge time saver and will keep everything consistent for common repairs. You can define Resolution Codes in Setup / Subsystems / Res Codes. If you have not set up Resolution Codes, it is highly recommended that you set them up and use them.

NOTE: In order to tag history to specific piece of equipment make sure you have the piece of equipment selected in the top grid prior to entering Res Codes or Notes.

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 that call slip. Click Apply to return to the Res Codes screen.

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 on Site File screen. Click the New button to add a new piece of equipment to the file.

 Click the Detail button to access the Equipment File.

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: You can either use the Prepared Resolution Codes (bottom left) or the Freehand (bottom right) description of the technician's actions.

To add prepared resolutions, click edit, click yellow plus, double click in code field. Locate appropriate res code and click ok. **NOTE -** You can have multiple codes on one call slip.

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.

The Labor screen computes billing on the hours you entered with the Times screen. Each Site has a default Rate Type that specifies hourly billing and material markups.

The Labor screen is divided into three areas. The top portion of the screen lists the technicians and hours worked from the Times screen. The technician that has the "Minimum Charge" checked is considered the Lead Tech on the call. Various reports and the Technician KPIs are based on the "Lead Tech". The Minimum Charge check mark can only belong to one technician and can be changed as long as the call slip is not posted. The minimum charge is automatically assigned to the first technician that has been scheduled to the call.

Min Chge	Disp Date	Tech	Type	Work Order	Calc Amt	Billed Amt	Ctr	Billed Chg	NoChge Chg	AddChge Chg
☑	12/26/2014	MIKE	Tech1		140.00	140.00	☐			
☐	12/26/2014	BOB	Helper1		54.00	54.00	☐			

The bottom-left portion of the screen breaks the total hours worked for the Call Slip into Travel Time, Regular Time, Overtime, and Double Time, then computes billing for each category. If you want to modify the number of hours you are billing the customer in any of the categories, you can enter a number in the No Charge field, and the system will automatically recalculate the labor amount. You can uncheck the Use Billing Interval box and use the Add Charge column to add additional billing hours if needed. **NOTE -** If there are multiple techs or helpers, make sure to select each entry at the top of the labor screen and adjust hours accordingly. The hours at the bottom correspond to the line selected in the grid above.

	Hours	No Chge	Add Chge	Billable	Min Chge	Rates	Amount	GL Cost Expenses
Travel	0.5000	0.0000	0.0000	0.5000	0.00	70.00	35.00	5000
Regular	1.0000	0.0000	0.0000	1.0000	70.00	70.00	105.00	5000
Over	0.0000	0.0000	0.0000	0.0000	0.00	105.00	0.00	5000
Double	0.0000	0.0000	0.0000	0.0000	0.00	140.00	0.00	5000
							140.00	

0.50 Hour Minimum Time   ☐ Use Billing Interval   As Agreed ☐

The bottom-right portion of the screen provides a summary of all hours worked and calculated labor billing. These figures will change as you make adjustments to the other parts of the screen.

Summary	
Travel	1.000
Regular	2.000
Over	0.000
Double	0.000
Total Calc Amt	194.00
Total Billed Amt	194.00

Materials This screen contains a list of all materials used on the Call Slip. Materials can be applied in three basic fashions:

- You can specify a warehouse or truck location and a Key Code, to pull parts out of Inventory and apply them to the Call Slip. This will affect your General Ledger for your Inventory and Cost of Goods Sold (COGS) accounts when you transfer the invoice to Accounting. **NOTE –** If you do not want your Inventory and COGS accounts affected by material with a Key Code, be sure to remove the check mark from the "Transfer Inventory Cost" check box in the Accounting Default Setup screen.
- You can enter non-stock items freekey, with no warehouse location and no Key Code. Such items will not affect Inventory or your general ledger.
- You can post parts to a Call Slip from a Purchase Order. All important information about the parts is written automatically to this screen from your P.O.

To add materials from a warehouse or truck: Click the yellow plus sign (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 this Call Slip. Double click in Location field to change the location material is being pulled from.

When you enter a Key Code or Description, the system will look up the specified item in your Inventory database. Once you have selected an item, click ok (or double click it in the grid) and enter the appropriate quantity used.

To over-ride the sale price of a specific material item: Blank out the "Source" column on that line – it normally contains an "R", meaning use the Rate Type to calculate the sell price. ACOWIN will determine the sell price of this particular item by looking up the material markup table associated to the particular rate type that is selected on this particular call slip. Once the "Source" column is blanked out it will then allow you access to the "Sell Price" column in which you can type a specific sell price for that line item you currently have selected. **NOTE -** If the "Source" column shows a "T", meaning Truck, or "W", meaning Warehouse, it indicates that a set sell price has been entered for that particular inventory item in the inventory/stock count screen. Entering a set sell price for a particular inventory item, rather than using the material mark up in rate types will be discussed more thoroughly in the "Basic Inventory Primer" section of this User Guide.

Changing the sell price of a line item in material is only important if billing out as a Time & Material Invoice. If you plan to use Flat Rate billing, As Agreed price, or you're going to no charge the Call Slip, it is not necessary to adjust individual unit sale prices.

The **Assembly** button can be used to load the parts from a prepared Assembly onto the screen. Assemblies represent kits and similar groups of items which are typically used together. Assemblies are discussed more thoroughly in the "Basic Inventory Primer" section of this User Guide.

If any units of Serialized Inventory were used on the Call Slip, you can click the **Create Equipment** button to generate the Equipment on Site files for the particular Site the Call Slip is associated with. This will make the model number, serial number, and other unit specifications available for future service calls. When you click the Create Equipment button, a list of serial numbers entered against this call slips material page will appear. Check off the units you wish to create in the Equipment on Site file, and click the Create / Update button. The check boxes will change to "View" hyper-links, which you can click to review the new Equipment on Site file and edit or add any additional information as needed (such as warranty information).

The Invoice Screen is used to finalize such details as Invoice Date, Invoice Number, and the text that will appear on the printed invoice, if you choose to produce one. Prices from the Labor and Materials, or Flat Rate, screens are totaled here. You can also add special surcharges, known as Miscellaneous Charges, from this screen.

Call Slip Invoice screen pictured above.

Invoice Date: This is the date that appears on the printed invoice, and is used by the system to determine aging and Service Charges, if you use them. You can enter any Invoice Date you like, or click on the Calendar icon to choose a date from the Calendar.

You can enter your own Invoice Number manually, or you can leave this field blank and let the computer choose one. As you can see by looking at the screen, the computer always affixes a letter "S" to the beginning of this number. If your technicians bill the customer in the field with a paper work order, it is common practice to use their pre-printed Work Order number as the Invoice Number. If utilizing "ACOTRUCK" (Add-On module) the invoice number will be automatically assigned at the time the work order is sent to "ACOTRUCK" unless an invoice number was entered manually prior to sending to the technician.

This field controls the G/L accounts that will be used for income and cost on the Call Slip. Every Distribution Code is a table of such account numbers. When you create a new Site, your choice of Customer Type sets a default Distribution Code for service calls; for example, choosing a Customer Type of "Residential" might set a default Distribution Code that references the residential service income and cost accounts. You can adjust the default Distribution Codes on individual Sites, using their Billing Screen.

You can also choose different Distributions on specific Call Slips. For example, suppose your default Distribution of "RES" is sufficient for all residential service calls, except Duct Cleaning, which has its own special G/L account numbers. On a Duct Cleaning service call, you could select the Distribution Code that includes these special G/L accounts. To make this kind of setup easier, your Problem Codes can have Distribution Codes associated with them. In our above example, the Duct Cleaning Problem Code could automatically set the Duct Cleaning Distribution Code. Distribution codes assigned to the Problem Code will override the Distribution Code assigned to the site file.

70

If necessary, the Distribution Code can be manually adjusted from this field on the Invoice screen, although proper use of the Customer Type and Problem Code tools should make this a rare occurrence. You can choose a Distribution from the pull-down menu.

The Rate Type used for Time & Material Billing is displayed here. This rate is set by default from the Billing Screen of the Customer/Site File. You can select a different Rate Type on the Materials screen of the Call Slip if you need to change it. Note that Rate Type can only be viewed on the Invoice screen, not changed - go to the Materials screen if you want to change it.

Your choice of Tax Region determines the sales tax percentage for the Call Slip. The Tax Region is set by default from the Billing Screen of the Customer/Site File, but you can choose a different one if necessary. Your list of Tax Regions is maintained in Subsystems, or you can *right-click* on this field to set up a new tax region.

Invoice Text

```
Tech        Date         Hours          Rate          Amount
MIKE        12/26/2014   1.5000 RT hours @  100.00      150.00
BOB         12/26/2014   1.5000 RT hours @   50.00       75.00

Qty  Material                       Unit Price        Amount
(1)  VBELT A TYPE 1/2 3/8 51-inch        37.14         37.14
(2)  REFRIGERANT R410A                   31.50         63.00

Equipment:
Unit : Condenser          Model  : 4TTB3048A1000A
Brand: Trane              Serial#: 9201TFR5F

Found system low on refrigerant.  Recharged system to manufacture
```

UseTax   Footer CALLSLIP   [Text]   [Clear Text]   [Spell Check]

The above window controls the text that will appear on the customer's printed invoice. Invoice text can be entered freehand, or you can click on the "Text" button to select from a number of pre-defined options that pull over information from the other screens of the Call Slip.

Clicking the Text button presents you with a menu of choices for pulling labor, materials, and resolutions from the other Call Slip screens into your invoice text area.

You can mix and match the various options until your invoice looks the way you want it to. When billing Time & Material, you have the option to show how many hours the technician is billing for, the rate per hour, and the total amount. As well as show the sell prices for material.

For Resolutions, the "short" option brings over a single line for each Resolution Code, the same "short" text that appears on the History screen; the "long" option can produce a paragraph per Resolution Code, depending on how the Codes were set up; the "Show Resolution Notes" will bring over any free formed resolutions that you added to the Res Codes screen. If you choose some text options and

then change your mind, you can always click on the "Clear Text" button to erase the text area and try again. You can set default Call Slip Invoice Text choices for each Customer Type. This can save you some time when you prepare invoice text, since the default choices will already be checked off for you. If you set invoice text defaults, you can still change the text options for individual invoices, if you wish.

Labor Sale Price

The total sale price for labor appears in this field. For Time & Material billing, this number comes from the Labor screen.

Material Sale Price

The total sale price of materials appears in this field. For Time & Material billings, this figure comes from the Materials screen.

Labor and Material Discounts

If you have a discount percentage defaulted in the Cust/Site billing tab, ACOWIN will automatically figure the discounted $ amount off of that percentage for this site on Time & Material Invoices. Labor and Material Discounts will not be applied to Flat Rate or As Agreed invoices.

Miscellaneous Charge Detail Button

Clicking on the Miscellaneous link opens the Miscellaneous Charge detail window, where you can add, remove, or edit Misc. Charges for your Call Slip. The net total of the charges is displayed in the Misc. Charge sale price field.

When you click the Misc. Charge Detail button on the Invoice screen of a Call Slip, a new window appears. This window contains a table that can hold many different Miscellaneous Charges. Each code added to this table represents a surcharge or a discount if the amount is negative, and each can be directed to a different set of G/L account numbers.

Use these buttons to add and remove charges from the list. Clicking the Add button places your cursor on the next available line of the table. Here, you can *double-*
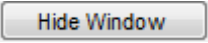
click or type a question mark ("?") to see a list of available Misc. Charge codes. You can also *right-click* to create a new Miscellaneous Charge code, if none of the existing choices is adequate.

Each Miscellaneous Charge can be assigned a **Cost Price**, as well as a **Sale Price**. If you choose to enter a *cost*, it will affect the profitability of the Call Slip on the Profitability screen as well as various reports, but ***does not post against the General Ledger*** – the cost entered here is assumed to reflect costs that have already been paid through Accounts Payable or as part of your overhead. Entering a cost for Misc. Charges is entirely optional.

You must set a **Sell CR** (Credit) General Ledger account for each Misc. Charge. If you don't know the account numbers, you can *double-click* or type a question mark ("?") to see a list. If you always use the same Credit G/L account number for a specific miscellaneous code, you can add the Misc. Code to your Distribution Code file and assign the Credit account there. If the miscellaneous code has not been added to the distribution code, you will need to manually enter a Credit G/L account number each time the misc. code is used. The **Sell DB** (Debit) account is set by your Call Slip's Distribution Code, so you don't need to enter one. **NOTE –** If you do not enter a Sell CR (Credit) account number, you will not be able to post your invoice.

When you're finished adding Miscellaneous Charges, click the Hide Window button to close the Misc. Charge Detail and return to the Invoice Screen. The net total of your Misc. Charges will be displayed on the Invoice Screen and figured into the total billing - for instance, a $50.00 recovery surcharge plus a (-15.00) coupon discount would amount to a net Misc. Charge total of $35.00. You can click the Detail button again, at any time prior to the call slip going to A/R status, to return to the Miscellaneous Charge Detail Window, where charges can be added, removed, or revised.

NOTE – You can elect to show the miscellaneous charge details on the printed invoice by using the "Text" button and putting a check mark in the Miscellaneous check box.

Subtotal
The pre-tax total of the invoice, including Labor and Material charges, discounts, and Miscellaneous Charges, appears here.

Sales Tax

The calculated sales tax for the invoice appears here. You can adjust which prices are taxable or non-taxable using the check boxes in the "Taxable" column.

Grand Total

The final sale price of the invoice, including sales tax, is displayed here. This is the amount that will be posted to Accounts Receivable when you transfer the invoice.

Collected   200.00 **Collected**

If you have received a payment against the invoice from "ACOTRUCK" (add-on module) or from clicking the Money Collected Envelope, the amount that has been recorded will appear in this field.

To enter a Collected Amount directly into ACOWIN: Search for the particular call slip invoice you have collected for by either searching from the Call Slip icon on the main menu, pulling up the call slip in the ready to invoice list, or control + right click on the call slip from the dispatch board and choose call slip. NOTE – If you are already in the appropriate call slip record, simply click the Cash Collected Button, discussed below.

Cash Collected Button

Click this button to access the Cash Collected screen, where you can click edit and enter or review details of how much money the technician collected on a COD service call. You can run the COD Payment Report by date range to obtain a total of monies carried by each technician, to help you reconcile their cash bags when they turn them in.

NOTE - If you have turned on the "Create Cash Receipts from Payments Collected" option in the Accounting Default Setup screen, the system will automatically create your cash receipt in ACOWIN; or QuickBooks if you are syncing to QuickBooks. The cash receipt will only be created when the invoice is posted and synced. *If you add a payments collected after the invoice has been posted to A/R, it will not create the payment in your accounting, but will reflect that the money has been received on the invoice.*

Payments Collected

Site #	001022-0001		Invoice Number S-	1004
Site Name	Schuster, Allen		Invoice Date	12/23/2014
Billed Customer	#001022			

Payments Received

Type	Description	Amount	Auth No	▲		Grand Total	331.65
						Total Received	0.00
				▼		Balance Due	331.65

✖ ➕ 📝   Total Rcvd   0.00

📝   Click the Edit button to edit the Cash Collected screen and enter payment information.

➕   Click the blue Add button to add a new payment information line.

Payment Type

Cash
Check
Credit Card
Cancel

Select the appropriate payment type from the menu that appears.

Check Payment ☑ Send to Acct

Payment Amount 200.00
Payment Date 12/23/2014
Check Number 1234
Check Date 12/23/2014

Comment Partial Payment for Service Call

Ok   Cancel

Enter the payment amount and any comments (optional) you wish to add as needed and click Ok. **NOTE -** If you have turned on the "Create Cash Receipts from Payments Collected Option" and the payment you are entering into the COD Envelope has already been entered directly into your accounting (such as a deposit for an install), uncheck the Send to Acct check box and this particular payment will not be created in your accounting when the call slip is posted.

Click the Save button when you're finished entering payment information, and click the Exit button to close the Cash Collected pop-up window.

Balance Due

Balance Due 131.65

This field shows the balance that was due based on the invoice amount and what was entered in the Cash Collected file. The balance is the Grand Total minus the amount collected (from the COD Envelope).

Completing the Time & Material Service Invoice
If you want to produce a printed copy of the invoice, click the Printer button on the Toolbar and 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 system to assign one.

Click the Printer button to produce a printed invoice.

Print Options — View Email Logs

☐ CallSlip
History Options
☐ Show History
   ○ All
   ○ Last 3
   ☐ Show Notes
☐ Equipment
   ○ All
   ○ Selected
☐ Current Call Slip

Additional Options
☐ Materials
☐ Equipment
   ○ All
   ○ Selected
☐ Associated Materials
Suppress Sections
☐ Tech / Times
☐ Material Information
☐ Service Call Information
☐ Totals Sections
☐ Customer Signature
☐ Site Notes

☑ CallSlip Invoice
Enter Invoice Date 12/23/2014
** Enter Invoice Number S–

☐ Packing Slip
☐ Include Location

○ Print
● Preview
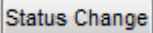
Cancel   ** (leave blank for computer generated)   Print

Select the Call Slip Invoice option. If you haven't assigned an Invoice Date or Number yet, you must do so now. Click the Print button to print the invoice.
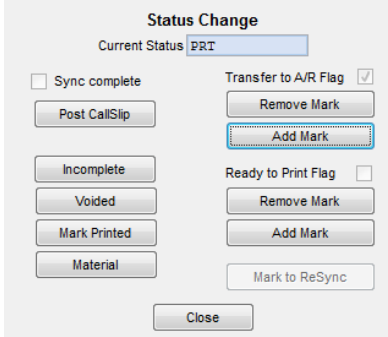
If you want to e-mail the invoice, as opposed to printing it, click the e-mail icon.

Posting Call Slips One at a Time: You can click the Post Call Slip in the Status Change screen to complete the invoice immediately. Once you click the Post Call Slip button, the

invoice is **final** and can no longer be changed in anyway. **NOTE –** If an invoice is posted, you can still edit the Invoice Text on the invoice screen, in case the customer needs additional details or needs more or less detail, etc. However, if the invoice is posted, you will not be able to change labor, material, sell prices, etc.

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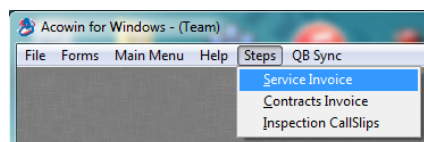
Click the Add Mark button under "Transfer to A/R Flag." The Post Call Slip button will then light up. Click the Post Call Slip button to finish the service invoice. Once you post a Call Slip, its Current Status will change to "A/R", and it can no longer be changed. Don't post the Call Slip unless it's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

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 prefer to post and transfer your Call Slips in batches follow the below steps:
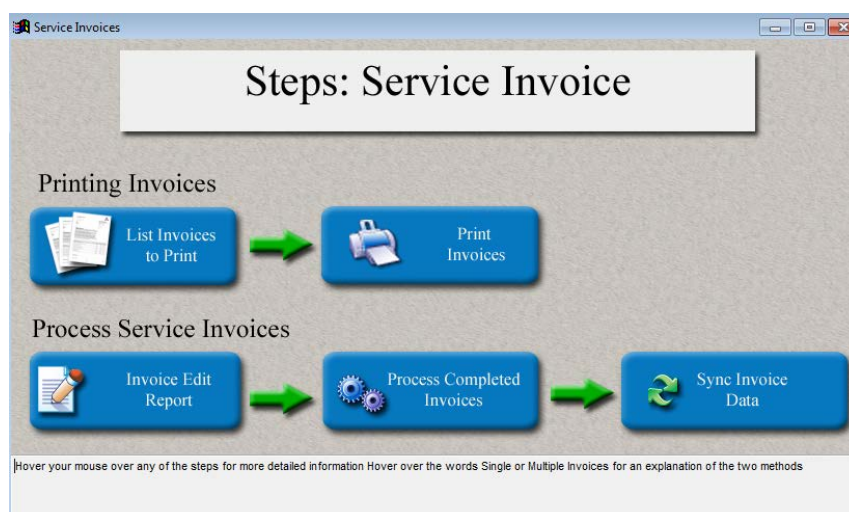
- As each Call Slip is completed, click Status Change, and click Add Mark under "Transfer the A/R Flag", as described above. However, *DO NOT* click the Post Call Slip button.
- At the end of the day (or throughout the day, every several days, etc.), when all Call Slips for the time frame have been completed and marked for transfer, pull down the Steps menu from the Windows Menu Bar at the top of the screen and choose Service Invoices.

- Select the **Invoice Edit Report** found under the Process Service Invoices Section. The system will automatically pull up the proper report for you; simply click next to open the report. Verify the month and year in the Additional Report Selections is the month and year that you would like to recognize your income. If still processing invoices from a prior month you can select the drop down for the month and year and change as needed and click run. This report lists all of the Call Slip Invoices that will

be batched together and posted for you to review. You can print the report and close the Invoice Edit Report.

- Next, click on the **Process Completed Invoices** found under the Process Service Invoices Section. The batches you created in the Invoice Edit Report step will be listed on the screen. Place a check mark next to the batch and click process. Once batches are processed, you can close the Process Completed Invoice box.
- The final step is to click on the **Sync Invoice Data** found under the Process Service Invoices Section. This is the same program that you can run from the QB Sync menu. The invoices will then be transferred to QuickBooks, or exported to your other accounting software program.

NOTE: When you hover your mouse over each step it will explain what that step will accomplish in the gray section at the bottom of the screen.

Flat Rate Billing

General   This is the primary screen of the Call Slip, where the customer's issue is noted and the service call is scheduled. This screen should be verified for proper information. For example, if the bill to is incorrect, it can still be changed prior to sending to A/R, or you could mark this call slip as a call back or warranty under the advanced tab. **NOTE –** If you have already posted the call slip and you need to mark it as a Call Back or Warranty, you can do this from the Profit Screen if you have the proper permissions.

Times This screen of the Call Slip includes a list of technicians who have worked on the service call. For each technician, three times are recorded:

- DISPATCHED - marks the time when the technician left his previous activity and began heading for this call's work site. The span between Dispatched and Arrived represents Travel Time.
- ARRIVED - the moment when the technician arrived at the work site. The span between Arrived and Departed is On-Site Time.
- DEPARTED - the time when the technician completed service and left the work site. Normally, entering a Departed time completes labor on the Call Slip. However, a call with Departed time can be designated Incomplete with the Change Status button (or by control left clicking and dragging the card on the Dispatch Board), causing it to become an "open" call once again, and restarting the cycle of Dispatched-Arrived-Departed.

If you are dispatching "Live" from the dispatch board in true time, the below screen should already be properly filled out for you.

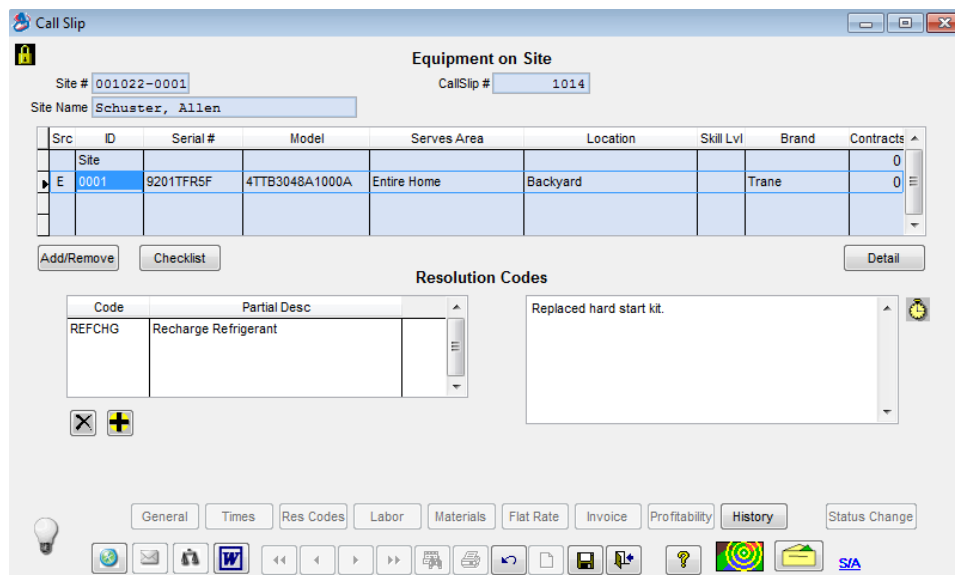**To correct a technician's time:** Click Edit and click the name of the tech for whom you need to adjust times in the grid. Change the Dispatched, Arrived, or Departed date and time as necessary. Click Save when done. This would only be necessary if the times were not entered accurately from the Dispatch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

To add an additional technician: Click Edit and click the yellow plus sign ![plus]. Click the yellow arrow to right of the tech field `Tech UNASSIGNED` ← and choose the appropriate technician. Enter the appropriate Dispatched, Arrived, and Departed times. Click Save when done.

If you are entering labor times after the fact and it is for a different date than appears in the Times section, click the Calendar icon ![calendar] and select a date. This will automatically fill in that date for the Dispatched, Arrived and Departed fields.

![Res Codes] This screen is divided into two areas. The top half is for Equipment. Using this area of the screen, you can indicate which units of Equipment were serviced on the Call Slip. This enables you to build service history for each unit, in addition to compiling overall history for the Site.

The lower half of the screen is dedicated to *Resolution text.* Resolutions describe what the technician did when he worked on the Call Slip. This text becomes part of the Site's service history, and can also be printed on the Call Slip's invoice, at your option. You can enter your Resolution text freehand (bottom right), or you can use prepared Resolution Codes (bottom left) to swiftly fill out the screen without typing everything longhand. Resolution Codes can be a huge time saver and will keep everything consistent for common repairs. You can define Resolution Codes in Setup / Subsystems / Res Codes. If you have not set up Resolution Codes, it is highly recommended that you set them up and use them.

NOTE: In order to tag history to a specific piece of equipment, make sure you have the piece of equipment selected prior to entering Res Codes or Notes.

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 that call slip. Click Apply to return to the Res Codes screen.

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 on Site File screen. Click the New button to add a new piece of equipment to the file.

Click the Detail button to access the Equipment File.

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: You can either use the Prepared Resolution Codes (bottom left) or the Freehand (bottom right) description of the technician's actions.

Code	Partial Desc
REFCHG	Recharge Refrigerant

To add prepared resolutions, click edit, click yellow plus, double click in code field. Locate appropriate res code and click ok. **NOTE -** You can have multiple codes on one call slip.

Replaced broken belt, adjusted refrigerant level, checked unit operation. System operating per manufacturer specs at this time.

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 This screen contains a list of all materials used on the Call Slip. Materials can be applied in three basic fashions:

- You can specify a warehouse or truck location and a Key Code, to pull parts out of Inventory and apply them to the Call Slip. This will affect your General Ledger for your Inventory and Cost of Goods Sold (COGS) accounts when you transfer the invoice to Accounting. **NOTE –** If you do not want your Inventory and COGS accounts affected by material with a Key Code, be sure to remove the check mark from the "Transfer Inventory Cost" check box in the Accounting Default Setup screen.
- You can enter non-stock items freekey, with no warehouse location and no Key Code. Such items will not affect Inventory or your general ledger.
- You can post parts to a Call Slip from a Purchase Order. All important information about the parts is written automatically to this screen from your P.O.

To add materials from a warehouse or truck: Click the yellow plus sign (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.

![Add button icon] Click the Add button to add a material item to this Call Slip. Double click in Location field to change the location material is being pulled from.

Warehouse Inventory Lookup

Enter Code [   ]   Clear Text

KeyCode	Name	Qty
AIR001	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	VBELT A TYPE 1/2 3/8 51-inch	
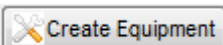
Cancel   Ok

When you enter a Key Code or Description, the system will look up the specified item in your Inventory database. Once you have selected an item, click ok (or double click it in the grid) and enter the appropriate quantity used.

![Assembly button icon] The **Assembly** button can be used to load the parts from a prepared Assembly onto the screen. Assemblies represent kits and similar groups of items which are typically used together. Assemblies are discussed more thoroughly in the "Basic Inventory Primer" section of this User Guide.

NOTE – Because this is a Flat Rate invoice, do not worry about the sell prices displayed on the screen. The Flat Rate sell price will override the total material sell price on the invoice screen.

![Create Equipment button] If any units of Serialized Inventory were used on the Call Slip you can click the **Create Equipment** button to generate the Equipment on Site files for the particular Site the Call Slip is associated with. This will make the model number, serial number, and other unit specifications available for future service calls. When you click the Create Equipment button, a list of serial numbers entered against this call slips material page will appear. Check of the units you wish to create in the Equipment on Site file, then click the Create / Update button. The check boxes will change to "View" hyper-links, which you can click to review the new Equipment on Site file and edit or add anything as needed (such as warranty information).

Flat Rate **Flat Rate Billing**

      If you want to use Flat Rate billing on the Call Slip, you'll enter the Flat Rate Repair Codes on this screen. Each Repair Code comes with a set of fixed sale prices, representing different billing situations such as normal repair, overtime billing, discounted pricing for a service contract customer, etc. As you select each Repair Code, you'll choose from up to six different prices available for that repair. The total of all selected repairs becomes the total sale price of the Call Slip.

Flat Rate billing is an alternative to traditional Time & Material billing; if you enter Flat Rate codes on this screen, the individual labor and material prices from the Labor and Materials screens are replaced by the total Flat Rate price. Your system must include a table of prices in order to use Flat Rate billing. ACOWIN is compatible with many popular third-party price list vendors, but we recommend you consider ACORATE Flat Rate (www.acorate.com).

When you click the add button a blue cursor will appear, in the repair number field of the next available line in the grid.

You can choose a Repair Number by typing it in. This is the recommended approach, since your list of repairs is probably very large. Ideally, your technicians have noted the Repair Numbers on their paperwork, making it easy for you to enter them on this screen. If you don't have the full Repair Number handy, you can type a question mark ("?") or *double-click* the Number field, to see a pop-up window of choices. Note that this window will also appear if you type a full Repair Code, since you need to select which of the six possible sale prices you want.

The window used for locating Repair Codes is very similar to the standard Search feature. You can search on either Repair Number or Name, using the pull-down "Search On" field, or you can perform a keyword search.

Once you locate the desired Repair Code, click on it and use one of the six Select buttons at the bottom of the screen to choose a price. Your Flat Rate vendor may not use all six price columns, and should make it clear what each price represents. Usually, column #1 is the standard price, while the others represent special billing circumstances like overtime or discounted prices for service agreement customers.

 The Invoice Screen is used to finalize such details as Invoice Date, Invoice Number, and the text that will appear on the printed invoice, if you choose to produce one. Prices from the Labor and Materials, or Flat Rate, screens are totaled here. You can also add special surcharges, known as Miscellaneous Charges, from this screen.

Call Slip Invoice screen pictured above.

 Invoice Date: This is the date that appears on the printed invoice, and is used by the system to determine aging and Service Charges, if you use them.

You can enter any Invoice Date you like, or click on the Calendar icon to choose a date from the Calendar.

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Invoice Number
S-1004   You can enter your own Invoice Number manually, or you can leave this field blank and let the computer choose one. As you can see by looking at the screen, the computer always affixes a letter "S" to the beginning of this number. If your technicians bill the customer in the field with a paper work order, it is common practice to use their pre-printed Work Order number as the Invoice Number. If utilizing "ACOTRUCK" (Add-On module) the invoice number will be automatically assigned at the time the work order is sent to "ACOTRUCK" unless an invoice number was entered manually prior to sending to the technician.

Distribution Code
SERVICE ▼   This field controls the G/L accounts that will be used for income and cost on the Call Slip. Every Distribution Code is a table of such account numbers. When you create a new Site, your choice of Customer Type sets a default Distribution Code for service calls; for example, choosing a Customer Type of "Residential" might set a default Distribution Code that references the residential service income and cost accounts. You can adjust the default Distribution Codes on individual Sites, using their Billing Screen.

You can also choose different Distributions on specific Call Slips. For example, suppose your default Distribution of "RES" is sufficient for all residential service calls, except Duct Cleaning, which has its own special G/L account numbers. On a Duct Cleaning service call, you could select the Distribution Code that includes these special G/L accounts. To make this kind of setup easier, your Problem Codes can have Distribution Codes associated with them. In our above example, the Duct Cleaning Problem Code could automatically set the Duct Cleaning Distribution Code. Distribution codes assigned to the Problem Code will override the Distribution Code assigned to the site file.

If necessary, the Distribution Code can be manually adjusted from this field on the Invoice screen, although proper use of the Customer Type and Problem Code tools should make this a rare occurrence. You can choose a Distribution from the pull-down menu.

Tax Region
STATE ▼   Your choice of Tax Region determines the sales tax percentage for the Call Slip. The Tax Region is set by default from the Billing Screen of the Customer/Site File, but you can choose a different one if necessary. Your list of Tax Regions is maintained in Subsystems, or you can *right-click* on this field to set up a new tax region.

Invoice Text
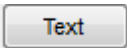
```
Tech          Date
MIKE          12/26/2014
BOB           12/26/2014

Qty   Material
(1)   VBELT A TYPE 1/2 3/8 51-inch
(2)   REFRIGERANT R410A

Qty   Desc                                    Unit Price    Amount
(1)   Diagnostic Charge                           65.00      65.00
(1)   Charge Unit with R410a (First Pound)        66.08      66.08
(2)   Charge Unit with R410a (Each Additional
Pound)                                            41.08      82.16
```
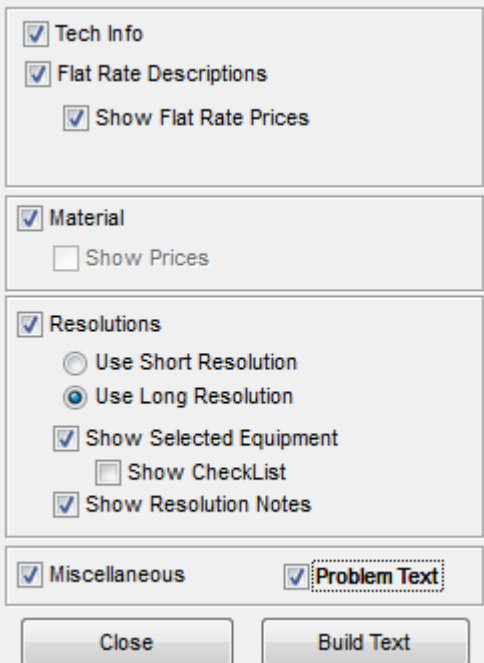
UseTax   Footer CALLSLIP   [Text] [Clear Text] [Spell Check]

The above window controls the text that will appear on the customer's printed invoice. Invoice text can be entered freehand, or you can click on the "Text" button to select from a number of pre-defined options that pull over information from the other screens of the Call Slip.
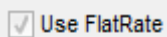
[Text] Clicking this button presents you with a menu of choices for pulling labor, materials, and resolutions from the other Call Slip screens into your invoice text area.

You can mix and match the various options until your invoice looks the way you want it to. You might not use the same choices on every invoice. Notice when billing "Flat Rate" there are no options to show labor per hour or material sell. To see the individual flat rate descriptions and individual prices for those descriptions, make sure to place a check mark in the Show Flat Rate Prices.

For Resolutions, the "short" option brings over a single line for each Resolution Code, the same "short" text that appears on the History screen; the "long" option can produce a paragraph per Resolution Code, depending on how the Codes were set up; the "Show Resolution Notes" will bring over any free formed resolutions that you added to the Res Codes screen. If you choose some text options and then change your mind, you can always click on the "Clear Text" button to erase the text area and try again. You can set default Call Slip Invoice Text choices for each Customer Type. This can save you some time when you prepare invoice text, since the default choices will already be checked off for you. If you set invoice text defaults, you can still change the text options for individual invoices, if you wish.

Use Flat Rate
[✓ Use FlatRate]
If repair codes have been entered on the Flat Rate screen, this box will be checked. The Flat Rate codes will determine the invoice price for the Call Slip, over-riding the individual Labor and Material screen prices. If you decide you want the Call Slip billed under Time & Material rules instead, you can remove all repair codes from the Flat Rate screen, which will set the call slip back to Time and Material. **NOTE -** You can't charge both Flat Rate and Time and Material on the same call slip.

[Flat Rate   213.24] If flat rate repair codes have been entered on the call slip, this field will show Flat Rate and show the total sell price of all repairs prior to any taxes. Note: This sell price can't be manually changed from the invoice screen. If the flat rate sell is not correct, you will need to review flat rate repair codes on the flat rate tab and select the correct repairs or price column. If the price is incorrect because the tech charged the wrong amount, added incorrectly, etc., remove the flat rate codes and use an "As Agreed" pricing method, or adjust the price using the Miscellaneous Charge field.

Labor `127.50`

Material `85.74` The Labor and Material Income boxes will be automatically filled in based on how your flat rate repairs are broken down. This information will not print on the invoice, but will be used when posting your income to the General Ledger.

☐ Miscellaneous `25.00` **Miscellaneous Charge Detail Button**

Clicking on the Miscellaneous link opens the Miscellaneous Charge detail window, where you can add, remove, or edit Misc. Charges for your Call Slip. The net total of the charges is displayed in the Misc. Charge sale price field.

When you click the Misc. Charge Detail button on the Invoice screen of a Call Slip, a new window appears. This window contains a table that can hold many different Miscellaneous Charges. Each code added to this table represents a surcharge or a discount if the amount is negative, and each can be directed to a different set of G/L account numbers.

Use these buttons to add and remove charges from the list. Clicking the Add button places your cursor on the next available line of the table. Here, you can *double-click* or type a question mark ("?") to see a list of available Misc. Charge codes. You can also *right-click* to create a new Miscellaneous Charge code, if none of the existing choices is adequate.

Each Miscellaneous Charge can be assigned a **Cost Price**, as well as a **Sale Price**. If you choose to enter a *cost*, it will affect the profitability of the Call Slip on the Profitability screen as well as various reports, but *does not post against the General Ledger* – the cost entered here is assumed to reflect costs that have already been paid through Accounts Payable or as part of your overhead. Entering a cost for Misc. Charges is entirely optional.

You must set a **Sell CR** (Credit) General Ledger account for each Misc. Charge. If you don't know the account numbers, you can *double-click* or type a question mark ("?") to see a list. If you always use the same Credit G/L account number for a specific miscellaneous code, you can add the Misc. Code to your Distribution Code file and assign the Credit account there. If the miscellaneous code has not been added to the distribution code, you will need to manually enter a Credit G/L account number each time the misc. code is used. The **Sell DB** (Debit) account is set by your Call Slip's Distribution Code, so you don't need to enter one. **NOTE –** If you do not enter a Sell CR (Credit) account number, you will not be able to post your invoice.

[Hide Window]   When you're finished adding Miscellaneous Charges, click the Hide Window button to close the Misc. Charge Detail and return to the Invoice Screen. The net total of your Misc. Charges will be displayed on the Invoice Screen and figured into the total billing - for instance, a $50.00 recovery surcharge plus a (-15.00) coupon discount would work to a net Misc. Charge total of $35.00. You can click the Detail button again, at any time prior to call slip going to A/R status, to return to the Miscellaneous Charge Detail Window, where charges can be added, removed, or revised.

NOTE – You can elect to show the miscellaneous charge details on the printed invoice by using the "Text" button and putting a check mark in the Miscellaneous check box.

Sub Total	350.14
Tax	6.51
Grand Total	356.65

Subtotal
The pre-tax total of the invoice, including Labor and Material charges, discounts, and Miscellaneous Charges, appears here.

Sales Tax
The calculated sales tax for the invoice appears here. You can adjust which prices are taxable or non-taxable using the check boxes in the "Taxable" column.

Grand Total
The final sale price of the invoice, including sales tax, is displayed here. This is the amount that will be posted to Accounts Receivable when you transfer the invoice.

Collected [200.00] **Collected**
If you have received a payment against the invoice from "ACOTRUCK" (add-on module) or from clicking the Money Collected Envelope, the amount that has been recorded will appear in this field.

To enter a Collected Amount directly into ACOWIN: Search for the particular call slip invoice you have collected for by either searching from the Call Slip icon on the main menu, pulling up the call slip in the ready to invoice list, or control + right click on the call slip from the dispatch board and choose call slip. **NOTE –** If you are already in the appropriate call slip record, simply click the Cash Collected Button, discussed below.

Cash Collected Button

Click this button to access the Cash Collected screen, where you can click edit and enter or review details of how much money the technician collected on a COD service call. You can run the COD Payment Report by date range to obtain a total of monies carried by each technician, to help you reconcile their cash bags when they turn them in.

NOTE - If you have turned on the "Create Cash Receipts from Payments Collected" option in the Accounting Default Setup screen, the system will automatically create your cash receipt in ACOWIN; or QuickBooks if you are syncing to QuickBooks. The cash receipt will only be created when the invoice is posted and synced. *If you add a payments collected after the invoice has been posted to A/R, it will not create the payment in your accounting, but will reflect that the money has been received on the invoice.*

Click the Edit button to edit the Cash Collected screen and enter payment information.

Click the blue Add button to add a new payment information line.

Select the appropriate payment type from the menu that appears.

Enter the payment amount and any comments (optional) you wish to add as needed and click Ok. **NOTE -** If you have turned on the "Create Cash Receipts from Payments Collected Option" and the payment you are entering into the COD Envelope has already been entered directly into your accounting (such as a deposit for an install), uncheck the Send to Acct check box and this particular payment will not be created in your accounting when the call slip is posted.

Click the Save button when you're finished entering payment information, then click the Exit button to close the Cash Collected pop-up window.

Balance Due `131.65` **Balance Due**
This field shows the balance that was due based on the invoice amount and what was entered in the Cash Collected file. The balance is the Grand Total minus the amount collected (from the COD Envelope).

Completing the Flat Rate Service Invoice
If you want to produce a printed copy of the invoice, click the Printer button on the Toolbar and 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 system to assign one.

Click the Printer button to produce a printed invoice.

Select the Call Slip Invoice option. If you haven't assigned an Invoice Date or Number yet, you must do so now. Click the Print button to print the invoice.

If you want to e-mail the invoice, as opposed to printing it, click the e-mail icon.

Posting Call Slips One at a Time: You can click the Post Call Slip in the Status Change screen to complete the invoice immediately. Once you click the Post Call Slip button, the invoice is **final** and can no longer be changed in anyway. **NOTE –** If an invoice is posted, you can still edit the Invoice Text on the invoice screen, in case the customer needs additional details or needs more or less detail, etc. However, if the invoice is posted, you will not be able to change labor, material, sell prices, etc.

Click the Status Change button to complete your service invoice.

Click the Add Mark button under "Transfer to A/R Flag." The Post Call Slip button will then light up. Click the Post Call Slip button to finish the 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.

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 prefer to post and transfer your Call Slips in batches follow the below steps:

- As each Call Slip is completed, click Status Change, and click Add Mark under "Transfer the A/R Flag", as described above. However, *DO NOT* click the Post Call Slip button.
- At the end of the day (or throughout the day, every several days, etc.), when all Call Slips for the time frame have been completed and marked for transfer, pull down the Steps menu from the Windows Menu Bar at the top of the screen and choose Service Invoices.

- Select the **Invoice Edit Report** found under the Process Service Invoices Section. The system will automatically pull up the proper report for you; simply click next to open the report. Verify the month and year in the Additional Report Selections is the month and year that you would like to recognize your income. If still processing invoices from a prior month you can select the drop down for the month and year and change as needed and click run. This report lists all of the Call Slip Invoices that will be batched together and posted for you to review. You can print the report and close the Invoice Edit Report.
- Next, click on the **Process Completed Invoices** found under the Process Service Invoices Section. The batches you created in the Invoice Edit Report step will be listed on the screen. Place a check mark next to the batch and click process. Once batches are processed, you can close the Process Completed Invoice box.
- The final step is to click on the **Sync Invoice Data** found under the Process Service Invoices Section. This is the same program that you can run from the QB Sync menu. The invoices will then be transferred to QuickBooks, or exported to your other accounting software program.

NOTE: When you hover your mouse over each step it will explain what that step will accomplish in the gray section below.

As Agreed Billing

General   This is the primary screen of the Call Slip, where the customer's issue is noted and the service call is scheduled. This screen should be verified for proper information. For example, if the bill to is incorrect, it can still be changed prior to sending to A/R, or you could mark this call slip as a call back or warranty under the advanced tab. **NOTE –** If you have already posted the call slip and you need to mark it as a Call Back or Warranty, you can do this from the Profit Screen if you have the proper permissions.

Times   This screen of the Call Slip includes a list of technicians who have worked on the service call. For each technician, three times are recorded:

- DISPATCHED - marks the time when the technician left his previous activity and began heading for this call's work site. The span between Dispatched and Arrived represents Travel Time.
- ARRIVED - the moment when the technician arrived at the work site. The span between Arrived and Departed is On-Site Time.

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- DEPARTED - the time when the technician completed service and left the work site. Normally, entering a Departed time completes labor on the Call Slip. However, a call with Departed time can be designated Incomplete with the Change Status button (or by control left clicking and dragging the card on the Dispatch Board), causing it to become an "open" call once again, and restarting the cycle of Dispatched-Arrived-Departed.

If you are dispatching "Live" from the dispatch board in true time, the below screen should already be properly filled out for you.

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

To add an additional technician: Click Edit and click the yellow plus sign . Click the yellow arrow to right of the tech field and choose the appropriate technician. Enter the appropriate Dispatched, Arrived, and Departed times. Click Save when done.

If you are entering labor times after the fact and it is for a different date than appears in the Times section, click the Calendar icon and select a date. This will automatically fill in that date for the Dispatched, Arrived and Departed fields.

 This screen is divided into two areas. The top half is for Equipment. Using this area of the screen, you can indicate which units of Equipment were serviced on the Call Slip. This enables you to build service history for each unit, in addition to compiling overall history for the Site.

The lower half of the screen is dedicated to *Resolution text.* Resolutions describe what the technician did when he worked on the Call Slip. This text becomes part of the Site's service history, and can also be printed on the Call Slip's invoice, at your option. You can enter your Resolution text freehand (bottom right), or you can use prepared Resolution Codes (bottom left) to swiftly fill out the screen without typing everything longhand. Resolution Codes can be a huge time saver and will keep everything consistent for common repairs. You can define Resolution Codes in Setup / Subsystems / Res Codes. If you have not set up Resolution Codes, it is highly recommended that you set them up and use them.

NOTE: In order to tag history to specific piece of equipment, make sure you have the piece of equipment selected prior to entering Res Codes or Notes.

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 that call slip. Click Apply to return to the Res Codes screen.

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 on Site File screen. Click the New button to add a new piece of equipment to the file.

 Click the Detail button to access the Equipment File.

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: You can either use the Prepared Resolution Codes (bottom left) or the Freehand (bottom right) description of the technician's actions.

To add prepared resolutions, click edit, click yellow plus, double click in code field. Locate appropriate res code and click ok. **NOTE -** You can have multiple codes on one call slip.

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 This screen contains a list of all materials used on the Call Slip. Materials can be applied in three basic fashions:

- You can specify a warehouse or truck location and a Key Code, to pull parts out of Inventory and apply them to the Call Slip. This will affect your General Ledger for your Inventory and Cost of Goods Sold (COGS) accounts when you transfer the invoice to Accounting. **NOTE –** If you do not want your Inventory and COGS accounts affected by material with a Key Code, be sure to remove the check mark from the "Transfer Inventory Cost" check box in the Accounting Default Setup screen.
- You can enter non-stock items freekey, with no warehouse location and no Key Code. Such items will not affect Inventory or your general ledger.

