WennSoft

Signature

Service Management Guide

Version: Signature 2026 (18.9)

Exported: 10/27/2026

Legal Declarations

Copyright

Copyright © 2026 WennSoft, Inc. All rights reserved.

Your right to copy this documentation is limited by copyright law and the terms of the software license agreement. As the software licensee, you may make a reasonable number of copies or printouts for your own use. Making unauthorized copies, adaptations, compilations, or derivative works for commercial distribution is prohibited and constitutes a punishable violation of the law.

Portions of this manual are taken from materials and products by Microsoft Dynamics GP. Copyright 2026 by Microsoft. Reprinted by permission of Microsoft. Unless otherwise noted, all names of companies, products, street addresses, and persons contained herein are fictitious and are used solely to document the use of this product.

Trademarks

All company or product names mentioned are trademarks or registered trademarks of WennSoft, Microsoft, or of their respective holders.

Warranty

WennSoft disclaims any warranty regarding the program, documentation, or sample code contained in this document, including the warranties of merchantability and fitness for a particular purpose.

Limitation of Liability

The information contained within this manual, if modified by a Partner or Customer, from the original version delivered by WennSoft, shall indemnify and release WennSoft from any loss, damage, or error resulting from the use of this modified documentation. The resulting content of this manual is furnished for informational use only, is subject to change without notice, and should not be construed as a commitment by WennSoft. WennSoft assumes no responsibility or liability for any errors or inaccuracies that may appear in this manual. Neither WennSoft nor anyone else who has been involved in the creation, production, or delivery of this documentation shall be liable for any indirect, incidental, special, exemplary, or consequential damages, including but not limited to any loss of anticipated profit or benefits, resulting from the use of this documentation or sample code.

License Agreement

Use of this product is covered by a license agreement provided by WennSoft, with the software product. If you have any questions, please call WennSoft Sales at 262-821-4100.

Table of Contents

Service Management Introduction **1**
Posting Flow Documents 1
Additional Information 1
Integration With Microsoft Dynamics GP 1
Symbols, Buttons, and Indicators 2
Symbols and Buttons 2
Indicators 6
Signature Home Pages 9
Home Page Areas 10
Signature Action Lists 12
Accessing Signature Lists 12
Performing an Action on a List Item 13
Batch Naming Conventions for Service Management 14
Service Management 15
Job Cost 17
Service Management Core **21**
Core Module Setup 22
Signature Setup Checklists 22
Using SmartList Objects for Signature Products 24
Setting Up Security 27
Viewing Application and User Activity Information 29
Choosing Service Options 30
Setting Up Auto Numbering 36
Choosing Service Management Debit Accounts for Cost Transactions 37
Setting Up Payroll and Overhead Offset Accounts 39
Selecting a Service Call Numbering Method 45
Labeling User-Defined Fields 46
Setting Up Lookup Window Data 50
Setting up Technicians for Double-Booking 64
Setup for Non-Invoice Module Users 64
Setting Up Salesperson Records 65

Setting Up and Using Document Management 65
Setting Up Physically Stored Document Attachments....66
Setting Up Server Stored Document Attachments....66
Setting Up the Default Document Storage Location (Optional) 67
Using Document Management 68
Using the Service Manager Window 69
Viewing the Service Manager Inquiry Window....70
Using the Add Service Customer Window....70
Locating Records....71
Viewing a Customer's Status 72
Viewing Location Status 73
Viewing Recent Service Calls 73
Viewing Jobs Associated With the Service Location 73
Setting Up Service Classes....74
Printing the Service Class List....75
Using Global Filters 75
Setting Up Global Filtering 76
Using Global Filtering....76
Working With Customer Records....76
Creating Customer Records....77
Creating Service Management Customers....79
Using Temporary Customers 80
Back Up Files 80
Mark the Temporary Customer Setup Option 83
Enter Data for Temporary Customers 83
Change Customer IDs....83
Using Contact Management 83
Setting Up Contact Management 83
Creating a Contact....84
Searching for an Existing Contact 86
Assigning Contacts to Locations 87
Assigning Contacts to Maintenance Contracts 89

Deleting a Contact 90
Working With Location Records 91
Creating a Location Record 91
Other Features of the Location Window 93
Set up Sublocations for Barcoding 93
About Autopopulating Fields 94
Buttons on This Window 94
Working With Equipment Records 94
Creating an Equipment Record 95
Editing an Equipment Record 97
Adding Components to Equipment Records 97
Service Equipment Testing 98
Entering Equipment Meter Readings 99
Reviewing Service History 100
Assigning Replacement Parts to Equipment 100
Reviewing Maintenance Tasks 100
Creating Equipment Records Using the Multi-Add Button 100
Creating Equipment Records Using the Copy Button 101
Automatically Adding Equipment Through Sales Order Processing 101
Retiring/Inactivating Equipment 102
Refrigerant Tracking 103
Creating a Service Call Using the New Call button 105
Working With Building Records 106
Creating a Building Record 106
Assigning Building Equipment 108
Adding a Building and Room to One Piece of Equipment 109
Working With Service Calls and Appointments 109
Creating Service Calls With One Appointment 110
Assigning Equipment to a Service Call 114
Rolling Calls Forward 117
Viewing Existing Service Calls 117
Timestamping Calls 118

Adding Service Appointments to Calls 118
Assigning Appointments to the Service Call 119
Creating Activity Appointments and Job Appointments 119
Viewing Appointment History 121
Resolving Appointment Scheduling Conflicts 122
Creating an Invoice 124
Printing a Workorder 124
Printing the Cost Audit Report 125
Transfer or Move Costs and Billing From a Service Call to a Job 125
Editing Accounts for a New Service Call Type or Division 129
Creating a Vendor Quotation Request 130
Reopening a Closed Service Call 130
Viewing the Service Call Audit 132
Integration With Equipment Management Series 135
Actions That Update Both Records 135
Updating the EM Record When Equipment Is Moved in Service Management 135
Linking Service Information to an EM Equipment Record 135
Moving Service Equipment 136
Moving Service Locations 136
Creating Records Through New Equipment Entry 136
Creating Records Through Equipment Manager 136
Creating Records Through SOP 137
Creating Records Through a Purchase Order 138
Updating Equipment Records 138
Deleting an Equipment Record in Service Management 138
Using the Dispatch Board 139
Managing Appointments Using Dispatch Board Filters 139
Timestamping a Call From the Dispatch Board 139
Printing the Dispatch Board List 140
Batch Printing Workorders 140
Using the Technician Board 140
Using the Technician Board – Daily View Window 140

Using the Technician Board – Appointments Window 141
Using the Service Monitor 143
Setting Up the Service Monitor 143
Entering Guaranteed Times and Dates 145
Filtering Information on the Service Monitor 145
Viewing Appointments on the Service Monitor 146
Clearing Appointments From the Service Monitor 146
Updating Timestamps After Rolling Calls Forward 146
Printing the Service Monitor Call List 147
Adding Notes in Service Management 147
Creating Reminder Notes 147
Reading Reminder Notes 148
Printing Reminder Notes 148
Posting Payroll Transactions to Service Management 148
Entering Signature GL Transactions 149
About Intercompany Transactions 149
Creating a Signature GL Transaction 150
Entering Additional Detail for a Transaction 151
Working With Time Zones 152
Converting Time Zones 152
Enabling the Time Zone Feature 153
Setting Up Time Zones 153
Setting Up User Profiles for Time Zones 154
Assigning Time Zones to Records 154
Time Zone Views 156
Dates and Times Display 157
Time Zone Reference 157
Editing Service GL Transaction Journal Entries 160
Correcting a Journal Entry 160
Copying a Journal Entry 162
Scheduling Non-Technician Resources 162
Setting Up Tool Units 162

Adding a Tool Kit to an Appointment 163
Advanced Document Management 163
Setting Up Azure Cloud Storage 164
Install Signature Azure Services Add-In 164
Document Storage Setup Window 164
Setting Up Server Stored Attachments 165
Create the Attachments Folders 165
Map the Attachments Folder to the Server 166
Map the Temporary Folder Location 166
Update the Next Document Number (Optional) 166
Setting Up Physically Stored Attachments 166
Designating the Default Document Storage Location (Optional) 167
Using Advanced Document Management 167
Attaching a Document 167
Viewing an Attached Document 168
Editing an Attached Document 168
Deleting an Attached Document 168
Maintenance Contracts 168
Overview 169
Maintenance Contract Setup 170
Choosing Maintenance Options 170
Setting Up Maintenance Accounts 175
Labeling Maintenance User-Defined Fields 177
Setting Up Maintenance Lookup Windows 177
Setting Up Contract Types 178
Writing Off a Trailing Purchase Price Variance 179
Setting Up Maintenance Task Codes and Task Lists 180
Setting Up Task Based Expense Accounting 212
Enabling Task Based Expense Entry 214
Reconcile Maintenance Contract Password Setup 214
Creating a Maintenance Contract 214
Buttons on This Window 217

Working With Contract Revenue and Costs 218
Revenue/Costs Window Overview....218
Creating a Contract Spending Plan 219
Editing the Revenue Schedule....220
Tracking Maintenance Contract Profitability 222
Reconciling Cost, Billing, and/or Revenue....223
Editing Maintenance Contract Billing Information....224
Using the Contract Coverage Window 224
Assigning Equipment to a Maintenance Contract 224
About Equipment Assigned to Multiple Contracts 225
Buttons on This Window 226
Using the Maintenance Contract Visit Wizard....226
Adding Costs to a Maintenance Contract....226
Editing the Contract Spending Plan 227
Creating Maintenance Contract Invoices....228
Creating the Invoice 228
Creating Invoices for a Closed Period 229
Editing and Adding Individual Billing Notes 229
Third-Party Contract Invoice Billing....230
Creating Maintenance Contract Credit Memos 231
Creating a Maintenance Contract Credit Memo 232
Month End Reconciliation Procedures....232
Recognizing Maintenance Contract Revenue 232
Verifying the General Ledger Amounts 233
Renewing Maintenance Contracts 234
Individual Contract Renewal 235
Mass Contract Renewal....238
Leaving a Contract Open 240
Posting Maintenance Contract Renewals 240
Closing Maintenance Contracts....241
Clearing Current Year Costs from Maintenance and Master Contracts 241
Using Labor Loading 242

Viewing a Maintenance Contract Labor Plan 242
Viewing a Technician's Hours on All Contracts 242
Maintenance Contract Reports 242
Maintenance Contract Summary Report 242
PM Work Schedule Report 243
Escalating Maintenance Contracts 243
Step 1: Mark the Contract Escalation Setup Option 243
Step 2: Set Up Escalation Indexes 243
Step 3: Set Up Escalation Index Detail 243
Step 4: Set Up a Maintenance Contract. 244
Step 5: Assign Escalation Indexes to the Maintenance Contract. 244
Step 6: Enter Estimated Costs 245
Step 7: Build the Escalation 245
Step 8: Print the Escalation Notification Report 245
Step 9: Review/Modify the Escalation and Give Approval 245
Step 10: (Optional) Rebuild the Escalation 246
Step 11: Commit the Escalation 246
Effects of Contract Escalation on Multi-Year and Annual Maintenance Contracts 247
Effects of Master Contract Escalation on Maintenance Contracts 247
Viewing Maintenance Contract History 248
Viewing Closed Contracts 248
Viewing Historical Revenue and Estimate Costs 248
Viewing Maintenance Invoices 248
Troubleshooting Contracts 248
Master Contract Renew Button Grayed Out 248
Reconcile Button Missing on Maint. Contract Revenue/Costs Windows 249
Maintenance Contract Quotes 250
Generating a Maintenance Contract Quote 250
Step 1: Complete the Upper Half of the Contract Quote Window 251
Step 2: Attach Equipment to the Quote 251
Step 3: Assign Tasks and Subtasks to the Quote 251
Step 4: Assign Task Lists to the Quote 252

Step 5: Edit Tasks and Subtasks Attached to the Quote 252
Step 6: Enter the Estimated Costs for the Quote 252
Step 7: Calculate Billing for the Quote 253
Step 8: Generate a Maintenance Contract From the Quote 253
Step 9: Print the Contract Quote Reports 254
Creating a Quote Task List 254
Copying a Quote Task List 255
Master Contracts 256
Setting Up Master Contracts 257
Creating Master Contracts 257
Assigning New Maintenance Contracts to a Master Contract 259
Assigning Existing Maintenance Contracts to a Master Contract 259
Using the Assign Contracts Window 259
Using the Maintenance Contract Window 259
Viewing Master Contract Billing Information 260
Viewing Master Contract Profitability 260
Viewing the Contract Spending Plan 260
Viewing Master Contract Service Call History 260
Invoicing Master Contracts 261
Closing and Renewing Master Contracts 262
Escalating Master Contracts 264
Committing Master Contract Escalation 265
Using Service Level Agreements (SLAs) 265
Step 1: Create a Service Level ID 266
Step 2: Assign the Service Level ID to a Location or Maintenance Contract 266
Step 3: Create a Service Call 268
Step 4: View the Service Call on the Service Monitor 268
Step 5: Timestamp the Service Call 268
Printing Service Level Reports 268
Multicurrency Management 269
Enabling Multicurrency Information 270
Invoicing Service Calls Using Multicurrency Management 270

Using Multicurrency Management With Service Credit Memos 271
Using Multicurrency Management With Maintenance Contracts 271
Using Multicurrency Management With Master Contracts 271
Creating Maintenance Invoices Using Multicurrency Management 272
Maintenance Contract Utility 272
Sales Order Processing (SOP) Invoicing 272
Choosing SOP Invoicing Options 273
SOP Document Creation 273
SOP Batch Creation 273
Calculate Commissions in SOP 273
Cost Code Default 273
TimeTrack Inventory Items 273
Using SOP Invoicing 274
Adding Costs to a Document 274
Adding Another Document to the Service Call 275
Viewing Costs for a Document 275
Tracking Warranty Transactions Through SOP 275
About Warranty Accounts 275
Setting Up Warranty Transactions Through SOP 276
Creating Warranty Transactions 278
Service Call Quotes 279
Setting Up Service Call Quotes 279
Step 1: Create a Quote Pricing Matrix 279
Step 2: Assign the Quote Pricing Matrix to a Division 280
Creating a Fixed Rate Quote 280
Step 1: Create a Service Call 280
Step 2: Add Tasks to the Service Call 280
Step 3: Complete the Service Call Quote Window. 280
Step 4: Create an Invoice 281
Step 5: Print the Quote Summary Report 281
Creating an NTE Quote 281
Step 1: Create a Service Call 281

Step 2: Add Tasks to the Service Call 282
Step 3: Complete the Service Call Quote Window 282
Step 4: Create an Invoice 282
Step 5: Print the Quote Summary Report 283
Service Invoicing 283
Service Invoicing Setup 284
Choosing Invoice Options 285
Setting Up Travel Costs 288
Setting Up Invoice Accounts 288
Setting Up the Master Tax Schedule 290
How Taxes Are Calculated 290
Creating a Pricing Matrix 293
Creating Labor Rate Groups 300
Labeling Invoice User-defined Fields 303
Using Word Templates 305
Creating Invoices 306
Creating an Invoice From Service Manager 306
Entering Payables Transactions in Service Management 308
Entering Payroll Transactions in Service Management 311
Entering Inventory Transactions in Service Management 313
Processing Inventory and Non-Inventory Items Entered by Technicians 316
Entering Manually Added Transactions 317
Directly Accessing the Added Costs Window 321
Editing Cost Transactions From Service Management 321
Viewing Service Call Costs 322
Using the Service Call Costs Window 322
Viewing the Service Call Status Window 325
Restrictions for Field Invoices Created in MobileTech 326
Recording Payments Using the On Account Feature 326
Printing and Posting Invoices 326
Printing Invoices 326
Batch Printing Invoices and Credit Memos 327

Posting Invoices 328
Creating an Invoice for a Closed Service Call 330
Creating Credit Memos 331
Creating a Credit Memo 331
Automatically Creating Credit Memos 332
Negative Amount is More than the Invoice Total 332
Using Microsoft Dynamics GP Purchase Order Processing with SM 333
Setting Up Purchase Order Processing 333
Using Purchase Order Processing 333
Entering Purchase Order Returns With Service Calls 336
Provincial Sales Tax (PST) Invoicing 338
Differences Between PST and Non-PST Invoices 338
Setting Up PST Invoicing 339
Creating PST Invoices 339
Service Batch Invoicing 339
Selecting Service Calls 340
Creating Service Invoices 341
Printing Service Batch Invoices 343
Applying Payments Using the Service Invoice Summary Number 344
Using Third-Party Billing 345
Step 1: Select a Customer to Bill 345
Step 2: Complete the Invoice 345
Step 3: Edit Individual Transactions 345
Utility Procedures 346
Check Links 346
Technician Reassignment 347
Reminder Notes Reassignment 347
Salesperson Reassignment 347
Move Equipment 348
Move Location Record 348
Move Service Call 349
Mass Complete/Close Service Calls 349

Exceptions 349
Mass Close and/or Complete Service Calls 350
When Completing Calls 350
When Closing Calls 350
Mass Transfer Service Costs to Job 350
Using the Mass Transfer Service Costs to Job Window 351
Filtering the Service Calls 351
Transferring Costs or Billing to a Job 352
After the Service Call is Closed 352
Buttons on this window 352
Duplicate Equipment 353
Duplicate Location 354
Copy Task List 354
Contract Utility 355
Data Files Affected 355
Remove Notes 357
Change Primary Document 358
Update Time Zone Data 358
Contact Information 359
Support & Sales 359
Support Plans 359
Sales 359

Service Management Introduction

Signature Service Management enables you to manage service processes profitably through an industry-proven solution that can grow with your business and technology needs.

You will find Service Management easy to learn and use. It shares an intuitive and flexible interface with Microsoft Dynamics GP business management tools. The program runs on Microsoft Windows and consists of modules designed to automate almost every aspect of a service operation.

Posting Flow Documents

Posting flow documents are available to aid your understanding of system procedures, table relationships, and data flow. These documents can be found in Posting Flow Documents and Table Changes[1].

Additional Information

- Integration With Microsoft Dynamics GP (page 1)
- Symbols, Buttons, and Indicators (page 2)
- Signature Home Pages (page 9)
- Signature Action Lists (page 12)
- Batch Naming Conventions for Service Management (page 14)

Integration With Microsoft Dynamics GP

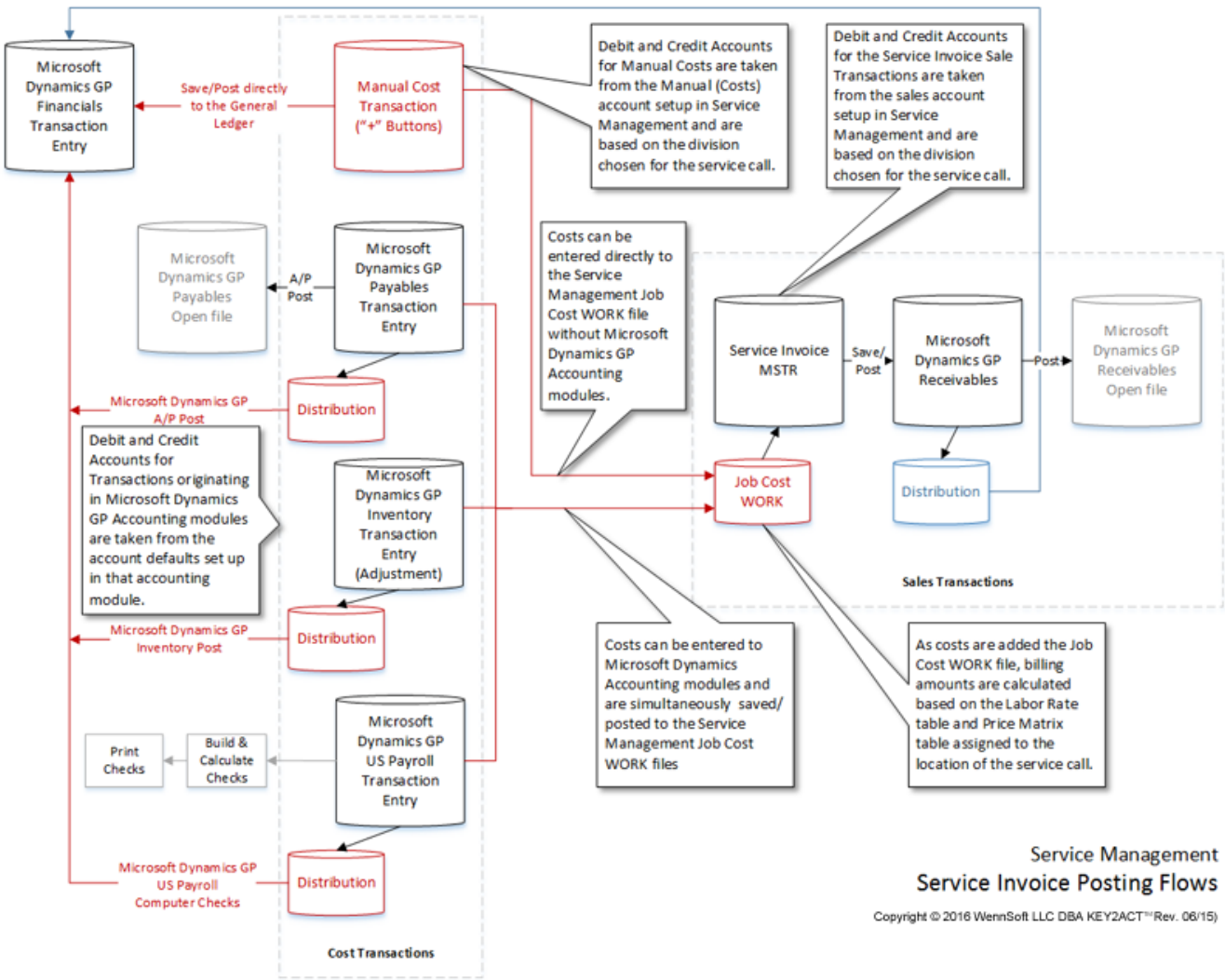
The Service Management modules automatically integrate with Microsoft Dynamics GP accounting modules during the installation. In an integrated system, the boundaries between modules are erased because information entered in one module is shared with other modules. With the benefits of integration, you have fewer opportunities for errors, faster data entry, and more powerful in-depth reporting. Lookup windows for customers, location addresses, salesperson names, and other master records are available throughout the system, regardless of where you first entered the records. If the record you want has not been created, you can create it within Service Management.

An important benefit of integration is that cost transactions can be posted simultaneously to Service Management and Microsoft Dynamics GP accounting modules. Service invoices are posted directly from Service Management to the Microsoft Dynamics GP Receivables Management module.

For ease of data entry, the Service Management Invoice window gives you the ability to enter invoice costs directly in the Microsoft Dynamics GP Payroll, Payables, and Inventory modules.

The integration and ease of use make Service Management a powerful tool for your business.

1. https://wennsoft.atlassian.net/wiki/spaces/sig2026/pages/1620247911/Posting+Flow+Documents+and+Table+Changes



Symbols, Buttons, and Indicators

Symbols and Buttons

The following symbols and buttons are used in the windows throughout Service Management, Job Cost, TimeTrack, and Equipment Management.

Symbol/Button	Description
	Account Analysis Use the Account Analysis button to check or change the analysis codes to which the posting amount is to be allocated. The account analysis button is available when an amount is to be posted to a ledger account that has been set up for Multidimensional Analysis (MDA).
	Appointment History The Appointment History button in the Service Call Appointments window opens the Appointment History window, listing all changes made to the appointment. The button will be present if the Keep Appointment History checkbox was marked in the Service Options window.
	Arrows Use the Arrow buttons to rearrange items in a scrolling window.
	Attached Image Use the Attached Image button to attach documents to a record. If a record has attached documents, the button shows a paper clip attached to a piece of paper. If the record does not have attached documents, the button shows a paper clip. Document examples include purchase orders, diagrams, or job change orders. Bitmap file format (.BMP) is required unless you have purchased the Advanced Document Management feature. This feature allows numerous file formats (e.g., .DOC, .XLS, .TIF) to be attached.
	Best Technician Choosing the Best Technician button selects the next available, qualified technician for a service call. This allows you to schedule a technician for a service call as soon as possible.
	Browse (or VCR) Browse buttons help you scan information, such as customer records and location records. You'll be able to browse through records using the sorting method selected for that window. This feature helps you locate records quickly.

Symbol/Button	Description
	Camera Use the Camera button to view images attached to an equipment record.
	Ellipsis If the Project Manager's Advisor feature is registered, the ellipsis button is available in certain windows. Use the button to open the Project Job Summary window.
	Eraser Use the Eraser button to remove items from a list.
	Expansion When you select an Expansion button, the detail for the selected field is displayed.
	Folder Use the Folder button to browse to find a file.
	Go The Go button is used to quickly locate items in a scrolling window. To use the *Go* button, enter a partial entry in the field and select the green arrow. The scrolling window will be positioned on the first occurrence of your entry.
	Go To Use the Go To button to open the Go To menu, which lists windows you can open. The items on the Go To menu in the Equipment Manager window are user-definable.
	Hyperlink (zoom) A hyperlink appears as an underlined prompt for a field. Select the link to open a window containing additional information for this item.
	Item Information Displays additional information about the selected item.
	Link Use the Link button to link a branch in Equipment Management to a branch in Service Management. Choosing this button in the Equipment Manager window will populate the customer, address ID, and equipment ID fields to the branch in the Service Management. If the branch is not linked, the Link button displays with a red slash.

Symbol/Button	Description
	Lookup A Lookup button indicates a lookup window is available. When you select a lookup button, a list of lookup items is displayed in a window. Using lookup windows helps you to quickly enter and validate the information.
 	New Call Use the New Call button to create a new service call in Service Management.
	Next Available The Next Available button is used to calculate the technician's next available time slot for performing an appointment. The button is disabled if you have more than one appointment on the call or if the service call date and appointment date don't match.
	Notepad The Notepad button makes it possible to attach important information directly to a window or record so it's easily accessible. An attached note is easily recognized because lines of text appear to fill the button. If a note isn't attached to a window or a field, the notepad button will not have lines.
	Organization Structure Use the Organizational Structure button to assign a piece of equipment to an organizational structure, such as a company branch or division. Organizational structures must have been set up on your system.
	Password Padlock Use the Password Padlock button to assign or change a password for a protected item such as a budget.
	Phone Use the Phone button to search for a customer by phone number. You must first enter a phone number and then select the Phone button. If a match is found, the customer record is retrieved.
	Print Use the Print button to print the information displayed in the window.
	Print If the Project Manager's Advisor feature is registered, the Print button is available in certain windows. Use the button to select a report to print.

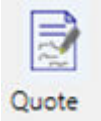
Symbol/Button	Description
	Query Use the Query button to establish temporary filter preferences for items viewed in a window. Once the window is closed, the temporary filter preferences are cleared.
	Redisplay Use the Redisplay button to refresh a window after you've entered changes.
	Show/Hide Detail Use the Show/Hide Detail buttons to view additional information for items listed in a scrolling window.
	Technician Schedules The Technician Schedules button opens the Technician Schedules window, which is used to determine technicians' availability.
	Tree View The Tree View button opens a tree view window. Tree view windows display directories, subdirectories, and items using folders. A "+" symbol next to a folder indicates the folder contains subdirectories or items. Subdirectories and items are indented under a directory.

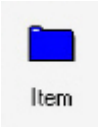
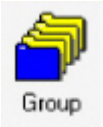
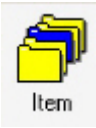
Indicators

Visual indicators are linked to the customer ID and location. Not all indicators may be visible because they depend on your system's initial setup.

Indicator	Description
	Branch The Branch indicator appears in the Service Manager window if you are using global filtering. Use the looking glass pointer that appears over the indicator to open the Global Filter View window. This displays the global filtering information for the selected customer's location. The branch name, affiliate, region, and branch are displayed. Global Filtering is an optional module that must be purchased separately. Contact WennSoft Sales for more information.

Indicator	Description
	Canceled Contract A Canceled Contract indicator displays when a canceled contract exists for the selected location. Select the indicator to open the Maintenance Contract window.
	Closed Contract A Closed Contract indicator displays when a closed contract exists for the selected location. Select the indicator to open the Maintenance Contract History window.
	Contract A Contract indicator displays when contracts exist for the selected location. To view the contracts, select the Contract button at the top of the window to open the Maintenance Contract window or use the lookup in the Contract Number field to select a contract.
	Expired Contract An Expired Contract indicator displays when an expired contract exists for the selected location. Select the indicator to open the Maintenance Contract window.
	Master Contract A Master Contract indicator displays if a master contract exists for the customer location. Select the indicator to open the Master Contract window.
	Stop-and-go light The Stop-and-Go Light indicator displays the account status of the selected customer. The three lights of the Stop-and-Go Light are driven by Microsoft Dynamics GP accounts receivables aging. If the customer's account status is within the time range of the first field, then the light is green. If the customer's account status is within the second time range, the light is yellow. If the account status is within the third or higher time range, or if the customer is on hold or inactive, the light is red. You can also define an additional procedure to turn the Stop-and-Go Light red.
	History The History indicator displays if current or historical service calls exist for this customer. Select the indicator to open the Service Call Lookup by Customer window.

Indicator	Description
	Jobs The Jobs indicator displays if current or historical jobs are associated with the service location. Select the indicator to open the Jobs At Service Location window. See Viewing Jobs Associated With the Service Location (page 73).
	**Quote** The Quote indicator displays if a maintenance quote exists. Select the indicator to open the Contract Quote window.
	Overdue The Overdue indicator displays when there are overdue scheduled preventive maintenance service calls for the selected customer location. Select the indicator to open the Overdue PM window where you can view a list of the preventive maintenance service calls that are overdue. Selecting an overdue service call opens the Service Call window.
	Service Level Agreement (SLA) The SLA indicator displays if the contract number for the selected customer's location has a service level assigned to it and therefore a guaranteed response time needs to be met.
	Warranty A Warranty indicator appears in several windows if equipment associated with a service call or maintenance call is covered by a warranty. You associate equipment with a service call in the Service Call or Service Call Tasks window. You associate equipment with a maintenance contract in the Contract Coverage Maintenance window. The indicator appears in the Service Call, Service Invoice, Maintenance Costs, and Adjustments to Costs windows. If the date in the Warranty Expires or Extended Warranty Expires field in the Equipment window is greater than the date the service call was opened, the indicator appears.
	Has Components The Has Components indicator displays in the Equipment window for master equipment records.
	Component The Component indicator displays in the Equipment window when the equipment record is a component record.

Indicator	Description
	**Item** The Item indicator displays in the Equipment window when the equipment record doesn't belong to a group.
	**Group** The Group indicator displays in the Equipment window when the equipment record belongs to a group and the item is the lead item in the group.
	**Group Item** The Group Item indicator displays in the Equipment window when the equipment record belongs to a group and the item isn't a lead item in the group.
	Project Contract Status Select the Project Contract Status indicator in the Project Status window to open the Project Contract Status window for the given project. The current contract, pending, and expected contract amounts are shown.
	Project Billed Position Select the Project Billed Position indicator in the Project Status window to open the Project Billed Position window for the given project. The contract earned, over (under) billing, and cash over (shortage) amounts are shown.
	Stop-and-Go Light The Stop-and-Go Light indicator displays in the Subcontractor Status window and the Master Subcontractors Maintenance window. If the subcontractor to which a job is assigned is marked on hold in the Subcontractor Maintenance window, the light is red. If the subcontractor is not on hold, the light is green.

Signature Home Pages

Home pages provide quick access to information and frequently-used windows and reports within Signature products. Signature home pages are customizable by user and integrated with Microsoft Dynamics GP home pages. Home pages were introduced in Microsoft Dynamics GP version 9.0. Home pages are not limited to accessing Signature windows and reports; you can also create links to Microsoft Dynamics GP windows, external programs, and web pages.

> ⚠ Signature Home Pages do not contain "user roles," as in Microsoft Dynamics GP home pages. Therefore, when you open your home page for the first time, the default display will be determined by your Microsoft Dynamics GP user role.

Access to Signature windows and reports from a home page is based on your access to Signature menu items, as defined in your Job Cost, Service Management, and Equipment Management user profiles. For example, in Job Cost, if you have been granted access to the Job Maintenance window previously, you will have the same access from a "quick link" on your personalized Signature home page. For Service Management users, global filtering - if set up - will apply to Signature home pages.

Home Page Areas

To control the content that displays on your home page, select the *Customize this page...* link in the upper right of your screen. The Customize Home Page window opens. Mark the checkbox next to each area that you want to appear on your home page. You can use the expansion buttons to further customize the content or close this window and refer to the following steps for each area.

Business Analyzer

The Business Analyzer (formerly called Metrics) displays graphical representations of data within your system. Signature provides five graphical reports for Job Cost, six graphical reports for Service Management, and six graphical reports for Equipment. See the full list along with descriptions at the end of this section.

Service Management graphical reports contain an SMS prefix. Job Cost graphical reports contain a JC prefix. Equipment Management graphical reports contain an EMS prefix.

Before you can view the Signature graphical reports on your home page, you must update each report's parameter to the specific user login name. This must be done for each user who needs to view the graphical report. The order of adding a graphical report to Business Analyzer in Microsoft GP Dynamics and updating the report parameters in Report Manager is not important, however, the graphical report will not display any data until the parameters have been updated.

Go to the **Report Server** (http://*yourcomputername*/Reports_*yourservername*).To update a graphic report's parameters:

1. From the Report Server, select *yoursystemDB> yourcompanyDB > Signature Job Cost* or *Signature Service*.
2. Open the **Charts and KPIs** folder.
3. In the Charts And KPIs window, hover your mouse over the report name and select the drop-down arrow that displays.
4. Select *Manage*.
5. From the navigation pane, select **Parameters**.
6. On the UserID line, select *Override Default* and then enter your login name.
7. Select *Apply*.

Adding Graphical Reports on Your Home Page

For information on how to add a graphical report to Business Analyzer, see the Microsoft Dynamics GP documentation.

Viewing Graphical Reports on Your Home Page

To display a Signature graphical report on your home page, select the right or left arrow that appears at the bottom of the Business Analyzer tile. Every time you select the right arrow, the next graphical report in the list displays on your home page.

The following Signature graphical reports are available, organized by product:

Service Management
Following is a list of graphical report names and an accompanying description.

- **12-MTH Analysis of Contract Costs and Revenue by Contract Type**
  Provides a side-by-side comparison of year-to-date costs and year-to-date revenue for contracts in the last 12 months.
- **Analysis of Costs vs. Billed By Cost Type**
  Provides a side-by-side comparison of year-to-date costs vs. year-to-date billed for contracts, starting with the current user date and organized by call type. This graphical report does not include taxes in billed amounts.
- **MTD Appointments Completed by Technician**
  Shows the top 12 most month-to-date appointments completed by technician ID.
- **MTD Billing by Technician**
  Shows the top 10 most labor billed by technician ID.
- **Overdue PM Appointments by Contract Type**
  Shows the top 12 number of contract service calls for which there are overdue appointments, organized by contract type.
- **Six Month Analysis of Service Billed and Unbilled Dollars**
  Shows the billed and unbilled amounts for the last six months, starting with the current user date. This graphical report does not include taxes in billed amounts.

Job Cost

- **Top 10 Jobs Anticipated Loss**
  Shows the top 10 jobs based on anticipated loss.
- **Top 10 Jobs Over/Under Billed**
  Shows the top 10 most under-billed jobs displayed in ascending order.
- **Top 10 Jobs Anticipated Profit**
  Shows the top 10 jobs based on anticipated profit.
- **Top 5 Jobs Earned vs. Billed**
  Provides a side-by-side comparison between the amount earned and the amount billed for contracts.
- **Top 5 Jobs Based on Contract Earned**
  Shows the top 5 jobs based on highest contract earned.

Equipment Management

- **Top 12 Branch Division Totals**
  Shows the top 12 total number of equipment per branch, by division.
- **Top 12 Branch Totals**
  Shows the top 12 total number of equipment per branch.
- **Top 12 Division Totals**
  Shows the top 12 total number of equipment per division.
- **Top 12 Model Rental Totals**
  Provides a side-by-side comparison of the number of equipment On Rent vs. the number of equipment Available.
- **Top 12 Model Totals**
  Shows the top 12 total number of equipment per model.
- **Top 12 Status Totals**
  Shows the top 12 total number of equipment per equipment status.

Quick Links

You can add quick links for most Signature windows/features. These links represent the many toolbar items. You can add quick links to windows, navigation lists, web pages, external programs, and files. For more information, see the Microsoft Dynamics GP documentation.

Shortcuts

Shortcuts are displayed in the upper part of the navigation pane when your Home Page is displayed. If the navigation pane is not visible, select the Layout menu and select Navigation Pane. Select the Home navigation pane button to display your shortcuts and your home page.

Use shortcuts to quickly open frequently used windows and resources within Microsoft Dynamics GP. For example, if you regularly access a small subset of windows in your daily tasks, you can create shortcuts to those windows and store them in one folder. You can do the same with windows that you use less frequently, such as those used for month-end closing procedures.

The default set of shortcuts contains a Startup folder. Shortcuts that you move into this folder will start automatically when you log in to a company in Microsoft Dynamics GP.
Shortcuts also may include a User Classes folder. The User Classes folder is created for you by the system administrator and contains shortcuts to specific tasks and windows. The system administrator can modify and delete a User Classes folder or any other shortcuts within the folder.

Keyboard Shortcuts

You can apply a series of keystrokes to activate a shortcut (or any other command) using the keyboard. Any keyboard commands already in use will not be available to use for custom keyboard shortcuts.
For more information on shortcuts and keyboard shortcuts, see the Microsoft Dynamics GP documentation.

To Do

This area contains reminders and tasks that pertain to information that needs to be addressed or actions to be performed.
For more information, see the Microsoft Dynamics GP documentation.

Signature Action Lists

Lists provide quick access to records and information, helping to reduce the amount of time that it takes to complete some of your daily tasks within Signature. You can use lists to perform actions on multiple records at once.

Accessing Signature Lists

Lists are displayed in the content pane of the Microsoft Dynamics GP application window. In the navigation pane, you will find a button for each Microsoft Dynamics GP series and each Signature module.
Use the following navigation pane buttons to access Signature lists:

- Signature Service
- Signature Job Cost
- Signature Equipment

The content pane will display the area page for the product you have chosen. On the area page, you will find quick links to all the product's operations, which you can also access from the menu toolbar.

The navigation pane will display a list of all the lists that are available for the selected product. The following lists are available for each Microsoft Dynamics GP series and Signature module:

Series/ Module	Lists
Financial	Accounts, Account Transactions, Checkbooks, General Ledger Batches, Report list, and Assets
Sales	Customers, Prospects, Salespeople, All Sales Transactions, Receivables Transactions, Sales Order Transactions, Invoicing Transactions, Receivables Batches, and Report list
Purchasing	Vendors, All Purchasing Transactions, Payables Transactions, Purchase Order Transactions, Payables Batches, and Report list
Administration	All Reports list, My Reports list, System Report list, Company Report list, Custom Report list, and SmartList Favorites
Inventory	Items, Bill of Materials, Item Transactions, Report list, and In-Transit Transfers
HR & Payroll	Employees, Applicants, Attendance Transactions, and Report list
Manufacturing	Bills of Materials, Picking Documents, Job Costing, Routings, and Manufacturing Orders
Project	Projects, Timesheet Transactions, Billing Transactions, PA purchase order transactions, and Report list
Field Service	Service Call Transactions, Contract Transactions, RMA Transactions, RTV Transactions, Depot Transactions, In-Transit Transfers, Equipment, and Report list
Signature Service	Service Locations
Signature Job Cost	Jobs
Signature Equipment	Equipment, Report list

Performing an Action on a List Item

Each list displays an action pane that contains action buttons. With these buttons, you can add new records to the list or perform actions on the records that you select in the list. You can also open windows that allow you to view record details.

Service Management

1. Open the Service Management area page by choosing the *Signature Service* navigation pane button.
2. From the navigation pane, select *Service Locations* to display the Service Locations list in the content pane.
3. From here, a record displays for each location. You can sort the list of records by any column that displays, including Customer ID, Branch, and zip code. Right-click the column toolbar to show, hide, or re-order the columns that you want to display. You can also apply filters to the list to customize the records that display.
4. By choosing records from the list and using the action buttons, you can:
    - Look up service calls in history
    - Modify existing maintenance contracts
    - Create new service calls, contract quotes, and maintenance contracts

Job Cost

1. Open the Job Cost area page by choosing the *Signature Job Cost* navigation pane button.
2. From the navigation pane, select *Jobs* to display the Jobs list in the content pane.
3. A list of job records displays. By choosing job records from the list and using the action buttons, you can:
    - Edit jobs
    - Create new jobs
    - Close jobs

Batch Naming Conventions for Service Management

The following batch names are used in Signature.

Service Management

Description	Batch Name	Example
Manual reopen of service call.	user+MNLREOPEN	*LESSO*MNLREOPEN

Description	Batch Name	Example
Manual close of service call.	user+MNLClose	*LESSO*MNLCLOSE

Job Cost

Description	Batch Name	Example
Changing profit type on a Job cost code.	PRFTCHG+user	PRFTCHG*LESSO*

Description	Batch Name	Example
Running Revenue Recognition for Percentage of Complete	POC+user+batch date	POC*LESSO*05052027

Description	Batch Name	Example
tion (POC)		

Description	Batch Name	Example
Running Revenue Recognition for Revenue Performanc	RPO+user+batch date	RPO*LESSO*05052027

Description	Batch Name	Example
eObligations (RPO)		

Service Management Core

The procedures described in this section are a step-by-step guide for setting up and completing tasks within the Service Management Core module. You'll be introduced to each major window in the Core module and you'll begin using the Service Manager, Customer, Location, Equipment, Service Call, Dispatch Board, and Technician Board.

The Service Manager window is the central window in Service Management and is the starting point for navigation to many other major windows.

We strongly recommend you complete the setup procedures before attempting any procedures.

Remember, as you begin to enter data in the Service Manager, Customer Maintenance, Customer, Location, Equipment, Service Call, and Dispatch Board windows, you may wish to enter data in as many fields as possible. This helps fill the numerous reports. It also helps when using the lookup windows to search for customer, location, phone, or equipment information.

See also:

- Core Module Setup (page 22)
- Setting Up and Using Document Management (page 65)
- Using the Service Manager Window (page 69)
- Setting Up Service Classes (page 74)

- Using Global Filters (page 75)
- Working With Customer Records (page 76)
- Using Temporary Customers (page 80)
- Using Contact Management (page 83)
- Working With Location Records (page 91)
- Working With Equipment Records (page 94)
- Working With Building Records (page 106)
- Working With Service Calls and Appointments (page 109)
- Integration With Equipment Management Series (page 135)
- Using the Dispatch Board (page 139)
- Using the Technician Board (page 140)
- Using the Service Monitor (page 143)
- Adding Notes in Service Management (page 147)
- Posting Payroll Transactions to Service Management (page 148)
- Entering Signature GL Transactions (page 149)
- Working With Time Zones (page 152)
- Editing Service GL Transaction Journal Entries (page 160)
- Scheduling Non-Technician Resources (page 162)

Core Module Setup

This section describes setup procedures for Service Management Core module. Setup procedures generally need to be completed only once, but you may refer to this section for instructions on viewing existing entries.

You must complete these setup procedures to effectively use Service Management.

See also:

- Signature Setup Checklists (page 22)
- Using SmartList Objects for Signature Products (page 24)
- Setting Up Security (page 27)
- Viewing Application and User Activity Information (page 29)
- Choosing Service Options (page 30)
- Setting Up Auto Numbering (page 36)
- Choosing Service Management Debit Accounts for Cost Transactions (page 37)
- Setting Up Payroll and Overhead Offset Accounts (page 39)
- Selecting a Service Call Numbering Method (page 45)
- Labeling User-Defined Fields (page 46)
- Setting Up Lookup Window Data (page 50)
- Setting up Technicians for Double-Booking (page 64)
- Setup for Non-Invoice Module Users (page 64)
- Setting Up Salesperson Records (page 65)

Signature Setup Checklists

Setup checklists provide a way to make setting up your applications easier and more efficient. Setup tasks are arranged in the order in which they should be performed. Instead of traversing through the menus, you can perform setup tasks in one easy location. In addition, you can track the status of each setup task by marking it as In Progress, Complete, or Not Used. Whenever you make changes to a setup window, the system will prompt you to update that status.

Access to Signature setup windows is based on your access to Signature menu items, as defined in your Job Cost, Service Management, and Equipment Management user profiles.

> ⚠ Some setup tasks that require "sa" security privileges cannot be performed using the Setup Checklist window; instead, users must perform these tasks using the menu paths.

> ℹ **Overhead Groups and Detail Codes Setup**
> Setting up overhead groups and overhead detail codes is *not* included as part of the Setup Checklist. For these setup tasks, use the following menu paths:
> - For Service Management, mark the Use Overhead Amounts from Job Cost checkbox in the Service Options window, then select *Microsoft Dynamics GP > Tools > Setup > Job Cost > Payroll Setup > Overhead Groups* (for overhead groups) and *Microsoft Dynamics GP > Tools > Setup > Job Cost > Payroll Setup > Overhead Detail Codes* (for overhead detail codes).
> - For Job Cost, select *Microsoft Dynamics GP > Tools > Setup > Job Cost > Payroll Setup > Overhead Groups* (for overhead groups) and *Microsoft Dynamics GP > Tools > Setup > Job Cost > Payroll Setup > Overhead Detail Codes* (for overhead detail codes).

- Accessing the Setup Checklist Window (page 23)
- Getting Help With Setup Tasks (page 23)
- Completing a Setup Task (page 23)

Accessing the Setup Checklist Window

Select *Microsoft Dynamics GP > Tools > Setup > Setup Checklist*.
This window is populated with Microsoft Dynamics GP and Signature setup tasks. The Signature modules that integrate with GP include Job Cost, TimeTrack, Service Management, and Equipment Management.

Getting Help With Setup Tasks

Signature setup checklists include window-level help. This help displays in the Setup Guide window, which appears to the right of the Setup Checklist window. When you select a setup checklist task, the Setup Guide window changes to display information for that task.

Completing a Setup Task

1. Select the plus sign in front of a product to reveal its setup categories. You can also highlight the product and use the right or left arrow keys on your keyboard to expand or collapse the tree view. You can also select to expand or contract all nodes.
2. Select the plus sign in front of the setup category to show the setup tasks. As illustrated below, individual setup tasks do not have a plus sign in front of them:
3. Double-click a task to open the setup window for that task.
4. Complete the setup window. Refer to the Setup Guide on the right side of the screen for help, or the appropriate user manual for that Signature product.
5. Save your changes. The Setup Checklist Status window displays: You can keep the status as In Progress or change it to Complete or Not Used. The setup checklists are very flexible; if you mark a setup task as Complete, you can still open that setup window later and make changes if you need to. When a change has been made to a setup window, it is notated in the Setup Checklist, a green checkmark indicates that the setup task is marked as Complete. If a setup task is marked as Not Used, it will be notated with a gray circle. Tasks that are In Progress are identified with green progress icon .

For additional information on the Setup Checklist window, refer to your Microsoft Dynamics GP documentation.

Using SmartList Objects for Signature Products

SmartList Builder objects are available for Equipment Management, Job Cost, and Service Management. These objects include Go To items for several windows. Some Go To items appear for multiple objects.

SmartList Designer objects are available for Job Cost and Service Management. For information on using SmartList Designer, see the Microsoft Dynamics GP 2016 Systems User Guide.

Importing SmartList Objects

SmartList Builder

You must own SmartList Builder to use Signature SmartList Builder objects.
The following must be set up in Equipment Management before importing SmartList Builder objects:

- Equipment attributes
- Equipment status
- Equipment user-defined prompts
- Model user-defined prompts

> ⚠ If changes are made to any of these items after importing SmartList Builder objects, you must re-import for those changes to be detected and appear on the Equipment and Equipment Model SmartLists.

You must be logged in as "sa" to import objects.

1. Select *Microsoft Dynamics GP >Tools > SmartList Builder > Import*. Select the folder icon and navigate to the Signature SmartList Builder Objects folder in your Microsoft Dynamics GP directory.
2. Select the appropriate XML file and select *Open*. Then select *Import*. When the import finishes, a message appears indicating the import process has been completed. Select *OK*.
3. Repeat the steps to import additional XML files, as needed.

SmartList Designer

If you do not own SmartList Builder, use SmartList Designer to create SmartLists by importing the Signature SmartList Objects.

1. Select *Microsoft Dynamics GP > SmartList*. Select *Export/Import* and then *Import*.
2. Select *Add* and then navigate to *<GP Install folder>\Signature\SmartList Designer Objects*. If you have purchased SmartList Builder, you will want to import the objects for SmartList Builder. See the previous section for information on importing SmartList Builder objects.
3. Select the appropriate XML file(s) and select *Open*. Then select *Import*. When the import finishes, a message appears indicating the import process has been completed. Select *OK*.
4. Repeat the steps to import additional XML files, as needed.
5. Close the SmartList window and then re-open to complete the import process.

Modifying SmartList Builder Objects

Any modifications that you make to one of the imported SmartList templates will be lost if you re-import SmartList Builder objects. Before you modify a template, we recommend duplicating the SmartList and making changes to the copy.

1. Select *Microsoft Dynamics GP* > *Tools* > *SmartList Builder* > *SmartList Builder*.
2. Use the lookup button to select the **SmartList ID** of the object you would like to duplicate. The Equipment Management SmartList Builder objects that you imported are identified with _S_EMS_{_}.
3. Select *Options* > *Duplicate...*.
4. Select SmartList as the **New List Type**. You can also duplicate the template into Excel Report Builder; see Creating a SmartList Object Excel Report (page 25) for details.
5. Enter a **New List ID** and **New List Name**, and select *Duplicate*.
6. The new SmartList opens and can be edited in the SmartList Builder window. We recommend modifying this copy, as any changes that you make to the original template will be lost if you need to re-import SmartList Builder objects.

Refer to the **SmartList Builder (with Excel Report Builder)** user documentation for information on editing SmartList Builder objects.

Accessing SmartList Objects

You access SmartList objects in the SmartList window. Each object name begins with the word Signature, followed by the descriptive name; for example, Signature Service Calls.

1. Select *SmartList*.
2. Scroll down to the objects that begin with Signature. Select an object to display the records for that object. Records appear in the right pane of the window.
3. To select a Go To item, select a record for that object, and select the *Go To...* button. Select an item from the Go To menu. You can also double-click a record to display the default Go To item, which is the first item in the Go To menu.

> ⚠ If double-clicking a record does not display a window, select *SmartList* > *Options* to open the Options window. In the Category drop-down list, select the object that is currently highlighted in the SmartList window, then select *OK*. In the SmartList window, select the *Refresh* button, then double-click a record. The window for the default Go To item should appear. Double-clicking will now work for all objects.

For information on using the SmartList window, see the Microsoft Dynamics GP documentation.

Creating a SmartList Object Excel Report

You can create Excel Reports from the SmartList objects that you imported.

1. Select *Microsoft Dynamics GP* > *Tools* > *SmartList Builder* > *SmartList Builder*.
2. Use the lookup button to select the **SmartList ID** of the object you would like to duplicate. The Signature SmartList Builder objects that you imported are identified with S_ for Service Management or Job Cost and **EMS_** for Equipment Management.
3. Select *Options* > *Duplicate...*.
4. Select Excel Report as the **New List Type**.
5. Enter a **New List ID** and **New List Name** for the Excel Report, and select *Duplicate*.
6. The new report opens in Excel Report Builder, where you can modify the Excel Report. Refer to the **SmartList Builder (with Excel Report Builder)** user documentation for more details.

Preparing Go To Items for Use in the SmartList Window

1. Select *Microsoft Dynamics GP > Tools > SmartList Builder > SmartList Builder*. Select the lookup button in the SmartList ID field and complete the following steps for each Signature object displayed in the list:
2. Highlight the Signature object in the list and click *Select*.
3. Select the *Go To...* button. All available Go To locations display. Here you can Add, Edit, or Remove Go To items. When you are finished, select *OK*.
4. In the SmartList Builder window, select *Save*. When the information has saved, the window will clear.
5. When you have completed these steps for each object in the list, close the SmartList Builder window. Open the SmartList window under *Microsoft Dynamics GP > SmartList*. The following message will appear: *SmartList Builder has detected changes to be made. Do you want to make these changes now?* Select *Yes*. The update will take a few moments.

When the update completes, the SmartList window will open. You are now ready to use the Signature SmartLists and Go To items.

Signature Objects and Go To Items Reference

The following Signature objects and Go To items are available for use in SmartList.

Service Management

Object	Go To items
Signature Service Calls	Service Call, Service Manager, Customer, Location, Contracts
Signature Service Customer Locations	Service Manager, Service Call History, Equipment Summary, Customer, Location
Signature Service Equipment	Equipment, Contract, Service Manager, Customer, Location
Signature Service Invoice History	Invoice, Service Call, Service Manager, Customer, Location
Signature Service Invoice Open	Invoice, Service Call, Service Manager, Customer, Location
Signature Service Maintenance Contracts	Contract, Contract Coverage, Revenue/Costs, Service Manager, Customer, Location

Job Cost

Object	Go To items
Signature Job Billings	Invoice Zoom, Job Status, Billed Position, Billing Inquiry

Object	Go To items
Signature Job Cost Codes	Cost Code, Cost Code Setup, Cost Code Transactions, Cost Code Summary, Job Status, Job Maintenance
Signature Job Subcontractors	Vendor Status, Job Status, Job Maintenance, Billed Position, Master Vendor Dates, Master Subcontractor, Subcontractor Status
Signature Job Transactions	Job Cost Transaction Zoom, Cost Code Summary, Job Status, Job Maintenance
Signature Jobs	Job Status, Job Change Orders, Billed Position, Billing Inquiry, Project Status, Job Maintenance

Equipment Manager

Object	Go To items
Cost Categories	Equipment Hierarchy, Equipment Manager
Equipment	Address Maintenance, Customer Maintenance, Equipment Hierarchy, Equipment Manager, Model Maintenance
Equipment Models	Equipment Model
Meter Readings	Equipment Hierarchy, Equipment Manager, Op Log Maintenance, Service Call
Rental Agreement Lines	Address Maintenance, Customer Maintenance, Equipment Hierarchy, Equipment Manager, Item Maintenance, Job Status, Model Maintenance
Rental Invoice Lines	Address Maintenance, Agreement Entry, Customer Maintenance, Equipment Hierarchy, Equipment Manager, Invoice Entry, Item Maintenance, Job Status, Model Maintenance
Scheduled Maintenance	Equipment Hierarchy, Equipment Manager, Scheduled Maintenance, Service Call

Setting Up Security

Service Management uses the Microsoft Dynamics GP security functions for window and report access *(Microsoft Dynamics GP > Tools > Setup > System > Security)*. In addition to Microsoft Dynamics GP security, Service Management provides password protection for certain functions based on a security level granted to each user. The core of Service Management security is the ability to change passwords for specific functions based on security level. For additional security information, see Set up Security and Grant User Access[2].

Select Functions to Password Protect

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > System Administration > Password Setup*. Enter the System Administration password.
2. Double-click the functions that require password protection.
3. Select *OK* to save your choices.

> ⚠ Changing password-protected functions will roll down throughout the system. In other words, always keep functions with assigned password protection marked.

Create Security Levels

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > System Administration > Security Levels*. Enter the System Administration password.
2. Create each security level with a description. Examples of security levels are Dispatcher and Supervisor.
3. Select *Save*.

Define a Password Profile

1. To define a password profile for each security level, select *Microsoft Dynamics GP > Tools > Setup > Service Management > System Administration > Password Profile*. Enter the System Administration password, and the Password Level Setup window opens.
2. Use the lookup to select a security level.
3. Select a Service Management module from the drop-down list. The functions selected for that module appear in the window with the default password "access."
4. Enter a new password. Each function in a module can be assigned an individual password by entering one in the scrolling window. You can also enter a new default password and apply it to all functions by choosing the *Apply All* button.
5. Close the window to save your work.

Create a User Profile

By assigning a user ID to a security level in the User Profile window, you are limiting which functions a user can perform.

1. To assign a security level to each user, select *Microsoft Dynamics GP > Tools > Setup > Service Management > System Administration > User Profile*. Enter the System Administration password, and the User Profile window opens.
2. Fill in the following fields, as necessary.
   - **User ID, Security Level**
     To create a user profile in Service Management, you must select a User ID and Security Level that already exist in Microsoft Dynamics GP. See the Microsoft Dynamics GP Payroll Manual for more information.
   - **Dispatch Board Filters**
     The Dispatch Board displays appointments that match the filters chosen. These filters can be overridden in the Dispatch Board window. See Using the dispatch board (page 139). We do not recommend setting the Date Range filter as a user preference. This feature slows your system performance, especially as the number of records increases. We recommend, instead, that you use the query button to set a Date Range filter from the Dispatch Board.

---

2. https://wennsoft.atlassian.net/wiki/spaces/sig2026/pages/1620332504/Set+up+Security+and+Grant+User+Access

- **Global Filters**
  If you're using global filtering, assign Global Filters. If you assign the user ID to a branch, the Dispatch Board displays only those appointments assigned to that branch. Marking the Allow User Editing checkboxes allows the user to select a different affiliate, region, or branch using the Dispatch Board's Preferences button. For more information, see Using Global Filters (page 75).
- **Time Zone**
  If you have the Time Zone feature enabled, you will need to assign a time zone to your users. See Working With Time Zones (page 152).
- **Allow**
  Marking the appropriate checkboxes allows you to create, edit, and delete records. We recommend that you set up a user profile for the System Administrator with all Allow boxes marked. After you have completed setting up Service Management, you can edit this window if necessary.
  - **Equipment Additions**
    You must mark this checkbox if you want to be able to add component records.
  - **Global Record Filter Editing**
    Marking this checkbox allows a user to edit any branch name from the Global Filter window, which is accessed by selecting the Branch indicator.
  - **Maintenance Contract Additions**
    You must mark this checkbox if you want to use the Master Contracts module.

3. Select *Save* when you are finished.

> During installation, if you select not to grant all users immediate access to the alternate Microsoft Dynamics GP windows and reports, you must grant security access to individual users. Also, if a user was a Job Cost only user and now you are creating a user profile for that user in Service Management, make sure the user has security access to the alternate Customer Address Maintenance, Customer Class Setup, and Customer Maintenance windows. See the section *Granting access to individual users* in the Signature Products Installation, Upgrade, and New Features User Guide. Security must be set up individually for each company created in Microsoft Dynamics GP.

Viewing Application and User Activity Information

The About Signature window lists the versions of Dexterity, Microsoft Dynamics GP, and Signature that you are using. You can also view the number of Signature users registered for your company and the number of users currently in the system.

View Application Information

Select *Help > About Signature.*

View Registered Modules

Select the *Modules* button in the About Signature window to open the Signature Modules window. This window displays all Signature modules and whether the site is registered to use those modules.

> If a Signature product is not registered, the word DEMO appears next to the product name, along with an expiration date. Refer to the Installation, Upgrade, and New Features manual for information on registering Signature products.
> You can print the information listed in the Signature Modules window by choosing the *Print* button. The Registration report prints.

View Installation History

1. Select the *History* button in the About Signature window to open the Signature Installation History window. This window displays the version of Signature products you are running, any service packs or maintenance releases that have been installed, as well as other relevant information. The window initially displays information for the current workstation and server. You can make another selection from the Display drop-down list to view other information. You can rearrange the columns by dragging and dropping the column header. Changes to the columns will be saved for each user. Selections in the drop-down list include:
    - Current Workstation and Server
    - Current Workstation Only
    - All Workstations and Server
    - All Workstations Only
    - Server Only
2. To print the Installation History report, select the printer button. The report contains the information listed in the Installation History window.

View User Activity Information

Select *Microsoft Dynamics GP* > *Tools* > *Setup* > Module Name > Module *User Activity.*

The User Activity window shows which users are currently using the module, which company they're working in, and the date and time they started working in that company. It's important to monitor user activity if you've reached the maximum number of users allowed in the system or if you need exclusive access to the system before performing a file maintenance procedure. You can select *Redisplay* to update the window with any users that have logged in since you initially opened the window. You can delete a user by selecting the user ID and choosing *Delete*.

Choosing Service Options

You can determine how the core Service Management module operates by enabling functions in the Service Options window.

Select *Microsoft Dynamics GP* > *Tools* > *Setup* > *Service Management* > *Module Setup* > *Service Options*.

Preferences

In the Preferences section, mark the setup options, as necessary.

- **Enable Task Based Expense Entry**
  Provides the ability to allocate costs to a task within a service call to enable better tracking of your costs. This functionality is for maintenance and standard service calls. If task based expense entry is not enabled, the task code field will not be visible on the various entry windows. For more information see, Setting Up Task Based Expense Accounting (page 212).

  > ⚠ If *Use SOP Invoicing* is marked, *Enable Task Based Expense Entry* is disabled.

- **Lock Time Stamp Entries**
  Mark the Lock Time Stamp Entries checkbox to prohibit users from editing time stamp entries made in any text field with an attached clock button. When a user clicks the time clock, the current date and time are recorded in the attached field. If this checkbox is marked, the resulting date and time cannot be edited or re-stamped. If this checkbox is not marked, users can edit or re-stamp time stamp entries. You may want time stamps to be locked to ensure accurate record-keeping.

- **Use Technician Board**
  Mark the Use Technician Board checkbox to activate the Technician Board – Appointments window, where you can view each technician's service, activity, and job appointments. It also activates the *Technicians* button on the Dispatch Board, which also opens the Technician Board – Appointments window. Using the Technician Board doesn't impact system performance.
- **Use Corporate Customer ID**
  Mark this to display the Corporate Customer ID field in the Customer window and Customer Maintenance window. The corporate customer ID can be used to group customers. This field is only used for reporting purposes and has no other impact on Service Management. The corporate customer ID isn't included with any default report formats. You can use Report Writer to add it to a report format *(Microsoft Dynamics GP > Tools > Customize > Report Writer)*. For example, a service organization may have many customers all belonging to the Mobil Corporation. The customer ID and customer name are unique, while the corporate customer ID is Mobil Corporation. When reporting, the Mobil customers could be grouped.
- **Use Equipment Tracking (Meter Readings/Hours)**
  Mark this checkbox to activate the *Meter Readings/Hours* button in the Equipment Master window. The Meters Readings/Hours window contains 25 user-definable fields. The fields are numeric, date, currency, and text fields. Readings can be recorded daily for a piece of equipment. If the checkbox isn't marked, the *Meter Readings/Hours* button is disabled.
- **Require Same Equipment Type for Groups**
  When creating multiple equipment records using the *Multi-Add* button in the Equipment Master window, you can require the group items to be the same equipment type as the main group record equipment type. When the group items are created, the item's Equipment Type field isn't editable if this option is marked. For more information, see Working With Equipment Records (page 94).
- **Require Appointment Completion**
  If you mark this checkbox, you will not be able to change the call status to Complete or Closed until the appointments for the call are marked Complete. You may want to require appointment completion to make sure all costs associated with the call have been recorded before invoicing the call. If the option isn't marked, you can change the call status to Complete or Closed even though it has open appointments.
- **Use Contact Management Option**
  See Setting Up Contact Management (page 83) for set up information.
- **Use Stop-and-Go Light with Receivables Status**
  The Stop-and-Go Light is a visual indicator of a customer's accounts receivable status or if the customer is on hold (the Hold checkbox is marked on the Customer Maintenance window).
  - If you use Microsoft Dynamics GP Receivables Management, this checkbox is marked and disabled.
  - If you have not purchased Receivables Management, mark this checkbox to see the *Stop-and-Go Light* indicator. You can use the Microsoft Dynamics GP Import Utility or other programs to import data to the table that drives the *Stop-and-Go Light* indicator.
  - With the Use Stop-and-Go Lights with Receivables Status checkbox marked, select the action to be performed when the Stop-and-Go Light is red.
    - **No Warning**
      When a user selects a customer in the Service Manager window whose Stop-and-Go Light is red, there is no change to the *New Call* button and no warning message is displayed when the *New Call* button is selected. If the *Authorize specific users* option below is marked, only users who have the ADMIN_WSSMS_OVERRIDE_STOP security task ID assigned to their user role can create a service call for customers on hold.
    - **Display Warning**
      When a user selects the *New Call* button in the Service Manager window for a customer whose Stop-and-Go Light is red, a warning message displays indicating this. The call can still be created. If the *Authorize specific users* option below is marked, only users who have the ADMIN_WSSMS_OVERRIDE_STOP security task ID assigned to their user role can create a service call for customers on hold.
    - **Disable New Call Button**
      When a user selects a customer in the Service Manager window whose Stop-and-Go Light is red,

the *New Call* button is disabled in the Service Manager window for **all** users, including users with the ADMIN_WSSMS_OVERRIDE_STOP security task ID.

- **Authorize specific users to add new calls for customers on hold**
  When marked, only users who have the ADMIN_WSSMS_OVERRIDE_STOP security task ID assigned to their user role can create a service call for customers who are on hold. This security task ID has been added to the WENNSOFT SMS POWERUSER role and can be added to any other user role. Security tasks are assigned to security roles in the Security Roles Setup window. (Microsoft Dynamics GP > Tools > Setup > System > Security Roles). See Set up Security and Grant User Access[3].
  This option is available when the Use Stop-and-Go Lights "If Red" options of *No Warning* or *Display Warning* are marked. If the Disable New Call Button option is marked for Use Stop-and-Go Lights, the new "Authorize" option is disabled.
- **Use Overhead Amounts from Job Cost**
  You can use overhead amounts created in Job Cost for Service Management labor transactions. A Job Cost registration key, other than the demo key, must be entered for the checkbox to be enabled. Changing this option affects future transactions only. Marking this checkbox gives you access to the Overhead Detail Codes and Overhead Group Setup windows from Job Cost. After marking the checkbox, you are prompted to print the Invalid Labor Rate Groups report. This lists locations with undefined labor rate groups. You will reassign labor rate groups to location records once the labor rate groups, which reference the Job Cost overhead amounts, are created.
- **Use Service Debit Accounts for Microsoft Dynamics GP Costs**
  If you mark this checkbox, you can select a debit account for cost transactions other than the default debit account from Microsoft Dynamics GP. See Choosing Service Management Debit Accounts for Cost Transactions (page 37).
  - **Use Service Invoicing or SOP Invoicing**
    Once you select an invoicing option, you cannot change your selection.
    - Select the **Service Invoicing** radio button if you want to create invoices using the Service Management Invoicing module.
    - Select the **SOP Invoicing** radio button if you want to create invoices using Microsoft Dynamics GP Sales Order Processing (SOP). When using SOP invoicing, you do not have the option to create COGS distributions for invoices.
  - **Allow Editing of the Service Management GL account on PO Line Items**
    If you are using service debit accounts, you can allow users to edit the account number on purchase orders. If you are not using service debit accounts, users can already edit the account for non-inventory purchase order line items. This option cannot be checked if you are using COGS distributions.
    See Choosing Invoice Options (page 285) for more information.
  - **Use Task Based Expense Allocation**
    You must enable task based expense allocation in Service Options to view the appropriate fields in Task Code Setup. If the Use Task Based Expense Allocation checkbox is not marked, the fields related to task based expense accounting will not be visible in any of the windows related to task-based expense accounting. This field is enabled if **Enable Task Based Expense Entry** and **Use Service Debit Accounts for Microsoft Dynamics GP Costs** are marked. For more information, see Setting Up Task Based Expense Accounting (page 212).
- **Allow Technician Double Booking**
  Select to allow technician double booking at a global level. When an appointment conflict occurs, you can resolve that appointment by allowing double booking. For more information, see Setting up Technicians for Double-Booking (page 64).

3. https://wennsoft.atlassian.net/wiki/spaces/sig2026/pages/1620332504/Set+up+Security+and+Grant+User+Access

Validate

Mark the appropriate checkboxes if you want the following fields to be validated and have attached lookup windows with pre-existing lookup data. Upon entering a new value in one of these validated fields, users will be prompted to add to the field's lookup data. If you do not select to validate the fields, the field will not have a lookup window or pre-existing data.

- **Location User-Defined 1 and 2**
  The first and second user-defined fields on the Location window. These user-defined fields are set up at *Microsoft Dynamics GP > Tools > Setup > Service Management > User-Defined Label Setup > Location*.
- **Maintenance Contract User-Defined 1 and 2**
  The first and second user-defined fields on the Maintenance Contract window. These fields are set up at *Microsoft Dynamics GP > Tools > Setup > Service Management > User-Defined Label Setup > Maintenance Contract*.
- **Master Contract User-Defined 1 and 2**
  User-defined fields on the Master Contract window. These fields are set up at *Microsoft Dynamics GP > Tools > Setup > Service Management > User-Defined Label Setup > Master Contract.*
- **Add Subtask User-Defined**
  The user-defined field in the Add Subtask window. This field is set up at *Microsoft Dynamics GP > Tools > Setup > Service Management > User-Defined Label Setup > Add Subtask.*
- **Service Call User-Defined 2**
  The user-defined field on the Service Call window. This user-defined field is set up at *Microsoft Dynamics GP > Tools > Setup > Service Management > User-Defined Label Setup > Service Call.*
- **Change Call Type to MC when add Equipment under contract**
  Mark this checkbox if you do not want users to be able to add equipment that is covered under a contract to non-MC type service calls. When equipment under contract is added to a service call, the call type will automatically be changed to MC.

Reporting

Run Signature SQL Reporting Deployment Wizard

Run the Wizard to add new and/or updated SSRS reports. See the Signature SSRS Reports Setup[4] in the Installation and Upgrade[5] for more information.

Default

In the Default section, select system defaults.

- **Task Status**
  Use the lookup to select a task status. The task status selected will be the default entry in the Task Status field in the Service Call Tasks window when tasks are entered. You must have a default task status selected in the Service Options window to open the Service Call Tasks window.
- **Quick Print Workorder**
  This is the workorder format that prints after choosing the *Quick* button in the Service Call window. The *Quick* button prints a workorder with one mouse click, as opposed to the *Print* button, which takes three mouse clicks. Select the workorder format that you print most often.
- **Number of Days**
  This is the number of days to consider for recent call notifications. A message will display in the Service Manager

4. https://wennsoft.atlassian.net/wiki/spaces/sig2026/pages/1620315120/Signature+SSRS+Reports+Setup
5. https://wennsoft.atlassian.net/wiki/spaces/sig2026/pages/1620332230/Installation+and+Upgrade

window if service calls were opened for the customer location within this number of days. MCC calls are not considered. If zero is in the field, you will not be notified of recent calls.

- **Address**
  Select an address default. The address default you select — ZIP Code or Postal Code — becomes the label of the eighth field in the Service Manager window. The third address field in the Customer and Location windows is user-definable.
- **Auto-Roll Calls Forward**
  Mark this checkbox if you would like to automatically reschedule incomplete appointments to the next business day. This is referred to as “rolling calls forward”, as this process will occur for any open service call that has an incomplete appointment. If the Date/Time Lock field on the Service Call window is marked, the service call and its appointments are not rolled forward. However, if you elect to forego one of the automatic options then you can manually perform the call roll forward process from Routines > Service > Call Roll Forward. See Rolling Calls Forward (page 117).

  If you select to perform this function automatically, you must select one of two options:
  - Option 1: Users are prompted to execute the call roll forward process each day, as part of the user login process. Each SMS user who logs into GP is prompted to roll calls forward until the process is actually performed. To use option one, you only need to mark **Auto-Roll Calls Forward**.
  - Option 2: The call roll forward can be run at a scheduled time of day/night using a scheduled SQL procedure. No manual intervention is required once the SQL job is configured. To use option 2, you need to mark both **Auto-Roll Calls Forward** and **Use Auto-Roll SQL Job**. See SQL Auto Call Roll Forward Utility[6] in the Signature Utilities User Guide. Please evaluate the maintenance processes that are being run on your SQL Server after standard business hours. If you are running a backup process during the early morning hours or performing other file maintenance, please update the default start time of the Call Roll Forward SQL Job to follow those processes

  After choosing an automated option for call rolled forward, you must select which call types to exclude/include from the process.
  - **MC calls**: Created in SMS and assigned to an active maintenance contract. Mark to exclude.
  - **MCC calls**: Automatically generated by a maintenance contract Tasking routine. Mark to exclude.
  - **All Other Call Types**: Mark to exclude.
  - **Job Appointments**: Mark to include
- **Call Roll Forward Start Time**
  Enter the start time for appointments that are rolled forward. If you do not enter a start time, 12:00 AM is used as the start time for rolled forward appointments.
- **Number of Service Calls to display on Service Manager**
  You can view the last X number of service calls for a selected customer location or contract on the Service Manager window. This is useful if you want information about the most recent service calls related to a specific location or contract, but you do not want to browse through the service calls in the lookup window to find the correct ones. By default, the most recent five service calls will display on the Service Manager window. You can change this default.

Refrigerant Tracking Leak Rate Analysis Method

Select the leak rate analysis method:

- **Annualized**
  The annualizing leak rate calculation method is as follows: *Leak Rate (%) = (pounds of refrigerant released / pounds of refrigerant in full charge) x (365 days/year / short of #days since refrigerant added OR 365 days) x 100%* If the owner/operator selects to use the annualizing method, for the first refrigerant released in the calendar year 2019 the second term would be 365 / 365 (or "1"). For subsequent additions, the second term would be 365 divided by the shorter of the number days since refrigerant was last released or 365.

6. https://wennsoft.atlassian.net/wiki/spaces/sig2026/pages/1620314568/SQL+Auto+Call+Roll+Forward+Utility

- **Rolling Average**
  The rolling average method is as follows: *Leak Rate (%) = (pounds of refrigerant released over past 365 days / pounds of refrigerant in full charge) x 100%*
  If the owner/operator selects to use the rolling average method for refrigerant releases in the calendar year 2018 the numerator would be the pounds of refrigerant released since the shorter of January 1, 2019 or the last successful follow-up verification test, if one was conducted in 2019. For releases in 2020 and beyond, the numerator would be the pounds of refrigerant released since the shorter of 365 days or the last successful follow-up verification test.

Default from Last PO Line Entered

When adding a line item to a purchase order in the alternate Purchase Order Entry and alternate Purchasing Item Detail Entry windows, you can have the service call ID and cost code from the last line item entered as the default entries in the new line.

- Mark the **Service Call ID** checkbox if you want the service call ID from the last line item entered to default in the Job No/Service Call field.
- If you mark the **Service Call ID** checkbox, you can also mark the **Cost Code** checkbox. Mark this checkbox if you want the cost code from the last line item entered to be the default entry in the Type field.

Premier Options

- **Use Temporary Customers**
  New customers can be set up as temporary customers in Service Management without permanently adding them to the Receivables Management customer database. For example, you may wish to set up a customer for service pending credit approval. Later, when the credit is approved, the customer ID can easily become part of your permanent customer file. Or perhaps a branch creates a new customer but must wait for a permanent ID from their corporate office. You will be able to enter service calls, equipment IDs, and contracts for temporary customers. However, you cannot enter financial-related data, such as invoices in the Service Management or transactions in the Receivables Management Series.
- **Use Global Record Identification Filters**
  Mark this checkbox if you want to set up branch locations for your business. Once you have set up branches you can associate locations and all related records to a branch. Users can be limited to seeing records for only one branch or for several branches. Using global filters adds a drop-down list to the Service Manager, Location, Maintenance Tasking, and Maintenance Invoicing windows. The drop-down menus show all existing branches and User Profile. See Using Global Filters (page 75). If you mark the Use Global Record Identification Filters checkbox, you can mark the **Use Postal Code Assignment** checkbox. If you are using the postal code assignment module, new customers will automatically be assigned to a branch based on the customer's postal code.
- **Use Validation for Sublocations**
  Service Management and Schedule allow users to set up sublocations at a customer location and assign equipment to those sublocations. Requiring validation ensures that the sublocations assigned to equipment IDs are the same throughout your organization.
- **Keep Appointment History**
  By choosing to track appointment history, you can see when any changes were made to an appointment. This checkbox is required if you will be using Advanced Communications.
- **Auto Number**
  See Setting Up Auto Numbering (page 36).
- **Enable Time Zone View**
  Mark this checkbox if you are using the Time Zone feature in Service Management. For more information, see Time Zones (page 152).

Additional Setup Options

The Additional Setup Options window is used to set up the Service Call Audit feature. The Service Call Audit provides the ability to view changes to a service call from an Additional menu option in the Service Call window. For information on installing the Service Call Audit feature, see Installing Service Call Auditing[7] in the Installation and Administration guide.

For information on using the Service Call Audit, see Viewing the Service Call Audit (page 132).

IMPORTANT

- This setup window is limited to users with the SysAdmin role to check the setting (run query) that user must have access to check the SQL job table for this information.
- The Additional Audit button displays after you've installed the Signature Audit Add-In file.
- The SQL Server Agent must be running.
- If Enable Service Call Audit is unmarked to disable service call auditing, audit history will be deleted.

To enable Service Call Audit and set up the Audit Record Retention:

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Module Setup > Service Options*.
2. From the navigation ribbon, select *Additional > Additional Setup Options*.
3. Complete the following:
    - **Audit Record Retention (in days)**
      Enter the number of days to retain service call audit information, based on the SQL Server date. The default setting is 90 days. You can enter any number higher than 0 but no larger than 36,524 days (which is equal to 100 years).
    - **Enable Service Call Audit**
      Mark to enable the system to begin auditing service calls for historical information.
4. Select *Save.*

Setting Up Auto Numbering

You can automatically generate customer IDs, contract numbers, master contract IDs, and equipment and component IDs when creating new records. When you create a new customer, maintenance contract, master contract, or equipment record, the auto-generated next number appears.
Also, if you are using global filtering, you can assign unique auto numbers for some or all your branches. If you are not using global filters, you can assign a starting auto number.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Module Setup > Service Options > Auto Number*.
2. If you are using global filtering, you can mark the **Create Number Sequence Per Branch** checkbox to assign auto numbers globally or by branch. When you mark this checkbox, the **Global** and **Branch** radio buttons are enabled.
3. Select the **Global** radio button if you want to globally assign auto numbers. When you do so, the browse buttons, *Branch* indicator and Branch Name field are disabled.
4. Select the **Branch** radio button if you want to assign auto numbers by branch. When you do so, the browse buttons, *Branch* indicator and Branch Name field are enabled. Use the lookup to select a **Branch Name**.
5. Enter the next numbers in the following fields. The last digit of the entry must be a number. If it is not, and you're assigning auto numbers by branch, the next global auto number is assigned. If you do not have global numbers defined, an auto number is not generated.
    - **Contract Number**: Up to 10 alphanumeric characters
    - **Master Contract ID**: Up to 20 alphanumeric characters

7. https://wennsoft.atlassian.net/wiki/spaces/sig2026/pages/1620333024/Installing+Service+Call+Auditing

- **Equipment ID**: Up to 10 alphanumeric characters

6. Select *Save*.

- If you marked the **Use Temporary Customers** checkbox in the Service Options window, the **Customer ID** field is disabled.
- If you want to maintain unique IDs over a long period of time, make sure the numeric portion of your default numbers is large enough to hold the anticipated number of records. Service Management starts over from one when the highest number is reached. For example, if your default number is only two characters when number 99 is reached, the system starts over from 01.
- If you do not save the customer, contract, or master contract record with the auto-generated number, the number is not written back to the table and cannot be reused. If the auto-generated number is not saved with equipment records, the number will be written back to the table for reuse.

Temporary Customers and Auto-Numbering

You cannot use the auto-numbering feature with temporary customers. You can still use auto numbering for maintenance contracts, master contracts, and equipment; however, the system is not able to automatically generate customer IDs if you are using temporary customers.

- If the **Use Temporary Customers** checkbox is marked in the Service Options window, the **Customer Next Number** field is disabled in the Auto Generate Numbers Setup window.
- If the **Use Temporary Customers** checkbox is *not* marked and you enter data in the **Customer Next Number** field of the Auto Generate Numbers Setup window when you reopen Service Management the **Use Temporary Customers** checkbox will be disabled. To re-enable the **Use Temporary Customers** checkbox, you must delete the entry in the **Customer Next Number** field globally and for all branches.

Choosing Service Management Debit Accounts for Cost Transactions

The following options are available when setting up invoice accounts.

- **Debit accounts for cost transactions are chosen in Service Management.**
  You can select a debit account for cost transactions other than the default debit account from Microsoft Dynamics GP. If the option is not marked, the account comes from Microsoft Dynamics GP setup. Mark the Use Service Debits Accounts for Microsoft Dynamics GP Costs checkbox in the Service Options window *(Microsoft Dynamics GP > Tools > Setup > Service Management > Module Setup > Service Options)*.
- **Debit accounts for cost transactions are chosen in Service Management and/or you are using the cost of goods sold (COGS) distribution option.**
  When using the COGS distribution option, Service Management uses the designated account as a debit when the cost transaction is entered and then credits the same account to relieve costs when the service invoice is saved or the maintenance invoice is posted. Mark the Create COGS Distributions for Invoices checkbox in the Invoice Options window *(Microsoft Dynamics GP > Tools > Setup > Service Management > Invoice Setup > Invoice Options)*. Marking this option enables the *Cost Dynamics GP* button in the Invoice Accounts window and the Maintenance Accounts window. This option is not available if you are using SOP Invoicing.
- **Cost distributions create a GL transaction when the costs associated with a maintenance contract call are posted.**
  By distributing costs to the GL when posting MC or MCC costs, the GL is updated. Mark the Create Separate GL Transactions for Costs checkbox in the Maintenance Options window *(Microsoft Dynamics GP > Tools > Setup > Service Management > > Maintenance Setup > Maint. Options)*. Marking this option enables the Batch ID field in the Maintenance Costs window. If this option is not marked, the Batch ID field is disabled.

Options Marked in Service Management Setup		Microsoft Dynamics GP Costs		COGS in AR Transactions (Maintenance Contracts: GL Transactions)	
Use Service Debit Accounts for Microsoft Dynamics GP Costs	Create COGS Distributions for Invoices (Maintenance Contracts: Create Separate GL Transactions for Cost)	Debit	Credit	Debit	Credit
		Supplied by GP	Supplied by GP	Not applicable	Not applicable
X		Supplied by Service Management Based on division of call Typically a COGS account	Supplied by GP	Not applicable	Not applicable
	X	Supplied by GP	Supplied by GP	Supplied by Service Management Based on division of call Typically a COGS account	Supplied by Service Management Based on division of call Typically a WIP account

Options Marked in Service Management Setup		Microsoft Dynamics GP Costs		COGS in AR Transactions (Maintenance Contracts: GL Transactions)	
X	X			Supplied by Service Management Based on division of call Typically a COGS account	Supplied by Service Management Based on division of call Typically a WIP account

> The posting journals include inventory, COGS, accounts receivable, sales, discounts, salesperson, and commissions distributions, though only inventory and COGS distributions are posted to the general ledger.

Setting Up Payroll and Overhead Offset Accounts

You can set up offset accounts to overhead and payroll for jobs to the employee's payroll department, which may or may not be the employee's home department. This allows more granularity and detail when employees perform work under a different payroll department.

Many companies set up payroll so that all employee wages and overhead burdens such as benefits, taxes, and tool costs charge to the Payroll departments such as *electrical* or *excavation* and these departments have managers that carry P&L responsibility. Jobs and service calls are assigned to divisions and may use resources from multiple departments.

As costs hit jobs, an *offset* account is credited, and a Cost of Goods Sold Account is debited so financial reporting can be done by division. Often, though, this *offset* is only at a company level instead of a Payroll department level, so department profitability can skew as a result. You can assign accounts at the department level, and further down at the pay code, overhead code, or cost element level. This is accomplished in one window: Payroll and Overhead Accounts Setup.

Example scenario: If a member of the Electrical department, in the Residential division, works on a Job in the Commercial division for 30 of 40 hours in a week, the costs of the member's benefits and tools costs for all 40 hours go to the Electrical department but 30 hours' worth of revenue is generated in the Commercial division. As a result, the division has profit, even with the Cost of Goods Sold amounts that it carries, and the Electrical department does not. If this happens often, financial reports can start to indicate that the Electrical department and even the Residential division is not contributing to profitability.

At minimum, you MUST assign an **All - Default: REQUIRED** account for each origin/account type combination in the account tree. However, this account would only be used if you did not have accounts assigned anywhere in the individual Division tree levels.
You can access the Payroll and Overhead Offset Accounts Setup in the following ways:

- From the main menu, select *Microsoft Dynamics GP > Tools > Setup > Job Cost > Account Setup > Payroll Offset Accounts*.
- In Service Management, from the Invoice Accounts window (*Microsoft Dynamics GP > Tools > Service Management > Invoice Setup > Invoice Accounts > Payroll Offset button*).
- In Service Management, from the Maintenance Accounts window (*Microsoft Dynamics GP > Tools > Service Management > Maintenance Setup > Accounts > Payroll Offset button*).

About the Window Hierarchy

This window is organized in a hierarchical tree. There are main branches and sub-branches, like main folders and sub-folders in a Windows Explorer environment.

Origins represent the product areas: Job Cost, Service Invoice, and Service Maintenance.

Account Types represent the types of offset charges for which accounts will be assigned. These include Gross Pay Offset, Overhead Offset, Travel Offset, and Expense Offset.

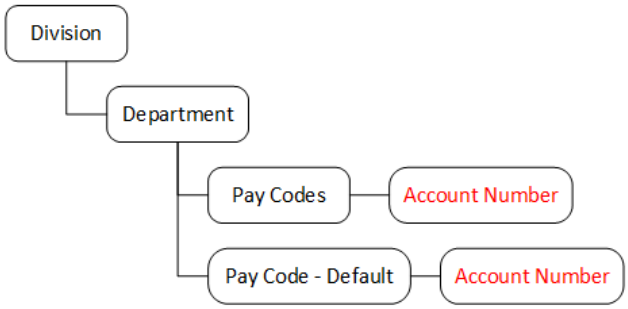
The highest level of the tree is **Division**; the next highest is **Department**. The next level depends on the origin/account type combination.

Each level contains a **Default** and **All** branch. **Default** is used when you want to assign a default account for that department, pay code, and so on, one is not needed at a lower level, such as per pay code, overhead code, or cost element. **All** is used when you know that there will be no specific accounts, and one account will suffice. Even the lowest levels within a hierarchy (Pay Code, Overhead Code, or Cost Element) have **Default** and **All**.

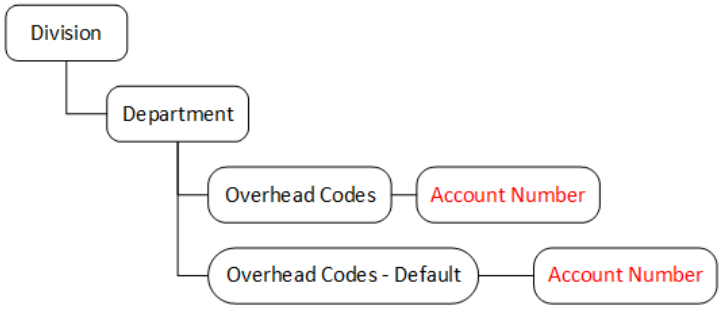
The ONLY required default account for the entire tree is the **All - Default: REQUIRED** account. You must assign a REQUIRED account for each origin/account type combination. However, this account would only be used if you did not have accounts assigned anywhere in the individual Division tree levels.

The hierarchy for each origin/account is illustrated below.

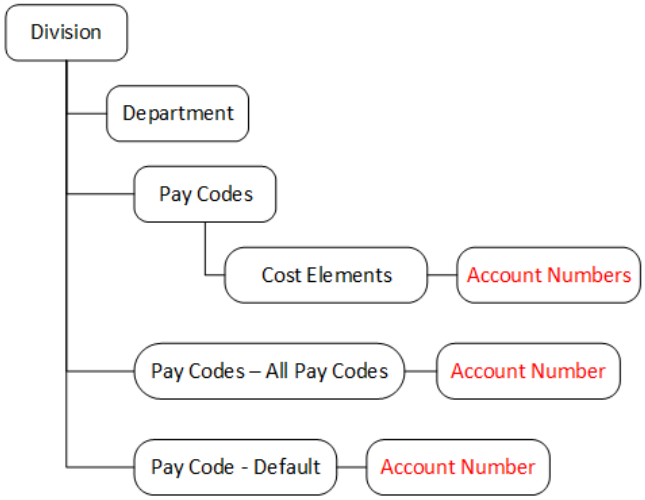
For every origin/**Gross Pay Offset** combination



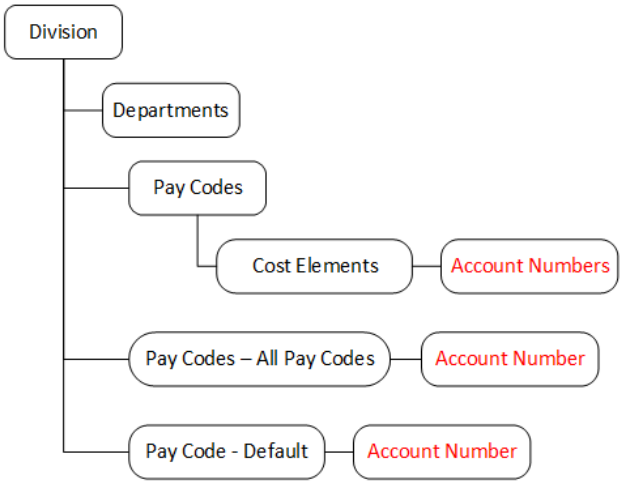
For the **Job Cost/Overhead Offset** combination



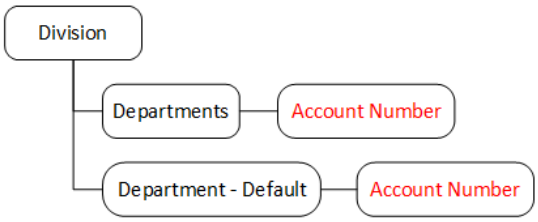
For **Job Cost/Travel Offset Accounts** and **Expense Offset Accounts** combination



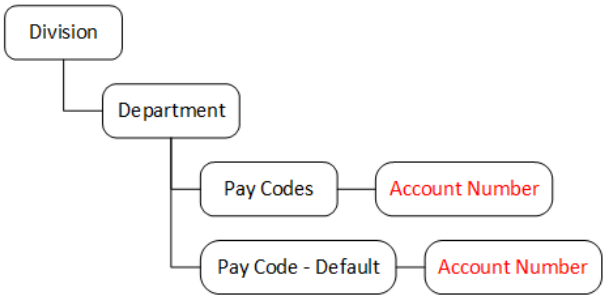
For **Job Cost/Travel Offset Accounts** and **Expense Offset Accounts** combination



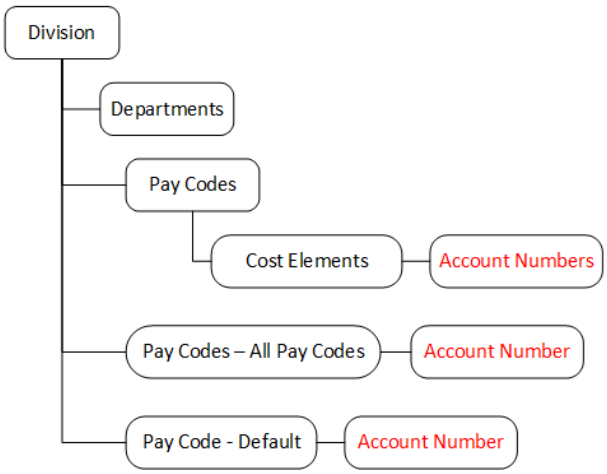
For **Service Invoice** and **Service Maintenance/Overhead Offset** combinations



For **Service Invoice** and **Service Maintenance/Travel Offset Accounts** combination



For **Service Invoice** and **Service Maintenance/Expense Offset Accounts** combination



Preparing to Set up Accounts

The Payroll And Overhead Offset Accounts Setup window provides a lot of flexibility in setting up accounts. Before you begin assigning accounts, jot down how general or specific you want charges, expenses, and so on to be charged to what accounts, for which departments. Perhaps you could print the origin/account type diagrams above, and mark which levels for which you will assign accounts. If necessary, organize and enter your accounts in a spreadsheet, and use that as your source when you enter them into the system.

Setup Requirements for Account Types

Please review the following setup requirements for setting up offset accounts.

- **Overhead Offset**
  You can enter accounts for individual overhead detail codes (Job Cost) only if the Payroll Overhead Detail Distribution checkbox in the Posting Options window is marked. You can still assign a default account that would be used for all overhead codes.
- **Travel Offset Accounts** and **Expense Offset Accounts**
  You can enter accounts for travel and expenses only if Signature TimeTrack is registered and the Create Expense/Travel Transactions option is set. This applies to all origins.

Printing the Account Setup List

To keep better track of which accounts were assigned, we recommend you periodically print the Signature Payroll and Offset Accounts list. In the Payroll and Overhead Offset Accounts window, select the printer button that displays at the bottom left of the window. Complete the Report Destination window to print the report.

> ⚠ If a setup option has been unmarked (for example, Create Expense/Travel Transactions in the TimeTrack Setup Options window) after an account was assigned in this tree that required the setting of that option, the account designation will still print in this report; however, the account cannot be posted to.

Assigning Accounts

You must set up at least a required default account for each origin/account type combination.

1. In the Payroll and Overhead Offset Accounts window, select the **Origin** and **Account Type**.
2. Locate the Division for which you want to assign accounts. Use the tree view to navigate as far down the tree as you desire, until you hit the level at which you want to assign an account. To save time, you can navigate the tree using arrow keys. When you get to a level/node where you can assign accounts, the account field at the bottom of the window is enabled. Some origin/account type trees do not go as deep as others. For example, for the travel offset account type, you can specify accounts at the Pay Code level. For the expense account type, you can assign accounts one level deeper, at the Cost Element level.
3. You can select an account in one of two ways:
   - Double-click on the node to which you are assigning the account (ex. Pay Code). The Accounts window opens. Select an account, then click *Select*. The account displays in the account number in the account field. The account is saved automatically. - *OR* -
   - Highlight the node in the tree, then enter the account manually in the account field at the bottom of the window. When finished, select the *Save* button. (You only need to select *Save* when you enter accounts manually.)

     ⚠ Assign more accounts; remember to assign at least an **All - Default: REQUIRED** account for each origin/account type combination. If you close the window without having assigned Default accounts, a missing required account number message will display.
4. Select *OK* to disregard the error and keep the window open. You will get this message until you enter the required account that the system is looking for.
5. Select *Ignore* to close the window.

Creating New Accounts

Although you will probably not have to very often, you can create new accounts from the Payroll And Overhead Offset Accounts Setup window, that will be assigned to whatever node is selected.

1. Highlight the node in the tree, then enter the account manually in the account field at the bottom of the window.
2. In the account field, type a new account, then Tab. Select *Add* when prompted to create the account.
3. Select the type of account you want to create (Posting, Fixed, or Variable). The Account Maintenance window opens.
4. Complete the fields on the Account Maintenance window, including a Description. When finished, select *Save*.

How the System Determines Which Account to Use

When an offset account is needed in a posting window or elsewhere, the system looks at the Payroll and Overhead Offset Accounts Setup window, in the following order, starting from the lowest (more specific) level to the highest (more general).

- (Specific) Pay Code, Overhead Code, or Cost Element
- Pay Code - Default for Overhead Code or Cost Element - Default
- Department - All Departments or Pay Code - All Pay Codes (for Job Cost travel and expense offset accounts only)
- Department - Default
- Division - All Divisions: Department (specific)
- Division - All Divisions: Department - All Departments - Pay Code
- All - Default: REQUIRED

Reviewing Accounts After Posting

In this section, we will look at a sample General Ledger after payroll has been posted, in this case, through the Signature Transaction Entry window. Included is where from within the Payroll and Overhead Offset Accounts Setup window the accounts were grabbed.

After running Signature Payroll Post, the posting journal report contains account information, including GL accounts and amounts. Below is a table of the accounts and windows/areas within Signature Job Cost from which the accounts were taken.

Area from Payroll and Overhead Offset Accounts Setup window	Account	Description	Debit	Credit
Division Account Setup - COMMERCIAL Division - Labor Cost element	000-1410-02	WIP-Labor-Jobs-COMMERCIAL	$2100.00	$0.00
Payroll and Overhead Offset Account Setup - Gross Pay Offset Credit Account - HOUR pay code	000-5100-00	Salaries and Wages	0.00	1070.00
Payroll and Overhead Offset Account Setup - Overhead Offset Credit Account - HOUR pay code	000-4801-00	Overhead Offset Job Cost Labor	0.00	1036.00
Payroll and Overhead Offset Account Setup - Travel Offset Credit Account - TRAVEL pay code	000-4800-00	Overhead	0.00	3.80
		Totals	$2100.00	$2100.00

Selecting a Service Call Numbering Method

Before you begin using Service Management, you must select a method of assigning service call IDs.

> ⚠ Select an option carefully. Your choice cannot be changed without assistance from WennSoft Support.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Module Setup > Service Call ID*.
2. Select a service call numbering method. There are six options to select from. Options 4, 5, and 6 are based on year (YY), month (MM), and/or day (DD). These options are most commonly used since they record some part of the date the service call was created.
   - **Option 1**
     The user is prompted to enter a service call ID for each new service call. This method requires the software to check each new service call ID for duplicates, which could slow the process of entering new calls. Also, maintenance contract computer-generated (MCC) calls cannot be generated when using this numbering option since the user must enter the service call ID.
   - **Option 2**
     Service Management automatically generates the service call ID for you. You can specify the starting service call ID, which increments by one. Select the expansion button to enter the starting number.

- **Option 3**
  The service call ID is taken from Microsoft Dynamics GP Receivables Management. You may specify the starting number in the Service/Repairs Type field in the Receivables Setup Options window *(Setup > Sales > Receivables > Options)*. Service invoice numbers also come from the Next Number of the Service/Repairs field. Therefore, your service invoice numbers and service call IDs will have the same source and format.
- **Option 4**
  YYMMDD-NNNN - Where NNNN is a number that starts at one (0001) each day.
- **Option 5**
  YYMM-NNNN - Where NNNN is a number that starts at one (0001) each month.
- **Option 6**
  YY-NNNNN - Where NNNNN is a number that starts at one (00001) each year.

3. Select *Save*.

Labeling User-Defined Fields

Most major windows in Service Management have user-defined fields. Before labeling these fields, we recommend you determine what data your business needs to capture. There are user-defined fields in each major window in Service Management. The following windows contain user-defined fields:

- Add Subtask
- Contact Setup
- Contact Setup - Local
- Customer
- Equipment - Additional Fields
- Location
- Meter Readings/Hours
- Service Call
- Time Stamp
- Master Contracts
- Maintenance Contracts
- Workorder Names

> You also can use Microsoft Dynamics GP Modifier to change field labels, rearrange window layout, and make fields invisible *(Microsoft Dynamics GP > Tools > Customize > Modifier)*.

- Labeling Customer User-Defined Fields (page 47)
- Labeling Location User-Defined Fields (page 47)
- Labeling Service Call User-Defined Fields (page 47)
- Labeling Time Stamp User-Defined Fields (page 47)
- Labeling Equipment User-Defined Fields (page 48)
- Labeling Meter Readings/Hours User-Defined Fields (page 48)
- Labeling Maintenance Contracts (page 48)
- Labeling Master Contracts (page 49)
- Labeling Workorder Names (page 49)
- Labeling Contact User-Defined Fields (page 50)
- Labeling the Add Subtask User-Defined Field (page 50)

Labeling Customer User-Defined Fields

The Customer window has nine user-defined fields. The first three fields default as City, State, and ZIP Code. These field labels also display in the Location, Contact Setup, and Contact Setup - Local windows. The fourth and fifth user-defined fields have an attached lookup window. A common user-defined field in the Customer window is Customer Type. The lookup window could show various types of customers such as Office, Health Care, or Industrial.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > User-Defined Label Setup > Customer*. The first three user-defined fields default as City, State, and ZIP Code.
2. Enter the field labels. You may want to clear "User Defined" from fields you do not use.
3. Select *Save*.

Labeling Location User-Defined Fields

The Location window has six user-defined fields.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > User-Defined Label Setup > Location*.
2. Enter the field labels.
3. Select *Save*.

Labeling Service Call User-Defined Fields

The Service Call window has five user-defined fields. The first is used to set the priority scale for all calls. For example, you could define the Priority field as 0=Low, 9=High. The field can contain up to 30 alphanumeric characters or symbols; however, only 14 characters or symbols of the description are visible in the field. The priority field itself can contain a single alphanumeric character and is visible on the Dispatch Board. The second and third user-defined fields have a lookup window. Both the second and third user-defined fields also appear in the Dispatch Board Filter Preferences window and the Query window, which is accessed by selecting the query button in the Date field on the Dispatch Board.

> If you label one user-defined field in the Define Service Call window, you must enter unique labels for all user-defined fields. You cannot have two fields with the same label.
> *An example of a user-defined field in the Service Call window is Site Contact.*

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > User-Defined Label Setup > Service Call*.
2. Enter the field labels. The first user-defined field is used to define the priority scale for all calls.
3. Select *Save*.

Labeling Time Stamp User-Defined Fields

The Time Stamp window has five user-defined fields. Examples of common time stamps are Dispatched, Arrived, and Complete. These user-defined fields are used with linking appointment statuses (page 51) to timestamps and service level agreements (page 265). These statuses are also displayed in Schedule Settings in the Service Level Agreement Options section (2024 and later).

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > User-Defined Label Setup > Time Stamp*.
2. Enter the field labels.
3. Select *Save*.

Labeling Equipment User-Defined Fields

Six user-defined fields appear on the Equipment - Additional Fields window, the Component - Additional Fields window, and the Equipment Type Setup (page 55) window. The last user-defined field is in numerical date format. You may, for example, label this field "Date Purchased" to track the age of the equipment.

You can also use 15 active user-defined fields on the Equipment - Additional Fields window and the Component - Additional Fields window. Active user-defined fields are customizable user-defined fields. They can be defined to return various forms of data in read-only format. For example, you could define a group of fields to return meter/readings, the last service call ID, and the service call completion date. The data is updated every time the window is opened. Unlike other user-defined fields, users do not enter data in the active user-defined fields. You can select which active user-defined fields are visible by marking the Visible checkbox next to each field. The first six fields are marked by default. Contact WennSoft Sales for more information about the Equipment Active UDFs feature. Signature Technical Consulting is available for assistance with programming the active user-defined fields if needed.

