

SuccessWare21 4-Day Training Class Overview

The SuccessWare21 training class that we run in Buffalo, NY is meant to offer an overview of the software and help our customers to understand how to properly setup and begin processing.

This training class is required because it will form the basis for your understanding of how SuccessWare21 works and what needs to be done to properly set it up.

The employees who are sent to the training class should be those that you expect to be intimately involved with SuccessWare21's implementation and day-to-day processing. This should include someone in your company that is involved with accounting/bookkeeping as well as someone responsible for general operations.

Enclosed is a topical breakdown of the subject matter that is covered in our 4-day class. Each of these topics will include hands-on exercises that will be completed in class and can be used as training tools upon return to your company.

The 4-day training class does not include coverage of the **Project Management** module of SuccessWare21. Complete documentation of the Project Management module is however included in the Training Manual you will receive in class. Project Management requires a more complete level of understanding of the processes within SuccessWare21 than a 4-day class allows. Project Management instruction is offered in a web-based class.

Additionally, there are not separate lessons in the 4 day class devoted to **Inventory** or **Payroll**. These topics will be available to companies in a web-based format. Information regarding these web training classes will be made available to you when you attend training.

Getting Started

- Initial Login
- Activating SuccessWare21
- Setting up Company Detail
- Adding User Groups (Permissions)
- Adding Users
- Toolbar Customization
- Using Help
- Common Keystrokes and Navigation

Once we have looked at the basics of getting started in SuccessWare21. We will use the next General Ledger Setup, PriceBook and AR Invoicing modules to look at

SuccessWare21 as an Accounting Program. These three modules will help you to understand the structure and accounting flow of the SuccessWare21 general ledger.

General Ledger Setup

- SuccessWare21 an accounting program
- Overview of common Accounting/General Ledger terminology and processing
- Printing and reviewing the Chart of Accounts
- Overview of required General Ledger setup
- Adding, editing and removing General Ledger accounts
- When are Sub Accounts used and how are they added.
- Defining Default General Ledger accounts
- Overview of how SuccessWare21 departmentalizes the General Ledger
- Adding, editing and removing departments.
- Setting up and opening Fiscal Periods
- Setting your General Ledger activation date
- Creating Expense Groups (sub totals) within the operating expense portion of your Income Statement.
- Entering beginning balances as well as outstanding customer and vendor invoices
- Understanding Sale and Expense types. The main tools that SuccessWare21 uses to distribute financial data to the General Ledger.

PriceBook Setup

While most people think of the PriceBook as their flatrate book, in SuccessWare21 it is much more than just that. The PriceBook contains a list of every item that you buy and sell through your company, this includes parts labor, miscellaneous items (such as permits and equipment rentals), and overhead items as well as flatrate tasks as well as items which represent overhead expenses. Each item in the PriceBook contains a pointer to a specific General Ledger that will be referenced when the item is bought or sold.

- PriceBook layout and structure
- Understanding and creating formulas that will be used to markup the items in your PriceBook that you sell.
- Adding Categories and Groups in the PriceBook
- Adding Part Items to the PriceBook
- Attaching specific vendor related information to part items

- Importing vendor part lists into SuccessWare21
- Adding Labor items
- Adding Miscellaneous items
- Adding Overhead (Operating Expense) Items
- Creating Task Items
 - Understanding the different ways that tasks can be built
- Performing adjustments to the cost and price of items in the PriceBook.
- Printing your flatrate book and the parts section of the PriceBook

Accounts Receivable Invoicing

- Introduction to the Invoice Manager
- Identify the relationship between Jobs and Invoices in SuccessWare21
- Creation of an invoice and a review of recording notes on the invoice
- Review the General Ledger audit trail resulting from the posting of an AR Invoice
- Perform discounts on an AR Invoice
- Run reports to find invoices that contain certain types of discounts
- Record payments on an AR Invoice
- Job cost an AR Invoice
 - List parts and miscellaneous items used on a job
 - Import technician timecard entries as cost on an invoice
- Running Invoice reports to view items sold as well as profit margins
- Perform an example of a job with multiple invoices
- Record a Counter Sale

Customer Service

- Overview of the “customer” in SuccessWare21.
- The Customer consists of both a Service Location and an associated Billing Account.
- Overview of the purpose and function of a “Carbon Copy” billing account
- Performance of a Customer Search
- Review of the Customer Information screen and the information that SuccessWare21 makes available about each customer
- Relate work performed on a job to the equipment listed at a customer’s service location