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- You can post parts to a Call Slip from a Purchase Order. All important information about the parts is written automatically to this screen from your P.O.

To add materials from a warehouse or truck: Click the yellow plus sign (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 this Call Slip. Double click in Location field to change location material is being pulled from.

When you enter a Key Code or Description, the system will look up the specified item in your Inventory database. Once you have selected an item, click ok (or double click it in the grid) and enter the appropriate quantity used.

The **Assembly** button can be used to load the parts from a prepared Assembly onto the screen. Assemblies represent kits and similar groups of items which are typically used together. Assemblies are discussed more thoroughly in the "Basic Inventory Primer" section of this User Guide.

NOTE – Because this is an "As Agreed" invoice, do not worry about the sell prices displayed on the screen. The "As Agreed" sell price will override the total material sell price on the invoice screen.

Create Equipment If any units of Serialized Inventory were used on the Call Slip you can click the **Create Equipment** button to generate the Equipment on Site files for the particular Site the Call Slip is associated with. This will make the model number, serial number, and other unit specifications available for future service calls. When you click the Create Equipment button, a list of serial numbers entered against this call slips material page will appear. Check of the units you wish to create in the Equipment on Site file, then click the Create / Update button. The check boxes will change to "View" hyper-links, which you can then click on to review the new Equipment on Site file and edit or add anything as needed (such as warranty information).

Invoice The Invoice Screen is used to finalize such details as Invoice Date, Invoice Number, and the text that will appear on the printed invoice, if you choose to produce one. Initially, prices will reflect as if you are billing time & material. As soon as you select "Use As Agreed" and enter the total sell price prior to taxes, the "As Agreed Price" will override the time & material billing method.

Call Slip Invoice screen pictured above.

NOTE – ACOWIN will automatically calculate the Labor and Material Sell price fields based on the As Agreed price and the amounts the system would have charged for Time and Material. For example, if the Time and Material sell price calculated out to $1,000.00 total, $600.00 for labor (60% of total sell price) and $400.00 for Material (40% of total sell price), and you enter an As Agreed price of $800.00, the system will use $480.00 for the Labor Sell (60% of 800.00) and $320.00 for the Material Sell (40% of 800.00). You can manually override the Labor and Material Breakdown if you want, however, both fields will need to add up to the As Agreed price.

Invoice Date: This is the date that appears on the printed invoice, and is used by the system to determine aging and Service Charges, if you use them.

You can enter any Invoice Date you like, or click on the Calendar icon to choose a date from the Calendar.

You can enter your own Invoice Number manually, or you can leave this field blank and let the computer choose one. As you can see by looking at the screen, the computer always affixes a letter "S" to the beginning of this number. If your technicians bill the customer in the field with a paper work order, it is common practice to use their pre-printed Work Order number as the Invoice Number. If utilizing "ACOTRUCK" (Add-On module) the invoice number will be automatically assigned at the time the work order is sent to "ACOTRUCK" unless an invoice number was entered manually prior to sending to the technician.
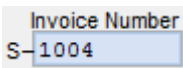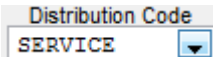
This field controls the G/L accounts that will be used for income and cost on the Call Slip. Every Distribution Code is a table of such account numbers. When you create a new Site, your choice of Customer Type sets a default Distribution Code for service calls; for example, choosing a Customer Type of "Residential" might set a default Distribution Code that references the residential service income and cost accounts. You can adjust the default Distribution Codes on individual Sites, using their Billing Screen.

You can also choose different Distributions on specific Call Slips. For example, suppose your default Distribution of "RES" is sufficient for all residential service calls, except Duct Cleaning, which has its own special G/L account numbers. On a Duct Cleaning service call, you could select the Distribution Code that includes these special G/L accounts. To make this kind of setup easier, your Problem Codes can have Distribution Codes associated with them. In our above example, the Duct Cleaning Problem Code could automatically set the Duct Cleaning Distribution Code. Distribution codes assigned to the Problem Code will override the Distribution Code assigned to the site file.

If necessary, the Distribution Code can be manually adjusted from this field on the Invoice screen, although proper use of the Customer Type and Problem Code tools should make this a rare occurrence. You can choose a Distribution from the pull-down menu.

Your choice of Tax Region determines the sales tax percentage for the Call Slip. The Tax Region is set by default from the Billing Screen of the

Customer/Site File, but you can choose a different one if necessary. Your list of Tax Regions is maintained in Subsystems, or you can *right-click* on this field to set up a new tax region.

Invoice Text

The above window controls the text that will appear on the customer's printed invoice. Invoice text can be entered freehand, or you can click on the "Text" button to select from a number of pre-defined options that pull over information from the other screens of the Call Slip.

Clicking this button presents you with a menu of choices for pulling labor, materials, and resolutions from the other Call Slip screens into your invoice text area.

You can mix and match the various options until your invoice looks the way you want it to. You might not use the same choices on every invoice. Notice when billing "As Agreed" there are no options to show labor per hour or material sell.

For Resolutions, the "short" option brings over a single line for each Resolution Code, the same "short" text that appears on the History screen; the "long" option can produce a paragraph per Resolution Code, depending on how the Codes were set up; the "Show Resolution Notes" will bring over any free formed resolutions that you added to the Res Codes screen. If you choose some text options and then change your mind, you can always click on the "Clear Text" button to erase the text area and try again. You can set default Call Slip Invoice Text choices for each Customer Type. This can save you some time when you prepare invoice text, since the default choices will already be checked off for you. If you set invoice text defaults, you can still change the text options for individual invoices, if you wish.

Use As Agreed
A Call Slip can be billed with a single, arbitrary price. This could be a price quoted to the customer in advance, or perhaps a special price fixed by your company's

management. Such prices are called "As Agreed." If you want to use an As Agreed price, place a check mark in this field, and enter your desired price in the As Agreed field. You can remove the check mark from this box later, if you change your mind about using the As Agreed price.

As Agreed `295.09` Enter desired sell price prior to taxes in the As Agreed field.

Labor `204.20` The Labor and Material Income boxes will automatically figure the
Material `90.89` amount to use based on the percentage of labor to material it would have used on Time and Material. You can override either of these fields, which will automatically recalculate the other field. These 2 fields will always equal the amount you manually entered in the "As Agreed" field.

☐ **Miscellaneous** `25.00` **Miscellaneous Charge Detail Button**
Clicking on this link text opens the Miscellaneous Charge detail window, where you can add, remove, or edit Misc. Charges for your Call Slip. The net total of the charges is displayed in the Misc. Charge sale price field.

When you click the Misc. Charge Detail button on the Invoice screen of a Call Slip, a new window appears. This window contains a table that can hold many different Miscellaneous Charges. Each code added to this table represents a surcharge or a discount if the amount is negative, and each can be directed to a different set of G/L account numbers.

Use these buttons to add and remove charges from the list. Clicking the Add button places your cursor on the next available line of the table. Here, you can *double-click* or type a question mark ("?") to see a list of available Misc. Charge codes. You can also *right-click* to create a new Miscellaneous Charge code, if none of the existing choices is adequate.

Each Miscellaneous Charge can be assigned a **Cost Price**, as well as a **Sale Price**. If you choose to enter a *cost*, it will affect the profitability of the Call Slip on the Profitability screen as well as various reports, but ***does not post against the General Ledger*** – the cost entered here is assumed to reflect costs that have already been paid through Accounts Payable or as part of your overhead. Entering a cost for Misc. Charges is entirely optional.

You must set a **Sell CR** (Credit) General Ledger account for each Misc. Charge. If you don't know the account numbers, you can *double-click* or type a question mark ("?") to see a list. If you always use the same Credit G/L account number for a specific miscellaneous code, you can add the Misc. Code to your Distribution Code file and assign the Credit account there. If the miscellaneous code has not been added to the distribution code, you will need to manually enter a Credit G/L account number each time the misc. code is used. The **Sell DB** (Debit) account is set by your Call Slip's Distribution Code, so you don't need to enter one. **NOTE –** If you do not enter a Sell CR (Credit) account number, you will not be able to post your invoice.

When you're finished adding Miscellaneous Charges, click the Hide Window button to close the Misc. Charge Detail and return to the Invoice Screen. The net total of your Misc. Charges will be displayed on the Invoice Screen and figured into the total billing - for instance, a $50.00 recovery surcharge plus a (-15.00) coupon discount would work to a net Misc. Charge total of $35.00. You can click the Detail button again, at any time prior to call slip going to A/R status, to return to the Miscellaneous Charge Detail Window, where charges can be added, removed, or revised.

NOTE – You can elect to show the miscellaneous charge details on the printed invoice by using the "Text" button and putting a check mark in the Miscellaneous check box.

Subtotal
The pre-tax total of the invoice, including Labor and Material charges, discounts, and Miscellaneous Charges, appears here.

Sales Tax
The calculated sales tax for the invoice appears here. You can adjust which prices are taxable or non-taxable using the check boxes in the "Taxable" column.

Grand Total
The final sale price of the invoice, including sales tax, is displayed here. This is the amount that will be posted to Accounts Receivable when you transfer the invoice.

Collected
If you have received a payment against the invoice from "ACOTRUCK" (add-on module) or from clicking the Money Collected Envelope, the amount that has been recorded will appear in this field.

To enter a Collected Amount directly into ACOWIN: Search for the particular call slip invoice you have collected for by either searching from the Call Slip icon on the main menu,

pulling up the call slip in the ready to invoice list, or control + right click on the call slip from the dispatch board and choose call slip. **NOTE –** If you are already in the appropriate call slip record, simply click the Cash Collected Button, discussed below.

Cash Collected Button

Click this button to access the Cash Collected screen, where you can click edit and enter or review details of how much money the technician collected on a COD service call. You can run the COD Payment Report by date range to obtain a total of monies carried by each technician, to help you reconcile their cash bags when they turn them in.

NOTE - If you have turned on the "Create Cash Receipts from Payments Collected" option in the Accounting Default Setup screen, the system will automatically create your cash receipt in ACOWIN; or QuickBooks if you are syncing to QuickBooks. The cash receipt will only be created when the invoice is posted and synced. *If you add a payments collected after the invoice has been posted to A/R, it will not create the payment in your accounting, but will reflect that the money has been received on the invoice.*

Click the Edit button to edit the Cash Collected screen and enter payment information.

Click the blue Add button to add a new payment information line.

Select the appropriate payment type from the menu that appears.

Enter the payment amount and any comments (optional) you wish to add as needed and click Ok. **NOTE -** If you have turned on the "Create Cash Receipts from Payments Collected Option" and the payment you are entering into the COD Envelope has already been entered directly into your accounting (such as a deposit for an install), uncheck the Send to Acct check box and this particular payment will not be created in your accounting when the call slip is posted.

 Click the Save button when you're finished entering payment information, then click the Exit button to close the Cash Collected pop-up window.

 Balance Due
This field shows the balance that was due based on the invoice amount and what was entered in the Cash Collected file. The balance is the Grand Total minus the amount collected (from the COD Envelope).

Completing the As Agreed 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 system to assign one.

 Click the Printer button to produce a printed invoice.

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

If you want to e-mail the invoice, as opposed to printing it, click the e-mail icon .

Posting Call Slips One at a Time: You can click the Post Call Slip in the Status Change screen to complete the invoice immediately. Once you click the Post Call Slip button, the invoice is **final** and can no longer be changed in anyway. **NOTE –** If an invoice is posted, you can still edit the Invoice Text on the invoice screen, in case the customer needs additional details or needs more or less detail, etc. However, if the invoice is posted, you will not be able to change labor, material, sell prices, etc.

 Click the Status Change button to complete your service invoice.

Click the Add Mark button under "Transfer to A/R Flag." The Post Call Slip button will then light up. Click the Post Call Slip button to finish the 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.

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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 prefer to post and transfer your Call Slips in batches follow the below steps:

- As each Call Slip is completed, click Status Change, and click Add Mark under "Transfer the A/R Flag", as described above. However, *DO NOT* click the Post Call Slip button.
- At the end of the day (or throughout the day, every several days, etc.), when all Call Slips for the time frame have been completed and marked for transfer, pull down the Steps menu from the Windows Menu Bar at the top of the screen and choose Service Invoices.

- Select the **Invoice Edit Report** found under the Process Service Invoices Section. The system will automatically pull up the proper report for you; simply click next to open the report. Verify the month and year in the Additional Report Selections is the month and year that you would like to recognize your income. If still processing invoices from a prior month you can select the drop down for the month and year and change as needed and click run. This report lists all of the Call Slip Invoices that will be batched together and posted for you to review. You can print the report and close the Invoice Edit Report.
- Next, click on the **Process Completed Invoices** found under the Process Service Invoices Section. The batches you create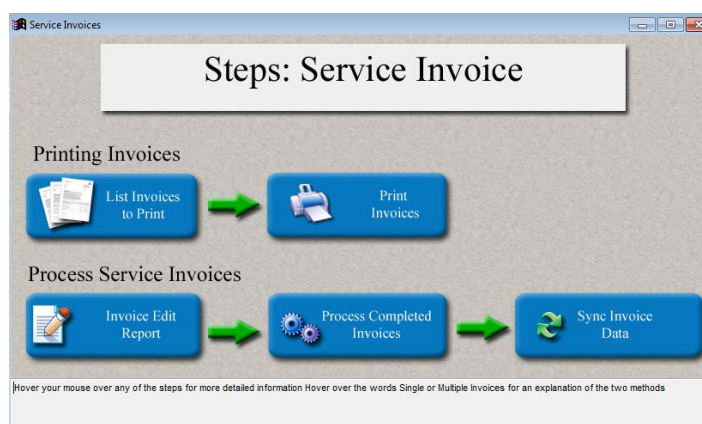d in the Invoice Edit Report step will be listed on the screen. Place a check mark next to the batch and click process. Once batches are processed, you can close the Process Completed Invoice box.
- The final step is to click on the **Sync Invoice Data** found under the Process Service Invoices Section. This is the same program that you can run from the QB Sync menu. The invoices will then be transferred to QuickBooks, or exported to your other accounting software program.

NOTE: When you hover your mouse over each step it will explain what that step will accomplish in the gray section below.

No Charge Invoice – Time and Material or As Agreed

To "No Charge" an entire invoice, prepare the invoice per the Time and Material or As Agreed Billing instructions discussed earlier in this manual, and then go to the "Invoice" screen.

Next to the Labor and Material Sell prices on the invoice screen are No Charge check boxes. Place a check mark in either field in order to No Charge the entire Labor and/or Material on the invoice.

No Charge Flags
You can place a check mark in these boxes to no-charge Labor, Materials, or both.

Grand Total
The final sale price of the invoice, including sales tax, will be displayed in the Grand Total field. This amount should be .00 if you no charged both the Labor and the Material.

Finish the invoice and transfer to accounting per the Time and Material or As Agreed Billing instructions discussed earlier in this manual.

NOTE – If you only want to No Charge a particular piece or pieces of material, as opposed to the entire Material sell price, go to the Material screen and click Edit. Place a check mark in the "No" column for the particular piece of material for which you do not want to charge. This will automatically no charge that particular item.

PO# / FR	Location	KeyCode	Name	Qty	List Cost	Source	Sell Price	No	Ctr	Ext
	TR101 BOB	MOT002	1/4 HP 208/230V 1075 R	1	50.0000	R	125.00	☐		125.00
	TR101 BOB	CAP002	Capacitor, 5 MFD	1	4.8500	R	14.55	☐		14.55
	TR101 BOB	REL010	Relay 0121	1	7.0000		0.00	☑		0.00

Notice the check mark in the "No" column on the third line of the Material Screen.

If you want to No Charge a particular labor line item, as opposed to all of the labor associated with a call slip, go to the Labor Screen and click Edit. Manually change the "Billed Amt" field to .00 for the particular line item that you want to No Charge.

Min Chge	Disp Date	Tech	Type	Work Order	Calc Amt	Billed Amt	Ctr	Billed Chg	NoChge Chg	AddChge Chg
☑	07/22/2013	NATE	Tech1		240.00	240.00	☐			
☐	07/22/2013	JAYSON	Tech1		75.00	0.00	☐	NATE		

0.50 Hour Minimum Time   ☑ Use Billing Interval   As Agreed ☐

Notice the "Billed Amt" field on the second line is 0.00. The system will automatically track the name of the person that made the change to the Billed Amt field.

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 the "Process Completed Invoices" step 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. Note: that the Credit Invoice button is only available on **posted** Call Slips - it's grayed out on unposted Call Slips and inspection call slips. 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.

When you click the Credit Invoice button, a window will appear, similar to the one pictured below. The system will initially attempt to credit the full amount of the original invoice, duplicating the labor and material sales, tax, and Miscellaneous Charges from the original, but with the sale prices reversed into credit (negative) amounts.

 To issue a partial credit, you can adjust the Labor and Material credit amounts.

 If the original Call Slip included any Miscellaneous Charges, they will be listed in this table. You can drop the credit for a Misc. Charge by removing its check mark. If you only want to offer a partial credit to the Misc. Charge, you can adjust the sell price.

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Problem Code `CREDIT` ▾ These pull-down menus allow you to control the Problem and
Resolution `Credit` ▾ Resolution Codes that will appear on the Credit Invoice Call Slip. You
can set defaults for both of these codes in Setup / Settings / Miscellaneous. The Resolution
Code text will automatically be copied into the Invoice text area of the Credit Invoice, so it
controls the text that will appear if you choose to print or e-mail the Credit Invoice and give a
copy to the customer.

Finish Click the Finish button to produce your Credit Invoice. Since the system credits
the full amount of the original invoice by default, producing a full Credit Invoice
is very easy - you just look up the original Call Slip, click the Credit Invoice button, and click
Finish on the Credit window. When you click Finish, the system instantly creates a new Call
Slip to handle the credit amounts. The new Call Slip will have the Problem Code and
Resolution Code that were selected in the Credit window, and is ready to be printed, posted,
and synchronized with your accounting software immediately. The bottom of the Credit
window will display a line of text that specifies the Call Slip number, which appears as a blue
hyperlink. If you click on the Call Slip number, you'll be taken directly to the new Credit
Invoice Call Slip, where you can print and post it. The line at the bottom of the Credit window
will look like this: A new Call Slip has been created. Call Slip # 1015

Cancel You can click the Cancel button to close the Credit window at any time.

Note: You must post the new Credit Invoice Call Slip, and synchronize it with your
accounting software, in order for the credit to take effect and adjust the customer's balance
due.

Invoice The Invoice Screen is used to finalize such details as Invoice Date, Invoice
Number, and the text that will appear on the printed credit invoice.

Call Slip Invoice screen pictured above.

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Invoice Date: This is the date that appears on the printed invoice, and is used by the system to determine aging and Service Charges, if you use them.

You can enter any Invoice Date you like, or click on the Calendar icon to choose a date from the Calendar.

You can enter your own Invoice Number manually, or you can leave this field blank and let the computer choose one. As you can see by looking at the screen, the computer always affixes a letter "S" to the beginning of this number.

This field controls the G/L accounts that will be used for income and cost on the Call Slip. You should not have to adjust this field on a credit invoice since it will be filled in automatically based on the original call slip.

This field controls the tax region that will be used for the credit invoice. You should not have to adjust this field on a credit invoice since it will be filled in automatically based on the original call slip.

```
Credit InvoiceTech          Date
 01/02/2015

Description                        Amount
Cleaning                           -25.00


ADDITIONAL DETAILS:
Credit Invoice
```
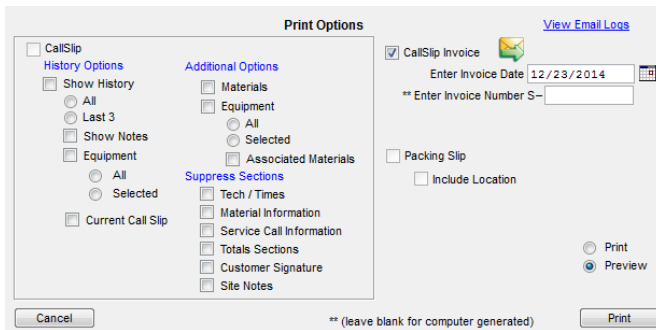
The above window controls the text that will appear on the customer's printed invoice. The invoice text associated with the Resolution Code used when creating the Credit Invoice will automatically be filled in for you when the call slip is created. If you want to enter additional text or information, you can manually enter it or use the Text Button to pull over information from other screens from the call slip, or miscellaneous code information.

Completing the Credit 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 system to assign one.

Click the Printer button to produce a printed invoice.

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

If you want to e-mail the invoice, as opposed to printing it, click the e-mail icon .

Posting Call Slips One at a Time: You can click the Post Call Slip in the Status Change screen to complete the invoice immediately. Once you click the Post Call Slip button, the invoice is **final** and can no longer be changed in anyway. **NOTE –** If an invoice is posted, you can still edit the Invoice Text on the invoice screen, in case the customer needs additional details or needs more or less detail, etc. However, if the invoice is posted, you will not be able to change labor, material, sell prices, etc.

 Click the Status Change button to complete your service invoice

Click the Add Mark button under "Transfer to A/R Flag." The Post Call Slip button will then light up. Click the Post Call Slip button to finish the 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.

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 prefer to post and transfer your Call Slips in batches follow the below steps:

- As each Call Slip is completed, click Status Change, and click Add Mark under "Transfer the A/R Flag", as described above. However, *DO NOT* click the Post Call Slip button.
- At the end of the day (or throughout the day, every several days, etc.), when all Call Slips for the time frame have been completed and marked for transfer, pull down the Steps menu from the Windows Menu Bar at the top of the screen and choose Service Invoices.

- Select the **Invoice Edit Report** found under the Process Service Invoices Section. The system will automatically pull up the proper report for you; simply click next to open the report. Verify the month and year in the Additional Report Selections is the month and year that you would like to recognize your income. If still processing invoices from a prior month you can select the drop down for the month and year and change as needed and click run. This report lists all of the Call Slip Invoices that will be batched together and posted for you to review. You can print the report and close the Invoice Edit Report.
- Next, click on the **Process Completed Invoices** found under the Process Service Invoices Section. The batches you created in the Invoice Edit Report step will be listed on the screen. Place a check mark next to the batch and click process. Once batches are processed, you can close the Process Completed Invoice box.
- The final step is to click on the **Sync Invoice Data** found under the Process Service Invoices Section. This is the same program that you can run from the QB Sync menu. The invoices will then be transferred to QuickBooks, or exported to your other accounting software program.

NOTE: When you hover your mouse over each step it will explain what that step will accomplish in the gray section below.

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, Call slips, or Jobs.

When the parts ordered on a Purchase Order are delivered by the Vendor, you must **receive** them. Until the parts are received, they are considered to be on order. The P.O. screen

shows you how many items were originally ordered, how many have been received, and how many are still on order. If you receive only a fraction of the quantity ordered for an item, the computer will ask if you want to put the remainder on back order, meaning you still expect to receive them at some point, or cancel the rest of the order. From the Receiving Slip screen, you can print Bar Code labels for the items you have received, using Dymo © label printers.

Purchase Orders are very versatile. You can order a number of items for a Call Slip, and then divert some of them into storage in a warehouse or truck. You can order items for multiple calls or jobs on one Purchase order. You can order parts for Inventory and distribute them between several different warehouses and trucks, right on the P.O. screen. A single Purchase Order can be divided between several different Vendors (although not recommended) - if vendor #1 can't provide a certain product, you can change your mind and order it from vendor #2. You can even return defective or unwanted items to your Vendors. Everyone who issues orders for parts, or works in your company's Inventory department, should learn how the Purchase Order system works.

Creating a Purchase Order

There are five ways Purchase Orders can be created. Keep in mind that the only purchase orders that will be created in ACOWIN are for items that are purchased from a vendor for inventory or for materials that are being purchased to be used on a service call or job. Purchase orders for items such as office materials, truck maintenance, uniforms, etc. should be entered directly into your accounting package.

- You can click the Purchase Order button on the ACOWIN main menu, and click the "New" button on the Toolbar. This is a good way to create Purchase Orders to stock your warehouses and trucks.
- You can use Control+RIGHT-click on a Call Slip on the Dispatch Board, to activate the Jump menu, and then choose Purchase Orders. This automatically creates a new Purchase Order for the Call Slip (or Job) selected. This is a great way to order items that are necessary to complete a service call or that need to be added to a Project Management Job.
- If you have a list of material on the Material Screen in the Call Slip file that are coming from inventory or free keyed, you can click the "PO from Call Slip" button
   and select which items and the quantities for which you want to create a purchase order. Once you select the vendor and click the "Create PO" button, the system will automatically adjust the quantities on the material screen and create a purchase order for you.
- If you give a technician permission, they can create a Purchase Order from the ACOTRUCK Mobile Work Order/Invoice module. This feature is only available if you are on ACOWIN version 5.0 or higher and have given the technician permission.
- 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.
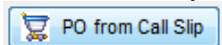
Selecting a default destination: Everything you order on a Purchase Order will have a destination, which will be a warehouse, a truck, a Call Slip, or a Job. The first field on the Purchase Order is used to select a default destination. Everything you order will go to this destination, *unless otherwise specified.* Many of your Purchase Orders will probably be simple and will only require a single destination, so selecting a default destination saves time.

You can click the yellow arrow ⬅ next to the Location field to select a warehouse, truck, Call Slip or Job from a list. Depending on the default destination you choose, you may be asked for additional information, such as the Call Slip number or the Job Number. NOTE - 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.
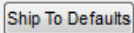
Selecting a default vendor: The default vendor is the vendor from whom you will order the majority of the parts, if not all the parts, from. You can select a different vendor for any given item, if you wish, however it is recommended that you use one vendor per PO. Click the yellow arrow ⬅ next to the 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.

   Johnstone will be the default vendor on this P.O.

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

You can right-click on the Vendor field to add a new vendor on the fly. Only the vendor Name and vendor code is required. NOTE: If you are linked w/ QuickBooks the Sync Name field needs to match the vendor name in the QuickBooks Vendor List EXACTLY.

Ship to Defaults: Ship To Defaults Use this feature if you want to override the default "Ship To" values when adding items to the PO. For example, if you issue a PO to a call slip, by default it will make the "Ship To" go to the site. If you want the items to go to a particular warehouse instead, you can use this feature to change the default from the site address to your warehouse.

Free Key without lookup: If you are going to be issuing a PO for a number of items that are not in your inventory list, place a check mark in this field. This will prevent the system from searching your inventory file for each item entered, and requiring you to cancel the lookup.

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 (or put a check mark in the "Free key without lookup" field and the system will not do a lookup). 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.

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 is not found in your Inventory database, you can click Cancel to cancel this look-up screen.

This Purchase Order is ordering 10 Capacitors at $5.00 apiece.

 You can click the **Assemblies** button to pull all the items from a prepared Assembly onto the Purchase Order. An Assembly is a list of items commonly used together. They are discussed more thoroughly in the Inventory chapter of this User Guide.

Distributing Parts to Multiple 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)

This Purchase Order has been configured to distribute 10 capacitors between the Main warehouse and two trucks. The Main warehouse will receive 6 units, while Trucks TRK1and TRK2 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/or 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. If the PO was for a Call Slip, you cannot finish the call slip invoice until you have posted the Purchase Order.

Post — After creating a Purchase Order, or making any changes to an existing order, you should click the Post button. **NOTE** – If a technician has downloaded the call slip to their ACOTRUCK, you will not be able to post the PO to the call slip until they return the call back to the office. However, you will be able to save the PO and post it later if needed.

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.

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.
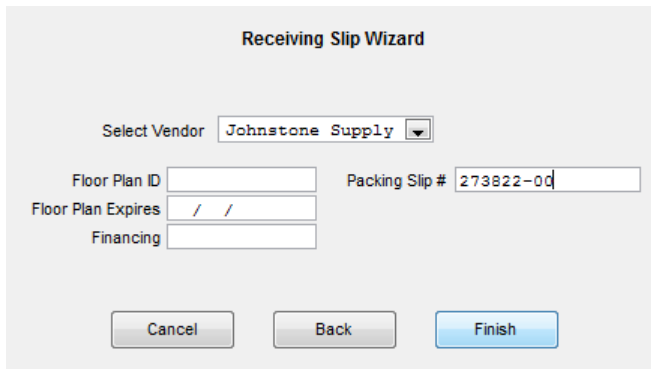
 Click the Detail button to create a new Receiving Slip.

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.

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 used 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

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necessarily the vendor who supplied the items.) When you've filled out as much of the information as you want, click Finish.
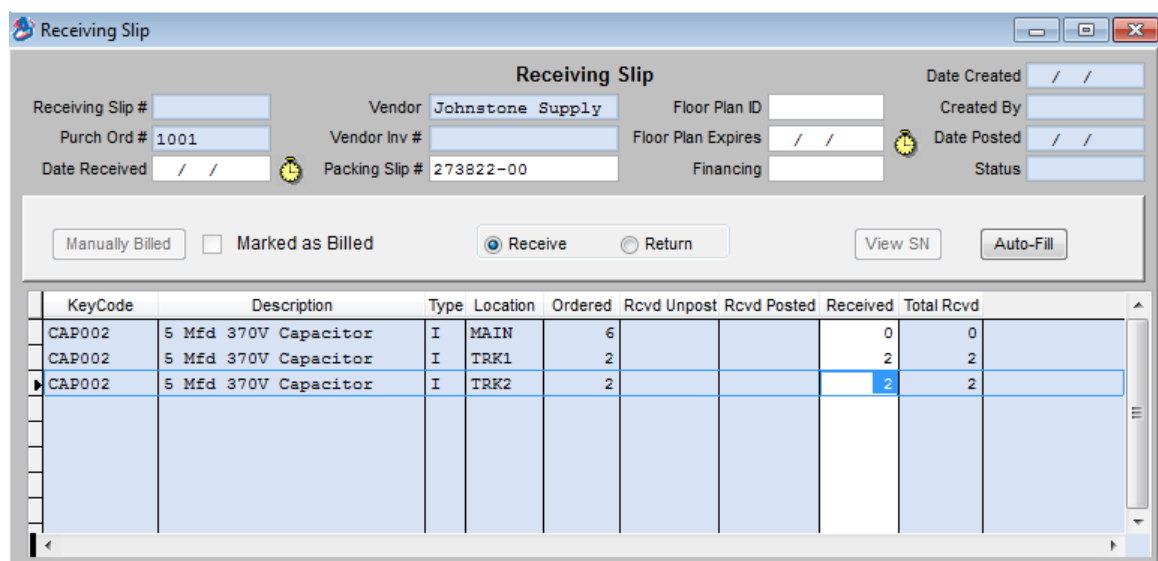
This is the second screen of the Receiving Slip wizard. Make sure the correct vendor is listed and fill out any of the additional information you desire and click Finish.

NOTE – If this PO is not associated with a floor plan, leave the Floor Plan information blank.

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 Auto-Fill to receive all items in full.

This is the Receiving Slip screen. In this example, only 4 of the 10 capacitors on order have been delivered. We have decided to give 2 capacitors 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 capacitors soon, and we can receive them into the Main warehouse.

Auto-Fill *You can click Auto-Fill to automatically fill in the quantities received based on the quantity left to receive.*

When you're finished with the Receiving Slip screen, click Save and 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 Thermostat 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. Once you make any changes on the Purchase Order, you will need to "Re-Post" the PO.

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 multiple vendors, although it is not recommended. If you print the Purchase Order to 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 and add a new line for the new vendor.

KeyCode	Description	Vendor	Ordered	Act Cost	List Cost	Ext	Total Rcvd	
CAP002	5 Mfd 370V Capacitor	Johnstone Sup	10	5.0000	5.0000	50.0000	4	

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

KeyCode	Description	Vendor	Ordered	Act Cost	List Cost	Ext	Total Rcvd	
CAP002	5 Mfd 370V Capacitor	Johnstone Sup	4	5.0000	5.0000	20.0000	4	

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	
CAP002	5 Mfd 370V Capacitor	Johnstone Sup	4	5.0000	5.0000	20.0000	4	
CAP002	5 Mfd 370V Capacitor	Grainger	6	5.0000	5.0000	30.0000		

Now we've added another line to the Purchase Order, for the outstanding 6 capacitors, 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 Selection 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 01/01/15 and 01/31/15. The report will be sorted by vendor.

Helpful Hint: Many companies will set up a technician column on the Dispatch Board called "Parts". Any time you have parts on order for a Service Call or a Job, you can place the call slip on which they were ordered under the "Parts" column for the date that the parts are scheduled to be available. When you look at your schedule for that date, you can check to see if the parts have arrived, and if they have, schedule the call to the appropriate technician and date.

Service Contracts

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 or sets up an automatic credit card payment monthly 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, for example an HVAC contract, a separate plumbing contract, etc.

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 serviced 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.

Contract Types Setup

ACOWIN includes a very important feature to make setting up customer contracts easier called the "Contract Type". Before you can add a contract, you will need to add your "Contract Types" to the setup system (see below). Your choice of Contract Type will set most of the important attributes of each new Contract, including its duration, price, billing schedule, 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.

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 in more detail during the course of our discussion of Contracts.

Contract Type Code - *Enter a short (7 characters or less) code that will serve as an abbreviation for this contract type. The Contract Type Code appears on* various screens throughout the system, to inform users what sort of service contract coverage a customer has purchased. Your Contract Type Codes can include both letters and numbers.

Contract Type Name - This is the full verbal description of the Contract Type. For example, a Contract Type Code of "RA1" might have a full Name of "Res Monthly 1 System." Indicating Residential it is an annual contract for 1 system.

Default Invoice Text - Use this space to enter a description of the text you would like to appear on the Contract Invoice that the system generates.
NOTE – If you have set your system up to automatically bill the customer's credit card each month, you typically would not print their invoices.

Number of Months - Use this pull-down menu to set the duration of the contract's coverage. Your choices include 12, 24, 36, 48, or 60 months. Most service contracts expire after 12 months (one year). **NOTE** – If you are billing the customer's credit card monthly, choose 12 months and be sure to set the contract to automatically renew "*based on the current value of the Contract Type on the day of renewal*". This will allow you to easily change the price of all of your contracts at one time, as opposed to having to go into each contract and change the renewal sell price. If you are using this feature, you want to make sure that you have a different contract type for each type of contract you sell. In other words, you would want to have a contract type of "Gold1", "Gold2",

"Gold3", etc. each with their own sell price based on the number of systems the customer has. That way if you raise the price you charge for a "Gold" contract that covers 2 systems, you can come into this file, change the sell price and when the contracts auto renew, the current sell price will be picked. For more information, please contact the ACOWIN support department.

Amount - This is the default sale price of the contract type being created. This amount can be adjusted when adding a new contract in the Contract file if it is different for different customers with the same contract type. **NOTE** - Remember to take the Number of Months, set in the preceding field, into account when you set a sale price - if you chose 60 months as your contract duration, your sale price must cover all five years.

Visits Per Year - Enter the number of scheduled maintenance visits included under this contract type per year. This should always be the number of visits *in one year*, even for contracts that cover more than 12 months. The month 1 through month 12 calendar, located to the right of the Visits Per Year field, will be used to schedule these inspection visits.

Contract Type Classification - Use this pull-down menu to select one of four basic classifications for this Contract Type:

CON - Contract; a standard service agreement, in which a certain amount is paid in exchange for scheduled maintenance, and possibly other benefits
T/M - Time & Materials; this classification indicates that the contract does NOT include scheduled maintenance.
WAR - Warranty; indicates an agreement that covers all or part of the service costs on selected units of equipment
GUA - Guarantee; similar in concept to a Warranty, indicates some type of guarantee on work performed

Inspection Type Calendar - This set of check boxes is used to schedule inspections over the course of the contract year. The four columns represent four weeks of each month. Click on any box to schedule an inspection call.

Here are some tips for scheduling inspections:
- You can select more than one week in the same month, to schedule multiple inspections for that month. This is typically seen with companies that service large industrial companies that require multiple site inspections per month.
- Use week #1 for everyone if you don't really want to divide your inspections into exact weeks. However, if you have a large number of contracts, you may want to override the week number when setting up the contract in the Contract File. Try to come up with something that makes sense, such as customers north of your offce are assigned week 1. Customers east of your office are assigned week 2, etc. This will allow you to distribute the number of inspection call slips you create for the month across various dates. Remember, this would be done in the Contract File itself, not on the setup screen.
- Month #1 represents the first month of contract coverage based on the Contract Start Date in the Contract File. If the contract begins in February, then Month #1 is February.
- Box one is considered to be between the dates of 1 – 7. Box 2 is between the dates of 2 – 14. Box 3 is between the dates of 15 – 21. Box 4 is between the dates of 22 – 28. ACOWIN does not take into consideration 5 week months at this time.
- You can click the Use Default button to divide your inspections evenly across the contract year, beginning with Month #1. You can rearrange the inspections as you desire.
- The blue box at the bottom of the calendar keeps track of the inspections you've scheduled so far, versus the total you requested with the Visits per Year field.

☑ Mark to Print   **Mark to Print -** If this box is checked, invoices created for this type of contract will be marked for printing automatically. This enables you to proceed right to printing after the invoices are created, using the Steps pull-down menu at the top of your ACOWIN screen. If this box is left un-checked, the invoices must be individually flagged for printing, an approach that could be useful if you don't want to produce printed invoices for this type of contract.

☑ Mark to Transfer to A/R   **Mark for Transfer to A/R -** If this box is checked, invoices for this sort of contract will be automatically flagged for posting to Accounts Receivable when they are created. This is a reasonable approach for invoices that are highly likely to be paid, such as a commercial inspection agreement that is billed quarterly.

If this box is not checked, the invoices must be individually flagged for posting before you can send them to A/R. "Holding" your invoices in this way is a good strategy for residential agreements, since there's a chance that some customers won't want to renew their agreements, and thus will not pay their renewal invoices. Leaving invoices unposted in this manner makes them easier to delete if the customer doesn't pay, and also prevents you from overstating your Accounts Receivable. Remember that invoices can still be printed and mailed to the customers without posting them to A/R.

NOTE – There is an option when you print the Contract Invoices to automatically mark all of the invoices to transfer to A/R, regardless of this flag. The other option is the mark the

invoices to transfer based on how the flag is set. You will need to choose one or the other before printing the invoices.

Show Date Ranges - If you want the Contract Invoice to automatically show the date range(s) that the contract covers when an invoice is created, place a check mark in this box. For example, if you have a contract that runs from 01/01/2016 to 12/31/2016 and you are going to invoice it quarterly starting in January, when you create the first invoice, it would say "For dates between: 01/01/16 - 03/31/16". When you create the second invoice, it would say "For dates between: 04/01/16 - 06/30/16", etc.

Deferred Income Setup Check Box - If you ALWAYS want to use Deferred Income for the type of contract being created or edited, place a check mark in the Deferred Income box. If there is a check mark in this box, any time a new contract with the associated type is created, it will automatically be marked as Deferred Income. If on the rare occasion you DO NOT want a specific contract to use Deferred Income, go into the Contract Billing screen and Disable the Deferred Income option (and vice versa). Deferred Income will be covered in greater detail later in the ACOWIN User Guide.

NOTE - Changing the flag in here will ONLY affect NEW contracts that are created. It will not update existing contracts that were created prior to making the change.

Labor and Material Percentage - Use these fields to set the percentage of this contract's income that should be counted as Labor versus Materials. The total of Labor and Materials must be 100%, or the system will not allow you to click the Save button. This breakdown of Labor and Materials is used for transferring income to Accounting. If you do not provide any material with your service agreement, make labor 100%.

Distribution Code - Use this pull-down menu to select a Distribution Code for this type of contract. Distribution Codes are tables of income and cost accounts. When you bill a contract or perform inspections, the system uses this Distribution Code to distribute the income or costs to the General Ledger. **NOTE –** if you have a distribution code associated with the Problem Code (see below) assigned to the contract type, it will use that Distribution Code when the system creates your *Inspection Slips*.

Default Billing Interval - This field sets the default billing interval for the Contract Type. Options include monthly, alternate months, quarterly, bi-annually, and annually. The total contract price will automatically be broken into even installments, appropriate to the billing interval you have selected. The billing interval can be over-ridden for individual Contracts on the Billing screen of the Contracts File.

Problem Code for Inspections - The Problem Code selected here will be copied to the first screen of the Contract File, and used on all Inspection Call Slips generated for the contract. **NOTE -** If you have a "Distribution Code" assigned to the Problem Code that you use on the contract, it will

override the distribution code entered on the Contract Screen when generating Inspection Call Slips.

Default Technician for Inspections - If you select a technician in this field, all Inspection Call Slips for this Contract Type will automatically be assigned to the tech when they are created. In other words, if you assign a technician here, and generate 100 Inspections for this contract type next month, all 100 Inspection Call Slips will appear in this technician's column. This feature is often used in conjunction with special columns based on "dummy" Employee File entries, designed to keep new Inspections out of the Unassigned column of the dispatch board. Many companies will add an employee named "Inspection" so they can have their inspection call slips show up under that column on the Dispatch Board.

Inspection Instructions
Inspection instructions are located in the lower-left portion of the screen. These Instructions tell the technician exactly what to do during each Inspection visit. If you want a specific instruction to be performed during every visit, use a "0" (zero) in the Visit field. *Visit "0" (zero) 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. Please see how to add Inspection Instructions to the Setup System below.

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 a piece 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. One of the options when creating inspection call slips is if you want to "Include Inspection Instructions". If you do, then the

technician will be able to see the instructions in the problem description area of the call slip when they download it to ACOTRUCK.

Inspection Instructions Setup

Inspection Instructions are defined through **Setup / Subsystems / Inspection Instructions.**

These Instruction codes are used on the Contract Type screen, to spell out the procedures that should be performed each time a scheduled maintenance visit takes place. You can also select Instruction codes on the Inspections screen of the Contracts file, to set special instructions for individual sites.

The Instruction ID is a four-character, alphanumeric code for each set of instructions. This code will be used to pull up the instructions when you're setting up a Contract Type. The ID codes also print on the Inspection Call Slips.

This is an extended, proper name for the Inspection Instruction. For example, an Instruction that describes the procedure for performing a Filter Change might have an Instruction ID of "FILT" and a proper Name of "Change Filter". The Instruction Name will appear on the Contract Type setup screen when you choose your Instructions, and also prints on the Call Slip.

This is the time, in hours and minutes, which it should take to complete the procedure described by this Instruction code. If you're setting up an Instruction code for heat pump maintenance, and it's supposed to take an hour and fifteen minutes to perform the maintenance procedure, enter "1:15" in this field. The Estimated Time will appear on the Contract Type screen as you choose each Instruction code. When you generate your Inspection Call Slips, the computer will total the Estimated Time from all the Instructions to produce a scheduled length for each new call on the Dispatch Board.

Use this text area to describe the procedure in detail, including any special notes or warnings. This field is informational only and does not print on the Inspection Instructions of the Call Slip.

Once you have entered appropriate information for the inspection instruction then click the Save button

Click the "New" button if additional inspections instructions need to be entered

Entering a New Contract

From the Main Menu, 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. **NOTE –** you can also access the Contract File from Various Jump Menus throughout the system, such as from the Dispatch Board, Call Slip File and the Drop Down Forms menu located at the top of the ACOWIN screen.

General Screen of Contract

This is the first screen you'll see when you access the Contracts File. It includes such basic information as the Site ID, start and end dates, and contract price. You must complete this screen for a new Contract before you can work with any of the other screens.

Click the New button to create a new Contract.

Click the Search button to choose the Site.

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. If you have assigned your own numbering scheme, enter it here.

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 Contract Type called "RA1" 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.

Tax Region This field sets the Tax Region for your service Contract. Each Tax Region has an overall percentage, and may additionally include a breakdown of City, County, Local, Other, and State taxes. To use Tax Region for your chosen Site, click the hyper link Tax Region or manually change if necessary.

Originates is the exact date when the customer purchased the Contract. This could have been many years in the past if they have been a long time contract customer.

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 25th of the month receives coverage beginning the first day of the next month.

In this example, the customer purchased the Contract on 06/24/2015. Effective Contract coverage begins on 07/01/2015. The Contract will run 12 months, so it expires 06/30/2016.

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

The calendar icon will bring up a calendar that you can use for selecting a date to enter in the associated field. Selecting a date will automatically populate the date field with the date selected. You can change months or years from the drop down box or scroll one month forward or back by clicking the left and right arrow keys. To choose today's date, click the "Today" button at the bottom of the calendar screen.

 # Months `12` ▾ This field sets the number of months that the Contract will run. You can choose between 12, 24, 36, 48, and 60 months. The Number of Months is initially set by your choice of Contract Type, but you can change it for individual contract agreements as needed. **NOTE** – If you are billing the customer's credit card monthly, choose 12 months and be sure to set the contract to automatically renew "based on the current value of the Contract Type on the day of renewal". This will allow you to easily change the price of all of your contracts at one time (in the Contract Types file in Setup / Subsystems), as opposed to having to go into each contract and change the renewal sell price. If you are using this feature, then you want to make sure that you have a different contract type for each type of contract you sell. In other words, you would want to have a contract type of "Gold1", "Gold2", "Gold3", etc. each with their own sell price based on the number of systems the customer has. That way if you raise the price you charge for a "Gold" contract that covers 2 systems, you can come into this file, change the sell price and when the contracts auto renew, the current sell price will be picked. For more information, please contact the ACOWIN support department.

Expires `06/30/2016` The system will add your specified #Months to the Start Date in order to compute an Expiration Date. The Contract will be renewed or expired based on this date.

Dead Date `/ /` A "dead" Contract has been canceled before it was due to expire. Entering a Dead Date immediately cancels the Contract and prevents any further billing or Inspections from being produced. You should use the Dead Reason area, below the Dead Date, to explain exactly why the agreement was canceled. Do *not* fill in the Dead Date unless you want to *cancel* the Contract! NOTE – Entering a Dead Date will also fill in the "Skip Inspection" field with the Expiration Date of the Contract. If you still need to create the inspections, even though the contract has been marked as Dead, remove the date from the "Skip Inspection" field.

Dead Reason This field should be used to explain why the Contract was canceled, if you fill in the Dead Date. "Dead" contracts have been canceled before they were due to expire. Some possible Dead Reasons might include the work Site burning down in a fire, the customer moving out of town, customer simply canceling the contract, or a severe dispute between your company and the customer.

Skip Insp `/ /` This field can be used to make the system ignore some of the Inspection visits scheduled for the Contract. If you enter a date in this field, all Inspections scheduled before this date will be ignored - they won't show up on the Missed Inspections Report, or produce Call Slips if you run the Inspection Steps for a skipped month. The Skip Inspections Date can be handy if you're entering Contracts that were already in progress when you went live with ACOWIN, since you may have already performed the Inspection visits from earlier months.

Problem Code `RPMA` ▾ The Problem Code you select here will appear on Inspection Call Slips generated for this Contract. You might have a single

Problem Code you use on all Inspections, or you might make special Problem Codes for each type of Contract you sell - it's up to you. Problem Codes appear on the Dispatch Board, and give the dispatcher a general idea about what kind of work is needed on each Call Slip. Your list of Problem Codes is maintained through the Subsystems menu. You can also *right-click* on this field to create a new Code. **NOTE** - If you have a "Distribution Code" assigned to the *Problem Code* that you use on the contract, it will override the distribution code entered on the Contract Screen when the Inspection Call Slip is created. However, the Distribution Code entered on this screen will always be used on the Contract Invoices that the system creates.

