

ServiceLedger 2009

Getting Started Guides



Getting Started with the Payables Manager

This guide will document how to use the ServiceLedger Payables Manager for managing vendors, issuing purchase orders, receiving items and creating vendor bills.

Introduction:

The Payables Manager allows you to manage your vendors, purchase orders and vendor bills in ServiceLedger. The module will help you simplify your purchasing by automating the purchasing process including automatic reorders based upon minimum and reorder quantities and automatic work order purchasing to order parts and materials for your work orders or jobs.

To better understand how the ServiceLedger Payables Manager can benefit you, it is recommended that you understand the different ways you can use this module to simplify your purchasing process. The module is designed primarily around the purchasing of items for inventory and/or work orders or jobs.

1. Purchase Orders – you will create purchase orders when you want to purchase items in ServiceLedger and track the receipt of those items in ServiceLedger.
2. Work Order Purchasing – you may want to flag items for purchase on work orders or jobs in ServiceLedger to let someone in purchasing know you need to have that item purchased.
3. Automatic Purchasing – you may want to maintain minimum inventory quantities of a specific item and want ServiceLedger to prompt you to purchase more of that item when the quantity of the item falls below a minimum quantity you want to keep on hand.

To use the module effectively, you must create vendors and items first in ServiceLedger. The vendors are the companies you will be purchasing the items from. The items are the items you will be purchasing from vendors and selling to customers.

Creating Vendors:

Vendors are defined as the companies that you will purchase parts, materials, equipment, labor or other items from that you in return will sell to your customers. You must have your vendors created in ServiceLedger before you can create and issue purchase orders to those vendors.

To create a vendor, you can click on **Payables | Vendors | Add New** to add a new vendor from the **Navigator**. This will open a blank vendor record where you can start to enter data on your vendor.

The **Vendor** window will display allowing you to enter the information on the vendor. The amount of information you want to collect on the vendor is up to you, however ServiceLedger will require at least the vendor number, vendor name and terms to be entered. By default the vendor number and terms will automatically populate values based upon your preferences at setup.

Vendors [Close Window] [Save] [X] [Create PO] [Actions]

Vendor Vendor # 108 Status Active

Details Pending POs & RMAs All POs & RMAs Bills & Credits Items

Vendor Details

Name	Brown Equipment Rental	Phone	415-555-2366
Contact	Sylvester Brown	Fax	415-555-2367
Address 1	33 Old Bayshore Rd	Website	
Address 2		Email	
City	Bayshore	Type	Vendor
State/Postal	CA 94326	Terms	Net 10

Add Note Print Notes

On PO: \$28.95 Current: \$0.00 30+: \$0.00 60+: \$0.00 90+: \$2,377.05 Bal: \$2,377.05

1. Enter the **Vendor Name**.
2. Enter the **Vendor Contact**.
3. Enter the **Vendor Address** information.
4. Enter the **Vendor Phone, Fax, Website** and **Email** address. The email address is important if you want to email purchase orders to the vendor.
5. Enter the **Vendor Type**.
6. Enter the **Vendor Terms**.

Tracking Vendor Notes

You can record miscellaneous notes on your vendors using the note field on the vendor record. This note field is useful in recording conversations or other important information about a specific vendor. Clicking on the **Add Note** button will date, time and user stamp each note allowing you to track the date, time and user who created the note entry. Clicking on the **Print Note** button will allow you to print all the notes for that specific vendor.



Tracking Vendor Purchase Orders

ServiceLedger allows you to track the pending purchase orders and all purchase orders submitted to a specific vendor. Click on either the **Pending P/O's** or **All P/O's** tab to view the appropriate purchase orders. Each tab will provide a list of all purchase orders with the ability to double-click on any line to open the specific purchase order.

PD #	Date Created	Expected Date	Shipping Location	Status	Terms
▶ 105	12/28/2005		ServiceLedger	Partial	Net 10

Pending P/O's will track all purchase orders still considered pending where the status is anything other than closed.

All P/O's will track all purchase orders including closed purchase orders that have been fully received.

Tracking Vendor Bills

ServiceLedger allows you to track all vendor bills you receive from the vendor for the parts, material, equipment and/or labor purchased. Vendor bills are defined as the invoices you are receiving from the vendor for the purchased parts. You can track all vendor bills on the **Bills** tab of the vendor record with the ability to double-click on any line to open the specific bill.

