ServiceLedger

Getting Started Guides

Getting Started with the

Administration Manager

This guide will document how to use the ServiceLedger Administration Manager to setup and implement your ServiceLedger Software. This guide covers setting up your company file, users, tax rates, territories, skills, marketing sources and more.

Introduction:

The Administration Manager is the first module you will want to set up prior to using ServiceLedger. Much of the functionality of ServiceLedger depends on how you set up the Administration Manager. It is highly recommended that you read this guide in its entirety and setup ServiceLedger along the way to ensure you have ServiceLedger properly setup before you start using ServiceLedger.

This guide will show you how to:

1. Set up Your Company
2. Set up Tax Rates (and GST Taxes for Canadian Customers)
3. Set up Users & User Permissions
4. Set up Territories
5. Set up Skills
6. Set up Assets
7. Set up Marketing Sources
8. Set up Text Templates

Setting Up Your Company:

Before you can begin using ServiceLedger, you must first set up your company. To set up your company begin by clicking on **Administration | Administration** from the file menu. If you have emptied the demo database, you will be prompted to enter your company information before proceeding. While you can still access ServiceLedger without entering this information, it is recommended that you enter it first before proceeding.

Enter your company information under the **Company Setup** tab.

1. Enter your Company **Name** (Note: Your company name will be tied into your registration key and you will need to contact ServiceLedger for a new registration key if you change your company name.)
2. Enter your Company **Address** Information.
3. Enter the **City**, **State** and **Postal Code**.
4. Enter the Company **Phone** and **Fax** Number.
5. Enter the **Website** and **Email** Address.

Attaching Your Company Logo:

In order for your logo to display correctly within ServiceLedger, you might need to re-size the logo to a 4:3 ratio, or 400 pixels in width by 300 pixels in height. You can click on **Find Logo…** to find your logo on your computer and/or network and attach it to ServiceLedger by following the instructions.

Defining Postal Codes:

Click on the **Postal Code** tab to add or edit postal codes. Postal codes allow you to speed up data entry by defining postal codes that will automatically populate city and state field values on accounts or to breakdown territories by postal code. ServiceLedger provides a one year postal code subscription for $99.00USD for the USA postal code set that includes four quarterly updates to ensure that your postal codes are up to date. For more information on the postal code
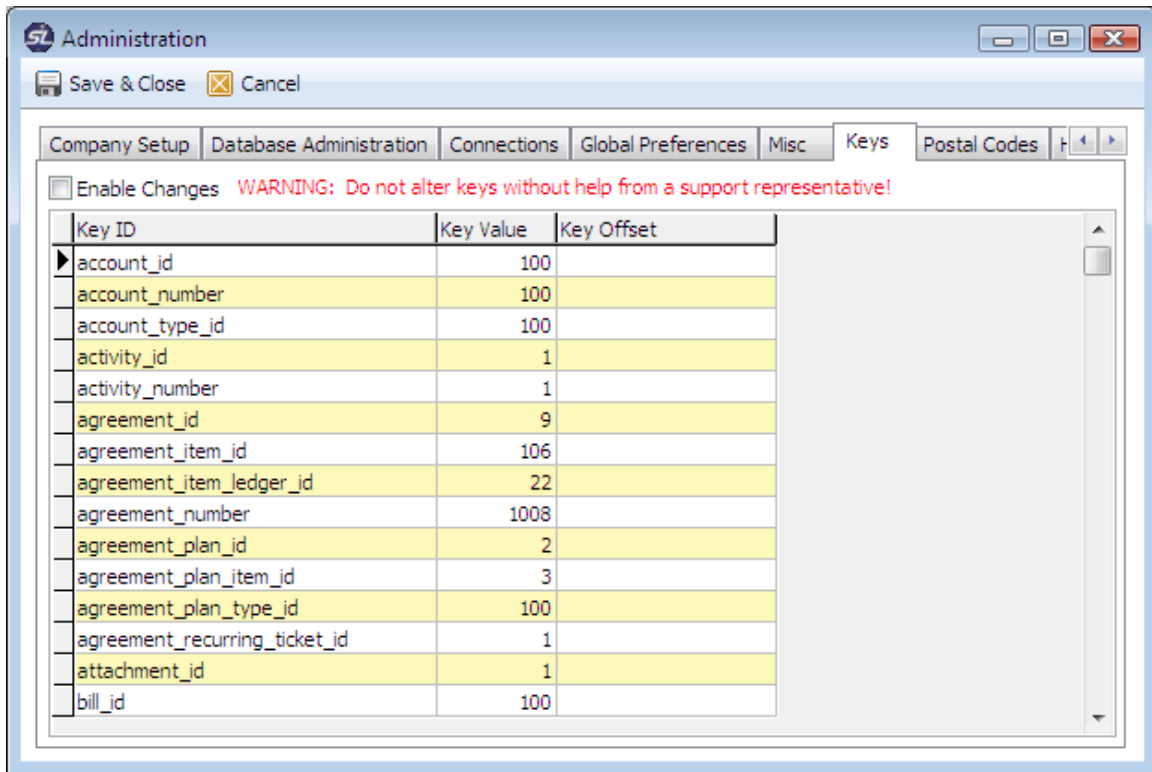
subscription, contact ServiceLedger Sales at 940-497-2834 or
sales@serviceledger.com.