Customer P.O. Number If the customer gives you a Purchase Order Number for the Contract, you can record it here. The P.O. Number will appear on invoices and Call Slips for the Contract.

A Distribution Code is a set of income and cost G/L accounts. The Distribution Code will be filled in for you automatically based on the Contract Type selected. You can override the Distribution Code that was automatically filled in if you want the income and costs to go somewhere different. **NOTE** - If you have a Distribution Code associated with the Problem Code selected for this contract, it will be used on the Inspection Slips created, as opposed to the code entered here. However, the Distribution Code entered here will always be used on the Contract Invoices that the system creates.

Enter the name of the Sales Person responsible for selling this service agreement. If you have a name entered in the Billing Screen of the Customer/Site File, that name will be carried over to this field when a new contract is being added. If you want a different Sales Person to get credit for the contract, you can override the default Contract Sales Person. If this field is left blank, then the system will default to the Sales Person on the Customer/Site Billing screen for reports.

Select boxes for appropriate actions you would like to take when the Contract Invoice is created.

These fields divide the total Contract price between Labor and Material income. The percentage is initially set by Contract Type, but you can adjust it on individual Contracts if necessary. The Total percentage *must always equal* 100; you will not be allowed to click the Save button if this condition is not met. If your contracts only cover labor and no material, then enter 100 in the Labor field.

Any text you enter in this field will appear on all of the Contract's invoices. You can leave this area blank if you don't have

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anything special to print on the invoices.

Amt | **200.00**   Enter the total price of the Contract in this field before Tax. Each Contract Type comes with a standard price, but you can adjust it as desired for individual Contracts. Remember that this price covers the #Months you've specified on the left side of the screen; a 36-month Contract should cost more than a 12-month agreement.

Adjustments | **0.00**   This field contains the Adjustments from the Billing screen of the Contracts File. Adjustments represent changes to the Contract price after coverage begins - perhaps the customer has added some more equipment to the agreement, or canceled some of the coverage. Adjustments can be positive or negative. This field displays the Adjustment amount, but you must go to the Billing screen if you want to change it. NOTE – Adjustments are for this contract only and will not be reflected in automatically renewed contracts.

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

💾 *Click Save when you're finished with the first Contract screen.*
Billing Screen of Contract

Billing   This screen sets the schedule for billing the Contract. Each month of the year has a slot on the billing calendar. You can establish a billing schedule by clicking on the desired months, or you can use the Billing Interval pull-down menu to choose a pre-set schedule (monthly, quarterly, etc.)

 Click the Billing button to proceed to the Billing Screen.

 Click the Edit button to work on the Billing screen.

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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 on July 1, 2015, and we have selected Annual billing, so the full $200.00 price will be billed in July.

Automatic CC Click this hyperlink to open the Automatic Credit Card Processing setup screen. This will allow you turn on or turn off the Automatic Credit Card processing feature for the selected contract. If the Automatic Credit Card feature has been enabled, there will be green check mark next to the Automatic CC hyperlink. Contracts w/ Automatic Credit Card Processing will be discussed in greater detail later in the User Guide.

Deferred Income Click this hyperlink to open the Deferred Income Setup Screen. Deferred income is an accounting method that places the revenue from a service agreement into a liability account and then transfers a portion (or all) of the revenue from the liability account into income accounts when the work has been performed and the inspection call slip is posted. If you set up a contract to use Deferred Income in ACOWIN, it will automatically put the revenue from Contract Invoices in the liability account and recognize an equal amount when each inspection call slip is generated by the system. The amount can be overridden if desired, but typically, most companies will recognize an even amount on each inspection. Contracts w/ Deferred Income will be discussed in greater detail later in the User Guide.

Amount This field displays the total Contract price, set on the main screen of the
200.00

Adjustments Contracts file.
0.00 You can use the "Adjustments" field to alter a Contract's price after coverage has begun. This might be necessary because the customer has added more equipment to the service agreement, in which case the Adjustment would be positive; or perhaps the customer has canceled some of the Contract benefits, in which case the Adjustment would be negative.

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Adjusted Amt `200.00` This is the original Contract price, plus or minus any Adjustments. The Adjusted Amount must be fully distributed across the billing schedule, or the system will not allow you to click the Save button.

Discrepancy `0.00` If your total scheduled billings don't equal the Contract price, the difference will be displayed in the discrepency field. A positive Discrepancy means you haven't scheduled enough billing, while a negative figure would indicate you've scheduled too much. The Discrepancy *must be zero* in order for you to click the Save icon and exit from the screen.

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 can apply payment to the invoice. After you click the Single Invoice button, select the month and year for which you are creating the invoice and click the Create button.

You can click the Single Invoice button to create a Contract Invoice immediately.
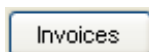
Select the month for which you want to produce an invoice and click the Create button to generate an invoice immediately.

Create Individual Invoice
Select which period from the contract.

Month	Year	Amount	Period	Jul 2015
Jul	2015	200.00		

Invoice Date
07/01/2015

Cancel   Create

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

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

Your new invoice will appear on the Invoices screen.

 Click the Detail button to view the invoice in detail.

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.

 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 billings for an entire month, all at once.

Equipment Tab of Contract
Use this screen to list all the Equipment covered by the Contract. You may have multiple pieces of equipment for this site location; however, all pieces may not be covered by the contract. Only associate the proper pieces of equipment that are covered by this particular contract. Initially, the screen will be blank. **NOTE –** This feature is optional. If the customer is a residential customer with only one or 2 pieces of equipment, you might want to skip this

step. If the customer is Commercial with lots of equipment on site, then it is a good idea to list the equipment covered.

Click on the Add / Remove button to pull up a list of all Equipment on file. Place a check mark next to each unit that will be covered by the Contract, then click the Apply button. The selected units will now appear on the Contract Equipment screen. The Add / Remove window appears below.

 Click Add / Remove button to pull up a list of all Equipment on file

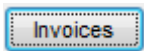**NOTE:** If the equipment is not listed you can click detail to pull up the Equipment on Site file to add the new piece of equipment. See Equipment on Site in this User Guide for instructions on adding new equipment.

Once you have checked the appropriate pieces of equipment click Apply to associate the equipment to the contract as shown below.

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Invoice Tab of Contract

Invoices This screen presents a list of all the invoices posted against the Contract. The date, amount, and current status of each invoice will be presented. The possible Statuses are:

- CREATED = Invoice has been created with the Steps menu, but not printed yet.
- PRINTED = Invoice has been printed.
- X-FER A/R = Invoice has been posted to A/R.

If a credit was created against an existing contract, it will be highlighted on the screen. The Credit Invoice # field will show you the invoice number created to credit a particular invoice so that you know that a credit was issued against the invoice. If you use the Credit Invoice button on the Billing Screen to generate a credit, you will only be able to credit the entire amount of the invoice. Once you credit it, you can adjust the amount you want to invoice that month in the Billing screen and generate a new invoice for the correct amount.

You can select a Contract Invoice from this screen and click detail to view, print, or email this contract invoice.

Date Created	Invoice #	Status	Invoice Date	Grand Total	Credit Inv#
10/08/2012	C-1149	Xfer A/R	10/01/2012	20.87	
11/05/2012	C-1162	Xfer A/R	11/01/2012	20.87	
12/05/2012	C-1170	Xfer A/R	12/01/2012	20.87	
01/23/2013	C-1193	Xfer A/R	01/01/2013	20.87	C-1194
01/23/2013	C-1194	Xfer A/R	01/23/2013	-20.87	
01/28/2013	C-1195	Xfer A/R	01/01/2013	20.87	

Detail

Inspection Tab of Contract
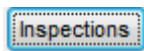
Inspections After you set the Billing cycle, and possibly create an invoice with the Single Invoice button, you'll want to visit the Inspections screen to adjust the Inspection calendar. The calendar on the left side of the screen includes four "bins", or weeks, per month. Check boxes shaded in blue 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. NOTE – You will have an option when generating inspection call slips to "Include Inspection Instructions". If you leave the check mark in this check box, then the instructions will be included in the "Description"

section of the Call Slip so that the tech will be able to see the instructions in the field if they are using ACOTRUCK.

Inspections *Click the Inspections button to view the Inspections screen.*

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

In this example, the check mark for the second inspection has been moved from January 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. If you have a large number of contracts, then you might want to use the 4 bins in order to spread the inspections out over the month. Some customers with large numbers of contracts will treat each of the 4 bins as an "area" of town". For example, the first bin might be North of your office. The second bin might be East of your office, etc. This way you can place the check mark in the appropriate bin and when you create inspection slips, you can create them for a specific bin, and place it on the Dispatch Board for a particular date.
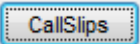
Specifying materials required for Inspections: You can list the materials that will be needed for each Inspection procedure in the Equipment File, easily accessed from the Equipment screen of a Contract. The Materials table is pictured below:

Each Material item is tied to an Inspection Instruction code, and will appear on Call Slips using that Instruction. In the example above, if the Contract called for Instruction code "FILT" in May and October, the July and November Call Slips would automatically include the two filters listed in the table. You can also run the Required Materials report, in the Contracts

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section of the Reports menu, to get advance totals for materials that will be needed in coming months. In order to run the "Required Materials" report, you must select the piece of equipment in the "Equipment Tab" of the contract and select the piece of equipment in the "Equip" field of the Inspections Screen. Also, be sure that the "Insp Instr" (Inspection Instruction) code used in the Material File is also one of the inspection instructions used in the Inspection Screen in the "Code" column.

Call Slip Tab of Contract

CallSlips   This screen presents a review of all Inspection Call Slips generated for this Contract, helpful when you want to know if a certain Inspection was performed, and by which technician.

Type	CallSlip #	Status	Created	Orig Work Date	Recognized	▲
Insp	1024	SCHED	07/09/2015	07/09/2015	100.00	

Call Slip# is the important reference number for each Call Slip. You can use this number to swiftly locate a particular call. If you are still using paper work orders, your technicians should write the Call Slip number on any relevant paperwork.

Status is a code that indicates how far along the Call Slip has made it towards completion. The Status levels are as follows:
- UNSCHD = Unscheduled call, located in the Unassigned column of the Dispatch Board
- SCHED = Scheduled call, assigned to a technician and located in his column of the Dispatch Board
- INC = Incomplete call, awaiting a return visit
- LAB = Labor completed; Arrived and Departed times have been filled in on the Call Slip
- MAT = Materials have been added to the Call Slip
- INV = Ready for invoice to be printed
- PRT = Invoice has been printed
- A/R = Invoice has been posted to Accounts Receivable
- VOID = Call Slip was voided (canceled)

Created shows the date when each Call Slip was generated.

Orig Work Date is the date when a technician's labor was first applied to the Call Slip. Technicians may have returned to work on the Call Slip on future dates, but this will always be the date when work was first performed.

Recognized - If you are using the Deferred Income feature, this field will show the amount of revenue that was recognized on the particular call slip. Recognizing the income on a call slip will remove it from the deferred income liability account and offset it to the labor and/or material income accounts when the call slip is posted to A/R.

Entering Existing Contracts Into ACOWIN

When you first begin using ACOWIN, you will more than likely 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, place a check mark in all the months that have been invoiced and still need to be invoiced, but enter a dollar amount for *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, place a check mark in all 4 months, making the amount in the first 2 $0.00 and place a check mark in the remaining two months that need to be invoiced and enter the amount that should be billed for each.

Below is an example of a Contract that is set to have been billed quarterly, beginning in March 2015. Two of the quarterly billings have been previously completed, accounting for half of the total $1200.00 price. An Adjustment of (-600.00) has been entered to cover these two completed invoices, check marks have been entered in the months previously billed, and the amount changed to 0.00. Check marks have also been placed in the two outstanding months of September and December 2015 and amounts have been entered.


NOTE: March and June 2015 still have a check mark but show an Amount of $0.00. By leaving the check mark in the appropriate months when this contract is Auto Renewed, it will know to create an invoice for all 4 of the checked months regardless of the $ amount that was billed on prior contract.

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 prior to the Skip Inspections date. These Inspections will not be created and 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 March 2015. The company has gone "live" with ACOWIN in July 2015, so the March and June Inspections have already been completed. The Skip Inspections date of 06/30/15 will cause the system to ignore any Inspection that would have been scheduled before June 30th, 2015. This means ACOWIN will not consider the March 2015 and June 2015 Inspections as "missed", even though they were not generated in ACOWIN. **NOTE –** Be sure to place a check mark in all months that should have an inspection created on the Inspections screen so that when the contract is renewed, it will know to create inspections for the particular months.

Creating Scheduled Monthly, Quarterly, or Bi-Annual 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 (not auto credit card), 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 billings for the month. Pull down the Steps menu at the top of the ACOWIN screen, and then choose Contract Invoice, to see the menu pictured below.

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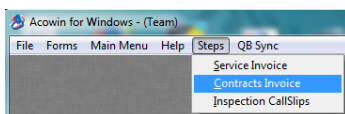
Some brief notes on each step of the procedure:

Lists the billings scheduled for the month. Use the Additional Report Selection option on the report screen to choose the month and year you will be billing for.

Creates Contract Invoices for the month. It produces no printed output – Print Contract Invoices will print the invoices. Be sure to choose the correct month and year when you run Create Monthly Contract Invoices.

Lists the invoices that are ready to print, meaning all of the invoices you created with Create Monthly Contract Invoices that have the Mark to Print Flag associated to the Invoice. NOTE: Highly recommended to print this report in case your printer malfunctions in the next step so you will have a list of all contract invoices you will need to re-print.

Prints the Contract Invoices that are listed on the report from the previous step. NOTE: Once the invoices pull up on screen make sure to PRINT. Once you close the report, it will clear out that list to get ready for the next batch.

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. NOTE: It is recommended to print this report and save for your records.

Post the Completed Invoices pulled into a batch on prior step "Invoice Transfer Edit Report." Place a check mark in the box next to the batch and click Process. Once the process is completed it will pop up telling you completed successfully and clear that batch out of the list.

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, or under the Specified Tech ("Inspection" for example) you associated

to those particular Contract Types in the Company Setup / Subsystems / Contract Types 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 date and time for the Inspection visit, you'll drag that Call Slip out of the blue Unassigned (or "Inspection") column, and drop it on the date and technician whom 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 or "Inspection" column. NOTE – If you are slow in the middle of a month, you may elect to create "Next Month's" inspections at that time, as opposed to waiting for the beginning of the specific month. Also, if you are extremely busy around the first of the month, you may not want to create the inspections for that month for a week or two until you get caught up on your demand service calls. The Inspection Steps menu is pictured below:
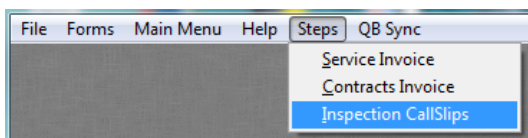
Some notes about the Inspection Steps:
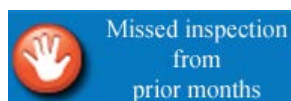
 Report that lists missed inspections from previous months. Running this report is not mandatory, but it's a good way to ensure all of the Inspection Call Slips from previous months have been generated prior to generating a new month's Inspections.

 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.

 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.

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Produces a list of the Call Slips you produced with Create Inspection Call Slips Steps. Since the Create Inspection Call Slips has no visible output and prints no report, you might want to use the Inspections Created Report to verify that the correct, anticipated Call Slips were created.

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. If you are using ACOTRUCK, you should not need to print the actual inspection slips.

Creating a Single Inspection Call Slip
You can also produce a single Inspection Call Slip, for a particular Contract. Go to the Inspections screen of the Contract in question, and click the Create Inspections button, pictured below. NOTE – You could also do this from the "Create Inspection Call Slips" button of the Steps menu, but the procedure described below will automatically fill in the Site Number for you.

This will open a window where you can select the month, year, and bin number of the Inspection you wish to produce. You can also adjust the Work Date, which controls where the new Call Slip will initially appear on the Dispatch Board.

This feature can be very helpful when a new Contract needs its first Inspection immediately, or a customer asks you to perform an Inspection in advance. NOTE – On the first screen of the Call Slip at the bottom shows the month of the Next Scheduled Inspection. If you are taking a new service call and notice that the next scheduled inspection is close, you may want to use this feature to generate the inspection call slip so that the tech can perform the inspection while on the service call. If you are using ACOWIN version 5.20 or later, clicking the "Next Inspection" area on the Call Slip will automatically take you to the Contract.
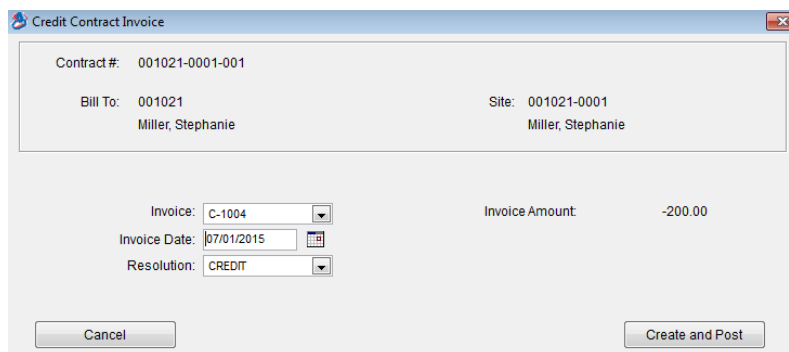
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Credit Contract Invoice

Crediting a Contract Invoice will credit the invoice for the entire amount of the original invoice. If you need to issue just a partial credit to a contract invoice, and then credit the entire balance, adjust the amount for the appropriate month in the Contract Billing screen and then generate a new Contract Invoice. If an invoice has been credited, you will be able to see the credit associated with it in the Invoices Screen located in the Contracts File.

IMPORTANT NOTE - Once you create a Credit for a Contract Invoice, ACOWIN will treat the contract as if the original invoice had never been created. If you create contract invoices again, a new contract invoice will be created for the same amount as the original. Be sure to adjust the amount for the particular month in the Contract Billing Screen, or make the contract Dead if the customer cancelled the contract.

To Credit a Contract Invoice, bring up the Contract, go to the Billing Screen and click the Credit Invoice button. This will open the Credit Contract Invoice screen pictured below. Select the invoice number that you want to credit and enter the date of the credit. The default Credit Resolution code from the Miscellaneous Setup Screen will automatically be populated for you. Change this to a different code if necessary. When you are finished, click the Create and Post button.

At this point, the credit is finished and posted. If you are using QuickBooks, be sure to synchronize the credit invoice to QuickBooks and issue a refund from QuickBooks.

Credit for Contracts set up for Automatic Credit Card Processing

When you click the Create and Post button for contracts set up for Automatic Credit Card Processing, the Automatic Credit Card Processing screen will open. Click the Post Invoices Button at the bottom of the screen and the system will attempt to process the credit to the credit card or ACH on file. The same rules apply as if you were processing regular invoices through the Automatic Credit Card Processing.

1. Credit Cards
    1. Click the Post Invoices Button. If the credit is processed, the credit invoice will be posted and the original invoice number and Status will be removed from the Billing Screen for the particular month in the Contract File. Be sure to adjust this amount so that it doesn't get improperly invoiced in the future.

2. If you are using QuickBooks, Go to the QB Sync menu; place a check mark in the Auto CC Payments check box and Synchronize the Invoice to QB.

2. ACH Payments
    1. Click the Process Button, which will submit the credit request to the customer's bank.
    2. After 7 business days, go back to the Automatic Credit Card Processing screen
        1. Click the ACH Payments tab at the top of the screen
        2. Click the Process Button and check to make sure the status is "Accepted"
        3. Click the Post Invoices Button if the status was "Accepted".
        4. If you are using QuickBooks, go to the QB Sync Menu; place a check mark in the Auto CC Payments check box and Synchronize the Invoice to QB.

If using QuickBooks for your Accounting, you must add a new Item by the name of "ACOWIN" to your QuickBooks Payment Method List.
1. In QuickBooks, Click on "Lists" at the top of the screen
2. Select the option Customer & Vendor Profile Lists
3. Choose the option Payment Method List
4. Click the Payment Method Button
    1. Use "ACOWIN" in the "Payment Method" field. For Payment Type, select "Other Credit Card" from the drop down list. **NOTE** - You must use a capital "A" and lower case "owin" ("ACOWIN") when adding the Payment Method. If it is different, you will receive an error report when you try to transfer the payment to QuickBooks.

Deferred Income for Contracts

Deferred Income is an accounting method that places the amounts from Contract billing into a Liability account, taking it out of the profit & loss calculation performed at the end of the month. The billing amounts remain in the Liability account until the scheduled Inspections for each Contract are performed, when, by default, an even share of the total Contract price is pulled out of the Liability account and recognized as Income. In other words, if there are two Inspections during the course of the Contract, each will pull half of the Contract price out of the Liability account and recognize it as Income when the inspection slip is *posted*.

Setting up ACOWIN Accounting for Deferred Income on Contracts

In order to utilize the Deferred Income within ACOWIN and QuickBooks you must set up a liability account for the deferred liability in both ACOWIN and QuickBooks. Below will walk you through the steps of setting up the liability in both ACOWIN and QuickBooks.

Creating Deferred Liability Account in QuickBooks

Create a Liability account in QuickBooks, with a suggested name of "Deferred M/A Billings."
To add this accounts to QuickBooks, pull down the Lists menu, choose Chart of Accounts,

then RIGHT-click anywhere on the existing Chart of Accounts and select new. Select other Account Types, click on drop down and select Other Current Liability and select continue (see below screen shot).

Example of screen in QuickBooks when creating new account for the Deferred Liability Account

Once you select continue (see below screen shot) you will enter an Account Number (it is suggested you assign an Account Number that is in line with your other Liability Accounts) and Account Name (suggested name of "Deferred M/A Billings") then click Save & Close.

Creating Deferred Liability Account within ACOWIN

To create the same Account in ACOWIN to link to the QuickBooks Account created above, go to **Accounting Setup / Chart of Accounts**. Be sure to enter the EXACT (including upper and lower case) name of the QuickBooks account in the "Sync Name" field.

This is how the Deferred M/A Billings account looks in ACOWIN.

The next step is to setup a Miscellaneous Code within ACOWIN to be utilized when the inspections call slips are created to pull out of the Deferred Liability Account. To setup the Miscellaneous Code in ACOWIN, go to **Accounting Setup / Misc. Codes** and create a new Miscellaneous Charge code called "DEF" or "Deferred" (for example), with a description of "From Deferred M/A."

Following the above step you now need to set the Default Deferred Liability Account and Miscellaneous Code to be used when you enable Deferred Income on a Service Contract. To set the defaults, go to **Accounting Setup / Default Setup**, click edit and select the Deferred Liability Account and the Deferred Misc. Code from the drop down list and click save.

Example of Accounting Default Setup Screen with the Deferred Liability Account and Deferred Misc. Code selected.

Once you have completed all of the above steps, you can start utilizing Deferred Income on Service Contracts.

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Entering a NEW Contract with Deferred Billing

When you create your Service Contracts you will set up the General Screen of the Contract as you normally would. If you need further assistance with setting up a General Service Contract please refer to our ACOWIN Tutorials and/or the ACOWIN User Guide found under the ACOWIN Documentation Icon on your desktop. **NOTE:** Make sure to choose the Distribution Code that is associated with the Income Account you want to affect when you perform the inspections. This will relieve the amount of revenue from the Liability Account and apply it toward the Income Accounts associated with the Distribution Code when you post the Inspection Call Slip.

Example of Residential Service Contract that is Billed Annually and receives 2 Inspections per year. Notice that the "RMaint" Distribution Code has been selected which points to the Residential Maintenance Income account and/or Class in QuickBooks. When the inspections are performed and sent to QB, the Deferred Income will go into the Residential Maintenance Income and/or Class.

Once you have filled out all of the appropriate information on the General Contract Screen, click save and select the Billing Tab. On the Billing Tab you can adjust the Billing Intervals, as well as, adjust the total amount of the contract if it was entered incorrectly. To set the Service Contract for Deferred Income, click the *Deferred Income* hyperlink. Click the Enable Button, which changes the Status to Enabled. When finished, click OK to save your changes.

Example of the Deferred Income screen Enabled after selecting the Deferred Income hyper link.

Once you click Ok on the Deferred Income Pop-Up you will notice a green check mark next to the Deferred Income hyperlink to indicate the Deferred Income was successfully activated.

NOTE: If you have a specific Contract Type that you will always want to be recognized as Deferred Income, you can set it as a default for that Contract Type via **Company Setup / Subsystems / Contract Types.**

Now that the Service Contract is setup for Deferred Income, you can create your Contract Invoices using either the Single Contract Invoice button on the Contract Billing Tab (green dollar icon) or perform your Contract Invoice Steps (See Table of Contents for Creating Scheduled Monthly, Quarterly, or Bi-Annual Invoices). When you post and synchronize your Contract Invoices with QuickBooks, the income will go into the new "Deferred M/A Billings" account. You can verify this by running the Trial Balance Report in QuickBooks after you sync your Contract Invoices. Remember that this account is classified as a Liability in QuickBooks, so your Contract Billing will be credited to a Liability account and kept away from your Profit & Loss Statement (which computes Income minus Cost and Expenses - it does not include Asset or Liability accounts.) **Suggestion:** Set up ONE Contract with the Deferred Income, create and post an invoice for it, then check QuickBooks after the sync to verify that the Contract income is going to the liability account in the Chart of Accounts. Then continue with setting up all new Contracts to use Deferred Income.

Recognizing Deferred Income on Inspection Call Slips

The Deferred Income accounting method requires Contract income to be placed in a Liability account when the customer is billed, and the funds remain in Liability until the Contract incurs costs, meaning the customer receives the services that have been paid for. In simple terms, this means the Deferred Income sits in the Liability account until the Contract Inspections are performed. When the Inspection Call Slips are completed (posted), an even share of the Contract income should be taken out of the Liability account, and transferred to the standard Contract Sales Income account in QuickBooks. This is done with an automatic procedure on the Invoice screen of the Contract Inspection Call Slips, as follows.

Creating Inspection Call Slips

When the time comes to perform Inspections, generate the necessary Call Slips with the normal procedure, running Steps in the Inspection Steps Menu (see Table of Contents "Creating Scheduled Monthly Inspections" for further details) or creating an individual inspection call slip from the Inspections screen in the Contract File. The monthly process creates and prints the Call Slips needed to perform scheduled Inspection visits each month.

Completing Inspection Call Slip w/ No Additional Repairs

Complete the labor and materials on the Inspection Call Slips normally, using the Dispatch Board, and the Times and Materials screens of the Call Slip. After labor and materials have been entered, proceed to the Invoice screen of the Inspection Call Slip.

Example of Inspection Call Slip once associated labor and material has been entered on Call Slip

On the Invoice screen place a check mark in the ***No Charge Labor*** and ***No Charge Material*** boxes. This will change the Grand Total of the Invoice to $0.00. Note: If you click on the

Miscellaneous blue hyperlink you will see 3 line items with the miscellaneous code that you created during setup of deferred income. The first line item is pulling the total Contract price, divided by the number of Inspections performed during the year, out of the Deferred M/A Liability Account. The second line item is recognizing the proper labor income percentage of the amount being pulled out of the Deferred M/A Liability and the third line item is recognizing the proper material income percentage of the amount being pulled out of the Deferred M/A Liability. In the example below, 100% of the amount is going to the Labor Income account because this contract does not cover any material.

Example of an Inspection Call Slip that has been No Charged because no additional repairs were sold during the inspection performed by the technician

Example of Miscellaneous blue hyperlink (this information is automatically filled out when the inspection call slip is created). The first line item will always be the negative amount pulling out of the Deferred M/A Liability you created and the next two line items are putting that Deferred Income into the appropriate Labor and Material Income.

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Completing Call Slips w/ Additional Repairs that are Billable

Complete the labor and materials on the Inspection Call Slips normally, using the Dispatch Board, and the Times and Materials screens of the Call Slip. After labor and materials have been entered, proceed to the Invoice screen of the Inspection Call Slip. On the Invoice screen, place a check mark in the Use As Agreed box, then set the As Agreed price for the amount of additional repairs that are billable. After setting the As Agreed price, you can adjust the Labor and Material Sale fields to reflect the proper ratio of labor vs. material income if needed.

Example of an Inspection Call Slip Invoice where a technician performed $95.00 worth of additional repairs (above and beyond performing the inspection) that needs to be invoiced. Note: The Miscellaneous Blue Hyperlink will have the deferred miscellaneous code automatically filled out and will still adjust the deferred income automatically according the total sell of the contract divided by number of inspections to perform.

Once you have completed the inspection invoice screen properly, whether billing additional repairs or no charging the invoice, save the record, click on status change, add mark to A/R, and post call slip invoice. When your service invoice batch is posted and synced to QuickBooks, you will see the debits from the Deferred M/A Liability Account and the credits to the appropriate Income Accounts assigned to the Call Slip Inspection Distribution Code.

*Example of Deferred Income blue hyperlink on billing tab of the example contract entered during this document. This example shows once the Contract Invoice is created and posted and the inspection call slip is created and posted to A/R. You can review the total contract value, how much has been invoiced, how much has been recognized and finally how much is remaining to be recognized on this particular contract. You can also run the Deferred Income Aging Report for the above information found under **Reports / Contracts / Deferred Income Aging Report**.*

Entering an EXISTING Annually Billed Contract with Deferred Billing

If your company is new to ACOWIN, or you have utilized Deferred Income in ACOWIN prior to ACOWIN Version 5.0, or never used Deferred Income in ACOWIN and would like to start utilizing this feature, you will need to follow the "Setting up ACOWIN Accounting for Deferred Income" Section of this document prior to entering your "Existing" Service Contracts. Once you have setup the Accounting then you can refer back to this section.

In order to enter an Existing Service Contract you will need to provide what the billing intervals are for the Service Contract, how much of the Service Contract has been billed prior to ACOWIN and/or setting up Deferred Billing. You will also need to provide how many inspections this Service Contract offers and how many of those inspections have been completed prior to ACOWIN and/or setting up Deferred Billing.

When you create your Service Contracts you will set the General Screen of the Contract the same as you would whether you are going to use Deferred Income or not. You will need to make sure you set the sell price of the contract as the total sell price of the contract, regardless of how much has already been billed by other means than ACOWIN. You will also need to make sure that the start date is the date that the contract truly started. If you need further assistance with setting up a General Service Contract, please refer to the ACOWIN Tutorials and/or the Entering New Contracts section in this ACOWIN User Guide. **NOTE:** Make sure to choose the Distribution Code that is associated with the Income Account you want to affect when you perform the inspections. This will relieve the amount of revenue from the Liability Account and apply it toward the Income Accounts associated with the Distribution Code.

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For the example in this section the Service Contract is good for one year. The Service Contract Starts on 10/01/2012, it is valid for 1 year and the total sell amount is $200 to bill annually and I have entered an adjustment of -$200.00 because the Service Agreement was billed in full prior to ACOWIN. There are 2 inspections included with this contract, in which 1 inspection was performed by other means than an inspection call slip created in ACOWIN in October of 2012.

In the examples shown above the "EXISTING" Service Contract started on October 01, 2012 the total amount for the Service Contract for the year is $200.00, I have entered -$200.00 as an adjustment to reduce the total amount to bill to $0 because the contract was billed in full prior to when you started using ACOWIN. NOTE: The Distribution Code is RMAINT which is the distribution code assigned to affect the Residential Maintenance Class and/or Income that is in QuickBooks.

Once you have filled out all of the appropriate information on the General Contract Screen, click save and select the Billing Tab. On the Billing Tab you can adjust the Billing Intervals, as well as, adjust the total amount of the contract if it was entered incorrectly.

To set the Service Contract for Deferred Income, click the **Deferred Income** hyperlink and click the Enable Button, which changes the Status to Enabled. NOTE – After clicking the "Enable" button, the button will change to say "Disable", as you will notice in the image below.

Above is the example of the Deferred Income Enabled for a Service Contract that has a total annual sell price of $200.00

Once you have enabled the deferred feature on the Service Contract then you will need to enter the amount already billed, either outside of ACOWIN, or prior to turning on the Deferred Income feature. To enter the amount already billed click on the **Manually Deferred Income** blue hyperlink. Once you have entered the manual amount then click ok. Remember, the Manual Amount is the amount that you have already invoiced the customer prior to using ACOWIN, or prior to turning on Deferred Income. Also note that the manually entered amount **does not** affect the General Ledger.

Above is the example of the Manually Deferred Income that has been entered. The total amount of $200.00 has been entered as manually deferred because the contract started on 10/01/2012 and the billing is set for Annual. Once you have entered the **Manually Deferred Income,** you will need to enter the **Manually Recognized Income**. When the Inspection Call Slips are completed, an even share of the Contract income should be taken out of the Liability account, and transferred to the standard Contract Sales Income account in QuickBooks. This is done with a simple procedure on the Invoice screen of the computer generated Contract Inspection Call Slips. However, if an inspection call slip is not generated through the ACOWIN system, then the appropriate share of that inspection does not get pulled out of the liability and become recognized as sales income. In order to notify ACOWIN that the appropriate amount was recognized prior to using ACOWIN, and/or prior to setting up Deferred Income, you will need to enter the amount of revenue that you have already recognized by clicking the blue **Manually Recognized Income** hyperlink and click OK. **NOTE –** typically the amount entered will be the total contract amount divided by the number of total inspections and then multiplied by how many

inspections you have performed prior to using ACOWIN or prior to starting to use Deferred Income. In some instances, you may recognize a custom dollar amount, as opposed to an even dollar amount. If this is the case, be sure to enter the correct amount that you have previously recognized. Once you click ok it will drop you out to the deferred income pop up (don't worry in regards to the dollar amounts that it shows at this time), simply click Ok on the deferred income pop up.

Above is example of the Manually Recognized Income. There are 2 inspections total for the service contract. One inspection was performed in October of 2012 and there is still one remaining inspection to perform. The total contract ($200) divided by the total number of inspections (2) equals $100, which should be recognized when each inspection is performed. Since one inspection was performed by other means than ACOWIN, or prior to Deferred Income being setup, you will need to enter $100.00 so that ACOWIN knows it has already been recognized.

The final step to entering the Existing Service Contract is to verify that the Inspection Tab of the Contract is set for the proper months to perform inspections, and skip any inspections that were previously performed prior to ACOWIN by entering a skip inspection date on the general screen of the contract.

Above shows the inspection schedule set for this particular contract. It states an inspection needs to be performed in October 2012 and April of 2013. Since this is an existing contract being entered, we have already performed the October 2012 inspection by other means than an ACOWIN Inspection Call Slip. Therefore, we need to utilize the skip inspection date on the general screen of the contract to notify ACOWIN that the inspection has been completed.

To determine what skip inspection date needs to be entered review the inspection tab of contract and determine which month needs to be skipped. Once you know what month needs to be skipped, ***enter the last day of that month and year into the skip inspection date*** field on the general screen of the contract. In the example provided during this section, the October 2012 inspection has already been performed and needs to be ignored by ACOWIN.

The above is an example of where to enter the 10/31/12 skip date on the general screen of the contract. By entering 10/31/12 into the "Skip Insp" field, ACOWIN will ignore any inspections that are scheduled to be created prior to that date.

Entering an EXISTING Monthly and/or Quarterly Billed Contract with Deferred Billing

In order to enter an Existing Service Contract, you will need to provide what the billing intervals are for the Service Contract and how much of the Service Contract has been billed prior to using ACOWIN and/or setting up Deferred Billing. You will also need to provide how many inspections this Service Contract offers and how many of those inspections have been completed prior to using ACOWIN and/or setting up Deferred Billing.

When you create your Service Contracts you will set the General Screen of the Contract the same as you would whether you are going to use Deferred Income or not. You will need to make sure you set the sell price of the contract as the total sell price of the contract, regardless of how much has already been billed by other means than ACOWIN. You will also need to make sure that the start date is the date that the contract truly started. If you need further assistance with setting up a General Service Contract, please refer to the ACOWIN Tutorials and/or the Entering New Contracts section in this ACOWIN User Guide. **NOTE:** Make sure to choose the Distribution Code that is associated with the Income Account you want to affect when you perform the inspections. This will relieve the amount of revenue from the Liability Account and apply it toward the Income Accounts associated with the Distribution Code.

For the example in this section the Service Contract is good for one year and we are beginning to utilize ACOWIN on Feb 1, 2013 (4 months into the contract). The Service Contract Started on 10/01/2012, is valid for 1 year and the total sell amount is $225, set to bill monthly @ $18.75 per month. Because we are 4 months into the contract, there is an adjustment of -$75.00 because the prior 4 months of this Service Contract (October 2012 thru January 2013) were billed by other means than ACOWIN. There are 2 inspections included with this contract, in which 1 inspection was performed prior to beginning to use ACOWIN and/or Deferred Income by other means than an inspection call slip generated in ACOWIN. That inspection was performed in October of 2012.

Above is example of Monthly Service Contract total sell of $225.00 with an adjustment of -$75.00 because 4 months were billed by other means than ACOWIN.

Once you have filled out all of the appropriate information on the General Contract Screen, click save and select the Billing Tab. On the Billing Tab you can adjust the Billing Intervals to monthly and then change the $ amount for the months already billed to $0 (make sure to leave the months that are $0 checked) and change the months that need to be billed out of ACOWIN to the proper monthly $ amount that should be billed. In the case of this example it would be $18.75 per month then click Ok. **NOTE –** to easily fill in the dollar amounts, remove the check marks from the months that have already been billed and click the "Calculator" icon at the bottom of the screen. This will automatically distribute the remaining balance evenly across the months that are checked. Be sure to put the check marks back in the appropriate months so that when the contract gets renewed, those months will be billed on the new contract.

*Above is the example of contract billing screen set for monthly. The months of October 2012 thru January 2013 have been adjusted to $0 because they were billed by other means than ACOWIN. **NOTE:** It is important to leave the months checked for months already billed. By leaving them checked, the auto renew feature on this contract it will know to distribute the total contract amount between all 12 months when the contract is renewed. The $ amount for months February 2013 thru September 2013 were manually entered to reflect the proper amount to bill each remaining month of the contract.*

To set the Service Contract for Deferred Income, click the ***Deferred Income*** hyperlink and click the Enable Button, which changes the Status to Enabled. NOTE – When you click the Enable Button, the text on the button will change to say "Disable".

Above is the example of the Deferred Income Enabled for a Service Contract that has monthly billing. NOTE: Do not worry about the Contract Value not stating the true total Contract Value at this time. This will show the remaining balance to be billed until the Manually Deferred Income is entered.

Once you have enabled the deferred feature on the Service Contract, you will need to enter the amount already billed either outside of ACOWIN or prior to turning on the Deferred Income feature. To enter the amount already billed click on the Manually Deferred Income blue hyperlink. Once you have entered the manual amount, click ok.

Above is the example of the Manually Deferred Income that has been entered. The total amount of $75.00 has been entered as manually deferred because the contract started on 10/01/2012 and the billings for October 2012 through January 2013 were completed by other means than ACOWIN. Therefore you would have manually deferred 4 Months at $18.75 per month totaling $75.00.

Once you have entered the **Manually Deferred Income,** you will need to enter the **Manually Recognized Income**. When the Inspection Call Slips are completed, an even share of the Contract income should be taken out of the Liability account, and transferred to the standard Contract Sales Income account in QuickBooks. This is done with a simple procedure on the Invoice screen of the computer generated Contract Inspection Call Slips. However, if an inspection call slip is not generated through the ACOWIN system, then the appropriate share of that inspection does not get pulled out of the liability and become recognized as sales income. In order to notify ACOWIN that the appropriate amount was recognized prior to using ACOWIN, and/or prior to setting up Deferred Income, you will need to enter the amount of revenue that you have already recognized by clicking the blue **Manually Recognized Income** hyperlink and click OK. NOTE – typically the amount entered will be the total contact amount divided by the number of total inspections and then multiplied by how many inspections you have performed prior to using ACOWIN or prior to starting to use Deferred Income. In some instances, you may recognize a custom dollar amount, as opposed to an even dollar amount. If this is the case, be sure to enter the correct amount that you have previously recognized. Once you click ok it will drop you out to the deferred income pop up (don't worry in regards to the dollar amounts that it shows at this time), simply click Ok on the deferred income pop up.

Above is example of the Manually Recognized Income. There are 2 inspections total for the service contract. One inspection was performed in October of 2012 and there is still one remaining inspection to perform. The total contract ($225) divided by the total number of inspections (2) equals $112.50, which should be recognized when each inspection is performed. Since one inspection was performed by other means than ACOWIN, or prior to Deferred Income being setup, you will need to enter $112.50 so that ACOWIN knows it has already been recognized.

The final step to entering the Existing Service Contract is to verify that the Inspection Tab of the Contract is set for the proper months to perform inspections, and skip any inspections

that were previously performed prior to ACOWIN by entering a skip inspection date on the general screen of the contract.

Above shows the inspection schedule set for this particular contract. It states an inspection needs to be performed in October 2012 and April of 2013. Since this is an existing contract being entered, we have already performed the October 2012 inspection by other means than an ACOWIN Inspection Call Slip. Therefore, we need to utilize the skip inspection date on the general screen of the contract to notify ACOWIN that the inspection has been completed.

To determine what skip inspection date needs to be entered review the inspection tab of contract and determine which month needs to be skipped. Once you know what month needs to be skipped, ***enter the last day of that month and year into the skip inspection date*** field on the general screen of the contract. In the example provided during this section, the October 2012 inspection has already been performed and needs to be ignored by ACOWIN.

The above is an example of where to enter the 10/31/12 skip date on the general screen of the contract. By entering 10/31/12 into the "Skip Insp" field, ACOWIN will ignore any inspections that are scheduled to be created prior to that date.

Automatic Credit Card Processing for Contracts

If you are using an approved processor, ACOWIN will allow you to automatically charge a customer's credit card or deduct a payment out of their checking account (ACH) for their maintenance agreements. This can be done monthly, quarterly, annually, on a custom schedule, etc., but is typically done monthly. The process is very quick and easy. First you need to make sure that you have securely stored the customer's credit card number in the Customer File. Prior to adding a credit card to the customer file you must enter the X-Charge Setup information in the X-Charge Setup File in the Company Settings file.
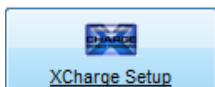
The X-Charge Setup file is located under Company Setup/Settings/X-Charge Setup. Enter the appropriate information in the fields and then click OK.

Storing Customer Credit Card for Auto CC Processing on Contracts
In order to store a customer credit card you must first use an approved processor. Please contact Team Management Systems, Inc. for information on approved processors.

The Credit Cards on File Screen is used to securely store any credit cards for automatic credit card processing, or customer banking and checking account information for making ACH withdrawals.

To associate a credit card to a particular customer you will need to pull up the Customer/Site Center in ACOWIN from the Main Menu and search for the appropriate bill to customer.

Once you have brought up the appropriate bill to customer, click the Credit Card Icon located on the left hand side of the screen, which will open the screen below.

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Add Credit Card When you click the Add Credit Card button, the following screen will appear. Enter the credit card number and expiration date. When you click the Process key, the system will connect to the credit card processors secure website and return an Alias Credit Card number.

Add Checking Account If you are going to process the payments from the customer's bank account, click the Add Checking Account button, which will open the following screen. Enter the Routing Number, Account Number and the Name on Account. Once you click the Submit button, an alias checking account number will be returned which will be used for future ACH payments.

Below is what the Credit Card on File screen will look like once you have added a credit card. NOTE: When the credit card processor verifies the credit card, it returns an "alias" to ACOWIN. ACOWIN can't see, nor pull up, the actual credit card number for future reference. ACOWIN will only be able to show you the type of card and the last 4 digits of the credit card number.

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Setting up the Contract for Automatic Credit Card Processing
After you have securely stored the customer's credit card or banking account information in the Customer/Site File, do the following:

- Bring up the Contract or enter the Contract to which you want paid via Automatic Credit Card Processing or ACH
- Go to the Billing Screen
- Click Edit
- Click the Automatic CC Hyperlink
- Place a Check Mark in the Auto CC field
- Select the credit card number from the drop down box (the last 4 characters of the CC number will be displayed)
- Select the date of the month that you want the charge to be made (1-28).
- Click the Hide Button

Processing the Automatic Credit Cards/ ACH Payments
Processing the Credit Cards is very quick and easy. You simply bring up a list of the contracts that need to be billed, create the invoices and process the payments in an easy to use processing Wizard. To process the credit cards and/or ACH payments, do the following:

From the Main ACOWIN Menu, click the Utilities button under the "Customers" Section.

Once you click on the utility wrench, the below pop up will appear. Simply click the Automatic Credit Card Processing hyperlink.

Once the Automatic Credit Card Processing link has been selected, the below pop up will appear.

- Click the Get List Button at the top right hand side of the screen. This will display a list of the Automatic Credit Card Contract Invoices that need to be created.
    a. Notice the Expiration Dates highlighted in Yellow. This indicates that the Credit Card is going to expire at the end of the current month. If the Expiration Date is highlighted in Red, then it indicates that the Credit Card has Expired. You can enter a new expiration date by going to the Customer File, clicking on the Credit Card Menu Option and editing the card on file.
    b. Notice the Expiration Date on the bottom line for customer "Kelly, Megyn", which is 12/00. This appears this way because hers is a checking account, which will be an "ACH" payment. Checking accounts never expire like Credit Cards, so if there is an expiration date that has passed, but it is not highlighted in Red, then you know that it is a checking account as opposed to a credit card.
- Click the Create Invoices Button on the bottom right hand side of the screen to create the invoices that appear in the list.
- Click the Next Button to continue.

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NOTE - If you do not want to process some of the invoices that appear in the list, simply remove the check mark at the beginning of the line item.

NOTE - If you forgot to run a prior month's Automatic Credit Card Processing, use the "Month" Drop Down at the bottom left hand side of the screen to select the most current month and click the "Clear" button. This will automatically remove the check boxes from all entries for that month. If you accidentally remove the wrong month, use the "Check" button to add check marks for the selected month. Always start with the most current month and work your way back when removing check marks.

- Click the Post Invoices button on the bottom right hand side of the screen. This will automatically process the credit card payments and if the payment is accepted, the invoice will be posted and the cash receipt generated. If a credit card is rejected, a message will appear in the Message column indicating why it was rejected.

ACH Payments (Automatic Withdrawal from Customer's Checking Account)
- Click the ACH Tab at the top of the screen.
- Click the "Get List" Button at the top right hand side of the screen.
- Click the "Process" button at the bottom right hand side of the Screen. This will submit the information to the bank, but does not instantly accept the payment.
- After 6 business days, you will need to go back into the ACH screen and click the Get List, Process and the "Post Invoices" buttons. This will check to make sure that the payment has NOT been rejected, and if so, it will post the contract invoices and create the cash receipts record.

NOTE - Unlike Credit Card payments that deposit the payments into your business bank account rather quickly (usually in a day or 2 depending on your processing agreement), ACH payments take several business days to clear. Therefore, the invoices are not posted until after 6 business days so that the bank has time to reject the payment if there are insufficient funds, or any other reason. After 6 business days, you **MUST** go into the ACH Payments Screen, click the Get List Button and then click the Process Button to make sure none of the payments were rejected. If any of the statuses are "Approved", click the "Post Invoices" button to complete the process. If any payments were rejected, the invoice will not be posted

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and you will be notified in the Message section of the ACH screen. NOTE 2 - Once a Status is "Submitted", clicking the "Process" button will not resubmit the payment; it will only verify the status of the payment with the bank.

