

Service Order Processing

Service Transaction Entry

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Branch ID: BRANCH001 Austin, Texas
 Doc Type/Number: Order SDR001000000031-00
 Doc Date/Time: 1/1/2010 8:25:27 AM
 Customer ID/Name: AARONFIT0001 Aaron Fitz Electrical
 Service Address ID: ADDR001 2426 E Riverside Dr
 Service Area: AUSTTX0701 Austin, TX 78701

Currency: Z-US\$ US Dollars
 Service Type: CM001 Corrective Maintenance 001
 Division: 100 Division 100
 Workflow/Routing: RITS001 Routing 001 - Service Order
 Priority Level: Priority 1 0001:00 Hour Response
 Respond By: 1/4/2010 9:00:00 AM

Covered Item ID	Item Description	Service Item	Extended Price
CIN001	Problem 001	SVC001 Fixed Fee	\$1,000.00
CID00000001	Covered Item ID CID00000001	Service Item 001	\$900.00
CIN004	Problem 002	SVC002 Time & Materials	\$2,000.00
CID00000004	Covered Item ID CID00000004	Service Item 002	\$2,000.00
CIN007	Problem 003	SVC003 Non-Billable	\$0.00
CID00000007	Covered Item ID CID00000007	Service Item 003	\$0.00

Fixed Fees: \$900.00
 Time and Materials: \$2,000.00
 Subtotal: \$2,900.00
 Trade Discount: \$290.00
 Freight: \$0.00
 Miscellaneous: \$100.00
 Tax: \$135.50
 Document Total: \$2,845.50

Service Transaction Entry

- Multi-branch support with transactional isolation.
- Quote, Order, and Invoice document processing.
- Specify document formats by branch, service type, or customer.
- Master document support with sequential back order numbering.
- Accounting by branch and division with multicurrency support.
- Full support for corrective and recurring preventive maintenance.
- Contract coverage with CM and PM resource pricing options.
- Partial billing with service line backorder support.
- Fixed fee, time & materials, and non-billable service types.
- Service levels, priority management and late-response alerts.
- Team dispatch and scheduling with data collection by resource.
- Document workflow with in-process holds.
- Optional task verification for workflow and service operations.
- Markdowns and trade discounts by amount or percentage.
- Use **Dynamics GP** tax engine or **Avalara** tax web service.
- Salesperson, territory, and commission support.
- GAAP compliant work-in-process (WIP) accounting.
- Online profitability inquiry and analysis.
- System and user-defined document status control.
- Service completion with duration and problem/resolution entry.
- Real-time or batch transaction processing.
- Window level notes, comments, online help, and sorted browser.

Service Dispatch and Scheduling

Branch: BRANCH001 Division: ALL

Unscheduled Service Orders:

Order Number	Name	Service Address
SDR001000000000000000000000	Jensen Enterprises	303 Avenue A
SDR001000000000000000000000	Jackson Home and Gard.	1010 Avenue J

Scheduled Service Orders:

Order Number	Name	Service Address
SDR001000000000000000000000	Anderson Consulting	101 Avenue A
SDR001000000000000000000000	Anderson Consulting	101 Avenue A
SDR001000000000000000000000	Anderson Consulting	101 Avenue A
SDR001000000000000000000000	Jackson Home and Gard.	1010 Avenue J
SDR001000000000000000000000	Jackson Home and Gard.	1010 Avenue J
SDR001000000000000000000000	Baker Brothers Plumbing	202 Avenue B
SDR001000000000000000000000	Baker Brothers Plumbing	202 Avenue B
SDR001000000000000000000000	Baker Brothers Plumbing	202 Avenue B

Team Resources:

Team Resource	Availability
Team Resource 101	Available
Team Resource 102	Available
Team Resource 103	Available
Team Resource 104	Available
Team Resource 105	Available
Team Resource 106	Available
Team Resource 107	Available
Team Resource 108	Available
Team Resource 109	Available
Team Resource 110	Available
Team Resource 111	Available
Team Resource 112	Available
Team Resource 113	Available
Team Resource 114	Available
Team Resource 115	Available
Team Resource 116	Available
Team Resource 117	Available

