BOLD GROUP

Managely Release Notes

March 2025

Version 5.3.45

MANAGELY®

Contents

Enhancements 4
CRM > Customers 4
Site Comments are now Visible on Site Detail Page 4
GL > Bank Accounts 4
Printable Bank Reconciliation [114183] 4
Inventory > Parts 6
Parts View Increased to Show More Lines 6
Accounts Payable > Purchase Orders 6
Added Submitted Column on Purchase Order Page 6
Templates & Forms 7
Multiple Shared Data Fields are Selectable in Template Design Mode to Move Them Around the Page [124573] 7
Accounts Receivable > Work Orders 7
Ad-hoc Part Description Overrides [120996] 7
Redesigned Change Order Details 9
Recurring Work Order Appointments now Displayed Under the Appointment Tab 10
Updated Critical Note Title 10
Setup 10
New Tab Listing Customer Portal Users [120143] 10
Extended the Number of Part Price Levels to 20 11
Application Corrections 12
Unable to order or issue parts on a work order that were added to a change order [101703] 12
Another accounting issue (Working Trial Balance) [117003] 12
Invoices sent via email (NO HISTORY SECTION FOR BILL TO INFORMATION) [121545] 12
Cost Tab is not correct on Work Orders [121045] 12
Invoice generation missing from invoice history [122411] 12
Merchant accounts tied to branches do not bill to the correct merchant account [126104] 12

Direct expense and COGS info does not carry over from PO; need to manually re-enter to create the receipt [125289] 12

PO is set with Direct Expense toggled to "yes" and COGS account identified; Branch auto fills on top section; has to be manually entered on parts [125285] 13

Cannot generate one-off RMR invoice [126356] 13

Invoices are not showing on invoice/credit register [126293] 13

Change order amounts do not flow onto last work order invoice, and do not pull into intermediary invoices [126725] 13

Http failure response for https://managelyapp.com/graphql: 500 [126568] 13

Remaining tax balance on credit invoice [125527] 13

Invoicing issue [127101] 13

Issue - When creating a proposal, using the labor section in the overview tab, it does not generate tax [127454] 13

Customer address displaying incorrect value (should be uppercase but is lowercase) [127477] 13

Re: Closed Case 125646 - issue persists - Invoice with calculation issues [127326] 14

RMR [127804] 14

Can't add new customers [127457] 14

A work order has multiple invoices created [127627] 14

Closing a fiscal year the application does not seem to complete it just spins till you manually refresh the screen [127700] 14

Display of address doesn't show up correctly [127727] 14

Customer import uploader issues [128103] 14

Customer part price level is ignored when creating a direct invoice with a part that has a price level set [128035] 15

Managely template name is too long to delete it [128095] 15

Customer batch uploader progress bar freezes [128302] 15

Discrepancy [between bill amount and final invoice amount] [128001] 15

A customer is showing that eCheck is on autopay but there is no eCheck on the account [128320] 16

The due date does not update if you change the bill date [128539] 16

Cannot change the date an RMR invoice is created for, as in "Bill on Date" in SedonaOffice [128736] 16

Entry date doesn't match invoice date [128876] 16
Can't add long email to bill to [129135] 16
SQL error when trying to create a lead [129515] 16
Want training for work order deposits feature [00127743] 16
When creating an RMR under a customer and under a proposal you can select non-recurring items [129769]..17
A work order got moved over to the wrong customer [00128919, 128446] 17
Make Customer Type dropdown required 17
Cannot complete an eForm via mobile device [130334] 17
Managely prohibiting users from creating POs and processing vendor bills [130649] 17
Work order deposits not working properly [131683]..17

Enhancements

For more information about these and other Managely features, refer to the [Managely knowledge base]().

CRM > Customers

Site Comments are now Visible on Site Detail Page

Site comments are now visible on the Site Detail page (CRM > Customers > Sites tab > Site # link —OR— CRM > Customers > Customer # link > Sites/Systems tab > Site Number link).

To add comments for a site, edit a site. Type comments. Save the site changes. The comments field can have 250 characters; however, when users view the site detail page, they will see only some of the whole 250 characters.