To set up the equipment user-defined field labels:

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > User-Defined Label Setup > Equipment*.
2. Enter the field labels.
3. For the Active User-Defined fields, mark or unmark the **Visible** checkboxes as needed.
4. Select *Save*.

Labeling Meter Readings/Hours User-Defined Fields

The Meter Readings/Hours window contains 25 user-defined fields that can be used to track information for a piece of equipment. Fields are provided for numerous data types such as text, dates, currency, and integers. These fields are found on the Equipment Meter Readings (page 99) window.

User-Defined Field Formats

- The first five fields can contain a number between 0 and 99,999,999.
- Fields 6 through 15 can contain a number between 0.00 and 999999.99.
- Fields 16 through 18 are date fields to enter the month, day, and year of user-defined information.
- Fields 19 and 20 can contain a value from $0.00 to $999,999,999.99.
- Fields 21 through 25 are text fields that can contain up to 30 alphanumeric characters or symbols.

To set up meter reading the user-defined field labels:

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > User-Defined Label Setup > Meter Readings/ Hours*.
2. Enter the field labels.
3. Select *Save*.

Labeling Maintenance Contracts

You can label up to four user-defined fields that are displayed on the Maintenance Contract window. The first two user-defined fields are lookup fields. If you chose to validate the first and second user-defined fields in the Location window during setup, lookup windows will be attached to the fields and users will be prompted before adding to the lookup data. See Choosing Service Options. (page 30)

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > User-Defined Label Setup > Maintenance Contract*. The first two user-defined fields are lookup fields.
2. Enter the field labels. You may want to clear "User Defined" from fields you do not use.

3. Select *Save*.

Labeling Master Contracts

You can label up to four user-defined fields that are displayed on the Master Contract (page 256) window. The first two user-defined fields are lookup fields. If you chose to validate the first and second user-defined fields in the Location window during setup, lookup windows will be attached to the fields and users will be prompted before adding to the lookup data. See Choosing Service Options (page 30).

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > User-Defined Label Setup > Master Contract*.
2. Enter the field labels. You may want to clear "User Defined" from fields you do not use.
3. Select *Save*.

Labeling Workorder Names

Service Management ships with five predefined workorder formats. Use this window to rename the workorder labels that display in the Print dropdown list on the Service Manager window. See Printing a Workorder (page 124).

The default size for Workorders 1 and 2 are 8 ½" x 11." Workorder 3 is the T Card format. Workorder 4 lists task detail and workorder 5 lists appointment detail.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > User-Defined Label Setup > Workorder Names*.
2. Enter the workorder names.
3. Select *Save*.

Additional Workorder Information

- **Workorder 1**
  Workorder 1 breaks down key service call information. Technicians can quickly see the date and time a service call was received. This report lists the service call ID and invoice number along with brief service call details and the customer's address. The contact name, email address, and telephone number are also included. Default size 8-1/2" x 11".
- **Workorder 2**
  Workorder 2 is useful for salespeople. It could be stored in your customer's file. It lists the customer's billing address, service call location, salesperson information, and service call details. The contact name, email address, and telephone number are also included. Default size 8-1/2" x 11".
- **Workorder 3**
  Workorder 3 is a T-card, combining service call information with customer billing information. The contact name, email address, and telephone number are also included. Default size is T Card format.
- **Workorder 4**
  Workorder 4 includes task detail with the service call information. The contact name, email address, and telephone number are also included. Default size 8-1/2" x 11".
- **Workorder 5**
  Workorder 5 includes appointment detail with the service call information. The contact name, email address, and telephone number are also included. Default size 8-1/2" x 11".

Labeling Contact User-Defined Fields

Labeling Contact Setup User-Defined Fields

Four user-defined fields appear in the Contact Setup window and the Contact Setup - Local window. User-Defined 3 and 4 have lookup windows.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > User-Defined Label Setup > Contact Setup*.
2. Enter the field labels.
3. Select *Save*.

Labeling the Contract Contact User-Defined Field

This user-defined field appears in the Contact Setup - Local window when the window is opened from the Maintenance Contract window. The four contact user-uefined fields (above) display above this contract contact user-defined field.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > User-Defined Label Setup > Contract Contact*.
2. Enter the field label.
3. Select *Save*.

Labeling the Add Subtask User-Defined Field

The Add Subtask window has one user-defined field.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > User-Defined Label Setup > Add Subtask*.
2. Enter the field label.
3. Select *Save*.

Setting Up Lookup Window Data

Lookup windows contain a list of items entered when you set up or as you use Service Management. Lookup windows provide a way to organize, validate, and speed up information entry. A lookup button in a field indicates that a lookup window is available. Almost all the lookup window selections are user-definable, giving you flexibility to customize Service Management Series.

You can partially type an entry and select CTRL - L in fields with an attached lookup window to locate information more quickly. For instance, if you enter "Sch" in the Location Name field in the Service Manager window and select CTRL - L, the lookup window's data will start listing with the first occurrence of "Sch".

Refrigerant Tracking Lookup Data

If you have the Refrigerant Management feature registered, you can set up pre-existing data for refrigerant types, leak locations, and refrigerant codes. See Refrigerant Tracking (page 103).

Setting Up Refrigerant Types

Setting up refrigerant types allows users to select predefined refrigerant types from a lookup window when creating a refrigerant tracking record. The unit of measure will default based on the refrigerant type.

1. Select *Tools > Setup > Service Management > Lookup Setup > Equipment > Refrigerant > Refrigerant Types*.
2. Enter a **Refrigerant Type**, for example, Puron or Freon.

3. Enter the **Unit of Measure** that will be used to measure this type of refrigerant. This unit of measure will default on the Refrigerant Tracking window when this Refrigerant Type is selected. Once you enter a refrigerant type and unit of measure and tab off the field, the refrigerant type is saved.
4. The **Active** checkbox is marked by default, indicating that this is an active refrigerant type that you want to appear on the Refrigerant Type lookup window. Unmark this checkbox if you want to inactivate the refrigerant type and exclude it from the lookup window. You can use the up and down arrow buttons to change the order of the refrigerant types, as they will appear in the lookup window.
5. Select *OK* when you are done.

Setting Up Leak Locations and Sublocations

Creating leak locations with sublocations allows the user to select these values from a lookup window when creating a refrigerant tracking record.

1. Select *Tools > Setup > Service Management > Lookup Setup > Equipment > Refrigerant > Leak Locations*.
2. Select or enter a **Leak Location**, for example, Condenser or Evaporator. If you select an existing leak location, the scrolling window populates with sublocations. If this is a new leak location, the scrolling window is empty.
3. If you are adding a new leak location, select *Save*. The leak location must be saved before you can enter a leak sublocation.
4. To create sublocations for the selected leak location, enter a **Leak Sublocation**, for example, Valve or Coil. The sublocation is saved when you tab off the field.
5. Mark the **Active** checkbox if this is an active sublocation that you want to appear on the Leak Sublocation lookup window. Unmark this checkbox if you want to inactivate the sublocation and exclude it from the lookup window. You can use the up and down arrow buttons to change the order of the sublocations, as they will appear in the lookup window.
6. Exit the window when you are done.

Setting Up Refrigerant Codes

You can create codes to be used in the Fault Code, Action Code, Verification Method, Second Verification Method, and Circuit Number fields on the Refrigerant Tracking window.

1. Select *Tools > Setup > Service Management > Lookup Setup > Equipment > Refrigerant > Refrigerant Codes*.
2. Use the drop-down menu to select the type of **Refrigerant Code** you are creating. Select whether you are setting up a Fault Code, Action Code, Verification Method, Second Verification Method, or Circuit Number.
3. In the scrolling window, enter the name of the code. For example, if you are creating lookup data for the Action Code field, you may enter action codes such as Replaced Part or Tightened Connection. The code is saved when you tab off the field.
4. The **Active** checkbox is marked by default, indicating that this is an active code that you want to appear on the code lookup window. Unmark this checkbox if you want to inactivate the code and exclude it from the lookup window. You can use the up and down arrow buttons to change the order of the codes, as they will appear in the lookup window.
5. Select *OK* when you are done.

Setting Up Appointment Statuses

The Appointment Status field in the Service Call Appointments window has a lookup window. You can customize the lookup window to record your most common appointment status descriptions.

The following statuses are defaults and cannot be deleted: Complete, Dispatched, Unassigned, and Re-assign. The Re-assign status is intended for use with MobileTech. Closed is reserved for system use and cannot be added to your lookup data.

Default is reserved for system use and cannot be added to your lookup data. If you have added Default to your status lookup data, it will be deleted when any window with a call or appointment status is opened.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Service > Appointment Status*.
2. Enter the status in the **Appointment Status** field.
3. If necessary, you can select to **Include this status in the Call Roll Forward process**.
4. Select *Save*.

Linking Appointment Statuses with Time Stamps

You can use the appointment status to update the Time Stamp window. If the appointment status is connected or linked to a Time Stamp field, whenever the appointment status is changed, the Time Stamp field is updated. You may select to connect some or all the Time Stamp fields to status selections.

1. In the Appointment Status Setup window, use the lookup window in the Appointment Status window to select a status.
2. Mark the checkbox next to the time stamp to which you wish to link the status. You must have labeled the Time Stamp window user-defined fields for them to display in the Status Setup window. See Labeling Time Stamp User-Defined Fields (page 47).
3. Select *Save* and clear the window to make another entry.

The Time Stamp window updates when the appointment status changes. If there is more than one appointment associated with the call, the first appointment to be changed to a linked status updates the Time Stamp window, except for the Complete status. If you link the Complete appointment status to a time stamp, the last appointment on the service call to be changed to Complete updates the time stamp.

Setting Up Branches

If you are using global filtering, you must enter Branch information in the Branch Setup window.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > General > Branches*.
2. Enter branch name and branch information. You must enter a global filter, which consists of an Affiliate, Region, and Branch.
3. Select *Save*.

Setting Up Call Resolutions

You can track the general resolution for each service call using the Resolution field in the Signature Service Call window and/or the during service appointment completion in MobileTech. An example of a resolution ID is *RCB* with the description *Replaced Circuit Board*. You can define an unlimited number of call resolutions. Only one call resolution can be added to a service call.

To create a call resolution code:

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Service > Call Resolutions*.
2. In the Call Resolutions window, enter a **Resolution ID** up to 3 characters.
3. Enter a **Description** up to 255 characters.
4. Select *Save*.

Setting Up Call Types

Examples of call types are Emergency, Regular Service, or Project. There are six default call types that cannot be deleted: Annual Service (AS), Maintenance Contract Computer-Generated (MCC), Maintenance Contract (MC), Inbound (INB), Outbound (OUB), and Equipment Repair (EQR).

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Service > Call Types*.
2. In the **Abbreviation** field, enter a three-character abbreviation for the call type.
3. Use the tab key to move to the **Description** field and enter a description.
4. Use the drop-down list in the **Color** field to assign a color code to each call type for use with the Service Monitor.
5. Select *Save*.

Setting Up Contacts

If you are using the Contact Management module, you can enter lookup information to be used in the Contact Setup window.

- Setting Up Role Types (page 53)
- Setting Up Phone Types (page 53)
- Setting Up User-Defined 1 (page 53)
- Setting Up User-Defined 2 (page 53)

Setting Up Role Types

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > General > Contacts > Role Types*.
2. Enter a **Role Type** with a **Description**.
3. Select *Save*.

Setting Up Phone Types

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > General > Contacts > Phone Types*.
2. Enter a **Phone Type** with a **Description**.
3. Select *Save*.

Setting Up User-Defined 1

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > General > Contacts > User Defined 1*.
2. Enter **User-Defined** lookup information with a **Description**.
3. Select *Save*.

Setting Up User-Defined 2

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > General > Contacts > User Defined 2*.
2. Enter **User-Defined** lookup information with a **Description**.
3. Select *Save*.

Setting Up Customer User-Defined Lookup Windows

The second and third user-defined fields in the Customer window have lookup windows. See Labeling Customer User-Defined Fields (page 47).

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > General > Cust. Defined 1.*
2. Enter the lookup data.
3. Select *Save*.
4. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > General > Cust. Defined 2*.
5. Enter the lookup data.
6. Select *Save*.

Setting Up Divisions

You may have to manage multiple divisions in your company. A division could refer to a division, department, profit center, geo-center, or other designation. For example, you may operate a service division as well as an installation division. By specifying a division, all revenue and expenses originating in Service Management related to a specific service call are attributed to the GL accounts set up for the division. In the Service Call window, you must specify the division using the lookup window in the Division field.

- When you create a new division, you can copy the account setup from an existing division. This facilitates the account setup process. For more information see Copying Division Accounts (page 54).
- The Division field is a required field in the Service Call window; therefore, you must have at least one division in your company. If you do not have divisions in your company, you must create one. You could call it Service.
- If you will be creating service calls from a MobileTech device, a division must be assigned at the customer or customer location level. *Cards > Sales > Customer*
- You must set up general ledger revenue and expense account numbers for each division you create.

To set up a division:

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > General > Divisions*.
2. Enter a **Division** name.
3. If you are using the Service Call Quote module, enter a **Default Pricing Matrix**.
4. Select *Save*.

Copying Division Accounts

When you create a new division, you can copy the account setup from an existing division. This facilitates the account setup process.

1. Go to *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > General > Divisions*
2. Use the lookup button in the **Division** field to select an existing division.
3. Select **Copy** to open the Copy Division window.
4. Enter the name of the new division and select *Copy*. The new division is created and the maintenance and service invoice accounts are copied to the new division.

You can edit the accounts in the Invoice Accounts window and the Maintenance Accounts window.

Setting Up Equipment Types

You can use equipment types to save data entry time when creating new equipment records. Think of equipment types as templates to be used when creating similar equipment records. When you create a new equipment record, information from the equipment type template, including the task list, appears on the equipment record.

The lookup window would include your customer's most common types of equipment. Examples of equipment types are Computer, Boiler, or Industrial Scale.

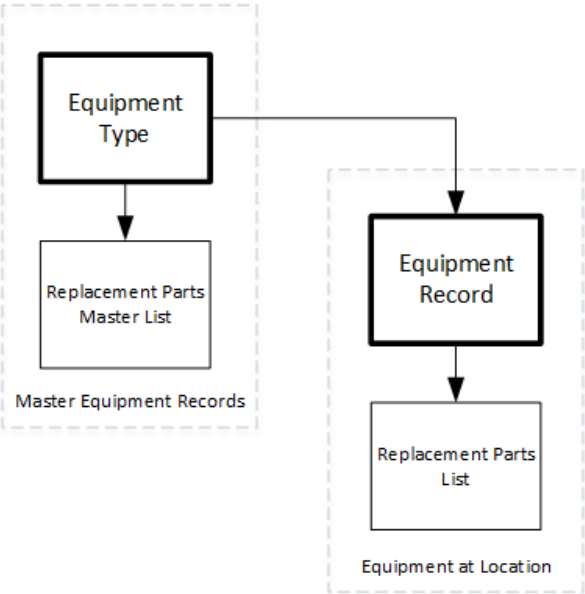
1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Equipment > Equipment Types*.
2. Complete the following fields, as necessary.
   - **Equipment Type**
     Create a name for the equipment type.
   - **Equipment Model Number, Manufacturer ID**
     You may want to set up equipment types based on the model or manufacturer; if not, these fields are not required.
   - **System, Major, Sub 1 - Sub 4**
     These fields are used when assigning maintenance tasks to pieces of equipment. Complete these fields if all pieces of equipment belonging to this type share the same components. This information is for reference and sorting only and does not affect the individual tasks making up the task list. See About System, Major, Sub 1-4 (page 187).
   - **Task List ID**
     Assign task codes and task lists to be performed on this equipment type. Whenever the equipment type is assigned to a piece of equipment covered by a maintenance contract, the maintenance tasks and task lists go with the equipment record. You can change which tasks are assigned to the equipment type by zooming on the Task List ID field. If tasks change on the master equipment type, however, these changes do not affect equipment types already assigned to a maintenance contract. Similarly, task changes made to equipment at the maintenance contract level are not reflected in the master equipment record.

     > ⚠ Inactive task codes and task lists are filtered out from displaying in any lookup and cannot be assigned to any new contract, equipment, or service call. If a task list has any inactive task codes, only the active task codes will be assigned.

   - **Warranty Days, Extended Warranty Days**
     Complete the warranty information fields if applicable. When the Equipment Type is assigned to a new equipment record and an Installation Date is entered, the expiration date(s) for the warranty and/or extended warranty is calculated based off the number of days entered here.
   - **Extended Warranty Type**
     Select the Extended Warranty Type. See Setting Up Extended Warranty Types (page 56).
   - **User-defined**
     You may have labeled these fields during setup. See Labeling Equipment User-Defined Fields (page 48). If you choose to validate the first and second user-defined fields in the Location window during setup, lookup windows will be attached to the fields and users will be prompted before adding to the lookup data. See Choosing Service Options (page 30).
3. Select *Save*.

Assigning Replacement Parts to Equipment Types

After you have saved an equipment type, you can create a master list of replacement parts for it. This master list can be referenced when assigning replacement parts to an equipment record.



1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Equipment > Equipment Types > Replacement Parts*.
2. Select an item using the lookup window in the **Item Number** field. The lookup window lists items that were set up in the Microsoft Dynamics GP Inventory module.
3. Enter the quantity of items needed for replacement in the **Quantity** field.
4. Select *Save* to enter the item in the scrolling window. You can add as many replacement parts to each equipment type as needed.

When creating an equipment record, you can zoom on the Equipment Type field to open the Equipment Type Setup window. The *Replacement Parts* button in the Equipment Type Setup window opens this master list of replacement parts. If you add new items to the replacement parts list in this window, you are adding them to the master list of replacement parts for the equipment type, not the equipment record.

Setting Up Extended Warranty Types

Examples of warranty types could include "1 Year - Parts and Labor" or "90 Days - Parts and Labor."

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Equipment > Extended Warranty*.
2. Type an entry in the **Extended Warranty** field.
3. Select *Save*.

Setting Up Installation Information

The data for lookup window in the **Installed By** field of the Equipment window would include individuals and companies that regularly install equipment at your customers' locations.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Equipment > Installed By*.
2. Type an entry in the **Installed By** field.
3. Select *Save*.

Setting Up Location User-Defined Lookup Windows

If you chose to validate the location user-defined fields during setup, you can enter data for the lookup windows. See Choosing Service Options (page 30).

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > General > Location Defined 1.*
2. Enter the lookup data.
3. Select *Save*.
4. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > General > Location Defined 2.*
5. Enter the lookup data.
6. Select *Save*.

Setting Up Manufacturers

You can include common equipment manufacturers in the lookup list.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Equipment > Manufacturers*.
2. Enter a **Manufacturer ID** and a **Description**.
3. Select *Save*.

Setting Up Postal Codes

The *Postal Codes* menu item is enabled if you marked the option to Use Postal Code Assignment in the Service Options window. See Choosing Service Options (page 30).

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > General > Postal Codes*.
2. Enter the postal or ZIP code number in the **Postal Code** field.
3. You can assign a branch using the lookup in the **Branch** field.
4. Enter the **City**, **State**, and **Time Zone**.
5. Select *Save*.

Setting Up Problem Types

Generally, the Problem Type field provides information to the dispatcher and may also be used for statistical reporting of service calls by problem type. A problem type allows you to generally describe a service call. Later, you can assign specific trouble and resolution codes by piece of equipment. Examples of problem types could include Low pressure, System failure, and Noise. You may want to include Unknown or Miscellaneous in your list of problem types.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Service > Problem Types*.
2. Enter a **Problem Type**.

3. Select *Save*.

Setting Up Resolution Note Snippets

A resolution note snippet can be added to a task in Signature or when completing an appointment in MobileTech. Snippets are short sentences or phrases that describe commonly performed functions by a field technician. For example: A resolution code of *PPM* with a description of *Performed Preventative Maintenance*. This saves time and effort for field resources to document their corrective actions. You can define an unlimited number of snippets.

- A task in Signature can only have one snippet added.
- In MobileTech, multiple snippets can be combined to create a complete resolution note. When multiple snippets are selected, they are concatenated into a single resolution note and each statement is separated from the other using a semi-colon.

To create a resolution note snippet:

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Service >Resolution Note Snippets*.
2. In the Resolution Note Snippets window, enter a **Resolution Code** up to 10 alphanumeric characters.
3. Enter a **Description** up to 255 alphanumeric characters. Use the Enter key to add multiple lines, if needed.
4. Select *Save*.

Setting Up Service Areas

You may want your customer locations classified by geographical area.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > General > Service Area*.
2. Enter the **Service Area** with a description.
3. Do one of the following:
    - If you are not using the Advanced Scheduling modules, select *Save*.
    - If you are using the Advanced Scheduling modules, complete the following steps.
4. Use the lookup in the **Technician ID** field to select an existing technician or enter a new technician ID. If you enter a new technician ID, the Technician Setup window opens. The technicians entered in the first and second line of the scrolling window defaults into the Primary and Secondary Technician fields, respectively, in the Location window when a service area is entered.
5. Select *Save*. You can remove a technician by selecting the technician ID and choosing *Remove*. The numbers will resequence. You can change the sequence number of a technician by selecting the technician ID and choosing the *Resequence* button. Enter the new number in the Change Sequence Number window. If a technician's sequence number is changed so that the technician is now the first or second technician, therefore the primary or secondary technician, the change does not roll down to existing location records.

Setting Up Skill Levels

The Skill Level field identifies a technician skill level required to perform a specific task.

Skill levels are used to ensure the proper technician is assigned to a service call. With MCC calls, Service Management automatically matches the technician at the location to that maintenance task based on the skill level assigned to the technician. With non-MCC calls, the system alerts the user if the task's skill level does not match the technician's skill level.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Technicians > Skill Levels*.
2. Enter a technician skill level and a description. An example of a skill level is SUP, with a corresponding description of Supervisor.
3. Select *Save*.

See Assigning Skill Sets to Technicians (page 60) for information on assigning to technicians.

Setting Up Technician Activity IDs

Activity IDs are non-service call related events such as vacation, meetings, or training.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Technicians > Activities*.
2. Enter the activity.
3. Select *Save*.

See Viewing Technician Activities (page 61) to view a technician's activities.

Activity IDs are assigned in the Appointment Wizard. See Creating Activity Appointments and Job Appointments (page 119) for more information.

Setting Up Technicians

Technicians must be set up before they can be assigned service work.

Setting Up the Technicians

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Technicians > Technicians*.
2. Complete the following fields, as necessary.
   - **Technician ID**
     Unassigned is a default technician ID and cannot be deleted.
   - **Inactive**
     Mark this checkbox to inactivate the technician. Inactive technicians cannot be assigned to new service calls and will not appear on most lookup lists. They only display in Technician Setup and the Source Technician lookup in Technician Mass Reassignment (*Microsoft Dynamics GP > Tools > Utilities > Service Management > Tech Reassignment*). You can reactivate a technician at any time.
   - **Employee ID or Vendor ID**
     Link the technician to either an employee ID or a vendor ID. Select the appropriate radio button and enter the corresponding ID. If you have not yet set up the employee or vendor in Microsoft Dynamics GP, you can zoom on the Employee ID or Vendor ID field to do so. An employee ID can only be associated with one Technician ID. If neither the Employee ID or Vendor ID is selected, the Technician ID is saved as the Technician Long Name.
   - **Primary Skill Level**
     When creating appointments, the system checks the technician's primary skill level against the skill level required to perform the task. You are still able to schedule the appointment if the skill levels do not match.
   - **Technician Team**
     Used with Schedule.
   - **Extended Hours**
     If you are using the Advanced Scheduling modules, enter the amount of time a technician can work beyond each daily shift. For example, if a technician is assigned to a 7 a.m. – 3 p.m. shift (8 hours) and has two hours of extended time, you can assign the technician to service call appointments for a total of 10 hours. The extended hours can occur at the beginning and/or end of the technician's shift. If an appointment's estimated time exceeds the technician's extended hours, you will receive a message. You can password-protect scheduling a technician past the extended hours.
   - **Refrigerant Certification #**
     Enter the certification number required to work on refrigeration systems, as specified under Section 608 of the Clean Air Act.

- **Branch Name**
  If you are using global filtering, enter branch information. The Affiliate, Region, and Branch fields are filled in based on the branch name selected; these fields are not editable. For information on assigning multiple branches, see Assigning Technicians to Multiple Branches (page 62).

3. Additional setup options are available via buttons in this window:
   - Skill Set - see Assigning Skill Sets to Technicians (page 60).
   - Labor Plan - see Assigning Labor Plans to Technicians (page 60).
   - Shifts - see Assigning Shifts to Technicians (page 61).
   - Activities - see Viewing Technician Activities (page 61).
   - Service Areas - see Assigning Service Areas to Technicians (page 61).
   - Inventory Sites - This is used with MobileTech. This determines what inventory sites will be synchronized to the technician's device. Typically, each technician is assigned to a site that equates to their truck.
4. Select *Save*.

Assigning Skill Sets to Technicians

You can set up a detailed description of a technician's skills, which is useful when scheduling. The information can be viewed by zooming on the Technician ID field.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Technicians > Technicians*.
2. Select a technician and select the *Skill Set* button in the Technician Setup window.
3. Enter a **Skill Set ID**, then complete the following fields as necessary:
   - **System**
     Use the lookup to make a selection. You cannot enter information that does not exist in the lookup data. See Setting Up System, Major, Sub 1-4 (page 187).
   - **Major**
     Use the lookup to make a selection. You cannot enter information that does not exist in the lookup data.
   - **Certification Agency, Date Last Certified, Date Certification Expires, and License Number**
     Mark the **Certified** checkbox if the technician is certified, and use these fields to describe the certification.
4. Select *Save* to return to the Technician Setup window.

For skill level setup information, see Setting Up Skill Levels (page 58).

Assigning Labor Plans to Technicians

You can forecast a technician's available monthly labor hours in the Technician Labor Plan window. This availability information is necessary when scheduling a technician throughout the year. In addition, this information is used with the Labor Loading module.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Technicians > Technicians*.
2. Select a technician and select the *Labor Plan* button in the Technician Setup window.
3. Enter a **Year** or select one using the lookup window.
4. Enter the estimated time you want this technician to spend in each category for each month:
   - **Burden Hours** are non-billable hours.
   - **Billable Hours** are hours for non-maintenance contract-related service calls.
   - **MCC Hours** are hours for available computer-generated maintenance contracts.
   - **MC Hours** are maintenance contract-related hours.
5. Select *Save* to return to the Technician Setup window.

Assigning Shifts to Technicians

Once shifts are set up, you can assign one or more shifts to a technician. You would use more than one shift if the technician's working schedule temporarily changes, for example, from days to nights. To be scheduled, the technician must be assigned to a shift.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Technicians > Technicians*.
2. Select a technician and select the *Shifts* button.
3. Use the lookup in the **Shift ID** field to select an existing shift, then fill in the following fields on the line:
   - **Start Date and End Date**
     Enter a **Start Date** and **End Date** to specify when the technician will be working the shift. Start and end dates are required for all non-default shifts. When service call appointments are assigned, the system uses these dates to determine which shift the technician is working.
   - **Default**
     It is required that you specify a default shift by marking the **Default** checkbox next to the shift most commonly used by the technician. The default shift has no start date, and the end date defaults to 12/31/9999 and cannot be changed. The system automatically uses the default shift unless an appointment date falls within the start and end dates of another shift.
4. Edit shifts if necessary. To edit a line in the scrolling window, you must delete the line and then re-enter it. To delete a shift, select the line in the scrolling window and select *Remove Shift*. If the technician has been assigned to service appointments that no longer fall within the remaining shift(s), the Technician Shift Exception report prints, showing those service calls and appointments. You can either adjust the shifts and appointments, or you can assign the service appointments to a different technician. You can also print the Technician Shift Exception report by choosing the printer button in the Technician Shift Setup window.
5. Select *OK* to return to the Technician Setup window.
6. Select *Save*.

> ⚠ If you make a mistake and want to delete a partial line entry in the scrolling window, right-click and select *Delete Row*.

For shift setup information, see Setting Up Technician Shifts (page 62).

Viewing Technician Activities

An activity is time not available for service calls, such as meetings, training, or vacation.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Technicians > Technicians*.
2. Select a technician and select the *Activities* button in the Technician Setup window to open the Technician Activity Inquiry window.
3. Select *OK*.

For activity ID setup information, see Setting Up Technician Activity IDs (page 59).

Assigning Service Areas to Technicians

Service areas define customer locations classified by geographical area. The technician entered in the first line is considered the primary technician. The technician entered in the second line is considered the secondary technician.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Technicians > Technicians*.
2. Select a technician and select the *Service Area* button.
3. The Service Area Setup window opens. See Setting Up Service Areas (page 58) for information about this window.

Assigning Technicians to Multiple Branches

You can assign a technician to multiple branches. This is handy for technicians who work in more than one area, and for dispatchers who need to schedule that work. In addition, you can designate a **home** branch for technicians. This branch would be used to schedule PTO, training, and other miscellaneous activities if using activity scheduling. If Global Filtering is enabled, and a user has access to only one branch, he/she can still access, for example, all appointments for a technician on the Technician Board. However, that user cannot zoom on that appointment if it is for a branch to which he/she does not have access.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Technicians > Technicians*.
2. Select a **Technician**.
3. In the **Branch Name** field, select the expansion button. The Technician Branch Setup window opens.
4. Select a **Branch Name**. The affiliate and region fill automatically. To add all branches, affiliates, and/or regions, mark the appropriate checkboxes. You can select **Add All** for only one, or more. For example, if you select an affiliate, and then mark the Add All checkboxes for region and branch, the technician will be added to every branch and region for that affiliate.
5. Select *Add* to add the branch(es).

For branch setup information, see Setting Up Branches (page 52).

Setting Up Technician Shifts

Shifts are used to determine when a technician is available for scheduling service work. You set up standard shifts and then assign them to technicians. A technician must have an assigned shift for the system to schedule appointments for that technician. Technician shifts are part of the Advanced Scheduling modules.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Technicians > Shifts*.
2. Zoom on the Shift ID field.
3. Enter a **Shift ID** and **Description**.
4. Enter the workable hours by double-clicking the day of the week in the lower half of the Shift Setup window. You can enter the **Starting Time** and **Ending Time** in the Shift Daily Setup window. The system figures a technician's availability based on the shift hours entered, service appointments, activity appointments, and the technician's extended hours. The system does not recognize when a shift extends for longer than one day. If a shift crosses midnight, you must set up two shifts. For example, if a shift starts at 11:00 p.m. and ends the next day at 7:00 a.m., you would have to set up a shift for 11:00 p.m. – 11:59 p.m. and a second shift from 12:01 a.m. – 7:00 a.m.

- A 12:00 a.m. time entry is the equivalent of zero. We recommend you do not have the starting time or ending time set to 12:00 a.m., as illustrated in the previous example. The system allows you to make the ending time of one shift the same as the starting time of the next shift. Also, you should make the available blocks of time as large as possible. If you split a day into two shifts, 8:00 a.m. - 12:00 p.m. and 1:00 p.m. - 5:00, the system would not be able to schedule a call longer than four hours, since that is the largest block of time available. If the technician could work through lunch, create the shift from 8:00 a.m. - 5:00 p.m.
- To edit a shift, double-click the shift to open the Shift Daily Setup window. See Assigning shifts to technicians (page 61) for information on assigning to technicians.

Setting Up Technician Teams

You can group technicians into teams in the Technician Team Setup window. For example, if your service work is grouped as residential and commercial, you could have a Residential and a Commercial technician team. Having technician teams is useful for reporting purposes as well as with Schedule.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Technicians > Teams*.
2. Enter the technician team name.
3. Select *Save*.

Setting Up the Service User-Defined Field Lookup Window

In the Service Call window, both User-Defined fields have a lookup window. You may have labeled the fields in the previous section. See Labeling Service Call User-Defined Fields (page 47).

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Service > User Defined 1.*
2. Enter a label.
3. Select *Save*.

Repeat this procedure for *User Defined 2*.

Setting Up Trouble Codes

You can assign a trouble code to a task in the Service Call Tasks window. Trouble codes provide another way of tracking types of service problems. Code numbers track what the problem was and how it was corrected. Tracking trouble codes can help determine how often you service a customer for the same problem, perhaps indicating the need for a maintenance contract agreement.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Service > Trouble Codes*.
2. Enter a **Trouble Code**.
3. Type a description in the **Description** field.
4. Select *Save*.

Setting Up Vehicles

Technicians can be assigned to a specific vehicle in Signature. Schedule and Signature Telematics use this information when using the Mapping feature.

To set up the vehicle complete the following steps:

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Technicians > Vehicles*.
2. Complete the following fields:
   - **Vehicle ID**
     Enter the company vehicle ID.
   - **Technician ID**
     Select the Technician ID who will be assigned to the vehicle.
   - **Vehicle ID Number (VIN)**
     Enter the VIN number. If you are using Signature Telematics, this VIN number must match the number set up at fleet.wennsoft.com[8].
   - **Description**
     Enter a description of the vehicle.
   - **Vehicle Status**
     Enter the status of the vehicle.
3. If the vehicle is no longer active, mark the **Inactive** checkbox.
4. Select *Save*.

8. http://fleet.wennsoft.com

Setting up Technicians for Double-Booking

When an appointment conflict occurs, you can resolve that appointment by allowing **double booking**. First, you set the option at the global level. Next, you assign the privilege by technician at the technician level. You can also automatically allow double-booking for all technicians.

Global Setting

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Module Setup > Service Options*. The Service Options window opens.
2. Mark the **Allow Technician Double Booking** checkbox.
3. Select *OK*.
4. Select *Yes* or *No* to the question asking if you want to enable double-booking for ALL technicians.

Per Technician Setting

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Technicians > Technicians*. The Technician Setup window opens.
2. Select a technician.
3. Mark the **Allow Technician Double Booking** checkbox.
4. Select *Save*. Set up double-booking for additional technicians, as needed.

Setup for Non-Invoice Module Users

You need to complete this section only if you are not using the Service Management Invoice module. If you are using the Service Management Invoice module, skip this section.

Creating a Price Matrix

The Price Matrix field in the Location window is a required field. Price matrices are set up as part of the Invoice module. Since you will not be performing the Invoice module setup, you need to create a blank price matrix.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Invoice Setup > Pricing Matrix*.
2. Enter "Preferred" in the **Pricing Matrix Name** field.
3. Enter "P" in the **Pricing Code** field.
4. Select *Save*.

Creating a Labor Rate Group

The Labor Rate Group field in the Location window is a required field. Labor rate groups are set up as part of the Invoice module. Since you will not be doing the Invoice module setup, you need to create a blank labor rate group.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Invoice Setup > Labor Rates*.
2. Enter "Preferred" in the **Labor Rate Group Name** field.
3. Use the lookup windows to select a **Position** and **Pay Code**.
4. Select *Save*.

Setting Up Salesperson Records

Salesperson records are established through the Salesperson Maintenance window. You can track commissions for the calendar and fiscal years and keep a detailed history of sales and commissions paid to each salesperson. Service Management adds a method of calculating commissions. A Service Call Percentage field is added to the Salesperson Maintenance window. The service call percentage determines a salesperson's commission based on the gross profit of a service call. The commission amount is used only on the Service Management Commission reports. The two Microsoft Dynamics GP methods of calculating commission percentages are based on the total sales and on the invoice total.

1. Create a salesperson record by choosing *Cards* > *Sales* > *Salesperson*. Complete the Salesperson Maintenance window. For further information, refer to the *Microsoft Dynamics GP System Manager User Manual*.
2. Make an entry in the **Service Call Percentage** field to reflect the commission percentage based on gross profit to be paid to the sales person.
3. Select *Save*.

Salesperson commissions based on gross profit are not included in the Accounts Receivable transaction. There is no automatic posting of commissions to the Payables Management or Payroll modules.

Setting Up and Using Document Management

The Document Management feature allows users to attach bitmap (.BMP) files to records. The bitmap images can be saved with the record and viewed by selecting the attached image button. The button shows a paper clip if the record does not have documents attached. When documents are attached, the button shows a paper clip attached to a piece of paper. You can also set up the default document storage location option so that when users add an attachment, the storage location radio button defaults to what you've selected in the Document Storage Setup window. See Setting Up the Default Document Storage Location (Optional) (page 67).

Files must be physically located on the device used to attach the file. For example, if you are using OneDrive to store your images, you will need to download the image to your computer or phone before you can attach this to a service call.

The optional Advanced Document Management (page 163) module allows users to:

- Attach files of various formats including four-character file extensions (e.g., .DOC, .BMP, .XLS, .TIF, .WAV) to Service Management and Job Cost records.
- Use Microsoft Azure cloud storage as a storage option instead of Copy File, Attach File, or Copy to Database.
- You can link to Microsoft Office SharePoint documents. Users do this by copying and pasting the link to a SharePoint document within the attachment. Attachments can be saved with the record and viewed using the attached image icon. The icon displays a paperclip if a record does not have documents attached. When documents are attached, the icon displays a paperclip attached to a piece of paper. For purchasing information, contact WennSoft Sales.

- Setting Up Physically Stored Document Attachments (page 66)
- Setting Up Server Stored Document Attachments (page 66)
- Setting Up the Default Document Storage Location (Optional) (page 67)
- Using Document Management (page 68)

Setting Up Physically Stored Document Attachments

The ability to physically store attachments in a user-defined location has been added to Service Management for a select number of attachments. In Service Management, attachments are added by choosing the paper clip icon. This method of attaching documents is the same method introduced in Microsoft Dynamics GP 2013. MobileTech reports are added automatically when generated.

> For document attachments to be written to a physical file location, WRITE permission must be given to the folder(s) where the attachments will be copied for all users who will be attaching files.

To set up the additional Document Attachment Management Setup window:

1. Go to *Microsoft Dynamics GP > Tools > Setup > Company > Document Attachment Setup*.
2. Mark **Allow Document Attachments**.
3. Select *Additional*, and then select:
   - **Service Management Attachments**
     Enter the file locations where the attachments should be saved for each of the attachment areas.
   - **Equipment Management Attachments**
     Enter the file locations where the attachments should be saved for each of the attachment areas.
4. Select *OK*.

Setting Up Server Stored Document Attachments

Setting up document management involves creating an attachments folder and mapping the attachments folder to the server. For information on setting up physically stored Service Management attachments, see Setting Up Physically Stored Document Attachments (page 66).

Create the Attachments Folders

Complete the following steps to create a \docs folder and then sub-folders to hold your attachments.

> Before performing this procedure, make sure no one is logged into Microsoft Dynamics GP or Service Management or Job Cost.

To create the Attachments folders:

1. Create a ***\docs*** folder under the *\Microsoft Dynamics GP* folder on the shared server. The attachments folders must be created on the shared server so everyone can access the attachments.
2. Create the following folders under *\docs*:
   - **Service Management**
     - \appointments
     - \calls
     - \contract
     - \customer
     - \equip
     - \equtype
     - \location
     - \mastercontract
     - \model

    - \quote
    - \subloc
- **Job Cost**
    - \changeOd
    - \costcode
    - \forecast
    - \job
    - \project
    - \subctr
- **TimeTrack**
    - \timetrack

Map the Attachments Folder to the Server

Add the following line to the DEX.INI file on each client workstation:

`WS_DocRoot=H:\GP\docs` (must end in backslash)

- where **H** is a shared mapped drive
- where **GP** is the name of the Microsoft Dynamics GP folder on the shared SQL server
- where **docs** is a folder in the Microsoft Dynamics GP folder

Map the Temporary Folder Location

You must specify a temporary folder to be used when viewing attachments that were copied to the database.

Add the following line to the **DEX.INI** file on each client workstation:

`WS_TempDir=C:\temp` (must end in backslash)

- where **C** is the local drive
- where **temp** is the name of the folder that will hold the attachments

Update the Next Document Number (Optional)

If you have multiple companies that are using document attachments, the "Copy File" method saves attachments for all companies to the same shared location. You will receive an error when saving an attachment if the *next document number* that defaults has already been used by another company.

You can set the next document number to be different for each company by updating the WSDOCS field in the WSSEQ table. The maximum document attachment number is 2,147,843,648; determine how you want to divide this number based on the number of companies you have.

For example, if you have three companies, you may select to start Company A with the next number of 1, but perform the following two SQL actions to update the next number for the other two companies: Company B: UPDATE WSSEQ SET WSDOCS = 715947882 Company C: UPDATE WSSEQ SET WSDOCS = 1431895766

Setting Up the Default Document Storage Location (Optional)

You can set a default document storage location in the Document Storage Setup window to default the location selected when users add an attachment. Without this setup, users must select the location in the Document Maintenance window. This window is accessible to power users only.

When Copy File, Attach File, or Copy To Database is set as the default storage location, this option is marked for your users in the Document Maintenance window when uploading an attachment, however, users can select a different option if needed.

To see the default storage location:

1. Go to the Document Storage Setup window in Service Management settings (Service Management > Module Setup > Document Storage Setup) or Job Cost settings (Job Cost > Job Cost Settings > Document Storage Setup).
2. In the Default Storage Location section, select one of the following options:
    - Copy File
    - Attach File
    - Copy To Database
    - Cloud Storage: This option requires the Advanced Document Management (page 163).
3. Select *Save*.

Using Document Management

Attaching a Document

1. Select the Attachment image button for the appropriate field.
2. The Document List window opens.
3. Select *Add* to open the Document Maintenance window.
4. The **Document ID**, **Customer**, and **Type** fields default from the previous window.
5. Select the storage location for the attachment.
    - **Copy File**
      Saves the file to the directory specified in your pathname setup. The file name is automatically generated by Service Management and appears in the non-editable Document ID field in the upper portion of the window. The complete filename will contain the appropriate format extension.
    - **Attach File**
      Saves the path to the file. You will use less hard disk space by attaching the file, but risk losing the path if the file is ever moved.
    - **Copy to Database**
        - Copying the file to a Microsoft SQL database offers a more secure connection to the documents and makes the documents easier to manage. When selecting the file to attach to the appointment, in the Source Documentation section select *Copy To Database*.
        - Copy to Database is the only option available if you are attaching a file when using the Web Client. You can only view an attached file if it has been saved to the Microsoft SQL database.
    - **Cloud Storage**
      This saves the file to the Azure Cloud.
      This option must be set up in the Documentation Storage Setup window before you can store attachments. See Setting Up Azure Cloud Storage (page 164). *This option is available if you have purchased the Advanced Document Management license.*
6. Enter a **Description** for the file. The description is displayed in the Document List window.
7. The system date displays in the **Date** field.
8. In the Source Document section, click **Select Files** to open the file browser window to locate the file(s) to be attached. If you are using Cloud Storage, you can select more than one file. Select *Open* in the file browser window.
9. For Cloud Storage, the files you selected are displayed in the WennSoft Cloud Storage window.
    a. You can edit the Date and Description fields in this window for each file.
    b. Select the **Upload Files** button to upload the files to the cloud storage.

10. If using any of the other storage methods, after you've selected the file to attach, select Save in the Document Maintenance window.
11. Close the Document Maintenance window to return to the Document List window. Your attachment appears in the scrolling window.

Viewing an Attached Document

1. Select the attached image button to open the Document List window.
2. Select the document in the scrolling window and select *Display* to view the attachment.

Editing an Attached Document

1. Select the attached image button to open the Document List window.
2. Select the document in the scrolling window and select *Display.*
3. Edit the document.
4. Save the document with a new name by choosing _File > Save As >_ \[new document name\].
5. Re-attach the document.

Deleting an Attached Document

1. Select the attached image button to open the Document List window.
2. Select the document in the scrolling window and select *Edit*.
3. In the Document Maintenance window, select *Delete*.

Using the Service Manager Window

The Service Manager window is the central window in Service Management. Because it is used to navigate to all major windows, it is considered the primary entry point into Service Management. Select *Cards > Service Management > Service Manager*.

A Stop-and-Go Light that indicates a customer's accounts receivable status is displayed in this window, as well as indicators of maintenance contracts, global filtering, master contracts, service level agreements, maintenance contract quotes, and overdue preventive maintenance service calls. For more information on the *Stop-and-Go Light* indicator, see Use Stop-and-Go Light with Receivables Status (page 31).

For more information regarding other indicators, see Symbols, Buttons, and Indicators (page 2).

Select the Notes icon to the right of the Customer ID, Location Address ID, Contract Number, Equipment ID, and Job Number fields to view, edit, add, and delete notes. See Adding Notes in Service Management (page 147).

You can use the Service Manager window to locate records, view a customer's status, and navigate to the Customer, Location, Equipment, Maintenance Contract, Contract Quote, and Service Call windows.

Use the Go To button from the Navigation ribbon to quickly access the customer's branch, master contract, quote, and location contacts.

See also:

- Viewing the Service Manager Inquiry Window (page 70)
- Using the Add Service Customer Window (page 70)
- Locating Records (page 71)

- Viewing a Customer's Status (page 72)
- Viewing Location Status (page 73)
- Viewing Recent Service Calls (page 73)
- Viewing Jobs Associated With the Service Location (page 73)

Viewing the Service Manager Inquiry Window

Use the Service Manager Inquiry window for a read-only view of service call information.

1. Select *Inquiry* > *Service Management* > *Service Manager*.
2. Enter the **Customer ID** or use the lookup.
3. The following fields auto-populate:
    - Checkboxes:
        - Hold
        - Inactive
        - Temporary
    - Customer Name
    - Location Address ID
    - Location Name
    - Address 1
    - Address 2
    - City
    - State
    - ZIP Code
    - Contract 1
    - Phone 1
4. Enter a **Contract ID**, if necessary.
5. After entering the contract ID, the following fields auto-populate, if available:
    - Checkboxes:
        - Hold
        - Canceled
    - Contract Type
    - Equipment ID
    - Sublocation ID
6. Icons on this window provide access to additional inquiry windows:
    - **Summary**: A Stop-and-Go Light that indicates a customer's accounts receivable status. Select the icon to open the Customer Payment Summary Inquiry window.
    - **Branch**: Select to open the Global Filter View window.
    - **History**: Select to view the Service Call Lookup by Customer window. Click on a service call and then click Select to open the Service Call Inquiry window.

Using the Add Service Customer Window

The Add Service Customer window is available to limited and full users to quickly add a new service customer with the essential data needed to create a service call. Users can only add or edit the quick add service customer record.

1. To access the window, go to *Cards* > *Service Manager*.
2. In the Service Manager window select *Additional* > *Quick Add Customer*.

> ⚠ If the Service Manager window currently has customer information displayed, select the *Clear* button in the Add Service Customer window.

3. Complete the following fields, as necessary:
    - **Customer ID**
      If you chose to automatically generate customer IDs, this field will populate automatically.

      > ⚠ Microsoft Dynamics GP does not support the use of an apostrophe (') in the customer ID.

    - **Name**
      The Name defaults into the Short Name and Statement Name fields, which you can edit. See descriptions for those fields below.
    - **Class ID**
      When you assign the customer to a class, several default entries appear in this window. If a service class was assigned to the customer class, default service information also appears.
    - **Address ID, Location Name, Address fields**
      Enter an address ID and name for the primary location, then fill in the address fields.
    - **Contact Person, Phone**
      Enter the contact information and phone number for the customer's primary location. The Contact Person 2 field may be disabled depending on setup options.
    - **Primary Technician**
      The primary technician for the primary location will be the default entry in the Service Call window's Technician ID field. The Primary Technician expansion button opens the Location Technicians window, where you can assign a technician to each skill level at this location. This function is used with the tasking feature in the Maintenance Contract module.
    - **Tax Schedule ID**
      The customer's tax schedule is used to calculate taxes for a Delivery.
    - **Labor Rate Group**
      The labor rate establishes the billing amount for your technician's work at the location.
    - **Price Matrix**
      Pricing matrices are used to calculate the billing amount for inventory, equipment, materials, and all other costs except labor. The Price Matrix field shows the markup charged for the customer location.
    - **Division**
      Enter a division for all service calls at this location.

      > ⚠ If MobileTech is registered, the division is required.

    - **Time Zone, Description**
      Select a time zone and the description defaults. This field is enabled if the Enable Time Zone Views checkbox is marked in Service Options.
4. If you are using global filtering and have access to multiple branches, select the *Branch* icon to open the Branch Setup window. In this window, assign the customer to a branch. Select *Save* to return to the Add Service Customer window.
5. Select *Save* to save the customer record to close the Add Service Customer window. The information you entered displays in the Service Manager window.

Locating Records

You can search for a customer and location record using the lookup window in any of the following fields: Customer ID, Customer Name, Location Address ID, Location Name, Address 1, ZIP Code/Postal Code, and Contract Number.

If you don't know the customer ID, you can enter a partial ID and then use the lookup window to search for a record. If you are using global filtering, the Customer ID window contains a drop-down list with the choices: User Profile, Global, and any branch names you have created. It defaults to the same setting as is specified for the global filter list in the Service Manager window.

If you are searching for a customer using the lookup in the Customer Name field and you receive a message that the customer does not belong to this branch, use the lookup in the **Location Name** field to search for the customer and location. This message displays if the customer's branch does not match the user profile branch.

When you type an entry in the Customer ID field if you do not have a branch selected in your user profile or in the Service Manager window, the primary location for that customer displays.

To perform a search in the Phone 1 field, you must enter the customer's *exact* phone number 1, phone number 2, or fax number and then either select the attached phone button or tab off the field. If the phone 2 or fax number is typed in the Phone 1 field, the corresponding customer and location record will display with the Phone 1 field displayed appropriately.

The Service Manager window has several informational display-only fields: Customer Status, Address 2, City, State, Contact 1, Contract Status, and Contract Type. Changes to these fields must be made in either the Customer, Location, or Maintenance Contract windows.

Using the Find Button

You can search for a service call, a customer record by equipment, or an invoice using the *Find* button in the Service Manager window, Service Call window, Dispatch Board, or Technician Board.

Finding a Service Call

1. Enter the service call ID. The Find window defaults with the **Service Call** radio button selected in the **Find Options** field and the date portion of the service call ID already entered in the **Find** field.
2. Select *Find*.

Finding a Customer by Equipment

1. Select the **Equipment** radio button, and use the **Find By** drop-down list to select an equipment-related field.
2. Enter the equipment information in the **Find** field. You can enter the first characters of the field if you can't recall the complete equipment information.
3. Select *Find*. A lookup window opens with the record that most closely matches the value entered.
4. Select the *Select* button to display the customer record in the Service Manager window.

Finding an Invoice or Credit Memo

1. Select the **Invoice** radio button.
2. Enter the invoice or credit memo number in the **Find** field.
3. Select *Find*. If you enter a service invoice number, the Service Invoice window or Posted Service Invoice window opens where you can view the billing information. If you enter a maintenance invoice number, the Maintenance Contract window opens. You can select the *Billing* button in the Maintenance Contract window to open the Billing Schedule window where you can view the billing information.

Viewing a Customer's Status

When a customer is selected in the Service Manager window, the customer's status displays to indicate if the customer is on hold, inactive, or marked as a temporary customer.

Viewing the Customer Accounts Receivable Status

To view transaction information for a customer, you can zoom on the Amount field in the Microsoft Dynamics GP Customer Payment Summary Inquiry window to open the Microsoft Dynamics GP Receivables Transaction Inquiry window.

As a default, the red light indicates a balance 61 days or more past due or indicates the customer has a hold or inactive status. The yellow light indicates a 31- to 60-day past due balance, and the green light indicates the customer is current. You can modify the defaults by changing the Microsoft Dynamics GP accounts receivables aging categories *(Microsoft Dynamics GP > Tools > Setup > Sales > Receivables)*.

Viewing Location Status

If a location has been marked inactive in the Location window, the **Inactive** check box is marked.

Viewing Recent Service Calls

The Service Manager window also allows you to view the most recent service calls for a customer location or contract. This is useful if you want information about the most recent service calls, but you do not want to browse through the service calls in the lookup window to find the correct ones.

When a customer and location are selected, the Service Manager window displays the most recent X number of service calls related to the selected customer location or contract, where X is the number of recent service calls specified in setup.
If a contract is selected, the most recent X number of service calls for that contract display.

You can use the expansion button to view details of the recent service calls, or double-click on a call to open the Service Call window and view more information.

Viewing Jobs Associated With the Service Location

Use the Jobs At Service Location window to view jobs associated with the service location selected on the Service Manager window. The Jobs At Service Location window defaults to display active jobs. You can change this view to display all, active, inactive, or closed jobs by selecting the **View** drop-down above the scrolling window.

Examples of how this window may be used:

- A customer requests service, and the dispatcher identifies it as part of an ongoing job at the location.
- Another customer seeks service for a newly installed component; the dispatcher verifies the recent installation and sends the original technician.
- For an emergency service call, the dispatcher notes a technician is already present for a separate task and redirects them to address the emergency.

To access the Jobs At Service Location window:

1. Go to Service Management > Service Manager.
2. On the Service Manager window, select the customer and location. The Jobs indicator is displayed if the service location has an associated job.
3. Select the Jobs indicator to open the Jobs At Service Location window. The window displays the following information:
    - Job Number
    - Description
    - Project Manager

- Division
- Status
- Last Appointment Date
- Appointment Number
- Appointment Description

4. You can view additional information for each job:
    - Click on a job and choose *Select* to open the Job Maintenance window with the job auto-populating.
    - Right-click on a job to view the context menu. The available options may vary depending on the job. For example, the Open Job Appointments option won't display on the menu if the job has no appointments.
        - **Open Job Maintenance**: Opens the Job Maintenance window with the selected job auto-populated. For more information, see Job Maintenance[9].
        - **Open Job Status**: Opens the Job Status window with the selected job auto-populated. For more information, see Job Status[10].
        - **Open Job Appointments**: Opens the Appointments window with the select job's appointment information auto-populated. Additional appointments are displayed in the Appointment View section. See Scheduling Job Appointments[11].

Setting Up Service Classes

Service classes can be used to organize service information for customers of similar type. A service class is assigned to a customer class. When a new customer is added to Service Management and assigned a customer class, the associated service class information populates the Customer Maintenance, Customer, and Location windows. The default service information will only be applied to new customers and their primary location.

> ⚠ To add service class information, you must have security access to the alternate Customer Class Setup, Customer Maintenance, and Customer Address Maintenance windows.

1. Select *Microsoft Dynamics GP > Tools > Setup > Sales > Customer Class > Service Class*.
2. Complete the following fields, as necessary.
    - **Set Location Name to**
      Select a default primary location name for customers in this class. When you add a new customer record, the Location Name field in the Customer Maintenance window will be completed, depending on your selection.
    - **No Default**
      The Location Name field will not contain a default entry.
    - **Address Code**
      The address ID is used as the location name.
    - **Customer Name**
      The customer name is used as the location name.
    - **Default**
      The text entered in the Default field is used as the location name.
    - **Service Area**
      When a service area is entered, first and second technician IDs that have been assigned to the area (Service Area Setup window) default into the Primary Technician and Secondary Technician fields.
    - **Primary Technician, Secondary Technician**
      Identify the primary and secondary technicians for the customer's primary location.

9. https://wennsoft.atlassian.net/wiki/spaces/sig2026/pages/1623394308/Job+Maintenance
10. https://wennsoft.atlassian.net/wiki/spaces/sig2026/pages/1623395702/Job+Status
11. https://wennsoft.atlassian.net/wiki/spaces/sig2026/pages/1623394647/Scheduling+Job+Appointments

- **Labor Rate Group**
  The labor rate establishes the billing amount for your technician's work at the location.
- **Price Matrix**
  Pricing matrices are used to calculate the billing amount for inventory, equipment, materials, and all other costs except labor. The Price Matrix field shows the markup charged for the customer location.
- **Division**
  Select a division for all service calls at the customer's primary location. This division will be the default entry in the Service Call window.
- **Priority**
  Enter a single alphanumeric character as the priority for all service calls at the customer's primary location. 1 is the highest priority; None, the lowest. This priority will be the default entry in the Service Call window.
- **Purchase Order Required**
  Mark this checkbox if a P.O. number is required for service calls at the customer's primary location. If this checkbox is marked, the Customer P.O. Number field in the Service Call window becomes a required field for calls of types other than MC or MCC.
- **Service Level ID**
  If you are using service level agreements, select a service level ID for all calls at the customer's primary location. The guaranteed times for each service call, except MCC calls, will be calculated. This default service level will be used to calculate guaranteed response times for calls that do not have a service level agreement assigned to them through a maintenance contract.
- **Time Zone**
  If the Enable Time Zone Views checkbox in the Service Options setup window is marked, the Time Zone field is enabled. Select a time zone, and the description defaults.
- **User-defined**
  You may have labeled these fields during setup. See Labeling Customer User-Defined Fields (page 47) and Labeling Location User-Defined Fields (page 47). If you chose to validate the first and second user-defined fields in the Location window during setup, lookup windows will be attached to the fields and users will be prompted before adding to the lookup data. See Choosing Service Options (page 30).

3. Select *OK* to close the Service Class Setup window.
4. In the Customer Class Setup window, select *Save* to save the customer class and service class information. You will be asked if you want to roll down changes to customers in the class. If you select *Yes*, only Microsoft Dynamics GP customer class information will be rolled down; service class information will not be rolled down.

Printing the Service Class List

The Service Class List displays all information for each service class. You can print the list for all service classes or a range of service classes.

1. Select *Reports* > *Service Management* > *General* > *Service Class List*.
2. Select to print the list for all service classes or a range of service classes.
3. If printing a range, enter the range in the **From** and **To** fields.
4. Select *Print*.

Using Global Filters

Most companies, large and small, have branch offices throughout the world. Service Management tracks all customers no matter where they're located. Users, however, at times may not want to see all the company's customers. They may only be concerned with a subset of the total customers. Using global filtering, users can be set up to view a subset of the company's customers.

For instance, a dispatcher may want to see only customers in the state of Washington, whereas a sales manager may need to see the entire west coast. Or maybe each of your branches has its own dispatcher during the day, but at night, you want to direct all service calls through one central or night dispatcher. Global Filtering is an optional module that must be purchased separately. Contact WennSoft Sales for more information.

Setting Up Global Filtering

Mark the **Use Global Records Identification Filters** checkbox in the Service Options window (*Microsoft Dynamics GP > Tools > Setup > Service Management > Module Setup > Service Options*) to activate global filtering. See Choosing Service Options (page 30).

Assign the user to a branch (*Microsoft Dynamics GP > Tools > Setup > Service Management > System Administration > User Profile*). Use the lookup button to select a branch name in the User Profile window. The selected user will now only see customers assigned to the selected branch name. In a hierarchical fashion, global filtering uses affiliates, regions, and branch names to group customers. For instance, the branch Milwaukee, Wisconsin, could belong to the affiliate "USA," the region "Central" and the branch name "MKE." See Setting Up Security (page 27) for additional User Profile window setup procedures.

Using Global Filtering

Once users are set up to use global filtering, you must assign customers and locations to branches.

1. When you add a customer, you are prompted to assign the customer to a branch. Zoom on the Branch indicator to do this. When assigning a customer to a branch, you can make the customer global by marking the Global Customer checkbox. Though assigned to a branch, global customers are seen across all branches. You can assign temporary customers to branches. To assign a location to a branch, zoom on the Branch indicator in the Location window.
2. Use the drop-down list to filter branches. You can filter branches in the Service Manager, Location, Maintenance Tasking, and Maintenance Invoicing windows. The drop-down list always contains User Profile as a global filter. User Profile represents the branch preferences chosen in the User Profile window for each user. For example, if a user was limited to the North and East branches as part of her user profile, then only three branches appear in the drop-down list: User Profile, North, and East. If no global filters were chosen as part of the user profile, then all branches and User Profile are available in the drop-down list.
3. |If you marked the **Use Global Record Identification Filters** checkbox in the Service Options window, you can mark the **Use Postal Code Assignment** checkbox in the same window. If you're using the postal code assignment feature, new customers will automatically be assigned to a branch based on the customer's postal code. In the Postal Codes Setup window (*Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > General > Postal Codes*), enter a postal code in the Postal Code field. Select Yes to add a new postal code. Then complete the Branch field. If you add a new customer with this postal code, the customer is automatically assigned to the appropriate branch.

Working With Customer Records

You can manage your customers through an easily accessible database that tracks names, addresses, and user-defined customer information. Customer records are created in Service Management using the Customer Maintenance window. When the information in the Customer Maintenance window is saved, Service Management's Customer and Location windows are updated. There are also Microsoft Dynamics GP versions of these windows, and many fields are shared between the Service Management and Microsoft Dynamics GP windows. Changing information on the Service Management Customer or Location windows changes the corresponding fields on the Microsoft Dynamics GP windows and vice versa.

To create a customer record in Service Management, you must have security access to the alternate Customer Maintenance, Customer Address Maintenance, and Customer Class Setup windows.

Creating Customer Records

1. Select *Cards* > *Service Management* > *Service Manager*.
2. Select *Additional* > *Customer*.
3. Complete the following fields, as necessary.
    - **Customer ID**
      If you chose to automatically generate customer IDs, this field will populate automatically. Microsoft Dynamics GP does not support the use of an apostrophe (') in the customer ID.
    - **Hold**
      If you place a customer on hold, you can still create service calls and invoices, but you will receive a reminder message before the Service Call and Service Invoice windows open. You are still able to receive payments from a customer on hold, and contracts for that customer are still included in maintenance invoicing and revenue recognition. **IMPORTANT**: Placing a customer on hold will change the Stop-and-Go Light indicator to red. Depending on your setup, users may not be able to create a new service call for customers who are on hold. See *Using Stop-and-Go Light with Receivables Status* and *Authorize specific users to add new calls for customer hold* in Choosing Service Options (page 30).
    - **Inactive**
      Marking a customer as inactive will not affect the customer's file. The Stop-and-Go Light for the customer record will be red. When marked in the Customer Record, the Inactive check box displays as marked in the Service Manager and Maintenance Contract windows. When a customer has been marked inactive, the following restrictions occur:
        - New service calls cannot be created.
        - New contracts cannot be created.
        - New master contracts cannot be created.
        - Existing master contracts cannot be renewed.
    - **Temporary**
      This checkbox is marked if you chose the Use Temporary Customers option in the Service Options window.
    - **Name**
      The Name defaults into the Short Name and Statement Name fields, which you can edit. See descriptions for those fields below.
    - **Short Name**
      The short name is used when the Name is too long. Short names may appear on reports and may be used as a sorting option for reports.
    - **Corporate Customer ID**
      This field is enabled only if you marked the Use Corporate Customer ID checkbox in the Service Options window.
    - **Parent Customer ID**
      This field is used if the customer belongs to a national account.
    - **Statement Name**
      The statement name prints on statements.
    - **Class ID**
      When you assign the customer to a class, several default entries appear in the Customer Maintenance Options and Customer Account Maintenance windows. If a service class was assigned to the customer class, default service information also appears. If you are using global filtering and have access to multiple branches, the Branch Setup window opens when you tab off this field. In this window, assign the customer to a branch. See Using Global Filters (page 75). If you marked the Use Postal Code Assignment

checkbox in the Service Options window, the customer will be automatically assigned to a branch based on the postal code.

- **Salesperson ID, Territory ID**
  Enter a salesperson and territory for the customer.
- **User-Defined 1, User-Defined 2**
  User-defined information is used in Microsoft Dynamics GP. It is not shared with Service Management.
- **UPS Zone, Shipping Method, Tax Schedule ID**
  The shipping method is used for tax calculations. The customer's tax schedule is used to calculate taxes for a Delivery; the tax schedule assigned to your company (Company Setup) is used if the shipping method is Pickup.
- **Comment 1, Comment 2**
  Comments appear on the Customer Setup List and in the Customer Inquiry window.
- **Trade Discount, Payment Terms**
  Enter a percentage for the customer's trade discount and select the terms of payment.
- **Discount Grace Period, Due Date Grace Period**
  Enter the length of the grace period for the trade discount and payment due date.
- **Price Level**
  Select a price level for the customer.
- **Priority**
  Enter a single alphanumeric character as the priority for the customer. 1 is the highest priority; None, the lowest. You can allocate sales items by priority.
- **Contact Person, Phone, Fax**
  Enter contact information and numbers for the customer's primary location. If you chose not to show contact fields in the Location window during setup, the Contact Person 2 field will be disabled.
- **Address ID, Location Name, Address fields**
  Enter an address ID and name for the primary location, then fill in the address fields. This address ID appears as the default entry in the Ship To, Bill To, and Statement To fields.
- **Ship To, Bill To, Statement To**
  Select address IDs for sending this customer's shipments, bills, and statements.
- **Service Area**
  Enter the service area in which the location is found. The first and second technician IDs that have been assigned to the area (Service Area Setup window) default into the Primary Technician and Secondary Technician fields.
- **Primary Technician, Secondary Technician**
  The primary technician for the primary location will be the default entry in the Service Call window's Technician ID field. The Primary Technician expansion button opens the Location Technicians window, where you can assign a technician to each skill level at this location. This function is used with the tasking feature in the Maintenance Contract module.
- **Labor Rate Group**
  The labor rate establishes the billing amount for your technician's work at the location.
- **Price Matrix**
  Pricing matrices are used to calculate the billing amount for inventory, equipment, materials, and all other costs except labor. The Price Matrix field shows the markup charged for the customer location.
- **Division, Service Call Priority**
  Enter a division and priority for all service calls at this location. 1 is the highest priority; None, the lowest. These will be the default values in the Service Call window. If MobileTech is registered, the division is required and must be assigned at the customer location level. See Creating location records (page 91) for information on entering customer locations.
- **Purchase Order Required**
  Mark this checkbox if a P.O. number is required for service calls at this location. If this checkbox is marked, the Customer P.O. Number field in the Service Call window becomes a required field for calls of types other than MC or MCC.

- **Service Level ID**
  If you are using service level agreements, select a service level ID for all calls at this location. The guaranteed times for each service call, except MCC calls, will be calculated. This default service level will be used to calculate guaranteed response times for calls that do not have a service level agreement assigned to them through a maintenance contract.
- **Time Zone**
  This field is enabled if the Enable Time Zone Views checkbox is marked in Service Options. Select a time zone and the description defaults.
- **Ship Complete Documents**
  Mark this checkbox if the customer does not accept partial shipments of Sales Order Processing documents.

4. Select *Save* on the Customer Maintenance window.
5. If you are using the Contact Management feature, complete the steps in Creating a Contact (page 84) before creating location records.

You can use the *Customer* button to open the Signature Customer window, where you can add Service Management customer user-defined information.

You can use the *Location* button to open the Location window, where you can create multiple location records for the customer, as well as add location user-defined information. For more information, see Creating location records (page 91).

> ⚠ If you create a location record by zooming on the Address ID field on the Customer Maintenance window, the location record will be incomplete in Service Management. You should create Service Management location records using the *Add* button in the Location window.

You can use the *Accounts* button to view or edit the posting accounts assigned to this customer. You can use the *Options* button to view or enter additional credit, payment, and history options for this customer.

Creating Service Management Customers

1. After setting up the customer in the Customer Maintenance window, select *Save* and then select *Customer*.
2. The following fields auto-populate from the Customer Maintenance window:
   - Customer ID (including notes and attachments)
   - Name
   - Address ID
   - Address Information
   - Contact Person 1/Contact Person 2/Fax
   - Salesperson ID
   - Bill To ID
   - Hold/Inactive/Temporary checkboxes
   - Customer Payment Summary Icon
   - Branch Icon
3. Additional fields that you can set up are:
   - **USER-DEFINED lookup fields**
     - Customer UDF 1 Lookup
     - Customer UDF 2 Lookup
   - **USER-DEFINED fields**
4. See Writing Off a Trailing Purchase Price Variance (page 179) for more information on the **Write-Off** fields.
5. Mark to **Disable Field Invoicing** in MobileTech for this customer. If marked, a MobileTech technician cannot create a field invoice for the customer. The Disable Field Invoicing checkbox displays if Field Invoicing and Field Payments are registered, and UseFieldInvoicing is set to true in the MobileTech setup options.

6. Select *Save*

Using Temporary Customers

Temporary customers can be set up in Service Management without permanently adding them to the Receivables Management customer database. For example, you may wish to set up a customer for service pending credit approval. Later, when the credit is approved, the customer ID easily can become part of your permanent customer file.

You can enter service calls, equipment IDs, and contracts for temporary customers. However, you are not able to enter financial-related data, such as invoices in the Service Management or transactions in Receivables Management.

Using the Temporary Customer feature involves the following:

Back Up Files

We recommend you back up all files that store a customer ID. These files are identified on the following table and will be updated with the permanent customer ID.

Physical Table	OS Name
SV_Equipment_Replacement_Parts_MSTR	SV000182
SV_Contract_Quicksearch	SV00053
SV_Customer_Quicksearch	SV00054
SV_Equipment_Quicksearch	SV00055
SV_Note_MSTR	SV000805
SV_Customer_MSTR	SV00100
SV_Customer_Contact_MSTR	SV00160
SV_Location_MSTR	SV00200
SV_Location_Contact_MSTR	SV00205
SV_Location_Technicians_MSTR	SV00215
SV_Service_MSTR	SV00300
SV_Service_Technician_WORK	SV00351

Physical Table	OS Name
SV_Service_Assigned_Equipment_MSTR	SV00387
SV_Equipment_MSTR	SV00400
SV_Quote_Equipment_MSTR	SV00402
SV_Equipment_Meter_MSTR	SV00430
SV_Plant_MSTR	SV00460
SV_Maint_MSTR	SV00500
SV_Maint_HIST	SV00501
SV_Quote_MSTR	SV00502
SV_Contract_Detail_Summary	SV00505
SV_Contract_Billing_HIST	SV00507
SV_Contract_Revenue_Method2_HIST	SV00508
SV_Contract_Revenue_Method2_MSTR	SV00509
SV_Contract_Billing_MSTR	SV00510
SV_Revenue_Recognition_Summary	SV00514
SV_Contract_Task_Comment	SV00531
SV_Maint_Escalation_MSTR	SV00533
SV_Maint_Escalation_HIST	SV00534
SV_Maint_Service_HDR	SV00537
SV_Quote_Task_List_MSTR	SV00544

Physical Table	OS Name
SV_Quote_Task_MSTR	SV00545
SV_Quote_Task_Subtasks_MSTR	SV00546
SV_Revenue_Recognition_WORK	SV00547
SV_Quote_Task_Schedule	SV00548
SV_Maint_Annual_MSTR	SV00550
SV_Maint_Billing_Note_MSTR	SV00567
SV_Contract_Contact_MSTR	SV00575
SV_Contract_Task_List_MSTR	SV00581
SV_Contract_Task_MSTR	SV00582
SV_Contract_Task_Sub_Task_MSTR	SV00583
SV_Contract_Task_Schedule	SV00585
SV_Overdue_PM_MSTR	SV00598
SV_Contract_Financial_MSTR	SV00640
SV_Master_Contract-MSTR	SV00650
SV_Customer_Contract_Detail	SV00660
SV_User_Preference_MSTR	SV00910
SV_RDC_Audit_Trail	SV02001
SV_Broadcast_Warehouse_MSTR	SV333333
SV_Document_MSTR	SVDOCMST

Mark the Temporary Customer Setup Option

Mark the Use Temporary Customers checkbox in the Service Options window *(Microsoft Dynamics GP > Tools > Setup > Service Management > Module Setup > Service Options)*.

- All new customers that are added through Service Management or Receivables Management are marked as temporary in Service Management until you complete the customer renumber procedure.
- You can't use the customer auto-numbering feature with temporary customers. For more information, see the section Temporary Customers and Auto Numbering (page 37).

Enter Data for Temporary Customers

You can enter service calls for temporary customers just as you would for permanent customers. However, you won't be able to enter invoices for the service calls when you change the status to Closed and save the call.

In addition, you won't be able to select service calls for temporary customers in any of the transaction entry windows in the Sales series, or in the Payables Transaction Entry window, the Inventory Transaction Entry window, or the Payroll Transaction Entry window.

Change Customer IDs

When you have received approval to change the status of the customer from temporary to permanent, you can do so using the Change Customer IDs window.

1. Select *File > Maintenance > Service Management > Change Customer IDs*. All temporary customers display in the Temporary ID column.
2. Assign permanent customer IDs by entering a new customer ID in the Permanent ID column. The permanent ID must be different than the temporary ID.
3. Select *Process*. The Change Customer ID Audit report prints when the process is complete. The report contains the customer IDs that were changed, the files (tables) that were affected, and the number of records (or rows) in each file that were searched and changed.

Using Contact Management

Contact Management allows you to assign contacts to a specific location and/or contract, in addition to, or instead of, Contact Person 1 and Contact Person 2. For example, you may want to have contact information for the building manager, janitor, office manager, or receptionist for each customer location. You can assign unlimited phone numbers to each contact record. Depending on your Contact Management setup, you can add a contact from the Service Call window.

Setting Up Contact Management

Enabling Contact Management

To use Contact Management, you need to enable in Service Management Service Options.

1. In Microsoft Dynamics, go to *Microsoft Dynamics GP > Tools >Setup > Service Management > Module Setup > Service Options*.
2. Mark **Use Contact Management**.
3. Mark the following options as needed:
    - **Show Location Contact Fields**
      Mark to display the Contact fields on the Service Call window.
    - **Use Contact Call Sequence Numbers**
      The Use Contact Call Sequence Numbers checkbox is used when assigning local contacts using the Contact button from the Maintenance Contract window. If you check this box, you can prioritize multiple local phone numbers linked to the same maintenance contract.
    - **Auto Create Location Contact on Service Call**
      Mark to automatically save the Location Contact information entered in the Service Call window to Contact Management as a local contact.
4. Select *OK*.

Enabling Agency Contacts Addition on User Profile

To allow users to be able to add an Agency Contact, you will need to enable this option on their User Profile. This is a per-user setting. If this option isn't marked, users can create Location Contacts. *Agency* contacts can be assigned to any number of contracts or locations, for example, within a fire or police department. *Local* contacts are specific to one location.

1. In Microsoft Dynamics, go to *Microsoft Dynamics GP > Tools >Setup > Service Management > System Administration > User Profile*.
2. Enter the system password.
3. Select the user.
4. In the Allow section, mark **Agency Contacts Addition**.
5. Select *Save*.

Creating a Contact

This feature allows you to assign contacts for that location or contract, For example, you may want to have contact information for the building manager, janitor, office manager, or receptionist for each customer location. You can assign unlimited phone numbers to each contact record.

Creating a Contact From the Service Call Window

You can add a local contact from the Service Call window if you have **Use Contact Management** and **Auto Create Location Contact on Service Call** marked in Service Options. See Setting Up Contact Management (page 83).

1. Select *Cards > Service Management > Service Manager*.
2. Select a customer and then select *New Call*.
3. In the **Caller Name** field, use the lookup to select an existing contact, or you can also enter the caller name (whole, partial, or new).
   If you enter:
    - An existing local contact, the Telephone Number and Email Address will populate once you tab off the Contact Name field.
    - A partial match for a name and tab off the field, the Service Contact Management window opens and displays a list of contacts that contains the characters entered. Double-click the contact in the list that displays or select *New Contact* to open the Location Contact Setup - Local window to add a new contact. Complete the fields as needed and then select *Save* to return to the Service Call window. The contact will be saved as a master contact. For field information, see the following section.

- A contact name that is not in the master contact table, as soon as you tab off the Contact Name field, the Location Contact Setup - Local window opens. Complete the fields as needed and then select *Save* to return to the Service Call window. The contact will be saved as a master contact. For field information, see the following section.

4. Complete the rest of the Service Call window.

Creating a Contact From Contact Management

To create a contact:

1. Select *Cards* > *Service Management* > *Contact Management* or you can access the Contact Management window from the Service Manager window by selecting the *Go To* button from the navigation ribbon and then selecting *Location Contacts*. When you access the Contact Management window from the Service Manager window, the displayed contacts are automatically filtered by the customer and location from the Service Manager window.
2. In the Service Contact Management window, you can search to see if the contact already exists.
3. To create a new contact, select the *New Contact* button on the toolbar to open the Contact Setup window. Any information that you entered in the previous window will default into the Contact Setup window.
4. Select the **Contact Type**:
   - **Agency**
     Agency contacts can be assigned to any number of contracts or locations, for example, within a fire or police department.
   - **Local**
     Local contacts are specific to one location. You can create a local contact from this window; however, keep in mind that you cannot attach a local contact to a location or maintenance contract from the Contact Setup window. We recommend that you create local contacts at the location and contract record levels.
5. Enter the following information:
   - **Contact Name**
     Enter the contact name.
   - **Primary Telephone**
     Enter the contact's primary telephone number.
   - **Phone Type**
     Select the phone type. See Labeling Contact User-Defined Fields (page 50).
   - **Contact Organization**
     Enter the contact organization.
   - **Address, City, State, ZIP Code**
     Enter the address information.
   - **Default Role Type**
     Select the role type from the lookup window.
   - **Email Address**
     Enter the contact’s email address.
   - **PIN Number/Customer Portal Report Folder**
     No longer in use. The Customer Portal is a deprecated product.
   - **USER-DEFINED**
     Enter any user-defined information.
   - **Quick Note**
     Use the Quick Note window to enter notes and other information. Unlike attached notes created with the notepad button, a quick note is always visible in the Contact Setup window.
6. Select *Save*.

Buttons on This Window

- **Find**
  Select Find to open the Service Contact Management window where you can use the lookup fields to locate the contact. See Searching for an Existing Contact (page 86).
- **Location**
  Select Location to view locations the contact is assigned to. If this is a new contact, no locations will be assigned.
- **Contract**
  Select Contract to view maintenance contracts the contact is assigned to. If this is a new contact, no contracts will be assigned to it.
- **Group**
  This button is used with Customer Connect.
- **Mass Assign**
  Select Mass Assign to open the Mass Assign Contacts window. You can mass assign or unassign the contact to locations and/or contracts. See Assigning Contacts to Locations (page 87).
- **Print**
  Select Print to open the Print Contact List window. You can print all contacts or a range of contacts and can select from the following reports:
  - **Summary** - Prints the basic contact information including the name and address.
  - **Detail** - Prints all of the contact information including the name, address, phone information, and email address.
  - **Labels (2 column)** - Prints the contact address information in a two-column label format.
  - **Labels (3 column)** - Prints the contact address information in a three-column label format.

Searching for an Existing Contact

Use the Service Contact window to search for existing contacts. From this window, you can view contact information, phone numbers, locations that a contact is assigned to, as well as contracts that the contact is assigned to.

To search for an existing contact:

1. Select *Cards > Service Management > Contact Management*.
2. In the Service Contact Management window, select/enter criteria into any of the following fields:
   - Contact Type
   - Contact Name
   - Phone
   - Show All Phone Numbers
   - Email Address
   - City
   - ZIP Code
   - Customer
   - Location
3. After you enter or select data, tab off the field, and the search is performed.
4. Mark **Show All Phone Numbers** to display all phone numbers assigned to a contact. When marked, the contact and each phone number display on a separate line. An asterisk * displays next to the Primary phone number.
5. The scrolling window at the bottom displays the search results and includes the following information:
   - Contact Name
   - Phone Number
   - Phone Type
   - Email Address
   - Role Type
   - Address

- City
- State
- Zip
- Contact Type

6. You can right-click on a line and select the following from the context menu:
   - **View Contact**
     Opens the Contact Setup window. You can edit the contact information. See Creating a Contact (page 84) for field information.
   - **View Phone Numbers**
     Opens the Contact Phone Numbers window. You can add/edit the phone numbers associated with the contact. Mark the **Primary Number** checkbox to indicate the contact's primary phone number.
   - **View Contact Locations**
     Opens the Contact Locations window that displays the locations that the contact is assigned to.
   - **View Contact Contracts**
     Opens the Contact Contracts window that displays the contracts the customer is assigned to.
7. If the contact search does not provide you with an existing contact, you can create the contact by selecting the *New Contact* button.

Buttons on This Window

- **Clear All**
  Select this button to clear all the fields in this window.
- **Clear Customer**
  Select this button to clear the Customer field. Any search results related to the Customer field will also be cleared.
- **Redisplay**
  Select this button to redisplay the search results. Typically the results display after you've tabbed off a field.
- **New Contact**
  Select this button to open the Contact Setup window. See Creating a Contact (page 84).

Assigning Contacts to Locations

You can assign existing agency and local contacts to a customer location. Agency contacts are contacts that are common to multiple locations (e.g., fire and police department). Local contacts are contacts specific to one location.

Mass Assigning or Unassigning Contacts to a Location

In the Contact Setup window, you can use the Mass Assign button to assign or unassign the current contact to one or more locations. You can also assign the contact to one or more contracts.

To mass assign to locations:

1. Select *Cards* > *Service Management* > *Contact Management*.
2. In the Service Contact Management window, search to find the existing contact.
3. Double-click the contact name in the results list or right-click and select *View Contact* to open the Contact Setup window.
4. In the Contact Setup window, select *Mass Assign*.
5. In the Mass Assign Contacts window, select *Locations* from the **Assign to** drop-down.
6. Use the **Customer** and **Location** filters as needed to narrow the display results and then select *Redisplay*.
7. The scrolling window displays the customer locations/contracts. If a location/contract already is marked, the contact is already assigned to that location/contract.
8. Use the *Mark All*/*Unmark All* buttons in the menu bar or individually mark/unmark the Assigned checkboxes.

9. Select *Process* to assign the contact to the marked locations or contracts or to unassign the contact if you've removed the checkmark.

Assigning an Agency Contact to a Location

1. Select *Cards* > *Service Management* > *Service Manager*.
2. Select a customer and zoom on the **Location Address ID** field.
3. Select *Contacts*.
4. Select *Attach Agency.*
5. In the Agency Contact window, enter filter criteria in the Postal Code and/or Role Type fields. The postal code defaults from the Location window.
6. Select an agency contact and then click Select or double-click an agency contact in the scrolling window to attach it to the location. To detach an agency contact from a location, double-click the contact in the Location Contacts scrolling window. Select the *Detach* button in the Contact Agency View window. See Creating a Contact (page 84) for instructions on creating agency contacts.

Assigning a Local Contact to a Location

1. Select *Cards* > *Service Management* > *Service Manager*.
2. Select a customer and zoom on the **Location Address ID** field. The Location window opens.
3. Select the *Contacts* button. The Location Contacts window opens.
4. Select *Add Local*. The Service Contact Management window opens with the customer ID defaulting into the Customer filter field. You can enter additional filter criteria if needed to narrow the displayed contacts.
5. If the local contact does not exist in the system, select the New Contact window. See Creating a Contact (page 84).
6. Otherwise, right-click on the contact name that displays in the scrolling window and select *Add Contact* or double-click the contact name.
7. The Service Contact Management window closes and the contact is added to the Location Contacts window.

Detaching an Agency Contact or a Local Contact From a Location

When unassigning a contact from a location, if the contact is also assigned to the location, you have the option to also remove the contact from the location contract(s).

1. Select *Cards* > *Service Management* > *Service Manager*.
2. Select a customer and zoom on the **Location Address ID** field. The Location window opens.
3. Select the *Contacts* button. The Location Contacts window opens.
4. Select a contact and then select *Detach* from the menu bar.
5. Select *Detach* to confirm that you want to remove the contact.
6. If the location contact is also assigned to location contracts, you will be asked if you want to remove the contact from any associated location contracts.
    a. Select *Detach* to remove the contract contact.
    b. Select *Cancel* to only remove the contact from the location.

Adding Telephone Numbers to a Contact From a Location

You can add more than one telephone number to a contact.

1. Select *Cards* > *Service Management* > *Service Manager*.
2. Select a customer and zoom on the **Location Address ID** field. The Location window opens.
3. Select the *Contacts* button. The Location Contacts window opens.
4. Right-click an existing contact and select *View Phone Numbers*.

5. In the Contact Phone Numbers window, enter the **Number**.
6. Select the **Type**.
7. If the new number is the Primary phone number, mark the **Primary Number** checkbox.
8. Enter any additional phone numbers.
9. Select *OK*.

Assigning Contacts to Maintenance Contracts

The contact management feature is used to track people in addition to, or instead of, the Location window's contact person 1 and contact person 2. For instance, a company may need to track the building manager, janitor, office manager, and receptionist for each of its customer locations. Each contact person could have unlimited phone numbers attached to their contact record. If you marked the Use Contact Management checkbox during setup, the *Contacts* button appears at the top of the Maintenance Contract window.

You can add agency and local contacts to the contract. Agency contacts are contacts that are common to multiple locations (e.g., fire and police department). Local contacts are contacts specific to one location or maintenance contract. For information on creating agency contacts, see the section Creating a Contact (page 84).

Mass Assigning or Unassigning Contacts to a Contract

In the Contact Setup window, you can use the Mass Assign button to assign or unassign the current contact to one or more contracts. You can also assign the contact to one or more locations.

To mass assign to contracts:

1. Select *Cards > Service Management > Contact Management*.
2. In the Service Contact Management window, search to find the existing contact.
3. Double-click the contact name in the results list or right-click and select *View Contact* to open the Contact Setup window.
4. In the Contact Setup window, select *Mass Assign*.
5. In the Mass Assign Contacts window, select *Locations* from the **Assign to** drop-down.
6. Use the **Customer** and **Location** filters as needed to narrow the display results and then select *Redisplay*.
7. The scrolling window displays the customer contracts. If a contract already is marked, the contact is currently assigned to that location/contract.
8. Use the *Mark All*/*Unmark All* buttons in the menu bar or individually mark/unmark the Assigned checkboxes.
9. Select *Process* to assign the contact to the marked contracts or to unassign the contact if you've removed the checkmark.

Assigning an Agency Contact to a Contract

When you assign an agency contact to a contract, the contact is also added as a location contact.

1. Select *Cards > Service Management > Service Manager*.
2. Select a customer, select *Additional*, and then *Contracts*.
3. Select a contract and select *Contacts*.
4. Select *Attach Agency.*
5. In the Agency Contact window, enter filter criteria in the Postal Code and/or Role Type fields. The postal code defaults from the Contract window.
6. Select an agency contact and then click *Select* or double-click an agency contact in the scrolling window to attach it to the contract. For information on creating an agency contact, see Creating a Contact (page 84).

Assigning a Local Contact to a Contract

When you assign a local contact to a contract, the contact is also added as a location contact.

1. Select *Cards > Service Management > Service Manager*.
2. Select a customer, select *Additional*, and then *Contracts*.
3. Select a contract and select *Contacts*.
4. Select *Add Local*. The Service Contact Management window opens with the customer ID defaulting into the Customer filter field. You can enter additional filter criteria if needed to narrow the displayed contacts.
5. If the local contact does not exist in the system, select the New Contact window. See Creating a Contact (page 84).
6. Otherwise, right-click on the contact name that displays in the scrolling window and select *Add Contact* or double-click the contact name.
7. The Service Contact Management window closes and the contact is added to the Contract Contacts window.

Detaching an Agency Contact or a Local Contact From a Contract

When you detach a contact from a contract, the contact is still assigned as a location contact. If you detach a contact from a location contact, you also have the option to detach the contact from any associated location contracts.

1. Select *Cards > Service Management > Service Manager*.
2. Select a customer, select *Additional*, and then *Contracts*.
3. Select a contract and select *Contacts*.
4. Select a contact and then select *Detach* from the menu bar.
5. Select *Detach* to confirm that you want to remove the contact.

Adding Telephone Numbers to a Contact From a Contract

You can add more than one telephone number to a contact.

1. Select *Cards > Service Management > Service Manager*.
2. Select a customer, select *Additional*, and then *Contracts*.
3. Select a contract and select *Contacts*.
4. Right-click an existing contact and select *View Phone Numbers*.
5. In the Contact Phone Numbers window, enter **Number**.
6. Select the **Type**.
7. If the new number is the Primary phone number, mark the **Primary Number** checkbox.
8. Enter any additional phone numbers.
9. Select *OK*.

Deleting a Contact

You can delete a contact from the Contact Setup window. A contact that is assigned to a contract, location, and/or a service call can be deleted. If you delete a contact that is on a service call, the Contact ID and Phone ID fields are cleared on the call.

To delete a contact:

1. Select *Cards > Service Management > Contact Management*.
2. In the Service Contact Management window, search for the contact.
3. Double-click the contact from the search results.
4. In the Contact Setup window, select *Delete*. A check is performed to see if the contact is assigned to a location and/or contract (in this order) and the delete confirmation window will indicate this:

- Customer location contact: Are you sure you wish to delete?
- Customer contract contact: Are you sure you wish to delete?

5. In the confirmation window, select *Delete* the contact or *Cancel* to select the Location or Contract button to see what the contact is assigned to, if applicable.

Working With Location Records

Because a customer may have several locations, Service Management enables you to keep multiple location records for each customer. Each customer site can be assigned its own service call records, equipment records, and maintenance contract records.

On the Location window, you keep track of the location name, address, phone number, contacts, salesperson, preferred technicians, and default labor and pricing rates. Many fields on this window are integrated with Microsoft Dynamics GP Receivables Management; changing information in Service Management changes the corresponding fields in GP, and vice versa.

Creating a Location Record

1. Select *Cards* > *Service Management* > *Service Manager*, and select a customer.
2. Zoom on the **Location Address ID** field, and select *Add*.
3. Complete the Customer Address Maintenance window. See the *Microsoft Dynamics GP Receivables Management Manual* for more information. Select *Save* to return to the Location window. If you are using global filtering, the branch you selected for the customer defaults to the new customer location record. Select the *Branch* indicator on the Location window to select a different branch. See Using Global Filters (page 75).
4. Complete the following fields, as necessary.
    - **Address ID**
      Enter the Address ID for the new location. Microsoft Dynamics GP does not support the use of an apostrophe (') in the Address ID.
    - **Note icon**
      Select to open the Service Management Notes window to add or view notes attached to the Address ID.
    - **Attachment icon**
      Select to open the Document List window to add or view files attached to the Address ID.
    - **World icon**
      Select to open the Internet Information window to enter internet-related information that you want to track for the Address ID.
    - **Location Name, Address fields**
      Enter the location and address information. To ensure that a search by address will be successful, we recommend you enter the customer's street address in the Address 1 field and the suite or apartment number in the Address 2 field.
    - **Inactive checkbox**
      Identifies that a location is inactive. When marked, the current location will not automatically display in the location lookup window from the Service Manager window. Additionally, the Inactive check box displays as marked in the Service Manager and Maintenance Contract windows. When a location has been marked inactive, the following restrictions occur:
        - New service calls (except for MC and MCC calls) cannot be created
        - New contracts cannot be created.
        - New master contracts cannot be created.
        - Contracts cannot be renewed. If the location is associated with a contract linked to a master contract, the linked contract (with the inactive location) will not be renewed but the other contracts linked to the master contract can be renewed.

- **Bill Only checkbox**
  Identifies that a location is primarily used for billing. When marked, the current location will not automatically display in the location lookup window from the Service Manager window. The primary purpose of the **Inactive** and **Bill Only** checkboxes is to reduce the number of locations displayed in the location lookup window from Service Management. By default, the location lookup window does not display the marked locations. The location lookup window does however contain two checkboxes that allow the Inactive and Bill Only locations to be displayed.
- **Certified Payroll checkbox**
  Mark this checkbox if the service calls created for this location involve certified payroll. You will have the ability to unmark the Certified Payroll checkbox when you are creating a service call for this location. See Certified Payroll[12] for more information.
- **Salesperson ID**
  Enter a new or select an existing salesperson. If the salesperson for this location is not in the Microsoft Dynamics GP records, you can add the record directly from this window.
- **Master Tax Schedule**
  Select an existing schedule from the lookup. Tax schedules are created and maintained in Microsoft Dynamics GP. You can zoom on the Master Tax Schedule field to view tax details.
- **Service Area**
  Select the service area, and the first and second technician IDs default from the Service Area Setup window into the Primary Technician and Secondary Technician fields.
- **Primary Technician, Secondary Technician**
  These fields default from the service area. Zoom functionality opens the Technician Setup window, where you can set up new technicians or edit existing information. The expansion button in the Primary Technician field opens the Location Technicians window, where you can assign a technician to each skill level at this location. This function is used with the tasking feature in the Maintenance Contract module. When you create a service call for this location, the primary technician defaults to the Service Call window's Technician ID field.
- **Labor Rate Group**
  The labor rate establishes the billing amount for your technician's work at the location.
- **Price Matrix**
  Pricing matrices are used to calculate the billing amount for inventory, equipment, materials, and all other costs except labor. The Price Matrix field shows the markup charged for the customer location.
- **User-Defined**
  The labels for these fields were defined during setup. See Labeling Location User-Defined Fields (page 47). If lookup data was set up for the first and second Location user-defined fields, lookup windows are attached to these fields. Use the lookup to select an existing value. If you enter a new value, you will be prompted to add it to the lookup data. See Choosing Service Options (page 30).
- **Contact Person, Phone, Fax**
  To specify location contact information, contact information fields must be enabled on the Service Options window. See Choosing Service Options (page 30).
- **Local Tax**
  Select the Local Tax for this address, if applicable.
- **Division, Service Call Priority**
  Enter a division and priority for all service calls at this location. 1 is the highest priority; None, the lowest. These values will default on the Service Call window. If MobileTech is registered, the division is required and must be assigned at the customer location level.
- **Purchase Order Required**
  Mark this checkbox if a P.O. number is required for service calls at this location. If this checkbox is marked, the Customer P.O. Number field in the Service Call window becomes a required field for all call types other than MC or MCC.

12. https://wennsoft.atlassian.net/wiki/spaces/sig2026/pages/1620318258/Certified+Payroll

- **Service Level ID**
  This default service level will also be used to calculate guaranteed response times for calls that do not have a service level agreement assigned to them through a maintenance contract.
- **Time Zone**
  If the Enable Time Zone Views checkbox is marked on the Service Options setup window, the Time Zone field is enabled. Select a time zone. The description defaults.
- **Bill Customer, Bill Address**
  If you are using a third-party customer or a different location to bill service work that is performed at this location, select the customer and/or location to bill. This information defaults onto the service call, overwriting the Bill To address defined on the customer record.
- **Write Off Amount Based On**
  Select what the write-off amount should be based on, PO Header or PO Line.
- **Write Off Amount/Write Off Percent**
  Enter the amount and/or percentage to use for the write-off.
- **Latitude, Longitude**
  Enter the data coordinates the following format: XXX.XXXXX (replacing each X with a numeric digit). You also can enter a negative symbol.

5. Select *Save*.

Other Features of the Location Window

- If you are using global filtering, the *Branch* indicator appears in the Location window. You can select the indicator to open the Global Filter window to view the branch information or make changes. See Using Global Filters (page 75).
- If there is overdue scheduled preventive maintenance, the *Overdue* indicator displays in the Location window. You can zoom on the indicator to open the Overdue PMs window and view the list of overdue preventive maintenance service calls. You can double-click a call to open the Service Call window with the selected call displayed.
- You are also able to create service calls, equipment records, and maintenance contracts from the Location window by choosing the appropriate button.
- You can select the *Closed Contracts* button to view contracts for this location that have been closed.

Set up Sublocations for Barcoding

You can set up equipment sublocations for a customer location, and you can assign equipment to those sublocations. By validating the sublocation of each equipment record, you can ensure they are the same throughout your organization.

Step 1: Mark the Setup Option

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Module Setup > Service Options*.
2. Mark the **Use Validation for Sublocations** checkbox. This activates the *Sublocations* button in the Location window, the lookup window, and the zoom feature in the Sublocation ID field. If the checkbox is not marked, you can still enter information in the Sublocation ID field in the Equipment and Multi-Add Equipment windows, but the lookup window and zoom features will be disabled. In addition, the *Sublocations* button in the Location window will be disabled.

Step 2: Complete the Sublocation Maintenance Window

1. Select *Cards > Service Management > Service Manager*.
2. Select a customer and zoom on the **Location Address ID** field.
3. Select the *Sublocations* button.
4. Enter a **Sublocation ID** and **Description**.
5. Enter a **Bar Code ID** for the sublocation, if applicable. This may be used, for example, if a barcode is installed in the door jamb of the sublocation for equipment that is physically attached to walls.
6. Select *Save* when finished entering information. This sublocation can be assigned to additional equipment records by using the Sublocation ID lookup button on either the Equipment or the Multi-Add Equipment window. You can print the Sublocation List by choosing *File > Print* on the Sublocation Maintenance window. This report contains a list of all the sublocations set up for the associated location ID and customer ID.

About Autopopulating Fields

The Address ID field in the Location window auto-populates. That is, if there is only one address ID in the lookup data for a customer, the address information automatically fills in when the user opens the Location window. The Division and Contract Number fields in the Service Call and Maintenance Contract windows also auto-populate. The contract number auto-populates in the Service Call window when the call type is MC.

Buttons on This Window

- **Save**: Select to save the location record.
- **Clear**: Select to clear the location window without saving. If you've made any changes, you will not be prompted to save.
- **Delete**: Select to delete the record. A location cannot be deleted if the location is on a maintenance contract, maintenance contract quote, service call, and/or service call invoice.
- **Add**: Select to open the Customer Address Maintenance window to create a new Service Management location.
- **New Call**: Select to create a new service call if the location or customer is not marked as inactive.
- **Contacts**: Select to add contacts to the location.

Working With Equipment Records

With Service Management, you can track your customer's equipment with a complete equipment database for each customer location. The equipment database tracks the manufacturer, type, model, serial number, and location of each piece of equipment. Fields are also included on each record to keep track of the installation date, installer, and warranty information. Each equipment record can contain user-defined fields, as well as notepad and document management functionality. You can set up component records, which can be assigned to equipment records if you want to track individual parts.

The equipment database allows you to monitor equipment warranty types and expiration dates, which helps you avoid billing a customer for a service that is covered under warranty. Tracking equipment information can also help your marketing efforts by identifying the recommended service or maintenance contract sales opportunities.

A Warranty indicator appears in several windows if equipment associated with a service call or maintenance call is covered by a warranty. You associate equipment with a service call in the Service Call Tasks or Service Call Tasks window. You associate equipment with a maintenance contract in the Contract Coverage Maintenance window. The indicator appears in the Service Call, Service Invoice, Maintenance Costs, and Adjustments to Costs windows. If the date in the Warranty Expires or Extended Warranty Expires field in the Equipment window is greater than the date the service call was opened, the indicator appears.

Another feature for servicing and tracking equipment is refrigerant tracking. Organizations are required to report annual refrigerant usage and track leak rates to the EPA (Environmental Protection Agency). If you work with a third-party agency to manage or confirm refrigerant safety, reporting can be done through that agency.

Notes:

- When setting up an equipment record, we recommend that you enter data in as many fields as possible. Detailed record keeping helps to fill report information more completely. It also helps when using the *Find* button on the Service Manager window to locate a customer based on equipment information.
- You can set up Equipment Types to save data entry time when creating new equipment records. Think of equipment types as templates to be used when creating similar equipment records. When you create a new equipment record, information from the equipment type template, including the task list if associated with a maintenance contract, appears on the equipment record. See Setting Up Equipment Types (page 55).

Creating an Equipment Record

1. To create a new Equipment Record, go to *Cards* > *Sales* > *Customer*.
2. In the Customer Maintenance window, select the customer.
3. Select the *Location* button.
4. In the Location window, select the **Address ID**.
5. Select the *Equipment* button.
6. In the Equipment Master window, complete the following fields, as necessary:
   - **Equipment ID**
     If you chose to auto-generate equipment IDs during setup, the ID will already be entered. See Choosing Service Options (page 30).
   - **Equipment Description**
     Enter a description of the equipment. This description displays on the Contract Task Maintenance window.
   - **Building ID**
     Enter the building ID.
   - **Room**
   - Enter the room where the equipment is located.
   - **Suspend MCC Calls**
     This checkbox is used to temporarily suspend computer-generated maintenance (MCC) calls for the equipment. For more information, see Suspending MCC calls.
   - **Retire/Inactive**
     Mark if the equipment is retired or inactive.
7. On the Main Fields tab, complete the following fields as necessary.
   - **Equipment Type**
     Use the lookup or manually enter an equipment type. Information from the equipment type template appears on the equipment record. For information on setting up and using equipment types, equipment type replacement parts, and maintenance tasks, see Setting Up Equipment Types (page 55).
   - **Manufacturer ID, Model Number, Serial Number**
     Some information in these fields may default from the equipment type template.
   - **Sublocation ID**
     To help technicians complete service calls more efficiently, you can direct them to a sublocation where the equipment is located. If you marked the option during setup to use validation for sublocations, you can use the lookup window, as well as the zoom feature in the Sublocation ID field.

- **Installation Date**
  Enter the installation date.
- **Installation By**
  Identify who installed the piece of equipment. You can use the lookup or add on-the-fly. See Setting Up Installation Information (page 57).
- **Warranty Expires**
  This date is automatically calculated based on the warranty days entered for the equipment type, if applicable, once the Installation Date is entered or you can enter the month, day, and year of the warranty's expiration.
- **Extended Warranty**
  The Extended Warranty defaults from the equipment type, if applicable, or you can use the lookup to select a different extended warranty or you can add-on-the fly. See Setting Up Extended Warranty Types (page 56).
- **Extended Warranty Expires**
  This date is automatically calculated based on the extended warranty days entered for the equipment type, if applicable after the Installation Date is entered or you can enter the month, day, and year of the extended warranty's expiration.
- **Service Level ID**
  If you are using the service level agreement feature, you can assign a service level ID to the equipment.
- **Contract Number**
  After the equipment is covered by a maintenance contract, you can zoom on this field to open the Maintenance Contract window.
- **Bar Code ID**
  Enter the bar code ID.

8. Select the **Additional Fields** tab to view or enter:
   - Mark **Automatic Leak Detection Installed** if the equipment has this feature installed.
   - User-defined information and view active user-defined information. The user-defined information defaults from the equipment type, if applicable, or you can manually enter the information. See Setting Up Equipment Types (page 55).
   - Refrigerant Tracking fields. This information will default into the Refrigerant Tracking window for this equipment.
     - Optimal Charge (lbs)
     - Refrigerant Type ID
     - Refrigerant Equipment Type
9. Select *Save*.

Buttons on this window

- **Refrigerant Tracking**
  Select to open the Refrigerant Tracking window. For more information, see Refrigerant Tracking (page 103).
- **Equipment Test Results**
  Select to open the Equipment Test Results window. For more information, see Service Equipment Testing (page 98).
- **Meter Readings/Hours**
  Select to open the Meter Readings / Hours window. For more information, see Entering Equipment Meter Readings (page 99).
- **Service History**
  Select to open the Service History window. For more information, see Reviewing Service History (page 100).
- **Replacement Parts**
  Select to open the Equipment Replacement Parts window. The replacement parts default from the equipment type, if applicable, or you can use the lookup to select the Item Number. Any replacement parts that you've added manually to the equipment record are not cleared out if you add or change the Equipment Type.

