

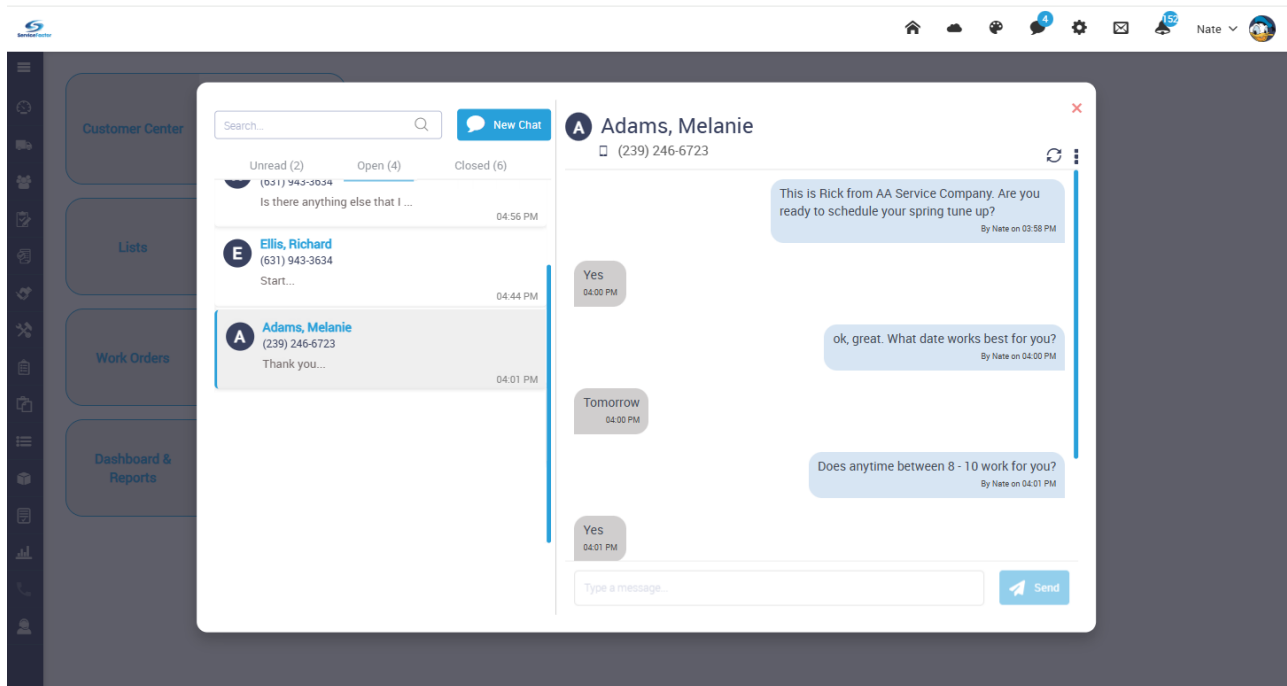
# SF Release Notes: January 9, 2025

## 2 Way SMS Texting has been added to the system (Beta)

We have implemented the ability for 2 way SMS texting from within ServiceFactor. You can initiate the text from ServiceFactor, or the customer can initiate the text from their end. If the customer initiates the text and you have the same mobile phone number assigned to more than one customer, you will have an option to select which customer that the text should be associated. If you receive a text from a number that is not assigned to a contact in the system, you will have the option to assign the number to an existing customer, or create a new customer. If the message is from a wrong number, or the request is for service that you do not do, you can close out the text message without assigning it to a customer. The history of any 2 way texting associated with a customer will be recorded in the Customer's timeline under a new SMS Customers tab on the right hand side of the timeline screen. From the texting screen, you can quickly access the Customer Detail Center or book a new Service Call if applicable. When you are finished texting, you can close the text thread, which will clear it from the Open text messages.

**NOTE** – This feature is a beta release. Please contact ServiceFactor Support if you would like to use 2 way texting.

**NOTE 2** – Applicable texting charges will apply for texts sent and received via ServiceFactor.



Search... [New Chat]

Unread Open (2) Closed (2)

**Unknown Number**  
(239) 246-6723  
Hi, I need to reschedule my ap... 04:05 PM

**Kelly, Bryan**  
(239) 707-0243  
Thank you... Dec 4, 2024, 10:19 AM

**Unknown Number**  
(239) 246-6723

Hi, I need to reschedule my appointment please 04:05 PM

**Jenkins, Richard**  
5814 Pinehurst Greens Ct  
Estero, FL  
[Select]

**Hendricks, Chris**  
8063 Pegasus Avenue Unit 2  
Highstown, NJ  
[Select]

**Adams, Melanie**  
11467 Bent Pine Drive  
Fort Myers, FL  
[Select]

Type a message... [Send]

If you receive a text from a mobile number that has been assigned to more than one customer, the system will show you the different customer's to whom the number is associated so you select the appropriate customer.

Search... [New Chat]

Unread (1) Open (2) Closed (2)

**Adams, Melanie**  
(239) 246-6723  
8-10... 04:12 PM

**Adams, Melanie**  
(239) 246-6723

On Thursday morning if possible 04:10 PM

I have 8- 10 AM, or 11 - 1 PM available. Which do you prefer? By Nate on 04:11 PM

8-10 04:12 PM

Thank you. I have you on the schedule. You will receive a text message reminder the day before and another reminder when tech is enroute 04:09 PM

Ok, thank you 04:10 PM

Type a message... [Send]

You will the options to Close the text thread, access the Customer Detail Center or Book a Work Order from the Text Message screen.