Details Pending PO's All PO's Bills							
Bill #	Ref. No.	Received	Due	Paid	Total	Balance	Status
▶ 106		12/28/2005	1/7/2006	12/28/2005	\$1,500.00	\$1,500.00	Open

Tracking Vendor A/P Balances

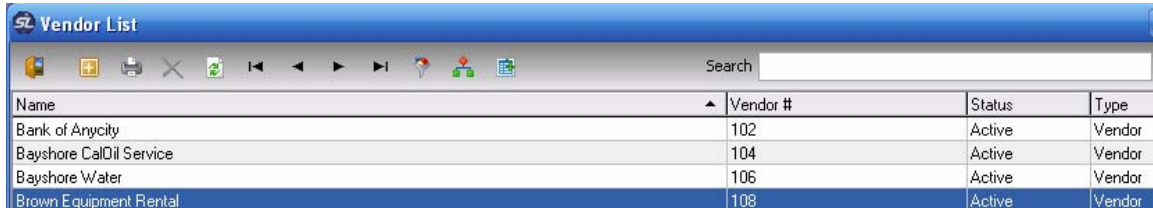
ServiceLedger allows you to track the A/P balances for each vendor on the bottom of the vendor record. The balances are calculated based upon the vendor bills received. For pending purchase orders not received, the **On PO** balance will calculate all outstanding items on purchase order to determine a balance.

On PO: \$0.00	Current: \$1,500.00	30+: \$0.00	60+: \$0.00	90+: \$0.00	Bal: \$1,500.00
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Tracking Vendors Via the Vendor List View

The **Vendor List View** is useful in tracking all of your active vendors via a list. You can easily search for vendors and open a vendor record from the **Vendor List View**. To open the **Vendor List View** click on **Payables | Vendor | Open List** from the **Navigator**.

You can search for any vendor from the list view by entering the vendor name or vendor number.

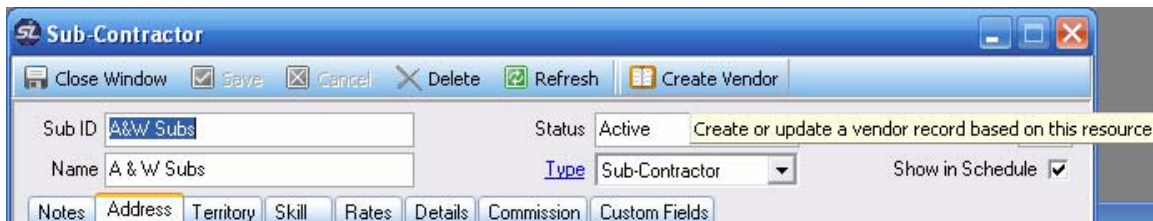


The screenshot shows a window titled "Vendor List" with a search bar and a table of vendors. The table has columns for Name, Vendor #, Status, and Type.

Name	Vendor #	Status	Type
Bank of Anycity	102	Active	Vendor
Bayshore CalOil Service	104	Active	Vendor
Bayshore Water	106	Active	Vendor
Brown Equipment Rental	108	Active	Vendor

Creating Vendor Records from Sub-Contractor Records

If you have a sub-contractor in your system and need to create a corresponding vendor record for the sub-contractor, you can open the sub-contractor record and click on the Create Vendor button. This will create a corresponding vendor record for the sub-contractor.



The screenshot shows a window titled "Sub-Contractor" with a form for creating a vendor record. The form includes fields for Sub ID, Name, Status, Type, and Show in Schedule. The "Create Vendor" button is highlighted.

Sub ID: A&W Subs
Name: A & W Subs
Status: Active
Type: Sub-Contractor
Show in Schedule:

Buttons: Close Window, Save, Cancel, Delete, Refresh, Create Vendor

Creating Items:

Items are defined as the parts, materials, equipment, service plans or labor that you may purchase from vendors and sell to customers. In order to create a purchase order in ServiceLedger, you must have the items defined in ServiceLedger before you can add it to a purchase order. You have the ability to add items on-the-fly while creating a purchase order or you can go to the **Inventory Manager** to add the items first.

