



ESSENTIALSPRO[®] MODULE REFERENCE GUIDE

Since the full demo of the EssentialsPro[®] program has all modules activated, we thought it might be helpful to have an overview of which features are tied to specific modules. This list is not designed to be exhaustive; however, gives you an idea of general features and which add on modules they are linked to. If you have any questions, please call our office at 1-800-272-9908.

General Ledger

The General Ledger module is a core module that allows you to track accounting functions created using functions from other modules such as payroll, accounts receivable invoices, check writing, etc. Complete detail of transactions is available as well as financial reporting, budgeting, analysis and other standard accounting functions such as depreciation of assets. Most features for this module can be found under the **Accounting** menu.

Accounts Payable

The Payables module allows you to create and track purchase orders and vendor invoices. In addition, there are a number of reports available to help you track purchase orders and vendor history. Payable invoices can be paid via check, credit card and/or direct deposit with your vendors. Features under this module can be accessed under the **Payables** menu.

Accounts Receivable

The Receivable module controls access to functions under the **Receivables** menu including customer maintenance and reporting, accounts receivable reporting (such as aging, invoice and payment history), bank deposits, etc. Also includes a fully PCI compliant credit card processing interface to enter credit card transactions against receivables.

Payroll

The Payroll module contains all payroll functions including employee records (including multiple pay rates per employee), state/provincial and federal payroll tax tables, benefit and deduction options, union options, Certified Payroll reporting, employee wage and hour reporting, payroll tax reporting (including W2 – USA, or T4 and ROE reports - Canada).

Material Estimation

The Material Estimation module allows you to set up bids and convert them to jobs. This module includes an option for Bid Templates which works with Inventory to build bids off of actual inventory costs as well as special order items. In addition, it allows you to post parts listed on a bid out of inventory to a job once a bid has been converted to a job. Features of the Material Estimation module can be found under **Job Estimating** on the **Specialties** menu.

Job Costing

The Job Costing module allows you to set up and track jobs, enter basic estimate information, break jobs down by phase, post various costs to jobs, and generate a wide variety of job reports. Features of this module can be accessed under the **Jobs** menu.

Service Management & Dispatching

Our Service Management & Dispatching module allows you manage all aspects of your service department from setting up and scheduling service calls to entering & renewing planned maintenance contracts. The system builds a complete service history for equipment at each of your customers' sites; allowing equipment history to be transferred with the site to the new owner when a property is sold. Custom alerts let your CSRs know about important information the minute a customer and/or site is pulled up on the screen. Color coded zones help easily identify service area when scheduling. Multiple work order formats default by department. Email work orders to technicians and much more!

Set up service contracts with a variety of options including:

- Use the template feature to predetermine common settings for service plans and speed data entry.
- Repeat invoice and revenue transfer schedules allow flexible invoicing and revenue recognition
- Use perpetual contracts for contracts with no expiration date, enter the amount to bill, the interval, and the call date month.
- Associate tasks and parts with equipment on service contract calls.
- Generate parts needed summary for service parts by date range.
- Easily make changes when renewing contracts, ie: change from annual to monthly billing with one click.

Features of the Service Manager module are accessed under the **Service** menu.

Inventory

The Inventory module allows you to set up inventory parts, post parts out of inventory to jobs, run a variety of inventory reports including quantity on hand, on order, buy/sell history and physical count forms. This module also has features that tie into service contracts (tied to Service & Dispatching) and Material Estimation.

Serialized Inventory

The Inventory module also allows you to tag specific inventory items as "serialized" and prompts you to enter serial numbers when receiving those inventory items or select a specific serial number when posting those items out to a job.

Bar Coding

(requires purchase of bar code readers)

This add-on module works with the Inventory module to allow you to perform the following functions involving inventory items using a bar code reader:

- Physical count
- Transfers between locations (ie: warehouse to truck)
- Material posting (out to jobs)
- Receiving on or generating PO's

Inventory features can be found under the **Inventory** menu.

NOTE: Bar coding also works with the Tool Manager module to post tools to employees and the Point of Sale Invoicing module to scan parts onto the invoice.

Vehicle Maintenance

This module allows you to track costs on each of your vehicles and generate reports including cost per mile and scheduled maintenance options. Activities for Vehicle Maintenance can be accessed under the **Specialties** menu.

Marketing Manager

The Marketing module allows you to track leads and referral sources. In addition, it provides a wide variety of sort options for labels, lists and form letters and includes an interface with Microsoft Word® to generate mail merge documents. Marketing also provides additional scheduling options for employees, such as salesperson scheduling for leads. In addition, a Referral Source field is enabled on the Customer File

Maintenance and Incoming Service Calls screens when you use this module. Finally, information entered into the Marketing module as leads and by referral source is utilized by the CPM module to report lead conversion ratios and performance through Sales and Marketing Benchmarks.

Features of the Marketing module are accessed primarily through the **Marketing** selection the **Specialties** menu.

Equipment Tracking

The Equipment Tracking module allows you to track install date, serial number, warranty information and service history on various pieces of equipment at each site address where you have installed and/or done service work for a customer. Any customer may have multiple site addresses, each with its own selection of equipment.

