# Managely Release Notes

**April 2024**

**Version 5.3.37**

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# Enhancements

## Deposit Process now using Unapplied Cash [99177]

We changed how GL entries get generated for customer payments and refund checks.

Previously, when creating a customer payment, a GL entry would be written for the payment debiting Undeposited Funds and crediting Unapplied Cash. Then, for any funds from the payment being applied to invoices, a GL entry would be written for the payment applied debiting Unapplied Cash and crediting AR. This incorrectly happened regardless of whether the payment had any unapplied funds.

Now, this is how the deposit process using unapplied cash will work: payments themselves will directly debit Undeposited Funds; will credit AR for any funds applied to an invoice; and will credit Unapplied Cash only for any remaining cash that has not been applied to an invoice. Only funds that are actually unapplied will credit Unapplied Cash.

For example, previously if there was a customer payment of $100, and $75 of that was applied to an invoice, the GL would look like this:

| | Debit | Credit |
|---|---|---|
| For Payment | | |
| Undeposited Funds | $100 | |
| Unapplied Cash | | $100 |
| For Payment Applied | | |
| Unapplied Cash | $75 | |
| Accounts Receivable | | $75 |

Even though the total sums in Unapplied Cash are correct, the funneling of all funds through Unapplied Cash was incorrect.

Now, when making this same payment, the GL will look like this:

| | Debit | Credit |
|---|---|---|
| For Payment | | |
| Undeposited Funds | $100 | |
| Accounts Receivable | | $75 |
| Unapplied Cash | | $25 |

This now writes only one GL entry with three detail records for the payment, with only the amount that is actually unapplied going in to Unapplied Cash. Note this single rolled up GL entry only happens when the payment is created and applied in a single action. If you create a payment, then separately apply the payment to an invoice, this will create two separate GL entries for each action.

Another change is to how GL gets written if unapplied cash gets applied to an invoice after the payment has originally been made.

For example, previously, a new Payment Applied GL entry would be written debiting Unapplied Cash and crediting AR. Now, this new functionality causes the same entry to be written, but is attached to the payment itself instead of the payment applied record. Changes to Payments, including apply/unapply/delete/edit will add GL entries in addition to the original GL entry that cause the associated accounts to be balanced.

For an original payment of $100, $75 of which was applied, followed later by applying the remaining $25:

| | Debit | Credit |
|---|---|---|
| For Payment | | |
| Undeposited Funds | $100 | |
| Accounts Receivable | | $75 |
| Unapplied Cash | | $25 |
| For Payment | | |
| Unapplied Cash | $25 | |
| Accounts Receivable | | $25 |

Also with this new functionality, we fixed a bug for payment refund check GL entries. Normally, when a payment is included in a deposit, funds are only transferred to the Bank Account when the deposit is reconciled. So, after a payment, there will be no GL entries transferring from Undeposited Funds to the Bank Account. Once the deposit is reconciled, a deposit GL entry will be created debiting the Bank Account and crediting Undeposited Funds. For customer refund checks, the deposit associated with the refund is automatically reconciled, so it immediately writes this GL entry crediting the Bank Account and debiting Undeposited Funds. However, a second GL entry was also being created associated with the Bank Account that wrote the same details crediting the Bank Account and debiting Undeposited Funds, effectively doubling the funds pulled out of the bank account and into Undeposited Funds in the GL.

The Bank Account GL entry needs to remain, as this affects other check processing functionality such as printing, so this fix stops the refund deposit from writing a GL entry.

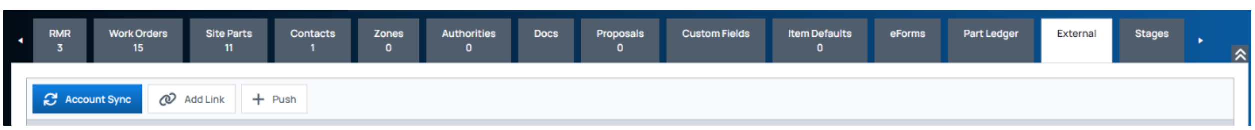
For example, previously, when issuing a $100 refund check to a customer, you would get two GL entries as follows:

| | Debit | Credit |
|---|---|---|
| For Deposit | | |
| Undeposited Funds | $100 | |
| Bank Account | | $100 |
| For Bank Account | | |
| Undeposited Funds | $100 | |
| Bank Account | | $100 |

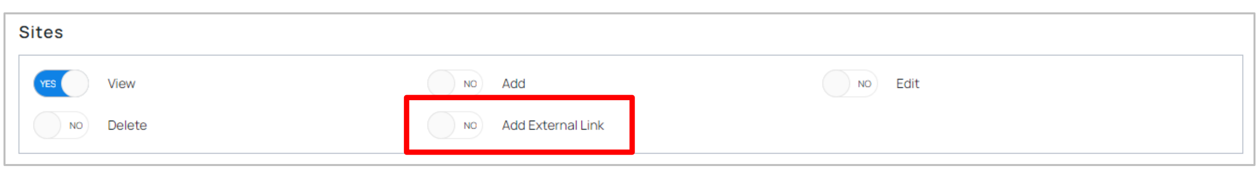
The bug we fixed eliminates the Deposit GL entry for refund payment checks, and keeps the Bank Account entry. This preserves other check processing functionality. Note: CC/eCheck refunds through Forte do not get processed through deposits, so functionality remains unchanged for these forms of refunds.