- **Maintenance Tasks**
  Select to open the Maintenance Tasks window. This window opens if the equipment has a contract assigned. This button displays if you've purchased the Maintenance Contract module. For more information, see Reviewing Maintenance Tasks (page 100).
- **New Call**
  Select to open the Service Call window with the Equipment ID automatically populated. For more information, see Creating a Service Call Using the New Call button (page 105).

Editing an Equipment Record

1. To edit an existing Equipment Record, you can access the Equipment window in one of two ways:
   - Select *Cards* > *Service Management* > *Service Manager* > *Additional* > *Equipment*. Select the equipment and then select *Edit.*
   - Select *Cards* > *Sales* > *Customer* > *Location* > *Equipment*. In the Equipment window, use the lookup to select the equipment to be edited.
2. See the content above for Equipment Master field descriptions.
3. Select *Save*.

See also:

- Adding Components to Equipment Records (page 97)
- Service Equipment Testing (page 98)
- Entering Equipment Meter Readings (page 99)
- Reviewing Service History (page 100)
- Assigning Replacement Parts to Equipment (page 100)
- Reviewing Maintenance Tasks (page 100)
- Creating Equipment Records Using the Multi-Add Button (page 100)
- Creating Equipment Records Using the Copy Button (page 101)
- Automatically Adding Equipment Through Sales Order Processing (page 101)
- Retiring/Inactivating Equipment (page 102)
- Refrigerant Tracking (page 103)
- Creating a Service Call Using the New Call button (page 105)

Adding Components to Equipment Records

Use component records when you need to service or track individual parts of a larger piece of equipment. Component records are actual equipment records attached to a master equipment record.

1. Select *Cards* > *Service Management* > *Service Manager* > *Additional* > *Equipment*. Select the equipment and then select *Edit.*OR Select *Cards* > *Sales* > *Customer* > *Location* > *Equipment*.
2. In the Equipment Master window, select *Component*.
3. Enter the **Component ID**. If you chose to auto-generate equipment IDs during setup, the ID will automatically be entered. See Choosing Service Options (page 30). The *Component* indicator appears for component records. The master piece of equipment, or has-components record, appears in the Master Equipment ID field.
4. Complete the Equipment Component window as you would the Equipment window. When you select the Additional Fields tab to enter user-defined and view active user-defined information, the Component - Additional Fields window opens. After saving the component record, you can zoom on the Master Equipment ID field to open the master equipment record. The *Has-Components* indicator will display. Use the lookup in the **Number of Components** field in the Equipment window to open the Equipment Components window, where you can select from the component records. Component equipment records can be covered by a maintenance contract. This contract can be different than the contract covering the master equipment record.

Buttons on This Window

- **Meter Readings/Hours**
  Select to open the Meter Readings / Hours window. For more information, see Entering Equipment Meter Readings (page 99).
- **Service History**
  Select to open the Service History window. For more information, see Reviewing Service History (page 100).
- **Replacement Parts**
  Select to open the Equipment Replacement Parts window. The replacement parts default from the equipment type, if applicable, or you can use the lookup to select the Item Number. Any replacement parts that you've added manually to the equipment record are not cleared out if you add or change the Equipment Type.
- **Maintenance Tasks**
  Select to open the Maintenance Tasks window. This window opens if the equipment has a contract assigned. This button displays if you've purchased the Maintenance Contract module. For more information, see Reviewing Maintenance Tasks (page 100).
- **New Call**
  Select to open the Service Call window with the Equipment ID automatically populated. For more information, see Creating a Service Call Using the New Call button (page 105).

Service Equipment Testing

You can keep track of tests that are performed on service equipment, including the test date, test results, and the technician who performed the test. You can also enter the next scheduled test date for a regular or recurring test, as well as set user-defined equipment information to default from a previous test to save data entry time. In addition to the user-defined results fields, when entering results for a scheduled test, you can mark the test as **Passed** or **Failed**. This is useful if you want to create a SmartList to keep track of those scheduled tests that require additional attention, such as tests that were failed or tests that have not yet been completed as of the scheduled test date.

Setting Up Test Field Labels

To keep a record of test results, you must first define what the results of the test may include and set up the results field labels accordingly. You define the date fields, checkbox fields, number fields, text fields, etc., that you want to appear on the Equipment Test Results window for a given test. You can also define which fields hold static information that you want to be saved from one instance of a test to the next.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > User-Defined Label Setup > Equipment Test*. The Equipment Test Labels Setup window opens.
2. Enter a **Test Code** and **Description** for the test.
3. For each of the available field label types, define the names of the fields that you want to make available for entering the results of this test.
4. Mark the **Save on Copy** checkbox next to a field if you want the content that is entered in that field to be saved when creating a new record by copying an existing one. This is useful if you are setting up a recurring test with fields that will remain the same each time the test is done, for example, the installation or purchase date of the equipment.
5. Select *Save*.

Entering Equipment Test Results

When entering test results, you mark whether the equipment has passed or failed and enter any additional information in the custom results fields.

If you are performing a recurring test, you can copy the results from the last time this test was performed, to save data entry time in creating a new record.

1. Select *Cards* > *Service Management* > *Service Manager* > *Additional* > *Equipment*. Select the equipment and then select *Edit.* OR Select *Cards* > *Sales* > *Customer* > *Location* > *Equipment*.
2. In the Equipment Master window, select *Equipment Test Results* to open the Equipment Test Results window. The customer ID, address ID, and equipment ID appear at the bottom of the window.
3. Select the **Test Code**, and the blank fields on the window fill with the user-defined field labels that were set up for this test code.
4. Enter the **Test Date** and **Technician**. If this is a recurring test, enter the **Next Scheduled Date** that this test will be performed for this equipment.
5. Mark the **Passed** or **Failed** radio button, and enter a custom **Test Result** description.
6. Complete the custom fields on this window, and select *Save*.

Copying Equipment Test Results

If you are creating a new test results record for a test that has previously been performed on this equipment, you may want to copy information from the previous test. The test date, as well as any fields that are set up to be saved when the record is copied, will default from the previous record into the new test results window.

1. Select *Cards* > *Service Management* > *Service Manager* > *Additional* > *Equipment*. Select the equipment and then select *Edit.* OR Select *Cards* > *Sales* > *Customer* > *Location* > *Equipment*.
2. In the Equipment Master window, select *Equipment Test Results*. The Equipment Test Results window opens.
3. Select a **Test Code**, then use the lookup button next to the **Test Date** field to select the most recent existing test.
4. The selected test record opens in the Equipment Test Results window.
5. Select *Copy* to create a new test record for this same customer, equipment, and test code. The **Next Scheduled Test Date** from the previous record defaults as the **Test Date** for the new record. In addition, if the **Save on Copy** option has been set up for any of the user-defined fields on this window, the information entered in those fields for the previous record will automatically fill into the new test results window.
6. Complete the remaining fields, and select *Save* when you are done entering test results.

Entering Equipment Meter Readings

If you marked the Use Equipment Readings checkbox in the Service Options window, a *Meter Readings/Hours* button is present in the Equipment window. Use this button to track information for a piece of equipment. In addition to the Reading Date and Reading By fields, there are 25 user-defined fields. See Labeling Meter Readings/Hours User-Defined Fields (page 48). If you have numerous unused user-defined fields, you may want to use Microsoft Dynamics GP Modifier to change the layout of the Meter Readings/Hours window.

To enter an equipment reading:

1. Select *Cards* > *Service Management* > *Service Manager* > *Additional* > *Equipment*. Select the equipment and then select *Edit.*OR Select *Cards* > *Sales* > *Customer* > *Location* > *Equipment*.
2. In the Equipment Master window, select *Meter Readings/Hours*.
3. Enter the **Reading Date**.
4. Enter a technician or use the lookup in the **Reading By** field to select a technician. If you enter a technician that is not in the lookup list, the technician will not be added to the lookup list.
5. Enter additional information in the remaining 25 **User-Defined** fields.
6. Select *Save*. (Select the *Clear* button to clear all entries made in the fields and display the format of each user-defined field.)

User-Defined Field Formats

- The first five fields can contain a number between 0 and 99,999,999.
- Fields 6 through 15 can contain a number between 0.00 and 999999.99.
- Fields 16 through 18 are date fields to enter the month, day, and year of user-defined information.
- Fields 19 and 20 can contain a value from $0.00 to $999,999,999.99.
- Fields 21 through 25 are text fields that can contain up to 30 alphanumeric characters or symbols.

Reviewing Service History

You can review service work performed on a piece of equipment in the Service History window.

1. Select *Cards* > *Service Management* > *Service Manager* > *Additional* > *Equipment*. Select the equipment and then select *Edit.* OR Select *Cards* > *Sales* > *Customer* > *Location* > *Equipment*.
2. In the Equipment Master window, select *Service History*. The Service History window lists the service call number, a service call description, call status, and the completed service work date. You can double-click a service call to open the Service Call window and review, edit, or create service call information.

Assigning Replacement Parts to Equipment

You can assign suggested replacement parts to a specific piece of equipment in the Equipment Replacement Parts window. You can view the master list of replacement parts for the equipment type by zooming in the Equipment Type field in the Equipment window and choosing the Replacement Parts button. Replacement Parts are added to the Equipment Type.

1. Select *Save* to add the item to the scrolling window. To delete an item in the Equipment Replacement Parts window, double-click the item to select it and select *Delete*. Select *Cards* > *Service Management* > *Service Manager* > *Additional* > *Equipment*. Select the equipment and then select *Edit.* OR Select *Cards* > *Sales* > *Customer* > *Location* > *Equipment*.
2. In the Equipment Master window, select the *Replacement Parts* button.
3. Use the lookup in the **Item Number** field to open the Microsoft Dynamics GP Items window where you can select an item. If you are not sure of an item name, select the *Find* button in the Items window to search either by item number, description, class ID, short description, or by generic name. The *Open* button in the Items window opens the Microsoft Dynamics GP Item Maintenance window. In this window, you can add a replacement part item to the Item list.
4. Enter the number of items needed for replacement in the **Quantity** field.

Reviewing Maintenance Tasks

If you've purchased the Maintenance Contract module, the *Maintenance Tasks* button will be present in the Equipment window. If the equipment record in the Equipment window is attached to a maintenance contract, you can select this button to open the Maintenance Tasks window where you can view tasks assigned to the equipment record. For more information, see Maintenance Contracts (page 168).

Creating Equipment Records Using the Multi-Add Button

You can create multiple equipment records based on one existing record in the Equipment window. The multi-add feature isn't available for equipment covered by a maintenance contract or for component equipment records.

1. Select *Cards* > *Service Management* > *Service Manager* > *Additional* > *Equipment*. Select the equipment and then select *Edit.*
   - OR -
   Select *Cards* > *Sales* > *Customer* > *Location* > *Equipment*.
2. In the Equipment Master window, select *Multi-Add*.
3. Enter the new equipment record's ID in the first row of fields in the Multi-Add window. Select a **Prefix**, **Starting ID #**, and **Quantity**.
4. Enter any additional information common to all the pieces of equipment. If you marked the Require Same Equipment Type for Groups checkbox in the Service Options window, then the **Equipment Type** field defaults from the current equipment record and cannot be edited. See Choosing Service Options (page 30) .
5. Select *Create*.

A *Group* indicator appears in the upper right corner of the Equipment window, indicating that this equipment record is the lead item in a group of items. The Items in Group field indicates the number of items in the group.

To access a specific item in this group, select the lookup window in the Items in Group field and select the item in the Equipment Group Items window. This opens the Equipment window with the individual item's unique ID as the Equipment ID. Information specific to this item, such as the equipment serial number, can be added in this window.

When the Equipment window for a group item is open, the Group field appears. An *Item* indicator appears in the upper right corner of the window, giving a visual cue that this piece of equipment is an item within a group.

In the Equipment lookup window, the field before the Equipment ID field displays a visual cue, indicating whether the equipment record is a lead item in a group, a group item, a single item, or a component or has components.

Creating Equipment Records Using the Copy Button

You can quickly create equipment records for items that are similar but not part of a group. The copy feature is not available with component records.

> ⚠ If you copy a record that is the main item in a group, *only* the main group item copies. Also, if you copy an equipment record that belongs to a maintenance contract, the maintenance contract information will not copy. To make the new record part of the maintenance contract, you must add it.

To copy equipment:

1. Select *Cards* > *Service Management* > *Service Manager* > *Additional* > *Equipment*. Select the equipment and then select *Edit.* OR Select *Cards* > *Sales* > *Customer* > *Location* > *Equipment*.
2. In the Equipment Master window, select *Copy*.
3. In the message window "Do you want to copy this equipment?", select *Copy* to continue or select *Cancel* to return to the Equipment Master window.
4. The **Equipment ID** field clears, but all other information remains. Enter a new equipment ID and make edits to any fields as necessary.
5. Select *Save*.

Automatically Adding Equipment Through Sales Order Processing

When a piece of equipment from inventory is sold to a customer using Microsoft Dynamics GP Sales Order Processing (SOP), the inventory item can be automatically added to the Service Management customer location.

To automatically add equipment in Service Management, the following conditions must be met:

- Service Management and Microsoft Dynamics GP SOP must be registered.

- Customer and location records must exist in Service Management before equipment can be added to them.
- The equipment auto numbering feature must be activated in Service Management.
- The item must have an item type of Sales Inventory and must have an assigned equipment type.
- If you are using Job Cost, the job location must exist in Service Management before equipment can be automatically added to the job location.

Setting Up the Automatic Equipment Add Feature

Automatically adding equipment in Service Management requires you to complete the following steps.

Step 1: Activate the Equipment Auto Numbering Feature

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Module Setup > Service Options*.
2. Select the *Auto Number* button.
3. Enter a starting number in the **Equipment** field.
4. Select *Save*.

Step 2: Set Up the Item

The item must have an item type of Sales Inventory and must have an assigned equipment type.

1. Select *Cards > Inventory > Item*.
2. Select the item number and make sure Sales Inventory is entered in the **Item Type** field.
3. Select the *Options* button.
4. Use the lookup button in the **Equipment Type** field to assign a type to the piece of equipment.
5. Select *OK*.
6. Select *Save*.

Using the Automatic Equipment Add Feature

There are two ways to use SOP to automatically add equipment records to Service Management.

Enter and post an SOP transaction *(Transactions > Sales > Sales Trx Entry)*. The equipment record will be added in Service Management at the location specified in the Ship to Address ID field in the Sales Customer Detail Entry window (*Transactions > Sales > Sales Trx Entry > expansion button in Customer ID field*).

- OR -

1. Enter a SOP transaction *(Transactions > Sales > Sales Trx Entry)*.
2. Select the *User-Defined* button.
3. Assign the SOP transaction to a service call or job.
4. Post the transaction.
    - The equipment record will be added to Service Management at the service call or job location.
    - The transaction posting date becomes the equipment's installation date.
    - The warranty and extended warranty date are calculated from the equipment's installation date.

Retiring/Inactivating Equipment

If you want to keep an equipment record for historical purposes while restricting its visibility to prevent it from being assigned to a new contract or service call, you can retire or inactivate the equipment record.

> ⚠ You cannot retire or inactivate a record that is assigned to an open contract.

Retiring an Equipment Record

1. Select *Cards* > *Service Management* > *Service Manager* > *Additional* > *Equipment*. Select the equipment and then select *Edit.* OR Select *Cards* > *Sales* > *Customer* > *Location* > *Equipment*.
2. In the Equipment Master window, mark the **Retired/Inactive** checkbox.
3. Select *Save*.

Using an Inactive or Retired Equipment Record

By default, equipment records that are marked as inactive or retired will not appear in any equipment lookup or contract coverage windows. If, however, you need to use an inactive record, for example, to create a new service call or generate service call tasks, you can do so.

Adding Inactive or Retired Equipment to a Service Call

1. Select *Cards* > *Service Management* > *Service Manager* > *Additional* > *Equipment*. Select the equipment and then select *Edit.* OR Select *Cards* > *Sales* > *Customer* > *Location* > *Equipment*.
2. In the Equipment Master window, mark the **Retired/Inactive** checkbox to display retired or inactive equipment in the scrolling window. Highlight a record and select *Select*.
3. On the Service Manager window, the equipment you chose fills in the **Equipment ID** field. Select *New Call* to create a service call with the selected equipment, and the following warning message appears: *This equipment is inactive/retired. Do you want to continue?* Select *Yes* to create the service call with the retired/inactive equipment or *No* to use a different equipment record. On the Service Call window, the **Equipment ID** field either fills or clears. You can use the lookup button to select a different record from the Equipment window, or you can manually enter an Equipment ID. If the equipment is retired or inactive, you receive the same message.

Refrigerant Tracking

Organizations are required to report annual refrigerant usage and track leak rates to the Environmental Protection Agency (EPA). If you work with a third-party agency to manage or confirm refrigerant safety, reporting is done through that agency. In Signature Service Management, refrigerant usage and leak information can be entered in the Refrigerant Tracking window, accessed from the equipment record attached to the service call. The Leak Rate Analysis method is set up in the Service Options window. See Choosing Service Options (page 30) for more information. For information on setting up the lookup data, see Refrigerant Tracking Lookup Data (page 50).

Reports

- Refrigerant Tracking Leak Analysis[13]
- Refrigerant Tracking Report[14]
- Refrigerant Tracking List[15]

Tracking Refrigerant Usage and Leak Rates

Refrigerant tracking data is entered and tracked for equipment included on a service call. You can also print a report that can be submitted to the appropriate agency for approval.

---

13. https://wennsoft.atlassian.net/wiki/spaces/sig2026/pages/1620315963/Refrigerant+Tracking+Leak+Analysis
14. https://wennsoft.atlassian.net/wiki/spaces/sig2026/pages/1620316032/Refrigerant+Tracking+Report
15. https://wennsoft.atlassian.net/wiki/spaces/sig2026/pages/1620316003/Refrigerant+Tracking+List

1. Select *Cards > Service Management > Service Manager*. The Service Manager window opens.
2. Select a customer and service call, and then select the *Refrigerant Tracking* button to open the Refrigerant Tracking window. You can also zoom on the Equipment ID and open the Refrigerant Tracking window from the equipment record. Several fields populate directly from the equipment record and/or service call. The Customer ID/Name and Location/Name fields are display-only when accessing the Refrigerant Tracking window from the Service Call window.
3. Complete the following refrigerant fields, as necessary.
    - **Date of Service**
      Defaults to the service call date, however, this field can be edited.
    - **Certification #**
      Enter the certification number required to work on refrigeration systems, as specified under Section 608 of the Clean Air Act.
    - **Refrigerant Type**
      Use the lookup to select the type of refrigerant. Depending on the equipment, this can be one of several primary types. Refer to the National Refrigeration Safety Code catalog for more information. This value may default from the equipment record. The unit of measure for the selected refrigerant type, for example, lbs., defaults next to the Optimal Charge, Refrigerant Added, and Refrigerant Recovered fields.
    - **Supplied By**
      Enter the supplier information.
    - **Cylinder Number**
      Enter the number of the refrigerant cylinder, and/or a short (30-character) description.
    - **Circuit Number**
      Use the lookup to select the refrigerant circuit.
    - **Void (checkbox)**
      If for some reason you need to void this record, mark this checkbox.
    - **Leak Found, Leak Repaired, Repair Attempted**
      If a leak has been found, mark the appropriate checkbox to indicate general discovery and action taken.
    - **Leak Repaired / Repair Attempted**
      After marking that a leak has been found, you are required to mark either Leak Repaired or Repair Attempted.
    - **Leak Location and Leak Sublocation**
      Use the lookups to select the general (e.g. Condenser, Compressor) and specific (e.g. Ball Valve, Coil) areas where the leak has occurred.
    - **Fault Code**
      Use the lookup to select the fault code that best describes the condition discovered, for example, a leaky pipe or corrosion. If the condition does not adequately match one of the other values, select Other. You must explain the fault if you select Other.
    - **Action Code**
      Use the lookup to select the action code that best describes the steps taken to alleviate or fix the problem.
    - **Optimal Charge**
      Enter the optimal refrigerant charge necessary to maintain safe cooling levels. This is often a manufacturer's initial value, and may default from the equipment record.
    - **Ref. Equipment Type**
      Use the lookup to select the refrigerant equipment type. The pounds indicate the amount of refrigerant the equipment can contain.
        - 0-Not Applicable (default)
        - 1 - Commercial Refrigeration 50 to 500 pounds
        - 2 - Commercial Refrigeration > 500 pounds
        - 3 - Industrial Process Refrigeration 50 to 500 pounds
        - 4 - Industrial Process Refrigeration > 500 pounds
        - 5 - Comfort Cooling > 50 pounds

- ~~6 - Mid-Size Appliance 5 to 40 pounds (leak rate not required)~~ This option has been removed to comply with the EPA's 2026 Refrigerant Tracking Reporting Requirements. This option is no longer exempt in 2026. Equipment records that are currently using this option are permitted to continue using it.
- 7 - Small Appliance < 15 pounds
- 8 - Mid-Size Appliance 15 to 50 pounds
- 9 - Commercial Refrigeration >= 1,500 pounds (GWP > 53)
- 10 - Industrial Process Refrigeration >= 1,500 pounds (GWP > 53)

- **Current/Max Leak Rate**
  If the current leak rate exceeds the maximum leak rate, an indicator icon displays to the right of the label.
- **Recharged, Recovered, Recycled, Disposed, Accidentally Released**
  For each of these fields, enter the amounts of old refrigerant that is recharged, recovered, recycled, disposed of, and/or accidentally released. The unit of measure defaults from the refrigerant type.
- **New Added**
  Enter the amount of new refrigerant that is added. The unit of measure defaults from the refrigerant type.
- **Net Added**
  Displays the calculated net amount of total refrigerant added. The unit of measure defaults from the refrigerant type.
- **Initial Leak Test, Follow-up Leak Test**
  If action was taken to verify the refrigerant leak repair, select the method that was used and the date of the initial test. If a follow-up test was performed, select an additional method and date. If no verification was performed, select N/A in both fields. The EPA states that follow-up testing must be completed at a defined interval based on the refrigeration equipment type. For more information, see https://www.epa.gov/section608.
- **Third Party Confirmation**
  If a third-party agency was used to manage and verify refrigeration safety, enter the verification number here. This value is not validated by the software.

4. Enter any optional comments.
5. The previous transactions are displayed in the scrolling section at the bottom of the window. This section displays the calculated leak rate history of the equipment based on the leak rate calculation method selected in the Setup Option settings. (See the Refrigerant Tracking Leak Rate Analysis Method (page 34) setting in the Service Options window.) To view only voided records, mark **Display Only Voided Records**.
6. When you are finished, select *Save*. The printer button allows you to view a printable SSRS report with the information from a refrigerant tracking record.
   - If you opened the Refrigerant Tracking window from the service call, you can use the scrolling window to select existing refrigerant tracking records for the service call.
   - If you opened the Refrigerant Tracking window from the equipment record, you can use the scrolling window to select existing refrigerant tracking records for the equipment.

Creating a Service Call Using the New Call button

You can initiate a new service call from the Equipment Master window and/or Equipment Component window for an existing equipment record. If you are creating a new equipment record, you will need to save the equipment record before you can select the New Call button. This feature respects the Service Option validation setting Change Call Type to MC when adding Equipment under contract (page 30).

> ⚠ A new call cannot be created if the customer is inactive. If the location is inactive, you can create a new MC service call if the equipment is on an active contract.

To create a new service call from the Equipment or Equipment Component window:

1. To access the Equipment Master window, go to *Cards* > *Service Management* > *Service Manager* > *Additional* > *Equipment* OR Select *Cards* > *Sales* > *Customer* > *Location* > *Equipment*.
2. Select the equipment.
3. If the equipment is on a contract, the Contract Number defaults into the window.
4. If the equipment is covered by MORE THAN ONE ACTIVE contract, the Contract Number displays "MULTIPLE". After selecting the New Call button, in the Contract selection window, select the contract the call is to be created for.
5. Select the *New Call* button. (If you are creating a service call for the component equipment, select the New Call button from the Component window.)
6. The Service Call window opens with the **Equipment ID**, **Customer ID**, and **Location ID**, defaulted into the service call.
7. If applicable, the active (not on hold, not canceled), **Contract Number** defaults into the service call.
8. Complete the service call window as usual. For more information, see Working With Service Calls and Appointments (page 109).

Working With Building Records

Use the Building Maintenance window to set up a building and its attributes. Equipment is then assigned to the building. Creating buildings and assigning equipment to buildings and/or rooms is optional.

The building information is accessed on the service call by using the Equipment lookup and/or zooming into the Equipment Record. When using the lookup, you can sort by building to quickly find the equipment. You can also drill down to the Equipment Record to see the building and room the equipment is assigned to.

A MobileTech technician can select the equipment record assigned to the service call and see the Building ID, Description, and the Room that the equipment is assigned to. Technicians cannot add, delete, or update the building information from MobileTech. The technician can view equipment records within MobileTech from either *Customer* > *Location* > *Equipment* or from choosing *Equipment* while in a service call.

> ⚠ Using the Move Equipment or Move Location utility will not have any impact on buildings. If you use the Duplicate Equipment or Duplicate Location utility, the building and room information will also be copied. For more information on the duplicating utilities see Duplicate Equipment (page 353) and/or Duplicate Location (page 354).

Creating a Building Record

1. To access the Building Maintenance window, go to Cards > Service Management > Building Maintenance.
2. Complete the following fields:
    - **Building ID** (Required)
      Enter an ID for the building. (Up to 30 alphanumeric characters.) Use the *Note* button to enter a note for the building.
    - **Description** (Required)
      Enter a description for the building. (Up to 60 alphanumeric characters.)
    - **Address information**
      Enter address information for the building as well as a contact person's name and telephone number. Select the map icon to open a URL with a map of the address.
    - **Building Type**
      From the drop-down, select the pre-defined building type.
        - Agricultural building
        - Commercial building
        - Educational building

    - Government building
    - Industrial building
    - Military building
    - Other
    - Parking structures and storage
    - Power stations/plant
    - Religious building
    - Residential building
    - Transport building
  - **Building Subtype**
    After choosing the Building Type, you can optionally select a pre-defined Building Subtype.
  - **Number of Floors**
    Enter the number of floors the building or structure has.
  - **Total Sq. Ft**
    Enter the total square footage.
  - **Occupied Sq. Ft**
    Enter the occupied square footage.
  - **Region**
    Enter a region the building is located.
  - **Campus**
    Enter the campus the building is located.
3. Select *Save* to save the building information. The building can subsequently be added to the equipment record in the Equipment Master window.

   - OR -

   Select *Assign Equipment* to save the building information and open the Building Equipment Assignment window. See Assigning Building Equipment (page 108) below for more information.

Additional Buttons/Fields on This Window

- **Save**
  Saves the building record and clears the window.
- **Clear**
  Clears the window.
- **Delete**
  Deletes the building record. A building record cannot be deleted if the building is associated with any equipment records.
- **Assign Equipment**
  Opens the Building Assignment window. See Assigning Building Equipment (page 108) below for more information. If this is a new building, the record will also be saved.
- **Sort**
  Select how to display the Building lookup window as well as the order in which the building records are displayed when using the navigation arrows. The sort options are Building ID (default), Building Description, Building Type, or Building Subtype.

Assigning Building Equipment

Assigning Multiple Pieces of Equipment to One Building

This window is used to assign multiple pieces of equipment to one building for one customer. You also can reassign equipment to the building displayed in the window. This window also is used to view equipment that is assigned to the current building as well as equipment that is assigned to other buildings.

1. To access the Building Equipment Assignment window, go to *Cards* > *Service Management* > *Building Maintenance*. Create a new building or use the lookup to select a building. Then select *Assign Equipment*.
2. To filter the equipment displayed in the Available Equipment list, complete one or more of the following fields:
   - **Customer**
     Enter or use the lookup to select a customer. Use the zoom to open the Customer Maintenance window defaulting to the selected customer. This window will be blank if no customer is selected before zooming.
   - **Location**
     Enter or use the lookup to select a location for the customer. After entering the location, you can use the zoom to open the Location window displaying the selected customer and location. If the Location field is empty when zooming, the Location window will be blank.
   - **Equipment Type**
     Enter or use the lookup to select an equipment type.
   - **Show Components**
     Mark this checkbox to include equipment flagged as components.
   - **Show Assigned**
     Mark this checkbox to display all building equipment assignments for all other buildings in the Available Equipment list. The equipment that is assigned to the current building displays in the Assigned to this Building list.
3. Select *Redisplay* to update the Available Equipment list to display equipment based on the filter criteria.
4. To assign or re-assign equipment to the current building, select the equipment from Available Equipment and then select *Assign*. Mark *Automatically Insert Components* to include the component equipment with the parent equipment.
5. The equipment will now display in the Assigned to this Building list. The building will also be displayed on the Equipment Master window for that equipment.
6. To remove equipment from the assigned building list, select the equipment and then select *Remove*. The Equipment Record is updated automatically.
7. Select *OK* to close the window.

> ⚠ To assign a room to a building, you must do so in the Equipment Master window. You can access the Equipment Master window by double-clicking on an equipment line or following the steps below for Adding a Building and Room to One Piece of Equipment (page 109).

Additional List Information

- Sort the column by choosing the column header.
- Reorder the columns by choosing and dragging the column headers.
- Resize the column by dragging the right border.
- Select more than one equipment record by using one of the keyboard shortcuts:
  - To select all equipment records use CTRL+A.
  - To multi-select specific equipment records use CTRL+ specific equipment lines.

- To select a block of sequential rows, use SHIFT+ to select the first equipment row and while still holding down the SHIFT key, select the last row in the block to select. You can also use CTRL+ and the arrow keys or Page Up/Page Down to select sequential lines.

Adding a Building and Room to One Piece of Equipment

A single piece of equipment can be assigned to individual equipment in the Equipment Master window. Additionally, you can define a room within the building.

1. Select *Cards* > *Service Manager* > *Additional* > *Equipment*. Select the equipment and then select *Edit.* OR Select *Sales* > *Cards* > *Customer* > *Location* > *Equipment*.
2. In the Equipment Master window, enter or use the lookup to select the **Building ID** where the equipment is located.
3. signature cards manager equipment. Optionally enter the **Room** in the building where the equipment is located.
4. Select *OK*.

Working With Service Calls and Appointments

Appointments are scheduled commitments for a technician to perform a task related to a service call. The appointments that make up a technician's schedule appear on the Technician Board. Every service call has at least one appointment associated with it.

When a service call has only one appointment, information is maintained between the Service Call window and the Appointments window. That is, you can edit Appointment 0001 on either window.

When you create a service call, Service Management verifies the skill level required to perform the tasks assigned with the call and checks for overlapping appointments. You can select how to create appointments: manually, automatically generated through tasks or a combination of both methods. For more information on automatically generating maintenance contract computer-generated (MCC) service calls based on assigned tasks, refer to About MCC Calls (page 208).

Service call information such as the problem type, service location, and priority can be entered when you create a service call. When a service call has been completed, you can update the call record to include a description of the work performed, the equipment worked on, the date completed, etc. The service call database retains complete information about the call even after it has been completed.

When a user opens the New Service Call window for a customer and the call is then deleted by closing the window without saving, the SV00340 table now updates the Deleted_User_ID, WS_Deleted_Date, and WS_Deleted_Time columns to show that the service call has been deleted. This lets the user audit any gaps in the service call number sequence.

If the Customer or Location is inactive, service calls cannot be created. However, MC and MCC calls can still be created.

If the default salesperson on the customer location has been marked inactive, when creating a new contract or service call, the Salesperson ID field will be blank. An inactive salesperson cannot be added to a new contract or service call.

See also:

- Creating Service Calls With One Appointment (page 110)
- Assigning Equipment to a Service Call (page 114)
- Rolling Calls Forward (page 117)
- Viewing Existing Service Calls (page 117)
- Timestamping Calls (page 118)
- Adding Service Appointments to Calls (page 118)
- Assigning Appointments to the Service Call (page 119)
- Creating Activity Appointments and Job Appointments (page 119)
- Viewing Appointment History (page 121)
- Resolving Appointment Scheduling Conflicts (page 122)
- Creating an Invoice (page 124)
- Printing a Workorder (page 124)
- Printing the Cost Audit Report (page 125)
- Transfer or Move Costs and Billing From a Service Call to a Job (page 125)
- Editing Accounts for a New Service Call Type or Division (page 129)
- Creating a Vendor Quotation Request (page 130)
- Reopening a Closed Service Call (page 130)
- Viewing the Service Call Audit (page 132)

Creating Service Calls With One Appointment

See Symbols, Buttons, and Indicators (page 2) for examples of the buttons described below.

To create a service call with one appointment:

1. Select *Cards* > *Service Management* > *Service Manager*.
2. Select the **Customer ID**.
   If the customer is on hold, inactive, and/or a temporary customer, the respective checkboxes to the right of the Customer ID field are marked.
3. Accept the **Location Address ID** that auto-populates or select a different location.
   If the location is inactive, the Inactive checkbox is marked.

   > ⚠ If the Customer or Location is inactive, service calls cannot be created. However, MC and MCC calls can still be created.

4. Select the *New Call* button.
5. Complete the following fields, as necessary.
   - **Certified Payroll**
     This option defaults to marked if Certified Payroll is turned on in Invoice Options and if the Certified Payroll checkbox is marked for the Location ID. You have the option to unmark the checkbox if certified payroll isn't needed for this service call. See Certified Payroll[16] .
   - **Description**
     Enter a brief description of the reason for the call. Use the notepad button to enter multiple pages of notes for the service call. These notes appear on Workorder 1 and Workorder 3.
   - **Attachment**
     Select the paperclip icon to add an attachment to the service call. See Setting Up and Using Document Management (page 65).
   - **Problem Type, Division**
     Use the lookup windows to select a problem type and division for the service call. See Setting Up Problem Types (page 57) and Setting Up Divisions (page 54).

16. https://wennsoft.atlassian.net/wiki/spaces/sig2026/pages/1620318258/Certified+Payroll

- **Salesperson ID**
  This entry defaults from the location record. **Note**: If the default salesperson on the customer location has been marked inactive, when creating a new call, the Salesperson ID field will be blank. An inactive salesperson cannot be added to a new service call.
- **Bill Customer, Bill Address**
  If you are billing somewhere other than the service location for this call, specify the billing customer and address. This information may default from the service location, or if no third-party billing information is specified for the location, from the customer master. When a service call invoice is created, the values from these fields default on the invoice. If the Call Type is changed, the Bill To information updates.
- **Job Number**
  Enter or select a job number to reference.
- **Originating Call ID**
  If you are creating a new call that is based on an existing call, enter or select the service call ID. Once the ID has been entered, you can use the zoom to view the original service call in the Service Call Inquiry window.
- **Call Type**
  Select the Call Type for the service call. If you update the Call Type on a service call you are creating, the Bill To information also updates. For example, if an existing call type is changed from MC to another call type like T&M, the Bill To values are updated to reflect the default Bill To values from the Location (if this exists). If those are empty, the Bill To information on the Customer record is used. If that is empty, then the Customer/Location values default to those on the Service Call.
  The MCC call type is not available in the lookup window because MCC calls are generated by the system. Similarly, if you are completing an MCC call, do not delete MCC from the Call Type field since you are not able to select MCC from the lookup list. If you do delete MCC, close the Service Call window without saving your changes. To add data to the lookup window, see Setting Up Call Types (page 53).
- **Priority**
  This field is restricted to a single alphanumeric character. 1 is the highest priority; None, the lowest.
- **Customer P.O. Number**
  The purchase order appears on the customer's invoice. If you don't enter the P.O. number in the Service Call window, you can enter it in the Service Invoice window. This information is maintained between the Service Call window and the Service Invoice window.
- **Contract Number**
  You can assign contract numbers to all types of service calls. Service calls with a call type other than MC and MCC open the Service Invoice window after choosing *Invoice*, even if a contract number is assigned, and the costs will not update the Revenue/Costs window. When a contract number is entered, the contract type description defaults into the field next to the contract number. You can zoom on the contract type description to open the Contract Types Inquiry window.
- **Equipment ID**
  You can add equipment to the service call. See Assigning an Equipment Record to a Service Call (page 115) for more information. If you need to add more than one piece of equipment, you can do so via tasking. See Assigning More than One Equipment Record to a Service Call (page 116) for more information.
- **Task Code**
  Select a task to be performed as part of this service call. When a task code is entered, the default hours assigned to the task appear in the Estimated Hours and Total Task Hours fields. For more information on assigning task codes to service calls, see Assigning Tasks to a Service Call. (page 205)

  > ⚠ Inactive task codes and task lists are filtered out from displaying in any lookup and cannot be assigned to any new contract, equipment, or service call. If a task list has any inactive task codes, only the active task codes will be assigned.

- **Technician ID**
  The Primary Technician from the Location window defaults. You can change the default technician. *Unas*

signed defaults if the Primary Technician field in the Location window is blank. The lookup button opens the Technicians window, where, if you are using global filtering, you will only see technicians who are assigned to the same affiliate, region, and branch as the service call location. If you are using Advanced Scheduling, the Primary Technician from the Service Area window defaults if the Primary Technician field in the Location window is blank. Unassigned defaults if there is no primary technician in the Service Area window or Service Area in the Location window.

- Use the **Best Technician** button if you want the system to select the next available, qualified technician. If you want the system to select the next available, qualified technician for a service appointment, select the best technician button attached to the Technician ID field. This function allows you to schedule someone as soon as possible.
    - For each appointment on the service call, the system finds a technician assigned to the service area for the call, with the required skill level for the service call task. The system finds the first technician available who can complete the task within the regular work schedule. The technician's name is listed in the Technician ID field and a start time is displayed in the Starting Time field.
    - If a technician name is listed in the Technician ID field when you select the best technician button, a message is displayed asking if you want to replace the existing technician. If the schedules for all qualified technicians assigned to the service area are filled for the specified date, the next date is used.
    - The system makes 100 attempts to find an available, qualified technician. The Best Technician button is part of the Advanced Scheduling features.
- Use the **Technician Schedules** button to view technicians' availability. If the schedules for all qualified technicians assigned to the service area are filled for the specified date, the next date is used. The system makes 100 attempts to find an available, qualified technician. The best technician button is part of the Advanced Scheduling features.

- **Date**
  The date of the service call. The system date defaults and can be changed. If you're using the Advanced Scheduling features, you can select the next available button to have the system determine a specific technician's next available time slot for the appointment.
- **Date/Time Lock**
  When marked, this prevents the call from being rolled forward when Auto-Roll Calls Forward is used. A *Date/Time Lock* icon is displayed on the service appointment in Schedule when this is turned on. This option is available when the service call has only 1 appointment.
- **Estimated Hours**
  The amount of time it takes to complete the service appointment. The task hours default if a task is entered in the Task Code field, but the default can be overridden. The number of hours entered updates the Total Appointment Hours field at the bottom of the Service Call window and the available and allocated hours in the Technician Schedules window. Both a starting time and estimated hours must be entered for the appointment to display in the Technician Board – Daily View window.
- **Starting Time**
  The time the appointment is scheduled to be performed. The time entered determines where the appointment displays in the Technician Board – Daily View window. The call status defaults as Open when you create a new call. Service Management has three default call statuses: Open, Complete, and Closed. These call statuses cannot be deleted, and you cannot add data to the list.
- **Completion Date**
  Once a service call is completed, you may wish to update your records by changing its status to Complete. A complete call must have a completion date. Marking a call as Complete also enables you to filter its appointments from appearing on the Dispatch Board and post invoices that were created for the call.
- **Resolution**
  This field can contain up to three alphanumeric characters to describe the status/resolution of the service call problem.

- **User-Defined**
  You may have labeled these fields during setup. See Labeling Service Call User-Defined Fields (page 47). If you chose to validate the first and second user-defined fields in the Location window during setup, lookup windows will be attached to the fields and users will be prompted before adding to the lookup data. See Choosing Service Options (page 30).
- **Caller Name/Email/Phone**
  Enter the caller name, email address, and/or phone number.
  - If you are not using Contact Management, the caller information is saved only for this service call. For more information, see Using Contact Management (page 83).
  - If you are using Contact Management, enter the Caller Name or use the lookup to select an existing contact.
    - If you have entered an existing local contact, the telephone number and email address will populate once you tab off the Contact Name field.
    - If you've entered a contact name that is not in the master contact table, as soon as you tab off the Contact Name field, the Service Contact Management window opens. Double-click the contact in the list that displays or select New Contact to open the Location Contact Setup - Local window to add a new contact. Complete the fields as needed and then select *Save* to return to the Service Call window. The contact will be saved as a master contact. For field information, see Creating a contact from Contact Management (page 85).

6. Select *Save* to schedule the service call.

> ⚠ If the skill level of the task does not match the skill level of the technician assigned to the call, you receive a message. If you password-protected this function, you must enter a password to allow the technician ID to be entered.

Buttons on This Window

- **Vendor Quotation**
  Opens the Vendor Quote window where you can create a Quotation Request based on the tasks that are assigned to the service call. The Vendor Quotation Request information is not stored in the system. See Creating a Vendor Quotation Request (page 130).
- **Vehicle Readings**
  Opens the Vehicle Readings Entry window. While most vehicle readings will be entered in MobileTech, vehicle wear readings can be manually entered on inbound and outbound call types from Service Call or Rental Agreement Line Entry. The Vehicle Readings Entry window displays the previous readings in addition to the new vehicle readings. See Vehicle Readings[17].
- **Refrigerant Tracking**
  Opens the Refrigerant Tracking window. Refrigerant tracking data is entered and tracked for equipment included on a service call. You can also print a report that can be submitted to the appropriate agency for approval. See Refrigerant Tracking (page 103).
- **Tasks**
  Opens the Service Call Tasks window. Adding tasks to a service call is a way to assign tasks to equipment in addition to what is already assigned to the equipment itself. See Assigning Tasks and Task Lists to Records (page 205).
- **Appointments**
  Opens the Appointments window where you can add service appointments to the call. See Adding Service Appointments to Calls (page 118) and Assigning Appointments to the Service Call (page 119).

17. https://wennsoft.atlassian.net/wiki/spaces/em2026/pages/1546588044/Vehicle+Readings

- **Time Stamp**
  Opens the Time Stamp window, where you can record the time and date appointments reach a status. See Timestamping Calls (page 118).
- **Invoice**
  Opens the Service Invoice window. Once you've created and saved a service call, you will want to create an invoice and record the costs incurred by the service work performed. See Creating Invoices (page 306).
- **Purchase Order**
  Opens the Purchase Order Entry window. You can create a purchase order using the service call ID to link the purchase order and the call. See Using Purchase Order Processing (page 333).
- **Cost Audit Report**
  Prints the Cost Audit Report. The Cost Audit report prints all invoices that have been posted against a service call, and includes all costs and billable totals. See Printing the Cost Audit Report (page 125).
- **Transfer to Job**
  Opens the Transfer Service Costs to Job window. You can transfer costs and billing from a service call to a job. See Transfer or Move Costs and Billing From a Service Call to a Job (page 125).
- **Print**
  Prints the work order. See Printing a Workorder (page 124).
- **New Call**
  Select to create a new service call.
- **Find**
  Select to open the Find window.
- **Additional**
  Select to display a menu of additional options. The Additional option displays if you've installed Signature Audit Add-In and enabled Service Call Auditing in Service Options. See Installing Service Call Auditing[18].
  - **Service Call Audit**
    Opens the Service Call Audit window that displays the service history for the service call. See Viewing the Service Call Audit (page 132).
- **Go To**
  Select to go to the:
  - Branch
  - Contracts Status window
  - Warranty
  - Quote
  - Location Contacts

Assigning Equipment to a Service Call

Equipment can be assigned to a service call with the following methods.

If you are assigning:

- A single piece of equipment to a service call, you can add the equipment directly on the service call window, or use the *Find* button on the Service Manager window to search for the equipment ID and then select the *Create Call* button. For more information, see Assigning an Equipment Record to a Service Call (page 115).
- More than one piece of equipment, you can go to the Task window from the Service Call window and add at least 1 task for each equipment ID. You can use the <Default> task if you don't know the actual task the technician needs to perform for this equipment ID. For more information, see Assigning More than One Equipment Record to a Service Call (page 116).

18. https://wennsoft.atlassian.net/wiki/spaces/sig2026/pages/1620333024/Installing+Service+Call+Auditing

> ⚠ Inactive task codes and task lists are filtered out from displaying in any lookup and cannot be assigned to any new contract, equipment, or service call. If a task list has any inactive task codes, only the active task codes will be assigned.

See also:

- Assigning an Equipment Record to a Service Call (page 115)
- Assigning More than One Equipment Record to a Service Call (page 116)

Assigning an Equipment Record to a Service Call

You can assign a single piece of equipment from either the Service Manager window or from the Service Call window. After you've assigned the equipment, if you know the task to be performed, you can select the task. If you are unsure as to the task to be performed, you can leave the field blank. The system will then assign the default task to this Service Call and Equipment ID. Regardless of the method used to assign the equipment, the Equipment ID is stored in a task associated with the Service Call. You can assign additional tasks or add additional equipment items to a service call from the Service Call Task Codes window using the Tasks button. For more information about the Service Call Task Codes window see Assigning Tasks and Task Lists (page 203). For information about how to assign more than one piece of equipment, see Assigning More than One Equipment Record to a Service Call (page 116).

> ⚠ Inactive task codes and task lists are filtered out from displaying in any lookup and cannot be assigned to any new contract, equipment, or service call. If a task list has any inactive task codes, only the active task codes will be assigned.

> ⚠ If you add a piece of equipment that is not covered by the contract to a Maintenance Contract (MC) service call, a message similar to the following display: "Equipment ID xxxx is not covered by Contract xxxx. Do you still wish to use the equipment?" or if more than one equipment: "There are x pieces of equipment on the service call not covered by Contract xxxx. Do you still wish to use the equipment?" Users have the option to select Yes to continue with the equipment added to the call OR to select No to return to the window with the added equipment cleared.

Assigning an Equipment Record from the Service Manager Window

1. In Microsoft Dynamics GP, go to *Cards > Service Management > Service Manager*.
2. Select a customer.
3. From the menu bar, select *Additional* and then select *Equipment*.
4. In the Equipment Lookup window, select an equipment record to assign it to the service call. The *Edit* button opens the Equipment Master window, where you can edit the equipment record.
5. Click *Select* or double-click on the equipment to return to the Service Manager window where the selected equipment ID is populated in the **Equipment ID** field. If the equipment was assigned a sublocation in the Equipment Master window, the sublocation populates the **Sublocation ID** field in the Service Manager window.
6. Select *New Call* in the Service Manager window to create the service call.

Assigning an Equipment Record Using Find from the Service Manager Window

1. In Microsoft Dynamics GP, go to *Cards* > *Service Management* > *Service Manager*.
2. Select the *Find* button.
3. Select the **Equipment** radio button and enter the equipment information in the Find field.
4. Select *Find*.
5. In the Equipment by Equipment ID window, click *Select* or double-click on the equipment to return to the Service Manager window where the selected equipment ID is populated in the **Equipment ID** field. If the equipment was assigned a sublocation in the Equipment Master window, the sublocation populates the **Sublocation ID** field in the Service Manager window.
6. Select *New Call* in the Service Manager window to create the service call.

Assigning an Equipment Record from the Service Call Window

1. In Microsoft Dynamics GP, go to *Cards* > *Service Management* > *Service Manager*.
2. Select the customer.
3. Select *New Call*.
4. Select the **Equipment ID** lookup.
5. In the Equipment window, select the equipment ID and then select *Select* or double-click on the equipment to return to the Service Call window where the selected equipment ID is populated in the **Equipment ID** field.

Assigning More than One Equipment Record to a Service Call

> ⚠ Inactive task codes and task lists are filtered out from displaying in any lookup and cannot be assigned to any new contract, equipment, or service call. If a task list has any inactive task codes, only the active task codes will be assigned.

> ⚠ When you have more than 1 equipment on a service call by means of tasking, the Equipment ID field and Task field on the service call form will be cleared and set to disabled.

To assign more than one equipment record to a service call:

1. From the Service Call window, use the *Tasks* button to open the Service Call Tasks window.
2. From the Service Call Tasks window, use the *Task List* button to open the Add Task List window, where you can assign a task list to an Equipment ID. *Save* the window to add the task list and equipment to the service call.
3. The Add Task List window remains open, and you can repeat this process to assign additional task lists to other equipment on the service call. Close the window when you are done.

- OR -

1. Use the *Task* button to open the Service Call Task Codes window, where you can assign tasks to an Equipment ID.
2. Select an **Equipment ID**, then use the System, Major, and Sub 1-4 fields to filter the task codes that you want to work with. Use the green arrow button in the Task Codes field to populate task codes in the first scrolling window. Select a task code from the scrolling window and use the *Insert* button to assign the task code to the equipment. Tasks that are assigned to the equipment appear in the second scrolling window. If you need to add tasks for multiple equipment records, select a new Equipment ID, and repeat the process of adding tasks for additional equipment. Close the window when you are done.
3. On the Service Call Tasks window, you can use the tree view button next to the Task Code field to view the Task Lists and Tasks assigned to the equipment on the service call.

Rolling Calls Forward

You can move all open service calls and open service appointments to a new date.

1. Select *Microsoft Dynamics GP > Tools > Routines > Service Management > Service > Call Roll Forward*.
2. Enter the **New Date** for the calls and appointments.
3. Mark the checkboxes if you want to exclude **MC** calls, **MCC** calls, or **All Other Call Types** (other than MC and MCC).
4. Mark the checkboxes if you want to **Include Job Appointments**.
5. Select *OK*.

The system looks at the appointment and service call dates independently.

Examples:

- A service call date and a service appointment date are before the roll-forward date. The service call and the appointment are rolled forward.
- An appointment date is before the roll-forward date and the service call date is after the roll-forward date. The appointment is rolled forward and the service call is not.
- An appointment date is after the roll-forward date and the service call date is before the roll-forward date, Only the service call is rolled forward. and the appointment is not.

> ⚠ You cannot move service calls and service appointments backward. That is, to a date before the call's current date.

To automatically roll calls forward when you open Service Management, see Choosing Service Options (page 30).

Viewing Existing Service Calls

To view an existing service call, select the *History* indicator after a customer and location record are selected in the Service Manager window.

The Service Call Lookup by Customer window opens, displaying all open service calls for that customer and location.

You can:

- Filter the list of service calls by division, call type and/or technician using the drop-down lists.
- Select to include completed, closed, and MCC calls.
- Sort the rows in ascending or descending order by selecting any column header.
- Rearrange the order of columns by selecting and dragging by the column header.
  The available columns include:
    - Service Call ID
    - Call Type
    - Description
    - Completed
    - Problem Type
    - Technician ID
    - Scheduled Date
    - Contract Number
    - Call Status
    - USER-DEFINED
    - Technician Name

    - Total Unbilled
    - Total Billed
    - Purchase Order Number
- Double-clicking a service call from the list opens the Service Call window.

Timestamping Calls

Choosing the *Time Stamp* button in the Service Call window opens the Time Stamp window, where you can record the time and date appointments reach a status. The Time Stamp window displays the time and date that a service call was opened, as well as five time stamp fields, each with an attached clock button. Selecting the clock button records the current time and date in the field.

The Guaranteed Time/Date fields populate automatically if you're using service level agreements, an optional module. See Using Service Level Agreements (SLAs) (page 265). If you're not using service level agreements, you can manually enter date and time information in the Guaranteed Time/Date fields. This information is used to run the Service Monitor and is printed on the Guaranteed Service Call report.

> ⚠ If you marked the Lock Time Stamp Entries checkbox in the Service Options window during setup, the time stamp entries made in fields with an attached clock button cannot be edited. See Choosing Service Options (page 30).

Adding Service Appointments to Calls

You can add service appointments to a call using the *Appointments* button on the Service Call window. When you select the *Appointments* button, the following fields are disabled in the Service Call window: Technician ID, Date, Estimated Hours, and Starting Time. They're disabled since the information pertains only to Appointment 0001.

When you open the Appointments window, the Appointment field defaults with the number 0002 and increments by one for each new appointment entered for the service call. Each service call will have at least one appointment.

1. Select *Cards* > *Service Management* > *Service Manager*.
2. Select a customer and select the *New Call* button.
3. Enter the service call information and select the *Appointments* button to open the Appointments window.
4. Complete the following fields, as necessary.
    - **Appointment**
      Displays the appointment number.
    - **Attachment**
      Select the paperclip icon to add an attachment to the service call. See Setting Up and Using Document Management (page 65).
    - **Appointment Description**
      Enter a description that conveys the purpose or other details of the appointment. When the description exceeds 50 characters, an appointment note is created. The note can be marked as Is Internal so that the note does not appear on any customer reports. The note subject is titled Description. The note can be viewed by selecting the attachment icon to the right of the Description field.
    - **Skill Level**
      Enter a skill level, if required.
    - **Technician ID**
      Select the technician assigned to this appointment. You can use the technician schedules button to view technicians' availability or use the best technician button next to the Technician ID field if you want the system to select the next available, qualified technician for an appointment. This feature is optional.

- **Date**
  The date that the appointment is scheduled to be performed. This date defaults from the Service Call window.
- **Estimated Hours**
  Enter an estimate for completing the appointment. The number of hours cannot exceed 24. If appointments are created by the system using tasks, the total default hours of the tasks will default into the Estimated Hours field. See Assigning tasks to a service call for more information on how tasks update this field. The hours entered update the Total Appointment Hours field in the Service Call window and the available and allocated hours in the Technician Schedules window. If you want the system to figure out the technician's next available time slot for the appointment, select the next available button, next to the Date field. This feature is optional.
- **Starting Time**
  Enter the time the appointment is scheduled to be performed. The time entered determines where the appointment displays in the Technician Board – Daily View window. If you do not enter a starting time, the appointment will not display in the Technician Board – Daily View window.
- **Appointment Status**
  When an appointment is created from a service call, Default is the default status of appointment number 0001. Otherwise, Unassigned is the default status of new appointments. Closed is not an available appointment status.
- **Completion Date**
  If you change the appointment status to Complete, enter a completion date.

5. Select *Save* to add the appointment to the scrolling window.

If the primary skill level of the Technician ID entered does not match the skill level in the Skill Level field, you receive a message when saving the appointment. If you password-protected this function, you must enter a password to allow the technician ID to still be entered.

Double-clicking an appointment in the scrolling window fills its information in the header area of the window for editing. An appointment can be removed from the service call by selecting it in the scrolling window and choosing *Delete*.

The total hours of all tasks entered display in the **Total Task Hours** field at the bottom of the window. The estimated hours of all appointments entered displays in the **Total Appointment Hours** field.

Assigning Appointments to the Service Call

If more than one technician is needed to complete a service call, you can create multiple appointments by choosing the *Appointments* button in the Service Call window.

Creating Activity Appointments and Job Appointments

Activity appointments are appointments for non-service call related activities such as vacation, meetings, or training.

The Appointment Wizard allows you to quickly create non-service call related appointments for one or all technicians. For example, a technician may be on vacation for several days or perhaps there's a company-wide event that all technicians will attend. The Appointment Wizard can easily schedule these activity appointments so dispatchers know technicians' availability.

You can also create appointments for Job Cost jobs if you are using the Job Scheduling in Service Management feature. For more information, contact WennSoft Sales.

Using the Technician Activity Entry Wizard

1. Select *Transactions* > *Service Management* > *Technician Activity Entry Wizard*.
2. Enter information in the following fields:
   - **All, Technician, Technician Team, Service Area**
     Select a radio button. Your selection determines the fields that are enabled. If you are creating an appointment for a technician, complete the Technician ID field. If you are creating an appointment for a technician team, complete the Team field. If you are creating an appointment for all technicians in a service area, complete the Service Area field. If you are creating an appointment for all technicians, none of these fields is enabled.
   - **Appointment Type**
     Select an appointment type. Your selection determines the fields that are enabled. If you are creating an activity appointment, complete the Activity ID field. If you are creating a job appointment, complete the Job Number field and enter a Cost Code with a cost element type of Labor.
   - **Start Date, End Date, Starting Time**
     Specify when the appointment will take place.
   - **Estimated Hours**
     Estimate the length of the appointment. The estimated hours must be 24 or less.
   - **Days Between Appointments**
     Enter a number of days between appointments.
   - **Skip**
     You can skip Saturdays and/or Sundays by marking these checkboxes.
3. Select *Create* to create the appointment(s). A message indicates that the activity appointments have been created successfully. If you are scheduling for only one technician and there are scheduling conflicts, you receive a message indicating how many appointments were created, but not scheduled, due to conflicts. If you are scheduling for more than one technician, you won't receive a message, though unscheduled appointments may exist.
4. Select *OK*. Activity appointment numbers are created with the Appointment Wizard increment based on the last highest appointment number used for each technician.

> You can reschedule single activity and job appointments using the *Reschedule* button in the Technician Board – Appointments window.

Schedule Button

If you want the system to figure out a specific technician's next available time slot for performing the appointment, select the Schedule button attached to the Technician field.

Estimated Hours and Starting Time

If you're using the Advanced Scheduling features, the following is true:

- When the estimated hours and starting time are both entered, the system validates that the technician has the necessary time available to fit the service call appointment into their schedule if shifts and activities are set up. If the estimated hours and starting time cause an overlap in the technician's schedule, you receive a message stating that the appointment could not be scheduled for this date and time.
- You also receive a message if the estimated hours and starting time cause the technician to go over the shift plus the extended hours. A password can be set up to allow the service call appointment to still be entered.

- If either the Estimated Hours or Starting Time field is left blank, the system will not validate the technician's availability and the service call will not display in the Technician Board – Daily View window, although it appears in the Technician Board – Appointments window.

If you're not using the Advanced Scheduling features, the following is true:

- When the estimated hours and starting time are both entered, the system checks the technician's availability to prevent an overlap. If the estimated hours and starting time cause an overlap, you receive a message stating that the appointment could not be scheduled for this date and time.

Call Status and Appointment Status

The call status is driven by the appointment status. If there is only one appointment assigned to the service call, the call status remains as Open if the appointment has a status other than Complete. When the appointment status is changed to Complete, the call status automatically changes to Complete. Once a call has a Closed status, the appointment no longer drives the call status.

- If there are multiple appointments assigned to the service call, the call status remains as Open until all appointment statuses have been changed to Complete.
- If you change the call status to Closed or Complete, you receive a message if there are open appointments associated with the service call. Open appointments are those with a status other than Complete. You can select to mark all the open appointments Complete, to view the appointments, or to cancel.
- If you select **Mark All**, the status of all open appointments changes to Complete. If you select to view the appointments, the Appointments window opens. Here, you can edit the appointments as desired.
- If you marked **Require Appointment Closure** in the Service Options window, you must change all appointment statuses to Complete. You can then change the service call's status to Closed or Complete. If you did not mark Require Appointment Closure, you can change the service call's status to Closed or Complete while having open appointments. Appointments never have a Closed status.

  > ⚠ If you marked **Require Appointment Closure**, once the call has a Closed status, you must reopen the call to change the appointment status.

- If you manually close a service call that has already been invoiced and you have **Allow Posting Invoices With Actual and Committed Costs** and **Create COGS Distribution for Invoices** options marked in Invoice Options, a GL transaction is automatically created. Posting this transaction will relieve the appropriate WIP/COGS accounts upon closing a service call
  .

Viewing Appointment History

If you marked the option to Keep Appointment History in the Service Options window, you can view all changes made to an appointment. The three appointment actions that are tracked in the window are: Insert, Update, and Delete. Information is recorded when an appointment is created when changes are made to it, and when it is deleted. You can resize and rearrange the columns in the window. Rearrange the columns by dragging and dropping the column headings. Sort the information in ascending or descending order by selecting a column heading. Select the *Default Sort* button to sort all events by date and time, in ascending order.

1. Select *Cards > Service Management > Dispatch Board*.
2. Select a service appointment in the scrolling window and zoom on the **Appointment** field to open the Appointments window.
3. Select the appointment history button in the Appointment field to open the Appointment History window.

Resolving Appointment Scheduling Conflicts

When you create appointments that result in a conflict with existing appointments, the system provides the opportunity to resolve those conflicts immediately. You can view the proposed appointments side-by-side with existing appointments, and resolve those conflicts by changing times, dates, or even by changing appointments to unscheduled.

You can resolve appointments that were created from any of the following areas:

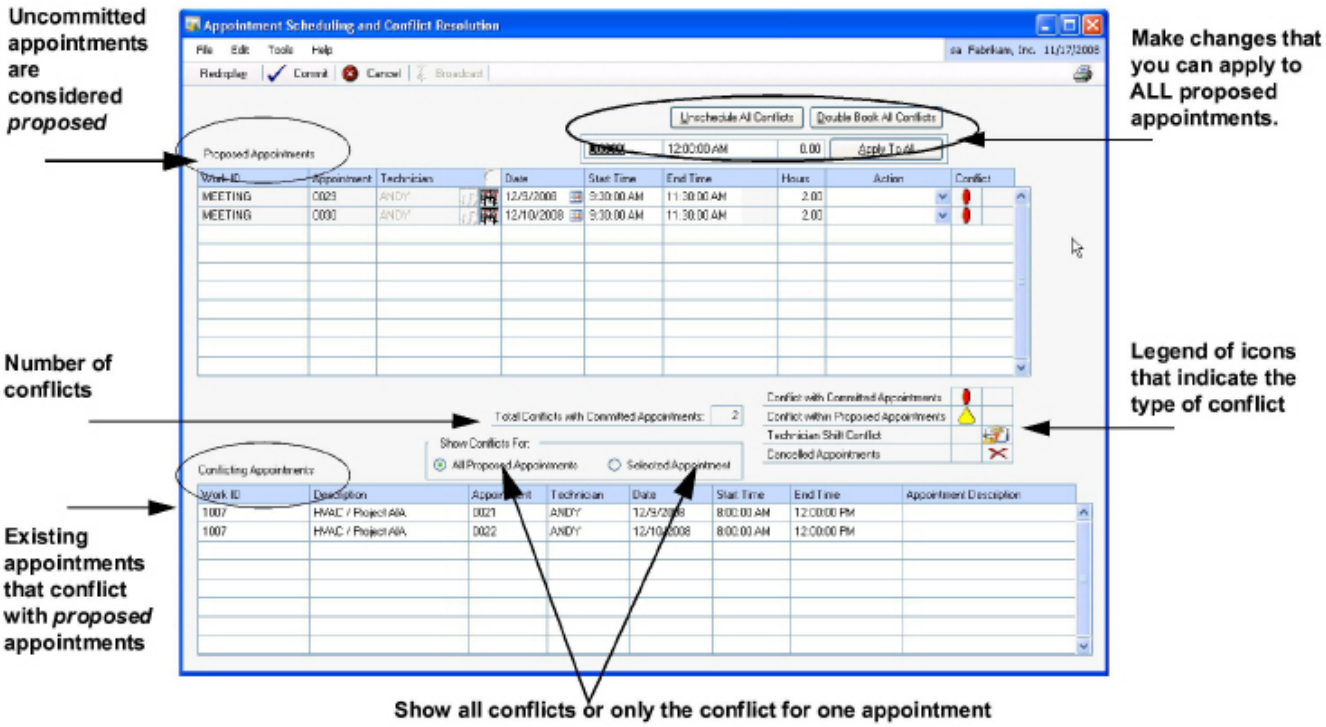
- Appointments window, accessed from the Service Call window, Job Maintenance window, Dispatch Board, or Technician Board - Appointments windows
- Appointments Wizard, accessed from the Technician Activity Entry Wizard menu option
- Visit Wizard on the Maintenance Contract window
- Create MCC Calls routine

Individual vs. Multiple Appointments

If you are creating	Then
A single appointment	After saving the appointment, if there are conflicts, you will receive a message indicating there are appointment conflicts. Select one of the following buttons on the message window: • **Yes** Opens the Appointment Scheduling and Conflict Resolution window to view the conflicted appointments and resolve the conflict(s). • **No** Returns you to the Appointments window to resolve the conflict. • **Continue** Saves the appointment with the conflict (double-booking).
Multiple appointments	The Appointment Scheduling and Conflict Resolution window opens immediately after saving the appointments, regardless of if there are conflicting appointments.

Appointment Scheduling and Conflict Resolution Window

The Appointment Scheduling and Conflict Resolution window displays when a conflict results from creating appointments. In addition, for multiple appointments created at once (as a group), the Appointments Scheduling and Conflict Resolution window will appear even if there are no conflicts. This allows you to preview those appointments before saving them.



As shown in the sample window above, the technician had been scheduled to work on a job (conflicted appointments), but somebody booked meetings (proposed appointments) for that technician that conflicted with the job.

1. You can resolve an appointment conflict in one of several ways. When you make a change, tab off the field.
   - **Change appointment times**
     Use the **Start Time** and/or **End Time** fields. You can also use the Next Available Time button to select an optimum time. In addition, you can change all proposed appointments at once using the start and end time fields that appear just above the Proposed Appointments area. Change times, as needed, then select *Apply All*.
   - **Cancel appointments**
     Use the Cancel Appointment option in the Action drop-down list.
   - **Unschedule appointments**
     Use either the Unschedule option in the Action drop-down list (for individual appointments) and tab off the field, or the *Unschedule All Conflicts* button (for all appointments). Unscheduling appointments changes the starting and ending times to midnight (12:00 AM).
   - **Double-book appointments**
     Use either the Double Book option in the Action drop-down list (for individual appointments) or the *Double Book All Conflicts* button (for all appointments). The system must be set up to allow for double-booking.
   - **Change conflicting appointments**
     Instead of changing the proposed appointments, you can select to change the existing conflicted appointment to resolve any conflicts. To do so, select the conflicted appointment, then zoom on the **Work ID** column heading to open the Appointments window. Make changes, save, and close the Appointments window. After making changes, select *Redisplay* to see if the appointment conflict was resolved. You will know it has been resolved when the conflicting appointment disappears from the Conflicting Appointments scrolling window.

2. When finished resolving appointments, select *Commit* to save the appointment(s). The label Proposed Appointments changes to Edit Appointments.

More About Resolving Appointments

- When making changes to resolve a conflict, always select *Redisplay* before *Commit*. That way, you can be sure that when you do commit (save), the appointments will be saved.
- You cannot commit (save) appointments in this window until ALL conflicts are resolved.
- If you have changed times for proposed appointments, and decide to revert to the initial proposed times, select the **Reset Proposed** option in the Action drop-down list. Selecting this option reverts the appointment times (and other information) back to the values that existed when you first created the appointments.
- When creating a single appointment, if the only conflict that results is a shift conflict, you will not get the Appointment Scheduling and Conflict Resolution window; instead, you will receive the prompt informing you of the shift conflict and still can cancel or continue (save).
- To print a list of appointments that includes the conflicting appointments, select the printer button on the upper right part of the window.

After appointments are saved, the Appointments window looks slightly different, depending on whether the appointment was created individually, or as part of a group of appointments. If the appointment was created as part of a group, a button with the letter *G* appears to the right of the notes button. Appointments are automatically synchronized with MobileTech devices.

To view all appointments that were created along with the current appointment, select the *G* button. This opens the Appointment Scheduling and Conflict Resolution window to view/manage only those appointments that were created together.

Creating an Invoice

If you purchased the Invoice module, you have the option to create an invoice after you save the service call. Select the *Invoice* button to open the Service Invoice window. See Service Invoicing (page 283) for more information.

Printing a Workorder

You can print a workorder from the Service Call window by either choosing the *Print* button or the *Quick* button. If you select *Print*, you can select one of five workorder formats. The *Quick* button prints your workorder, in one step, in the format specified during setup. The report prints directly to the printer. To set up the default quick print workorder, see Choosing Service Options (page 30). To see screenshot examples of each workorder format, see Service Call Workorders[19].

1. Select *Cards* > *Service Management* > *Service Manager*.
2. Select a customer and open a service call.
3. Do one of the following:
    - If the call has a call type other than MCC, select *Print* and then select a workorder format.
    - If the call has an MCC call type, select *Print* > *Workorder* and then select a workorder format.
4. Select a print destination.

19. https://wennsoft.atlassian.net/wiki/spaces/sig2026/pages/1620316616/Service+Call+Workorders

Five Workorder Formats

The workorder labels can be updated to display a different name than the default that the product ships with. See Labeling Workorder Names (page 49).

- **Workorder 1**
  Workorder 1 breaks down key service call information. Technicians can quickly see the date and time a service call was received. This report lists the service call ID and invoice number along with brief service call details and the customer's address. The contact name, email address, and telephone number are also included. Default size 8-1/2" x 11".
- **Workorder 2**
  Workorder 2 is useful for salespeople. It could be stored in your customer's file. It lists the customer's billing address, service call location, salesperson information, and service call details. The contact name, email address, and telephone number are also included. Default size 8-1/2" x 11".
- **Workorder 3**
  Workorder 3 is a T-card, combining service call information with customer billing information. The contact name, email address, and telephone number are also included. Default size is T Card format.
- **Workorder 4**
  Workorder 4 includes task detail with the service call information. The contact name, email address, and telephone number are also included. Default size 8-1/2" x 11".
- **Workorder 5**
  Workorder 5 includes appointment detail with the service call information. The contact name, email address, and telephone number are also included. Default size 8-1/2" x 11".

Printing the Cost Audit Report

The Cost Audit report prints all invoices that have been posted against a service call, and includes all costs and billable totals.

1. Select *Cards > Service Management > Service Manager*.
2. Select a customer.
3. Select *History*.
4. Select a service call.
5. Select *Cost Audit Report*. Select the report destination.

Transfer or Move Costs and Billing From a Service Call to a Job

You can move costs from a service call to a job. For example, a service call might be deemed too large and longer in duration, and it might be prudent to transfer the costs to and track everything as a job. Or, your service organization might use Service Management to provide labor resources or equipment to a job, but use Job Cost to capture budgets and costs, and invoice customers.

In the first scenario above, you would completely *transfer* costs to be maintained - and invoiced - at the job level. In the second scenario, you would only *bill* the costs to the job; the costs would remain with the service call, but are billed as cost plus markup to recognize revenue.

The process involves mapping cost categories in Service Management to cost codes in Job Cost. See Transferring or Billing Costs below for more information.

Notes

- This procedure requires Service Management and Job Cost, and is performed from within Service Management. This feature requires a Microsoft Dynamics Full User license.
- This feature is not available if you are using SOP Invoicing.
- If you want to transfer the costs from more than one service call at a time, you can use the Mass Transfer Service Costs to Job (page 350) utility window.

In addition to transferring an entire cost category to a specific cost code, you can also map transactions within a cost category to more than one Job cost code. See Transaction Mapping below for information on mapping transactions.

During the transfer, the following occurs:

- The service costs transferred to the job are credited against the service call via general ledger journal transactions that are created during the transfer process, resulting in a net zero cost balance on the service call. The batch number used for the general journal transactions is established during the Transfer process.
- The job is debited with the new costs, via the offsetting general journal transactions.
  If the service costs are *billed* to the job as opposed to *transferred*, the 'cost' applied to the job is the marked up billable amount of each service transaction.
- The batch of general journal entries is posted.
- The service call is closed.

This feature also works for credit memos (negative transactions). In this case, the job would be credited and the service call would be debited. Certified Payroll jobs cannot be transferred.

With the Signature 2018 R4 release, we've removed the ability to add a job on the fly in the Job Transfer window. However, if you utilize this feature, you can turn this back on by adding EnableTransferToJobCreateJob=TRUE to the Dex.ini file.

Set Up Moving Costs From a Service Call to a Job

Setting Up Mapping Defaults for Cost Codes

You can set up default JC cost codes to use for mapping with cost categories in Service. You can map the Labor category to any cost from any element as a default for labor. When you transfer costs from a service call to a job, these defaults will be used automatically. You can also change them at transfer time.

1. Select *Microsoft Dynamics GP > Tools > Setup > Job Cost > Account Setup > Service Transfer Mapping.* The Map Service Cost Categories to JC Cost Codes window opens.
2. Select a **Job Cost Division**.
3. For each cost category, select the corresponding JC cost code.
4. *Save* your defaults.

Repeat these steps for each division, as necessary.

Setting Up an Intra-Company Account (Bill to Job Only)

An intra-company account is required and will be credited to service when costs are moved from a service call to a job.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Invoice Setup > Invoice Accounts*. The Invoice Accounts window opens.

2. Select an **Intracompany Sales** account, then select *Save* and close the window.

Transferring Costs or Billing Amounts to a Job

1. You can transfer the costs or billing amounts from either the:
    - **Service Call window**:
        i. Select Cards > Service Management > Service Manager
        ii. Open the service call.
        iii. Select the *Transfer to Job* button.
    - **Job Status window**:
        i. Select Inquiry > Job Cost > Job Status
        ii. Select Call Transfer to open the Service Call Transfers window.
        iii. In the Pending Service call Transfers section, right-click on the service call and select *Transfer to Job*.
2. In the Transfer Service Costs to Job window, select the transfer type radio button:
    - **Transfer to Job** - Transfers the cost amount to the job.
    - **Bill to Job** - Transfer the billing amount as a cost to the job.
3. Enter a **Batch ID**.
4. In the **Job Cost Fields** section, select an existing **Job Number**. The job information is displayed in this section.
5. In the **Mapping** section, if Job cost codes were set up for the selected division, they will display by default. (See Setting Up Mapping Defaults for Cost Codes above for more information.) Otherwise, use the lookup to select the **Cost Code** in Job Cost that you want to map to each Cost Category in Service Management. To transfer service cost category transactions to specific job cost codes, see Transaction Mapping below.
   If the cost code does not display, verify that the cost code was not marked inactive on the job in the Job Cost Codes Setup window. To verify this, go to Cards > Job Cost > Jobs, select the job and then select Cost Codes. If the Inactive check box is marked, the cost code will not display for that job.
6. Select *Transfer*. Select *Yes* to the confirmation message to begin the transfer. If you select *Clear* and then *Continue*, the window will be completely cleared and any transaction mapping you've done will be removed.
7. When finished, if successful, you will receive a **Transfer successfully completed** message. Select *OK*. The General Posting Journal will be available to view or print. This report shows the GL transactions created because of the costs being moved. The call from which you moved costs is now marked as Closed.

Transaction Mapping

You can map separate transactions within a Service cost category to multiple job cost codes. While not all cost categories have to have the transactions mapped separately, if you do select to map a category's transactions, you will need to map all of the transactions within that category. A warning indicator will display on the Transfer Service Costs To Job window by the service cost category name if some of the transactions within that category haven't been mapped. You will need to map the remaining transactions before you can save the batch in the Transfer Service Costs To Job window.

In the Transfer Service Costs To Job window:

- If you selected Transfer To Job, the receipts will display in the Unmapped Service Transactions.
- If you selected Bill To Job, the purchase orders will display in the Unmapped Service Transactions.

To map cost category transactions:

1. From the Transfer Service Costs to Job window, select the Cost Category blue arrow icon.
2. In the Transaction Mapping window, the following information defaults from the Transfer Service Costs to Job window:
    - Service Call
    - Job Number

    - Cost Category - This defaults the cost category arrow selection. You can select a different cost category as needed.
3. Select the **Cost Code Number**. The lookup opens the Job Cost Codes Lookup window and displays the cost codes specific to the Cost Category.
4. The **Unmapped Service Transactions** section displays all unmapped service transactions that exist for the cost category for the service call.
5. You can select one or more transactions in this section. To mark more than one transaction, hold down the CTRL key on your keyboard and mark the specific transactions. You can also mark all by holding down the CTRL key and pressing the letter A.
6. Select *Map* from the menu bar, or right-click and then select *Map To Job Cost Code*. You can also double-click on a transaction to map the transaction.
7. As transactions are mapped, they are moved from the Unmapped Service Transactions section to the **Mapped Service Transactions**. To unmap a transaction, in the Mapped Service Transactions section you can right-click on a mapped transaction and select to unmap or select the transaction and then select *Unmap* from the toolbar or you can double-click the mapped transaction.
8. In the Mapped Service Transactions section, mark **Show All Cost Categories** to display all of the mapped transactions for all the Cost Categories, not just the mapped transactions for the selected Cost Category.
9. You do not have to map all the transactions to the same cost code number. You can select a different cost code number and then continue mapping any remaining transactions.
10. While still in the Transaction Mapping window, you can select a different Cost Category to set up the mapping for that category in the same method as described above.
11. When you are done mapping individual transactions, close the Transaction Mapping window to return to the Transfer Service Costs to Job window.
    - Cost Categories that have all transactions mapped will display **Mapped by Transaction* instead of a specific cost code.
    - If a Cost Category has some of the transactions mapped, but not all will display an icon.
    - Any transactions that aren't mapped separately in the Transaction Mapping window will be mapped to the Cost Code displayed for the Cost Category on the Transfer Service Costs To Job window. (See Transferring or Billing Costs .)
12. Continue with step 6 under Transferring or Billing Costs.

Viewing the Results After Moving Costs

When a cost transfer is complete, a General Posting Journal is available immediately for viewing and printing. In this section, we will illustrate what happens after a move and differentiate between a full transfer and a billing transfer.

General Posting Journal - A familiar report that shows the journal entry created for the GL transaction during the move costs process, along with each account that is credited/debited. Notice that, during a Transfer to, each account is credited and debited accordingly. In the Bill to, only the intracompany sales account is credited.

Transfer to:

Account	Description	Debit	Credit
000-1411-05	-EQ-Commercial		$106.00
000-1411-06	-Mater.-Commercial	$106.00	
000-1410-05	Labor User-Commercial		$80.00

Account	Description	Debit	Credit
000-1410-02	-Labor-Jobs-Commercial	$80.00	

Bill To:

Account	Description	Debit	Credit
000-1411-02	-Mat-EQ-Commercial	$397.80	
000-1410-02	-Mater.-Commercial	$150.00	
000-4100-05	Labor User-Commercial		$547.80

Service Invoice Inquiry window - Access this window by opening the Service Call window and choosing the *Invoice* button.

Editing Accounts for a New Service Call Type or Division

If the **Create COGS Distribution for Invoices** option is marked in Invoice Options, your MC and MCC service calls use different accounts than T&M service calls. If a service call's call type is changed after costs have been posted, those costs need to be backed out of the original accounts and re-posted to the new accounts. Likewise, if a service call's division changes, posted costs are transferred to the new division's accounts. These transactions are tied to the service call ID but do not appear on the service call invoice.

- You will not be able to change the call type. Once the costs have been posted, the Call Type field will be editable.
- If unposted costs exist on the service call:
  - You can change the division if the purchase order is 100% committed with no receipts. If there are any receipts on the purchase order, the division cannot be changed.
    Examples: You create one purchase with two lines, and have one line on service call 1 and one line on service call 2.
    - The purchase order has no receipts on any line. You can change the division on either service call.
    - If you receive 100% on service call 1, you will not be able to change the division on service call 1 or 2. This is because the purchase order now has receipts.
- If a service call has more than one invoice saved for the call, the division cannot be changed.

Editing the Call Type or Division

1. Select *Cards* > *Service Management* > *Service Call*. Select a customer, and zoom on a location.
2. Use the *Service History* button to select an open service call.
3. Make any necessary changes to the **Division** or **Call Type**.
4. Select *Yes*. If **ALLOW CHANGE OF CALL TYPE OR DIVISION WITH POSTED COSTS** is marked in Service Management Password Setup, you must enter the administrator password to complete the change.
5. Select *Save*. If costs have been posted to the call, you are prompted with the following warning message: *Are you sure you want to change the division or call type?* Select *Yes* to continue. After you save the service call, a

reversing GL transaction is posted, backing out any WIP and COGS transactions from the old division or call type accounts and moving those amounts to the accounts associated with the new division or call type. Having these transactions in the correct accounts enables you to relieve the correct WIP accounts at month-end. These transactions are associated with the service call but will not appear on the service call invoice.

Creating a Vendor Quotation Request

Use the Vendor Quote window to create a Quotation Request based on the tasks that are assigned to the service call. The Vendor Quotation Request information is not stored in the system.

1. Select *Cards > Service Management > Service Manager*.
2. Select the *New Call* button.
3. Complete the Service Call window, including assigning a task. See Creating Service Calls With One Appointment (page 110) or Assigning an Equipment Record to a Service Call (page 115) for information about completing the window.
4. Select the *Vendor Quotation* button.
5. In the Vendor Quote window, select the **Vendor**.
6. The primary **Address ID** defaults into the window however you can use the lookup to select a different Address ID for the vendor.
7. Enter or select the **Expiration Date**. This represents the day the request for the quote expires.
8. Enter or select the **Required By Date**. This represents the last available date the quote from the vendor can be submitted for consideration.
9. Select the *Tasks* button.
10. In the Service Call Tasks Lists window, select a task or subtask to add this to the Vendor Quote and then select the *Select* button. Continue to add tasks to the Vendor Quote, as needed.
11. Enter any **Comments**, as needed.
12. Select *Print* to create the **Vendor Quotation Request** report. Do not exit the window without printing the Vendor Quotation Request, otherwise, you will have to re-enter the data.

Buttons on This Window

- **Clear**
  Clears the window of all data, including the selected Vendor and Tasks.
- **Tasks**
  Opens the Service Call Tasks Lists window so that you can select a task or subtask to add to the Vendor Quote.
- **Remove**
  Removes the selected task or subtask from the Vendor Quote window.
- **Reset**
  Not in use.
- **Print**
  Generates the Vendor Quotation Request report.

Reopening a Closed Service Call

If you've closed a service call manually, you may discover you have unbilled costs that you need to bill. To do this, you can re-open the closed call and have an option to move the costs from history so that you can now invoice the service call. When reopening a service call, a reversing journal entry is created and a reversing batch is created. The batch naming convention is the first 5 characters of the user name + MNLREOPEN. (For example, LESSOMNLREOPEN.)

Notes:

- Reopening a close service call is for Service Invoicing only. You cannot reopen a service if you are using SOP Invoicing.
- Only the latest cost transactions can be called back on a manually closed service call. If a service call was manually closed, then invoiced without pulling back unbilled costs, new costs are added, and the call was manually closed again, only the cost transactions that were *last* manually closed can be pulled back.
- Only the most recent unbilled invoice is pulled back, regardless if a valid invoice has since been posted. The unposted invoice history record is removed and a new invoice is created in the Open Invoice table.
- When using an extended pricing matrix:
    - Unbilled fixed costs that were manually closed and not billed are recalculated when the costs are pulled back into the Transaction Work table from the Cost History table.
    - Any other overhead costs that are calculated based on other types of costs will also be calculated and added to the Transaction Work table.
    - For fixed costs (for example Trip Charge, after reopening the service call, you will need to open the Invoice window so that the rate is added back to the open call invoice.
- Verify the Divisional accounts are correct for the reopened service call.
- Billing amounts are recalculated and based on the rate on the actual day you reopen the service call. These amounts may be different than when you closed the service call. This includes changes made to extended pricing, labor rate groups, SOP inventory, unit prices, and/or travel rates after closing the service call.
- After entering a markup percent for the subcontractor Added Cost window and haven't billed these costs, when the call is reopened, the billing amount is recalculated using the pricing matrix, not the markup percent entered in the Added Cost window.
- If you modify a billing amount (override) and the call is reopened, the pricing matrix is used to calculate the billing amount.
- When reopening a service call that has an SOP transaction, the system will first look at the customer record, then the RM setup, and then the inventory item for a price level. If the price level has not been set up and was manually selected on the SOP Order/Invoice line, the billing cannot be computed and will be $0.
- A service call can be reopened if the Customer is inactive, however, you will not be able to invoice the service call.
- A service call can be reopened if the location is inactive, however, the service call will not pull back any un-invoiced costs.

To reopen a closed call:

1. Select *Cards > Service Management > Service Manager*.
2. Select the customer.
3. In the call history scrolling window, double-click the closed service call. See Viewing Existing Service Calls (page 117) for additional information on finding the closed service call.
4. In the Service Call window, change the **Call Status** to *Open*.
5. Select *Save*.
6. A message displays "Prior unbilled costs exist. Do you want to bill these costs?" Reopening an MCC or MC service call will not display this message because the costs were applied to the maintenance contract.
    - **Yes** - Creates a reversing entry for the unbilled costs that were on the service call.
        - The cost transactions are moved back to the Transaction Work table.
        - A WIP transaction is created to move costs from COBS back to WIP.
        - A reversing manual reopen GL Batch with WIP debited and COGs credited.
        - The transaction date is set to today's date.
        - Reference is the service call ID.
        - Source Document is GJ.
    - **No** - A reversing entry is not created for the unbilled costs. The cost transactions on the closed call are not moved back. You can add new costs to the service call.

7. Post the batch.

Viewing the Service Call Audit

The Service Call Audit window displays the history of the service call you are accessing the Service Call Audit window from and includes all the fields from the SV00300 table. For information on installing the Signature Audit Add-In, see Installing Service Call Auditing[20]. For information on setting up this feature, see the Additional Setup Options section in Choosing Service Options (page 30).

Viewing the Service Call Audit Data

1. Select *Cards > Service Management > Service Manager*.
2. Select the Customer ID.
3. Access the Service Call window by double-clicking a service call in the list of service calls or by selecting the History icon and then double-clicking on a service call.
4. Select the *Additional Audit* button.
5. In the Service Call Audit window, the top of the window displays the Service Call ID.
6. In the scrolling window the following columns display:
    - Operation
    - Service Call ID
    - Type of Problem
    - Service Description
    - Address Code
    - Customer Number
    - CPRCSTNM
    - Wennsoft Affiliate
    - Wennsoft Branch
    - USERID
    - Technician ID
    - Technician Team
    - Service Area
    - Route
    - Customer Name
    - Location Name
    - Technician
    - Technician ID2
    - Type of Problem ID
    - Type of Problem
    - Resolution ID
    - Resolution Description
    - Equipment Type
    - Type Call Short
    - Type of Call
    - SV Call Source
    - SV Call Source ID 1
    - SV Call Source ID 2
    - User Define 1a - 4a
    - Purchase Order
    - Date of Service

20. https://wennsoft.atlassian.net/wiki/spaces/sig2026/pages/1620333024/Installing+Service+Call+Auditing

- Salesperson ID
- Priority of Call
- Status of Call
- Call Invoice Number
- Invoice Style
- Completion Date
- WS Time 1
- Time String 1 1 - 1 6
- Service Date 1 - 6
- Service Time 1 - 6
- Time Zone
- Date1
- Division
- Divisions
- Call Time
- Corporate Contract Number
- WSMSTRCONTSQ
- Contract Number
- WSCONTSQ
- Invoice Type
- POSTED
- Added Rate
- Billing Amount Fixed
- Billing Amount NTE
- Billable All
- Cost All
- Tax Amount 1 - 3
- Labor Billing Category 1 - 5
- Billable Equipment
- Billable Labor
- Billable Material
- Billable Other
- Billable Subs
- Billable Tax
- Labor Cost Category 1 - 5
- Cost Equipment
- Cost Labor
- Cost Material
- Cost Other
- Cost Subs
- Cost Tax
- Caller Email Address
- Caller Name
- Caller Phone
- Callback
- WS Job Number
- Orig Call ID
- SVSLARES
- PO Outstanding Status
- WCA Originating Call
- WCA Technician
- Service User Define 1 - 25
- MODIFDT

- Modified Time
- MDFUSRID
- SV Language ID
- Base Currency ID
- Base Curr Conv Factor
- Billing Currency ID
- Billing Curr Conv Factor
- Local Currency ID
- Track In Job Cost
- Transfer to WS Job
- Billed to Job Equipment
- Billed to Job Material
- Billed to Job Labor
- Billed to Job Subcontractor
- Billed to Job Other
- Bill Customer Number
- Bill Address Code
- Rental Agreement Number
- Rental Agreement Line Order
- Vendor Quote Printed
- Contact ID
- Phone ID
- WSReserved CB 1 - 5
- WSReserved STR 1 - 2
- Dex Row ID

7. Close the window by selecting the "X" in the top right corner.

Filtering, Sorting, Rearranging Data

Use your mouse to drag or select the options below:

- **Group**
  To group the displayed data by a column, select a column header and drag this to the area labeled *Drag a column header to the group location to group the results by that column* located to the top left of the columns. To undo the grouping, drag the column header back to anywhere on the grid, the column header returns automatically to its original location.
- **Sort order**
  Select the column header to change the sort order. A small triangle points to indicate if the sorting is ascending (A-Z) or descending (Z-A). Hold the Shift key when selecting headers to sort against multiple columns simultaneously.
- **Filter**
  Select the lookup icon to select a filter type (contains, does not contain, starts with, ends with, equals, does not equal) and enter the value in the field to the right of the lookup.
- **Column Order**
  Drag the column headers to the left or right to change the column order. The Customer and Location columns each have a main column header that lets you drag all three columns (Notes, Name, ID) simultaneously. You can also rearrange the Notes, Name, and ID columns beneath both the Customer and Location headers.
- **Scrolling**
  A horizontal scrollbar is hidden until you hover with your mouse at the bottom of the grid. When the horizontal scrollbar displays, you can drag the bar to view more columns. A vertical scrollbar is automatically displayed.

Integration With Equipment Management Series

If you are using both Service Management and Equipment Management, you may have equipment records in Service Management that are linked to equipment records in Equipment Management.

Actions That Update Both Records

The following actions will update both records.

- When Service Management equipment is moved, the link to the Equipment Management record is also updated with the new customer, location, and/or equipment ID.
- When a new Equipment Management record is created through New Equipment Entry, you can create the record in Service Management as well.
- When a new Equipment Management record is created through Equipment Manager, you can create the record in Service Management as well.
- When a new Service Management record is created through SOP, you can create the record in Equipment Management as well.
- When a new Service Management record is created through a purchase order, you can create the record in Equipment Management as well.
- When updating an equipment record, the manufacturer, model, equipment type, and serial number are updated for both records.
- When deleting equipment records in Service Management, the Equipment Management link is removed.

Updating the EM Record When Equipment Is Moved in Service Management

If you are using both Service Management and Equipment Management, you may have equipment records in Service Management that are linked to equipment records in Equipment Management. When a Service Management equipment record is updated with a new customer, location, and/or equipment ID, the service information on the Equipment Management record is now updated automatically. This keeps the two equipment records in sync when equipment is moved.

Linking Service Information to an EM Equipment Record

The link between Equipment Management and Service Management equipment records is created on the Service tab of the Equipment Manager (*Cards > Equipment > Equipment Manager*).
After a link is established, the service fields on the Equipment Manager are disabled for editing. You cannot edit these fields manually without removing the link first; any updates to service information must be performed using the Service Management Move Equipment utility.
You can make changes to the link between the Service Management and Equipment Management equipment records in three ways:

- Use the *Remove Link* button to remove the link to the Service Management equipment record.

  > ⚠ Removing the link to the Service Management equipment also removes any service history information on the **Svc. Hist.** tab.

- Use the *Move Equipment* button to open the Move Equipment window, where you can move equipment records from one location to another.
- Use the Move Location utility to move location records from one customer to another.

Moving Service Equipment

The Move Equipment utility allows you to move service equipment from one location to another. When you use this utility to make changes to an equipment record location in Service Management, the Equipment Management record is updated as well.

1. To open the Move Equipment window, select *Microsoft Dynamics GP > Tools > Utilities > Service Management > Move Equipment*, or use the *Move Equipment* button on the Service tab of the Equipment Manager in Equipment Management.
2. Enter the Old Location of the equipment you are moving. If you opened this window directly from the Equipment Management record in Equipment Manager, the Old Location information defaults.
3. Enter the New Location. You can change the customer and location during the move, as well as the Equipment ID.
4. Select *Move*. The service equipment is moved, and the equipment record in Equipment Management is updated to reflect these changes.

Moving Service Locations

The Move Location utility allows you to move a location record from one customer to another. Service history and equipment information is transferred when a location is moved. When you use this utility to make changes in Service Management, the service information on the equipment record is updated in Equipment Management as well.

1. Open the Move Location window by choosing *Microsoft Dynamics GP > Tools > Utilities > Service Management > Move Location*.
2. Enter Old Location and New Location information.
3. Select *Move*. The service location is moved, and the equipment record in Equipment Management is updated to reflect these changes.

Creating Records Through New Equipment Entry

When you use the New Equipment Entry utility to create an equipment record in Equipment Management, you are now prompted to create a new equipment record and link to that record in Service Management.

1. Select *Microsoft Dynamics GP > Tools > Utilities > Equipment > New Equipment Entry*.
2. Complete the fields for creating a new equipment entry in Equipment Management, then select *Create*. When prompted if you are sure you want to create the equipment record, select *Create*.
3. A second message appears, asking if you want to create the equipment record in Service Management as well. Select *Create*. When the Equipment Management record is generated, you are brought to the Service tab of the Equipment Manager window.
4. Enter the service Customer and Location, then create a *New Link* to Service Management. A new equipment record is created in Service Management as well when you save the record.
5. Complete additional details on the Equipment Management and Service Management equipment records, as necessary.

Creating Records Through Equipment Manager

When you create a new Equipment Management equipment record in the Equipment Manager window, you are now prompted to create a new equipment record and link to that record in Service Management.

1. Select *Cards > Equipment > Equipment Manager*.

2. Complete the required fields on the header and the Details tab to create the new equipment record. When you are ready, select *Save*. The following message appears: *Do you want to create this Equipment in Service Management?* Select *Create*, and you are brought to the Service tab of the Equipment Manager window.
3. Enter the service Customer and Location, then create a *New Link* to Service Management. A new equipment record is created in Service Management.
4. Complete additional details on the Equipment Management and Service Management equipment records, as necessary.

Creating Records Through SOP

If the automatic equipment add feature is set up, a Service Management equipment record is automatically created at the customer location when you sell a piece of equipment from your inventory using Sales Order Processing (SOP). This process can create an equipment record in Equipment Management as well.

Set up the Automatic Equipment Add Feature

When you sell an inventory item that has an equipment type assigned to it, the Service Management equipment record is created when that item is sold.
Refer to the Service Management user manual for more information on the criteria required to automatically add equipment through Sales Order Processing.

Mark the Option to Create the Link to EMS

For each equipment type, you can specify whether you also wish to create an Equipment Management equipment record when an inventory item of that equipment type is sold.

> ⚠ You must have a manufacturer and model assigned to an equipment type to create the equipment in Equipment Management. The manufacturer and model fill on the Equipment Management equipment record based on what is assigned to the equipment type.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Equipment > Equipment Types*.
2. Select an **Equipment Type**. To create the equipment record in Equipment Management when selling an inventory item in this type, the **Manufacturer ID** and **Equipment Model Number** fields cannot be blank.
3. Mark the **Create Link to Equipment Series** checkbox.
4. Select *Save*.

Complete the Sales Order

1. Select *Transactions > Sales > Sales Transaction Entry*.
2. Complete the Sales Transaction Entry window as you would when selling equipment inventory. The inventory item you select must have an item type of Sales Inventory and an assigned equipment type.
3. When you are ready, save the transaction.
4. Post the batch to create the equipment record in Service Management, either at the Ship to Address, or, if specified, at the service call or job location. A corresponding equipment record is also created in Equipment Management with the Signature Service Management information filled on the Service tab. Additional equipment details can be added to both the Equipment Management and Service Management records after the sale.

Creating Records Through a Purchase Order

When a purchase order for an inventory item is processed, if the inventory item is linked to an equipment model, an equipment record is automatically created in Equipment Management. This process now creates an equipment record in Service Management as well.

1. Select *Transactions > Purchasing > Purchase Order Entry*.
2. Complete the Purchase Order Entry window as usual. When you add an inventory item that is linked to an equipment model, the Purchasing Equipment Creation Entry window opens.
3. Enter information for the new Equipment Management record. If you would like to create a Service Management record as well, enter a **Customer ID** and **Address Code**. Your entries in the **Model**, **Equipment Type**, and **Manufacturer** fields apply to both the Equipment Management and Service Management equipment records.
4. Select *Create* to create the Equipment Management record(s) and generate a new Equipment Management Equipment ID for each new record. If you chose to create a Service Management record and filled the appropriate fields, the WS Equipment ID is generated as well. You can still change, add, or delete the Customer ID, Address Code, and WS Equipment ID before the Service Management record is created.
5. Select *OK* to return to the purchase order. The Equipment Management and Service Management equipment records will be created when the purchase is processed.

Updating Equipment Records

When Equipment Management and Service Management equipment are linked, the following fields are updated on both records whenever a change is made:

- Manufacturer
- Model
- Serial Number
- Equipment Type

To make changes to a Service Management equipment record

1. Select *Cards > Service Management > Service Manager*, and select a customer.
2. Use the *Equipment* button to select an equipment record, and zoom on the **Equipment ID** field.
3. The **Manufacturer ID**, **Model Number**, **Serial Number**, and **Equipment Type** fields can be edited on the main tab of the Equipment Master window.
4. Select *Save* to save your changes. When the record is saved, the corresponding Equipment Management equipment record is also updated with your changes.

To make changes to an Equipment Management equipment record

1. Select *Cards > Equipment > Equipment Manager*, and select an equipment record.
2. The **Manufacturer**, **Model**, **Serial Number**, and **Equipment Type** fields can be edited on the header and Details tab of the Equipment Manager window.
3. Select *Save* to save your changes. When the record is saved, the corresponding Service Management equipment record is also updated with your changes.

Deleting an Equipment Record in Service Management

When you delete an equipment record in Service Management, if that record is linked to equipment in Equipment Management, the link to the Service Management record is removed when the record is deleted.

1. Select *Cards > Service Management > Service Manager*.
2. Select a customer, and zoom on the **Location Address ID** field.

3. Use the *Equipment* button to open the Equipment Master window, or select an equipment record.
4. Select *Delete*, and you receive the following warning: This equipment is linked to an equipment record in Equipment Management Series. Are you sure you want to delete this equipment and remove the link to Equipment Management?
5. Select *Yes*. The Service Management record is deleted, and the link to Service Management is removed on the corresponding Equipment Management record. The Equipment Management record is not deleted.

Using the Dispatch Board

The Dispatch Board is used to manage appointments. You can select which appointments to view and the order in which to view them using filters and the sorting drop-down list. You can select to display activity appointments. If you are using the Job Scheduling in Service Management module, you can select to display job appointments on the Dispatch Board.

Select *Cards > Service Management >Dispatch Board*.

To quickly access an appointment or service call from the Dispatch Board, select an appointment in the scrolling window and zoom on the Work ID field.

Managing Appointments Using Dispatch Board Filters

Permanent filters: You can set permanent filters using the *Preferences* button on the Dispatch Board.

By selecting the *Preferences* button, you can select to see any combination of date range, technician ID, technician team, call type, appointment status, service area, and two user-defined fields. You can select to display service calls, activities, and jobs in your permanent filter. If you select to include service calls, you can select to include completed, closed, and MCC calls. Global filter preferences can be selected in the Dispatch Board Filter Preferences window if the Allow User Editing checkboxes are marked in the User Profile window.

You may have established Dispatch Board viewing preferences during setup. These filters will be active when you first open the Dispatch Board. You can change these filters from the Dispatch Board using the *Preferences* button. The settings are made for the user ID currently signed in, overwriting the preferences established during setup.

- **Temporary filters**
  You can temporarily filter Dispatch Board data by using the filtering fields on the Dispatch Board or using the query button. If you're using the filter fields on the Dispatch Board, mark the appropriate checkboxes and enter information in the fields. For instance, if you only want to view a single technician's appointments, enter the technician in the Technician ID field. Once the Dispatch Board is closed, the filter preferences are cleared. You can also use the *Clear* button to clear the filter preferences. The second way to set temporary filters is using the query button attached to the Date field. Enter the filter information in the Query window. Use the query feature to temporarily view a subset of appointments. Once the Dispatch Board is closed, the filter preferences are cleared. To set a date range, use the query button instead of setting a date range from the Dispatch Board's *Preferences* button.
- **Sorting option**
  You can display appointments by the sorting option selected from the drop-down list in the lower-left corner of the Dispatch Board. You can sort appointments by the date scheduled, work ID, priority, service area, and technician. Sorting by date scheduled works best when used with a date range since no sorting will occur if you're viewing appointments scheduled for only one day. Also, when sorting by priority, you must have at least two appointments assigned a priority for sorting changes to take place.

Timestamping a Call From the Dispatch Board

1. Select *Cards > Service Management >Dispatch Board*.

2. Select a service appointment in the scrolling window.
3. Select the clock button in the Work ID field. The Time Stamp window opens. The disabled gray fields display the service call ID, user ID, service call date, and the date and time the call was opened.
4. Select the clock button in one of the user-defined fields to stamp the system time in the field. You can also manually enter a date and time in a field.

Printing the Dispatch Board List

The Dispatch Board List contains all information displayed on the Dispatch Board. The report is sorted per the sorting option selected on the Dispatch Board.
The appointment types you select to display on the Dispatch Board are the same types that will print on the Dispatch Board List.

1. Select *Cards > Service Management >Dispatch Board*.
2. Select *File > Print*.
3. Select *Dispatch List*.

Batch Printing Workorders

You can batch print workorders for appointments displayed on the Dispatch Board. One workorder prints for each appointment. The workorders are sorted per the sorting option selected on the Dispatch Board. The appointment types you select to display on the Dispatch Board are the same types that will print on the workorder.

1. Select *Cards > Service Management > Dispatch Board*.
2. Select *File > Print*.
3. Select *Workorders*.

The workorder that prints from the Dispatch Board is not the same as the workorder that prints from the Service Call window. If you modified the Service Call workorder, you may also want to modify the Dispatch Board workorder.

Using the Technician Board

Using the Technician Board – Daily View Window

The Technician Board – Daily View window displays a detailed schedule for a technician and allows you to see blocks of time for scheduling purposes. Scheduled service, activity, and job appointments display in the scrolling window. The window displays in 15-minute increments. Appointments that are in non-15 minute increments, such as five minutes or 20 minutes, are rounded up to the nearest 15-minute interval. The window displays for one technician at a time.

To open the technician board – daily view window:

1. Select *Cards > Service Management > Technician Board*.
2. Select a technician.
3. Select the Daily View tab.

The scrolling window displays as of the system time unless a different time is entered in the Technician Schedules window. For example, if the system time is 11:00 a.m., the scrolling window starts at 11:00 a.m. You have to scroll up to display the scrolling window before 11:00 a.m.

The scrolling window displays appointments for the selected technician and date. Mark the Completed and Closed checkboxes at the top of the window if you want appointments for these types of calls to display. Appointments for MCC calls always display in the scrolling window.

OPEN indicates the technician has no service, activity, or job appointments scheduled. N/A indicates the technician isn't available. That is, the technician doesn't have a shift set up during that time.
Appointments display in color. Service appointment color is based on call type. See Setting Up Call Types (page 53).
Activity and job appointments appear amber in color. This is a system default and can't be changed.