ACH Statuses

Ready - This means that the invoice(s) have been created (Create Invoices button has been clicked on the Invoices To Be Created Tab), but have not yet been Processed (payment has not been requested from the bank account).

Submitted - The invoice(s) have been created and payment has been requested, but the payment has not been received.

Declined - This means that the ACH payment was declined, possibly due to insufficient funds, the customer cancelled the ability, etc. In this case, the invoice should be credited and appropriate steps should be taken to rectify.

Accepted - If after 6 business days, the invoice has NOT been Declined, then the status will show as Accepted. Once a status is Accepted, you need to *click the Post Invoices button to finish the process.*

If Using ACOWIN Accounts Receivables

If you are using ACOWIN's Accounts Receivables, then you are finished at this point. Clicking the Post Invoices button automatically posted them to A/R, and created the Cash Receipts. If you are using QuickBooks for your Accounting, please see the **Syncing to QuickBooks** section below.

Syncing to QuickBooks

After you have processed Automatic Credit Cards, or Posted ACH Invoices (at least 7 business days after processing ACH), you will need to sync the Invoices/Payments to QuickBooks. To do this, bring up the QB Sync Screen and place a check mark in the *Auto*

CC Payments check box and click Synchronize. This will automatically create the Invoices ***AND*** the Payments for you in QuickBooks. At this point, you are now done with the Automatic Credit Card Processing.
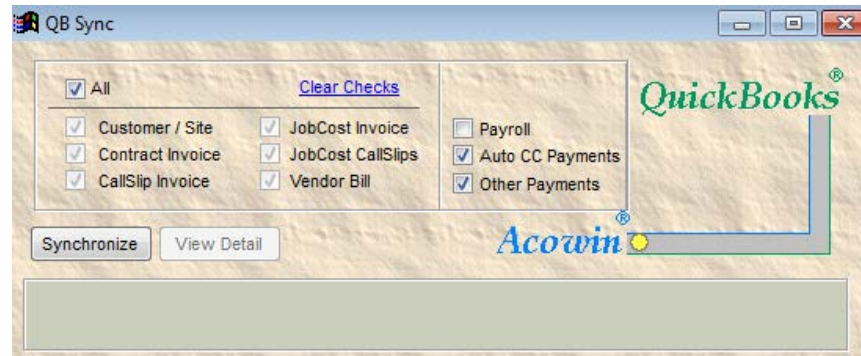
Automatic Contract Renewal

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 several 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. This report can be used to call the customers and encourage them to renew. If you export this report to Excel, you can use the data to merge with Microsoft Word and create renewal letters to send to the customers, or use it with 3rd party software such as Constant Contact (for example) to e-mail information to your customers.
- 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 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. The mailing labels can also be exported to Excel to be used for creating custom merge letters or with 3rd party contact software.
- Contract Labels, found in the Contract section of Reports. This option is similar to the mailing labels found in the Customer/Site Report, but does not include the customer E-Mail address in the export option, like the Mailing Labels.

This is the Mailing Labels report screen. In this example, labels are being run for all Contracts that will expire during the month of July 2015.

NOTE – Click the "Export to My Doc's" link at the top of the report(s) output to export the data from the report.

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:

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.

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- 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 of the Contract Type, 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. The following renewal it will renew for $363.00. This option is typically used for contracts that allow a specific increase from year to year, such as a government contract.

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.

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, and then select Mass Contract Renewals from the Utilities menu. The Mass Renewal screen is pictured below.

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.

Suggested Contract Renewal, Billing, and Inspection Monthly Procedure

When	Procedure	Where to find it
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

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	Run Inspection Call Slips for *current* 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 new Contracts	Create new Contract, create invoice with Single Invoice method, print invoice to send to customer, post invoice	Contracts File
End of month	Use Mass Renewal screen to renew all Contracts, if desired	Customer Utilities, Mass Contract Renewal screen
	Run Contract Expiration Report for *current* month, & contact customer 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.

NOTE 1 – When you enter a Dead Date, the system will automatically fill the original end date of the contract in the "Skip Insp" field. This will assure that the system does not create any more inspection slips for the contract, and remove the inspection dates from the Missed Inspection Report. If you still need to create inspection slips after the dead date (the customer is still owed an inspection based on what they have already paid), then change the "Skip Insp" date to the end of final month you want to create an inspection slip.

Note 2 - The system will not produce any *invoices* scheduled to be created *after* the Dead Date. However, if you are scheduled to create an invoice prior to the dead date, but you haven't, it will be created next time you generate invoices scheduled to be created prior to the dead date. If you want to be sure that invoices are not created, be sure to enter the Dead Date as the day before the contract started.

When you enter a Dead Date, you will be prompted with a "Yes or No" option. If you choose "Yes", the remaining balance to be billed *after* the dead date of the contract will be adjusted to zero and no further contract invoices scheduled to be created after the dead date will be generated (remember, contract invoices scheduled to be created prior to the dead date that have not been created will still be generated). If you choose "No", the remaining balance will

not be changed, and once the dead date has been reached, the system will generate an invoice for the remaining balance of the contract the next time Contract Invoices are created.

If the contract was set to "Auto Renew" and you enter a dead date, you will also be prompted if you want to remove the Auto Renew Setting. Be sure to answer "Yes" if you do not want a new contract to be generated after it has expired.

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 natural disaster
- A customer you set up as "Auto Renew" decided not to renew after all
- Contract was entered by mistake and needs to be voided

Job Costing (Project Management)

The Job Costing (Project Management) module of ACOWIN can be used to handle large projects that take a long time to complete, that you want to break down into multiple phases, could have multiple billings and the possibility of change orders (extras). 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 based on the estimate, 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 can bill the job through Invoices at any time, and you can apply costs to the job through Call Slips at any time. This is the most common type of job that contractors use.
- **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.)

Creating a New Job Cost Job
Go to the Job Cost File (Project Management), and click the New button on the Toolbar. A pop-up window will appear, asking for some crucial information about the new Job.

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.

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

You can click on the <u>Work Site</u> 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 can either choose a Job Type, or you can copy from an existing Job, if you are doing a similar job to one previously created (think track housing for example). **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 – as discussed above), the default list of Phases, text options for printed invoices, the mark–up percentages or margins that will be used to compute a suggested sale price, and the overhead percentages (if applicable for your company). 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, paying the warehouse staff, etc.. **NOTE –** The overhead % field is typically only used by companies doing a special type of accounting, which is often referred to as dual overhead. Most companies will leave the overhead fields blank, and just use the markup / margin fields. Your list of Job Types comes from **Setup / Subsystems / Job Types.** The setup screen is pictured below:

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. It is very rare that a job would have both sales AND use tax.
- A final Actual Sell price. You can complete the Job estimates on the Breakdown screen, and then come back later to see the computers 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.

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

Preparing a list of Phases and a Simple or Detailed Estimate

Every Job must be given at least one Phase, on the Job Breakdown screen. You can build a default list of Phases into every Job Type, which will automatically include them when creating a new job. The Phases can then be adjusted on individual Jobs.

 Click the Breakdown button to see the Breakdown screen.

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 simple or detailed estimate. A Simple Estimate allows you to enter a total number of hours and labor costs for the entire phase and/or a fixed Material Cost or the entire phase. A Detailed Estimate allows you to let the system calculate the labor hours and costs based on the number of hours and hourly cost you enter for different labor categories, and allows you to enter a detailed list of material and each items cost that you intend to use on the job.

Simple Estimate

To do a simple estimate, remove the check marks from the Mat and/or Lab fields in the "Calculate Estimate from Breakdown" section. This will allow you to manually enter a total number of hours, an estimated labor cost and/or an estimated material cost for the entire phase. This option does not require you to break down the hours based on the type of labor (Tech, Helper, Supervisor, etc.) and the total number of Regular Time or Overtime Hours estimated. It also does not require you to enter individual line items of Material. This option is good if you are using a 3rd party estimating program that gives you the information. Using this feature will not create Material Purchase Orders automatically if you do not enter a Material Breakdown.

		Estimate	JTD	Variance	% Complete
	Hours	120.0000	0.0000	120.0000	0.00
Calculate Estimate from Breakdown	Mat	8500.00	0.00	8500.00	0.00
	Lab	4560.00	0.00	4560.00	0.00
Mat ☐	Misc	0.00	0.00	0.00	0.00
Lab ☐	Total	13060.00	0.00	13060.00	0.00

Detailed Estimate

To do a Detailed Estimate, be sure to leave the check marks in the "Calculate Estimate from Breakdown" section for Mat and/or Lab. This will allow you to specify specific 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,** but can be overridden if necessary. If you have to constantly overwrite the costs, you should change the default settings. A single Phase can include labor, materials, or both on its estimate.

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

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.

Here's a closer look at the Labor breakdown. We've estimated four hours for a standard Tech1, plus four hours of Helper1 time.

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. **NOTE** – Free Key items will not be relieved from inventory and the costs will not transfer to Accounting.
- 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	List Cost	Src	Sell Price	Extension	
I	MAIN	BLT001	3L Type 36" Length	1	9.3100	9.3100	R	37.24	37.24	
V	Johnst_5	FIL001	Aprilaire #201	1	68.6500	68.6500	R	137.30	137.30	
2	Lennox_6		2 ton AC Install Kit	1	55.9500	55.9500	R	111.90	111.90	

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.

You can click the **Assembly** button to bring all the materials from a prepared Assembly onto the screen, as discussed in the Assembly section of this User Guide. Assemblies are defined in **Setup / Subsystems / Assemblies.**

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, as well as if this phase qualifies for Use Tax (tax paid by your company based on costs). The Schedule Date and technicians are optional, but if you provide them, the Call Slip generated for this Phase will automatically appear on the Dispatch Board on the given date and beneath the specified technicians, instead of appearing in the blue Unassigned column. **NOTE** – If you leave the scheduled date blank, the call slips will appear on the Dispatch Board the date you post the Job. 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.

The Call Slip for this Phase will appear on July 10, 2015, in the Dispatch Board columns for Bill and Jeff. Bill will serve as the technician, while Jeff will be the helper, as indicated by the Type field.

NOTE – Many companies will set up columns on their dispatch board for various phases, such as Rough, Trim, Finish, etc. They will then choose one of those as the Tech, so that the call slip appears under the column "Rough" (for example) for a particular day, since you may not know what technician(s) will performing the work at the time the job is created. You can

then move the card to the appropriate techs on the Dispatch Board when you know who you are going to assign.

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.

Use Tax

If you pay use tax, then you will want to place a check mark next to the type of costs to which you pay use tax. For example, if you only pay use tax on Material, and not Labor, place a check mark in the "Mat" field. This will calculate out the cost of the use tax based on your estimated cost for the phase, and be used in the Main Screen (General) of the Job to calculate the Estimated Sell price of the Job. The amount of estimated use tax will also appear on the Profitability screen. When material is applied to a job cost call slip, it will automatically calculate the amount of Use Tax based on the cost of the material. When you post the call slip, the use tax will appear on your Use Tax Report.

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

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, and then click the Post button. Posting the Job turns it from an Estimate to an Open Job.

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

Enter an Open Date, and 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 July 10th, 2015 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 July 10th, 2015, and you can see the "ROUGH" Task Code.

Job Cost Purchase Orders

Posting a Job also causes the system to produce Purchase Orders automatically, for any material added to the Phase Breakdown screen from a Vendor. 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 "PO's" screen of the Job. You can select a Purchase Order in the top part of the screen, and click the Detail button to see the full Purchase Order File entry, where you can print, e-mail, modify, or receive items on the P.O.
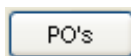
Click the PO's button to see the Purchase Order screen of the Job File.

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.

You can click the Detail button beneath the upper grid to see the full Purchase Order File entry for a P.O. You can also click the Detail button beneath the lower grid to see the Call Slip for the selected line.

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.

 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.

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In this example, the bottom two items – 2 units of a filter, and 1 unit of a pad – have already been "picked", meaning they were taken out of the warehouse and used on the Job. The first item, belt, 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, and will still show the remaining number as outstanding, but will turn the field green, indicating that has been filled.

 Click the Edit button to access the Picking Slip screen.

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 belt 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.

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 Cost 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 very similar to the way a normal service call slip 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 screen 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:

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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:

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, but you enter the amount you would like to bill on this screen. This amount will carry over to the Job Invoice when you are ready to create it. Here is what the Invoice screen of a Departmental Job Call Slip looks like:

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

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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.

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

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

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

| Detail | *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, or when you want the costs to date to be applied to the General Ledger. For example, if you have a 6 month long job, you will probably not want to wait until the end of the job to post all of the material costs. Therefore, you could post the call slip at the end of each month, and then create a new call slip for the next month. NOTE – The costs will be posted to the General Ledger based on the Date in the "Txn Date" field at the top of the screen. Be sure to verify that you have the correct date to which you want to post the costs to General Ledger in this field. If it is May 3rd, and you want to post your costs for a call slip to April, then you will need to change the date in the "Txn Date" field to an April date, such as April 30. Once the call has been posted, you will not be able to modify this date.

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.

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▶ *Select a Call Slip in the "Un-Posted" column and click the right-arrow button to move it to the "To Be Posted" column.* **Be sure to verify the "Txn Date" field prior to clicking the Save Button after you have moved the Call Slip to the To Be Posted Column!**

In this example, Call Slip 1025 has been moved into the To Be Posted column. This Call Slip is completely finished and ready to be closed out.

	UnPosted							To Be Posted		
B/X	Extra #	Call Slip #	Type	Phase	▲		B/X	Extra #	Call Slip #	▲
B		1026	C	INSTALL			B		1025	
B		1027	C	START						
B		1028	C	CLEANUP						

Add   Detail

▶ ▶▶ ◀ ◀◀

💾 *When you click Save, any Call Slips in the To Be Posted column will be posted, and moved to the Posted column. The posting date will be based on the "Txn Date" at the top of the screen.*

Job Cost Direct Charges
The Direct Charge screen allows you to directly add costs to the Job without creating a Purchase Order, using a Call Slip or entering Dispatch times. Direct charges can be applied to 3 different categories, Material, Labor or Miscellaneous Costs, to either the Base Job or any Extra for the Job. You access the Direct Charge file by clicking the Direct Charge button at the bottom of the Job to which you want to add costs.

Some possible uses for a Direct Charge would be:
- Back Loading on going jobs when you first start using ACOWIN
- Recording labor costs if you are not dispatching your technicians to the Job Cost Call Slips
- Recording Labor Costs if you are paying technicians based on Performance Pay and want the costs reflected on the job
- Recording allocations of any NON-PO invoice from vendor bills, such as cell phone bills, fuel costs, electricity for job sites, etc.
- Recording payroll costs for office staff that is not dispatched to the job
- Correcting data entry errors where costs may have been applied to the wrong job

Adding a Direct Charge
- Bring up Job to which you want to add a Direct Charge
- Click Direct Charge button from the Menu Bar at the bottom of the screen
- Click the Add Button
- Select the Date for which you want the Direct Charge Applied Against
- Select if the Direct Charge is for the Base Contract or an Extra
- Select the Labor, Material or Misc. Charge tab, depending on the type of Direct Charge you want to enter.

Adding a Labor Direct Charge
- Select the Labor Tab
- Select the Phase from the Drop Down Menu
- Enter a Description of the Direct Charge being added. If you leave it blank, then it will default to the word Labor when you save it.
- Enter the Direct Charge Hours
- Enter the TOTAL cost for the labor - the system will NOT calculate the Cost by multiplying the Hours Times the Labor on a Direct Charge - the labor cost is the full cost associated with the direct charge.
- If the Job is set up for Use Tax, then you can choose whether or not the Cost should be subject to Use Tax. If it is, then the system will calculate the Total Cost by the Use Tax percentage and add it to the Total Cost.
- When finished entering the fields, click the "Apply" button
- If you are completely finished, click the Save & Post button at the bottom of the screen. If you need to add additional charges, repeat the same process. If you want to add a different type of Direct Charge (Material or Misc.) on the same record, select the appropriate tab at the top of the screen and continue entering the charges.

NOTE – The labor charges and hours entered in the Direct Charge will not affect payroll or be carried over to the QB Payroll Processing screen.

Adding a Material Direct Charge
- Select the Material Tab
- Select the Phase from the Drop Down Menu
- Enter a Description of the Direct Charge being added. If you leave it blank, then it will default to the word Material when you save it.
- Enter the TOTAL cost for the Material
- If the Job is set up for Use Tax, then you can choose whether or not the Cost should be subject to Use Tax. If it is, then the system will calculate the Total Cost by the Use Tax percentage and add it to the Total Cost.
- When finished entering the fields, click the "Apply" button
- If you are completely finished, click the Save & Post button at the bottom of the screen. If you need to add additional charges, repeat the same process. If you want to add a different type of Direct Charge (Labor or Misc.) on the same record, select the appropriate tab at the top of the screen and continue entering the charges.

NOTE – The Material Direct Charge will not affect the General Ledger at all. It is strictly to apply costs directly to a job without using a PO, Material from Inventory, etc.
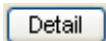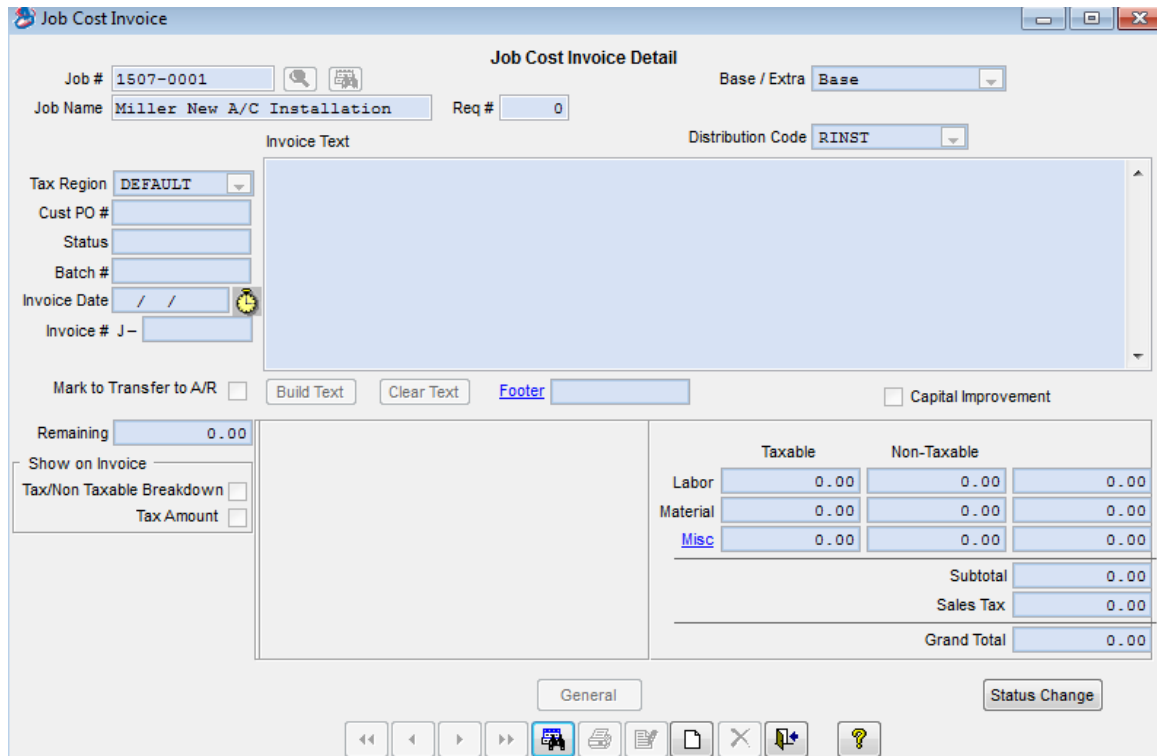
Adding a Miscellaneous Direct Charge
- Select the Misc. Tab
- Select the Phase from the Drop Down Menu
- Enter a Description of the Direct Charge being added. If you leave it blank, then it will default to the word Misc. when you save it.
- Enter the TOTAL cost for the charge

- If the Job is set up for Use Tax, then you can choose whether or not the Cost should be subject to Use Tax. If it is, then the system will calculate the Total Cost by the Use Tax percentage and add it to the Total Cost.
- When finished entering the fields, click the "Apply" button
- If you are completely finished, click the Save & Post button at the bottom of the screen. If you need to add additional charges, repeat the same process. If you want to add a different type of Direct Charge (Labor or Material) on the same record, select the appropriate tab at the top of the screen and continue entering the charges.

NOTE – Miscellaneous Charges will not affect the General Ledger at all. It is strictly to apply costs directly to a job without using a PO, Material from Inventory, etc.

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.*

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.*

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 on the left. You can click on the Build Text button to create body text for the invoice, if you plan to print or email it. The default text menu choices come from the Job Type, but you can change them on individual invoices if desired.

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

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Build Text   *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

☑ Misc Codes   ☐ % Work Complete

Cancel   Ok

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

Job Cost Invoice Detail

Job # 1507-0001   Base / Extra Base
Job Name Miller New A/C Installation   Req #   1

Invoice Text   Distribution Code RINST

Tax Region Comm TA

Cust PO #

Status Created

Batch #

Invoice Date 07/10/2015

Invoice # J –

Job Name: Miller New A/C Installation

Billed To: Miller, Stephanie   Service At: 9371 Cypress Lake Drive

Base/Extra Contract Amount: 7500.00

Amount Previously Billed: 0.00

Mark to Transfer to A/R ☐   Build Text   Clear Text   Footer JOBCOST   ☐ Capital Improvement

Remaining   7500.00

Show on Invoice
Tax/Non Taxable Breakdown ☐
Tax Amount ☐

	Taxable	Non-Taxable	
Labor	0.00	1000.00	1000.00
Material	500.00	0.00	500.00
Misc	0.00	0.00	0.00
Subtotal			1500.00
Sales Tax			41.25
Grand Total			1541.25

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   Add / Remove

CallSlip #	Phase	Billed Amt
1034	INSTALL	2500.00

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.

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

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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.

Here's a completed Time & Material Job Invoice, billing a single Call Slip for $2500.00 plus $206.25 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 or email 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 Exporting to Your Accounting Software section.

 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.

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.

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Job Cost 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, and 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.
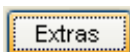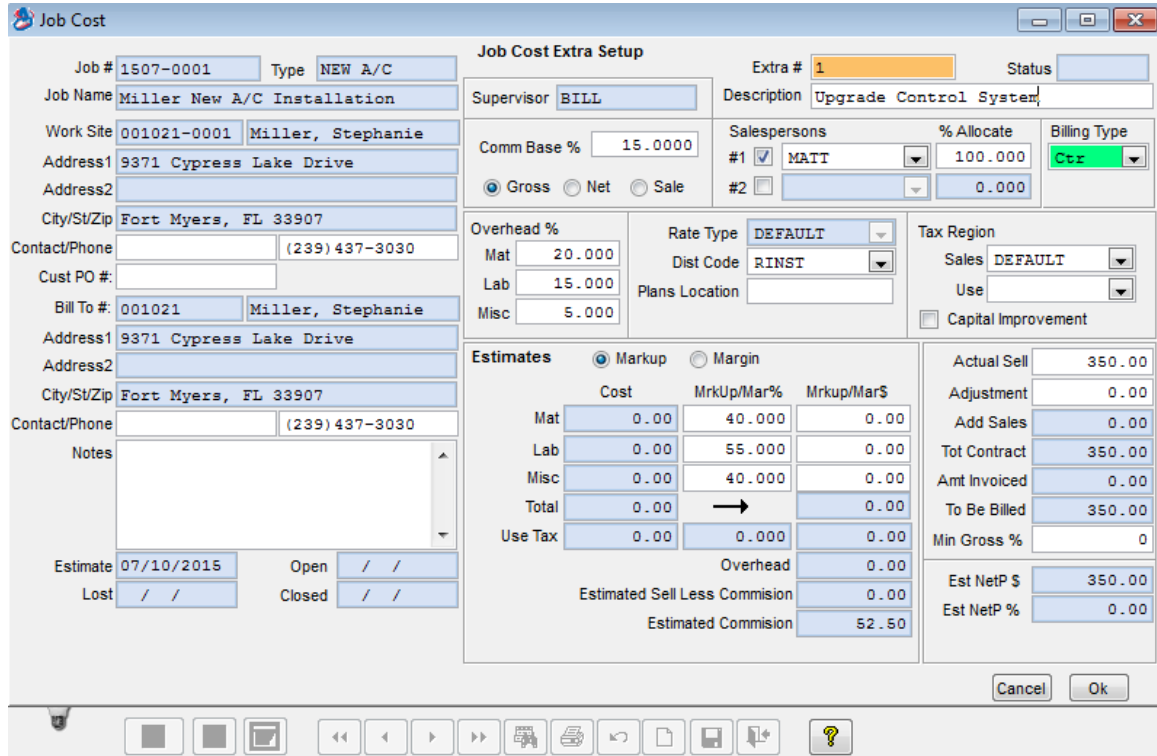
Click the Extras button to view the Extras Screen of the Job File.

Click the Edit button to work on the screen.

The Job Cost Extras screen looks like this.

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

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 the Add button beneath the bottom grid to assign at least one Phase to the Extra. 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.

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 (the same as you would for a regular job).

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

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 at the top of the Extras screen, enter an Open Date, and click the Post button. The Extra will create Purchase Orders (if applicable), a Picking Slip (if applicable), 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.
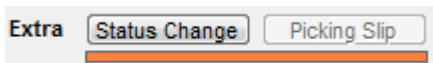
 Click the Status Change button to post an Extra.

 Provide an Open Date, and then click the Post button. The Extra will generate Call Slips, Purchase Orders, and a Picking Slip when you Post it.
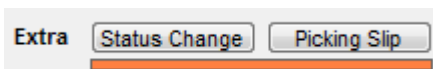
 You can review the Picking Slip for an Extra by clicking the Picking Slip button on the Extras screen.

 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 costs or billings 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".
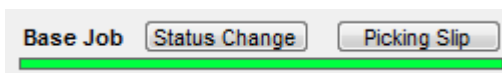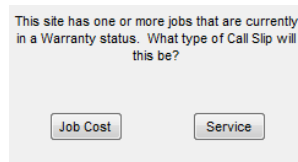
 To close a Job, click the Status Change button at the top of the Breakdown screen.

 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 costs need to be applied to the Job.

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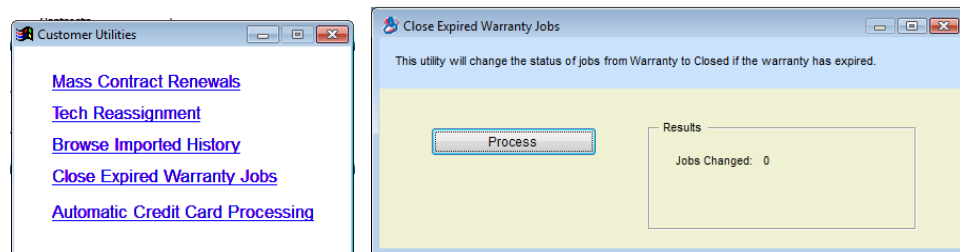
Job Warranties: After you have closed a Job, you can set up Warranty coverage. Provide a Warranty Expiration Date, and then click the Warranty status button.

As long as a Job has the Warranty status, you can create new Call Slips to handle warranty costs against the Job. 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. This utility should be run at the end (or beginning) of every month. 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** - 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. It simply changes the status of the Job from Warranty to Closed, if the expiration date has surpassed.

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

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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.

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.

Job Costing Quick Review		
Action	**When to perform**	**How to do it**
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 **not** 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 (Change Order)	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

Inventory

The Inventory module contains specifications for every part in your warehouses and trucks, including part numbers, model numbers, unit costs, and brand names. You can add things to the Inventory database even if you don't actually keep them in stock, in order to maintain detailed information about them and track their costs. You can think of your Inventory database as a price list.

Every part in the Inventory database is assigned a **Key Code**, an internal part number that clearly identifies the item within your system. Sometimes different parts are assigned similar part numbers by their manufacturers, but the Key Code is always unique. Key Codes are the ideal way to look up parts on Call Slips or Purchase Orders - if you know the Key Code, you can instantly look up the part by typing the short code, with no risk of selecting the wrong part. It can be helpful if your technicians carry printed parts lists, or you attach labels or barcodes to the parts, so they can easily find the part in ACOTRUCK, or write down their Key Codes on service paperwork, if you are still doing paper invoices in the field.

Inventory tracks three important costs for each item:

Last Unit Cost, which is the last price you paid for the part. The computer automatically stores the Last Unit Cost from each Vendor on the Vendor screen of the Inventory File, based on the Purchase Order.

Average Unit Cost, which is the calculated average value of the item, based on all quantities ordered and sold. It fluctuates as new Purchase Orders are received and their prices are factored in. The relative quantity ordered at each cost plays a part in the calculation - a very small quantity ordered at a high price will have scant effect on the Average Cost of a part if you've got hundreds of units in stock at the lower price. Average Cost is used for costing purposes on Call Slips when profitability is calculated and for transferring to the General Ledger in Accounting.

List Cost is used solely for computing the sale price of the parts when they're sold on Call Slips. The List Cost is meant to represent the "book", or standard, cost of the part, according to standard vendor catalogs. List Cost doesn't fluctuate the way Last Cost or Average Cost does, so your sale prices don't change as a result of minor variations in prices paid to your vendors.

Creating New Inventory Items

To create a new Inventory item, click the Inventory button on the ACOWIN Main Menu, and 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
- Last Unit Cost
- List 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.

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 and is also used for General Ledger if you are tracking inventory. 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. Now let's say that you get a great deal on that same item from the vendor, and it reduces your Average Unit Cost from $9.15 to $7.50. The system will still use the $10.00 List Cost for your markup, giving you an even better margin.

If you want, you can 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. An example where you might use a fixed Unit Sell Price could be Filters. Since customers can buy filters at the big box stores fairly inexpensive, you may need to sell yours at a fixed sell price in order to compete.

NOTE – You can have different sell prices for each warehouse and/or truck stock if you desire. For example, if you sell the filter mentioned above from the warehouse, you might have a fixed sell price, since the customer probably walked into the office to purchase, and may know how much they sell for at the big box store. However, you might want to use your normal markup if the item was sold from the truck inventory, since the technician, in a sense, had to deliver the filter to the customer while on a service call.

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.

Once the new inventory item has been entered and appropriate stock locations selected click save.

Stock Count Screen

Stock Count   The Stock Count screen shows you how many units are stored in every warehouse and truck. You can adjust the quantity in the "MAIN" warehouse or truck location from here. The Stock Count screen also includes a field called Unit Sell, which can be used to fix an unchanging sale price for the item, rather than allowing the computer to calculate sale prices using List Cost and each customer's material markups. **NOTE** - It is possible to have a different "Fixed" sell price for each inventory location - both warehouses and trucks. Simply select the location from the grid on the right, remove the "Use Default" check box and enter the Unit Sell Price for each individual location, several locations, one location, etc.

This screen is also used for setting up the Minimum and Optimum quantity of the item you would like to have in each warehouse or truck stock. You can run reports based on Optimum and Minimum Quantities to know how many of each item you need to get back to your optimum quantity. These fields are also used for the automatic transfer of inventory to a particular location.

This screen can also be used for manually adjusting the inventory quantity in each location. To change the quantity, click edit and select the location on the right hand side of the screen. Modify the quantity (or any other information for that location) and then click the next location and do the same. When you are finished, click Save.

NOTE – Manually adjusting the quantities in this screen *DO NOT AFFECT GENERAL LEDGER!* You will need to manually make a Journal Entry in your Accounting system to reflect the changes to the general ledger. If you are going to make manual changes, you should run your Inventory Evaluation Report (Reports / Inventory) before making any changes and again after making your adjustments. Then make a Journal Entry to adjust your inventory account by the difference.

Vendor Screen

Vendor   The Vendor Screen lists every Vendor you have purchased the item from, and the most recent price paid to each. The computer uses these prices by default

when you issue a new Purchase Order to a listed Vendor. You cannot make any changes to this screen, but you can scroll up and down the list to review the pricing information. The Vendor screen is depicted below.

Vendor Part Number

If you purchase the same item from multiple vendors, and they each have their own unique part number and/or description, you can record the vendors part number and/or description in the system. This will allow you the option to include the vendor's part number and/or description on printed (or emailed) purchase orders. To record the vendor's part number, select the vendor from the list on the Vendor Screen in the Inventory file and click Detail. Click the Part Number button at the bottom of the screen, click edit and add any in-house part numbers and associate the vendor's part number and description. When finished, click the save button to record the changes.

If the vendor does not appear on the Vendor Screen of the Inventory file, it means that you have not purchased that item from that vendor in the past. If you still need to associate a part number with a vendor, go to the Vendor file from the main menu, look up the vendor you would like to associate a part number with and select the "Part #s" button at the bottom of the screen. This is the same screen that the Inventory file would have taken you to.

Serialized Inventory Screen

This screen is used for Serialized Inventory. You can activate serial number tracking for an item by placing a check mark in the "Serialized Item" box on the Main Inventory Screen. Once you've made a part into Serialized Inventory, you will need to provide a serial number for each unit you have in stock, and for every unit you receive on a Purchase Order. When you sell a Serialized item on a Call Slip or Job, the computer will ask you to specify which serial number is being sold.

The Serialized screen displays information about the serial numbers on file for the selected item.

Serial Number Detail Screen

This screen can be directly accessed from the Serial Number Screen in Inventory, or from the ACOWIN Main Menu, using either of the buttons pictured above. It also appears when you select a unit on the Serialized screen of the Inventory File, and then click the Detail button. The Detail screen offers a great deal of information about the serial number, including its current location, either stored in one of your Inventory locations, or installed at a customer's business or residence.

Although Serialized Inventory is typically added to Inventory through Purchase Order Receiving Slips, you can manually add Serialized Inventory by clicking on the New button to add a new serial number to the file. This will increase the Quantity in Stock for the serialized item. In fact, adding new serial numbers is the only way to *manually* increase the quantity of a Serialized Inventory item.

This special button, located next to the Toolbar at the bottom of the screen, controls the behavior of the "New" button. By default, clicking the New button adds a single new serial number to the file. If you wanted to add another serial number, you would need to Save the record and click the New button again. However, if you click on this button, the system will switch to "Add Multiple" mode, in which a new record is added automatically as soon as you click Save to finish the old one. The computer will continue to feed you new records until you either toggle back to the normal "Add Single" mode, or click the Revert button. The Add Multiple mode is very handy when you're setting up a new Serialized Inventory item, and you have a lot of serial numbers in stock that need to be entered in the computer - it can save you quite a few button clicks.

When you toggle to Add Multiple mode, the toggle button will change to look like this. Clicking the button again will switch back to the traditional Add Single mode.

The **Status Change** Status Change button allows you to manually alter the status of a serialized unit. The Status field normally changes in response to actions taken on Purchase Orders and Call Slips - you order a serialized unit from a vendor, receive it into Inventory, hold it for a while, and eventually sell it on a Call Slip. Changing to the "Available" status will put the unit back in stock and increase the Inventory quantity; the other Status Change choices all remove the unit from Inventory and reduce your Quantity in Stock. When you click on the Status Change button, you're presented with the following list of manual Status levels:

- **Manual Sold** allows you to manually mark a unit as sold. This could be done to correct a mistake, or to account for sales that were not entered in the ACOWIN system as Call Slips.
- **Lost** can be used for units that have disappeared from your inventory without explanation. If you perform a physical count and some of your serial numbers are nowhere to be found, you can mark them as Lost.
- **Destroyed** can be selected for units that have been physically destroyed or dismantled for parts.
- **Manual Delete** can be used to remove a serial number for a reason that isn't covered by Manual Sold, Lost, or Destroyed. One good example would be getting rid of a serial number that was entered by accident, and was never really part of your inventory.
- **Available** places the unit back into your inventory and increases the Quantity in Stock. You could use this status to correct an item that was accidentally marked sold, lost, or destroyed.

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 – Add Warehouse and Add Truck. You can also add Warehouses and Trucks from the Setup / Subsystems / Warehouses or Trucks options.
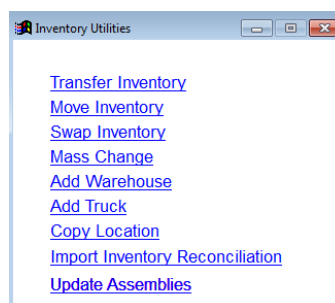
Warehouses ask for only a name and address, while trucks need only a name. Notice that in addition to the Truck Number, the tech assigned to the truck was also used as part of the Truck Warehouse Code. This can be changed if a different tech takes over that truck.

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, and 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 TR001. 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

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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 TR001 to Truck TR002, then all units of item ABC123 will be taken out of truck TR001 and placed in truck TR002. The Swap screen allows you to trade **all items** between any two locations, for example if you have a new van and are retiring the old van. 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, the distribution of these 8 belts have been split at the bottom of the purchase order to received 5 of those belts to the Main Warehouse and the other 3 belts to a truck "TR001". See Purchase Order section of User Guide for more detail on splitting distribution of items ordered.

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. When you select an inventory location on a call

slip, it will be repeated on each line automatically when adding additional items to the Call Slip. If you want an item to come from a different location, then manually change the Location for that line item. **NOTE** – When adding an inventory item to the Call Slip screen, you will see the List Cost on the Material screen, since that is what is used for the material markup. If you would like to see the Actual Cost of the item, you can click the "Detail" hyperlink at the top of the material grid and slide the slider bar at the bottom of the screen to display the Actual Cost fields.

Running the ReStock Inventory Report: You can click Reports / Inventory / ReStock Inventory (or the Restock Inventory w/ BarCodes in the same location) 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. **NOTE** – If you print the Restock Inventory w/ BarCodes report, then you can use a barcode reader on the Purchase Order to scan the Key Code from the report into the PO. This could save you a considerable amount of time if you are ordering many items on the Purchase Order.

| 07/20/2015 | 12:30 pm | | Inventory ReStock Report | | | | | | Page 1 of 1 |

☐ Items Less than Minimum   ☐ Combine Locations   ■ Items Less than Optimum

Location >= Main AND Location <= Main

Location

KeyCode	Description	Vendor	Actual Cost	Quantity	Minimum	Optimum	Short
MAIN							
BLT001	3L Type 36" Length		9.31	0	6	6	6
CAP004	10 Mfd 370V Capacitor		6.09	0	5	5	5
ELE003	60A 1 ph Fused Disconnect		31.60	0	4	4	4
FIL124	20x25x1 Electrostatic Filter		117.61	0	2	14	14
PAD006	36"x36"x3" Plastic Pad		108.40	0	10	10	10

Best Practice for Creating Truck Inventory

Creating Truck Locations
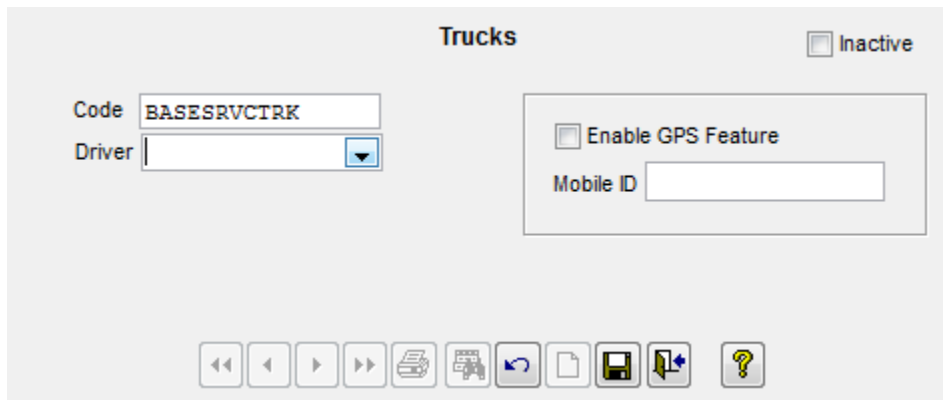
If your company has multiple Service and/or Installation trucks, it is recommended to create a base truck for each type of truck you may have. For example most companies have service trucks, as well as install trucks. Therefore, if you set up a service base truck and an install base truck, you can use those to copy a standard inventory list to each truck.

Click on the Utilities Wrench found in the Inventory Section of the Main Menu in ACOWIN.

Add Truck   Click on the Add Truck Hyperlink to create a new truck location and then type in the truck name you need to create under the code field. Make sure to create a truck location for BaseSrvcTrk and BaseInstTrk. Once you have entered the Truck Name in the code field, click the save button, and then click the new page to enter the next truck location. Continue until all truck locations are entered.

Above is example of the BaseSrvcTruck entry added into the Add Truck Screen

Adding Inventory Items to your Base Truck Locations
In order to use keycodes from the truck location and/or issue purchase orders for the keycode items to the truck location you must first assign the keycodes to that truck location. You only want to assign the keycodes that are physically stocked on the truck.   Typically not every item that is in your database under the main warehouse is physically on the truck. When using Base Trucks as a template, only include the items that are included in all of your trucks. If certain trucks carry additional items that aren't standard on the rest of your trucks, you can manually add those items to the appropriate trucks.

Click on the Utilities Wrench found in the Inventory Section of the Main Menu in ACOWIN.

Transfer Inventory Click on the Transfer Inventory Hyperlink and then click edit on the Transfer Inventory pop up screen.

Source [_____▼] In the top left hand corner you will see a drop down for the Source Location. If you click on the drop down box it will show a list of all of your locations. Source location indicates where the keycodes are COMING FROM. When setting up a truck your Source location will typically be the Main Warehouse.

Destination [_____▼] In the top right hand corner you will see a drop down for the Destination Location. If you click on the drop down box, it will show a list of all of your locations. Destination location indicates where the items (keycodes) are GOING TO. When setting up your truck inventory, we recommend that you setup the base truck locations first and then you will have the option to copy locations. Therefore, the Destination should be either your BaseSrvcTrk or BaseInstTrk (as discussed above), depending on which one you are setting up.

Above is Example of setting up the BaseSrvcTrk, choosing the Source of MAIN and the Destination of BASESRVCTRK. Note: Once the Source of Main is Selected all keycodes that reside in Main show up in the keycode grid on the left hand side

Search [_____] Now you can start type the first keycode that you would like to reside on the BaseSrvcTrk or BaseInstTrk location. As you start typing it will scroll through the list of keycodes in the Source Location (MAIN).

[▶] Once you have the proper keycode selected, click the single blue arrow to assign that keycode to your Destination Location. Be sure to leave the quantity as "0" if you are setting up a base truck. You will continue to search for each keycode, clicking the single blue arrow each time to assign that keycode to the Destination Location. Once you have all keycodes that you want assigned to the Destination Location, click save.

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NOTE – Be careful not to click the Double Blue Arrow. Clicking the Double Blue Arrow will copy every item from the list on the left (Source) to the Destination Location.

Above is Example of Keycodes now assigned to the Destination Location of BASESRVCTRK. Note: Do not enter a quantity in the Qty. to Move field this step is to only assign the keycodes to the Destination Location.

Setting Minimum and Optimum Quantity for Base Trucks
After you have transferred the appropriate keycodes to your "BaseSrvcTrk" and/or "BaseInstTruck" you can set the minimum and optimum quantities for those locations.

Click on the Inventory Icon found on the Main Menu of ACOWIN. This Icon is where your inventory database resides.
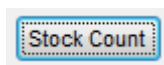
Click on the Stock Count Tab. This tab is where you can enter the minimum and optimum quantities for each keycode.

Click on the Search (Binoculars) and search for the first keycode that you want to set minimum and optimum quantities for your base truck location.

Once you have the appropriate keycode selected, click edit and select the Base Truck Location found in the grid toward the top right of the screen (important to select the actual truck locations because it defaults to the main warehouse location).

Example of the location grid found on the stock count screen of an inventory item. Note: The Truck Location is Selected

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Min Qty [0]
Optimum Qty [0]

Once the appropriate truck location is selected, you will find the Min and Optimum Qty in the bottom left hand corner. Simply type in the minimum quantity (when the truck falls below this quantity it will show up on a re-stock report). Then type in the Optimum quantity (when you re-order stock for this item this is the largest amount you would want on the truck location). The Optimum Quantity will be used for the system to determine how many of a particular item you will need when running re-order reports or automatically restocking a Truck from a "Source" location.

Above is Example of the Inventory Stock Count Screen w/ the BASESRVCTRK selected and the Minimum and Optimum Quantity entered.

Once you have set the minimum and optimum quantities for this particular inventory item, click save and search for the next inventory item. Continue the above process until all inventory items that reside on your base truck have the minimum and optimum quantity filled out.

Copying Location to other Truck Locations

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Once you have set your minimum and optimum quantities for both of your base trucks (if appropriate), you can simply copy the base locations to a "REAL" Service Truck, which will copy all keycodes, minimum, and optimum quantities to the "REAL" Service Truck.

Click on the Utilities Wrench found in the Inventory Section of the Main Menu in ACOWIN.

Copy Location Click on the Copy Location Hyperlink and click the Edit button on the Copy Location pop up screen.

Source [▼]   Enter the inventory location from which you want to copy the inventory from (Basesrvctrk for example).

Destination [▼]   Destination Location will be the "REAL" Service Truck you are wanting to setup with standard inventory.

Above is Example of the Copy Location Utility. With the selections that are made once you click save the "TRK 1" Location will have all of the same keycodes, minimum, and optimum quantities as the "BASESRVCTRK"

After you save the copy location feature, the stock count screen for the particular keycodes that are assigned to the truck will list both the "BASESRVCTRK" and "TRK 1" w/ minimum and optimum quantities.

Above is the Example of the stock count screen for an inventory item after the copy location utility was run. Note: Now you can see "TRK 1" in the Location grid and the minimum and optimum quantity is filled out.

Continue to perform the copy location feature until all locations have been setup.

Entering Physical On-Hand Quantities to each Location in ACOWIN
Once you have each location setup, you are ready to perform the actual physical inventory count of each location. ACOWIN has a physical count report you can run that can be printed to hand write the quantities on hand for each keycode. This will assist in making the data entry into ACOWIN easier.

Running Physical Inventory Report Count Sheet

Reports   Click on the Reports icon found on the Main Menu of ACOWIN
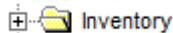
⊞ 📁 Inventory
Click on the Plus Sign next to Inventory then select the Physical Inventory report and click next

   Click on the select for drop down box and choose location

   Select the Equals Option and enter the location name in the "From" box for the location for which you are wanting to generate the physical inventory report. Make sure that the location name is entered exactly as you typed in the Add Truck Utility. Once you have the proper location entered in the "From" box, click the

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single black arrow to put your selection into effect, and click run. Once the report is generated, it will pull up on the screen and you can find a print button in the top left hand corner.

Once you have actually performed the physical count, it will be necessary to enter the actual on hand quantity for each keycode and location into ACOWIN.

Click on the Inventory Icon from the Main Menu of ACOWIN
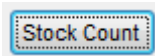
Click on the Stock Count tab in the Inventory file, and select search to search for the first keycode item on the report for which you need to enter an on-hand quantity.

Once you have the appropriate keycode pulled up on the screen, select the location in the right side location grid.

Once you have selected the appropriate location, enter the quantity into the "Quantity in Stock" field. Then select the next location and enter the Quantity in Stock for that particular location. Continue until all quantities are entered for that keycode's locations and click save.