## Only administrators can link using the integration [102530]

Only administrator users had the permission to add links on the External tab on sites:




We added a permission, Add External Link. When set to Yes other users can add links on the External tab on Sites. Find this permission on the User Management page (Setup > Company > User Manager):

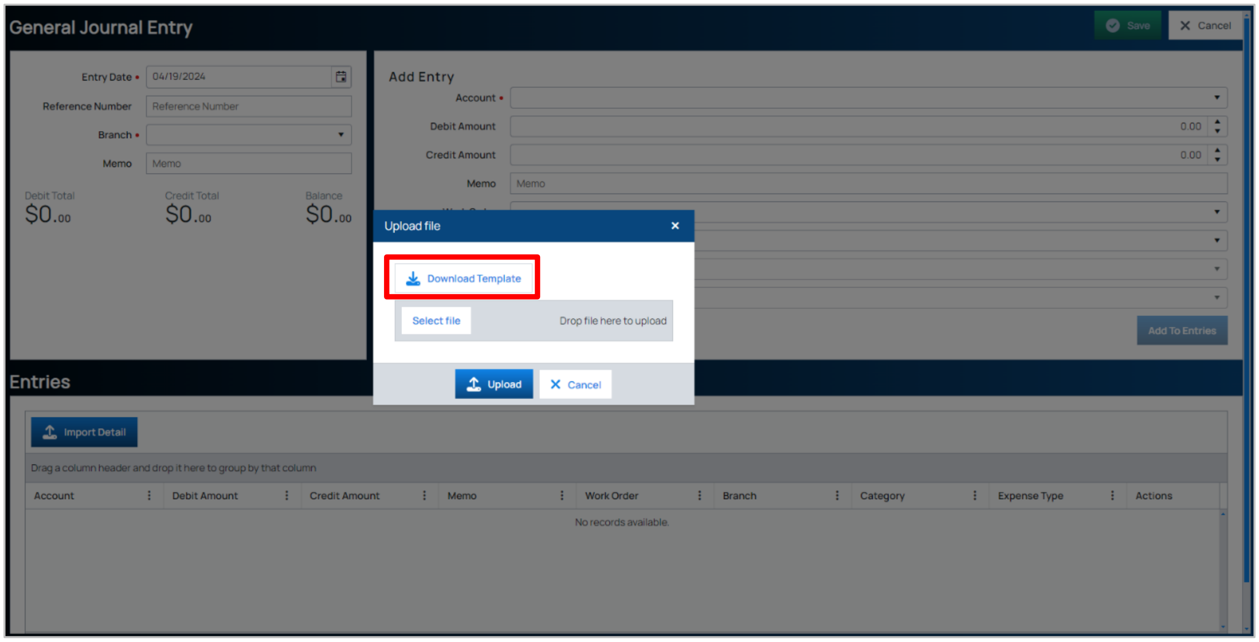



## Added the ability to select which systems users would like to link to Manitou (case 100700) [103258]

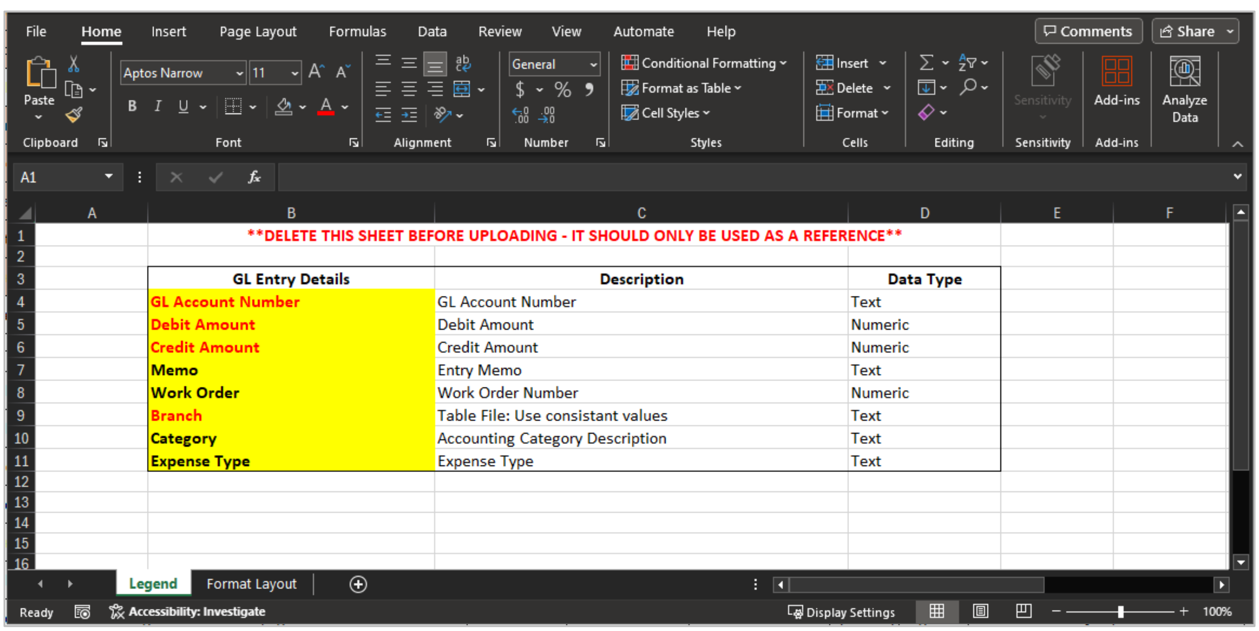
Users can now choose a system to link to Manitou even if there are inactive systems. (Previously Managely had required users to link all systems, even inactive ones, before it would complete a link to Manitou.)