Creating Item Records

To create an item record, you can click on the **Inventory | Items | Add New** to add a new item from the **Navigator**. This will open a blank item record and allow you to enter the item information. *Note: This section will only cover the basic aspects of creating item records as it relates to purchase orders. For more*

*detailed information on creating items or inventory control, see the **Getting Started with the Inventory Manager** guide.*

Enter the information on the item and click the **Save** button to save the item record. For more information on creating items see the **Getting Started with the Inventory Manager** guide.

The screenshot shows the 'Items' form in ServiceLedger. The form is divided into several sections:

- General Information:** Item Type (Equipment), Item ID (DS-1), Description (DS-1), Parent Item.
- Price, Cost & Warranty Information:** Item Status (Active), Price (\$1500.00), Cost (\$750.00), Item Cost Type (Fixed), Taxable (checked), Warranty Period (365 Days).
- Inventory Information:** Item Inventory (unchecked), Automatic Reorder (unchecked), Preferred Vendor, Minimum Qty (0), Reorder Qty (0).
- Manufacturer Info:** Equip. Type, Manufacturer, Model, Manufacturer's Warranty Period (0), Annual Contract Renewal Rate (\$0.00).

Setting the Item Up For Inventory Tracking & Purchasing

A useful feature in ServiceLedger is the Automatic Purchasing feature that allows you to automatically generate purchase orders when the quantity of an item falls below a minimum quantity you wish to keep on hand. At this time, ServiceLedger will prompt you to reorder a predetermined quantity from a predetermined vendor that you define. To use this feature, you will need to set the item up for inventory tracking allowing you to track the availability and quantity of the item on hand and set the item up for automatic reorder.

On the item record, you can find the **Inventory Information** section in the middle of the item record.

Click the **Item Inventory** checkbox to set the item up for inventory tracking. This will prompt ServiceLedger that you wish to track inventory on this item. Click the **Automatic Reorder** checkbox to set the item up for automatic purchasing. This will prompt ServiceLedger that you wish to reorder this item when the quantity falls below a minimum quantity you wish to have on hand.

Select your **Preferred Vendor** you wish to reorder this item from and enter the **Minimum Quantity** to keep on hand at all times and the **Reorder Quantity** you wish to reorder if the balance for the item falls below the minimum quantity. Click the **Save** button on the item record to save the item changes.

This will now flag this item for automatic reorder when the available balance of the item falls below the minimum quantity you wish to keep on hand at all times. *Note: The reorder quantity can be adjusted prior to creating the purchase order if you decide to purchase more or less than your reorder quantity amount.*

Creating Purchase Orders:

Purchase Orders are defined as the purchasing contracts you send to your vendor to purchase parts, material, equipment or labor at a specified price. Generally, your purchase orders will list the terms of the purchase order and the expected date you expect to receive the items purchased.

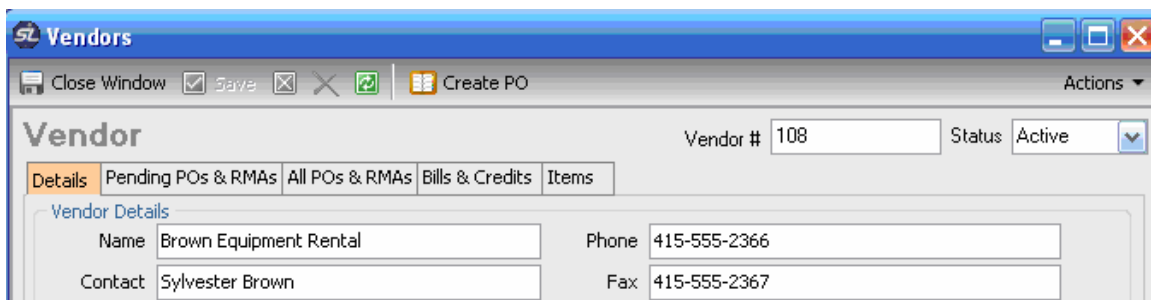
In ServiceLedger there are several ways that purchase orders can be generated. A few of the ways include:

- Clicking on the **Create PO** button from a vendor record.
- Creating the Purchase Order from the **PO List**.
- Automatically generating purchase orders from the **Automatic Purchase List**.
- Automatically generating purchase orders from the **Work Order Purchase List**.

This section of the documentation will explore all of the different ways that purchase orders can be created and allow you to determine what methods are best for your organization.