Mark as Closed

Customer Detail Center

Book a Work Order

CONTACT INFORMATION

Contact on Primary:  SMS  PHONE  E-MAIL SMS Opt in/out Date:

**This contact has been opted in** →  TWILIO SMS OPTED (01-07-2025)  PRIMARY

Name / Description	Mobile	Phone	Email *
Melanie	(239) 246-6723	(239) 768-0343	nate@teamservice.com

**This contact has NOT been opted in** →  Opt Twilio SMS  Set as primary

Name / Description	Mobile	Phone	Email
Mike	(239) 707-7557	Phone	Email

In order to send 2 way SMS Texting to a customer, you will need to have the customer Opt In for SMS. When a customer opts in, a text will be sent confirming that they agree to receive texts. If the customer responds "Stop", they will no longer be able to receive text messages.

# Credit Hold – Credit Hold flag will now be displayed in the Work Order Details, On the Dispatch Board and the WO Summary Screen

If a customer is on Credit Hold, it will now be displayed on the Dispatch Board and the Work Order Summary screen. The Work Order Details section of the Work Order will now display a more prominent Credit Hold warning than previously.

Day Shift Full Shift Toggle Today < January 08 2025, Wed >

	8 AM	9 AM	10 AM	11 AM
CT Chuck Tu...				
Drew				
J James				
JC James Cr...				

Check Mark icon after the Customer's Name indicates credit hold

WO Summary : WO-10788

Kelly, Bryan  
5554-3 Malt Drive, Fort Myers, Florida, 33907  
(239) 707-0243 william@teamservice.com

Credit Hold ✓

WO Details  
Copy WO

Agreements  
GOLD1A

Problem Code Res - No Cool Scheduled Time 01/08/2025 09:00 AM - 11:00 AM

Credit Hold is now prominently displayed in the WO Summary Screen

Work Order Details

Timeline Timesheet Invoice Payments Quote Purchase Order

Kelly, Bryan  
5554-3 Malt Drive, Fort Myers, Florida, 33907  
(239) 707-0243 william@teamservice.com

WO-10788 ASSIGNED

Credit Hold ✓

SA-715-02 - GOLD1A

Assigned Technician

Problem code

Timeline

01/07/2025

Workorder WO-10788 was re-assigned from Nate 01/08/2025 09:00 AM to Drew 01/08/2025 09:00 AM

Workorder WO-10788 was re-assigned from Nate 12/05/2024 12:00 PM to Nate 01/08/2025 09:00 AM

A more obvious Credit Hold indicator has been added to the WO Details Screen

# Purchase Orders – Now have the ability to print the Manufacturer’s Part Number on the printed PO

You now have the option to print the Manufacturer’s Part Number on printed Purchase Orders. Simply set the “Print Manufacturer’s Part #” flag to Yes, and the number will print on the PO.

Purchase Order - PO-1617

Purchase Order | Receiving Slip

Email | Print

Ordered By: Nate | Created On: 01/08/2025 | Last Date Changed: 01/08/2025 | Billed to Date: \$0.00

Purchase Order #: PO-1617 | PO Date: 01/07/2025 | Expected Delivery Date: 01/08/2025 | Ship to: Don't Print | Status: Open

PO Type: Service | Location / Job / Work Order: WO-11020 / Ellis, Richard | Phase / Change Order: Search and select | Work Order:

Preferred Vendor: Johnstone Supply | Email: wmosborn@me.com | Markup: Select | Class: Residential:Service

Notes: **Set the 'Print Manufacturer's Part #' flag to yes if you want the Manufacturer's part number to print on the PO**

**Print Manufacturer's Part #?**  YES  NO  NO

No Charge:  NO | Mark PO as Void:  NO

Use Cost from Item File for Markup?:  NO

Item	Description	Order Qty	Total Received	Distributed Quantity	Rate	Amount	Unit Sell	Class
TST021	Honeywell Digital T87	1.00	0.00	0.00	49.9900	\$49.9900	0.00	Residential:Ser...
MOT005	3/4 hp 1075 RPM Cond	1.00	0.00	0.00	135.0000	\$135.0000	0.00	Residential:Ser...

+ Add Item | Total \$184.99

ServiceFactor

**AA Service**  
11928 Fairway Lakes Drive  
Fort Myers, FL 33913  
(817) 881-3949  
sales@teamservice.com

**Purchase Order**

Purchase Order Date: 01/07/2025  
Purchase Order Number: PO-1617  
Expected Delivery Date: 01/08/2025

Vendor		Information	
<b>Johnstone Supply</b> 1307 N Watters Rd Allen, TX 75013 (214) 555-4747 wmosborn@me.com		Site Name: <b>Ellis, Richard</b> Work Order #: <b>WO-11020</b>	

Item	Description	Qty	Price (\$)	Amount (\$)
TST021	Honeywell Digital T87 Series Grainger #631-458 Johnstone #611-874 <b>Mfg Part #: T87K1007</b>	1.00	49.9900	49.9900
MOT005	3/4 hp 1075 RPM Cond Mtr <b>Mfg Part #: MT431075</b>	1.00	135.0000	135.0000

Total \$184.99

**Part number will print at the bottom of the description**

## Project Management Purchase Orders – Now show the ‘Problem Code’ associated with the Work Order Drop Down

If you have a Project Management Job with multiple Work Orders associated with a single Phase, the system will now show the Problem Code associated with the Work Order number when generating a Purchase Order. This will make it easier to select the proper work order to apply the Purchase Order against.

The screenshot shows the 'Purchase Order - Create' form. The 'Work Order' dropdown menu is open, displaying a search bar and two options: 'WO-11023 JC - Material Only' and 'WO-11008 JC - Rough'. A red box highlights the dropdown menu, and a red arrow points to it from a text box. The text box contains the following text:

When selecting a Work Order to apply the Job PO against, if there are multiple Work Orders assigned to the Phase, the Problem Code of the Work Order will now be displayed in the WO drop down

## System will now allow you to pick Credit Card on File for either Site or Bill To Customer when applying a payment

If you have an invoice that is being billed to a separate customer than the physical site, the system will now allow you to pick either the Bill To customer or the Site’s credit card on file.