GL > Bank Accounts

Printable Bank Reconciliation [114183]

Users can print a PDF file of a finished bank reconciliation.

1. Open the Bank Accounts page (GL > Bank Accounts).
2. Click a Bank Name hyperlink. This opens the bank detail page.
3. Click the Reconciliation tab.
4. Click the Ending Date hyperlink for a finished reconciliation. Click the **Print** button. (top right)

Managely generates and downloads an Account Reconciliation Report.

The report header shows these details:

- Bank Name
- Service Charge
- Beginning balance
- Ending Balance
- Total Debit Amount
- Total Credit Amount

The report has these sections:

- Reconciled Checks/Payments
- Reconciled Deposits/Credits
- Statement Balance
- Outstanding Deposits
- Outstanding Payments
- Register Balance

The report grid has these columns:

- Date
- Number
- Vendor
- Memo
- Amount

The Statement Balance = Beginning Balance - Payment Reconciled + Deposit Reconciled

(This is the total amount of money in your bank account at the end of your billing cycle)

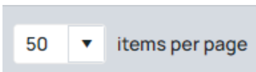
Register Balance = Statement Balance - Payment Outstanding + Deposit Outstanding

(This is the final total at the end of the report)

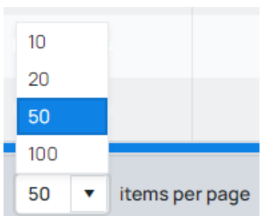
Inventory > Parts

Parts View Increased to Show More Lines

On the Parts page (Inventory > Parts —OR— Setup > Items & Parts > Parts), we added a selector at the bottom of the page to view 10, 20, 50, or 100 parts in the grid.



Click the triangle beside the number to select more or fewer items per page:

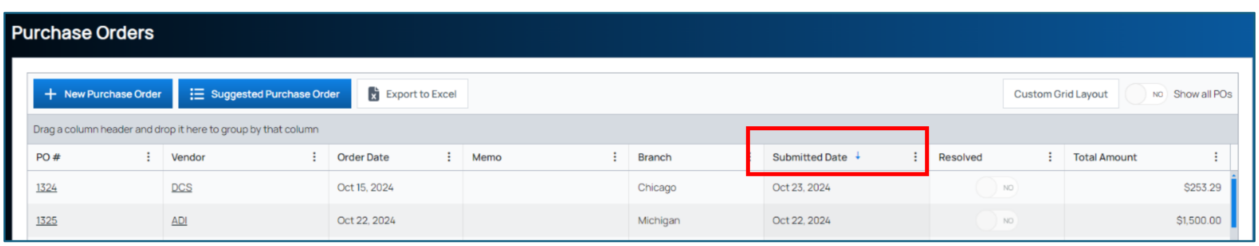


This is also visible on the Add Parts popup used to add parts to proposals, work orders, etc.

Accounts Payable > Purchase Orders

Added Submitted Column on Purchase Order Page

On the Purchase Orders page (Accounts Payable > Purchase Orders), we added a new column to the grid called Submitted Date. Users can group by, sort by, and filter this column.



We also added the Submitted Date column to the vendor detail page on the Purchase Orders tab.

Templates & Forms

Multiple Shared Data Fields are Selectable in Template Design Mode to Move Them Around the Page [124573]

In the template design mode, we added the ability to select multiple sections at a time and move them around.

1. Open a template copy to edit. (Templates & Forms > Templates)
2. Hold the Ctrl key down on the keyboard.
3. Without releasing the Ctrl key, RIGHT mouse-click the first field to move.
4. Without releasing the Ctrl key, RIGHT mouse-click the second field to move and hold the right mouse button down.
5. Without releasing the right mouse button, move the cursor to move the fields to a new location, and then release the right mouse button.

