Accounting Integration Users Guide

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03/10/2009 12:04 ID: BOLD

Dealer Billing Preview

Order By: Customer
Show: Dealer Details,Grand Total Amt

DLR001 - Dealer One

Total: 0.00

DLR0101 - Alarm Security Install Services

Customer ID	Name	Charge Type	Service	Billing Code	From	To	Qty	Price	Amt
XMLD000001	Matt Narowski	Recurring	Every Other Day Test	2DT	04/01/2009	04/30/2009	1	4.00	4.00
		Prorated	Every Other Day Test	2DT	03/10/2009	03/31/2009	1	4.00	2.84
							Total:		**6.84**
							Grand Total:		**6.84**

.....30

Dealer Billing Post 30

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ACCOUNTING INTEGRATION USER'S GUIDE

Overview

Manitou is able to integrate multiple ways to meet your Accounting needs. This document will go over SedonaOffice Customer billing integration. It will also go over Dealer Billing integration .

SedonaOffice

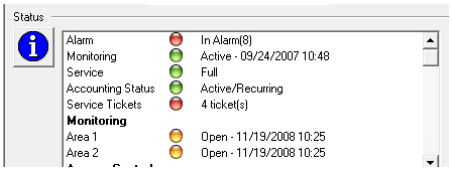
Manitou and SedonaOffice give Central Stations the ability to integrate financial accounting with Manitou services, such as alarm monitoring, dealer billing, and other services while synchronizing data between the Manitou and SedonaOffice clients. When integrated with Manitou, SedonaOffice can produce recurring or one-time billing charges while keeping track of financial records for customers. When a change is made to a customer record in Manitou or Sedona, the linking process gives the data entry user the ability to only have to change one record.

The integration is, fundamentally, a way for Manitou and SedonaOffice to share information common to both systems. To share information, a linking process is utilized which searches for a link between accounts in Manitou and Sedona. Once a link is found, certain fields in an account are "linked" and data entry changes are made concurrently. This will ease customer use with accounting, service tickets, out of service functions, and general customer maintenance since the user will only have to make the update once. The Manitou and SedonaOffice integration utilizes a Manitou-to-Accounting function as well as an Accounting-to-Manitou function. For example, if John Smith's account is updated in Sedona, his account in Manitou will also be updated simultaneously. Likewise, if John Smith's address is updated in Manitou, his address will be updated in SedonaOffice as well.

Areas of Integration

Status Window

- Recurring Status
- Service Ticket Status

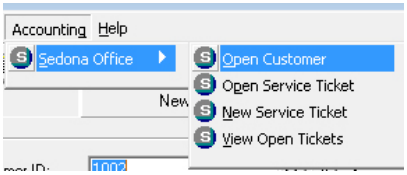


Customer Maintenance Information

- Name
- Street Address
- City
- State
- Zip Code (Postal Code)
- Site Phone Number

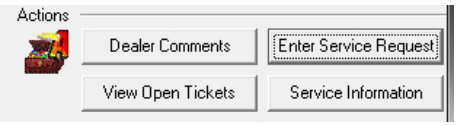
Accounting Menu

- Open Customer in Accounting
- View Service Tickets
- Open Service Ticket
- Create Service Ticket



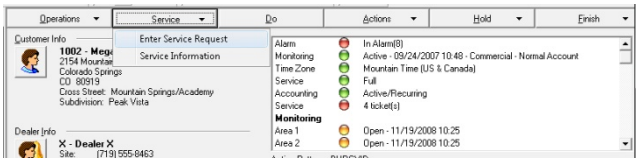
On Test

- View Service Tickets
- Open Service Ticket
- Create Service Ticket



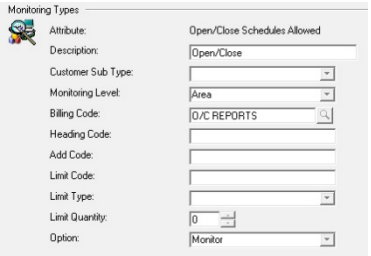
Alarm Screen

- Status
- Service



Supervisor's Workstation -> Monitoring Types

- Billing Codes / Invoice Items



Account Structure

Manitou and SedonaOffice use the following account structures for integration:

Manitou	**SedonaOffice**
**No Match	Customer (billing entity)
Customer • Address • City • State • Zip Code • Phone Number	Site • Address • City • State • Zip Code • Phone Number
System	System

• Multiple Systems
  ▪ Services (from Monitoring Types)
	• Multiple Systems
	  ▪ Recurring Items (Invoice Items)

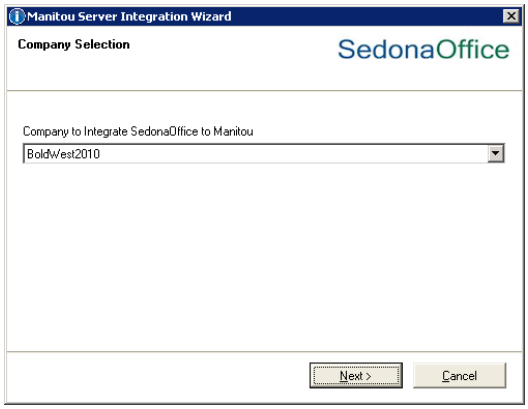
Initial Linking of Manitou and SedonaOffice

Because Manitou and SedonaOffice are independent system, the databases must be connected to communicate. This is a "one time" setup process for which we recommend that you contact the Manitou implementation department for assistance. Since many of these steps are behind the scenes, the process may change without proper documentation.

In the event that you would like to attempt this connection on your own, here are the steps for each system:

SedonaOffice

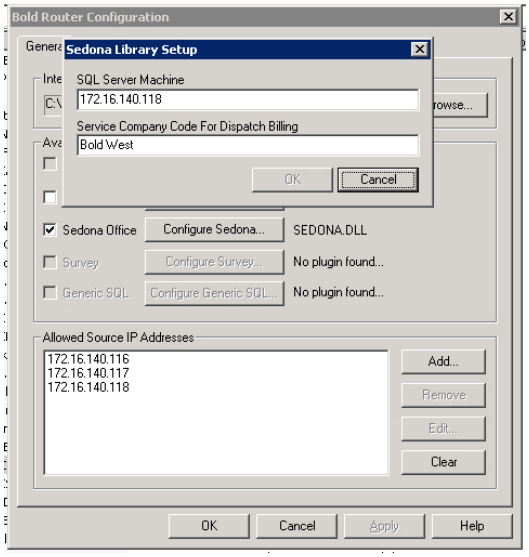
1) Create a user within the SedonaOffice application that can be used by Manitou to log into SedonaOffice. The recommended username is "integration" with a password of "boldtech"
2) Open the MSSQL Management Studio and create a database login using the same username/password combination from step 1. Make sure that the user has access rights to the SedonaOffice Master and the company databases.
3) The Manitou Integration setup is part of the SedonaOffice Server Tools Utilities. Select from the Start->All Programs->SedonaOffice Server Tools->SedonaOffice Server Utilities to launch the wizard. Select the Manitou Server Integration Wizard. Once open, the wizard will walk you through the setup process.



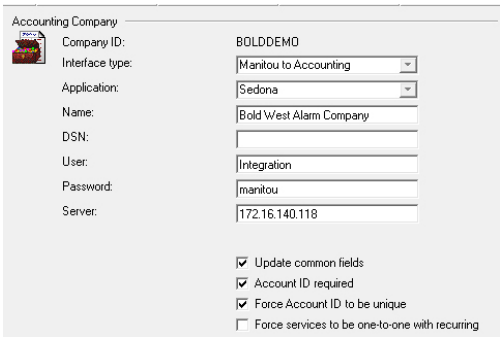
Manitou

1) Navigate to the Manitou directory (typically C:\Program Files\Bold Technologies\Manitou) and open the RouterConfig.exe.
2) Within the RouterConfig application, the top field should default to the Manitou directory path. If it does NOT, then you can click on the Browse button and set the correct path in which the Sedona.dll resides.

3) Check the SedonaOffice box and click on the Configure SedonaOffice button. Enter the SedonaOffice server IP address and default service company and click OK.
4) Click Add in the lower section of the window and add the IP addresses for Manitou1, Manitou2, and the SedonaOffice server.

