

This is a quick reminder of how to do some of the things we covered in the “Mastering Part Requests and Expenses” webinar.

DEFINITIONS

PART REQUEST

A Part Request is a module to track parts that have been ordered. FieldEdge will allow you to mark these Parts as requested, ordered, and received. Allowing you to stay up to date and inform the necessary departments of this order. With FieldEdge you can transfer these Part Requests to QuickBooks as either a Purchase Order or a Vendor Bill.

EXPENSE

An Expense is a module that allows you to track a cost on a Work Order or Job. This is typically a part that can be picked up from a supply house that a technician might even need to be reimbursed for. FieldEdge allows you to track that cost to the Work Order along with knowing if you need to reimburse that technician for the purchase. Expenses will also transfer to QuickBooks as a Vendor Bill, making sure that your financial records are synchronized between both platforms.

VENDOR CREDIT

A Vendor Credit is like a negative part request designed to return items back to a vendor. This is useful if you ended up ordering items that were not needed. This does not change the price of the invoice to the customer but will affect its profitability. These can only be entered in the office.

EXPENSE CREDIT

An Expense Credit is essentially a negative expense. This can be created in the field or the office although it is generally entered in the office as the work order it is for has usually been completed by the time the parts are returned.

CREATING A PART REQUEST IN THE FIELD

Follow this procedure when the tech is unable to complete a work order without someone in the office ordering a part for them that they don't currently have.

1. Add the items you need to order to the invoice. If you want to charge the customer for them, add them to the **Items** screen. If you are not charging the customers for them directly, as is often the case when using flat rate pricing, add them to the **Non-Billable** Items screen instead.
 - a. **Pro Tip:** If the item you need is not in your price book, add a non-inventory item and change the description of it so that people in the office will know exactly what you need.
2. Go to the **Part Requests** screen and tap on **Add Request/Expense**. If there is already an existing part request or expense, tap **Add** in the upper right-hand corner instead.
3. Select **Part Request from Invoice**.
4. To order items you put on the Items or Non-Billable screens, tap the **Add** link on the *Items*

from invoice line.

5. To order items that are not on the invoice, tap the **Add** link and select the item from the price book. This will add the item to the Non-Billable Items screen as well.
6. Tap **Upload Now** to give the office more time to order the parts you need.
7. Complete the work order normally and set the resolution to **Back Order**.

CREATING A PART REQUEST IN THE OFFICE

Follow this procedure to create a part order from the office.

1. Add the items you need to order to the invoice. If you want to charge the customer for them, make sure the **Print** checkbox is checked for the item. If you are not charging the customers for them directly, as is often the case when using flat rate pricing, Set the Rate to \$0.00 and uncheck the **Print** checkbox for the item.
 - a. **Pro Tip:** If the item you need is not in your price book, add a non-inventory item and change the description of it so that people in the office will know exactly what you need.
2. On the **Purchases** micro-dashboard, click **Add Request from Invoice**.
3. To order parts you put on the invoice, Check the box next to the items on the **Items on Invoice** pane on the right side of the Part Request.
4. To order items that are not on the invoice, add them directly to the Part Request, just like adding to an invoice.
5. Enter the **Cost**, **Quantity**, and **Description** of the items you are ordering.
6. Select the **Vendor** the parts will be ordered from.
7. Select the **Expected Delivery Date** of the parts.
8. Select the **Ship To** information.
9. If you do not want to create the Bill/Purchase order now, click **Save for Later** to save the Part request and finish at another time.
10. If you are ready to order, click **Create PO (or Bill) with Selected Parts**.

CREATING AN EXPENSE IN THE FIELD

Use this procedure when the tech needs to pick up a part locally before finishing the job. This helps you track your expenses on the job.

1. Go to the **Part Requests** screen and tap on **Add Request/Expense**. If there is already an existing part request or expense, tap **Add** in the upper right-hand corner instead.
2. Select **Expense**.
3. Enter the **Cost** and **Description** of the items you bought.
4. Select the **Vendor**. If the vendor does not exist in the list, bring the receipt back to the office and they can add it after the work order is complete.
5. Take a picture of the receipt and add it as well.
6. If you paid for it with a credit card or cash, check the **Already Paid** box. If you are buying it on account, leave that blank.
7. Tap **Save Expense**. This will add a non-inventory item to the Non-Billable Items screen as well to help you track the cost of the work order.
8. Complete the work order normally.