Creating Purchase Orders

One of the simplest ways to create a purchase order is to open a vendor record and click the **Create PO** button to create a new purchase order for that vendor. This method automatically assigns a vendor to the purchase order saving a little time in data entry looking up the vendor you want to create the purchase order for.



The screenshot shows a software window titled "Vendors" with a menu bar containing "Close Window", "Save", "Create PO", and "Actions". Below the menu bar, the "Vendor" section displays "Vendor # 108" and "Status Active". A tabbed interface shows "Details" selected, with sub-tabs for "Pending POs & RMAs", "All POs & RMAs", "Bills & Credits", and "Items". Under "Vendor Details", the following information is displayed in a form:

Name	Brown Equipment Rental	Phone	415-555-2366
Contact	Sylvester Brown	Fax	415-555-2367

Another option of creating a purchase order is to click on **Payables | Purchase Order | Add New** from the **Navigator** to create a new purchase order. For purposes of this training guide, we will use this method to create a purchase order.

Purchase Order #107

Close Window Save Print Printed

Purchase Order Class [] Purchase Order # 107 Status Open

Details Notes Item Receipt Transactions Message

Expected Date [] Ref. # [] Ship-To Inventory Location Location # Main

Vendor Information
 Vendor # 108 Vendor Name Brown Equipment Rental Terms Net 10
 Vendor Address1 33 Old Bayshore Rd Vendor Address 2
 City Bayshore State/Postal CA 94326

Shipping Information
 Ship-To Name ServiceLedger Ship-To Address1 112 Gotcher Road
 Ship-To Address2 Suite B 1 - 5 City Lake Dallas State/Postal TX 75065

Add Item Remove [] [] From Work Order 1017

Item #	Item Description	Quantity			Item Cost		Total Cost	
		Req	Rcvd	Rem	Expected	Actual	Expected	Projected
1F947	Thermostat	1	0	1	\$28.95		\$28.95	\$0.00

Creation Date: 11/2/2007 Expected Cost: \$28.95 Current Cost: \$0.00

1. Enter the **Expected Date** you wish to receive the items by.
2. Select a **Vendor**. All vendor information will default based upon the vendor you select.
3. Select the **Ship-To** location. The ship-to location can be either an Inventory Location or Drop-To Account if you wish to have the item drop-shipped to an account location.
4. Select the Location. The location can be either one of your inventory locations or a specific account location.

Adding Items To The Purchase Order

Click the **Add Item** button to add items to the purchase order. This will open the **Purchase Order Item** window where you can select the items you wish to purchase.

Add Purchase Order Item

Details

Item # DS-1

Description DS-1

Quantity 1

Cost \$750.00

Extended Cost \$750.00

Work Order

Class

Cancel Save & New Save & Close

1. Select the **Item #** (or Part #) to be purchased.
2. Enter the **Quantity** to be purchased.
3. Enter the **Cost**.
4. If the purchase order should be linked to a work order in your system, you can select the work order to link it to. This is rarely used as you should create purchase orders from work orders instead.
5. Click the **Save & New** button if you have more items to purchase or **Save & Close** button if you are finished.

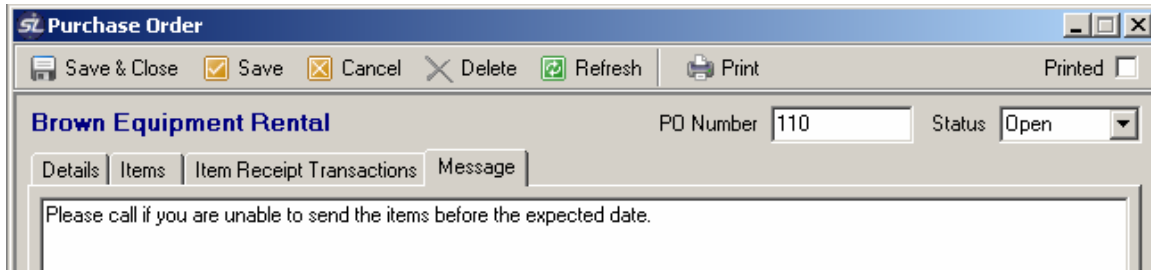
A listing of all items on the purchase order will be listed allowing you to see all items you have on the purchase order before you print and issue the purchase order to a vendor. The listing is useful in tracking the items ordered, the items received, balance to be received, if any, and the expected cost by unit and extended cost.