# Added Download Template Button for General Journal Entries [87717]

For General Journal Entries, we added a Download Template button for downloading an Excel template:




Use this template to import GL entries in the correct format:

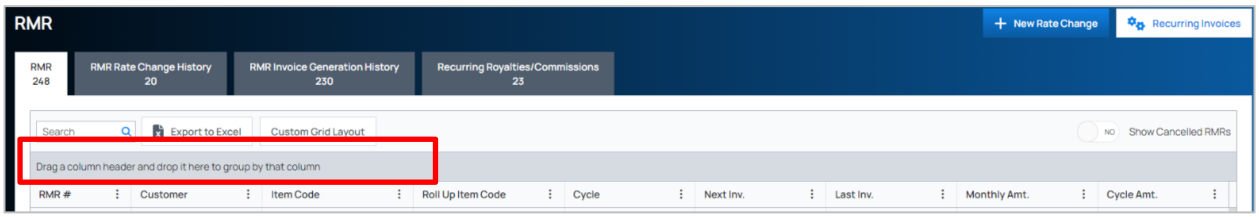


## Email & Download Appointment from Calendar now Honors Filters

When filtering the calendar by an employee type, display group, or technician, the Email/Print (Download) now includes only those events that are visible on the calendar based on the defined filters.

## Added Group By Column Header to Top Level Grids

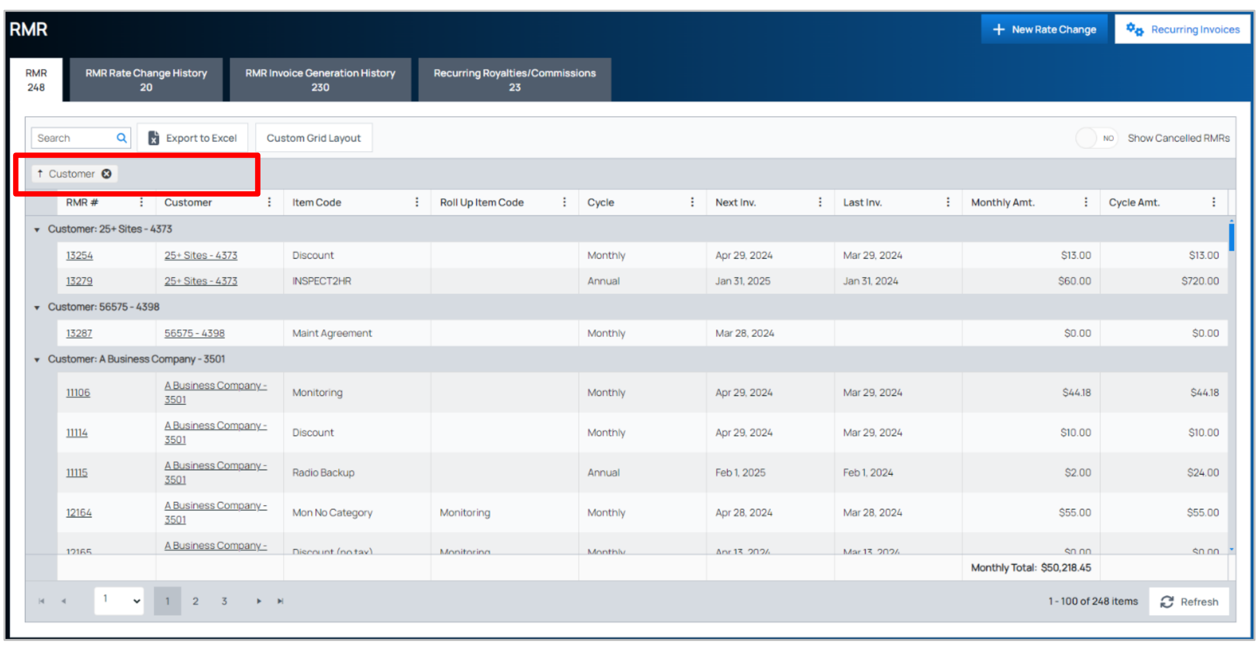
We added a group by feature to these grids:




- Customers
  - Accounts Receivable > Customers > Customers tab
  - Accounts Receivable > Customers > Sites tab
  - Accounts Receivable > Customers > Systems tab
  - Accounts Receivable > Customers > Contracts tab
- Invoices
  - Accounts Receivable > Invoices > Invoices tab
  - Accounts Receivable > Invoices > Credits tab
  - Accounts Receivable > Invoices > Credit Approval Queue tab
  - Accounts Receivable > Invoices > Invoices/Credits Not Delivered tab
  - Accounts Receivable > Invoices > Printed Batch History tab
- Deposits (Accounts Receivable > Payments > Deposits)
- CC/eCheck Transactions
  - Accounts Receivable > Payments > CC/eCheck > Open tab
  - Accounts Receivable > Payments > CC/eCheck > Denied/Rejected tab
  - Accounts Receivable > Payments > CC/eCheck > Voided tab
  - Accounts Receivable > Payments > CC/eCheck > Error tab
- Unapplied Payments (Accounts Receivable > Payments > Unapplied)
- Refunded Payments Accounts Receivable > Payments > Refunded)
- RMR
  - Accounts Receivable > RMR > RMR tab
  - Accounts Receivable > RMR > RMR Rate Change History tab
  - Accounts Receivable > RMR > RMR Invoice Generation History tab