CREATING AN EXPENSE IN THE OFFICE

Use this procedure when you need to track expenses to a job. Enter expenses in the office when a tech brings in a receipt and has not entered the expense in the field.

1. Open the Work Order associated with the expense.
2. Click the **Purchases** micro-dashboard, and then click the **Expenses** tab of that area.
3. Click **Add Expense**.
4. Enter the **Cost** and **Description** of the items you bought.
5. Select the **Vendor**. If the vendor does not exist in the list, it would need to be added to QuickBooks before an expense can be entered.
6. If required, scan and upload a picture of the receipt for the expense.
7. If you paid for it with a credit card or cash, set **Already Paid** to Yes. If you are buying it on account, leave it set to No.
8. Click **Save Expense**. If the setting is enabled, this will add a non-inventory item to the Non-Billable Items screen as well to help you track the cost of the work order.
9. Complete the work order normally.

CREATING A VENDOR CREDIT IN THE OFFICE

Use this procedure when you need to return parts from a Purchase Order to a vendor.

Note: This returns the part to the vendor but does NOT affect the invoice to the customer.

1. Open the Work Order you need to add the credit to.
2. On the **Purchases** micro-dashboard, click **Add Vendor Credit**.
3. Select the **Vendor** you are returning the items to.
4. If the items returned are on the invoice, use the **Items on Invoice** pane to the right. Check the parts you are returning and click **Add to Credit**.
5. If the items are not on the invoice, add the items you are returning.
6. Select the **Quantity** and **Cost** of the items you are returning.
7. When complete, click **Save and Post to QuickBooks**.

CREATING AN EXPENSE CREDIT IN THE FIELD

Use this procedure when items from an Expense need to be returned to a vendor, such as Home Depot or Lowe's. This option is available as long as the work order has not been completed.

Note: This does not change the price of the invoice to the customer.

1. Go to the **Part Requests** screen and tap on **Add Request/Expense**. If there is already an existing part request or expense, tap **Add** in the upper right-hand corner instead.
2. Select **Credit on Expense**.
3. Enter the **Cost** and **Description** of the items you bought.
4. Select the **Vendor**. If the vendor does not exist in the list, bring the receipt back to the office and they can add it after the work order is complete.
5. Take a picture of the receipt and add it as well.
6. If you received a credit card or cash refund, check the **Already Paid** box. If you are receiving an account credit, leave that blank.
7. Tap **Save Expense Credit**.
8. Complete the work order normally.

CREATING AN EXPENSE CREDIT IN THE OFFICE

Use this procedure when items from an Expense need to be returned to a vendor, such as Home Depot or Lowe's.

Note: This does not change the price of the invoice to the customer.

1. Open the Work Order you need to add Expense Credits to.
2. Click the **Purchases** micro-dashboard, and then click the **Expenses** tab of that area.
3. Click **Add Expense Credit**.
4. Enter the **Cost** and **Description** of the items you are returning.
5. Select the **Vendor**.
6. If required, scan and upload a picture of the return receipt for the expense.
7. If you received credit card or cash refund, set **Already Credited** to Yes. If you are receiving an account credit, leave it set to No.
8. Click **Save**.

SETUP

When you're ready to start using Part Requests and Expenses, you'll need to configure the settings that will impact both FieldEdge and QuickBooks. See below for where to find these settings and review their actions.

SETTINGS: GLOBAL SETTINGS

- Authorizations – Create QuickBooks Purchase Orders from Part Requests
 - This is the key setting that will allow your Part Requests to also send to QuickBooks
- Part Requests – Post Part Requests to QuickBooks
 - If the above option is turned on, this section allows you to set if Part Requests will transfer to QuickBooks as a Purchase Order or a Vendor Bill
- Expenses – Post Expenses to QuickBooks upon Work Orders being marked
 - This allows you to choose when an Expenses cost should transfer to QuickBooks and make a Vendor Bill. This can be done when a Work Order is Completed or when it has been Finalized and Posted to QuickBooks
- Expenses Accounts – Choose the Expense and Liability account FieldEdge will use for Expenses

SETTINGS: EMPLOYEES

When choosing an Employee, you can choose an Expense Payment Account. This allows you to have individual liability accounts for tracking each Employee's financial reimbursement for Expense purchase.

Note: This will override the default global Expense Payment Account found in Global Settings, when this specific Employee pays for Expense purchases.