The screenshot shows the 'Payment (Invoice No - F-9684)' form. The 'Payment Type' dropdown menu is open, displaying a search bar and several options: 'Deposit', 'Wells Fargo - NO NO T USE', 'AmEx', 'Credit Card QB', 'Check QB', 'Card On File - Nmar holdings XX-0135', and 'Card On File - Joe thompson XX-4111'. A red box highlights the 'Card On File' options, and a red arrow points to it from a text box. The text box contains the following text:

You can now choose the Card on File for either the Bill To customer or the Site when entering a payment for an invoice that has a Credit Card on file for both the Site and the Bill To customer.

# The new Item Search implemented to Invoices, Quotes and Job Phases has been added to the Billing Schedule and Maintenance Schedule in Service Agreements

The new item search feature introduced in the last update has been added to the Billing Schedule and Maintenance Schedule screens in Service Agreements. The new search displays more details about the item, as well as the ability to easily add any “Recommended Items” associated with the originally searched item, or the ability to choose an Alternate Item that has been associated with the originally searched item. This feature will allow you to associate recommended items to a specific item, allowing you to add multiple items to an agreement quickly and easily.

You can also drill down into a category to view only the items associated with the selected category. This will make it easier to find a specific item if you do not know the item name, but know which category with which it is associated.

**NOTE** – Due to the fact that you can have multiple Billings and Inspection schedules, you must click the “Add Item” link to add items. The <Ctrl> <A> option to add a new item will not work in the Service Agreements.

DC Crain, Don  
2315 Tamarisk, Plano, Texas, 75023

don@email.com

General **Billing Schedule** Maintenance Schedule

Automatically send the invoice  NO [Choose Different Contact](#)

Name / Description: Don  
Email: don@email.com  Print  Email

Billing Type  
 Bill on Inspection  Bill From Office  Automatic Credit Card

Allow To Pay Bill Online  
 NO  
 Deferred Income

Select Item(s)

Set/View Timetable \*  
2025 - APR  
[Add New](#)

Items \*  
[+ Add Item](#) Amount(\$): 0.00

Invoice Schedule

General Billing Schedule **Maintenance Schedule**

Allow to Schedule Online  NO [Choose Different Contact](#)

Name / Description: Don  
Mobile: (214) 555-1414  
Phone:   
Email: don@email.com  SMS  Email

Set Inspection schedule  
[Select/View Timetable](#)

Inspection schedule

Confirmation	WO #	Problem Code	Est. Time	Equipment	Schedule date	Next Date	Non Billable	
<input type="checkbox"/>		Generator Maint... Tags Insp Notes	0.00	Search and select	04/01/2025	09/01/2025	<a href="#">+ Add Item</a>	Skip
<input type="checkbox"/>		Generator Maint... Tags Insp Notes	0.00	Search and select	09/01/2025		<a href="#">+ Add Item</a>	Skip

Item Search

Search All Items

flt2

Items	Recommended Items
 FLT2020 20 X 20 X 1 Disposable Filter	4  1  View
 FLT2024 20x24x1 Pleated Air Filter	0  0  View

Search now shows more details about the items

You can now see if there are any recommended or Alternative items. Click the 'View' link to view the recommended or alternate items

Recommended And Upgraded Items

FLT2020

Recommended Items	Upgraded Items
<input type="checkbox"/> CHM010 Evaporator Coil Cleaner per Oz	<input type="checkbox"/> FLT113 Air Bear 20 x 20 x 5 Replacement Filter
<input type="checkbox"/> CHM200 Chemical coil cleaner, gallon	
<input type="checkbox"/> CHM006 ODU Coil Cleaner Blue	
<input checked="" type="checkbox"/> Drain Guard Refill Drain Guard Refill	

Clicking the 'View' link displays recommended items on the left, and upgraded or alternative items on the right. Place a check mark next to the recommended items you would like to include, and they will automatically be added in addition to the original item.

If you place a check mark in an 'upgraded' item, it will replace the originally selected item and display any recommended items for that item.

Back Save

Inspection schedule

Confirmation	WO #	Problem Code	Est. Time	Equipment	Schedule date	Next Date	Non Billable	
<input type="checkbox"/>		Generator Maint... Tags Insp Notes	0.00	Search and select	04/01/2025	09/01/2025	<div style="border: 1px solid red; padding: 2px;">           FLT2020 x            Drain Guard Refill x            + Add Item         </div>	Skip
<input type="checkbox"/>		Generator Maint... Tags Insp Notes					+ Add Item	Skip

Both items selected are automatically added. Click on the item if you need to adjust the Quantity

## Dispatch Board – Ability to search by zip code has been added to the Unassigned Column

You can now filter calls in the Unassigned column based on a specific zip code. Simply enter a zip code in the Search Bar and the system will filter the calls based on the zip code entered.

The screenshot shows the Dispatch Board interface. At the top right, there is a search bar with the text "34110" entered. A blue callout box with a white background and a blue border contains the text: "Enter a zip code in the search bar to narrow down the list of calls in the unassigned column to only display calls in the specific zip code". Red arrows point from this callout box to the search bar and the list of work orders below. The list of work orders includes: WO-10733 (GOLD1A, Robertson, Paul, Insp 1 (2.0) Hrs), WO-8536 (GOLD1A, Robertson, Paul, Insp 1 (1.45) Hrs), WO-8480 (GOLD1A, Profit, John, Res - Clean & Check (1:30) Hrs), WO-7451 (GOLD1A, Robertson, Paul, Insp 1 (1.45) Hrs), and WO-4051 (SLVR1, Robertson, Paul, Insp 1 (1.45) Hrs). The interface also shows a technician list on the left, a calendar grid, and a map at the bottom.