Service Dispatch & Scheduling

- Multi-branch and multi-division support with transactional isolation.
- Schedule & unschedule orders using drag and drop technology.
- Sort, search and select orders by document, name, and address.
- Quickly locate resource availability by date and time.
- Unlimited dispatch notes with user, date, and time stamp.
- Restrict resource list by skills and certifications.
- Gantt style schedule with timebar resizing and highlighted ruler.
- Dead zones to ensure branch and resource availability.
- Conflict management to prevent scheduling errors.
- Calendar first day of the week override by user at runtime.
- Default schedule time span override by user at runtime.
- Schedule start time override by user at runtime.
- Alternate line color option override by user at runtime.
- Display time lines option override by user at runtime.
- Vertical thumb track option override by user at runtime.
- Instant update and access to the service transaction document.
- Window level notes and online context-sensitive help.

CM = Corrective Maintenance
 PM = Preventive Maintenance

Service Line Resource Details

Doc Type/No. Order SOR00100000031-00
 Customer ID AARONFIT0001 Aaron Fitz Electrical
 Address ID ADDR001 2426 E Riverside Dr

Covered Item	PM Problem	Complete	Service Item	Billing Method	Extended Price
CIN001	Problem 001		SVC001	Fixed Fee	\$500.00
CIN004	Problem 002		SVC002	Time & Materials	\$2,000.00
CIN007	Problem 003		SVC003	Non-Billable	\$0.00

Resource Type	Item Number	U of M	Ship Date	Ordered	Shipped	Back Order	Unit Price	Extended Price
Material							Rate Type	Extended Cost
Vehicle	MAT002	Each	1/1/2010	1	1	0	\$200.00	\$200.00
Technician	MAT003	Each	1/2/2010	2	2	0	\$300.00	\$600.00
Tool	MAT004	Each	1/3/2010	3	3	0	\$400.00	\$1,200.00
Team			0/0/0000	0.00	0.00	0.00	\$0.00	\$0.00
Miscellaneous								

Sales \$2,000.00
 Trade Discount \$200.00
 Cost of Goods Sold \$1,000.00
 Gross Profit \$800.00

Service Transaction Entry - Resources

- Multi-site inventory by branch.
- Multi-bin materials inventory for truck and van stock.
- Material, vehicle, technician, tool, team & miscellaneous resources.
- Stock and non-stock resource items.
- Serialized and lot controlled material resource items.
- Alternate units of measure with price differentials.
- Purchasing, receiving and site/Bin transfer support.
- Price level support by customer.
- Multi-tier resource item price lists by currency type.
- Sales to gross profit visibility by service.
- Resource time entry with optional task verification.
- Resource back order fulfillment via bin transfer or purchase order.
- Automatic financial account assignment with user override.
- Contract coverage limits with price level and rate type adjustments.
- Enter material, vehicle, technician, tool, team, misc. by service line.
- On-the-fly inquiry into item, site, bins, serial and lot numbers.
- Drill-down support for covered item, service, resource and price.
- Window level notes and online context-sensitive help.

Service Billing

Branch ID BRANCH001 Austin, Texas
 SDP Batch ID 20160120-004727 Service Billing Transactions
 Invoice Cutoff Date 1/31/2010
 Posting Date 1/31/2010