Recording Purchase Order Notes & Messages

Purchase Order notes allow you to track miscellaneous notes on the purchase order including any conversations you are having with the vendor about the status of the purchase order. You can enter any notes on the purchase order.
Note: Vendor notes do not print on the purchase order.

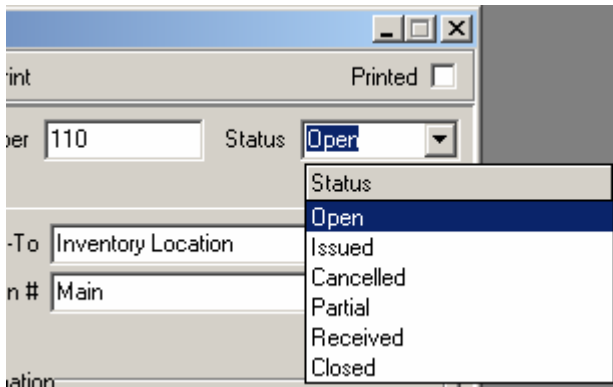
Vendor messages allow you to record a message to the vendor. For example, you might want to add a message on the purchase order for the vendor to call

you for a credit card for payment. Other messages may be to have the vendor call you if they cannot deliver by the expected date or to call if they expect any problems with the shipment of the items. To record a vendor message, click on the **Message** tab and enter the message you wish to have printed on the purchase order.



Managing Purchase Order Statuses

Purchase Order statuses allow you to track the status of the purchase order from creation through receipt of the items. The status field will automatically adjust during the purchasing process as follows:



- The status will be Open when the purchase order is created but not issued to the vendor.
- The status will change to Issued when you print the purchase order or if you change it manually. Issued means you have issued the purchase order but haven't received any items yet.
- Cancelled means you have cancelled the purchase order and it is no longer valid. Note: If you have issued a purchase order to a vendor, it is assumed you have notified the vendor that the purchase order is cancelled.
- Partial means you have received a partial shipment on the purchase order and there are still items remaining. By default, ServiceLedger will change

- the status automatically to Partial if you have received some, but not all, purchased items.
- Received means you have received the full shipment of the items on the purchase order, but haven't received the final bill from the vendor yet for costing purposes.
 - Closed means you have received the full shipment of the items and recorded the vendor invoice into ServiceLedger. By default, ServiceLedger will prompt you if you want to automatically change the status to Closed when the full shipment arrives. If you haven't received the vendor invoice yet, it is recommended that you select No to keep the purchase order at Received status until you receive the vendor invoice.

Printing the Purchase Order

You can print the purchase order directly from the purchase order you created by clicking on the **Print** button on the purchase order. Note: You can modify the layout of the purchase order with a copy of Crystal Reports or you can hire ServiceLedger to modify the purchase order for you.

If you want to print multiple purchase orders at once, you can print all unprinted purchase orders by clicking on **Reports | Purchasing Reports | Print Unprinted Purchase Orders**. This will print all purchase orders that haven't been marked as printed yet.

By default, ServiceLedger will change the status of the purchase order to **Issued** when you print the purchase order.

Tracking Purchase Orders via the Purchase Order List View

You can quickly view all pending purchase orders with the **Purchase Order List View**. The **Purchase Order List View** by default will display all pending purchase orders defined as any purchase order that has a status other than **Closed**. You can access the **Purchase Order List View** by clicking on **Payables | Purchase Orders | Open List** from the **Navigator**.

You can search for purchase orders by PO #, Vendor # or Vendor Name.

P/O #	Vendor #	Vendor Name	Ship-to	Terms	Ref. #
105	104	Bayshore CalOil Service	ServiceLedger	Net 10	
106	114	CalOil Company	ServiceLedger	Net 10	
107	108	Brown Equipment Rental	ServiceLedger	Net 10	
109	112	Cal Telephone	ServiceLedger	Net 10	
110	110	Cal Gas & Electric	ServiceLedger	Net 10	

Automatically Creating Purchase Orders from the Automatic Purchasing List

The Automatic Purchasing List is a powerful tool to allow you to automatically generate purchase orders when an item falls below a minimum quantity or if you have a negative quantity of any item. To use this feature for automatic reorder of items when the item falls below a minimum quantity, you must specify the item to be setup for automatic reorder, minimum quantity and reorder quantity when the quantity falls below the minimum quantity. Even if you do not setup items for automatic reorder, you can use this feature for items with a negative quantity if the item is setup for inventory tracking.