Without the postal code subscription, you will need to manually add your postal codes. To manually add a postal code, click on the **Add** button and enter the postal code, city and state. The rest of the columns are available if you want to capture additional information, however they are not necessary. Click on the **Save** button to save the postal code.
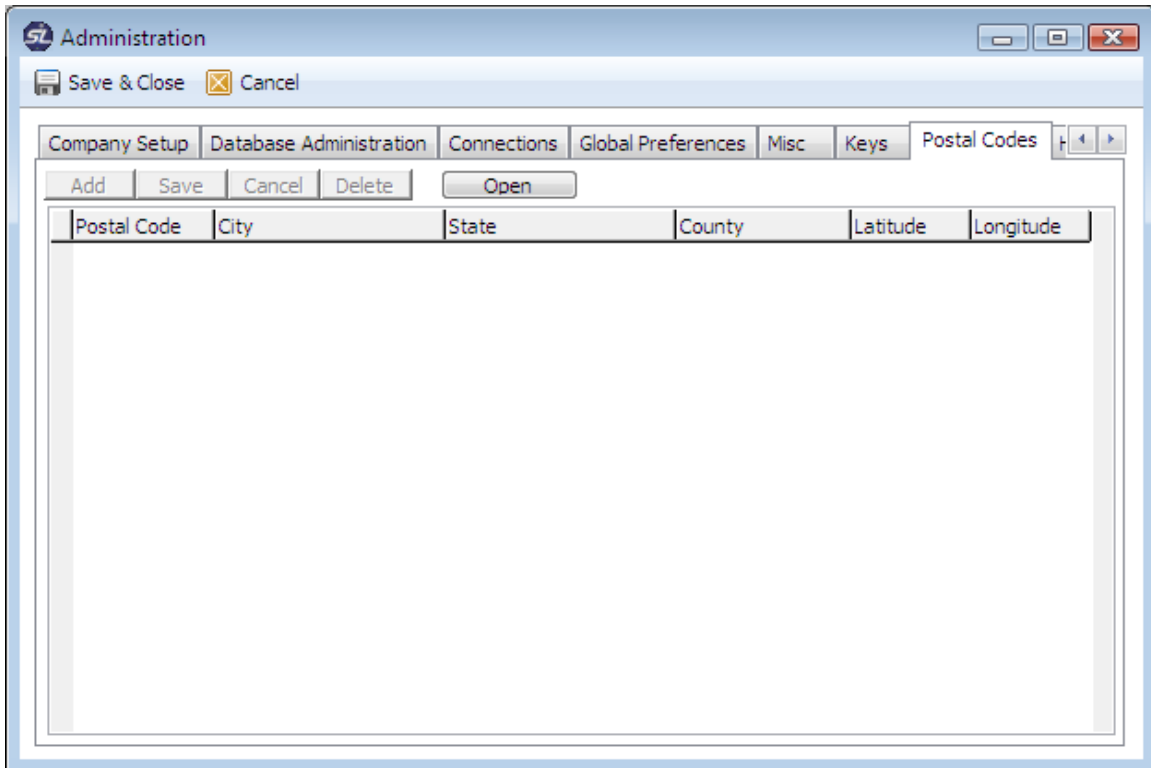
Defining Keys:

Keys allow you to re-sequence account, work order, invoice, purchase order, and other numbers throughout the system. It is recommended that you only modify keys under the guidance of a support representative. Contact support@serviceledger.com for more information on keys before you change them to ensure that you do not corrupt your database. For a summary of all keys, see the **Keys** topic in this training guide.

Administration

Save & Close | Cancel

Company Setup | Database Administration | Connections | Global Preferences | Misc | **Keys** | Postal Codes | H ◄ ►

☐ Enable Changes   WARNING: Do not alter keys without help from a support representative!

Key ID	Key Value	Key Offset
▶ account_id	100	
account_number	100	
account_type_id	100	
activity_id	1	
activity_number	1	
agreement_id	9	
agreement_item_id	106	
agreement_item_ledger_id	22	
agreement_number	1008	
agreement_plan_id	2	
agreement_plan_item_id	3	
agreement_plan_type_id	100	
agreement_recurring_ticket_id	1	
attachment_id	1	
bill_id	100	

Defining Global Preferences:

Click on the **Global Preferences** tab to enter global preferences. These should only be changed when working with a ServiceLedger support representative or following specific instructions in this training guide.

Note: You must click on the **Save & Close** button when exiting the Administration Window in order to save changes on your company setup and logo. When prompted to restart ServiceLedger before you continue use, it is recommended that you click Yes and close ServiceLedger and reopen before you continue.

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Important Information on Company Name:

Your company name is important once you register the software. The company name will not be able to be changed after you register the software and it will be read-only. In order to change the company name after registration, you will need to click on **File | Registration Key**. Note: You will need to obtain a new registration key if you change your company name after the software is registered as the registration key is tied into the company name.

Creating Tax Rates:

Chances are good that your business must collect taxes on parts, labor and/or agreements. ServiceLedger allows you to define different tax rates for different taxing jurisdictions and define what items (parts, labor, and agreements) are taxable. Each account and/or account location record can be attached to a different tax rate allowing you to collect the appropriate tax for items that are taxable.