- Add equipment to a service location
- Review the types of warranties that can be added to a piece of equipment (In House and Manufacturer/Vendor)
- Recording notes on a customer's account
- Recording Archived History on a customer's account
- Adding marketing information to a customer
- Running a marketing report in SuccessWare21 including printing mailing labels and exporting data to Excel/Word
- Addition of a customer and a Carbon Copy billing account.
- A complete overview of the elements of the Call Center (Dispatch Board) and their associated functions.
- Scheduling and Assigning Calls
- Continuing, rescheduling and reassigning calls.
- Dispatching technicians and recording job related timecard entries
- Recording non-job related timecard entries
- Taking Phone Calls from existing customers that result in the creation of a job
- Taking phone calls from new customers that result in the creation of a job
- Taking a concern call from a customer
- Resolving concern calls
- Taking a call from a customer that requires a Sales Estimate
- Running a Sales Job and recording a Sales Quote
- Creating a job based upon a successful Sales Job
- Copying a Sales Quote to an AR Invoice
- Running the Sales Lead Tracking report
- Finding and scheduling Unscheduled Jobs using the Job Manager.

Agreements

- A review of the options available to you when setting up membership agreements.
- On overview of Service Reserve and Deferred Revenue in relation to the accounting flow of agreements.
- Creating a membership agreements from a customer's record (not sold as part of a job)

- Creating membership agreements which are sold on a job and recorded on the job's associated invoice
- Recording a first maintenance visit at the time that an agreement is sold.
- Creating an agreement template
- Overview of the functions and filters of the Agreement Manager
- Using the Agreement Manager and its filters to efficiently process Periodic Billings.
- Creating Agreement Renewals through the Agreement Manager
- Creating renewal notices
- Recording a failed renewal
- Activating a successful renewal
- Finding upcoming maintenance visits due using the Agreement Manager and the Visits list in the Call Center.
- Scheduling Maintenance Agreement visits using the Visits List in the Call Center
- Scheduling Maintenance Agreement visits as part of a customer phone call.
- Recording the completion of an agreement maintenance visit on an Invoice

Accounts Receivable

- Overview of the search features and functions of the Receivables Manager
- Overview of the filters and features of a customer's Billing Account History
- Adding a global billing account, that can be billed from any accounts receivable invoice.
- Creating adjustment codes to accommodate changes to balances without the application of cash, or receipt of cash without an associated Receivables balance
- Generate customer statements
- Recording a payment in the system that not associated to receivables account.
- Recording payments on customer billing accounts
- Recording adjustments to customer billing accounts
- Aging customer billing accounts
- Applying finance charges to billing accounts
- Removing finance charges from all accounts or a single billing account

Purchasing and Payables

- Overview of the purchasing flow in SuccessWare21 from Purchase Order to Receipt to AP Invoice.
- Introduction to the Purchasing Manager
- Importing Vendor Parts and new PriceBook items via the Purchasing Manager
- Creating a Purchase Order
- Partially receiving a Purchase Order
- Fully receiving a purchase order that includes items that require serial numbers to be recorded.
- Creating a Job related AP Invoice that is paid at the time of purchase with a company credit card.
- Introduction to the Payables Manager, its filters and features
- Adding a new vendor
- Creating a Recurring Accounts Payable Invoice with departmental expense splits in the template
- Setting up SuccessWare21 to print Payables checks
- Making a payment to a single vendor
- Recording a credit adjustment on a vendor's account
- Using the Pay Bills feature to pay multiple vendors in a batch

Account Register

- Introduction to Register Accounts
- Overview of setup of Register Accounts as well as the entry of opening balances and outstanding items.
- Reconciling a Cash Box (undeposited funds) account
- Making a deposit in a bank account
- Reconciling a Bank account
- Reconciling a Credit Card account
- Transferring money between Register Accounts
- Creating General Ledger adjustment codes related to the Account Register
- Recording and Insufficient funds check
- Issuing a customer refund
- Creating a miscellaneous payment

- Voiding Account Register transactions
- Voiding check numbers

General Ledger

- Recording a Journal Entry in SuccessWare21 using a Recurring Journal Entry
- Researching transactional activity on a General Ledger account using the Account Inquiry tool
- Run a series of financial reports.