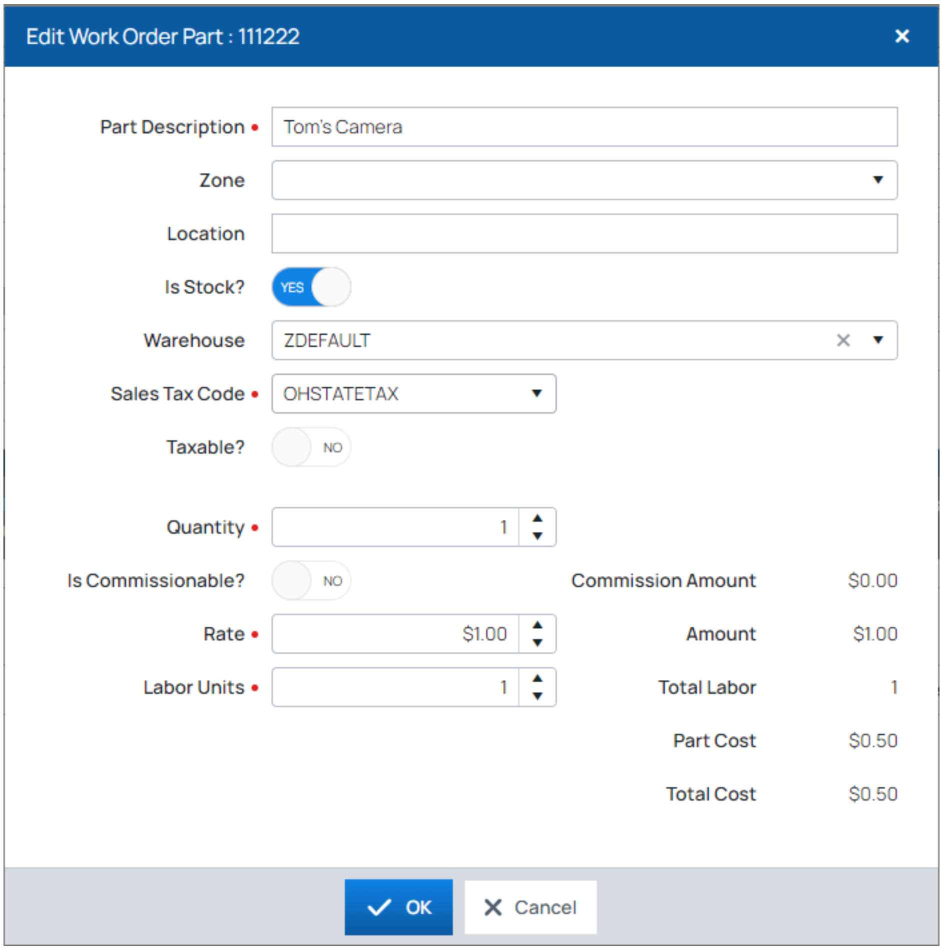
Note: When clicking the right mouse button, a secondary popup menu may open. After moving the fields, click on an empty space on the form to close it.

Accounts Receivable > Work Orders

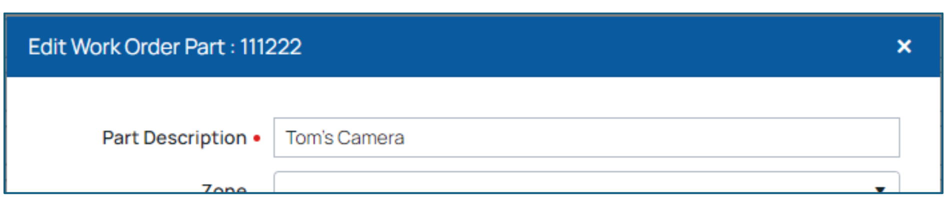
Ad-hoc Part Description Overrides [120996]

When users add parts to a work order, if they changed the part description using Edit Work Order Part, when the work order is completed, that changed the part description is shown on the Site Parts grid.