Select the *Activities* button to open the Appointment Wizard where you can create activity and job appointments.

Using the Technician Board – Appointments Window

Scheduling and tracking service technicians' schedules is vital when dispatching service calls. With the Technician Board – Appointments window, dispatchers can monitor and plan technician workloads by viewing each technician's appointments.

If you're using the job scheduling feature, you can view job appointments in the Technician Board – Appointments window.

Select Cards > Service Management > Technician Board.

The scrolling window displays service appointments. If you're using the Advanced Scheduling features, you can display activity appointments by marking the Activity Appts. checkbox. If you're using the Job Scheduling feature, you can display job appointments by marking the Job Appts. checkbox.

The 42-day calendar on the right side of the window displays the hours of scheduled service appointments, activity, and job appointments for the selected technician. If you select a day in the 42-day calendar and then select the Daily View tab, the Technician Board – Daily View window displays for that date.

Filtering Appointments on the Technician Board

You can filter the appointments that display in the scrolling window using the filter fields at the top of the window:

- **Date**
  The Date field defaults with the date from the Dispatch Board. If a technician is entered in the Technician field, you can select another date, if necessary.
- **Technician**
  The Technician field defaults with the technician ID from the calling window. Use the browse buttons to select another technician, if necessary. You can view appointments assigned to the Unassigned technician in this window.
- **Show, Unscheduled Service Appts. Only**
  This checkbox defaults as unmarked so both scheduled and unscheduled service appointments display in the scrolling window. Mark this checkbox if you want only unscheduled service appointments, or those that do not have a start time and estimated hours, to display in the scrolling window. If you mark this checkbox, the Activity Appts. and Job Appts. checkboxes will be unmarked and disabled.
- **Activity Appts.**
  If you're using the Advanced Scheduling features, you can mark this checkbox to display activity appointments in the scrolling window.
- **Job Appts.**
  If the Job Scheduling in Service Management feature is registered, you can mark this checkbox to display job appointments in the scrolling window.
- **Completed, Closed, and MCC Calls**
  Mark these checkboxes if you want appointments for these types of calls to display in the scrolling window.

Rescheduling Service Appointments

A dispatcher can move a service appointment from one day to another using the *Reschedule* button in the Technician Board– Appointments window.

1. Select *Cards* > *Service Management* > *Technician Board*.
2. Select the appointment in the scrolling window, and then select the date on the calendar you want to move the appointment to.
3. Select the *Reschedule* button.
4. A message appears, asking if you're sure you want to move the appointment. Select *Continue*.
5. The Appointments window opens. Edit the appointment or just select *Save*.
6. Close the Appointments window.

Creating Activity and Job Appointments

The *Activities* button opens the Appointment Wizard where you can create activity appointments. If the Job Scheduling feature is registered, you can create job appointments.

Rescheduling Activity and Job Appointments

You can reschedule single activity and job appointments in the Technician Board – Appointments window.
To create job appointments, you must have the optional Job Scheduling feature registered.

1. Select *Cards* > *Service Management* > *Technician Board*.
2. Select a technician.
3. Select a job or activity appointment in the scrolling window.
4. Select the date on the calendar you want to move the appointment to.
5. Select *Reschedule*.
6. A message appears, asking if you're sure you want to move the appointment. Select *Continue*.
7. The Reschedule Appointment Wizard window opens, where you can enter a new start time for the appointment, if necessary.
8. Select *Reschedule*.

Technician Schedules Window

The Technician Schedules window is used to determine technicians' availability. The window is part of the Advanced Scheduling features. The window can be opened by choosing the Technician schedules button in the Technician ID field from Dispatch Board, Service Call window, and Appointments window. The Service Date field defaults with the date entered in the calling window. If no date was entered, the system date defaults.

Filtering Data

The Technician field defaults with the technician from the calling window. The Skill Level field and the Service Area field are used to filter technicians. If a service area is entered as a filter, the technicians list in the sequence established in the Service Area Setup window (*Microsoft Dynamics GP* > *Tools* > *Setup* > *Service Management* > *Lookup Setup* > *General* > *Service Area*).
Use the *Clear* button to display all technicians.
The starting time in the Service Call or Appointments window defaults into the Hours reflected as of: field, which we call the Time field. If you select the clock button in the Time field, the system time defaults. If the Starting Time field in the Service Call or Appointments window is blank, the system time defaults.

Viewing Scheduled Hours

The scrolling window displays the available, allocated, and MCC hours for each technician. This information assists you in determining which technician to assign to a service call appointment.
Available hours are calculated based on the length of the shift plus extended hours minus any activity appointments and assigned service appointments. Allocated hours are the total of the activity appointments for the technician and all assigned service appointments. MCC hours are the total of all MCC service appointments assigned to the technician.
The available, allocated, and MCC hours are based on the time displayed in the Time field at the top of the window. For example, if a technician's shift was nine hours long (8:00 a.m. - 5:00 p.m.), and no activity appointments or service call appointments were assigned to the technician, and 8:00 a.m. is entered in the Time field, the available hours would be nine. If 11:00 a.m. was entered in the Time field, the available hours would be six.

Viewing Unscheduled Appointments

To view appointments that haven't been scheduled to a technician, enter Unassigned in the Technician field. The Available row in the scrolling window will always be zero since you can't set up a shift for the Unassigned technician. The Allocated row, however, displays the total unassigned hours. This is useful to dispatchers because it displays the total hours that need to be assigned to technicians. The MCC row displays the total unassigned MCC hours.

Navigating from the Technician Schedules Window

Highlight a technician and select the Select button to return to the Service Call window with the selected technician in the Technician ID field.
The Technician Board – Appointments window opens when you select a row in the Technician Schedules' scrolling window and then zoom on the date heading.

Using the Service Monitor

The Service Monitor visually displays service call data by colors selected for the call type. The Service Monitor displays the appointments associated with the service call. The associated service call can be accessed by selecting the appointment in the Service Monitor window. The Service Monitor has an automatic refresh option to update the screen with the most recent appointment information.

Setting Up the Service Monitor

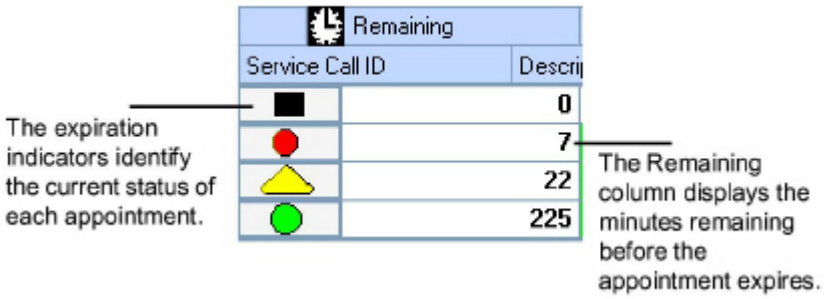
The Service Monitor window displays appointments concerning their expiration status and has an associated setup window where you can select display options for those appointments.

> ⚠ We recommend that you display the Service Monitor window on a dedicated machine, not a workstation that is being used for other Microsoft Dynamics GP or Service Management-related tasks. A 17-inch monitor must be used to display the window in its entirety.

1. Select *Inquiry > Service Management > Service Monitor*.
2. Select the *Options* button in the Service Monitor window.
3. Select to display either the **Minutes Remaining Before Expiration** or the **Actual Expiration Time** for each appointment. Depending on your choice, the associated field label in the Service Monitor scrolling window is either Expiration or Remaining.

4. Enter a frequency, in number of minutes, for updating the Service Monitor window. When the window is updated, the status of all appointments is updated by the amount of time that has elapsed. Tracking of the elapsed time begins each time you open the Service Monitor window. The Service Monitor window is updated automatically each time you select the show/hide detail button in the scrolling window. At that point, tracking of elapsed time restarts.
5. Enter the number of minutes for updating the expiration status of appointments displayed in the Service Monitor window. The notification process determines the point in time (in relation to the actual expiration time) when the expiration indicator should change to a cautionary or warning status for each appointment.
6. Select whether to enable the timer. To improve performance when the Service Monitor is running on a server, you can disable the automatic timer feature. The automatic timer controls the Remaining/Expiration fields and the graphical display field on the Service Monitor. Mark the **Enabled** checkbox if you want to use the automatic timer.
7. Define audio signals. The Service Monitor is shipped with predefined audio warning and caution signals; however, these sounds can be changed. Microsoft Windows contains several .WAV files stored in the Windows Media directory. If you wish to use a different Windows sound as the signal for appointments entering the cautionary or warning state, you can rename the current caution or warning signal, copy the signal you want to use to the Microsoft Dynamics GP directory and rename it as *caution.wav* or *warning.wav*. If you don't want to use audio signals for appointments entering the cautionary or warning statuses, you can delete the .WAV files from the Microsoft Dynamics GP directory, rename the files or turn off your sound options using the sound icon on the Windows taskbar.

Time expiration indicators appear in the left-most column in the Service Monitor scrolling window. Refer to the following illustration:



Use the following table to identify each expiration indicator and the associated expiration time.

Expiration Indicator	Icon	Minutes Remaining
Black square — Expired		**0** When an appointment has expired, the time remaining is 0 regardless of the amount of time that passed since expiration.
Red octagon — Warning		**9** 1 to 15 minutes remains until appointment expires.
Yellow triangle — Caution		**24** 16 to 30 minutes remain until appointment expires.

Expiration Indicator	Icon	Minutes Remaining
Green circle — Open		**Over 30 minutes** More than 30 minutes remain until appointment expires.

For example, let's say you have an appointment that expires at 2:00 p.m. In the Service Monitor Display Options window, you entered 30 as the number of minutes — before expiration — when the stoplight color should enter the caution status. When the system time is 1:30 p.m., the stoplight changes from a green circle to a yellow triangle, indicating that the appointment is in a cautionary state and expires in 30 minutes.

Using the example above, if you entered 15 minutes before expiration as the time to change an appointment's indicator from caution to warning, the status indicator changes from a yellow triangle to a red octagon on the Service Monitor window when the system time is 1:45 p.m.

> ⚠ If you selected to display the actual expiration time instead of the minutes remaining in the Service Monitor Display Options window, only the indicators change based on your setup options; the time remaining always displays the actual expiration time.

Entering Guaranteed Times and Dates

If you want your appointments to appear on the Service Monitor, you need to enter a time and date in at least one of the five Guaranteed Time/Date fields in the Time Stamp window. This time determines the expiration time of the appointment.

> ⚠ If a service call is assigned to a maintenance contract that has a service level agreement, the guaranteed time/date will be automatically calculated and the associated appointments for MC calls automatically display on the Service Monitor.

1. Open the Time Stamp window in one of the following ways:
   - In the Service Call window, select *Time Stamp*.
   - On the Dispatch Board, select an appointment and select the clock button in the Work ID field.
2. Complete the Guaranteed Time/Date fields and select *OK*. The appointment now appears on the Service Monitor. If you enter time/date information in more than one Guaranteed Time/Date field, the earliest time/date drives the Service Monitor.

Filtering Information on the Service Monitor

In the Filter Preferences window, you select values to restrict the information that displays in the Service Monitor scrolling window. If you don't make any entries in the Filter Preferences window, all appointments scheduled for the current day display.

1. Select *Inquiry > Service Management > Service Monitor*.
2. Select the *Preferences* button.
3. Complete the filter fields. The Filter Preferences window is used to select filters for the Dispatch Board and the Service Monitor. If you make changes to the filter preferences for the Service Monitor window, those changes are applied to the Dispatch Board and vice versa. The **Priority** field is available when the window is opened using

the Service Monitor but not when it's opened using the Dispatch Board. The **Date Range** field is not available when the window is opened from the Service Monitor. Filters, or restrictions, can be entered for each user and the appropriate appointments will display. For example, a dispatcher may be assigned to enter and follow appointments for a specific technician and may want to view appointments for that technician only. You can view appointments for all technicians or for a single technician.

4. Once you've entered filters, you can select to include appointments for completed and closed calls as part of your filter selection. Additional global filters — **Branch Name**, **Affiliate**, **Region**, and **Branch** — can be selected here as well.
5. Select *OK*.

> ⚠ Your selections in the Filter Preferences window serve as defaults each time you open the window; only appointments that fall within those filters display.

Viewing Appointments on the Service Monitor

The Service Monitor window displays up to 38 appointments in the scrolling window. You can view the maximum number of appointments by closing the Filters window and then maximizing the Service Monitor. *Inquiry > Service Management > Service Monitor.*

The setup options you enter in the Filter Preferences window are reflected in the Filters window, which appears directly above the Service Monitor. You can open and close the Filters window by choosing the *Show/Hide Filters* button in the Service Monitor scrolling window.

Appointments are also identified in the scrolling window by their associated call's call type. Call types are set up and assigned colors in the Call Type Setup window. See Setting Up Call Types (page 53).

Clearing Appointments From the Service Monitor

The Service Monitor is driven by the guaranteed time in the Time Stamp window that expires first.
To meet your guaranteed times and clear the appointment from the Service Monitor, you must timestamp the appointment in the Time Stamp window.

1. Open the Time Stamp window in one of the following ways:
   - On the Service Monitor, select an appointment and select the clock button in the **Remaining** field.
   - In the Service Call window, select *Time Stamp*.
   - On the Dispatch Board, select an appointment and select the clock button in the **Work ID** field.
2. In the Time Stamp window, select the clock button in the appropriate timestamp field or type an entry in the **Stamped Time/Date** field. Remember, if your timestamps are connected to appointment statuses, then as the appointment statuses change, the appointment is automatically time-stamped.
3. Select *OK*. If you have guaranteed times for all five timestamps, the appointment must have all five timestamps met before it is cleared from the Service Monitor.

Updating Timestamps After Rolling Calls Forward

If you've rolled forward outstanding service calls and appointments from a previous day, the Time Stamp window reflects the previous day's date and time. Therefore, the Guaranteed Time/Date of each appointment must be changed to reflect the new day's schedule.

1. Open the Time Stamp window in one of the following ways:
   - On the Service Monitor, select an appointment and select the clock button in the Remaining field.
   - In the Service Call window, select *Time Stamp*.

- On the Dispatch Board, select an appointment and select the clock button in the Work ID field.

2. In the Time Stamp window, type a new entry in one or more of the Guaranteed Time/Date fields.
3. Select *OK*.

Printing the Service Monitor Call List

Select the printer button in the Service Monitor window to print the Service Monitor Call List, which lists all appointments currently displayed on the Service Monitor.

Adding Notes in Service Management

Most major windows in Service Management have the notepad feature enabling you to attach free-form notes to a record. These notes can be marked to remind you to do something in the future. Each window in Service Management has an Add Note button in the button bar to attach window-level notes. These notes can be used to attach instructions for completing the window and are separate from the reminder service notes. You will also find the notepad icon next to other fields to attach a note to that entity, for example, adding a note to a specific contract, customer, job, and/or location. Notes added at the customer and location level are also viewable in Schedule 2024 and later.

Creating Reminder Notes

1. Select the notepad button in any field with an attached notepad button.
2. In the Service Management Notes window, complete the following fields:
   - **Subject**
     Enter the subject of the note. The information entered is displayed in the list of notes for the entity. After you tab off this field, a confirmation message displays. Select *Yes* to add a new note or No to clear the Subject field.
   - **Current Owner**
     This field defaults with the current user. Use the lookup to change the current owner, if needed. If you mark the Reminder checkbox, this is the user who receives the reminder notification.
   - **Reminder**
     Mark the checkbox if you would like to receive a message, upon opening Service Management, that a note exists marked for the current Microsoft Dynamics GP system date. You must mark this checkbox if you want to be able to view the note in the Reminder Service Notes window.
   - **Reminder Date**
     The current date defaults in the Reminder Date field and can be edited.
   - **Printable**
     Select the **Yes** radio button to be able to print the note in the Printable Notes report. Notes marked printable appear on workorder 1 and T-card formats by default.
3. Enter the note in the scrolling window.
4. At the bottom of the window, the following information displays:
   - **Created User**
     The user who created the note.
   - **Modified User**
     The user who last modified the note. This is blank when creating the note.
   - **Last Changed**
     The date and time the note was last updated.
5. Select *Save*.

Reading Reminder Notes

1. Select *Inquiry > Service Management > Reminder Notes Inquiry*.
2. Select a sorting option from the drop-down list and select a range if you would like to view a range of notes, and then select *Redisplay*. A list of notes that had the Reminder checkbox marked displays in the scrolling window.
3. Double-click a note in the scrolling window to open the Notes window where you can view and edit the note.

Printing Reminder Notes

You can print notes that have been added to Service Management records using the notepad button and are marked printable. You can print the note text, transaction number, cost code, current user, and index.

1. Select *Reports > Service Management > General > Printable Notes*.
2. Select a sorting method from the drop-down list.
3. To restrict the records that are printed, enter a **Range**. You can enter a range of customer IDs, current owners, or reminder dates.
4. Select *Insert>>* to insert the restriction in the scrolling window. You can only enter one restriction per restriction type.
5. Select *Print* to print the notes that fall within the restrictions you've entered.

Posting Payroll Transactions to Service Management

Costs are posted to Service Management by a batch posting process. This benefits Microsoft Dynamics GP payroll users and non-payroll users in several ways. Specifically:

- Posts payroll costs to Service Management before building checks (for payroll and non-payroll users).
- Deletes TimeTrack batches after transactions have been committed, without removing costs from a Service invoice.
- Automatically removes Microsoft Dynamics GP payroll transactions after posting costs to Service Management without removing costs from a Service invoice (for non-payroll users).
- Posts overhead costs to Service Management in the same way as a wage expense. Therefore, overhead and wage expenses are always posted in the same fiscal period.

Before posting payroll transactions, make sure payroll posting options are set up correctly.

1. Select *Transactions > Payroll > Signature Payroll Posting*.
2. In the Signature Payroll Post window, complete the following fields:
    - **Posting Date**
      The date on which you want to post.
    - **Display Batches**
      Select to Display Batches created by all users or by the current user only. The batches are marked in the Job Cost or Service column to let you know the contents of that batch. If a batch contains transactions attached to a job number or service call ID, the appropriate column(s) will be marked with an asterisk.
    - **Status**
      Mark the checkbox in the Status column for the batches you want to post. You can mark each checkbox individually or use the *Mark All/Unmark All* buttons on the menu bar. The Mark/Unmark buttons will not affect batches that are already marked by other users.
    - **Post Job Cost, Post Service**
      If you are not using Job Cost, or if you are and the Post to Job Cost Only option is not marked in setup, the Post Job Cost checkbox will be disabled.
3. Select *Post*.

> If using Job Cost, Job Cost batches may not be available to post before building checks, depending upon Job Cost setup and validation performed in this window. However, a batch that contains both Job Cost and Service related transactions will be available to a user who wants to post only the Service related contents of a batch. Unless posting to Job Cost is selected along with Service, all job-related transactions will remain unposted in the batch and only the Service-related transaction will be posted and Microsoft Dynamics GP payroll transactions deleted. This allows for Job Cost and Service to be posted at separate times, as required by the business processes of each product.

After completing the posting process, the batch of payroll transactions can be included in the next batch of printed payroll checks.

Entering Signature GL Transactions

You can enter GL transactions for service calls using an alternate window called Signature Transaction Entry. This window is based on the Microsoft Dynamics GP GL Transaction Entry window.

> For Service Management, these features are available only if you are using Service Invoicing, not SOP Invoicing.

The general purpose of this window is similar to the Microsoft Dynamics GP Transaction Entry window:

- Enter standard and reversing transactions
- Post individually entered transactions
- Void saved transactions

However, you can also:

- Include a combination of service calls, jobs, etc. on the same transaction, and apply to one GL journal entry
- Transfer costs from a service call to a job, and vice versa, or from one service call to another

This feature supports multi-currency and Inter-company transactions, but *does not* support the following:

- Recurring batches
- Multi-Dimensional Analysis (MDA)

About Intercompany Transactions

Using the Signature Transaction Entry window, you can create intercompany transactions, which allows you to record transactions in the general ledger for one company that will create transactions in the general ledger of another company.
Consider the following when creating intercompany transactions using this window:

- As with other intercompany transactions, when the transaction is posted in the current company, the GL batch is created in the destination company must then be posted in that company.
- For Service Management, you cannot create labor transactions using the Signature Transaction Entry window.
- For Job Cost, you can create labor transactions but not if you are using labor rates to calculate payroll amounts.

Creating a Signature GL Transaction

⚠ Make sure you have security access to alternate Microsoft Dynamics GP windows for Signature.

1. Select *Transactions* > *Financial* > *General* or from the Service Call or Service Call Status window by choosing the *Journal Entry* button.
2. The **Journal Entry** field fills automatically. You can change this entry, if necessary.
   - **Intercompany**
     Mark this checkbox if you need to record transactions in the general ledger for one company that will create transactions in the general ledger of another company. See About Intercompany Transactions (page 149) for more information.
   - **Batch ID**
     The batch ID for the journal entry number you entered. If the batch ID you enter does not exist, a message will appear asking if you want to create a new batch.
   - **Transaction Type**
     A transaction is an accounting entry that changes the balance of liability, revenue, asset, and/or expense accounts. Standard - Mark this option to enter a general transaction, and to assign debit and credit amounts. Reversing - Mark this option to enter a transaction for which debit and credit entries will be reversed as of a later date.
   - **Transaction Date**
     The transaction date can be up to 365 days before the first day of the oldest open year and must be in an existing fiscal year.
   - **Source Document**
     The source document is an abbreviation that tells you which type of journal or entry to examine for more information about a transaction.
   - **Reference**
     References are required and can be any combination of alphanumeric symbols to help you identify the transaction.
   - **Currency ID**
     The currency ID for the transaction, if you're entering a transaction in a currency other than your functional currency. The functional currency is the default entry when you first open the window. Select the Currency ID link to view more information. If you're not using Multicurrency Management, this field isn't available.
   - **Product Indicator**
     Indicates the product to which you want to distribute the transaction. You can select Unbilled, Job Cost, or Service. (Service is disabled if using SOP invoicing.)
   - **Job No. / Service Call ID**
     The job number or service call ID associated with this transaction.
   - **JC Cost Code**
     This field is not in use if this is a Service transaction. If this is a Job Cost transaction, the field displays the cost code associated with this transaction.
   - **CC/CE**
     For a Service transaction, the cost code is displayed. If this is a Job Cost transaction, the field displays the cost code element based on the cost code selected. You can select the expansion button to open the Signature Transaction Detail Entry window, where you can enter additional detail for this transaction. See Entering Additional Detail for a Transaction (page 151) for more information.
   - **Co. ID**
     Enabled only if **Intercompany** checkbox is marked. Select the company for which this transaction will be created.
3. Fill the remaining fields, as necessary.

4. Save or post the transaction.

Entering Additional Detail for a Transaction

You can enter additional information for a Job Cost transaction using the Signature Transaction Detail Entry window. For example, if a transaction is being entered for a cost code with a cost element of 1 (labor), you can enter labor details, department, position, and labor rate group.

1. To open the Signature Transaction Detail Entry window, select the expansion button next to the Cost Element field in the Signature Transaction Entry window. The header fields on this window fill automatically from the Signature Transaction Entry window. The additional fields that are enabled on this window depend on the cost element selected.
    - Job No./ Service Call ID
    - Cost Element
    - Cost Code
    - Description
    - Cost Type Description
2. To enter transaction details, complete the enabled fields on this window, as necessary. If you are entering details for a transaction with a cost element of 1 (labor), the following fields are enabled.
    - **Employee ID**
      Identifies the employee, as set up in the Employee Maintenance window.
    - **Labor Rate Group**
      If the product indicator is Job Cost, the labor rate group of the cost code. If the product indicator is Service, the labor rate group from the customer location on the service call.
    - **Department, Position, and Pay Code**
      Pertains to labor rate groups set up in Service Management and Job Cost. These fields fill automatically when you select an Employee ID.
    - **Transaction Date**
      Fills automatically from the same field on the Signature Transaction Entry window.
    - **Hours**
      Hours of labor to be billed.
    - **Cost per Hour**
      Dollar amount per labor hour. Fills automatically from the employee payroll record when you select a Pay Code.
    - **Overhead Cost**
      The indirect, job-related cost your company incurs in the process of doing business, for example, workmen's compensation.
    - **Rate per Unit**
      Displays only if the *Display Pay Rate on Labor transactions* is marked in the Invoice Options window.
3. If you are entering details for a transaction with any other cost element, the following fields are enabled.
    - **Vendor**
      Enabled only if cost element is not labor.
    - **Equipment ID**
      Enabled only if product indicator is Service and cost element is not labor.
    - **Item Number and Item Description**
      The item number and description associated with this transaction.
    - **Unit Of Measure**
      The unit of measure associated with this item.
    - **PO Number**
      Purchase order number, if applicable.
    - **Quantity**
      The number of items.

- **TRX Amount (Extended Cost)**
  Fills automatically based on the amount entered in the Debit or Credit field in the Signature Transaction Entry window.
  This field is disabled for Service transactions.

4. Select *OK*.

Working With Time Zones

You can store dates and times in Greenwich Mean Time (GMT) so that dates/times can be accurately converted and displayed in the time zone of the location, technician, and user. In addition, time zones can be adjusted for Daylight Savings Time (DST).

Converting Time Zones

Time zones are not immediately converted to GMT as soon as you enable the time zone feature in Setup. After you turn on the time zone view feature, the system will attempt to populate certain specific date/time-related fields in GMT in the database for *new* records added. Existing service calls, timestamps, and appointment data must be converted *after* you populate certain tables with time zone values. Existing data must be converted before you add new service calls or appointments.

Service calls, time stamps, and appointments get the time zone from *location*.

> Time Zones and the corresponding data conversions must be set up and executed immediately after turning on the time zone view option and BEFORE new service call or appointment data is entered or existing service call or appointment data is edited.
> Failure to perform the implementation of this feature in this manner could result in invalid service call or appointment time-related data; therefore, we suggest that time zone views be implemented during non-business hours.
> Before turning on or turning off the time zone view feature, a current backup should be created of your company data.

Some additional notes regarding time conversions:

- When converting between time zones, if the time becomes 12:00:00 AM, the system will add *one second* to the time, for example, 12:00:01.
- For activities, the system determines the start and end times based on the technician's time zone. This is necessary since, when converting to GMT, the time may span multiple days.
- For appointments, when checking to see if an appointment conflicts with existing appointments, the system will use the technician's time zone as a guide.

See also:

- Enabling the Time Zone Feature (page 153)
- Setting Up Time Zones (page 153)
- Setting Up User Profiles for Time Zones (page 154)
- Assigning Time Zones to Records (page 154)
- Time Zone Views (page 156)
- Dates and Times Display (page 157)
- Time Zone Reference (page 157)

Enabling the Time Zone Feature

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Module Setup > Service Options*. The Service Options window opens.
2. Mark the checkbox: **Enable Time Zone Views**.
3. Select *OK* to the following message: *You have selected to use Time Zone views. For Time Zone Views to function properly, several tables must be updated with Time Zone data.*

About Disabling the Time Zone Feature

Although we do not recommend disabling the Time Zone feature after it has been enabled, if you do, consider the following:

1. Make a backup of your data *before* disabling time zones.
2. When you unmark the **Enable Time Zone Views** checkbox and save the window, a message appears asking you if you want to revert to the time zone of the user's machine. If you select *Yes*, the system converts times back from GMT to the time zone of the user who turned it off. If you select *No*, no data is converted and the system re-enables the time zone feature.

Setting Up Time Zones

You must set up a time zone record for each time zone your business deals with. Use the Time Zone Reference (page 157) as a guide for abbreviations and times.

> ⚠ For new installs, the time zones have already been entered. You should validate the GMT offsets and define the daylight savings time information, if applicable.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > General > Time Zones*.
2. Enter a **Time Zone** name, for example, CST for Central Standard Time. See Time Zone Reference (page 157) for a list of common time zone abbreviations. The GMT Offset values fill automatically based on the time zone selected.
3. If Daylight Savings Time (DST) applies to this time zone, mark the checkbox. The remaining fields on the window are enabled.
4. Complete the remaining fields, as necessary.
   - **DST Bias**
     The amount of hours and/or minutes to adjust the time for daylight savings time. For example, if the time is moved backward one hour in the summer and moved forward one hour in the fall, enter 1 in the Hours portion of the field.
   - **DST Start Date**
     Used to specify the date DST begins. You can include the instance of the day of the week for that month, the day of the week, and the month. For the instance, select from 1st, 2nd, 3rd, 4th, or Last.
   - **DST Start Time**
     The time of day DST goes into effect.
   - **Standard Start Date**
     Used to specify when standard time resumes and when DST ends. You can include the instance of the day of the week for that month, the day of the week, and the month. For the instance, select from 1st, 2nd, 3rd, 4th, or Last.
   - **Standard Start Time**
     The time of day standard time goes into effect, and DST time ends.

- **DST Bias**
  The amount of hours and/or minutes to adjust the time for daylight savings time. For example, if the time is moved backward one hour in the summer and moved forward one hour in the fall, enter 1 in the Hours portion of the field.
- **DST Start Date**
  Used to specify the date DST begins. You can include the instance of the day of the week for that month, the day of the week, and the month. For the instance, select from 1st, 2nd, 3rd, 4th, or Last.
- **DST Start Time**
  The time of day DST goes into effect.

5. Select *Save*. When you save a service call, the time will fill in GMT time. If there is a time zone associated with the location of that service call, that time zone will fill on the service call.

Setting Up User Profiles for Time Zones

You must set up the time zone in the user profile for each user of the system.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > System Administration > User Profile*. The User Profile window opens.
2. Select a user.
3. Select a time zone tag using the lookup in the **Time Zone** field.
4. Select *Save*.

Repeat these steps for each user in your system.

Assigning Time Zones to Records

You can assign a time zone for several records within Service Management. We have provided a special Update Time Zone Data (page 358) utility to make entering time zones easier. But first, you must manually enter a time zone in at least one record, at the highest point of the record hierarchy you select. This utility assumes the following general record hierarchy:

- Postal Codes
  - Branch
    - Location
      - Technician

If you do not use postal code assignments, you can start at the branch level. Therefore, before you run the utility, you should assign a time zone to the branch(es) so that the utility knows where to get the time zone necessary to populate the time zones for the other records. If you do not use branches, you start at the location level, again, assigning a time zone to the location.

Assigning Time Zones

The Update Time Zone Data (page 358) utility can only be used if you are using global filters. See Using Global Filters (page 75).

If you are using global filters:

- Assign time zones manually to your branches in Branch Setup (*Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Branches*.) - *OR* - If based on postal codes, run the Update Branch Time Zone from Postal Codes part of the utility.
- Either run the Update Time Zone Data utility to update time zones for locations and technicians - *OR* - assign the time zones manually for each of those records.

If you are not using global filters, you MUST assign time zone manually in all the records, including branches, locations, and technicians.

> ⚠ You cannot use the Update Time Zone Data utility if you are not using global filters. For more information, see Update Time Zone Data (page 358).

Time Zone Fields

After running the Update Time Zone Data utility to populate the postal codes, branch, location, and technician records, the time zones for additional Service records populate accordingly. For some windows, time zones must be assigned manually from a lookup.

Window	How the *Time Zone* field populates:
Service Class Setup	Select a time zone from lookup; this field does not fill automatically.
Customer Maintenance	Fills automatically based on the time zone of the service class. If no time zone is specified for the service class, the time zone fills based on the branch associated with the customer's location.
User Profile	Select a time zone from lookup; this field does not fill automatically.
Branch Setup	Does not fill automatically unless you run the Update Branch Time Zone from Postal Codes part of the Update Time Zone Data utility; otherwise, you must select a time zone. You can only select a branch if global filter record editing is enabled in the User Profile window for the current user.
Location	Fills automatically based on the branch if the Use Global Record Identification option is marked on the Service Options window. If branches are not used or if the conditions above are not met, the time zone fills based on the service class.
Technician Setup	Fills automatically based on the branch associated with this technician. If branches are not used, select a time zone from the lookup.
Dispatch Board	Fills based on the time zone of the user who is bringing up the dispatch board. If you change the time zone view to location or technician, for example, the date you entered might change based on the conversion to the location's or technician's time zone.

Window	How the *Time Zone* field populates:
Technician Board	Fills based on the technician selected. If you change the time zone view to location, for example, the date you entered might change based on the conversion to the location's time zone.

If you change a branch after the time zone feature has been enabled, you must manually change the technician and/or location time zone.

Time Zone Views

Time zone views allow you to view the dates/times in the time zone of location, technician, user, and in GMT (Greenwich Mean Time). This feature has been implemented in several windows.

Time zone views are just that: views; they do not affect the way dates/times are stored.

Changing the View

The time zone icon appears in the upper right of the appropriate window. The availability of views depends on the window and context. See below for a list of windows and available views. The availability of views depends on the window and context. See below for a list of windows and available views.

Indicator	The time zone displays by
	GMT
	Location
	Technician
	User

To change a view,

1. Select anywhere inside the icon. A popup menu appears.
2. Select the view that you want. The picture on the icon changes, depending on the view selected.
   - **Service Call**
     GMT, Location (*default*), Technician, User
     The time zone view icon will not be enabled until a service call is saved.

- **Appointments**
  GMT, Location (*default from service call*), Technician, User
- **Service Level Call Inquiry**
  GMT, Location, Technician (*default*), User
- **Dispatch Board**
  GMT, Location (*default*), Technician
- **Appointment Wizard**
  GMT, Technician (*default*), User
- **Reschedule Appointment Wizard**
  GMT, Technician (*default*), User
- **Appointment History**
  GMT, Location, User
- **Technician Schedules**
  GMT, Technician (*default*), User.
  The time zone selected appears in each grid of the technician's schedule.
- **Technician Activity Inquiry**
  GMT, Technician (*default*), User
- **Technician Board - Appointments**
  GMT, Technician (*default*), User
- **Technician Board - Appointments - Daily View**
  GMT, Technician (*default*), User
  The time zone selected appears in the right corner of the Time column heading.
- **Time Stamp**
  GMT, Location, Technician, User
  When any of the clocks on the window are pressed, the system converts to the time zone selected using the time zone icon.

Dates and Times Display

With the time zone feature, the time zone name (for example, CST) will appear next to applicable dates and times fields, as shown in the sample window below. The date and time will be converted from GMT to the time zone selected.

Time Zone Reference

The table below shows a list of supported time zones. Information includes common abbreviations, descriptions, and the time differences relative to Greenwich Mean Time (GMT).

Code	Name	Time difference relative to GMT
GMT	Greenwich Mean Time: Dublin, Edinburgh, London, Lisbon	GMT
WET	Monrovia, Casablanca	GMT
CVT	Azores, Cape Verde Is.	GMT minus 01:00
AT	Mid-Atlantic	GMT minus 02:00

Code	Name	Time difference relative to GMT
ART	Buenos Aires, Georgetown	GMT minus 03:00
BRST	Brasilia	GMT minus 03:00
NST	Newfoundland	GMT minus 03:30
AST	Atlantic Time (Canada)	GMT minus 04:00
IND	Indiana (east)	GMT minus 05:00
EST	Eastern Standard Time (US and Canada)	GMT minus 05:00
COT	Bogota, Lima	GMT minus 05:00
CST	Central Standard Time (US and Canada)	GMT minus 06:00
MEX	Mexico City, Tegucigalpa	GMT minus 06:00
SASK	Saskatchewan	GMT minus 06:00
MST	Mountain Standard Time (US and Canada)	GMT minus 07:00
AZ	Arizona Time	GMT minus 07:00
PST	Pacific Standard Time (US and Canada), Tijuana	GMT minus 08:00
AKST	Alaska	GMT minus 09:00
HST	Hawaii Standard Time	GMT minus 10:00
CAT	Central Alaska	GMT minus 10:00
SST	Midway Island, Samoa	GMT minus 11:00
IDLW	International Date Line West	GMT minus 12:00
NZST	Wellington, Auckland	GMT plus 12:00

Code	Name	Time difference relative to GMT
IDLE	International Date Line East	GMT plus 12:00
FJT	Fiji, Kamchatka, Marshal Is.	GMT plus 12:00
MAGT	Magadan, Solomon Is., New Caledonia	GMT plus 11:00
AEST	Hobart	GMT plus 10:00
ChST	Guam, Port Moresby, Vladivostok	GMT plus 10:00
LIGT	Brisbane, Melbourne, Sydney	GMT plus 10:00
ADE	Adelaide	GMT plus 09:30
DAR	Darwin	GMT plus 09:30
JST	Tokyo, Osaka, Sapporo, Seoul, Yakutsk	GMT plus 09:00
CCT	Beijing, Chongqing, Urumqi	GMT plus 08:00
AWST	Hong Kong, Perth, Singapore, Taipei	GMT plus 08:00
ICT	Bangkok, Jakarta, Hanoi	GMT plus 07:00
ALMT	Almaty, Dhaka	GMT plus 06:00
PKT	Islamabad, Karachi, Ekaterinburg, Tashkent	GMT plus 05:00
AFT	Kabul	GMT plus 04:30
GST	Abu Dhabi, Muscat, Tbilisi	GMT plus 04:00
IRST	Tehran	GMT plus 03:30
BT	Baghdad, Kuwait, Nairobi, Riyadh	GMT plus 03:00
MSK	Moscow, St. Petersburg, Kazan, Volgograd	GMT plus 03:00

Code	Name	Time difference relative to GMT
EET	Eastern European Time	GMT plus 02:00
ATH	Athens, Helsinki, Istanbul	GMT plus 02:00
CAIR	Cairo	GMT plus 02:00
CAT	Harare, Pretoria	GMT plus 02:00
ISRL	Israel	GMT plus 02:00
CET	Paris, Madrid, Amsterdam	GMT plus 01:00
MET	Berlin, Stockholm, Rome, Bern, Brussels, Vienna	GMT plus 01:00

Editing Service GL Transaction Journal Entries

You can use the Correct or Copy buttons in the Signature Transaction Entry window to edit a journal entry.

CAUTION
This correctional feature reverses an entry exactly as it was created and any subsequent divisional accounting changes are not recognized.

Correcting a Journal Entry

You can:

- Correct a journal entry posted to an open job, if the journal entry was not created from the Job Transaction Entry window. If the transaction was entered in the Job Transaction Entry window, you will not be able to correct the journal entry in the Signature Transaction Entry window.
- Correct a journal entry on a closed job, however the job will not be updated. Closed jobs are not re-opened. If you are using divisional posting, the division expense account number (that the job was in) is credited. This is the Cost of Goods Sold account that was debited when the job was closed. The Transaction Date that displays on the Back Out Journal Entry is the original transaction date.
    - If you want the correction to update the job, you will need to re-open the job *before* you correct the journal entry.
    - If you should re-open the job after you've made the correcting entry, the job will not be updated. The re-opened job will be using the original journal entry.
- Correct a journal entry posted to an open or closed service call. If the service call is closed, the call is re-opened.

Correcting and Copying is not available for:
- Intracompany journal entries
- Inactive jobs

- Transactions created in the Job Transaction Entry window

Backing Out a Journal Entry

When you back out a journal entry, a reversing entry will be created when you post the transaction or save the transaction to a batch (and then post the batch). If you decide to not back out the journal entry, before posting or saving to a batch, you can select the *Clear* button.

To back out a journal entry:

1. Select *Transactions* > *Financial* > *General* or from the Service Call window by choosing the *Journal Entry* button.
2. Select the *Correct* button.
3. In the Correct Journal Entry window, select the **Action** option to **Back Out a Journal Entry**.
4. Select the **Originating Journal Entry Year**.
5. Enter or select the **Original Journal Entry** number.
6. Select *OK.*
7. If the journal entry was for a closed service call, a message displays indicating that the service call will be reopened. This message will display for each closed service call that was on the journal entry. Select *OK* to continue with the process to reopen the service call or select *Cancel* to abort the entire process of reopening a closed service call (and therefore not backing out the journal entry).
8. In the Signature Transaction Entry window, the **Journal Entry** field displays the new journal entry number.
9. The **Reference** field displays "Back Out Journal Entry" and the original journal entry number.
10. The scrolling window displays the service call and/or job information with the amounts in the opposite Debit or Credit field as this transaction is to reverse the original journal entry.
11. You can save or post the transaction.
12. If this was on a closed service call, you will need to process any costs on the call and then close the service call.

Backing Out and Creating a Correcting Entry

When you back out a journal entry, a reversing entry is created when you post the transaction or save the transaction to a batch (and then post the batch). The Signature Transaction Entry window will then populate with the appropriate accounts for you to create the correcting journal entry. If you decide to not back out the journal entry, before posting or saving the "backing out" transaction to a batch, you can select the *Clear* button.

To back out and create a correcting journal entry:

1. Select *Transactions* > *Financial* > *General* or from the Service Call window by choosing the *Journal Entry* button.
2. Select the *Correct* button.
3. In the Correct Journal Entry window, select the **Action** option to **Back Out a Journal Entry and Create a Correcting Entry**.
4. Select the **Originating Journal Entry Year**.
5. Enter or select the **Original Journal Entry** number.
6. Select *OK.*
7. If the journal entry was for a closed service call, a message displays indicating that the service call will be reopened. This message will display for each closed service call that was on the journal entry. Select OK to continue with the process to reopen the service call or select Cancel to abort the entire process of reopening a closed service call (and therefore not backing out the journal entry and not creating a correcting a journal entry).
8. In the Signature Transaction Entry window, the **Journal Entry** field displays the new journal entry number.
9. The **Reference** field displays "Back Out Journal Entry" and the original journal entry number.
10. The scrolling window displays the service call and/or job information with the amounts in the opposite Debit or Credit field as this transaction is to reverse the original journal entry.
11. You can save or post the transaction.
12. After you save or post the transaction, you can enter the correcting journal entry.

13. The new journal entry number is displayed in the **Journal Entry** field.
14. The **Reference** field displays "Correct Journal Entry" and the original journal entry number.
15. The **Transaction Date** field displays the original transaction date.
16. The scrolling window displays the service call and/or job information with the amounts displayed in the original Debit or Credit field.
17. Make your corrections, as needed.
18. Save or post the correcting journal entry.
19. If this was on a closed service call, you will need to process any costs on the call and then close the service call.

Copying a Journal Entry

Copying a journal entry populates the Signature Transaction Entry window with the debits and credits from the journal entry that you select in the Copy Journal Entry window. You can then edit the information and post or save to a batch. The new journal entry retains the association with the service call and/or job.

You can:

- Copy a journal entry posted to an open or closed service call. If the service call is closed, the call is re-opened.
- Copy a journal entry posted to an open job, if the journal entry was not created from the Job Transaction Entry window. If the transaction was entered in the Job Transaction Entry window, you will not be able to correct the journal entry in the Signature Transaction Entry window.
- Copy a journal entry on a closed job, however the job will not be updated. Closed jobs are not re-opened. If you are using divisional posting, the division expense account number (that the job was in) is credited. This is the Cost of Goods Sold account that was debited when the job was closed. The Transaction Date that displays on the Back Out Journal Entry is the original transaction date.
    - If you want the correction to update the job, you will need to re-open the job *before* you correct the journal entry.
    - If you should re-open the job after you've made the copied entry, the job will not include the copied journal entry. The re-opened job will be using the original journal entry.

To copy a journal entry:

1. Select *Transactions* > *Financial* > *General* or from the Service Call window by choosing the *Journal Entry* button.
2. Select the *Copy* button.
3. In the Copy Journal Entry window, select the **Original Journal Entry Year**.
4. Enter or select the **Original Journal Entry**.
5. Select *OK*.
6. In the Signature Transaction Entry window, the debits and credits default into the scrolling window.
7. Enter a reference in the **Reference** field.
8. Enter the **Transaction Date**.
9. Save or post the correcting journal entry.
10. If this was on a closed service call, you will need to process any costs on the call and then close the service call.

Scheduling Non-Technician Resources

In addition to scheduling technicians, you can schedule non-technician resources such as large tools. This allows you to know when the tool is available and where it is located.

Setting Up Tool Units

A tool kit is a general type of tool. A tool unit is the individual tool within the tool kit. You must set up your tool units before they can be scheduled.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Maintenance > Tool Kits*.
2. Enter a **Tool Kit** and **Description**.
3. Select the *Tool Units* button to open the Tool Unit Setup window. If you enter the Tool Unit Setup window before selecting a tool kit, use the lookup window in the Tool Kit field to select one.
4. Enter the **Tool Unit** and complete the additional fields. Mark the checkbox if the tool is **Out of service**. If you mark the checkbox, the tool is not available for scheduling from that day forward, but any existing appointments for the tool are not affected. You must manually reschedule any existing appointments. You cannot enter new tool kits in the Tool Unit Setup window. New tool kits must be entered in the Tool Kit Setup window.
5. If you are using global filtering, enter the **Branch** the tool is assigned to.
6. Enter additional information in the **Note** scrolling window, if necessary.
7. Select *Save*.

Adding a Tool Kit to an Appointment

To schedule a tool, you add it to a service call appointment.

1. Select *Cards > Service Management > Service Manager*.
2. Select the *New Call* button.
3. Complete the Service Call window and select *Appointments*.
4. Complete the Appointments window.
5. Use the lookup window to select a **Tool Kit**.
6. Select the lookup in the **Tool Unit** field to open the Tool Unit Schedules window. This is a lookup window displaying the tool units in the selected tool kit. If you are using global filtering, only those tools assigned to your branch display. Tools that have the **Out of Service** checkbox marked in the Tool Unit Setup window will not display. The fields at the top of the window are filters for the scrolling window. The scrolling window displays one week of days starting from the service date. You can change the date using the browse buttons in the **Service Date** field. The scrolling window displays the tools assigned to the tool kit. If the Tool Unit field is empty, all tools display in the scrolling window. If a tool is entered in the Tool Unit field, only that tool displays in the scrolling window. The number of hours per day a tool is scheduled displays in the window. If a tool has scheduled time, you can highlight the tool unit and zoom on the date heading to open the Tool Schedule Info window. This window displays the location where the tool will be used, the technician scheduled, starting time, and estimated hours. If you enter a tool kit in the Appointments window, you must enter a tool unit.
7. Highlight a tool unit and select *Select.*
8. Select *Save* in the Appointments window.

Advanced Document Management

The optional **Advanced Document Management** module allows users to:

- Attach files of various formats including four-character file extensions (e.g., .DOC, .BMP, .XLS, .TIF, .WAV) to Service Management and Job Cost records.
- Use Microsoft Azure cloud storage as a storage option instead of Copy File, Attach File, or Copy to Database.
- You can link to Microsoft Office SharePoint documents. Users do this by copying and pasting the link to a SharePoint document within the attachment. Attachments can be saved with the record and viewed using the attached image icon. The icon displays a paperclip if a record does not have documents attached. When documents are attached, the icon displays a paperclip attached to a piece of paper. For purchasing information, contact WennSoft Sales.

You can also set up the default document storage location option so that when users are adding an attachment, the storage location radio button defaults to what you've selected in the Document Storage Setup window. See Setting Up the Default Document Storage Location (Optional) (page 67).

Files must be physically located on the device used to attach the file. For example, if you are using OneDrive to store your images, you will need to download the image to your computer or phone before you can attach this to a service call.

- Setting Up Azure Cloud Storage (page 164)
- Setting Up Server Stored Attachments (page 165)
- Setting Up Physically Stored Attachments (page 166)
- Designating the Default Document Storage Location (Optional) (page 167)
- Using Advanced Document Management (page 167)

Setting Up Azure Cloud Storage

Azure Cloud Storage provides secure storage for data in the cloud. You can use WennSoft-hosted storage or your self-hosted Azure Cloud storage. After you have set up the Azure Cloud Storage, this will be used for all file management with WennSoft including Signature, MobileTech, and Schedule.

Cloud storage requires an Advanced Document Management license. Contact WennSoft Sales for pricing information. For information about Azure Cloud storage, see Microsoft's Introduction to Azure Storage[21].

Install Signature Azure Services Add-In

Before setting up the Azure Cloud Storage in the Document Storage Setup window, you must enter the WennSoft Cloud Host Key. The Signature Azure Services Add-In requires Signature 2024 or higher. Before installing, you must be logged out of Microsoft Dynamics GP.

1. Right-click on the *Signature Azure Services 18.x.x.exe* file and select *Run as Administrator*.
2. Select *Next*.
3. Accept the license agreement on the End-User License Agreement window and select *Next.*
4. Enter the WennSoft Cloud Host Key provided by WennSoft Sales and select *Next*.
5. Enter your SQL Server Settings:
    - SQL Server
    - Admin SQL User
    - Password
    - GP System Database
6. Select *Next*.
7. On the **Select Installation Folder** window, verify the correct location of the Microsoft Dynamics GP AddIn folder and select *Next*.
8. Select *Install*.
9. After the Add-in has completed the installation, select *Next*.
10. Select *Finish*.
11. Continue to the steps below to access the Document Storage Setup window to finish setting up Azure Cloud Storage.

Document Storage Setup Window

1. The Document Storage Setup window can be accessed in the following locations:
    - Settings > Service Management > Module Setup > Document Storage Setup

21. https://learn.microsoft.com/en-us/azure/storage/common/storage-introduction

    - Settings > Job Cost > Job Cost Setup > Document Storage Setup
2. In the Default Storage Location section, select **Cloud Storage**.
3. Select the Cloud Storage Configuration Type:
    - **WennSoft Hosted**: You will be using WennSoft's Azure Cloud Storage.
    - **Self Hosted**: You have your own Azure Cloud Storage.
4. Complete the following fields. If you are using WennSoft Hosted Azure cloud storage, this information is provided by WennSoft Sales. If you are using your own Azure cloud storage, you can find this information in your storage account in the Azure Portal[22].
    - **Container Name**
    - **Access Key**
    - **Connection String**
5. Select *Save*.

Setting Up Server Stored Attachments

Setting up the Advanced Document Management module involves creating an attachments folder and mapping the attachments folder to the server.

Create the Attachments Folders

Complete the following steps to create a \docs folder and then sub-folders to hold your attachments.

> Before performing this procedure, make sure no one is logged into Microsoft Dynamics GP or Service Management or Job Cost.

To create the Attachments folders:

1. Create a ***\docs*** folder under the *\Microsoft Dynamics GP* folder on the shared server. The attachments folders must be created on the shared server so everyone can access the attachments.
2. Create the following folders under *\docs*:
    - **Service Management**
        - \appointments
        - \calls
        - \contract
        - \customer
        - \equip
        - \equtype
        - \location
        - \mastercontract
        - \model
        - \quote
        - \subloc
    - **Job Cost**
        - \changeOd
        - \costcode
        - \forecast
        - \job
        - \project
        - \subctr

22. https://portal.azure.com/

- **TimeTrack**
    - \timetrack

Map the Attachments Folder to the Server

Add the following line to the DEX.INI file on each client workstation:

`WS_DocRoot=H:\GP\docs` (must end in backslash)

- where **H** is a shared mapped drive
- where **GP** is the name of the Microsoft Dynamics GP folder on the shared SQL server
- where **docs** is a folder in the Microsoft Dynamics GP folder

Map the Temporary Folder Location

You must specify a temporary folder to be used when viewing attachments that were copied to the database.

Add the following line to the **DEX.INI** file on each client workstation:

`WS_TempDir=C:\temp` (must end in backslash)

- where **C** is the local drive
- where **temp** is the name of the folder that will hold the attachments

Update the Next Document Number (Optional)

If you have multiple companies that are using document attachments, the "Copy File" method saves attachments for all companies to the same shared location. You will receive an error when saving an attachment if the *next document number* that defaults has already been used by another company.

You can set the next document number to be different for each company by updating the WSDOCS field in the WSSEQ table. The maximum document attachment number is 2,147,843,648; determine how you want to divide this number based on the number of companies you have.

For example, if you have three companies, you may select to start Company A with the next number of 1, but perform the following two SQL actions to update the next number for the other two companies: Company B: UPDATE WSSEQ SET WSDOCS = 715947882 Company C: UPDATE WSSEQ SET WSDOCS = 1431895766

Setting Up Physically Stored Attachments

The ability to physically store attachments in a user-defined location has been added to Service Management for a select number of attachments. In Service Management, attachments are added by choosing the paper clip icon. This method of attaching documents is the same method introduced in Microsoft Dynamics GP 2013. MobileTech reports are added automatically when generated.

> For document attachments to be written to a physical file location, WRITE permission must be given to the folder(s) where the attachments will be copied for all users who will be attaching files.

To set up the additional Document Attachment Management Setup window:

1. Go to *Microsoft Dynamics GP > Tools > Setup > Company > Document Attachment Setup*.
2. Mark **Allow Document Attachments**.

3. Select *Additional*, and then select:
    - **Service Management Attachments**
      Enter the file locations where the attachments should be saved for each of the attachment areas.
    - **Equipment Management Attachments**
      Enter the file locations where the attachments should be saved for each of the attachment areas.
4. Select *OK*.

Designating the Default Document Storage Location (Optional)

You can set a default document storage location in the Document Storage Setup window to default the location selected when users add an attachment. Without this setup, users must select the location in the Document Maintenance window. This window is accessible to power users only.

When Copy File, Attach File, or Copy To Database is set as the default storage location, this option is marked for your users in the Document Maintenance window when uploading an attachment, however, users can select a different option if needed.

To see the default storage location:

1. Go to the Document Storage Setup window in Service Management settings (Service Management > Module Setup > Document Storage Setup) or Job Cost settings (Job Cost > Job Cost Settings > Document Storage Setup).
2. In the Default Storage Location section, select one of the following options:
    - Copy File
    - Attach File
    - Copy To Database
    - Cloud Storage: This option requires the Advanced Document Management (page 163).
3. Select *Save*.

Using Advanced Document Management

Attaching a Document

1. Select the Attachment image button for the appropriate field.
2. The Document List window opens.
3. Select *Add* to open the Document Maintenance window.
4. The **Document ID**, **Customer**, and **Type** fields default from the previous window.
5. Select the storage location for the attachment.
    - **Copy File**
      Saves the file to the directory specified in your pathname setup. The file name is automatically generated by Service Management and appears in the non-editable Document ID field in the upper portion of the window. The complete filename will contain the appropriate format extension.
    - **Attach File**
      Saves the path to the file. You will use less hard disk space by attaching the file, but risk losing the path if the file is ever moved.
    - **Copy to Database**
        - Copying the file to a Microsoft SQL database offers a more secure connection to the documents and makes the documents easier to manage. When selecting the file to attach to the appointment, in the Source Documentation section select *Copy To Database*.
        - Copy to Database is the only option available if you are attaching a file when using the Web Client. You can only view an attached file if it has been saved to the Microsoft SQL database.

- **Cloud Storage**
  This saves the file to the Azure Cloud.
  This option must be set up in the Documentation Storage Setup window before you can store attachments. See Setting Up Azure Cloud Storage (page 164). *This option is available if you have purchased the Advanced Document Management license.*

6. Enter a **Description** for the file. The description is displayed in the Document List window.
7. The system date displays in the **Date** field.
8. In the Source Document section, click **Select Files** to open the file browser window to locate the file(s) to be attached. If you are using Cloud Storage, you can select more than one file. Select *Open* in the file browser window.
9. For Cloud Storage, the files you selected are displayed in the WennSoft Cloud Storage window.
   a. You can edit the Date and Description fields in this window for each file.
   b. Select the **Upload Files** button to upload the files to the cloud storage.
10. If using any of the other storage methods, after you've selected the file to attach, select Save in the Document Maintenance window.
11. Close the Document Maintenance window to return to the Document List window. Your attachment appears in the scrolling window.

Viewing an Attached Document

1. Select the attached image button to open the Document List window.
2. Select the document in the scrolling window and select *Display* to view the attachment.

Editing an Attached Document

1. Select the attached image button to open the Document List window.
2. Select the document in the scrolling window and select *Display.*
3. Edit the document.
4. Save the document with a new name by choosing _File > Save As >_ \[new document name\].
5. Re-attach the document.

Deleting an Attached Document

1. Select the attached image button to open the Document List window.
2. Select the document in the scrolling window and select *Edit*.
3. In the Document Maintenance window, select *Delete*.

Maintenance Contracts

The Service Management optional Maintenance Contract module offers control over the timely performance of maintenance services. With this module, you can provide your customers quality service and capitalize on the benefits of that service. Additional maintenance contracts may be established based on historical service calls.

The Maintenance Contract module is an optional module. For purchasing information, contact WennSoft Sales.

Procedures described in this section include instructions for setup, creating maintenance contracts, maintenance tasking, maintenance service calls, invoices, and master contracts.

> ⚠ We strongly recommend you complete the setup procedures before attempting any maintenance contract procedures.

Overview

The Maintenance Contract module is used to automatically create service calls and invoices based on contract specifications. A service organization might agree to perform specific maintenance tasks on certain pieces of equipment at certain time intervals. The Maintenance Contract module automates and tracks this information, leaving time for service managers to concentrate on the service work.

The Maintenance Contract module tracks profitability by contract. Estimated, actual, and forecast costs are tracked for equipment, labor, materials, subcontractor, and miscellaneous costs. Tracking estimated costs separately from forecast costs provides feedback to measure your performance. It also confirms pricing or bidding assumptions as your company revises pricing and pursues new work.

You can create different types of contracts and track additional revenue generated by services not covered under the contract.

The visual cue of a *Contract* indicator signals that your customer's location has a maintenance contract. This indicator is located on the right side of the Service Manager window and Location window. The *Contract* indicator also appears in the Equipment window if the equipment record is covered by a maintenance contract.

> ⚠ If the Customer or Location is inactive, you will not be able to create or renew maintenance contracts.

See also:

- Maintenance Contract Setup (page 170)
- Creating a Maintenance Contract (page 214)
- Working With Contract Revenue and Costs (page 218)
- Editing Maintenance Contract Billing Information (page 224)
- Using the Contract Coverage Window (page 224)
- Using the Maintenance Contract Visit Wizard (page 226)
- Adding Costs to a Maintenance Contract (page 226)
- Creating Maintenance Contract Invoices (page 228)
- Creating Maintenance Contract Credit Memos (page 231)
- Month End Reconciliation Procedures (page 232)
- Renewing Maintenance Contracts (page 234)
- Closing Maintenance Contracts (page 241)
- Clearing Current Year Costs from Maintenance and Master Contracts (page 241)
- Using Labor Loading (page 242)
- Maintenance Contract Reports (page 242)
- Escalating Maintenance Contracts (page 243)
- Viewing Maintenance Contract History (page 248)
- Troubleshooting Contracts (page 248)

Maintenance Contract Setup

This section explains the setup procedures for the Maintenance Contract module. Like the Core module, you will select module options, label user-defined fields, and establish lookup lists. The procedures generally need to be completed once, but you may refer to this section for instructions on changing the module setup. See Setting Up Scheduled Maintenance[23] for setup instructions for tasks, task lists, and scheduled maintenance.

The Maintenance Contract module is optional. For more information, contact WennSoft Sales.

See also:

- Choosing Maintenance Options (page 170)
- Setting Up Maintenance Accounts (page 175)
- Labeling Maintenance User-Defined Fields (page 177)
- Setting Up Maintenance Lookup Windows (page 177)
- Setting Up Contract Types (page 178)
- Writing Off a Trailing Purchase Price Variance (page 179)
- Setting Up Maintenance Task Codes and Task Lists (page 180)
- Setting Up Task Based Expense Accounting (page 212)
- Enabling Task Based Expense Entry (page 214)
- Reconcile Maintenance Contract Password Setup (page 214)

Choosing Maintenance Options

Before using the maintenance contract module, you need to select options that determine how the module functions.

- Setting up Maintenance Options (page 170)
- Overview of Revenue Recognition Methods (page 173)
    - Percentage-of-Completion (page 173)
    - Revenue Schedule (page 173)
    - Manual (page 173)

Setting up Maintenance Options

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Maintenance Setup > Maintenance Options*.
2. Complete the following fields:
    - **Revenue Recognition Options**
      Select a revenue recognition method. You must select from one of three options to recognize maintenance contract revenue. Select the option carefully. Your selection cannot be changed without assistance from WennSoft Sales. See Overview of Revenue Recognition Methods (page 173) for more information.
    - **Next Cost Transaction Number**
      Enter a number in the Next Cost Transaction Number field. The next cost transaction number pertains to maintenance contracts that use the percentage-of-completion or revenue schedule revenue recognition methods. Maintenance contract cost transaction numbers have the prefix "MC." The number is only used within Service Management. Don't confuse it with the Microsoft Dynamics GP document number.
    - **Labor Cost Description**
      Enter a description in the Labor Cost Description field. This description appears in the Item Description

---

23. https://wennsoft.atlassian.net/wiki/spaces/em2026/pages/1546588405/Setting+Up+Scheduled+Maintenance

field of the Labor Costs window when using the manual revenue recognition method. The description could simply read: Monthly maintenance charge.

- In the **Options** section:
  - **Use Labor Loading**
    Mark this checkbox to use the labor loading module. Labor loading calculates the percentage of a technician's labor allocated to preventive maintenance contract work. The total hours per contract, across all contracts, and the percentage of available preventive maintenance hours are calculated. This module is useful when deciding if you have the personnel to meet your maintenance contract obligations.
  - **Maintain Contract History**
    Mark this checkbox to keep a historical record of all maintenance contracts that have been renewed/closed automatically or manually. Historical information can be useful when deciding pricing for renewed contracts. Maintaining history does not impact system performance. If you select not to maintain contract history, when you close a contract, that contract's information is gone.
  - **Use Sales Order Processing for Inventory**
    Mark this checkbox if you want Service Management's invoicing process to integrate with Sales Order Processing. If the checkbox is not marked, you will enter inventory items used on invoices as inventory adjustments.
  - **Create Separate GL Transactions for Costs**
    Mark this checkbox if you want to distribute costs to the GL when posting MC or MCC costs. Marking this checkbox enables the Batch ID field in the Maintenance Costs window. If this checkbox is not marked, the Batch ID field will be disabled. See Choosing Service Management Debit Accounts for Cost Transactions (page 37).
  - **Enable Visit Wizard**
    Mark this checkbox if you want to use the Visit Wizard, which allows you to create reoccurring maintenance contract computer-generated (MCC) calls. The MCC calls will not have attached tasks.
  - **Use Relative Scheduling**
    Mark this checkbox if you want to schedule MCC calls for a relative day of the month. Relative day scheduling is used for tasks with the following frequencies: Monthly, 2 Months, 3 Months, 4 Months, 6 Months, Yearly, 2 Years, and 3 Years. If the checkbox is marked, the first MCC call will be generated using the value in the Maintenance Contract window's Service Call Day field. The system notes the day of week and the week of the month of the first service call and generates subsequent calls based on this information. For example, if a contract was created on the first day of January and the Service Call Day field had a value of 10, a task with a frequency of Monthly would have the first MCC call on January 10. If January 10 was the second Monday of the month, the system would schedule service calls for that task on the second Monday of subsequent months.
  - **Default Task Schedule to Starting Service Call Date**
    If this checkbox is marked, the maintenance tasks on a contract will be scheduled on the first available service call date, regardless of the task's schedule. This applies to maintenance contracts *and* quotes.
  - **Allow renewing where billing or revenue is not 100% complete**
    If this checkbox is marked, you can renew contracts for which the billing or revenue is not 100%. Billing is 100% complete when every billing period in the billing schedule has been posted. Revenue is 100% when all potential revenue from a contract is fully recognized.
- In the **Automatically** section:
  - **Create Invoices**
    Mark this checkbox to automatically create maintenance contract invoices. This feature is available for maintenance contracts using the percentage-of-completion or revenue schedule revenue recognition methods. If the Automatically Create Invoices checkbox is marked, you can create invoices by choosing *Microsoft Dynamics GP > Tools > Routines > Service Management >*

Maintenance Contracts > *Create Invoices*. This creates a Receivables Management entry and places the invoice into a batch. If this checkbox is not marked and Automatically Bill was not marked in the Maintenance Contract window, you receive a message "There are no new invoices to be created for this month/year" when you select *Microsoft Dynamics GP* > *Tools* > *Routines* > *Service Management* > *Maintenance Contracts* > *Create Invoices*. You may select not to automatically bill if you bill only as maintenance work is performed. Or you may wish to not automatically bill a contract if the invoice needs individual attention such as a billing adjustment. Marking the Automatically Bill selection in the Maintenance Contract window overrides the Automatically Create Invoices selection in the Maintenance Options window.

- **Escalate Contracts**
  Mark this checkbox to automatically escalate contracts. Contract escalation allows maintenance contracts to be renewed and automatically increased based on user-defined parameters.
- **Distribute Amounts by Cost Category**
  Mark this checkbox if you want the system to automatically distribute costs based on contract type when saving a new contract. If you do not have costs set up for the contract type, you will be reminded to distribute costs when saving a new contract. You distribute costs using the expansion button in the Total field of the Revenue/Costs window. If this checkbox is not marked, you will not receive a message and the amounts will not be distributed based on the contract type. The entire amount will be placed in the labor cost category. If you mark the Escalate Contracts checkbox, the Distribute Amounts by Cost Category checkbox will be marked and disabled. Escalating contracts allows you to increase contract amounts based on the cost category.
- **Add Equipment Type Task List When Inserting Equipment**
  When you assign equipment to maintenance contracts, you can select to include task lists associated with equipment types.

  > ⚠ Inactive task codes and task lists are filtered out from displaying in any lookup and cannot be assigned to any new contract, equipment, or service call. If a task list has any inactive task codes, only the active task codes will be assigned.

- **Add Equipment Components When Inserting Equipment**
  When you assign equipment to maintenance contracts, you can select to include component records.
- **Mark Leave Open on Contracts**
  Mark this checkbox if you want the system to automatically mark the *Leave Contract Open* checkbox on the Maintenance Contract and Master Contract windows. When you mark this option and save the Maintenance Options window, you will be asked if you want to roll this option down to open contracts. Select *Yes* to roll down or select *No* to mark this for new contracts going forward.

- In the Maintenance Invoicing section
  - **Calculate Taxes On**
    Select to calculate taxes on the Contract Amount or the Cost Category Amount. If you want to use differing tax schedules per cost category or want to exclude certain cost categories from tax, select to calculate by cost category amount. The Distribute Amounts by Cost Category checkbox must be marked to enable the Calculate Taxes On option. To exclude taxes on contracts, we recommend that you set up a tax detail that has a 0.00% tax rate. Otherwise, you will have no details and the values of the billing amount and taxable amount of $0.00 do not show in the Microsoft Dynamics GP Tax Distribution.
  - **Use Next Number From**
    Select to use the next maintenance invoice document number from the Service/Repairs field or from the Scheduled Payments document type. You can distinguish transactions created through the Maintenance Contract module from transactions created through the Core module. Core module transactions use the next number from the Service/Repairs field in the Receivables Setup

Options window *(Microsoft Dynamics GP > Tools > Setup > Sales > Receivables > Options)*. You can select to use the next document number from the Scheduled Payments document type to distinguish Maintenance Contract module transactions from Core module transactions.
We recommend using the next number document number from the Scheduled Payments document type to ensure service invoice transactions and maintenance invoice transaction numbers never conflict. If you select to use fewer than 17 characters for the next cost transaction number, select a length that will satisfy your business needs for at least two years. Service Management starts from one when the highest number is reached. For example, if your transaction number is only three characters, when number 999 is reached, the system starts over from 001. If transaction 001 hasn't been posted, it will be overwritten with the new information.

Overview of Revenue Recognition Methods

One of the most important setup decisions you will make is how to recognize revenue.

Percentage-of-Completion

The percentage-of-completion revenue recognition method is commonly used by companies that do not accumulate maintenance costs evenly over the life of a contract (e.g., seasonal maintenance).

The percentage-of-completion method tracks maintenance contract revenue using a cost-to-date/forecast cost ratio. This ratio represents a contract's percentage of revenue or loss for an entire year. For each maintenance contract, estimated and forecast costs can be projected, in addition to tracking the actual costs.

Revenue Schedule

The revenue schedule method allocates maintenance contract revenue for each period by dividing the contract amount by the number of months in the contract. For example, when one month of work for a 12-month contract is complete, you can recognize 1/12 of the contract's revenue. The amount of revenue to be recognized each month is maintained in a revenue schedule for each contract.

The Revenue schedule is the most commonly used revenue recognition method. It reflects costs as they are incurred. It also assumes that the work outlined in the contract is complete. Revenue is recognized equally over the life of the contract.
Each month, you will run a batch process that recognizes revenue based on the amount allocated for that month. A Microsoft Dynamics GP General Ledger entry is created by the batch process.

Manual

The manual method is a combination of the revenue schedule method and a standard time-and-materials (service) invoice. That is, you can bill a fixed amount, determined by the maintenance contract, and bill for additional costs. Contrary to the manual method, the revenue schedule method only allows for a fixed amount to be billed; you are unable to bill additional costs incurred on the MCC service call.

For example, you may sell a contract to provide the labor to perform a monthly systems check for $100 per month over 12 months. Materials and other charges are to be billed on a time-and-material basis.

The manual method allocates maintenance contract labor revenue for each period by dividing the contract amount by the number of months in the contract. For example, when one month of labor for a 12-month contract is complete, you can automatically bill 1/12 of the contract amount. When the work is complete, you add costs to the invoice from the Service Invoice window, not the Maintenance Costs window. From the Service Invoice window, you create and print the invoice. Service accounts, which are set up in the Invoice Accounts window, will be used when posting the invoice.

The invoice for the work performed includes the monthly labor amount as an invoice detail record in the labor cost category. The price matrix does not affect the labor billing amount. After you add costs, you can post the invoice as you

would a standard service invoice. When posting, a Microsoft Dynamics GP Receivables transaction is created. Revenue recognition occurs only at the time of billing.

> ⚠ With the manual method of revenue recognition, you must manually create invoices and recognize revenue.

The following example shows the difference in revenue recognition methods.

Beginning of New Contract Year				
Cost Category	**Contract Costs Total-to-Date**	**Contract Costs Current Year**	**Estimated Cost**	**Forecast Cost**
Equipment	$500	0.00	$300	$300
Material	$200	0.00	$150	$150
Labor	$400	0.00	$250	$250
Subcontractor	$300	0.00	$200	$200
Other	$600	0.00	$350	$350
TOTALS	$2,000	0.00	$1,250	$1,250
Contract Amount	$2,400	$2,400		

Contract Update (6 Months)				
Cost Category	**Contract Costs Total-to-Date**	**Contract Costs Current Year**	**Estimated Cost**	**Forecast Cost**
Equipment	$650	$150	$300	$300
Material	$275	$75	$150	$150
Labor	$600	$20	$250	$500
Subcontractor	$400	$100	$200	$200

Contract Update (6 Months)				
Other (ODJC)	$750	$150	$350	$300
TOTALS	$2,675	$495	$1,250	$1,450
Contract Amount	$2,400	$2,400		
Contract Amount Recognized	$1,200	$1,200		

The Revenue/Cost window allows you to track the forecast cost while keeping the estimated cost intact. The example above is for a multi-year contract. You will notice that six months into the contract the forecast cost changed perhaps to reflect the manager's forecast cost at the end of the current year. (Please note that Labor's estimated cost remains the same while the forecast cost reflects the projected cost.) Having this information allows you to measure the estimator's performance, have accurate up-to-date cost information, and still forecast your gross profits to give a more precise financial statement.

A) Revenue recognized under the **percentage-of-completion** method:

- $495.00 / $1,450.00 x $2,400.00 = $819.30\[contract actual costs total to date\] / \[total forecasted costs\] x \[contract amount\] = \[revenue earned total to date\]

B) Revenue recognized under the **revenue schedule** method:

- $1,200.00 = $1,200.00
- (Contract amount recognized based on billing schedule) = (revenue recognized)

C) Revenue recognized under the **manual** method:

- Maintenance invoices are not created, but a fixed billing schedule is created for each contract. A service invoice will be created for each maintenance contract service call. The fixed billing amount (from the billing schedule) will be entered as a transaction in the Labor cost category on the service invoice. In addition, service accounts will be used for posting, not maintenance accounts.

Setting Up Maintenance Accounts

When setting up the Maintenance Contract module, you must select a source document for generating ledger transactions originating in the Maintenance Contract module and set up debit and credit accounts for each maintenance cost category. The source document and posting accounts must be established for each division. The source document enables you to find transactions quickly and easily when viewing them in Microsoft Dynamics GP.

- Service Management is not compatible with Multidimensional Analysis. You will receive errors if you try to post Service or Job Cost transactions to accounts set up for MDA.
- If you are using the manual method of revenue recognition, you don't set up maintenance accounts since service invoice accounts will be used when recognizing revenue.
- When you create a new division, you can copy the account setup from an existing division. See Copying Division Accounts (page 54).

Step 1: Select Service Management Accounts

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Maintenance Setup > Accounts*.
2. Use the drop-down list in the Maintenance Accounts window to select a **Division**. You must select a source document and posting accounts for each division.
3. Select a general ledger **Source Document**.
4. Use the lookup windows to select a posting account for each account field that is enabled.
5. Select *Save*.

The enabled fields depend on the revenue recognition method being used. Notice there are no sales or accounts receivable accounts because maintenance transactions will not post to the Microsoft Dynamics GP Accounts Receivable module.

Step 2: Select Service Management Accounts for Manually Added Contract Costs

1. Select the *Costing (Manual)* button to open the Maintenance Accounts – Costs window.
2. For each division enter a debit and credit account for each cost category. The debit and credit accounts are used when posting maintenance contract service call "manual" cost entries.
3. Select *OK* to save your entries and return to the Maintenance Accounts window.

Step 3: Select Microsoft Dynamics GP Accounts

If you marked the Create COGS Distributions for Invoices in the Invoice Options window or the Use Service Debit Accounts for Microsoft Dynamics GP Costs in the Service Options window, the *Cost Dynamics GP* button will be enabled in the Maintenance Accounts window. Complete the following steps:

1. Select the *Cost Dynamics GP* button.
2. Select **Debit** and **Credit** accounts for each cost category in the Maintenance Accounts - Receivables window. If you are using Microsoft Dynamics GP Payroll, the Service Management labor accounts will not be used and the labor debit and credit accounts will come from Microsoft Dynamics GP.
3. Select *OK* to save your entries and return to the Maintenance Accounts window.
4. Select *Save*.

> ⚠ You must set up the maintenance accounts for each division.

For information on setting up **Payroll Offset** accounts for maintenance invoices, refer to Setting up payroll and overhead offset accounts (page 39).

Step 4: Select Accrued Costs Accounts

If you have the **Create COGS Distribution for Invoices** option marked in invoice options, trailing costs that remain after a service call is closed are tracked in an "Accrued Costs" invoice account for each cost code and Other sub cost code. Using separate accounts for trailing costs allows you to keep your WIP and COGS accounts balanced.

Example $70 of a $100 purchase order is received, leaving $30 in committed costs. The service call invoice is posted, leaving a trailing cost of $30. COGS is debited for $100 WIP is credited for $70 Accrued Costs is credited for $30 When the $30 trailing cost is received, Accrued Costs is debited. For a shipment, Accrued Purchases is credited. For a shipment/invoice, Accounts Payable is credited.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Invoice Setup > Invoice Accounts*. The Invoice Accounts window opens.

2. Use the *Cost Dynamics GP* button to open the Invoice Accounts - Receivables window.
3. Use the *Accrued Costs* button to open the Invoice Accounts - Accrued Costs window.
4. For each cost category, specify an Accrued Costs account to track trailing costs on posted service invoices. The LABOR account fields are disabled because you cannot create a purchase order for a labor cost code.
5. When you are finished, select *OK*.
6. Return to the Invoice Accounts window, and use the *Other* button to open the Other Sub Category Costs Accounts window.
7. Use the *Accrued Costs* button to open the Other Sub Category Accrued Costs Accounts window.
8. If you want to use the account that you set up for the OTHER cost category on the previous window, select *Default*. If you want to specify a unique account for each sub category, use the lookup button to select an account in each field.
9. When you are finished, select *OK*.

Labeling Maintenance User-Defined Fields

You can label up to four user-defined fields that are displayed on the Maintenance Contract window. The first two user-defined fields are lookup fields. If you chose to validate the first and second user-defined fields in the Location window during setup, lookup windows will be attached to the fields and users will be prompted before adding to the lookup data. See Choosing Service Options. (page 30)

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > User-Defined Label Setup > Maintenance Contract*. The first two user-defined fields are lookup fields.
2. Enter the field labels. You may want to clear "User Defined" from fields you do not use.
3. Select *Save*.

Setting Up Maintenance Lookup Windows

Lookup windows contain data lists. They provide a way to organize, validate, and speed up information entry. A looking glass button in a field indicates that a lookup window is available.

> ⚠ Lookup fields are case-sensitive.

Setting Up Tool Kits

The Task Codes window contains the Tool Kit Required field. You can use this field to designate the tool kit necessary to perform a maintenance task.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Maintenance > Tool Kits*.
2. Enter a tool kit name and a description.
3. Select *Save*.

Setting Up Maintenance User-Defined Field Lookup Windows

If you chose to validate the maintenance user-defined fields during setup, you can enter data for the lookup windows. See Choosing Service Options (page 30). These fields appear in the Maintenance Contract window.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Maintenance > Maint. User-Defined 1*.
2. Enter the lookup data.
3. Select *Save*.

4. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Maintenance > Maint. User-Defined 2*.
5. Enter the lookup data.
6. Select *Save*.

Setting Up Contract Types

The Contract Types Setup window provides the following functions:

- To establish contract types to predetermine how the total contract amount will be distributed automatically into equipment, material, labor, subcontractor, and other costs by percent when a new maintenance contract or contract quote is created.
- To enter estimated and forecast labor costs so the system will calculate maintenance contract profitability and compile the results in a labor load schedule report.
- To assign a service level to a contract type so the system will calculate and track response times on service calls.

Accessing Contract Types

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Maintenance > Contract Types*.
2. Enter a **Contract Type** and **Description**. An example of a contract type name could be PM with the contract description of Preventive Maintenance.
3. If you're using the service level agreements module, complete the service level-related fields.
4. In the **Contract Coverage** scrolling window, you can enter an extensive description of the contract's coverage. Your description can be viewed on all contracts of this type.
5. Select *Save*.

Projecting Costs Using Contract Types

You can use the contract type to determine how the total maintenance contract amount is divided among your five cost categories. Capturing this information makes profitability planning and labor loading possible, and is necessary for determining the markup percentages in the Maintenance Contract Quote module.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Maintenance > Contract Types*.
2. Select the *Costs* button.
3. Enter the cost percent of the total contract amount in the first line for each category: Equipment, Material, Labor, Subcontractor, and Other.
   Remember the percentage amounts for each category provided in the example above for use later in this discussion. It is recommended that you make the percentages in the five categories add up to 100% so the costs of a new contract are automatically calculated in the Contract Breakdown window when a new maintenance contract is created. The Contract Amount Breakdown window is updated accordingly when a maintenance contract is created using the contract type.
4. Enter a percent in the Available to Spend Percent fields.
   The amount in the Available to Spend Percent field of each of the five categories is a portion of the percentage of the contract amount. This is a percent of a percentage. The second percentage amount is your estimate of how much each category costs you for the contract type. One hundred minus the percentage amount is considered the margin for the cost category. The second percentage is used to determine the Available to Spend Hours in the Labor Load Schedule report. The second percentage is also used to determine the billing amount for the Maintenance Contract Quote module. One hundred minus the percentage amount appears in the Margin column in the Contract Quote window.

5. Enter a percentage in the Labor Available to Spend Percent field.
   The actual dollars available to spend on labor for this contract type is calculated using the following equation: Available to spend amount x Available to spend percent = Actual available to spend amount $50,000 x 60% = $30,000
6. Enter the average labor cost per hour for this type of contract in the Standard Labor Cost/Hour field as a dollar amount. This amount is used to calculate the available to spend hours in the Labor Load Schedule report as shown in the following equation. Actual available to spend dollars / Standard labor cost per hour = Available to spend hours
   In our example, $25 was entered for the standard labor cost per hour. Therefore, the available to spend hours equals 1,200 hours as shown in the following equation. $30,000 / $25 = 1,200
7. As an option, you may add a labor adjustment percentage for overhead recovery such as travel, entertainment, cell phone, and vehicle expenses in the Labor Adjustment for T & E field. You may select to leave this line blank. This amount is added to the labor available to spend percent when calculating available to spend hours.

Writing Off a Trailing Purchase Price Variance

If you have the **Create COGS Distribution for Invoices** option marked in Invoice Options, you can write off a trailing PPV on a purchase order if it is less than a certain amount or percentage. This is useful if you do not want to open a closed service call to post a PPV amount that comes in after the call is closed.

For example, if you set a write-off amount of $5, a trailing PPV amount of $5 or less on a purchase order will be written off. A historical invoice record is created for the write-off amount, which is debited from COGS and credited to WIP. If the trailing PPV is $5.01 or more, the closed service call will be opened to invoice the customer for the PPV amount. The PPV is billed to history and debited from COGS directly.

Write-off amounts and/or percentages are set up per customer or per location, to be applied at the PO header level or at the PO line level.

> ⚠ To have the system to split PPV entries with the same cost codes or jobs, you will need to insert the value REVALJEINDETAIL=TRUE in the dex.ini file.

Setting the Write-Off Amount

1. Select *Cards > Service Management > Service Manager*. On the Service Manager window, select a customer.
2. Zoom on the **Customer ID** or **Location Address ID** field, depending on whether you want to set up the write-off amount at the customer or location level. If customer and location amounts are both specified, the location record overrides the customer record. If neither record has a write-off amount, no PPV will be written off.
3. Select whether to determine write-off amounts based on the **PO Header** or the **PO Line**.
4. If you determine the write-off amount at the header level, a PPV will be written off based on the total purchase order receipt. The write-off amount is based on a single receipt, not the accumulation of multiple receipts. For example, the write-off amount is $50, and a purchase order has two receipts, each with a PPV amount of $40. Even though the combination of the two PPV amounts exceeds the write-off amount, each PPV amount is written off based on the amount per receipt.
5. If you determine the write-off amount at the line level, a PPV will be written off based on an individual receipt line. For example, the write-off amount is $50, and a purchase order has two lines, one with a PPV of $45, and the other with a PPV of $55. The $45 PPV for the first line is written off, and the $55 PPV for the second line is billed to history.
6. Enter a **Write Off Amount** and/or **Write Off Percent**. If you set both an amount and a percentage, both values must be exceeded to bill the PPV. If the PPV exceeds only one of these, for example, the write-off percentage but not the amount, the PPV will be written off.
7. Select *Save* to apply these rules to new purchase orders for this customer or location.

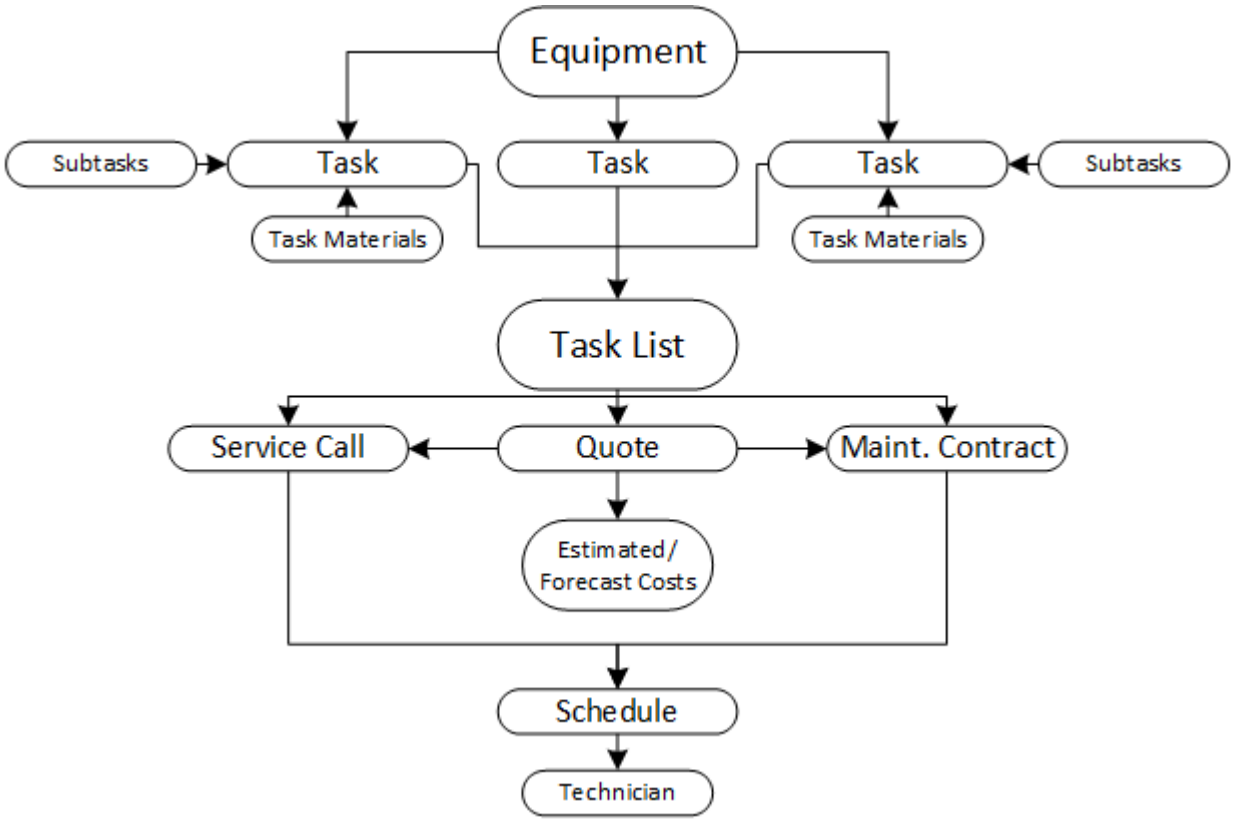
Setting Up Maintenance Task Codes and Task Lists

Service Management uses appointments and tasks to make creating service calls and scheduling technicians precise and flexible.

A task is assigned to a technician, scheduled, then completed as part of a service call. When tasks are commonly completed together, such as tasks that are completed sequentially as part of a routine maintenance visit, they can be grouped into lists. These lists can then be saved as a task list and easily selected in the future.

There are many benefits to using tasks and task lists:

- Individual tasks can be assigned with an estimated time and required task materials. This helps generate accurate quotes in the Maintenance Contract Quote Module (page 250). When combined in a task list, the hours and materials of all tasks in the list can be summed to give an accurate estimated time and forecasted cost for the entire call. This quote task list can later be copied to a service call or used to generate a maintenance contract. From there, it can be printed and used by the technician for clear instructions for the call.
- One task can have multiple responses added. For example, if you are entering a reading for a tire inspection, you may need to record the tire brand, the type of tire, and the tread depth. Instead of having to create each of the responses as a separate task, you can now add all these responses to one task. You could also set up a repair type if the tire needs to be changed and another if the brake pad needs to be changed. Additionally, you can set up a response that will generate a service call based on the input.
- You can print a task report that lists all tasks, subtasks, and materials for a call. Because materials can be assigned to tasks, a list of all materials needed for a service call can also be easily compiled before the appointment. This allows the scheduled technician to view the details of the service or maintenance call.
- Task lists also provide a clear and easy way for technicians to log their progress and take notes on individual procedures. These notes can then be entered into the system so a careful record is kept for the work done and the current status for each task on the call.
- Tasks can be set to a schedule so that they automatically generate service calls (MCC calls) and add them to your schedule/dispatch board. For example, as part of a maintenance contract, the equipment may come with a yearly tune-up. This tune-up may require tasks such as tightening all electrical connections or changing the oil. These and limitless other small tasks can be compiled into a task list, selected in the equipment or customer record, given an ANNUAL frequency, and assigned to the equipment. This will automatically schedule an annual "tune-up" appointment for a technician who is appropriate for the tasks and equipment involved. You can also skip a task's scheduled date(s) by unmarking the Required checkbox in the Maintenance Tasks window.
  See Assigning Tasks and Task Lists to Equipment (page 204) for more information.



A piece of equipment may have one or more tasks assigned to it. These tasks may have subtasks and materials assigned to them. All the tasks associated with the piece of equipment may be combined to form a task list or multiple task lists.

Task lists can be selected to help organize quotes, maintenance contracts, or individual service calls for the equipment. Service calls may have tasks assigned to them directly if there is no equipment involved with the service, or in addition to what is already assigned to the equipment. Quote task lists are useful for estimating the time and expense required for a service or maintenance call. Quote task lists, as well as any other task lists, can be copied to create a new task list for a maintenance contract, a service call, or another quote. You must own the Maintenance Contract Quote module to create, add, or copy quote tasks and task lists.

Once tasks are created for a contract or a service call, they can be scheduled and assigned to a technician. Alternatively, contract tasks can be set to a schedule so that the system generates routine appointments (MCC calls) automatically.

IMPORTANT

Task codes and task lists can be inactivated on their respective setup windows. Proceed with caution when you mark a task code or task list inactive. Inactivating a task code will inactivate it throughout Service Management as well as Equipment Management. History will not be affected, nor will existing contracts, quotes, service calls, and or scheduled maintenance (Equipment Management).
When you inactive a task code, the following is true:

- Inactive task codes and task lists are filtered out from displaying in any lookup and cannot be added to contracts, quotes, and/or service calls.
- When a task code is marked inactive and *already exists* in a task list, the inactive task code is indicated with a red indicator.

- When using hierarchy task lists, if a *parent* task is inactive, *child* tasks of that parent task are also inactive on the task list only. (Hierarchy child tasks are not automatically inactivated at the setup level.)
- Existing contracts, quotes, and calls, that have task codes or task lists will not be affected by a task code or task list being marked inactive.
- When renewing a contract (single, master, or mass), you can print a new Inactive Task or Task List report before renewing. If the contract has tasks that include inactive tasks and/or task lists, this report is automatically generated as well so that users can fix the data (reactivate the task code/task list or remove the inactive task codes or lists from the contract).
- When creating a new contract using equipment at the location, if the equipment type has a task list associated and you choose to automatically add task codes based on equipment type, only the active task codes will be added to the contract.
- In Equipment Management:
    - Existing scheduled maintenance that has task codes or task lists will not be affected by a task code or task list being marked inactive.
    - When creating a service call from the On Rental Entry and/or the Rental Agreement Line Entry windows, only active task codes in the Equipment Model task list are added to the service call. (This task list is assigned to the equipment model in the Equipment Model Maintenance window.)
    - When processing scheduled maintenance to create a service call, only active task codes assigned in the Scheduled Maintenance Type Setup window are added to the service call.

See also:

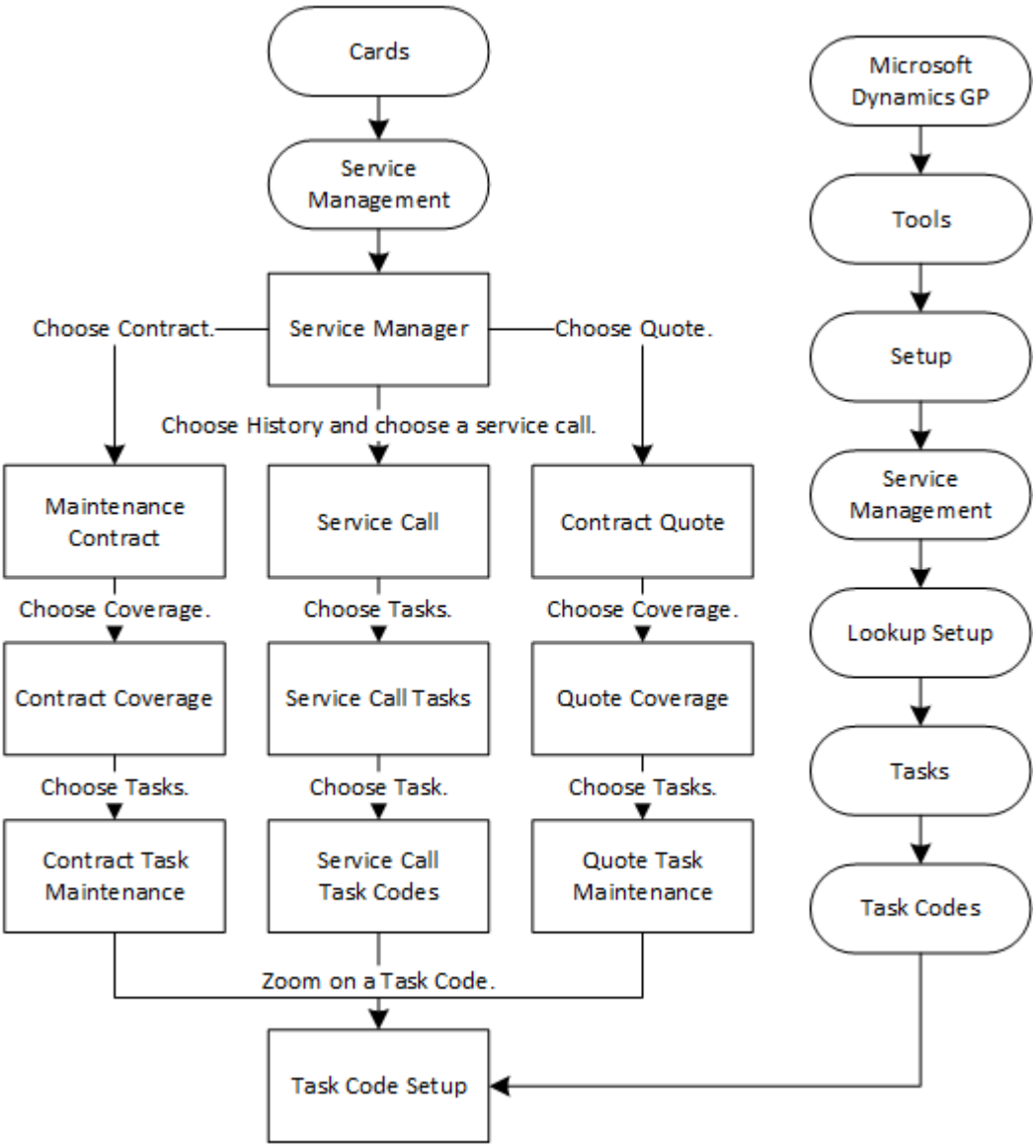
- Working With Task Codes (page 182)
- Working With Task Lists (page 195)
- Assigning Tasks and Task Lists (page 203)

Working With Task Codes

When you create and save a task code, it is added to a task code database. The task codes that are set up in the Task Code Setup window are templates. That is, each task code can be used many times on different service calls and maintenance contracts, and it can be modified once attached to a quote, service call, or contract.

We recommend that you create a convention for naming your task codes. For example, if you plan to organize task lists by equipment type, you may name your task codes in a way that represents the equipment type, model, and task.

Example: You service two different air conditioning unit models, 101 and 202. Each model requires the same "Check Refrigerant" task to be performed. You may select to create two task codes, AC101-100 and AC202-100, where AC represents the equipment type (air conditioner), 101 and 202 represent the unit model numbers, and 100 represents the "Check Refrigerant" task. This way, all AC101 tasks and all AC 202 tasks are grouped together in lookups and can be easily selected for the specific model of each unit. This is only one example of how task codes can be organized. Likewise, you can also group task codes by task first, for example, 100-AC101 and 100-AC202. Find a method that works best for the way you want your task lists to be accessible.



IMPORTANT

Task codes and task lists can be inactivated on their respective setup windows. Proceed with caution when you mark a task code or task list inactive. Inactivating a task code will inactivate it throughout Service Management as well as Equipment Management. History will not be affected, nor will existing contracts, quotes, service calls, and or scheduled maintenance (Equipment Management).

When you inactive a task code, the following is true:

- Inactive task codes and task lists are filtered out from displaying in any lookup and cannot be added to contracts, quotes, and/or service calls.
- When a task code is marked inactive and *already exists* in a task list, the inactive task code is indicated with a red indicator.

- When using hierarchy task lists, if a *parent* task is inactive, *child* tasks of that parent task are also inactive on the task list only. (Hierarchy child tasks are not automatically inactivated at the setup level.)
- Existing contracts, quotes, and calls, that have task codes or task lists will not be affected by a task code or task list being marked inactive.
- When renewing a contract (single, master, or mass), you can print a new Inactive Task or Task List report before renewing. If the contract has tasks that include inactive tasks and/or task lists, this report is automatically generated as well so that users can fix the data (reactivate the task code/task list or remove the inactive task codes or lists from the contract).
- When creating a new contract using equipment at the location, if the equipment type has a task list associated and you choose to automatically add task codes based on equipment type, only the active task codes will be added to the contract.
- In Equipment Management:
  - Existing scheduled maintenance that has task codes or task lists will not be affected by a task code or task list being marked inactive.
  - When creating a service call from the On Rental Entry and/or the Rental Agreement Line Entry windows, only active task codes in the Equipment Model task list are added to the service call. (This task list is assigned to the equipment model in the Equipment Model Maintenance window.)
  - When processing scheduled maintenance to create a service call, only active task codes assigned in the Scheduled Maintenance Type Setup window are added to the service call.

See also:

- Creating or Editing a Task Code (page 184)
- Setting Up System, Major, Sub 1-4 (page 187)
- Adding Subtasks to a Task Code (page 187)
- Assigning Materials to a Task (page 189)
- Assigning Responses and Response Types to a Task (page 190)
- Setting Up a Default Task Status (page 192)
- Adding Service Call Tasks Attachments (page 193)
- Using the Task Code Lookup (page 194)

Creating or Editing a Task Code

The Task Code Setup window is used to create new task codes or to edit existing task codes. This window can also be used to change task code information and add subtasks or task materials. You can also inactivate a task code from this window. The Task Code setup window can be accessed by zooming on a task code from other windows.

- When task codes are created, the new tasks appear throughout the system, regardless of how the window was opened.
- Modifications made to the task code from the setup menu will change the entire template, and the changes made to that task code will appear wherever it is used starting from the time it is modified.

IMPORTANT

Task codes and task lists can be inactivated on their respective setup windows. Proceed with caution when you mark a task code or task list inactive. Inactivating a task code will inactivate it throughout Service Management as well as Equipment Management. History will not be affected, nor will existing contracts, quotes, service calls, and or scheduled maintenance (Equipment Management).

When you inactive a task code, the following is true:

- Inactive task codes and task lists are filtered out from displaying in any lookup and cannot be added to contracts, quotes, and/or service calls.
- When a task code is marked inactive and *already exists* in a task list, the inactive task code is indicated with a red indicator.
- When using hierarchy task lists, if a *parent* task is inactive, *child* tasks of that parent task are also inactive on the task list only. (Hierarchy child tasks are not automatically inactivated at the setup level.)
- Existing contracts, quotes, and calls, that have task codes or task lists will not be affected by a task code or task list being marked inactive.
- When renewing a contract (single, master, or mass), you can print a new Inactive Task or Task List report before renewing. If the contract has tasks that include inactive tasks and/or task lists, this report is automatically generated as well so that users can fix the data (reactivate the task code/task list or remove the inactive task codes or lists from the contract).
- When creating a new contract using equipment at the location, if the equipment type has a task list associated and you choose to automatically add task codes based on equipment type, only the active task codes will be added to the contract.
- In Equipment Management:
    - Existing scheduled maintenance that has task codes or task lists will not be affected by a task code or task list being marked inactive.
    - When creating a service call from the On Rental Entry and/or the Rental Agreement Line Entry windows, only active task codes in the Equipment Model task list are added to the service call. (This task list is assigned to the equipment model in the Equipment Model Maintenance window.)
    - When processing scheduled maintenance to create a service call, only active task codes assigned in the Scheduled Maintenance Type Setup window are added to the service call.

To create or edit a task code:

1. Go to *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Tasks > Task Codes.*
   You can also open Task Code Setup for an existing record from the following windows. If you've accessed the Task Code Setup window from another window, you will need to select *Clear* before you can create a new task code.
2. On the Task Code Setup window, complete the following fields, as necessary.
    - **Task Code**
      Enter a new task code. We recommend that you create a convention for naming your task codes. For example, if you plan to organize task lists by equipment type, you may name your task codes in a way that represents the equipment type, model, and task.
    - **Inactive**
      Mark to inactivate the task code.
    - **Task Description**
      The Task Description describes the task and will appear on the printed task list for the technician. If you are using the tasking response module, you may want to enter the task description in the form of a question to elicit the correct response from the technician. For instance, instead of "Check Brakes," you might enter "Do brakes need repair or replacement?"If you are using the Yes/No response type for a task, note that the "Yes" response will be selected by default until the technician or other user changes it to "No."
    - **Skill Level**
      Tasks with a required skill level default to the technician assigned to that skill level at the location.
      See Working With Location Records (page 91).
    - **Material Kit/Item and Tool Kit Required**
      If applicable, select the material kit/item and/or tool kit required to complete the task.

- **Frequency**
  You must use the lookup to select an existing frequency for the task. The Standard Frequency list is built and maintained by WennSoft and cannot be edited.
- **Suggested Schedule**
  Use the lookup button to select a schedule for the task. You can limit the schedules that appear in the lookup by specifying the task's frequency from the drop-down menu in the lookup window.
- **Estimated Costs, Estimated Billable**
  Enter estimated costs and estimated billable amounts for each category. These are the expected costs and revenue per visit for performing the task.
- **Hours**
  Enter the estimated hours per visit for each labor category. These estimates are used with the Maintenance Contract Quote module and the Service Call Quote module.
- **System, Major, Sub 1 - Sub 4**
  In each field, select the value that best describes this task code. This information is for reference and sorting. See Setting Up System, Major, Sub 1-4 (page 187).
- **Optional**
  Mark this checkbox if the task is optional. This is for informational purposes only.
- **Responses**
  Select this button to open the Task Responses Setup window. See Assigning Responses and Response Types to a Task (page 190) for detailed information on setting up responses.

3. Select *Save*. Your new task code appears in the list on the window you are working from, as well as all task code lists throughout the system.

Buttons on This Window

- **Save**
  Saves the task code.
- **Clear**
  Clears the window.
- **Delete**
  Deletes the task code.
- **Subtasks**
  You can use subtasks to further define the steps of completing a task. See Adding Subtasks to a Task Code (page 187).
- **Responses**
  A response is selected by a technician after the service call to indicate the progress of a task or a dispatcher or another user may enter this information after the appointment based on the technician's notes for each task. See Assigning Responses and Response Types to a Task (page 190).
- **Task Material**
  Indicates any materials required when performing the task. See Assigning Materials to a Task (page 189).
- **Print**
  You can print either report:
  - **Task Code List**
    Prints the Maintenance Task Codes report that includes the task code, skill level, material kit/item, tool kit required, inactive, frequency, suggested schedule, and descriptive text. To see an example of this report, see Maintenance Task Codes Report[24].
  - **Task Code Task Lists**
    Prints the Task Code Task Lists report that includes the task code and the task lists that the task code is associated with. See Task Code Task Lists Report[25].