On Hold	Customer Name	Address Code	Service Area	Document Number	Division ID	Invoice Date	Functional Amount	Originaling Amount
<input checked="" type="checkbox"/>	ANDERSON0001	PRIMARY	AUSTX78701	SIV001000000001-00	100	1/1/2010	\$1,100.00	
<input checked="" type="checkbox"/>	BAKER0001	PRIMARY	AUSTX78702	SIV001000000002-00	100	1/1/2010	\$2,090.00	
<input checked="" type="checkbox"/>	CHANDLER0001	PRIMARY	AUSTX78703	SIV001000000003-00	100	1/1/2010	\$3,080.00	
<input checked="" type="checkbox"/>	DUREN0001	PRIMARY	AUSTX78701	SIV001000000004-00	100	1/1/2010	\$4,070.00	
<input checked="" type="checkbox"/>	ERICSSON0001	PRIMARY	AUSTX78702	SIV001000000005-00	100	1/1/2010	\$5,060.00	
<input checked="" type="checkbox"/>	FERRIS0001	PRIMARY	AUSTX78703	SIV001000000006-00	100	1/1/2010	\$6,050.00	
<input checked="" type="checkbox"/>	GARRETT0001	PRIMARY	AUSTX78701	SIV001000000007-00	100	1/1/2010	\$7,040.00	
<input checked="" type="checkbox"/>	HAYNES0001	PRIMARY	AUSTX78702	SIV001000000008-00	100	1/1/2010	\$8,030.00	
<input checked="" type="checkbox"/>	INMAN0001	PRIMARY	AUSTX78703	SIV001000000009-00	100	1/1/2010	\$9,020.00	
<input checked="" type="checkbox"/>	JACKSON0001	PRIMARY	AUSTX78701	SIV001000000010-00	100	1/1/2010	\$10,010.00	
							Total Functional Amount	\$55,550.00
							Total Originaling Amount	\$55,550.00

Service Billing

- Multi-branch with accounting by division and/or branch.
- Automatic batch numbering from system date and time.
- Post to or through Dynamics GP sales order processing.
- Filter invoice selection using an array of restriction options.
- Display all, included, or excluded invoices.
- Print comprehensive edit listing to ensure accurate posting.
- Multicurrency with originating and/or functional amounts.
- Sort scrolling window by document number or customer ID.
- Option to include or exclude zero dollar invoices from printing.
- Assign and print different invoice format for each customer.
- Print and/or send invoice document via email as a PDF file.
- Print optional pick ticket and/or packing slip.
- Reprint previously printed invoices.
- Print to include dual currency taxes in detail or summary
- Customize windows and documents via **Microsoft Modifier**.
- Identify and view on-hold invoices not eligible for billing.
- Drill-down support for customer, address, service area, & document.
- Window level notes and online context-sensitive help.

Payment Entry

Amount Received \$570.00
 COD Amount \$0.00

Payment/Deposit Type: Cash Deposit
 Checkbook ID UPTOWN TRUST
 Date 1/1/2010
 Posting Date 1/1/2010
 Cash Receipt Number PYMNT000000000287
 Amount \$0.00
 Currency ID Z-US\$

Credit Information
 Card Name
 Card Number
 Expiration Date
 Authorization Code
 Process Electronically

Accounts
 Cash Account 000 - 1100 - 00
 Description Cash - Operating Account
 Deposits 000 - 2740 - 00
 Description Advances from Customers

Type	Date	Currency ID	Amount Received	Amount Remaining
Checkbook/Card Name		Check/Card Number	Document	
Check Deposit	1/1/2010	Z-US\$	\$285.00	\$285.00
Credit Card Deposit	1/1/2010	Z-US\$	\$285.00	\$285.00
Total Amount Remaining				\$570.00

Service Payment Entry

- Multi-tender support for cash, check, credit card and eCheck.
- Support for deposits, payments and COD amounts.
- Automatic financial account assignment with override at runtime.
- Fully integrated PA-DSS compliant credit card processing.
- Easily accept major credit cards, debit cards, and eChecks (ACH).
- Secure tier 1 payment gateway powered by **BluePay**.
- Authorization, capture, sale, refund and void transaction types.
- Single-transaction or batch credit card processing.
- Advanced risk tools include E2EE, tokenization, AVS, and CVV2.
- Support for auto-pay, point of sale (POS), and web interface.
- Separate credit card and eCheck wallets by customer and address.
- Holds placed on credit card declines, holds, errors, & uncaptured.
- Multicurrency support with separate merchant accounts.
- Print and/or email credit card receipt to card holder.
- Drill-down support for checkbook and distribution accounts.
- Window level notes and online context-sensitive help.