Note: If you integrate ServiceLedger with your accounting software, it is important to note that ServiceLedger does not pass tax rate information to accounting software. The reason for this is most accounting software will conform to its own rules calculating tax amounts and if the amount is different than what

ServiceLedger calculates, your accounting software figures should take precedence.
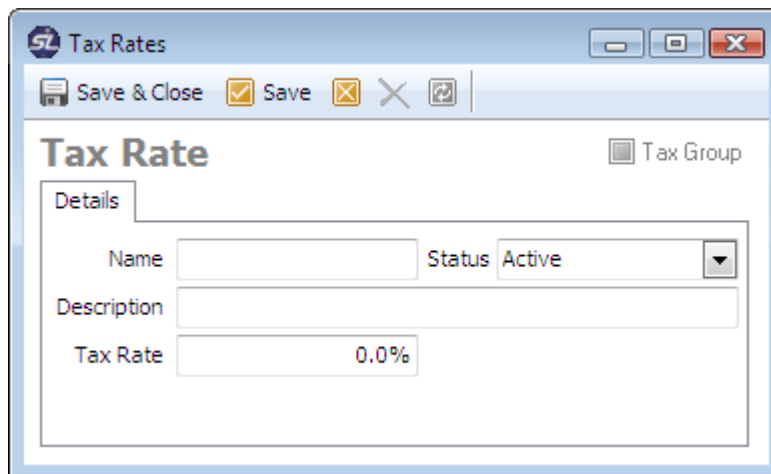
Click on **Administration | Office Admin | Tax Rates** from the file menu to launch the **Tax Rate View**.

Understanding Tax Rates:

Some or all of the parts, equipment and labor you charge to your customers may be taxable. By creating tax rates, you can have ServiceLedger automatically calculate the tax rate based upon your pre-defined tax rates and criteria. For example, if you have multiple tax rates for multiple jurisdictions, you can create a tax rate for each one in ServiceLedger and assign the customer to the correct tax rate to ensure the proper tax rate is calculated. Additionally, you can define what items and/or accounts are taxable.

Creating a New Tax Rate:

To create a new tax rate, you must launch the **Tax Rate List View** first. From the list view, you can click on the **Add Record** button to add a tax rate record.

1. Enter a **Name** for the tax rate; i.e. State Sales Tax.
2. Enter **Description** for the tax rate, if necessary.
3. Enter a **Tax Rate** Percentage; i.e. 8.25 for 8.25%
4. Click on the **Save & Close** button to save the tax rate record and close.

Inactivating Tax Rates:

You can inactivate any tax rate by changing the tax rate record status to inactive. Doing this will remove the tax rate from the **Tax Rate List View** and all drop-down references to taxes. It does not change the tax rate for any existing account record that still references the inactive record and you will need to manually change all account and/or account location records that references the inactive record.
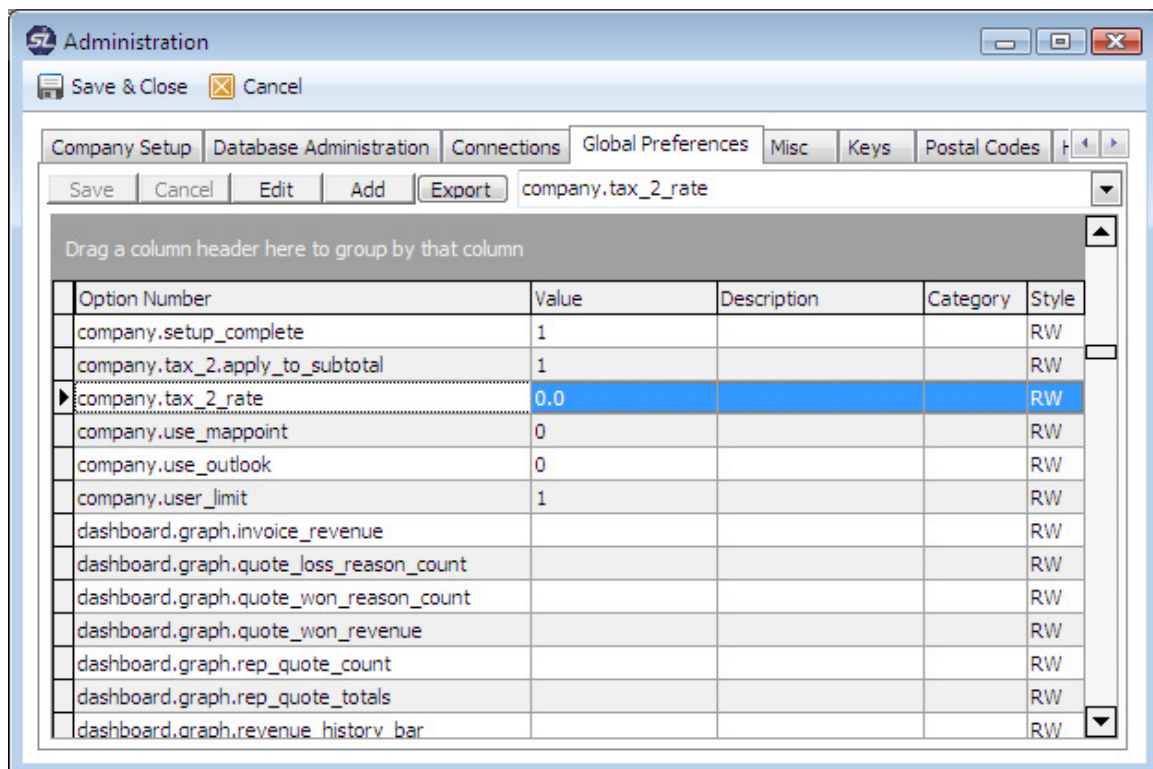
GST Tax Rates:

Canadian customers deal with General Sales Tax in addition to Provincial Sales Tax. In ServiceLedger, you can setup GST so that both your GST and PST is calculated on each job and/or invoice.