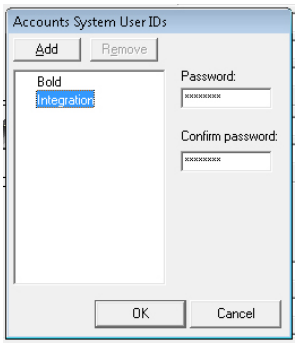


5) Click on OK to save and close the window.
6) Restart the Router service through the MSM application.
7) Open Supervisor's Workstation and go to Maintenance -> Accounting Companies.

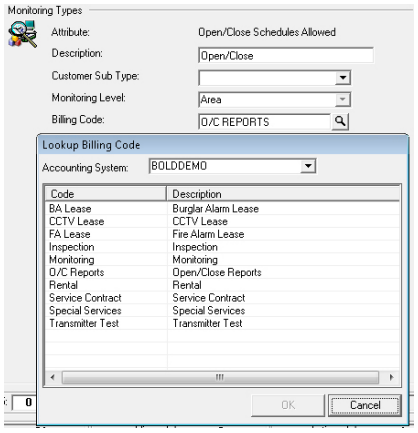


8) Click on Add. Enter a unique Company ID, select your interface type, select the accounting application (Sedona), and the name of the accounting company. If after selecting the Interface Type the Application and Name fields do not have data in the drop down menu, you will need to go back and check the previous steps. The two databases are not communicating properly.
9) Enter the database username and passwords for the SedonaOffice database as well as the server IP address.
10) Choose the checkboxes according to your preferences. The recommended configuration is shown in the figure above.
11) Click on Save to commit the changes.
12) Create a user for accounting (the one specified in the Manitou Integration Wizard in the SedonaOffice Server Utilities). This user is used by SedonaOffice to interface with the Manitou application server. I recommend that it have administrative rights in Manitou.

13) Open the User Group form and assign an Accounts User ID to each of the user groups that should be able to access SedonaOffice. Click on the … button and add the username/password for the SedonaOffice user created earlier.



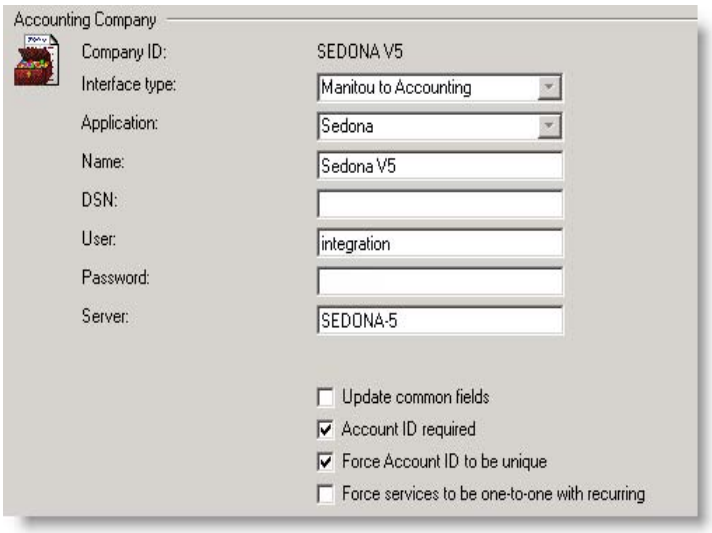
14) Open the Maintenance -> Setup -> Monitoring Types. Link the Billing Code for each of the services to an Invoice Item in SedonaOffice by clicking on the magnifying glass and selecting the appropriate recurring item.



Creating an Accounting Company

In the Supervisor Workstation, the Accounting Companies form contains all the information the Central Station can input about the accounting company it is linking to. In this form users can input the Interface Type (Manitou to Accounting, Accounting to Manitou, Read Only, Not Interfaced or Dealer Billing), the application, which is the accounting company software, the name of the integration, username and password for integration and the accounting server.

Manitou to Accounting and Accounting to Manitou determines how new accounts are entered in the system. If Manitou to Accounting is selected, they will be entered into Manitou first and then copied into SedonaOffice. If Accounting to Manitou is selected, new accounts are entered into SedonaOffice and then into Manitou. Users must choose one or the other in "Interface type" in order for linking to work properly.



Here, users also have the option to select to update common fields, require an Account ID, force the Account ID to be unique during the linking process, and force services to be one-to-one with recurring.

If the "Update Common fields" box is unchecked, name and address changes made in Manitou will not be pushed to SedonaOffice. Additionally, if "Force services to be one-to-one with recurring" is checked, linked customers cannot be created, stored or imported unless all services are completely matching.

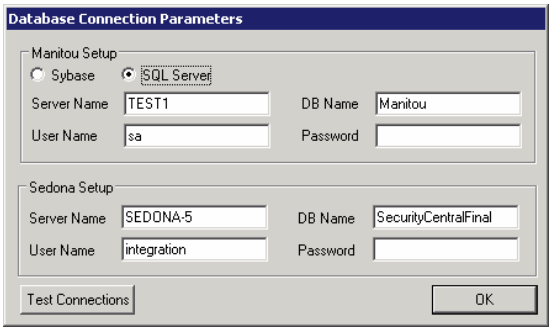
This means that for every monitoring service that is in Manitou, it must also contain a recurring item in SedonaOffice, which includes the quantity of each recurring item. For example, if a recurring item represents an open/close and contains four open/close services in Manitou, there must be four open/close recurring items listed under the same system in SedonaOffice. This is ideal for most Central Stations, but some may wish to roll-up charges for accounting and don't wish to unroll and itemize individual items. If this is the case, leave the "Force services to be one-on-one with recurring" box unchecked.

Note: If the accounting company is set for unique services and the direction is Accounting to Manitou, Manitou will verify that the services and recurring appear to match whenever a customer is made active, and any changes are made that affect services of an active customer.

SedonaOffice Linker

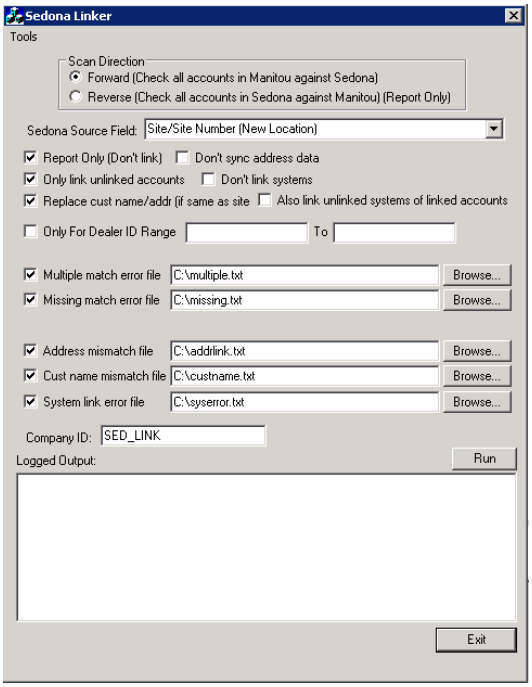
The SedonaOffice Linker will pull from a default database and search for exact matches of specific fields in Manitou and Sedona. If exact matches are not found, it will display an exception report.

***Note**: It is highly recommended that no data is entered in either Manitou or SedonaOffice during the linking process. Though alarm handling is allowed, the process may be sluggish. Linker program can be run multiple times.



Once the inconsistencies are discovered, manual data entry must be performed to correct the inconsistencies. When all inconsistencies are corrected, no exception reports will be generated. In the Manitou directory, open sedonalinker.exe by double-clicking on the file. This will bring up the Database Connection Parameters:

Under Manitou Setup, enter the server name. This is the server where Manitou is running. Enter the database name, the User Name and the password. This has been set up in conjunction with Bold Technologies Support. Under SedonaOffice Setup, enter the server name where SedonaOffice is running and the database name. This is the name of the database within Enterprise Manager. Select OK. **Note:** If multiple accounting companies exist, it must be run multiple times.