To open the Automatic Purchasing List click on **Payables | Automatic Purchasing** from the **Navigator**.

The list will display all items that need to be ordered based upon the minimum quantity and reorder quantity or negative quantity. From the Automatic Purchasing List you can specify a vendor, adjust the amount and cost of the item to be ordered and select what items you want to purchase and what items you do not want to purchase yet. When you have completed the task of selecting the items to be ordered and defined a vendor and cost for the item, you can click on the **Generate Purchase Order** button to generate the purchase orders for the items.

Batch Item Order Purchasing									
Batch Actions									
<input type="button" value="Process"/> <input type="button" value="Cancel"/>									
x	Vendor #	Vendor Name	Item Number	Item Description	Reorder	Available	Incoming	Cost	Extended
<input type="checkbox"/>			1/4" Line	1/4" Vinyl Irrigation I	5000	-5000	0	\$0.07	\$350.00
<input type="checkbox"/>			Sprinkler Hds	Sprinkler heads	20	-10	0	\$0.00	\$0.00

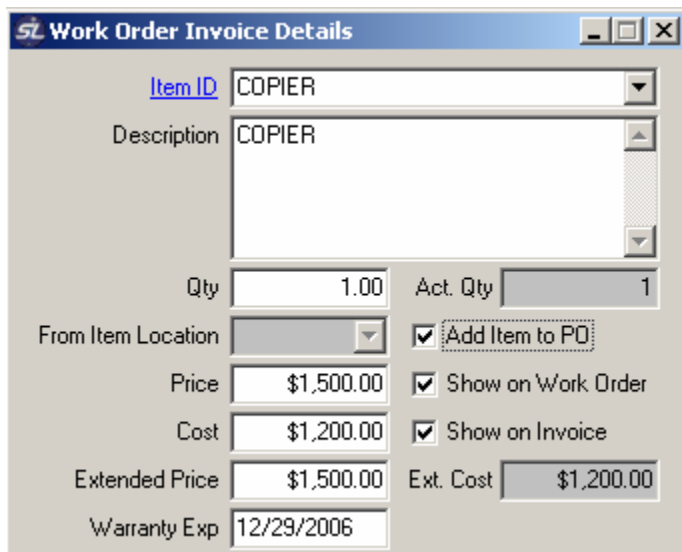
You can print all generated purchase orders by clicking on **Reports | Purchasing Reports | Print Unprinted Purchase Orders** to print all of the purchase orders at once.

Automatically Creating Purchase Orders from the Work Order Purchasing List

Like the **Automatic Purchasing List**, the **Work Order Purchasing List** is another powerful purchasing tool that allows you to view all the items you need to purchase for the work orders or jobs you have created that will require you to purchase items before the jobs can be finished. All items on the **Work Order Purchasing List** are linked to work orders where you have selected the item to be purchased. This allows someone is purchasing to view a listing of all items to be purchased for all jobs without having to go through each individual work orders to determine what items need to be ordered.

For an item to be added to the **Work Order Purchasing List**, the item must be marked for purchasing on the work order. This ensures that you have added the item to the work order so that the item will be invoiced and prompts purchasing that the item needs to be ordered.

From a work order, when an item is added, click on the **Add Item to PO** checkbox to add the item to the **Work Order Purchasing List**. This prompts ServiceLedger that the item needs to be purchased.