24. https://wennsoft.atlassian.net/wiki/spaces/sig2026/pages/1620322010/Maintenance+Task+Codes+Report
25. https://wennsoft.atlassian.net/wiki/spaces/sig2026/pages/1620322101/Task+Code+Task+Lists+Report

Setting Up System, Major, Sub 1-4

These six fields are used to narrow down the list of task codes in a lookup window. If your company has hundreds or thousands of task codes, being able to filter those task codes allows you to search faster when assigning a maintenance task. For example, you may set up lookup data accordingly:

- **System**: Product line, such as boiler or air conditioner
- **Major**: Manufacturer name, such as Carrier or A.O. Smith
- **Sub 1**: Assembly, such as motor or fan
- **Sub 2**: Parts, such as fan or belt

When assigning maintenance tasks to equipment, either from the Equipment Type window or from the Maintenance Contract window, you can view the components of the piece of equipment. Then, when you want to assign a task code to the equipment, you can filter the maintenance tasks related only to that specific component of the equipment.

In the example below, without filtering, you would see all the maintenance tasks when attempting to assign a task to an ALPHA piece of equipment. However, only six of those tasks apply to a Network (System), and only five tasks apply to a Digital Alpha Server (Major), and only two apply to the Digital Mother Board (Sub1). There is a setup involved with the maintenance task and the equipment type to make this work.

	Equipment	Maintenance task
System:	Digital	System Analysis
Major:	AlphaServer	Server Analysis
Sub 1:	Digital Mother Board	Run Digital Mother Board Diagnostics
Sub 2:	Digital Alpha CPU	Run Digital Alpha CPU Diagnostics
Sub 3:	RAM/ROM Memory	Test RAM/ROM Memory
Sub 4:	64MB RAM SIMMS	Test and replace 64MB RAM SIMMS

Setting Up System, Major, and Sub 1, 2, 3, and 4

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Tasks, then System, Major, and Sub 1, Sub 2, Sub 3, or Sub 4.*
2. Using the guidelines for each level in the section above, enter a new value to use for categorizing task codes at this level.
3. Select *Save*. To delete System, Major, or Sub field lookup data, use the lookup in the field setup window to open the list of all lookup data for that field. Select the value you wish to delete, then select *Delete*.

Adding Subtasks to a Task Code

Subtasks are a way to further define the steps of completing a task. For example, a task described as **"Inspect Controls"** may have subtasks such as **"Inspect control wiring," "Check for proper operation,"** and **"Record all readings."** These subtasks represent the various steps that must be taken to complete the task. Subtasks can be added from the Task Code Setup window at *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup >*

Tasks > *Task Codes*. If you wish to add subtasks to a task only for a specific call, contract, or quote, you can make changes by opening the task code setup window from the task maintenance window:

- **Service Call Task Codes**
  Select *Cards* > *Service Management* > *Service Manager*. Select a customer and select *New Call*. On the Service Call window, use the *Tasks* button to open the Service Call Tasks window.
- **Contract Task Maintenance**
  Select *Cards* > *Service Management* > *Service Manager*. Select a customer and select *Contract*. Select a contract and select *Coverage*. On the Contract Coverage window, use the *Tasks* button to open the Contract Task Maintenance window.
- **Quote Task Maintenance**
  If you are using the Maintenance Contract Quote module, select *Cards* > *Service Management* > *Service Manager*. Select a customer and select *Quote*. Select a quote and select *Coverage*. In the Quote Coverage window, use the *Tasks* button to open the Quote Task Maintenance window. For more information on adding tasks to maintenance quotes, see the section Generating a maintenance contract quote (page 250).

Adding and Deleting Subtasks From a Task Code

Subtasks are a quick way to further define and break down a task. In the example below, "Check and Test all Safety Devices" is a task with three subtasks. The subtasks represent the various smaller steps that make up this task. The task and its subtasks will print on a report for the technician to bring to his appointment.

Example:

Check & Test all Safety Devices

- Check the safety switch
- Replace safety switch
- Retest the safety switch

A subtask does not require estimated costs and billable amounts.

Adding a Subtask to a Task Code

1. Open the Task Code Setup window from the quote, contract, or service call, or select *Microsoft Dynamics GP* > *Tools* > *Setup* > *Service Management* > *Lookup Setup* > *Tasks* > *Task Codes*.
2. Select a task code and select *Subtasks*.
3. On the Subtasks window, select *Add*.
4. Select an existing **Subtask ID**, or enter a new one.
5. Enter a **Description** for the subtask up to 60 characters in length. If your description is longer than one line, you can use the *Duplicate* button to add a duplicate subtask ID and continue the description text. You can also add the subtask multiple times using the *Duplicate* button.
6. If desired, enter any user-defined information for the subtask.
7. Select *Save*.

The new subtask is added to the list on the Subtasks window. Once the subtask is added, you can add materials to the subtask or change the order in which a subtask displays.

- To add materials to the subtask, highlight the Subtask ID and select *Task Material*. Follow the steps for Assigning Materials to a Task (page 189).
- To change the display order of the subtasks in the Subtasks window, select a task and use the arrow buttons to move it up or down. When you have finished adding and editing subtasks, close the Sub tasks window. To save the changes, select *Save* on the Task Code Setup window.

Deleting a Subtask From a Task Code

1. On the Task Code Setup window, select the task code from which you are deleting a subtask.
2. Select *Subtasks*.
3. Highlight the subtask that you wish to delete, then select *Delete*. The subtask is removed from the list on the Subtasks window.
4. When you have finished removing subtasks from this list, close the window. To save the changes, select *Save* on the Task Code Setup window.

Assigning Materials to a Task

When technicians go out to perform a maintenance task or subtask, they need to know what, if any, materials are required to do the job. In Task Code setup, you can specify which materials are required for specific tasks or subtasks.

Materials can be added from the Task Code Setup window at *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Tasks > Task Codes*.

If you wish to add subtasks or materials to a task only for a specific call, contract, or quote, you can make changes by opening the task code setup window from the task maintenance window:

- **Service Call Task Codes**
  Select *Cards > Service Management > Service Manager*. Select a customer and select *New Call*. On the Service Call window, use the *Tasks* button to open the Service Call Tasks window.
- **Contract Task Maintenance**
  Select *Cards > Service Management > Service Manager*. Select a customer and select *Contract*. Select a contract and select *Coverage*. On the Contract Coverage window, use the *Tasks* button to open the Contract Task Maintenance window.
- **Quote Task Maintenance**
  If you are using the Maintenance Contract Quote module, select *Cards > Service Management > Service Manager*. Select a customer and select *Quote*. Select a quote and select *Coverage*. In the Quote Coverage window, use the *Tasks* button to open the Quote Task Maintenance window. For more information on adding tasks to maintenance quotes, see the section Generating a Maintenance Contract Quote (page 250).

> ⚠ If task materials are defined at the task code level in task code setup, you may still redefine them later at the quote, contract, or service call level when an item is unique to the quote, contract, or call by zooming to and editing the task code directly from that record.

To add materials from the Task Code Setup window:

1. Open the Task Code Setup window.
2. If you are defining materials for a task, use the *Task Materials* button to open the Contract Task Code Materials window. If you are defining materials for a subtask, select the Subtask tab, then use the *Task Materials* button to open the Task Code Materials window.
3. Under **Filter by**, select a filtering method to determine which items display for inclusion with this task code. You can filter by Item Number, Description or Type. When you select a filter, the **Items Available** area populates accordingly.
   Types include:
   - Sales Inventory
   - Discontinued
   - Kit
   - Misc charges
   - Services
   - Flat Fee
4. Filter the list by **Site ID**, if necessary, or include ALL sites (default).
5. After filtering, select *Redisplay*. The list will refresh per the filters you selected.

6. To include an item, select an available item and select *Insert >>*. The item moves to the **Current Task Items** area. Repeat this step for other items to include:
    - To change the quantity of an item needed for a task, select the **Quantity** field beside the item in the Current Task Items list. When the cursor appears, delete the current item quantity and enter a new value.
    - To mark an item as required for the task or subtask, mark the **Required** checkbox. Materials that are required will appear on the printed tasking report so that the technician can gather all materials before the appointment. An item that is not marked as required will appear on the list as a recommended item. The technician will know to bring the item to the appointment if it is available, but that the service could be performed even if the item is not available.
    - To include non-inventory items, select the *Insert Non-Inventory Item* button, enter an item, then select *OK*.
    - To remove all items from inclusion, select *<< Remove All*.
    - If additional materials are needed for a service call, in addition to those inherently required by a task or subtask, you can add materials unique to the service call using the same process in the Service Call Tasks window.

Rolling Down Task Code Materials

Roll down task code materials if you would like equipment to remain assigned to a task code in all contracts, service calls, or quotes.

1. On the Task Code Materials window, select *Roll Down*.
2. Select the types of records where you would like the materials to roll down, then select *Roll Down*. This process may take a few seconds and is monitored by the progress bar on this window.
3. When processing is complete, select *OK* to save your changes.
4. *Save* and close the window.

Assigning Responses and Response Types to a Task

A response is selected by a technician after the service call to indicate the progress of a task or a dispatcher or another user may enter this information after the appointment based on the technician's notes for each task. The response section will display differently in the Service Call Tasks window depending on the response type assigned to the task in the Task Codes window. When setting up task codes, select a response type that makes sense for the task. Task descriptions should be written so that they make sense with the selected response type. Task descriptions phrased as questions often work well.

> ⚠ Inactive task codes and task lists are filtered out from displaying in any lookup and cannot be assigned to any new contract, equipment, or service call. If a task list has any inactive task codes, only the active task codes will be assigned.

Setting Up Task Responses

The setup for creating task responses has been modified to move Response Type from Task Code Setup to Task Responses Setup. This feature provides more options in task responses to generate improved information from the field. The number of task responses has been expanded to include where you can set up multiple response types, labels, repair task codes, response types, and the position, if applicable, that is related to a task. Additionally, you can set up a response that will generate a service call based on the input. For example, if you are entering a reading for a tire inspection, you may need to record the tire brand, the type of tire, and the tread depth. Instead of having to create each

of the responses as a separate task, you can now add all these responses to one task. You could also set up a repair type if the tire needs to be changed and another if the brake pad needs to be changed.

To set up task responses:

1. Go to Task Code Setup. *(Microsoft Dynamics GP > Tools > Setup > Signature Service > Lookup Setup > Tasks > Task Codes)*
2. Create a new task code.
3. Select *Responses*.
4. In Task Responses Setup, the task code and description default from the previous window. Enter the response information as needed.
    - **Type responses**
      Select from the following response types:
        - **None**
          Select this option to disable all further lines. This is the default option when opening the window.
        - **String**
          Provides the user the ability to enter a text string up to 100 characters.
        - **Numeric**
          Provides the user the ability to enter a numeric response with two decimal places in the service call.
        - **Integer**
          Provides the user the ability to enter an integer response with no decimal places in the service.
        - **Yes/No**
          Provides the user with a drop-down list of Yes and No in the service call.
        - **List**
          Provides the user with a drop-down list of user-defined responses in the service call.
        - **Text**
          Provides the user the ability to enter a text response. The Text option can *only* be used once per task code and only as the last non-None row. All further rows will be set to None.
    - **Repair**
      Provides the user with a drop-down list of Billable, No, and Yes. Selecting this type of response will enable the Repair Task Code field where you can enter a task code to be used on the new service call that is created when a user selects Billable or Yes. If **Billable** is selected for the response, the Bill To address from the Rental Agreement will default on the Service Call. If **Yes** is selected for the response, the Non-Billable checkbox will default as selected.
        - **Date**
          Provides the user the ability to select a date as a response in the service call.
        - **Label**
          Enter a descriptive label that will display for the response.
        - **Responses ID**
          When the list response type has been selected, this field is available to select the appropriate response ID. Tasks Responses List Setup can be accessed by choosing the Responses ID zoom or by going to *Microsoft Dynamics GP > Tools > Setup > Signature Service > Lookup Setup > Tasks > Task Responses Lists.* Enter the response list name and then enter the responses. These responses will be available as a drop-down list in the service call.
        - **Required**
          This setting is for use in MobileTech 6.0 and higher and will have no impact on the Service Management tasking functionality. If a child to the parent is marked as required, but the parent is set up as a Skip and the response is No, the required child response will be marked as completed.
        - **Skip**
          This checkbox is only available with a Yes/No response type. When checked, and the response is No, the system will move to the next *same* level, skipping any children below the Yes/No response. For example, in the table below (page 192), if the response to A2 is No, the system will move on to B1.

- **Repair Task Code**
  This field is only enabled when the Repair response type is selected. When the user selects Yes or Billable as a task response on the service call, a new service call with the call type of EQR will be created with task code attached when the appointment is closed.
    - Only one new service call is created, regardless of multiple repair Yes/Billable responses on the same originating service call.
    - An automatic repair call will not be created if you are completing the service call through an invoice. You must complete the call from the Appointments window with the Service Call window open - *OR* - you can set the call to complete directly in the Service Call window. The automatic Repair Call creation is focused on Call Complete and it is recommended to complete the call from Service Call window and allow all appointments to be marked completed as well. If you do not follow this process, the repair call will not be created. After you have completed the call, you will be able to invoice the call. You will not be able to complete the call from the Invoice window or by posting an invoice with the expectation of an automatic repair call.
- **Reading Type**
  This drop-down list is only available for a list or integer response type. The options available depend on the response type selected.
- **List** - Tire Brand, Tire Type, None
- **Integer** - Tire Reading, Brake Reading, Reefer reading, None
- **Position** - Select the tire position.

5. After completing all the task responses for this task, select *Save*.

Table

Task Code	Hierarchy	Description
A1	1	Front Panel Damaged
A2	1.1	Repair
A3	1.1.1	Repair Details
B1	2	Side Panel Damaged
B2	3	Repair
B3	4	Repair Details

Setting Up a Default Task Status

Before a Call Status can be changed to COMPLETE, the status of all tasks attached to an appointment must be marked as COMPLETE, SKIPPED, or N/A. Use the Service Call Tasks window to update the task statuses. If any task status remains set to OPEN, a warning message will appear when you attempt to complete the call.

In addition, a default Task Status must be selected in Service Options, to create MCC calls.

Select *Microsoft Dynamics GP > Tools > Service Management > Module Setup > Service Options.* Select a default Task Status. This status will be automatically selected for tasks when they are added to appointments.

> ⚠ Although setting the default task status to COMPLETE or N/A will save data entry time, it is recommended the default task status is OPEN to assure that all tasks have been completed before setting the call status to COMPLETE.

Adding Service Call Tasks Attachments

You can add attachments to task codes from the Task Code Setup window and the Service Task Code window in Service Management and MobileTech. The attachments can be viewed in either window in addition to the service call. A task code attachment marked as Primary will be transmitted to MobileTech.

- Setting Up Service Call Task Attachments (page 193)
- Adding an Attachment to a Task Code (page 193)

Setting Up Service Call Task Attachments

To set up service call task attachments:

1. Go to *Microsoft Dynamics GP > Tools > Setup > Company > Document Attachment Setup*.
2. Mark **Allow Document Attachments**.
3. Select **Additional**, and then select:
   - **Service Management Attachments**
     Enter the file locations the attachments should be saved to for each of the attachment areas.
   - **Equipment Management Attachments**
     Enter the file locations the attachments should be saved to for each of the attachment areas. The file location pathnames must end with a backslash.Example: C:\Program Files (x86)\Microsoft Dynamics\2018GP\Document attachments\
4. Select *OK*.

> ⚠ For Service Management document attachments to be written to a physical file location, WRITE permission must be given to the folder(s) where the attachments will be copied to for all users who will be attaching files.

Adding an Attachment to a Task Code

To add an attachment to a task code:

1. Access the Task Code Setup window. (*Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Task Code Setup)*
2. Select an existing task code or create a new code.
3. Select the attachment icon (paperclip).
4. In the Document List window, select *Add*.
5. Select the attachment format.
6. Enter a description.
7. Select the file.
8. Mark **Copy to Database**.
9. Mark **Primary Attachment**. While you can add as many attachments as you want to the task code, only the attachment marked as Primary will be transmitted to MobileTech.
10. Select *Save*.

Using the Task Code Lookup

Once task codes have been created, you can use the Task Code lookup to search for active task codes to assign to equipment, records, or active task lists. The Task Code lookup offers filters to help locate task codes. When accessing the Task Code Lookup from the Task Code Setup window, the default view displays all task codes, however, you can filter the displayed task codes by active, inactive, or all. When the Task Code Lookup window is accessed from any other window, the view defaults to Active.

> ⚠ Only active task codes can be viewed and/or entered in a Task Code field on any window when using the task code lookup.

When you have entered search criteria, use the *Redisplay* button to populate the upper scroll window with tasks limited to your search.

When the upper scroll window populates with task codes based on your search criteria, use the *Go* button to quickly locate items in the list. To use the *Go* button, enter a partial entry in the Task Code field and select the green arrow. The scrolling window will be positioned on the first occurrence of your entry.

> ⚠ If you are viewing a record when you open the Task Maintenance or Task Code lookup window, information from the record, such as equipment ID, will default in the Task Code Lookup window. If you would like to start from a blank window, select **Clear** and the information will be removed.

- **System, Major, Sub 1 - Sub 4**
  These fields are used to filter task code data that is for reference only. Use the Redisplay button after entering filtering data and task codes that meet the criteria will populate the list below. For more information on setting up lookup data for these fields, see Setting Up System, Major, Sub 1-4 (page 187).
- **Task List ID**
  To select a task from a task list, enter the Task List ID in this field, or select a Task List ID from the lookup. Select Go, and all items from the selected task list will display in the list below.
- **Task Code**
  Enter a whole or partial task code entry and select Go. All task codes that contain your search criteria will display in the list below.
- **Contract Number**
  This field shows the contract number for which you are adding tasks to the equipment. It is defaulted by the system.
- **Equipment ID**
  To select an Equipment Record, use the browse buttons around the equipment field or use the lookup to open the Contract Equipment window. You can add tasks to multiple equipment records on one contract. The Equipment Description entered in the Equipment Maintenance window displays below the Equipment ID.
- **Contract Task List ID**
  Use the Contract Task List ID field to attach tasks to the contract using task lists. Select a Contract Task List ID from the lookup. The tasks from that list will display in the Task Code scroll list at the bottom of the window.
- **Description**
  This field will default in based on the Contract Task List ID that has been selected.
- **Task List Type**
  This field will default in based on the Contract Task List ID that has been selected.
- **Start Task based on first available service date**
  Mark this box if you want the maintenance tasks on a contract to be scheduled on the first available service call date, regardless of the task's assigned schedule.

- **Show Subtasks**
  Mark this checkbox to view subtasks associated with the displayed tasks. Subtasks will appear indented under their task code in the scrolling windows.

1. Add tasks and subtasks by selecting a record in the upper scrolling window and choosing *Insert >>*. Once tasks appear in the lower scrolling window, they are automatically saved. If you insert a task code with subtasks, all the subtasks insert with it. If you insert a subtask, the parent code is inserted as well. You can insert subtasks more than once. You can edit a task and its subtasks on the fly by selecting a task code in the list and zooming in on it. This will open the Task Code Setup window. Use the arrow buttons to move tasks and subtasks in the upper scrolling window. You can also control the insertion point of a task or subtask by selecting a task in the bottom window. The task code is inserted after the selected item. If nothing is selected on the bottom, the task code is inserted at the bottom of the list.
2. Use the **Task Code** field that appears between the scrolling windows to quickly add or remove task codes associated with a piece of equipment without using the lookup.
3. When you have finished adding tasks, subtasks, materials, or task lists to the equipment, *Save* the Maintenance Tasks window and close it.

Working With Task Lists

Task lists are useful because they group together tasks that are commonly completed together. This eases data entry and allows the technician to have a clear and accurate sense of the assigned duties for a service appointment. To create new tasks for your list, see Working With Task Codes (page 182).

There are many options on how to categorize tasks into task lists. For example, you could create "Basic" and "Deluxe" task lists for different levels of a certain kind of service, such as an oil change. Similarly, you may create lists for certain types of maintenance, such as spring startup routines for air conditioners, that are relevant to much of equipment that is serviced.

Another option is to create a large task list for each specific model of equipment in the system. This list should contain all tasks that might be assigned to that equipment for any kind of service. These task lists can then be edited later to contain only the scheduled tasks needed for the specific contract, quote, or service call.

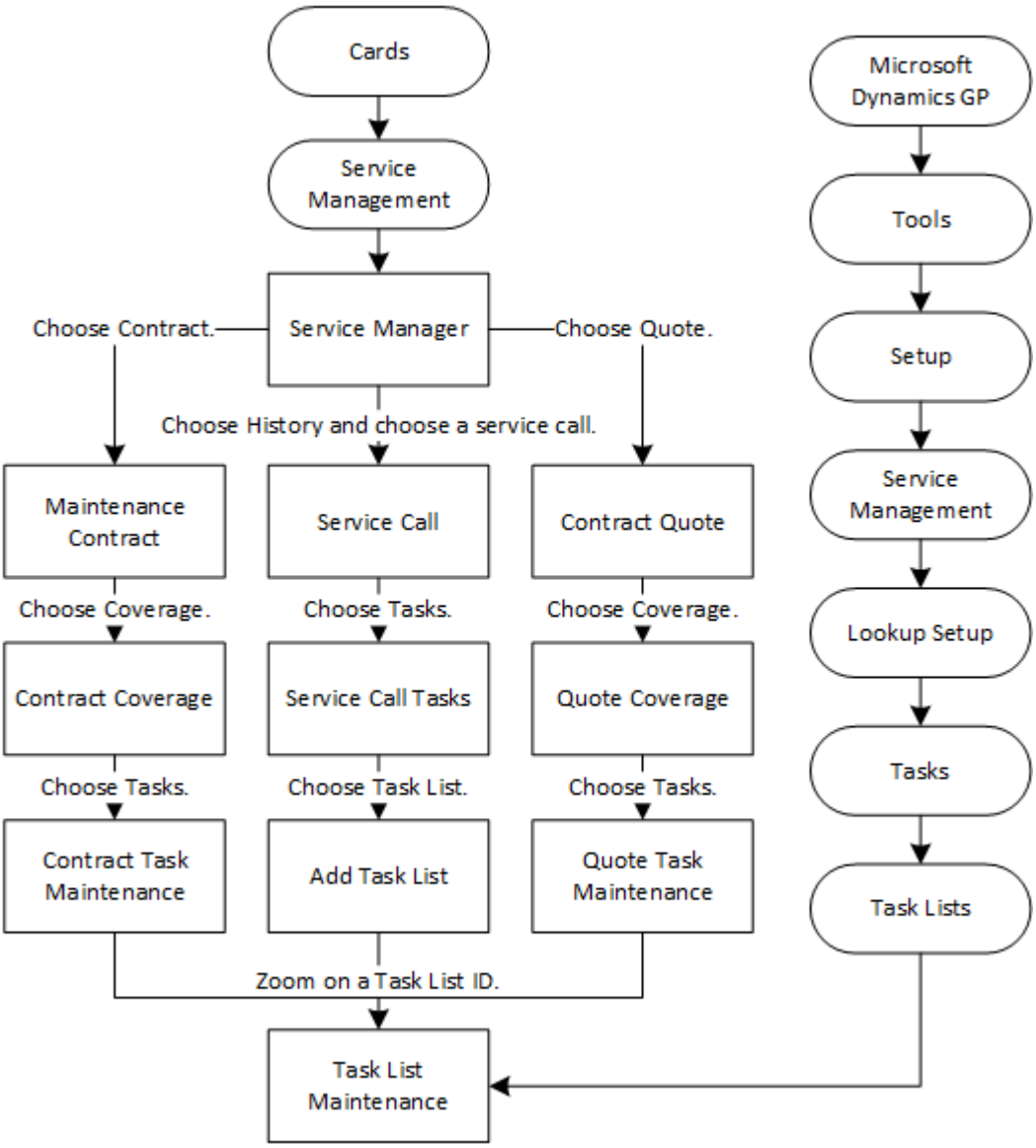
Task lists can also be set up with a hierarchical structure. Each task list is still comprised of tasks and subtasks, but instead of simply ordering the tasks within a task list, you have the option to hierarchically order them as well as have levels within the tasks.

Task lists can be created in two ways:

- By creating it from scratch in setup by individually selecting tasks and adding to a list that can then be saved and selected from a lookup in the record.
- By copying an existing task list from one record to another, and then modifying it.

Task lists can be created for service calls, maintenance contracts, and contract quotes. However, once a task list is created, it can be edited and copied to another service call, maintenance contract, or quote.

> ⚠ The Task List Maintenance window can be accessed from the setup menu or directly from any record that has a Task List ID zoom.



See also:

- Creating a Task List Type (page 197)
- Creating or Editing a Task List (page 197)
- Setting Up Task List Hierarchy (page 199)
- Copying a Task List (page 202)

Creating a Task List Type

The task list type is used to further classify task lists but is currently not functional. Examples: ELECTRICAL, ELEVATOR, EQUIPMENT, HVAC A/C, HVAC HEAT, etc.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Tasks > Task List Type.*
2. Enter the **Task List Type**.
3. Select *OK*.

Creating or Editing a Task List

Task lists can be accessed and used for quote task lists, service call task lists, and maintenance contract task lists.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Tasks > Task Lists.*
2. In the Task List Maintenance window, enter a new task list ID number and complete the fields in the window.
    - **Task List ID**
      Enter a Task List ID.
    - **Description**
      Enter a description for the task list. This will vary depending on how you have decided to organize your tasks into lists. The task list description may state a type of service, a level of service, an equipment type, or a combination of these classifications based on the purpose of the tasks it contains.
    - **Inactive**
      Mark to inactivate the task list.
      IMPORTANT: Proceed with caution when you mark a task code or task list inactive. Inactivating a task code will inactivate it throughout Service Management as well as Equipment Management. History will not be affected, nor will existing contracts, quotes, service calls, and or scheduled maintenance (Equipment Management).
      When you inactive a task code, the following is true:
        - Inactive task codes and task lists are filtered out from displaying in any lookup and cannot be added to contracts, quotes, and/or service calls.
        - When a task code is marked inactive and *already exists* in a task list, the inactive task code is indicated with a red indicator.
        - When using hierarchy task lists, if a *parent* task is inactive, *child* tasks of that parent task are also inactive on the task list only. (Hierarchy child tasks are not automatically inactivated at the setup level.)
        - Existing contracts, quotes, and calls, that have task codes or task lists will not be affected by a task code or task list being marked inactive.
        - When renewing a contract (single, master, or mass), you can print a new Inactive Task or Task List report before renewing. If the contract has tasks that include inactive tasks and/or task lists, this report is automatically generated as well so that users can fix the data (reactivate the task code/ task list or remove the inactive task codes or lists from the contract).
        - When creating a new contract using equipment at the location, if the equipment type has a task list associated and you choose to automatically add task codes based on equipment type, only the active task codes will be added to the contract.
        - In Equipment Management:
            - Existing scheduled maintenance that has task codes or task lists will not be affected by a task code or task list being marked inactive.
            - When creating a service call from the On Rental Entry and/or the Rental Agreement Line Entry windows, only active task codes in the Equipment Model task list are added to the service call. (This task list is assigned to the equipment model in the Equipment Model Maintenance window.)
        - When processing scheduled maintenance to create a service call, only active task codes assigned in the Scheduled Maintenance Type Setup window are added to the service call.

- **Protected List**
  After you've set up the task list and added tasks, mark Protected List to prevent the task list from being edited in the Task List Maintenance and Task List Details windows.
- **Use Hierarchy**
  Mark this checkbox if you would like to set up your task list in a hierarchical list. See Setting Up Task List Hierarchy (page 199) for more information.
- **Task List Type**
  This field is used to further classify task lists but is currently not functional.
- **Frequency**
  Select how often this task list should be performed.
- **Schedule**
  Select when this task list should be scheduled.
- **System, Major, Sub 1 - Sub 4**
  These fields are used when assigning maintenance tasks to pieces of equipment. This information is useful for reference and sorting. Once a list is marked as a Protected List, all setup fields will be disabled and you will be unable to add or remove tasks or subtasks from the list. Be sure to add all tasks and subtasks and complete all setup for the new task list before checking the Protected List box.

3. When you have entered all the information for your new task list, use the *Tasks* button to add tasks to the list. The Task List Detail window opens. Use the task code lookup information to search for the task codes you want and *Insert* them into the list.

Other Task List Maintenance Windows

The Contract Quote, Maintenance Contract, and Service Call windows each allow you to create task lists on the fly. These task lists are created in the quote, contract, or service call but can be accessed later and copied for use in another quote, contract, or service call.

These specific Task List Maintenance windows function the same way as the Task List Maintenance window under Setup. However, they allow you to create new lists more conveniently and to make changes to a list that you wish to be unique to the service call, quote, or maintenance contract.

The following instructions will guide you to these windows.

Opening Quote Task List Maintenance Window

You must own the Maintenance Contract Quote Module to complete the following steps.

1. Select *Cards* > *Service Management* > *Service Manager*.
2. Select a customer that has a contract quote and select the *Quote* indicator.
3. Select *Coverage*.
4. Select *Tasks*.
5. Select an equipment record and zoom on the **Quote Task List ID** field. The Quote Task List Maintenance window opens. For more information on the Quoted Tasks window, see Edit tasks and subtasks attached to the quote in the Maintenance Contract Quote section.

- When a task list is entered in the Quote Task Maintenance window Quote Task List ID field, only the tasks and subtasks making up the list display in the right scrolling window. Stand-alone tasks appear in the right scrolling window when the Quote Task List ID field is blank.
- When you create a quote task list, it is assigned to the maintenance contract quote. It cannot be used anywhere else.

Opening the Maintenance Contract Task List Maintenance Window

1. Select *Cards* > *Service Management* > *Service Manager*.
2. Select a customer and select the *Contract* indicator.
3. Select the *Coverage* button.
4. Select the *Tasks* button.
5. Zoom on **Contract Task List ID** field. The Contract Task List Maintenance window opens.

When a task list is entered in the Contract Task Maintenance window Contract Task List ID field, only the tasks and subtasks making up the list display in the right scrolling window. Stand-alone tasks appear in the right scrolling window when the Contract Task List ID field is blank.

If there are tasks assigned to your equipment records that you didn't assign per the procedure above, the tasks may have been assigned with the equipment type record, which is part of your equipment record. If the equipment type had a task list assigned, those tasks appear with the equipment record. See Setting Up Equipment Types (page 55).

Opening Service Call Task List Maintenance Window

You can add task lists to a service call from the Service Call Tasks window using the *Task List* button. All tasks and subtasks that are part of the task list are added to the service call. Once a task list is added to a service call, it can be edited and reused on other service calls, maintenance contracts, or maintenance contract quotes.

1. Select *Cards* > *Service Management* > *Service Manager*.
2. Select a customer and select the *History* indicator.
3. Double-click a service call and select *Tasks*.
4. Select *Task List*.
5. Use the lookup to select a **Task List ID**. Zoom on the Task List ID and the Task List Maintenance window will open. Unlike Maintenance Contracts, a service call may not automatically have equipment assigned to it. You can add task lists to equipment for the service call in the Add Task List window.
6. If you want to assign the task list to a piece of equipment and sublocation, complete the **Equipment ID** and **Sublocation ID** fields.
7. Select *Save*.
8. The total hours of all tasks entered display in the Total Task Hours field at the bottom of the Service Call Tasks window. Select *Save* to schedule the service call. After saving the service call, the estimated hours for the appointment will calculate per the total task hours for all equipment and will display in the Total Appointment Hours field. Total task hours and appointment hours should be equal.

- If tasks are added to the service call after it has been saved, the appointment hours will not readjust to match the total task hours because the appointment has already been scheduled.
- If the skill level of the task doesn't match the skill level of the technician assigned to the call, you receive a message. If you password-protected this function, you must enter a password to allow the technician ID to be entered.

Setting Up Task List Hierarchy

The ability to create hierarchically structured task lists has been added. Each task list will still be comprised of tasks and subtasks, but instead of simply ordering the tasks within a task list, you have the option to hierarchically order them as well as have levels within the tasks.

Inactive task codes and task lists are filtered out from displaying in any lookup and cannot be assigned to any new contract, equipment, or service call. If a task list has any inactive task codes, only the active task codes will be assigned.

The example below reflects a simple hierarchy. At 1, if the user answers Yes, the user is moved to 1.1. If the user answers No at 1.1, the system looks for 1.2. Since there isn't a 1.2, the user is moved to 2.

For more information on creating task responses that will skip to the next task code, see Assigning Responses and Response Types to a Task (page 190).

Or, if 1, the user answers No, the user is moved to 2.

Task Code	Hierarchy	Description
A1	1	Front Panel Damaged
A2	1.1	Repair
A3	1.1.1	Repair Details
B1	2	Side Panel Damaged
B2	2.1	Repair
B3	2.1.1	Repair Details

Enabling Task List Hierarchy

A Use Hierarchy checkbox has been added to the Task List Maintenance window.

1. Go to *Microsoft Dynamics GP > Tools > Setup > Signature Service > Lookup Setup > Tasks > Task List*.
2. In the Task List Maintenance window, enter a new task list, or select an existing task list.
3. Select **Use Hierarchy** to enable the use of hierarchy within this task list. This will enable the level arrows to the right of the window. If you open an existing task list and select Use Hierarchy, the task record will be sequentially assigned a hierarchy number.
4. Select **Tasks** to access Task List Detail to set up the task hierarchy.
    - If you chose an existing task list in the previous window, the tasks will automatically be numbered sequentially.
    - If you are setting up a new list, you must insert the appropriate tasks. As you insert them, they will be numbered sequentially. You can use the Order buttons to move the tasks up or down rows in the list. Additionally, if you need to insert a task above a task that has been inserted, simply highlight the task on the right, insert the task from the left, and the new task will be above the highlighted task.

Setting Up a Hierarchical List

If you chose an existing task list in the previous window, the tasks will automatically be numbered sequentially.

If you are setting up a new list, you must insert the appropriate tasks. As you insert them, they will be numbered sequentially.

You can use the Order buttons to move the tasks up or down rows in the list. Additionally, if you need to insert a task above a task that has been inserted, simply highlight the task on the right, insert the task from the left, and the new task will be above the highlighted task. To deselect the task, double-click on the task.

Example of task codes that have just been inserted to the list and have been ordered appropriately. No hierarchy has been set up yet.

Task Code	Hierarchy	Description
A1	1	Front Panel Damaged
A2	2	Repair
A3	3	Repair Details
B1	4	Side Panel Damaged
B2	5	Repair
B3	6	Repair Details

Moving a Hierarchy Level

To move task code A2 to a child level directly below A1, select the A2 code row, and then select the bottom Level button once to indent one level. To move A3 to be indented below A2, select A3 and select the same Level button two times to indent two levels. The hierarchy level numbers will update accordingly.

> ⚠ If you move an active code so that it is a child of an inactive task code, the task code will become inactive for this hierarchal task list only. Inactive task codes are indicated with a red indicator.

Task Code	Hierarchy	Description
A1	1	Front Panel Damaged
A2	1.1	Repair
A3	1.1.1	Repair Details
B1	2	Side Panel Damaged
B2	3	Repair
B3	4	Repair Details

Moving a level that has child levels below that will also move and change the hierarchy levels for the child levels. For example, if task code A2 is now moved to the left, the child level A3 will also be moved.

Task Code	Hierarchy	Description
A1	1	Front Panel Damaged
A2	2	Repair
A3	2.1	Repair Details
B1	3	Side Panel Damaged
B2	4	Repair
B3	5	Repair Details

Removing a Hierarchy Level

If you select to remove a level that has child levels below it, you will receive a message indicating that the dependent levels will be removed and ask if you want to continue. If you select to continue, the levels are removed and the task hierarchy is recalculated.

Reordering a Hierarchy Level

Reordering your hierarchy list by using the Order buttons will move the level up or down in your task list. If the task that you have selected has any child levels below it, they will also move with the parent.

> The ability to order, insert, and remove a task from a hierarchical task list has been disabled in Contract Task Maintenance and Quote Task Maintenance. Additionally, the ability to remove a task from a hierarchical task list has been removed from Service Call Tasks and Service Call Tasks - Lists. In the Service Call Tasks - Tree, the ability to remove a task within a hierarchical list has been disabled. However, you can remove an entire hierarchical task list from this window.

Copying a Task List

Using the Copy Task List window, you can create a new task list by copying an existing active task list. You can use task lists, contract task lists, service call task lists, or quote task lists to create any other type of task lists. You can use the Copy Task List utility at *Microsoft Dynamics GP > Tools > Utilities > Service Manager > Copy Task List* to copy task lists from one record to another. When it is more convenient, you can also copy the task list directly from the record.

> Only active task lists can be copied. Task lists that have been marked inactive cannot be copied. If a task list has any inactive task codes, only the active task codes will be copied to the new task list.

Any task list can be copied over to create a new task list for a service call, quote, or maintenance contract.

To copy a task list:

1. In the Copy Task List window, complete the following fields, as necessary.

- **Source**
  Select Task List ID, Contract Task List ID, Service Call Task List ID, or Quote Task List ID for the source task list.
- **Customer ID, Location ID, Contract Number / Service Call ID / Quote Number, Equipment ID:**
  The Location ID and Equipment ID default from the records you select.
  - If the source is a contract task list, select a Customer ID and Contract Number.
  - If the source is a service call task list, select a Service Call ID. It is not necessary to select a Customer ID first unless you want to filter the service calls in the lookup data.
  - If the source is a quote task list, select a Customer ID and Quote Number.
- **Task List ID / Contract Task List ID / Service Call Task List ID / Quote Task List ID**
  Select the source task list that you are copying, depending on which source type you have selected.
- **Protected List**
  This checkbox pertains to the task list you chose and is display-only on this window.
- **New**
  The type of task list you are creating. This will default as the type of list you are copying, but it can be changed.
- **Customer ID, Location ID, Contract Number**
  Enter customer, location, and service call information defaults for the new task list.
- **Equipment ID, Contract Task List ID, Description, Task List Type**
  Complete these fields for the new task list.
- **Start Task Schedule based on first available service date**
  Mark this checkbox if you want the maintenance tasks on a contract to be scheduled on the first available service call date, regardless of the task's schedule. For instance, if the tasks are to be performed every Monday, but the soonest available appointment is a Wednesday, marking this box will cause the first appointment to be scheduled on Wednesday. Appointments will then be scheduled on Mondays from that point on. This is useful if the customer needs an initial inspection or service right away as part of their contract.
- **Control Frequency and Schedule**
  Select whether to control the frequency and schedule of the tasks assigned to this list.
- **Frequency, Schedule**
  If you mark the Control Frequency and Schedule checkbox, enter a frequency and schedule.
  To keep the existing task schedule of the source task list when copying within the same contract and contract period, leave this checkbox empty.

2. Select *Copy.*

Assigning Tasks and Task Lists

Tasks and task lists can be assigned to service calls, maintenance contracts, and equipment. Assigning tasks to equipment on a maintenance contract will help ensure that maintenance tasks are completed routinely for the equipment. Assigning tasks to an individual record will add tasks to the call in addition to any inherently attached to the equipment.

> ⚠ Inactive task codes and task lists are filtered out from displaying in any lookup and cannot be assigned to any new contract, equipment, or service call. If a task list has any inactive task codes, only the active task codes will be assigned.

See also:

- Assigning Tasks and Task Lists to Equipment (page 204)
- Assigning Tasks and Task Lists to Records (page 205)
- Generating a Maintenance Contract from a Quote (page 208)

- About MCC Calls (page 208)
- Scheduling Maintenance Tasks (page 209)
- Printing the Scheduled Maintenance Report (page 211)

Assigning Tasks and Task Lists to Equipment

Tasks can be assigned to a piece of equipment, which is in turn attached to a quote, contract, or service call. Assigning tasks to equipment is especially helpful because maintenance appointments can be scheduled automatically based on the task schedule. For more information, see the section About MCC Calls (page 208).

> ⚠ Inactive task codes and task lists are filtered out from displaying in any lookup and cannot be assigned to any new contract, equipment, or service call. If a task list has any inactive task codes, only the active task codes will be assigned.

To assign tasks and/or task lists to equipment:

1. Select *Cards* > *Service Management* > *Service Manager*. In the Service Manager window, select a customer. Select *Additional*, and then select *Equipment*.
2. In the Equipment Lookup window, highlight the piece of equipment you wish to add tasks to. Select *Edit*.
3. Select *Maintenance Tasks* in the lower right corner of the window. If there is more than one maintenance contract for this equipment, select the one you wish to edit in the Equipment Contract List window and select *Select*.
4. In the Maintenance Task window, complete the following fields:
   - **Task Code**
     If there are task codes already assigned to this equipment, they can be viewed using the arrows on either side of the Task Code field. If the task code you are viewing is part of a task list, the task list ID for that task will be displayed in the space below the Task Code. The arrows will scroll through all individual tasks for all task lists assigned to the equipment.
   - **Contract Task List ID**
     Displays the Contract Task List ID, if assigned to the Task Code.
   - **Skill Level**
     Displays the technician's skill level.
   - **Standard Frequency**
     Displays the Standard Frequency assigned to the Task Code.
   - **Schedule**
     Displays the Schedule assigned to the Task Code.
5. The Scheduled tasks display in the scrolling window below, based on the Task Code selected. You can view and/or edit the field information.
   - **Required**
     This field defaults to marked. The Required checkbox indicates if the task is included in MCC generation. If the Required checkbox is not marked for a scheduled date, that date is excluded from MCC generation. The status of the field is retained during renewal. The status is properly marked if the task date is changed before renewal.
     - If the Required checkbox is *disabled*, this indicates the task is part of a task list that has the Control Frequency and Schedule turned on. You would need to unmark the Control Frequency and Schedule checkbox in the Contract Task List Maintenance window before you can unmark the Required checkbox in the Maintenance Tasks window. Select the Contract Task List ID hyperlink to zoom to the Contract Task List Maintenance window to unmark the Control Frequency and Schedule checkbox, click OK in the pop-up window, and then select Save. Now you can unmark any Schedule Dates as needed.

    - While you can delete a row from the schedule, deleted rows are not included in MCC generation, and they will be regenerated during the maintenance contract renewal process.
  - **Schedule Date**
    Displays the schedule date based on the Standard Frequency and Schedule.
  - **Estimated Hours**
    Enter the estimated hours for the maintenance appointment.
  - **Service Call ID**
    Displays the service call ID once the MCCs have been generated.
  - **Day of Week**
    Displays the day of the week the date falls on.
  - **Week of Month**
    Displays the week number for the month.
  - **Note**
    Select to open the Task Comments window to view/add task comments. The task comments can also be viewed from the Service Call Tasks window by selecting Task Comment in the top navigation ribbon. The Task Comment option only displays if the task has a task comment added.
6. Select the **Subtasks** tab to display the subtasks for the individual task. Subtask materials can be added from the Subtask tab. See Assigning Materials to a Task (page 189).
7. Select the **Estimate** tab to display the estimated time and cost for the individual task. See Creating or Editing a Task Code (page 184). Estimated hours and estimated costs for each task can be edited from the Estimate tab.
8. The **Total Hours** field to the right of the scrolling section displays the total estimated hours.
9. Along the bottom of the window, the current entity information displays the Customer ID, Address ID, Location ID, Contract number, and Equipment ID.

Buttons on This Window

- **Tasks**: To assign an individual task to a piece of equipment, select *Tasks*. If you select the *Tasks* button while you are viewing a task code currently assigned to a task list, the new task will be added to that same task list within the record. To add an individual task that should not be part of a task list, *Clear* the Maintenance Tasks window before choosing *Tasks*, or delete the task list ID that appears in the Task List ID field when the Contract Task Maintenance window opens.
- **Task List**: Multiple task lists can be assigned to a piece of equipment. To add a task list to the Equipment, select *Task List*. This will open the Copy Task List window. Select the task list you wish to copy to the equipment record and fill out all the required information in this window. For more information on completing the Copy Task List window, see Copying a task list.
- **Task Material**: Use the Task Materials window to add materials to the task. To add task materials to the Equipment, select *Task Material*.

Assigning Tasks and Task Lists to Records

Adding tasks to a quote, service call, or maintenance contract is a way to assign tasks to equipment in addition to what is already assigned to the equipment itself. For example, say a monthly oil change is assigned to an equipment record. During this month's visit, the technician notes the air filter may need replacement the following month. An air filter replacement task could then be assigned to a specific service call for that equipment. This task will then be completed along with the routine tasks attached to the equipment.

> ⚠ Inactive task codes and task lists are filtered out from displaying in any lookup and cannot be assigned to any new contract, equipment, or service call. If a task list has any inactive task codes, only the active task codes will be assigned.

You can add tasks and task lists to records from their respective Task Maintenance windows.

- **Quote Task Maintenance window**
  You must own the Maintenance Contract Quote Module to access this window. Select *Cards* > *Service Management* > *Service Manager*. Select the customer and select *Quote*. Select the quote and select *Coverage*. In the Quote Coverage window, select *Tasks*. The Quote Task Maintenance window opens. Use the task code lookup to select tasks from the database and *Insert* them into the list. Close the window and *Save* changes in the Contract Quote window.
- **Contract Task Maintenance window**
  Select *Cards* > *Service Management* > *Service Manager*. Select the customer and select *Contract*. Select the contract and select *Coverage*. In the Contract Coverage window, select *Tasks*. The Contract Task Maintenance window opens. Use the task code lookup to select tasks from the database and *Insert* them into the list. Close the window and *Save* changes in the Maintenance Contract window.
- **Service Call Task Codes window**
  Select *Cards* > *Service Management* > *Service Manager*. Select the customer. Select *History* and select an existing service call, or select *New Call* to create a new service call. In the Service Call window, select *Tasks*. In the Service Call Tasks window, enter a task code in the Task Code field, or use the *Task* button to open the Service Call Task Codes window. Use the task code lookup to select tasks from the database and *Insert* them into the list. Close the window and *Save* changes in the Service Call Tasks window. Because service calls do not require an Equipment ID, tasks can also be added directly to the service call. See the following section, Assigning Tasks to a Service Call, for more detailed information.

Assigning Tasks to a Service Call

Because service calls are not always foreseeable or routine visits, you may need to schedule tasks for equipment aside from what tasks are automatically assigned to the equipment or its maintenance contract. Also, because an equipment ID is not required to set up a service call, you may need to add tasks to a service call directly. For instance, a customer may experience a problem with equipment that is not currently covered by a maintenance contract, or they may be unsure which piece of equipment is causing the problem.

You may have added a task to the service call using the Task Code field in the Service Call window. You can add additional tasks to the call using the *Tasks* button in the Service Call window. The Task Code field is disabled and blank if more than one task has been entered for a service call.

You can assign a task list to a service call by creating a service call task list or by copying an existing task list.

> ⚠ Inactive task codes and task lists are filtered out from displaying in any lookup and cannot be assigned to any new contract, equipment, or service call. If a task list has any inactive task codes, only the active task codes will be assigned.

Assigning tasks to a service call:

1. Open the Service Call Tasks window. The **Equipment ID** defaults from the Service Call window. Only one equipment record can be assigned to each task. If you have multiple equipment on the service call, you must create separate tasks for each record. If you select or enter a new Equipment ID on this window, and the equipment is inactive or retired, you receive a warning message: *This equipment is inactive/retired. Do you want to continue?* Select *Yes* to continue adding the task with the selected equipment, or select *No* to select a different record.
2. Select a task by doing one of the following in the **Task Code** field:
   - Use the browse buttons to scroll through the task codes that have already been assigned to the service call. If the task code has subtasks, you can view them using the browse buttons in the Subtask Code field. Likewise, if the task code belongs to a task list, the list name will appear in the Task List ID field

- Use the lookup button to open the Service Call Tasks – List window.

Editing Existing Task Codes

1. Zoom on the Task Code field to open the Task Code Setup window.
2. Use the tree view button to open the Service Call Tasks – Tree window. Tree windows help to manage tasks assigned to the call. You can remove all tasks and subtasks attached to sublocations, equipment records, and task lists. Deleting a task deletes its subtasks. Likewise, deleting a task list deletes all its tasks and subtasks. Tasks are sorted in order of sublocation, equipment, task list, and task code. Changes made here will be unique to the service call and will not affect the task codes, task lists, or equipment records throughout the system.

Adding a New Task to a Service Call

1. In the Service Call Tasks window, select *Task*. Use the task code lookup in the Service Call Task Codes window to select an existing task code. *Insert* it and close the Service Call Tasks Codes window. The task, its subtasks, and any attached information will populate the Service Call Tasks window.
2. Complete the information in the Service Call Tasks window for each new task.
   - **Hours**
     The total estimated labor hours entered for the task in the Task Codes window display. If you edit this amount, only the total estimated labor hours are affected, not the estimated labor hours in labor categories 1 through 5.
   - **Skill Level**
     The skill level entered for the task in the Task Code Setup window displays. You can enter a new skill level or use the lookup to select one.
   - **Equipment ID**
     Enter the piece of equipment being serviced by the task. One piece of equipment can be assigned to a task. If a task is to be performed on more than one piece of equipment, the task must be entered once for each piece of equipment. You can zoom on the Equipment ID field to open the Equipment lookup window.
   - **Sublocation ID**
     Enter the location within the building where the task is to be completed. A location can be selected using the lookup if you marked the option Use Validation for Sublocations in the Service Options window. The lookup is disabled if the option is not marked.
   - **Trouble Code, Resolution Code**
     Enter a trouble code and resolution code. Trouble codes provide another way of tracking types of service problems. Code numbers track what the problem was and how it was corrected. Tracking trouble codes can help determine how often you service a customer for the same problem, perhaps indicating the need for a maintenance contract agreement.
   - **Task Status**
     The status selected for the Default Task Status in the Service Options window will default here. If you did not select a default task status, you receive a message instructing you to do so when you attempt to open the Service Call Tasks window. Override the default by choosing a different status from the lookup window. For more information, see Setting up the Default Task Status. You can use the *Complete All* button to change the status of all tasks to Complete.
   - **Completion Date**
     The task's completion date will be set to the current system date and can be changed.
   - **Comment**
     Enter a note up to 120-characters long.
   - **Originating Task Response**
     If the service call was automatically created from a Repair task response, the task responses detail from the original call display in this field. For example, if there is a two-foot tear in the upper left side of the trailer that needs to be repaired and billed to the customer, this field may display "2.2.1, Description: Left Side Damage Detail, Repair: Yes, Bill: Yes, Damage Type: Tear, Repair Method: Patch, Position: Upper/Left,

Length: 2.00, Reference: 1, More: Yes." For information on creating a Repair task response, see Assigning Responses and Response Types to a Task (page 190).

- **Task Response**
  Task responses will usually be entered after the appointment to track detailed results for each task on a service call. To enter responses for each task, use the browse buttons to browse through each record in the scrolling window.

3. When you have finished adding tasks, *Save* the window. The service call appointment can now be scheduled. For more information, see Creating Service Calls Using Tasks.

Viewing an MCC Task Comment

For an MCC (maintenance contract computer-generated) call, you can view the comments that were added to a task.

1. In the Service Call Tasks window, select a task.
2. To view the read-only comment, select **Task Comment** in the navigation ribbon.
   Task Comment only displays if a task comment was added to the task in the Maintenance Tasks window by selecting the Notes icon in the scrolling window. See Assigning Tasks and Task Lists to Equipment (page 204).
3. The task comment added to the task displays as read-only.

Generating a Maintenance Contract from a Quote

Quote task lists, once created, can be used to generate maintenance contract quotes. From there, the quote can be converted to an actual maintenance contract. For more information, see Generating a Maintenance Contract Quote (page 250) in the Maintenance Contract Quote Module section. You must own the Maintenance Contract Quote Module to perform these tasks.

About MCC Calls

When tasks are assigned to a contract or equipment and set to a schedule, you can select to have these tasks scheduled as service calls automatically. These maintenance contract computer-generated calls are referred to as MCC calls.

MCC calls are created in a batch based on the tasking schedules defined for each piece of equipment. The tasks and subtasks assigned to the equipment record and its contract are what cause maintenance contract computer-generated (MCC) calls to be created.

For example, let's say we covered a piece of equipment, EQUIP000, by a maintenance contract. We could attach two maintenance tasks to equipment EQUIP000. One task is to be performed every month and one task every quarter, both starting in January. Therefore, when we create MCC calls for January, either one or two calls are created, depending on the technician assigned. If the same technician can perform both tasks, only one MCC call is created. If the tasks require different technicians, two MCC calls are created, one for each technician.

You can create MCC calls one month at a time. You should create the MCC calls only after your maintenance contracts are complete and up to date. Changes made to a maintenance contract after MCC calls have been created will not be reflected in the MCC call. We recommend all users be out of the system when MCC calls are being created.

> ⚠ Service level agreements aren't used with MCC calls. That is, while a maintenance contract could have a service level agreement associated with it, response times aren't calculated for MCC calls since maintenance calls are considered preventive and not time-sensitive.

Scheduling Maintenance Tasks

Creating and Scheduling MCC Calls

1. Select *Microsoft Dynamics GP > Tools > Routines > Service Management > Maintenance Contract > Create MCC Calls*.
2. Select the **Year** and **Month** from the drop-down lists.
3. Select to create MCC calls for all customers or a single customer. Enter the applicable range information in the enabled fields.
4. Select the *Preview* button to preview which MCC calls will be created. Maintenance tasks used to create service calls will have a service call ID assigned. Maintenance tasks without service call IDs are created when you select the *Create* button.
5. Close the report preview to return to the Maintenance Tasking window.
6. Select *Create* to create the MCC calls. You must have a default task status entered in the Service Options window for the MCC calls to be created. See Choosing Service Options (page 30).
7. The first time during a session you select *Create*, you receive the following message: *It is recommended that you run the utility that matches technicians by skill level to maintenance tasks at this time. Do you wish to run the utility?* We recommend you run the utility. If a technician doesn't exist at the location with the necessary skill level, the primary technician at that location is assigned to the task. Once the MCC call has been created, the Maintenance Tasks window is updated with the service call ID in the Service Call ID column.

- If you open the Service Call Tasks window again and edit or delete the tasks for an existing appointment, the system will not update the appointment's estimated hours. The Total Appointment Hours and Total Task Hours in the Service Call, Appointments, and Service Call Tasks windows will be updated.
- MCC calls are only generated once. If you select the *Create* button and there are no new calls, you receive the message "There are no new service calls to be created for this period." If you create or edit maintenance tasks and rerun the service call creation process, only the new MCC calls will be generated.

Creating an MCC Call for an Individual Contract

You can also create MCC calls for an individual contract from the Maintenance Contract window.

1. Once tasks have been added to the equipment on the Maintenance Contract, return to the Maintenance Contract window.
2. Select *Print > Tasking.* The Maintenance Tasking window opens.
3. Select the **Year**, **Month**, and other range parameters for which you would like to create appointments.
4. The Maintenance Tasking window will only enable ranges available based on the contract. Because you are creating MCC calls for an individual call, most ranges will be disabled.
5. Select *Create*. The appointments will be generated, and you will be prompted to print a report to review the appointments.

Suspending MCC Calls

If you have equipment that is covered by a maintenance contract but do not want to create MCC calls for the equipment, you can temporarily place the equipment out of service.
You can place the equipment out of service by marking the **Suspend MCC Calls** checkbox on the Equipment Master or Equipment Component windows. When the checkbox is marked, MCC calls will not be created for tasks assigned to the equipment. However, suspending MCC calls does not delete tasks from the record. Unmarking the Suspend MCC Calls checkbox will resume the creation of MCC calls as usual.

If you suspend MCC calls for equipment that is a lead item in a group, all group items will also have MCC calls suspended. You cannot independently suspend MCC calls for group items.

- If you suspend MCC calls for equipment that is a has-components record, the components will not automatically have MCC calls suspended.
- If you suspend MCC calls for equipment that has open service calls, you will receive a warning message. If you select to proceed, the open service calls will remain.
- The **Suspend MCC Calls** checkbox will be disabled if:
    - Equipment is not attached to a maintenance contract.
    - Equipment has been removed from a maintenance contract.
- When equipment is out of service:
    - The equipment can still be added to a service call.
    - Labor loading calculations will still include tasks for the equipment.

Creating Service Calls Using Tasks

Service call appointments are not always set to a routine schedule on a maintenance contract. However, you can generate individual service call appointments from service call tasks. Appointments also do not need to be attached to a piece of equipment.

> ⚠ Inactive task codes and task lists are filtered out from displaying in any lookup and cannot be assigned to any new contract, equipment, or service call. If a task list has any inactive task codes, only the active task codes will be assigned.

To create a service call using tasks:

1. Select *Cards* > *Service Management* > *Service Manager* and select a customer record.
2. On the Service Manager window, select *New Call*.
3. On the Service Call window, select *Tasks*. The Service Call Tasks window opens. If there was an equipment record selected on the Service Manager window when the call was created, a default task was automatically created. The default task holds the equipment record information. Once more tasks are added to the service call for that piece of equipment, you can delete the default task.
4. If you are creating the service call for equipment, select an **Equipment ID**. An equipment ID is not necessary to assign tasks to a service call.
5. Add tasks to the equipment. Refer to the section Assigning tasks to a service call for instructions. If necessary, you can also assign more than one piece of equipment to a service call. Refer to Assigning more than one equipment record to a service call (page 211) for instructions. You can easily review all equipment and tasks included in the service call by choosing the tree view button near the **Task Code** field.
6. When you have finished adding tasks to the service call, *Save* the window. The service appointment has been scheduled and appears on the Dispatch Board and the Technician Board.
7. Return to the Service Call window and complete the remaining fields as usual.

To view the appointment or make changes:
Select the *Appointments* button in the Service Call window, or switch to the *Appointments* tab from the Service Call Tasks window. Tasks can also be edited using the *Tasks* button on the Service Call window or by switching to the *Tasks* tab on the Appointments window.

After making changes, *Save* the window.

Because MCC service calls are system-generated based on tasks, you are not given the option of how appointments are created when tasks are assigned to the call. Therefore, appointment number 0001 will have a default status of Unassigned on service calls with an MCC call type.

Assigning More than One Equipment Record to a Service Call

> ⚠ Inactive task codes and task lists are filtered out from displaying in any lookup and cannot be assigned to any new contract, equipment, or service call. If a task list has any inactive task codes, only the active task codes will be assigned.

> ⚠ When you have more than 1 equipment on a service call by means of tasking, the Equipment ID field and Task field on the service call form will be cleared and set to disabled.

To assign more than one equipment record to a service call:

1. From the Service Call window, use the *Tasks* button to open the Service Call Tasks window.
2. From the Service Call Tasks window, use the *Task List* button to open the Add Task List window, where you can assign a task list to an Equipment ID. *Save* the window to add the task list and equipment to the service call.
3. The Add Task List window remains open, and you can repeat this process to assign additional task lists to other equipment on the service call. Close the window when you are done.

- OR -

1. Use the *Task* button to open the Service Call Task Codes window, where you can assign tasks to an Equipment ID.
2. Select an **Equipment ID**, then use the System, Major, and Sub 1-4 fields to filter the task codes that you want to work with. Use the green arrow button in the Task Codes field to populate task codes in the first scrolling window. Select a task code from the scrolling window and use the *Insert* button to assign the task code to the equipment. Tasks that are assigned to the equipment appear in the second scrolling window. If you need to add tasks for multiple equipment records, select a new Equipment ID, and repeat the process of adding tasks for additional equipment. Close the window when you are done.
3. On the Service Call Tasks window, you can use the tree view button next to the Task Code field to view the Task Lists and Tasks assigned to the equipment on the service call.

Printing the Scheduled Maintenance Report

One of the primary benefits of task lists is to help technicians execute all tasks and log their progress during a service call. The Scheduled Maintenance Report can be printed out and given to technicians before dispatching and scheduling their service calls. This will serve as a quick reference for service call information as well as the task list itself.

- Printing this report for a maintenance contract will show all MCC calls that are assigned for the contract. To print this report from the Maintenance Contract window, select *Print* > *Tasking*. This opens the Maintenance Tasking window. Select the month and year and select *Print*. Printing the report from here will automatically filter data so only MCC calls from that contract will display on the report.
- Open the Maintenance Tasking window directly to print the Scheduled Maintenance report. From here you can filter by date, customer, or technician ranges. You can also print the report for all MCC calls generated in a specific month. Select *Microsoft Dynamics GP* > *Tools* > *Routines* > *Service Management* > *Maintenance Contract* > *Create MCC Calls*. Select your filter data, then select *Print*. You can print this report for a single service call if it is an MCC call with attached tasks.
- From the Service Call window, select *Print* > *Tasking Report*. (If the call is not an MCC call, you will not see "Tasking" as a report that is available to print from the print menu. However, you can print the Work Order 4 to print a list of tasks and subtasks for non-MCC calls.)

Setting Up Task Based Expense Accounting

Provides the ability to set up costs for unbilled tasks to post to an expense account assigned to the task rather than the cost of goods sold assigned to the division. This new functionality is for standard service calls only.

The following rules apply to task-based expense accounts:

- The cost always inherits the task-based expense account status of the service call task.
- If changes are made to the task-based expense account status, a message displays similar to "*Changing the Task-Based Expense Account status will update all non-invoiced posted and unposted transactions. Do you wish to continue?*" If Yes, changes are rolled down. If No, the task-based expense account status reverts to its original state. Both posted and unposted transactions are affected.
- The task-based expense account status cannot be changed if there are saved invoices.
- Costs with a task-based expense account status of non-billable will not display or print on invoices.

Task-Based Expense Account Validation

Task-based expense accounts are validated at the time the invoice is saved or posted or when the service call is manually closed.

- **Invoicing and manually closing**
  As Receivables Management distributions are created when you save or post a service invoice, this process will trigger the validation of the non-billable expense accounts. If the non-billable account number entered in Task Code Setup does not exist, a message will display indicating the account number does not exist and will specify the task code. If more than one error exists, the error will be repeated the next time you attempt to post or save.
- **Manually closing service calls**
  When you attempt to manually close a service call where costs exist, the system will validate that the non-billable account exists in the system. If the account does not exist, the service call cannot be closed.
- **Batch Service Invoicing**
  The create process will validate the expense accounts at the point of creating the distributions for the Receivables Management document. If the accounts do not exist, a message will display regarding General Ledger accounts for non-billable tasks on the specific service call that are missing and the invoice will not be created.

Visual Indicator

A visual indicator has been added to several windows to alert you that non-billable costs are present.

- **Added Costs**
  The visual indicator has been added next to Billing Amount that will only display when the task has been set to non-billable and the Billing Amount field has been disabled. The Billable and Taxable checkboxes are disabled and unmarked and the billing amount is set to zero dollars and disabled.
- **Service Invoice**
  As non-billable costs are not included on invoices, the non-billable costs are not displayed on the Service Invoice window. A visual indicator will display next to any cost category when non-billable task code-based costs are present on the invoice. If you zoom in on the cost category, the Cost window displays all costs as standard. The task code is flagged with the visual indicator.
- **Adjustment to Costs**
  The task code field has been added to this window. The visual indicator has been added next to Billing Amount that will only display when the task has been set to non-billable and the Billing Amount field has been disabled.

The Billable and Taxable checkboxes are disabled and unmarked and the billing amount is set to zero dollars and disabled.

> ⚠ If you remove or change the non-billable task code to a billable task code, the taxable reverts to default, and the billing amount is enabled and recalculated.

Enabling Task-Based Expense Allocation

You must enable task-based expense allocation in Service Options to view the appropriate fields in Task Code Setup. If the Use Task-Based Expense Allocation checkbox is not marked, the fields related to task-based expense accounting will not be visible in any of the windows related to task-based expense accounting.

To enable task-based expense allocation:

1. Go to Service Options. *(Microsoft Dynamics GP > Tools > Setup > Service Management > Module Setup > Service Options)*
2. Mark **Use Service Debit Accounts for Microsoft Dynamics GP Costs**.
3. Mark **Enable Task-Based Expense Entry**.
4. Select *OK*.

Setting Up a Task Code as Non-Billable

When using task-based expense accounting, the account entered to use as non-billable will overwrite the division accounts based on the task or cost billing status.

To set task codes as nonbillable:

1. Go to Task Code Setup. *(Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Tasks > Task Codes)*
2. Complete the fields as necessary to set up the task code.
3. Under Task Based Expense Accounting, mark **Non Billable**.
4. Enter the required **Non Billable Expense Account**. You can enter the entire account number to be used, or enter a portion of the account for account masking. The missing segments will be populated based on the Cost of Goods Sold account.

> ⚠ If you unmark Non Billable, the account number remains in the Non Billable Expense Account field. As the Task-Based Expense Accounting options are the "defaults" that copy down to the service call, it is important to set up the task with the most likely status. If, for example, replacing a tire is most often a billable task, then you may not want to mark the Non Billable checkbox. However, if on the service call, the user marks the task as non-billable, the required non-billable account mask defaults from the setup. This can save time from having to look up the non-billable account number.

Using Task-Based Expense Allocation on a Service Call

Tasks can be marked as non-billable in Task Code Setup. When the task code is added to a service call task, the service call task will inherit the task-based account settings from the task code. However, you can unmark Non Billable or change the non-billable expense account.

Enabling Task Based Expense Entry

Provides the ability to allocate costs to a task within a service call to enable better tracking of your costs. This functionality is for maintenance and standard service calls.

To implement task based expense entry, you must enable task based expense entry in the Service Options setup window. If task based expense entry is not enabled, the task code field will not be visible on the various entry windows.

> ⚠ If *Use SOP Invoicing* is marked, *Enable Task Based Expense Entry* is disabled.

To enable task based expense entry:

1. Go to Service Options. *(Microsoft Dynamics GP > Tools > Setup > Service Management > Module Setup > Service Options)*
2. Mark **Enable Task Based Expense Entry**.
3. Mark **Use Task Based Expense Allocation**. See Setting up task based expense accounting (page 212) for more information.
4. Select *OK*.

Reconcile Maintenance Contract Password Setup

You have the option to password protect the annual contract Reconcile feature in the Maintenance Contract Revenue/Costs window. You can either use the system password or you can set a new password in the Password Level Setup window. For information about reconciling an annual maintenance contract, see Reconciling Cost, Billing, and/or Revenue (page 223).

> ⚠ If you don't set up a different password in the Password Level Setup window, the default system password is used.

To enable the password:

1. Go to Microsoft Dynamics GP > Tools > Setup > Service Management > System Administration > Password Setup.
2. Mark RECONCILE CONTRACT IN MC WINDOW.
3. Select *OK*.

Creating a Maintenance Contract

Use this window to create maintenance contracts.

> ⚠ Inactive task codes and task lists are filtered out from displaying in any lookup and cannot be assigned to any new contract, equipment, or service call. If a task list has any inactive task codes, only the active task codes will be assigned.

> ⚠ If the Customer or Location is inactive, you will not be able to create or renew maintenance contracts.

To create a maintenance contract:

1. Select *Cards > Service Management > Service Manager*.

2. Select a customer, select *Additional*, and then select *Contract*.
3. In the Maintenance Contract window, the Customer and Location auto-populate. If the customer and/or location is inactive, the respective checkbox is marked.
4. Complete the following fields, as necessary.
    - **Contract Number**
      This field will already be filled if you chose to automatically generate contract numbers. See Setting Up Auto Numbering (page 36). Select the second (right) notepad button if you want to add a master billing note to the contract. Complete the Maintenance Billing Note window and select Save. When maintenance invoices are created for the contract, the master billing note text is added to each invoice. The billing note can then be edited for each individual invoice.
    - **Hold**
      The Hold checkbox in the Contract Number field is used to place the maintenance contract on hold. You are not able to create service calls for the contract or renew a contract marked hold. However, you can put a contract on hold if there are open service calls associated with the contract. You can also invoice existing maintenance service calls individually. The Hold checkbox in the Customer field is disabled and used only to indicate if the customer is on hold.
    - **Cancel**
      This checkbox is used to inactivate a contract record. The record is not deleted until the contract is closed. Canceled contracts display in the Maintenance Contracts window with Canceled appearing in the Status column. You are not able to cancel a maintenance contract that has open service calls. In addition, you cannot renew a canceled maintenance contract.
    - **Master Contract ID**
      Master contracts allow users to group numerous contracts under one contract for billing and management purposes. You can create a new master contract directly in the Maintenance Contract window by entering a new master contract number or zooming on the Master Contract field.
    - **Contract Type**
      When you select a contract type, the total contract amount is automatically distributed into the cost categories by the percentage determined for that contract type.
    - **Contract Amount**
      Enter a Contract Amount. For example, if the contract is for one year, and is worth $1,200, enter $1,200 in the Contract Amount field. If the contract is for three years, worth $3,600, enter the entire $3,600 in the Contract Amount field.
    - **Start Date, Expiration Date**
      Enter contract start and expiration dates. If you are using percentage-of-completion revenue recognition, the expiration date cannot be more than one year from the start date. Revenue schedule and manual revenue recognition methods support multi-year contracts. At some point, if you change the start and expiration dates and those dates do not include any task schedule dates, the task schedules will be re-generated automatically.
    - **Anniversary Date**
      The Anniversary Date is a utility option for contracts. Reviewing the contract at the anniversary date allows you to adjust amounts, as needed. The anniversary date is used on the Revenue/Cost window where you see Contract Costs Current Year values. The anniversary date will match the expiration date for any contract that is less than or up to 366 days long. For contracts that span multiple years, the anniversary date will indicate the end of the current 12 month period of the contract. This date is automatically advanced to the next 12 month end date by a special routine called Process Multi-Year Contracts. In the last 12 months of a multi-year contract, the expiration date and anniversary date will also be the same. For more information on the Process Multi-Year Contracts, see Clearing Current Year Costs from Maintenance and Master Contracts (page 241).
    - **Division**
      Enter a Division for the contract.
    - **Billing Frequency**
      Each period's billing amount is calculated based on the frequency interval you select. If the billing frequency is changed, you'll be prompted to the Billing window to redistribute the billing amounts for the

new frequency. You could select **Custom** if you plan to edit the billing amounts. Choosing **Custom** initially calculates the billing amounts monthly. You can edit the billing amounts in the Billing Schedule window to reflect a non-conventional billing schedule.

- **Automatically Bill**
  Mark this checkbox to bill the contract automatically. You may select not to use automatic billing if the invoice needs individual attention such as a billing adjustment. If you marked the Automatically Create Invoices checkbox during maintenance options setup, Automatically Bill will default as marked. If you decide to unmark the box, your choice here, in the Maintenance Contract window, overrides maintenance options setup.
- **Invoice Billing Day**
  You can select the exact day customer invoices are created for each maintenance contract. The Invoice Billing Day field can contain a number between 1 and 28.
- **Service Call Day**
  Used in calculating the schedule for MCC calls. This field can contain a number between 1 and 28. The description displays the date of the first available MCC call, calculated based on the contract start date and the service call day; this isn't necessarily the first call, but the first possible date. The date of the first call is calculated based on the task schedules. If a task has a frequency of Monthly or greater, and you are using the Relative Scheduling feature, the first MCC call is scheduled on the service call day; subsequent calls are based on the day and week of the first call. For example, if a contract was created on the first day of January and the Service Call Day is 10, a task with a frequency of Monthly would have the first MCC call on January 10. Then, if January 10 is the second Monday of the month, the system would schedule MCC calls for that task on the second Monday of subsequent months. If a task has a frequency of Monthly or greater, and you are not using Relative Scheduling, the service call day is the day of the month that the MCC call for that task will be scheduled. Tasks with a frequency of less than Monthly will have a relative schedule based on the service call day. For example, if a task has a frequency of 3 Weeks and a schedule of 1st Thursday After Service Call Day, the first MCC call would be on the first Thursday after the service call day; subsequent calls would be every three weeks on Thursday.
- **Bill at end of month (EOM)**
  Mark this checkbox if you want the maintenance contract billed at the end of the month.
- **Master Tax Schedule**
  Select an existing schedule from the lookup. Tax schedules are created and maintained in Microsoft Dynamics GP. If you leave this field blank, the master tax schedule assigned to the location record is used. You can have maintenance contracts with differing master tax schedules assigned to a master contract.
- **P.O. Number**
  The purchase order number appears on the customer's workorder and invoice.
- **Salesperson Name**
  You can add a new salesperson directly in the Maintenance Contract window. You can also zoom on the Salesperson ID field to open the Microsoft Dynamics GP Salesperson Maintenance window.
  Note: If the default salesperson on the customer location has been marked inactive, when creating a new contract, the Salesperson ID field will be blank. An inactive salesperson cannot be added to a new contract.
- **Primary Technician**
  The Primary Technician is not used when creating maintenance contract (MCC) calls; it is maintained for informational purposes only. The technician is assigned to the call from the Primary Technician field on the location record.
- **Service Level ID**
  If you are using service level agreements, assigning service levels to maintenance contracts allows you to automatically calculate guaranteed response times for the service call.
- **Escalation**
  If you are using the contract escalation feature, enter escalation information. See Escalating Maintenance Contracts (page 243).
- **User-defined**
  You may have labeled these fields during setup. See Labeling Contact User-Defined Fields (page 50). If you

chose to validate the first and second user-defined fields in the Location window during setup, lookup windows will be attached to the fields and users will be prompted before adding to the lookup data. See Choosing service options. (page 30)

5. Select *Save*.
6. Select the *Revenue/Cost* button to enter **Estimate** and **Forecast** costs.
   - Estimated costs are your estimate of how much cost each category represents. Enter the estimated cost for each cost category associated with this contract. For labor cost categories, you are also prompted to enter the hours associated with the estimated cost. If you would like to break this cost down further into a monthly spend plan, you can do so by using the expansion button next to each estimated cost field. See Creating a Contract Spending Plan (page 219).
   - Forecasted costs are the greater of either the estimate cost or the actual cost for each category; forecast costs equal estimate costs when the contract is created, and as actual costs accumulate in the Forecast columns, you can use these amounts to measure the accuracy of your estimates and when escalating the contract. You need values in the Forecast column to calculate the contract earned amount and to close a contract.
7. You can select the *Closed Contracts* button to view contracts for this location that have been closed.

Buttons on This Window

- **Notes**
  Select to add a note to the contract.
- **Document Attachment**
  Select to add an attachment to the contract.
- **Visit Wizard**
  The Visit Wizard provides an alternate method to create reoccurring MCC calls. These calls do not have attached tasks. See Using the Maintenance Contract Visit Wizard (page 226).
- **Labor Load**
  The Maintenance Contract Labor Plan window displays technicians and their hours for the selected contract, their total hours for all contracts, and the percentage of preventive maintenance hours they have used. See Using Labor Loading (page 242).
- **Escalation**
  The Maintenance Contract Escalation window to assign escalation indexes to the maintenance contract. See Escalating Maintenance Contracts (page 243).
- **Revenue/Cost**
  The Revenue/Costs window is used to create a spending plan, track maintenance contract profitability, reconciling costs, billing, and revenue, view costs life to date, and view/edit revenue entered. See Working With Contract Revenue and Costs (page 218).
- **Billing**
  The Billing Schedule window you can view all invoices and credit memos that are scheduled for a maintenance contract. The billing schedule is automatically generated for a maintenance contract based on the contract amount and billing frequency. You can add billing documents and edit billing dates and amounts. See Editing Maintenance Contract Billing Information (page 224).
- **Coverage**
  The Contract Coverage window displays all equipment and tasks covered by the maintenance contract. See Using the Contract Coverage Window (page 224).
- **Service History**
  The Maintenance Service History window displays the service work performed on a piece of equipment on the contract. See Reviewing Service History (page 100).
- **Invoice History**
  The Maintenance Invoices window displays all invoices and credit memos that have been posted for a maintenance contract. See Editing and Adding Individual Billing Notes (page 229), Third-Party Contract Invoice Billing (page 230), and Viewing Maintenance Contract History (page 248).

- **Contract History**
  The Contract History window displays, select the closed contract, and then select the *Select* button. The Maintenance Contract History window opens, where you can view the closed contract information. See Viewing Maintenance Contract History (page 248) and Third-Party Contract Invoice Billing (page 230).

Working With Contract Revenue and Costs

The Revenue/Costs window is used to create a spending plan, track maintenance contract profitability, reconcile costs, billing, and revenue, view costs life to date, and view/edit revenue entered.

Revenue/Costs Window Overview

Columns on This Window

- **Customer**
  Displays the customer on this contract.
- **Contract**
  Displays the contract ID and description.
- **Contract Revenue**
  This column shows the contract amount and percent distribution among cost categories based on the values in the Contract Amount Breakdown window.
- **Contract Costs Actual to Date**
  Shows all costs for the life of the contract.
- **Contract Costs Current Year**
  Shows the current year's costs.
- **Estimate, Hours**
  These columns contain your cost estimates for each cost category and your cost and hour estimates for each labor subcategory.
- **Forecast, Hours**
  Estimated cost and hour values initially default into the matching Forecasted Cost and Hours fields but the current Total Forecasted cost is used in the calculation of contract percent complete for POC Revenue Recognition.
- **Total**
  The first Total field has an expansion button that opens the Contract Amount Breakdown window where you can divide the total contract amount among the cost categories.
- **Hours**
  Contains the contract's hours to date and for the current year.
- **Calculated Contract Earned**
  Based on the following equation:
  `[Total Contract Recognized Costs / Total Forecast Costs] x Contract Amount = Revenue Recognized`
- **Calculated Gross Profit**
  The Calculated Contract Earned minus the Total Cost.
- **Revenue Recognized**
  The revenue recognized (current year or contract-to-date) when using the following revenue recognition method:
  - **Revenue Schedule**
    The revenue recognized is based on the sum of the posted revenue schedule rows.

    - **Percentage of Completion**
      The revenue recognized is based on the revenue posted through the POC process.
- **Billed**
  Total amount of invoices created for the contract.

Buttons on This Window

- **Costs Life to Date**
  The Contract Costs Life to Date window displays the life-to-date cost amounts for the contract. See Tracking Maintenance Contract Profitability (page 222).
- **Revenue Entered**
  The Revenue Schedule window displays the revenue entered for the contract. When using the following revenue recognition method:
    - **Revenue Schedule**
      The contract amount is equally divided by the number of months in the contract period. A revenue recognition scheduled row is created for each month of the contract, with the apportioned amount of the contract assigned to be recognized as revenue. If you are using the revenue schedule method of revenue recognition, you can edit the revenue schedule to either change an amount that is scheduled to be recognized and/or adjust an amount that has already been posted. See Editing the Revenue Schedule (page 220).
    - **Percentage of Completion**
      The revenue schedule is not created, as the revenue to recognize for the contract is calculated at the time the process is executed (at end of month). See Overview of revenue recognition methods (page 173).
    - **Manual**
      The revenue amount is updated when the generated service invoice is posted. The schedule is not used. See Overview of revenue recognition methods (page 173).

See also:

- Creating a Contract Spending Plan (page 219)
- Editing the Revenue Schedule (page 220)
- Tracking Maintenance Contract Profitability (page 222)
- Reconciling Cost, Billing, and/or Revenue (page 223)

Creating a Contract Spending Plan

When you enter estimate costs on the Revenue/Costs window, the estimate amount for each cost category is automatically distributed evenly among the months of the contract. You can create a spending plan by manually distributing estimate costs by month; this allows you to predict how costs will accumulate throughout the life of the contract. If, for example, a contract on a chiller incurs most costs during seasonal start up and shut down in the spring and fall, you can distribute your estimates accordingly.

In addition, you can carry over the distribution of your estimate costs when a contract is renewed.

A monthly report allows you to compare estimate costs to actual costs and billed and recognized revenue amounts. Each contract has the following:

- A revenue record for each fiscal period within the contract date range
- A billing record for each month within the contract date range, based on the contract billing day
- A cost estimate record for each month within the contract date range, based on the first of the month

Due to the different increments for tracking costs, billing, and revenue, a contract may not appear profitable every month. However, the ability to estimate costs as they are incurred makes it easier to determine if costs are tracking per plan.

Estimating Contract Costs by Month

1. On the Revenue/Costs window, use the blue arrow expansion button next to the **Estimate** field for each non-labor category to enter your cost estimates by month.
2. Complete the following fields:
   - **Date**
     The first day of each month defaults but can be edited. You can enter any valid date within the start and end dates of the contract.
   - **Estimate Amount**
     Enter the estimate cost for each date.
   - **Estimate %**
     When you enter a cost estimate for a month, this field defaults with that month's percentage of the total estimate amount for the cost category.
3. When you are finished, select *OK*, and the total of each monthly cost estimate displays on the Revenue/Cost window.
4. For each labor cost category, use the expansion button next to the estimate field to open the Labor Cost Estimates window.
   - **Date**
     The first day of each month defaults but can be edited. You can enter any valid date within the start and end dates of the contract.
   - **Estimate Amount**
     Enter the estimate cost for each date.
   - **Estimate Hours**
     Estimate the hours that correspond to the estimate cost for each date.
   - **Estimate %**
     When you enter a cost estimate for a month, this field defaults with that month's percentage of the total estimate amount for the cost category.
5. When you are finished, select *OK*, and the total of your cost and hours estimates displays in the appropriate Estimate field on the Revenue/Cost window. Estimate costs can be revised at any point during the life of the contract; for example, if the length of the contract changes, estimate costs need to be manually redistributed for each cost category. See Editing the contract spending plan (page 227).

Editing the Revenue Schedule

If you are using the revenue schedule method of revenue recognition, you can edit the revenue schedule to either change an amount that is scheduled to be recognized and/or adjust an amount that has already been posted. You may need to edit the revenue schedule if the contract amount changes or a customer cancels a contract after you have already recognized revenue.

Adding a Sales/Invoice record to the revenue schedule allows you to recognize additional revenue on a contract; adding a Credit Memo allows you to credit an amount back to a customer.

- Step 1: Edit the Contract Amount (Optional) (page 221)
- Step 2: Edit the Revenue Schedule (page 221)
  - Adding a Record to the Revenue Schedule (page 221)
- Step 3: Recognize Revenue (page 222)
- Step 4: Verify the General Ledger Amounts (page 222)

Step 1: Edit the Contract Amount (Optional)

If you are editing the revenue schedule because the contract amount has changed, the first step is to edit the contract amount. If you want to adjust the revenue schedule without changing the contract amount, skip to Step 2.

1. Select *Cards* > *Service Management* > *Service Manager*. Select a customer and select the *Contract* indicator. The Maintenance Contract window opens.
2. Use the lookup in the **Contract Number** field to select a contract.
3. Adjust the **Contract Amount**.
4. Select *Save*. A message appears asking if you want to re-generate the billing schedule.
    - If you select *Yes*, all unposted billing amounts are automatically adjusted to total the new contract amount.
    - If you select *No*, you must manually adjust the billing schedule so the total billing amount equals the new contract amount.

Step 2: Edit the Revenue Schedule

From the Maintenance Contract window, select *Revenue/Cost*, then use the *Revenue Entered* button to open the revenue schedule.

- If you changed the contract amount, the revenue schedule was automatically adjusted to distribute the unposted value of the new contract amount evenly among the unposted revenue records. If the Total Revenue amount equals the Contract Amount, you can edit any of the adjustments that were made, for example, if you want to change the Revenue Amount of each record back to its original value and add a single invoice or credit memo to account for the increase or decrease in the contract amount.
- If you did not edit the contract amount, you can still make changes to any unposted record. Posted records, however, cannot be changed. If you need to adjust the revenue amount for a period that has already been recognized, for example, to credit revenue back to a customer for a contract that has been canceled, you must add a new record to that period and recognize revenue for the period again.

Adding a Record to the Revenue Schedule

Select *Add*. On the new line that appears in the scrolling window, you can edit the following:

- **Date**
  The system date defaults. Because a period can be recognized multiple times, you can enter a date that falls within a period that has previously been recognized.
- **Document Type**
  Select Sales/Invoice to recognize additional revenue on a contract, or select Credit Memo to credit excess revenue back to the customer.
- **Revenue Amount**
  Enter the invoice or credit amount. If you are creating a single record to account for an increase or decrease in the contract amount, enter the amount by which the contract was changed. If you are refunding a period of revenue for a canceled contract, enter the amount previously recognized.

> ⚠ Adding a new record changes the Total Revenue amount.

Before you can exit the Revenue Schedule window, you need to balance the Total Revenue amount with the Contract Amount. Continue to edit any unposted records until the difference between the two values is zero.

Step 3: Recognize Revenue

If you added a record to a period that has already been recognized, you need to run the routine again to update the revenue amount for that period. If you edited an amount that is scheduled to be recognized later, the record will be posted when the period is recognized.

1. Select *Microsoft Dynamics GP > Tools > Routines > Service Management > Maintenance Contract > Recognize Revenue*.
2. If you wish, limit the revenue recognition to an **Individual Customer**.
3. From the drop-down menu, select the **Open Year** that contains the contract for which you want to recognize revenue, and select a period.
4. We recommend you print an edit list before posting. Any revenue that you have previously recognized for this period is listed with the Post Date. Revenue that will be recognized by this routine appears with a Post Date of 0/0/0000.
5. Select *Post*. Any previously unrecognized revenue records for the specified customer and period are posted.

The Posted Date appears in the Posting Journal and on the Revenue Schedule window.

Step 4: Verify the General Ledger Amounts

When the revenue recognition routine is run, a Microsoft Dynamics GP General Ledger entry is created and saved under the Batch ID "RECOGNITION."

Recognizing revenue multiple times for a single period will result in the creation of multiple transaction entries. For example, if invoice revenue has been recognized for a period, then a credit memo is recognized for the same period, a GL transaction entry should exist for each record. The transaction entries can then be posted to the designated debit or credit maintenance accounts.

Complete the following steps to verify that a transaction entry has been created for the new revenue record.

1. Select *Transactions > Financial > General*.
2. Select the lookup button in the **Journal Entry** field. In the Journal Entry lookup window, scroll to locate the entries saved to the RECOGNITION batch, and select the appropriate transaction entry. The maintenance contract number is listed in the Reference column to help you identify the correct transaction entry.
3. Verify that the correct amounts are being distributed to the correct accounts.

Tracking Maintenance Contract Profitability

Profitability is recorded in the Revenue/Costs window.

1. Select *Cards > Service Management > Service Manager*.
2. Select a customer and select the *Contract* indicator.
3. Select a contract and select *Revenue/Cost*. The Revenue/Costs window opens.
4. Select the *Costs Life to Date* button to open Contract Costs Life to Date window, which displays total costs for each cost category for the life of the contract.
5. If you are using the percentage-of-completion revenue recognition method, select the *Period Summary* button to view the posted transactions to date. Double-click a row to view transaction detail. If you are using the manual method of revenue recognition, the *Period Summary* button is not available.
6. If you are using the revenue schedule method of revenue recognition, select the *Revenue Entered* button to open the Revenue Schedule window. Revenue amounts are listed along with the Date, Year, and Period in which they were posted. If the revenue amount has not yet been recognized, 0/0/00 appears in the Posted Date column. If you are using the manual method of revenue recognition, the *Revenue Entered* button is not available.

Reviewing the Contract Spending Plan

If you created a contract spending plan with estimate costs distributed based on how you expect actual costs to be incurred throughout the life of the contract, you can use the Maintenance Contract Spending Plan report to review estimate costs, actual costs, billed amounts, and recognized revenue by month. This allows you to compare estimates to actuals and determine contract profitability at any point in time.

The Contract Spending Plan report can be printed for any open contract.

1. Select *Reports* > *Service Management* > *Service* > *Contract Spending Plan*, or use the *Print* button on the Maintenance Contract window to print the Spending Plan report.
2. On the Spending Plan Report window, define the report parameters. You can filter by **Division**, **Customer**, **Location**, and/or **Contract** number. If you are printing the report from the Maintenance Contract window, these fields default. You can use the Clear button to clear all filters.
3. Select *Print* to print the report.

Actual and estimated costs and labor hours print by cost category for each month. If any billing and/or revenue records have been posted, those totals are reflected in the Total Billed and Revenue Recognized amounts.

Reconciling Cost, Billing, and/or Revenue

The Reconcile procedure is run when an annual contract's costs, billing, and/or revenue amounts are off. The procedure runs through the appropriate table(s) to accumulate the totals for the option selected (costs, billing, or revenue) and then updates the amounts displayed on the Revenue/Cost window. This process is run from the Maintenance Contract window for an open annual contract. These reconcile procedures may be password protected, see Reconcile Maintenance Contract Password Setup (page 214).

Notes

- These procedures run per contract and sequence. For example, if you have one contract (sequence 1) that you've created a new contract (sequence 2) from that is still open, the reconcile procedure will only update for the contract that you are viewing the Revenue/Costs for (sequence 1 or 2).
- The Contract Reconcile procedures do not support multi-year contracts or closed contracts.

To run the Reconcile procedure:

1. Go to *Cards* > *Service Management* > *Service Manager*.
2. Select a customer, select *Additional*, and then select *Contract*.
3. Select the contract.
4. Select the *Revenue/Cost* button.
5. In the Revenue/Costs window, select *Reconcile*.
6. From the drop-down, select:
   - **Reconcile Cost**
     Runs through the Open Maintenance Contract table (SV_Maint_MSTR) and Periods Cost Buckets for Contracts table (SV_Contract_Detail_Summary) and updates labor Hours and Cost amounts. The Costs to Life window is also updated. This option is not available if you are using SOP Invoicing.
   - **Reconcile Billing**
     Runs through the Billing Schedule table (SV_Contract_Billing_Schedule) to accumulate the totals and updates the Billed amount.
   - **Reconcile Revenue**
     Runs through the Revenue Schedule table (SV_Contract_Revenue_Schedule) to accumulate the totals and updates the Revenue Recognized amount. This procedure only supports the Revenue Schedule method. This does not support POC or Manual Revenue Recognition.

7. Enter the password to run the procedure, if prompted.
8. The Reconcile process runs and the window is refreshed automatically.
9. After the process has completed, if any changes are made the appropriate Contract Reconcile report displays showing the Before and After totals. For examples of the reports, see Maintenance Contract Reconciliation Reports[26] in the Reports guide. If no changes were made a message displays "The Reconcile process found no discrepancies. No changes were made."

Editing Maintenance Contract Billing Information

The billing schedule is automatically generated for a maintenance contract based on the contract amount and billing frequency. You can add billing documents and edit billing dates and amounts.

1. Select *Cards* > *Service Management* > *Service Manager*.
2. Select a customer and select the *Contract* indicator.
3. Select a contract and select *Billing*.
4. If you would like to add a billing document, select the *Add* button. Enter a date, document type, and billing amount. To add a credit memo, see Creating Maintenance Contract Credit Memos (page 231).
5. You can edit the billing records. Be sure to adjust your billing amounts until they total the contract amount. Each period's Billing Amount field can be edited until it is posted. We recommend you do not create more than one billing document with the same date in the Billing Schedule window. Though you can enter more than one record with the same date, only one record will be saved.
6. Select *OK*. If the billing frequency is changed, you'll be prompted to redistribute the billing amounts to correspond with the new frequency. If the billing amount has been posted, the posted date appears in the Posted column, and the Year and Period columns fill in accordingly. If a period has not been posted, 0/0/00 appears in the Posted column.

Using the Contract Coverage Window

Use the Contract Coverage window to view all equipment and tasks covered by the maintenance contract. Items display by sublocation, equipment, task list, and task code. Component equipment records display indented. You assign equipment, tasks, and task lists to a maintenance contract from the Contract Coverage window.

> ⚠ Inactive task codes and task lists are filtered out from displaying in any lookup and cannot be assigned to any new contract, equipment, or service call. If a task list has any inactive task codes, only the active task codes will be assigned.

To access the Contract Coverage window:

1. Select *Cards* > *Service Management* > *Service Manager*.
2. Select a customer and select the *Contract* indicator.
3. Select the *Coverage* button.

Assigning Equipment to a Maintenance Contract

After you have created and saved a maintenance contract, you can assign equipment to the contract. You can assign the same record to multiple contracts at the same time; this is useful if a contract is open multiple times, or if you want to use separate contracts to cover warranty work and billable maintenance for the same equipment.

1. Select *Cards* > *Service Management* > *Service Manager*.

26. https://wennsoft.atlassian.net/wiki/spaces/sig2026/pages/1620323342/Maintenance+Contract+Reconciliation+Reports

2. Select a customer and select the *Contract* indicator.
3. Select the *Coverage* button.
4. Select the *Equipment* button.
5. In the Contract Coverage Maintenance window, mark the following checkboxes, as needed:
    - **Automatically Add Equipment Type Task List When Inserting**
      Mark to add task lists associated with the equipment types that are inserted.
      When this option is not marked, the **Start Month** field is disabled, and **Default** appears so that the start month is that of the task and not the contract.
    - **Automatically Add Equipment Components When Inserting**
      Mark to automatically add equipment components when inserting the equipment the components are associated with.
    - **Display Equipment Components**
      Located at the lower left corner of the window, mark to show equipment component records indented underneath their has-components records.
6. Use the Search fields above each scrolling window to find equipment by the ID or equipment type.
7. You can mark the checkbox to the right of the equipment row individually by selecting the equipment row. To mark all equipment shown on the list, click the checkbox to the right of the column headers.
   Notes:
    - You can attach any equipment on the list, even if it is assigned to another contract.
    - Group items do not appear on the Contract Coverage Maintenance window because a maintenance contract cannot cover group items.
    - If you do not have Automatically Add Equipment Components When Inserting marked, component items will not be automatically marked if you select the Mark All checkbox. You can mark component items to insert them.
8. Select *Insert*.
9. Select *Yes* to add the equipment to the contract.
10. You can use the *Equipment* button to create new equipment records from the Contract Coverage Maintenance window.
11. Removing equipment functions in a similar form, however, components are not automatically removed when their associated equipment is removed. If you select Mark All, the components will be marked or you can select the component(s).

About Equipment Assigned to Multiple Contracts

When an equipment record is assigned to multiple contracts, you can view all related contracts when managing the equipment record from the Equipment Master window. The value that appears in the **Contract Number** field on the Equipment Master window varies depending on the contracts that are associated with the record.

If the equipment is:

- Not assigned to a contract, the field is blank.
- Assigned to a single contract, the contract number displays.
- Assigned to multiple contracts or a contract that is open multiple times, "Multiple" displays. You can zoom on the Contract Number to view the list of contracts associated with this equipment.

You can also see all the contracts associated with an equipment record when you use an equipment lookup to find a record. If the equipment is assigned to multiple contracts or to a contract that is open multiple times, it appears multiple times on the lookup window.

If you manually enter a record that is on multiple contracts, the lookup window opens automatically so that you can use the **Contract Number**, **Contract Type**, **Contract Start Date**, and **Contract Expiration Date** fields to specify the correct record that is assigned to the correct maintenance contract.

Buttons on This Window

- **Equipment**
  Select the Equipment button to open the Contract Coverage Maintenance window. You can assign equipment to the maintenance contract in the Contract Coverage Maintenance window.
- **Tasks**
  Select the Tasks button to open the Contract Task Maintenance window. You can add tasks to the maintenance contract in addition to what is already assigned to the equipment in the Contract Task Maintenance window. See Assigning Tasks and Task Lists to Records (page 205).
- **Task Lists**
  Select the Task Lists button to open the Copy Task List window. You can create a new task list by copying an existing one using the Copy Task List utility. See Copying a Task List (page 202).
- **Task Schedule**
  After selecting a piece of equipment, select the Task Schedule button to open the Maintenance Tasks window for that equipment. See Scheduling Maintenance Tasks (page 209).

Using the Maintenance Contract Visit Wizard

The Visit Wizard provides an alternate method to create reoccurring MCC calls. These calls do not have attached tasks. To use the Visit Wizard, you must have marked the Enable Visit Wizard checkbox in the Maintenance Options window.

1. Select *Cards* > *Service Management* > *Service Manager*.
2. Select a customer and select the *Contract* indicator.
3. Select a contract and select *Visit Wizard*.
4. Enter the **Start Date** and **End Date** of your recurring service calls. Start and end dates must be within the start and end date of the maintenance contract.
5. Mark the checkboxes if you want to skip Saturdays and/or Sundays.
6. Select *Next* to open the Service Call Template window. Information defaults into many fields.
7. To schedule the appointment, you must enter the **Starting Time** and **Estimated Hours** for the service call.
8. Select *Create* to create the service calls. The system checks the technician's existing service appointments, activity appointments, and shifts to verify whether the calls can be created as scheduled. Service calls that are scheduled have starting times and estimated hours entered. After choosing *Create*, a message displays stating the number of appointments scheduled.

If there was a conflict and the system couldn't schedule an appointment, you must manually schedule it. Open the Service Call Appointments window and enter a starting time and estimated hours for each unscheduled appointment.

Adding Costs to a Maintenance Contract

Costs can be added/charged against a maintenance contract in the Maintenance Costs window. The Maintenance Costs window is only used to capture costs to record how profitable the maintenance contract is. No billing amounts are calculated and no invoice is generated. MCC invoices are created during a separate procedure. Maintenance costs are only created from service calls having a call type of MC or MCC. While the Maintenance Costs window looks different than the Service Invoice window, many functions are the same.

> ⚠ If you are using the manual method of revenue recognition, the Service Invoice window opens when you select the *Invoice* button in the Service Call window. The Maintenance Costs window is not available with the manual revenue recognition method.

1. Select *Cards > Service Management > Service Manager.*
2. Select a customer and select the *History* indicator.
3. Double-click an MCC call.
4. Select *Invoice*. Add costs to the maintenance call, following the same procedure as service invoices. You are not able to select a different tax schedule ID or customer ID in the Maintenance Costs window.
5. Close the window or select *Post* to post the costs. After posting the costs, the letter "P" appears next to the Cost Transaction Number field. Select the expansion button in the Cost Transaction Number field to open the Cost Transaction Numbers Posted window. Double-click an invoice to open the Posted Maintenance Costs window.

View posted cost amounts from the Revenue/Costs window. You can close the Maintenance Costs window without posting or canceling. While this records your costs, you must select *Post* for the costs to appear in the Revenue/Costs window. Costs that are added from a purchase order do not appear until the purchase order is received.

If you have the **Use Service Debit Accounts** option marked in Service Options, the **Create COGS Distributions for Invoices** option marked in Invoice Options, and the **Create Separate GL Transactions for Costs** option marked in Maintenance Options, posting costs directly to the maintenance contract debits COGS and credits WIP and/or Accrued Cost. You will see a posting journal entry.

If you do not have these options marked, posting costs directly to the maintenance contract has no immediate accounting implication. Since costs are accumulated through the accounting modules or through the Service Management manual-add feature, the appropriate general ledger accounts were already debited or credited or will be once batches are posted.

Editing the Contract Spending Plan

If estimate costs for the contract are distributed per month, you may select to compare estimate and actual costs at any point during the life of the contract and, if necessary, revise your estimates.

You may also have to edit cost estimates if, for example, the length of a contract changes. If a contract is shortened, any months that no longer fall within the contract date range are automatically removed from the spending plan; if lengthened, months are added. When the contract length changes, estimate costs need to be manually redistributed for each cost category.

1. Select *Cards > Service Management > Service Manager*. Select a customer, and use the *Contract* icon to open the Maintenance Contract window.
2. Select a contract, and select *Revenue / Cost* to open the Revenue/Costs window.
3. If you want to edit the monthly breakdown of an estimate for a cost category, you can use the expansion button next to any estimate field to re-open the appropriate Estimate Costs window. If you want to edit the total estimate amount for a cost category, the new amount that you enter will be automatically distributed among the months of the contract per the existing percentage of the total estimate amount for each month.
4. For additional distribution options, select the expansion button after editing the total estimate amount. You will receive a message asking how the amounts should be generated.
    - **Evenly**
      Select this option if you wish to split the new estimate amount evenly among the months.
    - **Recent**
      Select this option if you wish to base the new monthly estimates on each month's previous percentage of the total cost category estimate.
    - **Manual**
      Select this option if you wish to manually distribute the new estimate amount. The previous estimates populate, and it is up to you to add or subtract the appropriate amounts to equal the total estimate amount.

Creating Maintenance Contract Invoices

Once you've created maintenance contracts and created MCC calls, you can create and print invoices for your MCC service calls. Creating maintenance contract invoices is a monthly procedure. We recommend you establish a schedule for creating maintenance contract invoices (i.e., on the same day every month). This way, invoices will not be overlooked.

Service Management maintenance invoices are created in a Microsoft Dynamics GP Receivables batch based on the billing schedule defined for each maintenance contract. Create the invoices only after your maintenance contracts are complete and up to date. Maintenance invoices can be created only once for each period; however, the invoices can be printed multiple times if necessary.

Invoices are sent to a Microsoft Dynamics GP Receivables batch called MAINTENANCE XX, where XX is the specific fiscal period number. You must post the Receivables batch in Microsoft Dynamics GP for the maintenance invoices to appear in the Microsoft Dynamics GP Receivables Open Transactions file.

If you chose the percentage-of-completion or the revenue schedule revenue recognition method, you can create invoices for maintenance contract service calls. You cannot automatically create invoices if you are using the manual revenue recognition method.

Maintenance cost transaction numbers have the prefix "MC." The cost transaction number defaults to the selection made in the Maintenance Options window.

> The cost transaction number is used only within Service Management. Don't confuse it with the Microsoft Dynamics GP document number. The Microsoft Dynamics GP document number defaults to the selection made in the Use Next Number From field in the Maintenance Options window.

Creating the Invoice

1. Select *Microsoft Dynamics GP > Tools > Routines > Service Management > Maintenance Contract > Create Invoices*.
2. Complete the following fields, as necessary.
    - **Date**
      Use the drop-down lists in the From and To fields to select the range. You can select from the following ranges: enter date (the ability to enter a starting and ending date), current date, beginning of month, and end of month.
    - **Invoice**
      Select to create invoices for:
        - **All** customers, or a **Branch Range** of customers, or by **Contract Type**, both master contracts and unassigned maintenance contracts are invoiced.
          When filtering and then invoicing for a contract type, if individual contracts under the same master contract have different contract types, only the contracts with the filtered contract type will be invoiced.
        - An **Individual Customer**, the criteria entered in the Individual Customer fields determine which contracts are invoiced.
            - Select **Contract Owner** or **Bill To Customer**.
            - Select the **Customer Name** and then select *Create* to invoice all master contracts and unassigned maintenance contracts for that customer.
            - If you also enter a **Location Name**, only the unassigned maintenance contracts for that customer and location are invoiced. Master contracts can span multiple locations, and therefore would not be invoiced.