At the SedonaOffice Linker form, check whether to run a forward scan or a reverse scan. Remember that linking SedonaOffice and Manitou in a **forward scan** will scan every account in Manitou and attempt to locate a match in Sedona. This will let the user know which accounts exist in Manitou, but not in Sedona. **Reverse scan** will scan every account in SedonaOffice and attempt to locate a match in Manitou. This will let the user know which accounts exist in Sedona, but not in Manitou. Keep in mind that every time the SedonaOffice linker is run, it will only link unlinked accounts, meaning anything that's not already linked will be linked when the Linker is run.

SedonaOffice Linker Options

- **Report Only** - This option prevents the actual link from occurring, and the reporting is sent to multiple text files which are specified in the second portion of the Linker form as detailed below. The reports are generated whether the link has occurred or not, but the Reports Only option prevents the link from occurring.
- **Don't Sync Address Data** – This option prevents the Manitou address data from overwriting the SedonaOffice Site Address when the linking is run.
- **Only Link Unlinked Accounts** – This option will have the linker only try to link Manitou Accounts that are currently unlinked. If there are multiple accounting systems that need to be linked this option must be checked to prevent unlinking of accounts.
- **Don't link systems** - This option prevents the systems of accounts from being linked. It will link the accounts at the customer level but will not link the systems. In most cases this should remain unchecked as the reconciliation in Manitou will not occur if the systems are not linked.
- **Replace cust name/addr (if same as site** – This option updates the address of the customer in SedonaOffice as well as the address of the Site in SedonaOffice. In Sedona the Customer Address could be a mailing address where the site address is a physical address.
- **Also link unlinked systems of linked accounts** – This option is used to clean up accounts that did not have the systems linked previously.
- **Multiple Match Error File** - This report contains exceptions where more than one eligible account in SedonaOffice that could match the account in Manitou was found. This must be resolved before the accounts can be linked.
- **Missing Match Error File** - This report contains exceptions where a matching account in SedonaOffice could not be found.
- **Cust Name Mismatch File** - This report will run if the Replace cust name/add option is checked. This will show exceptions where the Customer Name in SedonaOffice and Manitou did not match.
- **Address Mismatch File** - This report contains exceptions where a unique match was found in Sedona, but the address is SedonaOffice didn't match the address in Manitou.
- **System link error file** - This new report is generated once the top-level link between accounts is established and attempted to match up all of the systems of the accounts. When several unsuccessful attempts are made to match everything up, the exceptions are listed in this report.

Linking Process

Linking SedonaOffice and Manitou in a **forward scan** will scan every account in Manitou and attempt to locate a match in Sedona. This will let the user know which accounts exist in Manitou, but not in Sedona.

Reverse scan will scan every account in SedonaOffice and attempt to locate a match in Manitou. This will let the user know which accounts exist in Sedona, but not in Manitou.

Forward Scan Exception Messages

When a forward scan is used, one of several exception messages may occur:

- **Exception: More than one match for Alarm ID** - More than one match in SedonaOffice was found for the specified Manitou account.
- **Exception: Couldn't link Alarm ID to SedonaOffice Customer because the systems of the site point to more than one Alarm Account** - At the top level, there is a customer record that has potentially many site records beneath it, which each have potentially many system records beneath the site records. Manitou accounts are tied to site records in Sedona, and then match the system records for each account. The field in SedonaOffice that contains the monitoring contract ID is at the system level and this is what is used to locate matches. For example, Manitou contains an account with a contract ID of 123. Normally, this would be a successful match, however that same site has a another system that points to a monitoring contract ID of 456. The Manitou account to be tied to can't be determined because of this data. This error message is generated and the central station must audit their data to make sure all systems of every site all point to the same contract ID or no contract ID.
- **Exception: Couldn't find details for Alarm ID** - A match in SedonaOffice could not be found for the specified Manitou account.
- **Exception: Customer ID in Manitou has an address field that is longer than 30 characters, which will not fit into SedonaOffice** - Address fields in Manitou are 50 characters and 30 characters in Sedona. Since the addresses must match for linked accounts, this error message is generated for long addresses in Manitou.
- **Exception: System [X] of Customer ID [X] in SedonaOffice has a mapping, but there are not systems defined for Manitou account [X]** - A system record exists in Sedona, and a way has been found to map it from the rules specified in the rules dialog, but there are no systems defined in Manitou.
- **Exception: System [X] of Customer ID [X] in SedonaOffice has mapping, but all systems in Manitou account [X] are already linked** - A system record exists in SedonaOffice and a way has been found to map it from the rules specified in the rules dialog, but all the systems in Manitou have been linked to something else.
- **Exception: System [X] of Customer ID [X] in SedonaOffice has mapping, but it doesn't match to any unlinked systems in Manitou account [X]** - A system record exists in SedonaOffice and a way has been found to map it from the rules specified in the rules dialog, but there are no unlinked systems in Manitou that meet the criteria to match it to.
- **Exception: System [X] of Customer ID [X] in SedonaOffice does not have a mapping, and it cannot be reasonably matched to an unlinked system in Manitou** - A system record exists in SedonaOffice that has no mapping rules, and it cannot be inferred which system in Manitou it should link to without additional rules specified.
- **Exception: Failed to link Contract ID [X] (Error [X], Link State [X])** - An unexpected error was experienced (typically a database error) while attempting to link a SedonaOffice account.

Reverse Scan Exception Messages

When a reverse scan is used, one of several exception messages may occur:

- **Exception: No account ID specified for [X], Customer # [X], Site [X], System [X]** – No contract ID was specified in the specified SedonaOffice account, so it cannot look for a match in Manitou.
- **Exception: Couldn't find monitoring details for [X], Customer # [X], Site [X], System [X] (Alarm ID: [X])** - A contact ID was specified in the SedonaOffice account, but the contact ID (Alarm ID) in Manitou could not be found.
- **Exception: More than one match for [X], Customer # [X], Site [X], System [X], ([X] Matches)** - More than one potential match was found in Manitou for the specified SedonaOffice account.

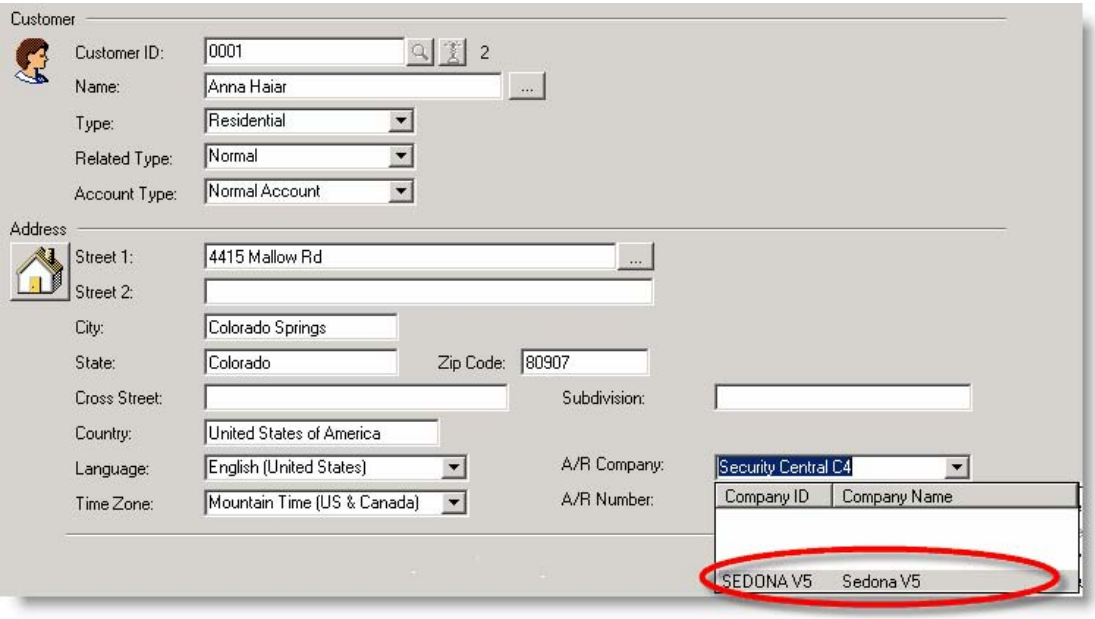
Manual Linking/Creating New Accounts

Manitou to Accounting

In Manitou to Accounting, the account is entered into Manitou first. Manitou automatically pushes the appropriate linkable information into Sedona. Any updates to the linkable information will automatically be pushed into SedonaOffice as well.

