



Citrus Completion Manager

User's Manual

(also Service Completion Manager)

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Table of Contents

Overview	Page 3
Getting Started	Page 4
The Main Menu	Page 5
Using Citrus Completion Manager	Page 7

Overview

Citrus Completion Manager is a program for entering data collected after completing Service Attentions scheduled using Citrusware's *Citrus Dispatcher* or repetitive services scheduled using Citrusware's *Citrus Contract Services* program.

This process creates entries into your Sales Journal file, tax collection file and history file. From these files you create a Receipts Journal. You can print a Deposit Slip when you print your Receipts Journal. You may wish to use Laser Deposit Tickets available from *Deluxe Business Forms*. Collections of Receipts Journal entries become part of an Income Report. (The Receipts Journal is detailed, containing customer data and payment data such as check number, while the Sales Report is a summation of Receipts Journals for a period of time).

You can enter Expenses incurred, tracking Vendor (Supplier), payment date, and payment category. An Expense Report can be generated by date range, either in detail form or category form.

The sales Records and Expense Records can be totaled in a Profit/Loss Report by date range.

The most common uses of these reports are Monthly and Annual Reports.

If you own a Citrusware application that produces Account Statements, you can enter payment on accounts in **Batch Mode** (*Account Receivable Payments* Button).

Service history is stored and can be reviewed in two modes; Individual Account History or All Accounts for a date range. You would use at 1st mode if a customer questions Service History, and the 2nd will produce a Service Sales History for a time period.

The Main Menu Screen has three tabs that divide the program's features into groups; Income, Expenses and Billing Completion.

Getting Started

You can display the Setup Screen at any time to modify existing information by selecting **Files** from the Main Menu's Menu Bar, then **Setup** from the Drop down Menu.

The **Setup Screen** contains a File Folder with four tabs; one is a Help tab that contains brief instructions about the other tabs.

Click on each tab and enter the required information.

In the lower corner of the **Setup Screen** you will see our **Logo**, an Orange.

Click the Logo to advance the tabs or click any tab heading.

Reporting and Tracking - Regardless of your checking program, you can use preprinted Deposit Tickets when creating a deposit and Sales Journal. This saves you from handwriting the Deposit Ticket every time you make a Deposit. (One box will last a long time)!

Your Sales Report will print on plain paper, if you choose to use a generic bank Deposit Slip.

You can opt to turn off account history tracking if you wish.

Expenses - Here you supply the program with all of the information about typical expenses that you incur.

It is important to create a complete list. Reports use this list to categorize expenses.

You can delete an item, but if a previous expense has been posted to that category, it will show as an *Other* when you generate an Expenses Report.

The simplest way to setup your Expense Categories is to select either Standard Chart of Accounts or Select All. You can then delete any unwanted categories from the **Expenses List**.

Taxation – there are two aspects to the taxation entries:

What will be taxed; nothing, Labor and Material, or Material Only. Select the appropriate button.

What type of taxes to collect and at what rate(s). Select or enter both a rate and a Tax Heading.

Be sure to check the *Apply 2nd Tax* Box if you collect two taxes.

Click on the Button labeled **Save Changes and Return to Menu** to exit the Setup Screen and to display the Completion Manager **Main Menu** Screen.

If you have failed to enter required information, a message will be displayed and the proper tab will be selected. Enter the required information

The Main Menu Screen

Subroutine Option Buttons

Income Tab

- **Generate Receipts Journal** – Selecting this option generates a Receipts Journal Slip (if desired) for a range of dates that you select. (Typically weekly)
- **Income Report** - Selecting this option generates an Income Report for a range of dates that you select. (Usually Monthly and/or Annually)
- **Profit/Loss Report** - Selecting this option generates a Profit or Loss Report for a range of dates that you select. (Usually Monthly)
- **Account Receivable Payments** – this option is used with accounts that are serviced and billed on a recurring basis, using *Citrusware's Contract Service Scheduling* application.

Expenses Tab

- **Enter Expenses** – Use this option to record Expenses incurred.
- **Detailed Expense Report** - Selecting this option generates an Expenses Report for a range of dates that you select. (Usually Monthly)
- **Categorized Expense Report** – This report adds all of the expense items for a given date range into their associated Categories. The Report is a category summation.
- **Manage Payto Recipients** – People and companies who you pay for expensed items.

Tax Collection Report – Display tax collected by date range and Tax Heading.

Billing Tab

- **Post Service Completions** – This button is active when Service Slips exist that have not been posted.
- **View Account History** – by date range or individual account.
- **Bill Cycle Accounts** – Only activated if you own *Citrusware's Contract Service Scheduling* application.

The GOTO Button starts the selected Routine (Subroutine Option Button that is filled in).

TIP: Double clicking the Button also starts the Routine.

The Menu Selections

Files - displays a drop down menu with the following sub menus:

- **Setup**
Information needed about your Business and the way you do business is entered and can be modified by selecting this menu. See **Getting Started** (previously) for details.
- **Exit**
Exit ends the program.

Help - invokes the Completion Manager program's Help subroutines.