- Accounts Receivable > RMR > Recurring Royalties/Commissions tab
- Work Orders
    - Accounts Receivable > Work Orders > Open Work Orders tab
    - Accounts Receivable > Work Orders > Appointments tab
    - Accounts Receivable > Work Orders > Closed Work Orders tab
    - Accounts Receivable > Work Orders > Recurring Work Orders tab
    - Accounts Receivable > Work Orders > Ready To Bill Work Orders tab
    - Accounts Receivable > Work Orders > Change Orders tab
- Proposals
    - Accounts Receivable > Proposals > Open/Closed tab
    - Accounts Receivable > Proposals > Accepted tab
    - Accounts Receivable > Proposals > Rejected tab
- Warehouses (Inventory > Warehouses)
- Parts (Inventory > Parts)
- Issues/Returns (Inventory > Issues & Returns)
- Part Ledger (Inventory > Part Ledger)
- GL Register (GL)

To group by a column, click a column, drag it to the grey box, and drop it:




To group by more than one column, drag additional columns to the grey box. To remove a column from the grouping, click the X to the right of the column name.

## Added Column Reordering to Top Level Grids

We added a feature to reorder columns to these top level grids:

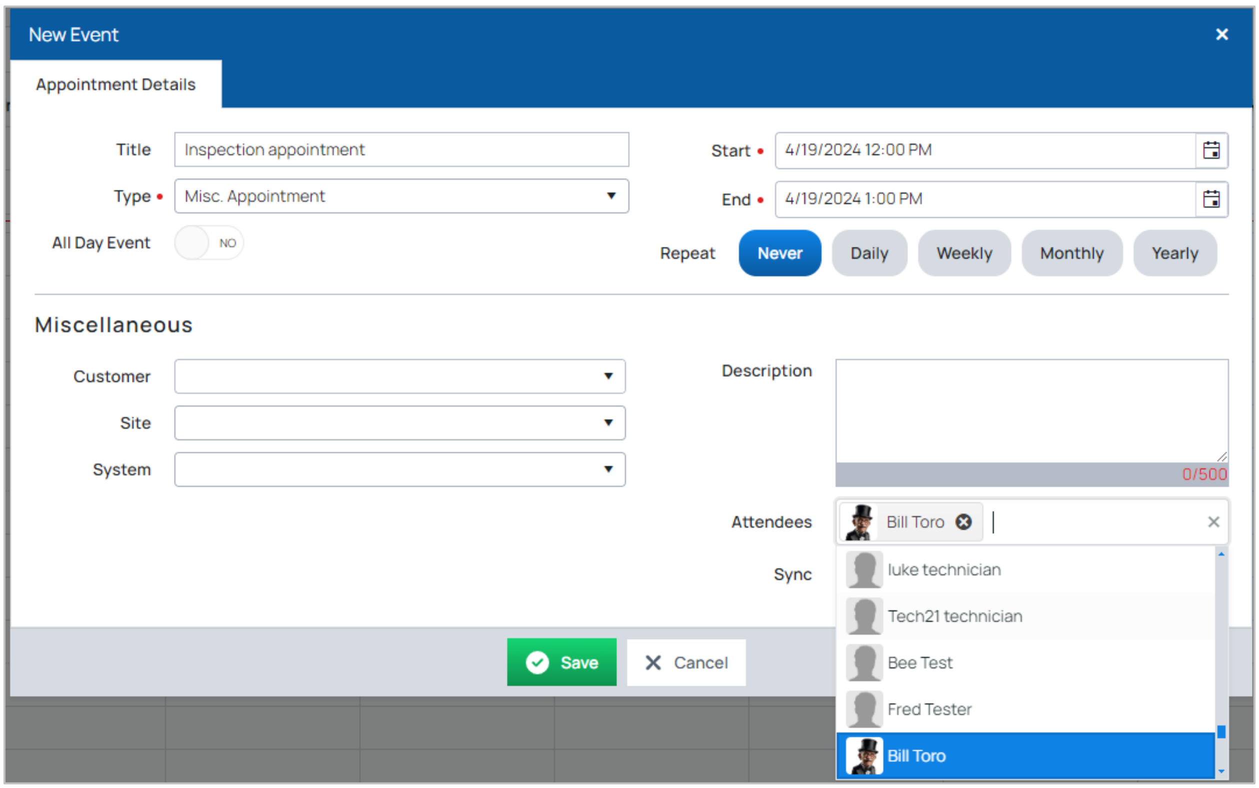
- Customers
    - Accounts Receivable > Customers > Customers tab
    - Accounts Receivable > Customers > Sites tab
    - Accounts Receivable > Customers > Systems tab
    - Accounts Receivable > Customers > Contracts tab
- Invoices
    - Accounts Receivable > Invoices > Invoices tab
    - Accounts Receivable > Invoices > Credits tab
    - Accounts Receivable > Invoices > Credit Approval Queue tab
    - Accounts Receivable > Invoices > Invoices/Credits Not Delivered tab
    - Accounts Receivable > Invoices > Printed Batch History tab
- Deposits (Accounts Receivable > Payments > Deposits)
- CC/eCheck Transactions
    - Accounts Receivable > Payments > CC/eCheck > Open tab
    - Accounts Receivable > Payments > CC/eCheck > Denied/Rejected tab
    - Accounts Receivable > Payments > CC/eCheck > Voided tab
    - Accounts Receivable > Payments > CC/eCheck > Error tab
- Unapplied Payments (Accounts Receivable > Payments > Unapplied)
- Refunded Payments Accounts Receivable > Payments > Refunded)
- RMR
    - Accounts Receivable > RMR > RMR tab
    - Accounts Receivable > RMR > RMR Rate Change History tab
    - Accounts Receivable > RMR > RMR Invoice Generation History tab
    - Accounts Receivable > RMR > Recurring Royalties/Commissions tab
- Work Orders
    - Accounts Receivable > Work Orders > Open Work Orders tab
    - Accounts Receivable > Work Orders > Appointments tab
    - Accounts Receivable > Work Orders > Closed Work Orders tab
    - Accounts Receivable > Work Orders > Recurring Work Orders tab
    - Accounts Receivable > Work Orders > Ready To Bill Work Orders tab
    - Accounts Receivable > Work Orders > Change Orders tab
- Proposals
    - Accounts Receivable > Proposals > Open/Closed tab