Note: ServiceLedger Tax Rates should only be used to define your PST tax rates and not GST. Follow the instructions below to setup GST.

Click on **Administration | Administration** to open the **Administration Window**.

Simultaneously click on **ALT** and **F8** to open the **Global Preferences** tab. The **Global Preferences** tab will only open if you click **ALT** and **F8** at the same time.

Click on the **Global Preferences** tab and enter **company.tax_2_rate** in the search field to find the appropriate preference.

Click on the **Value** and enter the value for the GST tax rate and then press **Enter** or tab out of the cell to save the changes.

Applying GST only to Sub-Totals:

By default, GST will be calculated for each line item on an invoice. If the item is taxable, GST will be calculated and if the item is not taxable, GST will not be calculated. In most cases, you will want to calculate GST on the sub-total of all line items.

Find the **company.tax_2.apply_to_subtotal** preference, which is usually above the **company.tax_2_rate** option and set the **Value** to **1** to turn the option on or set the **Value** to **0** to turn the option off. Be sure to click **Enter** or tab out of the cell to save the changes.
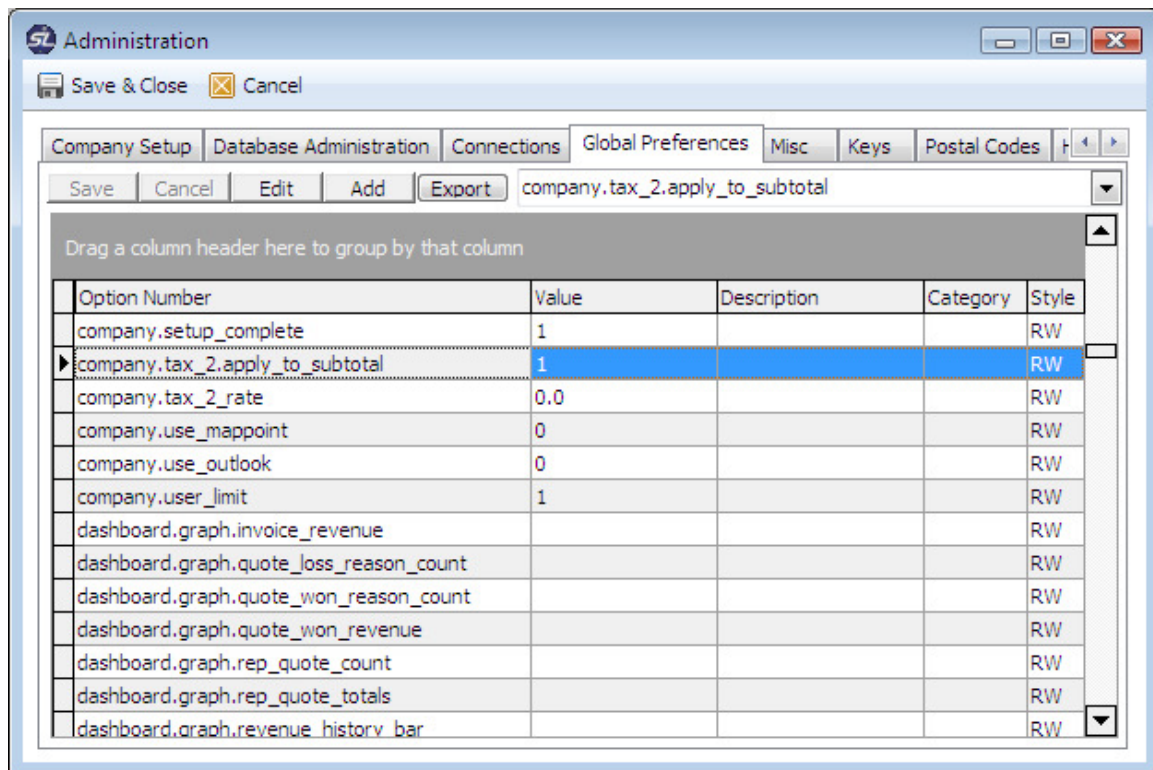
Calculating GST on Jobs and Invoices:

When you have the GST Tax Rate defined, you can now calculate GST taxes on your jobs and invoices.

On jobs, you will find the dual taxes on the **Invoice Charges** tab. The first tax rate will be PST and the GST tax rate will follow. You can elect to turn off GST tax calculation by unchecking the **GST** checkbox to the left of the GST tax rate and calculation.

On invoices, you will find the dual taxes on the **Details** tab.

Creating Users:

Users are where you will define users and set up user permissions for each user. Users are generally defined as users who will access the ServiceLedger application and should not be confused with technicians/sub-contractors that are used as scheduling resources on projects and/or work orders. You will only be able to create users up to and not to exceed the number of user licenses you have purchased.