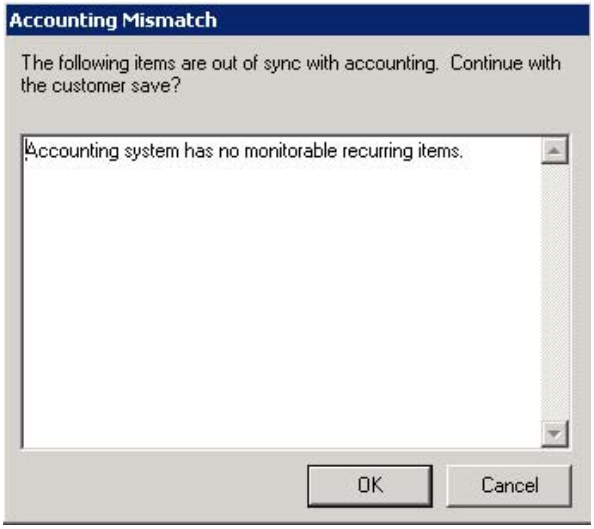
Note: any of the linkable information must ***only*** be changed, added, or deleted in Manitou. This is because Manitou will not be notified if the information is changed/added/deleted in Sedona, and will become out of sync.

Please ensure that "Manitou to Accounting" is selected in the Supervisor Workstation in order for this direction to work properly. A customer can be linked to SedonaOffice by selecting the A/R company from the A/R company drop-down menu on the main customer form.



Once the A/R Company and Number are selected, ensure that all monitoring services are being properly billed. Additionally, ensure that services being billed in SedonaOffice are entered as monitoring services in Manitou. Once this has been checked, save the customer form. If errors occur, a list of items that are out of sync with the SedonaOffice account will appear.

Accounting Mismatch
The following items are out of sync with accounting. Continue with the customer save?
Service 'Alarms Only' for system 'PANIC' is being monitored, but not being billed.
Service 'Audio Monitoring' for system 'PANIC' is being monitored, but not being billed.
Service 'Video Monitoring' for system 'PANIC' is being monitored, but not being billed.
Service 'Log Only (All Signals Logged)' for system 'Reports' is being monitored, but not being billed.
Recurring item 'BA LEASE' for accounting system 'Burglar Alarm' is being billed, but not being monitored.
Open Customer in Accounting
Check Values Again
Continue with Save
Cancel


Accounting Mismatch
The following items are out of sync with accounting. Continue with the customer save?
Accounting system has no monitorable recurring items.
OK
Cancel

The Accounting Mismatch dialog will list all errors that need to be resolved. Once these issues have been resolved, continue on with saving the customer record.

Accounting to Manitou

In an Accounting to Manitou direction, the account is entered into SedonaOffice first, where it can be optionally pulled from SedonaOffice into Manitou. At this point, a link is established, and any further updates to basic name and address information made in Manitou will be pushed back into Sedona. In other words, once the SedonaOffice customer is created, a user may go into Manitou and pull all the appropriate information from SedonaOffice while creating the new customer.

Please ensure that the "Accounting to Manitou" direction is indicated in the Supervisor Workstation Accounting Companies form in order for this direction to work properly.

Open SedonaOffice and expand the Customer Maintenance menu. Select "New Customer." The new customer form will appear. Enter customer details, such as the customer number (the Customer ID that will be in Manitou), name, and address, keeping in mind the previously discussed fields which are linked to Manitou. When finished, click Save.

With the Manitou Operator Workstation open, select "Add new customer" from the Maintenance drop-down menu. Enter the Customer ID and select the A/R Company from the drop-down menu. This is what ties the new customer created in SedonaOffice to the Manitou system. When finished, click Next to continue on to the main customer form. Here, all of the linked information first entered in SedonaOffice will automatically appear in Manitou.

Customer Maintenance

The PSAP databases use a standard format for addresses. Not having the accurate format will prevent correct delivery of the alarm.

🗁 *Each PSAP facility governs the requirements for their standard format. As a good general standard, refer to the USPS standard formatting regulations.*

Manitou uses underscores to change the position of the different attributes of an address. The address attributes include the street number, street name, street type (Drive, Circle, Boulevard, Road, etc.), and apartment number.

🗁 *At time of this document creation, ASAP to PSAP is only valid in the USA.*

1. Open a customer record that you would like to validate the address on.
    - If an address is not present, add one by clicking **Edit** button then on the **House** button.
2. Click the **ellipsis** button next to the address. The format will appear in a pop-up window. The example shown has the correct format.

🗁 *You must be in Edit mode or the ellipses button will not appear.*

3. Use underscores to move the location of each address attribute.
4. To add an underscore, click the **Edit** button then click the **House** icon and add an underscore to the actual street address).
5. To see the change, close the customer record and reopen it.

The following examples show how the underscore can modify the placement of the attributes:

Dealer Billing and QuickBooks Integration

There are several different ways to manage dealer billing through Manitou. It will need to be setup with an accounting program such us Sedona Office or QuickBooks. Dealer billing is calculator based on services (Monitoring Types) tied to customers which have rates (dollar values) and it is all applied at the dealer level.

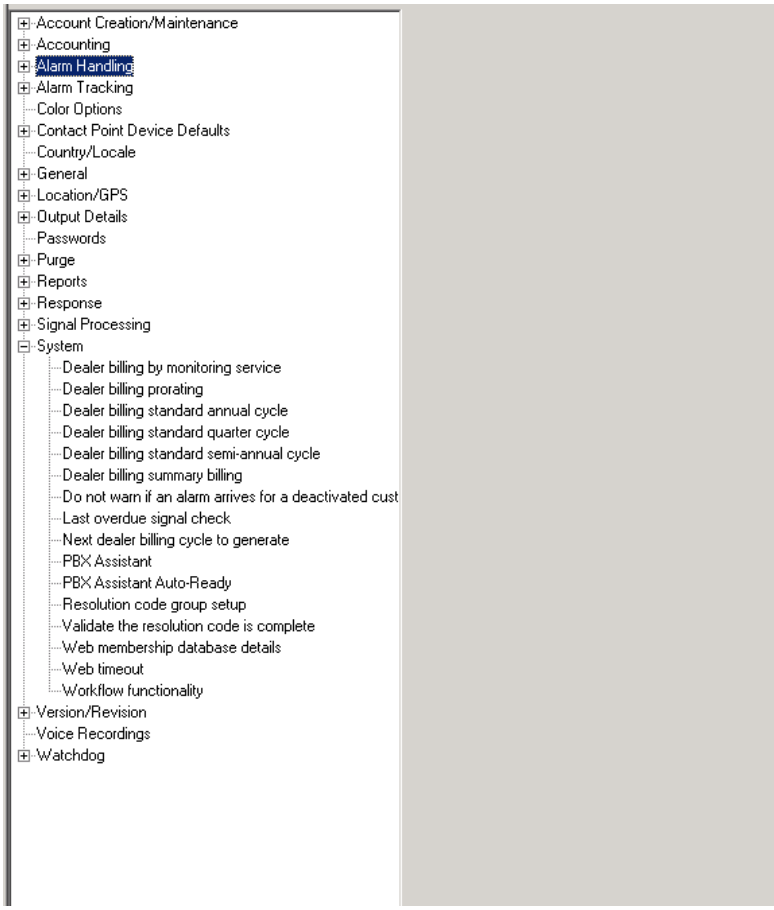
> *Note if you are using SedonaOffice accounting the services do need to read as NR (non-recurring) in order to process correctly through Manitou.*

Before Beginning Setup

Before you can use dealer billing it is important to think about what you want to accomplish. Do you want to be billed by Monitoring Services or Class Codes? Do offer prorated charges? What billing cycles to you use? Which services to wish to bill from inside Manitou?