        - If you use the lookup window in the **Contract Number** field to select a contract, all maintenance contracts display. You can only select unassigned maintenance contracts in this field. If you select or enter an assigned maintenance contract number, you receive an error message alerting you that the contract cannot be invoiced separately.
    - **Options**
        - Mark the **Calculate Taxes** and/or **Calculate Commissions** checkboxes if you wish to calculate taxes and commissions. Processing is faster when taxes and commissions are not calculated.
        - Mark **Include Non-Auto Billed Contracts in Preview** to display the non-auto billed contracts in the Preview report. This check box defaults to marked.
3. Select *Preview* to preview a list of invoices for the selected period.
4. Select the *Create* button to create the invoice(s).
5. Select the *Print* button on the Maintenance Invoicing window to print the invoices. Select one of four invoice format options for maintenance billing. All four invoice formats include customer and address, date, contract number, purchase order number, contract type, billing date, invoice number, amount, tax, and total. If the contract contains a billing note, it prints on all invoices. Minor differences include: when using Multicurrency Management with maintenance contracts and master contracts, invoice 1 prints originating amounts instead of functional amounts; when printing multiple invoices for the same customer, invoice 2 and 3 print the invoices on one page. For invoice examples, see Maintenance Contract Invoice[27].

> ⚠ If you did not mark the Automatically Create Invoices option during setup and did not mark the Automatically Bill field on the Maintenance Contract window, maintenance invoices will not be previewed or created.

After the invoices have been created, a summary report prints, listing the invoices created.

You can view the periods you have created and posted invoices for by choosing the *Billing* button on the Maintenance Contract window. If the billing amount has been posted, the posted date appears in the Posted column, and the Year and Period columns fill in accordingly. If a period has not been posted, 0/0/00 appears in the Posted column.

> ⚠ You can create invoices for an individual contract by choosing *Print* > *Invoicing* on the Maintenance Contract window.

Creating Invoices for a Closed Period

When you create invoices in the Maintenance Invoicing window, you can create the invoices for a fiscal period or fiscal year that has been closed in Microsoft Dynamics GP. Once the invoices have been processed in Service Management, you'll have to open the period in the Fiscal Period Setup window for Receivables Management and/or General Ledger when you post the invoices in those modules or change the posting dates.

Editing and Adding Individual Billing Notes

If a master billing note was added to the contract in the Maintenance Contract window, the master billing note text is automatically added to all invoices during the maintenance invoice creation process. The master billing note text is included on the Maintenance Invoice Preview report and the Created Maintenance Invoices report.

> ⚠ Billing notes are not automatically added to maintenance contract credit memos, but they can be added to individual credit memos using the following procedure.

27. https://wennsoft.atlassian.net/wiki/spaces/sig2026/pages/1620315635/Maintenance+Contract+Invoice

After invoices are created, you can edit or create an individual billing note for each invoice.

1. Select *Cards > Service Management > Service Manager*.
2. Select a customer and select the *Contract* indicator.
3. Select a contract and select the *Invoice History* button to open the Maintenance Invoices window. The window lists all invoices that have been created for the contract, with the most current invoices listing first. If a billing note was added to the invoice, lines of text appear on the notepad button in the **Note** field. You can view invoice details by selecting a document and zooming on the Document Number field to open the Receivables Transaction Inquiry Zoom window. The Invoice Amount field in the Maintenance Invoices window always displays the amount for the individual contract, even if it's covered by a master contract. If the contract is part of a master contract, the Receivables Transaction Inquiry Zoom window will display the master contract amount.
4. To edit or add an individual billing note, select the appropriate notepad button in the **Note** column.
5. Edit the note or add a note in the Maintenance Billing Note window. (You can delete a billing note by choosing the Delete button.)
6. Select *Save* to save the note and return to the Maintenance Invoices window.
7. After a billing note is edited, you can reprint the invoice by selecting the document number in the Maintenance Invoices window, choosing the *Print* button, and selecting an invoice format. If the maintenance contract is covered by a master contract that has billing control, the master contract invoice prints, otherwise the maintenance invoice prints.

Third-Party Contract Invoice Billing

You can bill a third-party for work that is done under a maintenance contract.

1. Select *Cards > Service Management > Service Manager*.
2. Select a customer, then select the *Contract* indicator.
3. The customer and address of the contract owner default into the **Bill To Customer** and **Bill To Location** fields. You can edit these fields; select the appropriate third-party customer. The values that you enter in each field must already exist as customer and location records.
4. When you are finished creating the contract, select *Save*.

When maintenance invoices are generated, the values entered in the Bill To Customer and Bill To Location fields will display on the invoices and on the billing schedule records, along with the RM Document Number used to post the invoice to the customers. The invoices will then go to the indicated third party for billing.

Generating Third-Party Maintenance Invoices

When generating service contract invoices, you can select to create invoices for a specific customer or range of customers. In addition to specifying the customer that owns the contract, you can now also create invoices based on the Bill To Customer.

1. Select *Microsoft Dynamics GP > Tools > Routines > Service Management > Maintenance Contract > Create Invoices*.
2. Once you have specified a date range, select whether you want to invoice **All** customers, an **Individual Customer**, or a **Branch Range**.
3. If you are generating invoices for an Individual Customer or Branch Range, select whether to base the criteria on the **Contract Owner** or the **Bill To Customer**.
4. Select *Preview* to view the invoices that will be created. The Invoice Preview report prints.
5. Select *Create* to generate invoices. The Created Invoices report prints.

Viewing Third-Party Billing Information

You can now view third-party billing information for scheduled, posted, and historical maintenance contracts.

Viewing the Billing Schedule

On the billing schedule window, you can view all invoices and credit memos that are scheduled for a maintenance contract.

1. Select *Cards > Service Management > Service Manager*.
2. Select a customer, then select the *Contract* indicator.
3. Select *Billing* to open the Billing Schedule window.

Once an invoice or credit memo is created, the posted date, year, and period populate, along with the **Bill to Customer** and **Bill to Location**. If the Bill to Customer or Location is changed on the contract at any point before all billing is complete, the change will be reflected on the billing schedule from one line to the next.

Viewing Posted Maintenance Invoices

On the Maintenance Invoices window, you can view all invoices and credit memos that have been posted for a maintenance contract.

1. Select *Cards > Service Management > Service Manager*.
2. Select a customer, then select the *Contract* indicator.
3. Select *Invoice History* to open the Maintenance Invoices window.

Third-party billing information is recorded for each posted invoice or credit memo in the **Bill to Customer** and **Bill to Location** fields.

Viewing Historical Third-Party Billing Information

After a contract is sent to history, you can view historical invoices and credit memos on the Billing Schedule History window.

1. Select *Cards > Service Management > Service Manager*.
2. Select a customer, and select the *Contract* indicator.
3. Select the lookup button next to the **Contract Number** field.
4. In the Maintenance Contracts lookup window, select the *Contract History* button. In the Contract History window, select the contract and then click the *Select* button. The Maintenance Contract History window opens, where you can view the **Bill to Customer** and **Bill to Location** for the maintenance contract.
5. To view maintenance invoices, select *Invoice History* to open the Maintenance Invoices window.
6. To view details on the billing schedule, select *Billing* from the Maintenance Contract History window.

On the Billing Schedule History window, you can view any changes that were made to the **Bill to Customer** or **Bill to Location** for each individual invoice or credit memo throughout the life of the contract.

Creating Maintenance Contract Credit Memos

Credit memos can be created for maintenance contracts by adjusting the billing schedule of maintenance contracts. You may want to use a credit memo for one of the following reasons:

- If a customer was not pleased with the service after the first year, you may select to apply a credit amount to the next contract year.
- If you had a preventive maintenance contract for two pieces of equipment and the customer sells one of the pieces of equipment during the contract year, you may need to adjust the amount of the maintenance contract and credit the billing schedule.

- If a posted invoice was incorrect, you may use a credit memo to compensate a customer. Once a billing amount has been posted, it cannot be changed. You may select to issue a credit to the billing schedule to rectify the error.

Creating a Maintenance Contract Credit Memo

1. Select *Cards > Service Management > Service Manager*.
2. Select a customer and select the *Contract* indicator.
3. Select a contract.
4. In the Maintenance Contract window, decrease the maintenance contract amount by the amount of the credit memo.
5. Select *Save*. If you have not posted any billing amounts, you are asked if you wish to adjust the billing schedule. Select *No*. If you have posted amounts, you are not asked to adjust the billing schedule.
6. Select *Billing* to open the Billing Schedule window.
7. Select the **Date** field in the scrolling window and select *Add*. The new row appears in the scrolling window with the system date by default. You can edit the date.
8. Select *Credit Memo* from the **Document Type** drop-down list.
9. Enter the credit amount in the **Billing Amount** field.
10. Select *OK* to save your changes and close the window. If your billing amount does not total the contract amount, you receive an error message.

You can edit the Date and Billing Amount fields. Only billing items that have not been posted can be edited.

When previewing maintenance contract invoices, the credit memo lists as a negative number on the Created Maintenance Invoices report. The document number for the credit memo is taken from Microsoft Dynamics GP Receivable Management setup.

The invoice that is created from the credit memo has a negative amount due.

The credit memo is saved to a Microsoft Dynamics GP Receivables batch called MAINTENANCE XX, where XX is the current fiscal period number. You must post the batch in Microsoft Dynamics GP for the maintenance credit memo to appear in the Microsoft Dynamics GP Receivables Open Transactions file.

Month End Reconciliation Procedures

Before recognizing contract revenue at month-end, you may select to run the following reports:

- **Maintenance Contract Over or Under Billed**
  This report helps you identify contracts that are unbalanced before you recognize revenue.
- **Maintenance Contract Deferred Revenue**
  This report allows you to see financial and contract details for the Deferred Revenue GL account during reconciliation. For more information, see Maintenance Contract Deferred Revenue in the SSRS Reports documentation.

Recognizing Maintenance Contract Revenue

If you are using the manual method of revenue recognition, revenue is recognized when the invoice is posted. If you are using the percentage-of-completion or revenue schedule revenue recognition method, invoicing and recognizing revenue are two separate processes.

When you recognize maintenance contract revenue for a specific period, a general ledger batch called RECOGNITION is created.

1. Select *Microsoft Dynamics GP > Tools > Routines > Service Management > Maintenance Contract > Recognize Revenue*.
2. You can filter by customer, location, and/or contract. This allows you to adjust a single contract if, for example, you have a contract that cannot be renewed or closed until the revenue recognized equals the billed amount.
3. Select an **Open Year**. The Recognize Revenue window lists open years and the fiscal periods in each year.
4. Select a **Period**.
5. Before posting, select *Print Edit List* to print a list of the contracts with the revenue amounts and the posting dates. The Revenue Recognition Edit List prints. You can also print the Maintenance Contract Expiration report. You need to close or renew contracts before recognizing revenue for a contract's last period when using percentage-of-completion. Revenue will not be recognized for a contract if the customer is on hold.
6. Select the period you want to recognize revenue for and select *Post*.

If you are using the percentage-of-completion revenue recognition method, you receive messages stating that year-end closing should be run before recognizing revenue in subsequent fiscal years and that maintenance contracts ending in the period should be closed or renewed before recognizing revenue. Select *Continue* in both caution windows. You need to close or renew contracts before recognizing revenue for a contract's final period.

Before printing the Revenue Recognition Posting Journal, you are asked if you would like to print the Maintenance Contract Expiration report. Select *Yes*. If contracts exist that expire during the period, the Maintenance Contract Expiration report prints after the Revenue Recognition Posting Journal.

If the period has already been posted, you can still print the Revenue Recognition Posting Journal report.

Verifying the General Ledger Amounts

When the revenue recognition routine is run, a Microsoft Dynamics GP General Ledger entry is created and saved under the Batch ID "RECOGNITION."

If you are using percentage-of-completion, two transactions are created: the POC revenue recognition transaction for the period, and a reversing transaction that is saved in the next fiscal period and used to prevent overstating the contract's total revenue earned to date. For example, the equation used to calculate the revenue amount is:

```
[contract actual costs total to date] / [total forecasted costs] x [contract amount] = [revenue earned total to date]
```

If $60 is posted in costs for Period 1: $60 / $600 x $1200 = $120

If $80 is posted in costs for Period 2: $140 / $600 x $1200 = $280

Because the amount that is calculated is the total amount of revenue that has been recognized to date, in period 2, this amount ($280) needs to be decreased by the total from period 1 ($120). Without the reversing entry, revenue earned to date would be misstated as $400 ($120 + $280).

After recognizing revenue, view the RECOGNITION transaction entries to confirm that the General Ledger amounts are correct before they are posted.

1. Select *Transactions > Financial > General*.
2. Select the lookup button in the **Journal Entry** field. In the Journal Entry lookup window, scroll to locate the entries saved to the RECOGNITION batch, and select the appropriate transaction. The maintenance contract number is listed in the Reference column to help you identify the correct entry.
3. Verify that the correct amounts are being distributed to the correct accounts.

Renewing Maintenance Contracts

When you renew a contract, you can use the information on the Revenue/Costs window to help determine how profitable the contract was so that you can increase or decrease the billing amount for the new contract accordingly. New billing and revenue recognition schedules are created, and maintenance tasks are reset. The frequency and schedule assigned to a task at contract renewal time are used to schedule the new task dates; if the newly calculated schedule date falls within the new contract period, the new task schedule is created from the last schedule date.

The contract task schedule dates are preserved for the new contract period if the contract that is being renewed has new dates that are the same month and day for both the start date and expiration dates.

> ***Example:*** *Contract 2020 with Start Date 01/01/2020 and Expiration Date of 12/31/2020 is being renewed. If the Start Date 01/01/2021 and Expiration Date of 12/31/2021 are entered for the new contract, then the contract task schedule dates remain the same in the new contract period.*

When the dates differ from the contract being closed to the new contract date, you must verify your tasks and task schedule dates upon renewal as they cannot be preserved in all scenarios.

If you are renewing a contract that has a spending plan, and you are keeping the same estimate costs as the previous contract, the breakdown of the estimated costs on the spending plan is transferred to the new contract. For example, if you are renewing a contract that runs from 1/1/2020 through 12/31/2020 with labor estimates of $600 in April and October and $100 in May through September, the same estimate costs default into the same months of 2021.

You may want to wait to renew a contract until it has been completely billed and revenue has been recognized for each period. If you allow the renewal process to close the current contract, all billing schedule, revenue recognition, and contract information are moved to history based on the setup option.

However, if you need to renew a contract before it can be closed, you have the option of leaving the current contract open, to be closed later. For example, you need to renew a contract that runs from 1/1/2020 through 12/31/2020; however, you cannot close the old contract until costs are posted for the last appointment on 12/28. You can renew the contract and generate new tasks while holding the old contract open until all costs have been posted for the last service call. This ensures that costs will be posted to the correct contract period without having to reconcile.

You may have a contract that is open multiple times if it is left open during individual contract renewal, mass contract renewal, or master contract renewal. See Leaving a Contract Open (page 240) for more information on contracts that are left open.

> ⚠ If the Customer or Location is inactive, you will not be able to create or renew maintenance contracts.

> ⚠ When renewing a contract that has a task list with inactive tasks, only the active task codes will be assigned to the contract. This applies to maintenance contracts, master contracts, as well as mass renewing contracts. You can print a report before renewing by selecting Print > Contract Inactive Tasks that shows any inactive tasks or task lists on the contract(s). This report will automatically print after renewing if there are any inactive tasks or tasks lists that were not added to the new contract(s). See Setting Up Maintenance Task Codes and Task Lists (page 180).

See also:

- Individual Contract Renewal (page 235)
- Mass Contract Renewal (page 238)
- Leaving a Contract Open (page 240)
- Posting Maintenance Contract Renewals (page 240)

Individual Contract Renewal

If you renew a contract without skipping any period of time (between the end of the old contract and the beginning of the new contract) during which a task would have been scheduled, the task header is created using the last schedule date.

> ⚠ When renewing a contract that has a task list with inactive tasks, only the active task codes will be assigned to the contract. This applies to maintenance contracts, master contracts, as well as mass renewing contracts. You can print a report before renewing by selecting Print > Contract Inactive Tasks that shows any inactive tasks or task lists on the contract(s). This report will automatically print after renewing if there are any inactive tasks or tasks lists that were not added to the new contract(s). See Setting Up Maintenance Task Codes and Task Lists (page 180).

Information	Example
Schedule detail, however, is not created unless the task will be completed in the new contract period, as in Example 1 to the right.	Example 1: • Contract term: 01/01/07 to 12/31/08 • Task: Every 6 years, starting on 01/01/07 • Service Call Day: 1 • Task schedule date: 01/01/07 • Last schedule date: 01/01/07 If the contract is renewed for 01/01/09 to 12/31/11, the next task will not fall within the new contract term, and a new task schedule will not be created. The task header, however, is created using the last schedule date of 01/01/07. If the contract is renewed for 01/01/12 to 12/31/13, the task will fall within the new contract term, so the new task schedule will be created with the task schedule date set to 01/01/13.
As shown in Example 2 (right), if you skip a period of time between the end of the old contract and the beginning of the renewed contract, and a task would have been scheduled during that gap of time, the task will instead be created in the first available period of the new contract, based on the Service Call Day.	Example 2: • Contract term: 01/01/07 to 12/31/08 • Task: Every 2 years, starting on 01/01/07 • Service Call Day: 1 • Task schedule date: 01/01/07 • Last schedule date: 01/01/07 If the contract is renewed for 02/01/09 to 01/31/11, the system will calculate the next schedule date as 01/01/07 plus two years, or 01/01/09. Because this date does not fall within the new contract period, the system will reset the task schedule date to 02/01/09, which is the first available service call date in the contract period. When a contract is renewed, if a task has a frequency of Monthly or greater and the **Use Relative Scheduling** checkbox is marked, the tasks for the new contract will be created for the same relative day of the month as the current contract at the time of renewal. If a task has a frequency of less than Monthly, the tasks for the new contract will be scheduled based on the Contract Start Date, Service Call Day, and schedule.

Information	Example
The contract task schedule dates are preserved for the new contract period if the contract that is being renewed has new dates that are the same month and day for both the start date and expiration dates.	Example 3: Contract 2020 with Start Date 01/01/2020 and Expiration Date of 12/31/2020 is being renewed. If the Start Date 01/01/2021 and Expiration Date of 12/31/2021 are entered for the new contract, then the contract task schedule dates remain the same in the new contract period. When the dates differ from the contract being closed to the new contract date, you must verify your tasks and task schedule dates upon renewal as they cannot be preserved in all scenarios.
When a contract with an attached billing note is renewed, the master billing note is copied to the new contract. Edits to billing notes on individual invoices will not be copied to the new contract.	

If the Customer or Location is inactive, you will not be able to create or renew maintenance contracts.

To renew an individual contract:

1. Select *Cards* > *Service Management* > *Service Manager*.
2. Select a customer, and select the *Contract* indicator.
3. If you want to review estimate costs before renewing the contract, select the *Revenue /* Cost button from the Maintenance Contract window. Use the expansion button next to any Estimate field to view the monthly breakdown of the estimate. If the new contract is the same length, and you enter the same total estimate cost, the monthly estimate costs that default for the new contract will be the same.
4. Select *OK* and *Save* to return to the Maintenance Contract window.
5. If you do not intend to close the contract upon renewal, mark the **Leave Contract Open** checkbox. This allows you to bypass the warnings you would receive if you were closing the contract. See Leaving a Contract Open (page 240) for more information.
6. Select *Renew*.
7. Address all warnings.
8. You will receive a warning if you are using the percentage-of-completion revenue recognition method and there are no forecast costs assigned to the contract. You cannot proceed until forecast costs are entered.
9. You will receive a warning if there are open service calls associated with the contract. You can proceed if you intend to renew the contract without closing it; otherwise, renewing and closing the contract will transfer all open service calls and cost transactions to the renewed contract. You can also select *Service* History button in the Maintenance Contract window to access the open calls.
10. You will receive warnings if you have not created an invoice and recognized revenue for each period of the contract. Continue past the warnings by choosing *Yes*. You have the option of leaving the contract open until all billing and revenue information is posted; it is also acceptable to renew and close the contract without recognizing revenue for the final period if, for example, you are using the percentage-of-completion revenue recognition method. Once a maintenance contract is renewed, the prior year costs and billing information cannot be changed.
11. Complete the following fields, as necessary:

- **Leave Open**
  Mark this checkbox if you want to leave the contract open upon renewal. This option defaults if you marked the Leave Contract Open checkbox in the Maintenance Contract window.
- **Close Date**
  If you marked the Leave Open checkbox, this field is cleared and disabled. If you marked the Maintain Contract History checkbox in the Maintenance Options window, a close date is required when renewing and closing a contract.
- **Start Date, Expiration Date**
  Enter dates for the new contract.
- **Amount**
  Enter the amount of the new contract.
- **Division**
  Fills automatically from the maintenance contract.
- **Billing Frequency**
  Fills automatically from the maintenance contract. Each period's billing amount is calculated based on the selected frequency. If you change the frequency, you must redistribute the billing amounts in the Billing window. Select **Custom** if you plan to edit the billing amounts; the billing schedule is initially calculated monthly and can later be edited to reflect a non-conventional billing schedule on the Billing Schedule window.
- **Automatically Bill**
  If you marked the Automatically Create Invoices checkbox during maintenance options setup, the Automatically Bill checkbox defaults as marked for the maintenance contract. Your option from the Maintenance Contract window - either unmarking the checkbox or leaving it as marked - defaults here. You may select not to automatically bill the new contract if the invoice needs individual attention, such as a billing adjustment.
- **Invoice Billing Day**
  Fills automatically from the Maintenance Contract. You can select the exact day that customer invoices are created for each maintenance contract. The Invoice Billing Day field can contain a number between 1 and 28.
- **Service Call Day**
  This field populates from the maintenance contract and contains a number between 1 and 28. This value is used to calculate the schedule for MCC calls. If a task has a frequency of Monthly or greater, and you are using the Relative Scheduling feature, the first MCC call is scheduled on the service call day, and subsequent MCC calls are scheduled based on the day and week of the first call. For example, if a contract created on the first day of January has a Service Call Day of 10, the first MCC call for a task with a frequency of Monthly is January 10. If January 10 is the second Monday of the month, MCC calls for that task will be scheduled on the second Monday of subsequent months. If a task has a frequency of Monthly or greater, and you are *not* using Relative Scheduling, the service call day is the day of the month that the MCC call for that task will be scheduled. If the task has a frequency of less than Monthly, the service call day is relative; for example, if a task has a frequency of 3 Weeks and a schedule of 1st Thursday After Service Call Day, the first MCC call would be on the first Thursday after the service call day; subsequent calls would be every three weeks on Thursday. The date that displays next to this field is the first available MCC call, calculated based on the contract start date and the service call day. This is not necessarily the first call, but the first possible date. The date of the first call is calculated based on the task schedules.
- **Bill at End of Month (EOM)**
  Mark this checkbox if you want to bill the maintenance contract at the end of the month.
- **Estimated Costs**
  The amounts you enter appear in the Estimate and Forecast columns of the new contract's Revenue/Costs window. Forecast costs are required for calculating revenue and closing contracts when using percentage-of-completion revenue recognition. The labor amount must be entered from the labor cost category in the new contract's Revenue/Costs window.

12. When you are ready to renew the contract for the new date range, select *Save*. If you marked the **Leave Open** checkbox, you receive a message reminding you that the existing contract is flagged as "left open." The renewed contract will then display. Otherwise, the renewal process closes the current contract and, if the **Maintain Contract History** checkbox is marked in the Maintenance Options window, sends its information to history.
13. If you are using the percentage-of-completion revenue recognition method, you must run the post renewal process.

Mass Contract Renewal

The Mass Renewal feature allows you to renew numerous maintenance contracts at once. Use this feature if you have many contracts expiring at similar times and you do not wish to change the contract amounts. Mass renewal only works for contracts less than 365 days. With mass renewal, you can renew and close contracts that have open service calls or that have not been completely billed and recognized. Unlike using the *Renew* button in the Maintenance Contract window, mass renewal does not require a contract that uses percentage-of-completion revenue recognition to have forecast costs before it is closed and renewed.

When renewing a contract that has a task list with inactive tasks, only the active task codes will be assigned to the contract. This applies to maintenance contracts, master contracts, as well as mass renewing contracts. You can print a report before renewing by selecting Print > Contract Inactive Tasks that shows any inactive tasks or task lists on the contract(s). This report will automatically print after renewing if there are any inactive tasks or tasks lists that were not added to the new contract(s). See Setting Up Maintenance Task Codes and Task Lists (page 180).

- If the customer or location is inactive, contracts cannot be renewed via the Mass Renew Contracts window.
- If you have a master contract with contracts that have inactive and active locations, you can renew the master contract from the Master Contract window for the contracts with active locations.

When you renew a contract with the mass renewal feature, the start and end dates are advanced, a new billing and revenue recognition schedule is created, and the maintenance tasks are reset. Closing the contract moves billing schedule, revenue recognition, and contract information to history; however, you can also select to leave a contract open during mass renewal.

When you commit multiple contracts for renewal, the system does the following:

- Creates a new task schedule from the last scheduled date, if the newly calculated schedule date is within the new contract period. If the new starting schedule date does not fall after the contract start date of the new period, the new schedule start date will be reset to the first available service call date in the new contract period. This allows all tasks to be scheduled properly across contract renewal periods.
- Uses the new task frequencies to create new task schedules for any piece of equipment that has a task or task list.

To mass renew contracts:

1. Select *Microsoft Dynamics GP > Tools > Routines > Service Management > Maintenance Contract > Mass Renewal*.
2. Specify the following criteria:
    - **Contract Expiration Date Range** (required)
      Enter a date range that includes the expiration dates of the maintenance contracts you wish to renew. For instance, you may want to renew contracts one month at a time.

- **Customer Range** (optional)
  Enter a range to limit the contracts by customer.
- **Contract Type** (optional)
  Select the contract type.
- If you have a master contract that has contracts with different contract types, none of these contracts will display. For example, you have Master Contract 011 with three contracts, two contracts have a contract type of Residential and the other contract has a contract type of Premier. If you filter by the Residential contract type, none of the Master Contract 011 contracts display. This is to help prevent renewal issues for the master contract.
- **Renew Contracts with Open Service Calls**
  If you mark this checkbox, maintenance contracts with open service calls will appear in the scrolling window. If you do not mark this checkbox, processing may take longer.
  If you are renewing a master contract when any open service calls exist on a contract, we recommend that you renew the contract from the Master Contract window and that you leave the prior contract OPEN. (Access the Master Contract window by going to Cards > Service Management > Service Manager. Select a customer and select the Master Contract indicator.

3. The maintenance contracts that meet your criteria display in the scrolling window automatically as you tab off each filter above. You can zoom on the **Contract No.** to view the contract. You do not need to worry about renewing a contract twice; contracts that have already been renewed, even if they were left open, will not appear on the list.
   Use the show/hide detail button to view contract information:
   - Contracts that have the Automatic Renew checkbox marked will be renewed after you select *Commit*.
   - Only contracts that are less than 365 days will be renewed.
   - If a customer is on hold or the contract is on hold or canceled, the contract will not be renewed.
   - If you do not wish for a contract to be closed automatically by the mass renewal process, mark the **Leave Open** checkbox. You can also *Mark All* or *Unmark All*. See Leaving a Contract Open (page 240) for more information.
   - If you have two contracts expiring at the same time but only wish to renew one of them, you must mark the Hold checkbox of the one not to be renewed. After running the commit process, unmark the Hold checkbox.
4. Select *Print* to print the Contract Mass Renewal report. The report indicates if each contract will be successfully renewed. For an example of the report, see Contract Mass Renewal Reports[28] in the Reports Guide.
5. With the maintenance contracts that you wish to renew present in the scrolling window, select *Commit*. The commit process advances the start and end dates of the contract, creates a new billing and revenue recognition schedule, and removes the existing service call IDs from the maintenance tasks covered by the contract. It also moves the billing schedule, revenue recognition, and contract information to history for any contract that will be closed by the renewal process.

Buttons on This Window

- **Preview**
  This button was originally used after entering filter criteria. The system now automatically displays the contracts as you tab off the filter fields.
- **Clear**
  Select to clear the entered filter criteria.
- **Commit**
  Select to commit the mass renewal.
- **Print**
  Select to print the Contract Mass Renewal report.

28. https://wennsoft.atlassian.net/wiki/spaces/sig2026/pages/1620322520/Contract+Mass+Renewal+Reports

Leaving a Contract Open

If you leave a contract open upon renewal, the result is having a contract that is open multiple times. You can generate tasks for the renewed contract while holding the old contract open until all costs have been posted. Meanwhile, both the contract that was left open and the renewed contract use the same contract number.

To ensure that you can easily distinguish between the two, all contract lookup windows display the contract start and end dates. The lookup button next to any Contract Number field allows you to open the lookup window, for example, when creating a service call, posting MC service call costs, or opening a contract for viewing.

The lookup window also opens automatically when you manually enter a Contract Number, and the contract is open multiple times. This allows you to view both open contracts and select the correct contract based on the start and end dates. In addition, when a contract is open multiple times, the contract that is being held open is indicated with an "Expiring" marker. On the Maintenance Contract or Master Contract window, this marker is located next to the Expiration Date field. When viewing the expiring contract on the Maintenance Contract window, the *Renew* button is disabled.

When viewing the renewed contract on the Maintenance Contract window, the *Close* button is disabled if the old contract is still being held open. You cannot close a renewed contract until the previous contract is closed.

About Closing an Expired Contract That Has Been Renewed

Run the contract close process when you are finished with a contract that was left open when it was renewed. The contract should be entirely billed and recognized for revenue. The contract close process determines if the contract is open for multiple date ranges; if so, the previous year amounts and total-to-date amounts are updated to keep the contract amounts accurate.

When this expired contract is finally closed, the contract close process will look for the next future contract sequence number and will update the Contract Life-to-date on that contract, accordingly. Since the contract number can remain the same when the contract is renewed, the contract sequence number is incremented by 1. This allows us to uniquely identify each contract and allows us to calculate the next future contract sequence number to evaluate for update purposes.

> ⚠ Run the Reconcile process on the new contract when the original contract is closed so that any trailing costs from the expired contract are correctly updated to the newer contract's totals to date. The Reconcile process is available in the Revenue/ Costs window off the Contract Maintenance window.

Posting Maintenance Contract Renewals

If you are using percentage-of-completion revenue recognition, a final transaction is created when you renew or close a maintenance contract. Use the following procedure to post this transaction.

Posting renewals makes the appropriate general ledger accounting entry to transfer all current year costs to total-to-date costs and recognize revenue for the current fiscal year on the profit and loss statement. A POST RENEWALS batch is created in General Ledger.

1. Select *Microsoft Dynamics GP > Tools > Routines > Service Management > Maintenance Contract > Post Renewals*. The Post Renewals window lists the number of maintenance contracts you have renewed or closed for a given period and year.
2. Select *Print Edit List*.

3. Select *Post* to post the renewals for the year.

> ⚠ If you try to post to a closed period, you receive a message. Select *OK*. You are then asked if you would like to reassign the transaction(s) to another year/period. Select *Reassign* to open the Reassign Posting window. Select a period and select *OK* to reassign the transaction(s) to an open year/period.

Closing Maintenance Contracts

If you do not want to renew a contract, you can close it. The contract should be entirely billed and recognized. If you are using the percentage-of-completion revenue recognition method, it is acceptable to close the contract if revenue hasn't been recognized for the final period of the contract.

To close a maintenance contract:

1. Select *Cards* > *Service Management* > *Service Manager*.
2. Select a customer and select the *Contract* indicator.
3. Select a contract and select *Close*.
4. If you're using the percentage-of-completion revenue recognition method, you must enter forecast costs, which are used to determine the contract earned amount.
5. Close open service calls and post costs.
   You can close a contract that has open service calls or unposted costs. You will be prompted to automatically close open calls, which moves the calls to history and does not post the costs. If you select not to automatically close the calls, the Maintenance Service History window opens where you can select and close each service call individually. If you marked the Require Appointment Closure checkbox in the Service Options window, you will be required to change the status of all open appointments to Complete.
6. If you marked the Maintain Contract History checkbox in the Maintenance Options window, you will be prompted to enter a close date. The anniversary date of the current contract defaults.
7. Select *Save*.
8. If you are using the percentage-of-completion revenue recognition method, you must run the post renewal process.

Clearing Current Year Costs from Maintenance and Master Contracts

You can run a routine that clears the current year's costs from maintenance and master contracts. Expired contracts (for which the anniversary date is identical to the expiration date) will not be included in this routine; they will be included in the renewal and close processes. You must run this routine every month.

> ✕ **IMPORTANT**: If you are using contract escalation, you MUST build your escalation BEFORE running this process multi-year contracts routine. Otherwise, you will get no escalation for the current year.

Now that you can have multi-year contracts, you must move the contract from one contract year to the next so the contract's anniversary date is moved forward to the end of the next contract year, and so the escalation date (if "at anniversary") is reset.

Once you start using multi-year contracts, you could have at least one contract for which the anniversary date has been met or surpassed. To roll this multi-year contract into its new contract year, you must clear the YTD column of costs. These values are still included in the actual totals for the contract and the totals-to-date for this contract. You are simply clearing the figures used to populate the "YTD Costs" column on the contract Revenue/Cost window.

To process multi-year contracts:

1. Select *Microsoft Dynamics GP > Tools > Routines > Service Management > Maintenance Contract > Process Multi-Year Contracts*.
2. Enter the Year and Month of the anniversary date.
3. Select *Print Edit List* to view the current unbilled and revenue not yet recognized, before its move into the new contract year.
4. Select *Process*.

Using Labor Loading

The optional Maintenance Contract Labor Plan window displays technicians and their hours for the selected contract, their total hours for all contracts, and the percentage of preventive maintenance hours they have used. The technician's preventive maintenance hours are allotted during setup.

Viewing a Maintenance Contract Labor Plan

1. Select *Cards > Service Management > Service Manager*.
2. Select a customer and select the *Contract* indicator.
3. Select a contract and select *Labor Load*.
4. Select the appropriate month box to open the Contract Tasks By Month window. Here you can redistribute or edit the maintenance tasks for the technician. Use the show/hide detail button to see further details on the task.
5. Double-click a task in the scrolling window to open the Maintenance Tasks window, where you can add task codes and task lists, change the task schedule, add notes, and estimate costs.

Viewing a Technician’s Hours on All Contracts

You can use the Maintenance Labor Loading window to view the hours of a technician for a contract, as well as for all contracts.

1. Select *Microsoft Dynamics GP > Tools > Routines > Service Management > Maintenance Contract > Labor Loading*.
2. Use the **Technician ID** lookup to select the technician. Select the **Year** as well. The contracts for that technician appear, along with the hours for each contract, divided per each month of the year.

Maintenance Contract Reports

Maintenance contract reports pertaining to a selected contract are accessible from the Maintenance Contract window using the *Print* button. Other maintenance contract reports are also available.

You can also create MCC calls and invoices for the selected contract using the *Print* button.

Maintenance Contract Summary Report

The Maintenance Contract Summary report presents a salesperson with a "live" maintenance contract proposal or furnishes a detailed summary of the customer's current maintenance contract for renewal. The report information is obtained from the Maintenance Contract window and lists the actual, estimated, and forecast costs. It also includes the maintenance tasks assigned to the contract and the total number of labor hours needed to complete the task.

1. Select *Cards > Service Management > Service Manager*.
2. Select a customer and select the *Contract* indicator.

3. Select a contract and select *Print > Summary*.

PM Work Schedule Report

This report lists the scheduled maintenance work for each piece of equipment at the selected location.

1. Select *Cards > Service Management > Service Manager*.
2. Select a customer and select the *Contract* indicator.
3. Select a contract and select *Print > PM Reports*.
4. Using the radio buttons, select how to print and sort the report. You can also select to print a detail or summary report.
5. Select *Print*.

Escalating Maintenance Contracts

Escalation is the automatic price increase of a maintenance contract at the contract's anniversary date. Contracts are usually escalated because costs increase. These increases can be attributed to several factors, such as an increase in the cost of parts, materials, subcontracts, travel, or labor. Escalation adjusts the price of a maintenance contract, by cost category, on a predetermined basis (e.g., Consumer Price Index or inflation index).

Step 1: Mark the Contract Escalation Setup Option

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Maintenance Setup > Maintenance Options*.
2. Mark the **Escalate Contracts** checkbox in the Maintenance Options window. The **Distribute Amounts by Cost Category** checkbox is marked and disabled by default. This allows you to escalate by contract amount or by cost category.
3. Select *OK*.

Step 2: Set Up Escalation Indexes

Escalation indexes are usually set up at the time you set up your system or when your escalation strategy changes. Examples of indexes are CPI (Consumer Price Index) or SPI (Standard Price Index).

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Maintenance Setup > Escalation Index*.
2. Enter the **Escalation Index** name and **Description**.
3. Select *Save*.

Step 3: Set Up Escalation Index Detail

Escalation rates must be set up for each month and year that you will be escalating contracts. You must set up an index detail for each cost category you will be escalating. You can select to escalate by a percentage or an amount, or both. If you escalate using a percentage and an amount, the escalation amount will be a sum of the two. For instance, if your original contract amount is $1,000 and you escalate it 10% and $250, the escalated contract amount is $1,350, or $100 (10% of 1000) + $250 + $1000.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Maintenance Setup > Escalation Detail*.
2. Enter an **Escalation Index ID**. You can select the expansion arrow button in the Escalation Index ID field to open the Escalation Index Detail window, which lists existing escalation index details.
3. Enter a **Year** and select a **Month** from the drop-down list. The year and month must fall within the contract dates for escalation to occur. Select ALL for all months.

4. Select the **Cost Code** or select ALL for all cost codes.
5. Enter a **Percentage** or **Amount** to escalate, or both. You can set up to only escalate the first year by setting up the escalation amount on the first year and then setting up zero amounts for the remaining years. If you find that you want to escalate another year, you can change the amounts for the contract for that year. Go through the routine of build escalation each year after you set the amounts for that year's escalation.
6. Select *Save*.

Step 4: Set Up a Maintenance Contract.

1. Select *Cards* > *Service Management* > *Service Manager*.
2. Select a customer and select the *Contract* button or select *Additional* > *Contract*.
3. Set up your maintenance contract as usual. See Creating a Maintenance Contract (page 214).
   - The Escalation Frequency field defaults to **At Anniversary**. The only other option is None. You cannot add to these options. If you select None, your contract will not escalate.
   - The Anniversary Date field defaults with a date 365 days from the contract's start date on contracts spanning more than one year. Contracts less than 365 days have an anniversary date matching the contract's expiration date.
4. Select how much in advance to be notified of a contract escalating by entering the number of days in the **Escalation Notification Days** field. The Maintenance Contract Escalation Notification report lists those contracts that will escalate based on the contract's escalation date and escalation notification days. For example, if your contract's escalation date is December 31, and you would like to be notified 45 days in advance of the escalation date, the contract would appear on the Maintenance Escalation Notification report for November. The escalation date defaults from the **Anniversary Date** field.
5. Mark the **Automatically Escalate** checkbox if you would like the contract to escalate without a salesperson's approval. If you do not mark this option, the contract will not escalate unless the **Approved By** and **Approval Date** fields are complete in the Maintenance Contract Escalation window.

Step 5: Assign Escalation Indexes to the Maintenance Contract.

1. In the Maintenance Contract window, select the *Escalation* button to open the Maintenance Contract Escalation window.
2. The **Escalation Notification Date** field completes based on the Escalation Notification Days field and the Escalation Date field in the Maintenance Contract window. If changes are made to the Escalation Notification Days field, the Escalation Notification Date field in the Maintenance Contract Escalation window updates to reflect this.
3. Assign an escalation index to each cost category you want to escalate. Not all categories need to have an index assigned. Cost categories not assigned an index will not escalate. If the amount entered in a cost category on a maintenance contract is zero, the cost category still escalates by the amount of the escalation. If you enter an incorrect amount by mistake, mark the checkbox in the Clear Amounts column. If a checkbox is marked and you select the *Save* button, you will receive a message asking if you want to clear the amounts. If you clear the amounts, you must rebuild the escalation to regenerate the escalation amount(s). Otherwise, the cost category will not be escalated.
4. Select *Save* and close the Maintenance Contract Escalation window.

> ⚠ Remember, escalation indexes must be set up with the appropriate information (e.g. year, month, and cost code) for escalation to occur.

Step 6: Enter Estimated Costs

1. In the Maintenance Contract window, select the *Revenue/Cost* button to open the Revenue/Cost window.
2. Enter amounts in the **Estimate** column for all cost categories and subcategories. The estimated costs will be escalated. If you don't enter estimate amounts, after building the escalation, the escalation amount defaults in the Estimate column. Percentage amounts will not calculate and will not update the Revenue/Costs window.
3. Select *Save* and close the window.

Step 7: Build the Escalation

Perform the monthly process of building the escalation for the contracts that are approaching their escalation date.

1. Select *Microsoft Dynamics GP > Tools > Routines > Service Management > Maintenance Contract > Build Escalation*.
2. Select the year and month you want to build the escalation for in the Contract Build Escalation window. Ignore the **Commit Contracts of Type** field.
3. Select *Build* to perform the escalation calculation. If you entered estimated costs, they will also be escalated. Labor hours do not escalate, but the labor cost and labor billing increase.
4. The Escalation Build report prints when the calculation is complete, displaying the contracts to be escalated.
5. Close the Contract Build Escalation window.

Step 8: Print the Escalation Notification Report

After building the escalation, it is a good idea to print the Maintenance Escalation Notification report. This report has a breakdown of the escalation amounts for each cost category for all the contracts that are to be escalated for a given month, as well as the estimated cost amounts and billing increases. Remember, the contracts appearing on this report are based on the Escalation Notification Date on the maintenance contract.

1. Select *Reports > Service Management > Maintenance > Escalation Notification*.
2. Enter start and end dates.
3. Select *Print*.

Step 9: Review/Modify the Escalation and Give Approval

1. Select *Escalation* in the Maintenance Contract window of a contract that had an escalation calculated. A red circle is present in the column next to any escalation indexes that were set up incorrectly or missing and therefore were not escalated. The original, non-escalated, amount appears in the field. You are still able to commit the escalation even though an escalation index hasn't been defined.
2. You can override the amounts that the system calculated for a specific contract by entering a new value in the **Accepted Billing** and **Accepted Estimated Cost** columns.
3. To enter the **Accepted Estimated Cost** amount for labor cost categories, select the expansion arrow button to the right of the Labor row. This opens the Accepted Labor Breakdown window. You can enter separate dollar and hour estimates for each labor cost category. Select *OK* to return to the Maintenance Contract Escalation window. Your changes display in the appropriate fields (Accepted Estimated Cost and/or Labor Hours).
4. If you did not mark the checkbox in the Maintenance Contract window to automatically escalate the contract, you must enter a salesperson's name in the **Approved By** field and enter an approval date.
5. Select *Save*.

> ⚠ If you need to make a correction, you can rebuild a period that's already been calculated.

Step 10: (Optional) Rebuild the Escalation

You can rebuild the escalation if you've made any changes to the Escalation Index Details or the Estimated Costs. You can also rebuild to only update the approval status without running the calculations.

> If you rebuild the escalation after making manual edits and before posting those modified escalation amounts, the escalation amounts will be recalculated and your edits will be overwritten.

1. Select *Microsoft Dynamics GP > Tools > Routines > Service Management > Maintenance Contract > Build Escalation*.
2. Select the year and month you want to build the escalation for in the Contract Build Escalation window. Ignore the **Commit Contracts of Type** field.
3. Select *Build*.
4. In the window that pops up, you have the following options:
   - **Rebuild/Calc**
     Select to run the contract escalate calculation process again as well as checking the approval validation. This will overwrite the existing build.
   - **Rebuild Only**
     Select to only re-run the validation of the approval. The escalation is not recalculated. A contract shows as Approved if the approved user and date are entered in the Maintenance Contract Escalation window or if you've marked the Automatically Escalate checkbox in the Maintenance Contract window.
   - **Cancel**
     The pop-up window closes and you are returned to the Contract Build Escalation window.
5. The Escalation Build report prints when the Rebuild is complete, displaying the contracts to be escalated.

Step 11: Commit the Escalation

When you have verified the new amounts are correct, you can commit the escalated values to your contracts. Committing the escalation will update the Posted flag to *Yes* and will update the escalation rows in the escalation work table to *POSTED*. Those records are not used again if the same period is rebuilt for escalation at a later date and time.

> If you are using global filtering, the user committing the escalation must only be assigned to the same branch as the contracts that are being escalated. For example, if the contracts are assigned to the New York branch, the user must only be assigned to the New York branch. A user assigned to a different branch or a user with no branch settings will not be able to commit the escalation.

1. Select *Microsoft Dynamics GP > Tools > Routines > Service Management > Maintenance Contract > Build Escalation*.
2. Enter a year and month to commit.
3. Select to commit either maintenance contract escalations, master contract escalations, or both.
4. Select *Process* and select *Yes* to verify that you are committing the contract escalations.
5. In the Process Contracts window, review the contracts to be committed.
6. You can filter the display to show all the contracts, contracts that have the yellow triangle caution symbol or invalid contracts.
   - **Caution** - Indicates that the contract has open calls, is not 100% billed, and/or is not 100% revenue recognized.
   - **Invalid** - The contract is not valid.
7. Select the contracts to escalate and then select *Commit*. This causes the contracts to be escalated at the new amount. You may receive a warning message if the escalations for the year and month contain errors; however, you are still able to commit the escalation.

Effects of Contract Escalation on Multi-Year and Annual Maintenance Contracts

Multi-Year Maintenance Contracts

Once a maintenance contract completes the commit process, the:

- The Billing Amount of the contract is immediately updated. This causes a recalculation of the remaining unposted Billing and Revenue Recognition schedule rows.
- The Renewal Value of the contract is updated.
- You may now perform the routine to *Process Multi-Year Contracts*.

Annual Maintenance Contracts

Once an annual maintenance contract completes the commit process:

- Only the Renewal Value of the contract is updated.
- The remaining values (Escalated Billing and Costs) are updated during the maintenance contract renewal process.

During the annual contract renewal:

- Renewal Value defaults into the Contract Renewal window.
- Escalation settings default into the Contract Renewal window.
- Escalated Costs default into the Estimated Costs fields.
- Escalated Costs are replicated in the Forecasted Costs fields.
- When you save this new contract, the new record is created in the SV00533 table for the new sequence # of this contract.
- When the contract is renewed, the escalation record is moved to history.

Effects of Master Contract Escalation on Maintenance Contracts

If you are using master contracts, escalation information from the master contract rolls down to the attached maintenance contracts. The following information defaults from a master contract to assigned maintenance contracts.

- **Maintenance contract window information**
  If a maintenance contract is assigned to a master contract, the escalation fields in the Maintenance Contract window will be driven by the master contract. The Escalation Frequency, Escalation Notification Days, and Date fields and the Automatically Escalate checkbox default from the master contract record. The Escalation Frequency and Escalation Date fields are locked in the Maintenance Contract window, and can only be changed in the Master Contract window. Changes to the Escalation Notification Days field and the Automatically Escalate checkbox can still be made in the Maintenance Contract window for individual contracts.
- **Maintenance contract escalation window information**
  If a maintenance contract is assigned to a master contract, the Escalation Indexes, Notification Date, Approval, and Approval Date default from the master contract record. These values can be changed at the maintenance contract level.
- **Contract build escalation information**
  When you commit an escalation build in the Contract Build Escalation window, you can mark the checkbox to commit master contracts, maintenance contracts, or both. The build process itself does not change. If you have the Master checkbox marked and you select *Commit*, the system checks the validity of the assigned maintenance contracts and displays them in the Process Master Contract window.

Viewing Maintenance Contract History

If you chose to maintain contract history in the Maintenance Options window, you can view closed contracts.

Viewing Closed Contracts

1. Select *Cards* > *Service Management* > *Service Manager*.
2. Select a customer and select the *Contract* indicator.
3. Select the lookup button in the **Contract Number** field to open the Maintenance Contracts window.
4. Select the *Contract History* button to open the Contract History window, displaying the closed contracts. Select a contract to view.

Viewing Historical Revenue and Estimate Costs

1. In the Maintenance Contract History window, you can use the *Revenue/Cost* button to open the Revenue/Costs History window. This window allows you to view **Actual To Date**, **Estimate**, and **Forecast** costs for closed contracts.
2. For each cost category, you can zoom on the Estimate amount to view a breakdown of the estimate cost by month. Zooming on a non-labor estimate opens the Non Labor Cost Estimates History window, while zooming on the Labor estimate opens the Labor Cost Estimates History window. The Labor Cost Estimates History window combines your labor estimates for all five labor cost categories.
3. When you are finished, select *OK* to return to the Revenue/Costs History window.
4. Use the *Revenue* Entered button to open the Revenue Schedule History window, where you can view all recognized invoices and credit memos for this historical contract.

Viewing Maintenance Invoices

In the Maintenance Contract History window, you can use the *Invoice History* button to open the Maintenance Invoices window.

Troubleshooting Contracts

- Master Contract Renew Button Grayed Out (page 248)
- Reconcile Button Missing on Maint. Contract Revenue/Costs Windows (page 249)

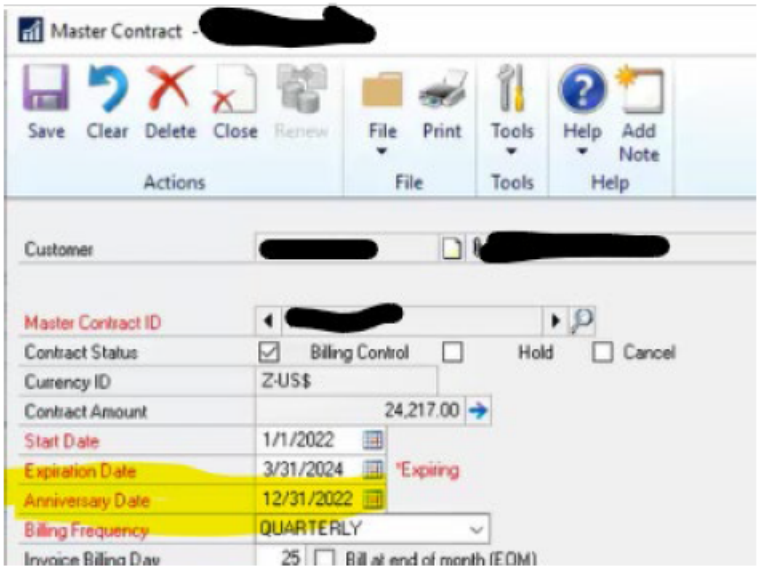
Master Contract Renew Button Grayed Out

Description: Why is the Master Contract Renew button grayed out when it is fully billed and recognized on my multi-year contract?

Solution: In the screenshot provided by the customer, notice that the Anniversary Date is not in the same year as the Expiration Date. With multi-year contracts, you normally run the Process Multi-Year Contracts option to bring the Anniversary Date into the next year along the way.

When the Expiration Date and Anniversary Date are within the same year, the Renew button is available.

Click to view screenshot.



Now that you can have multi-year contracts, you must move the contract from one contract year to the next so the contract's anniversary date is moved forward to the end of the next contract year, and so the escalation date (if "at anniversary") is reset.

Once you start using multi-year contracts, you could have at least one contract for which the anniversary date has been met or surpassed. To roll this multi-year contract into its new contract year, you must clear the YTD column of costs. These values are still included in the actual totals for the contract and the totals-to-date for this contract. You are simply clearing the figures used to populate the "YTD Costs" column on the contract Revenue/Cost window.

To process multi-year contracts:

1. Select *Microsoft Dynamics GP > Tools > Routines > Service Management > Maintenance Contract > Process Multi-Year Contracts*.
2. Enter the Year and Month of the anniversary date.
3. Select *Print Edit List* to view the current unbilled and revenue not yet recognized, before its move into the new contract year.
4. Select *Process*.

Reconcile Button Missing on Maint. Contract Revenue/Costs Windows

Description: The Reconcile button is missing on certain Maintenance Contract Revenue/Costs windows in Service Management.

Solution: There are limitations to the SQL stored procedures used in the reconcile.

In the source code, if the contract in question is a multi-year contract (the Multi-Year Contract Flag in SV00500 would be set to 1 and the contract length would be more than a year), or if there are multiple contracts of the same contract in SV00500 with different sequence numbers (for example, if you renewed and left the contract open and did not close that contract), then the button is hidden as the procedures would not work. Multiple contracts open at once or a contract spanning multiple years makes reconciliation much more difficult to write.

If you pull up another contract that is only for a year without another iteration of the contract open in the system, then you should see your button.

So to renew the contract you will need to verify the totals as the Billing and Revenue Recognized must match to renew the Maintenance Contract and if the totals are off you will have to update the SV00500 manually.

- Billing Schedule - sv00510
- Revenue Schedule - SV00509

Maintenance Contract Quotes

The Maintenance Contract Quote module provides the ability to develop contract quotes that are driven by tasking. More information on tasking can be found in the section Setting Up Maintenance Task Codes and Task Lists (page 180). You must have the Maintenance Contract module to use the Maintenance Contract Quote module. For purchasing information, contact WennSoft Sales.

A *Quote* indicator appears on the right side of the window when a quote is present for the customer's location. You can zoom on the indicator to open the Contract Quote window. If there is only one quote for the location, it automatically populates the window; otherwise, the window opens blank, and you can use the lookup in the Quote Number field to view the list of quotes.

> ⚠ If the Customer or Location is inactive, while you can create a maintenance contract quote, you will not be able to create a new contract from the quote.

See also:

- Generating a Maintenance Contract Quote (page 250)
- Creating a Quote Task List (page 254)
- Copying a Quote Task List (page 255)

Generating a Maintenance Contract Quote

Generating a maintenance contract quote involves the following.

- If the Customer or Location is inactive, while you can create a maintenance contract quote, you will not be able to create a new contract from the quote.
- Inactive task codes and task lists are filtered out from displaying in any lookup and cannot be assigned to any new contract, equipment, or service call. If a task list has any inactive task codes, only the active task codes will be assigned.
- When generating a maintenance contract quote that has a task list with inactive tasks, only the active task codes will be assigned to the contract quote. You can print a report before generating the quote by selecting Print > Quote Inactive Tasks which shows any inactive tasks or task lists on the contract quote. This report will automatically print after generating if there are any inactive tasks or task lists that were not added to the new contract quote. See Setting Up Maintenance Task Codes and Task Lists (page 180).

Step 1: Complete the Upper Half of the Contract Quote Window

1. Select *Cards > Service Management > Service Manager*.
2. Select a customer and select *Quote*.
3. Complete the following fields in the upper half of the window.
    - **Quote Number**
      If you chose during setup to use the auto numbering feature for maintenance contracts, this applies to contract quote generation as well. Both contract and quote numbers increment using the same list of numbers: they do not increment independently of one another. If the quote is turned into a contract, notes entered using the notepad button in this field transfer to the contract.
    - **Billing Frequency, Invoice Billing Day**
      These fields can be edited in this window and can also be changed when a maintenance contract is generated from the quote.
    - **Service Call Day, Contract Start Date, Contract Expiration Date**
      These dates will be used to generate the task schedule. The contract period cannot be longer than one year.
    - **User-Defined**
      These labels are the same as those in the Maintenance Contract window. You may have labeled these fields during setup. See Labeling Maintenance Contracts (page 48). If you chose to validate the first and second user-defined fields in the Location window during setup, lookup windows will be attached to the fields and users will be prompted before adding to the lookup data. See Choosing Service Options (page 30) .

Step 2: Attach Equipment to the Quote

1. Select the *Coverage* button to open the Quote Coverage window. Use this window to view all equipment and tasks covered by the maintenance contract quote. Items display by sublocation, equipment, task list, and task code. Component equipment records display indented. You assign equipment, tasks, and task lists to a maintenance contract quote from the Quote Coverage window.
2. Select the *Equipment* button to open the Quote Coverage Maintenance window.
3. Select an equipment record in the left scrolling window and select *Insert* >>. Even if a piece of equipment is covered by a maintenance contract, it can be inserted on one or more contract quotes. When you convert the quote to a contract, the equipment will then be on multiple contracts.

You can select to include task lists associated with equipment types and to include components when inserting equipment records on the quote by marking the appropriate checkboxes.

Mark the **Display Equipment Components** checkbox at the bottom of the window to view equipment component records. Component records appear indented under their has-components record.

To add a new equipment record to the location, select the *Equipment* button and then complete the Equipment window.

Step 3: Assign Tasks and Subtasks to the Quote

After equipment is attached to the quote, tasks and subtasks can be added to the quote.

1. Close the Quote Coverage Maintenance window to return to the Quote Coverage window.
2. Select *Tasks* to open the Quote Task Maintenance window.
   Tasks may already be attached to the equipment if an equipment type with attached tasks was assigned to the piece of equipment.

3. Use the browse buttons in the Equipment field to select an equipment record or use the lookup to open the Quote Equipment window where you can use the *Find* button to locate an equipment record by serial number. Use the **Quote Task List ID** field to attach tasks to the quote using task lists.
4. Select *Redisplay*.
5. Add tasks and subtasks by selecting a record in the left scrolling window and choosing *Insert* >>. For more information on selecting tasks in the Quoted Task Maintenance window, see Using the Task Code Lookup (page 194). If you select a record in the Quote Coverage window before choosing the *Tasks* or *Task Lists* button, that information will default in the Quote Task Maintenance window and the Copy Task List window.

Step 4: Assign Task Lists to the Quote

You can assign a task list to a quote by creating a quote task list or by copying an existing task list. To learn how to create a quote task list, see Creating a Quote Task List (page 254). To copy an existing task list to a quote, see Copying a Quote Task List (page 255).

Step 5: Edit Tasks and Subtasks Attached to the Quote

1. In the Quote Task Maintenance window, select a record in the bottom scrolling window and zoom on the **Task Code** field to open the Quoted Tasks window.
2. You can determine if the task is required by marking the **Required** checkbox. The **Required** column will be disabled if the task is part of a quote task list that is controlling the frequency and suggested schedule.
3. You can edit the **Schedule Date** and **Est. Hours** for a task by selecting a field and making a new entry.
4. Select the Subtasks tab to view subtasks attached to the quoted task.
5. Select the Estimate tab to open the Quoted Tasks Estimate window where you can view the estimated costs, hours, and billable amounts for the quoted task. You can edit these amounts.

To define materials required for a quote task or sub-task, refer to the section below, then proceed to Enter the Estimated Costs for the Quote.

Defining Required Materials for Quote Tasks or Subtasks

When technicians go out on a maintenance task that may arise from a quote, they need to know what, if any, materials are required to do the job. You can specify which materials are required for tasks or subtasks. If task materials were pre-defined at the task code level, you would only need to define them at the quote level if an item is unique to this quote. For detailed instructions on defining required materials for tasks and subtasks, see Assigning Materials to a Task (page 189).

Step 6: Enter the Estimated Costs for the Quote

When you return to the Contract Quote window, the Task-Based Cost column is populated with the sum of the cost estimates of the assigned tasks.

A red asterisk next to any row indicates there is a difference between the task-based cost and hours, and the estimated cost and hours.

Costs must be manually entered in the Estimated Cost column. You can use the Task-Based Cost column as a guide when entering estimated costs. This allows you to adjust costs if necessary.

For instance, you could charge a customer a lower price if there were numerous identical tasks to be performed at a single location. This also allows you to preserve the initial estimated cost for use as a benchmark since these figures are not automatically updated as costs change.

The numbers entered in the Estimated Costs column are used to calculate the billing for the quote.

When you generate a contract from the quote, the estimated costs are transferred to the Estimate and Forecast columns of the Revenue/Costs window, since they are initially the same.

Step 7: Calculate Billing for the Quote

Select the *Calculate* button in the Contract Quote window.

Billing amounts are automatically calculated and populate the Billing column when the *Calculate* button is selected. These amounts can be edited. If billing amounts were manually entered before selecting the *Calculate* button, they will be overridden.

The billing amounts are automatically calculated from the amounts entered in the Estimated Cost and Margin columns. The formula used is: billing = cost / (100 - margin) x 100, where 100 minus margin equals the available-to-spend percentage from the contract type. If a contract type is selected for the quote, and that contract type has an available-to-spend percentage for the cost category, that percentage will be used to calculate the billing amount.

The Margin column in the Contract Quote window displays the difference from 100 of the available-to-spend percentage. For example, if a quote was assigned a contract type of PREVENTIVE, and the Equipment available-to-spend percent is 20%, then 80% would be the margin amount.

Margin is a percentage and is calculated based on the following formula: (billing - cost) / billing x 100.

If no contract type is specified for the quote, the *Calculate* button will be disabled. If there is no available-to-spend percentage entered for a cost category in the Contract Type Costing Setup window, the billing amount cannot be automatically calculated.

If a billing amount is manually edited, then the margin is recalculated. However, the billing and margin amounts will be overridden if you select the *Calculate* button.

Step 8: Generate a Maintenance Contract From the Quote

1. Select the *Contract* button in the Contract Quote window to open the Generate Contract From Quote window.
2. Complete the following fields, as necessary.
    - **Contract Number**
      Enter the Contract Number to be generated.
    - **Contract Start Date, Contract Expiration Date, Service Call Day**
      These dates come from the Contract Quote window. You can change this information, but we recommend keeping the length of the contract the same as the length of the quoted contract. That is, if your quote was for a 12-month contract, the contract generated from the quote should be for a 12-month contract.
    - **Division**
      Enter a Division for the contract.
    - **Delete Quote on Contract Generation**
      Mark this checkbox if you want to delete the quote once the contract is generated.
    - **Start Task Schedule based on first available service date**
      Mark this checkbox if you want the maintenance tasks on a contract to be scheduled on the first available service call date, regardless of the task's schedule.
3. Select *Generate New Contract*. If the equipment attached to the quote is already attached to a contract, you will receive an error message indicating this. You must detach it from the contract before proceeding.
4. The Maintenance Contract window opens, where you can enter and edit contract information. Save the contract.

Step 9: Print the Contract Quote Reports

There are seven contract quote reports. Five reports are printed from the Contract Quote window by choosing the *Print* button. Two reports, Quote by Salesperson and Quote by Contract Type, are accessed from the Reports menu.

- **Quote Summary 1 - Quote Summary report**
  Lists information from the Contract Quote window. The report includes the billing amount.
- **Quote Summary 2 - Quote Summary Report with Estimated Costs**
  Lists information from the Contract Quote window, including billing amounts, estimated costs and hours, and task-based costs and hours.
- **Quote Detail 1 - Quote Detail Schedule report**
  Lists information from the Contract Quote window, as well as billing amounts and the equipment and tasks attached to the quote.
- **Quote Detail 2 - Quote Detail Report with Estimated Costs**
  Lists information from the Contract Quote window, including billing amounts, estimated costs and hours, and task-based costs and hours. It also lists the equipment and tasks attached to the quote, as well as the cost estimates for the tasks.
- **Quote Detail 3 - Quote Detail Report with Estimated Hours**
  Lists information from the Contract Quote window, including billing amounts, estimated costs and hours, and task-based costs and hours. It also lists the equipment and tasks attached to the quote, as well as the estimated hours for the tasks.
- **Quote by Salesperson report** and the **Quote by Contract Type report**
  These reports are printed by choosing *Reports* > *Service Management* > *Maintenance* > *Contract Quotes*.

To print a contract quote report:

1. Enter a **Start Date** and an **End Date** for the report. All quotes with a date in this range will print.
2. Select to print the Quote by Salesperson report or the Quote by Contract Type report. If you select to print the report for an individual salesperson or contract type, complete the applicable field.
3. Select *Print*.

Creating a Quote Task List

When you create a quote task list, it is assigned to the maintenance contract quote. It cannot be used anywhere else.

> ⚠ Inactive task codes and task lists are filtered out from displaying in any lookup and cannot be assigned to any new contract, equipment, or service call. If a task list has any inactive task codes, only the active task codes will be assigned.

1. Select *Cards* > *Service Management* > *Service Manager*.
2. Select a customer that has a contract quote and select the *Quote* indicator.
3. Select *Coverage*.
4. Select *Tasks*.
5. Select an equipment record and zoom on the **Quote Task List ID** field. The Quote Task List Maintenance window opens.
6. Complete the following fields, as necessary.
   - **Quote Task List ID, Description**
     Enter an ID and description for the task list.
   - **Task List Type**
     Select the task list type.

- **System, Major, Sub 1 - Sub 4**
  These fields are used when assigning maintenance tasks to pieces of equipment. This information is for reference and sorting only.
- **Control Frequency and Schedule**
  Select whether to control the frequency and schedule of the tasks assigned to this list.
- **Frequency, Schedule**
  If you mark the Control Frequency and Schedule checkbox, enter a frequency and schedule. The frequency and schedule you enter will roll down to all tasks on the list.

7. Select the *Tasks* button to open the Quote Task Maintenance window, where you can add tasks to the newly created quote task list.
8. Select *Redisplay*.
9. Select a task code in the left scrolling window and select *Insert >>*.

> ⚠ When a task list is entered in the Quote Task Maintenance window Quote Task List ID field, only the tasks and subtasks making up the list display in the right scrolling window. Stand-alone tasks appear in the right scrolling window when the Quote Task List ID field is blank.

Copying a Quote Task List

You can create a quote task list by copying an existing one using the Copy Task List window. You can copy task lists, contract task lists, service call task lists, and quote task lists to create a new quote task list.

> ⚠ Only active task lists can be copied. Task lists that have been marked inactive cannot be copied. If a task list has any inactive task codes, only the active task codes will be copied to the new quote task list.

1. Select *Cards* > *Service Management* > *Service Manager*.
2. Select a customer who has a contract quote and select the *Quote* indicator.
3. Select *Coverage*.
4. Select *Task List*. The Copy Task List window opens.
5. Complete the following fields, as necessary.
   - **Source**
     Select Quote Task List ID for the source task list.
   - **Customer ID, Location ID, Contract Number / Service Call ID / Quote Number, Equipment ID**
     If the source is a contract task list, select a Customer ID and Contract Number. If the source is a service call task list, select a Service Call ID. It is not necessary to select a Customer ID first unless you want to filter the service calls in the lookup data. If the source is a quote task list, select a Customer ID and Quote Number. The Location ID and Equipment ID default from the records you select.
   - **Quote Task List ID**
     Select the source task list that you are copying, depending on which source type you have selected.
   - **New**
     The type of task list you are creating. Since we opened the Copy Task List window from the Quote Coverage window, Quote Task List ID defaults as the new task list type.
   - **Customer ID, Location ID, Quote Number**
     Customer, location, and service call information defaults for the new task list.
   - **Equipment ID, Quote Task List ID, Description, Task List Type**
     Complete these fields for the new quote task list.
   - **Start Task Schedule based on first available service date**
     Mark this checkbox if you want the maintenance tasks on a contract to be scheduled on the first available service call date, regardless of the task's schedule. This checkbox is enabled only for 2, 3, 4, or 6-month tasks.

- **Control Frequency and Schedule**
  Select whether to control the frequency and schedule of the tasks assigned to this list.
- **Frequency, Schedule**
  If you mark the Control Frequency and Schedule checkbox, enter a frequency and schedule. The frequency and schedule you enter will roll down to all tasks on the list.

6. Select *Copy*.

Master Contracts

With the optional Master Contracts module, you can create master contracts that cover a group of maintenance contracts and allow for them to be billed on one invoice. A master contract may be assigned to only one customer but may span more than one location for that customer. A maintenance contract may only be assigned to one master contract.

The branch location must be the same for all maintenance contracts and the master contract they are assigned to. The date range of each maintenance contract must fall within the start and end dates of the master contract.

> ⚠ Existing maintenance contracts that have billing activity, have revenue recognized, and/or have been escalated cannot be assigned to a master contract. Therefore, it is likely that most existing maintenance contracts will not be able to be assigned to a master contract.

For information on assigning contacts to a contract, see Assigning Contacts to Maintenance Contracts (page 89).

> ⚠ When renewing a contract that has a task list with inactive tasks, only the active task codes will be assigned to the contract. This applies to maintenance contracts, master contracts, as well as mass renewing contracts. You can print a report before renewing by selecting Print > Contract Inactive Tasks that shows any inactive tasks or task lists on the contract(s). This report will automatically print after renewing if there are any inactive tasks or tasks lists that were not added to the new contract(s). See Setting Up Maintenance Task Codes and Task Lists (page 180).

> ⚠ If the Customer or Location is inactive, you will not be able to create master contracts. If a master contract with linked contracts that have inactive and active locations, you can renew the master contract for the contracts with active locations. The contracts with inactive locations will still be linked to the master contract but will not be renewed.

The Master Contracts module is optional. For purchasing information, contact WennSoft Sales.

See also:

- Setting Up Master Contracts (page 257)
- Creating Master Contracts (page 257)
- Assigning New Maintenance Contracts to a Master Contract (page 259)
- Assigning Existing Maintenance Contracts to a Master Contract (page 259)
- Viewing Master Contract Billing Information (page 260)
- Viewing Master Contract Profitability (page 260)
- Viewing Master Contract Service Call History (page 260)
- Invoicing Master Contracts (page 261)

- Closing and Renewing Master Contracts (page 262)
- Escalating Master Contracts (page 264)
- Using Service Level Agreements (SLAs) (page 265)

Setting Up Master Contracts

1. Mark the Maintenance Contract Additions checkbox in the User Profile window (*Microsoft Dynamics GP > Tools > Setup > Service Management > System Administration > User Profile*) to allow additions of both maintenance contract and master contract records. See Setting Up Security (page 27). Master contract records cannot be added if you do not have the Maintenance Contract module.
2. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > User-Defined Label Setup > Master Contract* and label the user-defined fields in the Master Contract window.
3. You can attach lookup windows to, or validate, two of the four user-defined fields in the Master Contract window by marking the Master Contract User-Defined 1 and Master Contract User-Defined 2 checkboxes in the Service Options window *(Microsoft Dynamics GP > Tools > Setup > Service Management > Module Setup > Service Options)*. See Choosing Service Options (page 30).
4. In the Password Setup window, you can select to password-protect certain master contract functions *(Microsoft Dynamics GP > Tools > Setup > Service Management > System Administration > Password Setup)*. See Setting Up Security (page 27). Marking an option activates the use of a password to perform the function.
5. User-defined data is added directly in the Master Contract window. No initial setup of data types is needed. See Labeling Master Contracts (page 49).

Creating Master Contracts

Master contract records are added, renewed, closed, and deleted in the Master Contract window. Once a master contract is set up for a customer, you can access the Master Contract window from the Service Manager window's menu when the customer record is displayed. If your company does not have existing maintenance contracts, it is easiest to create the master contract first and then create your maintenance contracts. When you enter the master contract number in the maintenance contract window, the information from the master contract record defaults to the maintenance contract record, thus saving data entry time.

You can print a list of all master contracts and the assigned maintenance contracts for the selected customer by choosing File > Print in the Master Contract window.

> ⚠ If the Customer or Location is inactive, you will not be able to create master contracts.

To create a master contract:

1. If you are using global filtering, select the *Branch* indicator to assign the master contract to a branch. A master contract and its attached maintenance contracts must be assigned to the same branch. Select *Cards > Service Management > Service Manager.*
2. Select a customer and zoom on the **Customer ID** field.
3. Select the *Master Contract* button.
4. Complete the following fields, as necessary.
   - **Master Contract ID**
     If you chose to automatically generate master contract IDs during setup, this field has been completed for you.
   - **Attachment**
     Select the paperclip icon to the right of the Master Contract ID field to add an attachment to the master contract.
   - **Billing Control**

    - This checkbox defaults as marked, causing the billing to be controlled at the master contract level. The main premise of using master contracts is to control billing at the master contract level. The creation of a master contract invoice batch focuses on grouping by period because contracts on a master contract may have different billing dates. For example, billing for January 2023 could have Contract 1's billing date of 01/01/2023 while Contract 2's billing date of 01/15/2023. Building invoices for the master contract takes the approach of grouping by period. Since both dates fall in the same period, it will combine them.
    - When unmarked, billing is controlled at the individual maintenance contract level.
- **Hold, Cancel**
  Your selection rolls down to all maintenance contracts assigned to the master contract. The Hold checkbox is enabled in the Maintenance Contract window, while the Cancel checkbox is disabled. A master contract marked Hold or Cancel cannot be billed and no new service calls can be created. Existing service calls can be invoiced.
- **Currency ID**
  Defaults from the customer record and is display-only.
- **Contract Amount**
  Displays the total amount of all maintenance contracts. This field is display-only and is updated as maintenance contracts are assigned to the master contract. The expansion button opens the Contract Amount Breakdown window specific to the master contract. This is a view-only window that summarizes the information for all maintenance contracts attached to the master contract.
- **Start Date, Expiration Date**
  The dates you assign to the master contract roll down to all new maintenance contracts.
- **Anniversary Date**
  The date that the contract will be renewed; the expiration date defaults. The anniversary date defaults on new maintenance contracts as they are assigned to the master contract. The start date and expiration date of the master contract and all assigned maintenance contracts must be the same.
- **Billing Frequency**
  Rolls down to all new maintenance contracts; the billing frequency selected for the master contract must be the same as that of all assigned contracts. If the Billing Control checkbox is marked, this field is required. If the Billing Control checkbox is unmarked, this field is disabled.
- **Invoice Billing Day, Service Call Day**
  "1" defaults in each field. The values in these fields roll down to new maintenance contracts as they are assigned to the master contract. The master contract and all assigned maintenance contracts must have the same invoice billing day, but the service call day does not have to be the same.
- **Bill at End of Month (EOM)**
  Mark this checkbox if you want the master contract to be billed at the end of the month.
- **P.O. Number**
  Enter the purchase order number associated with the master contract. This number will print on invoices.
- **Salesperson ID**
  Defaults on new maintenance contracts assigned to the master contract.
- **Commission Applied To**
  Select whether to calculate salesperson commissions based on Sales or Total Invoice. You can also select not to calculate commissions. The method you select applies to all salespersons assigned to maintenance contracts under this master contract, and override any method of calculating commissions previously selected in Microsoft Dynamics GP.
- **User-defined**
  You may have labeled these fields during setup. See Labeling Master Contracts (page 49). If you chose to validate the first and second user-defined fields in the Location window during setup, lookup windows will be attached to the fields and users will be prompted before adding to the lookup data. See Choosing Service Options (page 30).
- **Escalation Frequency, Escalation Notification Days, Escalation Date, Automatically Escalate**
  If you are using master contract escalation, enter information in the four escalation fields.

Assigning New Maintenance Contracts to a Master Contract

As you are creating a new maintenance contract, you can assign it to a master contract. The information from the master contract record defaults into the Maintenance Contract window.

1. Select *Cards > Service Management > Service Manager.*
2. Select a customer and select the *Contract* button.
3. Enter a **Contract Number**.
4. Enter a **Master Contract ID**. If you enter a new master contract ID, you will be prompted to complete the Master Contract window. You can also create a new master contract by zooming on the Master contract ID field in the Maintenance Contract window.
    - The branch location must be the same for all maintenance contracts and the master contract they are assigned to.
    - The **Billing Frequency**, **Invoice Billing Day**, and **Anniversary Date** fields default from the master contract and cannot be changed.
    - The **Service Call Day** also defaults but can be overridden.
    - The **Start Date** and **Expiration Date** default from the master contract but can be edited; these dates do not have to match those of the master contract if the date range of the new contract falls within that of the master contract.
5. When you are finished creating the contract, select *Save*. If the master contract has billing control, the *Close* and *Renew* buttons are disabled for the maintenance contract. These actions can be performed at the master contract level only.

Assigning Existing Maintenance Contracts to a Master Contract

You can assign existing maintenance contracts to a master contract in the Assign Contracts window or the Maintenance Contract window. The date range of the maintenance contract must fall within the date range of the master contract. Existing maintenance contracts that do not have billing activity or revenue recognized, and have not been escalated can be assigned to a master contract using the Assign Contracts window.

Using the Assign Contracts Window

1. Select *Cards > Service Management > Service Manager*.
2. Select a customer and zoom on **Customer ID** field.
3. Select the *Master Contract* button.
4. Select a master contract and select *Assign Contracts*.
5. Select the *Contract* button in the Assign Contracts window. If the customer has only one address ID, the Maintenance Contract window opens. If there is more than one address ID, the Address ID window opens. Select an address ID to open the Maintenance Contract window. The address ID and master contract information default in.
6. You can select an existing maintenance contract using the lookup button in the **Contract Number** field, or you can enter a new maintenance contract. You can remove maintenance contracts from the master contract in the Assign Contracts window. To do this, select the contract in the scrolling window and select *Remove*.

Using the Maintenance Contract Window

1. Select *Cards > Service Management > Service Manager*.
2. Select a customer and select the *Contract* indicator.

3. Enter a master contract number in the **Master Contract ID** field. The field is disabled if the displayed maintenance contract has billing activity, recognized revenue, or has been escalated.
4. Since the maintenance contract and the master contract must have the same **Start Date**, **Expiration Date**, **Billing Frequency**, **Invoice Billing Day**, and **Branch Location**, you can make the necessary changes to these fields in the Maintenance Contract window.

Viewing Master Contract Billing Information

The Master Contract Billing Schedule window displays the total billing information of all maintenance contracts assigned to the master contract. The figures are updated as maintenance contracts are assigned to or removed from the master contract, and as assigned maintenance contract amounts are changed or billing is completed.

1. Select *Cards > Service Management > Service Manager*.
2. Select a customer and zoom on the **Customer ID** field.
3. Select the *Master Contract* button.
4. Select *Billing*.

Since the billing for all maintenance contracts is done at one time through the master contract, you should not have amounts displayed in both the Amount Billed and Amount Unbilled columns for a certain billing period. In other words, all maintenance contracts should either be billed or unbilled for each billing period.

An exception to this would be if a maintenance contract were on hold, while the master contract it was assigned to was billed. You would also see amounts in both columns if a new maintenance contract was assigned to an existing master contract after one or more billing periods had already been completed. Since the start and expiration dates must be the same for all maintenance contracts, you would see a figure in the Amount Unbilled column for the contract that was added after the billing was completed. The billing schedule for the newly added maintenance contract would need to be manually adjusted to remove the figure displayed in the Amount Unbilled column, unless the billing needed to be retroactive.

Viewing Master Contract Profitability

The Master Contract Revenue/Costs window is a view-only window that summarizes the information for all maintenance contracts attached to the master contract. Any changes to the revenue/cost information must be made at the individual maintenance contract level.

1. Select *Cards > Service Management > Service Manager*.
2. Select a customer and zoom on the **Customer ID** field.
3. Select the *Master Contract* button.
4. Select *Revenue/Costs*.

Viewing the Contract Spending Plan

For each cost category, you can use the expansion button next to the Estimate cost to review the monthly distribution of the total estimate amount. The Cost Estimates windows combine monthly estimate amounts for all contracts assigned to the master contract.

Viewing Master Contract Service Call History

The Master Contract Service History window is a view-only window that summarizes the service call information for all maintenance contracts attached to the master contract. Any changes to the service call information must be made at the individual maintenance contract level. This window displays the service call history for all contracts on the master

contract. At the top of the window, the Customer ID and Master Contract ID displays. The columns display the Service Call ID, Problem Type, Call Status, Completed Date, Contract Number, and Address Code. The window defaults to display Open service calls and you have the option to display Completed and/or Closed service calls. The sorting order on this window is by contract number, contract sequence, and then service call ID.

1. Select *Cards > Service Management > Service Manager*.
2. Select a customer and zoom on the **Customer ID** field.
3. Select the *Master Contract* button.
4. Select *Service History*.
5. To open the Service Call window for a specific call, double-click the service call row or select the service call row and then click *Select*.

Invoicing Master Contracts

The functionality of maintenance invoicing changes when you are using the Master Contract feature. Billing schedules are still created for each maintenance contract, whether it is assigned to a master contract or not. Each maintenance contract updates Receivables Management as part of the master contract distribution.

When master contracts are used with billing control, the maintenance contracts assigned to the master contract will print on one invoice. If maintenance contracts are not attached to a master contract that controls billing, these invoices will print separately.

The creation of a master contract invoice batch focuses on grouping by period due to the fact that contracts on a master contract may have different billing dates. For example, billing for January 2023 could have Contract 1's billing date of 01/01/2023 while Contract 2's billing date of 01/15/2023. Building invoices for the master contract takes the approach of grouping by period. Since both dates fall in the same period, it will combine them.

Maintenance contracts appear on the master contract invoice beginning on their start dates. The division selected for each maintenance contract in the Maintenance Contract window determines which accounts are posted to when the master contract is invoiced.

To invoice master contracts:

1. Select *Microsoft Dynamics GP > Tools > Routines > Service Management > Maintenance Contract > Create Invoices*.
2. Complete the following fields, as necessary.
    - **Date**
      Use the drop-down lists in the From and To fields to select the range. You can select from the following ranges: enter date (the ability to enter a starting and ending date), current date, beginning of month, and end of month.
    - **Invoice**
      Select to create invoices for:
        - **All** customers, or a **Branch Range** of customers, or by **Contract Type**, both master contracts and unassigned maintenance contracts are invoiced.
          When filtering and then invoicing for a contract type, if individual contracts under the same master contract have different contract types, only the contracts with the filtered contract type will be invoiced.
        - An **Individual Customer**, the criteria entered in the Individual Customer fields determine which contracts are invoiced.
            - Select **Contract Owner** or **Bill To Customer**.
            - Select the **Customer Name** and then select *Create* to invoice all master contracts and unassigned maintenance contracts for that customer.
            - If you also enter a **Location Name**, only the unassigned maintenance contracts for that customer and location are invoiced. Master contracts can span multiple locations, and therefore would not be invoiced.

- If you use the lookup window in the **Contract Number** field to select a contract, all maintenance contracts display. You can only select unassigned maintenance contracts in this field. If you select or enter an assigned maintenance contract number, you receive an error message alerting you that the contract cannot be invoiced separately.

- **Options**
  - Mark the **Calculate Taxes** and/or **Calculate Commissions** checkboxes if you wish to calculate taxes and commissions. Processing is faster when taxes and commissions are not calculated.
  - Mark **Include Non-Auto Billed Contracts in Preview** to display the non-auto billed contracts in the Preview report. This check box defaults to marked.

3. Select *Preview* to preview a list of invoices for the selected period.
4. Select the *Create* button to create the invoice(s).
5. Select the *Print* button on the Maintenance Invoicing window to print the invoices. Select one of four invoice format options for maintenance billing. All four invoice formats include customer and address, date, contract number, purchase order number, contract type, billing date, invoice number, amount, tax, and total. If the contract contains a billing note, it prints on all invoices. Minor differences include: when using Multicurrency Management with maintenance contracts and master contracts, invoice 1 prints originating amounts instead of functional amounts; when printing multiple invoices for the same customer, invoice 2 and 3 print the invoices on one page. For invoice examples, see Maintenance Contract Invoice[29][30].

> ⚠ If you did not mark the Automatically Create Invoices option during setup and did not mark the Automatically Bill field on the Maintenance Contract window, maintenance invoices will not be previewed or created.

After the invoices have been created, a summary report prints, listing the invoices created.

You can view the periods you have created and posted invoices for by choosing the *Billing* button on the Maintenance Contract window. If the billing amount has been posted, the posted date appears in the Posted column, and the Year and Period columns fill in accordingly. If a period has not been posted, 0/0/00 appears in the Posted column.

Closing and Renewing Master Contracts

> ⚠ When renewing a contract that has a task list with inactive tasks, only the active task codes will be assigned to the contract. This applies to maintenance contracts, master contracts, as well as mass renewing contracts. You can print a report before renewing by selecting Print > Contract Inactive Tasks that shows any inactive tasks or task lists on the contract(s). This report will automatically print after renewing if there are any inactive tasks or tasks lists that were not added to the new contract(s). See Setting Up Maintenance Task Codes and Task Lists (page 180).

> ⚠ If the Customer is inactive, you will not be able to renew master contracts. If a contract that is linked to the master contract is associated with an inactive location, that contract will not be renewed but will still be linked to the master contract.

To close and renew master contracts:

1. When you close or renew a master contract, the system checks the validity of all assigned maintenance contracts.

29. https://wennsoft.atlassian.net/wiki/spaces/sig2026/pages/1620315635/Maintenance+Contract+Invoice
30. https://wennsoft.atlassian.net/wiki/spaces/sig2026/pages/1620315635/Maintenance+Contract+Invoice

2. Select *Cards > Service Management > Service Manager*.
3. Select a customer and select the *Master Contract* indicator.
4. Select a contract and select *Close* or *Renew*. The **Requesting Process** displays in the Process Master Contracts window, along with all maintenance contracts assigned to the master contract. You can select to view **All** maintenance contracts, or only those that have a **Caution** or **Invalid** designation. You cannot close or renew a master contract that has an invalid maintenance contract attached. All attached contracts must display a green valid indicator or a yellow caution indicator before the close or renew process can be committed.
5. Address all problems that impact processing. The indicator in the **Valid** field shows whether the contract will be processed:
    - **Green**
      A green indicator displays if the maintenance contract is valid and will be processed. This means the contract contains forecast costs, has been 100% billed and recognized, the amount billed equals the contract amount, all service calls are closed (Renew process only), and the contract and customer are not on hold or inactive (Renew process only).
    - **Yellow**
      A yellow caution indicator displays for contracts that may require further review before committing. The process will still be committed even though the caution indicator is present. Maintenance contracts displaying a yellow caution indicator will still be committed, but you may want to address their problems. The contract will have a caution indicator if any of the following are true:
        - The amount billed does not equal the contract amount.
        - The contract is not 100% billed and recognized.
        - There are open service calls (Renew process only).
    - **Red**
      A red invalid indicator displays for maintenance contracts with problems that must be corrected before the process can be committed. Any of the following conditions make the contract invalid:
        - The contract is closed.
        - It does not contain forecast costs.
        - It contains open service calls (Close process only).
        - The contract or customer is on hold. (Renew process only).
        - If the customer or location is inactive (Renew process only).
6. You can use the *Show Details* button to expand the scrolling window and view all fields; any field containing a problem is marked so that you can correct the problem. You can double-click a maintenance contract to open that contract in the Maintenance Contract window. If the master contract has billing control, all its assigned contracts are renewed for the same date range, even if their start and end dates did not previously match those of the master contract. When renewing multi-year master contracts, the renew process looks at the anniversary date and not the expiration date of the master contract and attached maintenance contracts when calculating the new contract information. Once the contract's anniversary date is equal to the expiration date, the contract is renewed as a single-year contract.
7. If you are renewing the master contract, mark the **Leave Contracts Open** checkbox if you do not wish to close the attached maintenance contracts as the master contract is renewed. If you are renewing a master contract when any open service calls exist on a contract, you will need to leave the prior contract OPEN.
8. Select *Print* to print the Master Contract Process report.
9. Select *Commit* to continue processing all validated master contracts. Invalid contracts are temporarily removed from the window. If you make changes to a maintenance contract by zooming on the **Contract No.** field, you must select *Redisplay* in the Master Contract Process window to update the window with your changes.
10. When renewing, if the dates of any maintenance contract did not match those of the master contract and therefore had to be adjusted during the renewal process, you are prompted to print the Master Contract Process Exception report. This report detects inconsistencies in the master contract renew and master contract edit/roll down processes and helps you identify any assigned contracts that you may need to edit after the master contract has been renewed.

For example, a contract that runs for six months, from 7/1/2008 through 12/31/2008, is assigned to a master contract that runs for two years, from 1/1/2006 through 12/31/2008. When the master contract is renewed for 1/1/2009 through

12/31/2011, all assigned contracts are renewed for the same two-year date range, including the contract that previously ran for six months. The contract amount, however, remains the same. Such issues are identified on the exception report.

Escalating Master Contracts

Master contract escalation is similar to maintenance contract escalation. The escalation fields are the same in the Master Contract window and the Maintenance Contract window. The escalation information defaults to the assigned maintenance contracts and is sometimes editable.

1. Select *Cards > Service Management > Service Manager*.
2. Select a customer and zoom on **Customer ID** field.
3. Select the *Master Contract* button.
4. Enter the master contract escalation information. Your entries in the **Escalation Frequency, Escalation Notification Days**, and **Escalation Date** fields roll down to all maintenance contracts covered by the master contract. The Escalation Frequency and Escalation Date fields cannot be changed at the maintenance contract level. If you make changes to the Escalation Frequency, Escalation Notification, or Escalation Date fields in the Master Contract window, you receive a message warning you that the changes overwrite the existing maintenance contract information. You can select to proceed or you can cancel. Marking the checkbox to automatically escalate the master contract will roll down to the maintenance contracts assigned to the master contract. This option can still be changed at the individual maintenance contract level. The setup of escalation indexes and escalation details is the same as described for maintenance contracts.
5. Select *Escalation*.

The Master Contract Escalation window summarizes the escalation information for all contracts attached to the master contract. Changes made in this window roll down to all maintenance contracts. You can assign global escalation indexes, an escalation notification date, and escalation approval to all maintenance contracts under the master contract by making changes in this window.

Escalation indexes only appear in the five fields if they're consistent through all attached maintenance contracts. A blank field could mean that there is no escalation for that category, or it could mean that the indexes are not all the same.

> ⚠ Only values deliberately set in the master contract escalation window roll down to attached maintenance contracts. Empty fields will not be rolled down. Because a field could be blank in the Master Contract Escalation window, even though there is data in the same field at the maintenance contract level, you should use caution when rolling down new values.

Assume the escalation index used for one labor category is used for all five labor categories.

For master contracts only, the Escalation Index lookup window contains an entry "C" which clears all index entries for a specific cost category. By choosing the "C" index for a category, that category will be blank in all attached maintenance contracts. You would use this if you want to leave a category intentionally blank in all attached maintenance contracts as well as the master contract.

After you build the escalation, a red circle appears next to any cost category that did not have an escalation index detail set up correctly.

If a master contract has an assigned maintenance contract that had a red circle next to an escalation index in the Maintenance Contract Escalation window, there will also be a red circle next to the escalation index in the Master Contract Escalation window.

Committing Master Contract Escalation

When you commit escalation for a master contract, the system checks the validity of all assigned maintenance contracts.

1. Select *Microsoft Dynamics GP > Tools > Routines > Service Management > Maintenance Contract > Build Escalation*.
2. Enter a **Year** and **Month** to commit.
3. Select *Commit.* All maintenance contracts assigned to the master contract display in the Process Master Contracts scrolling window. You can select to view all maintenance contracts or only those that have a caution or an invalid designation.
4. Address all problems in the maintenance contracts that impact processing. The indicator in the **Valid** field designates whether the contract will be processed. You can use the hide/show button to view all fields in the scrolling window. Fields containing problems are marked so that you can correct the problem. You can double-click a maintenance contract to open the Maintenance Contract window with the selected contract displayed.
    - **Green**
      A green indicator displays if the maintenance contract is valid, and will be processed. This means the contract contains forecast costs, has been 100% billed and 100% recognized, the amount billed equals the contract amount, and the contract has valid escalation indexes.
    - **Yellow**
      A yellow caution indicator displays for contracts that may require further review before committing. The process will still be committed even though the caution indicator is present. Maintenance contracts displaying a yellow caution indicator will still be committed, but you may want to address their problems. The contract will have a caution indicator if either of the following is true:
        - The amount billed does not equal the contract amount.
        - The contract is not 100% billed and recognized.
    - **Red**
      A red invalid indicator displays for maintenance contracts that have problems that must be corrected before the process can be committed. Maintenance contracts displaying a red invalid indicator will not be committed until the problems are corrected. You cannot escalate a master contract that has an invalid maintenance contract attached. All attached maintenance contracts must display a green valid indicator or a yellow caution indicator before the process can be committed. The following conditions make the contract invalid (one or more):
        - The contract is closed.
        - It does not contain forecast costs.
        - The contract has invalid escalation indexes.
5. Select *Print* to print the Master Contract Process report.
6. Select *Commit* to continue processing all validated master contracts. Invalid contracts are temporarily removed from the window. If you make changes to a maintenance contract by zooming on the **Contract No.** field, you must select *Redisplay* in the Master Contract Process window to update the window with your changes.

Using Service Level Agreements (SLAs)

SLAs automatically calculate response times for all five timestamps of a service call. An *SLA* indicator is present in the Service Call window for calls covered by a service level agreement. When a service call is created, the response times are calculated. As the service call guaranteed time nears expiration, the user is visually alerted on the Service Monitor. To use service level agreements, you first create service level IDs. A service level ID assigns guaranteed times to each timestamp. You then can assign the service level ID to a location record or maintenance contract. When a service call is created, the response times are automatically calculated. These times, in turn, drive the Service Monitor, visually indicating as the timestamp nears expiration. Service level agreements are not used with MCC calls.

Step 1: Create a Service Level ID

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > General > Service Levels*.
2. Enter a **Service Level ID** and a **Description**.
3. Enter response times. These are the number of hours within which each timestamp must be met. That is, if your service level guarantees that a technician will be on-site in one hour, then enter 1.00 in the Arrived timestamp field. Remember, timestamps are user-definable. Also, you can enter partial times. For instance, .33 is equal to 20 minutes while.25 is equal to 15 minutes. The Service Level Setup window also displays the appointment statuses that are attached to each timestamp. For information about labeling the user-defined fields, see Labeling Time Stamp User-Defined Fields (page 47).
4. Enter notes, if necessary.
5. Select *Save*.

Step 2: Assign the Service Level ID to a Location or Maintenance Contract

You can assign service level IDs via location records and maintenance contracts. If a service level ID is assigned to a location and maintenance contract, the maintenance contract takes precedence.

Assigning the Service Level ID to a Location

Complete the Service Level ID field in the Location window. When a service call is created for this location, the service level ID will be used to calculate response times. This service level ID will be used to calculate guaranteed response times for calls that do not have a service level agreement assigned to them through a maintenance contract.

Assigning the Service Level ID to a Maintenance Contract

You can assign the service level ID to a maintenance contract in three ways: through a contract type, through a piece of equipment, or directly to the maintenance contract.

If	Then
You use contract types on most of your maintenance contracts	Assign the service level ID to a contract through the contract type.
Your equipment determines which service level is required	Assign the service level ID to the contract through the equipment record.
Your maintenance contracts greatly differ in which service level ID they use	Assign the service level ID directly to the maintenance contract.

⚠ If the service level ID assigned to a maintenance contract and the service level ID assigned to the equipment covered by the contract is different, the system uses the most urgent service level to calculate the response times. Further, if a service level ID is assigned to a location and a maintenance contract, the maintenance contract service level ID is used when creating a service call.

Assigning a Service Level to a Contract Through a Contract Type

You can assign a service level to a contract type and then assign the contract type to a maintenance contract.

1. Open the Contract Types Setup window by choosing *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > Maintenance > Contract Types*.
2. Select an existing **Contract Type** or enter a new one.
3. Mark the **Use Service Levels** checkbox.
4. Enter a **Service Level ID** and select *Save*.
5. Assign this contract type to the maintenance contract in the Maintenance Contract window.

If the Use Service Levels checkbox isn't marked, the Service Level ID field will be disabled in the Maintenance Contract window when this contract type is selected.

If the Use Service Levels checkbox is marked, you can select a service level ID in the Maintenance Contract window. If you have existing maintenance contracts with contract types assigned, then you must mark the Use Service Levels checkbox to assign a service level ID to the existing maintenance contracts.

When the Use Service Levels checkbox is marked and a service level ID is entered, the service level ID defaults in the Maintenance Contract window. The service level ID can be changed if it's not password-protected.

If the Service Level ID field is password-protected and you select a contract type without a service level ID, you can enter a service level ID. Once the record is saved, you cannot override the service level without the password.

If the contract type assigned to a maintenance contract is changed and the Service Level ID field was filled in, changing the contract type will not change the service level ID. The service level ID changes if the field was originally blank.

Assigning a Service Level to a Contract Through a Piece of Equipment

If you want the equipment that is covered by a maintenance contract to determine response times, you can assign a service level ID to a piece of equipment that is attached to a contract. The Service Level ID field in the Equipment window is enabled when the piece of equipment is assigned to a contract.

1. Open an equipment record covered by a maintenance contract by choosing *Cards > Service Management > Service Manager*.
2. Select a customer and select the *Contract* indicator.
3. Select a contract and select *Coverage*.
4. Select *Equipment* and zoom on the **Equipment ID** field.
5. Enter a **Service Level ID**.
6. Select *Save*.

When inserting a piece of equipment on a maintenance contract, the maintenance contract's service level ID defaults on the equipment record. The service level ID can be changed if it's not password-protected.

When copying equipment, the service level ID will not copy since the new piece of equipment will not be covered by a maintenance contract.

The piece of equipment must be assigned to a maintenance contract for response times to be calculated.

Assigning a Service Level Directly to a Maintenance Contract

Complete the **Service Level ID** field in the Maintenance Contract window.

Step 3: Create a Service Call

1. After assigning the service level ID to a location or maintenance contract, create a service call by choosing the *New Call* button in the Service Manager window.
2. Complete the Service Call window as usual.

Notice the *SLA* indicator displays in the Service Call window. If you zoom on the indicator, the Service Level Call Inquiry window opens. This window displays the calculated response times in the Guaranteed Time/Date column. You can change the service level ID assigned to the call using the lookup window in the Service Level ID field.

> ⚠ A service call must have a call type of MC and a contract assigned to the call for response times to calculate.

Step 4: View the Service Call on the Service Monitor

Open the Service Monitor by choosing Inquiry > Service Management > Service Monitor.

Response times established for each service level ID drive the Service Monitor. When you create a service level ID, you establish guaranteed response times for one or more of the timestamp fields. The Service Monitor is updated as your service call nears expiration for each timestamp.

Step 5: Timestamp the Service Call

To meet your guaranteed times, you must timestamp the call in the Time Stamp window. See Timestamping Calls (page 118).

1. Open the Time Stamp window in one of the following ways:
2. Select the clock button in the **Remaining** field on the Service Monitor.
3. Select *Time Stamp* in the Service Call window.
4. Select the clock button in the **Identifier** field on the Dispatch Board.
5. Timestamp the call by selecting one of the clock buttons in the Time Stamp window.

See also:

- Printing Service Level Reports (page 268)

Printing Service Level Reports

You can print two service level reports.

Printing the Service Level List

You can print a list of one or all service levels by choosing *File > Print* when the Service Level Setup window (*Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > General > Service Levels*) is open. If you entered a service level ID, only that service level prints. Leave the Service Level ID field blank to print all service levels.

Printing the Guaranteed Service Call Report

Select *Reports > Service Management > Service > Guaranteed Calls*.

The Guaranteed Service Call report includes all service calls that have a value in one or more of the Guaranteed Time/Date fields in the Time Stamp window. The report can be printed in detail or summary format. You can select whether to include the equipment assigned to the maintenance contract. The report can be sorted by service call ID, date, customer ID, technician ID, service area, and call type. The report can be restricted by service call ID, date, single customer, service level ID, technician ID, service area, and call type. To see a screenshot of the report, see Guaranteed Service Call Report[31].

To print the report:

1. Select *Reports > Service Management > Service > Guaranteed Calls.*
2. Select to print either a **Detail** or **Summary** report.
3. Select the sorting method for the report from the drop-down list and select whether to include assigned equipment.
4. Use the drop-down list in the **Ranges** field to restrict the report.
5. The restrictions you select determine which fields are available. Use the *Insert*>> button to add the restrictions to the report.
6. Select *Print*.

Multicurrency Management

The optional Signature Multicurrency Management module allows you to invoice and credit non-preventive and preventive maintenance service calls in a foreign currency.

Cost transactions can be in any currency in the Microsoft Dynamics GP modules; however, costs associated with Service Management invoicing, credit memos, and maintenance invoicing are tracked in the functional currency only, and all windows display functional currency amounts only. The

Credit Memo report and select service and maintenance invoices print originating currency amounts.

To use the optional Signature Multicurrency Management, you must have purchased Microsoft Dynamics GP Multicurrency Management. Refer to the *Microsoft Dynamics GP Multicurrency Management Manual* for setup procedures. For purchasing information, contact WennSoft Sales.

- Multicurrency transactions cannot be entered for Balance Forward customers.
- Multicurrency transactions cannot be entered in a recurring batch.
- All maintenance contract quotes and service call quotes are in functional amounts only.
- If you modified any invoices or reports that now display multicurrency amounts, you must make your modifications again on the multicurrency versions of those reports.
- If you are transaction-level posting invoices or credit memos and want multicurrency information to print on the posting journals, you must mark the checkbox in the Microsoft Dynamics GP Posting Setup window to include multicurrency information.

31. https://wennsoft.atlassian.net/wiki/spaces/sig2026/pages/1620322702/Guaranteed+Service+Call+Report

Enabling Multicurrency Information

1. Select *Microsoft Dynamics GP* > *Tools* > *Setup* > *Posting* > *Posting*.
2. Select Sales for the **Series**.
3. Select Receivables Sales Entry for the **Origin**.
4. Mark the **Include Multicurrency Info** checkbox.
5. Select *OK*.

See also:

- Invoicing Service Calls Using Multicurrency Management (page 270)
- Using Multicurrency Management With Service Credit Memos (page 271)
- Using Multicurrency Management With Maintenance Contracts (page 271)

Invoicing Service Calls Using Multicurrency Management

In the Service Invoice window, the Currency ID field is enabled if you are using Signature Multicurrency Management.

1. Select *Cards* > *Service Management* > *Service Manager*.
2. Select a customer and select the *History* indicator.
3. Double-click a call and select *Invoice*. The Currency ID field defaults with the currency ID specified on the Microsoft Dynamics GP customer record. If no currency ID is specified for the customer, the company's functional currency defaults. You can select a different currency ID using the lookup in the Currency ID field. The expansion button in the Currency ID field opens the Exchange Rate Entry window, where you can change the default rate type ID or the default exchange rate. If you enter costs through the Payables Transaction Entry window, only functional amounts are sent to the service invoice. All costs associated with a service call are tracked in the company's functional currency. To see the originating amount that is billed to the customer, you must print invoice 3 or 4. If you are using Signature Multicurrency Management, invoice 3 and 4 are modified to print the originating amounts if your transaction is in the originating currency. If your transaction is in the functional currency, invoice 3 and 4 print the functional amounts.

   - If the customer is a Balance Forward customer, the company's functional currency defaults. The Currency ID field is disabled.
   - The Service Invoice window always displays costs using the dollar sign ($), regardless of the functional currency. The amounts, however, are in the correct currency.

4. In the Service Invoice window, select *Print* and then select Invoice 3 or Invoice 4. If you are using Signature Multicurrency Management, the *Billing Rates* button is not present in the Service Invoice window since you are not able to edit individual transactions. The Posted Service Invoice window also displays amounts in the functional currency. Print invoice 3 or 4 to see originating amounts. Once the distributions are recalculated, all Service distributions default back to Unbilled, and you must re-enter the information.