## Dispatch Board – Ability to add or delete Work Order Tags from the Work Order Summary Screen

The ability to add or delete Work Order Tags has been added to the Work Order Summary Screen. Simply click the edit icon (Pencil icon) and the system will allow you to Add or Delete tag(s). **NOTE** – you must click the “Save” icon after adding or deleting tags from summary screen.

The screenshot shows the Work Order Summary screen for WO-11020. The technician is Ellis, Richard, and the address is 4526 Pinehurst Greens Ct, Estero, Florida 33928. The problem reported is "System is not blowing any air." The site notes are "Dog bites a lot." The work order tags are "Parts On Order." The site tags are "None." A blue callout box with a white background and a blue border contains the text: "Click the 'Edit' icon to add or delete Work Order Tags". A red arrow points from this callout box to the pencil icon in the "Work Order Tags" section. The interface also shows a technician list on the left, a calendar grid, and a map at the bottom.



## Quotes – You can now default the name of the first Quote tab

You now have the option to set up a default name for the first tab that gets created when adding a quote. Prior to this release, the system would always use the name of “Good” for the first tab created on a quote, and you would have to remember to manually change it if applicable. To set up a default name, go to the Master Settings screen (under the Company section of the Settings) and enter the name you want the system to use for the first tab in the “Default Quote Tab Name” field. Once you have a default name, the system will use that name each time a new quote is added in the office.

Invoice / Quote Settings

Default the 'Allow to Pay Invoices Online' flag to Yes?

YES

Work Order Invoices  
 Quote Invoices

Project Management Invoices  
 Inspection Work Orders

Problem Reported Item (Invoice): SF Prob Reported

Tech Time Detail Item (Invoice): SF Tech Time

SF Work Dates: SF Tech Date

Declined Item: SF Declined Item

Invoice And Quote Theme Color: [Blue]

Job History Item: SF Job Cost History

Default Quote Tab Name: Proposal

Default Invoice Footer: LIMITED WARRANTY: All materials, parts, and equipment are warranted by the manufacturers' or suppliers' written warranty only. All labor performed by the above-named company is

Enter the default tab name you want the system to use when adding a new quote in the Default Quote Tab Name field

Quote Only

JH  
Hendricks, Jeff  
4569 Kenwood Ave, Unit 2, Fort Myers, Florida, 33901  
(239) 222-9873 (631) 943-3634  
jeff@gmail.com

COMPLETED

Assigned Technician: History

Problem code: Quote

Estimated Time: Priority

Problem Reported

Site Notes

Work Order Tags: None

Site Tags: None

Problem code: Quote

Lead Source: Existing Customer

Service Agreement

Timeline: Last - 01/08/2025, On Record - 1

Quote: Primary - Proposal, Amount - \$0.00

Quote Pending

Copy From Quote, Email, Print, Save

Bill To: Hendricks, Jeff

Bill To Address: 4569 Kenwood Ave, Unit 2, Fort Myers, Florida, 33901, (631) 943-3634

Quote Date: 01/08/2025

Expiration Date: 02/08/2025

Follow-up Date: 01/08/2025

Quote #: 1046

Business Entity: -- Select --

Sales Rep: -- Select --

Lead Source: Existing Customer

PO #: [Empty]

Class: -- Select --

Markup: Standard - 110

Problem Code: Search and Select

Tags: [Empty]