Supervisor Workstation

Once you have determine how you want to use dealer billing, there are several options must be set in the Supervisor Workstation. Under the Tools menu, select Options. The Options form will appear: Select the System menu and expand the menu options. The following options will be available:



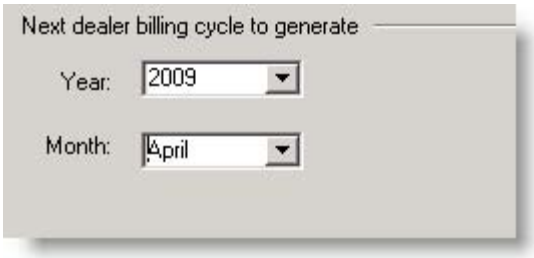
Dealer billing by monitoring service – This option will bill the customers by monitoring service rather than class code. Selecting "Yes" will license enhanced billing, which will then enable non-monthly billing cycles, pro-rate charges, table-based pricing, time-based pricing and deferred income tracking. **This option must be set to Yes.**

Dealer billing by prorating- When this option is enabled, data entry changes that affect billing will cause pro-rated charges to be created based on when services start and/or end. If there is no start date entered and the service is marked as chargeable, the service will begin at the time of entry. If a start date is specified, the service will start on that date. Please note that the date cannot be set prior to the current date. Users may also start or end a service by making changes in the chargeable status or choosing a different monitoring type code. Additionally, changes in a customer's status will cause pro-rated adjustments for all active services to be created. For example, if a customer with a "pending" status is changed to an "active" status, this option will trigger the pro-rated billing as of the active date. This also applies to a customer's Dealer setting by stopping billing for the original dealer and start billing for the new dealer unless it is detected that the new dealer is within the same master dealer and the sub-dealers are being billed at the same master level.

Dealer billing by standard annual, standard quarter, and standard semi-annual cycle- These options control when the annually, quarterly and semi-annually "standard" cycles should occur. Users can select which months to generate recurring charges of that type. For example, if the user sets the quarterly billing cycle to start in January, the customers will be billed in January, April, July and October. Setting this option to "Any" indicates that there are no standard cycles for non-recurring charges, such as overage charges. These charges are billed at the next billing cycle. Most customers leave these set to "Any"

Dealer billing summary billing- This option specifies whether or not the dealer billing report will be in summary format. This applies to recurring charges only. This may be helpful in the event that a dealer has multiple recurring charges each month.

Next dealer billing cycle to generate- This option is a only time only set and never change it option. This is the line in Sand the sets the first billing cycle date. Select the year and month for the first billing cycle to start. In this example, the billing cycle will begin in April 2009:



Monitoring Types and Billing Codes

Dealer billing setup of the Monitoring Types and Billing Codes is the same as other accounting integration. Please see the main section on this topic.

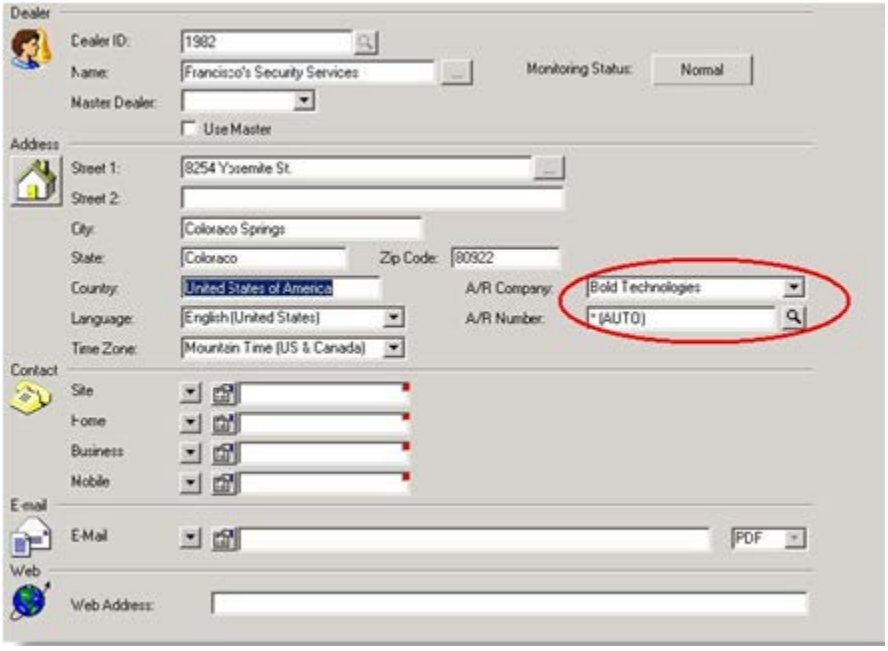
Operator Workstation

In Operator Workstation the dealers that need to be billed will be created. Then the dealers need to be assigned to the customers. The Monitoring Services need to be assigned to the customers and finally the billing rates and charges need to be created.

Dealer Setup

Dealers are setup by going to the Maintenance Menu and clicking on Dealers. Once the dealer screen opens, click the new button. This will bring up the Add Dealer form.

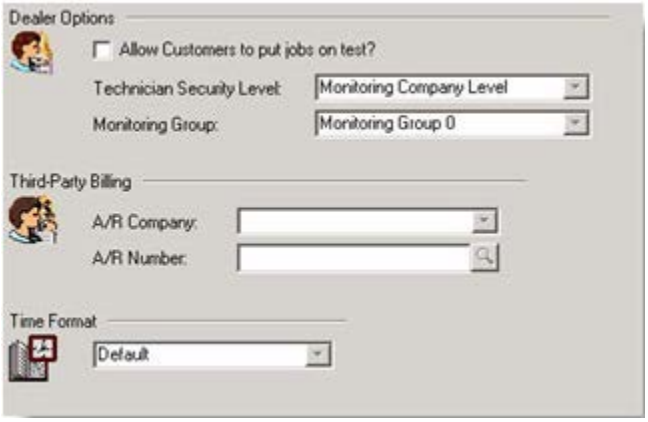
Enter the Dealer's ID, the Dealer Name and select the A/R Company and search for A/R number. Selecting the A/R Company and A/R Number indicates that the Dealer will be billed instead of the customer directly. Select the Country, Language and Time zone and Click OK. You can go back to current dealers and edit them to add the A/R Company and A/R Number.



Fill in the address, contact information, and additional details such as the E-mail and Web address on the main form. With the A/R Company and A/R Number defined sub-dealers with an empty A/R Number

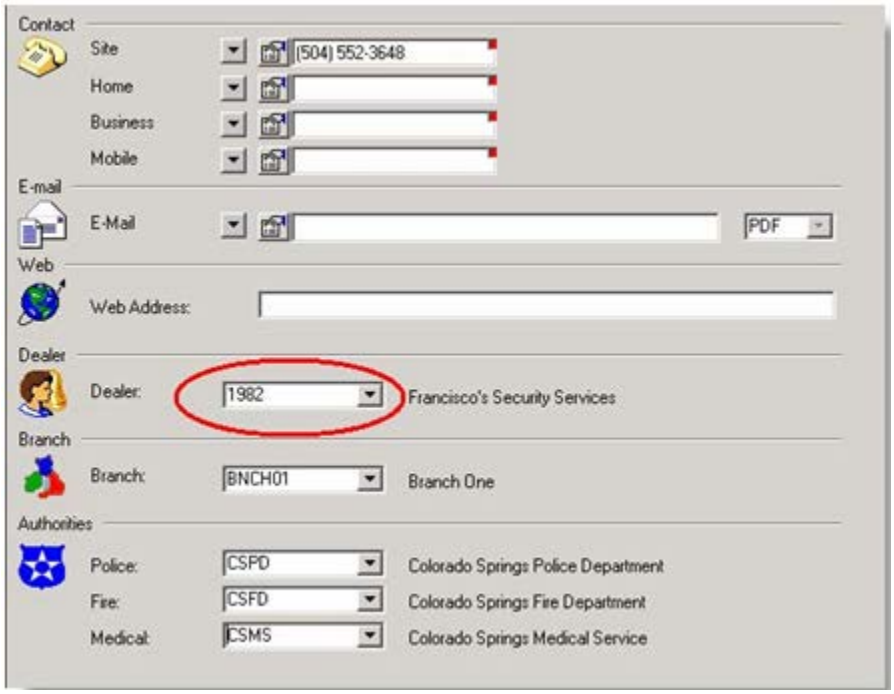
will be included under the master dealer. Any dealer that does not have an A/R company defined cannot enter anything in the Billing Charges form.