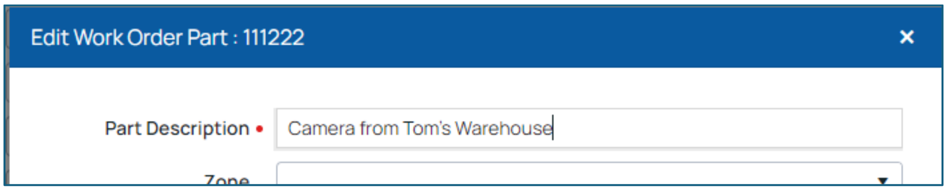
After adding a part to a work order, users can click the part to open the Edit-Work Order Part form:



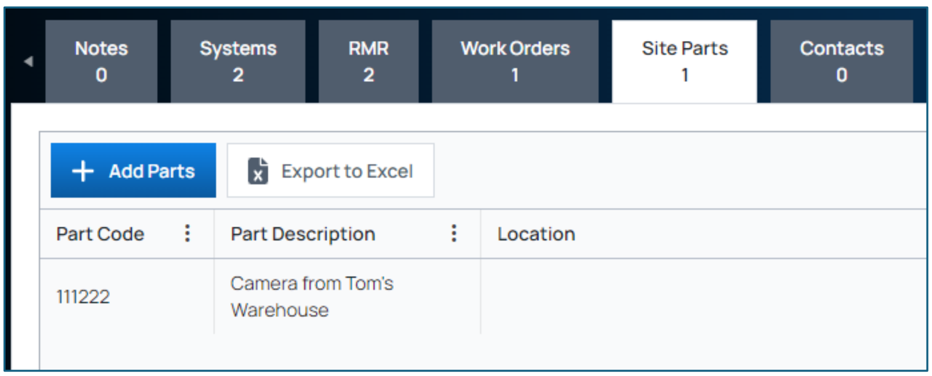
By default, the Part Description is the description from the part setup. (Inventory > Parts)



Users can change the Part Description for the part on the work order. (This does not change the description of the part in inventory.)



When users complete the work order, the Site Part tab for the site shows the changed part description:



Redesigned Change Order Details

We redesigned change orders. Users will see these changes:

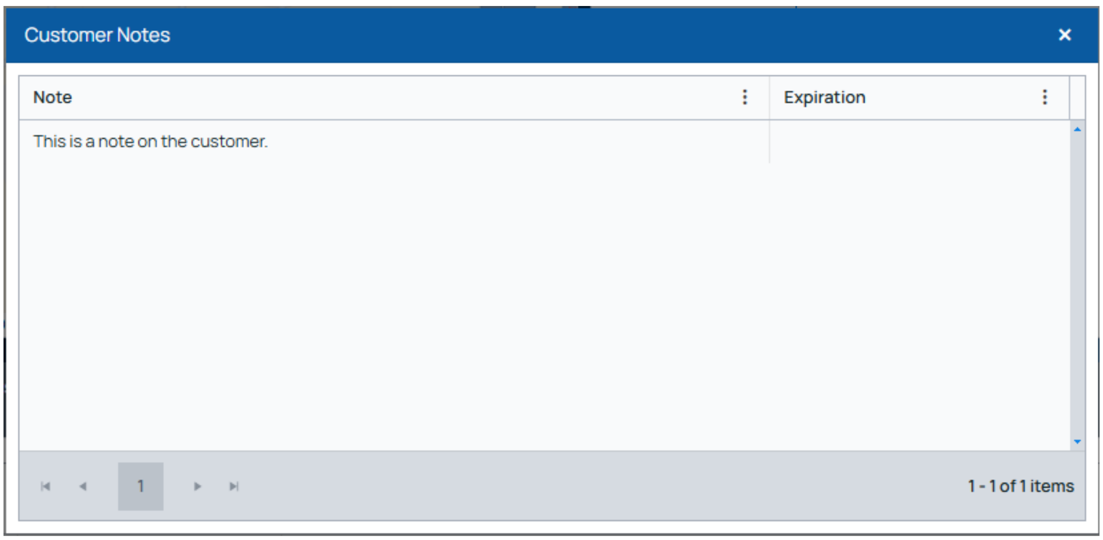
1. Removed Change Order detail entities.
2. Added Change Order column to the Parts Order popup grid (displayed only when there is at least one change order). The grid records can be now filtered by any column of a user's choice. In the past, users were limited to filtering parts by phases that required them to click the **Order By Phases** switch in the grid header. Now users click on ellipsis next to column names to filter records.
3. Change order part ledger entries are generated/deleted/updated. This feature did not work before. The process is the same as it is for work order part ledger generation.
4. Ordering any change order parts now follows the same flow as ordering work order parts. Change order parts load on Parts Order popup grid and can be filtered by Change Order if needed or selected along with work order parts.
5. Issuing change order parts now follows the same flow as issuing work order parts.