Order Forms - invokes links to Internet sites where you can order forms needed for the program.

About - invokes Internet links to upgrade your Help Files and the program.

Using Citrus Completion Manager

Billing Tab (no tab for Service Completion Manager)

Post Service Completions

From the **Main Menu Screen**, select **Post Service Completions**

The **Completion Data Entry Screen** is displayed.

The Big Picture

A Service Record was created as you scheduled service using a *Citrus Dispatcher* or *Citrus Contract Services*.

If you printed Service Invoices, you should have a tear off summary section for each Attention.

If you only printed a Daily Work Schedule, then you should have a manually completed summary sheet.

Use the Work Teams Daily Completion Report and the Service Attention Summary for input information.

Service Slips are presented in order in which they were generated, not by date or by Team assignment.

Posting Completions

The upper box contains Account and Call Slip Data. This should conform to the Work Teams Daily Completion Report and the Service Attention Summary.

Select the appropriate Completion Status from the Completion Status Box on the right side of the form.

- Completed/Collected – Your Service Team rendered an Invoice and collected the amount due.
- Completed/Invoice Rendered - Your Service Team rendered an Invoice but payment was not collected.
- Completed/Office Invoicing required - Your Service Team completed the Service Attention but no Invoice was rendered. You must create an Invoice using you Invoicing Application.
- Warranty/Not Invoice Required – Your Service Team performed Warranty work or for some other reason, no Invoice was required.
- Continue Unposted – The slip is retained with no completion action taken.
-

Based on your selection, the *Invoice/Slip No, Amount and Payment Form Boxes* will appear or disappear.

If you use pre-printed Invoices and the Invoice/Slip No box is displayed, enter the Invoice Number in that box. If you Tab past the box, the date and time of the Service attention is automatically entered as a reference.

If Completed/Collected was selected as the Completion Status then select the Payment Form.

If paid by check, then enter the check number. Click Tab.

If the Sub Total Box is displayed, enter the Invoice total amount in this box.

If you tax only a portion of the Invoice, enter the individual amounts then tab.

Tab to Enter Posting and press Enter or click on the button.

You can restart the posting of a Service Attention by clicking Clear Posting.

You can restart the entire posting process over again by clicking Display First Record.

You can return to the menu at any time. Those Service Attentions that you have completed will be stored.

When you return to the Main Menu, the Slips count will have changed.

View Service History

The History Screen displays a single account or all accounts.

You can select a date range, Current Month, Previous Month, Year to Date, or eternity.

Click Load Grid.

The history for an account or all accounts can be deleted by the selected date range

Bill Cycle Accounts

(The Cycle Billing option is only available to users of *Citrus Contract Service* program).

From the **Main Menu Screen**, select **Billing Tab**, then **Bill Cycle Accounts**. Click **Goto**.

Cycle Billing is the means by which you Invoice Accounts (Monthly, Quarterly, Semi-Annually, and annually), at a preset fee for the selected time period.

Select a month and Year from the drop down boxes for the Billing Period.

Click the Billing Cycle Frequency to load accounts.

The grid will be populated with all accounts that have that frequency.

NOTE: If the billing is to be sent to a 3rd party, the (*Account Name Column*) will display in **bold text**. The (*Account Number and Account Name Columns*) will be the 3rd party account to which the billing will be sent.

The (*Serviced Account Column*) will display the actual account that was serviced.

(The Account Payable record will be created against the 3rd party account).

If the (*Serviced Account Column*) is the same as the (*Account Name Column*) then 2nd Billing Address is being used.

Selecting Accounts

Tick the (*Selected*) Column for all accounts for which you wish to create a billing record.

Changing the Charge Amount

The charge column displays the predetermined charge for the service rendered. This amount is pretax.

To change the charge, for this cycle only, click the charge column for the account you wish to change.

Enter the charge in the New Charge Box and click Enter Charge to Grid.

NOTE: There is no provision on the invoice or in the billing record to indicate the charge has been changed.

Do not add Taxes to the current or new charge.

Taxes are created **On the fly** and are added to the invoice and to the billing record.

Print Invoices and Posting Billing Records

You can opt to create invoices as well as create a billing record. Tick the *Print Invoices* checkbox.

Click Create Button (Caption is either Create Invoice Records or Enter Records Only, which ever you have selected).

After an account has been posted, the (*Account No*) column will display **COMPLETED**, and the account can no longer be billed for this cycle.

The (*Charge*) column will now display the charge and any taxes that were calculated.

Complete all accounts that you wish to invoice (or create a billing record) before returning to the main menu.

If you return to this screen, all accounts will be available for processing again.

Expenses Tab (Citrus Completion Manager only)

Posting an Expenditure

From the **Main Menu Screen**, select **Expenses Tab**, click **Enter Expenses**

The Expenses Screen will be displayed.

Enter the amount.

Select the vendor (supplier) from the Paid to drop down list.

Click on the date that the expense was paid.

Select the Payment form (Radio button)

(If using a Citrusware Financial Application, Check and E-Bill Pay will not be available)

Select a category from the drop down list. (You cannot add to the list here). Use the setup screen if a new Category is required.