Click on **Administration | Users** from the file menu to launch the **User List View.**

Understanding Users:

Users are those that will log in and use ServiceLedger. Users may or may not be technicians/sub-contractors. ServiceLedger licenses its software based upon a

concurrent user license. If you purchase a five user license, no more than five user records can be defined in the system.

Creating a New User Record:

To create a new user, you must launch the **User List View** first. From the list view, you can click on the **Add Record** button to add a user record.

1. Enter a unique **User Id** for the user; i.e. first name, employee number, etc. (Note: This is used for logging into ServiceLedger.)
2. Enter the **User Name**.
3. Enter a **Password** for the user for login purposes.
4. Click the **Save** button to save the user record.

Inactivating Users:

Inactivating user accounts prevent users from logging into ServiceLedger. It also removes the user from the **User List View** and all references to users on user drop-down boxes.

ServiceLedger by default runs in single user mode. To enable multi-user mode to force users to enter a password while logging in, please contact support@serviceledger.com for up to date instructions.

User Security:

ServiceLedger user security is extensive and can allow you to limit the read/write/delete/posting access of users. You can define user security for each user by clicking on the **Security** tab from the user window.

There are five levels of security:

Administration – does the user have administrative function to the window; i.e. change field label captions, etc?
Read – does the user have read privileges; i.e. ability to view a record?
Write – does the user have write privileges; i.e. ability to add or edit a record?
Delete – does the user have delete privileges; i.e. ability to delete a record?
Post – does the user have posting privileges, where applicable; i.e. ability to post and invoice or work order.
Full Control – All of the above.

Note that some privileges automatically assume other privileges. For example, even if you don't give a user read privileges to a window, if you give them write privileges they will be able to enter the window.

To speed up the process of defining user permissions, several buttons are available to you. The **Check All** button allows you to check all permissions and then you can go into the permissions and uncheck each permission not granted to the user. The **Clear All** button will clear all permissions for the user.

Copying User Permissions to Other Users:

You can setup a user to be a template to use for other users. Once you have defined the user permissions for one user, you can re-use their same permissions by clicking on the **Set As A Security Template** checkbox. To copy an existing template to a new user, use the **Use Security Template** drop-down box to list the permissions you want to apply to the new user.
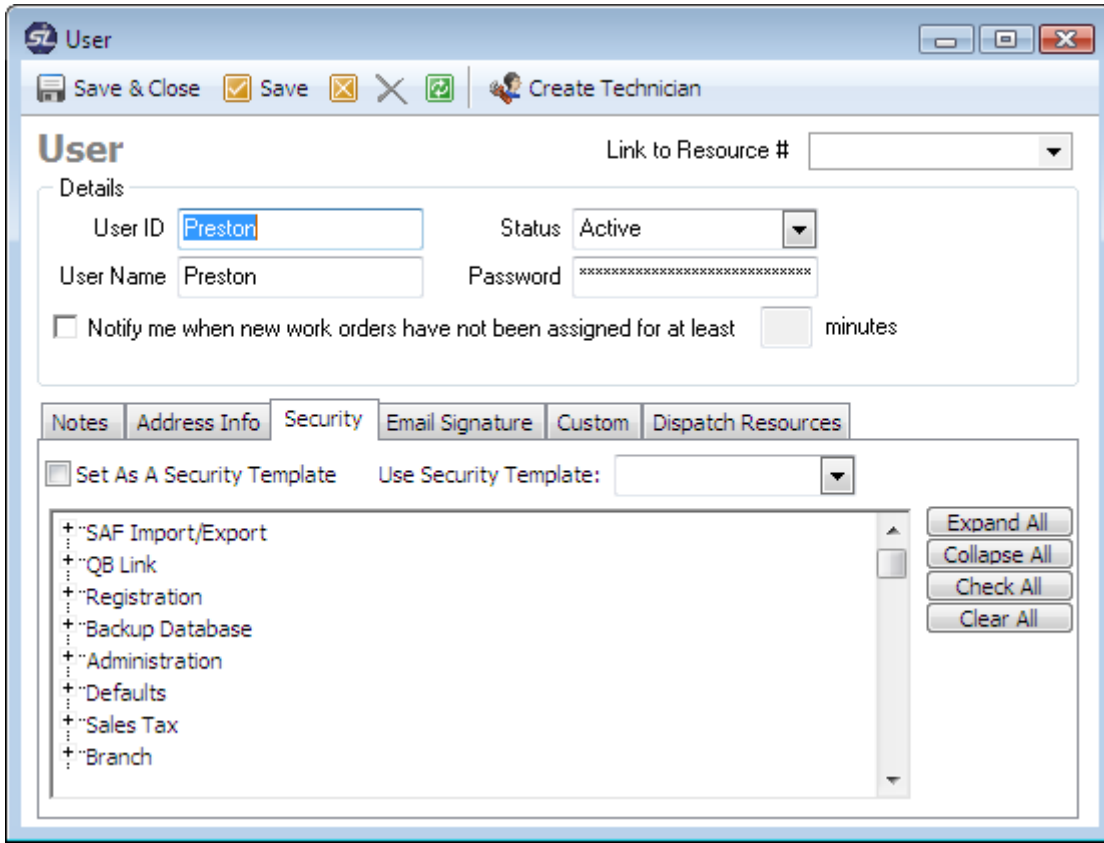
Creating Territories:

Territories are where you can define your service territories, zones, regions, etc. Territories are useful in breaking down your service area into manageable zones that can help you improve the efficiency of your scheduling. It also allows you to create default service charges, or trip charges, for each territory that will automatically be added to work orders.