Recurring Work Order Appointments now Displayed Under the Appointment Tab

Appointments made for recurring work orders now appear on the recurring work order on the Appointments tab. (Accounts Receivable > Work Orders > Recurring Work Orders tab > WO # link > Appointments tab)

Updated Critical Note Title

For notes that appear on work orders, we changed the title of the popup to Customer Notes:



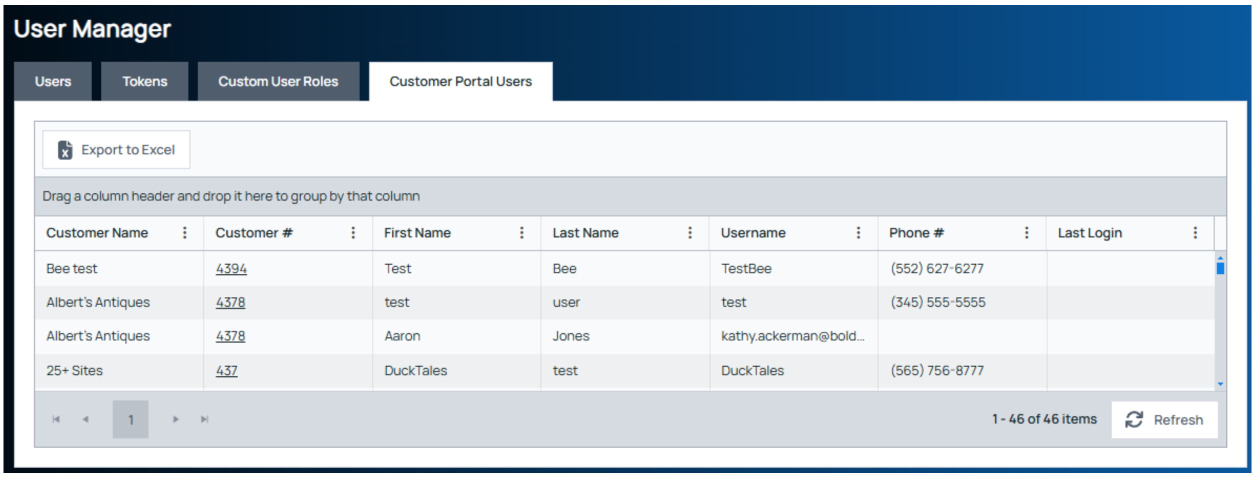
Setup

New Tab Listing Customer Portal Users [120143]

On the User Manager page (Setup > Company > User Manager), we added a tab called Customer Portal Users. With this users can review their customers to see if they have signed up for a customer portal account. This tab has these columns:

- Customer Name
- Customer #
- First Name
- Last Name
- Username
- Phone #
- Last Login

Users can sort on each column, hide columns, filter the information shown in the columns, and group by the columns just like many other grids in Managely. Users can also export the grid information to an Excel spreadsheet.



Extended the Number of Part Price Levels to 20

We increased the number of part price levels from 10 to 20. These are on the Part Pricing Levels page (Setup > Items & Parts > Part Pricing Levels).

Application Corrections

Unable to order or issue parts on a work order that were added to a change order [101703]

We fixed an issue preventing users from ordering or issuing parts on a work order that were added to a change order.

Another accounting issue (Working Trial Balance) [117003]

The Working Trial Balance did not show the Retained Earnings and caused the report to not balance.

The Retained Earnings are now visible on the Working Trial Balance Report.

Invoices sent via email (NO HISTORY SECTION FOR BILL TO INFORMATION) [121545]

Bill-to does not have history, so dealers could not tell when things got modified or changed. Support could not troubleshoot issues without proper history on that section.

On the customer detail page Bill To information tab, we added a history button in the grid on each row. Users can click this button to show the history page for the row.