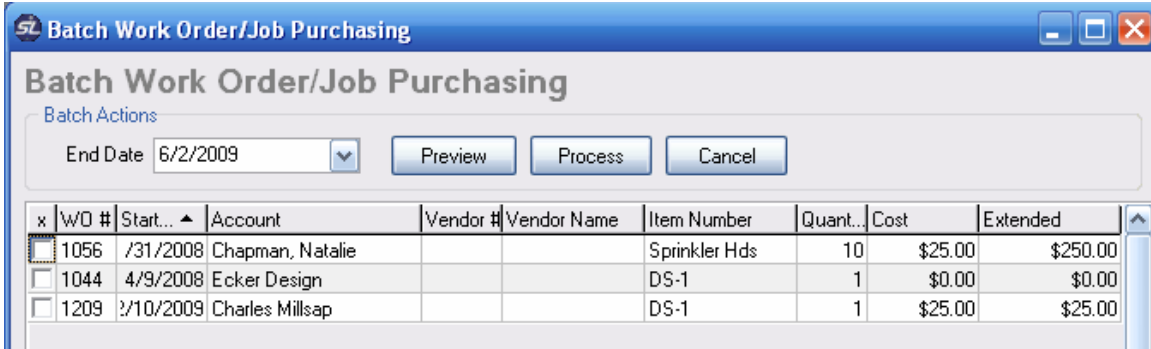
The screenshot shows a window titled "Work Order Invoice Details" with the following fields and values:

Item ID	COPIER		
Description	COPIER		
Qty	1.00	Act. Qty	1
From Item Location		<input checked="" type="checkbox"/> Add Item to PO	
Price	\$1,500.00	<input checked="" type="checkbox"/> Show on Work Order	
Cost	\$1,200.00	<input checked="" type="checkbox"/> Show on Invoice	
Extended Price	\$1,500.00	Ext. Cost	\$1,200.00
Warranty Exp	12/29/2006		

Once the item has been added to the work order, it will display on the **Work Order Purchasing List**.

To open the list click on **Payables | Work Order Purchasing** from the Navigator.

The **Work Order Purchasing List** will allow you to view all items that need to be ordered. You can search for items that need to be purchased by Work Order #, Account, Vendor #, Vendor Name, or Item Number. If an item does not have a preferred vendor, you will need to specify a vendor before you can order the item using this feature. Select the items to be purchased, specify the vendor and click the **Generate PO** button to generate the purchase orders for the items.



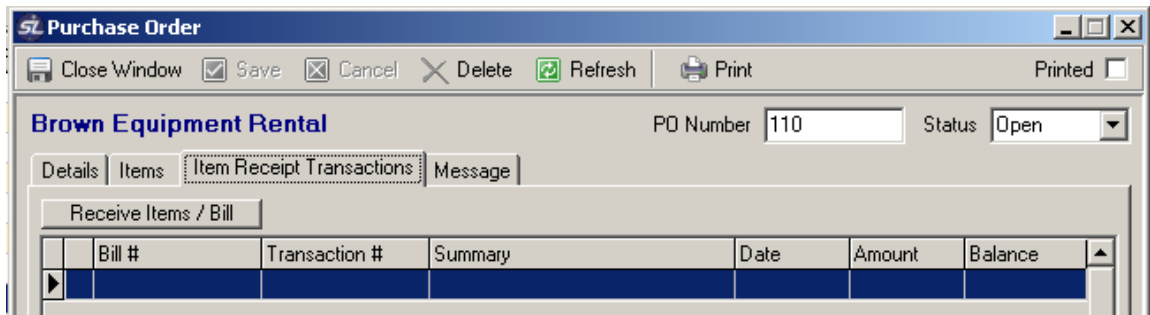
You can print all generated purchase orders by clicking on **Reports | Purchasing Reports | Print Unprinted Purchase Orders** to print all of the purchase orders at once.

From the work order a user will be able to see the purchase order number with a link to the purchase order if they need to read any notes or get a status of the purchase order.

Note: Work orders cannot be closed if they have an open purchase order linked to it.

RECEIVING ITEMS AGAINST A PURCHASE ORDER

When you receive items against a purchase order, open the purchase order using the Purchase Order List View to record the receipt in ServiceLedger. Click on the **Item Receipt Transaction** tab and click on the **Receive Items / Bill** button to record the receipt and create a vendor bill.