Continue the above process until all on hand quantities are entered for all appropriate keycodes and locations. **NOTE** - The base truck locations should never have a physical on-hand quantity, since they are simply listed for future use of creating new trucks.

Above is the Example of the Stock Count screen with the appropriate Quantity in Stock entered for each location.

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You are now complete with the inventory setup and count, and can start utilizing inventory properly. If a technician uses an item off of their truck, be sure to select their truck location and enter the appropriate keycode that was used on each call slip. When inventory is purchased, enter and receive purchase order to the location for which the item is being purchased.

Assemblies

An Assembly is a list of materials which has been prepared in advance. They provide a valuable shortcut for completing the Call Slip Materials screen, writing Purchase Orders, and preparing material estimates for Quick Quotes and Jobs. When you select an Assembly, all of its included materials are brought onto the screen at once. For example, if the installation kit for an air handler includes 20 items, and this kit was set up as an Assembly, selecting the kit would bring all 20 items onto the screen. This is faster and more accurate than selecting each of the twenty items, one at a time. **NOTE** – Assemblies are not available in ACOTRUCK.

Assemblies are created in Setup / Subsystems / Assemblies. Each Assembly is assigned a Code, and optionally a brief Description. The rest of the screen is used to list the materials that will be part of the Assembly. Both Inventory parts, and non-stock items, can be used.

The **Cost** column for Inventory items will display a View hyperlink, instead of a cost amount. This is because current Inventory data supplies the cost for these items, each time the Assembly is used. Click the View hyperlink to see the Inventory File entry for each item, where you can review the cost amounts.

- Call Slips and Quick Quotes use the current Average Cost of each item.
- Purchase Orders use the Last Unit Cost paid to the selected Vendor. If the item has never been ordered from that Vendor before, the Last Unit Cost from the most recent Vendor will be used.
- Job Costing (Project Management) uses the current Average Cost for Inventory items, or the same rules as Purchase Orders for items obtained from outside Vendors.

Assemblies can be selected in the following locations, using the button pictured to the left: Call Slips, Materials screen; Purchase Orders; Quick Quotes; and Job Costing, Breakdown screen, Phase Detail window. In each case, selecting an Assembly brings all of its component items onto the screen.

If a quantity greater than 1 is specified, the Assembly quantities will be multiplied appropriately. For example, if the Assembly calls for 3 pounds of refrigerant, and a quantity of 2 is specified for the Assembly on a Call Slip, a total of 6 pounds of refrigerant will be brought onto the Call Slip.

Exporting to Your Accounting Software

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. NOTE – If you are using ACOWIN version 5.10 or later, you can set up ACOWIN to automatically create payments in QuickBooks if the payment is applied to a Call Slip prior to posting the Call Slip. This feature is very useful for ACOTRUCK users.

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. If you re exporting your accounting data, 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 (one at a time) = 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.
- Call Slips (all in a batch) = Click the Status Change button on the Call Slip, click Ad Mark under the Transfer to A/R Flag and then perform "Process Completed Invoices" step on the Service Invoice Steps Menu after you have marked a bunch of Call Slips.
- Contract Invoices (one at a time) = locate the invoice on the Invoices screen of the Contracts File, and 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) = perform "Process Completed Invoices" step 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:
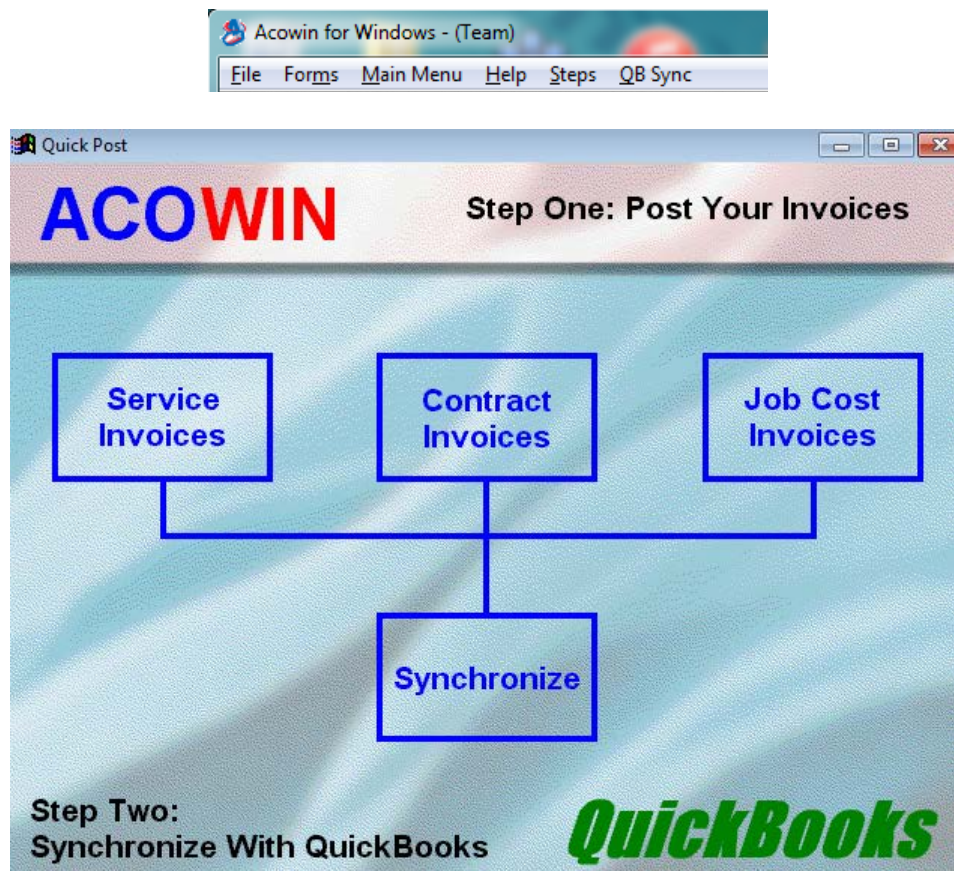
Select the button in the top row that corresponds with the type of invoices you want to synchronize. Service Invoices are the most common type, and will probably be completed daily. Contract Invoices tend to be created at odd intervals, when people buy new Contracts, plus a large number of scheduled 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:
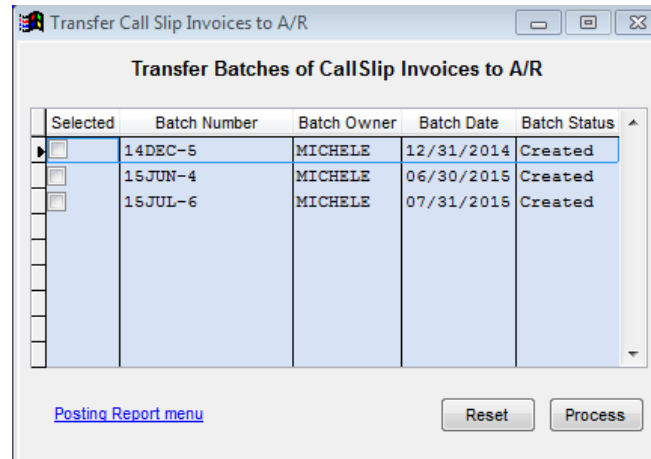
All of the invoices you have posted for the month, that have not been previously transferred to accounting, will appear in a "batch". The Batch Number includes the month it is associated with, based on the invoice date. If you have more than one batch for the same month, you can select them all at once. Place a check mark next to the batches you want to transfer, and 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.*
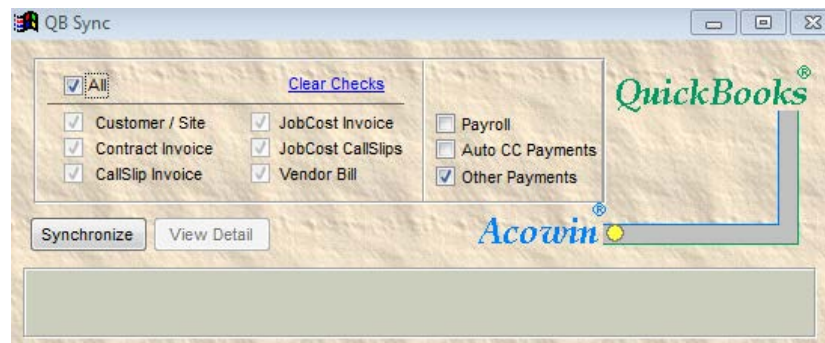
Assuming the Synchronize process runs successfully, the invoices (and possibly payments applied to the call slip if you have that feature set up in ACOWIN) will appear in QuickBooks, distinguished by the "ACOWIN Invoice" name on each line item. ACOWIN invoices always have numbers that begin with "S" (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 not applied to the call slip prior to posting (if applicable), 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 customers and 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.
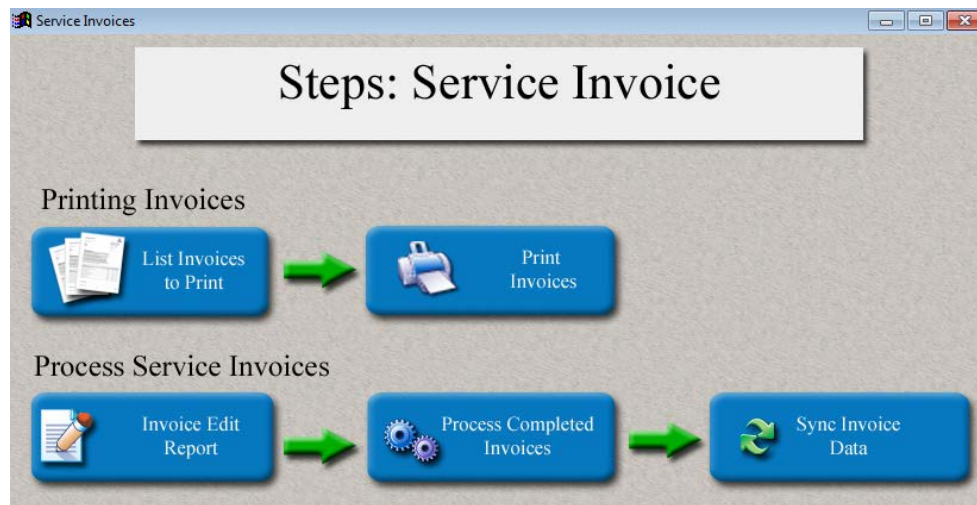
If you post your Call Slip invoices one at a time, using the Post Call Slips button on the Status Change menu, you can proceed directly to, "Process Completed Invoices option." If you mark your Call Slip invoices for transfer to A/R, but don't post them individually, you can batch them all together as a group with, "Invoice Edit Report." The main reason to consider batching the invoices as a group is that the Invoice Edit Report generates a printed Edit Report, summarizing all the invoices in the batch, which you might find useful to keep for your records. It also gives you the ability to remove an invoice from the batch and make changes if you notice an error on the report, or an invoice that should not be included. After Invoice Edit Report is done, you can continue to "Process Completed Invoices".

Process Completed Invoices 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. Process Completed Invoices produces no printed report - it will simply inform you when processing is complete, so you can move along to Sync Invoice Data. If you would like to see a report of the invoices that were processed, click the "Posting Report

Menu" hyperlink at the bottom of the screen and run the "Call Slip Posting Report by Batch" report (which will be automatically selected).
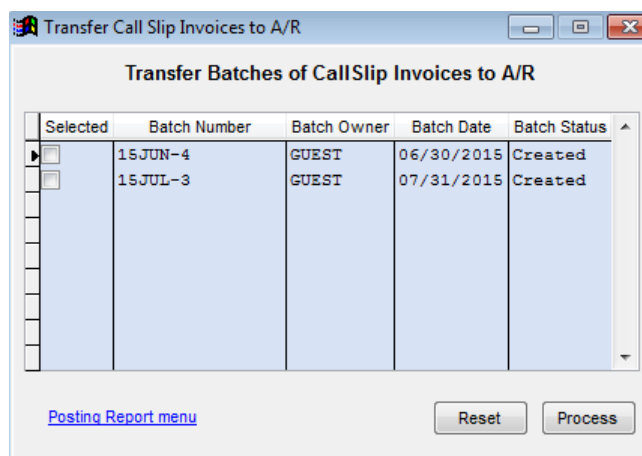
"Sync Invoice Data", opens a screen that lets you select one or more posted batches, then Export them to your accounting software.
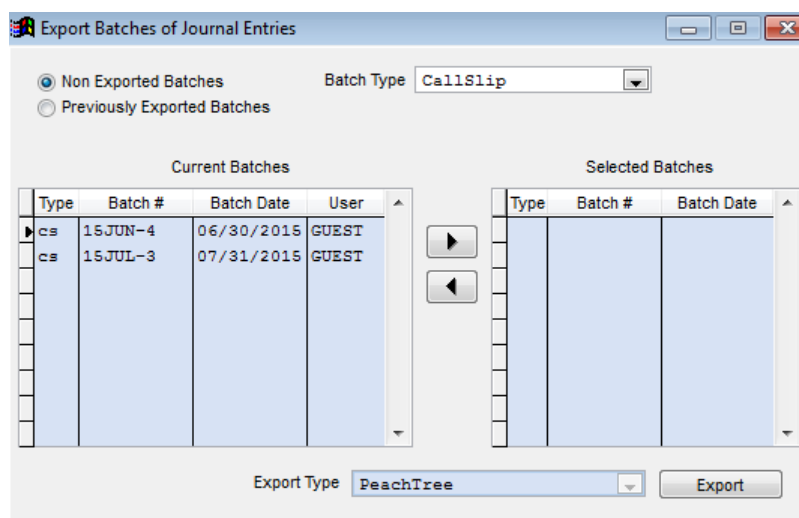
Select the batch you're ready to export, and use the right-arrow button to move it to the "Selected Batches" column. If you have more than one batch for the same month, you can do them all at once. When you have moved one or more batches to the Selected Batches column, the Export button will light up. 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".
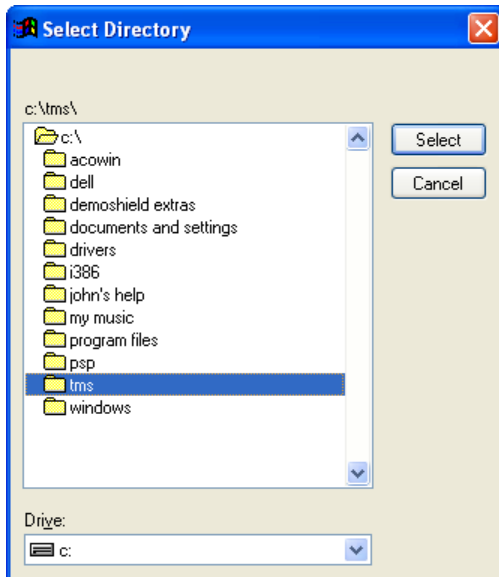
In this example, we have chosen to place our exported text file in a folder called "TMS", on the root directory of local hard drive C:. It's important to remember where you put these export files, so you can find them when you're ready to import them to your accounting software!

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.

NOTE – After you import the file, you should move it from the folder discussed above to another folder, so that you don't accidentally import it into your accounting system a second time.

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, and choose Cash Receipts from the sub-menu that appears - it accesses the same file. There is also a Payment Steps menu that contains the Payments file, plus all of the posting, transfer, and export processes.
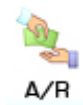
To create a Payment, click the A/R button on the ACOWIN main menu.

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 to which you want to apply payment, 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.

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

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

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

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 $105.00 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 1234, dated 07/20/2015, for a total of $105.00.

Source	Site ID	Invoice Num	GL Acct #	Orig Inv Amt	Outstanding	Payment	Adj Amount	Adj Detail	Balance
CallSlip	001019-000	S-1004	1100	105.00	105.00	105.00			0.00

In the body of the Payment, the entire $105.00 was applied to the sole open invoice, which will reduce its balance to 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.
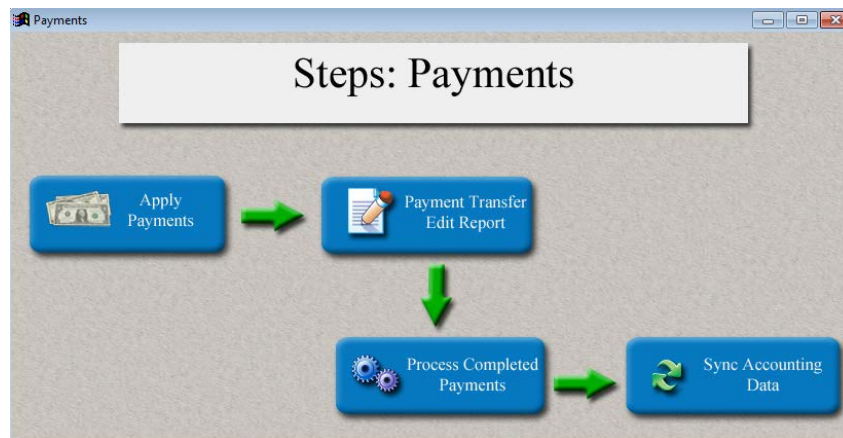
Using ACOWIN Without Exporting to Accounting

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

If you are using the QuickBooks SDK Accounting Integration, 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.
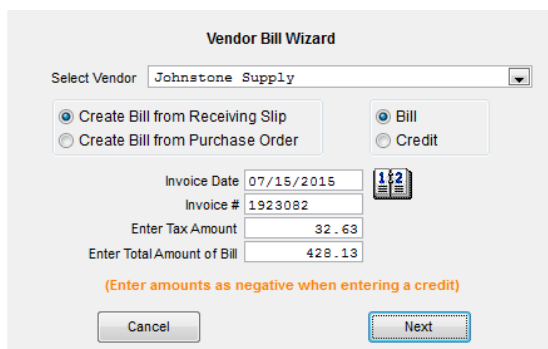
Entering Accounts Payable Invoices

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.

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:

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 $68.65, but the vendor sent an invoice for $80.00, leaving an offset amount of $11.35

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:

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, be sure to select "Credit" in the Wizard and enter a **negative** amount. The most common reason a vendor would issue a credit is because you returned an item. Here is an example of a Credit Invoice, in which the vendor has issued a (-428.13) credit for the thermostat we returned.

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 and click the **UnPost Vendor Bill** button.

Using Attachments

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.
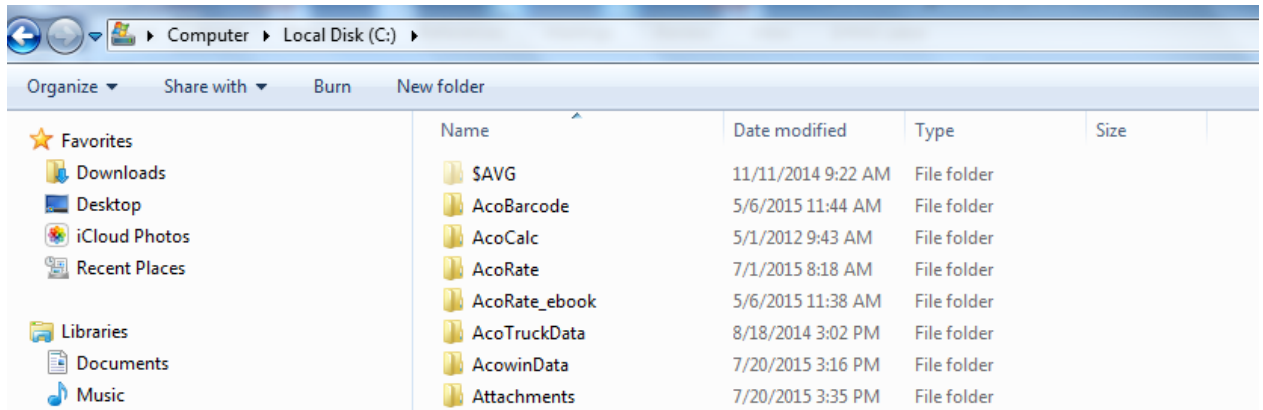
The Attachments folder must be **shared** to allow network access. To activate sharing, *right-click* on the Attachments folder, then choose Sharing Tab. Select the option to share the folder on your network, and be sure to also allow "Everyone" full control (read/write) to **change** the contents of the folder. NOTE: Very important if using ACOTRUCK to select Everyone not just network users.
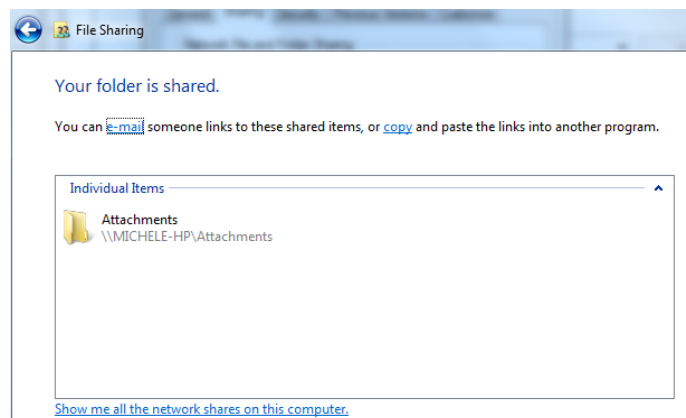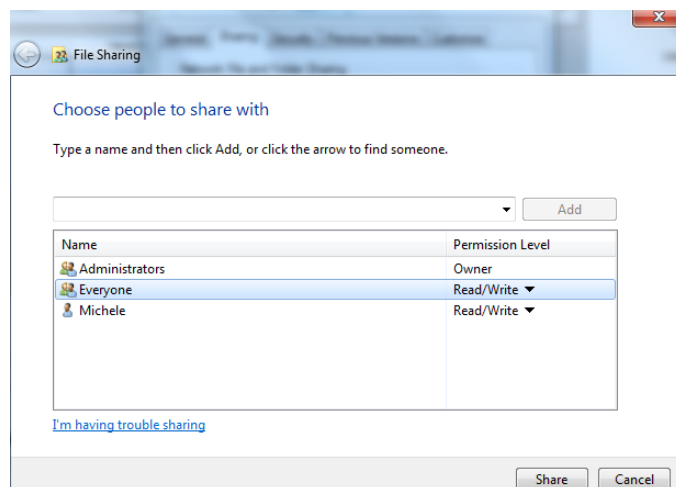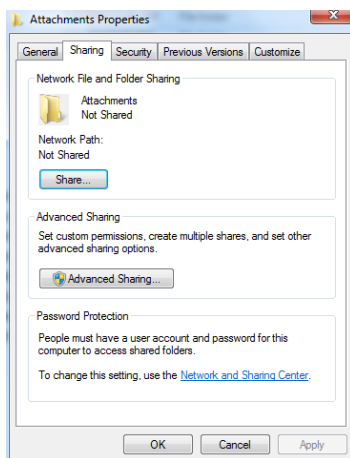
With the Attachments folder shared, your final task is to create a **mapped network drive** on each workstation. Only the ACOWIN workstations need such a mapped network drive – you

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.
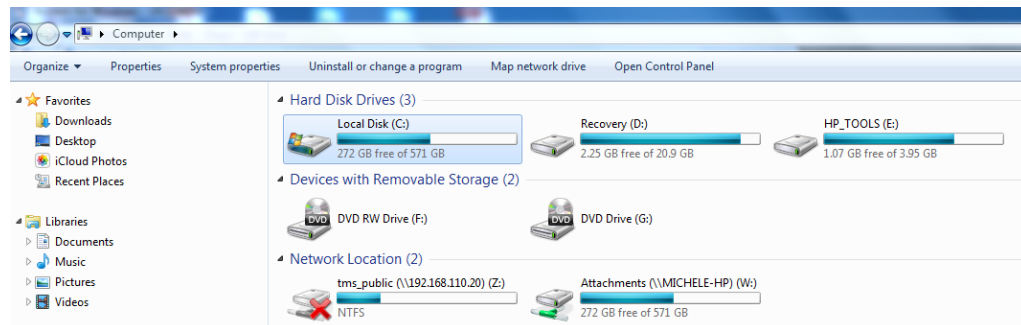
Once you have created the mapped network drive for the Attachments folder, go to **Setup / Settings / Miscellaneous** in the ACOWIN program.
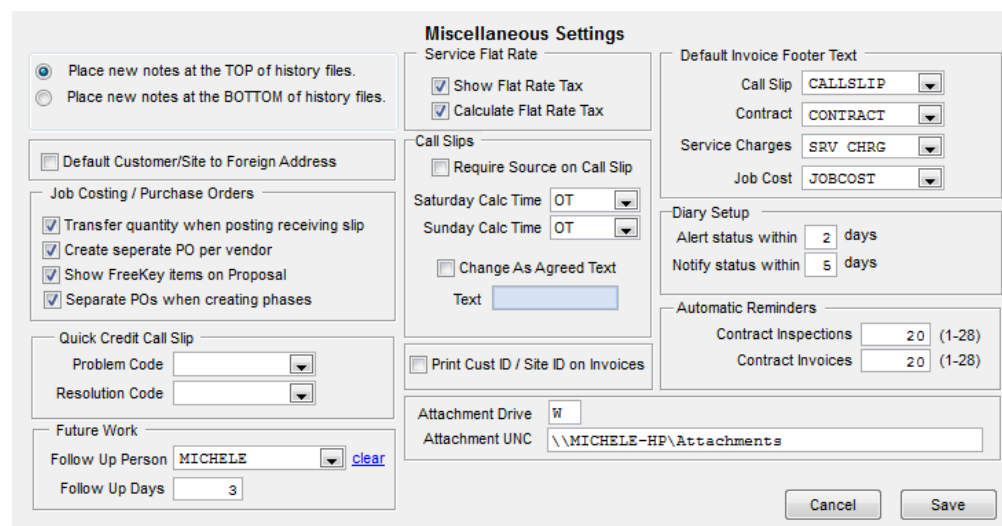
Set the **Attachment** Drive letter to the letter you chose when you created the mapped network drives on the workstations. The **Attachment UNC** should be the network path to the shared Attachments folder, in the format \\server\share, where "server" is the name of the computer holding the Attachment 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 module, 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:

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

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 (or double click the selection) 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 different PC, CD, memory stick, other removable media, etc. Virtually any type of file can be made into an ACOWIN attachment. NOTE – If you are trying to attach a file, and it will not

accept the file type, you will need to add the file type extension to the "Attachment Extensions" file, which is located in Setup / Settings / Attachment Extensions.
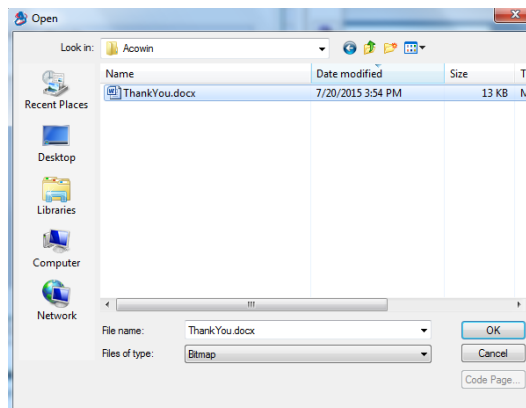
After you locate and select the file you wish to attach, you'll be asked to provide a short description of the file. Click the OK button when done. The file will be added to the list of Attachments for the chosen Customer, Site, Contract, or Job.

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, Call Slip, Quick Quote 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 six different types of Master Document: Customer, Site, Contract, Job, Quick Quotes, and Call Slips. 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.
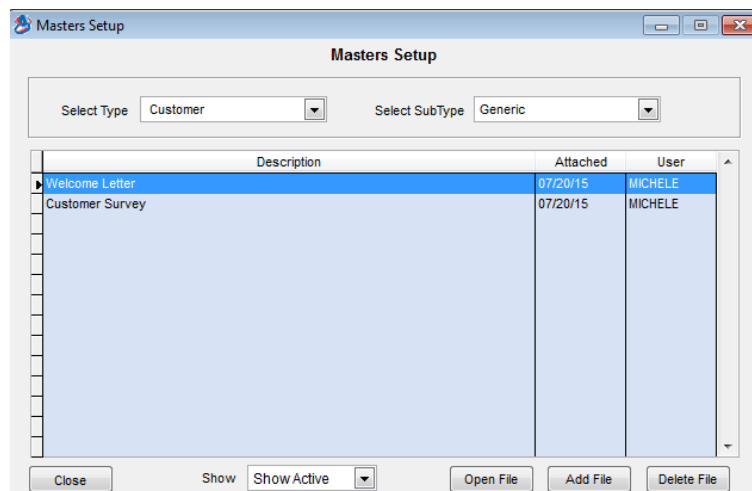
To create a new Master Document, click the **Add File** button. This will launch Microsoft Word. You'll see that there is a special pull-down menu called **Insert Merge Field**. Clicking this pull-down menu gives you a list of the fields available from ACOWIN, and drops a "place holder" at the current 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:
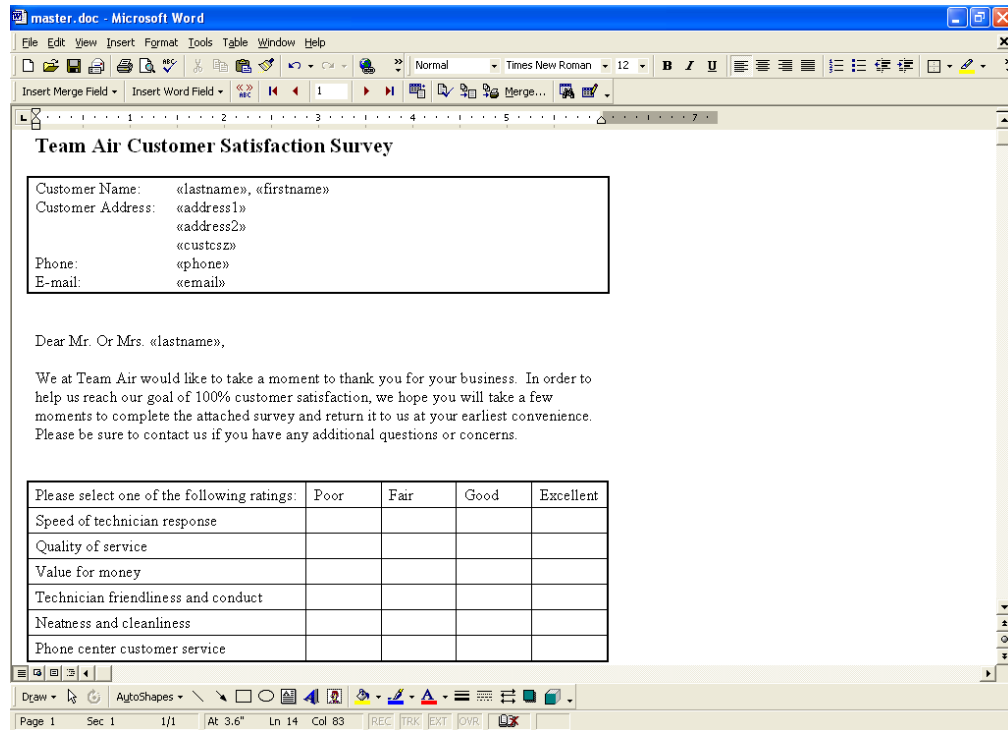
Notice how the merge fields have been used to set up the customer's name, address, phone number, and e-mail in the upper part of the page, plus the salutation to "Mr. or Mrs. ((lastname))".

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, and then click **OK** to save it.
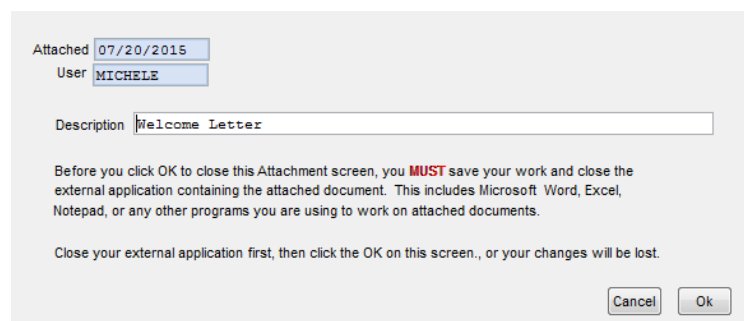
Creating Merge Documents

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 various files where the Merge option is available.

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

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 the various files to which Merge is an option. Select a Master Document and click the Next button.

The system will launch Microsoft Word, and use the information from your selected Merge Template 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)
- Quick Quotes
- GPS

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 and Quick Quotes

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.

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.

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Subject
A short summary of the Diary event, which will appear in the Diary window.
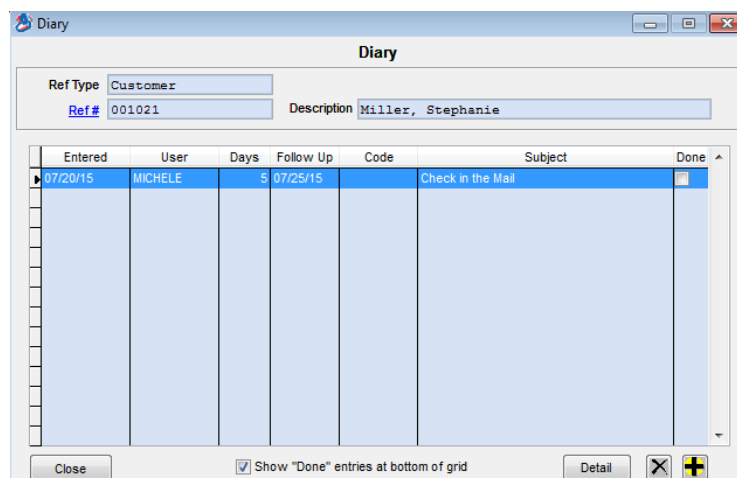
Message
This area provides an unlimited amount of space to expand on your Diary entry and provide additional details. You can leave the Message area blank, if you think the Subject line requires no further elaboration. If you would like to insert today's date and the current time into the message text, 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.
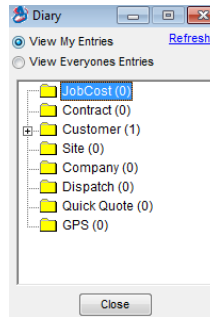
Here we see 1 impending event in the Customer Diary. Double-clicking on a Diary folder, or clicking the "+" symbol next to it, will open the folder to reveal the individual alerts.
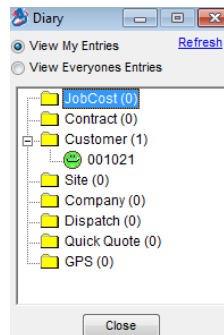
The number next to the event is the Customer, Site, Contract, or Job number that produced it. Diary events are color-coded to indicate their urgency. You can change the Notify and Alert intervals in Setup / Settings / Miscellaneous. The default number of days for Notify and Alert status are given below.

- 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.

 The system periodically scans for new Diary entries, and displays this rotating symbol on the Diary Alert window when they are found. Click this symbol to refresh the Diary Alert window and display the new entries.

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.

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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 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.
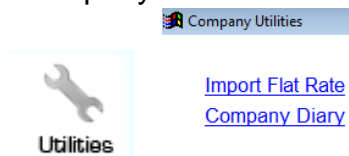
You can create manual entries in the Company Diary, the same way you can use all the other Diaries, as described above. The system can also be configured to automatically create two special Company Diary reminder notes, each month: one reminder to create monthly Contract Invoices, and another to create monthly Contract Inspection Call Slips. These automatic reminder notes are controlled from the **Setup / Settings / Miscellaneous** screen.

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 module for technicians to complete their own service calls from 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.

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 of labor and materials that will be needed to complete a project. You can determine the sale price of the Quote using Time and Material, As Agreed, or Flat Rate pricing rules. The Quick Quote includes a Diary, Attachments, and the Microsoft Word Merge feature - which is especially useful for creating attractive proposal letters. When the customer agrees to purchase the work, you can post the Quick Quote to produce a Call Slip. Quick Quotes are great for jobs such as change outs, retrofits, etc. Quick Quotes do not allow multiple Phases, as Job Costing does.

This is the Quick Quote button on the ACOWIN Main Menu.

This is the initial appearance of a new Quick Quote.

Creating a Quick Quote

 Click the New button on the Toolbar to create the new Quote.

 Click the blue Site ID hyperlink to locate and select the correct work Site for the new Quote.

 If necessary, you can click the blue Bill To hyperlink to change the customer being billed from the sites regular bill to customer.

 Make sure that a Rate Type, Problem Code, and Distribution Code have been selected for the Quote. These fields are **mandatory** - the

system will require you to choose one, if you leave them blank. The Salesperson, Source fields and Lead Types are optional.

Rate Type for Quick Quote
Your selection of a Rate Type determines the hourly billing for labor, and the calculated sale price of materials included on the Quote. The standard Rate Type for the selected work Site will be used by default. Your list of Rate Types is maintained in Setup / Subsystems / Rate Types.

Problem Code
This Problem Code will appear on the Call Slip produced when your Quick Quote is posted. **NOTE** - The distribution code associated with the problem code ***WILL NOT*** override the distribution code assigned to the Quick Quote, like it does if you add a regular call slip. Your list of Problem Codes is maintained in Setup / Subsystems / Problem Codes

Distribution Code for Quick Quote
This Distribution Code will be copied to the Call Slip created when the Quick Quote is posted, setting the General Ledger accounts and Profit Center / Class for income and costs.

Salesperson for Quick Quote
You can use this field to record the salesperson in charge of the Quick Quote. Your list of Salespeople is maintained in Setup / Subsystems / Salespersons.

Source for Quick Quote
This field can be used to identify the marketing Source that made your customer request a quote. Examples might include newspaper ads, radio ads, referrals, direct mail, etc. Your list of Sources is maintained in Setup / Subsystems / Sources.

Quick Quote Lead Type 1 & 2
The Lead Type fields allow you to define the type of lead that this quote covers so that you can run reports off of it. You can use one or both of the Lead Type fields in conjunction to further narrow down the type of lead. For example, you might have "Furnace" as one of the Lead Types and "Gas" or "Electric" as another lead type. This would allow you to pull a report based on just the Furnace Lead types or narrow it down even more to select all of your "Gas Furnace" lead types and then run another report for all of your "Electric Furnace" Lead Types. Lead Types are defined in the Setup / Sub Systems / Lead Type file.

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.

The Estimated Labor fields, filled in with 4 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.

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.

You can click the **Assembly** button to bring the materials from a prepared Assembly into the Quick Quote, as discussed in the Inventory chapter of this User Guide.

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.

Tech, Scheduled Date, and Time

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You can use these fields to schedule the Call Slip that will be created when you post the Quick Quote. If you leave this information blank, then the call slip will appear in the Unassigned Column on the Date that you Posted the Quick Quote.
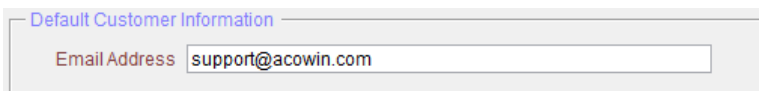
Tax Region [Comm TA ▼]   You can use this pull-down menu to over-ride the normal Tax Region for the selected work Site.

Material Discount %   10.00
Labor Discount %   10.00
These fields allow you to enter a discount for labor, materials, or both. If the site was set up to receive a discount in the Site Billing Screen, then those values would automatically be populated in these fields as long as you are billing out as Time & Material.

Taxable
Material ☑
Labor ☑
Misc ☑
You can use these check boxes to control whether materials, labor, or Misc. Charges will be subject to sales tax.
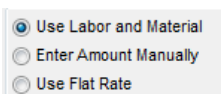
Default Customer Information
Email Address support@acowin.com
You can use this field to change the contact E-mail Address for the Quote. It will default to the e-mail address from the Customer selected on the main Quick Quote screen.

Additional Information
PO #
If the customer gives you a Purchase Order Number for the work to be performed, you can enter it here.

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.

◉ Use Labor and Material
○ Enter Amount Manually
○ Use Flat Rate
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
CON010020	Replace 1/3 HP 1075 RPM 230V Condenser Fan Motor	1	01:00	458.00	458.00	0.0000
RUN010000	Replace 3 to 10 MFD 370V Oval Run Capacitor	1	00:30	111.00	111.00	0.0000
REF010020	Charge Unit with R410a (First Pound)	1	00:15	67.00	67.00	0.0000
REF010030	Charge Unit with R410a (Each Additional Pound)	1	00:05	42.00	42.00	0.0000
		Totals:	01:50		678.00	0.0000

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 <u>Misc.</u> 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, diagnostic fee, etc.

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. Please see the section on "Creating Merge Documents" for more information.

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 <u>Original Quote</u> 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.

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.

Posting Quick Quote

When your customer agrees to purchase the work, click the Status Change button on that Quick Quote, then click the **Post** button on the Status Change screen. This advances the Quick Quote to the SOLD status, and creates a Call Slip. The Call Slip number will appear at the top of the main Quick Quote screen, along with a hyperlink that lets you jump directly to that Call Slip. If the Quote needs to be canceled for any reason, you can select the **Void**, **Lost**, or **Dead** statuses. A canceled Quote can be re-activated by choosing the **Estimate** status. **NOTE** – Prior to Posting the Quick Quote, you might want to go to the Advanced Screen and enter a Technician and Date to which you want the Call Slip created when the Quote is Posted.

Technician Biography Setup (Tech Bio)

If you have the optional e-mail / Paging module, you can e-mail a Technician Biography to your customer prior to the technician's arrival. The Tech Bio can include information such as your Company Name, Address & Phone Number, Logo, Call Slip Number, Scheduled Time Range (optional), information about your company, a picture of the technician as well as the tech's name and a brief biography about the technician which can include both company achievements as well as personal traits. This is a great way to introduce your company and the technician to your customer before they ever arrive.

Team Air Conditioning
11928 Fairway Lakes Drive
Ft. Myers, FL 33913
(239)437-8898

Scheduled Technician Profile
Nathan Tuttle

Nathan Tuttle, a NATE Certified HVAC technician with our company, will soon be arriving at your requested location to meet your Comfort System repair needs. Nathan has successfully completed extensive HVAC certifications and has passed all given motor vehicle, drug and background screenings. You can trust Nathan to take care of your comfort needs in a professional and courteous manner! If you have any questions about your appointment, or if you need to make a change, please call 239-437-8898. We look forward to serving you.
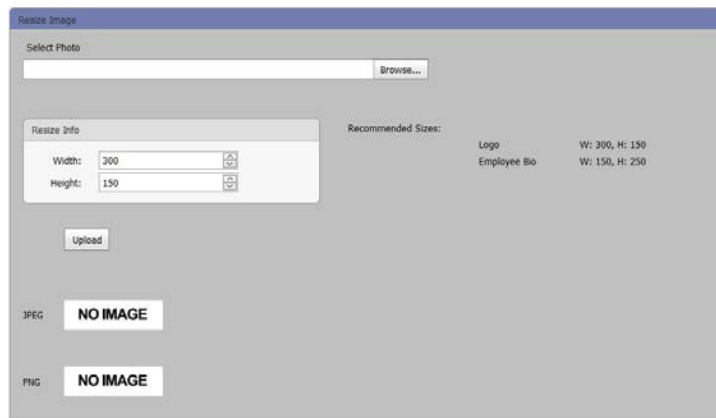
Below are the instructions in order to setup the technician bio feature. Remember you must have the optional email license in order to use this feature.

Resize Company Logo and Technician Photos

Create a folder under your my documents called TechPics and place all of your logos and technician photos in that folder for easy access later. Make sure the folder is on your local computer such as my documents. Do not save on a network drive.

In order for your photos to fit in the appropriate designated spot within the ACOWIN Tech Bio feature, your photos must be a specific size. We have created a website strictly designed for resizing your logos and photos to the appropriate size.

Go to the following web site http://support.acowin.com/photos/Resize.aspx

Above is an example of the website

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Click the Browse button to the right of the Select Photo. Navigate to the folder discussed above that has all of your photos saved. In this example I created a folder called TechPics under My Documents. Select the photo you need to resize and click open.
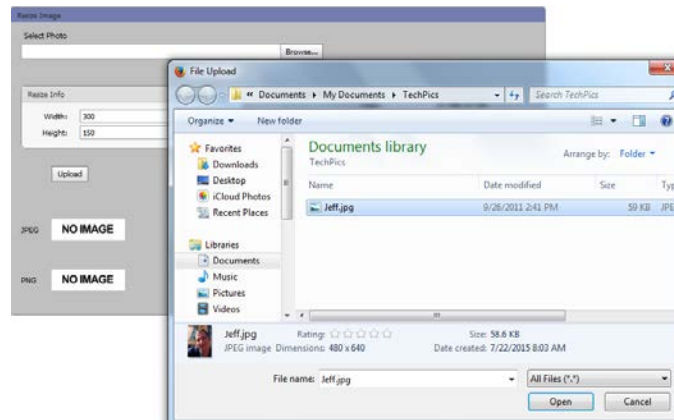
Example of browsing to appropriate folder where pictures are saved

You should see the file name of your photo under the select folder. If the image you selected is your company logo, the "resize info" on the screen is correct. If you are resizing a technician's picture, you will need to adjust the width to 150 and the height to 250 by typing over the size that is currently in the Resize Info section. After verifying or adjusting the Resize Info, click the "Upload" button.
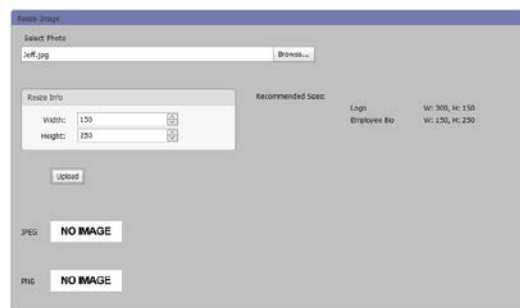
Example above of proper picture and sizing selected prior to clicking Upload

Once the Upload Button is clicked, the resized photo will appear. Right click on the photo (labeled as a JPEG photo) and choose to Save Image As.
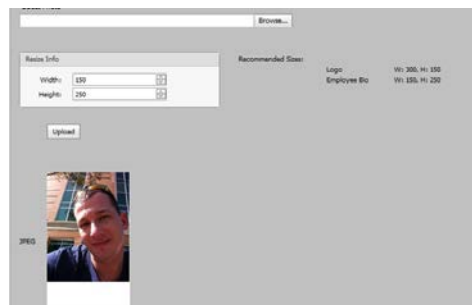
Example Above after clicking Upload

When you choose to "Save Image As", you will see a pop up box to save the image. Rename the file to something like "technician's name resized" to make it easier to determine which photo will need to be selected when associating it to that specific technician's Employee Bio Tab. In this example the photo is renamed to Jeff_resized.jpg. Be sure to click Save after naming the file.
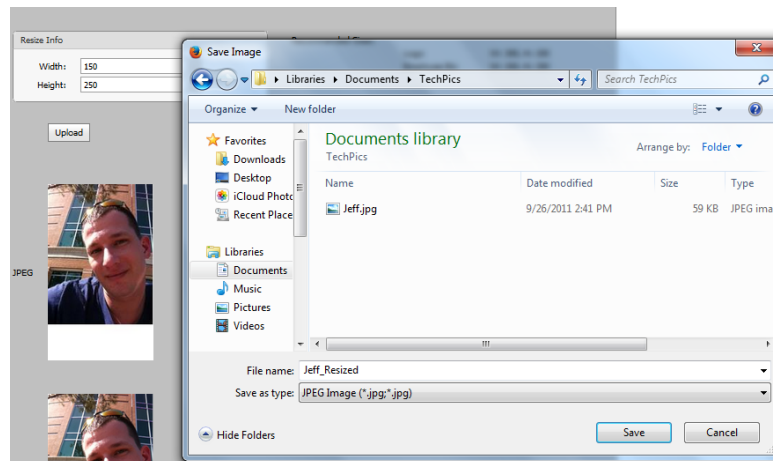
Example Above of Saving Image as and Renaming

Repeat the above instructions for your company logo and all of the technician's for which you will create tech bios.