Click on **Administration | Resources | Territories** from the file menu to launch the **Territory List View**.

Understanding Territories:
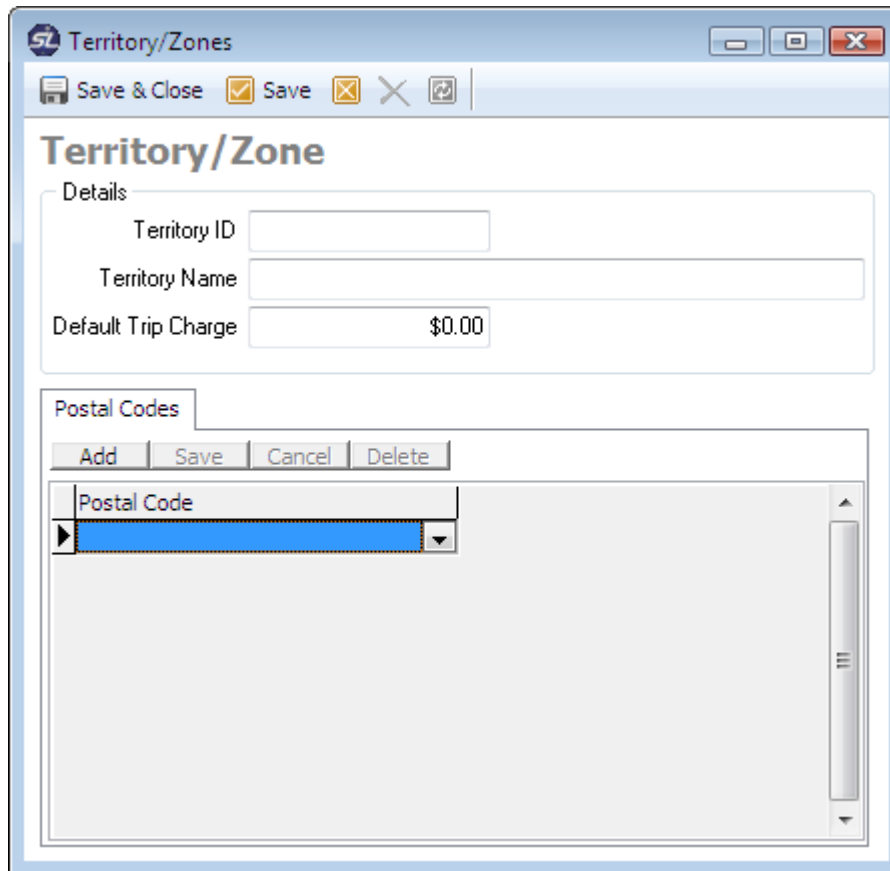
Before you begin using territories, it is important to decide exactly how you plan to use this feature to ensure maximum efficiency when scheduling. Territories are useful in limiting travel time and keeping your resources in a defined area, when possible. If used correctly, territories can improve efficiency and profitability by allowing your resources to do more in less time within a defined geographical area.

Tip: Some companies may breakdown territories by quadrants within a defined service area such as East, West, South and North. Other companies may

breakdown territories by postal code. The general rule of thumb is to have enough territories to maximize scheduling efficiency, however too many territories become difficult to manage and maintain.

Creating a New Territory:

To create a new territory, you must launch the **Territory List View** first. From the list view, you can click on the **Add Record** button to add a territory record.

1. Enter a unique **Territory ID** to identify the territory.
2. Enter a **Territory Name** for the territory.
3. If the territory will have a default trip charge, enter the **Default Trip Charge** or leave as blank.
4. Click on the **Save** button to save the territory record.

Defining Postal Codes for Territories:

By defining postal codes for each territory, you can automatically populate the territory field on an account record based upon the postal code. Note: You can

only use a postal code once for all territories and all postal codes must be defined first under **Administration | Administration** on the **Postal Code** tab either manually by input or by purchasing the US postal code update from ServiceLedger.

Click the **Add** button on the Postal Code tab to add a postal code to a territory. Click the **Save** button on the Postal Code tab to save the postal code.

Creating Marketing Sources:

Marketing sources is where you can create and track your various marketing campaigns and track the results from each. As you add new accounts, you can attach the account to a marketing source for marketing tracking.

Click on **Administration | Office Admin | Marketing Source** from the file menu to launch the **Marketing Source List View**.

Understanding Marketing Sources:

While not required, marketing sources are useful when you want to track marketing effectiveness of your various marketing campaigns. For example, if you spend $1,000 on a marketing campaign, you might want to know the results of the campaign including how many leads and how much revenue it generated. By tracking marketing sources in ServiceLedger, you can track this information and make informed business decisions on if you want to continue a marketing campaign based upon results and overall effectiveness.

Creating a New Marketing Source:

To create a new marketing source, you must launch the **Marketing Source List View** first. **Administration | Office Admin | Marketing Sources.** From the list view, you can click on the **Add Record** button to add a marketing source record.