Cost Tab is not correct on Work Orders [121045]

Previously, the Actual Charges Amount on the Work Order Costs tab only accounted for items and parts on the work order. Now it will include the Service Fee and labor amount so that it will better match the total amount displayed at the top of the work order (excluding tax).

Invoice generation missing from invoice history [122411]

When an invoice was generated, there was no history of who generated it. We fixed the tracking log for generating recurring invoices; this is visible when users click the History button on a generated invoice.

Merchant accounts tied to branches do not bill to the correct merchant account [126104]

Previously, for invoices submitted to Forte, Managely looked up the merchant (Forte) account associated with the customer. We changed this, so now Managely looks up the account on the site branch that is associated with the invoice. If the branch has a merchant account, it submits the transaction using that. If the branch does not have a merchant account, it will default to the customer branch's account.

Direct expense and COGS info does not carry over from PO; need to manually re-enter to create the receipt [125289]

The Direct Expense and COGS information from the Purchase Order now carry over when creating the receipt.

PO is set with Direct Expense toggled to "yes" and COGS account identified; Branch auto fills on top section; has to be manually entered on parts [125285]

We changed the Purchase Order page to auto-fill the branch name for the parts.

Cannot generate one-off RMR invoice [126356]

We fixed this issue so that after generating the RMR list, clicking the Generate Preview button a second time returns the RMR list again.

Invoices are not showing on invoice/credit register [126293]

The date range on the invoice/credit register report did not work on same-day invoices or credits.

We fixed this issue and applied the fix when either date (Start Date or End Date) is empty.

Change order amounts do not flow onto last work order invoice, and do not pull into intermediary invoices [126725]

We fixed an issue where neither positive nor negative amounts on change orders pulled onto progress invoices or the final work order invoice.

Http failure response for https://managelyapp.com/graphql: 500 [126568]

We fixed an error that users would get when they created and saved a proposal that had a sales package.

Remaining tax balance on credit invoice [125527]

For dealers using the Avalara tax integration, in a situation where an invoice was created in error and sent to a customer, users issued a credit to clear the invoice; however, the tax was not cleared and was left as a balance due. We fixed this situation, so the tax is also cleared.

Invoicing issue [127101]

We fixed an error that users received when trying to complete a work order.

Issue - When creating a proposal, using the labor section in the overview tab, it does not generate tax [127454]

We added labor and discounts to sales tax calculation.

Customer address displaying incorrect value (should be uppercase but is lowercase) [127477]

We removed the title case that capitalized only the first letter of each word. <u>Please note this means that addresses are displayed the same way they were typed</u>.

Re: Closed Case 125646 - issue persists - Invoice with calculation issues [127326]

Currently, Avalara is not used to calculate tax on work orders, so the tax amount on the work orders was coming back as 0 and throwing off the calculations. We changed the calculation used to find the amounts and updated the grid to show what is happening between the percentages, net amount, tax amount and total amount.

RMR [127804]

RMRs did not generate as expected, while the RMR run date shows the next month. Creating an invoice gives an error. We fixed an issue with closing, loading, and refreshing accounting periods for the next fiscal year. We also made the error message more descriptive when invoices cannot be created if an accounting period is closed.

Can’t add new customers [127457]

On the customer page (and wizard), there was no limit on the number of characters in the Business Name field. This would cause an error and prevent users from changing a business name if it was too long. We added a 50-character limit to the Business Name field.

A work order has multiple invoices created [127627]

A work order had multiple invoices created. This occurred in a situation where users were able to click the Complete button multiple times. We fixed this situation so users can click complete on a work order only once.

Closing a fiscal year the application does not seem to complete it just spins till you manually refresh the screen [127700]

We fixed an issue with closing accounting periods: users needed to refresh the page for the closing process to complete.

Display of address doesn’t show up correctly [127727]

We resolved the issue with the display of billing addresses on the invoice template.

Customer import uploader issues [128103]

When trying to import a customer, users reported Managely errors. This was caused by two bugs in the import process and one instance of improper data in the Excel file.