Setup Employee Tech Bio Tab

Once the photos have been properly resized as discussed above, you are ready to associate the appropriate pictures to the Employee Bio Tab.

Click on Employee icon on the ACOWIN Main Menu and search for the technician for whom you want to setup the tech bio. Once you are on the appropriate technicians' employee file, click the Employee Bio tab and click edit.

Example Above of Technicians Employee File

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Enter the Display Name (how you want your technician's name to appear in the email) and their biography. The biography is information about the technician that you want the customer to read when you send them the bio.

Example above of Display Name and Biography filled out

Once you have entered the display name and biography, click on the camera icon to select the resized technicians' photo. A pop up will appear to navigate to the location where the resized photos are located. In this example they are saved under a folder called TechPics under "My Documents". If you do not see the resized photo you created, you may need to change the "Files of type" option to show All Files. Select the appropriate resized photo and click OK.
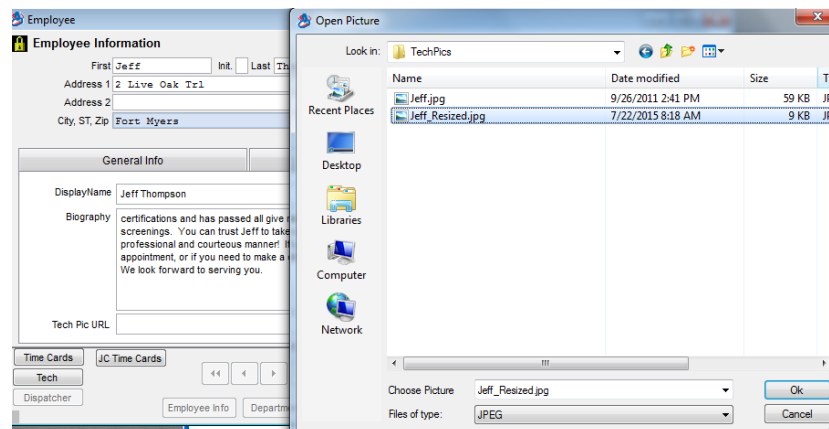
Example above selecting the resized photo after clicking on camera

After the Resized Photo has been selected, the photo will appear in the photo section of the employee bio tab. Click the "Upload" button in the ACOWIN Employee screen when the photo appears. You will be prompted for a Site ID and Password. The Site ID and Password being requested is the same as your Member ID and Password that is used to access the ACOWIN Support Website. If you do not have that information, please feel free to email support@acowin.com requesting your Site ID and Password, and the information requested will be provided.

After entering the appropriate Site ID and Password, you will be taken back to the Employee's Tech Bio Tab and you should see a URL location for the Technician's Picture associated.

Example above of the Tech Pic URL filled out after clicking upload and entering Site ID and Password. NOTE: After you have entered your Site ID and Password, you might not be prompted for that information again when following steps for next technician.

Repeat the above steps under Set up Employee Tech Bio until all of your technicians are setup.

Setting up Company Bio

Once you have completed setting up your technician's bio information, you will need to create a URL for your Company LOGO so the Company Bio can be set up properly.

The easiest way to generate a URL for the Company Logo is to search for an employee such as Guest or yourself (someone who is not a technician). Once the employee that you selected is up, click on the Employee Bio Tab, Edit, Select Camera and locate your company logo. Select the company logo and click ok. If you see your logo in the tech photo field, click the Upload button. Once uploaded you will notice that the Tech Pic URL has been populated. Copy this entire URL by highlighting it and using "Cntrl C" to copy. You can now delete the URL out of the field, if you want, or leave it there in case you need for future references. Make sure to paste the URL onto something like a TXT file (Notepad for example), or a Word Doc so you will have for the next step.

Once you have the URL for the Company Logo, click on Company Setup from the ACOWIN Main Menu and click on the Internet Tab.

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Example of the Company Internet Tab

If you are currently using the email module, the Company Email Information should already be filled out. If not, enter your Outgoing SMTP, Account Name, and Account Password. You can get this information from either your IT provider or your email provider.

Once you have the appropriate Outgoing SMTP, Account Name and Account Password filled out, you can Paste the Company URL link that you copied into a TXT or Word Doc in the previous step. Use Control C to copy the URL from wherever you saved it, paste it in the Company Logo URL field (use Control V to paste).

After the URL for the logo is in place, enter the Send From Email address, Send from Display Name and the Company Bio Text. If you would like to include the estimated arrival time in the email that is sent, place a check mark in the box for "Show Estimated Arrival Time." This will use the "Scheduled or Range Time", depending on which you have on the Call Slip.

Your Tech Bio Feature is now setup and ready to use. If you have any questions or need further assistance with the above, please don't hesitate to contact ACOWIN support for assistance.

Utilizing Tech Bio
In order for an ACOWIN user to email a tech bio to a customer, you need to have a valid email address in that User's ACOWIN Employee File.

Example above of ACOWIN User's Employee File.

Once it has been verified that the logged on user in ACOWIN has a valid email address, they will be able to send a tech bio. To send a tech bio for a call slip, there must be a valid email address on the general screen of the call slip. NOTE: If there is an email address associated with the site side of the customer/site file in ACOWIN, the email address field on the call slip will auto populate when adding a new call slip.

Example above of Call Slip General screen w/ an email associated

Sending a tech bio for a call slip is accessed from the Dispatch Record Detail screen of the call slip. Simply Right Click on the Call Slip under the technician for whom you would like to send the tech bio. In my below example I am sending a tech bio for CS# 1037 under the technician "Jeff".
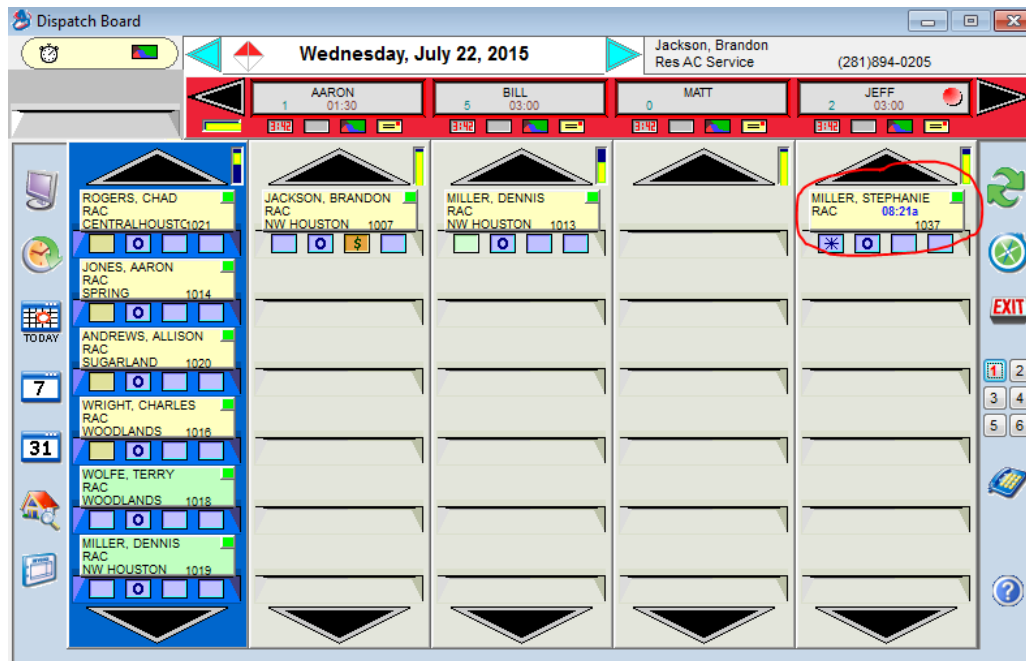
Example of call slip on dispatch board. Right click the call to access the Dispatch Record Detail Screen

When you "Right Click" the call slip, the Dispatch Record Detail screen will appear. To send the tech bio, click the tech bio icon

Dispatch Record Detail with the tech bio icon circled in red

After the tech bio icon has been clicked, ACOWIN will attempt to send the email. If the email goes out successfully, a pop up will appear stating "Email Sent Successfully". If a pop up appears stating "Error sending Email" please contact our support department for further assistance. If the Tech Bio has been sent, the icon will change slightly, to show a purple ribbon on the right hand side, indicating the Bio has been sent.

ACOTRUCK Setup

The ACOTRUCK system allows a technician in the field to use an iPhone, iPad, iPod Touch or tablet computer (from here on out referred to ACOTRUCK Device) to receive service calls from the office, complete work orders, collect customer signatures, and print invoices with an approved printer or e-mail invoices if e-mail is setup on your device. NOTE - Tablet computers are portable computers that have touch-sensitive screens, usually manipulated with an electronic pen. Some tablets, known as "convertibles," have full keyboards and can function as laptops, while other tablets have only the screen and the pen, relying on handwriting recognition software and on-screen keyboard overlays for "typing".

The ACOTRUCK device communicates with the main ACOWIN server via the Internet, using a wireless connection. Information is transferred between the office and the remote technicians in bursts, when the ACOTRUCK technician performs a "Sync." During a Sync, the ACOTRUCK device uploads completed Call Slip information back to the master ACOWIN system, closing out Call Slips and updating the ACOWIN Dispatch Board. At the same time, new Call Slips are pulled from the ACOWIN system and loaded into the ACOTRUCK device, updating the ACOTRUCK Schedule with new service calls for the technician to complete. The technician can perform a Sync at any time. If the tech enters an area where the ACOTRUCK device can't get connected to the Internet, the Sync could be postponed until cellular coverage is available again. The ACOWIN dispatcher controls which Call Slips are downloaded to the ACOTRUCK device, and the order in which they are sent, giving the dispatcher ultimate control over the scheduling of the technicians.

Throughout this User Guide, the remote ACOTRUCK computers will be referred to as **devices** or **ACOTRUCK Devices.** The term **click** will be used to indicate that the user should click or tap a button on the screen. On standard computers in the office network, this is done with the mouse. On tablet computers, you "click" a button by tapping it with the electronic pen and on iPhone, iPad or iPod devices, you click a button by tapping it with your finger. Tapping twice in rapid succession will "double click" a button.

Licensing Your System for ACOTRUCK

When you purchase the ACOTRUCK option for your system, Team Management Systems will generate a license code that needs to be entered into the ACOWIN Registration program. If your server is connected to the Internet, you can simply download the license code(s) with the click of the mouse. If your server is NOT connected to the Internet, you can manually enter the licenses. (NOTE - If you can receive the license code email on your ACOWIN server computer, or can transfer the email to your server, you can copy and paste the code, instead of typing it out manually).

Importing ACOWIN Licenses Automatically
1. Make sure that everyone is logged out of ACOWIN and that you close the ACOWIN License Manager on your ACOWIN Server.

2. On the desktop of your ACOWIN server computer, double-click the **ACOWIN Quick Launch** icon. You can also click Start / Programs / ACOWIN / ACOWIN Quick Launch to run this program. The Quick Launch desktop icon is pictured below:

Acowin Quick
Launch

3. From the Quick Launch menu, choose **Registration.** The Registration screen is pictured below. Click the "Get Licenses" button on the bottom left hand side of the Registration Screen.

4. Click the Quit Button and start the ACOWIN License Manager and connect to QuickBooks if applicable.

Manually Entering ACOWIN Licenses
1. Make sure that everyone is logged out of ACOWIN and that you close the ACOWIN License Manager on your ACOWIN Server.

2. On the desktop of your ACOWIN server computer, double-click the **ACOWIN Quick Launch** icon. You can also click Start / Programs / ACOWIN / ACOWIN Quick Launch to run this program. The Quick Launch desktop icon is pictured below:

Acowin Quick
Launch

3. From the Quick Launch menu, choose **Registration.** The Registration screen is pictured below. The new license code should be entered into the white fields in the middle of the screen, then click the **Add** button. However, if you have the license code email open on your screen, in addition to the Registration program, you can copy and paste that code instead of typing it longhand, as described below.

4. In the Registration program, click the Paste From Clipboard button, located next to the words "License Code" on the screen. The copied code will appear in the white fields. Click **Add** to finish

adding this code to your system. The Paste From Clipboard button looks like this:

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5. Click the Quit Button and start the ACOWIN License Manager and connect to QuickBooks if applicable.

The ACOWIN Remote Service
Every Windows computer has a number of "services" running in the background. These are programs that run all the time, in a very quiet way - they don't produce desktop or taskbar icons, or produce visible output. The ACOWIN server computer has a special process called **ACOWIN Remote**, which allows the ACOTRUCK devices to communicate with the main server. This service is installed automatically with the ACOWIN server software, but is left in a dormant state, since ACOWIN users who don't have ACOTRUCK don't need it. In order for ACOTRUCK to work properly, you must **start** the ACOWIN Remote service on your ACOWIN server computer. This is very easy to do, and you only need to do it once - after you start the service, it should continue running indefinitely until you shut down your server. If you do shut down your server, you will need to restart the ACOWINRemote before your ACOTRUCK devices will be able to communicate.

1. Open the Windows Control Panel, by clicking **Start / Control Panel**. (In some versions of Windows, the Control Panel is on a Settings sub-menu, so you open it by clicking Start / Settings / Control Panel.)

2. In the Control Panel window, double-click the **Administrative Tools** icon, pictured below. (Note: this is the Windows Vista version of the icon - it may appear slightly different in other versions of Windows.)
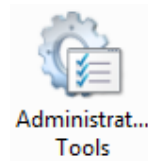
3. In the Administrative Tools window, double-click the **Services** icon. The Windows Vista version of this icon is pictured below.

4. A list of services will appear. Very near the top, you'll see the entry for **ACOWINRemote.** Click this entry, and then click the hyperlink to <u>Start</u> the service. The system will notify you when the service has been started successfully - it can take a few moments. When the service has started, you can close the Control Panel windows. Your server should now be ready to communicate with the ACOTRUCK tablets. NOTE – The ACOWINRemote must always be running for the devices in the field to communicate with your ACOWIN server.
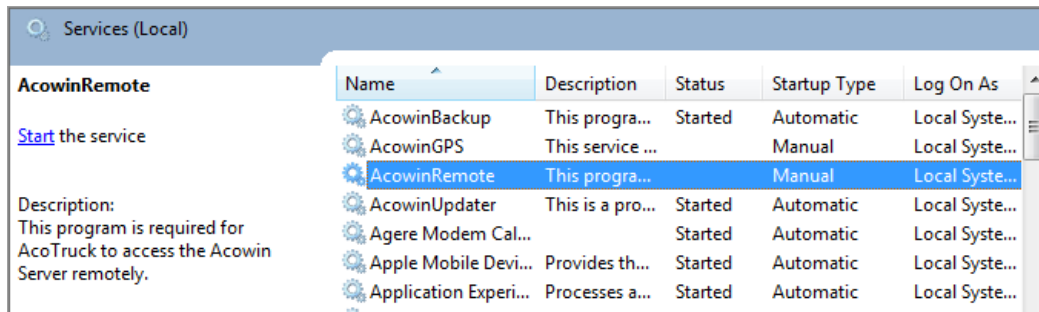
Installing the ACOTRUCK Software on a Windows Computer
In each of your remote tablet computers, insert the ACOTRUCK disk and follow the prompts to install the ACOTRUCK software. If installation does not begin immediately when you insert the ACOTRUCK CD, go to My Computer and double-click the icon for your CD-ROM drive to launch the setup program.

Installing the ACOTRUCK Software on an iPad, iPhone or iPod
There are 2 ways that you can download the ACOTRUCK program to your device, both of which will require that you have an iTunes account with Apple.

Downloading from iTunes on computer
1. Open your iTunes on your desktop computer.
2. Search iTunes for TMS ACOTRUCK in the "app section" of iTunes.
3. Select the appropriate version, iPhone or iPad.
4. Click Download.
5. Connect your device to iTunes and Synchronize. Make sure that you have ACOTRUCK selected to Synchronize.

Downloading directly from the App Store on your device
1. On your device, open the App Store
2. Search for TMS ACOTRUCK
3. Tap the Download Button

Setting Up Technicians to Use ACOTRUCK
The Employee File of the main ACOWIN program includes an ACOTRUCK screen, which is used to configure an employee as an ACOTRUCK remote user. You should complete this ACOTRUCK screen for each employee who will be using the ACOTRUCK program in the field. For example, if you have purchased six devices and six ACOTRUCK user licenses, you'll want to complete the ACOTRUCK screen of the Employee File for the six field techs who will be using those devices. Here's how to complete the ACOTRUCK screen:

1. From the ACOWIN Main Menu, choose the **Employee File**. The Employee File button is pictured below.

Employees

2. Use the **Search** button on the toolbar to locate one of the employees who will be using ACOTRUCK in the field. You can also use the Arrow buttons to scroll through your employees to find the ones who need to be set up for ACOTRUCK.

3. When you locate the desired employee, go to the **ACOTRUCK** screen.
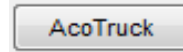
4. Click **Edit** to make changes to the ACOTRUCK screen.
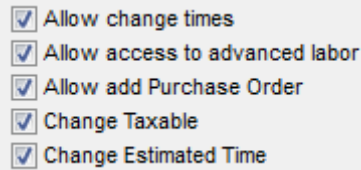
5. On the left side of the screen, place a check mark in the **Licensed User for ACOTRUCK** checkbox and a check mark in the Use iPad Interface box if this tech is going to be using the iPad version of ACOTRUCK. NOTE – if the tech is a licensed user for ACOTRUCK, they will be able to use the Windows version of ACOTRUCK. If you want them to be able to use the iPad/iPhone version, then you MUST put a check mark in the Use iPad Interface checkbox. The technician's existing Name Code will be used as their log-in ID for ACOTRUCK, and is displayed on this screen for reference. You will need to provide a **Password** for the tech to use when logging into ACOTRUCK on their remote device.

6. Beneath the Tech ID and password are several check boxes which control the technician's permission to use certain ACOTRUCK features. If you don't put a check mark in "Allow Change Times," the tech will be unable to **change** dispatch times that have been entered in the device, after saving the labor record. The tech can enter Dispatched, Arrived, and Departed times normally, but cannot *change* them once they have been saved. Removing the check mark from "Allow Access to Advanced Labor" will prevent the technician from using the Advanced Labor screen in ACOTRUCK, where hours can be moved between regular and over time, labor sell prices can be manually overwritten, etc. Place a check mark in the "Allow Add Purchase Order" option if you want to allow your techs to create purchase orders from ACOTRUCK. If you allow this feature, you can determine what Vendors can have POs created from ACOTRUCK in the Vendor File. If your company charges sales tax to the end user, and you have different scenarios as to when a service is taxable, for example if you work on A/C, the work is taxable and if you work on a Furnace, the work is not taxable, place a check mark in the "Change Taxable" check box. This will allow the technician to modify the taxable flags in ACOTRUCK. The "Change Estimated Time" field is used if you want the technician to have the ability to modify the Estimated Time that a call should take in the field. For example, if you estimated that a call should take 2 hours and the tech gets on site and based on the repair determines it should take 3 hours, the tech could modify the estimated time in the Labor screen of

ACOTRUCK. When the labor is uploaded back to the office, the Estimated Time will change and a Dispatch Diary Entry will be created indicating that it has been changed.

7. There are some additional setup fields on the right side of the screen. **Stock Location** is the Inventory location that will provide materials used by the technician on service calls, while **Inventory List Location** supplies the list of Key Codes, Descriptions, and unit costs for Inventory materials used by the technician. Both of these fields would normally be set to the technician's truck. In the example used for these screen shots, the technician drives truck TR001, so this truck was used for both Stock and Inventory List Locations. The reason that the 2 might be different is if you want the tech to be able to pick any inventory item located in a specific warehouse on the device, but you want inventory to be relieved from the truck inventory by default. This would allow the tech to pull items from different warehouses and change the inventory location on the material usage screen on the device. **Incomplete Tech** specifies the column on the Dispatch Board where Call Slips go, when the field technician marks them as incomplete. This can be set to the technician's own column, as we see in this example… or you could create a special column for incomplete calls, or leave the Incomplete Tech field *blank* to put incomplete calls in the blue Unassigned column of the Dispatch Board. It is recommended that you create a special column for incomplete calls to go to so that the dispatcher can review that column and instantly know what calls were returned as incomplete. The **Number of Calls for History** defines how far back the system will reach to produce a history display for the technician. In this example, we have set the Number of Calls for History to 3, so when the technician opens a history display, it will display the last 3 calls for the site. The history information is pulled into the device during the Sync process, so setting the number of calls to a high value will make the Sync take longer.
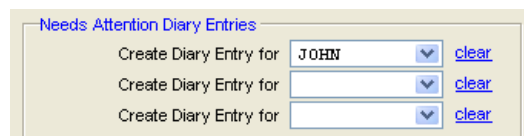
8. The bottom-right section of the screen allows you to set up to three users to receive **Needs Attention Diary Entries** for this technician. The technician has the ability to mark a Call Slip as "needs attention" - perhaps because the customer needs a special-order part, or needs to work with the dispatchers to schedule another visit from a service technician. The users listed here will see Diary reminders whenever the technician flags a Call Slip as needing attention. In this example, the dispatcher named "John" will be alerted when technician Bob marks a Call Slip as needing attention.

9. When you're finished working on the ACOTRUCK screen, click the **Save** button.

Configuring ACOWIN to Handle ACOTRUCK Attachments

The Attachments feature of ACOWIN allows files from external programs, such as spreadsheets or graphic images, to be attached to ACOWIN documents for later viewing. ACOTRUCK uses the Attachments system to store the images of Flat Rate Approvals, Work Orders and Invoices with customer signatures, obtained by technicians in the field. A brief summary of the procedure for setting up Attachments is provided here. For a more detailed set of instructions, and an explanation of how Attachments can be used for purposes other than saving signatures from ACOTRUCK, see the "Introduction to Attachments" guide, which you can access with the **ACOWIN Documentation** shortcut on the desktop of any ACOWIN computer.

If you already have the Attachments feature set up and running in your ACOWIN system, you may skip ahead to "Configuring the ACOTRUCK on your Devices."

1. First, you must create a shared folder on the ACOWIN server computer, to contain the Attachments. Double-click the **My Computer** icon, navigate to the hard drive and folder where you want to put the Attachments folder, pull down the **File** menu, and choose **New >> Folder.** You can give the folder any name you like, but for simplicity, we suggest naming it "Attachments". Here is an example of the Attachments folder, created at the root level of drive E. A circle has been drawn around the Attachments folder to make it more obvious.
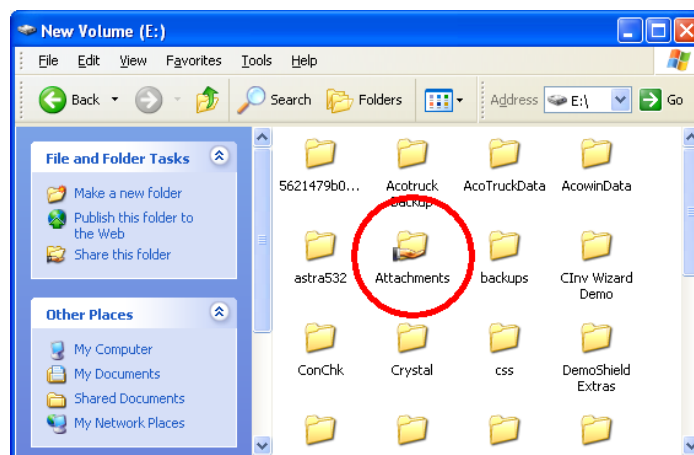
2. The Attachments folder must be **shared**, so that all network users can access it. To share the folder, **right-click** on it, then choose **Sharing** or **Sharing & Security**. (The exact name of the Sharing option depends on your version of Windows, but there will only be one option that mentions "sharing.") Check off the box to share the folder on your network. Its share name will default to the folder's name, which should be acceptable, but you could change the share name if you wanted to. Make sure that all users have FULL access to the folder - both read AND write permissions. Under "simple" Windows XP file sharing, this is simply a check box called **Allow Network Users to Change My Files**, which you should check. Under the more advanced Windows security rules, you'll see a **Permissions** button, which you should click, then give Full Control to all of the users listed. If you have advanced Windows security rules in effect, you should also proceed to the **Security** tab and repeat the process, making sure all users have Full Control of the Attachments file. Following is an example of the Attachments folder, shared with full access, under "simple" and advanced Windows file sharing rules.
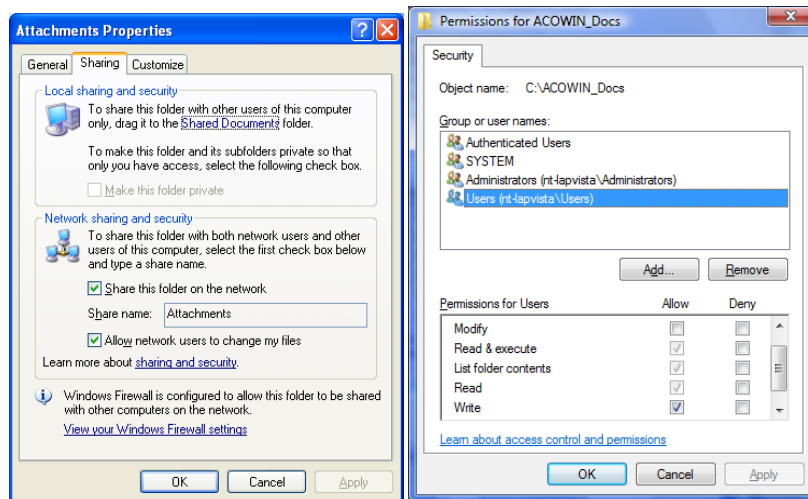
3. You'll need to know the network name of the computer with the Attachments folder. You can find this out by *right-clicking* the **My Computer** icon, then choosing **Properties,** then **Computer Name.** The **Full Computer Name** is the information you need.

4. In ACOWIN, go to **Setup / Settings / Miscellaneous.** There are two fields on this screen that pertain to Attachments. **Attachment Drive** should be a single capital letter, which will be used to build mapped network drives from the local workstations to the server, as discussed in the next step below. Pick a drive letter that's not being used for any other purpose on any computer in your system. Letters between M and T are usually a safe bet. The **Attachment UNC** is the computer name and share name of the Attachments folder, used by ACOTRUCK computers to access Attachments from outside the network. (The UNC is also used when someone logs into ACOWIN on the server computer, and uses the Attachments feature of the program.) To enter the UNC, type two back-slashes, the computer name, another back-slash, and the share name of the Attachments folder. Note that the back-slash ("\") is the slash near the Backspace key on your keyboard. In the example below, the computer holding the Attachments folder is named "Hayjohn", and the Attachments folder was shared under the name "Attachments". Drive letter Y will be used for the mapped Attachment drives on the workstations.
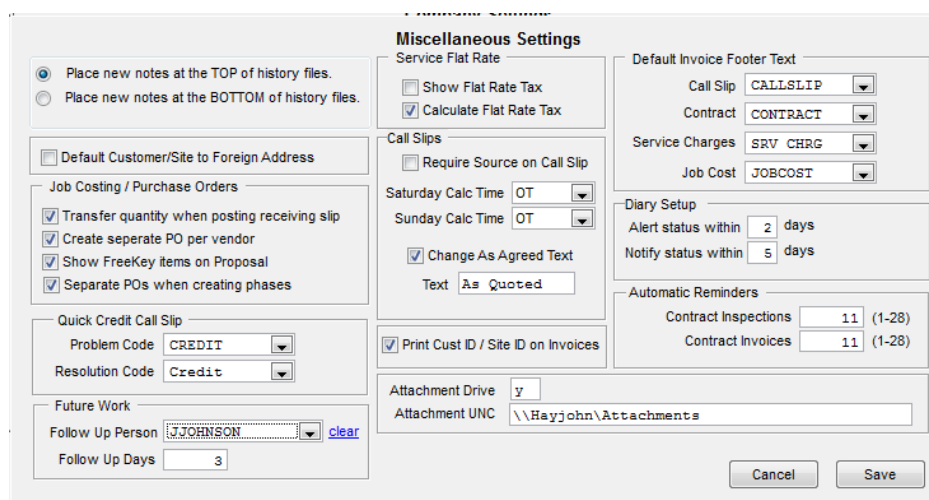
5. To allow local network computers to access the Attachments, create a mapped network drive on each of those computers, using the Attachment Drive letter you specified in ACOWIN Setup. You can create a mapped drive by double-clicking the **My Computer** icon on each workstation, then pulling

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down the **Tools** menu and choosing **Map Network Drive.** You can type the UNC name for the destination folder, exactly the way you typed it in ACOWIN Setup. Here's an example of the mapped network drive for Attachments on a workstation, using drive letter Y. NOTE: only the local ACOWIN workstations need these mapped network drives. The ACOTRUCK remote computers, and the ACOWIN server computer, do NOT need a mapped drive to the Attachments folder.
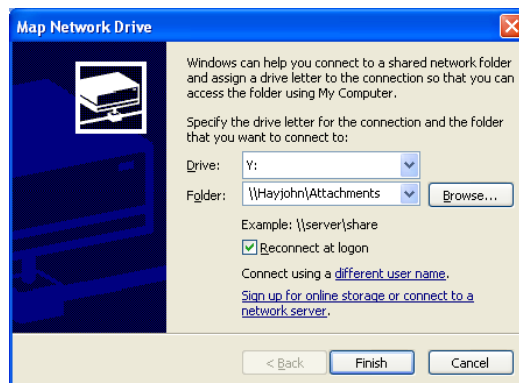
Setting Up Equipment Check Lists

You can create a Check List of service and diagnostic procedures for each Equipment Type, for the technicians to complete in the field. The ACOTRUCK technicians can view and complete these Check Lists from the Equipment window of their Work Orders. The Check Lists can also be viewed and completed from the Res Codes screen of the ACOWIN Call Slips. Check Lists can be handy for all ACOWIN users, but they're especially useful in conjunction with ACOTRUCK, because the technicians can complete the Check Lists in the field.

To create Check Lists, go to Setup / Subsystems / Equipment Types. The "Readings" area of the screen allows you to build a Check List for each Equipment Type, as pictured below:
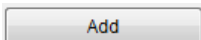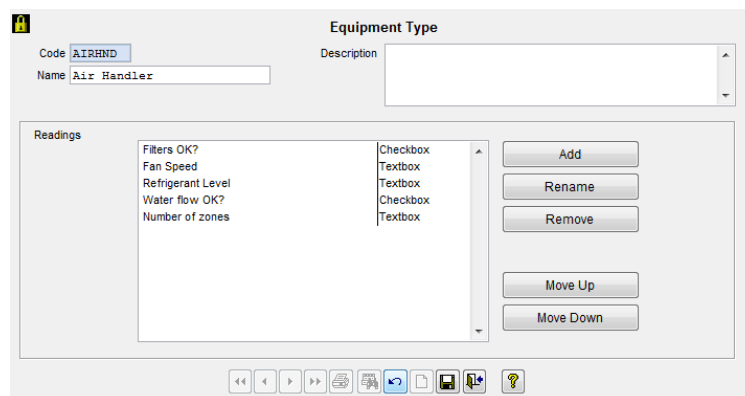
The Add button adds a new item to the Check List. Each item is given a Name, and configured to accept the technician's input with either a Textbox or a Checkbox. A Textbox allows the technician to type anything such as measurements, performance statistics, etc. A Checkbox allows the tech to answer with either Checked or Unchecked, the way one might make a check mark on a paper form. In the example pictured above, the first question, "Filters OK?", is a Checkbox – the tech will choose Checked if the filters are OK. The second question, "Fan Speed", is a Textbox, in which the technician will note the rotation speed of the fan.
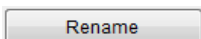
You can use the Rename button to change the name of an existing Check List item.

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Remove   The Remove button deletes the selected item from the Check List.
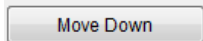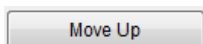
Move Up / **Move Down**   The Move Up and Move Down buttons allow you to rearrange the order in which Check List items appear. Moving an item Up brings it closer to the top of the list. If you add a new item to the Check List, and you want it to appear first, you would select that item and click Move Up until it reaches the top of the list.

Setting Up Approval Footer Text

If your field technicians use Flat Rate pricing, they will have an option to capture the customer's signature on an Approval screen, which lists the Flat Rate repairs being recommended. The technician can print or e-mail the Approval with the customer's signature if desired.

If you would like to place some standard text at the bottom of these Approval forms, go to Setup / Subsystems / Footers, and create a Footer code named TMSFLAT. The text you include in this Footer will appear at the bottom of all Flat Rate approval forms printed by your technicians. An example of a TMSFLAT Footer appears below. After you have created or updated the TMSFLAT Footer, please remember to make sure your technicians Download Static Information on their devices, to pull over the revised Footer text.

Footers

Code: TMSFLAT

Footer Text

I have the authority to order the above work and do so order as outlined above. It is agreed that the seller will retain title to any equipment or material furnished until final & complete payment is made, and if settlement is not made as agreed, the seller shall have the right to remove same and the seller will be held harmless for any damages resulting from the removal thereof.

Configuring ACOTRUCK on your Devices Windows (Tablet) P.C.
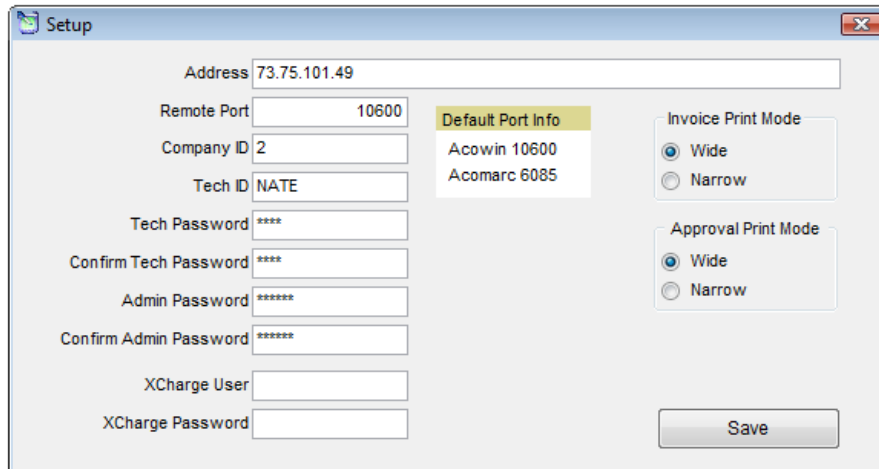
On each ACOTRUCK Windows computer, you will need to log in as the Administrator to perform some basic configuration. ACOTRUCK is launched on a Windows computer by double-clicking its desktop icon, pictured below.

AcoTruck

When the ACOTRUCK login screen appears, use the Tech ID "ADMIN", and your administrator password. The default administrator password is **topdog.** **NOTE** – If you change the Admin Password in the Setup Screen, make sure that you write it down or remember it so that you can access the setup screen in the future. If you change it and forget it, we will not be able to access it for you in the future.

Login

Tech ID: ADMIN
Password: ******

Login

The **Setup** screen will appear automatically when you log in with the ADMIN tech ID. This screen allows you to set passwords and networking information for ACOTRUCK on the tablet P.C.

Address - the Internet address of your office network. Since the ACOTRUCK computers will be operating outside your network, out in the field, this should be the "outside" or "public" address of your network. If you don't already know this address, you can go to this web site from any computer inside your network: **www.whatismyip.com.** The web site will show you the outside IP address of your network. This address will typically be a "Static IP address" that you get from your Internet Service Provider, which is a permanent address that is assigned specifically to your company.

Remote Port - the TCP port used by ACOTRUCK devices when they access your ACOWIN server across the Internet. You should leave this as the default value of 10600, unless your network security requires you to change it. Make sure this TCP port (as well as port 10601) is open in all firewall and security software running on your network and that it is Forwarded (in the Router) to the Internal IP address of your server. **NOTE:** You MUST forward TCP port 10600 and 10601 from the router, to your server, or the tablets will not be able to communicate with the server correctly. The line of communication from the tablets to the server looks like this:

Tablet PC
(air card)
sending port 10600 & 10601
must have Internet connection
must have correct IP address of router

Router
73.75.101.49
relays port 10600 & 10601
port 10600 & 10601 must be open
must relay 10600 to server

ACOWIN Server
192.168.1.101
listening on 10600/10601
port 10600 & 10601 must be open
ACOWIN Remote must be running

In this diagram, the tablet PC sends ACOTRUCK data to the router, on port 10600 & 10601, using the router's **Internet IP** address. The Internet address for your company router is assigned by your Internet service provider. The router then forwards traffic on port 10600 & 10601 to the ACOWIN Server, using its **internal** or "local" network IP address. Local IP addresses usually take the form of 192.168.xxx.xxx, as in the diagram example. The ACOWIN Remote service on the server is waiting for incoming traffic on port 10600 & 10601.

Setup Information for AcoTruck

Company ID **2**

Tech ID NATE

Tech Password NATE

Company ID - the internal number of your "live" ACOWIN company. This number is displayed on the ACOTRUCK screen of the Employee File (see above image). It's the same for all employees within the company, so you can look at the ACOTRUCK screen for any of your employees to obtain the Company ID number.

Tech ID - the Name Code of the technician who will be using this computer to run ACOTRUCK. This needs to match up with the Name Code from the Employee File (see above image), which was displayed on the ACOTRUCK screen for reference.

Tech Password - the password that will be used when the technician logs into ACOTRUCK. You must re-type the password to ensure accuracy. This needs to match up with the Tech Password from the Employee File (see above image) in order to sync data back and forth with the ACOWIN server.

Admin Password and Confirm Admin Password - you can use these fields to change the administrator password for ACOTRUCK on this computer, if desired. Be *very careful* you don't *forget your administrator password* if you change it! NOTE – it is recommended that you do not change this password from the default of "topdog", but if you need to, you can.

XCharge User – If you are using X-Charge for credit card processing, you will need to enter your X-Charge User name in this field so that you do not have to manually enter it each time you process a credit card. If you are not using X-Charge for your credit card processing, then leave this field blank.

XCharge Password – If you are using X-Charge for credit card processing, enter your X-Charge user password in this field so that you do not have to manually enter it each time you process a credit card. If you are not using X-Charge for your credit card processing, then leave this field blank.

Invoice and Approval Print Modes = these options control whether invoices, and approval forms generated for Flat Rate billing, will be printed in the standard 8.5 x 11" format, or a special half-sized "narrow" format designed for belt-mounted portable printers.
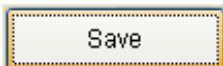
 Click the Save button when you arre finished with ACOTRUCK setup.

Use the standard Windows close button to log out of ACOTRUCK.

NOTE – You need to repeat the above setup procedures for each ACOTRUCK PC.

Windows (Tablet) PC

Pull down the Utilities menu at the top of the ACOTRUCK screen, and then choose Download Static Information, as pictured below.

Pull down the Utilities menu and choose Download Static Information
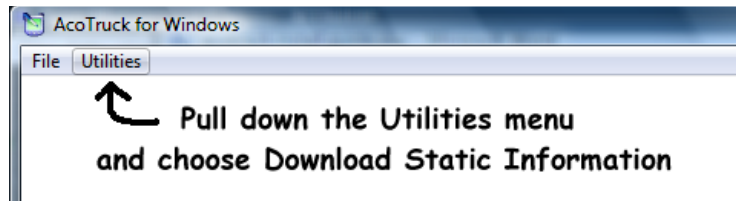
When the Download utility opens, click the Download Static Information button. You should see a series of status messages, showing the tablet contacting the server, requesting the information, and performing the download. The tablet will notify you when the download is complete. Be patient – a large amount of Inventory or Flat Rate data could make the download take several minutes. If the download "hangs" or freezes on the "Requesting Static Information" prompt, you probably have the wrong IP address specified in your tablet setup, or your router is not forwarding port 10600 to the server. If this is the case, the request will time out after about 90 seconds or so. The Download Static Information utility is pictured below.
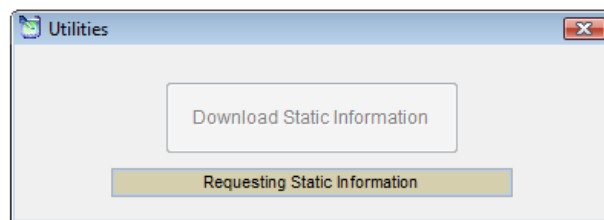
When the download is complete, the system will display the following notification. You can click OK to complete the process.
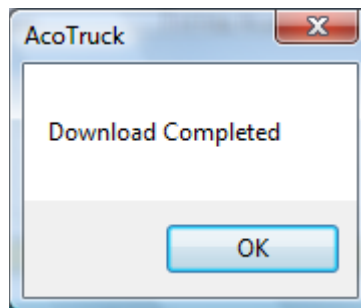
NOTE: If you make changes to the Flat Rate, Resolution Code Inventory information, etc. in your ACOWIN company, the technicians will need to perform the Download Static Information process again.

iPad, iPhone and iPod
Tap the Download Static button (Get Static on iPhone/iPod) on the top right hand side of the Schedule screen. You will be prompted to confirm that you want to download the static information from the server. Tap Yes to confirm. While the static information is being downloaded, you will see a confirmation window showing you what step of the static download is being is performed. If it does not move past the first file, (1/15 in below image) you either do not have an internet connection, you have the wrong ip address or port number selected or the ACOWINRemote service is not running. When the countdown window closes, the static download will be finished.

Please wait... (1/15)

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Troubleshooting ACOTRUCK Connections

If your ACOTRUCK technicians have any trouble connecting with the main office network, here is a checklist that may help you resolve the problem. If you run through these checklist items and still cannot get connected, please contact Team Management Systems Support.

On the main office network:

❑ Make sure you can access the Internet from the ACOWIN server computer. Opening your Web browser to www.google.com is a good test. If your Internet connection is down, try to get it repaired as soon as possible.

❑ Try stopping and restarting the **ACOWINRemote** service on the ACOWIN server computer. In Windows XP and Vista, you can access the list of services by going to Control Panel / Administrative Tools / Services. (Other Windows versions may have slightly different ways to access the Services list.) Select the ACOWINRemote service, then click the Restart hyperlink on the side of the screen. If the service is not running, be sure to Start it.

❑ Check all firewall and security software on the ACOWIN server to ensure port 10600 is not being blocked.

❑ Check your company's Internet router to ensure port 10600 is not being blocked, or directed to a computer other than the ACOWIN server. Many routers include firewalls that can be set to block or re-direct ports.

❑ Check that you have Forwarded Port 10600 in your Router to the Internal IP address of the Server.

On the remote device:

❑ Make sure the device has Internet access. Opening the www.google.com web page is a good test.

❑ Log into the tablet in Admin mode (user name **admin**, password **topdog**, unless you have changed the password.) Make sure the correct IP Address for the office network is displayed. Ask someone at the office to visit the web page www.whatismyip.com to verify this address is correct.

❑ Also in Admin mode, make sure the correct Company ID, Tech ID, and Tech Password have been entered. These fields should all agree with the settings on the ACOTRUCK screen of the Employee File for this technician, back at the office.

❑ On Windows devices, go to the Windows command prompt (typically, click Start / Run, type "cmd", and click the Run button.) At the command prompt, type "ping [office IP]", where [office IP] is the IP address of the main office network. If you can't ping this address, the ACOTRUCK software won't be able to access it, either.

❑ On Windows devices, check all firewall and security software on the tablet, to ensure port 10600 is not blocked.

❑ In iPad or iPhone, tap the "Test Connection" button in the Admin Screen. If this doesn't connect, the ACOTRUCK software won't be able to access it either.

ACOTRUCK Installation Checklist

❑ Enter your ACOTRUCK License Code in the ACOWIN Registration program. This program can be found on the ACOWIN Quick Launch menu, on the server.

❑ Start the ACOWIN Remote service on the ACOWIN server computer.

❑ Install ACOTRUCK on the remote devices.

❑ Set up your technicians for ACOTRUCK, on the ACOTRUCK screen of the Employee File.
- o Check that they are an ACOTRUCK and iPad user in the check boxes
- o Set a password for the technician
- o Select stock location (typically the technician's truck)
- o Select Inventory List location (usually also the tech's truck)
- o Select column for Incomplete calls (could be the tech himself)
- o Set number of calls to appear in history (suggested limit = 3-9)
- o Choose dispatchers to receive Needs Attention diary notices

❑ Set up the ACOWIN Attachments system, if this has not already been done
- o Create an Attachments folder on the server
- o Share the Attachments folder with full control for everyone
- o Create a mapped drive, using same letter, on all workstations that points to the shared Attachments folder
- o Setup / Settings / Miscellaneous: enter Attachment drive letter and UNC path to shared Attachments folder (\\server\share)

❑ Configure each ACOTRUCK Device.
- o Log in with user name **admin**, password **topdog**
- o Set the Company ID number to match the number displayed on the ACOTRUCK screen of the Employee File
- o Enter the Tech ID of the technician using the tablet.
- o Enter and confirm the password for this technician. This must be the **same** password that was set on the ACOTRUCK screen of the Employee File for the technician.
- o Enter the IP Address of the main company network. This is the "public" or external address of the company. You can find it by accessing the web site www.whatismyip.com from any computer within your main office.
- o You should generally leave the Remote Port number alone. Change the Remote Port **only** if you changed it from the default of 10600 on your main company network.
- o If using Xcharge credit card processing click on the Advanced Setup Tab and enter Web ID, Term ID, Auth Key, Gateway and Form.
- o On Windows device, select the Print Mode that will be used when you print invoices in the field. "Wide" is a standard 8.5" x 11" page. "Narrow" is a smaller invoice printed by a special portable printer.
- o Click Save to save your changes
- o Close out of Admin mode

❑ Download the Static Information for the tablet.
- o Log into ACOTRUCK using the technician's name and password.
- o On Windows Machines, pull down the Utilities menu and choose Download Static Information
- o Click the Download button and wait for the download to complete.
- o On iPad/iPhone, tap the Download (or Get) Static Button.

Configuring ACOTRUCK on your iPad

On each ACOTRUCK iPad, you will need to log in as the Administrator to perform some basic configuration. ACOTRUCK is launched on an iPad by the ACOTRUCK icon, pictured below.

When the ACOTRUCK login screen appears, use the Tech ID "ADMIN", and your administrator password. The default administrator password is **topdog.** NOTE – If you change the Admin Password in the Setup Screen, make sure that you write it down or remember it so that you can access the setup screen in the future.

The **Setup** screen will appear automatically when you log in with the ADMIN tech ID. This screen allows you to set passwords and networking information for ACOTRUCK on the iPad.

IP Address / Domain - the Internet address of your office network. Since the ACOTRUCK iPad will be operating outside your network, out in the field, this should be the "outside" or "public" address of your network. If you don't already know this address, you can go to this web site from any computer inside your network: **www.whatismyip.com.** The web site will show you the outside IP address of your network. This address will typically be a "Static IP address" that you get from your Internet Service Provider, which is a permanent address that is assigned specifically to your company.