- Accounts Receivable > Proposals > Accepted tab
- Accounts Receivable > Proposals > Rejected tab
- Collections (Accounts Receivable > Collections)

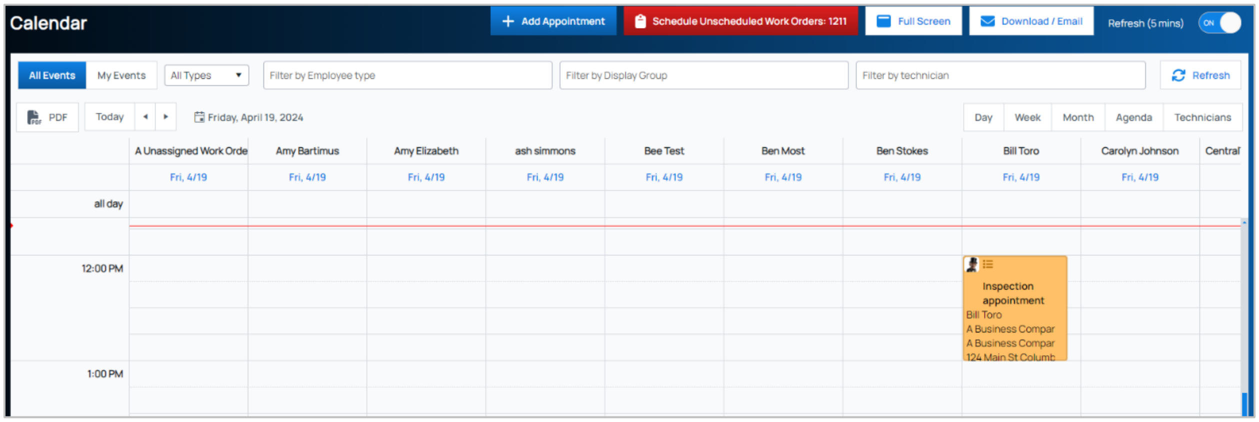
To reorder grid columns, click the column heading and drag it left or right.

## Added Thumbnail Picture of Technician on Calendar

We added a thumbnail picture of technicians on calendar appointments. This is visible when adding events to the calendar:



The picture thumbnails are also visible on the appointments on the calendar:

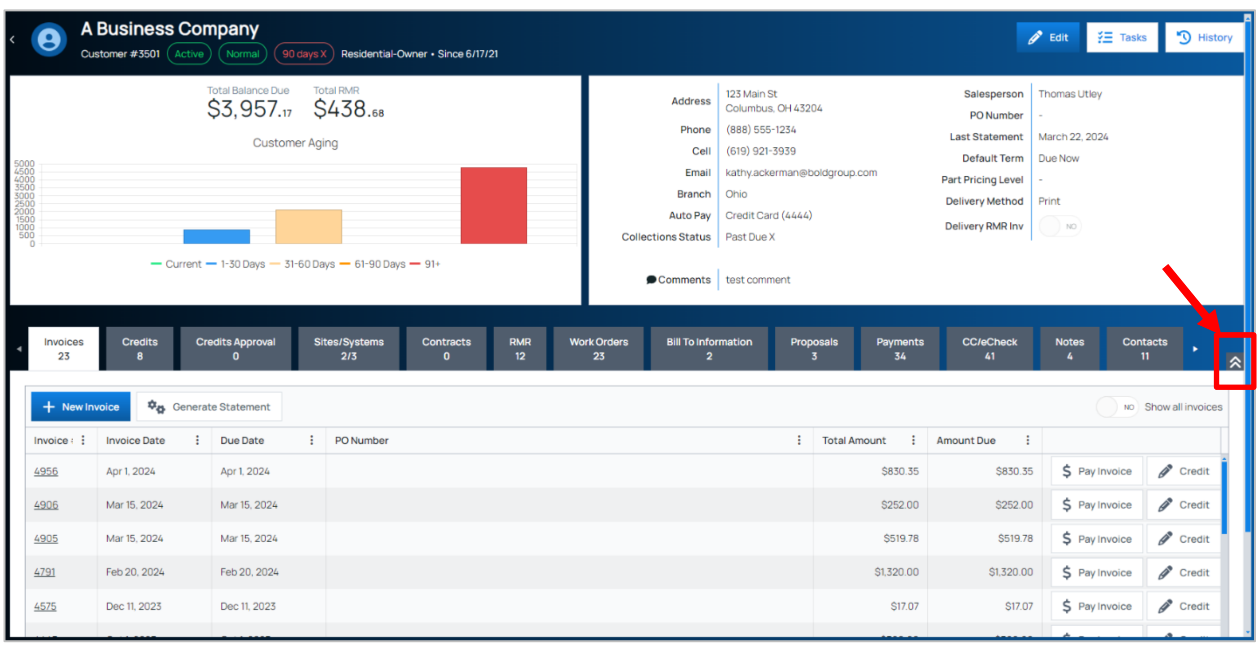



If the thumbnails are missing, add a picture to the employee's record (Setup > Company > Employees > Misc tab).

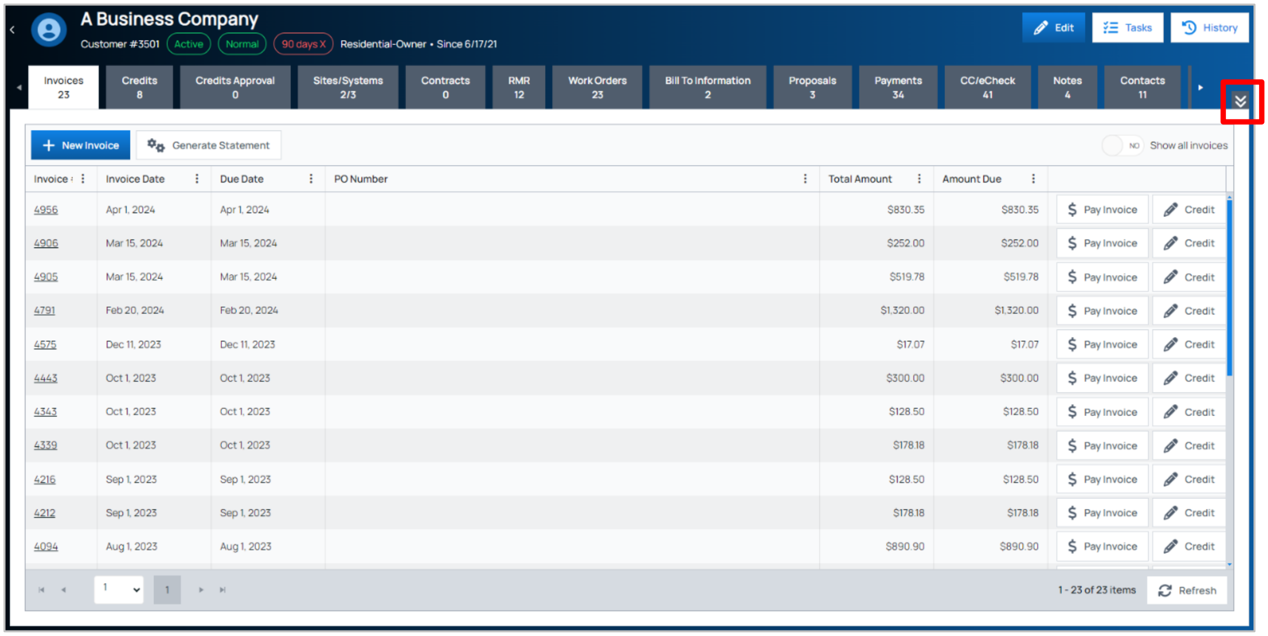
## Added Collapsable Top Panel On Entity Detail Screens

We added a button to collapse/expand to the right of the tab row that hides the header record details and expands the tab section to show more rows on the tabs.

For example, this is the customer detail page showing the customer details at the top:



Clicking the collapse/expand button hides the customer details and expands the tabs:




The collapse/expand button is on these pages:

- Accounts Receivable > Customers
- Accounts Receivable > Payments > Unapplied
- Accounts Receivable > Work Orders
- Accounts Receivable > Proposals

## Added Column Reordering to Customer Detail Page Grids

We added a feature to reorder columns in the grids on these tabs on the customer detail page (Accounts Receivable > Customers > Customer # > [customer page]:

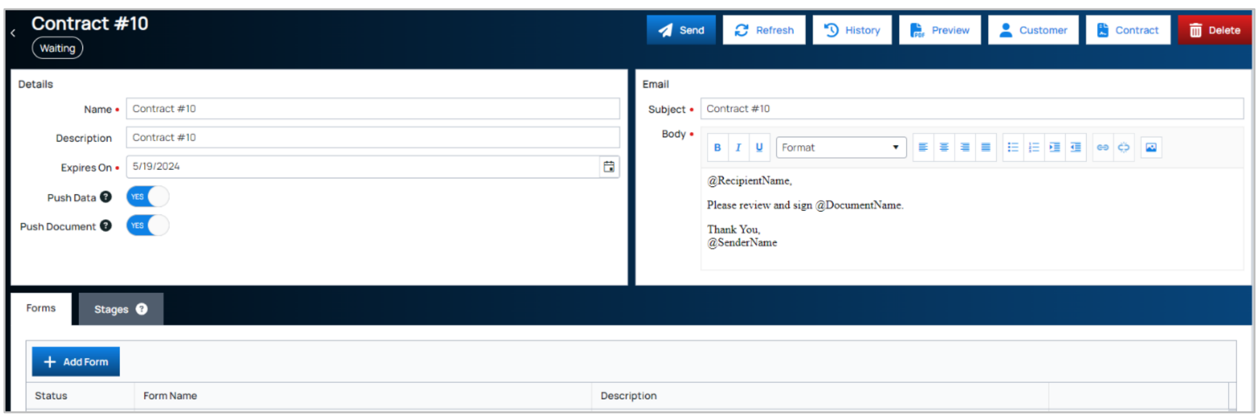
- Customers tab (shown for master customers)
- Invoices tab
- Credits tab
- Credits Approval tab
- Sites/Systems tab
- Contracts tab
- RMR tab
- Work Orders tab
- Bill To Information tab
- Proposals tab

- Payments tab
- CC/eCheck tab
- Notes tab
- Contacts tab
- Documents tab
- Collections tab
- Archive tab
- Item Defaults tab
- eForms tab
- Emails tab

To reorder grid columns, click the column heading and drag it left or right.

## Added Contract button on eForm detail page for contract eForms

We added the Contract button on the contract eForm detail page (Customer detail page > Contracts tab > click a contract number > eForms tab > click an eForm number):

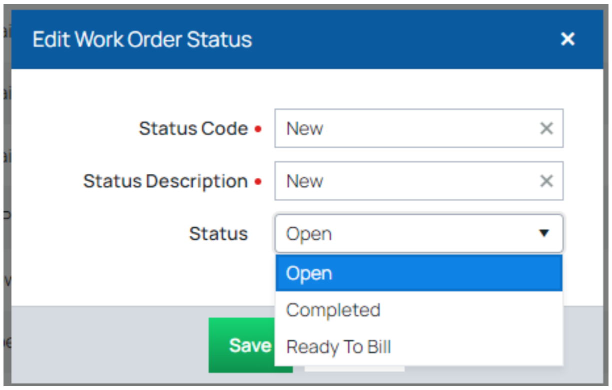



## Change Work Order Type When Status Is Open (Essentials)

For Managely Essentials, when a work order status is Open, users can now change the work order type, if needed.

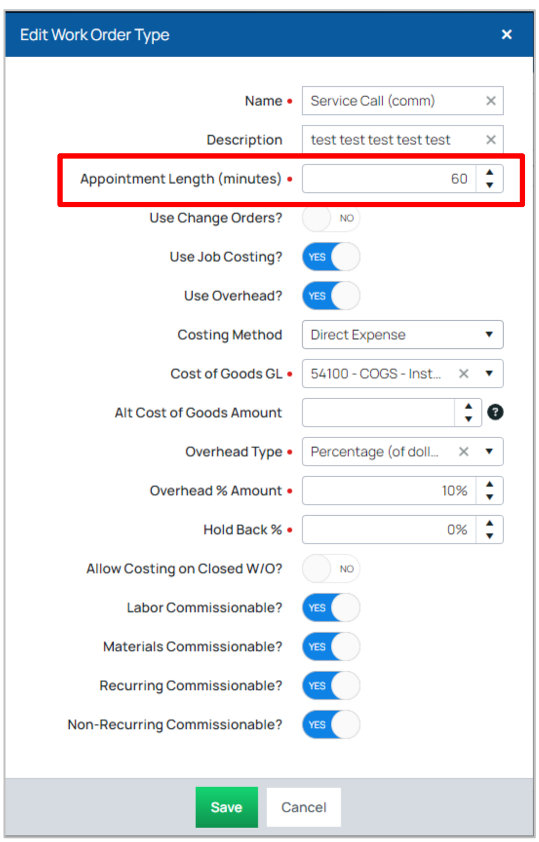
When creating a work order, required fields for creating a work order are Customer, Customer Site, and (Work Order) Type. After selecting these and clicking OK, the work order page opens. When the work order Status dropdown has a work order status code using the status of Open, users can change the work order type, if the wrong one was selected by mistake.

The status of work order status codes is shown on the Work Order Status page. (Setup > Operations > Work Order Status) There are three statuses for the work order status codes: Open, Completed, and Ready To Bill.