To set up third-party dealing, select the Options form from the Jump To menu: If the A/R Company and A/R Number are set in the Third-Party Billing section, it will indicate that third party dealer billing is in effect for the Dealer's customers. This means that the monitoring company will bill customers on behalf of the Dealer. Click Save to save any changes made to this form.



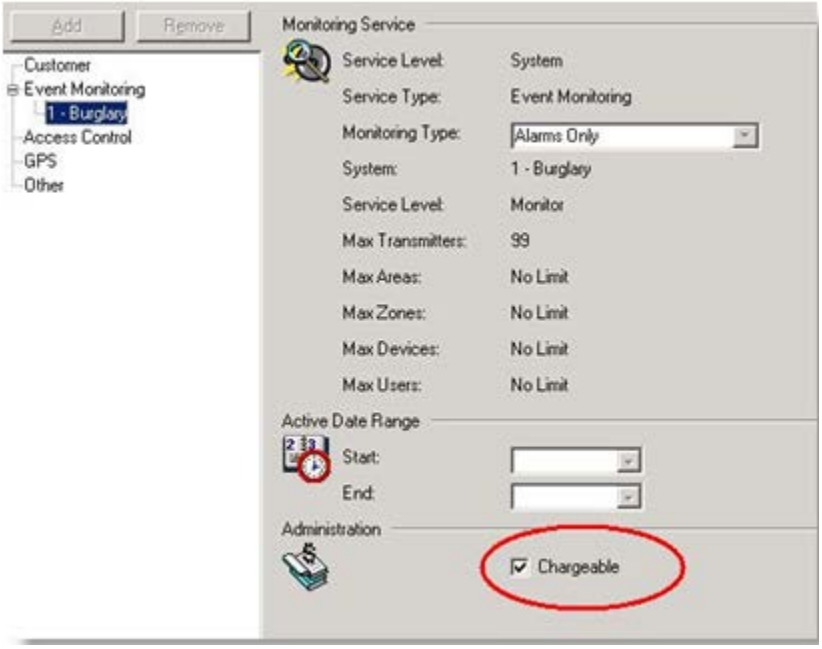
Assign Customers to a Dealer

Assign customers to a Dealer by clicking on the Customer's Details tab in the Jump To form: Click on the drop-down menu in the Dealer section and select the appropriate Dealer. Click Save to save the changes.



Add Services to a Customer

The next step is to add services to a customer. These services are chargeable items that were set up and defined in the Supervisor Workstation under Monitoring Types. When a System is added to a customer, services are automatically added that correspond to the system. In this example, a burglary Event Monitoring system was added, which then automatically generated a Monitoring Type of Alarms Only: The important part of this form is the Administration section, which signifies whether or not this service is chargeable. Since this Monitoring Type was already set up in the Supervisor Workstation with a billing code, it is marked as chargeable. Users may also set the Start and End date if this service happened to be a temporary service. If the pro-rating option is enabled, data entry changes will cause pro-rated charges to be created based on when services start and/or end. If there is no start date entered and the service is marked as chargeable, the service will begin at the time of entry. The date cannot be set prior to the current date. Users may also start or end a service by making changes in the chargeable status, or by choosing a different monitoring type code.



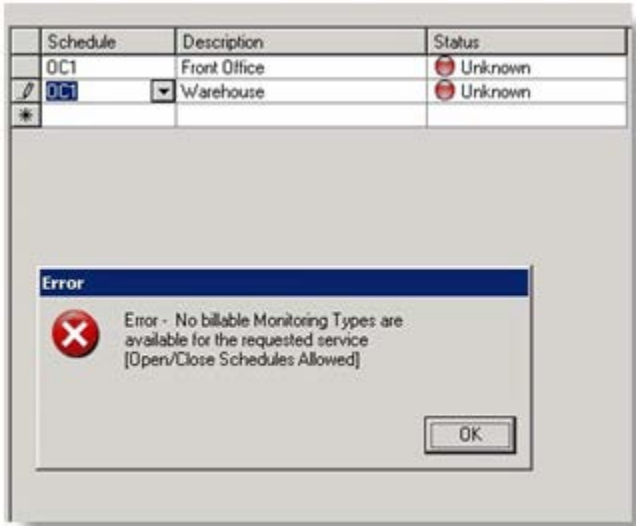
Invalid Items

Services available to customers are filtered by the Dealer associated with the account. The end result is that "invalid" items will appear on a customer's services if they are not included at the Dealer level. This is cosmetic and was done so that the Manitou user can easily see if there are any data entry issues with an account by looking for invalid items.

Below, a valid service has been set up at the Dealer level and then added to the customer. In the Monitoring Type field, the full description of "Gold Service Account" appears: When selecting the Bronze Service Account, an invalid item appears in the Monitoring Type field. This is because the Dealer does not have this service within their billing codes:

Checking the "All" checkbox next to the Monitoring Type field will temporarily display the description again. The invalid item will appear again when the user clicks Save or Cancel. This “All: checkbox appears in other areas for Dealer Billing. Users will need to check this box to add certain other services, such as Open/Close.

When saving the services changes and a service is not available for the Dealer, an error will appear, stating the service with the problem.



When this error appears, click OK. Another dialog will appear for the specific service type to be added. This is where the "All" checkbox is needed so that one of the available services can be selected that may not be tied to the Dealer.

This will also be true for items like Transmitter Test. As long as the "All" checkbox is checked, users can still add the correct service for the account. However, the Monitoring Type field will state "Invalid" unless the service is attached to the Dealer.

Prorating and Services

Billing does not directly look at the start date of an account that is being prorated. Table records are created when customer status changes or services are added and deleted. If the service was in place when the customer changes from a pending to active status, then it will bill the service from the start

date. If the service was added later, it will bill from the date that the service was added, unless a specific date range was specified.

Set up Billing Rates

The new Billing Rates form allows a rate table to be attached to an item price and/or time price. In the Billing Charges form, these rate tables are used to calculate rates based on certain requirements. For instance, if a service exists for monitoring basic alarms, the monitoring company may create a rate table based on the number of alarms.

In the example below, for 0-50 Alarms received, the monitoring company charges a $5.00 rate. For 51-99 alarms the rate is $4.50.

Dealer and Customer Calculation Types

Dealer and Customer Calculation types will change which rate table is used to calculate charges. For example, if Dealer Dave has two customers, A and B, and Customer A receives 5 signals over the limit in the last month, and Customer B receives 6 signals over the limit. If the rate table associated with the billing charge for those signal overages is using the Dealer Calculation, then all 11 signals would be charged to Dealer Dave at the rate for 11 signals specified in the table. However if the rate table associated with the billing charge is the Customer Calculation type, the Dealer would be sharged for 4 signals at the rate for 5 signals and charged for 6 signals at the rate for 6 signals.

The following rate table is another example of how rate tables may be used.

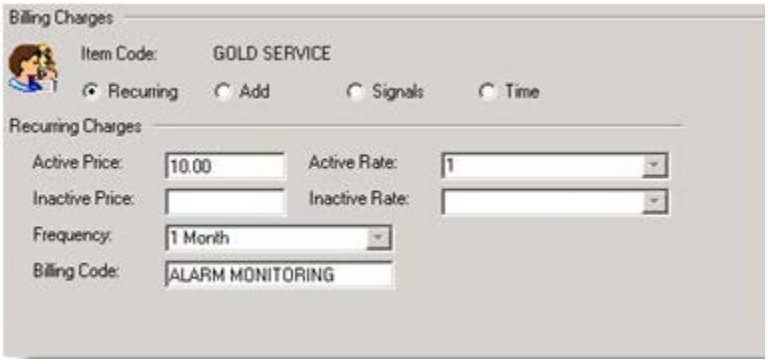
In this scenario, the monitoring company wishes to asses a fee of $5.00 for false alarms. When more than two false alarms have been processed, an additional charge of $10.00 is assessed to the customer.

Set up Billing Charges

Billing Charges may be set up on a Recurring, Add, Signals or Time basis.