Print Equipment: YES

Hide Prices: NO

Default Quote Tab Name will be used for the first Tab

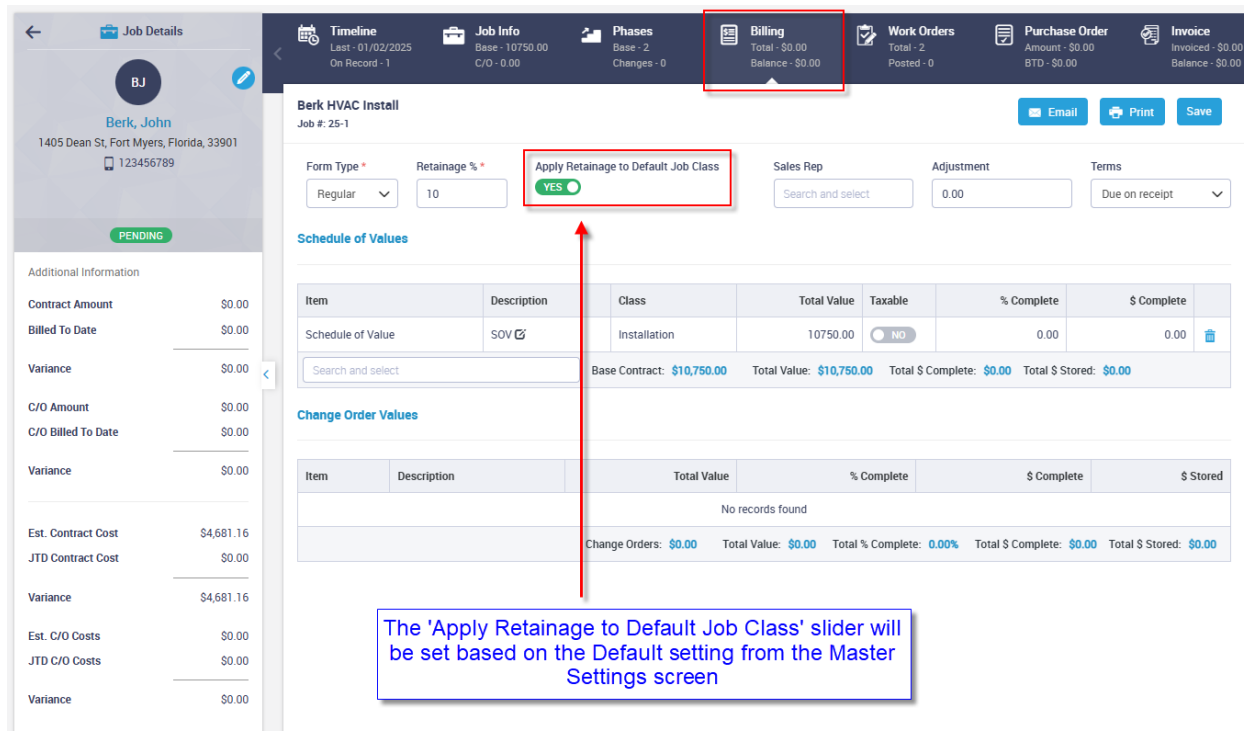
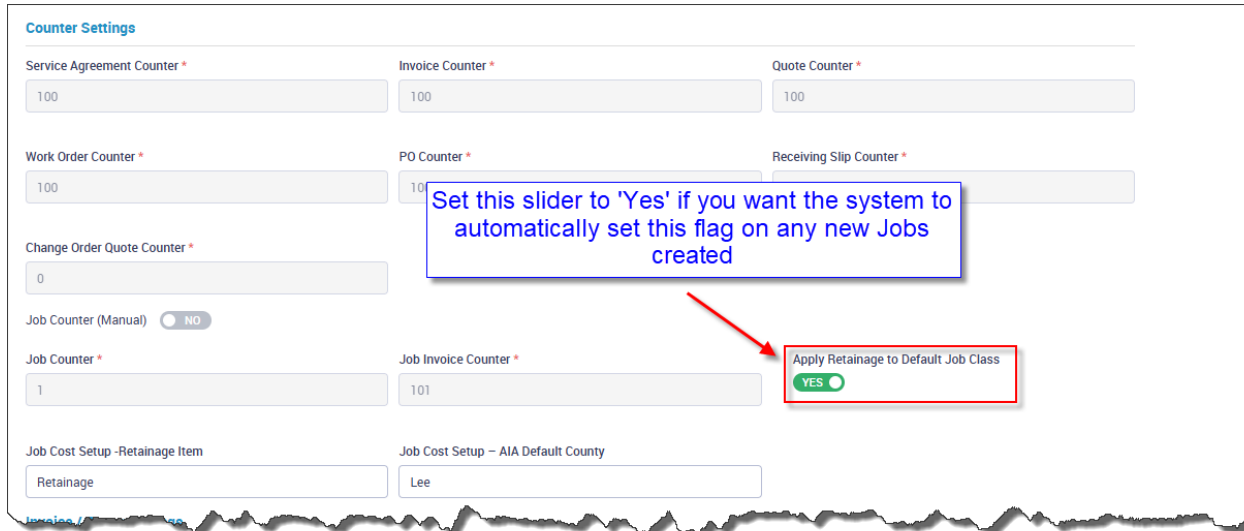
Quote Items: Summary Detail, Profitability Details, Pending

Item	Description	Qty	List Cost	Actual Cost	Rate (\$)	Amount (\$)	Tax	Equipment	Class	Print
No records found										

+ Add Item

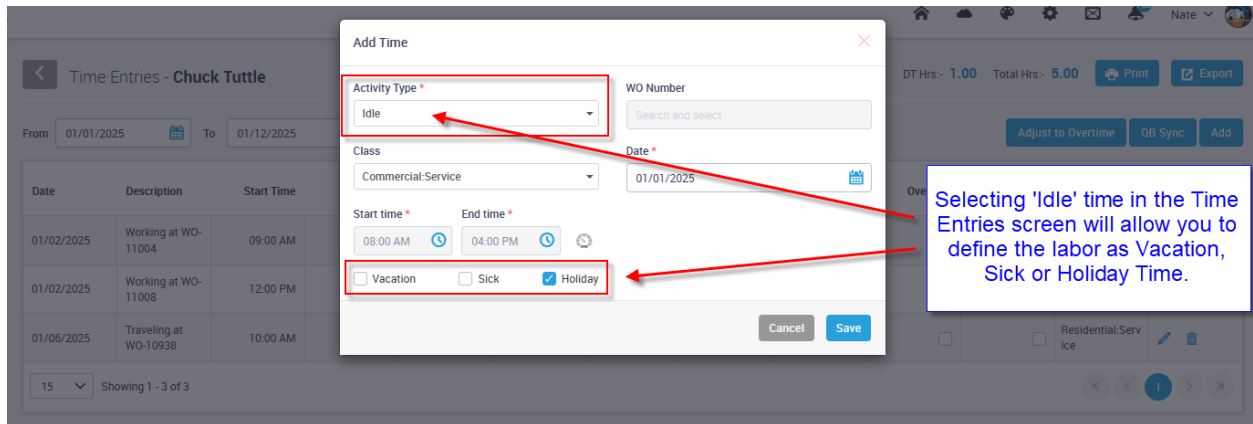
# Project Management – You can now default the ‘Apply Retainage to Default Job Class’ slider to Yes if applicable

You now have the option to set a default setting for the ‘Apply Retainage to Default Job Class’ slider so that it is always set to “Yes” if applicable. Prior to this release, you had to remember to set the slider on the Job Billing Tab when setting up your job. The default is set in the Master Settings screen located under the Company Section of the Settings Screen. This feature allows you to have the retainage of a Job to be associated with the default class assigned to the Job, as opposed to going to an overall General Ledger account.