The expense can be charged to one category or disbursed to multiple categories.

If a single category, click Enter.

If disbursing select the 1sr category and enter an amount, click enter.

Enter the next amount until the entire Total is disbursed.

Detailed Expenses Report

From the **Main Menu Screen**, select **Detailed Expense Report**

Select a Start and Stop Date from the calendars or select a preset button.

Click Show Report button.

Print the Report by clicking the Print Report button.

Categorized Expense Report

From the Main Menu Screen, select Categorized Expense Report.

Select a Start and Stop Date from the calendars or select a preset button.

Click Show Report button.

Print the Report by clicking the Print Report button.

Manage Payto Recipients

Select the *Manage Payto Recipients* option button from the main menu

Use this screen to enter and update information about your vendors and suppliers.

Creating a Tax Collection Report

From the Main Menu Screen select, *Tax Collected Report*.

The Tax Report screen is presented.

The grid is automatically loaded with Taxes collected during the current month.

You can select a date range for a report and select all taxes or either of your predetermined taxes.

You can automatically load the grid with Last Month date range (LM), the current month (MTD), current year (YTD), or Eternity.

Click *Load Grid*.

You can print the contents of the grid by clicking *Print Report*.

When a group of records is no longer needed, it can be deleted by date range.

Select a starting and ending date. All Collected Taxes Records in that range will be deleted.

The Income Tab

Generating a Receipts Journal

From the **Main Menu Screen**, select **Generate Receipts Journal**

The Financial Summary Screen will appear. This screen displays all Funds received from Service Attention Collections and postings to Accounts Receivable. The funds are broken down by check, cash and credit card payments. Click Continue.

If any of the funds were in the form of cash, then the Cash Disposition Screen will display. You can choose to retain all cash, deposit all cash, or to retain some cash. Your selection does not affect your total sales for the period. It does affect your deposit amount. Click Continue.

The Retain Cash Screen displays. Here you can select to receive Cash Back from your deposit. If you wish to retain some cash, click Yes and enter the amount that you wish to retain. Your selection does not affect your total sales for the period. Click Continue.

The Deposit Summary Report Screen displays. During the program setup, you should have selected to use Deluxe Deposit Slips, or Generic Deposit Slips. The screen will differ depending on your selection. Deluxe Deposit Slips – Insert one Deposit Slip and some standard paper after it. Click Print. Generic – Manual Preparation – Insert some standard paper. The Weekly Sales Journals will be printed. If you used (and selected) Deluxe Deposit Slips, your Deposit Slip appears at the top of the Summary Report. If the Reports printed correctly, click Yes, if incorrect click No. The Sales Total has been added to your Total Sales.

Income Report

From the **Main Menu Screen**, select **Income Report**

Select a Start and Stop Date from the calendars or select a preset button. Click Show Report button. Print the Report by clicking the Print Report button.

Profit/Loss Report

From the **Main Menu Screen**, select **Profit/Loss Report**

Select a Start and Stop Date from the calendars or select a preset button. Click Show Report button. Print the Report by clicking the Print Report button.

Account Receivable Payments

From the **Main Menu Screen**, select **Account Receivable Payments**

The Account Receivable Batch Processing Screen will be displayed. The grid will be populated with all accounts. To post an account payment, tick the Select column for the account. Enter the amount and check Number. Select the payment date from the calendar. Click enter and select the next account. When all accounts are correct, click Write Payments.

About the Program's Files

You will find the Program's Files on your hard disk, in the **Citrusware** Folder.

The files named Expenses.txt and SalesInfo.txt are the main files that the program creates and uses. You can view the contents of these files using any text editor such as Notepad, but do not alter the information.

As you post payments to your account receivable, SalesInfo.txt records are created.

Likewise, when you post an expense, Expenses.txt records are created.

Over time, these files can become large and perhaps difficult to work with.

You can manage these files to your liking.

From the **Main Menu**, select either **Income Report** or **Detailed Expenses Report**.

The **Reports Screen** will be displayed. The Files Menu option of the **Reports Screen** has 3 sub options; Archive, Restore and Cleanup.

These options differ from the file options on the main menu.

- **Archiving** - This option marks records as no longer needed for reports.
- **Restoring** - The inverse of Archiving, records previously archived are made active.
- **Cleanup** - Removes records that are no longer need. They will be deleted from your disk and can never be restored.

To use any of the options, first **select a range** of dates using the Start Calendar and the End Calendar just as you would for a report.

Click Files followed by the sub-menu option that you wish.

The last option is to select whether you want to apply the selected routine to the Expense file, Income file or both. Click the radio button that you wish.

Example:

When running year to date reports, your expenses are numerous and you don't need to view the first half of the year.

Click January 1 (Some year) in the Start Calendar and June 30 (some year) in the End Calendar.

Click File|Archive.

Click radio button Expense file.

Click Continue.

All records in your Expense file for January 1 through June 30 are now hidden. They are not deleted.

At the end of the year, you can Restore these records and print year ending reports.

Cleanup does **remove** these records. You should only cleanup your files after you have created all of the reports that you need for a particular date range.