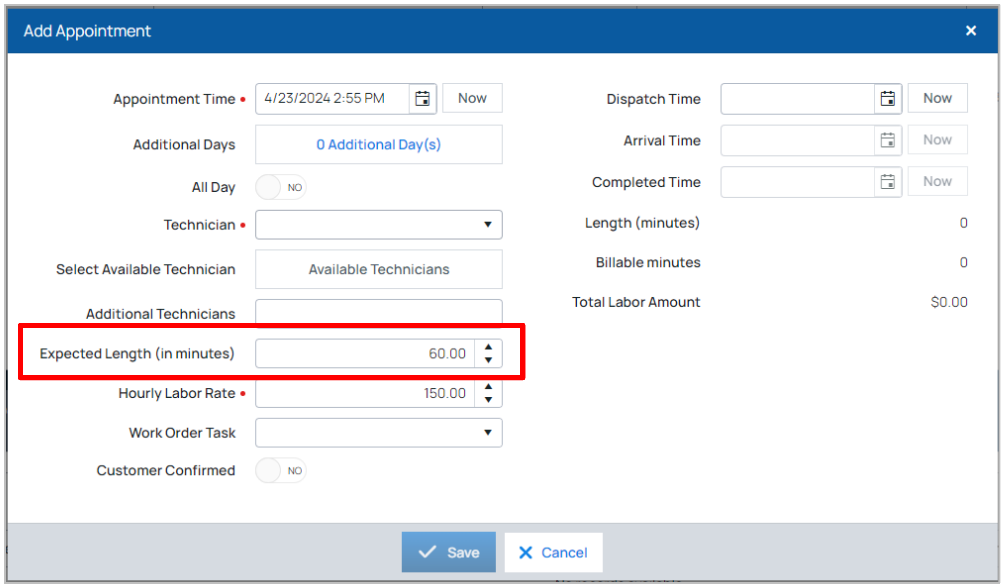



In addition, creating a new work order appointment pulls the appointment length defined on the work order type as the default value of the Expected Length (in minutes) on that appointment.

For example, this work order type has an appointment length of 60 minutes:



When creating a work order appointment using this work order type, the Expected Length (in minutes) field shows the default from the work order type, which is 60 minutes:




This can be changed on the appointment, if needed.

# Application Corrections

## Central station search feature release- doesn't work with multiple systems [98771]

Linking a central station site will no longer require all (or any) of its systems to be linked as well. Additionally, the system dropdown will populate correctly when switching between sites.

**Note: A site without systems can already be linked to a central station site; this change will allow linking for sites that have systems without requiring linking to a central station system.**

## INVENTORY [101732]

We corrected an issue where the physical inventory on hand number was not displaying the correct number. Also, we made the costing method required. If there is a case where the warehouse part and inventory part do not have a costing method, it will use the costing method set in the inventory preferences (Setup > Company > Preferences > Inventory tab).

## Daily Email Summary Incorrect [103704]

Managely is now displaying the correct number of open work orders in the email summary sent to the dealers.

## Accounting Periods are Open but when creating invoices for January we are getting an error saying the Accounting Period is Closed [103192]

We fixed the date issues with typing the invoice date and due date.

## Invoices: Can't rearrange columns [101533]

We fixed an issue preventing users from rearranging columns on the page for invoices.

## Commission section of Proposals is missing for the customer [103868]

Whenever a user selects the Administrator user role, the permissions tab gets hidden; along with this, we have unselected the previously selected roles under permission tab.

## Customer Portal errors but user is created [104,924,105,646]

We fixed the page loading issue while registering a new user on the customer portal.

## Proposals [105129]

On the Proposals page Overview tab, the Parts $0 Rate was not remaining off as set by users after the proposal was saved; it was turning back on. This is fixed to that it will remain off after saving if a user has turned it off.

## Customer portal issues, can create user without phone number [105716]

A phone number is now mandatory for new customer user registration.

## Collections-Customer Number [104910]

We changed the link destination on the customer number to navigate to the customer page (instead of the home page).

## WO Description Missing on Completed Schedule Calls [104476]

We fixed an issue with the work order description missing from completed schedule calls.

## Recurring work order issue [00099857, 104454]

We fixed the errors being displayed when generating recurring work orders by removing the linked Site/System before saving the work order.

## Error when entering Vendor Purchase Item Code [105441]

We set a 25-character limit for the Item Code field for vendor purchase items.

### Changing warehouse on receipt does not update GL or inventory ledger [102531]

If the part was standard cost, the quantity was not being deducted from the warehouse that the part was removed from. This is now resolved so that the quantity is updated for both standard and average cost parts.

### Export of invoices shows back one date [102350]

Invoices export now uses the UTC time zone on the invoice and due date fields to mirror what it does when viewing those in the grid.

### Invoice templates selected for branch do not carry over when creating invoices [108948]

We resolved this to use the template of the branch of the site attached to the entity that generates invoices.

### eForm template packages [106727]

We fixed an issue where template packages were not working or staying in order by including the Package Form Ids when a user selects packages when adding eForms.

### Collections Module

There were two issues: the customer number hyperlink was not directing to the customer page and the customer name column was not appearing when the Name column was selected for the grid. We resolved both of these issues.

### Essentials level Managely customers cannot search for master customers from the search bar up top [109223]

We fixed an issue for Managely Essentials: when users would search for a master customer in the search bar at the top of the page, clicking the customer would not redirect to the customer details as expected.

### Back-end 'time' field potentially causing inaccuracy in front end reporting [109295]

We changed the page to display the date in UTC time zone in the Excel export with the date format.

### Inactive service levels showing when creating work order [108926]

Inactive service levels are now hidden from the Service Level dropdown on the Work Order page.

### When creating invoice template, if a text box is on a header line it turns red and I cannot remove it or delete it [109389]

We resolved this issue on templates so that an element can be deleted or moved if it turns red.