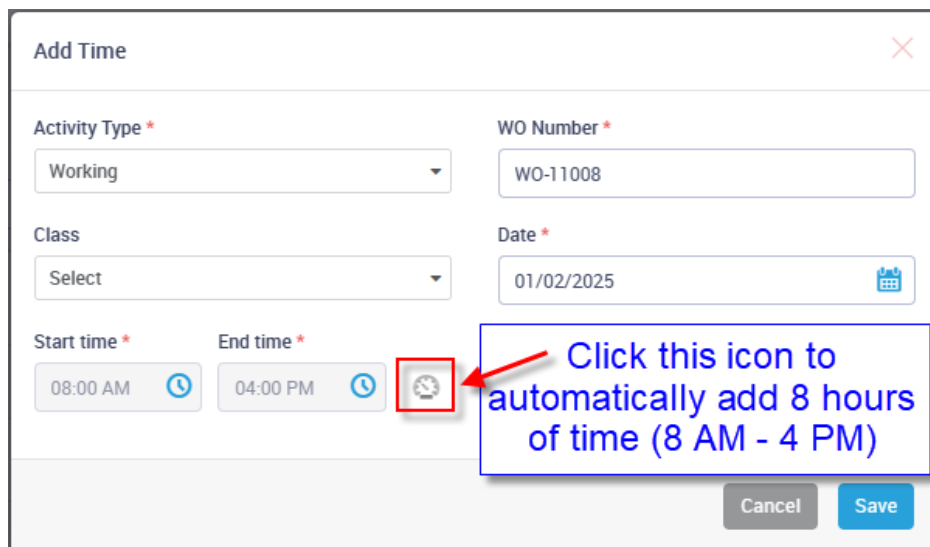
## Time Entries Screen – You can now define Idle Time as Vacation, Sick or Holiday

You now have the option to define Idle Time in ServiceFactor as Vacation Time, Sick Time or Holiday Time. This information will be used on 2 new reports – the Employee Vacation/Sick/Holiday Time Report and the ADP Payroll Report. When you add a new Time Entry and select an Activity Type of 'Idle', you will have an option to select if you want the time to be classified as Vacation, Sick or Holiday time.



## Time Entries Screen – New '8 Hour' icon has been added that will automatically add 8 hours of time

A new icon has been added to the Time Entries screen that will automatically add 8 hours of time to the record. When you click the icon, it will set the Start Time to 8:00 AM and the End Time to 4:00 PM. This will allow you to quickly and easily add 8 hours of time to the record. This is a great feature if you are entering times for a full day against a Project Management job or entering a day of Vacation, Sick or Holiday time.



## Reports – Customer Billing Report – Credit Hold Status has been added to the Filter

A new filter has been added to the Customer Billing Report that will allow you to filter based in Credit Hold status. This will allow you to view the billings and balances for only customers on credit hold if necessary.

**Customer Billing Report**

Wednesday, January 8, 2025

Bill To Name	Site Name	Invoice #	Invoice Date	Invoice Amount	Tax	Total	Received	Balance
Johnson, Issac	Johnson, Issac	A-8611	07/01/2024	25.00	0.00	25.00	0.00	25.00
Johnson, John	Johnson, John	A-7716	01/06/2024	190.00	15.68	205.68	0.00	205.68
Johnson, John	Johnson, John	A-7924	03/06/2024	289.24	0.00	289.24	0.00	289.24
Kelly, Bryan	Kelly, Bryan	E-7134	01/24/2024	5,448.45	10.40	5,458.85	5,288.45	170.40
Kelly, Bryan	Kelly, Bryan	E-7881	02/06/2024	-2,500.00	-156.25	-2,656.25	0.00	-2,656.25
ABC Builder	Kelly, Bryan	E-500	04/11/2024	-150.00	0.00	-150.00	0.00	-150.00
Total Count: 6				3,302.69	-130.17	3,172.52	5,288.45	-2,115.93

**Filter Sidebar:**

- INVOICE DATES:** Last Year
- From:** 01/01/2024
- To:** 12/31/2024
- Customer Name:** [Search and select]
- Business Entity:** [Search and select]
- Salesperson:** [Search and select]
- ADDITIONAL OPTIONS:**
  - Show Additional Info
  - Only Show Invoices with a Balance
  - Only Show Invoices with a Negative Balance
- Credit Hold:** Yes (dropdown menu)
- Sort By:** [Dropdown]

**Callout Box:** You can now filter the Customer Billing Report based on Credit Hold status of

## Reports – Customer Billing Report – Can now filter to only show Invoices with Negative Balances

A new filter has been added to the Customer Billing Report to only show invoices with a negative balance.

**Customer Billing Report**

Wednesday, January 8, 2025

Bill To Name	Site Name	Invoice #	Invoice Date	Invoice Amount	Tax	Total	Received	Balance
XYZ Builder	Avengers	E-527	06/25/2024	-1,125.00	-92.81	-1,217.81	0.00	-1,217.81
Baty, Michele	Baty, Michele	E-506	04/23/2024	-2,500.00	0.00	-2,500.00	0.00	-2,500.00
Baty, Michele	Baty, Michele	F-8054	03/11/2024	-25.00	0.00	-25.00	0.00	-25.00
ABC Builder	Gateway Property Management	E-9559	12/20/2024	-246.87	61.92	-184.95	0.00	-184.95
ABC Builder	Gateway Property Management	E-9560	12/20/2024	-741.29	69.57	-671.72	0.00	-671.72
Gateway property management 4	Gateway property management 4	E-9552	12/19/2024	-104.67	0.00	-104.67	0.00	-104.67
Gateway property management 4	Gateway property management 4	E-9551	12/19/2024	-10.00	0.00	-10.00	0.00	-10.00
Gateway property management 4	Gateway property management 4	E-9553	12/19/2024	-104.67	0.00	-104.67	0.00	-104.67
Jones, Greg	Jones, Greg	E-8779	08/05/2024	-224.00	-14.56	-238.56	0.00	-238.56
Kelly, Bryan	Kelly, Bryan	E-7881	02/06/2024	-2,500.00	-156.25	-2,656.25	0.00	-2,656.25
ABC Builder	Kelly, Bryan	E-500	04/11/2024	-150.00	0.00	-150.00	0.00	-150.00
Miller, Jeff	Miller, Jeff	E-7247	01/12/2024	-24.00	0.00	-24.00	0.00	-24.00
Moss, Mike	Moss, Mike	E-554					0.00	-1,350.00
PlumbCrazy	PlumbCrazy	E-7816					0.00	-1,000.00
ABC Builder	Rosanne Conner	E-524					0.00	-2,500.00
Smith, David	Smith, David	E-492					0.00	-1,800.00
ABC PROPERTY MANAGEMENT	Tutone, Tommy	E-546					0.00	-5,400.00
ABC Builder	Tutone, Tommy	E-514					0.00	-900.00