- The **Preview** button in the Service Invoice window displays amounts in the company's functional currency. If you want to preview the invoice in the originating currency, select to print invoice 3 or 4 to the screen. If you save a Payables Management transaction or create a distribution using the Payables Transaction Entry Distribution window and then change the exchange rate in the Exchange Rate Entry window, a message displays stating the distributions and taxes will be recalculated.

- The SRS Multi-Currency invoices cannot be printed from the Reports Manager.

Using Multicurrency Management With Service Credit Memos

In the Service Credit Memo window, the Currency ID field is enabled if you are using Signature Multicurrency Management.

1. Select *Cards > Service Management > Service Manager*.
2. Select a customer and select the *History* indicator.
3. Double-click a call and select *Invoice*.
4. Select Credit Memo from the drop-down list in the lower-left corner of the window. The **Currency ID** field defaults with the currency ID specified on the Microsoft Dynamics GP customer record. The company's functional currency defaults if no currency ID is specified for the customer. You can select a different currency ID using the lookup in the Currency ID field. The expansion button in the Currency ID field opens the Exchange Rate Entry window, where you can change the default rate type ID or the default exchange rate. The Service Credit Memo window displays the functional currency. The Credit Memo report prints originating amounts if your transaction is in the originating currency. If your transaction is in the functional currency, invoices 3 and 4 print the functional amounts.

   ⚠ The company's functional currency defaults if the customer is a Balance Forward customer. The Currency ID field is disabled and cannot be changed.

5. In the Service Credit Memo window, select *Print* to print the Credit Memo report. The Sales Transaction Distribution Entry window displays functional and originating amounts. The Posted Service Credit Memo window also displays the functional currency but prints the originating currency.

Using Multicurrency Management With Maintenance Contracts

The Currency ID field in the Maintenance Contract window defaults with the currency ID specified on the Microsoft Dynamics GP customer record. The company's functional currency defaults if no currency ID is specified for the customer or if the customer is a Balance Forward customer.

1. Select *Cards > Service Management > Service Manager*.
2. Select a customer and select *Contract*.

If a customer's currency ID changes, the currency ID of that customer's contracts automatically changes.

At the time maintenance invoices are processed, the system finds the correct exchange rate based on the currency ID and rate type ID of the customer and the invoice date. If you negotiate a specific exchange rate with a customer when a contract is created, you must create a unique rate type ID in Microsoft Dynamics GP *(Microsoft Dynamics GP > Tools > Setup > Financial > Rate Types).* You can then assign the rate type ID to the customer in the Customer Maintenance Options window *(Cards > Sales > Customer > Options)*.

The Currency ID field in the Maintenance Contract History window displays the customer's currency at the time the contract was closed.

Using Multicurrency Management With Master Contracts

The Currency ID field in the Master Contract window defaults with the currency specified in the Customer Maintenance Options window.

All contracts assigned to a master contract must have the same currency ID.
Maintenance invoices are processed the same way for maintenance contracts and master contracts.

Creating Maintenance Invoices Using Multicurrency Management

When maintenance invoices are processed, if a maintenance contract or master contract has an assigned currency other than the company's functional currency, the system calculates the originating amounts based on the customer's currency ID and rate type ID and the invoice date.

If you edited the billing schedule to create a credit memo, the credit memo processes using Multicurrency Management.

When you select the *Preview* or *Create* button in the Maintenance Invoicing window, the system checks the Date and Currency ID fields for each contract to ensure valid exchange rates can be found. If an error occurs in processing, the contract cannot be invoiced and a "?" error indicator appears next to the Currency ID and Originating Amount fields on the Maintenance Invoice Preview and Created Maintenance Invoices reports. If an error occurs, you should correct the currency problem and run the preview report again. When the preview report does not contain any "?" error indicators, you can select *Create* to create the maintenance invoices.

When using Multicurrency with maintenance contracts and master contracts, invoice 1 prints originating amounts instead of functional amounts. The Maintenance Invoice Preview and Created Maintenance Invoices reports show functional and originating amounts, but only functional amounts will total.

Maintenance Contract Utility

If you are using Multicurrency and a contract is copied or moved to a different customer, the currency assigned to the contract changes to the destination customer's default currency. If no currency ID is specified for the destination customer or if the destination customer is Balance Forward, the company's functional currency defaults.

Sales Order Processing (SOP) Invoicing

You can create invoices in Service Management using Microsoft Dynamics GP SOP. This allows the flexibility of using different document types, allocating quantities, calculating commissions, and supporting multicurrency. All costs that can be entered in SOP are supported. You can enter labor, expense, and travel transactions in TimeTrack. If you are using SOP invoicing in Service Management, you cannot use the Service Call Quote module. You create a service call quote by creating an SOP document with a document type of Quote. In addition, you cannot use COGS accounts with SOP Invoicing. Service call costs are updated when the SOP document is posted.

> ⚠ To use SOP invoicing, you must have the Use SOP Invoicing option marked in the Service Options window *(Microsoft Dynamics GP > Tools > Setup > Service Management > Module Setup > Service Options).*

See also:

- Choosing SOP Invoicing Options (page 273)

- Using SOP Invoicing (page 274)
- Tracking Warranty Transactions Through SOP (page 275)

Choosing SOP Invoicing Options

Before using SOP invoicing, you must select invoice options. Your choices in the Signature SOP Setup window (*Microsoft Dynamics GP > Tools > Setup > Service Management > Invoice Setup > Invoice Options*) determine the default format of all new SOP documents.

SOP Document Creation

You must assign a default document type for new SOP documents. Select one of the three options.

- **Use SOP Setup Document Type**
  The document type defaults based on your Microsoft Dynamics GP setup.
- **Ask Each Time**
  You will be prompted to select a document type and a type ID each time you select the *Invoice* button in the Service Call window or the *New Document* button in the Service Documents window.
- **Use Doc Type**
  Your entries in the Use Doc Type field and the Type ID field will default to all new SOP documents. Possible document types include: Quote, Order, and Invoice. Fulfillment Orders are not supported.

SOP Batch Creation

When you create a service call, a primary SOP document is created and assigned to a batch. You must select the batch name format.

- **User ID**
  The batch name will be your user ID, up to 15 characters.
- **User ID and Date**
  The batch name will be your user ID and the date (two-digit month and two-digit day), up to 15 characters.

Calculate Commissions in SOP

Mark this checkbox if you want to calculate commissions in SOP for Service Management transactions.

Cost Code Default

Select the default cost code for line items on a SOP transaction assigned to a service call. If a default cost code is not entered, the system assigns the Equipment cost code (1) to the line item.
You can change the cost code on a line item in the Signature SOP Transactions window. You access this window by choosing the expansion button attached to the Service Call field in the Sales User-Defined Fields Entry window.

TimeTrack Inventory Items

You must associate items entered in TimeTrack with a Microsoft Dynamics GP inventory item that has an item type of Services. In addition, the inventory item must have a price level and unit of measurement assigned to it although the price level and unit of measurement will not be used for inventory items originating from TimeTrack. Billable amounts are determined by Service Management. Further, for costs to calculate accurately, inventory transactions must be

created and edited in TimeTrack and not SOP. Use the lookup buttons in the cost code fields to assign the cost categories to inventory items. See *Entering transactions using SOP Invoicing* in the *TimeTrack User Manual*.

> ⚠ Even if you do not have TimeTrack registered, you must complete the TimeTrack fields.

Using SOP Invoicing

When you create a service call, a primary SOP document is created for the call. You can create additional documents for the service call, but the primary document cannot be deleted. If the primary document is posted, the secondary document becomes the primary. If no other documents exist, the service call is automatically closed.

- A service call with a primary document cannot be deleted. If there are no unposted costs in the primary document, the call can be manually closed.
- Taxes for inventory items will calculate using the tax schedule assigned in the Sales Order Processing Setup Options window. Taxes for items entered in TimeTrack will calculate using the master tax schedule assigned to the cost category in Service Management.
- The distribution accounts for SOP invoice transactions are the accounts selected in the Service Management Invoice Accounts window and will override accounts from Microsoft Dynamics GP. Maintenance invoices do not have receivables distributions.
- The ship to address ID on a SOP transaction is based on the location address ID from the service call. The ship to address information does not come from the customer record.
- Trade discount, freight, miscellaneous, and tax amounts are not included with the service invoice amount when entering transactions through SOP.
- Though you can copy a SOP transaction that was entered in Service Management or Job Cost, the transaction information will not be updated in Service Management or Job Cost.

For more information on using SOP, refer to the *Microsoft Dynamics GP Sales Order Processing Manual*.

1. Select *Cards > Service Management > Service Manager*.
2. Select a customer and select the History indicator.
3. Double-click a call.
4. Select *Invoice*.

The Service Documents window lists unposted and posted documents for the service call. Voided documents are indicated by an asterisk. The fields at the bottom of the window display the costs for all posted and unposted documents attached to the service call. Costs for voided documents are not included in these totals.

Adding Costs to a Document

1. Double-click a document in the Unposted Documents scrolling window. The Sales Transaction Entry window opens.
2. Complete the Sales Transaction Entry window.
3. If you want to change the cost code on a line item, select the *User-Defined* button in the Sales Transaction Entry window. In the Sales User-Defined Fields Entry window, select the expansion button in the Service Call field. The Signature SOP Transactions window opens, where you can change the cost code for the transaction. If you select the Delete button in the Signature SOP Transactions window, the cost code for all line items will be set to the default cost code. Also, if you select the Apply All button, the cost code you select will be applied to all transactions with a cost category of 5 or less.
4. Save or post the transaction.

- You cannot mark the individual sales order or quote document as repeating in the Sales Document Detail Entry window. Also, you cannot assign an SOP transaction to a service call or job using the User-Defined Field Entry window if the individual SOP sales order or quote document is marked as repeating.
- When voiding documents, you must close the Sales Transaction Entry window and print the Sales Voided Posting Journal for a voided document to move from the Unposted Documents scrolling window to the Posted Documents scrolling window.
- If the **Enable Quantity Canceled in the Sales Order Fulfillment** checkbox is marked in the Microsoft Dynamics GP Sales Fulfillment Order/Invoice Setup window, the committed cost on Job Cost invoices and actual cost on Service Management invoices will be reduced.

Adding Another Document to the Service Call

1. Select the *New Document* button in the Service Documents window. The Sales Transaction Entry window opens.
2. Complete the Sales Transaction Entry window.
3. Save or post the transaction. Distribution accounts are updated when the transaction is saved or posted. If you chose the option to maintain SOP history, you can double-click a posted document to open the Sales Transaction Inquiry Zoom window.

Viewing Costs for a Document

Select the document in the scrolling window and select the *View Costs* button to open the Service Invoice Costs window. The Service Invoice Costs window lists the costs for the service call. Zoom on the Service Call ID field to view the call in the Service Call window. Zoom on the Document No. field to open the Sales Transaction Entry window for unposted costs or the Sales Transaction Inquiry Zoom window for posted costs.

Tracking Warranty Transactions Through SOP

You can create warranty transactions that allow you to track warranty replacement items by customer. The standard sales transaction can be modified automatically to use different posting accounts for warranty item reimbursements and replacements than are used for new sales.

You have the options to create:

- A warranty quote that can be transferred to an order warranty transaction or transferred directly to an invoice warranty transaction.
- A warranty order that can be transferred to a warranty invoice. If you have transferred the warranty quote to a warranty order, you can then transfer the warranty order to a warranty invoice.
- A warranty invoice (without needing to create a warranty quote or warranty order).

About Warranty Accounts

You may select to use separate accounts for tracking replacement parts and reimbursements. When you have an invoice type defined for warranty transactions, creating a SOP document with that invoice ID automatically modifies the transaction window; if you select, this can include replacing the default posting accounts with designated "warranty" accounts.

Before completing warranty parts setup, think about what accounts you want to overwrite the default sales, receivables, COGS accounts for each line item. You can select between account masking, where the main segment of a posting account is overwritten; or account substitution, where an entire account is substituted for the default account.

Account Masking

The main segment of each posting account is overwritten, and the resulting accounts are used on the transaction.

> ⚠ If the account that would result from the mask does not already exist, the default account will be used on the transaction. Before you set up account masks, make sure the resulting accounts are set up.

Example: Sales Account:
000-2110-00
Sales Mask: 300-????-??
Resulting Account: 300-2110-00

When you set up account masks, define only the designated segment; this is the segment of the posting accounts that will be overwritten.

Account Substitution

You can also substitute an entire account instead of a segment only. Use the Accounts button on the Warranty Parts Setup window to select the default account and then select an existing account to use as a substitute.

> ⚠ The substitution accounts set up in the Accounts window are used for all warranty invoices. If you need to set up substitute accounts for different warranty invoices, you may want to consider using account masking.

See also:

- Setting Up Warranty Transactions Through SOP (page 276)
- Creating Warranty Transactions (page 278)

Setting Up Warranty Transactions Through SOP

Complete the following steps to define when an SOP document will be used as a warranty transaction and how the standard SOP transaction will be modified.

Step 1: Creating a Warranty Invoice Type

You must create a warranty invoice type in the Sales Fulfillment Order/Invoice Setup window.

1. Select *Microsoft Dynamics GP > Tools > Setup > Sales > Sales Order Processing > Sales Document Setup > Fulfillment Order/Invoice*.
2. Enter an invoice type to be used for warranty transactions. You can set up as many warranty invoice types as you like.
3. Complete the remaining fields as necessary. For more information, see the Microsoft Dynamics GP Sales Order Processing documentation.
4. Select *Save*.

Step 2: Completing the Warranty Parts Setup Window

The Warranty Parts Setup window is used to define the SOP warranty transfer invoice.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Invoice Setup > Warranty Parts Setup*.
2. Complete the following fields, as necessary.
    - **Invoice ID**
      An SOP invoice of this type will function as a warranty transaction. You can zoom on this field if you want to create a new Invoice ID for this purpose. You can set up as many warranty invoice types as you like.
    - **Tax Schedule ID**
      Select a tax schedule to default on the warranty transaction. If you leave this field blank, the customer tax schedule is used.
    - **Customer ID/Address**
      Select the customer that is assigned to the warranty and who will reimburse for the cost of the replacement part. For example, a corporate ID would be used if that is who would be reimbursing your company for a warrantied part replacement.
    - **Sales Mask, Receivables Mask, COGS Mask**
      An SOP invoice of this type will function as a warranty transaction. You can zoom on this field if you want to create a new Invoice ID for this purpose. You can set up as many warranty invoice types as you like.
3. If you want to substitute account numbers for Sales, Receivables, or COGS, select the **Accounts** button. The substitution accounts set up in the Accounts window are used for all warranty invoices.
4. In the Accounts window, enter or select the original account number for Sales, Receivables, and/or Cost of Goods sold.
5. Enter or select the corresponding account number that will be substituted. Complete the steps for the remaining accounts.
6. Select *OK* to return to the Warranty Parts Setup window. If you enter both an account mask and a substitute account for a default account, only the substitute account will be used for the warranty invoice transfer.
7. Select *Save*.

Step 3: Setting Up a Warranty Order Type

If you want to transfer a warranty order to a warranty invoice, you must set up a warranty order type that specifies the warranty invoice the transfer will process to. To set up a warranty order type, you will need enter a warranty invoice type in the **Use Fulfillment Invoice ID** in the Sales Order Processing Setup window.

1. To open the Sales Order Setup window, select *Microsoft Dynamics GP > Tools > Setup > Sales > Sales Order Processing > Sales Document Setup > Order*.
2. Enter an **Order ID** to be used for warranty transfers.
3. In the **Use Fulfillment Order/Invoice ID**, select the warranty invoice type.
4. Select *Save*.

Step 4: Setting Up a Warranty Quote Type

Suppose you want to transfer a warranty quote to either a warranty order and/or a warranty invoice. In that case, you must set up a warranty quote type to specify the warranty order and/or warranty invoice for which the transfer will be processed. To set up a warranty quote type, you will need to enter a warranty order type in the **Use Fulfillment Order ID** and/or warranty invoice type in the **Use Fulfillment Invoice ID** field in the Sales Quote Setup window.

1. To open the Sales Quote Setup window, select *Microsoft Dynamics GP > Tools > Setup > Sales > Sales Order Processing > Sales Document Setup > Quote*.
2. Enter a **Quote ID** to be used for warranty transfers.
3. Mark the **Transfer Quote to Fulfillment Order/Invoice** checkbox.

4. In the **Use Fulfillment Order/Invoice ID**, select the warranty order or warranty invoice type.
5. Select *Save*.

Creating Warranty Transactions

To create a warranty transaction in the Sales Transaction Entry window, select the ID that is defined as a warranty transaction type to track a warranty transaction.

1. Select *Transactions* > *Sales* > *Sales Transaction Entry*.
2. Complete the following fields, as necessary.
   - **Type**
     Select the type of transaction you are creating: Quote, Order, or Invoice.
   - **Type ID**
     Select the warranty ID that was defined as a warranty transaction.
   - **Customer ID**
     Select the customer who is receiving the replacement item.
   - **Customer PO Number**
     You can use this field to enter the warranty claim number.
3. After you select the Type ID and customer, the following modifications occur to process the sales transaction as a warranty transaction:
4. The customer entered in the Sales Transaction Entry window who is returning the part will display on the transaction, however, once the warranty invoice is posted, the customer entered in the Warranty Parts Setup window can be billed.
5. The tax schedule fills from the Warranty Parts setup window; if no Tax Schedule ID was assigned to the Invoice ID, the tax schedule defaults based on the customer.
6. The Salesperson and Territory that would normally default for a sale are removed when you transfer a warranty quote or a warranty order to a warranty invoice. These fields will be empty if you view the Sales Commission Entry window using the **Commissions** button for the warranty invoice.
7. The transaction cannot be linked to a service call or job, and the option to do so no longer appears in the Sales User-Defined Fields Entry window (**User-Defined** button).
8. When you enter the **Item Number** of the replacement part, you may need to:
9. Change the **Unit Price** if the amount that will be refunded for the item under warranty is different than its sale price. If the unit price is zeroed out, the COGS and Inventory will still contain the dollar values and will post with the invoice.
10. Verify the quantity to transfer is correct. Select the Show/Hide button to display the **Quantity to Order** or **Quantity to Invoice**. The segments from each of the account masks or account substitutions that you defined in warranty parts setup overwrite the default posting accounts for the line item. Use the *Distributions* button if you need to manually enter any accounts or view the posting accounts for the line item. If the account that is created by the mask does not exist, the default account will be used.
11. To complete the transaction entry:
    - **Quote**
      Enter a batch ID, select *Action*, and then select *Transfer*.
    - **Order**
      Enter a batch ID, select *Action*, and then select *Transfer.*
    - **Invoice**
      Select *Action*, and then select *Post*.

Service Call Quotes

Use the optional Service Call Quote module to create service call quotes. A service call quote is an estimated billing amount for service work. Service Management offers two types of service call quotes: fixed and not-to-exceed (NTE).

- On a fixed quote, the invoice billing amount is determined by applying a markup percentage to the estimated costs. Actual costs aren't used to determine the billing amount. The billing amounts per cost category cannot be exceeded.
- With NTE quotes, the invoice billing amount is determined by applying the location's price matrix to actual costs, up to the NTE amount. When the NTE amount is reached, total billing must equal the NTE amount and cannot be adjusted. Service call quotes do not use tax information when calculating billing amounts.

We designed service call quotes to work with active tasks. That is, you assign estimated costs to a task. The task is then assigned to a service call. Once all tasks are assigned, you create a quote. The tasks' estimated costs flow to the quote where a markup is applied to calculate the billing amount for the call.

You can use service call quotes without using tasks; however, you must manually enter estimated costs.

The Service Call Quote module is an optional module. You cannot use the Service Call Quote module if you are using SOP invoicing in Service Management. For purchasing information, contact WennSoft Sales.

⚠ A service call quote cannot be created for an inactive customer or location.

See also:

- Setting Up Service Call Quotes (page 279)
- Creating a Fixed Rate Quote (page 280)
- Creating an NTE Quote (page 281)

Setting Up Service Call Quotes

Setting up the Service Call Quote module involves creating a quote pricing matrix and assigning this to a division.

Step 1: Create a Quote Pricing Matrix

A quote pricing matrix is the markup percentage applied to estimated costs in each cost category to arrive at the billing amount.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Invoice Setup > Quote Pricing*.
2. Enter a **Quote Pricing Matrix** and **Quote Pricing Description**.
3. Enter a markup percentage for each cost category in the **Percent Markup** column. You can apply labor percentages to labor subcategories or to the entire labor amount.
4. Select *Save*.

Step 2: Assign the Quote Pricing Matrix to a Division

If a quote pricing matrix is assigned to a division, it defaults from the division assigned to the call when creating a quote.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > General > Divisions*.
2. Enter a **Division**.
3. Use the lookup to select a **Quote Pricing Matrix**.
4. Select *Save*.

Creating a Fixed Rate Quote

On a fixed quote, the invoice billing amount is determined by applying a markup percentage to the estimated costs. Actual costs aren't used to determine the billing amount. The billing amounts per cost category cannot be exceeded.

> ⚠ A service call quote cannot be created for an inactive customer or location.

Step 1: Create a Service Call

1. Select *Cards > Service Management > Service Manager*.
2. Select a customer and select *New Call*. Complete the Service Call window as usual. See Creating Service Calls With One Appointment (page 110). You may want to have a call type of QTE for a fixed rate quote and NTE for a not-to-exceed quote. This is especially useful for reporting.

Step 2: Add Tasks to the Service Call

1. Select the *Tasks* button in the Service Call window. Then select the *Task* or *Task List* button in the Service Call Tasks window.
2. View/edit the task's estimated costs. To verify that the task has estimated costs, select a task code in the Task Code scrolling window and zoom on the **Task Code** field. If you add or edit costs in the Task Code window, they will appear on the quote.
3. Once you've verified the estimated costs are correct, select a task code in the Task Code window and click *Select*. You will return to the Service Call Tasks window.
4. Select *Save*.

Step 3: Complete the Service Call Quote Window.

1. Once you have tasks with estimated costs assigned to the service call, select the *Quote* button in the Service Call Tasks window.
2. Accept *Fixed* as the **Invoice Type**.
3. Enter a **Quote Date**, **Expiration Date**, and **Salesperson ID**. The quote date defaults with the system date and the salesperson ID defaults from the location record. The Quote Pricing Matrix defaults from the division assigned to the service call.
4. Review the cost and billing information. When you open the Service Call Quote window, the cost and billing columns are complete. The task-based costs and the estimated costs come from the costs associated with the tasks. The **Billing** column is the **Estimated Cost** multiplied by the **Pct.** column. The estimated cost and billing

amount fields are editable. You can enter an amount in an estimated cost field, select *Save* and then select *Calculate.* The billing amount updates. If, however, you just want to change the billing amount without changing the estimated amount, enter a new amount in a billing field and select *Save* instead of *Calculate*. If you haven't saved the quote, you can select the *Clear* button to have all original quote amounts reappear. A red asterisk appears in rows where the task-based cost and the estimated cost aren't equal. The **Profit** field is calculated as follows: *(total billing - total estimated costs) / total estimated costs*. Once a quote has been created for a call, a *Quote* indicator appears in the Service Call Tasks and Service Call windows. Zoom on it to open the Service Call Quote window.

Step 4: Create an Invoice

1. Select the *Invoice* button in the Service Call window. When you open the Service Invoice window, the Billable column is auto-filled based on the billing amount for the quote.
2. Add costs to the invoice. As costs are added, the billing amount doesn't change. The Pct. Markup column in the Service Invoice window will update as costs are added. Percent markup is calculated as follows: *(total billing - actual costs) / actual costs*. A negative markup amount indicates costs exceed the billing amount.
3. Adjust the billing amount if necessary. To create a progress billing, decrease the billing amount by zooming on the *Quote* indicator in the Service Invoice window. You can only decrease the billing amount. You cannot bill more per cost category than the quoted amount. In our example, we changed the billing amount in the Other cost category from $88 to $0. The system keeps track of this remaining amount for the next invoice we create.
    - *Estimated Markup* is calculated as follows: *(total quoted billing - estimated costs) / estimated costs*
    - *Actual Markup* is calculated as follows: *(total billing - actual costs) / actual costs*
4. If you haven't chosen *Save* in the Service Quote Invoice window, you can select the *Clear* button to have original billing amounts re-appear.
5. Post the invoice from Service Management or Microsoft Dynamics GP. If you billed only a portion of the quoted amount, the next invoice you create for this call will have the remaining amount entered in the Billable column. When creating a progress billing invoice from a service call with a Fixed Quote Contract, the service call status is set to OPEN and the service call remains OPEN.

Step 5: Print the Quote Summary Report

Select *Print* in the Service Call Quote window to print the Service Quote Report. The report includes the billing amount for the quote.

Creating an NTE Quote

With NTE (not to exceed) quotes, the invoice billing amount is determined by applying the location's price matrix to actual costs, up to the NTE amount. When the NTE amount is reached, total billing must equal the NTE amount and cannot be adjusted. Service call quotes do not use tax information when calculating billing amounts.

> ⚠ A service call quote cannot be created for an inactive customer or location.

Step 1: Create a Service Call

1. Select *Cards* > *Service Management* > *Service Manager*.

2. Select a customer and select *New Call*. Complete the Service Call window as usual. See Creating Service Calls With One Appointment (page 110). You may want to have a call type of QTE for a fixed quote and NTE for a not-to-exceed quote. This is especially useful for reporting.

Step 2: Add Tasks to the Service Call

1. Select the *Tasks* button in the Service Call window. Then select the *Task* or *Task List* button in the Service Call Tasks window.
2. View/edit the task's estimated costs. To verify that the task has estimated costs, select a task code in the Task Code scrolling window and zoom on the **Task Code** field. If you add or edit costs in the Task Code window, they will appear on the quote.
3. Once you've verified the estimated costs are correct, select a task code in the Task Code window and click *Select*. You will return to the Service Call Tasks window.
4. Select *Save*.

Step 3: Complete the Service Call Quote Window

1. Select the *Quote* button in the Service Call Tasks window to open the Service Call Quote window.
2. Complete the following fields, as necessary.
   - **Invoice Type**
     This field defaults as Fixed. Use the drop-down list to select NTE. Since there are estimated costs assigned to the call, you will receive a message when changing from fixed to NTE. You cannot calculate billing amounts by cost categories when using NTE. You have one billing amount, which is equal to the NTE amount. You can still estimate costs by cost category.
   - **Quote Date, Expiration Date**
     The quote date defaults with the system date.
   - **Salesperson ID**
     Defaults from the location record.
   - **Quote Pricing Matrix**
     Defaults from the division assigned to the call.
   - **Quoted Services Breakdown**
     Review the cost information. Since we have tasks attached to the call, when you open the Service Call Quote window, the Task-Based Cost and Estimated Cost columns are complete. You can edit the estimated costs. Changing estimated costs on an NTE quote will not affect the billing amount.
   - **Total**
     Enter an amount as the NTE amount for the invoice. If you are using tasks, there will be an amount in the Total field based on estimated costs and a markup percentage. You will most likely edit this amount for an NTE quote.
3. Select *Save*.

- The *Calculate* button in the Service Call Quote window is disabled on NTE quotes.
- A red asterisk appears in rows where the task-based cost and the estimated cost aren't equal.

The Profit field is calculated as follows: *(total billing - total estimated costs) / total estimated costs*

Step 4: Create an Invoice

1. Select the *Invoice* button in the Service Call window. When you open the Service Invoice window, the NTE amount appears in the NTE Amount field.

2. Add costs to the invoice. As costs are added, the billing amount is calculated based on the price matrix assigned to the location. If the NTE amount is exceeded, you receive a warning message. You must adjust the billing amounts by cost category. The Service Quote Invoice window opens for you to do this. Enter amounts in the Billing Current Invoice column to equal the NTE amount and select *Save*.

   Once the cost categories have been adjusted, you can continue to add costs. The billing amount can never exceed the NTE amount.

   If the NTE amount is exceeded while costs are being added through Microsoft Dynamics GP, you receive a message. However, the Service Quote Invoice window will not automatically open. You must access the Service Quote Invoice window from Service Management to adjust the billing amount by cost category.

   The **Pct. Markup** column in the Service Invoice window updates as costs are added. Percent markup is calculated as follows:(total billing - actual costs) / actual costs.
3. Post the invoice from Service Management or Microsoft Dynamics GP. Zoom on the *Quote* indicator in the Service Invoice window the next time you create an invoice for this call to see billing information to date.

Step 5: Print the Quote Summary Report

Select *Print* in the Service Call Quote window to print the Quote Summary report. The report includes the billing amount for the quote.

Service Invoicing

With the optional Service Management Invoice module, you can enter and edit sales transactions and produce statements through complete integration with Microsoft Dynamics GP Receivables Management. Invoice transactions can be entered individually or in batches. If you are not using the Receivables Management module, you can still create and accumulate costs to a service call though you cannot post them to Microsoft Dynamics GP General Ledger.

The Service Invoicing module is an optional module. For purchasing information, contact WennSoft Sales.

You can track sales and cost amounts for five, user-definable cost categories. Billing rates and pricing markups can be assigned and calculated as the costs are accumulated. Labor transactions default to the labor billing rates, and material and other costs default to the price markup matrices defined for each customer location.

Costs can be added through Service Management without using Microsoft Dynamics GP accounting modules. This allows Service Management to be used in stand-alone mode. Adding costs manually without creating a payable, payroll, or inventory transaction enables accurate service cost tracking. As costs are added, a general ledger journal entry is created and can be posted to General Ledger. Manual labor cost entries apply only to Service Management and are not posted to Microsoft Dynamics GP Payroll. This enables you to track and bill for labor costs that are not entered through Microsoft Dynamics GP Payroll. For example, you can bill for a manager's time even though the manager is a salaried employee.

⚠ No unposted costs are invoiced, regardless of the unposted cost setting in the Invoice Options window.

In the Service Invoice window, you can create transactions in the Microsoft Dynamics GP Payables, Payroll, and Inventory modules. As costs are added, a Receivables Management journal entry is created and can be posted to Microsoft Dynamics GP General Ledger.

When you void, copy, or correct a General Ledger transaction that was entered in Service Management or Job Cost, the transaction information will be updated in Service Management and Job Cost.

> We strongly recommend you complete the installation and setup procedures before attempting any Service Invoicing procedures.

In addition, you can also group individual invoices into one invoice, so that a customer who has incurred multiple service calls with the same Bill To Customer and Location, can receive one invoice for all those calls, instead of several individual invoices. This is accomplished using Service Batch Invoicing (page 339). You can also select to create individual invoices for several customers/costs, and include them in a single batch.

If you have set up a task response type of Repair, and have entered a response that would generate an automatic repair call, you must complete the call from the Appointments window with the Service Call window open - *OR* - you can set the call to complete directly in the Service Call window. If you attempt to complete the service call by generating an invoice, the repair will not be created. The automatic Repair Call creation is focused on Call Complete and it is recommended to the complete call from Service Call window and allow all appointments to be marked completed as well. If you do not follow this process, the repair call will not be created. Do not mark the call directly to closed as the complete state must be run first through the Service Call window or from the Appointment window (with the Service Call window open). After you have completed the call, you will be able to invoice the call. You will not be able to complete the call from the Invoice window or by posting an invoice with the expectation of an automatic repair call. For more information, see Assigning Responses and Response Types to a Task (page 190).

See also:

- Service Invoicing Setup (page 284)
- Creating Invoices (page 306)
- Recording Payments Using the On Account Feature (page 326)
- Printing and Posting Invoices (page 326)
- Creating Credit Memos (page 331)
- Using Microsoft Dynamics GP Purchase Order Processing with SM (page 333)
- Provincial Sales Tax (PST) Invoicing (page 338)
- Service Batch Invoicing (page 339)
- Using Third-Party Billing (page 345)

Service Invoicing Setup

The setup procedures for the Service Invoicing module involve choosing invoice options, setting up travel costs, choosing sales and cost by division in your organization, creating a master tax schedule, price matrix, and labor rate schedule, and labeling user-defined fields. For purchasing information, contact WennSoft Sales.

> **Use Service Invoicing** in the Service Options window must be marked to use Service invoicing *(Microsoft Dynamics GP> Tools > Setup > Service Management > Module Setup > Service Options)*.

See also:

- Choosing Invoice Options (page 285)
- Setting Up Travel Costs (page 288)
- Setting Up Invoice Accounts (page 288)

- Setting Up the Master Tax Schedule (page 290)
- How Taxes Are Calculated (page 290)
- Creating a Pricing Matrix (page 293)
- Creating Labor Rate Groups (page 300)
- Labeling Invoice User-defined Fields (page 303)
- Using Word Templates (page 305)

Choosing Invoice Options

Before using the Service Invoicing module, you'll need to select invoice options. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Invoice Setup > Invoice Options*.

Preferences

- **Create COGS Distributions for Invoices**
  If you mark this checkbox, Service Management uses the designated account as a debit when the cost transaction is entered and then credits the same account to relieve costs when the service invoice is saved or the maintenance invoice is posted. If you mark this checkbox, the *Cost Dynamics GP* button will be enabled in the Invoice Accounts window and the Maintenance Accounts window. See Choosing Service Management Debit Accounts for Cost Transactions (page 37). Choosing this option creates additional cost-of-goods-sold distribution detail with each Service Management invoice. The additional detail is visible with the Microsoft Dynamics GP Receivables transaction. Example: if Service Sales = 100; Labor Cost = 50; Material Cost = 10; Equipment Cost = 40
  - With this checkbox **unmarked**, the distribution for this invoice on a Receivables transaction appears as follows:
    - **Debit:** Accounts Receivable **Credit:**100
    - **Debit:** Sales **Credit:**100
  - With this checkbox **marked,** the distribution for this invoice on a Receivables transaction appears as follows:
    - **Debit:** Accounts Receivable **Credit:**100
    - **Debit:** Sales **Credit:**100
    - **Debit:** Labor Cost **Credit:** 50
    - **Debit:** Labor Offset (WIP acct) **Credit:** 50
    - **Debit:** Material Cost **Credit:** 10
    - **Debit:** Material Offset (WIP acct) **Credit:** 10
    - **Debit:** Equipment Cost **Credit:** 40
    - **Debit:** Equipment Offset (WIP acct) **Credit:** 40
  - Additionally, with this checkbox **marked**, you can write off a trailing purchase price variance (PPV) on a purchase order if it is less than a specified amount or percentage. For more information, see Writing off a trailing purchase price variance (page 179). To have the system to split PPV entries with the same cost codes or jobs, you will need to insert the value REVALJEINDETAIL=TRUE in the dex.ini file.
- **Display Pay Rate on Labor Transactions**
  When manually adding a labor cost transaction to a Service Management invoice, you can select to view the technician's pay rate. If you mark this checkbox, two fields are activated — Cost per Hour and Extended Cost + Overhead — in the Added Costs window and the Adjustments to Cost window. If you don't want users to see the technician's cost per hour, leave the Display Pay Rate on Labor Transactions checkbox unmarked. Remember, the labor cost as it appears on the invoice includes the pay rate and overhead costs.
- **Disable Transaction Posting**
  If you mark this checkbox, the *Post* button in the Service Invoice window is disabled. Because we encourage batch-level posting, we recommend marking this checkbox. Real-time posting of invoices slows the performance of the software.

- **Create Receivables Batch for Invoices**
  If you mark this checkbox, you can save a Service Management invoice in a Receivables transaction file even if you are not registered to use the Receivables Management module. Mark this checkbox to store Service Management Invoice transactions in a Microsoft Dynamics GP transaction entry file for export to an external accounting system. You can gain processing speed by not marking this checkbox.
- **Suppress PO Line Item Tax Update to Service Management and Job Cost**
  You can suppress the inclusion of tax on purchase order line items as part of the line item cost updated to Service Management and Job Cost. Marking or unmarking the option updates both Service Management and Job Cost. This option will automatically be marked and disabled if the Enable GST for Australia/New Zealand and Enable Tax Date checkboxes are marked in the Microsoft Dynamics GP Company Setup Options window. To open the Company Setup Options window, select the *Options* button in the Company Setup window (*Microsoft Dynamics GP > Tools > Setup > Company > Company*).
- **Use Sales Order Processing for Inventory**
  If you mark this checkbox, Service Management's invoicing process will integrate with Sales Order Processing. If this checkbox is not marked, you must enter inventory items used on invoices as inventory adjustments.
- **Enable PST Invoice Format**
  Mark this checkbox to enable Provincial Sales Tax (PST) invoices. PST is tax on cost. This tax is often paid by the company, then collected by charging the PST tax back to the customer as a **taxable** tax. See PST Invoicing (page 338).
- **Use Extended Pricing by Cost Code (Non-Labor)**
  If you mark this checkbox, the system enables the "extended" pricing matrix feature, which offers more flexible and granular pricing matrices. You can now set the billing amount and markup costs for a service invoice based on criteria such as call type, problem type, equipment type, and so on, for non-labor charges. For example, for an emergency call, you might want the ability to charge a higher markup cost. In addition, you can also include a flat rate/fee with zero costs to the service invoice.

Invoicing With Cost Options

The setup option for invoicing has been broken out into two sections so that you can select how you want to invoice regarding committed costs separately from how you want to invoice if you have unposted costs on your service calls.

> ⚠ No unposted costs are invoiced, regardless of the unposted cost setting in the Invoice Options window.

- **Invoicing with Committed Costs**
  Mark the appropriate radio button for your committed costs invoicing preference.
  - **Do Not Allow Posting Invoices If Committed Costs Exist**
    Invoices cannot be posted if committed costs exist on the service call. Additionally, if a batch contains an invoice with committed costs, the entire batch cannot be posted.
    We strongly advise against the practice of saving invoices with committed costs to batches, as this may result in posting issues. When an invoice with committed costs is saved in a batch, the invoice distributions are NOT recalculated when the purchase order costs are received.
  - **Allow Posting Invoices With Actual and Committed Costs**
    When committed costs exist on the service call, both the committed and actual costs on the call are invoiced together. If you previously had selected *Allow posting invoices with unposted/committed costs*, this option will default as selected.
- **Invoicing with Unposted Costs**
  Mark the appropriate radio button for your unposted costs invoicing preference.
  - **Do Not Allow Posting Invoices If Unposted Costs Exist**
    No invoices can be posted if unposted costs exist on the service call.
  - **Allow Posting Invoices For Only Actual Costs**
    When unposted costs exist on the service call, invoices can be posted/printed, but *only the actual costs on the call are included*. With this option selected, if a service call has both posted and unposted costs when

you post the actual costs on a service call, the call remains open. Once the charges have been incurred, you can go back and invoice the remaining costs.

Inventory Options

- **Pricing Method**
  To calculate the billing amount for an inventory item, Service Management supports both a markup on cost and a markdown from the Microsoft Dynamics GP list price. Select the Markup on Cost or the Percent of List radio button. Choosing Markup on Cost enables you to mark up the cost of an inventory item using the price matrix selected for the customer's location. Choosing Percent of List enables you to mark it down from the list price established in the Inventory module.
- **Item Costing**
  If you selected the Markup on Cost pricing method, you must select whether to use the current cost or the standard cost to calculate the billing amount. If you chose the Percent of List pricing method, the Item Costing option is disabled since you are using the item's list price.

Payroll Posting: Create GL Journal Entries

- **Wage Transactions**
  Mark this checkbox to enter Service Management labor as debits or credits in the general ledger.
- **Overhead Transactions**
  Mark this checkbox to enter Service Management overhead amounts as debits or credits in the general ledger. A general ledger batch with the prefix "SM" will be created and contain the wage and overhead amounts. In addition, the overhead will be posted in the same fiscal period as the original payroll transaction. If you are using SOP Invoicing, mark this option for overhead amounts to accurately calculate.
- **Expense/Travel Transactions**
  Mark this checkbox to enter expense and travel amounts as debits and credits in the general ledger.

Posting Payroll Options

- **Payroll Post Through the GL**
  Mark this checkbox to post Service Management payroll batches through the general ledger. Leave this option unmarked to post payroll batches manually in the general ledger. A general ledger journal entry is created automatically each time you post labor transactions through Microsoft Dynamics GP Payroll to Service Management.
- **Payroll Post to Service Only**
  Mark this checkbox if you **do not** use Microsoft Dynamics GP Payroll and you want to post Service Management payroll transactions to Service only. This option allows you to post payroll transactions without building checks first and deletes your payroll batch after posting. In addition, the system deletes all related Microsoft Dynamics GP payroll transactions after posting. If you mark this option and you also use Job Cost, you will need to mark Payroll Post to Job Cost Only in the Job Cost Service Options window. *Microsoft Dynamics GP > Tools > Setup > Job Cost > Job Cost Setup > Posting Options*
- **Payroll Post Transaction Summary**
  Mark this checkbox to create a general ledger journal entry that totals all payroll transactions for each division. This option is useful if the same employee works on multiple service calls. If you do not mark this checkbox, a journal entry is created for each transaction.
- **Certified Payroll**
  Mark this checkbox if you create certified payroll reports. If you use Microsoft Dynamics GP Payroll to print your company's payroll checks every week and have certified payroll service calls, mark the Certified Payroll checkbox. This will add the Certified Payroll checkbox to the Location, Service Call, and Time Entry windows.

See Certified Payroll[32].

Notes:

- This option is linked with the Job Cost Posting Options Certified Payroll. Marking it in either window will mark it in the other.
- If you do not use Microsoft Dynamics GP Payroll or do not have certified payroll jobs, leave this option unmarked. This option requires additional processing time during posting.

Setting Up Travel Costs

With the Service Invoicing module, you can establish travel billing rates and minimum charges. Many businesses track travel expenses such as mileage costs or overhead costs for maintaining vehicles. These expenses are often billed to the customer and listed as a travel or other cost. The travel costs feature integrates with the Service Invoicing module and appear in the other cost category on an invoice.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Invoice Setup > Travel Charges*.
2. Complete the following fields:
   - **Minimum Charge**
     Similar to a flat or minimum rate charged for traveling. For example, if your minimum trip charge is $5, and you travel five miles with a charge of $.50 per mile, you would charge the minimum trip charge of $5 instead of $2.50.
   - **Cost Rate**
     Reflects the expenses that your company incurs on a per-travel unit basis to operate a vehicle. This rate could reflect depreciation expenses, maintenance expenses, leasing costs, and insurance costs per mile for the vehicle.
   - **Billing Rate**
     The rate you charge the customer to cover your cost rate. Usually, customers are charged a billing rate per mile to cover your operating and maintenance expenses.
   - **Travel Units**
     Describe the units used to measure travel. Examples are miles or kilometers.
   - **Generic Description**
     Appears on some invoice formats. For example, you may want to enter the itemized description of Travel Charge.
3. Select *Save*.

Setting Up Invoice Accounts

You must select debit and credit accounts to track sales and cost transactions made in the Service Invoicing module due to the integration with Microsoft Dynamics GP. You can review any invoice transaction made in Service Management through Microsoft Dynamics GP. For example, in the Receivables Transaction Entry window, you can easily identify Service Management transactions by the SRVCE prefix in the Document Number field of the Receivables Transaction Entry window. Sales and costs transactions made in Service Management flow to the General Ledger chart of accounts selected during Microsoft Dynamics GP setup.

The accounts selected for the Service Invoicing module do not affect Microsoft Dynamics GP cost transactions. The cost and sales accounts selected for the Service Invoicing module apply only to the cost and sales transactions that begin in the Service Management Service Invoice window.

- Service Management is not compatible with Multidimensional Analysis. You will receive errors if you try to post Service or Job Cost transactions to accounts set up for MDA.

32. https://wennsoft.atlassian.net/wiki/spaces/sig2026/pages/1620318258/Certified+Payroll

- When you create a new division, you can copy the account setup from an existing division. See Copying Division Accounts (page 54).

Step 1: Select Service Management Accounts

1. Select *Microsoft Dynamics GP > Tools > Service Management > Invoice Setup > Invoice Accounts*. If you have not yet set up divisions (Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > General > Divisions), you will be prompted to do so before you can set up invoice accounts.
2. Use the drop-down list in the bottom left corner of the window to select a **Division**. You must set up invoice accounts for each division.
3. Select one of the two options available to track sales transactions made in Service Management.
   - **Option 1:** Select a single sales account when posting invoices from the Service Invoice window. Use this option if you want all the revenue from your cost categories recorded in one sales account.
   - **Option 2:** Select a sales account for each cost/billable category when posting invoices from the Service Invoice window. Use this option if you want to separate your company's revenue based on cost categories.
4. Use the lookup buttons to select sales, receivables, and commission accounts.
5. Select *Save*.

Step 2: Select Service Management Accounts for Manually Added Costs

1. Select the *Costing (Manual)* button to open the Invoice Accounts - Costs window.
2. Select a general ledger **Source Document**. The source document makes it easy to find Series Management transactions in Microsoft Dynamics GP.
3. Select **Debit** and **Credit** accounts for each cost category.
4. Select *OK* to save your entries and return to the Invoice Accounts window.

⚠ Overhead accounts are used when adding labor transactions through Microsoft Dynamics GP Payroll. If your location's labor rate groups are set up to calculate overhead, a SERVICE OH general ledger batch is created after building checks in Microsoft Dynamics GP.

Step 3: Select Microsoft Dynamics GP Accounts

If you marked the Create COGS Distributions for Invoices in the Invoice Options window or the Use Service Debit Accounts for Microsoft Dynamics GP Costs in the Service Options window, the *Cost Dynamics GP* button is enabled in the Invoice Accounts window.

1. Select the *Cost Dynamics GP* button.
2. Select **Debit** accounts for each cost category in the Invoice Accounts - Receivables window. If you are using Microsoft Dynamics GP Payroll, the Service Management labor accounts will not be used and the labor debit and credit accounts will come from Microsoft Dynamics GP.
3. Select *OK* to save your entries and return to the Invoice Accounts window.
4. Select *Save*.

⚠ You must set up invoice accounts for each division.

For information on setting up **Payroll Offset** accounts for service invoices, refer to Setting up Payroll and Overhead Offset Accounts (page 39).

Setting Up the Master Tax Schedule

Tax schedules are created in Microsoft Dynamics GP to automatically calculate sales tax on an invoice. You can select a tax schedule in the Service Management Location and Service Invoice windows or when creating the customer record in Microsoft Dynamics GP.

You can customize a Microsoft Dynamics GP master tax schedule in Service Management. Depending on where you do business, you may not charge tax for a specific cost category or you may want to assign different Microsoft Dynamics GP tax schedules to different cost categories. When a Service Management invoice is created, sales tax is calculated by cost category per the customized Microsoft Dynamics GP tax schedule selected for equipment, labor, material, subcontractor, and other cost categories.

You can also have more than the standard five cost codes for service costs, by creating sub cost codes to the Other cost code. Each sub cost code can have its own tax schedule, WIP/COGS accounts, etc. This is set up via the Other Costs Setup button. For more information on how to set this up, see Extended Pricing Matrix (page 295).

> If you do not want to calculate tax for a cost category, assign a zero percent tax schedule. While marking the Exclude From Tax Calculation checkbox in the Master Tax Schedule Setup window will not calculate tax, you will receive an incorrect total sales amount in the Invoicing Tax Detail Entry window. See Microsoft Dynamics GP documentation.

To set up the master tax schedule:

1. Select *Microsoft Dynamics GP > Tools > Service Management > Invoice Setup > Master Tax Schedule*.
2. Complete the following fields, as necessary.
   - **Master Tax Schedule ID**
     Select an existing schedule from the lookup. Tax schedules are created and maintained in Microsoft Dynamics GP. You can zoom on the Master Tax Schedule field to view tax details.
   - **Tax Schedule ID**
     Assign a tax schedule to each cost category. Your selection in the Master Tax Schedule ID field defaults for each cost category.
   - **Exclude From Tax Calculation**
     Mark this checkbox if a cost category is tax-exempt. This option only applies to regular service invoices. To exclude taxes on contracts, we recommend that you set up a tax detail that has a 0.00% tax rate. Otherwise, you will have no details and the values of the billing amount and taxable amount of $0.00 do not show in the Microsoft Dynamics GP Tax Distribution.
3. Select *Save*.

How Taxes Are Calculated

Master Tax Schedule Is Not Set Up

If you do not have a master tax schedule set up for the tax schedule used on an invoice, the billing amount is totaled and then taxed.

Example: Tax schedule that has details totaling 10% tax:

Equipment	$100.00

Materials	$200.00
Labor	$300.00
Subcontractor	$100.00
Other	$400.00
Subtotal	$1100.00
Tax	$110.00
Total	$1210.00

Master Tax Schedule Is Set Up

If you do have a master tax schedule, the billing amounts for the cost categories (Equipment, Materials, Labor, Subcontractor, and Other) that use the same schedule are totaled and taxed, then the taxes are added together for the tax total on the invoice.

Example: Master Tax Schedule with two Tax Schedules

COST CATEGORIES	TAX SCHEDULE ID	TAX
Equipment	Schedule 1	10%
Materials	Schedule 1	10%
Labor	Schedule 2	1%
Subcontractor	Schedule 1	10%
Other	Schedule 1	10%

Billing Amounts

Equipment	$100.00
Materials	$200.00
Labor	$300.00

Subcontractor	$100.00
Other	$400.00
Subtotal	**$1100.00**

Cost Categories for Schedule 1 (10% tax)

Equipment	$100.00
Materials	$200.00
Subcontractor	$100.00
Other	$400.00
Subtotal	$800.00
Tax (10%)	**$80.00**

Cost Categories for Schedule 2 (1% tax)

Labor	$300.00
Subtotal	$300.00
Tax (1%)	**$3.00**

Total Tax and Invoice Total

Total Tax	**$83.00**
Invoice Total	$1183.00

Creating a Pricing Matrix

Regular vs. Extended Pricing Matrix

The main difference between regular pricing matrix and extended pricing matrix, is that with extended, you can create price rates down at the "cost code" level. In addition, with extended pricing matrix, you have several more criteria/filter options such as call type, problem type, equipment type, and so on.

Refer to the sections that follow for information and detailed instructions on the regular pricing matrix feature.

See also:

- Regular Pricing Matrix (page 293)
- Extended Pricing Matrix (page 295)

Regular Pricing Matrix

Pricing matrix schedules are set up and used to calculate the billing amount for inventory items, payables, equipment, material, subcontractor, and other costs for a service call. By selecting a price matrix in the Location window, you establish the markup and markdown billing amounts for all non-labor costs for that specific location. As costs are accumulated through Payables, Inventory, and through manual transactions (using the "+" button in the Service Invoice window), the billing amount is calculated using the price matrix specified for the customer's location.

The only time you use a markdown price matrix is when billing for inventory under the percentage-of-list inventory method. That is, you want to mark down the already increased Microsoft Dynamics GP list price. You most likely won't need to mark up the list price since the list price already reflects a markup. However, you can manually override the invoice amount if you want to bill more than the list price.

If you chose the markup-on-cost inventory method during setup, then you are only able to mark up the standard or current cost of the inventory item. The list price won't be used at all. See the following table.

Pricing Matrix	Payables & Manual Markup	Inventory Mark down
Microsoft Dynamics GP	X	
Microsoft Dynamics GP	X (Markup-on-Cost)	X (Percentage-of-List)
Manual (costs entered in Service Management with the "+" button)	X	

All billing amounts automatically calculated by Service Management can be overridden at the time of invoicing.

Creating a Price Matrix Markup

1. Select *Microsoft Dynamics GP > Tools > Service Management > Invoice Setup > Pricing Matrix*.
2. If you selected the markup-on-cost inventory method in the Invoice Options window, the Payables & Manual Transactions Pricing Matrix window opens.
3. If you selected the percentage-of-list inventory method, the Pricing Matrix window opens with a drop-down list. (Percentage-of-list inventory method allows you to mark down the list price of inventory items in addition to marking up the cost of payables and manual transactions.) Select Payables & Manual Markup as the transaction source and select *OK*.
4. Complete the following fields, as necessary.
   - **Pricing Matrix Name**
     You can select an existing pricing matrix or create a new pricing matrix name in this field.
   - **Pricing Code**
     Used to differentiate markup percentages and cost ranges. A different code can be assigned to each markup percentage grouped under the same price matrix name. For example, a pricing matrix named Preferred could include pricing code A, having a 200% markup for items with a cost in the $0.01 to $2,000.00 range. Pricing code B could have a 150% markup for items with a cost in the $2,000.01 to $4,000.00 range, and so on. If you enter information for a pricing code that already appears in the scrolling window, data initially associated with that code is replaced with new data when the pricing code information is saved.
   - **Pricing Markup Percent**
     This is the amount that the payable, manually added cost or inventory item is increased by to calculate the billing amount.
   - **Pricing Description**
     Enter a pricing description.
   - **Starting/Ending Cost**
     The Starting/Ending Cost field is used to establish the cost range for the pricing code.
5. Select *Save* to save the code and add its information to the scrolling window. To delete or edit a pricing code, double-click it in the scrolling window. The text fields in the data entry area of the window fill in with the pricing matrix information. Select *Delete* to delete the selected pricing code, clear the data entry fields, and remove the record from the scrolling window.

Creating an Inventory Price Matrix Markdown

If you selected the percentage-of-list inventory pricing method in the Invoice Options window, then you can mark down the cost of an inventory item from the list price established in the Inventory module. (Choosing the markup-on-cost invoice option only allows marking up inventory items.)

Inventory pricing matrix markdowns can be established and used to calculate the billing amount for inventory items used for a service call. By selecting a price matrix in the Location window, you establish the billing rate for non-labor costs for that location. In the Service Invoicing module, the price matrix markdown schedules apply only to inventory transactions and appear in the materials cost category. As costs are accumulated through Inventory, the billing amount is calculated using the price matrix specified for the customer's location.

> The lookup items in the Pricing Matrix Name field are the same for both payables and manual markup and inventory markdown transaction sources. The pricing codes and other information, of course, are not the same. Because you assign only one price matrix to a location, the price matrix name must be the same if you want to markup payables and manual transactions and markdown inventory items.

1. Select *Microsoft Dynamics GP > Tools > Service Management > Invoice Setup > Pricing Matrix*.
2. Select *Inventory Markdown* from the Transaction Source drop-down list and select *OK*.
3. Complete the following fields, as necessary.

- **Pricing Matrix Name**
  You can select an existing pricing matrix or create a new pricing matrix name in this field.
- **Pricing Code**
  Pricing codes are used to differentiate the markdown percentages and cost ranges. A different code can be assigned to each markdown percentage grouped under the same price matrix name. For example, a pricing matrix named Preferred could include a pricing code A having a 10% markdown for items with a cost in the $0.01 to $200.00 range. Pricing code B could have a 20% markdown for items with a cost in the $200.01 to $400.00 range, and so forth. That is, a $100 item would be billed at $90. If you enter information for a pricing code that already appears in the scrolling window, data initially associated with that code is replaced with new data when the pricing code information is saved.
- **Pricing Markdown Percent**
  This is the amount the inventory item's list price is marked down to calculate the billing amount.
- **Pricing Description**
  Enter a pricing description.
- **Starting/Ending Cost**
  The Starting/Ending Cost field is used to establish the cost range for the pricing code.

4. Select *Save* to save the code and add its information to the scrolling window.

To delete or edit a pricing code, double-click it in the scrolling window. The text fields in the data entry area of the Inventory Pricing Markdown Matrix window are filled with the pricing matrix information. Select *Delete* to delete the selected pricing code, clear the data entry fields, and remove the record from the scrolling window.

Extended Pricing Matrix

You can set the billing amount and markup costs for a service invoice based on criteria such as call type, problem type, equipment type, and so on, for non-labor charges. For example, for an emergency call, you might want the ability to charge a higher markup cost. In addition, you can also include a flat rate/fee with zero costs to the service invoice.

You can also have more than the standard five cost codes for service costs, by creating sub cost codes to the Other cost code. Each sub cost code can have its own tax schedule, WIP/COGS accounts, etc.

> ⚠ If you do not use the extended pricing matrix feature, but instead the standard one, all markup is markup on total cost; there are no other options available.

Extended Price Matrix Setup

Step 1: Enabling the Extended Pricing Matrix Feature

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Invoice Setup > Invoice Options.*
2. Mark the **Use Extended Pricing by Cost Code (Non-Labor)** checkbox.
3. Select the method of determining **Defaults for Price Matrix and Labor Rate Groups**:
   - **Bill To (default)**: The pricing matrix and labor rate group default from the pricing matrix and labor rate group on the Bill To location record.
   - **Location**: The pricing matrix and labor rate group default from the pricing matrix and labor rate group on the service call Location record.
4. Select *OK* to save your settings.

Defaulting the Price Matrix and Labor Rate Group

You have the option to select whether the price matrix and labor rate group will populate on a new service call from the service call Location record or the Bill To Location record.
For example, if a customer has two different locations (location A and location B) where work is performed, but only one

billing address (location B), the Defaults for Price Matrix and Labor Rate Groups setup option allows you to create the following scenarios:

- **Option 1: Bill To (default)**
  - The price matrix and labor rate group for a new service call are pulled from the Bill To Location.
  - A service call performed at location A and billed to location B will use the price matrix and labor rate group from location B (the Bill To location).>A service call performed at location B and billed to location B will use the price matrix and labor rate group from location B (the Bill To location).
- **Option 2: Location**
  - The price matrix and labor rate group for a new service call are pulled from the Location of the service call.
  - A service call performed at location A and billed to location B will use the price matrix and labor rate group from location A (the service call location).
  - A service call performed at location B and billed to location B will use the price matrix and labor rate group from location B (the service call location).
  - By default, the Defaults for Price Matrix and Labor Rate Groups option is set to Bill To (default). When you change the method of defaulting the price matrix/labor rate group, new service calls will be created using the new method, but the price matrix/labor rate group used on existing service calls will not change. The price matrix/labor rate group on an existing service call can be edited manually.

Step 2: Setting up Sub-Cost Codes for Other Costs (Optional)

Sub cost codes allow you to assign sub cost category accounts for other costs. An example would be a trip charge that you may charge that is separate from the actual work being done. This allows you to track other costs and a lower level through GL accounts. Sub cost codes apply only to cost code 5 (usually labeled as Other). Each sub cost code will have its own tax schedule and own set of GL accounts for posting.

Set up Sub Cost Codes

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Invoice Setup > Other Costs*. The Other Costs Setup window opens.
2. Enter a **Description** for a sub cost code. Select *Save*. Repeat this step for all sub cost codes you are adding.

Assign GL Accounts to Sub Cost Codes

1. Select *Tools > Setup > Service Management > Invoice Setup > Invoice Accounts > Other Costs button*.
2. Use the *Default* button to automatically fill an account field with the same account used for the main Other cost code. If you are using the same accounts, this button helps to speed up data entry.
3. Use the lookups to assign debit and credit accounts for each sub cost code.
4. When you are finished, select *OK*. You cannot leave this window until all sub cost codes have been assigned accounts.

Assign Tax Schedule IDs to Sub Cost Codes

1. Select *Tools > Setup > Service Management > Invoice Setup > Master Tax Schedule Setup*. The Service Management Master Tax Schedule Setup opens.
2. Select a master tax schedule ID.
3. Select the *Other Costs Setup* button. The Other Cost Master Tax Setup window opens.
4. Select an **Other Costs Sub-Cost Code**.
5. Select a **Tax Schedule ID**.
   If you are using third-party tax software, the Exclude From Tax Calculation checkbox has no effect.
6. Select *Save*. The master tax setup is saved and displays in the list at the bottom of the window.

Step 3: Setting up Extended Price Matrices for Markup on Costs

Extended price matrices allow you to define all pricing markup for non-labor charges, by cost code element. You can filter criteria by various elements of a service call, such as problem type, service call type, equipment type, and so on. Each element is a field that can be either required or not required. You can set up multiple price matrices, based on a combination of elements.
First, you must define which elements will be required for which price matrix/cost code combinations.

Specify Required Fields for Entering Price Matrices

Fields you select will become required data entry any time someone enters a price matrix for that price matrix/cost code combination. You can include the following fields as required:

- Call Type
- Problem Type
- Equipment Type
- Manufacturer ID
- Model Number
- User-defined fields, as applicable

> ⚠ Billing Method is always required.

1. Select *Tools > Setup > Service Management > Invoice Setup > Extended Pricing Matrix*.
2. Enter a **Pricing Matrix ID** and **Pricing Description**.
3. Select the expansion button attached to the Pricing Matrix field to open the Extended Pricing Matrix Setup window.
4. Select a **Cost Code**, and if applicable, a **Sub Cost Code**. The Sub Cost Code field is enabled only if the Cost Code is 5.
5. In the lower portion of the window, select which fields you want to specify as required for this price matrix. To do so, mark the **Required** checkbox next to the appropriate field item. The item(s) you mark as required will appear as drop-down fields in the Extended Pricing Matrix window, where you will enter pricing information. To change the order that an item will appear in the Extended Pricing Matrix window, highlight the item and select either the up arrow or down arrow button to move the item up or down.
6. Select *OK*. The window closes and you will return to the Extended Pricing Matrix window.
7. Repeat steps 2 through 6 above for each price matrix/cost code combination. You must *Clear* the Extended Pricing Matrix window so that you can enter a new price matrix "before" repeating the steps above.

When you are finished specifying filter criteria fields, continue with Step 2 below to enter pricing markup information, including the specific values for the criteria fields you have marked as required.

Enter Price Matrix Markup Cost Information

1. In the Extended Pricing Matrix window, select a **Pricing Matrix ID** and **Cost Code**.
2. Make selections in the criteria fields, noting that those that include an asterisk * are required.
3. Select a **Billing Method**. The fields that appear depend on which billing method you selected.
    - *If you select:* **Markup on Total Cost by Percent**, **Markup on Unit Cost by Amount**, *OR* **Markup on Unit Cost by Percent**
      Then: A list view appears, where you can enter a **Markup percentage**, **Starting Cost**, and **Ending Cost**. Select *Add* to enable these fields.
      When you are finished with the first row, if you want to enter another cost range, press *Tab*. The cursor moves to the next row, where you can enter another markup percentage for the next price range. As rows

are added, the price matrix hierarchy tree on the left is updated.
For subsequent rows, the Starting Cost is always the ending cost from the previous row, plus one penny (.01). So if the ending cost from the previous row is $2,000.00, the starting cost for the next row fills with $2,000.01. The Ending Cost always fills with 99,999,999,999,999.99; you can adjust amounts to fit your own price range criteria.

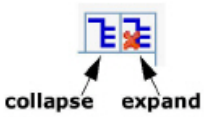
- *If you select:* **Fixed Unit Price**
  Then: Enter a **Unit Price**. Select *Add*. The price matrix hierarchy tree on the left is updated.
- *If you select:* **Fixed Service Call Amount**
  Then: Enter a **Billing Amount** and **Item Description**. Select *Add*. The price matrix hierarchy tree on the left is updated.

4. Continue to add other price matrix combinations. Choosing *Save* clears the window, which allows you to add an entirely new price matrix with different criteria.

Working with the Tree View Hierarchy

To collapse and expand the price matrix tree:

Use the collapse or expand buttons, as shown below.



To remove elements in a price matrix tree:

When you remove elements (nodes) in a price matrix tree, all child elements are removed along with the parent.

1. Expand the price matrix tree to view the elements you want to remove.
2. Select an element and select *Remove*.

To copy price matrices:

In the Extended Pricing Matrix window, select *Copy*. The Extended Pricing Matrix Copy window opens.

1. Select a **Copy From** price matrix name and a **Copy To** price matrix name. Enter a Pricing Description for the Copy To price matrix.
2. Select *Copy*.
3. Select *OK* to the *Copy completed successfully* message.

Step 4: Setting Up Billable Overhead

To account for miscellaneous service expenses like shop supplies, fees, and non-inventoried items such as nuts and bolts, you may select to set up a "billable overhead" charge, to be added automatically to your service invoices. This charge is calculated as a percentage of the total cost or billing amount for a cost category, with set minimum and maximum amounts. Setting up this automatic charge is useful in helping to eliminate user error, as it assures that billable overhead is being applied consistently.

You can set up multiple charges in your pricing matrices, which are then assigned to customer locations; this allows you to not only associate different charges with different customers but also assign a different charge to each location.

Setting Up an Automatic Billable Overhead Charge

The parameters for automatically adding billable overhead to an invoice are set up on the Extended Pricing Matrix window. Similar to the way you use a pricing matrix to create markups for non-labor charges, you use this window to define when and how billable overhead is applied to a service call invoice.

> ⚠ You can apply billable overhead to both labor and non-labor cost categories.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Invoice Setup > Extended Pricing Matrix*.
2. Select the **Pricing Matrix** that you wish to add the charge to, or enter a new name and description if you wish to create a new pricing matrix.
3. Select the **Cost Code** that the charge applies to. For example, if you select **MATERIALS**, the billable overhead charge will be a percentage of the cost or billing amount in the MATERIALS category. If you select **OTHER/ TRAVEL**, select a **Sub Cost Code** as well.
4. In the **Billing Method** field, select whether you want billable overhead to be calculated as a percentage of costs or a percentage of the billing amount for the selected cost code.
5. Use the drop-down fields on the window to define billable overhead criteria. Service calls of which call type and problem type should include the extra charge? Or perhaps you want to set up billable overhead based on certain values in your user-defined fields. Only when a service call meets the criteria specified on this window will the charge be added to the service invoice. Billable overhead is calculated based on the following four criteria fields:
   - Problem Type
   - Service Call Type
   - User-Defined 1
   - The equipment-related fields **Equipment Type**, **Manufacturer ID**, and **Model Number** are disabled, as these are not criteria for determining when billable overhead is added.
     In addition, any of the four criteria fields that appear beneath these equipment fields will also be inactive. If you wish to change the order of these fields, use the expansion button next to the Pricing Matrix field to open the Extended Pricing Matrix Setup window.
6. Specify the overhead billing charge amount by entering the **Percentage** of the total billing/cost. In the **Item Description** field, enter the description that you want to show up on the invoice for this charge.
7. Specify a **Minimum** and **Maximum** billable overhead amount. If the charge that is calculated from the percentage is higher than zero but lower than the minimum value, the minimum value will be used. If the amount is higher than the maximum value, the maximum value will be used. If you want to charge a flat fee on any billing or cost amount greater than zero, regardless of the percentage, enter the flat fee amount as both the minimum and maximum value.
8. Select the cost code that you want to apply the charge to. If you select **Other** as the **Apply to Cost Code**, also select a **Sub Cost Code**. The charge will appear as a billable amount charged to this cost code.
9. Select *Add* to add the parameters for the billable overhead charge to this pricing matrix. You can continue to set up billable overhead charges for additional cost codes on this pricing matrix; however, you can only set up one charge per cost code.

Assigning the Charge to a Location

After setting up the billable overhead charge parameters, assign the pricing matrix to a customer location. When you create a service call for this location, if the service call meets the criteria specified for billable overhead on the selected pricing matrix, the billable overhead charge will be automatically added to the invoice.

1. Select *Cards > Sales > Customer*. Select a customer and then select the *Location* button OR Select *Cards > Service Management > Service Manager*. In the Service Manager window, select a customer and zoom on the **Location Address ID** field. The Location window opens.
2. In the Location window, select a **Price Matrix**.
3. Select *Save*.

Creating Labor Rate Groups

You can create labor rate groups based on pay code and position or based on pay code, position, and department. When you use pay code, position, and department, you create overhead groups and associate the overhead group with the labor rate group. Overhead groups are created in Service Management or Job Cost and are shared between the products.

> ⚠ You must mark the setup option in the Service Management Service Options window to use overhead amounts from Job Cost. See Choosing Service Options (page 30).

When you create labor rate groups, you are doing two things: establishing labor billing amounts and adding an overhead amount to the Microsoft Dynamics GP pay rate.

Labor rates are used to establish a billing amount for labor transactions. When you select a labor rate group in the Customer Maintenance or Location window, you establish the billing rate for labor at that specific location. Billing rates are set up to reflect different pay rates for regular time, overtime, or other premium rates. Billing rates also reflect different skill levels.

Labor rate groups are created during setup and saved to locations. You could create one labor rate group and apply it to all your locations. On the other end of the spectrum, you could create a unique labor rate group for each customer's location. You might have a combination of generic labor rates and specific rates based on customer.

Setting up labor rates can also involve applying overhead percentages and fixed amounts per labor rate. This results in the actual pay rate from Microsoft Dynamics GP Payroll plus an overhead burden charged against the service call as a labor cost. The amount billed for each labor cost transaction is calculated automatically.

For example, a technician may work three hours on a service call at $45 per hour. The billing rate of $135 would be calculated automatically for the customer's invoice. The pay rate per hour is $25 with overhead at 40%, plus fixed overhead at $10 per hour, resulting in a total cost per hour of $45. The total cost to the service invoice is $135.

Calculating Actual Labor Costs		
	Formula	**Amount**
Pay rate per hour	$25	$25
Overhead percentage	25 x 40%	$10
Fixed overhead per hour	$10	$10
Total cost per hour	pay rate + overhead% + fix overhead	$45
Total cost to invoice	$45 x 3	$135

> ⚠ All billing amounts automatically calculated by Service Management can be overridden at the time of invoicing.

To add a labor cost transaction for an employee, the employee must be set up in Service Management and Microsoft Dynamics GP.

The positions and pay codes selected for each employee record must correspond to the labor rate group used to mark up the technician's labor.

Creating Labor Rates Based on Pay Code and Position

You create labor rates based on pay code and position using the Labor Rates window.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Invoice Setup > Labor Rates*.
2. Complete the following fields.
    - **Labor Rate Group Name**
      Create a name for the labor rate group.
    - **Position**
      Use the lookup window to select the position to which this labor rate should apply.
    - **Pay Code**
      Pay codes are used to distinguish between labor rate groups with the same name and position. Each group may have multiple billing amounts (rates) for a combination of positions and pay codes. For example, a Preferred labor group may have an overtime rate and a regular time rate for technicians, supervisors, and helpers. Position and pay code set up in Microsoft Dynamics GP must match the position and pay code in Service Management's labor rate group.
    - **Description**
      Enter a description. For example, Supervisor - Regular or Supervisor - Overtime would differentiate one pay code from another.
    - **Fixed OH per Hour**
      The fixed overhead per hour is a flat amount charged to recoup overhead costs such as union fringe benefits paid per hour. The amount appears in the Extended Cost + Overhead field of the Added Costs window for labor. It constitutes the overhead portion of the amount - the extended portion is the pay rate multiplied by the number of hours.
    - **OH Percentage**
      The overhead percentage is a percentage charged to cover overhead costs, such as social security, workers compensation insurance, vehicle operating expenses, or unemployment taxes. Your overhead percentage may include general and administrative expenses that you may wish to apply as a percentage of labor cost. The OH Percentage field can contain up to five numbers. The amount appears in the Extended Cost + Overhead field of the Added Costs window for labor. It constitutes the overhead portion of the amount - the extended portion is the pay rate multiplied by the number of hours.
    - **Billing Amount**
      The Billing Amount field shows the rate charged for the labor group name, specific position, and corresponding pay code. Leave the field blank to create a zero-dollar billing amount.
3. Select *Save* to add the record to the scrolling window and add the labor group name to the Labor Rate Group Name lookup window.

Editing a Labor Rate Group

Double-click the labor rate group in the scrolling window. The text fields in the data entry area of the window fill in with the labor rate group information.

Deleting a Labor Rate Group

Double-click the labor rate group in the scrolling window and select *Delete*. This clears all the data entry fields except for the Labor Rate Group Name field and clears the record from the scrolling window.

Creating Labor Rates Based on Pay Code, Position, and Department

You can use overhead details and overhead groups for Service Management labor transactions. Overhead detail codes and overhead groups can be created from Job Cost or Service Management and are shared between the applications. Once overhead detail codes and overhead groups are created, they are used to create labor rate groups in Service Management. Labor rate groups are used to determine billing amounts and overhead amounts that are added to employees' pay rates in Service Management. For more information, see Setting up Job Cost Payroll Codes in the Job Cost User Manual.

> You must mark the setup option in the Service Options window to use overhead amounts from Job Cost. Without marking this setup option, you will not see the Overhead Detail Code window or the Overhead Group Setup window as specified in the following steps. See Choosing Service Options (page 30).

Step 1: Create Overhead Detail Codes

Overhead detail codes define how overhead amounts are calculated based on payroll costs. You can recognize indirect labor costs, not typically set up as cost codes on an hourly or piecework basis, as overhead. These costs are added to posted amounts for the details and are not identified separately on customer invoices.

1. Select *Microsoft Dynamics GP > Tools > Service Management > Invoice Setup > Labor Rates > Overhead Detail Code*.
2. Complete the following fields, as necessary.
   - **Overhead Code, Description**
     Enter a name and description for the code.
   - **Allocation Method**
     From the drop-down list, assign a method of calculating overhead for the detail code. Enter an amount in one of the following fields, depending on the option you chose.
   - **Fixed Portion**
     Allows you to allocate overhead for payroll transactions on a cost-per-unit basis. For example, if you want to apply hourly overhead to account for the cost of travel to and from a job site, you could add $1.50 per hour (the unit of measure) with an overhead detail code.
   - **Percent Portion**
     Allows you to allocate overhead for payroll transactions on a percentage basis. For example, you can set up an overhead detail code for the cost of taxes incurred on an employee's pay rate, which adds 16 percent of the wages.
3. Select *Save*.

> If you modify the overhead detail codes in the future, posted transactions will not be affected.

Step 2: Create Overhead Groups

Overhead group codes organize overhead detail codes logically per departments, positions, and pay codes. For example, you could set up detail codes for hourly compensation, overhead, and travel time. These details can be combined under a group code named Hour. The group code is applied to technicians assigned to the installation department.

> **Facilitating setup by using All**
> Since the number of combinations of department, position, and pay code for a given overhead group code can become quite large, you can facilitate the setup by entering the word All in any of those fields. For example, if all departments, all positions, and all pay codes have a general overhead detail code, All could be used with each of those items. If a specific combination of department, position, and pay code has a unique detail code, that combination will be used along with any All combinations for the overhead group that match the same

criteria. For example, if the administration department, CEO position, and salary pay code combination had a special bonus overhead detail code, and the All departments, CEO position, and All pay codes combination also had a bonus overhead detail code, both detail codes would be used.

To create overhead groups:

1. Select *Microsoft Dynamics GP > Tools > Service Management > Invoice Setup > Labor Rates > Overhead Group Setup*.
2. Complete the following fields, as necessary.
   - **Overhead Group, Description**
     Use the Tab key to move from the name to the description.
   - **Department, Position, Pay Code**
     You can enter All in each of these fields.
   - **Detail Code**
     Use the lookup to select the detail code.
3. Select *Save*.

Overhead groups should be set up with different combinations of department, position, and pay code. For example, the combination of SRV, ENG, and HOUR should not appear in more than one overhead group.

Step 3: Create Labor Rate Groups

Labor rate groups are built using overhead groups created from Service Management or Job Cost. Use the Labor Rate Group Setup window to do this. You can also add a billing amount and description to each overhead group record.

1. Select *Microsoft Dynamics GP > Tools > Service Management > Invoice Setup > Labor Rates > Labor Rate Group Setup*.
2. Enter a new **Labor Rate Group Name** and select an **Overhead Group**.
3. Select the *Default* button. This will populate the scrolling window with individual records associated with the overhead group. Each of the records is a summary of one or more records for the same department, position, and pay code combination in the Overhead Group Setup window.
4. To add a **Description** and **Billing Amount** for a line item, double-click a row in the scrolling window. The Billing Amount field shows the rate charged for a department, position, and pay code. Leave the field blank to create a zero-dollar billing amount.
5. Save the new labor rate group by choosing *Save*.

To delete a labor rate group, double-click each record in the scrolling window and select *Delete*. When all records are deleted from the scrolling window, the labor rate group is automatically deleted. Select *Clear* to clear it from the window.

Labeling Invoice User-defined Fields

- Defining Invoice Names (page 303)
- Defining Invoice Comments (page 304)
- Defining Invoice Cost Descriptions (page 304)

Defining Invoice Names

You have the flexibility to print invoices using one of the Service Management's eight default invoice styles or to modify the defaults using Report Writer. Some customers may prefer an invoice that summarizes labor and materials as a single dollar amount while others may prefer an invoice that provides itemized charges for each service call.

1. Select *Microsoft Dynamics GP > Tools > Service Management > Invoice Setup > Invoice Names*.
2. Enter an invoice name.
3. Select *Save*.

Defining Invoice Comments

Two lines of comments can be used when printing an invoice. Comments can be printed on every invoice. These lines could be used to advertise special promotions or add seasonal greetings.

1. Select *Microsoft Dynamics GP > Tools > Service Management > Invoice Setup > Invoice Comments*.
2. Type your comments in one or both Comment fields.
3. Select *Save*.

Defining Invoice Cost Descriptions

Costs in Service Management are summarized in general cost categories or elements of total cost. Equipment, material, labor, subcontractor, and other are the default category names. There are also five labor subcategories that can be defined.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Invoice Setup > Cost Description*.
2. In the Cost Description window, change the default cost category names.
3. Select *Save*.

While you can change the cost category names, the way costs accumulate remains the same.
For example, you could change cost category 1 from Equipment to Freight. Costs in the Freight category would still accumulate through either Payables or by entering manual costs ("+" button) for the Freight category. Costs in cost category 2 accumulate through Payables, Inventory, or through manually added costs.
While you may change the name of the Labor category, costs in cost category 3 only accumulate through Payroll or by entering manual labor costs.

Possible Sources of Service Invoice Transactions					
Cost Category	**User-Defined Label**	**Accounts Payable Module**	**Inventory Module**	**Payroll Module**	**Service Management Manually Added Costs**
1	Equipment	X			X
2	Materials	X	X		X
3	Labor			X	X
4	Subcontractor	X			X
5	Other	X			X

Using Word Templates

You can assign a Word template to a report so that when the report is printed, a Word document is generated instead of a Dexterity report. Printing a report output in Microsoft Word format provides several improvements such as support for any font, better graphics support for images such as logo, support for Microsoft Word features such as watermarks, as well as any user with Microsoft Word can view the report. Features that are not available include no running sums on pages and no page headers or page footers in the report. All page headers and page footers must be implemented using feature provided by Microsoft Word.

The following Signature Service Management reports have a corresponding Word template available:

Report	Word Template
Service Invoice 1	SV_Invoice_Type1w
Service Invoice 1 History	SV_Invoice_Type1h
Service Invoice 1 Grouped	SV_Invoice_Type1wgrouped

For information about creating, modifying, or troubleshooting Word templates, see the *Microsoft Dynamics GP Report Writer User Guide, Part 9*.

Enabling and Assigning Templates

Enabling Report Templates

1. Go to *Administration > Reports > Template Configuration Manager*.
2. Mark **Enable Report Templates**.
3. Select *Save*.

Assigning a Template

The steps below are for assigning the corresponding Word template to the Service Invoice 1 report.

1. Go to *Administration > Reports > Template Maintenance*.
2. Select the Report Name drop-down.
3. Select More Reports.
4. In the Reports window, select the following options:
    - **Product** - *WennSoft Products*
    - **Series** - *3rd Party*
    - **Status** - *Original*
    - **Report** - *SV_Invoice_Type1w*
5. Select *Select*.
6. In the Report Template Maintenance window, to select the template to use, select the green plus size above the template scrolling window.
7. Navigate to *<installation location>\Microsoft Dynamics\GP2016\Signature\Word Templates*, and then select **SV_Invoice_Type1w.docx**.
8. Select *Open*.
9. In the Report Template Maintenance window, select *Assign*, select *Company*, and then mark the checkbox next to the appropriate company.

10. Select *Save*.

Printing the Assigned Template Report

Printing a report that has a Word template assigned is simply a matter of printing the report as you normally would.

For example, to print Invoice 1 with the Word template assigned:

1. In the Service Invoice window, select *Print*, select *Invoice 1*.
2. Select the destination and then select *OK*.

Creating Invoices

Once you've created and saved a service call, you will want to create an invoice and record the costs incurred by the service work performed.

Costs are added to an invoice in three different ways:

- First, you can access the Microsoft Dynamics GP transaction entry windows by using the *Payables*, *Payroll*, and *Inventory* buttons in the Service Invoice window. The service call ID will default on the payables, payroll, or inventory transaction if the transaction window is opened by choosing the *Payables*, *Payroll,* or *Inventory* buttons.
    - Entering Payables Transactions in Service Management (page 308)
    - Entering Payroll Transactions in Service Management (page 311)
    - Entering Inventory Transactions in Service Management (page 313)
- A second way to record costs on an invoice is using the **+** Plus button attached to each cost category on the service invoice. We also refer to these as manually added costs. For example, if you haven't purchased the Microsoft Dynamics GP Payables, Payroll, or Inventory modules, you can use the **+** Plus buttons to enter your costs. See Entering Manually Added Transactions (page 317). If you are using COGS, the manual accounts must match the normal accounts.
- Last, you can add costs to a service invoice directly in Microsoft Dynamics GP using the Microsoft Dynamics GP transaction entry windows.

> We strongly advise against the practice of saving invoices with committed costs to batches, as this may result in posting issues. When an invoice with committed costs is saved in a batch, the invoice distributions are NOT recalculated when the purchase order costs are received.

Creating an Invoice From Service Manager

1. Select *Cards* > *Service Management* > *Service Manager*.
2. Select a customer and select the *History* indicator.
3. Double-click a call.
4. Select *Invoice*. When the Service Invoice window is opened, a sales transaction entry is automatically created in the Receivables Management module. Receivables entries are numbered per the Receivables Management module setup. Also, by default, the Description field in the Receivables Transaction Entry window contains the service call ID. The Service Call ID field displays the service call number. The invoice number is generated based on the entry in the Service/Repairs field in the Receivables Setup Options window.

   If you select to use fewer than 17 characters for the invoice number, select a length that will satisfy your business needs for at least two years. Service Management will start from one when the highest number is reached. For

example, if your invoice number is only three characters, when number 999 is reached, the system will start over from 001. If invoice 001 hasn't been posted, it will be overwritten with the new invoice information.

5. Enter or edit the following information at the top of the window.
   - **Date**
     Defaults as the system date but can be edited.
   - **Batch ID**
     Keeping the same batch ID across all accounting modules may help you organize your work. For example, if you select to create a Receivables batch named "SLS19OCT", you could use the same batch name for transactions entered in the Microsoft Dynamics GP modules. We encourage saving transactions to a batch. Real-time posting may compromise performance.
   - **Bill to Customer ID, Bill to Customer Name**
     These fields default from the Service Call window. To bill someone other than the customer on the service call, enter the third-party billing customer ID. See Using Third-Party Billing (page 345).
   - **Bill to Address ID, Billing Address Location Name**
     Default from the Service Call window.
   - **Labor Rate Group/Price Matrix**
     These default based on the Extended Price Matrix Setup options selected. See Extended Pricing Matrix (page 295) for more information.
   - **Currency ID**
     Defaults based on the Currency ID field in the Customer Maintenance Options window.
   - **Master Tax Schedule**
     Defaults from the location of the service call. If no tax schedule ID is set up for the location, the ID will default from the customer record. Tax schedules are created and maintained in Microsoft Dynamics GP. You can zoom on the Master Tax Schedule field to view tax details. Total tax is shown in the Tax field.
   - **Call Status**
     Defaults from the Service Call window. When you change the call status to Complete, the current system date defaults in the Completion Date field.
   - **Completion Date**
     If the call status has been changed to Complete, you must enter a completion date.
   - **Contract Number**
     If the service call is assigned to a maintenance contract, the contract number appears.
   - **P.O. Number**
     The purchase order appears on the customer's invoice. The purchase order number defaults from the Service Call window or you can enter this here. This information is maintained between the Service Call window and the Service Invoice window.
   - **Salesperson ID**
     This information defaults from the Service Call window or you can enter this here.
6. Add costs to the invoice.
   The Service Invoice window displays unposted cost category totals and a total of all unposted costs. Additionally, you can zoom to view individual transactions for unposted costs, actual costs, and committed costs totals and further to view the transactions that make up the costs for each cost category. For more information, see Viewing Service Call Costs (page 322).
   WIP accounts in Signature Service Management and WIP accounts in the general ledger (GL) get "out of balance" mostly because of service invoices being posted with unposted costs remaining. If *Do Not Allow Posting Invoices If Committed Costs Exist* and/or *Do Not Allow Posting Invoices If Unposted Costs Exist* are marked on the Invoice Options window, you will not be able to close the service call until all costs are posted and billed.
7. If you invoice a call with committed costs from a purchase order, any additional Shipment/Invoice costs will not be billable to the customer.
   You can use the *Preview* button to view the description, labor, and other cost transactions associated with the invoice. Further, you can zoom on the Other cost category to view the four cost categories other than Labor. You can enter a description of the work performed by choosing the *Description* button. This description prints on default invoice styles 3 through 7.

8. Save the invoice to a batch or post it. See Posting from Service Management (page 328) or Batch posting from Microsoft Dynamics GP (page 329).

- You can edit the tax amount in the Invoicing Tax Detail Entry window, which is opened using the Tax field expansion button. However, if you edit tax amounts, save the invoice to a batch, and reopen the invoice, the edited tax amounts will not be saved. Taxes are recalculated when the invoice is opened. To save the edited tax amounts, post the invoice before closing the Service Invoice window.
- Tax calculations include committed costs.

See also:

- Entering Payables Transactions in Service Management (page 308)
- Entering Payroll Transactions in Service Management (page 311)
- Entering Inventory Transactions in Service Management (page 313)
- Processing Inventory and Non-Inventory Items Entered by Technicians (page 316)
- Entering Manually Added Transactions (page 317)
- Directly Accessing the Added Costs Window (page 321)
- Editing Cost Transactions From Service Management (page 321)
- Viewing Service Call Costs (page 322)
- Using the Service Call Costs Window (page 322)
- Viewing the Service Call Status Window (page 325)
- Restrictions for Field Invoices Created in MobileTech (page 326)

Entering Payables Transactions in Service Management

If you're using the Payables Management module, you can enter purchase transactions using the *Payables* button to access the Microsoft Dynamics GP Payables Transaction Entry window from the Service Invoice or Service Call Status window.

After completing the Payables Transaction Entry window, you can distribute the payable among Service Management service calls, Job Cost jobs, and Microsoft Dynamics GP transactions. You must be using Service Invoicing, not SOP Invoicing, to create Service transactions.

- Entering a Payables Transaction (page 308)
- Voiding a Payables Transaction (page 311)

Entering a Payables Transaction

Complete the following steps to enter a payables transaction.

Step 1: Complete the Payables Transaction Entry Window

1. Access the Payables Entry window from one of the following paths:
    - From the Service Call History window:
        - Select *Cards* > *Service Management* > *Service Manager*. Select a customer and select the *History* indicator. In the Service Call Lookup by Customer window, double-click a call and select the *Payables* button.
    - From the Service Call Status window:

- Select *Cards* > *Service Management* > *Service Manager*. Select a customer and select the *History* indicator. In the Service Call Lookup by Customer window, double-click a call. From the Service Call window, select *Go To*, and select *Service Call Status*. Select the *Payables* button.
- From the main *Inquiry* navigation, select *Service Management*, and select *Service Call Status*. If you have the service call ID, you can enter that in the Service Call ID field and tab off to automatically populate the Customer ID and Location Address ID fields and the service call information. Select the *Payables* button..

2. Complete the Payables Transaction Entry window. See the *Microsoft Dynamics GP Payables Management Manual* for detailed information on completing this window.

- Once you tab off the Voucher Number field in the Payables Transaction Entry window, the service call ID will automatically appear on the purchase distribution if the Service Call or Service Invoice window is open.
- You can also access the Payables Transaction Entry window through Microsoft Dynamics GP. However, if the Service Call or Service Invoice window is not open, you must manually select Service in the Product Indicator field and enter the service call ID in the Payables Transaction Entry Distribution window.

Step 2: Distribute the Payable

After completing the Payables Transaction Entry window, you can distribute the payable among Service Management service calls, Job Cost jobs, and Microsoft Dynamics GP transactions.

1. In the Payables Transaction Entry window, select the *Distributions* button to open the Payables Transaction Entry Distribution window. You must have a credit for the total amount of the transaction to accounts payable for the distribution type PAY.
2. Complete the following fields, as necessary.
   - **Company ID**
     If you marked the Intercompany checkbox in the Payables Transaction Entry window, you can enter a company ID. Changing the company ID will remove all service call information from the transaction.
   - **Product Indicator**
     Enter the product to which you want to distribute the payable amount. If the Service Call or Service Invoice window is open, Service will automatically appear; otherwise, Unbilled will appear. You cannot change the product indicator if a service call ID or job number has been assigned to the transaction. Fiscal periods, which must be open, are checked for both the origination and destination companies when you select Job Cost from the drop-down list. You can select Unbilled, Job Cost, or Service from the drop-down list.
   - **Job Number / Service Call ID**
     Enter a job number or service call ID if different than the current service call ID. If you haven't changed the company ID and if the Service Call or Service Invoice window is open, the service call ID will automatically appear; otherwise, the field will be blank. If you use the lookup, the Service Calls Open window or the Job Number Lookup window lists the calls or jobs for the selected company.
   - **Signature CC, Cost Category, Item Description/JC Cost Code, Cost Element, Debit / Credit, Originating Debit / Originating Credit**
     For Service transactions, enter a Cost Code and Cost Category 1, 2, 4, or 5. You can select the expansion button to open the Service Payables window, where you can edit the billing amount and enter other transaction information. The Item Description defaults from the Description in the Payables Transaction Entry window on new transactions. Subsequent edits to either description are not shared. For Job Cost transactions, enter a Cost Code and Cost Element. Once you enter a cost code, the general ledger posting account assigned to the cost code appears. The expense amount for the cost code in the Debit or

Originating Debit field appears as the default. If you enter a return or a credit memo, the amount appears in the Credit or Originating Credit field. You cannot enter cost element 1, Labor. The cost code displays automatically if you set up default Payables cost codes in Job Cost and assigned the cost code to the job by distribution type.

- **Account**
  Enter an account or accept the default account. The Account field depends on setup options; the setup options for the destination company will be used for intercompany transactions.
  - This field is not editable for Service transactions if the Use Service Debit Accounts for Microsoft Dynamics GP Costs checkbox is marked (Service Options).
  - This field is not editable for Job Cost transactions if the division is chosen in the Cost Code Debit Posting Accounts field (Posting Options).
  - This field is editable for Unbilled transactions. For Unbilled or Job Cost transactions, if the account has been set up to use MDA, you can select the account analysis button to verify the analysis codes to which the posting amount is to be allocated.
  - Service Management is not compatible with MDA. The account analysis button is disabled for Service transactions, and you will receive errors if you try to post Service transactions to accounts set up for MDA.
- **Distribution Type**
  For Job or Service transactions, you are not able to select CASH, PAY, or UNIT for non-intercompany transactions, and you are only able to select PURCH, FNCHG, FREIGHT, or MISC for intercompany transactions. For Unbilled transactions, you can select PURCH, FNCHG, FREIGHT, MISC, or UNIT.
- **Debit / Credit, Originating Debit / Originating Credit**
  Enter a debit or credit amount in either the Debit or Credit fields or the Originating Debit or Originating Credit fields.
- **Distribution Reference**
  Automatically entered as "Service," followed by the service call ID and cost code (e.g. Service 0408-0001 2) and "Job" followed by the job number and cost element (e.g., Job F&S-1001 2). These fields can be edited.
- **Quantity**
  If other than 1 or -1, enter a quantity. Returns and credit memos will have a quantity of -1.
- **Company ID**
  This field may have been disabled in setup. See Microsoft Dynamics GP documentation.

3. Select *OK* to close the window.

Step 3: Post the Transactions

1. Select *File > Print* in the Payables Transaction Entry window to print the edit lists before posting to verify the accuracy of the transactions you enter. If you identify errors, correct the errors and post. For more information on posting, see the *Microsoft Dynamics GP Payables Management Manual*. The amounts print in the functional currency.
2. Post the Payables Management batch in the originating company. When you batch post a Payables transaction with intercompany transactions, a Payables general ledger batch will be created in the originating company. If the Payables Management batch doesn't contain intercompany transactions, the Service Invoice and Job Status window will be updated.
3. Post the Payables general ledger batch in the originating company. After posting, the Service invoice, Job Cost job, and Microsoft Dynamics GP Receivables Management will be updated. The intercompany offset account will be used as the offset for intercompany transactions. Posting the Payables general ledger batch creates an intercompany general ledger batch in the destination company. The batch will be named using the next intercompany batch number ID.
4. Post the intercompany general ledger batch in the destination company. The batch will contain both Service and Job Cost transactions.

Step 4: Access the Transactions

Once the Payables general ledger batch is posted, you can access the transactions in the destination company in Service Management. They appear as manually added costs, or "+" button, transactions. They're opened by zooming on the cost categories in the Service Invoice window. See Entering Manually Added Transactions (page 317).

If a service call is closed in the destination company, you are still able to post intercompany transactions to the call. The service call will be updated with the posted transactions.

Once the Payables general ledger batch is posted, you can access the transactions in the destination company in the Job Status window. See *Viewing job status information* in the *Job Cost User Manual*.

> While intercompany transactions can be used with Job Cost subcontractors, information such as retention and master subcontractors will not be updated in the destination company.

See Editing Cost Transactions From Service Management (page 321).

Voiding a Payables Transaction

A Payables Management transaction (Transactions > Purchasing > Void Open Transactions) can only be voided if it is not on a closed service call or job, a service call with saved invoices, or invoiced on a Cost Plus job.

When you select an individual transaction that is associated with an unposted service call and select *Void*, you will receive an error message that indicates the transaction cannot be voided because a certain invoice number is unposted.

When you select *Mark All* to select all the transactions, and then select *Void*, only the invoices not associated with unposted service invoices will be voided.

> Transactions associated with unposted service invoices or closed service calls will not be voided.

Entering Payroll Transactions in Service Management

If you're using the Microsoft Dynamics GP Payroll module, you can enter payroll transactions using the *Payroll* button to access the Payroll Transaction Entry window from Service Management's Service Invoice window. Because information is shared between the modules, these transactions can be modified through Microsoft Dynamics GP or Service Management.

Before entering labor costs through Microsoft Dynamics GP, you'll need to set up labor rate schedules. You can also access the Payroll Transaction Entry window through Microsoft Dynamics GP. However, you must manually select Service in the Product field and enter the service call ID for the transaction to be reflected on the service invoice. Overtime and double-time functionality have no effect on Service Management and Job Cost payroll transactions.

- Entering a Payroll Transaction (page 312)
  - Step 1: Complete the Payroll Transaction Entry Window (page 312)
  - Step 2: Select to Show Detail and Complete Additional Fields (page 312)
  - Step 3: Post the Transaction (page 312)
- Voiding a Payroll Transaction (page 313)

Entering a Payroll Transaction

Entering a payroll transaction involves the following:

Step 1: Complete the Payroll Transaction Entry Window

1. Access the Payroll Transaction Entry window from one of the following paths:
    - From the Service Call History window:
        - Select *Cards* > *Service Management* > *Service Manager*. Select a customer and select the *History* indicator. In the Service Call Lookup by Customer window, double-click a call, select *Invoice*, and then select the *Payroll* button.
    - From the Service Call Status window:
        - Select *Cards* > *Service Management* > *Service Manager*. Select a customer and select the *History* indicator. In the Service Call Lookup by Customer window, double-click a call. From the Service Call window, select *Go To*, and select *Service Call Status*. Select the *Payroll* button.
        - From the main *Inquiry* navigation, select *Service Management*, and select *Service Call Status*. If you have the service call ID, you can enter that in the Service Call ID field and tab off to automatically populate the Customer ID and Location Address ID fields and the service call information. Select the *Payroll* button.
2. Complete the Payroll Transaction Entry window. See the *Microsoft Dynamics GP Payroll Manual* for information. To assign a transaction to a service call, you must select a transaction type of Pay Code and a pay code with a pay type of Hourly, Overtime, Double Time, Vacation, Sick, or Holiday.

Step 2: Select to Show Detail and Complete Additional Fields

1. From the View: Transactions drop-down list, select Show Detail to display additional fields.
   Shift premiums cannot be applied to Service Management transactions. You can apply a shift ID to the transaction, but it cannot have a premium. You can enter transactions directly in the scrolling window without expanding the Payroll Transaction Entry window if you accessed this window by clicking the Payroll button in the Service Invoice or Service Status Inquiry window. The Product field will default to Service, the Service Call ID field will default to the current service call, and the cost code will default to 6 (the first user-defined labor category).
2. Select Service from the drop-down list in the Product field. When the window is opened from Service Management, Service is the default entry.
3. If Service is in the Product field, the Service Call ID and Cost Code fields appear in the window. You must complete these fields.
4. Zoom on the Product field. The payroll transaction is saved, and the Service Payroll Entry window opens. In this window, you can edit the Cost Code, assign an Equipment ID to the transaction, edit the Billing Amount, and enter an Item Description and Notes. The date on the labor transaction comes from the Date From field in the Payroll Transaction Entry window.
5. After making edits, select *Save* and close the Service Payroll Entry window. You can move to the next transaction by choosing the *Next* button in the Payroll Transaction Entry window. Once a transaction is assigned to a service call and saved, you cannot change the Product field or Service Call ID field. You must delete the transaction and re-enter the information.

Step 3: Post the Transaction

1. To post a labor cost transaction that has been saved in a batch, select *Transactions* > *Payroll Build Checks* > *Select Batches*.
2. Mark the batches to be posted in the Status column and select *OK*. Choosing the *OK* button posts the batch to the general ledger. The batch cannot be changed once it is posted. If your labor rate groups are set up to

calculate overhead, a SERVICE OH general ledger batch will be created after building checks in Microsoft Dynamics GP. The general ledger batch must be posted.

Voiding a Payroll Transaction

A Payroll transaction *(Transactions > Payroll > Void Check)* can only be voided if it is not associated with an unposted service invoice.

- When you select an individual transaction that is associated with an unposted service call and select *Void*, you will receive an error message that indicates the transaction cannot be voided because a certain invoice number is unposted.
- When you select *Mark All* to select all the transactions, and then select *Void*, only the invoices not associated with unposted service invoices will be voided. Transactions associated with unposted service invoices will not be voided.

Entering Inventory Transactions in Service Management

When using the Inventory button in the Service Invoice or Service Call Status window, the type of transaction will vary depending on Service Management setup options. You can enter the inventory cost transaction using Sales Order Processing (SOP) or as an adjustment.

Entering Inventory Transactions Using SOP

You will need SOP registered for the integration to work. In addition, the Use Sales Order Processing option must be marked in the Invoice Options window (*Microsoft Dynamics GP > Tools > Setup > Service Management > Invoice Setup > Invoice Options*) and the Maintenance Options window (*Microsoft Dynamics GP > Tools > Setup > Service Management > Maintenance Setup > Maintenance Options*).

Entering inventory transactions using SOP involves the following:

- Step 1: Complete the sales transaction entry window
- Step 2: Enter user-defined information

Step 1: Complete the Sales Transaction Entry Window

1. Access the Sales Transaction Entry window from one of the following paths:
    - From the Service Call History window:
        - Select *Cards > Service Management > Service Manager*. Select a customer and select the *History* indicator. In the Service Call Lookup by Customer window, double-click a call, select *Invoice*, and then select the *Inventory* button.
    - From the Service Call Status window:
        - Select *Cards > Service Management > Service Manager*. Select a customer and select the *History* indicator. In the Service Call Lookup by Customer window, double-click a call. From the Service Call window, select Go To, and select *Service Call Status*. Select the *Inventory* button.
        - From the main *Inquiry* navigation, select *Service Management*, and select *Service Call Status*. If you have the service call ID, you can enter that in the Service Call ID field and tab off to automatically populate the Customer ID and Location Address ID fields and the service call information. Select the *Inventory* button.
2. The Sales Transaction Entry window opens. An association is made between the service call and the inventory transaction when you select the *Inventory* button. This link to the service call is broken after you save the window. If you want to enter multiple inventory transactions for this same service call, exit and re-enter the Sales Transaction Entry window before creating another entry, or use the *User-Defined* button to open the

window where you can enter the service call ID. This ensures the document is linked to the service call as an inventory transaction and does not result in the creation of an accounts receivables transaction.

3. Complete the Sales Transaction Entry window. See the *Microsoft Dynamics GP Sales Order Processing Manual* for information.
   The Customer ID and Customer Name fields default from the Service Invoice window.
   - If you want to change the customer ID, you must delete the sales transaction and enter a new one.
   - If you select a document type of Quote, the transaction will not appear on the service invoice, although the information is saved in Microsoft Dynamics GP and is available when you transfer the quote.
   - Order, invoice, returns, and back order amounts saved in Microsoft Dynamics GP appear in the Materials cost category on the service invoice, with costs appearing in the Actual Cost column.
   - You can post individual transactions from Microsoft Dynamics GP or post the invoice from Service Management.
   - SOP invoices must be posted from Microsoft Dynamics GP. Price matrices are not used when calculating billing amounts for inventory items. The billing amount comes from Microsoft Dynamics GP price levels.
   - Trade discount, freight, miscellaneous, and tax amounts are not included with the service invoice amount when entering transactions through SOP.

You cannot mark the individual sales order or quote document as repeating in the Sales Document Detail Entry window (*Transactions > Sales Trx Entry > Document No. field expansion button*). Also, you cannot assign an SOP transaction to a service call or job using the User-Defined Field Entry window if the individual SOP sales order or quote document is marked as repeating.

Step 2: Enter User-Defined Information

- In the Sales Transaction Entry window, select *User-Defined*. The Sales User-Defined Fields Entry window opens. See the *Microsoft Dynamics GP Sales Order Processing Manual* for information on completing the window.
- The Type field is disabled with the Service Management radio button selected and the service call ID entered. You can change the service call ID using the lookup window. However, if you delete the service call ID and leave the window, the service call ID will not default if you reopen the window. You don't have to open this window before saving the sales transaction. You are not able to mark the individual sales order or quote document as repeating in the Sales Document Detail Entry window (*Transactions > Sales Trx Entry > Document No. field expansion button*). Also, you cannot assign a SOP transaction to a service call or job using the User-Defined Field Entry window if the individual SOP sales order or quote document is marked as repeating.

If you delete a transaction, the associated materials costs will be removed in the Service Management Invoicing module. See Editing Cost Transactions From Service Management (page 321).

Entering Inventory Transactions as Adjustments

If you're using the Inventory module and don't have SOP registered, you can enter inventory transactions as adjustments. Due to complete integration with Microsoft Dynamics GP inventory transactions can be modified through Service Management or Microsoft Dynamics GP.