Recurring

Users may wish to set up a Recurring charge if the service occurs every month. In the example below, the recurring charges are set up for alarm monitoring: With an active price, a $10.00 charge is assessed every month for alarm monitoring. Users may change the frequency of the charges (in this example, every month), and also charge for an inactive account. For example, if the account is inactive, but the monitoring company is still monitoring the site, the inactive rate may be applied. Remember, in the Billing Code field, add the Billing Code for the service that is defined in the Monitoring Types form in the Supervisor Workstation. This must also match the billing code in the accounting software.



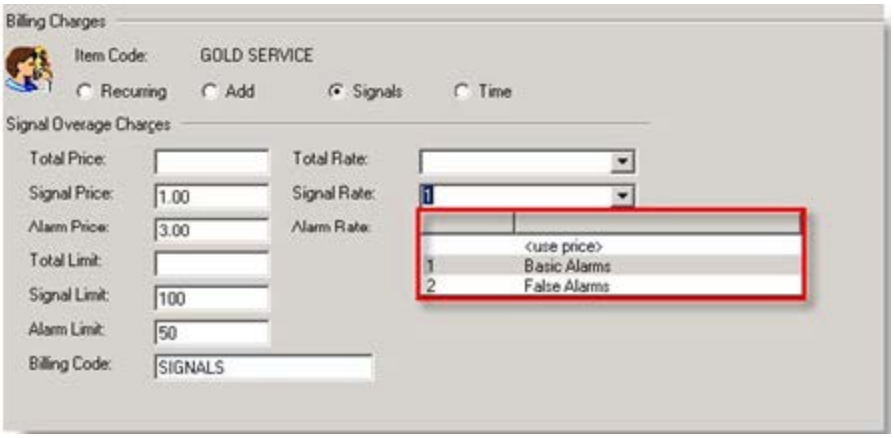
Add

An Add charge is added in circumstances where a one-time charge may be applied, such as a setup fee.

In the Add Rate drop-down box, use the <use price> option to enter the Add Price manually. Other pre-defined rates may be used if appropriate.

Signals

Using the Signals Charges form allows the monitoring company or dealer to bill based on the number of overage signals received in a given time period.



Here, users may enter specifications based on the total price, or by signal and alarm price: In the example above, the monitoring company is choosing to charge customers $1.00 for every signal that exceeds the limit in a given time period, and $3.00 for every alarm that exceeds the limit. The Signal and Alarm limits are set, and the Billing Code is entered into the appropriate field. In the Signal Rate and Alarm Rate fields, users can select which rate to use.

Selecting <use price> will use the price entered into the Signal Price and alarm Price fields. Selecting 1 - Basic Alarms will use the price for basic alarms, and selecting 2 - False Alarms will use the rate based on false alarms. These rates are determined in the Billing Rates form.

Time Charges

Lastly, the Time Charges form allows for time-based billing items. In the example below, a time price of $1.00 is used for every 10 minutes (600 seconds) spent on an alarm. The Time Increment value determines the value that each specific time charge (per signal event) will be rounded to. For example, if the time spent on an alarm is 6 minutes and 45 seconds, the time will be rounded to 7 minutes.

Time-based billing is used in conjunction with soft programming attributes that are attached to event codes. This programming attribute is "q" and can be set in the Supervisor Workstation under Events > Event Codes. The signal processing system will recognize the new attribute and set a new flag on the Customer Activity record to indicate that time-based billing is active for the event.

Crediting an Account

Generally, credits are taken for the portion of the already billed period that is being canceled. For example, if at 10 days into March, a service is canceled, and assuming it was billed through the end of March already (on a monthly frequency), 21 out of 31 days of the total invoiced will be credited. It is the remaining days (not including the day of the change) divided by the total days of that specific period that will be credited. Rate tables have no bearing on credits, as they are used to calculate charges. Actual billed days is used to calculate credits.

Monitoring Types and Billing Codes

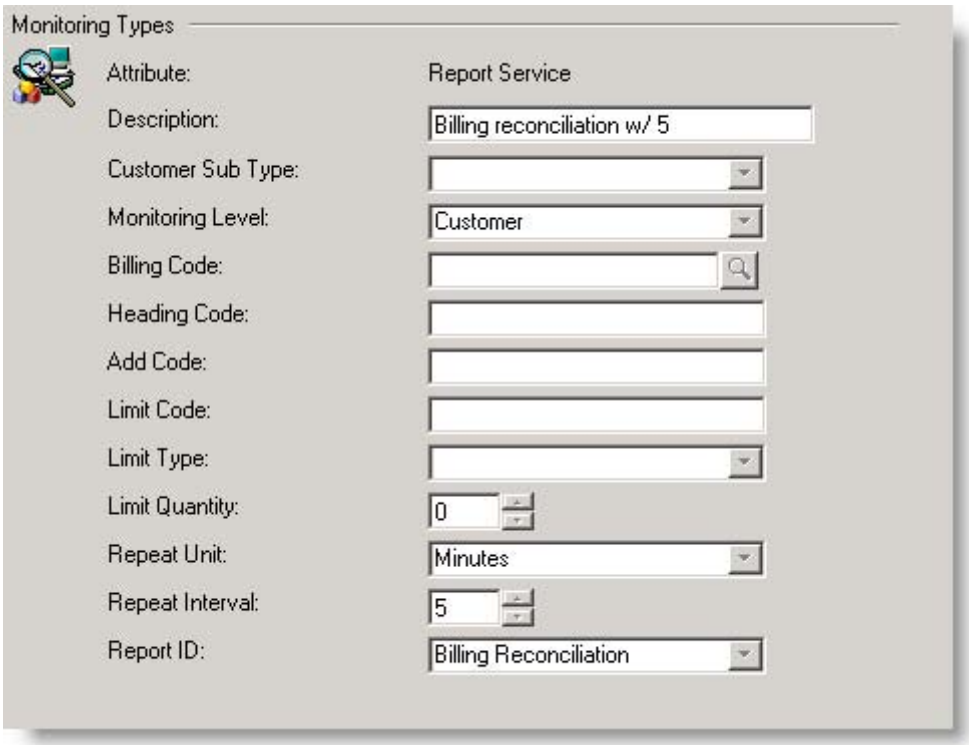
Monitoring types

For billing purposes, the Monitoring Types form will allow Central Stations to modulate every item for billing and reporting purposes with one main form. For example, if the Central Station wishes to impose a one-time setup fee, it can do so by adding the charge code to the appropriate Monitoring Type form which will automatically apply to the Service in the Client Workstation.

In order to bill properly for services on customer records, there should be a matching Monitoring Service, also known as Monitoring Type. For example if a company wishes to bill for standard monitoring and daily, weekly or monthly reports, there needs to be a matching monitoring type in the Supervisor workstation that can be linked to the Accounting Billing code.

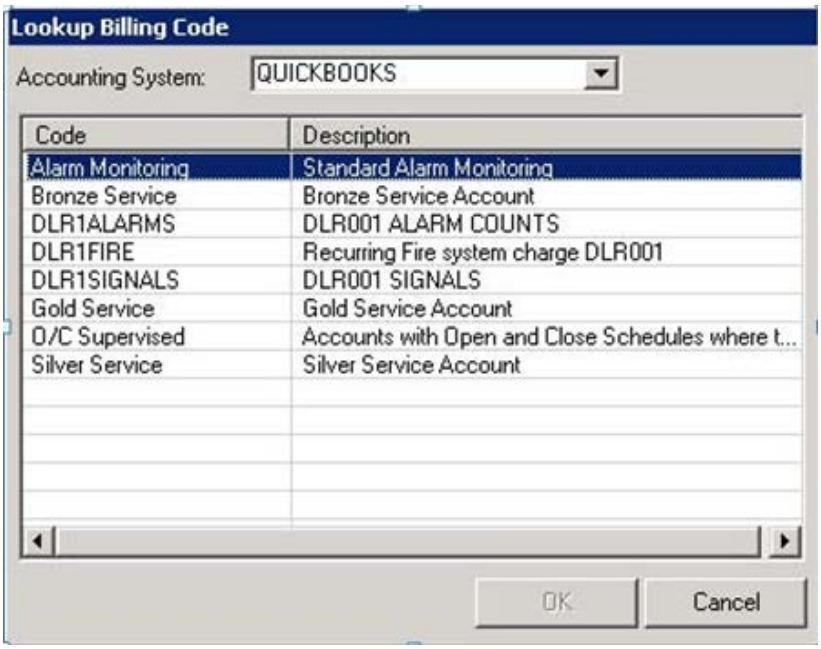
Like the Systems form in the Client Workstation, the Monitoring Types form consolidates several separated forms and allows easier setup for services in one controlled area. Any service, billable or not, that is specific to a Central Station can be customized to the Central Station's liking by adding parameters, such as the maximum and minimum amount of transmitters.