Remote Port - the TCP port used by ACOTRUCK devices when they access your ACOWIN server across the Internet. You should leave this as the default value of 10600, unless your network security requires you to change it. Make sure this TCP port (as well as port 10601) is open in all firewall and security software running on your network and that it is Forwarded (in the Router) to the Internal IP address of your server. **NOTE:** You MUST forward TCP port 10600 and 10601 from the router, to

your server, or the tablets will not be able to communicate with the server correctly. The line of communication from the tablets to the server looks like this:

Tablet PC	Router	ACOWIN Server
(air card)	73.75.101.49	192.168.1.101
sending port 10600 & 10601	relays port 10600 & 10601	listening on 10600/10601
must have Internet connection	*port 10600 & 10601 must be open*	*port 10600 & 10601 must be open*
must have correct IP address of router	*must relay 10600 to server*	*ACOWIN Remote must be running*

In this diagram, the tablet PC sends ACOTRUCK data to the router, on port 10600 & 10601, using the router's **Internet IP** address. The Internet address for your company router is assigned by your Internet service provider. The router then forwards traffic on port 10600 & 10601 to the ACOWIN Server, using its **internal** or "local" network IP address. Local IP addresses usually take the form of 192.168.xxx.xxx, as in the diagram example. The ACOWIN Remote service on the server is waiting for incoming traffic on port 10600 & 10601.

Company ID - the internal number of your "live" ACOWIN company. This number is displayed on the ACOTRUCK screen of the Employee File (see above image). It's the same for all employees within the company, so you can look at the ACOTRUCK screen for any of your employees to obtain the Company ID number.

Tech ID - the Name Code of the technician who will be using this computer to run ACOTRUCK. This needs to match up with the Name Code from the Employee File (see above image), which was displayed on the ACOTRUCK screen for reference.

Tech Password - the password that will be used when the technician logs into ACOTRUCK. You must re-type the password to ensure accuracy. This needs to match up with the Tech Password from the Employee File (see above image) in order to sync data back and forth with the ACOWIN server.

Admin Password and Confirm Admin Password - you can use these fields to change the administrator password for ACOTRUCK on this iPad, if desired. Be *very careful* you don't *forget your administrator password* if you change it! NOTE – it is recommended that you do not change this password from the default of "topdog", but if you need to, you can.
Adding a Company Logo for Printouts

To add a logo that will print on your Work Orders, Invoices and Flat Rate Approvals, you will need to download your logo from the internet. If you do not have a logo stored on the internet, then you can send a copy of your logo to TMS and they will store it on the internet for you to download.

Location: http:// - Enter the link to your logo in this field. The link should look something like www.companyname.com/logo.png. If you would like to download a sample TMS logo, you can use the link www.acowin.com/logo/tms/tmslogo.png. If you want TMS to store your logo for you, then it will be located in the following location: www.acowin.com/logo/yourcompanyname/logoname.png.

Once you have entered the link to your logo, tap the Download Image button. If you need to delete the image off of your device, simply tap the Clear Image button.

NOTE – It will take several seconds for the logo to download, so be patient after you tap the button.

Setting up X-Charge Credit Card Processing
If you are using X-Charge for your credit card processing, then you can process credit cards in the field from ACOTRUCK. Credit card processing is done on-line, so in order to process credit cards in ACOTRUCK, you will need to have an active internet connection. For more information on X-Charge, contact your TMS Sales Representative.

X-Web ID - This is your X-Web Merchant ID and will be assigned by X-Charge during your enrollment process.

Terminal ID – This is a sub account of your main X-Web Merchant ID and will be assigned by X-Charge during your enrollment process.

Auth Key – This is the security key used to protect the use of your X-Web Merchant ID and will be assigned by X-Charge during your enrollment process.

 Tap the Advanced Button at the top right hand side of the screen to finish setting up X-Charge.

Gateway – This is the URL that the device will use to access the X-Charge secure website for processing credit card payments. X-Charge will refer to this as the "Gateway URL". As of the writing of this document, the default value for this field follows, but you should verify with X-Charge to make sure that it has not changed. https://gw.t3secure.net/x-chargeweb.dll. NOTE – Tapping the Assign Defaults Button will automatically populate the field with the default address.

Form – This is the secure web form that will be used when processing credit cards through X-Charge. X-Charge will refer to this as the "HPF URL". As of the writing of this document, the default value for this field follows, but you should verify with X-Charge to make sure that it has not changed. https://online.t3secure.net/hpf/hpf.aspx. NOTE – Tapping the Assign Defaults Button will automatically populate the field with the default address.

When you are finished entering the X-Charge information, Tap the Save Changes button.

Advanced Setup Screen
The Advanced Setup Screen is used for entering the default secure web information for processing credit cards through X-Charges secure web site, emergency deleting of call slips that could not be uploaded back to the office during the sync process, for TMS Support Technicians to view various files behind the scene, to view PDFs that have already been uploaded back to the office and deleted out of the "Upload Complete Screen", to default the device to only be able to mark a call slip as a Work Order (for techs that never leave an "Invoice" in the field), to set the device to show a Flat Rate discount for Service Agreement Customers along with a description of the savings and to determine if you want the technician to be able to use their "Last departed time" for the "Dispatched" or "Arrived" time on a new call slip.

Work Order Only (no invoice with pricing) – If your company (or the technician that this particular device will be assigned) does not invoice in the field, you can place a check mark in this field which will only allow the technician to print a "Work Order" from the device as opposed to an "Invoice". The Work Order does not show the final sell prices on the bottom right hand side of the printed document like an invoice does and does not show the sell prices on the screen that is presented to the customer to sign. This feature is typically used by companies that do mostly commercial and industrial work, where the work is performed and signed off on in the field, but the invoice is sent from the office.

Use Flat Rate Discount – If you use Flat Rate Pricing for invoicing your customers, you can place a check mark in this field in order to show the customer how much money they saved as a result of having a Service Agreement with your company - (typically if a customer has a service agreement, they get a discounted sell price from a non service agreement customer). If you would like to show the customer the amount of their savings, place a check mark in this box and enter a Description of the savings in the "Desc" field.

Desc (use $$ for inline amt): - Enter the description of the savings that you would like to show the customer on the Flat Rate Approval and on the invoice in this field. If you enter "$$" in the description, the "$$" will be replaced with the actual savings amount. For example, if you enter "As a Value Rate Customer, you saved $$ today." – the "$$" will be replaced with the amount they saved. So if the customer saved $40.00 as a result of having a service agreement, then on the Flat Rate Approval and/or the Invoice, the customer would see "As a Value Rate Customer, you saved $40.00 today." Notice the $$ in the setup was replaced with the savings amount of $40.00. **NOTE –** Make sure that you use a sentence that will make sense on both the Flat Rate Approval and Invoice.

Allow "Last Departed Time" buttons if within… - If you want the technician to be able to tap a button and automatically enter the "Departed Time" from the prior call slip as the "Dispatched" or "Arrived" time on a new call slip, place a check mark in this field and enter the number of minutes (1-99) after the "Departed" time that the tech can automatically use that time with the tap of the button. By default this number will be defaulted to 10 minutes. The reason that you need to enter a time is so that if the technician has a 30 minute lunch period and he accidentally hits the "Last Departed Time" button (out of habit), if the time allowed is less than the lunch period, it wouldn't automatically fill out the time. This feature helps to eliminate the several minute gap between the time that a technician departs a call and enters the dispatched or arrived time on a new call.

View Saved PDF The View Saved PDF Button is used for viewing PDF documents for the past 3 months that have been uploaded back to the office and no longer appear under the "Upload Complete" tab. This is an emergency file that can be used to view the document if for some reason it did not get uploaded back to the office during the sync process (for example the attachment drive hasn't been set up properly on the server) or if an attachment got accidentally deleted from the file at the office. Tapping this button will bring up a list of the documents by call slip number and the type of PDF (invoice or approval). These records will be automatically deleted after the 3rd month from which it was uploaded has passed.

Delete CS Files The Delete CS Files Button is used to delete call slips that are on the Pending Upload screen, but for some reason will not upload to the office. Tapping this button will display a list of call slips and allow you to select which one you would like to delete. NOTE – This button should not be used without first consulting a TMS support technician and making sure that it is needed. Once you delete a pending call slip off of the device, it will not upload back to the office and you will not be able to review on the device. This procedure is permanent! **NOTE** – Before using this feature, the technician should try the "Mark Complete" button on the Pending Upload screen. This feature should never have to be used and is only an option of last resort.

Display Debug This feature requires a password be entered in the Debug Password field and should not be used without first consulting with a TMS Support Technician. This button will display the last process that was done on the device and will allow you to select various files to review the data associated with the file in its raw format.

Save Changes Click the Save button when you are finished with ACOTRUCK setup.

NOTE – You need to repeat the above setup procedures for each ACOTRUCK PC.

Downloading Static Information

To prepare the Device for use by the technician, you will need to download the static information from the ACOWIN server. This includes your company's Flat Rate price codes, Resolution codes, Inventory Key Codes, Technician List, etc. To download the static information, log into ACOTRUCK, using the technician's user name and password. Tap the Download Static button on the top right hand side of the Schedule screen. You will be prompted to confirm that you want to download the static information from the server. Tap Yes to confirm. While the static information is being downloaded, you will see a confirmation window showing you what step of the static download is being is performed. If it does not move past the first file, (1/15 in below image) you either do not have an internet connection, you have the wrong ip address or port number selected or the ACOWINRemote service is not running. When the countdown window closes, the static download will be finished.

Configuring ACOTRUCK on your iPhone or iPod

On each ACOTRUCK iPhone/iPod, you will need to log in as the Administrator to perform some basic configuration. ACOTRUCK is launched on an iPhone/iPod by the ACOTRUCK icon, pictured below.

When the ACOTRUCK login screen appears, use the Tech ID "ADMIN", and your administrator password. The default administrator password is **topdog.** NOTE – If you change the Admin Password in the Setup Screen, make sure that you write it down or remember it so that you can access the setup screen in the future.
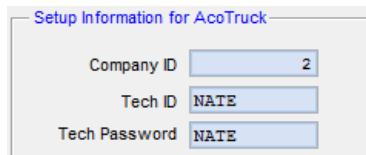
The **Setup** screen will appear automatically when you log in with the ADMIN tech ID. This screen allows you to set passwords and networking information for ACOTRUCK on the iPhone/iPod and you will need to scroll the screen to see all of the fields.

IP Address / Domain - the Internet address of your office network. Since the ACOTRUCK iPhone/iPod will be operating outside your network, out in the field, this should be the "outside" or "public" address of your network. If you don't already know this address, you can go to this web site from any computer inside your network: **www.whatismyip.com.** The web site will show you the outside IP address of your network. This address will typically be a "Static IP address" that you get from your Internet Service Provider, which is a permanent address that is assigned specifically to your company.

Remote Port - the TCP port used by ACOTRUCK devices when they access your ACOWIN server across the Internet. You should leave this as the default value of 10600, unless your network security requires you to change it. Make sure this TCP port (as well as port 10601) is open in all firewall and security software running on your network and that it is Forwarded (in the Router) to the Internal IP address of your server. **NOTE:** You MUST forward TCP port 10600 and 10601 from the router, to your server, or the tablets will not be able to communicate with the server correctly. The line of communication from the tablets to the server looks like this:

Tablet PC
(air card)
sending port 10600 & 10601
must have Internet connection
must have correct IP address of router

Router
73.75.101.49
relays port 10600 & 10601
port 10600 & 10601 must be open
must relay 10600 to server

ACOWIN Server
192.168.1.101
listening on 10600/10601
port 10600 & 10601 must be open
ACOWIN Remote must be running

In this diagram, the tablet PC sends ACOTRUCK data to the router, on port 10600 & 10601, using the router's **Internet IP** address. The Internet address for your company router is assigned by your Internet service provider. The router then forwards traffic on port 10600 & 10601 to the ACOWIN Server, using its **internal** or "local" network IP address. Local IP addresses usually take the form of 192.168.xxx.xxx, as in the diagram example. The ACOWIN Remote service on the server is waiting for incoming traffic on port 10600 & 10601.

Company ID - the internal number of your "live" ACOWIN company. This number is displayed on the ACOTRUCK screen of the Employee File (see above image). It's the same for all employees within the company, so you can look at the ACOTRUCK screen for any of your employees to obtain the Company ID number.

Tech ID - the Name Code of the technician who will be using this computer to run ACOTRUCK. This needs to match up with the Name Code from the Employee File (see above image), which was displayed on the ACOTRUCK screen for reference.

Tech Password - the password that will be used when the technician logs into ACOTRUCK. You must re-type the password to ensure accuracy. This needs to match up with the Tech Password from the Employee File (see above image) in order to sync data back and forth with the ACOWIN server.

Admin Password and Confirm Admin Password - you can use these fields to change the administrator password for ACOTRUCK on this iPhone/iPod, if desired. Be *very careful* you don't *forget your administrator password* if you change it! NOTE – it is recommended that you do not change this password from the default of "topdog", but if you need to, you can.

Adding a Company Logo for Printouts

To add a logo that will print on your Work Orders, Invoices and Flat Rate Approvals, you will need to download your logo from the internet. If you do not have a logo stored on the internet, then you can send a copy of your logo to TMS and they will store it on the internet for you to download.

Location: http:// - Enter the link to your logo in this field. The link should look something like www.companyname.com/logo.png. If you would like to download a sample TMS logo, you can use the link www.acowin.com/logo/tms/tmslogo.png. If you want TMS to store your logo for you, then it will be located in the following location: www.acowin.com/logo/yourcompanyname/logoname.png.

Once you have entered the link to your logo, tap the Download Image button. If you need to delete the image off of your device, simply tap the Clear Image button.

NOTE – It will take several seconds for the logo to download, so be patient after you tap the button.

Setting up X-Charge Credit Card Processing
If you are using X-Charge for your credit card processing, then you can process credit cards in the field from ACOTRUCK. Credit card processing is done on-line, so in order to process credit cards in ACOTRUCK, you will need to have an active internet connection. For more information on X-Charge, contact your TMS Sales Representative.

X-Web ID - This is your X-Web Merchant ID and will be assigned by X-Charge during your enrollment process.

Terminal ID – This is a sub account of your main X-Web Merchant ID and will be assigned by X-Charge during your enrollment process.

Auth Key – This is the security key used to protect the use of your X-Web Merchant ID and will be assigned by X-Charge during your enrollment process.

 Tap the Advanced Button at the top right hand side of the screen to finish setting up X-Charge.

Gateway – This is the URL that the device will use to access the X-Charge secure website for processing credit card payments. X-Charge will refer to this as the "Gateway URL". As of the writing of this document, the default value for this field follows, but you should verify with X-Charge to make sure that it has not changed. https://gw.t3secure.net/x-chargeweb.dll. NOTE – Tapping the Assign Defaults Button will automatically populate the field with the default address.

Form – This is the secure web form that will be used when processing credit cards through X-Charge. X-Charge will refer to this as the "HPF URL". As of the writing of this document, the default value for this field follows, but you should verify with X-Charge to make sure that it has not changed. https://online.t3secure.net/hpf/hpf.aspx. NOTE – Tapping the Assign Defaults Button will automatically populate the field with the default address.

 When you are finished entering the X-Charge information, tap the Save Changes button.

Advanced Setup Screen
The Advanced Setup Screen is used for entering the default secure web information for processing credit cards through X-Charges secure web site, deleting call slips that could not be uploaded back to

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the office during the sync process and for TMS Support Technicians to view various files behind the scene.

Delete CS Files The Delete CS Files Button is used to delete call slips that are on the Pending Upload screen, but for some reason will not upload to the office. Tapping this button will display a list of call slips and allow you to select which one you would like to delete. NOTE – This button should not be used without first consulting a TMS support technician and making sure that it is needed. Once you delete a pending call slip off of the device, it will not upload back to the office and you will not be able to review on the device. This procedure is permanent!

Display Debug This feature requires a password be entered in the Debug Password field and should not be used without first consulting with a TMS Support Technician. This button will display the last process that was done on the device and will allow you to select various files to review the data associated with the file in its raw format.

Save Click the Save button when you are finished with ACOTRUCK setup.

NOTE – You need to repeat the above setup procedures for each ACOTRUCK PC.

Downloading Static Information
To prepare the Device for use by the technician, you will need to download the static information from the ACOWIN server. This includes your company's Flat Rate price codes, Resolution codes, Inventory Key Codes, Technician List, etc. To download the static information, log into ACOTRUCK, using the technician's user name and password.
Tap the Download Static button on the top right hand side of the Schedule screen. You will be prompted to confirm that you want to download the static information from the server. Tap Yes to confirm. While the static information is being downloaded, you will see a confirmation window showing you what step of the static download is being is performed. If it does not move past the first file, (1/15 in below image) you either do not have an internet connection, you have the wrong ip address or port number selected or the ACOWINRemote service is not running. When the countdown window closes, the static download will be finished.

Please wait... (1/15)

Oncall Setup

The ACOWIN OnCall system is designed to allow a technician in the field to look up customer's in the ACOWIN Server to view if they are a current customer, if they are on Credit Hold, COD or require a Purchase Order be given, type(s) of contract that they have (or had in the past) along with the expiration date(s) and any Site Notes associated with the customer site. In addition, the technician can view site history and any equipment associated with the site as well as individual equipment history. Lastly, if you give the technician permission, they can even add a new service call for the site that can be automatically marked for the technician to download to the ACOTRUCK Mobile Work Order system. If the customer does not want the technician to do the call after hours, the call can be assigned to the unassigned column for a dispatcher to contact the customer to schedule the call.

The ACOWIN OnCall system is a web based system, so in order to use it, the technician will need to have internet access and port number 10650 on your server will need to be forwarded to your ACOWIN server.

Port Forwarding
The ACOWIN On-Call system uses TCP/IP port number 10650 to access your ACOWIN server. Make sure this TCP port is open in all firewall and security software running on your network and that it is Forwarded (in the Router) to the Internal IP address of your ACOWIN server. NOTE: You MUST forward TCP port 10650 from the router, to your server, or the computers will not be able to communicate with the server over the Internet. The line of communication from the computers to the server looks like this:

Tablet PC
(air card)
sending port 10650
must have Internet connection
must have correct IP address of router

Router
73.75.101.49
relays port 10650
port 106650 must be open
must relay 10650 to server

ACOWIN Server
192.168.1.101
listening on 10600/10601
port 10650 must be open
ACOWIN Remote must be running
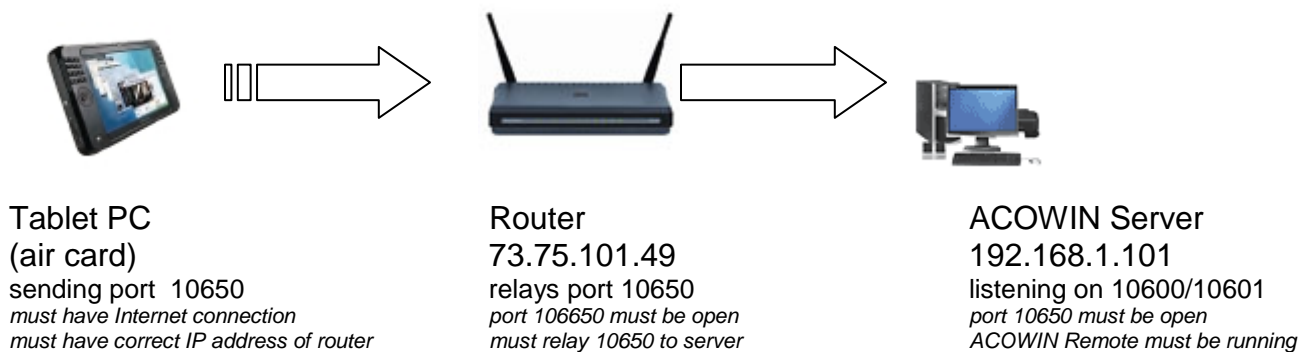
In this diagram, the external PC sends ACOWIN On-Call data to the router, on port 10650, using the router's Internet IP (Static) address. The Internet address for your company router is assigned by your Internet service provider. The router then forwards traffic on port 10650 to the ACOWIN Server, using its internal or "local" network IP address. Local IP addresses usually take the form of 192.168.xxx.xxx. The ACOWIN Server is listening for incoming ACOWIN On-Call data on port 10650.

Configuring your ACOWIN Server for OnCall

Employee File
1. Go to the Employee file in ACOWIN and select a technician for whom you want to set up OnCall.
2. Click on the "Remote Tech" button at the bottom of the screen.

a. Login ID - Create a Login ID for the technician (this can be different than the "Name Code" used at the top of the dispatch board if you want).
b. Password - Enter a Password that you want the technician to use to login.
c. Allow Add Call Slip - Select if the tech is allowed to add a call slip from the field by placing a check mark in the "Allow Add Call Slip" field.
d. Allow Add Customer – Select this option if you want to allow the addition of a new customer from this user. If a new customer is added, the site information will be the same as the customer. NOTE - OnCall does not allow the addition of a new site to an existing customer.
e. Mark Call Slips for Download - Place a check mark in the "Mark Call Slips for Download" field if you want the calls that the technician created to be automatically marked for download to ACOTRUCK Mobile Work Order. NOTE 1 – If the tech selects to give the call to the Unassigned column, then it will not be marked for download. NOTE 2 – If the tech selects a tech other than himself, the call will be marked for the selected tech and the technician that created the call should contact the tech to let them know that they have a call to be downloaded in ACOTRUCK.
f. Allow Change Tech - Place a check mark in the "Allow Change Tech" field if you want the technician to be able to assign a call to a technician other than himself.
    i. If you place a check mark in this field and do not set the tech up as a dispatcher, then the only other option the technician will be able to select is "Unassigned" which will put the call slip in the Unassigned Column.
    ii. If you want the technician to be able to select from a list of technicians, then set up the tech as a "Dispatcher" by clicking on the "Dispatcher Button" in the Employee File. Once this has been set up, then the technician will be able to select from any of the technicians in the Dispatcher List for Board 1. For more information, see the Dispatcher Setup section in the ACOWIN manual. NOTE – Typically a technician can only select their name or unassigned. Usually if you are using the dispatcher feature, it is for a manager or a Night/Weekend person responsible for taking after hours calls. Remember that if you select someone other than yourself to assign the call, then you will need to contact that person and let them know that they have a call that needs to be "Synced" to their Mobile Device.
g. # of calls for History – Enter the number of past calls you would like for the technician to see in the site history screen of On-Call.
h. Allow View Schedule – Place a check mark in this field if you want the user to be able to view the Schedule Board from OnCall. You can allow users to view the Schedule Board without being able to change it if you want. Typically the view schedule option is set up for management and not technicians. NOTE – The techs that will be seen on the OnCall Schedule Board will be the technicians assigned to the user as they are set up in the Dispatcher File. The Schedule can view all 6 schedule boards set up for the user.
i. Allow Change Schedule – Place a check mark in this field if you want the user to be able to change the schedule from OnCall. The options that can be changed are the tech to whom the call is assigned, the scheduled date, scheduled time, range time and if the call should be marked for ACOTRUCK. Calls can be moved from tech to tech or copied to a tech if you want a second technician to go to the same call as another tech.

Setup System for OnCall
1. Go to the System Setup from the Main Menu and select Sub Systems.

a. Problem Code – You need to select which Problem Codes can be used in OnCall when a technician enters a new service call. Typically, you will want this list to be fairly small so that the technician does not have to sort through a bunch of problem codes and possibly select the wrong one. For example, in an HVAC company, typical types of after hour calls would be No Heat, No Cooling, Water Leak, etc. It is unlikely that the customer would call for emergency service and be willing to pay overtime rates for a technician to perform an inspection in the middle of the night or on the weekend. You might want to setup a problem code called "Other" for calls that do not fall under the standard after hour requests.
  i. Place a check mark in the "On Call" check box to include the selected problem code in a list of problem codes that the technician can select in the field. Do this for all of the problem codes you want the technician to be able to select from the field.
b. Sources – You need to select which "Lead Sources" you want the technician to be able to select for after hour calls. This can be used to determine how many calls and revenue received based on each of your marketing lead types.
  i. Place a check mark in the "On Call" check box to include the selected Marketing Sources in a list of Sources that the technician can select in the field. Do this for all Marketing Sources you want the technician to be able to select from the field.

Creating an ICON on your computer or iPad/iPhone to login to ACOWIN On-Call

The ACOWIN On-Call program can be accessed directly from most internet browsers and therefore does not need to have a separate Icon for accessing it. However, to keep from having to manually enter an address in your web browser every time you want to access ACOWIN On-Call, it is recommended that you create an icon on your desktop that will automatically take you to the correct web address. This can be accomplished several different ways, of which a couple will be described here.

1. Installing an Icon from CD provided by ACOWIN (for Windows computers):
   a. Insert the CD titled TMS On-Call Icon Installer in your computer.
   b. Select the option "Run tmsicon-oncall.exe
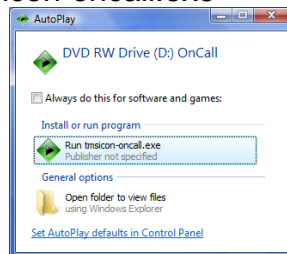
   c. Enter your company's static IP address (NOTE – This will not be the IP address of the server – for example, 192.110.xxx.xxx, even though that is what is shown in the example below). To find out the Static IP Address of your company, go to www.whatismyip.com on a computer that is connected to your company's in house network. This web site will show you the static IP address of your company. **NOTE** – the IP address will be the same IP address you use for ACOTRUCK, if using it.
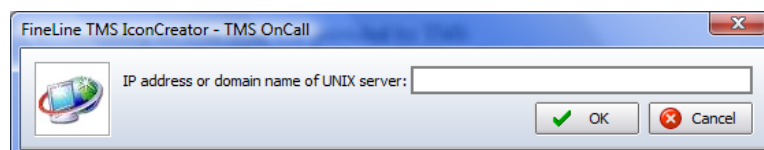
d. Verify that you want to Create a new TMS OnCall desktop that will connect to the address entered (NOTE – The address should be your Static IP Address, not the 192.168.110.20 pictured below).
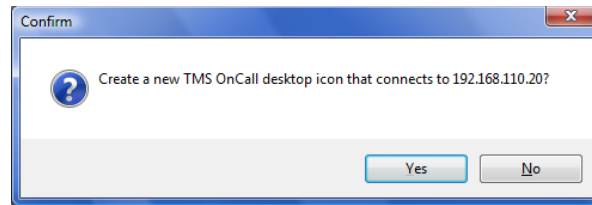
e. You should now have a new TMS OnCall icon on your desktop. Clicking this icon will take you directly to the TMS OnCall login screen.

2. Another way to create a generic icon on your Windows desktop is to bring up your web browser on your computer and type "http://static IP address:6201" – where "static IP address" is replaced with your external static IP address. This will take you to the TMS On-Call login screen. Once you are there, click on the small icon to the left of the address in the address bar and drag it to your desk top. This will create a shortcut with a generic icon on your desktop.
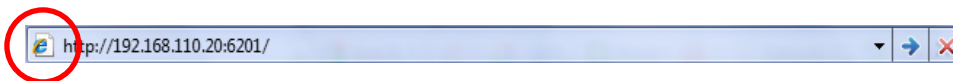
3. To create an icon on your iPad or iPhone, bring up Safari and enter the IP address with the port number of 10650. For example, http://192.168.110.50:10650 (NOTE that the address you use WILL NOT be a 192 address, which is an internal IP address, you need to use your Static IP address). When the address is in the address field and you have hit GO, tap the Icon to the left of the field that looks like a rectangle with a right arrow in it. Select the option to Add to Home Screen and change the name that appears if you so desire. NOTE – If you expand the size of the screen so that the blue ACOWIN OnCall box takes up most of the screen prior to adding to Home Screen, then the icon will look better.

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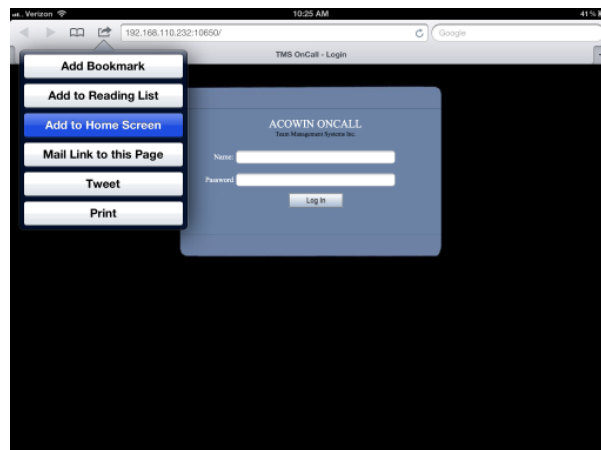
Using TMS On-Call

Login

To login to TMS On-Call, double click on the TMS OnCall Icon on your computer desktop or tap on the Icon on your iPad/iPhone. (NOTE – If you do not have an icon on your desktop, bring up your web browser and type "http://static IP address/10650" where "static ip address" is replaced with your company's Static IP Adress – check with your system administrator for this number if you do not know it).

1. **Name** – Enter the login name assigned to you by your system administrator.
2. **Password** – Enter the password assigned to the login name by your system administrator.
3. **Click the Log In button**. **NOTE** – Some Web Browsers, such as Safari, require that you actually click the Login Button as opposed to just pressing Enter on your keyboard.

Searching for a Customer's Site

The TMS OnCall Site Search screen is used for looking up customer sites in your TMS system. You can search for sites by Site Name, Address or Phone Number. Click or Tap the Drop Down box in the Search by: field to change your search criteria.

1. **Login Information** – The very top of the TMS OnCall Site Search Screen shows the name of the person logged in, the company to which you are logged in (this becomes important if you have multiple companies running in your TMS software system), and a Log Off hyperlink.
2. **Search By Drop Down Box**
   a. **Site Name** – Enter the Site Name for which you are searching. If it is a Residential customer, search by the last name. The maximum number of records that will display in the search is 50, so if you enter a portion of a name and you max out at the 50 results, type in more of the name to reduce the search results. For example if you are looking for Smith, Susan and you have hundreds of customers with the last name of Smith, then enter "Smith, S" to reduce the number of results to just the Smith customers whose first name starts with "S".
   b. **Site Address** - Enter the Address for which you are searching starting with the street number and then the street name. You do not have to type in the full address to start the search. If the address 11928 Fairway Lakes Drive, you can enter "11928 fa" and hit enter. If you have a lot of similar addresses then you can type in more of the address to narrow your search results.
   c. **Site Phone** – Enter the phone number of the site for which you are searching. You do not need to format the phone number with parenthesis or dashes. If the phone number you are searching is (239) 437-8898, simply type 2394378898.
3. **Search** – Click the Search Button to search for the customer site.
4. **Result Count** – By default, OnCall will display up to 20 site results based on your search. If you need to see more than 20 records, you can use the drop down to select 50 or 100. For example, if you have an apartment complex that has one address but 70 different apartment numbers, you would want to increase the Result Count so that you can find the correct apartment number.
5. **Schedule** – Click this button if you want to access the online schedule board. **NOTE** – If the user does not have permission to view the online schedule board, then they will not see the Schedule button on this screen.
6. **Add Customer** – If you can't find the site for which you are searching, you can click this button to add a new customer to ACOWIN. **NOTE** – You can add a new customer from OnCall, which will add a new site for the new customer at the same time. OnCall does not allow you to add a new site to an existing customer.

Site Search Result
The ACOWIN OnCall Site Search Results Screen will show you the search results based on the information entered in the Site Search Screen. To select a particular record, click the Site Number to the left of the Site Name for which you would like to select. If the site for which you are searching does not appear in the list and you want to start your search again, enter new search criteria at the top of the screen. If the customer site does not exist in your system, you can click or tap the "Add Customer" button and add a new customer. See the section on Adding a New Customer for more information on adding a new customer. If you don't want to add a new customer or the user doesn't have permission to add customers, click or tap the "Log Off" button on the top right hand side of the screen to log out.

Site Information

The Site Information screen shows important information about the site selected. The top left hand side of the screen shows the Billing information and the top right hand side shows the physical site address information. In the middle of the screen, you will see any current Service Agreements (Contracts) as well as any past Service Agreements along with the Start and Expiration dates.

1. **Customer Type** – This field indicates the customer type that is set up in the system, for example R for Residential, C for Commercial, etc.
2. **P.O. Required** - This field indicates if the customer is required to issue a PO prior to performing any work. If this field is marked as Yes, then you will not be able to enter a new Call Slip (service call) without providing a PO Number.

3. **Credit Hold** – This field indicates if the site is on Credit Hold. If they are on Credit Hold, then you may not want to run a service call for them unless they agree to pay for the service at the time it is performed.
4. **COD** – This field indicates if the customer is marked as needing to pay for service when it is performed in the system.
5. **Contact Type** – These fields indicate the type of current Contract (Service Agreement) that is associated with this Site as well as any expired contracts.
   a. **Start** – This is the Start Date of the contract.
   b. **Expires** – This is the Date that the contract expires.
   c. **Expired** – If the contract for the associated line is expired, an "X" will appear in this field.
6. **Site Notes** – This field will show any important notes pertaining to this site that have been entered in the system.
7. **Equipment List Button** – Clicking this button will show you any equipment entered in the computer for this site along with the history associated with it.
8. **Site History Button** – Clicking this button will show you any history associated with the site selected. The office can determine how many prior calls will be displayed in the Site History screen.
9. **Add Service Call Button** – Click this button to add a new service call for the selected site. **NOTE** – this is an optional feature that is controlled by the office whether or not a particular user has permission to create a Callslip.
10. **Return Button** – Clicking this button will return you back to the Site Search Results screen.

Equipment List

The equipment listing screen will show you a list of all the equipment entered in the system that is associated with the site selected. This screen shows you the Equipment Number, Brand, Model, Serial Number, Type of Equipment, and the warranty expiration dates. Clicking on the Equipment Item # field will drill down into the particular piece of equipment, showing more information and further allowing you to see the history associated with the selected piece of equipment. To return to the Customer Site Information screen, click the Return Button at the bottom of the screen.

Nate Tuttle   Team Air Conditioning Logoff

TMS OnCall - Equipment Listing

Smith, Sean
11451 Persimmon Court
Ft. Myers, FL 33913

Equip Item	Brand	Model #	Serial #	Type	Parts Warranty	Labor Warranty
0001	Trane	TWX030C100A2	J29268878	AIRHAN		
0002	Trane	TWE030C140A1	J45861811	GAS	04/14/05	04/14/03
0003	Trane	TWR36219645	490-3849083	CNDNSR		
0004	Trane	18LS10	3840938483	ELECT		
0005	General Electric	40GLB739847	X	ELECT		
0006	Hayward	750X	473JRE7335	ELECT		
0007	Tempstar	N2A336AKA	E061433901	CNDNSR	01/24/12	08/20/07

Return

Equipment Information

The Equipment Information Screen shows detailed information about the piece of equipment selected, such as where it is located on the site, what area it services, warranty information, additional information, etc. It also shows any history associated with the selected piece of equipment, as well as the Call Slip Number, Status of the Call, Initial Dispatch Date, the Lead Technician and the resolution code or text associated with the repair. Click the Return button to return to the selected piece of equipment.

1. **Item #** - This is the item number associated with the piece of equipment in the office computer.
2. **Brand** – Brand of equipment
3. **Model** – Model number of piece of equipment
4. **Serial #** - Serial number of piece of equipment
5. **Equipment Type** – Type of equipment
6. **Location** – Physical location of the equipment at the customer's site
7. **Service Area** – What area the site which the equipment services
8. **Install Date** – The date the piece of equipment was installed. If the equipment was not installed by your company, then this field may not be populated.
9. **Warranty Expiration Dates** – The expiration date(s) of the warranty associated with this piece of equipment. If the equipment was not purchased through your company, then these fields may not be populated.
10. **Equip History** – Click this button to view any history associated with the particular piece of equipment.
11. **Site Info** – Click this button to return to the Site Information screen.
12. **Return Button** – Click this button to return to the Equipment List associated with the site selected.

Site History

The Site History Screen shows any history from the Resolution screen associated with the selected site, as well as the Call Slip Number, Initial Dispatch Date, the Lead Technician, total number of technicians on the call, the invoice number and amount as well as the Status of the call. In addition to

the Site Notes from the Resolution screen, it will show what piece of equipment was serviced (if applicable) and the repair(s) performed (see the 1st call, call slip number 2516, in the following image). The Site Resolution informs the customer that they should trim the hedges around their A/C unit and the Equipment Resolution shows that an Element and Drain Valve was replaced on their Water Heater.

1. Status definitions
    a. **UNSCHED** – Open service call that has not been assigned to a technician and has not been dispatched.
    b. **SCHED** – Open service call assigned to a tech that has not been scheduled or dispatched.
    c. **INC** – Incomplete call slip that has been manually changed to Incomplete or is awaiting a return call.
    d. **DISP** – Service call that has somebody dispatched to it, but does not have a departed time.
    e. **LAB** – Service call that was dispatched and the technician has departed but has not yet been invoiced.
    f. **MAT** – Service call that has material entered against it but has not yet been invoiced.
    g. **INV** – Invoice has been prepared but has not yet been printed.
    h. **PRT** – Invoice has been printed by the office but has not been posted or transferred to accounting.
    i. **A/R** – Invoice has been posted to Accounts Receivable.
    j. **VOID** – Call slip was voided without any work being performed.

Adding a Call Slip (Service Call)

If your login ID has been approved to add a service call, then you will be able to click the Add Service Call button at the bottom of the Site Information Screen. The Add Call Slip Screen displays the site name, address and phone number information as well as any important Site Instructions. In this screen you will need to enter the contact name, phone number, problem code and the problem description being reported.

1. **Contact Name** – Enter the name of the person reporting the problem. This is a required field and must be filled in prior to being able to submit the record.
2. **Phone Number** – Enter the phone number where the person reporting the problem can be reached. This is a required field and must be filled in prior to being able to submit the record.
3. **P.O. Number** – Enter the purchase order number that the customer would like to use to authorize the work to be performed. If the Customer or Site requires a PO Number, then you will not be able to submit the call slip without one. If a PO is not required, then you can leave this field blank.
4. **Problem Code** – Select a problem code that best describes the problem being reported from the drop down window associated with this field. This is a required field and must be filled in prior to being able to submit the record. Problem Codes in this list are set up in the Setup / Sub System / Problem Code file by placing a Check Mark in the On Call check box.
5. **Source** – Select the Marketing Source that prompted the customer to call you for this service call. This could be something like a sticker on the piece of equipment that is having problems, a flyer the customer received, yellow pages, Google, etc. Codes in this list are set up in the Setup / Sub System / Lead Source file by placing a Check Mark in the On Call Check Box.
6. **Scheduled Tech** – This is the technician to which the service call will be scheduled. Depending on how the office has configured the login user, you may be able to select a different technician than the default technician that appears in this field. If the office has configured the login ID to automatically mark the call slip to be marked for downloading to the ACOTRUCK Mobile Work Order system, then it will be marked for the technician to download it to his/her iPad/iPhone or tablet PC. NOTE – If the call can wait to be run until normal business hours (customer does not want to pay after hour rates), then you can change the technician to Unassigned (depending on system setup) so that it will not be downloaded to the ACOTRUCK Mobile Work Order the next time that it is synced.
7. **Call Instructions** – Enter a brief description of the problem that the customer is reporting in this field.
8. **Clear Button** – Click this button if you want to clear all data entered on the call slip. After you click this button, a confirmation window will appear for you to verify that you truly want to clear all the fields.

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9. **Cancel Button** – Click this button if you want to cancel the adding of a new call slip. After you click this button, a confirmation window will appear for you to verify that you truly want to cancel the adding of the call slip. If you confirm that you do want to cancel the call slip, you will be returned to the Site Information Screen.
10. **Submit Button** – Click this button to submit the call slip and add it to the server in the office. Depending on how the user has been configured, this will also mark the call slip for the technician to download the call slip to his/her tablet PC in the field.

NOTE – ONLY CLICK THE SUBMIT BUTTON <u>ONE TIME</u> AND BE PATIENT WHILE THE CALLSLIP IS CREATED. If you click the Submit button several times, multiple call slips will be created. It may take several seconds for the process to be completed.
Call Slip Creation Verification

After you have clicked the Submit Button after adding a new Call Slip, a verification message will appear that shows you the call slip number created, for whom the call slip was created, and which technician it was assigned. If you are using the ACOTRUCK Mobile Work Order system, it will also verify that the call slip has been marked to be synced by the technician's iPad/iPhone or PC. After you click the OK button, you will be returned to the Site Search Screen.
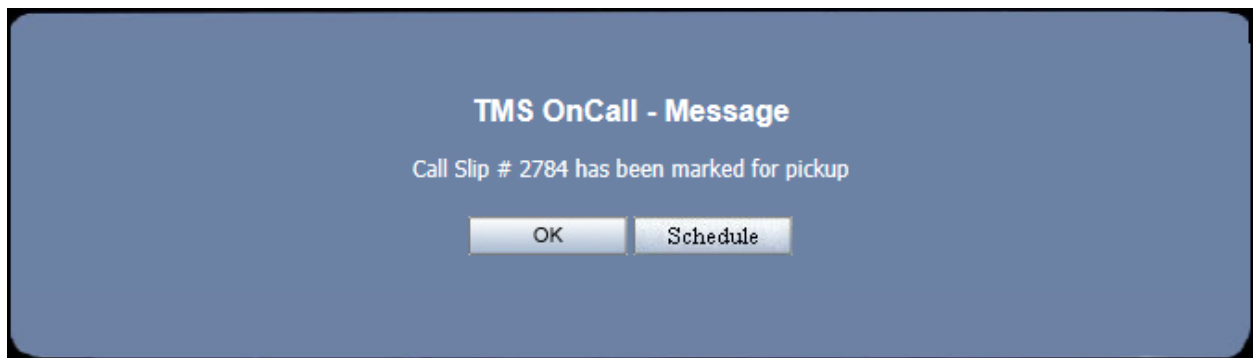
Logging Out
When you are finished using the TMS OnCall system, you should click the Log Off hyperlink at the top right hand side of each screen. This properly exits out of the program and closes out the login session. You can simply close out the Window, but it is better to use the Log Off hyperlink.

Schedule (Online Schedule Board)

The online schedule board allows the user to review the schedule and details about the various calls that are scheduled. From the Call Detail Screen, you can even drill into the Site Details, which will take you to the OnCall Customer screen where you can review the site's equipment, equipment history and site history. When you are finished, you will return to the Call Detail screen. It also has the ability to change the technician to whom a call is scheduled, change the date, time and range time that a call is scheduled and also mark or unmark the call for being downloaded to ACOTRUCK. In addition to being able to change the technician to whom a call is scheduled, you can also add a technician to the call so that it is scheduled to more than one technician. Any changes made in the OnCall Schedule will automatically update the Dispatch Board back at the office.

The ability to view the Schedule Board from OnCall is optional and can be determined by each OnCall user's credentials. You can also allow the ability to view the OnCall Schedule Board, but *not*

allow the ability to edit the schedule. For example, you might give owners of the company, management and dispatchers the ability to view and/or edit the Schedule, but not technicians.

Submit The submit button will refresh the online Schedule Board based on any changes made in the Header of the Schedule Board (for example if you want to change the date) or any changes that were made to the schedule at the office.

To change the date displayed on the Schedule Board, click the drop down and select the particular date for which you want to view the schedule. Remember to click or tap the "Submit" button after you change the date.

Current Schedule Date: 04/03/2014 This label indicates the Schedule Date that is currently being displayed on the Schedule Board. This date could be different than the date in the Drop Down Date fields if the date is changed and the user forgets to tap or click the "Submit" Button.

Prev Day   Today   Next Day Tap or click any of these 3 buttons to view the Schedule for the previous day, return to the current date or view the schedule for the following date. NOTE – the Today button will always bring you back to the current date. The Previous Day and Next Day buttons will move the Schedule backwards or forward one day based on the date you are currently viewing on the Schedule Board. NOTE – Using these buttons does not require you to tap the "Submit" Button. Selecting these buttons will automatically change the date and refresh the screen.

Schedule: Schedule 1 Each user can have up to 6 different Schedule Screens showing different technicians (this is setup in the Dispatcher File for the OnCall User). To change which Schedule you are viewing, tap or click the drop down and select one of the other schedules and tap or click the "Submit" button. By default the Schedule Board will start at the first Schedule board. The user can tap the drop down if they want to change to a different Schedule board. For example, on Schedule 1, you might display all technicians. On Schedule 2, you might just show service techs. On Schedule 3, you might want to just show installers, etc.

 # Rows 20 By default, the online Schedule Board will show up to 20 calls per day in a technician's column. If you have more than 20 calls scheduled to a single technician column, you can click or tap the drop down and change the number of calls you see to 50, 100 or all. Be sure to tap or click the "Submit" button after you change the drop down.

Prev Page   Next Page The online Schedule Board will show you 7 technicians at a time. To see the next 7 technicians on the Schedule Board, tap or click the "Next Page" button. To see the previous 7 technicians, tap or click the "Prev Page" button. NOTE – in the screen

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shot above, the 7th technician is not displayed, so these buttons do not appear in the sample screen shot. If your resolution does not allow you to see all 7 technicians at one time, simply scroll your screen to the right and you will see the remaining techs.

When you are ready to return to the OnCall Site Search Screen, tap or click this icon on the top right hand side of the Schedule Board (or use the "Back Button" in your browser). **NOTE** – in the screen shot above, the 7th technician is not displayed, so this icon does not appear in the sample screen shot.

This is what a technician's column with a scheduled call looks like on the Schedule Board. The very top of the column will have the technician's name to which the calls are assigned. If the background behind the tech's name is dark gray, it indicates that the tech is on Leave for that date, and you may not be able to assign calls to that tech, depending on how the Leave has been set up. If the background is light blue, it indicates that this is an "On Call" technician for the particular date. This helps you determine whom to schedule a call to late in the day if the customer insists on having someone there after hours.

The first line of the Schedule Card is the Site Name of the service call. You can tap or click the name to see the call details, such as Name, Address and Contact Information, the problem reported, site notes, scheduled time information, etc. Tapping or clicking the Site Name is how you would change the scheduled tech, scheduled time, mark the call to be downloaded to ACOTRUCK, etc.

The second line of the Schedule Card shows the Problem Code associated with the call and the Scheduled time. The first time is the Scheduled time and the second time (if there), is the Range Time.

The third line of the Schedule Card shows the Zone in which the call is located and the Call Slip number that the computer assigned to the call slip.

The fourth line of the Schedule Card is broken into 4 sections, defined as the following.

1. **Service Agreement Section** – if the customer has an active service agreement, you will see S/A in this section. If they do not have a service agreement, then the section will be blank.
2. **Visit Status** – This field will show the status of the visit, which will be broken down into the following options.
   a. Open – Call still needs to have someone come out.
   b. Disp – Technician is on the way to the call.
   c. Arr – Technician has arrived on the call.
   d. Cls – Technician has departed the call.
   e. Post – The office has closed the call and it is posted.
   f. Void – The call slip has been voided.
3. **COD / Credit Hold Section** – If the site is marked as COD or on Credit Hold, you will see COD or CH in the 3rd section.