Inventory transactions will be reflected only in the second cost code on the Service Invoice.

You can also access the Item Transaction Entry window through Microsoft Dynamics GP. However, you must manually select the Service Management radio button in the Trx Type field and enter the service call ID for the transaction to be reflected on the service invoice.

> ⚠ An alternate Inventory Adjustments Edit List report is available that includes the service call and/or job and cost code. View a sample report by going to Inventory Adjustments Edit List[33] in the Reports guide.

Entering an inventory transaction as an adjustment involves the following:

- Step 1: Complete the Item Transaction Entry window.
- Step 2: Complete the Signature fields.
- Step 3: Save or post the transaction.

Step 1: Complete the Item Transaction Entry Window

1. Access the Sales Transaction Entry window from one of the following paths:
    - From the Service Call History window:
        - Select *Cards* > *Service Management* > *Service Manager*. Select a customer and select the *History* indicator. Double-click a call, select *Invoice*, and then select the *Inventory* button.
    - From the Service Call Status window:
        - Select *Cards* > *Service Management* > *Service Manager*. Select a customer and select the *History* indicator. Double-click a call. From the Service Call window, select Go To, and select *Service Call Status*. The Customer ID, Location Address ID, and Service Call ID fields are automatically populated from the service call and the service call information. Select the *Inventory* button.
        - From the main *Inquiry* navigation, select *Service Management*, and select *Service Call Status*. If you have the service call ID, you can enter that in the Service Call ID field and tab off to automatically populate the Customer ID and Location Address ID fields and the service call information. Select the *Inventory* button.
2. Complete the Item Transaction Entry window. See the *Microsoft Dynamics GP Inventory Control Manual* for information.

> ⚠ When using the Copy button in the Item Maintenance window, the equipment type will not be copied to the new item.

Step 2: Complete the Signature Fields

1. Select the transaction type. If you are using both Service Management and Job Cost, you can apply the inventory transaction to a service call or a job using the Trx Type field. The Service Management radio button is marked by default and the service call ID appears in the Job Number field. If you select the Job Cost radio button, use the lookup to select a job. The Inventory Transactions window opens for you to enter a cost code. See Entering inventory transactions in the *Job Cost User Manual*.
2. Edit the billing amount. With the Job Number field complete, you can select the expansion button to open the Service Costs - Inventory window. The billing amount fills in for you based on the price matrix selected for the location. You can use the lookup button in the Equipment field to attach the inventory item to a piece of equipment. Save the record and close the Service Costs - Inventory window to return to the Item Transaction Entry window.

---

33. https://wennsoft.atlassian.net/wiki/spaces/sig2026/pages/1620322739/Inventory+Adjustments+Edit+List

Step 3: Save or Post the Transaction

Select to save or post the transaction in the Item Transaction Entry window. Select *Save* to save the inventory transaction to a batch. Select *Post* to immediately post the inventory transaction through Microsoft Dynamics GP. See Editing Cost Transactions From Service Management (page 321).

Processing Inventory and Non-Inventory Items Entered by Technicians

When inventory or non-inventory items are consumed on a service call, the technician can enter information, such as pricing, directly on the MobileTech device (laptop or pocket PC). When a service call is completed, the updated information is sent back to the host and the appropriate transactions can be created.

For SOP and inventory transactions, the transaction quantity is used instead of quantity shortages. The Adjustment Overrides checkbox must be selected in the Inventory Control Setup window (*Microsoft Dynamics GP > Tools > Setup > Inventory > Inventory Control*).

> ⚠ Some inventory types, such as Kit, Misc Charges, Services, and Flat Fee, will not be processed in the Mobile Inventory window.

Processing Inventory and Non-Inventory Transactions

Process inventory and non-inventory items that were entered by a MobileTech technician. The appropriate transactions will be created.

1. Select *Inquiry >Service Management >Mobile Inventory Inquiry*. The Mobile Inventory window opens.
2. Select *Process* to begin processing transactions. You cannot process one item or part at a time; you can only process all the transactions at once. The item or part numbers that were entered by the MobileTech technician in the process of completing a service call appear in the window. To delete a record, select the item or part and select *Delete*.
3. When you have finished, close the window.

After Processing Item Transactions

The type of transaction(s) that are created depends on whether you have selected the Use Sales Order Processing for Inventory option in the Invoice Options window (*Microsoft Dynamics GP > Tools > Setup > Service Management > Invoice Setup > Invoice Options*) and whether the part used is an inventory item.

Transactions that are processed successfully are removed from the Mobile Inventory window. To print a report that shows transactions that are not processed successfully, select *Print* in the Mobile Inventory window.

- **If you are using SOP for Inventory**
  If you have selected the Use Sales Order Processing for Inventory Items option in the Invoice Options window (*Microsoft Dynamics GP > Tools > Setup >Service Management >Invoice Setup > Invoice Options)*, then an SOP transaction is created. In addition, a new batch is created with the name of MOBILE<transaction date>, for example, MOBILE070602 for June, 2007.
- **If you are NOT using SOP for Inventory**
  If you have not selected the Use Sales Order Processing for Inventory Items option in the Invoice Options window (*Microsoft Dynamics GP > Tools > Setup >Service Management >Invoice Setup > Invoice Options)*, and the item is a serialized or non-serialized inventory item, then an item transaction is created. In addition, a new batch is created with the name of MOBILE<transaction date>, for example, MOBILE070602 for June 2, 2007.

- **If the item is a non-inventory item**
  If the item is not an inventory item, a GL transaction is created. In addition, a new batch is created with the name of MOBILE<transaction date>, for example, MOBILE070602 for June 2, 2007.
- **If you are using SOP Invoicing**
  If you are using SOP Invoicing in Signature Service Management, a non-inventory line item is added to the primary SOP document with a $0.00 price, even if a price was entered by the technician. In addition, the document will be placed on Hold. Therefore, you must enter a price, make other changes, as needed, and then post the document.

Entering Manually Added Transactions

Another way to enter costs on a service invoice is by using the Plus + buttons attached to each of the five cost categories. The Plus + buttons are used to enter manually added costs. Examples of manual costs are items not in inventory or not purchased as a payable item, or a salaried employee doing hourly work on a service call. These are costs you have incurred completing the service work that you want to be reflected on the customer's invoice.

> ⚠ If you use COGS, the manual accounts must match the normal accounts.

You could also use the Plus + button to add costs if you do not have the Microsoft Dynamics GP Accounts Payable, Payroll, or Inventory modules.

Manual cost transactions are not posted to a subsidiary ledger (including Accounts Payable, Payroll, or Inventory). These cost transactions will post to the service call record and directly to Microsoft Dynamics GP General Ledger.

Because the procedure for entering costs in the equipment, material, subcontractors, and other cost categories is similar, we address them below.

The debit and credit accounts selected during the Service Management invoice accounts setup process for these cost categories will be used to create a general journal transaction in Microsoft Dynamics GP General Ledger.

The Billable and Taxable checkboxes default to marked, except for MC and MCC call types. Once you post the transaction, you can edit the Billing Amount, however, the checkbox cannot be marked.

Entering Manually Added Non-Labor Transactions

Selecting the Plus + button attached to the equipment, material, subcontractor, or other category opens the Added Costs window. Choosing this button creates a general ledger entry for the cost portion of the transaction, provided you're using General Ledger. If you're not, no accounting audit trail is created.

If you do not have the Microsoft Dynamics GP General Ledger module registered or if you chose to disable the *Post* button during the Invoice module setup process, the *Post* button at the top of the Added Costs window will be disabled.

The same Added Costs window is used when entering costs in cost categories 1, 2, 4, or 5. The Added Costs window for the third cost category has different fields.

The top section of the Added Costs window lists the service call number, location name, source document, and cost code, all in disabled fields. You can review the price matrix selected for the customer's location by selecting the expansion button attached to the Price Matrix field.

1. Access the Added Costs window from one of the following paths:
   - From the Service Call History window:
     - Select *Cards* > *Service Management* > *Service Manager*. Select a customer and select the *History* indicator. Double-click a call, select *Invoice*.
   - From the Service Call Status window:

    - Select *Cards* > *Service Management* > *Service Manager*. Select a customer and select the *History* indicator. Double-click a call. From the Service Call window, select *Go To*, and select *Service Call Status*.
    - From the main *Inquiry* navigation, select *Service Management*, and select *Service Call Status*. If you have the service call ID, you can enter that in the Service Call ID field and tab off to automatically populate the Customer ID and Location Address ID fields and the service call information.
2. Select a Plus + button in a cost category other than Labor. The Added Costs window opens.
3. Complete the remaining fields, as necessary.
    - **GL Batch ID, Date**
      The batch ID you selected in the Service Invoice window and the system date default. A batch ID is not needed if you want to post the transaction immediately.
    - **Vendor, Quantity**
      Use the lookup to select a vendor name. The billing amount is divided by the quantity to determine the unit price. The Quantity field isn't available for the fourth cost category.
    - **Extended Cost Amount**
      Reflects your company's cost for the transaction. You could enter a negative amount to record a credit. If you are adding a cost in the fourth cost category, you will be able to apply a markup percentage to the amount. For instance, since we labeled our fourth category Subcontractors, we could mark up all our subcontractors' costs by a flat percentage.
    - **Billing Amount**
      Calculated based on the pricing matrix chosen for this location. This amount can be edited. If you entered a negative extended cost amount, $0.00 defaults; you must manually enter the negative amount in this field.
    - **Equipment ID**
      You may wish to identify an equipment record with a cost transaction to establish a cost history for that piece of equipment.
    - **Item Description, Unit of Measure, Item Number**
      The description appears in the Description field in the Costs window. The Unit of Measure and Item Number fields aren't available when entering costs in the fourth cost category.
    - **Notes**
      You can enter extensive notes in the scrolling window.
4. When you are finished entering data in the Added Costs window, select *Save*. You can select *Post* to post the transaction to Microsoft Dynamics GP General Ledger. We recommend batch posting instead of real-time posting. See Editing Cost Transactions From Service Management (page 321).

Entering Manually Added Labor Transactions

When creating an invoice, a transaction for a salaried employee may need to be entered in Service Management but not in the Microsoft Dynamics GP Payroll module. The salaried employee may be a supervisor who worked a few hours helping a technician dispatched to a service call. This type of transaction can be entered manually in the Service Invoice window without being entered in Payroll.

Choosing the Plus + button in the Labor, or third, cost category opens the Added Costs window. Choosing this button creates a general ledger entry if you are using Microsoft Dynamics GP General Ledger. If you are not, no accounting audit trail is created for the cost portion of the transaction.
The top section of the Added Costs window lists the service call number, location name, and source document all in disabled fields. The labor rate group is also listed with an expansion button to allow you to review the labor rate selected for the customer's location.

1. Access the Added Costs window from one of the following paths:
    - From the Service Call History window:
        - Select *Cards* > *Service Management* > *Service Manager*. Select a customer and select the *History* indicator. Double-click a call, select *Invoice*.

- From the Service Call Status window:
    - Select *Cards* > *Service Management* > *Service Manager*. Select a customer and select the *History* indicator. Double-click a call. From the Service Call window, select *Go To*, and select *Service Call Status*.
    - From the main *Inquiry* navigation, select *Service Management*, and select *Service Call Status*. If you have the service call ID, you can enter that in the Service Call ID field and tab off to automatically populate the Customer ID and Location Address ID fields and the service call information.

2. Select the Plus + button in the Labor cost category. To add a labor cost transaction for an employee, the employee must be set up in Service Management and Microsoft Dynamics GP with the employee's position and pay code in Microsoft Dynamics GP corresponding to the labor rate's job title and pay code in Service Management.
3. Complete the following fields, as necessary.
    - **GL Batch ID**
      The batch ID you selected in the Service Invoice window defaults.
    - **Cost Code**
      View/edit the cost code. Cost code 6 defaults. Cost categories 6 through 10 are labor subcategories; you can select cost codes 6 through 10 using the browse buttons or the lookup window. The total of these amounts is added and reflected in the third cost category.
    - **Equipment ID**
      You may wish to identify an equipment record with a cost transaction to establish a cost history for that piece of equipment.
    - **Employee ID**
      Identifies the employee, as set up in the Employee Maintenance window.
    - **Job Title**
      Once an employee ID is selected, the employee's current job title fills in. The job title was selected upon creating the employee record in the Microsoft Dynamics GP Employee Maintenance window.
    - **Date**
      The system date defaults.
    - **Pay Code**
      Enter the pay code for the labor transaction or select one from the attached lookup window. The Employee Pay Codes lookup window contains the employee ID and displays the pay codes set up for the specific employee ID during the employee setup process.
    - **Hours, Cost Per Hour**
      Enter the number of hours. If you chose to display the pay rate for your technician's labor during the Invoice module setup process, the Cost Per Hour field will show the current pay rate for the technician's labor established in the Employee Maintenance window.
    - **Extended Cost + Overhead**
      If you chose to display the pay rate for your technician's labor, the Extended Cost + Overhead field will show the total cost of the employee's labor using your entries in the Hours and Cost Per Hour fields. The calculation of these two fields enters automatically in the Extended Cost + Overhead field:
        - The Extended Cost is the pay rate multiplied by the number of hours.
        - The Overhead amount is based on the labor rate group set up for the location.
    - **Billing Amount**
      The labor rate schedule selected for the customer's location will calculate this amount, which you can edit if necessary.
    - **Item Description, Notes**
      The description will appear in the Description field in the Costs window. You can enter extensive notes in the Notes scrolling window.

After the transaction is entered in the Added Costs window, it can be saved, deleted, or posted. The *Save* button saves the transaction in Service Management and in the General Ledger transaction work file. The *Post* button immediately posts the transaction to the general ledger with or without a GL batch ID and returns you to the Service Invoice window. Closing the Added Costs window returns you to the Service Invoice window and updates the transaction totals in the

Cost and Billable fields. You may need to select the *Redisplay* button to update the totals. See Editing Cost Transactions From Service Management (page 321).

Entering Travel Transactions

Service Management allows you to charge customers for travel expenses. Travel cost transactions appear in the Other cost category in the Service Invoice window.

1. Access the Added Costs window from one of the following paths:
    - From the Service Call History window:
        - Select *Cards* > *Service Management* > *Service Manager*. Select a customer and select the *History* indicator. Double-click a call, select *Invoice*.
    - From the Service Call Status window:
        - Select *Cards* > *Service Management* > *Service Manager*. Select a customer and select the *History* indicator. Double-click a call. From the Service Call window, select *Go To*, and select *Service Call Status*.
        - From the main *Inquiry* navigation, select *Service Management*, and select *Service Call Status*. If you have the service call ID, you can enter that in the Service Call ID field and tab off to automatically populate the Customer ID and Location Address ID fields and the service call information.
2. Select *Travel*. A travel charge is not automatically added to each invoice. You must open the Travel window and save the travel cost transaction before it can be included on an invoice.
3. Complete the following fields, as necessary.
    - **GL Batch ID**
      Defaults from the batch ID in the Service Invoice window, if you entered one.
    - **Equipment ID**
      You may wish to identify an equipment record with a cost transaction to establish a cost history for that piece of equipment.
    - **Date**
      The system date defaults.
    - **Transaction Description**
      If you entered a transaction description during setup, it will default. See Setting Up Travel Costs (page 288).
    - **Travel Units**
      If you entered a travel unit description during setup, the field below the Transaction Description field will be labeled as such.
    - **Cost Rate**
      Reflects the expenses that your company incurs on a per-travel unit basis to operate a vehicle. This rate could reflect depreciation expenses, maintenance expenses, leasing costs, and insurance costs per mile for the vehicle. Defaults from the cost rate you chose during setup if you entered one.
    - **Billing Rate**
      The rate you charge the customer to cover your cost rate. Usually, customers are charged a billing rate per mile to cover their operating and maintenance expenses. Defaults from the billing rate you chose during setup if you entered one.
    - **Cost Amount**
      Calculated for you, using the number of travel units and the cost rate.
    - **Billing Amount**
      Calculated for you using the number of travel units and the billing rate. You can override either amount, if necessary. If the billing amount is less than the minimum charge that was entered in the Travel Setup window, you will receive a message alerting you to this, and the minimum charge will default to the Billing Amount field.
4. Save or post the transaction. Select *Save* to save the transaction in Service Management and in the general ledger. Select *Post* to immediately posts the transaction to the general ledger with or without a batch ID. Saving or posting a transaction adds it to the Costs scrolling window.

Closing the Travel window returns you to the Service Invoice window and enters the travel cost totals in the Cost and Billable Other fields. See Editing Cost Transactions From Service Management (page 321).

Directly Accessing the Added Costs Window

For quicker data entry, you can directly access the Added Costs windows. You can add costs to different jobs and in different cost categories all from the Service Invoice Added Cost Entry window.

> ⚠ This feature is not available if you are using SOP invoicing in Service Management.

To access the Added Costs window:

1. Select *Transactions* > *Service Management* > *Added Cost Entry*.
2. Use the lookup window to select an existing Service Call ID.
3. Use the lookup window to select the Cost Code for the added costs. You can select any cost category except the third, Labor. For labor transactions, use the Labor subcategories 6 through 10, the total of which appears in the third cost category.
4. Click *Select* to open the Added Costs window.
5. Complete the Added Costs window as usual. See Entering Manually Added Transactions (page 317).
6. Save or post the transaction. You can now select another call and repeat the procedure.

Editing Cost Transactions From Service Management

You can edit all cost transactions from the Service Invoice window. You may need to select *Redisplay* in the Service Invoice window to update the displayed totals after editing the costs. If a mistake was made when entering a cost, the original entry can be deleted if it has not yet been posted by choosing Delete.

1. Access the Costs or Labor Costs window from one of the following paths:
    - From the Service Call History window:
        - Select *Cards* > *Service Management* > *Service Manager*. Select a customer and select the *History* indicator. Double-click a call and select the *Purchase Order* button.
    - From the Service Call Status window:
        - Select *Cards* > *Service Management* > *Service Manager*. Select a customer and select the *History* indicator. Double-click a call. From the Service Call window, select *Go To*, and select *Service Call Status*. Select the *Purchase Order* button.
        - From the main *Inquiry* navigation, select Service Management, and select *Service Call Status*. If you have the service call ID, you can enter that in the Service Call ID field and tab off to automatically populate the Customer ID and Location Address ID fields and the service call information. Select the *Purchase Order* button.
2. Zoom on a cost category.
3. In the Costs or Labor Costs window, double-click a transaction to open the Adjustment to Costs window. If a cost originated in Microsoft Dynamics GP, you can select a line item in the Costs window and zoom on the Reference Number field to open the Microsoft Dynamics GP transaction entry window.
4. Edit the Billing Amount, Equipment ID, and Item Description fields as necessary. The Equipment ID field is not available for labor transactions. The Billable and Taxable checkboxes cannot be edited after the cost transaction has been posted. You can, however, enter a billable amount at this time. The taxable amount cannot be edited.
5. Select *Save*.

Viewing Service Call Costs

The Service Invoice and Service Call Status windows display unposted cost category totals as well as a total of all unposted costs. Additionally, you can zoom to view individual transactions for unposted costs, actual costs, and committed costs totals and further to view the transactions that make up the costs for each cost category.

If you are creating invoices using the Service Batch Invoicing (page 339) window, and need to see the unposted costs, access the Service Invoice window but do not select an existing invoice. Instead from the Invoice Inquiry lookup window that displays, select Service Invoice.

Viewing Unposted and/or Committed Cost Transactions

Use the Costs inquiry window to display unposted costs, committed costs, or both unposted and committed costs, depending on the display option you select.

You can access this window three ways from the Service Invoice window. The information displayed depends upon how you open the inquiry window. The view can be changed at any time.

- Select the **Unposted Cost** button.
- Select the **Unposted Costs** column header.
- Select the **Committed Costs** column header.

Known Issue: SOP Returns are not included in the Unposted Costs column.

Viewing Actual Cost Transactions

The Cost inquiry window displays the actual costs for all cost categories except Labor, or you can select specific cost categories to display.

You can access the Cost Inquiry window from the Service Invoice or Service Call Status window two ways:

- Choosing the **Actual Costs** header. The window defaults to display the total posted costs for equipment, materials, subcontractor, and other.
- Choosing the **Equipment**, **Materials**, **Subcontractor**, or **Other** row header. The window defaults to display the actual cost for the selected category.

Regardless of the default display, you can change the view by choosing one or more categories to display as well as if you want to display all, committed, or posted costs.

To view Labor transaction details, select the Labor row header to display the Labor Costs inquiry window.

Using the Service Call Costs Window

You can view current unposted, committed, and actual costs and anticipated billable information in the Service Call Costs window. Margin information is shown; however, tax information is not included. This window also provides zoom capability for each cost category and cost type.

Notes:

- This window cannot be accessed:

- If the service call has an invoice or credit memo saved to a batch. In the event that the user opens the window and another saves an invoice or credit memo to a batch, a message displays indicating that the service call cannot be accessed or that the Recalculate Billing Rates window cannot be accessed.
- If you are using SOP Invoicing.

- This window is primarily used for OPEN service calls. While you can use this to view closed service calls, you will only see:
  - Committed costs: The call was invoiced or closed with committed or saved purchase orders.
  - Unposted costs: Unposted costs that exist on the call even though the call is closed.

Access the Service Call Costs window

Access the Service Call Costs window from the:

- **Service Call window**: Select the *Call Costs* button in the ribbon.
- **Service Manager window**:
  - Select the customer and location. Right-click on a service call in the scrolling window and select *View Service Call Costs*.
  - Select the customer and location. Select the *History* icon. In the Service Call Lookup by Customer window, right-click on a service call in the scrolling window, and select *View Service Call Costs*.

Viewing Service Call and Cost Information

1. In the Service Call Costs window, the following service call information is automatically populated:
   - Customer ID
   - Location Address ID
   - Service Call ID
   - Service Call Note
   - Date
   - Description
   - Description Note
   - Problem Type
   - Call Type
   - Division
   - Contract Number
   - Call Status
2. The cost and billing information section displays the following information:
   - **Unposted Costs**
     To view all unposted cost transactions for the service call, zoom on the Unposted Costs column header. This included unposted purchase orders, which is a saved purchase order that isn't committed. Tax amounts and landed costs are not included in the Unposted Costs column.
   - **Committed Costs**
     To view all committed cost transactions for the service call, zoom on the Committed Costs column header. Open purchase order amounts are displayed in this column. In the Unposted Costs window, committed purchase order cost amounts only display the purchase order received costs in the Cost column.
   - **Actual Costs**
     To view all actual cost transactions for the service call, zoom on the Actual Costs column header.

- **Anticipated Billable**
  This amount does not include any tax information.
- **Anticipated Percent Markup**
  Subtotal Anticipated Billable - Total Anticipated Cost

3. Select the **Equipment**, **Materials**, **Subcontractor**, or **Other** row header to view all costs for the service call for that category.
4. Select the **Labor** row header to view all Labor transactions for the service call.

> If you have the Service Call window open, you can update the Service Call Costs window by using the scroll buttons on the Service Call window to scroll to a different service call.

Enter Manually Added Cost Transactions

In the Service Call Costs window, you can add costs by using the **+** button to the right of each cost category to access the Added Costs window. See Entering Manually Added Transactions (page 317). If you use COGS, the manual accounts must match the normal accounts.

View Individual Cost Transactions

Use the zoom feature to view individual transactions for unposted costs, actual costs, and committed costs totals and to view the transactions that make up the costs for each cost category. For more information, see Viewing Service Call Costs (page 322).

View Billing Rates

In the Service Call Costs window, select *Billing Rates* from the ribbon navigation to open the Recalculate Billing Rates window. Billing rates and pricing markups can be assigned and calculated as the costs are accumulated. Labor transactions default to the labor billing rates. Material and other costs default to the price markup matrices defined for each customer location.

Enter Additional Transactions

- **Purchase Order**: Select to open the Purchase Order Entry window to create a purchase order for the service call. See Using Purchase Order Processing (page 333).
- **PO Receive**: Select to open the Receivings Transaction Entry window to receive inventory against the purchase order. See Using Purchase Order Processing (page 333).
- **Payables**: Select to open the Payables Transaction Entry window to enter purchase transactions. Entering Payables Transactions in Service Management (page 308).
- **Payroll**: Select to open the Payroll Transaction Entry window to enter payroll transactions. See Entering Payroll Transactions in Service Management (page 311).
- **Inventory**: Select to open the Sales Transaction Entry window. When using the Inventory button, the type of transaction will vary depending on Service Management setup options. You can enter the inventory cost transaction using Sales Order Processing (SOP) or as an adjustment. See Entering Inventory Transactions in Service Management (page 313).
- **Travel**: Select to open the Travel window to enter travel transactions. See Entering Manually Added Travel Transactions (page 320).
- **Journal Entry**: Select to open the Signature Transaction Entry window to enter GL transactions for service calls. These features are available only if you use Service Invoicing, not SOP Invoicing. Entering Signature GL Transactions (page 149)

- **Unposted Costs**: Select to open the Unposted Costs inquiry window to display unposted costs. See Viewing Service Call Costs (page 322).

Viewing the Service Call Status Window

The Service Call Status window allows you to view unposted, committed, actual costs, and anticipated billable information. The costs displayed are all costs for the service call, not for a specific invoice. Margin information is also displayed, although tax information is not included. The Service Call Status window also provides zoom capability to the cost categories and cost types for the service call.

1. To access the Service Call Status window, go to *Inquiry* > *Signature Service Management* > *Service Call Status*.
2. Enter the following information:
   - Customer ID
   - Location Address ID
   - Service Call ID
   - Use the blue arrow Go to button to open the Service Call Inquiry window. This information displayed in this window can be sorted by choosing any of the column headers. For example, by service call ID or technician.
3. The following service call general information displays:
   - Date
   - Description
   - Problem Type
   - Call Type
   - Call Status
   - Division
   - Priority
   - Contract Number
4. The cost and billing information section displays the following information:
   - **Unposted Costs**
     To view all unposted cost transactions for the service call, zoom on the Unposted Costs column header.
   - **Committed Costs**
     To view all committed cost transactions for the service call, zoom on the Committed Costs column header.
   - **Actual Costs**
     To view all actual cost transactions for the service call, zoom on the Actual Costs column header.
   - **Anticipated Billable**
     This amount does not include any tax information.
   - **Anticipated Percent Markup**
     Subtotal Anticipated Billable - Total Anticipated Cost
5. Select the **Equipment**, **Materials**, **Subcontractor**, or **Other** row header to view all costs for the service call for that category. To view the costs for a specific invoice, highlight the invoice and then use the zoom.
6. Select the **Labor** row header to view all Labor transactions for the service call. To view the transactions for a specific invoice, highlight the invoice and then use the zoom.
7. Select the *Invoices* button to open the Invoice Inquiry window that displays all posted or saved to batch invoices associated with the service call.

> ⚠ If you also have the Service Invoice window open and have not saved that invoice, should you select to open that invoice in Service Call Status window, the invoice will display as blank.

Printing the SRS Service Call Status Report

The SRS Service Call Status report includes a summary of the Service Call Status window. To print the report, select *Print*.

Restrictions for Field Invoices Created in MobileTech

Field invoices created in MobileTech have the following restrictions in Service Management:

- Regardless of unposted costs setup options in Invoice Setup, if a field invoice is created in MobileTech, all unposted costs associated with the MobileTech invoice must be posted before the invoice, or the batch containing the invoice, can be posted.
- Field invoices cannot be:
    - Deleted or voided.
    - Edited, including from the Receivables Management batch.
- Adjustments such as credit memos, amount changes that constitute adjusting entries, etc., must be made manually using separate transactions.
- Costs associated with a field invoice:
    - Cannot be deleted.
    - Should not be edited. Regardless of a cost edit, billing amounts will not be updated. Editing costs associated with a field invoice may result in inaccurate accounting entries.
- The service call ID cannot be changed or removed from any unposted cost transaction that has an associated field invoice number.

Recording Payments Using the On Account Feature

The On Account field in the Service Invoice window shows the amount the customer currently owes on the invoice. You can record manual payments or payments received at the time of the service call in this field. You can record multiple payments by increasing the appropriate field amount. That is, if you receive a second cash payment of $50 and the first cash receipt was $100, you would increase the Cash field by $50, making the total $150. A Payment field appears on all eight default invoice styles to reflect payments.

1. Select *Cards > Service Management > Service Manager*.
2. Select a customer and select the *History* indicator.
3. Double-click a service call and select *Invoice*.
4. Select the expansion button in the **On Account** field.
5. Enter the amount in either the **Cash**, **Check**, or **Credit Card** field. A corresponding entry window opens, allowing you to enter additional information.
6. Complete the entry window.
7. Select *Save*.

Printing and Posting Invoices

Printing Invoices

Once all costs have been added to an invoice, you can print the invoice. Invoices can be printed individually or by batch. For information on batch printing invoices, see Batch Printing Invoices and Credit Memos (page 327).

1. Select *Cards > Service Management > Service Manager*.

2. Select a customer and select the *History* indicator.
3. Double-click a call.
4. Select *Invoice*.
5. Select *Print* and select an invoice format.
6. Select a print destination and select *OK*. There are eight modifiable invoice formats. The credit memo format is modifiable and is used when printing credit memos. The GST invoice format is used with GST.
    - **Invoice 1**
      Only cost fields with costs entered are shown.
    - **Invoice 2**
      This invoice is similar to the first format except the itemized costs are double-spaced.
    - **Invoice 3**
      The invoice description is printed below the "Description of Work Done" subtitle. If the Signature Multicurrency Management module is registered, invoice 3 is modified to print the originating amounts if your transaction is in the originating currency. If your transaction is in the functional currency, invoice 3 will print the functional amounts. See Multicurrency Management (page 269).
    - **Invoice 4**
      This is a two-page invoice. The invoice description is printed below the "Description" subtitle. If no cost was added for a cost category, $0.00 is listed. The second page lists the tax detail for each cost category, the total tax, and total invoice amount If the Signature Multicurrency Management module is registered, invoice 4 is modified to print the originating amounts if your transaction is in the originating currency. If your transaction is in the functional currency, invoice 4 will print the functional amounts. See Multicurrency Management (page 269).
    - **Invoice 5**
      The invoice description prints in the center of the invoice. Below the description are the cost totals without descriptions for equipment, material, labor, subcontractor, and other costs. If no cost was added for a cost category, $0.00 is listed for that category. The comments are double-spaced below the total sales tax and invoice total.
    - **Invoice 6**
      The invoice description prints in the center of the invoice. Below the description are the cost totals without descriptions for equipment, material, labor, subcontractor, and other costs. If no cost was added for a cost category, $0.00 is listed for that category. The comments are double-spaced below the total sales tax and invoice total.
    - **Invoice 7**
      This invoice format omits the individual cost totals and prints just the total sales tax and total invoice amounts.
    - **Invoice 8**
      This invoice style subtotals on cost codes. Labor also subtotals by job title and pay code.

Batch Printing Invoices and Credit Memos

You can batch print service call invoices and credit memos through the Receivables Batch Entry window.

1. Select *Transactions > Sales > Receivables Batches*.
2. Enter a batch in the **Batch ID** field.
3. Select *Signature Print > SMS Invoice Reports* and select one of the eight invoice formats, the credit memo format, or the GST invoice format. The eight invoice names were entered in the Invoice Name Setup window *(Microsoft Dynamics GP > Tools > Setup > Service Management > Invoice Setup > Invoice)*.

⚠ Invoice 3 and 4 will not print multicurrency amounts when batch printing.

Posting Invoices

You can post the invoice from the Service Invoice window or from Microsoft Dynamics GP using series or master posting routines.

> ⚠ No unposted costs are invoiced, regardless of the unposted cost setting in the Invoice Options window.

Posting From Service Management

If you haven't saved the service invoice to a receivables batch, you can post the invoice from the Service Invoice window after you have entered all cost transactions. The Service Invoice window can save more than one invoice for a call. For more functionality and flexibility with which costs are being invoiced, we recommend using the Service Batch Invoicing window if you plan to use multiple invoices for the service call.

- Unposted costs are displayed in the Service Invoice window. If you have multiple users entering costs for a single service call, or as you save or post additional costs, you may need to select the *Redisplay* button to refresh the window to update the costs displayed.
- If the setup option is set to not allow posting invoices with unposted costs, and you have unposted costs on the service call, you can save the invoice, but when you attempt to post the invoice, you will receive a message indicating the invoice cannot be posted.
- If unbilled costs (committed or posted) are entered on a call when the invoice has already been saved, when opening the Invoice Entry window, a message will display that asks if you want to include the additional costs. Choosing *Yes* will include the additional costs, choosing *No* will not include the costs. To display the message again once the window is open, select the *Redisplay* button.
- No unposted costs are invoiced, regardless of the unposted cost setting in Invoice Options. For more information about invoicing cost options, see Choosing Invoice Options (page 285).
- If you have a need to create multiple invoices per service call, or you would like to be selective about which actual costs you are invoicing at what time, we recommend that you use the Service Batch Invoicing window for invoicing the service call. For more information, see Service Batch Invoicing (page 339).

To post a single invoice from Service Invoice:

1. Select *Cards* > *Service Management* > *Service Manager*.
2. Select a customer and select the History indicator.
3. Double-click a call and select **Invoice**.
4. Select *Open* or *Complete* for the call status.
5. You can invoice when the service call status is *open* or *complete*. The call status is no longer required to be *complete* to invoice. If all costs are posted, but not all costs are billed, you can *complete* Single invoice posting from the Service Invoice window.
6. When you change the call status to *Complete*, you may be required, depending on setup options, to change the status of any open appointments to Complete. If you do not have the **Require Appointment Closure** option marked in the Setup Options window, you can change the call status to *Complete* from the Service Invoice window. You won't receive a message stating that there are open appointments associated with the call. The open appointments remain open after the invoice is posted and the service call is closed.
7. Enter a **Completion Date**. The system date defaults.
8. Select *Print* and then select an invoice format.
9. Select *Post*.

When you have posted successfully, a "P" appears next to the Invoice Number field in the Service Invoice window, and the Call Status field in the Service Call window is automatically changed to Closed, provided no unposted costs remain. To view posted service invoices, select the expansion button in the Invoice Number field. Posted invoices for the service

call appear in the Cost Transaction Numbers Posted window. Double-click an invoice to open the Posted Service Invoice window where you can view and print the invoice.

> ⚠ You cannot post a service invoice with a negative amount.

Follow the steps below to change the invoice to a credit memo or to keep the negative amount on the invoice.

To change the invoice to a credit memo:

1. Re-open Service Invoice, clear the Batch ID field, and then select *Redisplay*.
2. Enter a batch ID and select *Save* to create the credit memo.

To keep the negative amount on the invoice:

1. Re-open Service Invoice, clear the Batch ID field.
2. Close the window.
3. When prompted to save or delete the invoice, select *Delete*.
4. Re-open the window and the negative costs will display.

Batch Posting From Microsoft Dynamics GP

If you've saved your service invoice to a batch, then you can master or series post the invoice. Most likely you saved your cost transactions to batches as well. Payables are saved to a payables batch, inventory to a sales or transaction entry batch, and added costs to a general ledger batch.

How batches post with unposted cost transactions on any invoices in the batch depends upon the Invoicing with Posted Costs setup option selected in Invoice Options (page 285).

If you marked **Do Not Allow Posting Invoices If Unposted Costs Exist**, the batch cannot be posted. If you attempt to post a batch of invoices where unposted costs exist, you will receive a message indicating that unposted transactions exist, the Unposted Costs report will display, and the batch will not be posted. You can use the report to help determine which invoices contain the unposted amounts.

To post the batch you can do one of the following:

1. Post the unposted cost transactions, and then post the batch. - *OR* -
2. Save the invoices with unposted cost transactions to a different batch, and then post the original batch.

If you marked **Allow Posting Invoices For Only Actual Costs**, the batch can be posted, however, only the actual costs will post. The unposted cost transactions will not post.

The Unposted Costs report *(Reports > Service Management > Service > Service with Costs)* can be printed to display which transactions contain unposted costs before posting the invoice.

To post the batch, select one of the following paths:

- Routines > Master Posting
- Transactions > Financial > Series Post
- Transactions > Sales > Series Post
- Transactions > Purchasing > Series Post
- Transactions > Inventory > Series Post

If no unposted costs exist:

- Once the transactions and the invoice are posted, the call status changes to Close.
- Once an invoice is posted, the invoice can no longer be edited.

Creating Multiple Invoices for One Service Call

If you need to create multiple invoices per service call, or you would like to be selective about which actual costs you are invoicing at what time, we recommend you use the Service Batch Invoicing window. For more information, see Service Batch Invoicing (page 339).

You only can edit an invoice from the Process Group Invoices window. However, you can view a saved or posted invoice from the Invoice Inquiry window.

You can use the Invoice Inquiry Lookup window to view invoices. If the invoice was created in:

- **Service Batch Invoicing**
  The invoice is viewed as display-only in the Invoice Inquiry window and cannot be edited.
- **Service Invoice**
  The invoice is opened in the Invoice Entry window and can be edited.

Creating an Invoice for a Closed Service Call

Sometimes costs come in late or are overlooked, yet need to be applied to a closed service call. You can create another invoice for a closed call.

1. Select *Cards > Service Management > Service Manager*.
2. Select a customer and select the *History* indicator.
3. Double-click a closed call and select *Invoice*. You are asked if you want to view the historical invoicing information or create a new invoice. Select to create a new invoice.
4. Complete the invoice as usual and select *Save*. You can also create a new invoice for a closed call by changing the call status to something other than Closed and then choosing the *Invoice* button.

Posting

You can post transactions in Microsoft Dynamics GP using two methods: transaction-level and batch-level posting. There are three types of batch-level posting: batch, series, and master posting. The posting process is the same for all three batch-level posting types: You select the batch or batches you want to post and select *Post*. Batch, series, and master posting differ only in the number of batches you can select for simultaneous posting.

Transaction-Level Posting

Transaction-level posting allows you to enter and post transactions individually without ever having to create a batch. Accounting information is immediately up-to-date when you post using this method, because transactions must be posted or deleted immediately. They can't be saved or posted later.

Batch-Level Posting

Batch Posting

A batch is a group of transactions. Batch-level posting posts batches one at a time. Each batch can be posted from the Batch Entry window after all transactions in the batch have been entered and saved. Batches can be saved and posted later.

Series Posting

Series posting allows you to post multiple batches in a specific Microsoft Dynamics GP series. In a setting where posting is more centralized, series posting might be used if some types of transactions require more frequent posting than others.

Master Posting

Batches from any Microsoft Dynamics GP module can be posted using master posting. Master posting posts all marked batches, in all modules, no matter who marked them. Master posting allows you to post many series simultaneously. Master posting works for all batches except those in Payroll. All other batches are posted immediately by selecting the *Post* button. Master posting assumes that you have checked and verified each work status cost as it posts costs in each marked batch. You may want to create a batch ID that is unique to service invoices to avoid accidentally posting other work status transactions.

Creating Credit Memos

You can apply sale credits to service invoices. From the Service Credit Memo window, you can apply credit amounts to each of the five cost categories. You can save the credit memo to a batch or real-time post.

> ⚠ If unposted costs exist on the service call, a new credit memo cannot be created. If a credit memo is saved to a batch for the service call, if additional costs are added, the credit memo will not automatically update. You must save the credit memo to update it or you can delete the credit memo and then invoice.

Creating a Credit Memo

1. Select *Cards* > *Service Management* > *Service Manager*.
2. Select a customer and select the *History* indicator.
3. Double-click a call.
4. Select *Invoice*.
5. Select **Credit Memo** from the drop-down list in the lower-left corner of the window. If you have costs recorded on the invoice, you must delete or post the invoice before creating a credit memo. If you delete the invoice, open the Service Invoice window by choosing the *Invoice* button in the Service Call window.
6. Complete the service credit memo. Enter the credit amounts in the appropriate cost categories.
7. Enter the customer ID to bill in the **Bill to Customer ID** field. If this credit memo is for the same customer but a different address, enter the address ID in the **Bill To Address ID** field.
8. Select the *Distribution* button to verify the posting accounts. The sales and receivables accounts established during setup are shown in the scrolling window. The fields aren't editable.
9. Select *Save* to save the credit memo to a batch. You can real-time post by choosing the *Post* button. You are prompted to print a credit memo before posting.
    - If a credit memo is saved to a batch for the service call, when additional costs are added, the credit memo will not automatically update. You must save the credit memo to update it or you can delete the credit memo and then invoice.
    - After posting a credit memo, the call status changes to Closed and most fields in the Service Call window and Service Credit Memo window are disabled.
10. Apply the credit memo to the appropriate service invoice by choosing *Transactions* > *Sales* > *Apply Sales Documents*.

You can reprint a posted credit memo by choosing the *Invoice* button in the Service Call window and choosing *History*. Double-click a credit memo to open the Posted Service Credit Memo window to view and print a posted credit memo.

To batch print credit memos, see Batch Printing Invoices and Credit Memos (page 327).

Automatically Creating Credit Memos

Service Management automatically creates a credit memo when a service invoice with a negative total is saved. Invoices become negative when a returned inventory item is posted through Sales Order Processing, when a credit memo or return is posted in Payable Management when adding negative costs using the "+" button, when adding an inventory adjustment with a positive quantity, and when creating a negative payroll transaction through TimeTrack. See Entering Inventory Transactions Using SOP[34], Entering Manually Added Transactions (page 317), and in the TimeTrack User Manual.

1. Select *Cards > Service Management > Service Manager*.
2. Select a customer and select the *History* indicator.
3. Double-click a call and select *Invoice*.
4. Select a "+" button.
5. Complete the Added Costs window. Be sure to enter a negative amount in the **Billing Amount** field.
6. Select *Save* to save the added costs or select *Post* to post the added costs.
7. In the Service Invoice window, select *Save*. If the total is negative, upon saving the service invoice, the credit memo is created. If you post the service invoice, the credit memo is created and posted.

   If the negative amount is more than the invoice total, a message will display that says "Negative costs have been added. You can either create a credit memo or allow the negative amount on an invoice. Select More Info for steps to proceed." You have the option to change the invoice to a credit memo or you can keep the negative amount on the invoice.
8. After the negative service invoice is saved, select the *Invoice* button in the Service Call window. The Service Credit Memo window opens. If you need to add costs to the service call after the credit memo is created, delete the credit memo. Notice the negative transaction remains with the service invoice. You can then add costs to the service invoice, either from the Service Invoice window or from the Microsoft Dynamics GP modules, and save. If the new invoice total is negative, a credit memo is created. If the invoice total is positive, a service invoice is created.
9. Save or post the credit memo. To batch print credit memos, see Batch printing invoices and credit memos (page 327).

Negative Amount is More than the Invoice Total

If the negative amount is more than the invoice total, you have the option to create a credit memo or leave the negative amount on the invoice.

Change the Invoice to a Credit Memo

1. Re-open Service Invoice, clear the **Batch ID** field, and then select *Redisplay*.
2. Enter a batch ID and select *Save* to create the credit memo.

Keeping the Negative Amount on the Invoice

1. Re-open Service Invoice, clear the **Batch ID** field.

---

34. https://wennsoft.atlassian.net/wiki/spaces/sig2026/pages/1623394990/Entering+Inventory+Transactions+Using+SOP

2. Close the window.
3. When prompted to save or delete the invoice, select *Delete*.
4. Re-open the window and the negative costs will display.

Using Microsoft Dynamics GP Purchase Order Processing with SM

Service Management integrates with Purchase Order Processing. You can create a purchase order from Service Management or Microsoft Dynamics GP, using the service call ID to link the purchase order and the call. You can also add a description to a purchase order line item.

When entering job information on a purchase order, all cost and item information goes to the service call in Service Management rather than to the Inventory module. If you wish to track purchase order items through inventory, you can first create a PO using the Unbilled product indicator for the items, then create an adjustment entry to the service call.

See also:

- Setting Up Purchase Order Processing (page 333)
- Using Purchase Order Processing (page 333)
- Entering Purchase Order Returns With Service Calls (page 336)

Setting Up Purchase Order Processing

If you need to use the same text repeatedly on purchase order line items, fill out the Standard Text Entry window.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Lookup Setup > General > PO Standard Text*.
2. Enter the **PO Text ID**.
3. Enter the text.
4. Select *Save*.

Using Purchase Order Processing

Using Purchase Order Processing involves the following:

- Step 1: Complete the Purchase Order Entry Window (page 333)
- Step 2: Complete the Service Management Fields (page 334)
- Step 3: Receive Against the Purchase Order (page 334)
  - Purchase Order Receipt Lines (page 335)
  - Accrued Costs Account (page 336)

Step 1: Complete the Purchase Order Entry Window

1. Access the Purchase Order Entry window from one of the following paths:
   - From the Service Call History window:
     - Select *Cards > Service Management > Service Manager*. Select a customer and select the *History* indicator. In the Service Call Lookup by Customer window, double-click a call and select the *Purchase Order* button.
   - From the Service Call Status window:
     - Select *Cards > Service Management > Service Manager*. Select a customer and select the *History* indicator. In the Service Call Lookup by Customer window, double-click a call. From

the Service Call window, select *Go To*, and select *Service Call Status*. Select the *Purchase Order* button.
- From the main *Inquiry* navigation, select *Service Management*, and select *Service Call Status*. If you have the service call ID, you can enter that in the Service Call ID field and tab off to automatically populate the Customer ID and Location Address ID fields and the service call information. Select the *Purchase Order* button.

2. Complete the Purchase Order Entry window. See the *Microsoft Dynamics GP Purchase Order Processing Manual* for information.

> ⚠ When copying a purchase order, Service and Job Cost information will not copy. Only the Microsoft Dynamics GP information will copy, and the Product Indicator field will be changed to Unbilled for all line items.

Step 2: Complete the Service Management Fields

1. Service appears by default in the **Product Indicator** field in the scrolling window. Unbilled is for General Ledger transactions.
2. In the **Job No/Service Call** field, enter a service call ID to assign the purchase order to a call. If you marked the setup option to have the service call ID or cost code from the last line item entered as the default entry in the line you're entering, that information will already be entered. See Choosing Service Options (page 30).
3. Enter a cost code in the **Type** field. Use cost codes 1, 2, 4, or 5.
4. Select the expansion button in the **Item** field to open the Purchasing Item Detail Entry window. Use the lookup in the **Text ID** field to add standard text to the purchase order. You can also use the expansion button to enter text to the line item. While they function similarly, the Text ID field holds more than the Microsoft Dynamics GP Comment ID field. The description prints on the blank paper purchase order format.
5. Select *Commit* or *File* > *Print*. You are prompted to save the purchase order. For the purchase order to appear on the service invoice, you must commit or print it from the Purchase Order Entry window. The amount of the purchase order appears in the Committed Cost column in the Service Invoice window. Taxes are included with the item's cost in the Committed Cost column. Landed costs are not included in the committed cost amount.

> ⚠ If you are using COGS distributions and service debit accounts, to bill for landed cost or a purchase price variance (PPV), you must receive the purchase order before invoicing the line that includes the landed cost or PPV. Landed costs and PPV amounts will not be billed if the invoice is posted first. These amounts are credited when a purchase order is returned, which results in an imbalance if they were not billed.

If items are canceled in the Edit Purchase Order Status window (*Transactions* > *Purchasing* > *Edit Purchase Orders*), the Service Invoice window will be updated. The committed cost is decreased by the amount of the canceled item. If the service call has already been invoiced and you have **Allow Posting Invoices with Actual and Committed Costs** and **Create COGS Distribution for Invoices** marked in Invoice Options, a transaction is created to reverse the costs and billable amount for the canceled quantity, changing the quantity ordered and reducing the accrued costs account. You can open a closed service call to credit the customer.

Step 3: Receive Against the Purchase Order

> ⚠ Purchase order receivings with shipments followed by invoice match when the tax is included with the item price is not supported by Signature.

1. Select the *PO Receive* button in the Service Invoice or Service Call Status window. (You can also open the Receivings Transaction Entry window by choosing *Transactions* > *Purchasing* > *Receivings Trx Entry*.)
2. Complete the Receivings Transaction Entry window as usual, selecting the purchase order created in step 1.

Costs in the Committed Cost column move to the Actual Cost column after the receipt is posted. You can receive a portion of the purchase order. Only the amount of the items received is moved from the Committed Cost column to the Actual Cost column.

Inventory is not increased when items are received on service transactions.

After a shipment/invoice has been received, the item's costs and taxes move from the Committed Cost column to the Actual Cost column. When receiving a shipment only, taxes move from the Committed Cost column to the Actual Cost column upon posting the purchasing invoice through the enter/match invoices process (*Transactions* > *Purchasing* > *Enter/Match Invoices*).

Once a purchasing invoice is created in Microsoft Dynamics GP through the enter/match invoices process, the Costs window will be updated with a $0.00 amount purchasing invoice line item.

During the enter/match invoices process, you can enter a landed cost purchasing invoice amount different from the landed cost receipt amount. The service invoice and the item cost will be updated with the difference if you mark the Revalue IV option in the Match Shipments to Invoice window. The receivings invoice will appear as a $0.00 transaction in the Costs window. If the Revalue IV option is not marked, the service invoice will be updated with the cost difference and the item cost will not be changed.

Purchase Order Receipt Lines

After receiving items for a purchase order committed to a service call, any receivings transactions, landed cost, PPV, and trailing cost amounts, are stored on individual receipt lines with their posting dates. This allows you to keep an accurate record of when actual costs hit the General Ledger and keep your accounts in balance when items on a single purchase order are received in different months.

Example

A service call has a purchase order for 5 items at $168.00 apiece.

- Committed cost: $840.00
- Actual cost: $0.00

In April, 3 of the 5 items are received. A transaction with an April posting date is created as the cost of those 3 items becomes the actual cost.

The cost of the 2 remaining items remains the committed cost.

- Committed cost: $336.00
- Actual cost: $504.00

In May, the remaining 2 items are received. A transaction with a May posting date is created as the cost of those 2 items becomes the actual cost.

- Committed cost: $0.00
- Actual cost: $840.00

The original purchase order and the two receivings transactions are saved to the service call. Zooming on the appropriate cost category lets you view the purchase order and the receipt lines created for these transactions.

You can zoom on a line to view the transaction.

- **There are landed costs on a receivings transaction.** You will see a landed cost line separate from the receipt line. Zooming on either line allows you to view the receivings transaction. The billable amount on the original purchase order line is updated to include the landed cost amount. Landed cost on a purchase order line is only billed on a service invoice if the purchase order is received before the service invoice is posted.

- **There is a purchase price variance (PPV).** For example, if the cost of an item changes from $168.00 to $178.00 after the PO is received, you will see another receipt line with $10 in PPV cost. The billable amount on the original purchase order line is also updated to include the PPV amount.

Accrued Costs Account

If you have the **Create COGS Distribution for Invoices** option marked in Invoice Options, trailing costs that remain from a purchase order after a service call is closed are tracked in an "Accrued Costs" invoice account for each cost code and Other sub-cost code. Using separate accounts for trailing costs allows you to keep your WIP and COGS accounts balanced.

Example

$70 of a $100 purchase order is received, leaving $30 in committed costs. The service call invoice is posted, leaving a trailing cost of $30.

- COGS is debited for $100
- WIP is credited for $70
- Accrued Costs are credited for $30

When the $30 trailing cost is received, Accrued Costs is debited. For a shipment, Accrued Purchases is credited. For a shipment/invoice, Accounts Payable is credited.

Entering Purchase Order Returns With Service Calls

You can perform purchase order returns for purchase orders that contain Service Management costs. This feature supports PO returns with and without credit, batch and transaction-level posting. This feature does not support the processing of returns against inventory transactions, as those can be performed using the current alternate Inventory Transaction Entry window.

- When a returned purchase order that contains Service items is processed, those items are reversed on the job or open service call.
- Taxes on PO returns will update per the Suppress PO line item tax update to Job Cost and Service Management option in setup. If this option is turned on, taxes are not included in the total costs.
- If you have **Allow Posting Invoices with Actual and Committed Costs** and **Create COGS Distribution for Invoices** marked in Invoice Options, when a purchase order is returned, a transaction is created to reverse the costs and billable amount of the PO for the returned quantity. If the service call or job is closed, it will be reopened to allow you to post this transaction.

> ⚠ A purchase order must be committed and received before you can enter a return for that PO.

Purchase Order Return Process: A Quick Review

The PO return process works as follows.

Shipment Only

- Create and save purchase order. PO status is NEW.
- Receive and post the shipment. PO status is RECEIVED.
- Create purchase order return. PO status remains RECEIVED. If a replacement item will be shipped, you can edit the purchase order and change the status to CHANGE ORDER. Then you could add the replacement item right on the original purchase order.

Shipment With Invoice

1. Create and save a purchase order. PO status is NEW.
2. Receive shipment/invoice. POS status is CLOSED
3. Create purchase order return. PO status remains CLOSED.
4. Post credit transaction to Payables Management. If a replacement item will be shipped, you can edit the purchase order and change the status to CHANGE ORDER. Then you could add the replacement item right on the original purchase order. When you view the PO, both line items will be CLOSED.

Returning a Purchase Order Item

You create a PO return as you normally would except that you can now view jobs and service calls associated with the return. For costs to be updated on a service call, that call must be open. Otherwise, the cost will update the purchase price variance account defined for Purchasing.

1. Select *Transactions* > *Purchasing* > *Returns Transaction Entry*. The Returns Transaction Entry window opens.
2. Select a return **Type**. You must select either Return or Return W/Credit. Tab through to fill the **Return No**.
3. Complete the remaining fields, as necessary.
   - **Vendor Doc. No.**
     The number identifying the document that the vendor gave you; typically this is the invoice number or packing slip number from the vendor's documents. You can leave this field blank if you're entering a return without credit.
   - **Date**
     The date the item is to be returned. The system date fills automatically.
   - **Batch ID**
     The batch associated with this purchase order, if applicable.
   - **Vendor ID and Name**
     The vendor associated with the item being returned.
   - **Currency ID**
     The currency ID of the returned item fills automatically.
   - **PO Number**
     The purchase order number to which the returned item belongs.
   - **Vendor Item**
     The item being returned.
   - **Receipt No.**
     The receipt number associated with this returned item.
   - **U of M**
     Displays the unit of measure for the item being returned.
   - **Quantity Returned**
     The quantity to return. This field fills automatically with the maximum quantity available from the receipt.
   - **Unit Cost**
     Displays the cost of the item in the unit of measure. For additional information on the fields listed above, refer to the Microsoft Dynamics GP documentation.
4. Tab to the next line. You can now view the jobs and/or service call associated with this returned item.
   See Viewing Service Call Information for a PO Return (page 338) below.
5. Save or post the transaction.

> ⚠ If a return transaction results in a net $0.00 cost for the PO line item and you are using a price matrix where the first row begins with Starting Cost of $.01 or higher (see example below), you will receive an error because the system will not be able to calculate the extended markup for $0.00. To avoid this error, you should change the starting cost in the first row of the price matrix to $0.00. An example appears below:

Code	Markup	Description	Starting Cost	Ending Cost
1	80.00%	PRICE LEVEL ONE	$0.01	$100.00

Viewing Service Call Information for a PO Return

1. Select *Extras* > *Additional* > *Signature PO Return*.
2. Select *OK* to close the window.

Viewing Updated Costs in Service Management

When a PO return has been posted, the appropriate costs are updated in Service Management.

To view updated costs in Service Management because of a PO return:

1. Select *Cards* > *Service Management* > *Service Manager*.
2. Select the customer, and select the *History* indicator.
3. Select a service call, then select *Invoice*.
4. Double-click the invoice that contains the returned item(s). If the service call type was MCC, the Maintenance Costs window opens. The returned PO items appear as a negative number if the invoice was posted, the service call re-opened to perform the return.
5. You can zoom on the cost category, then zoom on the transaction to view additional information about the returned items, including the adjustment to costs.

Provincial Sales Tax (PST) Invoicing

The PST invoice is a new invoice that includes "tax on costs" and tax that is taxable. Tax amounts are distributed back to the customer by being included in the billing totals for the cost categories. Only taxes on billing amounts appear in the Tax Total field on the invoice. You can generate PST invoices in Service Management using a special invoice type. PST is tax on cost. This tax is often paid by the company, then collected by charging the tax back to the customer as a **taxable** tax. With this feature, committed costs will be included in the actual costs when calculating tax amounts. Taxes will be calculated based on *cost* amounts, not billing amounts. In addition, this tax will be included in the line item for the appropriate billing cost category - not in the Total Tax field on the invoice. Before you begin, make sure the appropriate tax schedules and other tax information are set up for PST.

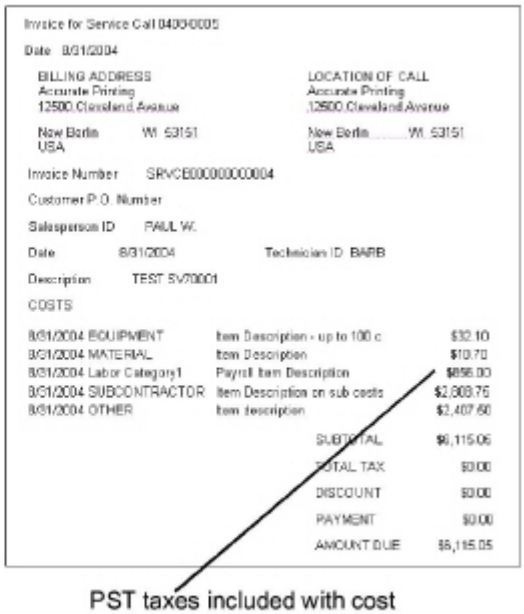
Differences Between PST and Non-PST Invoices

The PST invoice format is based on the default Invoice 1 service invoice format. A sample of each invoice type appears below, including a comparison.

Invoice type 1

Taxes include in Total Tax line - not included in cost category line items

invoice type



PST taxes included with cost category totals for each line item - excluded from Total Tax line

Setting Up PST Invoicing

To set up PST invoicing, you must enable the system to use the new PST invoice format.

1. Select *Microsoft Dynamics GP > Tools > Setup > Service Management > Invoice Setup > Invoice Options*.
2. Mark the **Enable PST Invoice Format** checkbox.
3. Select *OK*.

Creating PST Invoices

You create a PST invoice using the Service Invoice window by selecting the PST Invoice format.

1. Select *Cards > Service Management > Service Manager*.
2. Select a customer and select the *History* indicator.
3. Double-click a call and select the *Invoice* button. The Service Invoice window opens.
4. Complete this window as you normally would.
5. Select the *Print* button.
6. Select **PST Invoice** from the list of invoice types.

Service Batch Invoicing

The Service Batch Invoicing feature provides a wizard-based approach to service invoicing. In the first window of the wizard, you select the service calls to be invoiced based on distinguishing parameters, like completion date and division. These service calls can be individually invoiced, or you can alternatively use the same form to select service calls for a single Bill To Customer and Location. While selecting the service calls to be invoiced, you can use a context-sensitive menu to further filter the service calls at the cost code and transaction levels, as needed. Once your service

call selection process is complete, you use the second window of the wizard to complete the final edits and to complete the invoice generation process. When generating invoices for the same Bill To Customer and Location, you have an added option to generate a combined and numbered Service Invoice Summary which can be used as a billing statement. The Service Invoice Summary Number will be associated with all service invoices while maintaining the integrity of the individual invoice for each service call.

Automatic charges, an Extended Pricing Matrix (page 295) feature, will be added when a completed service call is selected in the Service Batch Invoicing list. However, automatic charges will not be added by the selection process if no other cost transactions are present for the service call. If automatic charges are the only charges to be invoiced, please open the service call from the Service Invoice window to apply those charges. The service call can then be invoiced using the Service Batch Invoicing process.

- If certain errors occur while creating batch invoices that are not currently logged on the Exception Report, we recommend going to the Receivables Batch Entry to print a Microsoft Dynamics GP Receivables Management Batch Edit list. (Transactions > Sales > Receivables Batches.)
- An invoice cannot be created if the customer is inactive.
- Quoted service calls are not supported with Service Batch Invoicing.

Service Batch Invoicing has replaced Service Invoice Processing, which was deprecated across two releases, Signature 18.00b03 and Signature 18.00b04.

- Selecting Service Calls (page 340)
- Creating Service Invoices (page 341)
- Printing Service Batch Invoices (page 343)
- Applying Payments Using the Service Invoice Summary Number (page 344)

Selecting Service Calls

1. Go to *Microsoft Dynamics GP > Tools >Routines > Service Management > Service > Service Batch Invoices*.
2. The Service Batch Invoicing window displays with the Call Status Completed filter defaulted to marked.
3. Select *Redisplay* to view the completed service calls, or optionally set the following filters to narrow the results that display and then select *Redisplay*.
    - Select the appropriate **Lookup** method for the Customer Number lookup which follows.
        - **Billing Customer**
          Sets the filter of the result set based on the Bill to Customer Number of the service call.
        - **Service Customer**
          Sets the filter of the result set based on the Service Customer of the service call.
    - Set the appropriate **Filters**:
        - **Customer Number**
          Use the lookup to select the customer number. The lookup window opens the appropriate lookup window based on the **Lookup by** marked above.
        - **Division**
          Select a single Division filter or leave empty to display all Divisions.
        - **Call Status**
          Select **Completed** and/or **Open**. Typically, you initiate the invoicing process for Completed service calls.
        - **Call Type**
          Select a single Call type filter or leave empty to display service calls for all Call Types (excluding MC and MCC).

- **Completed As Of**
  If you are filtering for Completed service calls, enter the cut-off date to be used in the query. For example, if enter January 1, 2019, all completed calls with a completion date equal to or before January 1, 2019, will be returned.
- **Service Area**
  Enter a service area.
- **Branch**
  If your user profile allows you access to multiple global filter branches, you can select to further filter the service calls to a single branch, or you can see service calls for multiple branches in the returned service call list.

4. The scrolling window displays the service calls that match the filtering criteria.
5. The following columns display:
   - **Service Call**
     Displays the service call ID.
   - **Billing Customer**
     Displays the Billing Customer Number and Billing Customer Name associated with this service call ID.
   - **Bill Address**
     Displays the Bill To Address from the service call.
   - **Division**
     Displays the Division of the service call.
   - **Type of Call**
     Displays the Division of the service call.
   - **Service Customer**
     Displays the Service Customer Number and Service Customer Name from the service call.
   - **Service Location**
     Displays the Location of the service from the service call.
   - **Call Completion Date**
     Displays the Completion Date of the service call.
   - **Unposted Cost**
     If there are unposted costs related to the service call, this field displays Yes. Otherwise, this displays No.
6. To view the service call, right-click on the service call and select *View Service Call* from the context menu to open the **Service Call** window.
7. To view a service call's unposted costs, right-click on the service call and select *View Unposted Cost* from the context menu to open the **Unposted Costs** window.
8. Select the service calls to be invoiced by marking the checkbox to the left of each service call or select *Mark All* to select all displayed service calls. (You can unmark all the marked service calls by choosing *Unmark All*.)
9. Select *Next* to open the Create Service Invoices window.

Creating Service Invoices

Use the Create Service Invoices window to exclude individual transactions and/or all transactions associated with a cost code. If you will be creating a batch of invoices for one customer, you have the added option to create a summary statement of charges called the Service Invoice Summary, a numbered document.

> ⚠ You can create a $0.00 service invoice if transactions exist of both negative and positive transactions that equal zero, however, you cannot create a $0.00 service invoice with no transactions. Credit memos cannot be created using the Service Batch Invoicing process. For information on creating credit memos, see Creating Credit Memos (page 331). Multi-currency is not supported at this time.

1. Enter the (required) **Batch Number** or use the Batch Lookup button to select an existing batch. If you enter a batch number that does not currently exist, you will be prompted to create the batch.

2. Enter the **Document Date**. This defaults to the system date. This date will be assigned as the Invoice Date on the generated service invoices.
3. In the **Cost Codes** section, all cost codes are marked to be included in the invoicing process. To exclude any cost code, unmark the checkbox. Unmarking a cost code removes associated transactions from the billing process and the cost code total, as well as the billable subtotal, updates accordingly.
4. The **Batch Totals** section displays the Billable totals of the invoices displayed in the scrolling window. Sales tax is not yet calculated so it is not shown in the Batch Totals.
5. In the service call scrolling window, the following columns display:
    - **Service Call ID**
      Displays the Service Call ID.
    - **Billing Customer**
      Displays the Billing Customer Number and Billing Customer Name.
    - **Billable Equipment**
      Total of all billable values for the Equipment cost codes.
    - **Billable Materials**
      Total of all billable values for the Materials cost codes.
    - **Billable Labor**
      Total of all billable values for the Labor cost codes.
    - **Billable Subs**
      Total of all billable values for the Subcontractor cost codes.
    - **Billable Other**
      Total of all billable values for the Other cost codes.
    - **Billable Subtotal**
      Subtotal of all billable values shown above.
6. To view the service call, right-click on the service call and select *View Service Call* from the context menu to open the **Service Call Transactions** window.
7. In the Service Call Transactions window, the following columns display:
    - **TRX Number**
      Displays the transaction number.
    - **Cost Code Description**
      Displays the cost code description.
    - **Trx Source**
      Displays the transaction source.
    - **Employee/Vendor Name**
      Displays the employee/vendor name.
    - **Item Desc.**
      Displays the item description.
    - **Date**
      Displays the transaction date of the record.
    - **Unit Cost**
      Displays the unit cost.
    - **Units**
      Displays the number of units.
    - **Extended Cost**
      Displays the extended cost (unit cost x units).
    - **Billing Amount**
      Displays the billing amount.
8. To exclude/include individual transactions on the service call. To do so, right-click on a service call and select *View Transactions* from the context menu. This opens the Service Call Transaction window to display the cost transactions on the service call.
    - Unmark a transaction to remove it from the service invoice for the current billing. When editing is complete, select *Close* to return to the Create Service Invoices window.

- If the Billing Subtotal has changed due to a transaction being unmarked, the Edited icon displays to indicate the change. Note that the Cost Codes are no longer available to be marked/unmarked in the Create Service Invoices window.

9. To add a description to a service call, right-click on the service call and select *Edit Description* or you can select the Note icon to the right of the service call ID to open the Description window. After adding the text, select *OK*. If a service call has a description added from this window, the Note icon displays as yellow with lines.
    - Invoices 3 - 7 include the service call descriptions on the reports. The invoice description field may need to be edited to increase the field size on the report to print the entire description.
    - Invoices 1, 2, and 8 do not include the service call descriptions.
10. When editing is complete, select *Preview* to display the invoice lines on a preview report. Tax is not included as the tax is calculated at the time the invoice is created. Customer and location sort the report. Note: Sales Tax is not included as the tax is calculated at the time the invoice is created.
11. Select *Create* to create the invoices for the batch that was provided.
12. If you are generating invoices for a single Bill to Customer and Address, a message displays asking if you want to create a **Service Invoice Summary Number.**
    - Select *Yes* to create a statement of charges for all invoices included in the current list. Each service invoice included in this summary of charges will also print individually. You can use the Service Invoice Summary Number in the Apply Sales Documents window to easily locate the associated service invoices for payment distribution. See Applying Payments Using the Service Invoice Summary Number (page 344). The numbering convention for the Invoice Summary Number is to use the lowest invoice number included in the batch and then append this with the number of invoices in the summary. For example, if you have three invoices: SRVCE0002, SRVCE0003, and SRVCE0004, the Invoice Summary Number would be SRVCE0002-3. Should you delete an invoice before posting, the Service Invoice Summary Number is not regenerated. This name remains unique, which is an important element.
    - Select *No* to create each individual invoice without a Service Invoice Summary statement.
    - Select *Cancel* to return to the Create Service Invoices window without creating any invoices.
13. When the creation process is complete, a window displays allowing you to print the invoices now or they can be printed later in the invoicing cycle.
    - Select *Yes* to open the Print Service Invoices window.
    - Select *No* to print the invoice later (*Microsoft Dynamics GP > Tools >Routines > Service Management > Service > Service Batch Print Invoices*). After you select No, you are returned to the Service Batch Invoicing window where you can continue to invoice other completed service calls.

Printing Service Batch Invoices

The Service Invoices window displays the service invoice batch that was created in the Create Service Invoices window.

1. Go to *Microsoft Dynamics GP > Tools >Routines > Service Management > Service > Print Service Invoices*.
2. Enter the Batch Number. If you are accessing this window from the Create Service Invoices window, the Batch Number defaults in with the invoices displayed.
3. The Print Service Invoices window displays a list of the invoices in the batch and includes the following columns:
    - Invoice Number
    - Service Call ID
    - Customer Name
    - Billable Subtotal
    - Billable Tax
    - Billable Total
    - Invoice Summary Number
4. To delete an invoice, right-click on the invoice in the scrolling window and select *Delete Invoice* from the context menu.
5. To view the invoice, right-click on the invoice and select *View Invoice* from the context menu.
6. Select *Print* to print the invoice(s).

7. Select the Invoice format used by your company. To generate the Service Invoice Summary, select **Service Invoice Summary**. This report prints a summary of the invoices associated with a Service Invoice Summary Number. Each invoice is printed in a linear style and includes the service call invoice number, service call, call description, purchase order number, customer name, location, completion date, billable equipment total, billable material total, billable labor total, billable subcontractor total, billable other, subtotal, tax and line total. At the end of the report, the totals for the included service invoices are summarized by cost code. If there is no Invoice Summary Number assigned to any invoices in a batch, the option to print the Service Invoice Summary is disabled.

Applying Payments Using the Service Invoice Summary Number

The Microsoft Dynamics GP Apply Sales Documents window is used to apply payments (cash receipts) to sales documents. To assist you with locating only those invoices that were included in a Service Invoice Summary, we've added an Additional window called the Service Invoice Summary Filter. If your customer has provided payment for multiple Service Invoice Summary Numbers, you would need to apply the payment separately to each number. The Service Invoice Summary Filter only allows for one lookup at a time.

1. To access the Apply Sales Documents window, go to *Transactions > Sales > Apply Sales Documents*. This window can also be accessed from the *Transactions > Cash Receipts window > Apply* button to apply an unposted cash receipt. When you select the *Apply* button in the Cash Receipts Entry window, the **Customer ID**, **Type**, and **Document Number** are auto-populated. You can move to step 5 to select the *Additional* menu to select the **Service Inv Summary Filter**. If you apply an unposted cash receipt and then delete the cash receipt or batch, the invoice(s) in Microsoft Dynamics GP and Service Management will have no record of the payment. The invoices will remain open.
2. Enter the **Customer ID** used as the Bill to Customer for the service invoices or use the Customer ID lookup to select the appropriate customer.
3. The **Type** of transaction defaults to Payments. No changes are necessary.
4. Select the **Document Number** you wish to apply as payment using the lookup provided. When using the lookup, a list of Open (unapplied) Cash Documents display.
5. Select *Additional* in the top-level window navigation, and then select **Service Inv Summary Filter**.
6. In the Service Invoice Summary Filter window:
    a. Select the lookup to open the Service Invoice Summary Number Lookup window. All prior Service Invoice Summaries generated for this Bill to Customer display.
    b. Select the appropriate Service Invoice Summary Number row and then click *Select*.
    c. To filter the list of documents returned for this Bill to Customer, select *Apply Filter*. Leave the Service Invoice Summary Filter window open until you've marked the documents in the Apply Sales Document window and have selected OK. If you close the Service Inventory Summary window, the Apply Sales Document window is cleared.
7. The scrolling window in the Apply Sales Documents window re-populates with only those invoices that were included in the Service Invoice Summary.
8. Mark the checkboxes for the invoices that the payment should be applied to. Auto Apply is disabled because its functionality would override the Service Invoice Summary filter and would apply the payment based on the Microsoft Dynamics GP functionality.
9. Select *OK* to apply the payment to the selected invoices.
10. Close the Service Invoice Summary Filter window. You can repeat the filtering process to continue applying payments.

Using Third-Party Billing

Often in situations such as warranty work, a service organization needs to bill someone other than the customer site where the service work was performed. You can select a different customer and/or address to invoice for service work. You can also create credit memos for third parties.

A customer's billing address for service work can come from four different places in Service Management:

- The Customer window contains the default Bill To address for a customer. You can only select one of the customer's addresses at this level; you cannot specify a third party for the default customer Bill To address. This is the most general billing address, which can be overwritten by a more specific entry in another area.
- The Location window specifies the Bill Customer and Bill Address to use for a customer location. At the location level, you can enter a third-party customer for billing. When a service call is created for this location, the billing customer and address for the location defaults.
- The Service Call window specifies the Bill Customer and Bill Address to use for a service call. When a call is created, billing information defaults from the location. If no billing information is specified for the location, the billing information defaults from the customer record. You can edit this information per service call.
- The Service Invoice window specifies Bill To information for the service call, including the billing customer and address. This is the last chance before invoicing to edit any information that was specified on the service call or that defaulted from the location and customer records.

You can set up third-party billing at the level of your choosing. If you specify a third party at the location record level, that third party will default for all service calls that are created for that location. You can also select a third party to bill when creating an individual service call or invoice. Using third-party billing involves the following steps:

Step 1: Select a Customer to Bill

Create a service call as you normally would, changing the **Bill Customer** and **Bill Location** as necessary.

Step 2: Complete the Invoice

When you are ready to invoice the service call, select *Invoice*. Complete the service invoice in the usual manner. Note that the master tax schedule is based on the new customer. As you add costs, the price matrix and labor rate used are based on the new customer.

Step 3: Edit Individual Transactions

1. If you want to apply a price matrix or labor rate to individual transactions, select the *Billing Rates* button in the Service Invoice window. You cannot edit individual transactions if the Signature Multicurrency Management module is registered. The *Billing Rates* button will not be present.
2. Select a **Customer ID** if you would like to bill a customer other than the current customer.
3. Select which cost categories you would like recalculated by marking the checkboxes. You must mark a cost category for changes to occur.
4. Select which pricing method to use for inventory items. This defaults based on invoice setup.
5. If you want to edit individual transactions, select the *Edit Records* button to open the Update Billing Amount window. Here you can select which transactions to recalculate. The calculations are based on the cost categories marked in the Recalculate Billing Rates window. You can also edit the **Billing Amount** and **Cost Code** fields. Select *Save* or close the window to save your changes.

6. If you made changes in the Update Billing Amount window, do not select *Billing Rates* in the Recalculate Billing Rates window. If you do, your changes will be overwritten. Instead, select *OK*. Select the *Billing Rates* button if you did not make changes in the Update Billing Amount window.

- When a price matrix or labor rate other than the one assigned to the original customer is used, the transaction information reflects the original price matrix and labor rate, though the new information is used to calculate the billing amount.
- If the service invoice has been saved, you cannot change the customer ID from the Service Invoice window. Select the *Billing Rates* button to change the customer ID.
- You cannot edit individual transactions if the Signature Multicurrency Management module is registered.
- All costs associated with a service call remain with the customer ID chosen for the service call.

Utility Procedures

This section contains the utility procedures recommended for maintaining Service Management.

- Check Links (page 346)
- Technician Reassignment (page 347)
- Reminder Notes Reassignment (page 347)
- Salesperson Reassignment (page 347)
- Move Equipment (page 348)
- Move Location Record (page 348)
- Move Service Call (page 349)
- Mass Complete/Close Service Calls (page 349)
- Mass Transfer Service Costs to Job (page 350)
- Duplicate Equipment (page 353)
- Duplicate Location (page 354)
- Copy Task List (page 354)
- Contract Utility (page 355)
- Remove Notes (page 357)
- Change Primary Document (page 358)
- Update Time Zone Data (page 358)

Check Links

The check links process uses the relationship between files to find records. Some of the information in files is stored in two or more physical files. If the information in one physical file is missing or damaged, the check links process examines other physical files where the same information is stored. If a missing or damaged record is found, the remaining data or records will be deleted so that you may manually re-enter the damaged data.

IMPORTANT
Back up your data files before performing any utility procedure and make sure all users are out of the system. Back up the entire folder containing the file on which you will run the check links process.

1. Go to *Microsoft Dynamics GP > Maintenance > Service Management > Check Links*.

2. Select from the following sub-menus:
    - *Tasks* to update the SV_Contract_MSTR file with the current technicians by skill level. Select *Rebuild* in the Check Links window.
    - *Escalation* to populate the escalation files with the global filters from the maintenance master file. Select *Rebuild* in the Check Links window.
    - *Invoicing* to update the contract billing and revenue files with the global filters from the maintenance master file. Select *Rebuild* in the Rebuild Maintenance Billing window.
    - *Cost/Billing Service* to recalculate the billing and cost amounts stored on the service call record by going through the Job Cost History table. Select *Rebuild* in the Cost & Billing on Service Record window.
    - *Task Responses* to update the response type or optional setting in the Contract Task Master file. Run the Task Responses utility if a response type was added to, changed, or removed from a task code, or after changing the Optional checkbox in the Task Codes window. The utility rolls down the changes to all tasks that are assigned to contracts.

Technician Reassignment

All or some of a technician's duties can be reassigned to one or more technicians. For example, you could use this feature to even out workloads among technicians. Or if a technician leaves the company, you could easily reassign the technician's duties to other technicians. When an appointment is reassigned, its starting time is cleared, or set to 12:00 a.m., and the system verifies that the skill set of the technician being assigned matches the skill level assigned to the appointment. A message displays if the skill levels do not match.

1. Select *Microsoft Dynamics GP > Tools > Utilities > Service Management > Tech Reassignment.*
2. Use the lookup window to select the **Source Technician ID**.
3. From the drop-down list, select the duties assigned to the source technician by:
    - Location Primary (LP)
    - Location Secondary (LS)
    - Location Skill (LSK)
    - Contract Primary (CP)
    - Service Call/Appts (SA)
4. Use the lookup to select the **Destination Technician ID**.
5. The **Appointment Status** field is enabled when the Service Call/Appts duty is selected. The default status is UNASSIGNED but you can select a different status by using the lookup.
6. In the left scrolling window, select the location fields to be reassigned. Select *Insert >>* to insert them one at a time, or select *All >>* to insert all the fields.
7. Select *Move* to reassign the duties.

Reminder Notes Reassignment

Use this utility to reassign all reminder notes, as of a specific date, from the current owner to a new owner. An example of using this utility is if the current owner is no longer with the company.

1. Select *Microsoft Dynamics GP > Tools > Utilities > Service Management > Reminder Notes Reassignment.*
2. Use the lookup window to select the **Current Owner**.
3. Enter **From Date**. The system will move all notes from this date to the current date.
4. Select *Move*.

Salesperson Reassignment

All or some of a salesperson's duties can be reassigned to one or more salespeople using a new utility. For example, you could use this feature to even out workloads among salespeople. Or if a salesperson leaves the company, you could

easily reassign the salesperson's duties to other salespeople. You can reassign salespeople to more than one customer location, service location, service call, and contract. When you re-assign duties involving a customer's *primary* location, the system updates the customer record with the new salesperson.

1. Select *Microsoft Dynamics GP > Tools > Utilities > Service Management > Salesperson Reassignment*.
2. Use the lookup window to select the **Source Salesperson ID**.
3. From the drop-down list, select the duties assigned to the source salesperson by contract, customer location, or service call. The left scrolling window populates with the appropriate fields, based on which option you selected. If you select customer location, only the duties assigned to that salesperson for that location will be re-assigned.
4. Use the lookup to select the **Destination Salesperson ID**.
5. In the left scrolling window, select the customer name/address code, customer name/contract number, or customer name/service call ID to be reassigned. Select *Insert>>* to insert them one at a time, or select *All>>* to insert all the fields. This scrolling window displays all locations assigned to that salesperson. This allows you to re-assign a salesperson's duties for a location.
6. Select *Move* to reassign the salesperson. If the address selected is the primary location for that customer, the Salesperson ID field on the Customer Maintenance window for that customer will be updated with the new salesperson.

Move Equipment

Equipment records not belonging to maintenance contracts can be moved from one location record to another. The equipment information, including service history "links," are transferred to the new location when the equipment record is moved. You can move group and has-components records. If you select not to move the group items or component records with the master record, those records will be deleted at the old location. If you move the group items and the equipment IDs exist at the new location, the group items will be renumbered per the last equipment ID used. You are not able to move has-components records or component records if the component IDs exist at the new location.

Notes:

- If you move an equipment ID from Equipment Manager and the equipment ID is renamed or renumbered, you must use the Equipment ID Modifier to update the equipment in Equipment Manager.
- If you are using Map2BOB, you will need to review your Map2BOB records after moving the equipment records.

You can move a component record without its master record. The component will become an item at the new location.

1. Select *Microsoft Dynamics GP > Tools > Utilities > Service Management > Move Equipment*.
2. Enter information for the old and new records.
3. Select *Move*.

Move Location Record

Location records can be moved from one customer record to a new location record in another customer record. The location information, including service history "links" and equipment information, is transferred when a location record is moved. This record may also be removed from RM00102.

1. Select *Microsoft Dynamics GP > Tools > Utilities > Service Management > Move Location*.
2. Enter information for the old and new records.
3. Select *Move*.

Notes:

- If the related GP Address ID associated with the Service Location you are attempting to move is assigned as the Job Address for any open or closed Job, the address is not removed from RM00102.
- If you are using Map2BOB, you must review your Map2BOB records after moving the location records.
- If one or more jobs are linked to the service location, moving this location will break the link.

You are not able to move a:

- Primary address location.
- Location with open service calls.
- Location with an open/completed service call where the customer and location are assigned as the Bill To customer and Bill To Location.
- Location with an active maintenance contract.

Move Service Call

You can move a service call ID from one location record to another. This can be very helpful, especially if a service call is created for the wrong location.

If an invoice has been created for the service call, you are not able to move it. If unposted costs exist for the service call, the service call cannot be moved to another location.

1. Select *Microsoft Dynamics GP > Tools > Utilities > Service Management > Move Service Call*.
2. Enter the **Service Call ID** and the new location information.
3. Select *Move*.

Mass Complete/Close Service Calls

You can now complete and/or close multiple service calls at the same time using the Mass Complete/Close Service Calls utility. This is useful if your service calls are not being completed and closed automatically in the following scenarios:

- When all appointments for a service call are marked as Complete, the call status automatically changes to Complete.
- When an invoice for a completed service call is posted, the call status automatically changes to Closed.

If you are not using Service Management to track appointments or invoice customers, the status of your service calls may not be changing automatically. For this reason, you may have many service calls that are complete but are sitting with a status of Open. This utility allows you to complete and/or close all those service calls at once.

Exceptions

In the following cases, you may not be able to successfully process all service calls with this utility:

- If the **Require Appointment Completion** checkbox is marked on the Service Options window, you cannot complete a service call until all appointments for that call are marked Complete.
- If unposted costs exist on service calls, you will not be able to use the Mass Complete/Close Service Calls utility to *close* the service calls. Service calls with unposted costs can be manually *completed*.
- If all costs are posted, but not all costs are billed, you can complete the call, but you must post the invoice before closing the call.

If you attempt to complete or close service calls with open appointments, you will receive warning messages when running the process. The exception report that prints after running the utility will display those service calls that failed to process successfully.

Mass Close and/or Complete Service Calls

1. Select *Microsoft Dynamics GP > Tools > Utilities > Service Management > Mass Complete/Close Service Calls*. The Mass Close/Complete Service Calls window opens.
2. Select *Redisplay* to populate the list of all open service calls, or use the filter fields to show only those calls that fit your criteria. Choosing a customer range enables the Location fields and filters the lookup lists of locations, contracts, and service calls to only those of the customer(s) selected.
3. After changing your filtering options, select *Redisplay* to refresh the list of service calls.
4. Select the service calls to complete and/or close. You can also *Mark All* or *Unmark All*.
5. Mark whether you want to **Complete Calls**, **Close Calls**, or both. If you are completing calls, you must also enter a **Completion Date**. The operating system date defaults. You can use the *Print* button to print the Mass Close/Complete Calls Exception Report before processing. This report displays the current statuses of the selected service calls and indicates which of the calls have open appointments associated with them.
6. Select *Process Calls*. Depending on the process(es) you are performing, you may receive several warning messages.

When Completing Calls

If there are open appointments associated with any of the calls you have selected for completion, you receive the following warning message: *There are open appointments associated with one or more of the service calls selected for completion. Do you want to complete the appointments associated with these service calls?*

- Select *Yes* to complete any open appointment(s) and proceed with completing the calls.
- Select *No* if you do not want to complete the open appointment(s), but you wish to proceed with completing the calls. If the **Require Appointment Completion** checkbox in Service Options is marked, only the calls that do not have open appointments will be closed successfully.
- Select *Cancel* to cancel the process without completing any appointment(s) or calls.

When Closing Calls

If there are unposted costs associated with any of the calls you have selected for closing, the call cannot be closed. Once you've posted the costs and posted the invoice, the call can be closed.

Select how you want to print the Mass Close/Complete Calls report. This report shows whether the selected calls were completed or closed successfully.

If you have the **Allow Posting Invoices With Actual and Committed Costs** and **Create COGS Distribution for Invoices** options marked in Invoice Options, a GL transaction is automatically created to relieve the appropriate WIP/COGS accounts. Posting this transaction will relieve accounts for the service call.

Mass Transfer Service Costs to Job

Use the Mass Transfer Costs to Job window to filter the completed service calls that are not the MC or MCC call type and are assigned to Job Cost jobs. Instead of having to go into each service call to transfer the costs or billing to a job, you can select several service calls at once, which will create a General Ledger journal entry for each service call, then close the service call. For mapping information, see Transfer or Move Costs and Billing From a Service Call to a Job (page 125).

If you have SOP Invoicing turned on in Service Options, you will not have access to this window.

Using the Mass Transfer Service Costs to Job Window

1. To access the Mass Transfer Costs to Job window:
    - Go to Microsoft Dynamics GP > Tools > Utilities > Service Management > Mass Transfer Costs To Job, or
    - From the Service Management area page, select Mass Transfer Service Costs To Job
2. Select what you will be transferring. If you change this selection after the listview has been filled, you will need to refresh the listview.
    - **Transfer To Job**: Select if you will be transferring costs to the job.
    - **Bill To Job**: Select if you be transferring the billable amounts of the transactions to the job. If you have the invoice setup option of "Create COGS Distributions for Invoices" selected, we will be crediting the WIP account for costs and debiting the COGS account.
3. Enter the **Batch Number**.
   Important: When you choose or create a batch number, you will want to make sure that no other GL transactions are part of this batch. At the end of the processing, the batch will be posted. If any errors occur during the processing, all the transactions in GL10000, GL10001, WS10801, and WS10802 are cleared from the tables based on the batch number.
4. The **Transaction Date** defaults to the user date from Microsoft Dynamics GP.

Filtering the Service Calls

You can filter on the following options:

1. Mark **Do Not Display Calls With Warnings** to only list service calls without warnings.
2. Select the **Status of Calls** to include in the list. Both OPEN and COMPLETE are marked by default.
3. Enter additional filter information as needed. Only the call type has to be an actual value. You can filter the other data fields with a partial value. Select the from and to values for the following:
    - Service Call: This lookup filters the list of calls to those with a job number associated on the call and does not include MC or MCC type of calls.
    - Customer Number
    - Location (based on the Customer Number)
    - Job Number
    - Call Type
    - Service Division
    - Service Call Date
    - Service Call Completion Date
    - Contract Number (based on the Customer Number and Location)
4. Select *Refresh ListView* to populate the service call list view based on the filtering criteria.
5. The list view displays the following columns. The columns automatically size to the amount of data in them. You can sort on any column, resize the column width, and rearrange the columns. Note that the columns will reset the next time the list view is refreshed.
    - Service Call ID: Double-click on a service call ID to open the service call window with the service call information automatically populated.
    - Call Status
    - Warnings: See *Possible Warnings* below for examples of warning messages.
    - Job Number
    - Customer Number
    - Customer Name
    - Location

- Call Type
- Problem Type
- Service Description
- Call Date
- Completion Date
- Division
- Contract Number

Transferring Costs or Billing to a Job

1. Mark the service calls costs or billings that you want to transfer or select the *Mark All* button. Only the service calls without warnings can be selected. If another coworker has selected a service call on their computer, you will not be able to select that call.
2. Select the *Print* button to print the Mass Transfer From Calls to Jobs Preview report. This is a copy of the report that runs after the transfer has been completed. See Mass Transfer Costs From Calls to Jobs Report[35] for more information, including a screenshot of the report.
3. Select the *Transfer* button to initiate the transfer of the service costs or billing to the job.
4. A confirmation window displays with the number of calls that have been selected. Select *Yes* to continue with the transfer process.
5. Choose the report destination for the General Posting Journal and select *OK*.
6. Choose the report destination for the Mass Transfer Costs To Job report and select *OK*.
7. Progress windows will display indicating the different processes that are running for the utility:
    - Creating Journal Entries
    - Posting GL Transactions
    - Closing Service Calls
8. A message displays when the transfer has completed successfully. Click OK.
9. If there was an error during the processing, it will show an error then another message indicating which service call the error occurred on. If this were to occur, all GL transactions associated with the batch in the window are removed from the GL10000, GL10001, WS10801 and WS10802 tables. Batch totals in SY00500 are set to 0.

After the Service Call is Closed

After the call is closed, an invoice is shown on the call with the costs or billing that were transferred. On the job, you can zoom on the cost code to find the General Ledger transaction coming from the job. The General Ledger description will show the service call ID that which the amounts were transferred from.

Buttons on this window

- **Transfer**: The Transfer button initiates the transfer of the service costs or billing to the job.
- **Clear**: The Clear button clears the fields on the window and clear the list view. The transaction date will reset to the user date. The OPEN and COMPLETE call statuses will be marked by default.
- **Mark All**: The Mark All button marks all the transactions in the list view that do not have an warning listed. **Note**: If another user has a service call marked, then this service call will not be selected. When choosing the same call manually, a message will appear letting you know who has the service call selected.
- **Unmark All**: The Unmark All button unmarks all of the selections in the list view.
- **Print**: The Print button will print the Mass Transfer Costs From Calls to Jobs Review report. This is a copy of the report that runs after the transfer has been completed. For more information about this report, including a screenshot, see Mass Transfer Costs From Calls to Jobs Report[36].

35. https://wennsoft.atlassian.net/wiki/spaces/sig2026/pages/1620322778/Mass+Transfer+Costs+From+Calls+to+Jobs+Report

Possible Warnings

- To prevent warnings while processing, there are checks for a variety of warnings that will prevent the selection of the service call. These warnings include:
  - Call has a posted invoice.
  - Call has an unposted invoice.
  - Call has committed costs. They must first be posted.
  - Call has unposted costs. They must first be posted.
  - Job is marked as inactive.
  - No cost records to transfer.
- For the mapped cost codes to the job division, we verify that the cost code exists on the job and that it is active.
  - Cost code XXX does not exist on the job.
  - Cost code XXX is inactive on the job.
- If a cost code has not been mapped to a division, you will receive a warning that the cost code is not mapped.
- Additional checks are made in the stored procedure based on selections on the window. Here are the additional warnings:
  - Bill To Job requires billing amounts.
  - Enter an intercompany sales account in the Invoice Accounts window for division XXX.
  - Job cannot have an SOP billing type.
  - Job creation date of XXX must be less than the TRX date.
  - Transfer to Job requires costs.
  - You must select Bill To Job for credit memos. (If billing is negative and Transfer to Job is selected.)

Duplicate Equipment

You can copy equipment records, equipment groups, group items, equipment with components, and components from one location to another. You can also print a preview report containing the equipment IDs that will be copied. Replacement parts are included on the duplicate record. If the equipment has been assigned to a building and room, this information will also be duplicated.

1. Select *Microsoft Dynamics GP > Tools > Utilities > Service Management > Duplicate Equipment*.
2. Complete the following fields, as necessary.
   - **Options**
     Select whether you want to duplicate equipment records and print a report or to print the preview report only.
   - **Group Items, Components**
     Mark the checkboxes if you want to include group items and/or components when duplicating. They are marked by default. If these checkboxes aren't marked, the Available list will include group item and component records. These records can be selected for individual duplication. When duplicating group items and components, the new equipment record will appear as an item equipment record. If you mark these checkboxes, the list of available equipment will not display the group items and components since they will be added automatically.
   - **Customer ID, Address ID(R)**
     Enter the originating equipment location information in the first set of fields.
   - **Customer ID, Address ID**
     Enter location information for the duplicated records in the second set of fields.

36. https://wennsoft.atlassian.net/wiki/spaces/sig2026/pages/1620322778/Mass+Transfer+Costs+From+Calls+to+Jobs+Report

3. The equipment records assigned to the originating address ID display in the **Available** scrolling window. Select a record to copy and select *Insert* >> to insert it in the Selected scrolling window. Select *Insert All* >> to copy all records at the location. To remove a record from the Selected scrolling window, select the record and select << *Remove*. Select << *Remove All* to remove all records.
4. Before completing the duplication process, print the preview report that lists all equipment IDs and group item records that will be copied by selecting the Print Preview Report Only radio button and choosing *Process*. Review the report for accuracy.
5. Select *Process* to duplicate the records.

Duplicate Location

Location records can be duplicated. The original location information is kept intact while the new duplicated information is saved to your records. The building and room information on the equipment records will also be copied.

1. Select *Microsoft Dynamics GP > Tools > Utilities > Service Management > Duplicate Location*.
2. Enter information for the location to be duplicated.
3. Enter the new location information.
4. Select *Duplicate*.

Copy Task List

You can create a new task list by copying an existing one using the Copy Task List utility.

> ⚠ Only active task lists can be copied. Task lists that have been marked inactive cannot be copied. If a task list has any inactive task codes, only the active task codes will be copied to the new task list.

1. Select *Microsoft Dynamics GP > Tools > Utilities > Service Management > Copy Task List.*
2. Complete the following fields:
   - **Source**
     Select Task List ID, Contract Task List ID, Service Call Task List ID, or Quote Task List ID for the source task list.
   - **Customer ID, Location ID, contract Number / Service Call ID / Quote Number, Equipment ID**
     If the source is a contract task list, select a Customer ID and Contract Number. If the source is a service call task list, select a Service Call ID. It is not necessary to select a Customer ID first unless you want to filter the service calls in the lookup data. If the source is a quote task list, select a Customer ID and Quote Number. The Location ID and Equipment ID default from the records you select.
   - **Task List ID / Contract Task List ID / Service Call Task List ID / Quote Task List ID**
     Select the source task list that you are copying, depending on which source type you have selected.
   - **Protected List**
     This checkbox pertains to the task list you chose and is display-only on this window. See Working With Task Lists (page 195).
   - **New**
     Select the task list type of the new task list.
   - **Customer ID, Location ID, contract Number / Service Call ID / Quote Number, Equipment ID**
     If you chose to create a new contract task list, service call task list, or quote task list, complete this information, as necessary.
   - **Task List ID / Contract Task List ID / Service Call Task List ID / Quote Task List ID**
     Enter an ID for the new task list. The field that appears depends on the task list type you chose in the New field.
   - **Description**
     Describe the new task list.

- **Task List Type**
  Use this field to add additional information about a new contract task list or quote task list.
- **Start Task Schedule based on first available service date**
  Mark this checkbox if you want the maintenance tasks on a contract to be scheduled on the first available service call date, regardless of the task's schedule. This checkbox is enabled only for 2, 3, 4, or 6-month tasks.
- **Control Frequency and Schedule**
  Mark this checkbox to control the frequency and schedule of a contract or quote task list.
- **Frequency, Schedule**
  If the above checkbox is marked, use the lookups to select a frequency and schedule that will roll down to all tasks and subtasks associated with the new contract or quote task list.

3. Select *Copy*.

Contract Utility

Maintenance contracts and associated information may be moved or copied from one contract to another using this utility. The customer name, location, and contract number may also be changed.

The copy option copies the information of an existing contract to a new contract. The move option permanently changes the customer name, location, or contract number of a contract. In addition, the move option moves only calls assigned to the contract being moved when the call date falls within the date range, and only moves MC and MCC calls. When using the move process, the source contract is deleted.

1. Select *Microsoft Dynamics GP > Tools > Utilities > Service Management > Contract Utility*.
2. Complete the following fields, as necessary.
   - **Select Action**
     Select to either copy or move the contract information. If you select Copy, the source record is left unchanged. The transfer of service history is not available for the copy process. If you select Move, the source record information is moved to the destination record.
   - **Start Date, Expiration Date**
     If you chose Copy, enter dates for the new (destination) contract.
   - **Customer ID, Location ID, Contract Numbers**
     Enter the source record information.
   - **Customer ID, Location ID, Contract Numbers**
     Enter new record information for the destination. If you are moving the contract information, the source information is erased.
   - **All, Escalation, Revenue/Cost, Service History, Attached Equipment, Task Schedule**
     Mark the checkboxes for the information you wish to move or copy. If you mark Service History, enter dates in the From and To fields. Marking the Attached Equipment checkbox enables the Task Schedule checkbox.
   - **Start Task Schedule based on first available service date**
     Mark this checkbox if you want the maintenance tasks on a contract to be scheduled on the first available service call date, regardless of the task's schedule. This checkbox is enabled only for 2, 3, 4, or 6-month tasks.
3. Select *OK*. The display indicates when the move or copy is successful. If duplicate equipment was found at the destination location, you receive an error message and the copy/move is terminated. To avoid this situation, rename the equipment at one of the locations.

Data Files Affected

The following data files are affected during the copy process.

Affected When checkbox Selected	Physical Table	OS Name
Always affected	SV_Contract_Quicksearch	SV00053
Always affected	SV_Maint_MSTR	SV00500
Always affected	SV_Contract_Contact_MSTR	SV00575
All/Escalation	SV_Maint_Escalation_MSTR	SV00533
All/Equipment	SV_Note_MSTR	SV00805
All/Equipment	SV_Equipment_Quicksearch	SV00055
All/Equipment	SV_Equipment_MSTR	SV00400
All/Revenue/Cost	SV_Contract_Revenue_Method2_MSTR	SV00509
All/Revenue/Cost	SV_Contract_Billing_MSTR	SV00510
All/Task/Schedule	SV_Contract_Task_MSTR	SV00582
All/Task/Schedule	SV_Contract_Task_Comment	SV00531

The following data files are affected during a move process.

Affected When checkbox Selected	Physical Table	OS Name
Always affected	SV_Contract_Quicksearch	SV00053
Always affected	SV_Maint_MSTR	SV00500
Always affected	SV_Contract_Contact_MSTR	SV00575
Always affected	SV_Note_MSTR (Only when note_type = M and a reference ID = source contract number)	SV00080 5
All/Escalation	SV_Maint_Escalation_MSTR	SV00533

Affected When checkbox Selected	Physical Table	OS Name
All/Revenue/Cost	SV_Contract_Revenue_Method2_MSTR	SV00509
All/Revenue/Cost	SV_Contract_Billing_MSTR	SV00510
All/Service History	SV_Service_MSTR (Only with call type = MC or MCC)	SV00300
All/Service History	SV_Service_Tasks_MSTR	SV00302
All/Service History	SV_Invoice_MSTR	SV00700
All/Service History	SV_Invoice_History	SV00701
All/Service History	SV_Note_MSTR (Only when note_type = I - Invoice/credit memory or S - service call)	SV00080 5
All/Service History	SV_Job_Costs_WORK	SV00081 0
All/Service History	SV_Job_Costs_HISTORY	SV00081 5
All/Equipment	SV_Equipment_Quicksearch	SV00055
All/Equipment	SV_Equipment_MSTR	SV00400
Equipment	SV_Note_MSTR (Only when note_type = E and a reference ID = Equipment ID)	SV00080 5
All/Task/Schedule	SV_Contract_Task_MSTR	SV00582
All/Task/Schedule	SV_Contract_Task_Comment	SV00531

Remove Notes

You can remove notes once they've been reviewed by the technician or appropriate person.

1. Select *Microsoft Dynamics GP > Tools > Utilities > Service Management > Remove Notes*.
2. Print the Notes report. You may wish to print the Notes report before removing records to ensure you don't delete unread or current notes.

3. To restrict the records that will be deleted, enter a **Range**. You can enter a range of customer IDs, current owners, or reminder dates.
4. Select *Insert>>* to insert the restriction to the list. Only one restriction per range type can be entered.
5. Select *Process*.

Change Primary Document

You can change a secondary document on a service call into the primary document using the Change Primary Document utility.

1. Select *Microsoft Dynamics GP > Tools > Utilities > Service Management > Change Primary Doc*.
2. Enter a **Customer ID**.
3. Enter a **Service Call ID**. The current primary document number and document type display.
4. Enter the new **Primary Document Number**.
5. Select *Process*.
6. Select the expansion button attached to the **Service Call** field to open the Signature SOP Transactions window where you can change the cost code for the transaction.

Update Time Zone Data

Use this utility only if you are using the Time Zone feature in Service Management. For more information, see Assigning Time Zones to Records (page 154), which includes the conditions under which you can run this utility.

> ⚠ If you want to update branch times zones based on postal codes time zone, you must first mark the **Use Postal Code Assignment** checkbox in the Service Options window. See Choosing Service Options (page 30).

Using the Update Time Zone Data utility, you can update:

- Branch time zone values with postal code time zone values (only if postal codes are used).
- Location time zone values with branch time zone values
- Technician time zone values with branch time zone values
- Service data (service calls, appointments, and timestamps) time zone values to GMT
- Appointment views, which will be based on the location/technician combination. You must be logged in as "sa" to update appointment views. All other views may be executed by any member of DYNGRP.

To update time zone data:

1. Select *Microsoft Dynamics GP > Tools > Utilities > Service Management > Time Zone Data*.
2. Mark the appropriate checkboxes for time zone fields you want to update.
3. Select *Update*.
4. If the update was successful, a message box appears.
5. Select *OK* to open the Print Destination window to print a report displaying the updated records.

Contact Information

Support & Sales

Support Phone: 262-317-3800
Email: support@wennsoft.com
Hours: Normal support hours are 7:00 a.m. to 6:00 p.m. Central Time. After-hours and weekend support is available for an additional charge. Please contact WennSoft Support for more information.

WennSoft will be closed in observance of the following holidays: New Year's Day, Presidents' Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Veterans' Day, Thanksgiving Day, the Day after Thanksgiving, Christmas Day, and the Day after Christmas.

Support Plans

We're committed to providing the service you need to solve your problems and help your team maximize productivity.

We offer several Signature Enhancement and Support Plans to meet your needs, and Extended Support Plans for retired product versions available at https://www.wennsoft.com/wsportal.

Sales

Phone: 262-317-3700
Fax: 262-317-3701

Address
WennSoft Headquarters
1970 S. Calhoun Rd.
New Berlin, WI 53151-1187

Phone: 262-821-4100 or 866-539-2228
Email: info@wennsoft.com
Website: www.wennsoft.com
Office hours: Monday through Friday from 8 a.m. to 5 p.m. Central Time.