1. Enter a unique **Source ID** to identify the source.
2. Enter the **Source Cost** for the marketing program.
3. Enter a **Description** of the source, if necessary.
4. Click on the **Save** button to save the marketing source record.

Tracking Results:

ServiceLedger calculates your marketing results based upon the number of accounts that are created and assigned to the marketing source. Results are automatically generated within ServiceLedger requiring no effort on your part to track other than to be sure that when an account is created it is assigned to a marketing source for marketing tracking.

The average cost per result is calculated based upon the cost of the campaign divided by the total results. For example, a $1,000 campaign with four leads generated would average to $250 per lead.

Creating Skills:

Skills are where you can create skills that can be attached to technicians and/or sub-contractors to ensure that the right tech/sub-contractor is sent out for each job. Each tech and/or sub-contractor can have one or more skills, or you can elect not to use skills at all.

Click on **Administration | Resources | Skills** from the file menu to launch the **Skills List View**.
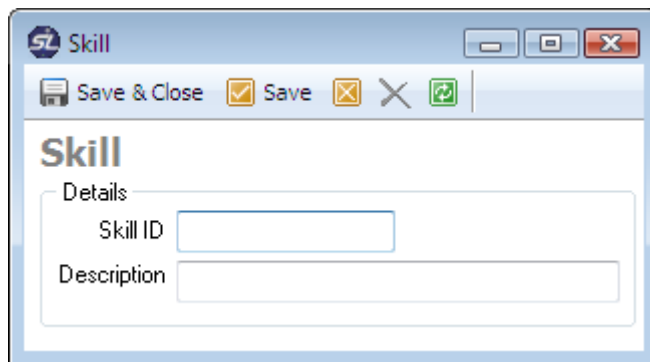
Understanding Skills:

Skills are useful if you have different technicians with different skill sets. By defining the skills and attaching skills to your different technicians, you can use the scheduler within ServiceLedger to only show those technicians that match a specific skill. It is a good way to ensure that the right technician is dispatched for a job.

Skills can be used to track specific skills, certifications, licensing or other type of qualifications your technicians may have.

Creating a New Skill Record:

To create a new skill, you must launch the **Skills List View** first. From the list view, you can click on the **Add Record** button to add a skill record.

1. Enter a unique **Skill ID** to identify the skill.
2. Enter a skill **Description**.
3. Click on the **Save** button to save the skill record.

Creating Assets:

Assets are where you can track assets you assign or loan to techs and/or sub-contractors. Assets may be tools, equipment, computers/laptops, or other assets.