4. **ACOTRUCK Section** – This section will indicate if the visit is associated with ACOTRUCK at all and will have consist of the following options.
    a. Mrk – Indicates the call is marked for the tech but has not been downloaded yet.
    b. PkUp – Indicates the call has been picked up by the technician and is on their device.
    c. Ret – Indicates that the technician has returned this call from ACOTRUCK.

Schedule Call Detail

The Schedule Call Detail screen allows you to see the details about the service call such as whom it is for and the address, the problem reported, any site notes, to whom it is scheduled as well as the date and time, the zone the call is located, the priority and credit status. If the call has been dispatched or is completed, you will also see the tech that worked on the call and their dispatch times. You can also use this screen in order to change the tech and the scheduled date and time of the call and mark it for ACOTRUCK. If you need more than one technician assigned to a call, you can also use this screen to assign the call to additional technicians.

If the visit has been completed, but the call has not been posted, you can also use this screen to create an additional visit for the call in case you had to return at a later time or date. Once the call has been posted, you will be able to view this screen but not make any changes or add any visits.

You can also use this screen to drill into the OnCall site information screen and review the history, for this call or previous calls. When you are finished, tapping the "Return" button will return you back to this screen.

Tap or click the site name from the Schedule Board in order to access the Scheduled Call Detail Screen.

Tap or click the Back Button at the top left hand side of the screen in order to return to the Schedule Board. NOTE – You can also use your Browser's back button to return to the

Schedule Board.

Site Details Tap this button on the bottom right hand side of the screen in order to drill into the Site Information screen of OnCall. This is handy for viewing past history about the site or if the visit has been completed, reviewing what was done on the call.

Action:	To:	Month	Day	Year	Scheduled Time	Range Time	Tablet	
Change ∨	NATE ∨	April ∨	3 ∨	2014 ∨	11 ∨ 00 ∨ AM ∨ -	1 ∨ 00 ∨ PM ∨	☑	Apply Changes

This section of the screen allows you to modify the record and reschedule the call, change the date and or scheduled time or range, and mark the call to be picked up by the technician in the field.
NOTE – If the call is Posted, you will not be able to modify this section. If the visit is Closed, you will only be able to copy the call to reschedule it for an additional visit.

Action:
Change ∨ This option lets you Change (edit) or Copy the call to an additional technician if you needed to send more than one tech on the call. You can change the scheduled information, which includes the tech to whom it is assigned, the date and time and if you want it to be marked or unmarked for ACOTRUCK.

To:
NATE ∨ This is the technician to whom you want to schedule to service the call. This option will bring up a list of all the technicians in your system not marked as terminated.

Month Day Year
April ∨ 3 ∨ 2014 ∨ This section is used for the date for which you want the call slip scheduled. Tap or click the drop down in order to change any of the fields.

Scheduled Time
11 ∨ 00 ∨ AM ∨ Select the time for which you would like to schedule the call in this section.

Range Time
1 ∨ 00 ∨ PM ∨ If you use a range time when scheduling your calls, enter the range time in this field. The range time must be after the scheduled time or you will get an error message when you try to save the changes.

Tablet Tap or click this field to enter a check mark if you want the current visit to be marked for ACOTRUCK. A check mark in this field will download the call to the technician's
☑ ACOTRUCK the next time the technician syncs their device.

Apply Changes Tap or click this button in order to apply the changes made and return to the Schedule Board. If there are any errors, you will not be able to apply the changes and a message will appear above the scheduling section. See example of error message below:

The range time must be greater than the scheduled time.

Action:	To:	Month	Day	Year	Scheduled Time	Range Time	Tab
Change ∨	NATE ∨	April ∨	3 ∨	2014 ∨	11 ∨ 00 ∨ AM ∨ -	9 ∨ 00 ∨ AM ∨	

Notice in the error above that the Scheduled time is 11 AM and the Range Time is 9 AM, prompting an error meessage to be displayed.

NOTE – Be patient after tapping or clicking the Apply Changes button, as it may take several seconds for the changes to be updated over the Internet.

Happy Calls

Happy Call Tracking has been added to the system and can be accessed directly from the dispatch board. This incredible feature allows your CSR's to read from a predefined script and enter your customer's answers from a list of questions defined by your company. If you are currently running ACOWIN 5.0 or later you will also have the option to print or email (emailing only available if you have the ACOWIN Emailing License) the happy call survey to the customer. A Happy Call Report can be generated to show you the percentage of positive and negative responses for each of the "Happy Call" questions. Various visual indication on the Dispatch Board that will indicate what stage the "Happy Call" is in and if the "Happy Call" needs a follow up. We will review the different indicators that will appear later in this document.

Happy Call Setup

In order to utilize the Happy Call Survey Feature you must first setup a script and a list of questions that you want to ask the customer during your Happy Calls. All setup for Happy Call Survey is located in **Company Setup / Settings / Happy Call Setup**.

Setup for Performing Happy Call via Phone

The General Tab of the Happy Call setup is where you type in the introduction and conclusion script you want your Customer Service Representative to recite when they contact the customer via phone. You will also select how many questions you would like to ask the customer. It is suggested that even if you are planning on printing or emailing happy calls, you still enter a script on the General Screen in case someone does contact the customer via phone. See below for examples of introduction and conclusion text.

Introduction Text	Good Morning/Afternoon. This is _____ with Acowin HVAC Company. Is Mr.or Ms _____available?
	I'm calling to follow up on the service we recently provided. I'll take less than five minutes of your time. Is this a good time for you?
	I'm going to read a series of statements. Please rate how well you agree with them on a scale from one to five where one means strongly disagree and five means strongly agree. The first statement is…

Conclusion Text	This month, we are running a special on ********. Would you like us to mail or email you information about SPECIAL?
	Those are all of the questions I have. Thank you very much for your time.

Setup Questions for Happy Calls

On the General Tab of the Happy Call Setup you will need to select the drop down next to Number of Questions and select how many questions you would like for the customer to answer. You can ask anywhere from 1 through 10 questions.

Once you have determined and selected how many questions you would like to ask your customer, select the Questions Tab.

This tab will display boxes for you type in the Questions you would like to ask the Customers. It will only allow you to type in the number of questions you set on the General Tab of Happy Call Slip. Any Questions boxes above and beyond the number of questions you wanted to ask will be blued out and not editable. Keep in mind when composing your that the answers allowed will be a rating of 1 to 5, 1 being poor and 5 being excellent.

Question #1

When you contacted Acowin HVAC Service Company for your heating and air conditioning needs. Was your call handled courteously, efficiently, and professionally?

Question #2

Did the technician arrived when promised?

Example of Question Boxes found on the Question Tab of the Happy Call Setup. Note: All the Questions will be the same whether, calling, emailing, or printing the Happy Calls.

Forwarding TCP Port for Emailing Happy Call Surveys

In order to email Happy Calls to your customers you must have the ACOWIN Emailing License add on and the Internet Tab under Company Setup / Internet must have your Outgoing SMTP, User Account and Password. Once you email out the Happy Call Survey to your customer, the customer can click on a link within that email, which will automatically bring up a web page for them to answer the questions. When they finish the survey, ACOWIN will automatically be updated with the information. Since the Customers Computers will be operating outside your network, they will be accessing the proper Web Address via your "outside" or "public" address of your network. If you don't already know this address, you can go to this web site from any computer inside your network: **www.whatismyip.com.** The web site will show you the outside IP address of your network. This address will typically be a "Static IP address" that you get from your Internet Service Provider, which is a permanent address that is assigned specifically to your company. The TCP port 10675 is used by ACOWIN Happy Calls Emailing Option when the Customer accesses your ACOWIN server across the Internet. Make sure this TCP port is open in all firewall and security software running on your network and that it is Forwarded (in the Router) to the Internal IP address of your server. **NOTE:** You MUST forward TCP port 10675 from the router, to your server, or the Customers will not be able to communicate with the server. The line of communication from the Customers Computer to the server looks like this:

Customers PC
Sending port 10675
Must have internet connection

Router
73.75.101.49
relays port 10675
port 10670 must be open
must relay 10670 to server

Acowin Server
192.168.1.101
listening on 10675
port 10670 must be open
Acowin Intercall must be
running
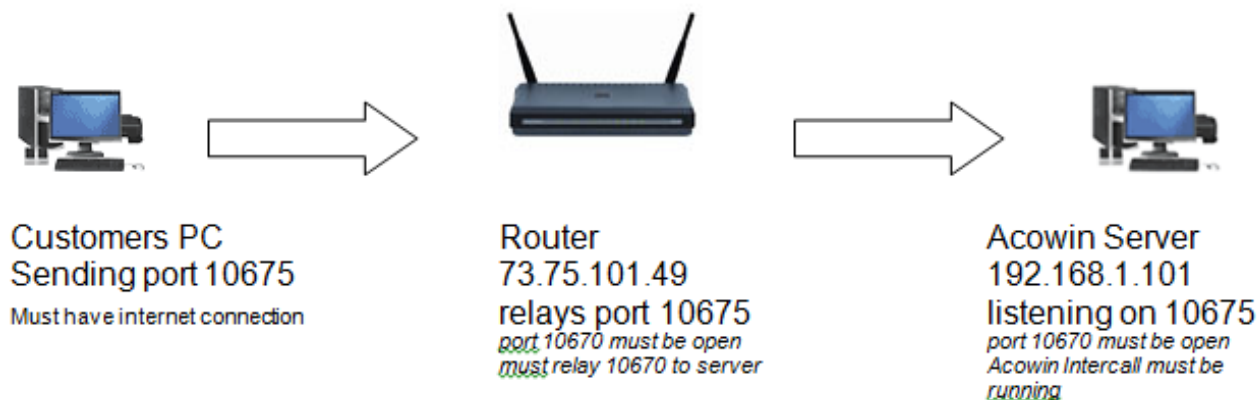
ACOWIN Happy Call Survey Service

Every Windows computer has a number of "services" running in the background. These are programs that run all the time, in a very quiet way - they don't produce desktop or taskbar icons, or produce visible output. The ACOWIN server computer has a special process called **ACOWIN Happy Call Survey Service**, which allows the Customers Computers to communicate with the main server. This service is installed automatically with the ACOWIN server software, but is left in a dormant state, since ACOWIN users who don't have the emailing license don't need it. In order for the Happy Call Survey Emailing to work properly, you must **start** the ACOWIN Happy Call Survey service on your ACOWIN server computer. This is very easy to do, and you only need to do it once - after you start the service, it should continue running indefinitely until you shut down your server. If you do shut down your server, you will need to restart the ACOWIN Happy Call Survey service before your Customers Computers will be able to communicate.

1. Open the Windows Control Panel, by clicking **Start / Control Panel**. (In some versions of Windows, the Control Panel is on a Settings sub-menu, so you open it by clicking Start / Settings / Control Panel.)

2. In the Control Panel window, double-click the **Administrative Tools** icon, pictured below. (Note: this is the Windows 7 version of the icon - it may appear slightly different in other versions of Windows.)

Administrat...
Tools

3. In the Administrative Tools window, double-click the Services icon. The Windows 7 version of this icon is pictured below.

Services

4. A list of services will appear. Very near the top, you'll see the entry for ACOWIN Happy Call Survey. Click this entry, and then click the hyperlink to Start the service. The system will notify you when the service has been started successfully - it can take a few moments. When the service has started, you can close the Control Panel windows. Your server should now be ready to communicate with the Customers Computers. **NOTE** – The ACOWIN Happy Call Survey Service must always be running for the Customers Computers to communicate with your ACOWIN server.
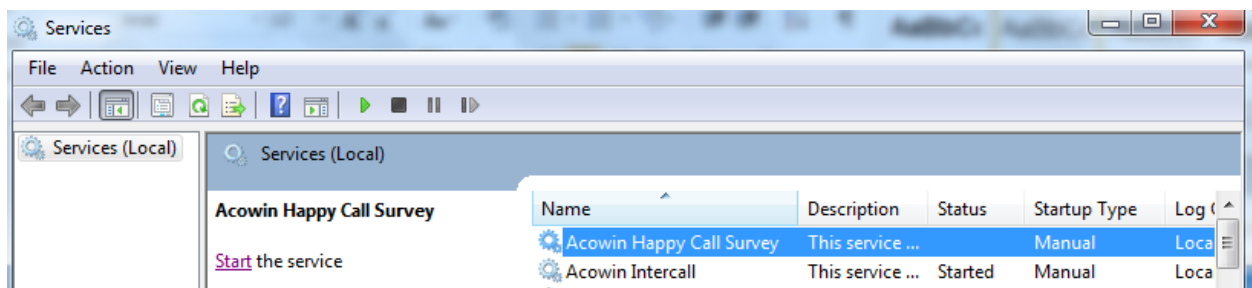
Setting up Emailing Happy Call Surveys within ACOWIN

Once you have completed the above setup, the next step is to setup the emailing tab of the Happy Call Setup. You can locate the Happy Call Setup in **Company Setup / Settings/ Happy Call Setup**.

Assuming that you have already entered your questions that you would like to be included on the survey, which was discussed earlier, click on the Email Survey Tab. If you have not yet setup your Questions then please refer to the section "Setup Questions for Happy Calls".

After clickng on the Email Survey Tab, you will need to type in the Email Body box what you would like the email to say that is sent to the customer. The Email Body is not the actual survey, it is meant to thank the customer for their business and ask them if they would please click on the Survey Link to complete the survey.

You will also find 3 different blue hyperlinks to the left of the Email Body Text Box that will be utilized for different reasons within your Email Body.
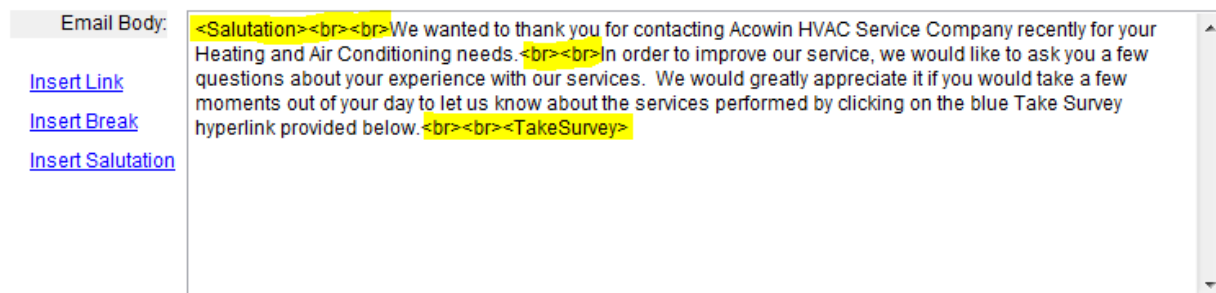
Insert Salutation   Insert Salutation should be the first item in your Email Body Text. When you actually email the Happy Call it will prompt you to enter the Salutation text you would like to use. When you click on this link the text that it will type out for you is <Salutation>

Insert Break   Insert Break needs to be used anywhere you would typically want to hit enter in order to go to a new line. Please see example of Email Body Text. **Note -** The text highlighted in yellow <br> is generated by clicking on the Insert Break Link. What this indicates is when the email is sent to the customer the sentences following the break will start a new line. It is very important that you use the insert link anywhere that you would typically hit enter to start a new paragraph. If you are starting a new paragraph, you will want to insert 2 breaks, so that you will get a blank line between the paragraphs. When you click on this link the text that it will type out for you is

Insert Link   Insert Link is the actual Take Survey Link that the customer will click on that will automatically pull up the Customer Survey Website. When you click on this link the text that it will type out for you is <TakeSurvey>

For a better understanding of using these links below is an example of an Email Body Text with the appropriate links used throughout the text in the appropriate spots. In yellow is the link text that is created when you click on the links. Notice the double "

, indicating that the system will start the next text 2 lines down from the previous text.

Email Body: <Salutation>

We wanted to thank you for contacting Acowin HVAC Service Company recently for your Heating and Air Conditioning needs.

In order to improve our service, we would like to ask you a few questions about your experience with our services. We would greatly appreciate it if you would take a few moments out of your day to let us know about the services performed by clicking on the blue Take Survey hyperlink provided below.

<TakeSurvey>

Insert Link
Insert Break
Insert Salutation

Above is Example of Email Body Text

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Below is an example of what the text will look like in the email sent to the customer using the sample text above.

Ms. Thompson

We wanted to thank you for contacting Acowin HVAC Service Company recently for your Heating and Air Conditioning needs.

In order to improve our service, we would like to ask you a few questions about your experience with our services. We would greatly appreciate it if you would take a few moments out of your day to let us know about the services performed by clicking on the blue Take Survey hyperlink provided below.

Take Survey

Above is Example of Email Customer will Receive

Now that the Email Body Text is filled out the next step is to enter the Survey Completed Text. This text will appear once the Customer completes the Happy Call Survey and clicks Submit.

Survey Completed Text:

Thank you very much for taking our survey. Your feedback is very important to us. We know that you have many choices when it comes to selecting a service company to take care of your indoor comfort needs. Because of this, we are constantly striving to improve all aspects of our company, from the time you place your service call, all the way through the completion of any and all work performed. Your 100% satisfaction is our goal. Thank you again for giving us the opportunity to service your comfort needs!

Above is Example of Survey Completed Text

The Final step to complete the setup of Emailing Happy Call Surveys is to enter the Web Address that will automatically pull up when the customer clicks on the Take Survey hyperlink, and the port number. The web address will be your companies Static IP Address (for more information, see the section titled "Forwarding TCP Port for Emailing Happy Call Surveys"). For instance, if your Static IP is 73.75.101.49, your web address would be http://73.75.101.49. The Remote Port should already be filled out. If for some reason it is not, the Remote Port should be 10675.

Setting up Printing Happy Call Surveys within ACOWIN

ACOWIN also give you the ability to print out the Happy Call Surveys on standard 8-1/2" x 11" paper to mail to the Customer. Once the customer returns the survey, you will need to manually enter their responses.

To setup the text you would like to Print on the Survey, go to **Company Setup / Settings / Happy Call Setup and click on the Print Survey Tab**.

Simply type the Introduction and Summary Text you would like to print out on the survey.

Introduction Text:

Team Air Conditioning was delighted to provide you service recently. We realize that you have a choice in service companies, and we appreciate your business.

As a valued customer, your feedback is important to us.

We invite you to take a few minutes to complete a survey about your recent experience with Team Air Conditioning.

To view the survey, please click on the web address below. If that does not work, please copy and paste the entire web address into the address field of your browswer.

Summary Text:

Thank you very much for taking the time to respond to our survey. Your opinions are very important to us and help us to improve our services to you and your neighbors.

Sincerely,

Joe Smith
Service Manager

Cancel   Ok

Above is Example of the Print Survey Text Setup that will show up when a Happy Call Survey is printed from ACOWIN and mailed to the Customer.

Performing Happy Calls within ACOWIN

Once you have completed the above setup you are now ready to start performing Happy Calls within ACOWIN. Utilizing Happy Calls within ACOWIN is a great tool to help determine what areas your Company may need improvement. ACOWIN provides a Happy Calls report with many different selections, such as to see what customers are required a return call from management, as well as, see if you have any technicians that are receiving high volumes of poor ratings. It is recommended that Happy Calls be performed shortly after the service is completed, especially if personally calling the customer in order to increase the success rate of contacting them.

Happy Calls via Phone Call

Once the technician has completed a service call at a customers' home or business we recommend that you perform the happy call as soon as possible.

To perform the happy call via phone, go to the dispatch board from the main menu and locate the call slip for which you would like to perform the happy call.

With your mouse hovering over the call slip; click Control (on your keyboard) and right click on your mouse. You will see a jump menu appear with many options. Select the Happy Call button.

Control+ RIGHT-click to open the Jump menu.

Touching Control + Right-Click will open the Jump Menu, which gives you quick access to various important parts of the system. To perform the Happy Call you will select Happy Call from the Jump Menu.

Once you select the Happy Call button it will take you immediately to the Happy Call form. You will first see the Introduction Text you setup. You will also see check boxes that you can select if the customer refuses to participate in the happy call or you're unable to reach the customer.

Example of Happy Call Form Screen

Once you have cited the introduction to the customer, if they would like to participate and answer your questions, click the next button. You will see the first question to ask the customer with a rating scale of 1 through 5. Simply select appropriate number the customer responds with for that question and click the next button. You will continue through the questions clicking next after you select the number response the customer has provided.

Above is an example of what the question and response form of the Happy Call in ACOWIN will look like. Simply select the rating the customer provides you and click next after each question.

Once all of the questions have been answered, it will be followed by a page with a free form box for you to add any additional comments the customer would like to include. You will also see a Needs Call box that you can place a check mark in if the customer is requesting a call, and/or the customer was not satisfied and management needs to contact them for a follow up. Once you have completed this section then click next.

Above is example of screen once all of the questions have been answered. You can type any additional comments they may have that were not covered in the questions, as well as, mark the Needs Call box if Management needs to contact the customer.

The final page is the conclusion text that was entered during the Happy Call Setup. Once you have recited the conclusion and are completed with the Happy Call, click finish and the Happy Call Form will close and return you back out to your dispatch board. You will notice an icon in the 3rd box of the

call slip on the dispatch board. The icon can be different depending on the outcome of the Happy Call. We will review the different icons and their meanings in a later section.

Happy Calls via Email

Requires the ACOWIN Emailing (Add On) License. If you have this license you will be able to email happy calls to your customers. Within that email will be a survey link upon which they can click. Once they click the survey link, it will pull up the happy call form. The customer can simply fill out the form and choose submit when they are complete. The Happy Call answers will come back to your office and automatically fill out the happy call form for that call slip.

Once the technician has completed a service call at a customers' home or business we recommend that you perform the happy call as soon as possible.

To perform the happy call via email, go to the dispatch board from the main menu and locate the call slip for which you would like to perform the happy call.

With your mouse hovering over the call slip; right click on the call slip to pull up the Call Slip Dispatch Record Detail. You will see an icon under the site notes section for sending the customer a survey.

Above is example of the Call Slip Dispatch Record Detail that will pull up when you right click on a call slip from the dispatch board.
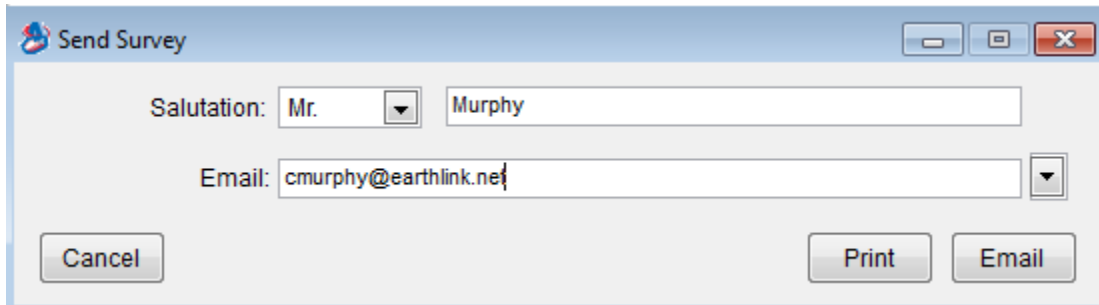
Email/Print Customer Survey Icon: If you would like to email the happy call to the customer, click on this icon.

Once you click the Email Survey Icon, you will see a pop up asking for a Salutation for the Email and the email address. **NOTE** - If there is an email address already associated with the call slip, it will

auto populate the email address for you. If the email address is blank, you can type in their email address if you have it available.

After you enter the salutation and email address, click on the email button. After it has been emailed, you will get a confirmation that the email sent successfully. After you click ok, you will be returned to the dispatch record detail. Exit out of the dispatch record and you will return back to your dispatch board. You will notice an icon in the 3rd box of that call slip indicating the happy call has been emailed. We will discuss the different icons and their meanings in a later section.

Above is the example of the Send Survey pop up once you click on the Send Survey to Customer Icon. Simply fill out the salutation and enter an email address if one has not been auto populated. You can also click on the drop down to the right of email address to see if any other email addresses are available.

Happy Calls via Printing and Mailing to Customer

Once the technician has completed a service call at a customers' home or business we recommend that you perform the happy call as soon as possible.

To perform the happy call via printing and mailing to the customer, go to the dispatch board from the main menu and locate the call slip for which you would like to perform the happy call.

With your mouse hovering over the call slip; right click on the call slip to pull up the Call Slip Dispatch Record Detail. You will see an icon under the site notes section for sending the customer a survey.

Email/Print Customer Survey Icon: If you would like to mail the happy call survey to the customer, click this icon.

After you click on the Survey Icon, you will receive a pop up asking for a Salutation document and an email address. **NOTE** - Since you are printing the happy call survey to mail to the customer, you do not need to concern yourself with the email address field.

Once you enter the salutation, click the print button. After the print out appears on your screen, click the printer icon in the top left of the report. After the happy call survey has printed successfully, close the screen print and exit out of the dispatch record, which will return you to the dispatch board. You will notice an icon in the 3rd box of the call slip, indicating the happy call has been printed. We will discuss the different icons and their meanings in a later section.

Above is the example of the Send Survey pop up once you click on the Send Survey to Customer Icon. Simply fill out the salutation and click on the Print button.

Entering Happy Call Survey Results that the Customer Mailed Back
Once you receive the Happy Call Survey the customer filled out and mailed back to you, it will need to be manually entered into ACOWIN, which is done via the Customer/Site file.

To enter the happy call manually; click on Customer / Site Icon on the Main Menu and search for the site location for which the Happy Call Survey was returned. Once on the appropriate Customer / Site click the Happy Call Icon found on the site side. Select the Call Slip Number for which you need to enter the happy call and click View Happy Calls.

Above is Example of a Customer / Site in ACOWIN. Note that the Happy Call Icon is on the site side.

 Happy Call Icon: Once you have the proper Customer / Site pulled up click on this icon.

 Happy Call List: Select the Call Slip # for which you need to enter the Happy Call and click View Happy Call.

After you click on the View Happy Call button, it will pull up the Happy Call Form for that Call Slip. Click next and enter the rating the customer provided on the survey, enter any additional comments, select whether or not they need a call back and then click finish.

Above is Example of Happy Call Survey that will pull up once you click View Happy Call. Simply click next, enter the ratings your customer provided and any customer comments they might have had, as well as, mark Needs Call if the customer requested a call back then click finish.

Happy Call Icons on Dispatch Board

Once a happy call has been performed, there are several icons that can show up in the 3rd box of the call slip on the dispatch board. The icons change according to how the happy call was performed, as well as what the outcome or status of those happy calls are. Below are all of the different icons that you may see and the meanings of each icon.

 Example of Happy Call Status found on Call Slip in the 3rd Box on Dispatch Board

Green Happy Face indicates a "Happy Call" was placed and the questions were answered with no need for future follow up.

Yellow Happy Face indicates a "Happy Call" was attempted but the CSR was unable to contact the customer.

Red "X" indicates that the customer refused to answer the "Happy Call" Questions.

Orange Happy Face indicates that the "Happy Call" was placed and that the customer would like a follow up call, typically from a manager.

Envelope indicates that the "Happy Call" was emailed to the customer. Once the customer completes the survey ACOWIN will automatically update accordingly.

Printer indicates that the "Happy Call" was printed and mailed to the customer. Once you receive the survey back from the customer and manually enter the "Happy Call" via Customer / Site / Happy Call the icon will update accordingly.

Happy Calls Report

ACOWIN provides a Happy Call report that can be run with many different selections. You can run the report to provide management with a list of customers who are requesting a follow up. You can run the report to see all the Happy Calls that were emailed or printed that have not yet received a response. It is also a powerful tool to track your percentage of satisfaction for each question as well as each tech. You can find the report by clicking on Reports from Main Menu / Call Slips/ Happy Calls. It is always best if you are looking for something specific on a report, to contact your ACOWIN support representative and they can walk you through the best way to run the report for your needs, since there can be many variations on what our customers are looking for.

InterCall (Add-On Module)

InterCall (**Add on module**) - This module allows your customers to look themselves up in ACOWIN over the internet, select a specific site and view history, equipment and create a new service call. It also allows the customer to enter a preferred time of service (X date in the AM or PM). You can define at what time the current day is cut off from appearing on the list of preferred dates (in other words, no calls for today's date accepted after 11 AM). The system will allow the customer to enter their preferred scheduled date and time up to 7 days in advance and can skip holidays and weekends from being acceptable preferred dates.

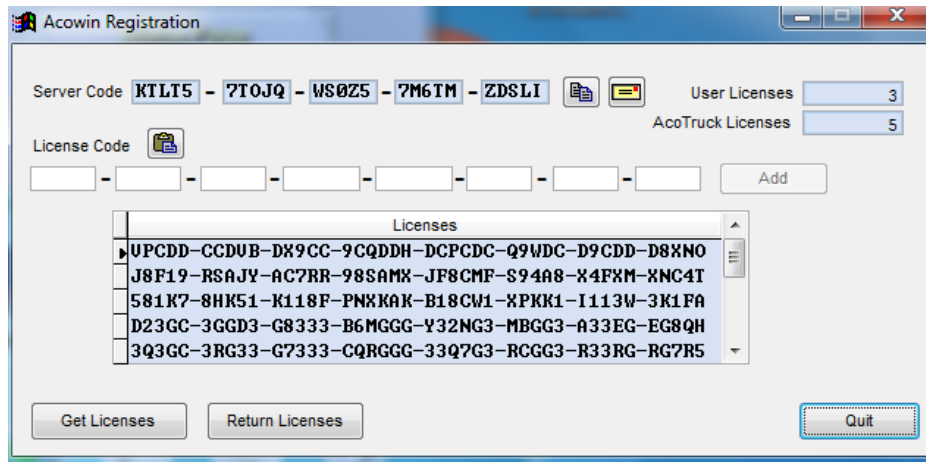## Licensing your System for InterCall & Access for Customers

When you purchase the InterCall option for your system, Team Management Systems will generate a license code that needs to be entered into the ACOWIN Registration program. If your server is connected to the Internet, you can simply download the license code(s) with the click of the mouse. If your server is NOT connected to the Internet, you can manually enter the licenses. (**NOTE** - If you can receive the license code email on your ACOWIN server computer, or can transfer the email to your server, you can copy and paste the code, instead of typing it out manually).

Importing ACOWIN Licenses Automatically
1. Make sure that everyone is logged out of ACOWIN and that you close the ACOWIN License Manager on your ACOWIN Server.

2. On the desktop of your ACOWIN server computer, double-click the **ACOWIN Quick Launch** icon. You can also click Start / Programs / ACOWIN / ACOWIN Quick Launch to run this program. The Quick Launch desktop icon is pictured below:

Acowin Quick
Launch

3. From the Quick Launch menu, choose **Registration.** The Registration screen is pictured below. Click the "Get Licenses" button on the bottom left hand side of the Registration Screen.
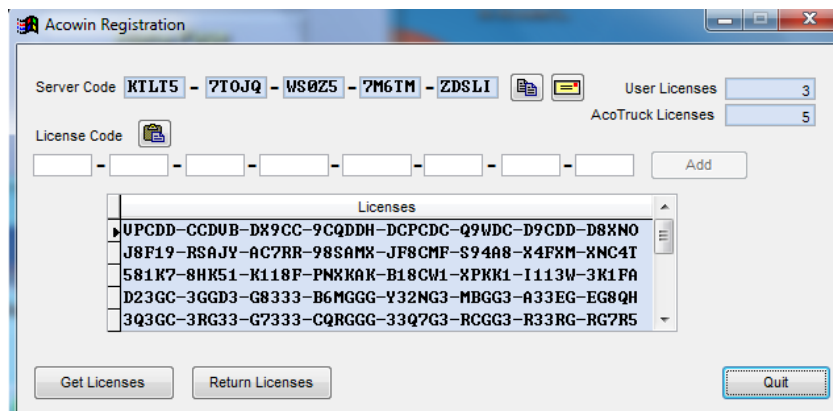
4. Click the Quit Button and start the ACOWIN License Manager and connect to QuickBooks if applicable.

Manually Entering ACOWIN Licenses

1. Make sure that everyone is logged out of ACOWIN and that you close the ACOWIN License Manager on your ACOWIN Server.

2. On the desktop of your ACOWIN server computer, double-click the **ACOWIN Quick Launch** icon. You can also click Start / Programs / ACOWIN / ACOWIN Quick Launch to run this program. The Quick Launch desktop icon is pictured below:

Acowin Quick
Launch

3. From the Quick Launch menu, choose **Registration.** The Registration screen is pictured below. The new license code should be entered into the white fields in the middle of the screen, then click the **Add** button. However, if you have the license code email open on your screen, in addition to the Registration program, you can copy and paste that code instead of typing it longhand, as described below.

4. To copy the license code from the Team Management Systems email, use your mouse to *highlight* the license code. That is, hold down the left mouse button and drag the mouse pointer across the code, causing it to highlight. After the code is highlighted, RIGHT-click on

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the code and choose Copy from the menu that appears. You can also touch Control + C to copy the code.

5. In the Registration program, click the Paste From Clipboard button, located next to the words "License Code" on the screen. The copied code will appear in the white fields. Click **Add** to finish adding this code to your system. The Paste From Clipboard button looks like this.

6. Click the Quit Button and start the ACOWIN License Manager and connect to QuickBooks if applicable.

Forwarding TCP Port for Intercall Access

Since the Customers Computers will be operating outside your network they will be accessing the proper Web Address via your "outside" or "public" address of your network. If you don't already know this address, you can go to this web site from any computer inside your network: **www.whatismyip.com.** The web site will show you the outside IP address of your network. This address will typically be a "Static IP address" that you get from your Internet Service Provider, which is a permanent address that is assigned specifically to your company.

The TCP port 10670 is used by ACOWIN Intercall when the Customer accesses your ACOWIN server across the Internet. Make sure this TCP port is open in all firewall and security software running on your network and that it is Forwarded (in the Router) to the Internal IP address of your server. **NOTE:** You MUST forward TCP port 10670 from the router, to your server, or the Customers will not be able to communicate with the server correctly. The line of communication from the Customers Computer to the server looks like this:

Customers PC
Sending port 10670
Must have internet connection

Router
73.75.101.49
relays port 10670
port 10670 must be open
must relay 10670 to server

ACOWIN Server
192.168.1.101
listening on 10670
port 10670 must be open
ACOWIN Intercall must be running

The ACOWIN Intercall Service

Every Windows computer has a number of "services" running in the background. These are programs that run all the time, in a very quiet way - they don't produce desktop or taskbar icons, or produce visible output. The ACOWIN server computer has a special process called **ACOWIN Intercall**, which allows the Customers Computers to communicate with the main server. This service is installed automatically with the ACOWIN server software, but is left in a dormant state, since ACOWIN users who don't have Intercall don't need it. In order for Intercall to work properly, you must **start** the ACOWIN Intercall service on your ACOWIN server computer. This is very easy to do, and you only need to do it once - after you start the service, it should continue running indefinitely until you shut down your server. ***If you do shut down your server, you will need to restart the ACOWIN Intercall service before your Customers Computers will be able to communicate.***

Open the Windows Control Panel, by clicking **Start / Control Panel**. (In some versions of Windows, the Control Panel is on a Settings sub-menu, so you open it by clicking Start / Settings / Control Panel.)

In the Control Panel window, double-click the **Administrative Tools** icon, pictured below. (Note: this is the Windows 7 version of the icon - it may appear slightly different in other versions of Windows.)

In the Administrative Tools window, double-click the **Services** icon. The Windows 7 version of this icon is pictured below.

A list of services will appear. Very near the top, you'll see the entry for **ACOWIN Intercall.** Click this entry, and then click the hyperlink to Start the service. The system will notify you when the service has been started successfully - it can take a few moments. When the service has started, you can close the Control Panel windows. Your server should now be ready to communicate with the Customers Computers. **NOTE** – The ACOWIN Intercall service must always be running for the Customers Computers to communicate with your ACOWIN server.
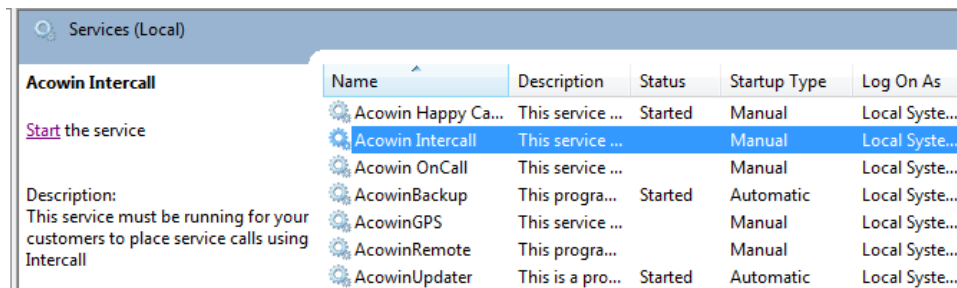
Setting up InterCall within ACOWIN
You can define at what time the current day is cut off from appearing on the list of preferred dates (for example, no calls for today's date accepted after 11 AM). The system will allow the customer to enter their preferred scheduled date and time up to 7 days in advance and can skip holidays and weekends from being acceptable preferred dates. For the Holidays, you would need to create the holiday calendar in the System Setup.

Creating "Intercall" Technician
It is suggested that you create an employee in your ACOWIN File named "InterCall" and add that technician to your dispatch board. If you do this, you can setup new call slips added via InterCall to automatically be scheduled under that column on your Dispatch Board. This is an easy way for the dispatcher to see that a call was entered via InterCall.

To create the "Intercall" Technician, click on the Employee Icon from main menu and select new. Enter "Intercall" in the first name & last name field, enter an employee number (click the blue "Suggest" link and ACOWIN will create an employee number for you) and enter "Intercall" for the

name code (this is the name that will appear at the top of dispatch board), and select an employee type of Technician. After you have filled in the suggested information, click save and exit.

Above is Example of what your "Intercall" Technician should look like within the Employee File of ACOWIN

Adding "Intercall" Technician to your Dispatch Board

Select the Dispatch Board icon from the Main Menu of ACOWIN. Add the "Intercall" technician to your Dispatch Board by *right-clicking* on the Dispatch Group buttons, a cluster of six buttons on the right side of the Dispatch Board. NOTE: Adjusting the Dispatch Group is per User Login. When you change the user group with your user log in, it does not change it globally. Each ACOWIN User that needs to see the InterCall Technician column will need to add the "Intercall" Technician to their dispatch board.
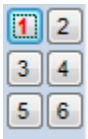
Right-click on a Dispatch Group button to configure the group. Group #1 is your standard or "default" group.

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 a check mark for the "Intercall" technician in the left column and it will add it to the dispatch board. You can click on a the "Intercall" technician's name in the right column, then use the Move Up or Move Down buttons, to change its position in the list of selected technicians. The top name in the column on the right 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.

Intercall Company Setup

To designate what days, times, and website text you would like to appear on the Intercall Link go to Company Setup / Settings / Intercall Setup.

Place a check mark in the Days of Operation for which you want to allow Customers to enter Service Calls. For Instance, you may not want a Customer to be able to request a Service Call for Saturday and Sunday, therefore, you will only place a check mark in the boxes next to Monday through Friday.

Click on the drop down for Tech and select the "Intercall" Technician discussed prior.

Type in the time that you would like the schedule board to reflect for an AM Service Call, and type in the time that you would like the schedule board to reflect for a PM Service Call. In the example shown, if a customer requests an AM call, it will schedule the call for 8:00 AM on the schedule board. If they request a PM call, it will schedule it for 12:00 PM on the schedule board. You might want to consider a unique time for AM or PM, such as 6:15 AM and 12:34 PM, so that if you see a call scheduled for those unique times, you can assume that it was a call that came in via InterCall.

Type in the time that you Stop Accepting Calls for the day. By entering this time of 11:00am, if a Customer enters a Service Call at 12:00pm it will not allow them to select the current day as a preferred schedule date.

Now type in the Website Text you would like for the Customer to see when they select the Submit Query Button to enter a Service Call. It is very important, as you see below, that you do not hit enter to break up your paragraphs. Anywhere that you would like to hit enter to create a new line, click on the blue Insert Break hyperlink. When you click on that link, you will see <br> and then you can continue typing. That break will indicate on the Website that you want the text following the <br> to start a new line. If you want to start a new paragraph, or have a blank line between the lines of text, be sure to insert 2 breaks. Below is an Example Website Text. In this case, extra code was included to change the font size (<font size="4">) and to make the text appear in bold letters (<b>), or italicized (<i>). It also changed some of the font to yellow, a bigger size than default and made it bold. (<font color="yellow" size="4"><b>). To learn more about modifying the text size, changing colors, bold fonts, etc., you can Google something like "html basic" or something similar to see the different options available. If you decide to put some HTML codes in the text, be sure to test it by adding a new InterCall call slip and seeing what the result looks like. NOTE – you do not have to submit a call

slip to see what the screen will look like, just choose Add Call Slip in InterCall and you will see the screen..

For a better understanding of how the Insert Break works and the additional HTML codes discussed, a screenshot appears below of what the Website text that is typed above will look like in InterCall.

Once you have completed entering your Website Text, simply click Apply and close out of the setup.

Sample of what the website text looks like on the InterCall form. Notice the Bold, Italicized and Yellow text, based on the HTML Code used in the Text Box.

Options for Access to Intercall Website
There are many options as to how you would like your Customers to Access the Intercall Page via their Computers or mobile devices. You can provide your Customer the Direct Web Link to InterCall, have your Web Designer create a web address such as www.companyname.com/servicecall that is directed to the Intercall Direct Web Link, or have your Web Designer add a link to your Existing Company Website that the Customers can click that will send them to the Direct Web Link for Intercall.

To determine what the Direct Web Link is going to be you will need 2 things. You will need to know the Static IP Address for your network and the Company ID for the ACOWIN Company to which you want your Customers to have access.

To determine your Static IP simply, open the web browser on any office computer on your internal network and go to www.whatismyip.com. The IP Address that it will show is the IP address you will need. NOTE – Be sure that your company has a Static IP Address. This can be obtained from your Internet Service Provider, such as the cable company, phone company, etc.

To determine your Company ID, log into your "Live" ACOWIN Company that you use on a daily basis. Click on the Employee File icon on the main menu and select the ACOTRUCK tab. You will see a field called Company ID. That is the Company ID number you will need to create your Direct Web Link to Intercall.

Now that you have those 2 items, you can combine them like the example below. For the sake of an example in this document the Static IP is 74.196.229.108 and the Company ID is 4 (you will need to use your real information).

So with the example numbers given above, the Direct Web Link for Intercall would be

http://74.196.229.108:10670/?c=4

Once you determine the Direct Web Link for your Company (and tested it to make sure it brings up InterCall), we suggest you relay this to your Web Designer so that he or she can add it to your Existing Company Website in an easy location for the Customer to find.

Setting Up Customer to Allow Access to Intercall

None of your Customers will have access to the InterCall feature until you designate in their Customer/Site File that they are allowed access. Many companies only provide InterCall Access to Special Customers. Such as someone who has one of your Premium Service Contract Plans (good selling point to upgrade them from a basic plan), Commercial Customers or a Customer who does a high volume of Service Calls with you.

Setting up Customer for Access to Intercall
In order to give a Customer Access to Intercall, open the Customer/Site Center on the Main Menu of ACOWIN.

Search for the Customer for whom you would like to provide access. Once on their Customer File, click edit, which will display the InterCall icon on the Customer side of the screen.

When you click edit on a Customer/Site File, the Intercall Icon will appear - the last icon on the Customer Side (Left).

Click the InterCall icon, which will open a screen prompting for a Login Name and Password. Designate a Username and Password for the Customer. There is no special criteria that has to be followed for the Username and Password, but it is recommended that you use an email address. If it is a Commercial Account, you may want to use the primary email address. It is completely up to you as a Company how you setup the Login and Password. Once you have designated a Login Name and Password, click Ok and save the record. You can now provide the Login and password for your customer to log in and place a Service Request through Intercall.

Once you click on the Intercall Icon on the Customer side of the Customer/Site File, the above screen will appear. Enter a Login and Password for the Customer and click Ok then Save. You will need to provide that login information to your Customer for them to access Intercall.

Customers View of Intercall

When Customers access Intercall via the internet, they will be prompted to enter their Login and Password prior to selecting Submit.

Above is the Intercall Login Screen the Customer will see when they use InterCall.

Once they select submit, they will see a list of all site locations belonging to that customer. The Customer should click on Submit Query next to the Site Location they need service for.

Example of all Sites associated with the Customer that logged into InterCall.

Once the Customer selects "Click" next to a particular location, they can see all call slips that are associated to that specific site location. If they need to return back the list of site locations, they can select the "Site List" button at the bottom of the screen.

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If the Customer would like to see the history for a particular call slip, they can click on the "Click" button next to the call slip number. The history that shows up for the customer is what is on the Call Slip Invoice Screen in ACOWIN. It does not show the Res Codes screen of the Call Slip in ACOWIN. If in the history screen and you want to go back to the list of call slips for that site, click on the Site Menu button in the bottom left hand corner.

Intercall

Team Air Conditioning

Site Name: Smith, Sean
Site Address: 11451 Persimmon Court
Ft. Myers, FL 33913

Call Slip #: 2937
Status: A/R

Sched Date: 10/26/15
Sched Time: 03:10p
Tech: NATE

Contact: Sean Or Courtenai
Phone: (239)455-9844
PO #:

Subject: No Cooling

Resolution: Tech Date
NATE 10/26/2015

Brand Model Serial #
TRANE TWR36226945 490-3849083

Found motor off due to internal overload. Reset and found motor running high amperage. Replaced defective motor and capacitor and adjusted pulley to manufacturer's specification. Motor run tested & setup for normal operation.

Cleaned dirty filter.

Suction Pressure: 21
Head Pressure: 23
Compressor Rating: 208
Fan Rating: 213
Protective Coating Added?: Checked

Qty Material
(1) 1/4 HP 208/230V 1075 RPM
(1) Capacitor, 5 MFD

Qty Description
(1) Diagnostic and Evaluation Fee
(1) Replace 1/4 HP 1075 RPM 115V 3 Speed
Blower Motor

As a value rate customer, you saved $73.00 today. Thank you for being a value rate customer!

Site Menu

Example of what history a Customer will see when they click on the Submit Query next to a specific Call Slip number

If the Customer would like to place a service call for a particular site, they will need to select the appropriate site from the list and click the Add Call Slip button at the bottom of the screen. If they are currently in the history section of a particular call slip they will need to click the Site Menu button found in bottom left hand side of screen.

Once the Add Call Slip Button is selected, a call request form will appear. Change the phone number and contact name, which is automatically populated, if necessary, and enter a PO# number if

required (If you have their site set in ACOWIN that it requires a PO#, the Customer will not be able to submit the Service Request without one). Select the preferred time from the drop down, problem code, and enter any notes about the service request. After the appropriate information has been entered, click Submit.

Example of the Form the Customer will fill out to Request Service through Intercall. Once the appropriate information has been filled out, click Submit. NOTE: Submitting a call can take a few moments. It states this at the bottom and asks them to please be patient and to refrain from refreshing web browser or clicking the back button.

Once the call has been submitted and has been added to your ACOWIN system, it will confirm their call slip has been submitted and provide the call slip number. The call slip number generated is provided in case the customer needs to contact the office to check on the status of, or cancel the service request.

Example of the screen the Customer will see after they hit Submit on their Service Request

Once the customer receives the above screen, the corresponding Call Slip will appear on your dispatch board under the "Intercall" Technician you created. The customer can either close the web browser when complete, or click on Site Menu and Site List to locate another location that they may need to enter a Service Request for as well.