**Filter Sidebar:**

- INVOICE DATES:** Last Year
- From:** 01/01/2024
- To:** 12/31/2024
- Customer Name:** [Search and select]
- Business Entity:** [Search and select]
- Salesperson:** [Search and select]
- ADDITIONAL OPTIONS:**
  - Show Additional Info
  - Only Show Invoices with a Balance
  - Only Show Invoices with a Negative Balance
- Credit Hold:** [Dropdown]
- Sort By:** [Dropdown]

**Callout Box:** Choose this option if you only want to print invoices with a negative balance.

# Reports – Sales Tax Report now has an option to print based on a Quarter

The Sales Tax Reports will now allow you to print the report for a Quarter. Prior to this release, the report would only print a single month at a time, as opposed to a Quarter. If you choose to 'Include Quarter', the system will print 3 months, starting with the "Month/Year" you select in the filter. For example, if you want the 4<sup>th</sup> quarter of the calendar year to print, you would enter October for the month and the quarterly report will print pages for October, November and December and the grand totals for the appropriate year.

**Sales Tax Report** Print Export

Wednesday, January 8, 2025 1/6

**Sales Tax Report**  
Quarterly 10/01/2024 - 12/31/2024

Select 'Include Quarter' and the report will print 3 months, starting with the Month/Year selected

Tax Region	Tax Percent	Count	Non Taxable	Taxable	Tax Amount	Invoice Total
AL 4%	4.000%	12	0.00	25.00	1.00	26.00
AL-Jefferson-Birmingham -D073	4.000%	1	0.00	25.00	1.00	26.00
Dallas	0.000%	2	0.00	14.00	0.00	14.00
Due on Receipt	0.000%	1	0.00	25.00	0.00	25.00
Exempt	0.000%	7	337.50	352.50	0.00	690.00
FL-Brevard	0.000%	1	0.00	235.00	0.00	235.00
FL-Lee	6.250%	11	25.00	424.00	26.49	475.49
Florida 6.5	6.500%	26	316.50	4,326.00	281.28	4,923.78
Montgomery TX County	8.250%	1	13.01	0.00	0.00	13.01
Nassau	8.625%	6	5,015.00	696.75	60.10	5,771.85

**FILTER BY** Clear All

Date Selection: Custom

Month/Year: October 2024

**ADDITIONAL OPTIONS**

Show Detail

**Include Quarter**

Subtotal by: Tax Group

Go

Wednesday, January 8, 2025 2/6

**Sales Tax Report**  
Quarterly 10/01/2024 - 12/31/2024

Tax Region	Tax Percent	Count	Non Taxable	Taxable	Tax Amount	Invoice Total
AL 4%	4.000%	5	1,106.00	512.03	20.48	1,638.51
AL-Jefferson-Birmingham -D073	4.000%	1	0.00	25.00	1.00	26.00

Wednesday, January 8, 2025 3/6

**Sales Tax Report**  
Quarterly 10/01/2024 - 12/31/2024

Tax Region	Tax Percent	Count	Non Taxable	Taxable	Tax Amount	Invoice Total
AL 4%	4.500%	6	1,006.00	13,040.03	571.60	14,617.63
AL-Jefferson-Birmingham -D073	4.000%	1	0.00	25.00	1.00	26.00

**Report Summary**

Tax Region	Tax Percent	Count	Non Taxable	Taxable	Tax Amount	Invoice Total
AL 4%	4.50%	23	6,692.00	17,789.64	761.58	21,243.22
AL-Jefferson-Birmingham-D073	4.00%	3	0.00	75.00	3.00	78.00
Dallas	0.00%	9	0.00	1,140.00	0.00	1,140.00
Due on Receipt	0.00%	11	7,550.09	2,243.03	0.00	9,374.44
Exempt	0.00%	19	13,189.02	812.50	0.00	14,001.52

## Reports – Employee Vacation/Sick/Holiday Time Report

A new report has been added that will print any Vacation, Sick or Holiday Hours accumulated by employees for the time frame selected. Vacation, Sick and Holiday hours can be assigned to 'Idle' time records in the Time Entries Screen. This report can be found under the Accounting Reports.

Employee Vacation/Sick/Holiday Time Report
Print Export

Wednesday, January 8, 2025 1/1

Employee Vacation/Sick/Holiday Time Report

11/01/2024 - 11/15/2024

Date	Employee	Vacation Hours	Sick Hours	Holiday Hours	Class
11/12/2024	Allen Johnson	0.00	8.00	0.00	Residential:Service
<b>Subtotal Allen Johnson</b>		<b>0.00</b>	<b>8.00</b>	<b>0.00</b>	
11/11/2024	Nate	0.00	0.00	8.00	Residential
11/12/2024	Nate	8.00	0.00	0.00	Residential
11/13/2024	Nate	0.00	8.00	0.00	Residential
<b>Subtotal Nate</b>		<b>8.00</b>	<b>8.00</b>	<b>8.00</b>	
<b>Totals</b>		<b>8.00</b>	<b>16.00</b>	<b>8.00</b>	

**FILTER BY** Clear All

**WORK DATE** clear

Custom v

From \* To \*

11/01/2024 11/15/2024

**Employee**

Search and select

Go

## Reports – Purchase Order Balance Report – Voided Purchase Orders will now be suppressed

The Purchase Order Balance Report will now suppress Voided Purchase Orders. Prior to this release, they were included on the report, even though the balance was always \$0.00.