This module also allows you to track equipment revisions, assign tasks to equipment (ie: clean and check assigned a furnace on a contract call), and enter warranty comments.

Features of this module are integrated throughout the system; however, some areas include the Equipment Create/Edit selection under the Service menu, the Equipment selection under Site Maintenance (Receivables), and the Equipment Assigned to Call selection under Service Contracts.

Point of Sale Invoicing

The Point of Sale Invoicing Module is designed to speed up entry of over the counter and field sales. This routine allows you to perform the following tasks from a single input screen:

- Create a job
- Enter work complete on a job
- Set up an invoice
- Post material from inventory
- Enter a bank deposit
- Apply a payment to an invoice

In addition, this routine allows you to create quotes, backorders and apply customer pricing levels.

Task Manager

The Service Task Manager allows you to create your own flat rate codes based on actual inventory part costs, easily update your flat rate tasks based on inventory cost changes, and run analysis reports on your tasks. This module also provides an alternate labor posting screen to post labor in time sheet format by task. Activities for this module can be accessed under the **Specialties** menu.

Flat Rate Pricing Interface

This interface allows you to import rates from third party flat rate systems into EssentialsPro© (please call for additional options):

- Callahan & Roach
- Profit Strategies
- RIPS (Gerald Inch)
- Mr. HVAC
- ClimateCare
- NSPG

An Update (import) selection can be accessed under the **Specialties** menu, and a button on the AR Invoicing and Incoming Service Calls screens allow you to look up flat rate codes and pricing.

Progress Billing

This module allows you to create progressive invoices against a job based on costs posted for specified time intervals. Features can be accessed under Special Job Invoicing (Job Phase Progress Invoicing) on the **Receivables** menu.

Refrigerant Tracking

The Refrigerant Tracking module allows you to track the usage, reclamation and disposal of refrigerants with special reports designed specially for refrigerant transactions. A Refrigerant Tracking selection on the **Specialties** menu provides access. In addition, pop-ups provide posting information and options during purchasing and posting routines.

Time and Material Billing

Time and Material Billing is designed for use with customers you are billing for time and materials on a "cost plus percent" basis and enables you to create one or more invoices against costs posted to a job over specified periods of time using rate tables. Features can be accessed under the Special Job Invoicing (Time and Material Invoicing) selection on the Receivables menu and Time/Material Rate Tables under the Jobs menu.

Critical Performance Measures (CPM)

The CPM module provides reporting of actual performance against two sets of user defined benchmarks, ie: company and industry targets. Reports are categorized under four groups which include Service, Installation, Marketing, Sales and Financial. Additionally, this module allows you to generate a log of all incoming phone calls; thereby tracking phone rings (leads) to knocks on the door (quotes) to signed deals (sales). Access is found under the **Specialties** menu.

Inventory Kit Assembly

The Inventory Kit Assembly module allows you to set up groups or kits, of inventory parts that can be posted out of inventory to a job using a single reference. This option, used in conjunction with staging for jobs, can greatly streamline the inventory management process...especially during busy install seasons. There are basically two parts to the Inventory Kit Assembly Module:

- Creating the kits, or groupings, of existing parts and quantities
- Posting the kits out of inventory to jobs

Remote Time Clock Interface

The Remote Time Clock module interfaces with Visual JobShop or ExakTime[®]'s mobile time tracking system to import hours for payroll.

In-House Manufacturing

The In House Manufacturing module provides functions related to the fabrication of inventory parts in house. Features can be accessed under In House Manufacturing on the **Specialties** menu.

Tool Management

The Tool Manager allows you to check your tools out to specific employees and further to a specific job as needed. Reports are available to assess which tools are checked out to specific employees as well as the condition that the tools were in when they were checked out. The Tool Management functions can be accessed under the **Specialties** menu.

EssentialsPro® Mobile App

The EssentialsPro Mobile app runs on either iOS or Android devices. The app uses a utility to communicate between mobile databases and your EssentialsPro® database. Mobile users are linked to an employee, and appointment information feeds from the schedule to the employee's phone or tablet device. App users do not have to have an active data connection to view and enter most information but can sync when an active data or WiFi connection is available. This module is under active development and features are being added regularly.

Features include:

- Mobile user ID access and rights controlled from office
- Full schedule information sent to mobile device including Service, General and Lead appointments
- Add jobs from the field
- Add/select site equipment
- Enter workorder information such as work completed, status of call, customer signature
- Access site/equipment service history
- Access maintenance contract information
- Update lead information
- Start/stop time clock (can be imported to payroll)
- Print/Email completed work orders to customers
- Attach photos to jobs
- Update appointment status and auto email office when complete or needs parts

EssentialsPro® Mobile does not require data or WiFi access to view appointments and enter work order information, simply sync when access is available. Sync includes the following information:

- Service and Install work order information
- Lead appointments
- General appointments
- Site service history
- Site equipment
- Service contracts
- Customer/Site alerts
- Appointment status
- Site Equipment from field
- Signature Capture
- Job photos