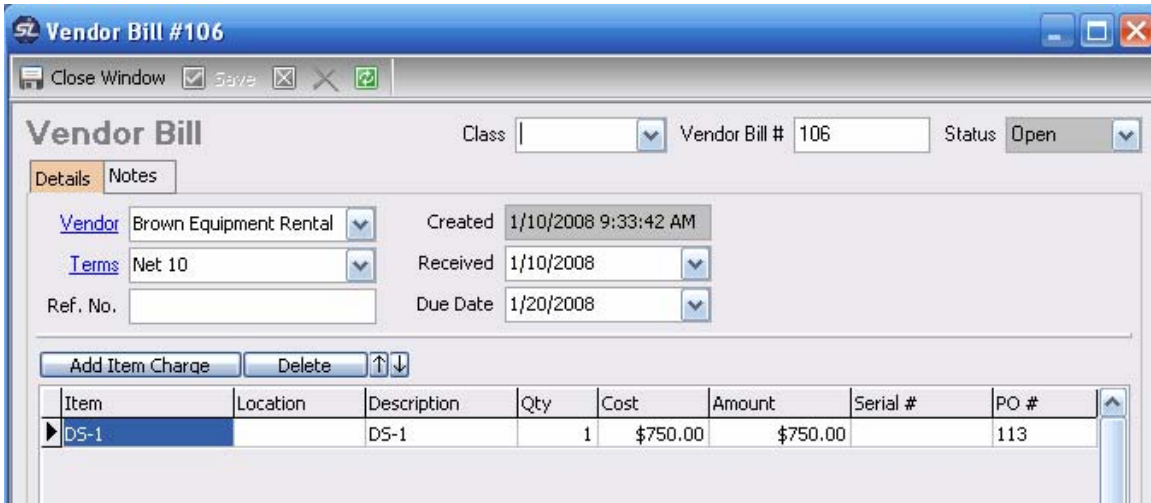


By default, ServiceLedger will assume you are receiving a full shipment of the items. You can adjust the quantity received by clicking on each line item and adjusting the item quantity if you only received a partial shipment. Partial shipments will automatically change the status of the purchase order to Partial alerting you that you only received a partial shipment. You can also adjust the cost if the cost is different than the expected cost. Click the **Save & Close** button to save the item receipt and create a vendor bill.

A purchase order can have one or more item receipt transactions. Each transaction will record the receipt of the items and adjust your inventory if the item is marked for inventory. Note: If the item is not marked for inventory it will not be noted in the balance of the item on your inventory logs. In the case of each additional item receipt transaction, ServiceLedger will adjust the quantity remaining on the purchase order accordingly assuming each time you are receiving the full balance on the purchase order. You can adjust each additional item receipt transaction until you have received all items on the purchase order.

If an item is serialized, you will need to record the serial number for each serialized item before you can save the item receipt transaction. This will record the serial number for inventory tracking purposes.

If you adjust the cost of an item that is ordered for a specific work order, the cost will adjust on the cost of the item on the work order to keep your job costing numbers accurate.



Tracking & Paying Vendor Bills

Each item receipt transaction will create a vendor bill updating the vendor file of how much you owe the vendor. You can get a listing of all vendor bills by clicking on **Payables | Bills | Open List**.

You can search for vendor bills by Bill #, Vendor Name, Vendor # or Ref #. Click on any bill to open the bill record.

Bill #	Vendor Name	Vendor #	Ref. No.	Received	Due Date	Total	Balance	Status
102	Cal Telephone	110		12/28/2005	1/7/2006	\$950.00	\$950.00	Open
103	Cal Telephone	110		12/28/2005	1/7/2006	\$600.00	\$600.00	Open
104	Cal Telephone	110		12/28/2005	1/7/2006	\$200.00	\$200.00	Open
105	Cal Telephone	110		12/28/2005	1/7/2006	\$300.00	\$300.00	Open
106	Brown Equipment Rental	106		12/28/2005	1/7/2006	\$1,500.00	\$1,500.00	Open

To pay a bill, right-click on any bill from the **Bill List View** and select the **Pay Bill** option. This changes the status of the bill as **Paid** and deducts the payment from the vendor balance.

Bill #	Vendor Name	Vendor #	Ref. No.	Received	Due Date	Total	Balance	Status
102	Cal Telephone	110		12/28/2005	1/7/2006	\$950.00	\$950.00	Open
103	Cal Telephone	110		12/28/2005	1/7/2006	\$600.00	\$600.00	Open
104	Cal Telephone	110		12/28/2005	1/7/2006	\$200.00	\$200.00	Open
105	Cal Telephone	110		12/28/2005	1/7/2006	\$300.00	\$300.00	Open
106	Brown Equipment Rental	106		12/28/2005	1/7/2006	\$1,500.00	\$1,500.00	Open