Wednesday, January 8, 2025 1/1

Purchase Order Balance Report

PO #	PO Date	Expected Delivery Date	Originator	Vendor	Ordered Amount	Received Amount	Balance Remaining	Billed To Date
<a href="#">PO-1606</a>	01/02/2025	01/02/2025	TMS Admin	Trane	150.25	150.25	0.00	150.25
<a href="#">PO-1607</a>	01/03/2025	01/03/2025	Billy Bob	Trane	0.00	0.00	0.00	0.00
<a href="#">PO-1608</a>	01/06/2025	01/06/2025	TMS Admin	Johnstone Supply	175.00	0.00	175.00	0.00
<a href="#">PO-1609</a>	01/06/2025	01/06/2025	William	Trane	98.00	98.00	0.00	0.00
<a href="#">PO-1610</a>	01/06/2025	01/08/2025	William	Johnstone Supply	678.00	0.00	678.00	0.00
<a href="#">PO-1611</a>	01/06/2025	01/06/2025	Drew	Johnstone Supply	0.00	0.00	0.00	0.00
<a href="#">PO-1612</a>	01/07/2025	01/08/2025	William	Trane	324.00	0.00	324.00	0.00
<a href="#">PO-1613</a>	01/07/2025	01/07/2025	William	Trane	0.00	0.00	0.00	0.00
<a href="#">PO-1614</a>	01/07/2025	01/07/2025	William	Trane	4,000.00	4,000.00	0.00	0.00
<a href="#">PO-1615</a>	01/07/2025	01/07/2025	William	Davis Crane	1,500.00	1,500.00	0.00	0.00
<a href="#">PO-1616</a>	01/07/2025	01/07/2025	Shea Allan	Johnstone Supply	7,700.00	7,700.00	0.00	7,700.00
<a href="#">PO-1617</a>	01/07/2025	01/08/2025	Nate	Johnstone Supply	184.99	0.00	184.99	0.00

Vendor	Ordered Amount	Received Amount	Balance Remaining	Billed To Date
Davis Crane	1,500.00	1,500.00	0.00	0.00
Johnstone Supply	8,737.99	7,700.00	1,037.99	7,700.00
Trane	4,572.25	4,248.25	324.00	150.25
<b>Totals:</b>	<b>14,810.24</b>	<b>13,448.25</b>	<b>1,361.99</b>	<b>7,850.25</b>

# Reports – ADP Payroll Report

A new ADP Payroll Report has been added to the system. This will allow you to create an export that can be used to upload to ADP if you are using ADP for your payroll. In order for an employee to show up on the ADP Export Report, you will need to add their 'ADP Export Number' to the Tech Pay Rates / Costs screen of the Employee File. ADP Payroll Report can be found under the Accounting Reports.

Employee Details **Tech Pay Rates / Costs**

Regular Time Pay (\$) 25	Regular Time Burden (%) 40	\$10.00	Total Regular Time Cost (\$) 35
Overtime Pay (\$) 37.5	Overtime Burden (%) 54	\$20.25	Total Overtime Cost (\$) 57.75
Double Time Pay (\$) 50	Double Time Burden (%) 45	\$22.5	Total Double Time Cost (\$) 72.5

**Prevailing Wage Information**

Prevailing Wage RT Burden % 12	Prevailing Wage OT Burden % 17	Prevailing Wage DT Burden % 4
Experience Factor % 95.000	Experience Factor Follow Up Date Follow Up Date	
Number of Exemptions 4	Identifying Number 4434	

**Misc. Information**

ADP Export Number 3354
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Add the ADP Export Number to the Tech Pay Rates / Costs screen for the employee in the Employee File

Wednesday, January 8, 2025 ADP Export Report 1/2

01/01/2025 - 01/07/2025

CO Code	Batch ID	File #	Temp Dept	RT Hrs	OT Hrs	Hrs 3 Code	Hrs 3 Amt	Hrs 4 Code	Hrs 4 Amt	Source Ref
Billy Bob										
876	99	5612	Residential	0.02						<a href="#">WO-10992</a>
876	99	5612	Residential	0.37						<a href="#">WO-10992</a>
876	99	5612	Residential	0.07						<a href="#">WO-10993</a>
876	99	5612	Residential	0.10						<a href="#">WO-10993</a>
876	99	5612	Residential:Maintenance	1.00						<a href="#">WO-10931</a>
876	99	5612	Residential:Service	1.00						<a href="#">WO-11007</a>
Billy Bob				2.56	0.00		0.00		0.00	
Chuck Tuttle										

	A	B	C	D	E	F	G	H	I	J	K
1	Co Code	Batch ID	File #	Temp Dept	Reg Hours	O/T Hours	Hours 3 Code	Hours 3 Amount	Hours 4 Code	Hours 4 Amount	
2	876	99	5612	Residential	0.02	0		0		0	
3	876	99	5612	Residential	0.37	0		0		0	
4	876	99	5612	Residential	0.07	0		0		0	
5	876	99	5612	Residential	0.1	0		0		0	
6	876	99	5612	Residential:Maintenance	1	0		0		0	
7	876	99	5612	Residential:Service	1	0		0		0	
8	876	99	3354	Residential:Maintenance	2	0		0		0	
9	876	99	3354		0	0 D		1		0	
10	876	99	3354	Residential:Service	2	0		0		0	
11	876	99	8317	Residential:Service	7.13	0		0		0	