One bug had to do with trying to insert an already existing GL Account record when inserting a new Sales Tax record.

The other bug had to do with not properly filling in RMR Bill To information if the customer did not include that data in the Excel file.

We fixed both bugs. Users will need to download a new customer import template and fill in the required fields correctly.

Note: When filling out the RMR section of a customer import Excel sheet (Setup > Uploaders > Customer Batch Uploader), BillToFirstName and BillToLastName have been added. If the BillToLastName field is left empty, the created Bill To record will inherit the first and last name from the customer.

If the BillToAddress1 field does not have a value, then it will inherit the full address from the customer and ignore any other related bill to address fields in the row, otherwise it will use the address info provided for the Bill To record.

If BillToAddress1 has a value, then the BillToCity, BillToState, and BillToZipCode fields are required.

If BillToPhone1, BillToCellPhone, or BillToEmail do not contain values, then these also get inherited from the customer for each field.

Customer part price level is ignored when creating a direct invoice with a part that has a price level set [128035]

We resolved an issue where the customer part price level was ignored when creating a direct invoice with a part that had a price level set.

Managely template name is too long to delete it [128095]

On templates, if the name displayed for an added field name was too long, the text covered the edit button preventing users from deleting the field. We added a title for the label so that users can read full name by hovering over the field made text overflow hidden. Now users can edit the fields with long field names and delete them if needed.

Customer batch uploader progress bar freezes [128302]

When using the customer batch uploader, the progress bar would freeze on the page even though the upload would complete. We fixed this so the progress bar does not freeze when the upload successfully completes.

Discrepancy [between bill amount and final invoice amount] [128001]

In some cases, there was a difference of one cent between the customer bill and final invoice amount.

We fixed this issue so the invoice value remains the same in both edit and non-edit modes and added an info icon to the Total Tax Amount column to indicate that adding individual taxes may cause a slight discrepancy in the total tax.

A customer is showing that eCheck is on autopay but there is no eCheck on the account [128320]

We fixed an error that was shown when clicking the CC/eCheck tab on a customer.

The due date does not update if you change the bill date [128539]

The bill due date was not updated if users changed the bill date. We changed to the Bill page to update the due date based on the term when a user changes the bill date.

Cannot change the date an RMR invoice is created for, as in “Bill on Date” in SedonaOffice [128736]

Users could not change the date an RMR invoice was created for as they could in SedonaOffice. The **Select Day for RMR Cycle** switch on the Company > Setup > System Defaults did not work allowing users to pick any date of the month.

We fixed this so that when the **Select Day for RMR Cycle** switch is set to YES, users can pick any date of the month.

Entry date doesn’t match invoice date [128876]

We fixed this so the GL entry date will match the invoice date even if the invoice is dated in the past.

Can’t add long email to bill to [129135]

We increased the character length of the customer bill to email address in the database to match the character length of the customer email address field.

SQL error when trying to create a lead [129515]

We fixed a SQL error users received when trying to save a lead.

Want training for work order deposits feature [00127743]

When using progress billing, the invoices total is more than the work order total.

We fixed this issue so that when using progressing billing, the invoice totals match the work order total.

When creating an RMR under a customer and under a proposal you can select non-recurring items [129769]

The Item dropdown now filters out any non-recurring items for the Customer > Add RMR and Proposal > Add RMR pages.

A work order got moved over to the wrong customer [00128919, 128446]

The issue was not reproducible nor were any errors logged. However, it was possible that this issue occurred when updating calendar appointments. To address this, Managely checks that the work order ID is added before setting the site ID, so that setting the site does not set a site from a different work order.

Make Customer Type dropdown required

We updated the system default page to make the **Customer Type** a required field.

Cannot complete an eForm via mobile device [130334]

We resolved an issue where users could not complete an eForm via mobile device (they would receive an indefinite loading wheel when attempting to Approve or Reject an eForm).

Managely prohibiting users from creating POs and processing vendor bills [130649]

We resolved the vendor issue, so the vendor selector shows the entire list of vendors.

Work order deposits not working properly [131683]

We fixed an issue where work order deposits did not take into account the deposit invoice(s).