Click on **Administration | Resources | Assets** from the file menu to launch the **Assets List View.**
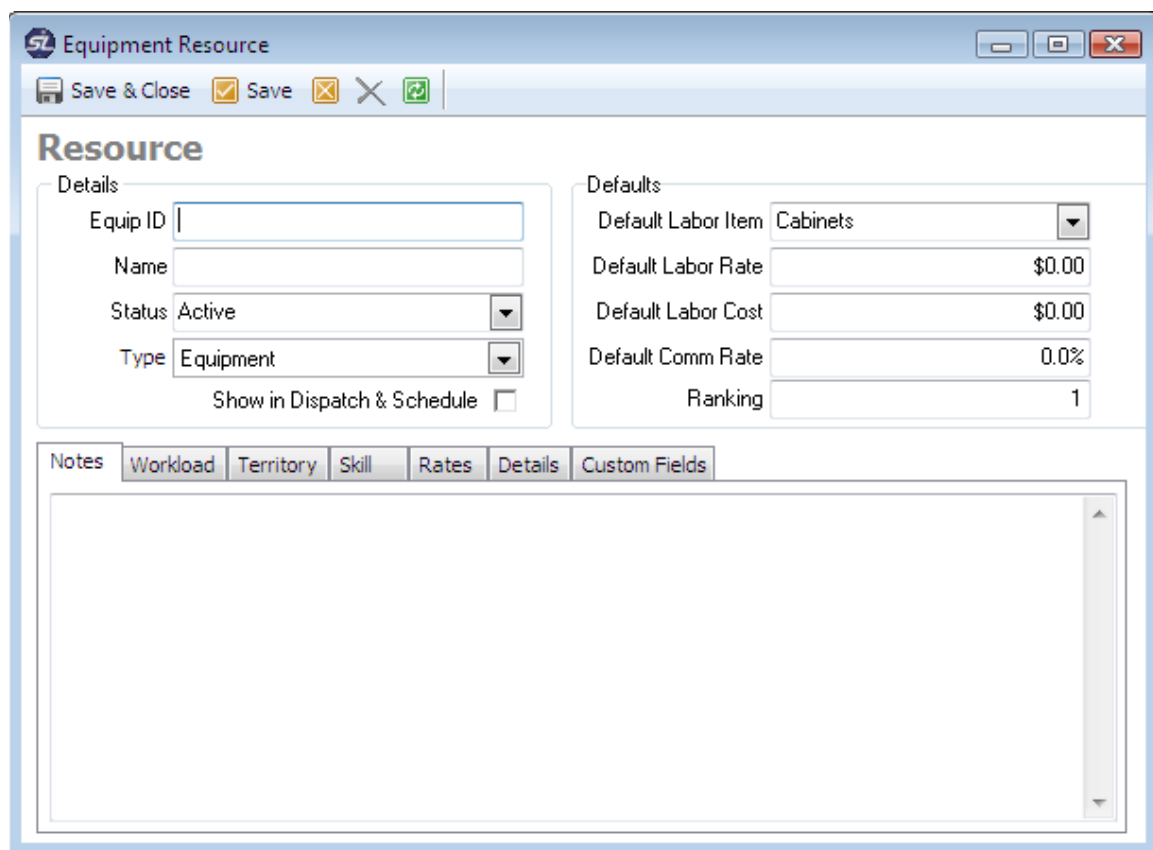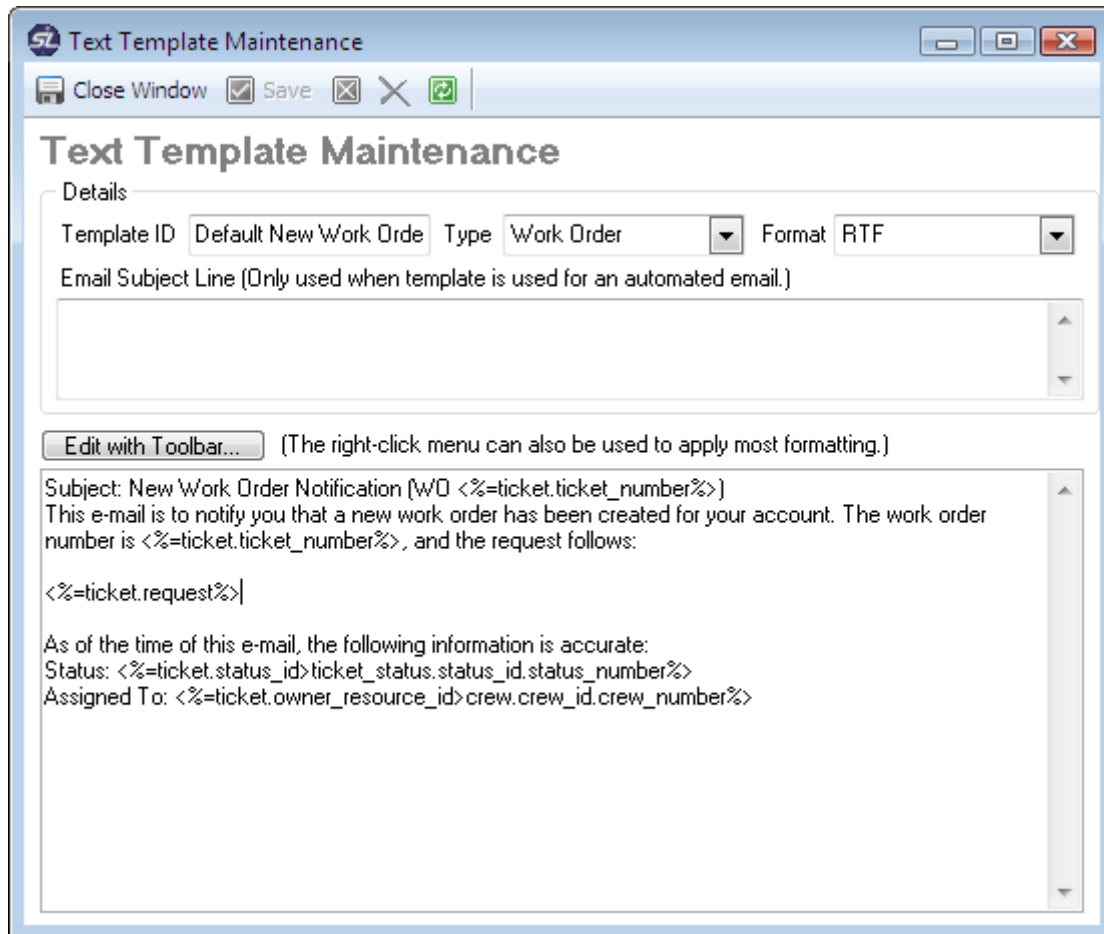
Understanding Assets:

Assets should not be confused with parts or equipment that you may sell or service for your customers. Assets are your property that is used by your technicians to perform their service. Examples of assets include tools, equipment, computers/laptops, or other tools necessary by your technicians to do

their jobs and owned by you. Assets are generally never sold or rented to customers.

Tracking assets is important for companies that need a listing of all company-owned tools, etc. that are assigned or loaned to a technician. A listing of all assets assigned to a technician can be found under technicians.

***Creating a New Asset Record*:**

To create a new asset, you must launch the **Asset List View** first. From the list view, you can click on the **Add Record** button to add an asset record.

1. Enter a unique **Equip ID** to identify the asset.
2. Enter a **Name.**
3. Enter the **Default Labor Item** of the asset for cost tracking.
4. Enter the **Default Rate and Cost**.
5. Use the drop-down box to assign the asset to a technician. Note: You can also assign assets to technicians from the Technician Record.
6. Click on the **Save** button to save the asset record.

Managing Text Templates:

Text templates allow you to define common text that may appear on account quotes. When you create a template, you make it available to other modules for reuse. To open the **Text Templates List** go to **Administration | Office Admin | Text Templates**.

Please provide a meaningful **Template ID**, as well as select the type of document this is. The **Edit** button will allow you to edit the text with the built-in RTF editor.

By creating multiple text templates, you can easily copy the text to other text fields in modules such as Account Quotes.