Monitoring types includes templates for monitoring services and can be accessed through Maintenance Setup options in the Supervisor Workstation. On each monitoring type form, billing code and add code fields are available for codes to be added to the monitoring service. This monitoring service is linked to the customer's record in Manitou.



Billing Codes

Users can add a billing code by physically typing it into the billing code field or by looking up the billing code from SedonaOffice. To add a code from SedonaOffice, click on the magnifying glass icon and select the accounting system from the drop-down menu: Once the accounting system is selected, the recurring monitoring types that are already in SedonaOffice will appear. Select the code and apply it to the billing code field.



Reporting

Dealer Billing Deferred Revenue

The Dealer Billing Deferred Revenue will be tracked when enhanced billing is licensed. The report will display the necessary deferred revenue adjustments that need to be made. The adjustments must be entered manually into the accounting software.

Dealer Billing Generate

The Dealer Billing Generate report will report on all billing discrepancies, which can then be resolved in Manitou. In the example below, the report was run for all existing Dealers: The first messages for DLR001 indicate that no billing charge codes were found at the Dealer or Monitoring Company Billing Charges form for the item code "DRL1FIRE." To remedy this, the appropriate billing charge code must be added to either the Dealer or the Monitoring Company. Other messages indicate that some dealers are not linked to accounting.

🗁 *It is possible to re-run the Generate report as many times as needed to determine that the fixes made reflect properly.*

03/10/2009 11:53 ID: BOLD

Dealer Billing Generate Report

Billing Date: 04/01/2009
Prorate Date Limit: 02/01/2009
Activity Start Date: 02/01/2009 00:00:00
Activity End Date: 03/28/2009 23:59:59

Dealer	Customer ID	Date	Message
DLR001	100-01		No recurring billing info found for item code 'DLR1FIRE'. Services with this item code will not be billed.
DLR001	100-01		No add charge billing info found for item code 'DLR1FIRE'. No add charges will be generated for services with this item code.
DLR001	100-01		No recurring billing info found for item code 'O/C SUPERVISED'. Services with this item code will not be billed.
DLR001	100-01		No add charge billing info found for item code 'O/C SUPERVISED'. No add charges will be generated for services with this item code.
DLR001	100-01		No signal overage billing info found for item code 'DLR1FIRE'. No signal overage charges will be generated for services with this item code.
DLR002			Dealer is not linked to accounting. No invoice lines will be generated.
DLR003			Dealer is not linked to accounting. No invoice lines will be generated.
DLR0101	XNL000001		No recurring billing info found for item code 'ALARM MONITORING'. Services with this item code will not be billed.
DLR0101	XNL000001		No add charge billing info found for item code '2DT'. No add charges will be generated for services with this item code.
DLR0101	XNL000002		No recurring billing info found for item code 'SILVER SERVICE'. Services with this item code will not be billed.
DLR0101	XNL000003		No recurring billing info found for item code 'GOLD SERVICE'. Services with this item code will not be billed.
DLR0101	XNL000005		No recurring billing info found for item code 'O/C SUPERVISED'. Services with this item code will not be billed.
DLR0101	XNL000001		No signal overage billing info found for item code 'ALARM MONITORING'. No signal overage charges will be generated for services with this item code.
1982			Dealer is not linked to accounting. No invoice lines will be generated.

These messages are simply warnings, indicating that the charges will not be posted to the accounting software. Rectifying these issues will allow for the charges to be posted.

Dealer Billing Preview

The Dealer Billing Preview report will list all transactions that are ready to be posted to the accounting system for dealer billing. This preview can be run as many times as needed, and should be the last report run before running the Dealer Billing Post. Users have several options for this report. For instance, the monitoring company may wish to send out the report to each individual Dealer by selecting a specific Dealer ID. More notable options include Dealer Options and Grand Totals Options. The Dealer Options checkboxes allow the user to select whether the report should include all details, or should be summarized by charge type and/or billing code. The Grand Totals Options will display a total amount of charge types or billing types, or may be used to just show the charge type summary or the billing code summary.

03/10/2009 12:04 ID: BOLD

Dealer Billing Preview

Order By: Customer
Show: Dealer Details,Grand Total Amt

DLR001 - Dealer One

Total: 0.00

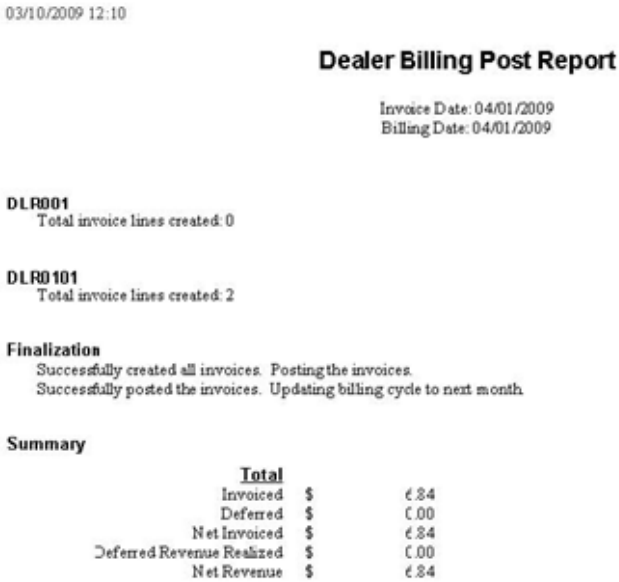
DLR0101 - Alarm Security Install Services

Customer ID	Name	Charge Type	Service	Billing Code	From	To	Qty	Price	Amt
XML000001	Matt Narowski	Recurring	Every Other Day Test	2DT	04/01/2009	04/30/2009	1	4.00	4.00
		Prorated	Every Other Day Test	2DT	03/10/2009	03/31/2009	1	4.00	2.84
							Total:		**6.84**
							Grand Total:		**6.84**

Dealer Billing Post

Once the Dealer Billing Preview report has been run, the Dealer Billing Post report is the final step in order to post the billing to the accounting system. The only editable fields in this report are the Report Description and the Invoice Date. Checking the Invoice Date box will post the billing to that exact date in the accounting software.

💣 **Once this report is run. There is no going back!**



03/10/2009 12:10

Dealer Billing Post Report

Invoice Date: 04/01/2009
Billing Date: 04/01/2009

DLR001
Total invoice lines created: 0

DLR0101
Total invoice lines created: 2

Finalization
Successfully created all invoices. Posting the invoices.
Successfully posted the invoices. Updating billing cycle to next month.

Summary

	Total	
Invoiced	$	6.84
Deferred	$	0.00
Net Invoiced	$	6.84
Deferred Revenue Realized	$	0.00
Net Revenue	$	6.84

Billing Reconciliation Report

Within Manitou, there is a report available in the System Reports -> Maintenance entitled Billing Reconciliation Report. Under default configuration, this will generate a report listing all of the systems in Manitou that are not linked to accounting. While there may be accounts within Manitou that you do not want to link to an account in SedonaOffice, it will provide you with a tool so that you can go back and manually link these accounts to the appropriate SedonaOffice customer.

This report can also be set to include a reverse reconciliation noting any accounts in SedonaOffice with "monitorable" recurring items that are not linked to an account in Manitou.

Billing Reconciliation

Include Accounting

Manitou

2000 - Mega Mart #200 7415 Union Blvd Colorado Springs, CO

Customer is not linked to accounting

BOLDDEMO - Bold West Alarm Company

All accounts with monitorable recurring items are linked to Manitou